

UCR



Travel and ePay User Group Meeting

August 6, 2018

BFS – Business & Financial Services
A Division of Business & Administration Services (BAS)



UNIVERSITY OF CALIFORNIA, RIVERSIDE



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)
- **Connexus 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





BFS – Business & Financial Services
A Division of Business & Administration Services (BAS)



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
- iTravel 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
 - http://www.ucop.edu/central-travel-management/_files/ab1887-faq.pdf
- UCOP Travel Guidance for AB 1887
 - <https://www.ucop.edu/central-travel-management/resources/ab-1887-travel-prohibition-to-certain-states-using-state-funding-source%E2%80%8B.html>



BFS – Business & Financial Services
A Division of Business & Administration Services (BAS)



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.



BFS – Business & Financial Services
A Division of Business & Administration Services (BAS)



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



GROUP TRAVEL (cont'd)

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 Connexus)
 - 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**



BFS – Business & Financial Services
A Division of Business & Administration Services (BAS)



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.



Travel Credits vs Refunds (Cont'd)

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 Connexus program, American Airlines, Jet Blue, and Virgin America tickets purchased through the Connexus program are eligible for name changes.
- Assistance with a name change is provided by full service agents and an additional service fee will apply.

	Ticket Change Fee	Name Change Fee
American		\$100 (waived)
Delta	\$200 domestic \$250-\$400 international	\$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.

Travel agency	To change or cancel
1 BCD Travel	1.To change or cancel a booking, call a BCD agent for assistance.
2 UC Travel Center	1.To change or cancel a booking, call a UC Travel Center agent for assistance.



Travel Credits vs Refunds (Cont'd)

Unused ticket credits with BCD

- Travelers with a Connexus 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.

Baggage Fee

All 338 results	American Airlines ♦♦
Nonstop 35 results	448.76 10 results
1 stop 269 results	412.57 35 results
2 stops 32 results	--
3 stops 2 results	--
Unused Tickets 1 tickets	1 tickets

Travel Alerts

[You have unused tickets](#)

Company Notes | Travel Map | Upcoming Trips

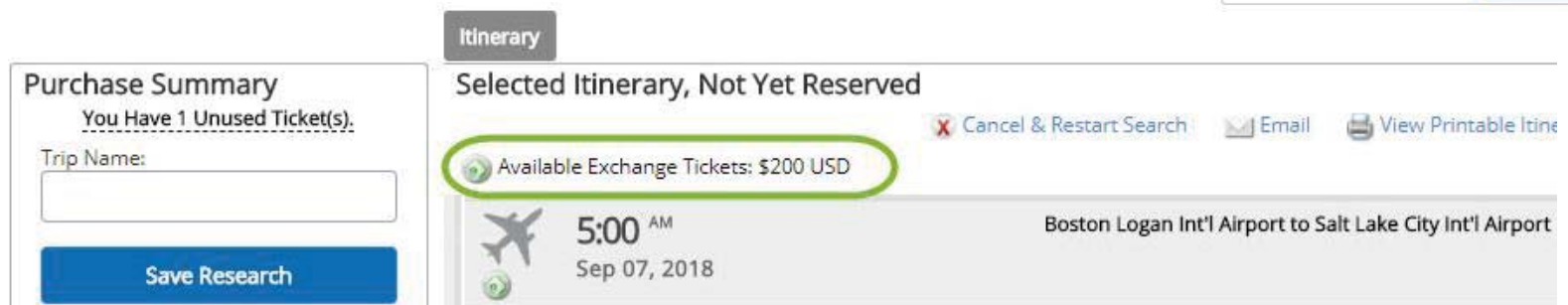
Trip Name/Description	Status
-----------------------	--------



Travel Credits vs Refunds (Cont'd)

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



Travel Credits vs Refunds (Cont'd)

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



BFS – Business & Financial Services
A Division of Business & Administration Services (BAS)



Connexus Service Fees

Sandra Danford



Connexus Service Fees

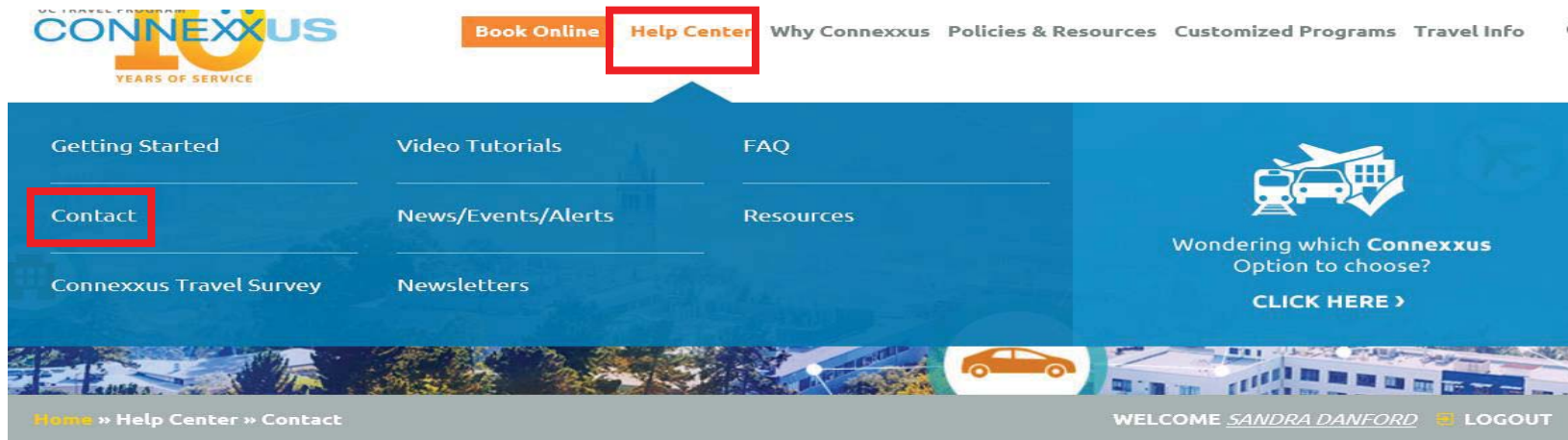
- Service fees vary by agency and by level of service provided.
- UC's preferred agencies fees are competitive with the fees others charge.





Connexus Service Fees

The following screens include the service fee's for Connexus agencies. They can be found in Connexus' Help Center under Contact



CONTACT AN AGENT

Ready to book your travel? Already have a confirmed (or on hold) ticket?

To book travel or to review available options on a confirmed or on hold ticket, please contact an agency listed below. To make changes online using BCD Travel or SWABIZ access the online booking tools found on the [Book Online](#) page. **(NOTE: Agency fees may apply for phone transactions)**



Connexus 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).

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

➤ All service fees are assessed per ticket issued



Connexus Service Fees (cont'd)

- Tickets with Agent Assistance

Agent Assistance	BCD Travel	UC Travel Center	Short's FindIt
Domestic ticket price \$150 or less	\$34.00	\$25.00	\$30.00
Domestic ticket price greater than \$150	\$34.00	\$32.00	\$30.00
International ticket	\$34.00	\$32.00	\$40.00
Hotel / Car only – no airfare	\$16.00	\$15.00	
Void or Cancel (original ticket fee will still apply and will not be voided)	No Charge	No Charge	
Change airfare (additional fee is for agent assistance for a ticket that was originally booked online)	\$11.00 (online booking fee of \$7.50 will still apply and will not be voided)	\$32.00 (online booking fee of \$10.00 will still apply and will not be voided)	\$30.00
Ticket refund (applicable only for non-automated refund processing and/or special handling)		\$30.00	
Direct bill with local preferred hotels (only at participating locations)	\$23.00	\$15.00	
Direct bill with car & driver		\$15.00	

➤ All service fees are assessed per ticket issued



Connexus Service Fees (cont'd)

- Other Service

Other Services (may be in addition to service fees shown above)	BCD Travel	UC Travel Center	Short's FindIt
After hours emergency support (may be in addition to service fees shown above)	\$18.00	No charge	\$20.00
After hours non-emergency support (may be in addition to service fees shown above)	\$35.00	\$30.00	\$20.00
International rate desk	\$25.00	\$15.00	
Ticket upgrade using passenger air miles (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.)	No Charge		

➤ All service fees are assessed per ticket issued



Non-Service Fee Support

- Not all inquiries/support incur agent fee's. Connexus 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

Service	Notes
Air - Information Only	
Air -TKT Request / Verify	
Air - Schedule Changes	only applies to email notification; if the new flights require intervention/ reticketed a fee applies
Air - Send ITIN	
Booking Engine - Escalate	
Booking Engine - Internet Access Problem	Navigation Support
Booking Engine - Navigational	note - log in and profile update questions are referred back to the campus
Booking Engine - Other	
Car - Inquire Only	
Confirmation to Traveler	
Hotel - Inquire Only	
Phone Transfer /Refer to Traditional	
Verify Request / Verify Remarks	



BFS – Business & Financial Services
A Division of Business & Administration Services (BAS)



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 Connexus 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!



Traveler reserving with CTS - plus name verification examples

- 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 will highlight the area's 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 booking with CTS - plus name verification examples (cont'd)

SAP Concur Travel App Center

CONNEXXUS
The University of California Travel Program
Hello, SANDRA

Traveler verification # 1 – if you are the Travel Coordinator and see “booking for myself” STOP NOW!!

00 View Trips

TRIP SEARCH

Booking for myself | Book for a guest

CONTACT THE DESIGNATED GOVERNMENT AGENCY IN YOUR COUNTRY OF CITIZENSHIP FOR PASSPORT/VISA REQUIREMENTS. TRAVEL INTO U.S. MAY REQUIRE ESTA AUTHORIZATION. FOR DETAILS VISIT [THE ESTA WEBSITE](#)

Warning- Duplicate air bookings may result in fees from the airlines. Duplicate bookings are defined as reserving multiple seats on the same flight or different flights for the same time frame.

Flight Search

Round Trip | One Way | Multi City

From [Find an airport](#) | [Select multiple airports](#)

To [Find an airport](#) | [Select multiple airports](#)

Search

[Show More](#)

ALERTS

You haven't signed up to receive e-receipts. [Sign up here](#)

COMPANY NOTES

By way of accessing and/or utilizing any of our services, you agree that your personal data will be used in accordance with BCD's Global Privacy Policy.

Welcome to the Connexus/BCD Travel Online Booking Tool for UC Riverside
Click [here](#) to update your profile or assign a travel arranger

[Read more](#)

MY TRIPS (0)

You currently have no upcoming trips.

SAP **BCD travel**

Traveler can view different airfare options

Trip Summary



Select Flights

Round Trip

ONT - OAK
 Depart: Mon, 09/10/2018
 Return: Tue, 09/11/2018



Finalize Trip

Change Flight Search

Depart - Mon, Sep 10

Depart 06:00 A - 11:15 A

Arrive 07:15 A - 12:50 P

Return - Tue, Sep 11

Depart 06:05 A - 11:35 A

Arrive 07:30 A - 04:21 P

Price

Price \$102.37 - \$476.80

Display Settings

- Hide Non-refundable Fares
- Hide Propeller Planes
- Depart/Return Same Airport Only

Airport Filters

Need help using this site? Call BCD Travel at 1-877-885-8632 option #2 for navigation support

GENERAL NOTICES ON TRAVEL

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.

ONTARIO, CA TO OAKLAND, CA
 MON, SEP 10 - TUE, SEP 11

Show as USD

Hide matrix Print / Email

All	6 results		Preferred
Nonstop	6 results	241.96	6 results

Shop by Fares Shop by Schedule

Connexus preferred airlines are noted with gold diamonds. Please use them whenever possible.

Click on a column, row or cell to filter your results. Select "All" to return to view all options.

If you cannot locate a flight that fits your needs, expand your search using the left hand change panel.

Please note the "airport filters" if your city is serviced by more than one airport.

Please note: search results are based on your selected criteria and other factors including company policies. Fare, schedule or availability information may not be complete or in neutral order.

Flight Number Search




Sorted By: Price - Low to High



Displaying: 6 out of 17 results.

	06:50a ONT→08:05a OAK	Nonstop	1h 15m	\$241.96
	10:35a OAK→11:55a ONT	Nonstop	1h 20m	View Fares

Traveler can view different airfare options cont.



06:50a ONT → 08:05a OAK Nonstop 1h 15m **\$241.96**

10:35a OAK → 11:55a ONT Nonstop 1h 20m

[Hide Fares](#)

Preferred Airline for University of California [Hide all details ^](#)

DEPART ✕ Mon, Sep 10 – Ontario, CA to Oakland, CA [Flight details v](#)

Fare Options	Free Checked Bags	
Wanna Get Away	Visit Southwest	\$120.98 <input checked="" type="radio"/>
Anytime	Visit Southwest	\$213.76 <input type="radio"/>
Business Select	Visit Southwest	\$238.40 <input type="radio"/>


RETURN ✕ Tue, Sep 11 – Oakland, CA to Ontario, CA [Flight details v](#)

Fare Options	Free Checked Bags	
Wanna Get Away	Visit Southwest	\$120.98 <input checked="" type="radio"/>
Anytime	Visit Southwest	\$213.76 <input type="radio"/>
Business Select	Visit Southwest	\$238.40 <input type="radio"/>

[Fare rules / Fare Details](#) — Ticket is non-refundable

Southwest

Traveler ok to select flight



\$241.96

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

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!!**

Review and Reserve Flight

REVIEW FLIGHTS

DEPART ✕ Mon, Sep 10 – Ontario, CA to Oakland, CA [Hide Details ^](#)

Mon, Sep 10 06:50a ONT → 08:05a OAK 1h 15m Southwest 5835

RETURN ✕ Tue, Sep 11 – Oakland, CA to Ontario, CA [Hide Details ^](#)

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

Frequent Flyer Programs [Add a Program](#)

For Southwest

SEAT ASSIGNMENT

Pre-reserved seats are not available for this flight.

REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
Airfare	\$198.66	\$43.30	\$241.96
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 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 Connexus Profile.

How would you like to pay?

UCR Travel Coordinators Authorized Airfare Card* (...7342)

* 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](#).

[Back](#)

[Reserve Flight and Continue](#)

Traveler ok to hit "Reserve Flight and Continue"

Traveler can review details

Trip Summary



Finalize Trip

Review Travel Details
Enter Trip Information
Submit Trip Confirmation

Travel Details

Almost Finished!

Please review your selections, add a car and/or hotel if needed, and scroll to the bottom of the page to select "Next"
Need help with using this site? Call BCD Travel at 1-877-885-8632 option #2 for navigational help only or to finalize a ticket on hold.

TRIP OVERVIEW

I want to...

[Print Itinerary](#)
[E-mail Itinerary](#)

Trip Name: Trip from Ontario to Oakland [\(Edit\)](#)

Start Date: September 10, 2018

End Date: September 11, 2018

Created: July 26, 2018, SANDRA DANFORD (Modified: July 26, 2018)

Description: (No Description Available) [\(Edit\)](#)

Agency Record Locator: PSUWFS

Passengers: Sandra L Danford

Total Estimated Cost: \$241.96 USD [\(Details\)](#)

Add to your Itinerary



[Car](#)



[Hotel](#)

Traveler Verification
spot #3

RESERVATIONS

Monday, September 10, 2018



Flight Ontario, CA (ONT) to Oakland, CA (OAK) [Change](#) | [Cancel all Air](#)

Southwest 5835

Departure: 06:50 AM

Ontario Airport (ONT)
Duration: 1 hour, 15 minutes
Nonstop

Confirmation: U8PRZV

Status: **Booked directly in**
Southwest /U8PRZV

Seat: No seat

Arrival: 08:05 AM

Oakland Intl Airport (OAK)

Additional Details

Distance: 362 miles
E-Ticket
Emissions: 228.8 lbs CO₂
Cabin: Wanna Get Away (U)



[Add to your Itinerary](#)

Tuesday, September 11, 2018

Traveler can review details cont.

Departure: 10:35 AM
 Oakland Intl Airport (OAK)
 Duration: 1 hour, 20 minutes
 Nonstop

Confirmation: U8PRZV
 Status: **Booked directly in Southwest /U8PRZV**

Seat: No seat

Arrival: 11:55 AM
 Ontario Airport (ONT)

Additional Details
 Distance: 362 miles
 E-Ticket
 Emissions: 228.8 lbs CO₂
 Cabin: Wanna Get Away (U)



[Add to your Itinerary](#)

TOTAL ESTIMATED COST

Air		
Airfare quoted amount:		\$198.66 USD
Taxes and fees:		\$43.30 USD
Total Estimated Cost:		\$241.96 USD

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

REMARKS

BCD TRAVEL - WITHIN THE US CALL 877-885-8632
 OUTSIDE OF US CALL 818-238-4445
 FULL SERVICE OFFICE HOURS ARE 8A-5P PST MONDAY-FRIDAY
 AFTER THESE HOURS YOUR CALL WILL BE ROUTED TO OUR
 EMERGENCY AFTER HOURS SERVICE YOUR EXECUTIVE CODE IS
 NV1C. 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 close 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"

Next >>

Cancel Trip

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!!!!

Trip Summary

✓ **Finalize Trip**

- ✓ Review Travel Details
- Enter Trip Information**
- Submit Trip Confirmation

Trip Booking Information

Airfare "HOLD" are subject to airline rules:

HOLD does not guarantee you the price or a seat on the plane and will cancel within 24 hours. If you are placing your trip on hold, and you have NOT obtained your campus paid authorization number, the field should be left blank until you are ready to purchase/complete the trip.

If your booking does not include flights, enter ten 9's in the indicated field.

Agency Fees for Airfare:

There will be a \$7.50 per ticket transaction fee assessed for online ticketing with most airlines and \$11.50 for Southwest tickets. An additional \$11.00 may be assessed for agent assistance.

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

<p>Trip Name This will appear in your upcoming trip list.</p> <input style="width: 95%;" type="text" value="Trip from Ontario Airport, Ontario, CA to Oakland Intl Airport, Oakland, CA"/>	<p>Trip Description (optional) Used to identify the trip purpose</p> <input style="width: 95%;" type="text"/>
<p>Comments for the Travel Agent (optional) Special Requests may incur a higher service fee.</p> <div style="border: 1px solid gray; height: 30px; width: 100%; text-align: center; color: red; font-size: 2em;">X</div>	
<p>Email a copy of your itinerary to: (If Email contains _ please replace underscore with .UN.)</p> <input style="width: 95%;" type="text"/>	<p>Email a copy of your itinerary to: (If Email contains _ please replace underscore with .UN.)</p> <div style="border: 1px solid gray; height: 30px; width: 95%; text-align: center; color: red; font-size: 2em;">X</div>
<p>Check below to send a message to the airline requesting wheelchair assistance at the airport</p> <input type="checkbox"/>	<p>Enter your 9 digit Connexus ID (aka DAPO#; use leading 0's). If not using the CTS enter 99999999. [Required]</p> <input style="width: 95%;" type="text"/>

You may HOLD this reservation until: 07/27/2018 09:59 pm Pacific

Please enter information about this trip then press Next to finalize your reservation. If you close 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.

X



BFS – Business & Financial Services
A Division of Business & Administration Services (BAS)



US Bank PO's

Sandra Danford



Sample #1 - Incorrect Documents for US Bank PO

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

1	1	Person		N	\$430.18	\$430.18	
<u>Description:</u> RT Airfare							
UCR Employee Traveler: [REDACTED]							
Trip Record Locator: [REDACTED]							
August 23, 2018							
LAX to ITO							
August 29, 2018							
ITO to HNL							
September 5, 2018							
HNL to LAX							
2	1	Each		N	\$7.50	\$7.50	
<u>Description:</u> BCD Service fee \$7.50							
						Sub Total:	\$437.68
						Sales Tax:	\$0.00
						Shipping:	\$0.00
						Total:	\$437.68

Airfare is fine; total equals both tickets

Service fee is not fine, only one service fee noted



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

7/9/2018 Concur: Travel - Finish Help ▾

SAP Concur C Travel Acting as [REDACTED]

Travel Trip Library Templates Tools

Trip Summary

✓ **Finished!**

Finished!

You have successfully booked your trip!

Trip Record Locator : [REDACTED]

This trip complies with your travel policy.
Your itinerary has been saved. BCD Travel (University of California) will service your itinerary.


Please Note: Fares are not guaranteed until tickets are issued and are subject to change without notice.
Airfare must be ticketed by: 07/10/2018 11:55 pm Pacific

Travel Contact Information

BCD Travel Phone: 1-877-885-8632
(outside the US call 1-818-238-4445)

Option #3 for agent support
(agent assistance fees apply per transaction; see Connexus portal for details)

TRIP OVERVIEW


The University of California Travel Program

Trip Name: Multi-Segment Trip
Start Date: August 23, 2018

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, [REDACTED] (Modified: July 09, 2018)
Description: (No Description Available)
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

Confirmation:
[REDACTED]
Status: Confirmed

Seat: 26C (Confirmed)

Arrival: 07:46 PM
Hilo Airport (ITO)

Additional Details

Aircraft: Boeing 737-800
E-Ticket
Emissions: 850.9 lbs CO₂
Cabin: Economy (G)

Distance: 2445 miles

Meal: Food for purchase



Sample #1 - Incorrect Documents for PO (cont'd)

TOTAL ESTIMATED COST

Air

[View Fare Rules](#)

Airfare quoted amount:	\$156.75 USD
Taxes and fees:	\$23.35 USD
Airfare quoted amount:	\$215.76 USD
Taxes and fees:	\$34.32 USD

Total Estimated Cost: \$430.18 USD

Restrictions

Quote: NONREF/0VALUAFTDPT/CHGFEE

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

REMARKS

BCD TRAVEL - WITHIN THE US CALL 877-885-8632
 OUTSIDE OF US CALL 818-238-4445
 FULL SERVICE OFFICE HOURS ARE 8A-5P PST MONDAY-FRIDAY
 AFTER THESE HOURS YOUR CALL WILL BE ROUTED TO OUR
 EMERGENCY AFTER HOURS SERVICE YOUR EXECUTIVE CODE IS
 NV1C. 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

While the amounts are all estimates and quotes, this document does show that two separate tickets will be booked



Sample #2 - Missing Service Fee

These are the charges we received from BCD

447237	7/11/2018	006	7162587040	9/15/2018	DELTA	234.51	-	CC	O/YWG/MSP/SNA
447236	7/11/2018	890	0737747462		ARC-AIRL	-	7.50	CC	
447235	7/11/2018	838	7162587039	9/9/2018	WESTJET	184.93	-	CC	O/SNA/YVR/YWG
447238	7/11/2018	890	0737747463		ARC-AIRL	-	7.50	CC	

This is the body of the related PO

1	1	Each		N	\$419.44	\$419.44
<u>Description:</u> Flight Reservation - [REDACTED]						
Agency Record Locator: [REDACTED]						
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 5:30PM - 7:23PM						
2	1	Each		N	\$7.50	\$7.50

Airfare is fine; total equals both tickets

Service fee is not fine; only one service fee noted



Sample #2 - Missing Service Fee (cont'd)

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



Sample #2 - Missing Service Fee (cont'd)

Winnipeg, Manitoba, Canada

Passenger	Agency Record Locator
[REDACTED]	[REDACTED]
	Reference number by traveler
	[REDACTED]

Ticket Receipt			Total Amount: 434.44 USD
Date	From/To	Flight/Vendor	Status
Sunday, September 9 2018	SNA-YVR	WestJet 1755	Confirmed
Sunday, September 9 2018	YVR-YWG	WestJet 458	Confirmed
ElectronicTicket Number	Invoice Number	Form of Payment	Ticket Amount
8387162587039	0447235	VI*****7342	184.93 USD
Service Fee Number	Invoice Number	Form of Payment	Service Fee Amount
8900737747462	0447236	VI*****7342	7.50 USD
Date	From/To	Flight/Vendor	Status
Saturday, September 15 2018	YWG-MSP	Delta Air Lines 4854	Confirmed
Operated By SKYWEST DBA DELTA CONNECTION			
Saturday, September 15 2018	MSP-SNA	Delta Air Lines 921	Confirmed
ElectronicTicket Number	Invoice Number	Form of Payment	Ticket Amount
0067162587040	0447237	VI*****7342	234.51 USD
Service Fee Number	Invoice Number	Form of Payment	Service Fee Amount
8900737747463	0447238	VI*****7342	7.50 USD

The receipt clearly shows two airfare tickets and two service fees

Travel Summary					
Date	From/To	Flight/Vendor	Status	Depart/Arrive	Class/Type
09/09/2018	SNA-YVR	WS 1755	Confirmed	02:55 PM/05:46 PM	Economy/D
09/09/2018	YVR-YWG	WS 458	Confirmed	07:05 PM/11:44 PM	Economy/D
09/15/2018	YWG-MSP	DL 4854*	Confirmed	01:45 PM/03:11 PM	Economy/U
09/15/2018	MSP-SNA	DL 921	Confirmed	05:30 PM/07:23 PM	Economy/U

Remarks
 TOTAL FARE FOR THIS ITINERARY IS 419.44
 LOWEST FARE ACCEPTED



Sample #3 - Amounts don't match documents

These are the charges we received from BCD

446494 7/9/2018 890 0737602727 ARC-AIRLINE RPT - 7.50 HYVCSB CC No
 446492 7/9/2018 006 7161374094 7/30/2018 DELTA AIRLINES 445.29 - HYVCSB CC No O/LAX/BOS-O/BOS/LAX

This is the body of the related PO

Line	Qty	Unit	Catalog No	Delivery	Tax	Unit Price	Total Price
1	1	Each			N	\$7.50	\$7.50
<u>Description:</u> BCD Fee							
2	1	Each			N	\$452.79	\$452.79
<u>Description:</u> Boston, Massachusetts, United States							

Passenger



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)

Ticket Receipt			Total Amount: 452.79 USD
Date	From/To	Flight/Vendor	Status
Monday, July 30 2018	LAX-BOS	Delta Air Lines 2319	Confirmed
Thursday, August 2 2018	BOS-LAX	Alaska Airlines 1363	Confirmed
Electronic Ticket Number	Invoice Number	Form of Payment	Ticket Amount
0067161374094	0446492	VI*****7342	445.29 USD
Service Fee Number	Invoice Number	Form of Payment	Service Fee Amount
8900737602727	0446494	VI*****7342	7.50 USD

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.

Travel Summary					
Date	From/To	Flight/Vendor	Status	Depart/Arrive	Class/Type
07/30/2018	LAX-BOS	DL 2319	Confirmed	12:05 PM/08:53 PM	Economy/U
08/02/2018	BOS-LAX	AS 1363	Confirmed	09:10 AM/12:27 PM	Economy/K

Remarks
TOTAL FARE FOR THIS ITINERARY IS 445.29
LOWEST FARE ACCEPTED