

CONNEXXUS TRAVEL NEWSLETTER

UC TRAVEL MANAGEMENT



Fall 2014

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BENEFITS OF BOOKING WITH CONNEXXUS

As 2014 comes to a close the Central Travel Office continues to develop initiatives and we look forward to our association cultivating some of them, such as:

- Short's Travel FindIt program for faculty who would like UC travel benefits without going through Connexus;
- UC only [LinkedIn Group](#) to foster travel discussions; and
- [Twitter](#) feed for regular travel updates

We have current or recently renewed contracts with all the major airlines and even some new ones. Southwest is once again offering UC phenomenal discounts this fall – available through both SWABIZ and the agencies (for campus paid airfare opportunities) – and Southwest has committed to increasing our overall discounts greatly by January 2015 if we meet our sales goals. All details can be found in the [portal](#).

Our collaboration at the campus level has given us the opportunity to reach more users who can leverage UC-negotiated deals and benefits NOT found when booking travel outside Connexus. We hope that we can develop our partnership in this positive manner and will make ourselves available to you whenever needed.

CONNEXXUS TRAVEL PORTAL WINS INTERNATIONAL AWARD FOR EXCELLENCE

2013 was an incredible year for the travel program! In addition to saving the UC millions in travel spend, the recently upgraded web portal, [Connexus](#), won the 2013 Emerging Media Award for creative excellence from the Summit International Awards organization this past August.

"The new portal was a collaborative effort by all members of the UC Travel Council, with input from the UC traveling community, to create a highly functional, state-of-the-art and easy-to-use tool to book university travel," said Debra Almason, director of UC travel management services.

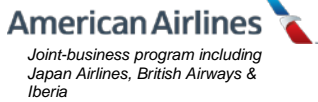
Some of the new features on the revamped Connexus portal include: a better user-friendly design easier navigation by adding helpful features, such as information bubbles when you hover your mouse over a button and incorporating a library of video tutorials and documents. The portal is also mobile and tablet friendly.

Connexus, which allows faculty and staff to book flights, hotels and car rentals for business and personal travel at discounted rates, saved the University a total of \$10.6 million in 2013 with up to 20% discounts on hotels, 17% on car rental offers and an average of 5% in domestic airfare (20% for international).

The [Summit International Awards](#) administers three distinguished advertising and marketing award competitions every year to raise awareness of companies and individuals who display exceptional creative and marketing talent. Companies from more than 50 countries and across five continents participate in the awards program and are judged by 70 corporate executives from around the world.



NEWS FROM AIRLINE PARTNERS



SOUTHWEST SPECIAL PROMOTION

Between October 1 - December 31, 2014 the discount for Business Select and Anytime fares will increase (note: "Business Select" is considered an upgrade and may not be a reimbursable expense):

- Fares are fully refundable and changeable;
- Fares can be purchased through SWABIZ and will earn additional Rapid Rewards points per one way trip;
- Fares can be purchased through any of the Connexus agencies and can be purchased with the USBank CTS/direct bill card.

▶ [Full details in the Connexus portal](#)



DELTA AND VIRGIN ATLANTIC CELEBRATE START OF NEW SERVICE

Delta and Virgin Atlantic marked the launch of their new service between London-Heathrow and Los Angeles and London-Heathrow and Atlanta respectively on October 26.

Delta flew nonstop from London to Los Angeles for the first time with one of two daily flights from Heathrow previously operated by Virgin Atlantic. The route is Delta's seventh nonstop destination between London and the United States. Virgin Atlantic operated its first ever flights into the world's busiest airport, Hartsfield-Jackson Atlanta International, having taken over one of Delta's three daily flights, and is now able to offer more than 100 additional international and domestic connections to its customers at Delta's hub airport.

▶ [Read more](#)



JETBLUE MINT – A NEW WAY TO FLY

Mint is JetBlue's new take on a coast-to-coast experience – its top-notch service and stylish seats on brand new A321 aircraft, including:

- Flat fare program – prices remain the same for Connexus travelers;
- Flights between New York (JFK) and Los Angeles (LAX) or San Francisco (SFO);
- Dedicated Mint queue offering expedited check-ins and early boarding;
- Complimentary Fly-Fi, JetBlue's own broadband Internet service ... and more!

▶ [Read more](#)



PASSPORT SCANNING IN UNITED MOBILE APP ADDS CONVENIENCE FOR CUSTOMERS

Customers [checking-in](#) for international flights on their mobile devices within 24 hours of departure now have the convenient option of either verifying their existing stored passport data or scanning their passport. The [United mobile app](#) uses the mobile device's camera feature to capture travelers' passports.

▶ [Read more](#)



Airline partner rates apply to tickets booked with a Connexus preferred travel management provider (agent or online).

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NEWS FROM CAR RENTAL PARTNERS



EMERALD CLUB MEMBERS CAN EARN FREE RENTAL DAYS DURING ANNUAL ONE TWO FREE PROMOTION

The annual One Two Free® promotion launched in August, offering registered Emerald Club members one free rental day for every two qualifying rentals of a mid-sized or larger vehicle (for two or more consecutive days). Each qualifying car rental completed during the promotion is worth 300 points, with a free day awarded once a member earns 600 points.

- ▶ Enroll in [Emerald Club](#) (waived fee of \$50 for Emerald Club membership)



DOLLAR RENT A CAR AND THRIFTY CAR RENTAL NOW AVAILABLE ON CONNEXXUS

Dollar and Thrifty are now part of the Hertz Corporation and available to UC travelers to offset travel costs with lower competitive rates and expedited services. Highlights of the programs are listed below.

- Rates Include Insurance Coverage
- Guaranteed Set Rates
- No Underage or Additional Driver Fees
- No One-Day Mid-Week Surcharges
- Only One Rate Surcharge Area (New York)
- 100% Location Participation
- Free Dollar Express Rental Program
- Free Upgrade or GPS Coupons



Note: Reservations with these preferred car companies available only through a Connexus agency and SWABIZ.

If you are not already a member of the Dollar and Thrifty Express programs, you can find the membership links in the [Connexus portal](#) under UC Rates & Benefits. Each campus has their own customized membership link that includes your campus information and Corporate Discount Numbers.



CAR RENTAL PARTNER MOBILE APPS

- ▶ Download the [National Car Rental® app](#) and tap into the power of speed and control — all at your fingertips. New Virtual Aisle locations launched in September, offer Emerald Club members more opportunities to use their smartphone to choose an available car in their destination city. The Virtual Aisle is currently available in Albany, Baton Rouge, Buffalo, Greensboro, Honolulu, Huntsville, Knoxville, Little Rock, Long Beach, Mesa, Norfolk, Oklahoma City, Omaha, Reno, Richmond, Rochester, Tucson and Tulsa.
- ▶ Download the [Hertz mobile app](#) to reserve a car, change your reservation, or login and update your profile. The app features an Intuitive design and interface for ease-of-use.



NEWS FROM HOTEL PARTNERS



MARRIOTT REWARDS – JOIN NEW AND BECOME A SILVER ELITE MEMBER!

As a valued Connexus traveler, Marriott will waive the 10-night requirement, so that new members may experience immediate benefits as a Silver Elite member of Marriott Rewards. Benefits include:

- Priority room selection and late check-out privileges
- Exclusive Elite-only rewards
- A 20% bonus on Marriott Rewards Points earned for stays
- Weekend discounts, gift shop savings and more!

▶ **Join now** to begin experiencing travel that works for you! Offer valid through December 31, 2014.

MOBILE GUEST SERVICES

Marriott Hotels' newly upgraded mobile app puts fast and easy check in and checkout in the palm of your hand. Mobile checkout is the latest innovation from Marriott Hotels in a string of new services designed for today's connected travelers. To use this feature:

1. Sign up for a **Marriott Rewards Account**, if you are not enrolled
2. Download the Marriott Mobile App

The app is available on iPhone®, iPod touch®, and Android™ Devices.

COURTYARD IRVINE SPECTRUM

Discover the all NEW **COURTYRD IRVINE SPECTRUM** hotel. The interior design celebrates the rich history of the iconic Irvine Ranch through the use of recycled woods mixed with high tech finishes such as:

- Green technology with EV charging stations for your electric vehicle
- Tech-savvy new guest rooms featuring Smart TVs
- Designed to perform for business with unique Irvine meeting space
- Fitness enthusiasts appreciate the gym equipped with CrossFit workout gear

The Irvine hotel is near the Irvine Spectrum Center mall and a short drive to UC Irvine. Check out the **University of California rates** on **Connexus!**

STARWOOD PREFERRED GUEST (SPG)

Starwood offers the University of California a substantial discount on hotel rooms globally, included in this special offer is membership in Starwood Preferred Guest. As University employees, you are entitled to:

- Two Starpoints® for every eligible U.S. dollar spent at participating hotels
- Enhanced room at check-in
- 4 p.m. late checkout

SPG Global Promotion: Earn up to triple Starpoints with **SPG More For You**. Register for the SPG® More For You promotion to earn:

- Double Starpoints on stays of two or more eligible nights
- Triple Starpoints on eligible stays that include a Friday or Saturday night (Thursday or Friday night in the Middle East)

Register now and start earning more at over 1,000 participating Starwood hotels and resorts for stays through December 15, 2014.

▶ **Join now**

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Include a hotel when making air reservations or book the hotel separately using the Connexus agency *Book* Now link and selecting the hotel tab. Rates are automatically loaded with Connexus agency booking tools.

A MESSAGE FROM BCD TRAVEL & BALBOA TRAVEL – CONNEXXUS TRAVEL MANAGEMENT COMPANIES



Online Booking tool gets a new look and feel

Starting Dec 8, 2014, when you log on to the online booking tool, Concur Travel, you will see a modernized new interface. The changes have been designed to enable effortless navigation and easier access to features. Many of the changes are in response to suggestions from users.

The basic functionality remains the same, with a minimum number of key changes:

- Choose to book a trip for yourself or your guest right above the search parameters.
- Arrangers, choose the “Profile” of the traveler you are booking for. The traveler’s name is posted above the search parameters.
- A trip progress bar lets you know how many steps are left before your trip is completed.
- Single trip detail page to ensure your preferences are included.
- Improved booking flow.

BCD Travel has developed a short [video](#) to highlight the key changes. Please take 5 minutes (and 30 seconds) to get to know the new design. Tip sheets are available in the [Connexus portal document library](#).

Booking your flights, car, and hotel together

Did you know that when you book your flights, car and hotel together through BCD Travel or Balboa Travel (for UCSD), this is within UC policy? Even though you are booking everything that you need for your trip in one place, your Connexus Travel Management Companies do not use “bundled” pricing. As long as each item for your trip is priced and billed separately, you can book them together.

What are the benefits of booking everything together?

- Most importantly, when everything is booked together and you need to make a change, the hotels and cars will also be adjusted to your new dates and times.
- One convenient email invoice / itinerary that can be downloaded into your calendar.
 - Email will include a summary at the top, with all of your confirmation numbers listed below in the detail section.
- Email includes the phone number to reach an agent if you need help with your trip.
- Ticket numbers and cost are at the top of the email along with a .pdf attachment to use with your expense report.
- Information includes your airline record locators and convenient links to hotel directions.
- All bookings through BCD Travel and Balboa Travel automatically apply the Connexus discounts & UC Travel Insurance.
- If you book travel for UC Guests, be sure to include the traveler’s email so they can receive any schedule changes that the airlines may make prior to the trip. (If your profile email address is not your preferred address, contact your campus to update.)

Travel Summary – Agency Record Locator ABCDEF					
Traveler					
Reference number by traveler: Not Applicable					
Date	From/To	Flight/Vendor	Status	Depart/Arrive	Class/Type
03/25/2014	PSP-LAX	UA 6312	Confirmed	07:00 AM/07:56 AM	Economy / B
03/25/2014	LAX	National Rent A Car	Confirmed	03/25-03/26	Intermediate 2/4 Door
03/25/2014	SAH	HYATT PLACE SAN DIEGO CARLSBAD	Confirmed	03/25-03/26	
03/26/2014	SHA-OAK	WN 172	Confirmed	05:30 PM/06:50 PM	Economy / Y
03/26/2014	OAK	OAKLAND MARRIOTT CITY CENTER	Confirmed	03/26-03/27	
03/27/2014	SFO-PSP	UA 5588	Confirmed	07:35 PM/09:00 PM	Economy / Y

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Duplicate travel reservations

Airline systems are very sophisticated and can detect when you have booked more than one itinerary for the same dates. When detected, the airline will cancel one or both bookings and even post fines. This can happen even if you are holding reservations with different booking sources.

Trip Name/Description	Status	Start Date	End Date
Trip from San Francisco to Los Angeles (DIPUPZ)	Confirmed	11/11/2014	11/13/2014

Warning

! This trip might conflict with "Trip from San Francisco to Los Angeles (DIPUPZ)" for William Never scheduled from 11/11/2014 to 11/13/2014. Would you like to continue booking this trip anyway?

Yes No

CONTACT THE DESIGNATED GOVERNMENT AGENCY IN YOUR COUNTRY OF CITIZENSHIP FOR PASSPORT/VISA REQUIREMENTS. TRAVEL INTO U.S. MAY REQUIRE ESTA AUTHORIZATION. FOR DETAILS VISIT [THE ESTA WEBSITE](#)

Warning- Duplicate air bookings may result in fees from the airlines. Duplicate bookings are defined as reserving multiple seats on the same flight or different flights for the same time frame.

Connexus preferred suppliers are noted with a gold or silver diamond. Please use them whenever possible.

Round Trip One Way Multi-Segment

Departure City

Arrival City

Departure depart Morning ± 3

Return depart Morning ± 3

Agents that go above and beyond

BCD & Balboa agents are certified and continually participate in courses to keep their skills sharp and current. We appreciate you taking time to tell us when we do a great job.

These are some of the comments our Connexus travelers have made after booking their travel through us:

- "First time using this company, very impressed with how helpful the staff is."
- "Employee was professional and definitely qualified."
- "Great company and great service."
- "Fast, creative, professional and I was confident that I'd get what we planned.....Happy Customer!"
- "I mentioned Teresa found me a ticket \$80 lower than the web. Everyone started talking about what a pleasure Teresa is to work with and had their own stories of how Teresa went above and beyond to find the best options and prices."



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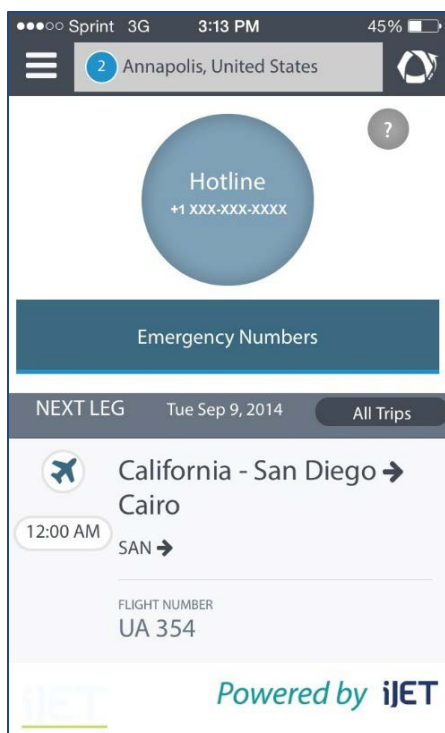
Tips for traveling abroad

Unexpected things can happen no matter where you are traveling. Here are some tips to make unexpected mishaps and events easier to manage.

- Make sure that you have your Connexus iJet / Worldcue travel card with you.
- Keep your travel agent contacts handy. We offer support 24x7 and provide local phone numbers that can be used from any country you are traveling in. Collect calls are accepted if needed.
- Take a business card from your hotel in case you do not speak the same language as your taxi driver.
- Make 3 copies of your passport. This will make replacing your passport easier if it should be lost.
 - 1) One to be carried on your person separate from your passport;
 - 2) One to keep in your luggage;
 - 3) One to leave with someone at home.
- Make sure your passport has enough blank pages, and is valid 6 months beyond your intended stay.



UC TRAVEL INSURANCE – NEW TRAVELER ASSISTANCE MOBILE APP



The University of California is providing access to a free mobile phone app that allows faculty, students, and staff to access global security intelligence when traveling. [iJET's Worldcue® Mobile TRAVELER app](#) is designed to instantly deliver critical information and support to UC's travelers so they can be more aware of their environment, and take necessary precautions and actions to mitigate risk. Whether it's attending a conference in London, conducting field research in Cairo, or studying in Tokyo, unfamiliar and disruptive situations can occur to anyone at anytime, anywhere. The best way to keep UC travelers safe and productive is to provide location specific travel information and real time updates as events unfold. In times of crisis, at-risk travelers need a rapid and effortless solution to contact the appropriate in-country emergency services, UC risk managers, and travel assistance providers. The Worldcue® Mobile TRAVELER app can do just that!

Two of the most valuable features of the app, located on the home screen, are the:

- 1) The Hotline quick-connect button - connects a traveler to UC's 24x7 Global Hotline for assistance
- 2) Country-specific emergency numbers list - the app will recognize through geolocation which country you are in and with two clicks of a button, you will reach local emergency services for immediate assistance

For more information about this app and full list of features, please visit: www.ijet.com/index.php/mobile-app.

CAMPUS COLLABORATION – MESSAGE FROM SHANNON MILLER AT UC SAN DIEGO

As Program Manager for Connexus at UC San Diego, I'm always looking for new ways to enhance the customer experience. Here's how one interaction, with one individual on campus, had the impact of helping to make Connexus a useful tool to our campus community.

Earlier this year, Cathy Holdeman from Libraries invited me and Chrissy Smith, Manager of UC San Diego's Travel Card Programs, to give a presentation about Connexus and the Travel Card program. At the session, I gave my usual overview, including a preview of the Connexus portal, benefits, tips and tricks, and discounts for business and personal use. After the presentation, Cathy asked if I would come back to show a step-by-step demo and I replied with an enthusiastic, "Yes!"

This would prove to be different from all the other sessions. Cathy had the insight to recognize some hesitation in her area about using Connexus because traveler profiles weren't complete, travel arrangers weren't assigned, and some users had questions they were not ready to ask. The solution? Instead of showing a demo on a big screen we hosted a hands-on computer lab for real-time active participation. The response was so great that we had to schedule an additional session. Attendees arrived with all the info they wanted to add to traveler profiles like emergency contacts, Travel Card information, and loyalty reward programs. There were even travelers who used the session to book airfare for upcoming trips! Thank you Cathy!

Are you faced with a similar situation? Would a Connexus training session be helpful? Maybe you have a venue which would allow for a hands-on computer lab? Please contact the [Central Travel Office](#) and we'll put you in contact with your campus travel department.

TRAVEL NEWS & LINKS

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

CONNEXXUS SESSIONS

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



Central Travel
Management

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