

UCR

Travel and ePay User Group Meeting

October 28, 2019

BFS – Business & Financial Services



UNIVERSITY OF CALIFORNIA, RIVERSIDE

Agenda

- Prohibited States Update – Chris Baxter
- UC Travel Roadshow – Chris Baxter
- Travel Coordinator Training – Mimi Collins
- Moving & Relocation Process & Form – Mimi Collins
- UC Travel Center (UCTC) New Platform – Sandra Danford
- Gift Card Guidelines – Dorthea Ford
- Personal Use of Connexus - Short's Findit Tool – Aver Smith
- Q&A



State Funded Travel: Prohibited State Update

- Chris Baxter



Prohibited States

Effective 10/07/19, Iowa was added to the list of states that are subject to the ban on state-funded and state-sponsored travel.

- The following states are subject to California's ban:
 - Alabama
 - Kansas
 - Kentucky
 - Mississippi
 - North Carolina
 - **Iowa**
 - Oklahoma
 - South Carolina
 - South Dakota
 - Tennessee
 - Texas



Prohibited State Law

Effective 1/1/2017, California prohibits state-funded travel to a state with discriminatory practices based on sexual orientation, gender identity and gender expression*

- The Law also prohibits requiring employees to travel to these states against their will.

For more information please refer to the Accounting website under Travel/Quick Links for:

- [AB 1887 Prohibited States FAQ](#)
- [UCOP Travel Guidance for AB 1887](#)

Exceptions

- <https://oag.ca.gov/ab1887>



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UC Travel Roadshow

- Chris Baxter



UC Travel Roadshow

UC Travel is conducting their annual travel roadshow on Monday, November 18, 2019 in Humanities and Social Science Bldg, 1500

Multiple time slots are available:

- 8:30am - 10am
- 10:30am – 12pm
- 12:30pm – 2pm
- 2:00pm – 3:30pm

*Registration required via Eventbrite - <https://travel.ucop.edu/connexus/travel-roadshows>



UC Travel Roadshow

The Central Travel Office continues its efforts to educate and inform UC travelers on the benefits of booking through Connexus by offering various webinars.

Recordings of past webinars can be found in the [Video Library](#) and FAQs can be found in [Resources](#) on the Connexus site.

Some of the most current webinar topics are:

- Airbnb
- Uber
- UC's Hotel Program
- Travel Perks



Upcoming Trainings

- Mimi Collins

New Travel Coordinator Trainings

- Date: Wednesday, Nov. 06, 2019
 - 9:00 – 3:00
 - UC Intellicenter, Room 127
- Quarter 1 – 2020*
 - 9:00 – 3:00
 - UC Intellicenter, Room 127
- Quarter 2 – 2020*
 - 9:00 – 3:00
 - UC Intellicenter, Room 127

*Exact date to be announced soon



New Travel Coordinator Training: How to register?

- Go to UC Learning Center at www.uclearning.ucr.edu or via R'Space Authorized Applications-UC Learning Center
- Enter your UCR NetID and password
- Type in "travel" in the search field and click Go
- Click on the title of the class you wish to attend and select Register
- Review the activity details and select Submit to complete your registration
- For questions on registering, contact Human Resources at extension 2-3577



Moving & Relocation

- Mimi Collins

Moving & Relocation – Revised Policies

UCR's local policy and procedures have been revised:

- 650-31 Moving and Relocation Expense Reimbursements for Academic Employees
- 650-32 Moving and Relocation Expense Reimbursements for Staff Employees
- Policies are pending posting to UCR's Policy and Procedure webpage, in the meantime, please visit the BFS Announcements webpage (<https://bfs.ucr.edu/news>) as policies were included in the campus announcement
- Moving & relocations costs are not an entitlement. Per policy these costs are used to attract and retain the most qualified employees, the University on occasion provides reimbursements for certain moving expenses, depending on the situation (e.g., new recruitments, transfers), the employee's geographic location, and availability of funding.

Relocation – Revised Policies

Purpose of the revisions:

- Address taxation changes related to moving and relocation costs
- Provide a mechanism to minimize the impact of these tax changes on the employee by instituting an additional payment to help offset the tax burden.
 - Additional payment not available to SMG and certain Non-Resident Aliens not subject to federal taxes (due to tax treaty treatment)
 - Departments will be charged for the additional payment
- Although forms will continue to be submitted to Accounts Payable, in the future, reimbursements to be processed monthly via UCPath when possible so federal taxes can be withheld on the reimbursement
- Employees will be notified of timing of reporting to allow for adjustments to federal withholding (W4).
- Please direct questions about these policies and procedures to ucrfsfeedback@ucr.edu using the subject line "Moving and Relocation".



Relocation – Revised Policies

Recap of allowable Standard expenses

All expenses are taxable to the new hire:

Packing and unpacking of personal household as well as library or lab that is transferred as UCR property.	Transporting household goods and personal effects by personal movers or rental truck
Insurance of goods while in transit	Driving / shipping up to two (2) personal vehicles
One-way economy class airfare for all household members	One time ground transportation from former residence / new residence or temporary lodging to / from airport
Rental Car if personal vehicle was shipped	When driving, lodging while en route up to CONUS M&IE limit
Meals for household members while en route up to CONUS M&IE limit	Furnished temporary lodging and meals for up to 30 days, not to exceed daily CONUS limits
Storage of household / personal effects for up to 30 days after removal from prior residence	Connecting and disconnection utilities, excluding deposits



Relocation – Revised Policies

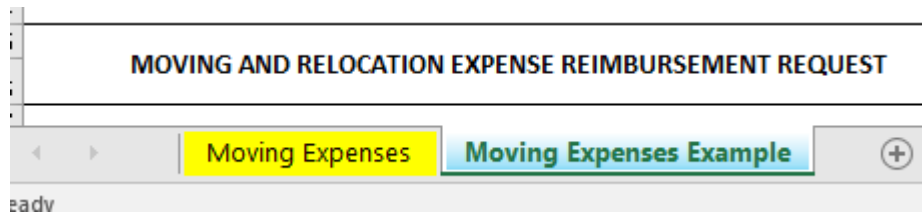
Recap of Non-Standard expenses

The following expenses require approval from the designated Organization Head or next higher level (regardless of the dollar amount) for academic employees. For staff employees, justification and endorsement of organization head required before submitted to VCPBA for approval.

Packing, unpacking and transporting a library, office or lab that is NOT UCR property. <ul style="list-style-type: none">• Must be quoted/invoiced separately from transfer of UCR property.	Relocation services, e.g., home search assistance
House Hunting Trip	SMG only: Up to two return trips to former residence to help with the move
Selling costs within policy limits directly associated with the sale of the former residence	Lease settlement costs within policy limits

Relocation – New Form

- New Relocation Form:
- <https://bfs.ucr.edu/document/ucr-moving-and-relocation-expense-reimbursement-request>
- Example how to complete form can be located on the second tab of the excel sheet.



Relocation – New Form

Employees **LEGAL** name and address of relocation

Additional new employee information

UC Employee ID should be used for request

MOVING AND RELOCATION EXPENSE REIMBURSEMENT REQUEST		FROM (City/State of Residence)	TO (City/State of New Residence)	
		Seattle, WA	Riverside, CA	
EMPLOYEE NAME (Last, First):		DEPARTURE DATE	ARRIVAL DATE	START DATE AT UC RIVERSIDE
John Smith		9/1/2019	9/10/2019	11/1/2019
ADDRESS:		UCR/UC Employee		U.S. CITIZEN
1234 Main St		<input type="radio"/> Yes <input checked="" type="radio"/> No		<input checked="" type="radio"/> Yes <input type="radio"/> No
Seattle, WA 012345				EMPLOYEE #
		JOB CODE	TITLE	EMPLOYEE #
		001234	Director	12345678
PURPOSE (Must be specified in offer letter and allowed under policy)		HIRING DEPARTMENT		APPOINTMENT TYPE
<input checked="" type="checkbox"/> One-way travel from prior residence to new residence for employee and family members		School of Chemistry		<input checked="" type="radio"/> Academic <input type="radio"/> Staff
<input type="checkbox"/> Temporary furnished lodging (up to 30 days)		References:		<input type="radio"/> PostDoc <input type="radio"/> Other
<input checked="" type="checkbox"/> Pack, crate, ship, unpack household belongings		Moving/Relocation Policy: https://policy.ucop.edu/doc/3420347/BFB-G-13		
<input checked="" type="checkbox"/> Ship personal vehicle(s)		Academic Policy Manual: https://www.ucop.edu/search/?q=removal+expenses		
<input type="checkbox"/> Storage (up to 30 days) *exceptional approval required for Academic Appointees		Travel Policy: https://policy.ucop.edu/doc/3420365/BFB-G-28		
<input checked="" type="checkbox"/> Other Allowable Expenses (Explain in Comments field)				
<p>Employer paid moving and relocation expenses are subject to federal income tax withholding and FICA. Payments will be reported as taxable federal and state income as required by law. Employees should anticipate salary deduction related to withholding of tax for amounts reimbursed or paid directly by UCR to moving/relocation service providers This form should include all related moving expenses for the employee's move</p>				

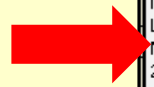
Select all that apply

Relocation – New Form

Section for each expense type



AIR FARE/ TRANSPORTATION				Payment	AMOUNT	COMMENTS	INSTRUCTIONS
DATE	DESCRIPTION OF EXPENSE						
9/5/2019	Air Fare	Paid By UCR			\$850.00		Include, if applicable: One-way airfare (coach class) Baggage fees Rental car Mileage if drove personal vehicle (0.20/mile as of 01/01/19; most direct route) Rideshare to/from airport Transportation on house-hunting trip (exceptional approval)
9/1/2019	Mileage - Personal Vehicle	Employee			\$65.00		
LODGING / MEALS				Payment	AMOUNT	COMMENTS	INSTRUCTIONS
DATE	DESCRIPTION OF EXPENSE						
9/1/2019	Lodging - In Route	Employee			\$180.00		Include, if applicable: Lodging while in route Meals while in route (if travel took more than 24 hours) Furnished temporary lodging up to 30 days Meals while in furnished temporary lodging
9/2/2019	Lodging - In Route	Employee			\$220.00		
PACKING, UNPACKING, SHIPPING				Payment	AMOUNT	COMMENTS	INSTRUCTIONS
DATE	DESCRIPTION OF EXPENSE						
9/1/2019	Moving Supplies - Boxes, Tape, Wrap	Employee			\$85.00		Include, if applicable: Moving company services (attach quote) Shipping up to 2 personal vehicles Moving van rental; fuel Purchase of boxes, shipping tape, wrap
SUBTOTAL MOVING/RELOCATION EXPENSE FROM ABOVE						\$1,400.00	



Instructions providing detail on the information what each section should capture



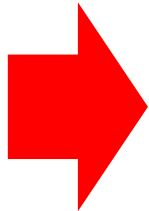
Running total

Relocation – New Form

Totals paid directly by the UC to the new employee



All required signatures needed for processing



FAU to be charges. Account number should be 305130 for academic or 501110 for staff



TOTAL MOVING AND RELOCATION EXPENSES		\$1,665.00	ACCOUNTING OFFICE USE					
AMOUNT PAID DIRECTLY BY UC TO VENDOR		\$850.00						
AMOUNT TO PAY EMPLOYEE		\$815.00						
AUTHORIZING SIGNATURE		DATE	I CERTIFY THAT THE ABOVE IS TRUE STATEMENT, THAT THE EXPENSES CLAIMED WERE INCURRED BY ME ON OFFICIAL UNIVERSITY BUSINESS ON THE DATES SHOWN, AND THAT I HAVE ATTACHED RECEIPTS FOR EACH EXPENSE OF \$75 OR MORE, AS REQUIRED BY UNIVERSITY POLICY.					
X								
TYPE OR PRINT NAME & TITLE								
EXCEPTIONAL EXPENSES AUTHORIZING SIGNATURE		DATE	EMPLOYEE/POSTDOC SIGNATURE		DATE			
X			X					
TYPE OR PRINT NAME & TITLE								
FORM PREPARED By	Jane Doe		EMAIL:	Jane.Doe@ucr.edu		PHONE/EXT.:	21345	
FULL ACCOUNTING UNIT (FAU)								
MOVING RELOCATION EXPENSES	ACCOUNT	ACTIVITY	FUND	FUNCTION	COST CENTER	PROJECT CODE	%PCT	
	305130	A01234	19900	44			100%	
	<i>FAU TOTAL: Must equal to 100 PERCENT:</i>						100%	
FAUs TO BE CHARGED								
FAUs FOR GROSS UP	30%	ACCOUNT	ACTIVITY	FUND	FUNCTION	COST CENTER	PROJECT CODE	%PCT
	\$499.50	305130	A01234	19900	44			100%

Relocation – New Form

- New forms will be sent to the Accounting Office via campus mail with all required attachments
 - New Relocation Form
 - Signed with all applicable signatures
 - Offer Letter
 - All receipts
 - Airfare
 - Lodging
 - Gas
 - Meals
 - Misc. Expenses

*All loose receipts should be taped to paper so that they remain together and in order.

* Do not highlight receipts to ensure receipts are legible when received.



BFS – Business & Financial Services



UCTC Platform Changes

Sandra Danford



UCTC Platform Changes

UCTC (UCLA Travel Center) will be switching from their current platform to Concur.

- “Go Live” is today, October 28, 2019
- Changes or inquiries to your upcoming trips booked through UCTC prior to October 28, will require you to contact
 - UC Travel Center at (310)206-2639 or email at travel@finance.ucla.edu.



UCTC Platform Changes

- Standard Modifications: Policy Pop Ups:
 - AB 1887
 - When selecting a restricted state.
 - Fly America
 - When traveling outside of the USA and funding is on a contract or grant.
- Added language regarding:
 - Sanctioned Countries
 - Information rental car insurance in and out of USA and young drivers.



UCTC Platform Changes

- UCR Customizations
 - Airfare will default to price instead by schedule
 - Allow all class of services: coach, premium economy, business, first class.
 - **Reminder, G28 Coach / economy class shall be used unless it meets exceptions in G28.**
 - Only displays preferred car vendors: Enterprise, National, Hertz, Dollar, Thrifty.
 - Only if those 5 vendors are sold out, will Concur display other vendors.
- **The new UCTC platform will now save card information to the traveler's profile.**

UCTC Platform Changes

Additions to UCTC Platform: Custom Trip Reporting Field

- Question: Did you book a flight? Yes or No.
 - If Yes selected, question: Are you a Traveler or Arranger?
 - If Traveler selected, question: What form of payment are you using? Riverside Campus Card or Traveler Card.
 - If Riverside Campus Card selected, user will be advised to put reservation on hold via next screen.
 - If Traveler Card selected, use can move on through booking without requiring any more information.
 - If Arranger selected, question: What form of payment are you using? Riverside Campus Card or Travel Card.
 - If Riverside Campus Card selected, arranger will need to add PO Number.
 - If Traveler Card selected, arranger can move on through booking without requiring any more information.
- If No selected, user can move on through booking without requiring any more information.



Gift Guidelines

- Dorthea Ford



Gift Guidelines

Accounts Payable unit created a quick reference guide for gifts given to both Employees and Non Employees

- This guide is a combination of guidelines from UC Business & Finance Bulletins G-41/G-42 and our local procedures.
- This document is not to be used as a replacement of policy. UC policy should always be the default for full information when deciding on and giving gifts on behalf of the University.



Gift Guidelines

- Topics covered in the Reference guide include:
 - Funding
 - Low Value Prizes/Gifts (excluding gift cards)
 - Gift Cards and prizes/gifts over \$10
 - Incidental Costs
 - Payment/Reimbursement
 - Exceptional Approval
 - Taxability
 - Gift/Prizes given to student employees
- The Guideline is located on the Accounting website:
https://bfs.ucr.edu/resources#accounts_payable



Personal Use of Connexus

- Preview (Campus announcement pending)
- Aver Smith

Personal Use of Connexus-Preview

- Personal use of UC Travel Agreements (aka Connexus) will now be allowed subject to the following provisions:
 - **Personal Travel CANNOT be charged to the university.**
 - Use of UCR purchase orders/DAPOs and ProCards for personal travel will be subject to disciplinary action.
 - **Personal travel using the UC travel agreements must be processed using the Short's Find It tool**
 - The Shorts Find It Tool requires the download of the application
 - The Find It tool is a fully automated booking option that begins at familiar sites such as Orbitz, Expedia or various airlines and access UC Negotiated rates
 - If the Find It tool will only be used for personal travel, it should not be downloaded onto a work computer.
 - **Personal use of the Find It tool is available to anyone with a valid UC email address.**
- Note: if the individual does not have a need for business travel, traveler profiles will not be created in Connexus.



Access to UC rates and Benefits for Personal Travel

- Important considerations
 - Personal travel should not be booked during working hours
 - UCR personnel should not be used to book personal travel
 - Individuals requiring assistance with bookings and Short's Find It tool navigation should contact the Short's support team at ucsupport@shortstravel.com.
 - **Accounts Payable and travelfeedback@ucr.edu cannot assist with questions related to personal travel**
 - Travel Insurance: For information on coverage while on personal travel visit <https://www.ucop.edu/risk-services-travel/personal.html>
 - Personal use of car rentals are not covered under the UC insurance program. Travelers should use their personal insurance or purchase insurance from the rental company.

Short's FindIt tool – How to Use

- Download add on from <https://findit.travel/UC.htm>



Install for Chrome

*UC preferred browser



Install for Firefox

How it works

First time users install a UC approved browser extension (one-time only) for the FindIt pop-up to work. Click to install based on your browser preference above. Once installed, you will see the FindIt icon in the top corner of your browser.



Short's FindIt tool – How to Use

Start your flight search at any of the following websites:

FindIt can be used with all individual airline reservations. Those that are traveling with colleagues or family, including children, may contact a Short's Travel Agent for assistance by emailing state@shortstravel.com. Please note that some complex international bookings may require agent assistance. Fees will apply for agent assistance.

- » [Google Flight Search](#)
- » [American Airlines](#)
- » [Air Canada](#)
- » [South African Airlines](#)
- » [Expedia](#)
- » [Alaska Airlines](#)
- » [Austrian Airlines](#)
- » [Swiss](#)
- » [Travelocity](#)
- » [Delta Air Lines](#)
- » [Brussels Airlines](#)
- » [Virgin Atlantic](#)
- » [Kayak](#)
- » [Frontier Airlines](#)
- » [Cathay Pacific](#)
- » [Hipmunk](#)
- » [Jet Blue](#)
- » [Emirates](#)
- » [Priceline](#)
- » [US Airways](#)
- » [Latam Airlines](#)
- » [Orbitz](#)
- » [United Airlines](#)
- » [Nippon](#)
- » [CheapOAir](#)
- » [Virgin America](#)
- » [Qantas](#)
- » [WebJet](#)
- » [Singapore Airline](#)
- » [Southwest Airlines](#) (please note there will be no price comparison for the SWA exclusive web fares usually found under "wanna get away")

Start your hotel search at any of the following websites:

- » [Booking.com](#)
- » [Hotels.com](#)
- » [Priceline.com](#)
- » [Expedia.com](#)
- » [Travelocity.com](#)
- » [Orbitz.com](#)
- » [Kayak.com](#)
- » [Candlewood Suites](#)
- » [Choice Hotels](#)
- » [Country Inns](#)
- » [Crowne Plaza](#)
- » [Hilton](#)
- » [Holiday Inn](#)
- » [IHG](#)
- » [Intercontinental](#)
- » [Marriott](#)
- » [Park Inn](#)
- » [Radisson](#)
- » [Starwood Hotels](#)
- » [Staybridge Suites](#)
- » [Wyndham Hotel Group](#)

(linking off to any supported website)

Short's FindIt tool – How to Use

From Los Angeles, CA, US (LAX) To New Orleans, LA, US (MSY)

Departure date Dec 28, 2019 Return date Dec 31, 2019 Search by: Price Award travel

[Advanced search](#)

Roundtrip (1 traveler)

Sat, Dec 28, 2019

[Revise](#)

LAX - MSY 12:01 pm - 9:26 pm



25,000 BONUS MILES
\$250 STATEMENT CREDIT

No blackout dates [Learn more](#)

Return: New Orleans, LA, US → Los Angeles, CA, US

All fares shown are the total price roundtrip, per person. Fares include taxes and fees. [Additional bag charges may apply.](#)

With stops **\$498** [Choose connecting airports](#)

[Show fare type comparison](#)

Sort flights by: Best match ▼

Economy

Economy
(flexible)First
(2-cabin, lowest)

Depart Arrive Stops Duration

5:25 am 9:19 am 1 stop 5h 54m [Details](#) [Seats](#)

Roundtrip
\$537

Select

Roundtrip
\$622

Select

Roundtrip
\$864

Select

1 ticket left at this price

5:25 am 11:32 am 1 stop 8h 7m [Details](#) [Seats](#)

Roundtrip
\$498

Select

Roundtrip
\$584

Select

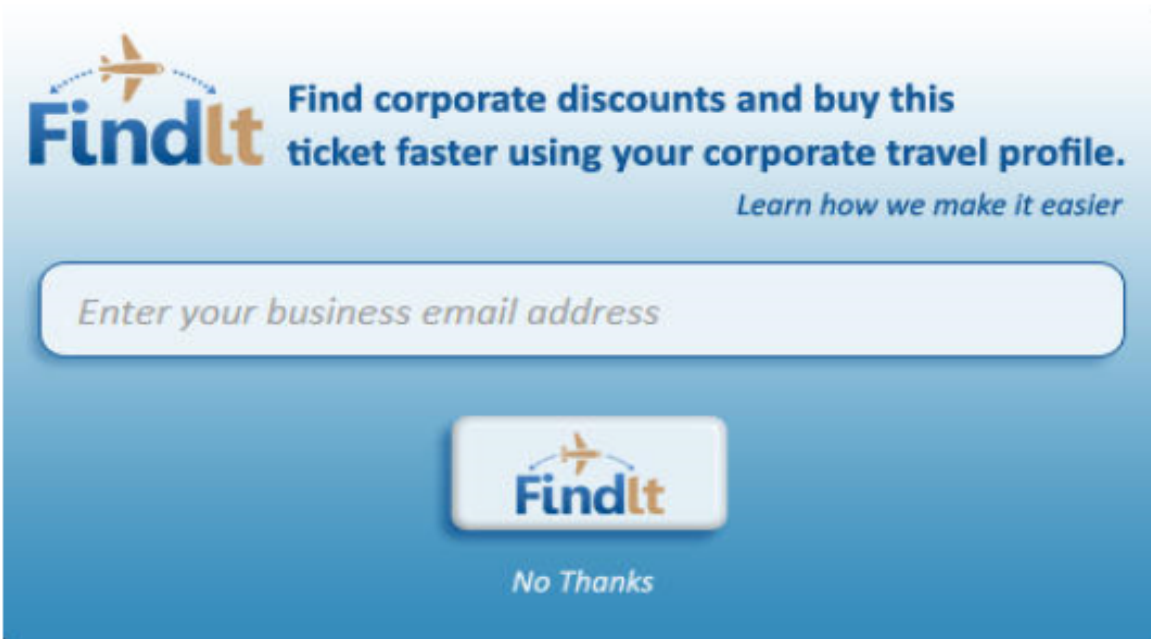
Roundtrip
\$779

Select

2 tickets left at this price

Short's FindIt tool – How to Use

After selecting your flight (both departure and return) or hotel, FindIt® will pop up to begin the process of applying existing UC rates and benefits to your travel selections.



FindIt Find corporate discounts and buy this ticket faster using your corporate travel profile.
Learn how we make it easier

Enter your business email address

FindIt
No Thanks

Your UC email address is required to initiate the process and verify your UC identity.

FindIt will take your flight or hotel selection, apply any available UC rates and benefits, and send you an email clearly indicating any savings on requested travel, plus several alternatives.

Short's FindIt tool – How to Use




We have found your requested flight at a lower fare!


Fares are subject to change, and are not guaranteed until purchased, so book now!


Original airfare: \$498 - Airfare we found: \$453 = Savings of \$45!

Requested Flight

 United	Date	Flight	Route	Time	Duration	Price		
						ECONOMY NO REFUNDS	ECONOMY REFUNDABLE	FIRST NO REFUNDS
	Sat, Dec 28	UA 1977	LAX - IAH	12:01P - 5:17P	7h 25m			
		UA 2085	IAH - MSY	8:11P - 9:26P				
	Tue, Dec 31	UA 2427	MSY - IAH	5:25A - 6:45A	8h 7m	\$453	\$583	\$1,003
		UA 1956	IAH - LAX	9:45A - 11:32A				

Alternate Flight Options (at potentially lower cost)

 United	Date	Flight	Route	Time	Duration	Price		
						ECONOMY NO REFUNDS	ECONOMY REFUNDABLE	FIRST NO REFUNDS
	Sat, Dec 28	UA 1977	LAX - IAH	12:01P - 5:17P	7h 25m			
		UA 2085	IAH - MSY	8:11P - 9:26P				
	Tue, Dec 31	UA 2427	MSY - IAH	5:25A - 6:45A	8h 7m	\$453	\$583	\$1,003
		UA 1956	IAH - LAX	9:45A - 11:32A				

 United	Date	Flight	Route	Time	Duration	Price		
						ECONOMY NO REFUNDS	ECONOMY REFUNDABLE	FIRST NO REFUNDS
	Sat, Dec 28	UA 1977	LAX - IAH	12:01P - 5:17P	7h 25m			
		UA 2085	IAH - MSY	8:11P - 9:26P				
	Tue, Dec 31	UA 2141	MSY - DEN	6:41A - 8:38A	6h 34m	\$453	\$583	\$1,008

FindIt® Air

Suggested alternatives will be within a +/- four hour period and all will have UC rates already applied.

FindIt® Hotels

Suggested alternatives will be based on past hotel bookings, loyalty programs saved in profile, and UC's contracted hotels.

Email will be received within 5-15 minutes. Click on the ticket and price (blue button) you want from the email and Short's Travel booking page automatically opens

Short's FindIt tool – How to Use

Enter traveler details including frequent flyer numbers, TSA number, travel preferences, etc. and save for future use

FindIt AIR HOTEL CAR PURCHASE

Purchase Reservation [+ Add Hotel](#) [+ Add Car](#)

* denotes required fields

TRAVELER

Change Traveler: FINDIT/TRAVELER

Full Name * TRAVELER Middle Name FINDIT
 No Middle Name

Business Phone * 000-000-0000

Mobile Phone * 000-000-0000

Email * traveler@company.com

CC Email

Birth Date * May 15 1959

Gender * Male

Traveler Address #

Known Traveler #

Save changes to profile

PAYMENT

Flight Payment *
 REMOVE CARD

Card Number * *****1111

Expiration * May 2022

CVV Security Code *

Name on Card *

Billing Address * 123 main st

City * anytown

State, Zip * new york, ny 10111

Flight change/cancellation policy

Short's FindIt tool – How to Use

With just 2 clicks from your email, you have a confirmed reservation! Your reservation is created and you will receive a confirmation email from Short's Travel Management

FindIt

RESERVATION CREATED [Print View](#)

WE HAVE CREATED YOUR RESERVATION.

BILLING DETAILS

TRAVELER FINDIT	CARD USED	CHARGE DATE	BASE RATE	TAXES	TOTAL
Reservation Code: PBPWQU	Flight VISA 1111	June 17, 2014	\$487.36	\$58.55	\$545.91
				Total	\$545.91

ITINERARY

FLIGHT

DATE	FLIGHT	ROUTE	TIME	CLASS	SEAT	DURATION
Thu, Jul 17	DL 476	LAX - JFK	6:40A - 3:09P	ECONOMY	SEAT 31E (confirmed)	5h 29m
Thu, Jul 24	DL 424	JFK - LAX	7:00A - 10:10A	ECONOMY	SEAT 36B (confirmed)	5h 10m

DL Confirmation: GJJL55

Short's FindIt tool – Contact information

Assistance with Short's FindIt tool is available at:

- Phone: 1-877-277-5754 for help with a ticketed reservation
- Email

ucsupport@shortstravel.com – For FindIt/Online Supports

state@shortstravel.com – Full service agent assistance

Short's FindIt tool - Rates

Online Services	Short's FindIt
Airfare (with car and/or hotel)	\$5.00 Waived
Southwest Airline airfare	
Hotel / Car only – no airfare (no fees to change or cancel)	
Cancel airfare (original agency fee will not be voided)	
Agent assistance with making changes to reservation (air/car/hotel & requires agent assistance; additional fee is for agent assistance for a ticket that was <u>originally booked online</u>)	\$30.00

Other Services (may be in addition to service fees shown above)	Short's FindIt
After hours emergency support (may be in addition to service fees shown above)	\$20.00
After hours non-emergency support (may be in addition to service fees shown above)	\$20.00
International rate desk	

Agent Assistance	Short's FindIt
Domestic ticket price \$150 or less	\$30.00
Domestic ticket price greater than \$150	\$30.00
International ticket	\$40.00
Hotel / Car only – no airfare	
Void or Cancel (original service fee will still apply and will not be voided)	
Change airfare (additional fee is for agent assistance for a ticket that was <u>originally booked with an agent</u>)	
Ticket refund	
Direct bill with local preferred hotels (only at participating locations)	
Direct bill with car & driver	

All fees are per ticket booked

Questions





Survey

Your feedback and input on this user group meeting is important. Please take a few moments to complete this survey:

- [Click Here for Survey](#)