

CONNEXXUS TRAVEL NEWSLETTER

October – December 2011



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CONNEXXUS DID YOU KNOW

STA Travel has partnered with Connexus. STA Travel is very excited about the new and unique partnership with the Connexus Travel Program and the UC School System. As the Study Abroad Travel Agency of record for Connexus, STA Travel will use its 30 years of experience as the industry leader in student, faculty and educational travel to help university faculty, staff and students with all needs related to studying abroad.

This includes:

- Individual and group airfare
- Rail passes
- Bus transportation
- Hostel & hotel accommodations
- International cell phones...and more

STA Travel is integrated with the UC Trips Program so that eligible UC Travelers who book with STA Travel are automatically enrolled for UC Trips Insurance.

STA Travel is a specialized provider for University:

- EAP Programs
- Summer Sessions
- Faculty Led Group Programs
- Quarterly Abroad Programs
- Other Abroad Programs

STA Travel looks forward to a long and mutually beneficial partnership with Connexus.

To reach your on campus STA Travel contact please email, connexus@statravel.com or call (972) 310 8570.

We encourage you to share your story ideas, questions and comments about the newsletter. To do so, please contact UCTravel@ucop.edu.



STA Travel Coverage and Support: Worldwide Presence



STA Travel and Planeterra



STA Travel is involved in another important partnership - Planeterra. Planeterra, a non-profit organization specializing in volunteer travel, evolved out of travellers’ desire to give back to the places they visit. Since 2007 Planeterra has developed projects spanning Asia, Africa, and the Americas. Now, with STA Travel as a partner, they are on their way to over 120 projects worldwide. More and more these projects are being added to study abroad itineraries- enabling students to give back in a meaningful way to the communities where they study and visit. For

more information please contact connexus@statravel.com.

STA Travel and Planeterra focus on initiatives for sustainability – positive impacts for the long term. By supporting education, health, conservation and small business, people in the developing world have the resources to build more sustainable futures. Planeterra and STA Travel connect travellers with community and conservation projects and provide them with the opportunity to make a difference when they are travelling or studying abroad.

In addition to the external benefits of the Planeterra partnership, STA Travel staff is also encouraged to give back by volunteering internationally. The 2012 Volunteer Ambassador Program has just opened. This program allows employees to experience Planeterra projects first hand by sponsoring 52 weeks of volunteering for staff participation. Through STA Travel’s commitment to responsible travel, they are able to leave a long lasting, positive mark on the communities of the world that are the foundation of our business. Please see the following website for more information <http://www.statravel.com/planeterra.htm> or email connexus@statravel.com.

SUPPLIER SPOTLIGHT

LAN AIRLINES IS NOW A CONNEXXUS PREFERRED AIRLINE PARTNER

Great connections to Latin America from the West Coast

Whether your next trip takes you to Buenos Aires, Santiago, Sao Paulo, Lima, Quito or beyond, LAN and its affiliates offer an unrivaled network of routes and destination within South America that make doing business in the region easy and accessible.

Along with its nonstop connections from the East Coast, LAN has direct flights from Los Angeles to Lima, Peru. LAN also has the only nonstop flight to Lima out of San Francisco, with easy connections to Sao Paulo, Buenos Aires and Santiago. In November 2011, LAN will begin to offer direct service from Los Angeles to Santiago, Chile.

Flying in one of the industry’s youngest and most modern fleets, you can enjoy the tranquility and space of their award-winning Premium Business cabin on your next flight. Their Economy cabin with complimentary on-demand entertainment in individual seat back flat screens makes any journey fly by. Both cabins offer an excellent wine selection at no additional cost to passengers.

LAN is a member of the **oneworld**® alliance and allows passengers to earn and redeem travel rewards in all member airlines’ frequent flyer programs.

Added Value Programs Include:

- Connexus agency access to corporate sales support desk to assist with all reservations and service related issues empowered to support the agreement
- Many additional waivers/favors
- Monthly LAN newsletter with high level updates on LAN Airlines and its affiliates
- Dedicated Account Manager based in the USA



Please contact UCTravel@ucop.edu with questions or if more information is needed about the partnership with LAN Airlines.



EMIRATES IS NOW A CONNEXUS PREFERRED AIRLINE PARTNER

The Connexus Travel Program has partnered with Emirates. With a fleet of 159 aircraft, we currently fly to over 100 destinations in 66 countries around the world, and their network is expanding constantly. Over 1,000 Emirates flights depart Dubai each week on their way to destinations on six continents. In fact, Emirates flights account for nearly 40% of all flight movements in and out of Dubai International Airport. In recent years, Emirates has made numerous significant announcements regarding the future of its already state-of-the-art fleet.

Skywards is the award-winning frequent flyer program of Emirates Airline. Members earn Skywards Miles on every flight with Emirates or miles from partner airlines such as South African Airways, Japan Airlines, Jet Airways, Kingfisher Airlines and Korean Air. Your Miles are good toward flights to hundreds of worldwide destinations, upgrades, hotel stays, tours, cruises and other exciting rewards. For Skywards information visit www.skywards.com.



Please contact UCTravel@ucop.edu with questions or if more information is needed about the partnership with Emirates Airline.



AMERICAN AIRLINES NEW DISCOUNT PROGRAM FOR CONNEXUS

American Airlines is pleased to announce an upgraded discount program for Connexus.

Upfront Cost Savings

- Discounts ranging from 2 – 15%
- The joint–business program with Japan Airlines, British Airways & Iberia offer significant discounts for Connexus: Discounts ranging from 12 – 55%

Added Value Programs Include:

- Sales Support Desk providing services unavailable to non-contracted companies and additional savings:
 - Seat unblocking
 - Missed ticketing time-limit waiver
 - Name changes on unused restricted tickets
 - Many additional waivers/favors
- AAdvantage Gold & Platinum status upgrades
- Dedicated Account Sales Manager

More Travel Choices – American Airlines and Japan Airlines

American Airlines and Japan Airlines have built an extensive network around key cities — Dallas/Fort Worth, New York JFK, Chicago, Los Angeles (operated by American) and New York JFK, Chicago, Los Angeles, San Francisco, Honolulu and Vancouver (operated by Japan Airlines) — offering you more flights, fares and convenient schedule options.

- Tokyo (Narita) — Dallas/Fort Worth, New York JFK, Chicago and Los Angeles (operated by American) and New York JFK, Chicago, Los Angeles, Honolulu and Vancouver (operated by Japan Airlines)
- Tokyo (Haneda) — San Francisco (operated by Japan Airlines)
- Beijing — Chicago (operated by American)
- Shanghai — Chicago and Los Angeles (operated by American)

More Travel Choices – American Airlines, British Airways and Iberia

American Airlines, British Airways and Iberia, members of the **oneworld**® alliance, will bring you even more benefits of the enhanced relationship. You will now have more choices for flying to London - 15 flights a day in total between New York City (JFK/EWR) and London (LHR/LCY) - than ever before. In total, you'll have access to 317 new codeshare routes. And all together, the enhanced relationship serves more than 400 destinations in over 100 countries with approximately 5,200 daily departures. American Airlines, British Airways and Iberia now offer the following five new routes to broaden your transatlantic travel options:

- Los Angeles — Madrid (operated by Iberia).
- Miami — Barcelona (operated by Iberia).
- New York JFK — Budapest (operated by American).
- Chicago — Helsinki (operated by American).
- San Diego — London Heathrow (operated by British Airways).

More for Frequent Flyers

There has never been a better time to be an AAdvantage member with more rewards and opportunities for transatlantic travelers. Now AAdvantage members can earn and redeem AAdvantage miles on all American Airlines, Japan Airlines, British Airways and Iberia flights. And the miles earned for flights on all airlines count toward elite status qualification.

Please contact UCTravel@ucop.edu with questions or if more information is needed about the partnership with American Airlines.



SOUTHWEST (SWABIZ) – HOW DO I KNOW IF I’M GETTING MY CONNEXXUS BONUS POINTS?



In the New Rapid Rewards Program, points are awarded based on the type of fare purchased. Different multipliers are assigned to the different fare categories. Bonus points are not shown separately in your Rapid Rewards points profile – they are added into the point total for the trip. To ensure you are getting your points, make sure you book via SWABIZ in the Connexus portal. Take the fare purchased and multiply it by the correct multiplier (see chart below) and add the point bonus to see what your point total for your trip should be (taxes and fees are not eligible for points, just the base fare).

Earn When You Fly Through SWABIZ for Connexus

Fare Type:	BUSINESS SELECT	ANYTIME	WANNA GET AWAY
Points Earned Per Dollar:	12 X \$250 <small>Pts Per Dollar Sample Fare</small>	10 X \$200 <small>Pts Per Dollar Sample Fare</small>	6 X \$100 <small>Pts Per Dollar Sample Fare</small>
Points Earned: (Based on one way trip)	=3,000 <small>Points Earned</small>	=2,000 <small>Points Earned</small>	=600 <small>Points Earned</small>

Plus earn additional bonus points per one way trip by booking through the Connexus SWABIZ links!

- ▶ [Enroll in Rapid Rewards or find additional information about Southwest Airlines' award winning frequent flyer program](#)

Visit the Connexus portal to make online reservation and for more information on the additional points earned ([Partner Programs, Southwest](#)).

HERTZ CAR RENTAL - HERTZ GOLD PLUS REWARDS AND NEW HERTZ GOLD CHOICE PROGRAM



Rent with Complete Control with new Hertz Gold Choice™. Now we give you the freedom to pick the car you drive on the spot. Choose from any of the vehicles available in the Gold Choice area at the airport for no extra cost. It's Quick. It's FREE. Check your profile on www.hertz.com for more details.

Get a Free Day!

Hertz #1 Awards® is now Hertz Gold Plus Rewards™, and the benefits begin with this fantastic offer:

- ✓ Earn 500 Bonus Points* just for registering, enough for a Free Weekend Day
- ✓ Earn 100 Bonus Points* for every rental day NOW through December 15, 2011
- ✓ No Blackout Dates & Points DO NOT Expire!

Sign up for Fee Waived Hertz Gold membership (\$60 Value), simply the fastest way to rent a car



- ▶ [Existing Gold Members, enroll in Hertz Gold Plus Rewards](#)

More information is available in the Connexus portal under [Partner Programs \(Car\)](#).

NATIONAL CAR RENTAL – EMERALD CLUB



EMERALD CLUB.

Enroll in the frequent traveler program [Emerald Club](#), if you are not already a member.

Benefits include:

- ✓ A fee-waived Emerald Club membership (a \$50 value)
- ✓ The ability to bypass the rental counter and choose your own car from the Emerald Club Aisle at most major airports in the United States and Canada
- ✓ Your choice of rewards - rental credits toward Free Days or frequent flyer miles
- ✓ And more!

Once you enroll in the Emerald Club take advantage of the National Emerald Club biggest promotion of the year. Earn Free Rental Days fast with the ONE TWO FREE Promotion.

- **ONE** – [Register now for ONE TWO FREE®](#) and rent between August 22, 2011, and January 31, 2012.
- **TWO** – Earn a Free Rental Day with every 2 qualifying rentals between August 22, 2011, and January 31, 2012.
- **FREE** – Use your Free Rental Days anytime through June 24, 2012.

More information is available under [Partner Programs \(Car\)](#).

HOW CAR RENTAL TAXES TAKE A TOLL – PROVIDED BY ENTERPRISE HOLDINGS

- More than 100 car-rental excise taxes have been enacted across 43 states and the District of Columbia
- Local politicians market these initiatives as “travel” or “hospitality” taxes on out-of-towners; but more than half of car rentals are actually local
- Global Business Travel Association (GBTA) reports the majority of its member companies spend at least half of their car-rental budgets in their home markets
- GBTA is part of the broad-based Coalition Against Discriminatory Car Rental Excise Taxes to publicly support H.R. 4175 – “End Discriminatory State Taxes on Auto Renters Act”
- Coalition also includes major car rental and car-sharing companies (including Enterprise Holdings) - along with travel industry, consumer, insurance, limousine and truck leasing organizations

U.S. Travel Association Honoree Andy Taylor Speaks Out Against Discriminatory Car Rental Excise Taxes

“These discriminatory taxes have drained more than \$7.5 billion from the wallets of car rental customers - all to fund special projects and programs all over the country that have nothing to do with travel or renting a car.”

- Andy Taylor, Chairman and CEO of Enterprise Holdings, 2010

Bi-partisan bill “End Discriminatory State Taxes for Automobile Renters Act of 2009” held subcommittee hearings throughout 2010-11

“Today’s hearing provided us with valuable insight into what could be discriminatory taxes on rental cars and the companies that own them. During these tough economic times, state and local governments are looking to raise revenue. But there is no place for discriminatory taxes in business. The testimony provided by our witnesses will go a long way toward helping us in Congress navigate this complicated issue.”

-Congressman Steve Cohen (D-TN),
Chairman of the House Judiciary Subcommittee on Commercial and Administrative Law

NATIONAL & ENTERPRISE CHARGE SIGNIFICANTLY LOWER REFUELING FEES: USA TODAY, APRIL 2011

At all National and Enterprise airport locations, vehicles are provided with a full tank of gas. At off-airport locations, vehicles may be provided with less than a full tank of gas. Both National and Enterprise offer our renters several refueling options. Refueling rates vary by location, and the option selected.

Travelers may choose one of the following:

Option A. Prepay at all airport locations and select off-airport: At the time of rental pickup, renters may purchase a full tank of gas at competitive industry pre-purchase fuel prices. This is called the Fuel Service Option (FSO). FSO follows market value.

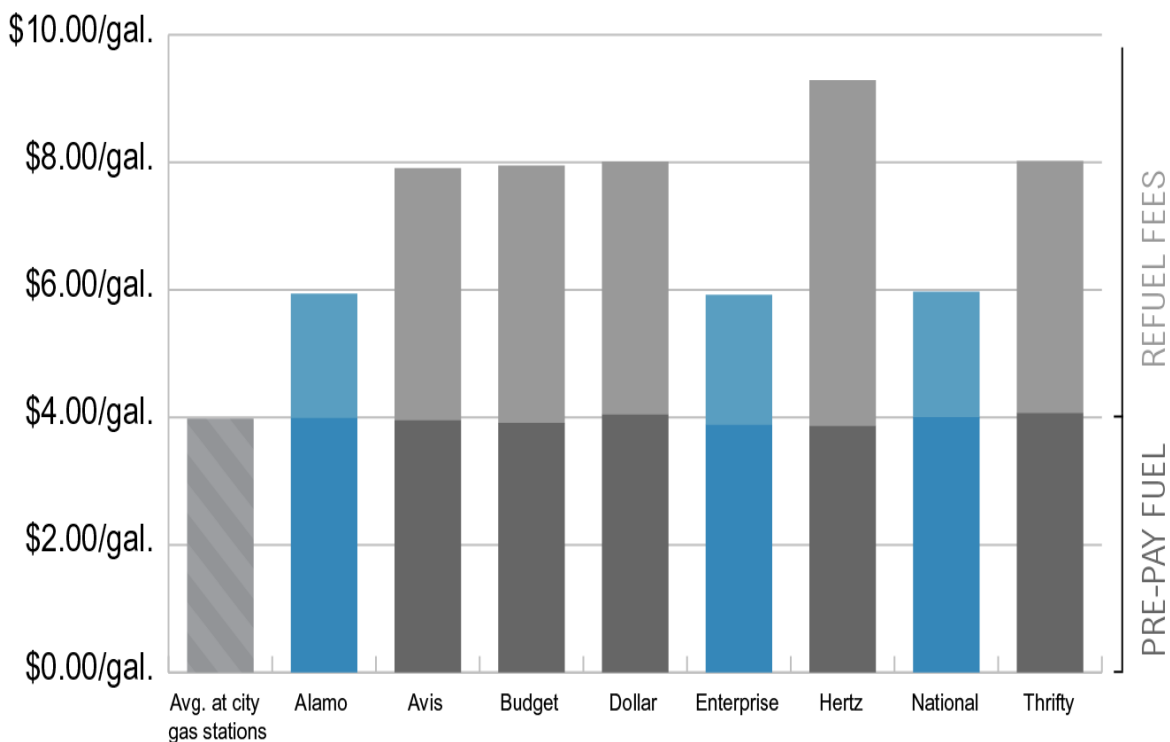
--This option is best for longer-term rentals, because to take full advantage of the competitive fuel price, the renter must bring the car back completely EMPTY (we will not refund for any gas left in the tank). A significant amount of driving must occur to empty the tank.

Option B. National and Enterprise—refuel: The renter will be charged the refueling rate based on current self-service, per-gallon pricing, plus a fee of up to \$0.70 per gallon (National) or no more than 33% over local market price (Enterprise).

--This option, while competitive against standard refuel rates, is the least cost-effective method in general.

Option C. The renter refuels: The renter replaces all gallons used before returning the vehicle to avoid all refueling charges.

--This option is the least expensive, in general, as the renter avoids any mark-up on the fuel.



**Average per-gallon gas prices charged by car rental companies at top airports on April 25, 2011 (Atlanta, Boston, Chicago O'Hare, Dallas/Fort Worth, Denver, Los Angeles, Miami, New York JFK, New York LaGuardia, Phoenix, San Francisco, Seattle-Tacoma, Washington Reagan)*

**Gas prices quoted may be rounded off to the nearest cent or omit 9/10 of a cent.*

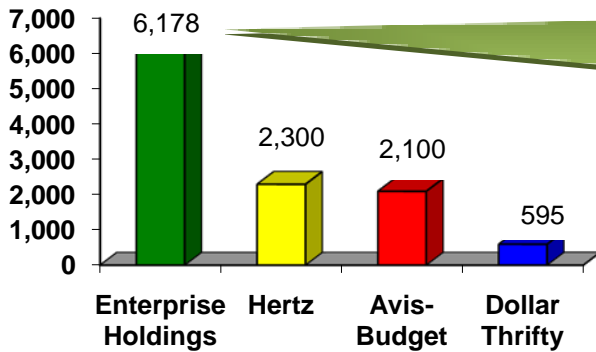
SAVINGS OPPORTUNITY – RENTING OFF-AIRPORT – A SAVINGS EXAMPLE FOR CONNEXUS

PROVIDED BY ENTERPRISE CAR RENTAL

Renting off-airport reduces the rental cost by 25% --avoids the various on-airport fees, taxes and surcharges...

Total Cost Estimate – Phoenix Sky Harbor International on-airport*		Total Cost Estimate – Downtown Phoenix off-airport*	
1 Week @ \$189.75 USD	\$ 189.75 USD	1 Week @ \$ 189.75 USD	\$ 189.75 USD
Customer Facility Charge 6.00/Day	\$ 42.00 USD	Vehicle License Tax	\$ 9.49 USD
Concession Recovery Fee 11.11%	\$ 21.08 USD	Spring Training Cactus Lg Tax	\$ 6.17 USD
Vehicle License Surcharge 5%	\$ 12.64 USD	SALES TAX	\$ 21.44 USD
Stadium Surcharge	\$ 8.22 USD		
Trans Priv Tax	\$ 28.57 USD		
* Total Charges	\$ 302.26 USD	* Total Charges	\$ 226.85 USD

*For a 7 day rental of a Compact vehicle (Nissan Versa, Toyota Yaris or similar)

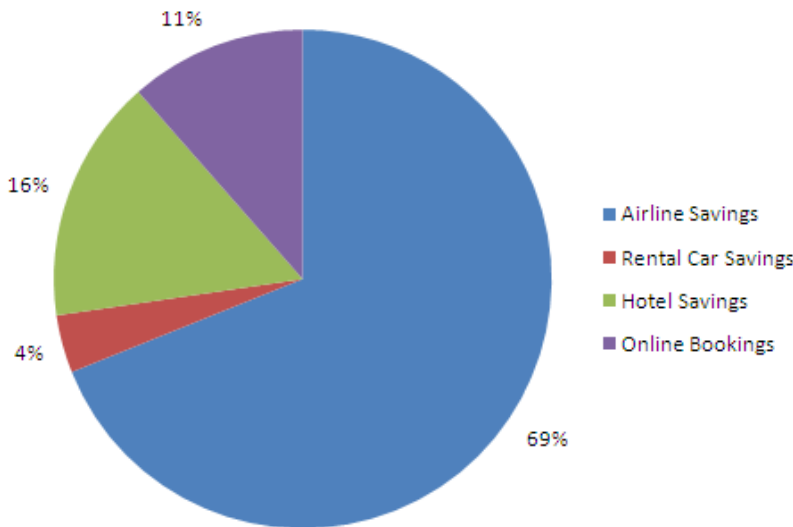


With approximately 6,000 OFF AIRPORT locations nationwide, Enterprise makes realizing tax/fee savings highly achievable

Source: Auto Rental News – Fact Book 2011

CONNEXUS PROGRAM EVALUATION

In the second quarter of 2011, Connexus can identify annualized savings of \$6.2 million across all UC locations.



The Connexus Program aims to identify, procure, and manage an efficient, cost effective, and comprehensive travel program. The program features supplier contracts that contain industry leading terms and conditions coupled with high utilization rates for sourceable commodities such as agencies, rental cars, hotels, and airfare. In addition, the program focuses on ease-of-use for the traveler, including a single travel portal and online booking tools.

More information is available in the [Connexus Portal \(Resources\)](#).

BCD TRAVEL FOR CONNEXXUS

BCD Travel has been a partner of the Connexus program since the implementation of the program in the fall of 2007. Through our partnership with the campuses, our program has been carefully designed to provide the highest level of service whether you are booking online via Concur Travel or with one of our full service agent. Through feedback from our Connexus users and partnering with the leading technology companies, BCD Travel is able to continue to evolve our services to meet the demands of our busy travelers.



Some facts about BCD Travel's service for Connexus

- **Concur Travel** search options have recently been expanded to give you control of which airports to include in a single flight/fare search. Choose the link to "search nearby airports" to open a window that allows you to specify the mileage range to search for surrounding airports and then select the airports that you would like included.
- **BCD Travel Full Service Agents** all have more than 20 years travel industry experience each, working with all types of travelers and trips stretching the globe. BCD Travel provides our agents with ongoing education, both online and classroom training to keep our skills fresh and enhance our expertise on the most current travel vendor benefits and policies.
- **International Travel** booking can sometimes be challenging due to the number of airline and flight options that may or may not be available for your route. Concur Travel is an excellent choice for booking your simple International trips online. If your trip includes more than one international destination or more than one airline, we recommend that you contact our full service agents. Their expertise in locating the best travel value for your schedule and utilizing BCD Travel's specialized international rate desk has saved the Connexus program an average of 15% on international airline tickets.

HOW TO CUT 90 MINUTES OFF YOUR TIME AT THE AIRPORT

A CBS EARLY SHOW REPORT – PETER GREENBERG (NOVEMBER 2, 2011)

With more planes flying at full capacity, airport crowds are intensifying. A crowded airport is not just unpleasant. More fliers means longer lines at check-in, security, boarding and baggage claims. And those longer lines translate into significantly more time at the airport.

Everyone knows that printing out a boarding pass at home saves time, but did you know that check-in lines are currently so long that it can actually save up to 30 minutes? That's just one time-saving option.

Check out the [CBS Early Show](#) report to see the Peter Greenberg method for efficient airport travel.



CONNEXUS TRAVEL EVENT

UC MERCED

UC Merced's fourth annual International Opportunities Fair took place Thursday, September 22, 2011, outside Kolligian Library. There were several information sessions on study, internship, volunteering, and teaching opportunities abroad throughout the day. Twenty-nine providers including STA Travel, UC Merced Travel & Connexus participated at this event along with hundreds of students.



CONNEXUS KUDOS

"I just wanted to send a note to you to tell you how very pleased we were working with Cindy Dotson [BCD Travel agent] and that she did a wonderful job helping us get ready for the meeting we had on September 19th. She was incredibly helpful in arranging travel for travelers who had complicated schedules, quick to respond and incredibly helpful in finding us a much lower cost for what was probably the most expensive ticket we had to purchase.

We've worked with other agents with other companies for different meetings before and I really appreciated how professional and helpful Cindy was. In the future, we'll be contacting you again to help us make travel arrangement for upcoming meetings."

– Benjamin Hauschild MPH, Senior Research Associate, Forum for Collaborative HIV Research, UC Berkeley



HOLIDAY / WINTER SCHEDULE

UC Office of the President

Closed: November 11

Closed: November 24 – 25

Closed: December 26 – January 2



BCD & Balboa Travel

Closed: November 24 – 25

Closed: December 26

Closed: January 2

Online support and fulfillment through Concur is available 24/7
24 Hour Emergency/After Hours Team will be available to assist all clients

UC Travel Center

Closed: November 11

Closed: November 24 – 25

Closed: December 22 – January 2

GetThere, online booking tool, will be available during the closure

TRAVEL NEWS & LINKS

- ❖ [Risk Management: Why You Need to Track Your Travelers](#)
- ❖ [Best & Worst US Airports for Flight Delays](#)
- ❖ [Hotel Chains Trump Independents on Green Policy](#)
- ❖ [Universities Building Their Own T&E Expense System](#)
- ❖ [IRS increases mileage rate for business travel](#)
- ❖ [Transportation Security Administration](#)
- ❖ [U.S. State Department Travel Info](#)
- ❖ [G-28, Policy and Regulation Governing Travel](#)
- ❖ [Connexus Newsletter Archive](#)

*Published by the Connexus Travel Office
University of California Office of the President
Website: www.ucop.edu/travel
Email: UCTravel@ucop.edu
[Connexus Portal](#)*

CONNEXXUS TRAVEL TIP



Travelers not taking a scheduled trip should remember to cancel the trip with the travel agency prior to flight time in order to take advantage of the unused ticket credit.

CONNEXXUS PREFERRED SUPPLIER INCENTIVES



➤ Hertz # 1 Club Gold

Hertz Gold Plus membership fee of \$60 is waived for UC/CSU employees.

➤ Marriott Rewards

As valued UC employees, Marriott will waive their 10-night requirement, so that you may experience immediate benefits as a Silver Elite member of Marriott Rewards (available to new Marriott Rewards members only).

➤ Southwest Airlines Rapid Rewards Bonus Points

Rapid Rewards members will earn additional bonus points per one way trip. Book online via the SWABIZ links found in the Connexus portal.

Visit the Connexus portal for more information (Supplier Spotlight).

CONNEXXUS TRAINING



The Connexus Travel Office provides on campus and webinar training to promote the use of Connexus. Training is offered to all faculty and staff along with individualized workshops tailored to departmental needs. Contact the Connexus Travel Office for more details: UCTravel@ucop.edu.