

Receipt Requirements

Receipts must be provided for all air expenses. A valid receipt must identify:

- Date of purchase
- Vendor name
- Itemized list of the purchased items
- Unit amounts, if applicable
- Total amount

Utilize the **Passenger Airline Ticket Receipt Request** link on the UF GO Company Note page to pull receipts.

Cost Comparison and Personal Travel

Why is a Cost Comparison Needed?

Including personal travel during your business trip is a nice benefit of working for UF. Since UF pays for travel expenses with a valid business purpose, a Cost Comparison is required to ensure that UF is only paying the business portion of the trip.

A cost comparison is pulled from UF GO or WTS for the business travel dates at the time of booking, comparing business and personal travel.

Failure to submit a cost comparison may lead to potential reimbursement adjustments or repayments to the university.

Personal Bookings

UF rates are allowable for personal bookings! Utilize the Personal Booking in the drop-down Select a travel purpose box in UF GO. An agent fee will be assessed for all personal bookings.

Private Aircraft

If utilizing your own aircraft for UF business travel contact the Travel Office prior to flight.

Booking Tool Exceptions

There are times when the University's booking tool is impractical due to system limitations.

Reimbursement may be permitted for documented cases when bookings are made outside UF GO, when:

- Air travel or lodging accommodations to a location where Authorized Travel Agent cannot provide support (ex. travel to a remote location and cash-based economies)
- A University Traveler uses miles/points to upgrade the airfare from coach/lowest cost to their preferred airfare class and this results in a less expensive airfare ticket than the amount the University would have paid for coach/lowest cost, a cost comparison should be included with expense report

*We recommend that departments pay for their guest's airfare by utilizing the Air Card. However, if a guest (non-profiled traveler) is booking their own business travel, they are not required to use the booking tool.



Air Travel Guidelines

CONTACTS

Help & Resources



Travel Website & Directives



UF GO Concur



Travel Toolkits

UF GO



<https://uf.tfaforms.net/f/uf-go>



352-294-1114

WTS



ufl.travel@worldtrav.com



(865) 288-1901

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World Travel Service (WTS)

World Travel Service is UF's Travel Management Company.

Per UF Travel Directives, all airfare, lodging and rental vehicle reservations **must be booked through either the UF GO booking tool or by calling WTS.**

WTS Contact Information

Reservations or Ticket Changes

(865) 288-1901 or ufl.travel@worldtrav.com
(Monday - Friday, 8:00am to 6:00pm ET)

After hours emergency assistance

(865) 288-1901 Code: **S-5CWK**

Group Airfare Bookings (10+ travelers)

Complete Group Air Request From questionnaire on UF GO Homepage under Company Notes
(865) 777-1465

Booking Requirements

Airfare bookings should be made in the **most efficient and economical means**. It is the expectation that travelers book the least expensive airfare that is consistent with business requirements.

- Main Cabin is the allowable class for all travel under 10 hours of flight time (in air)
- Nonrefundable and refundable tickers are allowed
- Reimbursement of personal frequent flyer miles is not allowed
- Seat selection within allowable cabin and one checked luggage is allowable when not included in overall ticket price
- It is best practice to book travel arrangement as far in advance as possible. Most airfare is posted 10 months prior to the trip
- University Travelers can accrue their own frequent flyer mileages or reward points on UF business trips, but reward program incentives should not influence carrier selection or other business travel decisions

Tip: Think total travel cost, not just the ticket price. A cheaper flight from Miami may look appealing compared with Gainesville, but mileage, tolls, and parking can quickly erase the savings—factor in everything to choose the best option.

Airfare Payment and Ticket Options

Air Card

The Air Card is a virtual credit card that is available for all business travel when using the UF GO booking tool or when contacting WTS.

The benefits of the Air Card include:

- Automatically available in UF GO profile
- No single purchase limit per airfare ticket
- Reduces monetary burden to the Traveler

When booking for non-profiled individuals please use the **Book for a guest** feature in the booking tool search box.

Upgrades

An upgrade above main cabin is allowed:

- If total travel time (in air) is over 10 hours, the trip is eligible for one cabin upgrade using UF funds
- If total travel time (in air) is over 16 hours, the trip is eligible for one cabin upgrade using UF funds
- Documented ADA Accommodations
- University Traveler personally covers the cost of the upgrade

Note: Sponsor and other fund restrictions may be more restrictive than the University's airfare upgrade guidelines and must be followed when applicable.

Credits and Exchanges

Credits from canceled trips may be used only for future business travel, not personal travel.

Airfare Credits will show up on the traveler's homepage in UF GO. **Expiration of the credit is from the date the ticket was issued, not the date of the flight.** To utilize the credit, the flight must be flown before the expiration date. An email will be sent to the traveler at 90, 60, and 30 days prior to expiration.

If you can't use a credit on a future trip, ask your department about reallocating it to another UF traveler; some tickets allow name changes, enabling UF to use credits that would otherwise go unused.



UF Travel Tips & Resources

The University will not reimburse personal frequent-flyer miles for employees or non-employees.

Cancellations

It is best to call WTS before cancelling to discuss options for credits and rebooking. WTS agents are able to confirm the eligibility of refund or credit before any decisions are made. WTS can also assist with booking a new flight with the credit.

Or, the airfare can be "cancelled" in UF GO, but WTS must be contacted within a few hours to ensure the ticket is processed for either a refund or a credit.

Cancellations for airfare may be paid from University funds only when:

- The cause for cancellation is in the best interest of the University
- The cancellation is due to illness of the Traveler or illness or death of a member of the Traveler's immediate family, for which an employee would be authorized to use sick or administrative leave

University funds won't cover cancellation penalties for traveler convenience.

Note: Each airline and flight class can have different cancellation policies. There can be additional charges to receive the credit or refund.

Fly America Act

Requires using a "U.S. flag" air carrier when traveling on federal funds (201). Booking through UF GO or World Travel Service facilitates compliance. Exceptions to the Fly America Act requirement can be requested, but they **must be approved before the flight is purchased** by working with the UF GO Travel Office.