

# CONNEXXUS TRAVEL NEWSLETTER

UC TRAVEL MANAGEMENT PROGRAM



April – June 2012

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## CONNEXXUS DID YOU KNOW

The Central Travel Office was invited to participate in the 2012 NAFSA Annual Conference & Expo, held in Houston May 27-June 1. NAFSA is the world's largest nonprofit professional association dedicated to international education and its Annual Conference—always a major event for study abroad—welcomed nearly 9,000 international participants this year.

On May 29th, UC's systemwide Education Abroad Program (UCEAP) hosted a reception to celebrate its 50th Anniversary and to thank its many global partners also in attendance at the conference. Speaking to the gathering, UCEAP Associate Vice Provost and Executive Director Jean-Xavier Guinard highlighted UCEAP's 50 years of success and the central role of the strong partnerships UCEAP has built with educational institutions and organizations worldwide. The NAFSA conference and UCEAP Anniversary Reception were great opportunities for UCEAP to strengthen existing relationships and to explore new partnerships that will further expand study abroad options for UC students in years to come.

Connexus is pleased to announce the partnership between STA Travel (a contracted Connexus service provider) and UCEAP. STA Travel provides the following services:

- Unique to STA Travel Student Fares that offer low cost airfare with 'high fare' flexibility
- Group Rail / Bus Transportation
- Accommodations
- Day trips, site excursions
- International mobile phone service
- English Speaking Guides
- ISIC Cards



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

To learn more about UCEAP, visit <http://eap.ucop.edu>.



## AIRLINE PARTNERS

### AMERICAN AIRLINES



**Favors & Waivers** – as a preferred Connexus supplier, American Airlines offers the following favors and waivers for tickets issued by Connexus for UC travel:

- ➔ Missed Ticketing/Expired Fare
- ➔ Fare Matches
- ➔ Seat Unblocking
- ➔ Name Changes
- ➔ Name Corrections
- ➔ Non-Refundable to Refundable Exchanges

All of the above favors and waivers must be obtained by contacting a Connexus Travel Agency and are only available for tickets purchased directly with a Connexus Travel Agency.

**New Service** – American Airlines launches new nonstop Boeing 757 service between Washington Reagan National (DCA) and Los Angeles (LAX) on June 14.

American and American Eagle offer about 150 daily flights at LAX, with service to destinations in Asia, Mexico and Europe from Los Angeles. Six of American's oneworld partners also serve LAX – British Airways, Japan Airlines, Iberia, Cathay Pacific, LAN and Qantas, which is the most partners operating in the same location than at any airport in the world.

#### From Los Angeles to Washington Reagan

Flight 240	Departs: 8 a.m.	Arrives: 4 p.m.
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#### From Washington Reagan to Los Angeles

Fight 245	Departs: 5:10 p.m.	Arrives: 7:40 p.m.
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#### Target MAarkets

NY/Newark (JFK/EWR) – London (LHR/LCY)	16 nonstops daily
San Francisco (SFO) – Dallas (DFW)	12 nonstops daily
San Francisco (SFO) – Chicago (ORD)	7 nonstops daily
San Francisco (SFO) – Los Angeles (LAX)	6 nonstops daily
San Francisco (SFO) – New York (JFK)	5 nonstops daily
San Francisco (SFO) – London (LHR)	2 nonstops daily
San Francisco (SFO) – Tokyo (HND)	1 nonstop daily

### DELTA AIRLINES



Opening of Atlanta’s Maynard H. Jackson, Jr. International Terminal brings benefits for Delta Customers – the May 16 opening of the Maynard H. Jackson Jr. International Terminal brought significant benefits to Delta’s customers and improvements to the international travel experience. The new international terminal is a significant part of Delta’s \$2 billion investment in improving the customer experience on the ground and in the air. Among the highlights are multiple counter, kiosk, curbside, and parking deck check-in positions, dedicated international and domestic security checkpoints, and a new 12,000 square foot Delta Sky Club with spectacular views and amenities.

- ▶ Additional information on [Atlanta’s Maynard H. Jackson Jr. International Terminal](#)

### EMIRATES



Emirates now serving 6 US gateways with a seventh to commence in September – you can fly award winning Emirates from the US non-stop to Dubai, with great connections to India, Africa and the Middle East. Daily flights from the following gateways to Dubai:

- ➔ San Francisco
- ➔ Los Angeles
- ➔ Seattle
- ➔ New York
- ➔ Houston
- ➔ Dallas
- ➔ Washington DC (starts in September)

You can sign up for Skywards, the Emirates frequent flier program, in just a few minutes at [www.skywards.com](http://www.skywards.com). Emirates has mileage agreements with Alaska Airlines, South African Airways, Japan Airlines, Korean Airlines, and Jet Airways.

For trips from the US to Africa and the Middle East, you may be entitled to a complimentary overnight hotel in Dubai! Check with your Connexus travel agent or directly with Emirates Reservations at least 48 hours prior to departure to see if your itinerary qualifies and book.

## CAR RENTAL PARTNERS

### ENTERPRISE & NATIONAL CAR RENTAL



For the seventh consecutive year, the [Arbor Day Foundation](#) and the United States Forest Service will use funding from the [Enterprise Rent-A-Car Foundation](#) to plant 1 million trees throughout the United States, Canada and the United Kingdom as part of the [Enterprise 50 Million Tree Pledge](#).

The 2012 efforts bring the number of trees planted by the private/public/nonprofit partnership to 7 million. This year also marks the first time the Tree Pledge will result in newly planted trees in state forests. The 50 Million Tree Pledge began in 2006 with a \$50 million commitment by Enterprise to plant 50 million trees over 50 years. An interactive map of the plantings is available on the Enterprise ["Driving Futures" sustainability website](#).

The Arbor Day Foundation, the U.S. Forest Service and Enterprise work together each year to identify planting projects that will address the greatest and most immediate reforestation needs, helping protect water resources and improve forests damaged by wildfires and invasive insects. The 50 Million Tree Pledge planting projects for 2012 include:

- [Blackwater River State Forest](#), Florida: 350,000 were planted in early 2012
  - [Cuyamaca Rancho State Park](#), California: 50,000 were planted in early 2012
  - [Manchester State Forest](#), South Carolina: 50,000 were planted in early 2012
  - [Black Hills National Forest](#), Wyoming and South Dakota: 150,000 trees to be planted in spring 2012
  - [Dixie National Forest](#), Utah: 50,000 to be planted in spring 2012
  - [Lolo National Forest](#), Montana: 90,000 to be planted in spring 2012
  - [Sequoia National Forest](#), California: 110,000 to be planted in spring 2012
  - [Manitoba, Canada](#): 50,000 to be planted in fall 2012
  - [United Kingdom](#): 100,000 to be planted in spring and fall 2012
- ▶ More information about Enterprise's environmental initiatives is available at [www.drivingfutures.com](http://www.drivingfutures.com) and [forewords.drivingfutures.com](http://forewords.drivingfutures.com).

## HERTZ CAR RENTAL



### Zagat survey ranks Hertz as best auto rental brand

By Gary Stoller, USA TODAY/ MAY 15, 2012

Hertz is No. 1 based on three categories, vehicles, reliability and service, says Zagat, the food and travel guidebook publisher, which is releasing its first auto rental company survey since 1997. National Car Rental, a brand owned by Enterprise Holdings, ranks No. 2, followed by Avis and Enterprise Rent-A-Car.

The rankings of 10 car rental brands come from surveys early this year of 786 people who rented 8,960 vehicles last year. Each renter averaged about 11 rentals annually, including seven for business reasons.

Hertz also rates as the most popular rental company and finishes first in 10 of 13 other categories based on renters' answers to supplemental questions. The renters say Hertz is the best for business travel, leisure travel, counter staff, kiosk experience, loyalty program, "green" options, airport rentals, car return experience, shuttle service and website.

"Hertz is No. 1 by virtually all standards that we survey and, at the same time, is considered a solid value," says Zagat co-founder Tim Zagat. Enterprise Rent-A-Car ranks No. 1 for neighborhood rentals, best deals and promotions, and car pick-up experience. National has the "best bang for the buck," followed by Enterprise, Hertz and Avis, Zagat's survey says.

The Zagat survey results follow another consumer survey of auto rental companies released in November by J.D. Power and Associates. In the November survey, based on 12,567 rental evaluations, relatively unknown ACE Rent A Car, which wasn't rated in the Zagat survey, ranked highest in satisfaction among airport customers.

The J.D. Power and Associates survey, which polled consumers who rented vehicles at airports in North America during the first nine months last year, looked at six factors to measure customer satisfaction: costs and fees, pick-up process, rental car, return process, reservations process and shuttle bus or van service. Enterprise ranked No. 2 in overall customer satisfaction, followed by National and Hertz. Avis ranked eighth.

- ▶ [Read more](#)

## HOTEL PARTNER

### MARRIOTT



Marriott is excited to share the extension of the upgraded Silver Elite status on the Marriott Rewards Enrollment link created for Connexus. Marriott will continue to upgrade Connexus travelers that are new to enroll in the Marriott Rewards program to Silver Elite status.

- Enrollment must be completed by 12/31/2012
  - Status will remain Silver Elite for 12 months upon enrollment
- ▶ Enroll by selecting the link found in the [Connexus Portal](#) under Supplier Spotlight – Marriott.

## 2012 OLYMPICS IN THE UNITED KINGDOM



### UPDATE – PROVIDED BY BCD TRAVEL

The 2012 Olympics will be held July 27 – August 12 and the Paralympics will be held August 29 – September 9 in London. BCD Travel has created a resource guide to assist with planning business travel during the events. Highlights of the guide include:

- How to minimize business travel disruptions during Olympics 2012
- Olympic Locations
- National & London events
- Dates and times of operation for venues inside & outside London
- What is the impact for the traveler?
- Things you should know
- Transportation: Buses, Tube, Rail
- Helpful Links / Numbers

- ▶ [Read full article](#)

## TRAVEL EVENT

### GBTA 2012 CONVENTION

The Central Travel Office will participate in this year's GBTA's Convention in July. The GBTA Convention, the largest gathering of the business travel industry, is where travel managers and industry suppliers come together to enjoy profit-boosting solutions to industry-wide challenges.

The average travel manager at GBTA Convention manages a **\$91 MILLION** travel program and **10,000 travelers**. On aggregate, this event delivers **\$113 BILLION** in buying power. No other meeting brings together this level of qualified purchasing authority. The GBTA Convention is the one conference thousands of business travel managers count on each year to enlist new suppliers. **The Central Travel Office will gain measurable benefits:**

- GBTA connects **1,300+ targeted prospects** in one place, for four days.
- GBTA places significant emphasis on the **global marketplace**, connecting travel buyers and partners from around the world.
- **Positions Connexus** in front of educated customers with real buying authority, looking for the latest travel tools, services and innovations.
- **Grow revenue** – come away with new ideas and processes that can save the university money.

The event features:

- Keynote speakers
  - President Bill Clinton
  - President George W. Bush
  - “Saturday Night Live” star Seth Meyers
- The expo floor – the place for exploring the latest technologies, tools and travel trends.
- The conference curriculum – customizable itinerary for learning from contract negotiation and financial modeling to safety and policy trends, and much more.

- ▶ [Read more](#)



## BCD TRAVEL FOR CONNEXXUS

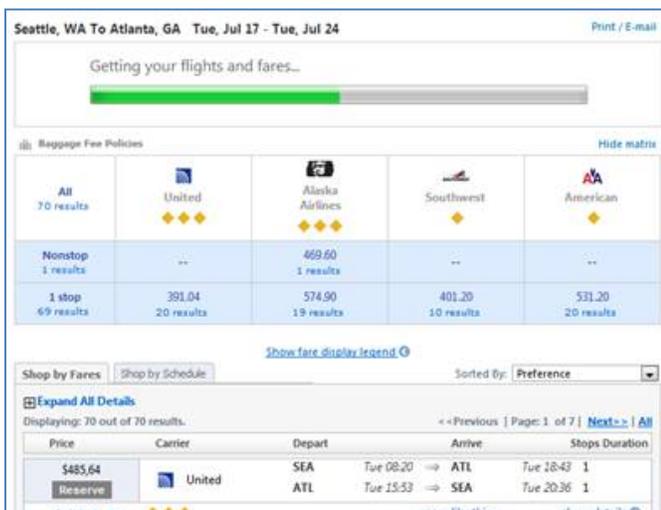
PROVIDED BY BCD TRAVEL

### What’s New in BCD Travel’s Online Travel Reservation Tool “Concur Travel for Connexus”?

Did you notice Concur Travel’s new display when gathering your travel options? “Streaming Results” allows you to view flight and fare options as fast as each airline provides a response, increasing the speed of the page load.

How streaming results impact your display:

- No change to the page functionality – air matrix will not change
- Flight results will ‘stream’ in as received from airlines
- Unable to reserve or select an itinerary until all results are populated (reserve button will be grey until all results have loaded)
- When results are complete, the reserve buttons will change to green or yellow
- Allows you to see what is happening behind the scenes as opposed to sitting on a ‘please wait’ page for results to appear
- A progress bar will be displayed at the top of the page so you can track the progress



### What’s in your BCD Travel itinerary?

#### 1) E-Ticket Confirmation

- Each reservation receives an “E-Ticket Confirmation” email from [connexus.bcdtravel.itin.inv@bcdtravel.com](mailto:connexus.bcdtravel.itin.inv@bcdtravel.com)
- Copy sent to first travel arranger listed in your Connexus profile
- Cost of your airline ticket & agency service fees
- Confirmation numbers for your flights, hotel & car reservation & electronic ticket numbers
- PDF attachment that can easily be printed to bring to the airport & filed for future reference (helpful when completing expense reports)
- BCD Travel agent contact information

#### 2) Operated By...

- As the airline alliances increase, we continue to see more flights **operated by** partner airlines
  - ➔ These may be referred to as code-share flights
- Your flight number & record may be booked with one airline, but the actual flight may be on a partner airline’s airplane
- When you check-in for your flight, the partner airline will assist you with your boarding pass & will be the gate you depart from at the airport

BCD Travel invoices highlight these circumstances on your itinerary (example below):

1. Flight had an Alaska Airlines flight number
2. Flight detail highlights that the flight is operated by American Airlines
3. At the airport, check in at the American Airline kiosk
  - ➔ Flight will depart from an American Airline gate
  - ➔ Departure boards at airports “scroll” the various airlines and numbers associated with the flight

AIR - Monday, Jan. 1 2012 Agency Record Locator: XXXXXX	
1	Alaska Airlines Flight AS111 Economy Class
Depart:	Honolulu International Airport, MAIN TERMINAL Honolulu, Hawaii, United States 07:20 AM Monday, April 16 2012
Arrive:	Los Angeles International Airport, TERMINAL 4 Los Angeles, California, United States 03:40 PM Monday, April 16 2012
Duration:	5 hour(s) and 20 minute(s) Non-stop
Status:	Confirmed - Alaska Airlines Record Locator
Meal:	Food For Purchase
Equipment:	Boeing 767 Passenger
Operated By:	2 AMERICAN AIRLINES OPERATED BY AMERICAN AIRLINES
Seat:	32A Confirmed



## CONNEXXUS KUDOS

A UC Berkeley arranger ran into an unusual circumstance, which required special handling by a full service agent. BCD Travel was able to facilitate a successful resolution with the travel supplier. A traveler booking outside of the Connexus program would not likely to have been able to arrange the same solution. The department recognized the efforts with the following comment: “We sincerely appreciate all the time you and your staff have put in on our behalf. It is a testament of how BCD is working to provide excellent service for UC.”

– UC Berkeley Travel Arranger



“An Academic Senate traveler was experiencing technical issues when using the SWABIZ link. Brady with the SWABIZ help desk not only fixed the problem but assisted step by step on how to book a reservation. All I can say is Brady is wonderful to work with – what a pleasure. He is very professional but with a wonderful sense of humor. Really great! Makes you not dread technical difficulties!”

– Karen Tomajan, UCOP Travel Manager



“I just wanted to send a thank you and tell you what an asset Suki is to UCTC. I booked a trip to Chicago for university business using Connexus about a month ago. All information on the screen was pre-populated with my information and a confirmation email sent to me listed me as the traveler. I didn’t think anything of it until the evening before when I wanted to check-in for my flight and I saw that the traveler’s name on the ticket did not match my ID. I made a trip into the office early the next morning to try to speak to a supervisor in the Travel Center. I was fortunate enough to speak to Suki. She was a great listener and took the time to contact the airline to release the flight and get a waiver code to book the flight under the correct name and if this wasn’t enough she contacted IT while I was away to resolve the issue so that this problem wouldn’t happen again. She was such a joy to work with and her level of customer service was extraordinary. Her proactive approach helped to save \$500. I have been telling everyone about how helpful UCTC has been and actually made an agenda item for our weekly staff meeting earlier today so that I could demo the attributes of using UCTC and Connexus. Again, I can’t thank Suki enough. All you do for us is appreciated!”

– Van Anderson, UCLA Extension Program Director



### TRAVEL NEWS & LINKS

- ❖ [Connexus preferred airlines: JetBlue, Southwest, Virgin America get top customer-service marks - MSNBC](#)
- ❖ [How air travel contributes to the economy](#)
- ❖ [4 ways you can improve the airport check-in experience](#)

### Other Helpful Links

- ❖ [Transportation Security Administration](#)
- ❖ [U.S. State Department Travel Info](#)
- ❖ [G-28, Policy and Regulation Governing Travel](#)
- ❖ [Connexus Newsletter Archive](#)



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### 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](mailto:UCTravel@ucop.edu).

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