

CONNEXXUS TRAVEL NEWSLETTER

UC TRAVEL MANAGEMENT PROGRAM



January – March 2012

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CONNEXXUS DID YOU KNOW

Connexus is pleased to announce the addition of Cathay Pacific and Qantas airlines as part of our partnership with American Airlines. The joint business will create a strategic partnership resulting in significant benefits for Connexus travelers. Travelers can expect to benefit from better flight schedules, expanded codesharing, more coordinated services and greater access to wider variety of fares.

Cathay Pacific – is an international airline based in Hong Kong, offering services to more than 110 destinations around the world. The American Airlines discount program applies from the following origins to Hong Kong:

- Los Angeles (LAX), 2x daily, 3 on M/Th/Sa
- San Francisco (SFO), 2x daily
- New York (JFK), 4x daily
- Chicago (ORD), 1x daily
- Vancouver (YVR), 2x daily
- Toronto (YYZ), 2x daily



Qantas – is the only carrier offering non-stop service from North America to both Australia and New Zealand.

- Double daily flights Los Angeles (LAX) to Sydney
- Daily flights Los Angeles (LAX) to Melbourne
- 6 days a week Los Angeles (LAX) to Brisbane
- 3 days a week Honolulu to Sydney
- 6 days a week Dallas (DFW) to Brisbane with continuing service to Sydney (this flight will be going daily in July 2012)



In addition to the added benefits mentioned above, these airlines are members of the **oneworld** alliance which offers travelers more opportunities to earn and redeem frequent flyer rewards. While each **oneworld** member airline offers its own independent frequent flyer program, you can earn miles/points, advance your tier status and access a wider range of member benefits when you travel on eligible flights throughout the **oneworld** alliance network. Then, when you are ready to redeem your miles you can do so across the entire **oneworld** network – more than 750 alliance designations await!



AIRLINE PARTNERS

AMERICAN AIRLINES

American Airlines, as a preferred Connexus supplier, has informed us that our relationship with American is paramount, and they look forward to continuing it well into the future. Please be assured that our partnership will remain in full effect during the American Chapter 11 filing. On November 2011 American Airlines voluntarily filed for reorganization under Chapter 11, an action that was a necessary path for American to become a more efficient, financially stronger, and more competitive airline. During the reorganization, American Airlines will continue to:



- Provide safe and reliable service.
- Fly normal schedules
- Honor reservations, tickets and make exchanges and refunds
- Fully maintain the AAdvantage frequent flyer program
- Remain an integral member of the oneworld alliance, of which American is a founding member, and continue their codeshare partnerships

► Further information can also be found at www.AA.com/restructuring.

JETBLUE IS A WINNER AT THE 2011 BEST IN BUSINESS TRAVEL AWARDS!

JetBlue recently received a big honor at the 2011 Best in Business Travel Awards held in Los Angeles, CA on December 8th! The readers of *Business Traveler Magazine* were asked to select the victors from nominations in 54 categories. JetBlue has been named "[Best Low Cost Airline in North America – Best in Business Travel](#)." Our very own Connexus Travel sales manager, Ms. Stacy Burd, was on hand to accept the award at the reception dinner. The special thing about these awards is that they truly are the reader's choice.



SINGAPORE AIRLINES – A380 NOW SERVING FRANKFURT AND NEW YORK

The Singapore Airlines Airbus A380 is now flying to Frankfurt and New York, with the inaugural Singapore – Frankfurt – New York service having departed Singapore shortly after midnight.

The Singapore Airlines A380 has proven exceptionally popular with customers, with strong loads on all routes it serves. The world's first carrier to operate the A380 in October 2007, Singapore Airlines has since carried more than 6 million customers on the superjumbo system-wide.



Singapore – Frankfurt – New York JFK (all times stated are local)

Flight No.	Departs Singapore	Arrives Frankfurt	Departs Frankfurt	Arrives New York JFK
SQ26	2355hrs	0610hrs + 1	0820hrs + 1	1110hrs + 1

New York JFK – Frankfurt – Singapore (all times stated are local)

Flight No.	Departs New York JFK	Arrives Frankfurt	Departs Frankfurt	Arrives Singapore
SQ25	2010hrs	1000hrs + 1	1150hrs + 1	0650hrs + 2

+1 refers to one day after the date of departure from Singapore/New York

+2 refers to two days after the date of departure from New York

► Visit the [Connexus portal](#) to make reservations.

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SOUTHWEST (SWABIZ)

Earn Double Points And Double Tier Qualifying Points On Select Cities!

Now through March 31, 2012, you can earn double points and double tier qualifying points each time you travel into or out of any Southwest Airlines' nine California destinations, Denver and Atlanta.



To take advantage of this offer follow these steps:

1. Register for this promotion now through March 31, 2012.
<http://www.southwest.com/rapidrewards/promotion?f=22he8e>
2. Book a Southwest flight for yourself (through the SWABIZ link via Connexus) now through March 31, 2012 for travel into or out of any Southwest Airlines' California destination, Denver, or Atlanta.
3. Complete your California, Denver, or Atlanta travels by March 31, 2012.

This promotion is in addition to the additional Connexus bonus points that travelers can earn per one way trip through the SWABIZ link via [Connexus](#).

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

Evolve: The New Southwest Interior Retrofit Enhances the Customer Experience

Southwest introduced a new sleek cabin experience to enhance Customer comfort, improve fleet efficiency, and give back to the environment. Dubbed Evolve: The New Southwest Interior, the cabin update utilizes durable and environmentally responsible products to reduce waste and create weight savings onboard the aircraft, while enhancing comfort for Customers. The new interior design also increases the number of seats onboard from 137 to 143, without sacrificing Customer comfort and personal space.

- Modern Cabin Design: The new design incorporates natural, earthy tones combined with Southwest's iconic Canyon blue and clean, aluminum accents for a more modern, fresh appeal. The redesign is inspired by Southwest's past with a nod to the future.
- Lighter and More Comfortable Seat: The redesigned low-profile seat is more durable, made of eco-friendly products, is lighter, and more comfortable.
- Increased Under-Seat Space: The new design allows for more under-seat room for carryon luggage and approved pet carriers.
- Customer Living Space: Reducing the recline from three inches to two inches preserves onboard personal living space while still allowing for ample seat adjustment for Customer comfort.
- Seatback pockets: The new netted seatback pockets are streamlined to provide more knee room.
- Headrest: The fixed-wing headrest provides better neck and head alignment with side-to-side support for sleeping.
- Improved Ergonomics: The combination of the low-profile cushion and fixed wing headrest improves ergonomics by positioning Customers "down and back" into the seat, allowing for better lumbar support, armrest alignment, and increased personal living space.

Southwest will begin retro-fitting their Boeing 737-700 aircraft with the new interior this March, and expect to have that done by the end of next year (2013).

- ▶ To learn more, enjoy [this video](#) overview of Evolve.

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VIRGIN AMERICA – NEW FLIGHTS TO PHILADELPHIA

Virgin America announces it will bring its low-fare, upscale service to Philadelphia International Airport (PHL) later this year, with tickets on sale now for three daily nonstop flights from Los Angeles (LAX) starting April 4, 2012, and two daily nonstop flights from San Francisco (SFO) starting April 10, 2012. In honor of its newest city, Virgin America is also launching a systemwide “The City of Brotherly Love: Just Got Lovelier” fare sale. Tickets are available for purchase now through the [Connexus agencies](#).



Connecting flights will also be available from PHL to Virgin America’s San Diego, Seattle and Las Vegas destinations.

Virgin America flies to San Francisco, Los Angeles, New York, Washington D.C., Seattle, Las Vegas, San Diego, Boston, Fort Lauderdale, Orlando, Dallas-Fort Worth, Los Cabos, Cancun, Chicago, Puerto Vallarta, Palm Springs and as of April 4th – Philadelphia.

CAR RENTAL PARTNERS

ENTERPRISE & NATIONAL CAR RENTAL

Rent with Enterprise and National....Earn with Emerald Club – members may earn credits towards tiers and free days for rentals.

Now, Enterprise rentals will be incorporated into a members Emerald Club e-statement and weekly email.



The screenshot shows the Emerald Club member dashboard. Key sections include:

- MY AWARDS:** Frequent Traveler Rewards.
- MY ACTIVITY:** Reflects activity through 08/02/2011.
 - RENTALS:** Progress bar from 0 to 25. Total Year-to-Date Rentals: 5. National Year-to-Date Rentals: 1. Enterprise Year-to-Date Rentals: 4. Rentals to Maintain Executive: 7.
 - RENTAL DAYS:** Progress bar from 0 to 85. Total Year-to-Date Rental Days: 15. National Year-to-Date Rental Days: 3. Enterprise Year-to-Date Rental Days: 12. Rental Days to Maintain Executive: 25.
- SIGN UP FOR eRECEIPTS — THEN DROP & GOSM:** Information about eReceipts and Drop & Go service.
- JULY RENTALS:** Table with columns for Rental Location, Rental Date, and Return Date. Example: San Diego, CA, July 5, 2011, July 9, 2011.

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 – Bypass the counter, get free upgrades, earn higher levels of service, earn personal free day certificates, bonus frequent flier miles and more. Earning points is faster and easier:

- ✓ [Free enrollment](#) – new #1 Club Gold members are automatically enrolled in Gold Plus Rewards*
- ✓ 1 point per \$1 spent (similar to popular credit card programs)
- ✓ Points can be converted to airline miles (**FREE**)
- ✓ Points can be used for **FREE RENTALS** on convertibles, luxury cars and more!
- ✓ Earn and redeem internationally
- ✓ No Blackouts or expiration dates
- ✓ Earn a Free Day in less than 4 rentals, on average

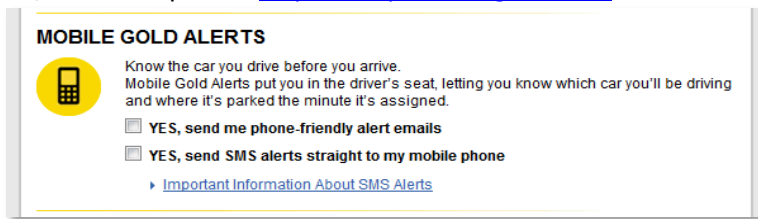


For more details go to: <http://bit.ly/goldplusrewards>

*Make sure you log in your profile to check the Hertz Gold Plus Rewards box!

eReceipts – Express receipt sent via email when you sign up for Hertz eReceipts, you will automatically receive a PDF version of your receipt sent to the email on your Hertz Gold profile within 30 minutes of us closing your Rental Agreement. Just fill in the Express Return slip on the Rental Agreement and leave it with the keys on the dash of your car. It’s that simple!

Mobile Gold Alerts – Your Carfirmation™ is ready! Get Mobile Gold Alerts sent to your phone to let you know which car you’ll be driving and where it’s parked the minute it’s assigned. Don’t get slowed down, just head straight to your car, get in and go – fast and simple! Sign up by simply “opting-in” on your Gold Profile (Personal & Contact section) to confirm the email address and/or mobile phone. <http://bit.ly/mobilegoldalerts>



▶ [Enroll in Hertz Gold Plus Rewards](#)

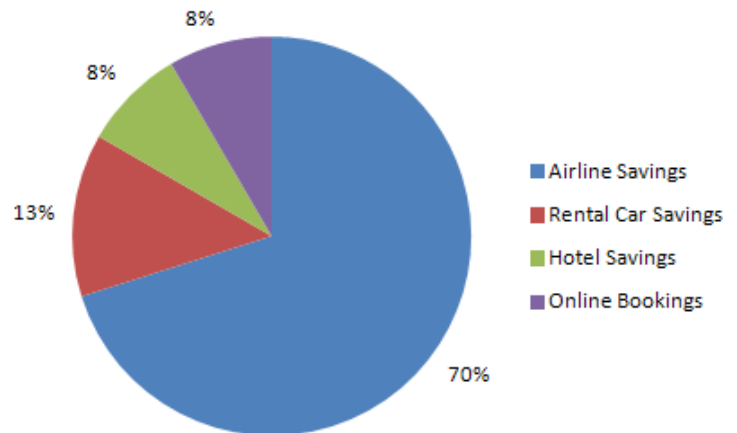
More information is available in the Connexus portal under [Partner Programs \(Car\)](#).

CONNEXXUS PROGRAM EVALUATION

In the third quarter of 2011, Connexus can identify annualized savings of \$6.5 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 \(Resources\)](#).



Annualized savings percentages based on Q3 2011 Connexus bookings.

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BCD TRAVEL FOR CONNEXXUS

PROVIDED BY BCD TRAVEL


BCD Travel is excited to enter into a new year of participation in the Connexus Program. 2011 was a year of growth with BCD Travel providing services to 34% more University of California travelers than in 2010. We appreciate the opportunity to provide travel services to University of California.





Savings Focus - Using *unused non-refundable ticket credits*.

BCD Travel's systems, both online (Concur) and through our full service agents makes tracking and using your unused ticket credits simple and easy. If your trip is cancelled:

- The system will automatically record the value of the unused airline ticket in your travel profile
- The credit is displayed to our agents and to you online (Concur) when your travel information is accessed.

 [You have unused tickets](#)

Unused Tickets				
Carrier	Ticket Number	Credit	Expiration Date	Notes
	1234567904	\$560.55	05/05/2013	This is a sample record
	1234567906	\$560.55	05/15/2013	This is a sample record

The credit is automatically applied to the next trip that you book on the same airline.

Here are some tips and information about using non-refundable ticket credits:

- Ticket credits can be used for the same airline that the original ticket was issued for.
- Airline change fees generally start at \$150 for domestic tickets and will vary depending on the original airline ticket rules.
- The airlines require that travel on the new itinerary must be completed by the expiration date of the ticket credit.
- If the original trip was booked for a guest, a slightly different process is used since guests do not have profiles.
 - If booking with agent – provide information from the original reservation
 - If booking online – enter the ticket credit information in the “comment to the agent” field, agents will locate credit and manually attach value to the new reservation if applicable
- Some Connexus Airline Partners allow unused ticket credits to be applied to a new traveler by providing a “name change waiver”.
 - Airlines apply an additional waiver fee usually \$100 plus the regular exchange fee
 - Minimal value of a credit for a domestic ticket would be \$250
 - Call full service agents for assistance with using ticket credits for an alternate traveler

Please contact UCTravel@ucop.edu for more information.

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TRAVEL ALERT – 2012 OLYMPICS

HOW TO MAKE SURE YOU ARE A TRAVEL WINNER DURING THE 2012 OLYMPICS – PROVIDED BY BCD TRAVEL



The Olympics are scheduled in London from July 27-August 12, 2012.

Airlines and hotels are already reporting unprecedented demand during the 2012 Olympics in London; the peak dates for travel are July 16-August 29. Two thirds of the city's hotel rooms have been allocated to the Olympics organizing committee which will make room availability difficult to find and expensive. BCD Travel has published an article with some recommendations for assisting UC travelers during this time.

- 1. Start now** – Take immediate steps to make reservations.
- 2. Review your London travel needs** – Ask all departments to outline their anticipated demand for travel to London in July and August 2012. Are meetings planned? How many of their travelers usually visit the city during this period? Will any major corporate projects require trips there?
- 3. Impose a blackout** – Communicate across your company that travelers should — or must — stay away from London during the Games.
- 4. Find alternative locations** – If employees need to meet during the Games, but the location is flexible, direct them to cities elsewhere in the United Kingdom. If they need to be in London for daytime appointments, look for accommodation within an hour's rail journey, in Oxford or Milton Keynes, for example.
- 5. Talk to your top hotel suppliers** – Companies that must find accommodation for business travelers during the Olympics should work with hotel suppliers with whom they have the strongest relationships.
- 6. Ask for allocations** – You may be able to persuade your preferred suppliers to block space, setting aside allocations of rooms even if you cannot yet identify the employees who will use them.
- 7. Consider extended-stay properties** – Some extended-stay brands are imposing only marginal increases on their apartments during the Games. They consider the Olympics an excellent opportunity to persuade potential corporate clients to try their product.
- 8. Remember the impact on air travel** – BCD Travel already is seeing indications that increased demand will tighten flight availability to and from London next summer.
- 9. Keep the situation under review** – The London Organising Committee of the Olympic Games will release unused room allocations back to hotels beginning in early 2012. However, it would be risky to take no action now on the assumption that demand will be lower than anticipated.
- 10. Prepare for potential disruptions** – At best, London will be a difficult city to move around in during the Games, owing to the exceptionally high number of visitors and heightened security. If officials issue any security alerts, journey times could stretch even longer. Allow plenty of time between appointments and create contingency plans for getting around London.

▶ [Read full article](#)

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CONNEXXUS TRAVEL EVENT

UC Travel Center's Reservations Counselors attended the 12th Annual UCLA Travel Fair held on Wednesday, February 15th. The fair was comprised of booths for over seventy travel suppliers, including more than twenty Connexus Preferred Suppliers. Also featured were three half-hour information sessions on various travel products and services offered at UCLA.



UCTC Reservation Counselors, from left to right: Gail Gimena, Toshia Jackson, Neli Georgiev, Suki Hong and Gay Kurahashi



CONNEXXUS KUDOS



"We wanted to share a note that MFE Executive Director Linda Kreitzman sent to our agent Sue Sabori as thanks for her assistance with a trip for a UC Berkeley HAAS traveler. The airlines were showing that the traveler's preferred seat was not available for the flight booked. Through our relationship with American Airlines, Sue was able to use a special BCD Travel / AA contact process to have the seat changed to the traveler's preference. The trip was the Thursday before the holiday, so flights were particularly full making a preferred seat even more important. " – BCD Travel

I want to thank you VERY VERY much. It is greatly appreciated. You have no idea how deeply grateful I am!
– Linda Kreitzman

TRAVEL NEWS & LINKS

- ❖ [Marriott, Crowne Plaza Install Energy Management Tools](#)
- ❖ [Use your cellphone camera to avoid travel headaches](#)

Other Helpful Links

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



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University of California, Office of the President
Website: www.ucop.edu/travel
Email: UCTravel@ucop.edu

UPCOMING EVENT

UC Administrative Holiday, Cesar Chavez – March 30, 2012

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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