

CONNEXXUS TRAVEL NEWSLETTER

UC TRAVEL MANAGEMENT PROGRAM



July – September 2012

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CONNEXXUS DID YOU KNOW

This quarterly Connexus Travel Newsletter is all about REWARDS! REWARDS! REWARDS!

Connexus suppliers that continue to make travel easy and rewarding! Among other travel news you will find deals from Southwest, Virgin America, JetBlue, Marriott, Starwood, Enterprise and National Car Rentals, and Hertz Car Rentals in this issue.

We've also included some interesting links on new technologies developing in the travel industry.

Happy travels from the Connexus Travel Program!



AIRLINE PARTNERS

DELTA AIRLINES

Delta to Showcase Distinctive California Winemakers on Transcontinental Flights!

Delta will introduce the **Delta Winemaker Series** on all transcontinental flights beginning Sept. 1, 2012, offering customers in BusinessElite a unique selection of California wines on flights connecting New York's John F. Kennedy International Airport to Los Angeles International Airport and San Francisco International Airport.



Master Sommelier Andrea Robinson, Delta's in-flight partner who has been curating the airline's BusinessElite wine offerings since February 2008, selected the featured winemakers to be served onboard in the BusinessElite cabin for two months at a time. The program will feature the following chosen winemakers and launch with Inception Wines:

- Santa Barbara-based **Inception Wines** will offer a Chardonnay and Pinot Noir from Jonathan Hirsh and George Pitsironis, a former sommelier at Wolfgang Puck's flagship restaurant Spago Beverly Hills.
- **Robert Mondavi Winery** in Napa Valley will feature an Equilibrium Fume Blanc and Merlot from Genevieve Janssens, Director of Winemaking. Janssens was named Wine Enthusiast's 2010 Winemaker of the Year.
- Heidi Peterson-Barrett, winemaker and proprietress of **La Sirena** in Napa Valley, will showcase a special Syrah. Merry Edwards, winemaker and proprietress of Merry Edwards Winery, will offer a Sauvignon Blanc. One of California's first female winemakers, Edwards has more than 35 years of winemaking experience. She manages five estate vineyards with her husband: Coopersmith, Cresta d'Oro, Flax, Georganne and Meredith.
- Dave Miner, proprietor and vintner of the **Miner Family Winery**, will feature a "Simpson Vineyard" Viognier 2011. Charles Krug Winery will also offer a Napa Valley Merlot from Peter Mondavi, proprietor and vintner. Established in 1861, Charles Krug Winery is the first winery in Napa Valley, producing the finest Bordeaux style wines.

To view the entire Delta press release, please [click here](#).

SOUTHWEST AIRLINES

LOYALTY CURRENCY CONVERSION

Members in both the Rapid Rewards® and A+ Rewards® Frequent Flyer Programs can now convert and redeem their active loyalty currency for flights on Southwest Airlines® or AirTran Airways®, our wholly-owned subsidiary. This means Members will have even more travel destinations to choose from, including Mexico and the Caribbean.



Members will have the ability transfer the following:

Southwest Rapid Rewards to AirTran A+ Rewards

- 1 Rapid Rewards Credit 1 A+ Rewards Credit
- 1 Rapid Rewards Standard Award 16 A+ Rewards Credits
- 1 Rapid Rewards Freedom Award 32 A+ Rewards Credits
- 1,200 Rapid Rewards Points 1 A+ Rewards Credit

AirTran A+ Rewards to Southwest Rapid Rewards

- 1 A+ Credit 1 Rapid Rewards Credit

To learn more about Rewards Conversion and watch a step-by-step video, [click here](#).

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CATHAY PACIFIC AIRLINES

Our New Premium Economy Class on our 777 arrives in San Francisco on 9/1! While it's only available on the CX873 for now, **Premium Economy is a total enhancement of the Economy Class experience.** Click [here](#) for a full experience of the features and services offered with Premium economy. We look forward to rolling out this product over the next year on all Cathay Pacific flights out of North America!



Cathay Pacific's New Business Class has received the "World's Best Business Class" award from Skytrax! Click [here](#) to get a glimpse of this award winning product with our Head of Product, Alex McGowan. We're pleased to say that this new product is now available on all 777 aircraft out of North America!



VIRGIN AMERICA

Virgin America announced a new tiers program at the GBTA July 2012 Convention.

The Elevate® frequent flyer program increases traveler rewards. Members rack up reward points for every dollar spent and redeem Virgin America reward flights with no blackout dates. Starting August 8th, 2012, the new Elevate Gold and Elevate Silver Status levels will reward frequent flyers with more perks than ever.

FLY WITH BENEFITS

With Elevate Silver or Elevate Gold Status, you can look forward to priority perks every time you fly with us:

WE LIKE IT WHEN YOU'RE OUT OF LINE.

- Check in from the First Class lane at the airport
- Check bags free of charge: three for Elevate Gold, one for Elevate Silver
- Breeze through priority security and be first onboard with priority boarding

TAKE THE GOOD SEATS.

- Sit up front and make a quick getaway with free Main Cabin Express seat selection at the time of booking
- Opt in for complimentary upgrades to Main Cabin Select when there's space available
- Take your pick of First Class seats by purchasing upgrades up to 24 hours before departure for Elevate Gold, or 12 hours before departure for Elevate Silver

GET MORE OF A GOOD THING.

- Earn more Elevate reward points for every flight: 100% more points for Elevate Gold, and 25% more points for Elevate Silver
- Take 25% off two non-refundable Main Cabin tickets as an Elevate Gold member and one ticket as an Elevate Silver member, good for any day of the year

LET'S BE DIRECT.

- Call a dedicated Elevate Silver or Elevate Gold line for exclusive service
- We'll hook you up with special offers and promotions from our top Elevate partners, available whenever you log into your Elevate account

You can learn more about the Elevate program [here](#).

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JETBLUE AND MARRIOTT PARTNER TO MAXIMIZE TRAVEL REWARDS

With Marriott Rewards® MegaMiles, you can earn triple TrueBlue points starting with your 2nd stay. Earning is easy. Join Marriott Rewards, and be automatically registered today. **Stay at any of 3,600+ participating hotels worldwide between July 1 and October 31, 2012.**



Earn TrueBlue points with stays at any of the following brands: JW Marriott®, EDITION®, Autograph Collection® Hotels, Renaissance® Hotels, AC Hotels by Marriott(SM), Marriott® Hotels & Resorts, Courtyard by Marriott®, SpringHill Suites by Marriott®, Fairfield Inn & Suites by Marriott®, Residence Inn by Marriott®, TownePlace Suites by Marriott®. Stays at Marriott's exclusive luxury hotel partner, The Ritz-Carlton®, will count toward achievement.

To learn more about this partner deal visit both [JetBlue](#) and [Marriott's](#) reward sights.

HOTEL PARTNERS

MARRIOTT – SILVER ELITE STATUS IN MARRIOTT REWARDS

Marriott Rewards® helps frequent travelers live a more rewarding lifestyle with points for free nights and flights, customized hotel stays, easy online planning ... and genuine appreciation every step along the way. Since 1983 they've grown to 33+ million members, won dozens of awards and have been voted Best Hotel Rewards Program in magazines from *Inside Flyer* to *Business Week*.



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
- The Ultimate Reservation Guarantee
- Exclusive Elite-only rewards
- A 20% bonus on Marriott Rewards Points earned for stays
- Weekend discounts, gift shop savings and more!

New Marriott Rewards members can sign up by logging in to the Connexus portal and following the link under Partner Programs (Hotel).



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STARWOOD HOTELS

Starwood Preferred Guest® (SPG®) would like to offer you an SPG membership at the Corporate Preferred level. You'll have access to more options, more flexibility and more ways to get the rewards you deserve. Get the goods — globally. Your exclusive benefits will enhance every stay at Starwood's more than 1,000 distinctive hotels and resorts across nine unique brands in nearly 100 countries.



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-in²
- 4 p.m. late checkout³

SPG gives you more ways to play. Your membership allows you to redeem your Starpoints for Free Night Awards without blackout dates. If there's a standard room available, it's yours — even during holidays and big events. You can also redeem for airline tickets, one-of-a-kind experiences, in-hotel indulgences and more. Or convert your Starpoints to frequent-flyer miles. It's up to you.

When making a reservation, please remember to use the Connexus SET Number found in the portal (Partner Programs, Hotel).

SPG is excited to announce our next global promotion, SPG Better by the Night. Registered members will be able to earn double or triple Starpoints for their stays October 1-December 20, 2012. To register, please access your account through SPG.com.

CAR RENTAL PARTNERS

ENTERPRISE & NATIONAL CAR RENTAL

This year marks the tenth consecutive year that National has offered the One Two Free promotion to registered [Emerald Club](#) members offering one free rental day for every two qualifying rentals (of two or more days of a midsize or larger vehicle), with no limit on free days earned. The promotion runs from Aug. 20, 2012, through Jan. 31, 2013.



There is no limit to the number of free days earned, and participating members can also earn a free rental day for referring a friend in addition to their standard program rewards for all rentals.

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;
- ✓ Peace of mind with [Arrival Alerts](#) – with Arrival Alerts from National, you'll receive notification within 1 hour of your rental that includes reservation number and National location, directions to car rental location from the airport terminal, services your location offers and confirmation of Aisle or non-Aisle locations;
- ✓ Faster returns with eReceipts – with [Drop & GoSM](#) service you can drop off the car and be on your way;
- ✓ No second-driver fees – never pay extra when business associates do the driving;
- ✓ Special offers – receive exclusive member-only discounts and offers.

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

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HERTZ CAR RENTAL

Hertz Gold Plus Rewards™

Triple points are here and everywhere! Earn FREE DAYS 3X Faster! Register to earn them around the world on your rentals that are picked up between September 4 and December 15, 2012. But you must first be a member of Hertz Gold Plus Rewards.

Register for free at
HertzTriplePoints.com/Drive

Get 3X points around the globe! If you are a Gold member, just register for the triple points promotion, and be sure to select Gold Plus Rewards points in your member profile to earn 3X points.

If you're not already a Hertz Gold Plus Rewards member, sign up for free today and enjoy fast, easy car rentals and even faster rewards. With a Free Weekend Day starting at just 500 points, you'll be on your way to driving free 3X faster.

See the Hertz link on Connexus. *New #1 Club Gold members are automatically enrolled in Gold Plus Rewards.* More information is available in the Connexus portal under [PARTNER PROGRAMS \(Car\)](#).

BCD TRAVEL FOR CONNEXXUS

PROVIDED BY BCD TRAVEL

This month BCD Travel would like to provide a couple of helpful tips for booking travel.

Travelers often ask how to use credits from trips that they were unable to take.

Airfare rules can be complex, and will vary by airlines and fare chosen. Often our business travel plans change, so BCD Travel has developed a program that will display your or your profiled traveler's unused ticket credits in *Concur Travel* as well as our agents' display. Listed below are some guidelines that most commonly apply to **domestic** airfare changes, but please remember that each airline's policy will vary slightly and is subject to change. We hope that this overview is helpful to you.

**The Basics of Airline Ticket Exchanges:**

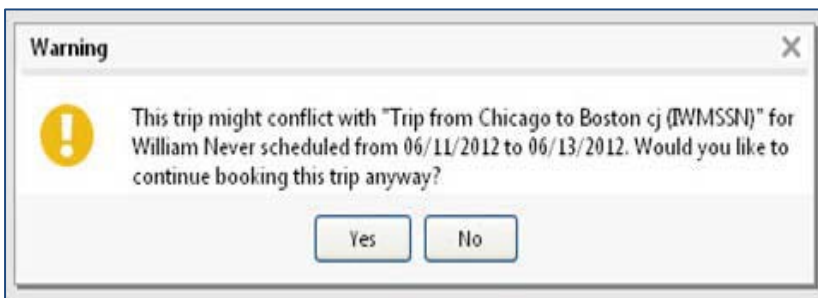
- ➔ If you will not be taking your flight, cancel the reservation at least 90 minutes prior to the scheduled departure. If the reservation is not cancelled in advance, the airlines consider this a forfeiture of any ticket credit.
- ➔ Once you cancel your trip, the unused ticket credit is processed, and the value will be displayed in Concur Travel or with the agents (usually less than 48 business hours). If you cannot see the credit listed, it is still being processed and not ready to use for a new trip.
- ➔ Unused ticket credits can only be used on the same airline that was used in the original ticket.
- ➔ When a new trip is booked, and a credit is on file, it is automatically applied to the new ticket.
- ➔ If you booked a traveler as a guest, please alert the agent, or add a "comment to the agent" that you would like to use a credit. Provide the original agency record locator or ticket number.
- ➔ If a ticket credit will be used for a new trip, all flights must be completed one year from the issue date of the original ticket.
- ➔ Non-refundable ticket credits are not applied if a refundable fare is chosen (unless we are instructed to).

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- If the value of the unused ticket is less than the exchange fee, it is not filed for future use since it would cost more to use the credit than the airline change fee.
- When a credit has been applied, the value of the old ticket, the cost of the change and additional charges are noted at the bottom of your PDF invoice.
- If multiple credits are available, the oldest credits will be used first
- Most Connexus Airlines will allow us to retain residual value of the credit if the cost of the new ticket is less than the credit.
- Connexus participating preferred airlines may allow the credit to be used for another traveler with a waiver. If a waiver is granted, the airlines will charge a waiver fee along with the exchange fee. Our full service agents can provide assistance with this.
- Southwest Airlines has different fare rules and guidelines.
- International fares are more complex so will always require an agent to interpret the rules of the credit on file prior to use.

Duplicate Tickets:

Occasionally we are alerted by the airlines, that travelers are holding duplicate reservations on a flight. Duplicate tickets should not be reserved as it creates a challenge for the airlines, and may inhibit a co-worker from being able to get a good fare on the same flights. We know that sometimes during the planning process an arranger may have booked a trip, and then the traveler does as well, but if you are booking online via *Concur Travel* a “Warning” note is displayed:



The Airlines have become very sophisticated with identifying travelers holding space on multiple flights, even if the bookings are not on the same airline or made on the same website. Duplicate reservations are often crossed cancelled automatically by reservation systems and can result in fines.

Please contact UCTravel@ucop.edu for more information.

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TRAVEL ALERTS



EMERALD CLUB.

National Will Launch Return Alerts July 23

Members renting two days or longer in the U.S. and Canada will receive an email four hours in advance of their scheduled car rental return.

The alert features the return location address and airport name, a link to a map guiding the customer to the return location, and the contact number to call if a reservation extension is needed.



Nationalcar.com Gets a New Look

In June, Nationalcar.com refreshed its look and functionality to better serve customers with:

- Easier navigation from home page and throughout site
- Improved focus on reservation needs of business travelers and Emerald Club members
- Updated look and feel



From July 1, 2012, every driver of a vehicle in France has to be in possession of a breathalyzer.

If stopped by the authorities, the driver must be able to present an unused breathalyzer, otherwise he/she will be fined 11€(Euros).

Starting mid September, all Hertz cars in France will have a breathalyzer in the glove compartment with the car documents.

The customer will be charged 5€(Euros) if the breathalyzer is not present when the car is returned.

One additional breathalyzer can also be bought at our counters, for a charge of 2€(Euros)each. It is recommended that the driver has 2 breathalyzers in case he/she has to use one during the rental but this is not required. For travel into France from neighboring countries in a Hertz vehicle, it is recommended that individual drivers plan to purchase a breathalyzer prior to entering the country or upon entrance into France as this law currently does not apply in other countries in Europe. Hertz will not be responsible if there is no breathalyzer in the car and this will be the sole responsibility of the driver/renter.

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CONNEXXUS KUDOS

SHOUT-OUTS FROM UC DAVIS

“BCD has continued to provide excellent customer service to UC customers and at UC Davis we've had arrangers comment that when booking group travel, BCD will go out of their way to find the best flight schedules with the most economical costs. Although they are paying the full service agent fee for large group bookings, they feel it is completely worth the savings found for the fares and the assurance that the trip is booked correctly. Great job BCD!!!!” – Karen Osborne, UC Davis

“Debra Almason, UCOP Travel Manager attended a Connexus Training Session with the Engineering Department on campus. The surveys were very positive stating the arrangers learned the background of Connexus, why it was created, the purpose, and long term goals. Debra did a great job of presenting and we've heard many positive compliments regarding how useful the training was!!” – Karen Osborne, UC Davis



TRAVEL NEWS & LINKS

- ❖ [What is the importance of live-chat features in online booking tools?](#)
- ❖ [Concur Travel and Trip-It make organizing travel easy](#)

Other Helpful Links

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

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.



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