

CONNEXXUS TRAVEL NEWSLETTER

July – September 2011



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

CONNEXXUS DID YOU KNOW

Connexus is a centralized managed travel program offering reservation options and UC systemwide supplier discounts from a secure web portal.

Portfolio of Reservation Options

- Balboa Travel featuring online booking tool Concur
- BCD Travel featuring online booking tool Concur
- UC Travel Center featuring online booking tool GetThere
- SWABIZ (Southwest Air) program
- Amtrak
- Small business program for Federal Funded or EPA Grant travel needs

Portfolio of Supplier Discount Options

- Air program 2%-33% discount
- Car program 15%- 30% discount
- Hotel program 10%-40% discount
- Rail program 15% discount

Benchmarking and Data Analysis

- Complete central data depository
- Data key to supplier negotiations to leverage UC's purchasing power and to further reduce the cost of travel

UC Central Travel Management Office

- Part of CFO Division, located at UC Office of the President

Visit the Connexus portal:

www.ucop.edu/connexus/campuslinks.html



SUPPLIER SPOTLIGHT

SOUTHWEST (SWABIZ) – RAPID REWARDS BONUS POINTS PROGRAM



We are pleased to announce the new UC Rapid Reward Program for Connexus travelers. Effective June 1st, 2011, Rapid Rewards members earn additional points per one way trip. This program will remain active for twelve (12) months from June 1, 2011.

In order to earn the additional points, reservations must include the UC/CSU account number (Company ID). Connexus SWABIZ account numbers will pre-populate in the Company ID field when booking via the SWABIZ link found on the Connexus portal home page (Booking Options, Southwest Air).

Visit the Connexus portal to make online reservation and for more information (Partner Programs, Southwest).

HERTZ CAR RENTAL – THE HERTZ GOLD PLUS MEMBERSHIP FOR CONNEXXUS IS FREE



Hertz has rolled out a new rewards program - Hertz Gold Plus Rewards program. This innovative program is designed to immediately reward travelers for their Hertz rentals with significant offers:

- 500 Bonus Points - enough for one free weekend day just for enrolling in the program before September 30, 2011
- 100 Bonus Points for every rental day completed through September 30, 2011

Points can be redeemed for free rental days on a wide range of vehicles, and do not expire! All points earned in the previous program, Hertz #1 Awards, will be deposited into the new program. Current #1 Gold members can [login to their account](#), and check the Hertz Gold Plus Rewards box in their profile to enroll.

New Gold Plus members can sign up by logging in to the Connexus portal and following the link under Partner Programs (Car).

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 you 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!

Join now to begin experiencing travel that works for you.

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

CONNEXXUS TRAVEL EVENTS

ON THE ROAD WITH CONNEXXUS

Debra Almason from the Central Travel Office traveled to UC Santa Cruz to conduct two Connexus training sessions, which were very well received. Debra covered the Working Smarter Initiatives, all the Partner Programs, Travel Insurance, potential savings once Connexus is closer to an 80% usage rate, and explained the booking processes.



UC IRVINE

In celebration of National Employee Health and Fitness Day, UC Irvine held its 5th Annual Wellness and Safety Fair and 2nd Annual Systemwide "UC Walks" event on May 18th, 2011. All faculty and staff were invited to participate.

Diana Nielsen (on left) and Anna Rager (on right) from the UC Irvine, Travel Division attended the event. More than 170 people stopped by the Connexus booth, filled out the travel quiz and entered to win a gift basket courtesy of the Radisson Hotel in Newport Beach.



UC SAN DIEGO

Past – On June 23, UC San Diego Travel held a Connexus training session at the request of Marine Physical Laboratory (MPL) at Scripps Institute of Oceanography. The session consisted of 5 travel preparers who are transitioning to Connexus after many years of using a UCSD Associate Travel Agency whose contract officially expired on July 1. The preparers tasked with putting together complicated travel events for large groups of researchers have relied heavily on agents to arrange all travel details. The session was a complete success! Two preparers were already utilizing the Connexus program, love it, and assisted in "selling" the program to preparers hesitant to make the switch due to their long history with the current agency.

UC SAN DIEGO continued

Present – Recently a new Blink page was launched to assist users with the features provided within the online booking tool, Concur. During any transition period it’s understandable that change can be daunting and uncomfortable so providing users with online guidance alleviates the stress of contacting a live person for assistance.

Future – On August 31, the Travel department will participate in Sharecase 2011. Sharecase is an annual event held in the Price Center at UCSD for campus departments and outside vendors to meet, share new ideas, give demonstrations and mingle. This year, the travel department will give a 30 minute presentation titled Connexus: Making Travel Simple which will cover online booking, E-Receipts, traveler rewards and quick tips on using Connexus features for great value and ease.

RISK SUMMIT

Risk Summit is an annual summit providing a forum to share ideas, best practices and to prepare to face challenges at the University. The themes of prior Risk Summits - Mission Possible, Starship Enterprise (ERM), Go Team UC, Treasure Hunt, Leading Through Change - have focused on making changes, addressing difficulties, facing challenges head on, and doing all of this by finding creative ways to do more with less. The Risk Summit brings groups across the UC system, campuses, and medical centers together to team up and focus on common strategic goals. *(Giesel Velez from the Connexus Travel Office attending this year’s summit)*



CONNEXXUS KUDOS

The UC Travel Center has been serving UCLA and the UC System since 1997. In 2002, the Travel Center became an official CTD (Corporate Travel Department) with accreditation from the Airlines Reporting Corporation to issue tickets for UC employees and others traveling on behalf of the University. After becoming a CTD, UC Travel Center hired a group of very experienced travel agents, many of whom are still here today. UC Travel Center is a key service provider to the Connexus program.

UC Travel Center is a department within UCLA’s Corporate Financial Services and each year participates in the division’s “All Star” Program. This program presents awards to staff members who receive kudos from customers for service “above and beyond” their normal duties. For each of the past 3 years, a Travel staff member was recognized as having received the most awards overall. In the most recent fiscal year, Chakib Chamaa, International Travel Agent, won more awards than anyone else in CFS and Travel received 24% of all awards, more than any other department within CFS.

Certainly UC Travel Center’s employees all strive to embody our vision “To provide the highest quality travel services throughout the University of California, focusing on superior customer service, cost effectiveness, education and innovative travel planning”.



TRAVEL CONSOLIDATION SAVES UNIVERSITY OF CALIFORNIA TENS OF MILLIONS

BUSINESS TRAVEL NEWS – By Lauren Darson (July 13, 2011)

Implementing a travel management program for the University of California system's 10 universities uncovered \$250 million in unmanaged travel spend, presenting a savings opportunity of roughly \$12 million a year. Disarray in the universities' booking practices had deprived UC of savings through negotiated agreements with suppliers.

"At that capture rate, our savings per year will run \$17 million to \$18 million. In 2010, we saved \$5 million, and for the first quarter of the 2011, we project a savings of around \$6.5 million in air, hotel and car"

In late 2007, the Board of Regents for the UC system determined the combined travel spend for all 10 universities could be a potential savings goldmine and created a travel council tasked with implementing an end-to-end travel program.

Before that, UC travelers had used "at least 50 local travel management companies on a totally laissez-faire basis," said Matthew Golden, director of UC Travel Management. To assist in consolidating UC's spend, the Travel Council through a rigorous sourcing process selected BCD Travel, UC Travel Center, Balboa Travel and STA Travel as the Connexus service providers.

All housed within an internal portal named Connexus, the UC travel system uses its travel-booking gateway to facilitate use of the program. Since its completion in May 2008, roughly 30 percent of all bookings are captured by the Connexus system, a figure UC aims to increase by 2013 to 80 percent

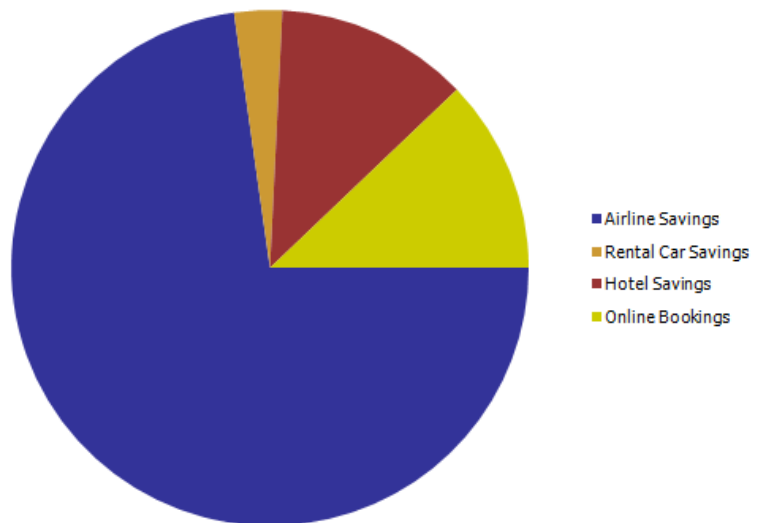
▶ [Read full story](#)

CONNEXXUS PROGRAM EVALUATION

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.

In the first quarter of 2011, Connexus can identify annualized savings of \$6.7 million across all UC locations.

Training programs focusing on education and promotion have been developed and implemented to increase utilization systemwide.



CONCUR FOR CONNEXXUS

Concur Travel is the new name for the online booking tool Cliqbook (powered by Concur Solutions). Concur Travel has the same functionality as Cliqbook, but with the new look and features released at the beginning of this year, and continues to be supported by your BCD and Balboa Travel team for Connexus. The new name for the online booking tool better represents Concur’s growing suite of travel tools including e-receipts, Concur Mobile and Triplt itinerary management solutions. Concur is excited to continue to incorporate travel solutions to help simplify your online booking experience.

As you’ve probably noticed, Connexus has gradually integrated the new name in the portal. The name change from Cliqbook to Concur was due to some new company alignments within Concur that support the Concur Expense product. This change was to support Concur’s position as a complete Travel & Expense Solution rather than two separate products.

UPCOMING EVENTS

UC San Diego – Sharecase Event	August 31
UC San Francisco – Strategic Sourcing Fair	August 31
UC Administrative Holiday	September 5
UC Merced – International Student Fair	September 22



TRAVEL NEWS & LINKS

- ❖ [IRS increases mileage rate for business travel](#)
- ❖ [Lost your travel documents? How to avoid being grounded](#)
- ❖ [Oakland airport authorized for flights to Havana](#)
- ❖ [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
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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



- **Continental Elite Match**
Continental Airlines will match other airlines’ frequent flyer status.
- **Hertz Gold Plus**
Hertz Gold Plus annual 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.

Visit the Connexus portal for more information (Partner Programs, Air, Car, Hotel).

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.