INTRODUCTION TO CONNEXXUS

Prepared for

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What is Connexxus?
- Secure web portal for booking University travel
- Systemwide Initiative
- University negotiated discounts on airlines, hotels and car rentals

Why use Connexxus?
- One-stop shopping
- Online booking tool utilization means lower transaction fees
- YCAL & State equivalent rates with both Connexxus agencies
- Consolidated travel data for sourcing
The Portal
Data depository

Southwest (SWABIZ)
• Web fare discounts
• Double Rapid Reward credit

BCD Travel
Agent assistance or online booking tool (Cliqbook)
• Access to CSU’s air, car and hotel discounts
• AA UCAL fares

Amtrak
• 15% UC discount (within CA)

UC Travel Center
Agent assistance for YCAL/VCAL fares
• Ability to book state contracted airfares

Premier Gateway (International Airfare Consolidator)
• Discounts up to 40% off major carriers
• Air reservations must be ticketed by BCD or UCTravel Center

UCOP access to Connexxus
www.ucop.edu/ucoptravel
## Connexxus Discount Programs

For more information go to Connexxus Portal

<table>
<thead>
<tr>
<th>Partner Programs</th>
<th>Discount Range</th>
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</thead>
<tbody>
<tr>
<td>Airline</td>
<td>2%-33%</td>
</tr>
<tr>
<td>International Air Consolidator</td>
<td>Up to 40%</td>
</tr>
<tr>
<td>Car</td>
<td>15%-35%</td>
</tr>
<tr>
<td>Hotel</td>
<td>10%-40%</td>
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<tr>
<td>Rail</td>
<td>15%</td>
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### SWABIZ (Southwest):
- Access to lower web fares = *UC’s average price reduced by $150 per ticket*
- No service fees
- Special Rapid Reward program
Connexxus Value Added Benefits

- 24 hour grace period to void non-refundable tickets through Connexxus
- Non-refundable unused ticket management system - unused ticket information visible in the traveler profile to be applied for future travel needs
- Complimentary room upgrades (when available) with Connexxus preferred hotels
- Late check-out (4pm) at Starwood Hotels for Connexxus users
- Free car class upgrade when available for Connexxus preferred car renters (hybrids included)
- Automatically enrolled with CSU-UC Traveler Car Insurance if booked through Connexxus for business.

More Connexxus value added benefits are posted on SF State’s travel webpage
SWABIZ for Connexxus Benefits

• Access to Southwest’s booking inventory including ‘Wanna Get Away’ web-only fares

• No booking fee

• Special Program TBA

• Can reserve a rental car at CSU-UC’s negotiated rate with insurance coverage directly through SWABIZ for Connexxus for business bookings
Premier Gateway
International Air Consolidator

- Fullfillment & ticketing must be completed by BCD agents
- Discounts up to 40% off published airfare
- Discounts up to 60% off published rates for business and first class travel
- Contracts with 38 major airlines
- Cancellation/change policy more liberal than most air consolidators
- Ability to waive advance purchase requirements to secure deeper discount opportunity
Connexxus Travel Partners

- Access to CA State YCAL fares
- Must call into agent team
- Dedicated team located in Los Angeles
- Emergency after-hours service during weekends and non-business hours
- Access to American Airlines State equivalent airfare
- CSU-UC airline, car, and hotel discounts programmed into system
Connexxus Travel Partners

- Dedicated team located in Burbank
- Cliqbook – online booking tool
- 24 hour service with additional support during emergency related events
- Access to American Airlines State equivalent UCAL airfares
- CSU-UC airline, car, and hotel discounts programmed into system

- Low, cost effective fee scale
- The world’s 3rd largest travel management company
- More than 10,000 employees
- $14.6 billion annual sales globally
- Notable customers: Harvard, John Hopkins, MIT, Pfizer, Nike, YAHOO!
- BCD value added offerings:
  - Cliqbook Mobile access
  - Gogo Inflight Internet discounts
  - Park-N-Fly airport parking discounts
Connexxus Program: UC Systemwide Growth and Savings

- **Systemwide utilization** for air spend up 42% from 2009
- **Four Campus Evaluation Results (6 Mo. Period 2009)**
  - UC’s Pre Connexxus average ticket price: $821
  - UC’s Connexxus average ticket price: $643
  - Reported $576,140 air savings
  - Projected 6 months system wide savings based on air, car, hotel: $3M
    - Savings presented to UC Regents, May 2010
    - Published in The Chronicle of Higher Education, May 2010

- **2010 Evaluation**
  - Total actual annualized air savings - $2,536,833
  - Total actual annualized program savings - $3,699,979
  - Total annualized projected program savings - $9,221,432
How to Save $500-Million at the U. of California

The University of California says it has cut $232-million out of its annual budget by reducing administrative costs, and it hopes to save $500-million more within the next five years. Here is a breakdown of the past and future savings.

### Past Savings: $232-Million

<table>
<thead>
<tr>
<th>Areas</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Strategic Sourcing Initiative</td>
<td>$48-million</td>
</tr>
<tr>
<td>Connexxus Travel Program</td>
<td>$3-million</td>
</tr>
<tr>
<td>Direct cost of risk reduction</td>
<td>$109-million</td>
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<tr>
<td>University-Controlled Insurance Program</td>
<td>$17-million</td>
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<tr>
<td>Office of the President restructuring</td>
<td>$55-million</td>
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### Future Savings: $500-Million+

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<tr>
<th>Areas</th>
<th>Amount</th>
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</table>
Connexxus – Getting Started

Who is eligible?

- Open to all active SF State employees
- Any SF State employee who needs assistance with Connexxus may contact SF State’s Travel Website:
  http://fiscaff.sfsu.edu/generalinformation/departments/travel
- Log into Connexxus from SF State Gateway.
- Any SF State employee who needs assistance accessing or logging into Connexxus may contact the Division of Information Technology (DoIT)
  https://www.sfsu.edu/online/troubletips.htm
Connexxus Profile

First Time Users

Connexxus Home Page

- Go to My Profile
- Verify Name
- Designate Travel Arrangers
- Enter optional personal information
- Enter any loyalty program membership numbers

- Information added to the Connexxus profile will concurrently synchronize to BCD Travel and UC Travel Center once saved
Connexxus Profile First-Time Users

Verify your name

- You should ensure that the name as defined in your profile matches the government ID that you will use when traveling.
- Complete the details in the Traveler Details, Emergency Details, and Phone Details section.

Note: Once modifications are made to the profile, all fields marked with an asterisk (*) need to be completed.
Assigning a Travel Arranger

- You may grant Travel Arranger access to up to four users. Travel Arrangers have the ability to book travel on your behalf and/or view your profile information.
- Enter the last name of the arranger in the search field or email address, then select your travel arranger.
- Click **Can Book** to grant the user access to book travel on your behalf.
- Click **Can Access** to grant the user access to view and update your profile information.

To locate an arranger:

1. Type the first few letters of the person’s last name or email address. A list of possible matches appears.
2. Select an arranger from the list.
Connexxus Profile First-Time Users

Enter Loyalty Program Information

- Enter loyalty card membership information for airlines, hotels, and rental cars.
- Bookings through Connexxus will automatically be linked to your membership numbers. However, if your name on the membership account does not match exactly with the name that you are using to book your tickets, you may need to contact the provider to update your name in the membership account.

Note: In order to qualify for the 20% CSU-UC discount on Starwood Hotels, you must enroll in the Starwood Preferred Guest Program (SPG). More information is available in the Connexxus portal under Partner Programs (Hotel).
Connexxus Profile First-Time Users

Enter Optional Information

- You may enter your air, hotel, and car preferences
  - Preferred airport
  - Seating preference
  - Meal type
  - Room type
  - Car size

- You may also enter your AMEX corporate travel card and personal credit card numbers for hotel reservations and/or airline purchases.
Connexxus Profile First-Time Users

Save Your Profile

- Click the SAVE button after making changes to your profile
SWABIZ for Connexxus Benefits

- Access to Southwest’s booking inventory including ‘Wanna Get Away’ web only fares.
- No booking fee.
- Special Rapid Reward Program TBA
- Can reserve a rental car at CSU-UC’s negotiated rate with insurance coverage directly through SWABIZ for Connexxus business bookings.
Accessing SWABIZ for Connexxus

- You must login to Connexxus portal to access CSU SWABIZ benefits. CSU:
  - Book SWABIZ, Southwest’s On-line Business Program located at home page.

- The Connexxus traveler profile is not tied to CSU’s SWABIZ site.
  - Travel profiles updated in Connexxus will not be sent to Southwest/SWABIZ.

- Enter your Rapid Rewards account number and password when booking through SWABIZ in order to benefit from CSU-UC’s Rapid Rewards credit program.
  - Travel profile information for Southwest/SWABIZ must be updated through traveler Rapid Rewards account.
TSA Secure Flight Requirements

Southwest Airlines has been working in cooperation with the TSA to introduce Secure Flight, a federally mandated program to enhance security of domestic and international air travel. Southwest airlines therefore is required to collect additional Secure Flight Passenger Data which includes:

- Passenger full name, exactly as it appears on the current (non-expired) government-issued photo ID
- Date of birth
- Gender
- TSA-issued Redress Number (if applicable)

Southwest Airlines Rapid Rewards members should log in to their SWABIZ Rapid Rewards Membership Account to update the above required information.

Southwest flights booked through Connexxus travel management companies are required by TSA to provide Secure Flight Passenger Data.

All reservations booked for travel within the United States and its territories are required to have Secure Flight Passenger Data (SFPD) present in the reservation. The TSA allows no exceptions; 100 percent compliance is mandatory.

- Please read the TSA Secure Flight processes document (pdf) For more information about TSA’s Secure Flight program please visit http://www.tsa.gov/what_we_do/layers/secureflight/index.shtm
Welcome to Connexxus: your UC and CSU travel connection

**Booking Options**

- **BCD Travel** for Connexxus
  - Book Travel Online
  - Contact a BCD Agent

- **UC Travel Center** for Connexxus
  - Book Travel Online
  - Contact a UCCTC Agent

- **Southwest Air** for Connexxus
  - UC: Book SWABIZ Travel Online
  - CSU: Book SWABIZ Travel Online
  - For Southwest Assistance

- **Premier Gateway** for Connexxus
  - Information about Premier Gateway
  - Consolidator Fares for International Flights (pdf)

**Small Business Travel** for Connexxus
- Contact an Agent
- Information about the Small Business Travel Program

Direct link to Southwest (SWABIZ). User leaves Connexxus site.
Rapid Rewards Enrollment

- Travelers will be taken to the CSU’s SWABIZ account. Select Rapid Rewards located at top right of SWABIZ home page.

Note: First-time users should enroll in Rapid Rewards program before making air reservation.
Rapid Rewards Enrollment

1. First-time enrollment select Enroll Now link.
   CSU’s Account number (Company ID) is 99661332
2. Once Rapid Rewards registration has been completed, select Book Travel tab located at the top left to begin reservation process.
Step 1: Begin the air reservation process.
Step 2: Select desired flights.
Step 3: Confirm selected flights and reserve car if applicable. Then proceed to Purchase page.
Car Reservation

- CSU preferred car supplier information has been programmed into SWABIZ
- Connexxus discounts and insurance included in reservation with Hertz, National and Enterprise

Note: Hotels should be booked through one of the Connexxus travel management companies
Step 4: At Purchase page, to have Rapid Rewards account profile information populated into reservation, travelers must first select “Traveler Account Login” link in upper-right corner.
Step 5: SWABIZ Traveler Account Login

- Company ID: CSU’s SWABIZ account number will be pre-populated in the Company ID field
  - CSU’s Account number (Company ID) is 99661332
- Enter Rapid Rewards Account Number and Rapid Rewards Password
- Select Login button
Step 6: The next screen will verify if traveler would like to associate their Rapid Rewards account to the Universities’ SWABIZ account. Select “Yes, This is Correct” if you’d like information from your Rapid Rewards account populated in the reservation.
Step 7: After the account has been verified/associated the traveler will be taken back to the Purchase page with their Rapid Rewards profile information pre-populated (i.e. First/Last name, Rapid Rewards number etc.).
Form of Payment: Personal credit cards MUST be used for tickets purchased through SWABIZ for Connexxus
Form of Payment: US Bank corporate Visa or other personal credit cards must be used for tickets purchased through SWABIZ for Connexxus.
Internal Reference Number (IRN)

- During payment process select your Campus from the IRN menu.
- This number is your campus identifier for reporting and security tracking purposes.
Car Reservation: CSU preferred car supplier information has been programmed into SWABIZ account so Connexxus discounts and insurance are included in reservation with Hertz, National and Enterprise.

To make a reservation, you can check next to add car to this trip, or select the car tab located at the top left side of the Plan Trip page.

Note: Hotels should be booked through one of the Connexxus travel management companies.
Tips for using SWABIZ for Connexxus

• If you have a Rapid Reward account but don’t remember the number, please call (800) 445-5764 for Rapid Rewards Customer Service.

• For help with a Southwest reservation through the SWABIZ link in Connexxus, call Southwest at 1-800-435-9792.

• Connexxus agencies and online sources: BCD/Cliqbook, do not have access to SWABIZ reservations.
How to book YCAL fares with UC Travel Center (UCTC)
Connexxus Home Page
How to Book Ycal/Vcal Fares

Click Contact a UCTC Agent for Ycal/Vcal State Rate Airfares

Coming Soon! American Airlines UCAL equivalent state rates booking details
Connexxus Home Page
How to Book BCD Travel

Link to Cliqbook’s online booking tool (redistributed by Trondent). User brought back to portal once logged out of Cliqbook.
Southwest Airlines has been working in cooperation with TSA to introduce Secure Flight, a federally mandated program to enhance security of domestic and international air travel.

Southwest airlines therefore is required as of October 1, 2009 to collect additional Secure Flight Passenger Data which includes:
- Passenger full name, exactly as it appears on the current government-issued photo ID
- Date of Birth
- Gender
- TSA issued Redress Number (if applicable)

Southwest Airlines Rapid Rewards members should log in to their SWABIZ Rapid Rewards Membership Account to update the above required information.

For more information about TSA’s Secure Flight program please visit: http://www.tsa.gov/what_we_do/layers/secureflight/index.shtm
Where to access educational aids and tools

- SF State’s Travel Website
  [http://fiscaff.sfsu.edu/generalinformation/departments/travel](http://fiscaff.sfsu.edu/generalinformation/departments/travel)

- Connexxus portal home page

- BCD Travel/Cliqbook home page
Connexxus Travel Help Desk

- For questions, assistance or feedback regarding the Connexxus travel program:
  Email: travel@sfsu.edu.

- For questions or assistance regarding logging into Connexxus
  Contact Division of Information Technology (DoIT)
  https://www.sfsu.edu/online/troubletips.htm