

CONNEXXUS MYTHS EXPLORED

DID YOU KNOW?

Since its inception in 2007, the Connexus Travel Program has had a few persistent myths such as: airfare is always cheaper elsewhere; air schedules are different on Connexus; Connexus does not have a hotel program; and so on. This document will explore some of these and offer facts to help users understand the program better and leverage UC deals.

CONNEXXUS OFFERS ONLY ONLINE BOOKING OPTIONS

Connexus agencies (BCD Travel, Balboa Travel, and UCLA Travel) all provide an option to book travel either online or with an agent (by phone or email). Agency contact information is listed on the Connexus homepage.

CONNEXXUS DOES NOT SHOW ALL AIRLINES OR SCHEDULES AND AIRFARE IS CHEAPER ELSEWHERE

Connexus travel agencies use the same Global Distribution Systems that commercial travel companies such as United, Delta, or Expedia use for schedule and pricing options. ALL accredited airlines, schedules, and pricing are offered through the Connexus travel agencies. Airfare should be equal or less expensive when booked through Connexus.

AIRFARE IS CHEAPER WHEN BOOKING A TRAVEL “PACKAGE DEAL” OUTSIDE CONNEXXUS

UC Policy requires all travel costs be itemized by air, car, and hotel. While some “package deals” may appear cheaper, if the costs are not itemized the traveler will not be reimbursed for any portion of the package.

UC POLICY REQUIRES TRAVELERS BOOK THE CHEAPEST OPTION EVEN IF IT MEANS SEVERAL STOPS WHEN THERE IS ARE NONSTOP FLIGHTS AVAILABLE

UC Policy does not dictate travel schedules for employees. Each traveler is responsible for booking the most cost effective ticket that matches their business needs. While a multi-stop flight may be cheaper, time spent actually traveling is also an expense in terms of hours to be paid to the employee.

NO REAL VALUE IN BOOKING WITH CONNEXXUS SINCE AIRFARE IS NOT THAT MUCH CHEAPER AND THE AGENCY FEE PUSHES TOTAL PRICE HIGHER THAT OTHER BOOKING TOOLS

Connexus agencies offer a travel management solution, which means there are agents available to the travelers when needed to deal directly with the airlines and hotels so that the traveler does not have to.

TRAVELERS CANNOT GET THE SOUTHWEST INTERNET (WANNA GET AWAY) FARES USING CONNEXXUS

Southwest created a special account for UC that is available on Connexus as SWABIZ. Travelers can book all Southwest fares, including web only fares. UC discounts are shown clearly and travelers receive 250 extra Rapid Reward points per one way trip.

THERE IS NO DIFFERENCE BETWEEN SOUTHWEST.COM AND SWABIZ THROUGH CONNEXXUS

SWABIZ through Connexus offers the same exact flight schedules and web only fares offered through southwest.com. SWABIZ is in fact managed by Southwest directly. However, SWABIZ through Connexus has UC discounts shown clearly and travelers receive 250 extra Rapid Reward points per one way trip.

SWABIZ.COM DOES NOT OFFER THE UC DISCOUNTS AS PROMISED

In order to access UC discounts and receive the 250 extra Rapid Reward points per one way trip, travelers have to click through to SWABIZ from the Connexus portal.

SOUTHWEST AIRFARE BOOKED THROUGH THE CONNEXXUS TRAVEL AGENCIES IS OFTEN MORE EXPENSIVE COMPARED TO SOUTHWEST.COM

Occasionally true. Southwest offers web only fares that can only be purchased through Southwest directly or SWABIZ through Connexus. Travel agencies do not generally get access to these internet rates.

CONFERENCE HOTEL RATES ARE NOT AVAILABLE WITH CONNEXXUS

This one is true. Conference rates are typically only available directly at the hotel and conference attendees are encouraged to contact the hotel as directed by conference materials to receive the contracted rate.

CONNEXXUS OFFERS THE DIRECT BILL PAYMENT OPTION FOR AIRFARE THROUGH UCLA TRAVEL ONLY

Direct bill payment option for airfare is offered by all Connexus agencies (BCD Travel, Balboa Travel, and UCLA Travel).

UC POLICY DOES NOT ALLOW CAR RENTALS LARGER THAN COMPACTS

Negotiations by the Central Travel Office led to little or no price difference between the compact and intermediate level cars. As a result, UC policy was amended to allow for car rentals at the intermediate level without prior authorization.

CAR RENTAL RATES ARE CHEAPER THROUGH NON-UC PREFERRED CAR COMPANIES

Although the daily rate may appear cheaper with non-UC preferred companies, those rates do not include insurance coverage as cleared by UC Risk Services so the renter would have to assume all liability in the event of an accident or damage incurred during the rental period. Purchase of additional insurance coverage can increase the daily rate by over \$15 and is **NOT** a reimbursable expense.

CONNEXXUS DOES NOT ALLOW PURCHASE WITH A PERSONAL CREDIT CARD

Users can purchase any travel through Connexus with a personal or corporate card and will earn points based on the credit card rules.

AIRFARE BOOKED THROUGH CONNEXXUS WILL NOT EARN FREQUENT FLYER POINTS

Travelers who have joined the airline, hotel, or car rental loyalty programs will continue to earn frequent flier points as dictated by those suppliers. If paying with a personal credit card, travelers can also earn points on that card according to the terms of the credit card company.

CONNEXXUS MAKES A PROFIT BY CHARGING AGENCY FEES

Travel management agencies such as those preferred by Connexus (BCD Travel, Balboa Travel, and UCLA Travel) charge a fee. None of that fee goes to Connexus.