

Connexus Travel Program

UC San Diego

ORUBA Fiscal Managers Meeting

November 2015

Why Connexus? What's In It for You?

Airfare Rates & Benefits

- Average airfare discounts of 5% on Domestic and 20% on International
- Management of unused tickets (reduce loss of airfare credits)
- Airline service funds to reduce change fees (first come, first serve)



Car Rental Tips

- UC Policy allows up to intermediate cars as pricing similar to compact
- Complimentary membership (annual fee waived) for Hertz Gold or National Emerald

Hotel Program

- Average discounts of up to 20% with Marriott, Starwood, and Club Quarters
 - Marriott Silver Elite Status for new members only;
 - Starwood Amenities for arriving guests
- Exploration of Virtual Credit Cards for campus paid hotel program



Insurance (via UC Risk Services)

- Automatic traveler insurance (alerts to extraction through WorldCueTraveler-iJet)
- Vehicle protection through the car rental company (Hertz/National/Enterprise/Dollar/Thrifty)



Social Media (Stay Connected)

- Join us on Twitter & LinkedIn or subscribe to our distribution list (uctravel@ucop.edu)

Why NOT? UC Savings via Connexus

In the past five years Connexus has experienced significant growth overall

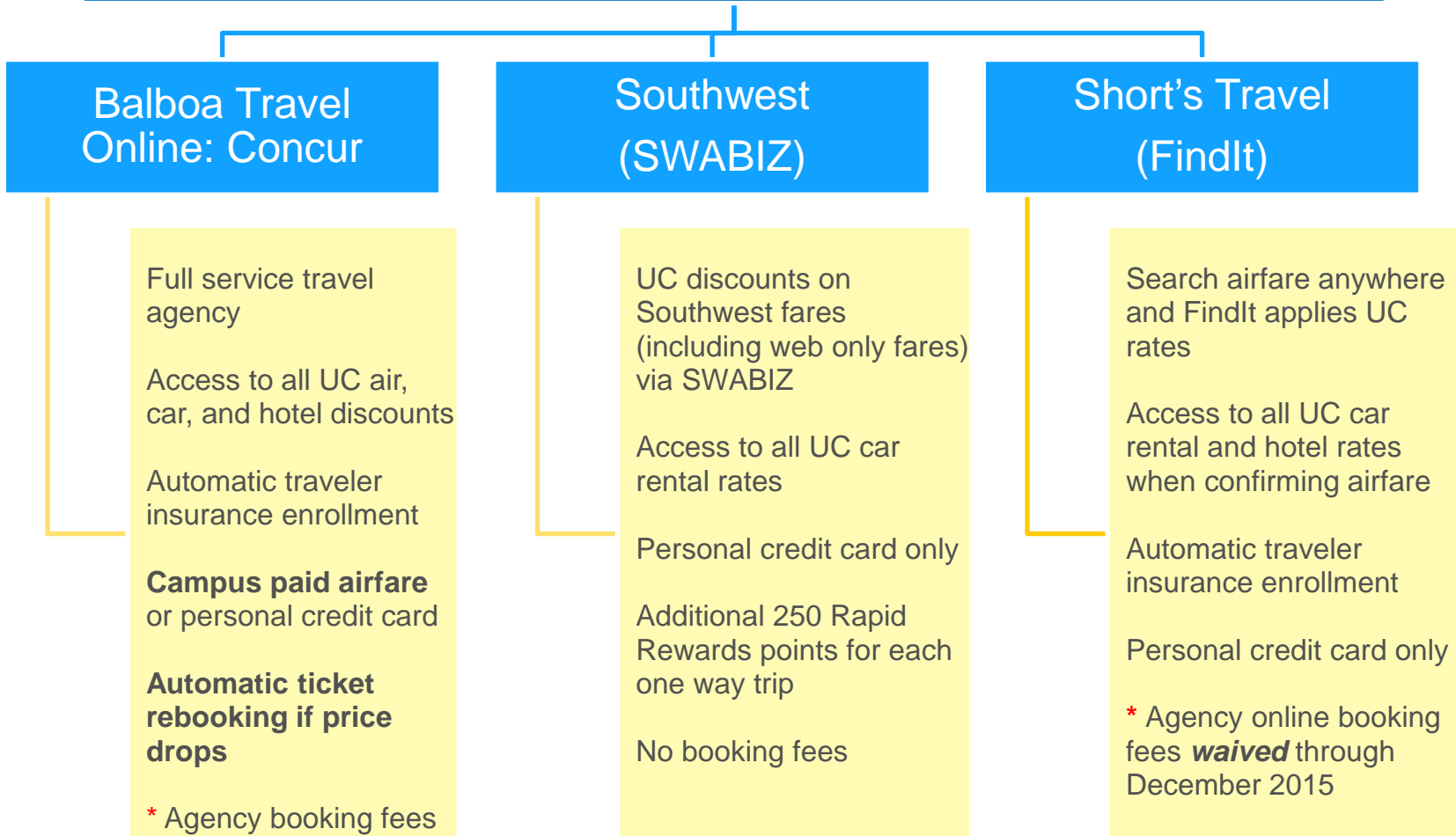
| | 2010 | 2011 | 2012 | 2013 | 2014 |
|---------------------------------|--------------|--------------|--------------|--------------|--------------|
| Utilization Level | 20.69% | 32.95% | 39.39% | 39.68% | 46.46% |
| Airfare Purchased | \$19,352,557 | \$25,373,459 | \$33,904,894 | \$35,816,488 | \$42,614,178 |
| Air Tickets Booked | 43,393 | 52,663 | 65,380 | 69,994 | 90,262 |
| Online Booking % | 29.03% | 43.41% | 49.40% | 53.20% | 58.00% |
| SAVINGS SUMMARY | | | | | |
| Actual Savings | \$4,460,781 | \$6,480,026 | \$9,158,467 | \$10,600,952 | \$15,300,690 |
| <i>Airline Savings</i> | \$3,355,270 | \$4,739,670 | \$6,388,430 | \$7,535,135 | \$11,895,266 |
| <i>Rental Car Savings</i> | \$385,776 | \$699,800 | \$818,388 | \$862,630 | \$861,994 |
| <i>Hotel Savings</i> | \$382,655 | \$491,916 | \$727,456 | \$741,604 | \$854,442 |
| <i>Online Booking Savings</i> | \$337,080 | \$548,640 | \$762,576 | \$894,576 | \$951,360 |
| <i>Direct Bill Bank Revenue</i> | | | \$461,617 | \$567,007 | \$737,628 |
| Savings not Realized* | \$12,992,973 | \$15,805,874 | \$16,356,054 | \$18,187,753 | \$24,963,479 |

* Potential if 80% of all campus air travel was booked through Connexus:

- 80% goal established by University Travel Council for achieving high implementation of the Connexus program.

Connexus Program Snapshot

Agency Options



* Average booking fees – Online=\$6; Phone/Email=\$27

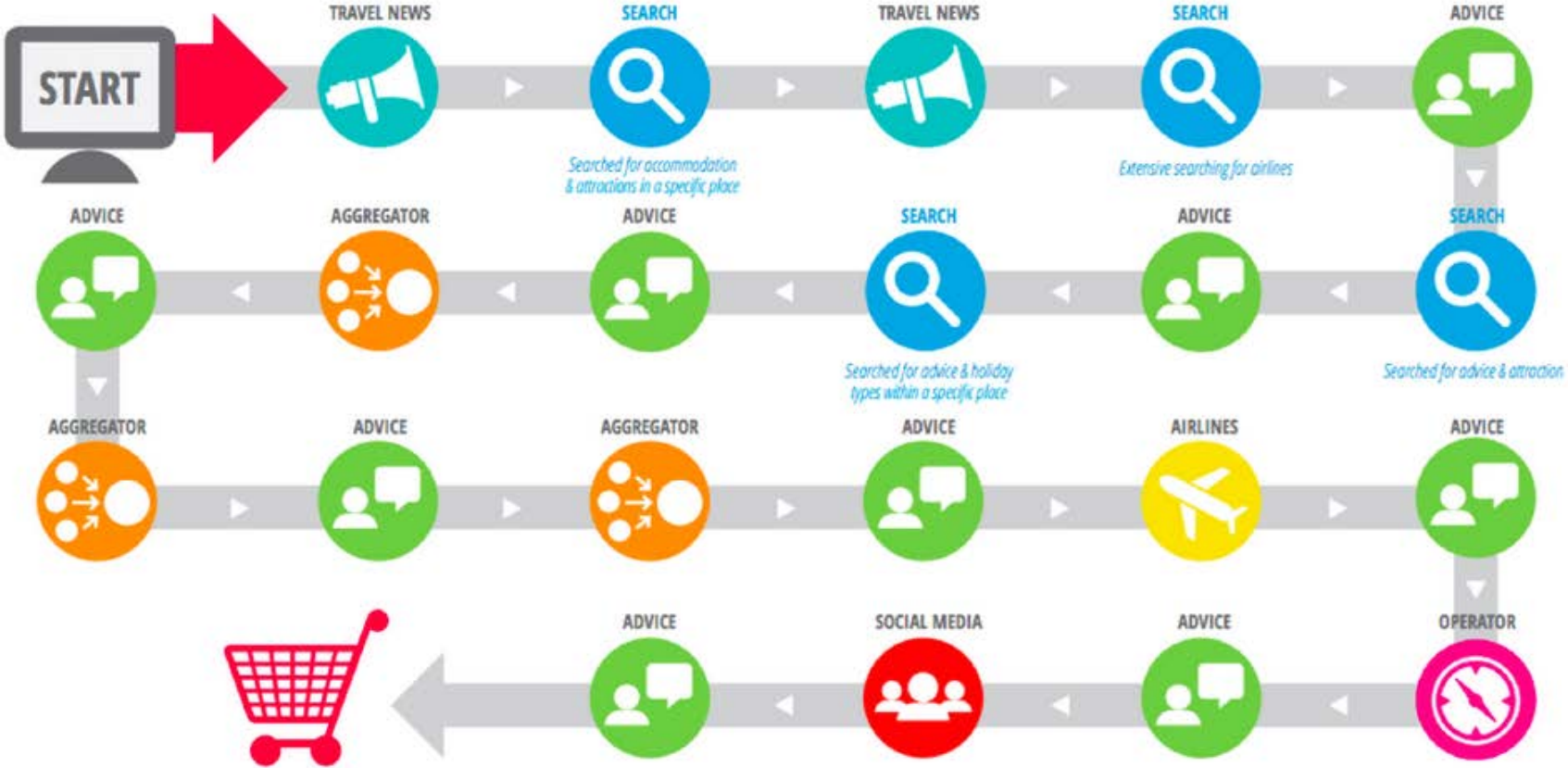
Automatic Ticket Rebooking with Balboa Travel

Airfare Price Protection Savings:

Get the lower rate when airfare prices drop within the first 24 hours of confirming purchase of a ticket. Balboa will monitor booked tickets during this “void” period and automatically rebook that ticket if the fare drops at least \$50! Below are some of the savings travelers received in October:

| AIRLINE | INT/DOM | ORIGINAL \$\$ | NEW FARE | SAVINGS | % SAVED |
|---------|---------------|-------------------|-------------------|-------------------|------------|
| UA | International | \$1,506.20 | \$1,341.40 | \$164.80 | 11% |
| UA | Domestic | \$970.96 | \$704.40 | \$266.56 | 27% |
| AA | International | \$368.55 | \$287.30 | \$81.25 | 22% |
| AA | Domestic | \$555.20 | \$437.20 | \$118.00 | 21% |
| AA | Domestic | \$495.20 | \$403.20 | \$92.00 | 19% |
| DL | Domestic | \$761.07 | \$647.38 | \$113.69 | 15% |
| UA | Domestic | \$194.42 | \$106.22 | \$88.20 | 45% |
| AA | Domestic | \$657.20 | \$507.20 | \$150.00 | 23% |
| AA | Domestic | \$376.70 | \$294.70 | \$82.00 | 22% |
| DL | Domestic | \$716.49 | \$559.37 | \$157.12 | 22% |
| DL | International | \$1,169.80 | \$1,061.60 | \$108.20 | 9% |
| AA | Domestic | \$722.20 | \$627.15 | \$95.05 | 13% |
| DL | Domestic | \$642.50 | \$566.50 | \$76.00 | 12% |
| | | \$9,136.49 | \$7,543.62 | \$1,592.87 | 17% |

Airline Ticketing – Search/Book Process

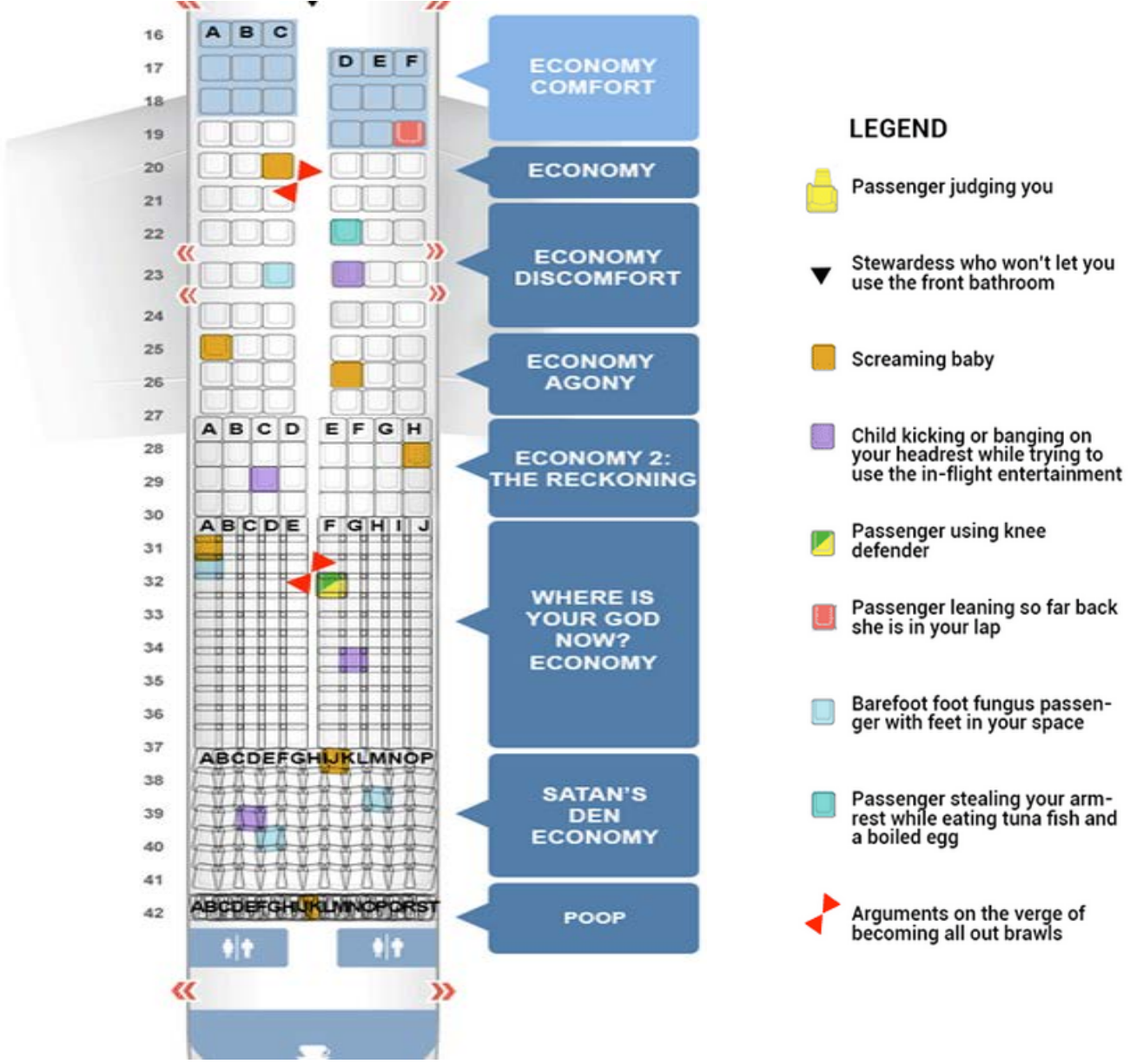


32.5

VISITS

TO **10.3** WEBSITES
IN **4.2** CATEGORIES

Airline Inventory – NOT Seat Management



Airline Ticketing – Inventory Management

What agencies see:

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112FEB SFOLAX7A<<
 12FEB  THU      SFO/PST      LAX/PST#0
1VX      922  J6 C2 D1*SFOLAX 8      645A  800A 320 0 XS DCA /E
          W7 Q4 Z0 Y7 V7 B0 H0 E0 U0 M0 I0
2DL/**  6423  F8 P8 A6*SFOLAX 8      700A  830A E75 S 0 XJ DCA /E
          G4 Y9 B9 M9 S9 H6 Q3 K0 L0 U0 T0
3VS/**  4102  J8 C8 D6*SFOLAX      700A  830A E75 0 DCA /E
          I6 Z6 W9 S6 H0 K0 Y9 B9 R9 L6 U3
INTL ONLINE CONEX/STPVR TFC ONLY
4AA      1250  F7 A7 P7*SFOLAX 5      705A  834A 738 0 DCA /E
          Y7 B7 H7 K7 M7 L7 W7 V1 G0 S0 N0
5UA      478  F5 C5 A5*SFOLAX 7      730A  902A 320 R 0 XJS DCA /E
          D5 Z5 P0 Y9 B9 M9 E9 U9 H9 Q9 V9
6WN      2077  Y  K  L  SFOLAX 100  605A  725A 733 0 XJS /E
          B  Q  H  W  R  O  M  S  N  T
* - FOR ADDITIONAL CLASSES ENTER 1*C.
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What it means:

Each airline calculates the value of every seat based on a complex algorithm that kicks-in several times a day. When they've classified and valued each seat they place them in one cart and all agencies (including Orbitz, Expedia, and our Connexus agencies) then pick from that cart. When Expedia shows "2 seats left" it is at one point a real number, but it is also 2 seats that everyone worldwide is trying to purchase. When both seats are gone from the cart, fare selections jump up to the next fare class.



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