Connexxus Travel Program
UC San Diego
ORUBA Fiscal Managers Meeting
November 2015
Why Connexxus? 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 Connexxus

In the past five years Connexxus has experienced significant growth overall

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utilization Level</td>
<td>20.69%</td>
<td>32.95%</td>
<td>39.39%</td>
<td>39.68%</td>
<td>46.46%</td>
</tr>
<tr>
<td>Airfare Purchased</td>
<td>$19,352,557</td>
<td>$25,373,459</td>
<td>$33,904,894</td>
<td>$35,816,488</td>
<td>$42,614,178</td>
</tr>
<tr>
<td>Air Tickets Booked</td>
<td>43,393</td>
<td>52,663</td>
<td>65,380</td>
<td>69,994</td>
<td>90,262</td>
</tr>
<tr>
<td>Online Booking %</td>
<td>29.03%</td>
<td>43.41%</td>
<td>49.40%</td>
<td>53.20%</td>
<td>58.00%</td>
</tr>
</tbody>
</table>

SAVINGS SUMMARY

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Savings</td>
<td>$4,460,781</td>
<td>$6,480,026</td>
<td>$9,158,467</td>
<td>$10,600,952</td>
<td>$15,300,690</td>
</tr>
<tr>
<td>Airline Savings</td>
<td>$3,355,270</td>
<td>$4,739,670</td>
<td>$6,388,430</td>
<td>$7,535,135</td>
<td>$11,895,266</td>
</tr>
<tr>
<td>Rental Car Savings</td>
<td>$385,776</td>
<td>$699,800</td>
<td>$818,388</td>
<td>$862,630</td>
<td>$861,994</td>
</tr>
<tr>
<td>Hotel Savings</td>
<td>$382,655</td>
<td>$491,916</td>
<td>$727,456</td>
<td>$741,604</td>
<td>$854,442</td>
</tr>
<tr>
<td>Online Booking Savings</td>
<td>$337,080</td>
<td>$548,640</td>
<td>$762,576</td>
<td>$894,576</td>
<td>$951,360</td>
</tr>
<tr>
<td>Direct Bill Bank Revenue</td>
<td>$461,617</td>
<td>$567,007</td>
<td>$737,628</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Savings not Realized*</td>
<td>$12,992,973</td>
<td>$15,805,874</td>
<td>$16,356,054</td>
<td>$18,187,753</td>
<td>$24,963,479</td>
</tr>
</tbody>
</table>

* Potential if 80% of all campus air travel was booked through Connexxus:
  - 80% goal established by University Travel Council for achieving high implementation of the Connexxus program.
Connexxus Program Snapshot
Agency Options

Balboa Travel
Online: Concur
- Full service travel agency
- Access to all UC air, car, and hotel discounts
- Automatic traveler insurance enrollment
- **Campus paid airfare** or personal credit card
- **Automatic ticket rebooking if price drops**
- * Agency booking fees

Southwest
(SWABIZ)
- UC discounts on Southwest fares (including web only fares) via SWABIZ
- Access to all UC car rental rates
- Personal credit card only
- Additional 250 Rapid Rewards points for each one way trip
- No booking fees

Short’s Travel
(FindIt)
- Search airfare anywhere and FindIt applies UC rates
- Access to all UC car rental and hotel rates when confirming airfare
- Automatic traveler insurance enrollment
- Personal credit card only
- * Agency online booking fees **waived** through December 2015

* 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:

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

**Total**

<p>| | | | | | |</p>
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</thead>
<tbody>
<tr>
<td>$9,136.49</td>
<td>$7,543.62</td>
<td>$1,592.87</td>
<td>17%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Airline Ticketing – Search/Book Process

START

TRAVEL NEWS

SEARCH

TRAVEL NEWS

SEARCH

ADVICE

AGGREGATOR

ADVICE

AGGREGATOR

AGGREGATOR

ADVICE

ADVICE

AIRC LINES

ADVICE

OPERATOR

32.5 visits to 10.3 websites in 4.2 categories
Airline Inventory – NOT Seat Management

LEGEND

- Passenger judging you
- Stewardess who won’t let you use the front bathroom
- Screaming baby
- Child kicking or banging on your headrest while trying to use the in-flight entertainment
- Passenger using knee defender
- Passenger leaning so far back she is in your lap
- Barefoot foot fungus passenger with feet in your space
- Passenger stealing your armrest while eating tuna fish and a boiled egg
- Arguments on the verge of becoming all out brawls
Airline Ticketing – Inventory Management

What agencies see:

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 Connexxus 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.