Travel and ePay User Group Meeting

August 6, 2018
Agenda

- **Staffing Update** (Aver Smith)
- **AB 1887 Prohibited States** (Aver Smith)
- **Vendor Specific Agreements** (Aver Smith)
- **Group Travel** (Dorthea Ford)
- **Credits vs. Refunds** (Dorthea Ford)
- **Connexxus Service Fees** (Sandra Danford)
- **CTS Card Booking Issues** (Sandra Danford)
- **US Bank PO’s** (Sandra Danford)
Staff Updates

Vendor Maintenance
  • Valerie Davis (internal move)

Accounting Assistant III
  • Philisa Merino-Dent
California State Law
AB 1887

• Aver Smith
Prohibited States 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*

• It expressly identifies UC as an entity subject to these restrictions

• iTrip enhancement to add Oklahoma as a restricted state is pending

* certain exceptions apply
Prohibited States

• California Attorney General’s Office published list of prohibited states:
  • Kansas
  • Mississippi
  • North Carolina
  • Tennessee
  • Alabama
  • Kentucky
  • South Dakota
  • Texas

• Additional state added as of 6/1/18
  • Oklahoma

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
Vendor Specific Agreement

• Aver Smith
Vendor Specific Agreement

• A vendor specific agreement is one in which the vendor correlates with the agreement

• On a DAPO, the agreement is locked once the order is encumbered
  • Which means that, if it's a vendor specific agreement, the vendor can't be changed after it's encumbered.

• If it's not a vendor specific agreement ("Misc. Purchases" for example), or if it's a PO, the vendor can be changed up until a voucher has been created for the order.
Group Travel

Dorthea Ford
Group Travel

Group Travel is when 2 or more people are traveling to the same destination for the same duration and has been assigned a pre-approved group leader.

• examples are student field trips, athletic team events, study abroad trips, department retreats

Group travel is not:

• The convenience of submitting one travel voucher for multiple travelers.
GROUP TRAVEL (cont’d)

- University travelers traveling to the same location are expected to pay their own travel expenses.

- University travelers shall not be reimbursed for expenses paid on behalf of others with the exceptions of:
  - Co-travelers sharing a room
  - Supervised Group Trips
Payment of Group Subsistence Expenses

- University (Purchasing) may negotiate agreements with restaurants, hotels, and similar establishments to furnish subsistence to a group or groups of University employees when it is to the University’s advantage.

- Under such an agreement, the vendor may be paid either by the group leader or by billing the University.
GROUP TRAVEL (cont’d)

Reimbursement of expenses related to negotiated agreements may be claimed by group travelers as follows:

• Group leaders who pay all or part of the group’s expenses may be reimbursed by submitting a claim for the actual expenses incurred.
  • The claim must be accompanied by the vendor’s invoice/receipt showing payment in full.

• Members of a group who have some portion of their subsistence expenses paid by the group leader may claim reimbursement for the remainder of their subsistence expenses.
GROUP TRAVEL (cont’d)

Guide to Pay & Reconcile Group Travel

• Assign a Group Leader.
• Get pre-approval from group leader supervisor
• Determine the types of expenses
• Determine the Destination
• Request any expenses that can be prepaid/direct bill to avoid financial burden to group leader.
  • Airfare (booked through Connexxus)
  • Lodging
  • Conference Registration
    • Excluding meals, lodging and entertainment
  ➢ UC Travel card or cash advance can be used to avoid out of pocket expenses
• Obtain the receipts and list of travelers from the Group Leader
• Report expense after trip Completion
  • Note any related trip, numbers in comments
Travel Credits vs. Refunds

Dorthea Ford
Travel Credits vs Refunds

What is the difference between a Credit and a Refund?

A travel credit is an courtesy offered by an airline to a traveler for use on future flights when airfare is cancelled on a non-refundable ticket.

A travel refund occurs when the airfare is eligible; the refund is applied to the original method of payment.
Travel Credits vs Refunds (Cont’d)

Travel credits are held by the airline that booked the initial trip and differ according to the ticket type.

- Domestic tickets
  - Non-refundable fares - airline may allow unused ticket value to be applied to a new trip
    - Airline change fees may apply when the credit is used
  - Mixed fares – include both refundable fare and non-refundable portions
    - Entire ticket will be considered non-refundable
  - Basic Economy fares – may not allow for any changes or refunds; please refer to the airlines terms and conditions

If the credit or new itinerary includes multiple airlines, the credit may not be eligible for re-use. It may be necessary to contact a full service agent for assistance.
International tickets:

• Re-use rules
  • In some instances, airlines may require a new trip to be booked at the same time the trip is canceled to retain value of the original ticket
**Travel Credits vs Refunds (Cont’d)**

- **Additional Information**
  - Fare differences between the credit value and the new ticket will apply.
  - Some airlines may allow the use of a credit for a different traveler. An additional name change fee usually applies
    - Southwest Airlines does not allow name changes
    - As a benefit of the Connexxus program, American Airlines, Jet Blue, and Virgin America tickets purchased through the Connexxus program are eligible for name changes.
  - Assistance with a name change is provided by full service agents and an additional service fee will apply.

<table>
<thead>
<tr>
<th></th>
<th>Ticket Change Fee</th>
<th>Name Change Fee</th>
</tr>
</thead>
</table>
| American | $200 domestic  
          | $250-$400 international | $100 (waived)        |
| Delta   |                               | $150                  |
| United  |                               | $250 (waived)         |
| Alaska  | $125                          | No Additional Fee     |
| JetBlue | $150                          |                       |
Travel Credits vs Refunds (Cont’d)

• If you cancel your ticket, the original booking fee applies. If cancelled after the first 24 hours (void period) the ticket becomes an unused ticket, and the traveler may be able to apply the credit to future travel.

• Airlines usually charge a change fee + fare difference. In addition, booking fee(s) will apply to the new ticket.

<table>
<thead>
<tr>
<th>Travel agency</th>
<th>To change or cancel</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 BCD Travel</td>
<td>1. To change or cancel a booking, call a BCD agent for assistance.</td>
</tr>
<tr>
<td>2 UC Travel Center</td>
<td>1. To change or cancel a booking, call a UC Travel Center agent for assistance.</td>
</tr>
</tbody>
</table>
Unused ticket credits with BCD

- Travelers with a Connexxus profile will be able to see their unused credits on the home page, flight result page, and the fare results page.
  - This information is also visible to your designated arrangers and your BCD Travel full service agents.
- Credits are viewable and ready for use within 24 business hours of the trip cancellation.
- Credits for profiled travelers are automatically applied when a new trip on the same airline is selected, and the new fare is higher than the credit.
Unused ticket credits with UC Travel

- From the home page, unused ticket count is displayed.
- Unused tickets must be used with the same carrier.
- Available Exchange Tickets will appear as a reminder at the top of the screen as travelers/travel coordinators continue with selections.
Travel Credits vs Refunds (Cont’d)

Credit Terms

Each airline determines its own rules and fees:

• Most airline fees begin at $200 for domestic tickets or $350 for international
  • Fees for rebooking with credit are not always deducted from the credit itself
  • United/Delta require fees be paid separate from credit
  • Southwest Airlines does NOT charge any fees
Refunds may be obtained when:

- Airfare cancelled within 24 hours of the booking
  - Original booking fees still apply
- Refundable tickets
  - Refundable fares – no credits, **full refund**;
    - Refundable Tickets are generally more expensive
- International Tickets
  - Refundable fares with a penalty
    - Penalty amount is deducted from the refund amount
Connexxus Service Fees

Sandra Danford
Connexxus Service Fees

• Service fees vary by agency and by level of service provided.

• UC’s preferred agencies fees are competitive with the fees others charge.
Connexxus Service Fees

The following screens include the service fee’s for Connexxus agencies. They can be found in Connexxus’ Help Center under Contact.
Connexxus Service Fees (cont’d)

- Online Service Fee’s

Fees are assessed per ticket issued (i.e. ticket changes will result in new tickets and therefore additional agency transaction fees will apply).

<table>
<thead>
<tr>
<th>Online Services</th>
<th>BCD Travel</th>
<th>UC Travel Center</th>
<th>Short’s FindIt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airfare (with car and/or hotel)</td>
<td>$7.50</td>
<td>$10.00</td>
<td>$5.00 Waived</td>
</tr>
<tr>
<td>Airfare (with car and/or hotel &amp; requires agent assistance – by phone or email)</td>
<td>$18.50</td>
<td>$15.00</td>
<td></td>
</tr>
<tr>
<td>Southwest Airline airfare</td>
<td>$11.50 (all discounted fares available)</td>
<td>$10.00</td>
<td></td>
</tr>
<tr>
<td>Hotel / Car only – no airfare (no fees to change or cancel)</td>
<td>No Charge</td>
<td>No Charge</td>
<td></td>
</tr>
<tr>
<td>Cancel airfare (original agency fee will not be voided)</td>
<td>No Charge</td>
<td>No Charge (must contact UC Travel Center to void or cancel)</td>
<td></td>
</tr>
</tbody>
</table>

➢ All service fees are assessed per ticket issued
Connexxus Service Fees (cont’d)

**Tickets with Agent Assistance**

<table>
<thead>
<tr>
<th>Agent Assistance</th>
<th>BCD Travel</th>
<th>UC Travel Center</th>
<th>Short’s FindIt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic ticket price $150 or less</td>
<td>$34.00</td>
<td>$25.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>Domestic ticket price greater than $150</td>
<td>$34.00</td>
<td>$32.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>International ticket</td>
<td>$34.00</td>
<td>$32.00</td>
<td>$40.00</td>
</tr>
<tr>
<td>Hotel / Car only – no airfare</td>
<td>$16.00</td>
<td>$15.00</td>
<td></td>
</tr>
<tr>
<td>Void or Cancel (original ticket fee will still apply and will not be voided)</td>
<td>No Charge</td>
<td>No Charge</td>
<td></td>
</tr>
<tr>
<td>Change airfare (additional fee is for agent assistance for a ticket that was originally booked online)</td>
<td>$11.00</td>
<td></td>
<td>$30.00</td>
</tr>
<tr>
<td>Ticket refund (applicable only for non-automated refund processing and/or special handling)</td>
<td></td>
<td></td>
<td>$30.00</td>
</tr>
<tr>
<td>Direct bill with local preferred hotels (only at participating locations)</td>
<td>$23.00</td>
<td>$15.00</td>
<td></td>
</tr>
<tr>
<td>Direct bill with car &amp; driver</td>
<td></td>
<td></td>
<td>$15.00</td>
</tr>
</tbody>
</table>

➢ All service fees are assessed per ticket issued
Connexxus Service Fees (cont’d)

- **Other Service**

<table>
<thead>
<tr>
<th>Other Services (may be in addition to service fees shown above)</th>
<th>BCD Travel</th>
<th>UC Travel Center</th>
<th>Short’s FindIt</th>
</tr>
</thead>
<tbody>
<tr>
<td>After hours emergency support (may be in addition to service fees shown above)</td>
<td>$18.00</td>
<td>No charge</td>
<td>$20.00</td>
</tr>
<tr>
<td>After hours non-emergency support (may be in addition to service fees shown above)</td>
<td>$35.00</td>
<td>$30.00</td>
<td>$20.00</td>
</tr>
<tr>
<td>International rate desk</td>
<td>$25.00</td>
<td>$15.00</td>
<td></td>
</tr>
<tr>
<td><strong>Ticket upgrade using passenger air miles</strong> (A traveler has the option to use passenger miles for upgrades, however the value of the miles and service fee(s), if charged, are not reimbursable expenses.)</td>
<td>No Charge</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- All service fees are assessed per ticket issued
Non-Service Fee Support

• Not all inquiries/support incur agent fee’s. Connexxus included the following item in their FAQ’s

**DOES BCD TRAVEL CHARGE ADDITIONAL FEES FOR CUSTOMER INQUIRIES?**

BCD Travel has provided the table below to address the types of support that do not incur an agent fee.

The following is a list of tasks that will be addressed but are not charged a contact fee at point of sale.

<table>
<thead>
<tr>
<th>Service</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air - Information Only</td>
<td></td>
</tr>
<tr>
<td>Air - TKT Request / Verify</td>
<td></td>
</tr>
<tr>
<td>Air - Schedule Changes</td>
<td>only applies to email notification; if the new flights require intervention/ reticketed a fee applies</td>
</tr>
<tr>
<td>Air - Send ITIN</td>
<td></td>
</tr>
<tr>
<td>Booking Engine - Escalate</td>
<td></td>
</tr>
<tr>
<td>Booking Engine - Internet Access Problem</td>
<td></td>
</tr>
<tr>
<td>Booking Engine - Navigational</td>
<td></td>
</tr>
<tr>
<td>Booking Engine - Other</td>
<td></td>
</tr>
<tr>
<td>Car - Inquire Only</td>
<td></td>
</tr>
<tr>
<td>Confirmation to Traveler</td>
<td></td>
</tr>
<tr>
<td>Hotel - Inquire Only</td>
<td></td>
</tr>
<tr>
<td>Phone Transfer / Refer to Traditional</td>
<td></td>
</tr>
<tr>
<td>Verify Request / Verify Remarks</td>
<td></td>
</tr>
</tbody>
</table>

Navigation Support
note - log in and profile update questions are referred back to the campus
CTS Card – Booking Issues

Sandra Danford
Booking Issues - Southwest

• Southwest flights booked using the ghost card through BCD or UCTC is a particular issue due to instant booking.
  • The ticket is booked even if 999999’s are entered or even if the Connexxus ID Field is left blank.
    • Airline reservations other than Southwest, will remain on hold for a BCD/UCTC agent to resolve without a ticket being issued.
  • The first 24 hours after booking are considered “void periods” by the airlines.
    • This means the airfare can be cancelled and re-issued without assessing airline change fee’s.
      • This means there is less than 24hrs to enter a valid PO number or cancel a Southwest reservation.

Errors for Southwest bookings not resolved within 24 hours of booking can result in additional service fees and lost airfare funds for your department!
Booking Issues – All Airlines

• Traveler Names
  • Coordinators accidentally booking for themselves vs traveler
  • Name entered does not match travelers ID
    • There are 3 opportunities while booking to verify the passenger name
    • If the traveler is from UC and the name is not correct, the name needs to be updated via UC Path. Some changes may need a manual entry (i.e. hyphenated names, no middle name, etc.) please send an email to travelfeedback@ucr.edu for these cases.
    • If the traveler is a guest, please have them send you a copy of their ID so you can make sure the name is entered correctly when booking the reservation

• Trips not being put on hold by travelers selecting the CTS Card
  • Southwest is a particular issue due to instant booking.
  • Travelers are not responding or seeing emails from BCD to provide additional information.

These errors can result in additional service fees and lost airfare funds for your department!
The following slides will outline a sample booking:

• This will model the steps a traveler can take while reserving their flight when selecting the CTS card.

We will also highlight the areas that allow for traveler verification:

• This point of view is a traveler booking for themselves. As a travel coordinator, the name should match the traveler you are booking for.
Traveler verification # 1 – if you are the Travel Coordinator and see “booking for myself” STOP NOW!!
Traveler can view different airfare options

California’s Prohibition on State-Funded Travel (AB 1887) to states with discriminatory laws. If you are using state funds, you are restricted from traveling to several states including: Alabama, Kansas, Kentucky, Mississippi, North Carolina, South Dakota, Tennessee and Texas. Please check with your fund manager as to which funds you are using. FAQs:

Basic Economy Restrictive Fares: United Airlines (N class), Delta Airlines (E class) and American Airlines (B class) are increasing the number of “no frills” airfare they sell - where travelers have NO ability to pick a seat, even for a fee (seats will be assigned at check-in) and have NO option for carry-on bags (AND may be charged $25 if traveler brings one), along with many other constraints. These fares have been blocked through Concur as a result of their highly restrictive nature.
Traveler can view different airfare options cont.

Traveler ok to select flight

Comparison of airfare options:

**DEPART**
- **Mon, Sep 10**
- **Ontario, CA to Oakland, CA**

<table>
<thead>
<tr>
<th>Fare Options</th>
<th>Free Checked Bags</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wanna Get Away</td>
<td>Visit Southwest</td>
<td>$120.98</td>
</tr>
<tr>
<td>Anytime</td>
<td>Visit Southwest</td>
<td>$213.76</td>
</tr>
<tr>
<td>Business Select</td>
<td>Visit Southwest</td>
<td>$238.40</td>
</tr>
</tbody>
</table>

**RETURN**
- **Tue, Sep 11**
- **Oakland, CA to Ontario, CA**

<table>
<thead>
<tr>
<th>Fare Options</th>
<th>Free Checked Bags</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wanna Get Away</td>
<td>Visit Southwest</td>
<td>$120.98</td>
</tr>
<tr>
<td>Anytime</td>
<td>Visit Southwest</td>
<td>$213.76</td>
</tr>
<tr>
<td>Business Select</td>
<td>Visit Southwest</td>
<td>$238.40</td>
</tr>
</tbody>
</table>

Fare rules / Fare Details — Ticket is non-refundable

Southwest
Traveler can review and reserve the flight

Trip Summary

Flights Selected
Round Trip
ONT - OAK
Depart: Mon, 09/10/2018
Return: Tue, 09/11/2018

Finalize Trip

Review and Reserve Flight

REVIEW FLIGHTS

DEPART
Mon, Sep 10 — Ontario, CA to Oakland, CA
Mon, Sep 10 06:50a ONT → 08:05a OAK 1h 15m Southwest 5835

RETURN
Tue, Sep 11 — Oakland, CA to Ontario, CA
Tue, Sep 11 10:35a OAK → 11:55a ONT 1h 20m Southwest 1491

ENTER TRAVELER INFORMATION

Ensure all traveler information below is correct.

Primary Traveler
Name: SANDRA L DANFORD Phone: 1 951-827-3305 email: sandra.danford@ucr.edu

Frequent Flyer Programs Add a Program
For Southwest
No Program selected

SEAT ASSIGNMENT
Pre-reserved seats are not available for this flight.

REVIEW PRICE SUMMARY

<table>
<thead>
<tr>
<th>Description</th>
<th>Fare</th>
<th>Taxes and Fees</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airfare</td>
<td>$198.66</td>
<td>$43.30</td>
<td>$241.96</td>
</tr>
</tbody>
</table>

Total Estimated Cost: $241.96
Total Due Now: $241.96

APPLY TICKET CREDIT
You can apply your previously canceled tickets (ticket credit) toward this Southwest Direct Connect booking. Select a maximum of two ticket credits. Add Ticket Credit

Traveler name verification # 2
How the name appears here is how it will print on the ticket. THIS MUST MATCH THE ID USED FOR BOADING THE FLIGHT!!
Traveler can review and reserve the flight cont.

Total Estimated Cost: $241.96
Total Due Now: $241.96

APPLY TICKET CREDIT
You can apply your previously canceled tickets (ticket credit) toward this Southwest Direct Connect booking. Select a maximum of two ticket credits.

Add Ticket Credit

SELECT A METHOD OF PAYMENT
Select the “UCR Travel Coordinator Authorized” card to pay for your airline ticket if:
1) You are a Travel Coordinator or
2) You are a Traveler and you will place this trip on hold - to be completed by your Travel Coordinator
Unauthorized selection of this payment option will delay the issuance of the ticket and possibly result in higher fees or fare increases.

During a hotel booking, choose a credit card to be used for hotel guarantee only, you (or the traveler) can present the credit card of their choice at check in.
Credit Card Information entered on this page only updates your Information in Concur; it will not update the information in your Connexxus Profile.

How would you like to pay?
UCR Travel Coordinators Authorized Airfare Card* (...7342) Add credit card

* Indicates credit card is a company card

This is a Non-Refundable Ticket
Customers holding NON-REFUNDABLE type tickets may USUALLY cancel their journey, and reuse these tickets to any destination in the carrier’s system, within one year following the DATE OF ISSUE (READ THE FARE RULES to be certain this applies). Reservations MUST be cancelled by the intended (original) departure day, or tickets will be void and have NO value for future use. These rules apply to DOMESTIC ticketing only.

By completing this booking, you agree to the fare rules and restrictions and hazardous goods policy.

Traveler ok to hit “Reserve Flight and Continue”
Traveler can review details

TRIP OVERVIEW

I want to...
Find itineraries
E-mail itinerary

Trip Name: Trip from Ontario to Oakland
Start Date: September 10, 2018
End Date: September 11, 2018
Created: July 26, 2018, SANDRA DANFORD (Modified: July 26, 2018)
Description: (No Description Available)
Agency Record Locator: PSU106
Passengers: Sandra L Danford
Total Estimated Cost: $241.96 USD

Add to your Itinerary

Reservations

Monday, September 10, 2018

Flight:
Ontario, CA (ONT) to Oakland, CA (OAK)

Southwest 5835

Departure: 06:50 AM
Ontario Airport (ONT)
Duration: 1 hour, 15 minutes
Nonstop

Arrival: 08:05 AM
Oakland Intl Airport (OAK)

Additional Details
Distance: 362 miles
E-Ticket
Emissions: 228 lbs CO2
Cabin: Wanna Get Away (U)

Confirmation: USPRZV
Status: Booked directly in Southwest USPRZV

Seat: No seat

Add to your Itinerary

Tuesday, September 11, 2018
Traveler can review details cont.

Departure: 10:55 AM  
Oakland Intl Airport (OAK)  
Duration: 1 hour, 20 minutes  
Nonstop  

Arrival: 11:56 AM  
Ontario Airport (ONT)  

Additional Details  
Distance: 382 miles  
Emissions: 228.8 lbs CO₂  
Cabin: Wanna Get Away (U)

Add to your itinerary

---

**TOTAL ESTIMATED COST**

<table>
<thead>
<tr>
<th></th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air</td>
<td>$198.66 USD</td>
</tr>
<tr>
<td>Taxes and fees</td>
<td>$43.36 USD</td>
</tr>
<tr>
<td><strong>Total Estimated Cost</strong></td>
<td><strong>$241.96 USD</strong></td>
</tr>
</tbody>
</table>

**REMINDERS**

**BCD Travel** - Within the US call 877-865-8632  
Outside of US call 615-238-4440  
Full service office hours are 8a-5p EST Monday-Friday  
After these hours your call will be routed to our  
Emergency after hours service your executive code is  
**WYCO**. Online booking support is available 24 X 7  
**********************************************************************

No fare is guaranteed until the ticket is issued  
**********************************************************************

For current travel advisory info - www.travel.state.gov  
Due to heightened security it is recommended that all  
travelers check-in 2 hours prior to departure. Boarding  
passes are required to pass through airport security.  
**********************************************************************

If you chose at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

Traveler ok to hit “next”
A traveler selecting the CTS card, must stop at this screen.
THE ONLY THING THE TRAVELER SHOULD DO IS PLACE THE TRIP ON HOLD THEN EMAIL YOU TO FINALIZE THE TRIP!!!!
US Bank PO’s

Sandra Danford
These are the charges we received from BCD:

- 446379 7/9/2018 016 7161374062 8/23/2018 UNITED AIRLINES 180.10 - CC O/LAX/ITO
- 446380 7/9/2018 890 0737584130 ARC-AIRLINE RPT - 7.50 CC
- 446382 7/9/2018 890 0737584131 ARC-AIRLINE RPT - 7.50 CC
- 446381 7/9/2018 173 7161374063 8/29/2018 HAWAIIAN AIRLINES 250.08 - CC O/ITO/HNL-O/HNL/LAX

This is the body of the related PO:

- August 23, 2018: LAX to ITO
- August 29, 2018: ITO to HNL
- September 5, 2018: HNL to LAX

Airfare is fine; total equals both tickets.

Service fee is not fine, only one service fee noted.

Sub Total: $437.68
Sales Tax: $0.00
Shipping: $0.00
Total: $437.68
Sample #1 – Incorrect Documents for PO (cont’d)

The next three screens show the document attached to the PO which is the Trip summary from BCD. This is not the correct document to use to finalize the PO

This trip is booked but not yet ticketed!
Sample #1 - Incorrect Documents for PO (cont’d)

End Date: September 05, 2018
Created: July 09, 2018
(Attention: July 09, 2018)
Agency Record Locator: [redacted]
Passengers: [redacted]
Total Estimated Cost: $430.18 USD
Airfare must be ticketed by: 07/10/2018 11:55 PM Pacific

Agency Name: BCD Travel (University of California)

RESERVATIONS
Thursday, August 23, 2018
Flight Los Angeles, CA (LAX) to Hilo, HI (ITO)

United 1004
Departure: 05:10 PM
Los Angeles Intl Airport (LAX) Terminal: 7
Duration: 5 hours, 36 minutes Nonstop

Arrival: 07:46 PM
Hilo Airport (ITO)

Additional Details
Aircraft: Boeing 737-800
Distance: 2445 miles
E-Ticket
Emissions: 850.9 lbs CO₂
Cabin: Economy (G)
Meat: Food for purchase
Sample #1 - Incorrect Documents for PO (cont’d)

While the amounts are all estimates and quotes, this document does show that two separate tickets will be booked.
These are the charges we received from BCD:

```
447237 7/11/2018 006162587040 9/15/2018 DELTA All 234.51 - CC O/YWG/MSP/SNA
447236 7/11/2018 8900737747462 ARC-AIRL - 7.50 CC O/SNA/YVR/YWG
447238 7/11/2018 8900737747463 ARC-AIRL - 7.50 CC
```

This is the body of the related PO:

```
1 1 Each
Description: Flight Reservation: [hidden]
Agency Record Locator: [hidden]
Departure: 09/09/18
WestJet Flight (Delta) 1755 SNA - YVR 2:55PM - 5:46PM
Layover: WestJet Flight (Delta) 458 YVR - YWG 7:05PM - 11:44PM

Return: 09/15/18
Delta Flight 4854 YWG - MSP 1:45PM - 3:11PM
Layover: Delta Flight 921 MSP - SNA 5:00PM - 7:23PM
```

Airfare is fine; total equals both tickets.

Service fee is not fine; only one service fee noted.
The next two screens show the document attached to the PO which is the receipt emailed from BCD. This is the correct document to use when finalizing your PO.

Information for Trip Locator: [REDACTED]

NOTE: Your receipt is attached, please retain this email for your records.

For assistance with this reservation call 1-877-TVL-UofC (1-877-885-8632).
- If booked online – select Option 2
- If booked with an agent, or special assistance is needed – select Option 3

Please visit the CONNEXXUS website for all of your travel needs.

TKT 1: Public fare for your trip is $237.88, BCD Travel found a fare of $184.93 for a savings of $52.95!

Please do not respond to this message via email. This is an auto-generated message and cannot process your reply.
Thank you for using BCD Travel for your travel needs.

Check to make sure the name on your ticket matches the government issued id that you will be using at the airport

Review this summary and the detailed attachment for accuracy. If you find an error, contact your Travel Adviser right away to avoid potential fees and penalties.
By way of accessing and/or utilizing any of our services, you acknowledge that your personal
The receipt clearly shows two airfare tickets and two service fees.
Sample #3 - Amounts don’t match documents

These are the charges we received from BCD

446494 7/9/2018 890737602727 ARC-AIRLINE RPT - 7.50 HYVCSB CC No
446492 7/9/2018 0067161374094 7/30/2018 DELTA AIRLINES 445.29 - HYVCSB CC No O/LAX/EOS-O/BOS/LAX

This is the body of the related PO

<table>
<thead>
<tr>
<th>Line</th>
<th>Qty</th>
<th>Unit</th>
<th>Catalog No</th>
<th>Delivery</th>
<th>Tax</th>
<th>Unit Price</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>Each</td>
<td></td>
<td></td>
<td>N</td>
<td>$7.50</td>
<td>$7.50</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Description: BCD Fee</td>
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<td></td>
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<tr>
<td>2</td>
<td>1</td>
<td>Each</td>
<td></td>
<td></td>
<td>N</td>
<td>$452.79</td>
<td>$452.79</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Description: Boston, Massachusetts, United States</td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

Ticket Receipt Total Amount: 452.79 USD

Date From/To Flight/Vendor Status:
Monday, July 30 2018 LAX-BOS Delta Air Lines 2319 Confirmed

Service fee is fine!
Airfare exceeds billed amount by $7.50
Sample #3 - Amounts don’t match documents (cont’d)

<table>
<thead>
<tr>
<th>Date</th>
<th>From/To</th>
<th>Flight/Vendor</th>
<th>Status</th>
<th>Depart/Arrive</th>
<th>Class/Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, July 30</td>
<td>LAX-BOS</td>
<td>Delta Air Lines 2319</td>
<td>Confirmed</td>
<td>12:05 PM/08:53 PM</td>
<td>Economy/U</td>
</tr>
<tr>
<td>2018</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thursday, August</td>
<td>BOS-LAX</td>
<td>Alaska Airlines 1363</td>
<td>Confirmed</td>
<td>09:10 AM/12:27 PM</td>
<td>Economy/K</td>
</tr>
<tr>
<td>2 2018</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Ticket Receipt

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<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Ticket Receipt

- **Total Amount:** 452.79 USD
- **Ticket Amount:** 445.29 USD
- **Service Fee Amount:** 7.50 USD

**Remarks**

TOTAL FARE FOR THIS ITINERARY IS 445.29 LOWEST FARE ACCEPTED

Airfare line was set up for total amount rather than amounts noted as ticket and Service fee. This will result in an encumbrance left on the PO.