



Office of the President

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DATE: December 10, 2014

TO: Chancellors

FROM: Ray

RE: Travel Policy

As you may know, the UW System has been striving to increase our travelers' safety, comfort, and cost efficiency ever since we were authorized in July 2013 to manage our own travel program. This letter explains additional, important improvements being implemented in the near future to ease the booking process, provide assistance and protections to our travelers, ensure the best available rates and flight options, and revise the UW System policy for university-funded travel.

New improvements to Concur will be launched on January 5, 2015. An overhaul of the user interface has made the application more intuitive and will make self-booking air, car, and lodging easier, faster and more efficient. This will eliminate the need or perceived benefits of surfing commercial sites for better deals. Concur's mobile functionality has also been enhanced.

Use of Fox World Travel or Concur allows UW travelers to receive the necessary level of protection and care, especially when travel disruptions or emergencies occur. However, Fox World Travel has hired additional travel agents to serve our needs. These agents will supplement the dedicated support team that currently assists UW travelers 24 hours a day, 7 days a week. Though new agents are on board, UW travelers are always welcome to ask for a Fox agent with whom they have worked in the past. Doing so allows travelers and agents to develop rapport and familiarity, making travel that much easier. To further protect our travelers, Fox will implement a new notification application later this month to provide flight updates, including delays, cancellations, and gate changes, via text and email to the on-the-go traveler.

With airline discounts and direct access to airline information through our contracted agency and booking tool, UW travelers are assured the best available rates. Effective January 5, 2015, Frontier Airlines will join the UW System's list of airline partners by offering a 5 percent discount on all base fares. Discount agreements are also currently available through Fox and Concur for American, Delta, Southwest, Sun Country, and United.

With only \$13.1 million of our estimated \$45 million in airfare in the managed travel program, the UW System realized savings of \$971,000 in fiscal year 2014. Further service enhancements can be garnered from the airlines based on the volume of travel in the UW System's program.

Therefore, beginning January 5, 2015, to ensure UW employees are able to attain greater savings and benefits in the future, all university-related air travel must be booked through Fox World Travel or Concur. After July 1, 2015 only travel booked through the contracted program will be eligible for UW payment or reimbursement.

Our next area to tackle is the maximum allowable rate structure for travel expenses, which have not kept up with inflation. Information regarding our new travel rates will be coming this spring and will be effective July 1, 2015.

Implementation details will be communicated to the appropriate institutional staff, in accordance with the timelines provided above. As each institution develops its communication and implementation plan, UW System Administration staff is happy to address questions you may have or assist in any way possible.

I am confident the new airfare related services are of benefit to you and the new rates will help adequately reimburse you for the valued work you do for the University. I would like to thank the UW Travel Management & Operations Committee for the enormous amount of time, research and collaboration they committed to crafting this program. We will continue to work with campus leadership to make sure we are providing the best travel program possible.