More than the sum of our parts: Further integration of business units to benefit UC San Diego

This year’s arrival of fall brings highly anticipated and exciting changes for Travel. Central business and administrative service units under the BFS umbrella, which includes Disbursements, Mail Services, Material Support Services, Procurement & Contracts, Tax Services and Travel, are transitioning to become UC San Diego’s procure-to-pay-to-fulfill organization.

This change follows a natural evolution reinforced by business standards, emerging technology, increasing mission-specific business needs for higher education and research institutions, and our clients’ feedback.

This organizational alliance will provide integrated, accessible, efficient, sustainable, and cost effective strategic services and support driven by a client relationship management team that is dedicated, engaged, collaborative, and responsive to the academic and research community.

What makes this change important to UC San Diego? With this alignment, our processes are now valued as a progression rather than individual outcomes and measured as being a continuous process leveraging the differences between traditionally unlinked processes to complete an end-to-end cycle.

Simply, this means that when you need to order, pay, reimburse, receive, travel or consult with policy experts we are as a single organization dedicated to managing the procure-to-pay-to-fulfill transaction life cycle to:

· Capture and broadcast comprehensive cost savings and avoidance

· Implement and normalize innovative business, eCommerce, and supply management processes and technologies

· Support beneficial accountable practices in procurement, payment, movement of material, tax services, and travel

· Offer consistent customer-centric training, policy, procedure, and assistance

· Employ common data analytics to drive and prioritize strategic decisions

· Serve as a foundation for improvement that drives the long-term direction for UC San Diego and UC leadership for procure-to-pay-to-fulfill

Stay tuned for more information as the newly combined leadership develops our identity and structure. Informative presentations are being planned for the campus as well as to capture your ideas.

-Faye McCullough
Connexxus: Campus Collaboration

As Program Manager for Connexxus at UC San Diego, I’m always looking for new ways to enhance the customer experience. Here’s how one interaction, with one individual on campus, had the impact of helping to make Connexxus a useful tool to our campus community.

Earlier this year, Cathy Holdeman from Library invited Chrissy Smith, Manager of UC San Diego’s Travel Card Programs, and me to give a presentation about Connexxus and the Travel Card program. At the session, I gave my usual overview, including a preview of the Connexxus portal, benefits, tips and tricks, and discounts for business and personal use. After the presentation, Cathy asked if I would come back to show a step-by-step demo and I replied with an enthusiastic, “Yes!”

This would prove to be different from all the other sessions. Cathy had the insight to recognize some hesitation in her area about using Connexxus because traveler profiles weren’t complete, travel arrangers weren’t assigned, and some users had questions they were not ready to ask. The solution? Instead of showing a demo on a big screen we hosted a hands-on computer lab for real-time active participation. The response was so great that we had to schedule an additional session. Attendees arrived with all the info they wanted to add to traveler profiles like emergency contacts, Travel Card information, and loyalty reward programs. There were even travelers who used the session to book airfare for upcoming trips!

Thank you Cathy!

Are you faced with a similar situation? Would a Connexxus training session be helpful? Maybe you have a venue that would allow for a hands-on computer lab? Please contact Shannon Miller at scmiller@ucsd.edu.

Need Help with Travel or Entertainment?

In Blink, the Travel home page is available in the Blink Topics Tab. The Travel home page is designed to help with your Travel and Entertainment needs. To best serve you, our team is committed to providing great service, up-to-date policy guidance, and technological support. We also provide customized onsite training (requested minimum attendance is 10). If you are interested in gathering a group for a session, contact Nancy Herbst at NHerbst@ucsd.edu. We are here to help!
Just the Ticket

Five ways to be a sustainable traveler

Whether you are responsible for booking travel or are the business traveler, here are five simple things that you can do to be a sustainable traveler:

1. **Reduce waste:** Bring an empty refillable water bottle as part of your carry on. Many airports now have filter water bottle fill stations after you pass security. These hydration areas encourage the conservation of our natural resources and preservation of our environment by helping to reduce the solid waste created from single-use plastic water bottles. And don’t forget to try the new paperless mobile boarding pass. Choosing a mobile boarding pass eliminates the hassle of stopping at a kiosk at the airport and is more environmentally friendly.

2. **Support the local economy:** Consider eating at local, family owned restaurants and use local tour and transportation operators. Even consider the source when purchasing that souvenir to bring home. Supporting local-owned businesses ensures that important decisions are made locally by people who live in the community and who will feel the impacts of those decisions. In addition, compared to chain stores, locally owned businesses recycle a much larger share of their revenue back into the local economy, enriching the whole community.

3. **Stay at sustainable and/or local accommodations:** Eco-friendly accommodations are increasingly available and sustainable certifications such as Green Globe show that the lodging is considering its impact on the environment. While the business traveler doesn’t always have flexibility in lodging options, to the extent possible remember that condensed hotel zones often take over prime beach areas, decrease biodiversity, and other environmental effects while creating a division between tourists and locals. Want to find a sustainable hotel in your area? Try the Green Hotel Search at [http://www.environmentallyfriendlyhotels.com/](http://www.environmentallyfriendlyhotels.com/).

4. **Eat less meat:** In addition to the health benefits, going meatless once a week can also help reduce our carbon footprint and save precious resources like fossil fuels and fresh water. Did you know that it takes almost 50 times more water to produce a single pound of beef than to produce a pound of vegetables? You will also help to reduce greenhouse gases and fuel dependency.

5. **Consider the flight:** Experts predict that by 2050, annual aircraft emissions will reach well over a billion tons of greenhouse gas. The fuel efficiency is typically lower on shorter trips than on longer distance flights because take-off and landing use much more fuel than flying at altitude. Accordingly, a non-stop flight will have a smaller carbon footprint than a flight with multiple stops or plane changes. Flying economy instead of business or first class also reduces the emissions per person. Want to see what a specific airline is doing towards sustainability? Visit the Responsible Travel Report at [http://www.responsibletravelreport.com/component/content/article/2648-how-some-airlines-are-striving-toward-sustainability](http://www.responsibletravelreport.com/component/content/article/2648-how-some-airlines-are-striving-toward-sustainability).

Speak up! One of the best actions we can take is to magnify our efforts by asking companies if they sell organic, Fairtrade, and ecofriendly options. The more people ask for green products, the more likely companies are to sell them. This is also a great way to educate people on what certain certifications mean and why they are important to consumers.

---


---

Travel and Entertainment Vision and Mission Statements

**Our priority is ease, efficiency and exceptional service for your business travel, meetings and entertainment. Faculty, staff, students and guests need timely support. We provide straightforward, low-cost options for arranging travel; convenient methods to pay expenses for trips, meetings, and entertainment; and tools for quick reimbursement.**

**Our collective expertise delivers comprehensive travel and entertainment programs and services. We partner with customers, coordinate with other business units, and collaborate with other universities to maximize value and flexibility while minimizing risk.**