



# BACK TO TRAVEL REFERENCE GUIDE

## SELF-SERVE TIPS TO ENSURE YOU ARE TRAVEL READY

Now that most companies are back to business, travel is a regular part of your day to day. Since we know getting back into the swing of things sometimes takes a few reminders, we want to ensure you have every tool and resource at your fingertips to ensure your return to travel is easy! Check out these resources to ensure your turbulent-free return to travel.



## DID YOU KNOW?

### Unused Tickets

You may very well have some unused tickets in your possession from some quick cancellations when COVID hit. Not to worry. Fox's back-end technology not only automatically checks for these credits but applies them automatically on your behalf. What that means for you as a traveler? No need to call an agent if you prefer to continue booking online; Fox is here to assist.

Learn more about Unused Ticket process [HERE](#)

And remember to consult your travel policy for any specific requirements to your organization.

### Concur Travel Questions?

You may not be in a rhythm yet within [Concur Travel](#). Now is the time to reacclimate—and remember—right inside the Concur Travel tool is that amazing [chat feature](#). If you have any tech questions at all about where to find something or the process to update information, Fox's friendly agents are standing by to chat you through the process at no cost.

### Booking Assistance

While our hope is your tech and tools are intuitive, sometimes we just need a little extra help. Fox agents are experts and can help get you over the hurdle. Call or click, Fox is here to support you.

### Hold Times

Certain times of day and days of the week are spiking for travel suppliers (airlines, car and hotel) causing a back-up in phone hold times. Fox understands your time is valuable, so if you prefer, use our chat or phone call-back option so you can keep moving about your day while Fox holds on the line with the suppliers for you.

**Standard Hours:** 7 am - 7:30 pm CT

**After-Hours:** 7:30 pm-7 am CT

**Note:** Due to the current volume of exchanges, call times may take longer with both travel agents and our suppliers.

### Book Ahead

Due to people reacclimating to travel so quickly and in light of shortages throughout the travel industry, Fox highly recommends that for any trip you have pending, you book air, car, and hotel at the same time and everything you need for your trip as early as possible. Refer to your organization's travel policy for specific advance booking allowances.

## ACTION NEEDED—YOUR PROFILE IS INACTIVE

If you have not been in your Concur Travel profile or used your Concur Travel profile to book within the last 12 months, it's likely the technology may have "snoozed" your profile. Using the information found below, please review the top areas you need to update today so when you travel later, you'll have less disruption and a smoother booking process.

### ✔ Top Areas that Need Your Attention

#### ○ NAME

Life events may have caused name changes, but also, ensuring your name is exactly in your profile as it is on your government issued identification is crucial. This includes your middle name or middle initial as applicable.

#### ○ CONTACT INFORMATION

Double check that addresses, emails, cell phones, home phones and emergency contacts are all up to date for the year.

#### ○ CREDIT CARD

Take time to review your corporate credit card settings, expiration dates, and card on file (if applicable). You may need to remove your credit card on file and add it back in to ensure the proper expiration information updates and clears. After a year of inactivity this could cause a delay in your booking process if not done in advance or properly.

#### ○ PASSPORT

Review your passport and check for approaching expiration dates, ensure all information is loaded and again, all contact information matches your profile exactly.

#### ○ TRAVEL PREFERENCES

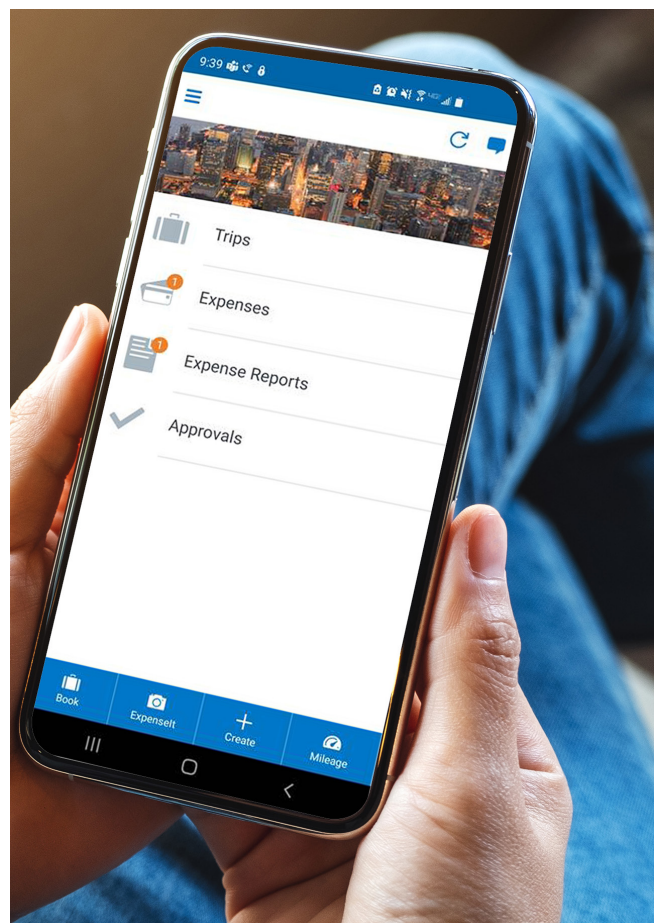
Your Concur Travel profile should be reviewed for your personal travel preferences such as aisle, window, front of plane or otherwise to create a more personal experience.

#### ○ LOYALTY PROGRAMS

Validate all your loyalty program numbers are in and accurate so you can maximize every trip in your favor.

#### ○ TSA KNOWN TRAVELER NUMBER (TSA PRE CHECK)

Verify your TSA numbers are in and accurate.



## LAST BUT NOT LEAST

Download the MyFoxWorld app on your phone for the easiest access to all of your travel needs. The app is available for download following these [Easy Instructions](#).

As you continue to navigate the new landscape of travel with rental car shortages, airline schedule changes, and TSA delays, Fox is here to help. [Call, email or chat](#) with us, we're ready to support you!