

UNIVERSITY OF NEBRASKA

FREQUENTLY ASKED QUESTIONS

FOX WORLD TRAVEL



UPDATED 01/22/2020

Background

On February 1, 2020, the University will replace its incumbent travel agency, Travel and Transport, with its new preferred travel agency, Fox World Travel.

Objective:

This FAQ is intended as a resource to help you find the answers to the questions most-often asked about the **transition to Fox World Travel.**

Concur Travel

Help using Concur Travel can be found [here](#) or by contacting Fox World Travel.

Phone Support

Toll Free: 855-694-4287

Local: 402-206-2112

Standard Business Hours: 7:00 am – 7:30 pm (CST) Monday – Friday (excluding holidays)

After hours, weekend, holiday, and emergency support*: 7:30 pm – 7:00 am (CST) *Fees apply

Domestic and international agent team: nebraska@foxworldtravel.com

Online technical support team: online@foxworldtravel.com

TRAVEL Program Information

Q: What is changing, what is not changing?

A: **Changing:** On February 1, 2020, the University is changing its Preferred Travel Agency from Travel and Transport to Fox World Travel. All faculty and staff traveling on University business are asked to book their reservations with Fox or online using the Concur Booking Tool, found under the Business Applications section in Firefly.

Not changing: The Concur Travel online booking tool, Concur travel profiles, single sign-in functionality and Concur request and expense processes. These all remain intact; no action is needed. If you have been previously delegated to arrange travel for others, those delegations remain intact in Concur, no action is needed. None of the other University's preferred travel suppliers are changing.

Q: Overview: Who is Fox World Travel?

A: Fox is a world class travel management company with 53 years of experience serving academic, not for profit, corporate and leisure travel customers. They are familiar with the unique requirements of grant-funded travel, study abroad programs, team and club travel, and The Fly America Act.

Q: How do I contact Fox?

A: You may contact Fox World Travel via the University dedicated travel phone line: 402-472-5610

Q: What are the standard days/hours of operation for Fox?

A: Weekdays, 7:00 am-7:30 pm CT

Q: When should I stop using Travel and Transport and begin using Fox?

A: Beginning February 1, 2020 all reservations will be made with Fox World Travel. *Note: the Concur booking tool will not be accessible from January 30-31, 2020* in order for Fox to transition ownership of any existing reservations.

Q: How is a “Preferred travel” agency different than any other travel agency?

A: The University’s “Preferred” travel agency is one which has been vetted by the CFO as part of a competitive strategic sourcing event. The “Preferred” agency has demonstrated the competencies, technologies, infrastructure and expertise necessary to manage a complex multinational travel program. Through the sourcing event, Fox has demonstrated structural, financial, legal and operational stability. They have provided favorable negotiated pricing scenarios and entered into a Service Level Agreement assuring customer satisfaction, all supported by reference checks and favorable contractual terms.

Q: Is Fox the sole “preferred” travel agency for University travel?

A: Yes, with exception of Anthony Travel who specializes in the unique needs of UNL’s athletic team travel.

Q: What services will Fox provide?

A: Fox will provide:

- an online booking tool and navigational support, (preferred method for making simple air, car, hotel reservations), available 24/7
- agent-assisted telephone reservations services, Monday-Friday, 7:00 am - 7:30 pm CT, recommended for changes to existing reservations and for new complex international and multi-leg journeys, call Fox
- recycling of unused non-refundable airline tickets, less airline-imposed fees and fare differential
- a mobile phone reservations app
- emergency after hours reservations support including weekends and holidays; a supplemental fee applies
- group/meetings sourcing and reservations support services
- customer service-related issue resolution with airlines, hotels, car rental reservations booked through Fox

Q: I do not especially like the Concur Travel online booking tool. Why am I being asked to use it?

A: Many of us are predisposed to shopping online for personal travel. Concur emulates that online, self-service shopping experience, with the additional advantage of guaranteeing the University airline, hotel, and car rental discounts. Use of Concur is a cost-conscious, best practice among the majority of *Ivy Plus* and *Big Ten* Universities.

Q: Why should I use Fox rather than go online and book whatever I need wherever I want?

A: Reservations directed to Fox will qualify for the University’s airline, hotel and car rental discounts and waivers of some restrictions **not available elsewhere**. Fox will also assist Risk Management in the event of an emergency, offering **potentially life-saving support not offered elsewhere**. Finally, Fox will also provide support for resolving customer service issues, **accountability not readily offered at online travel websites**.

Q: How do I reach someone to help me on the weekends, holidays and after normal business hours?

A: Fox provides emergency services, after hours, weekends, holidays, 24/7. *Please note a \$20 service fee per call after hours applies. This fee is not applicable for calls during normal business hours.* Since a supplemental fee applies, this after-hours service is intended for urgent or emergency needs.

Q: As a University employee, can I book via Southwest.com, United.com, or any of my preferred travel sites to obtain the same discounts offered through Fox World Travel?

A: No. You will pay the full retail market price if you book at any website or travel agency other than Fox World Travel. Fox has access to book all airlines. You can also reserve your car and hotel at the same time avoiding checking multiple sites or booking tools.

Q: If I book through Fox, do I lose my airline frequent flier miles, or hotel, or car rental rewards and privileges?

A: No, those rewards are yours to keep and enjoy. *Note: personal rewards used to reduce costs of business travel will not be reimbursed.*

In fact, Fox technology will assist you in accruing benefits. Just enter your reward membership numbers into your Concur profile, and Fox will automatically communicate your membership number to each eligible supplier on every reservation you make with them so that you can accrue benefits.

Q: Sometimes all I need is a hotel or car rental reservation. Should I use Fox?

A: It is recommended to book car rental and hotel through Fox. The only exception is hotel conference block space. ***There is no service fee for either a hotel or car rental booking through Fox*** and you will receive the University's discounts with preferred suppliers.

Q: How was Fox World Travel Inc. selected as the NU travel management company?

A: Fox World Travel Inc. was selected as the University's travel provider through a competitive RFP process. We will begin multi-year contract with this travel management company, effective February 1, 2020.

Q: I have heard that the travel agency charges a service fee for every call I make. Is that true?

A: No, **we do not pay a fee per call weekdays** between 7:00am-7:30pm CT.

- Online airline or train reservations booked in Concur Travel are charged a fee of \$5.00 per ticket.
- Agent assisted airline or train reservations are \$20.00 per ticket.
- **Hotel and car rental reservations are FREE.**
- After hours service incurs an additional fee of \$20.00 per call and should be utilized for emergency support.

Q: How do I pay for travel? Will Fox accept my personal credit card?

A: Airlines require payment in full upon purchase. The most convenient, and best payment practice is to select the university credit card or another credit card in your Concur Profile to serve as automated form of payment.

Fox will gladly accept the University credit card, which is the preferred means for paying for University business travel expenses. There is no upfront costs/out of pocket expense to the traveler when using the University credit card.

Q: Sometimes I can find a lower price outside of the University's preferred airline. Why is this? Should I just book the lower price whenever I find one?

A: The price of air fares and hotel accommodations "float" in the marketplace and are constantly adjusted upward and downward by sophisticated programs which monitor supply and demand. No one single travel agency, no one

single travel website, can guarantee the lowest possible price on all bookings all the time. Fox will match any fare found online. The traveler will not have to pay out of pocket for the airline ticket, nor waste valuable time searching the web.

Q: What shall I do if I find a lower price outside of Fox?

A: **Contact Fox and ask them to match the fare.** Fox offers a “lowest fare guarantee.” If you book an itinerary with Fox, and can find the exact same itinerary, same airline, same flights, same seats, same restrictions, same dates, then call Fox, who will match the fare and refund the difference.”

Finally, Fox reservations are audited by an independent third party to confirm the frequency by which **the lowest fare was ticketed and has achieved results greater than 98%.**

