

Travel and Cliqbook Frequently Asked Questions

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Cliqbook Set-Up

Q. What should I do the first time I log into Cliqbook?

A. The first time you log into Cliqbook, you should complete your profile. Before you use Cliqbook to reserve travel, click the Profile link to review and update your profile. You must *save your profile* before you first attempt to book a trip in Cliqbook. If you are a travel arranger, select the profile that you want to edit from the You are Administering Travel For list on the My Concur page and then click Profile.

Q. Do I have to use Cliqbook?

A. Yes, it will be necessary to use Cliqbook to track all travel. It is not mandatory, however, to use Cliqbook's travel booking feature, although its use is strongly encouraged because of potential cost savings and efficiencies.

Q. What if I do not book my own travel?

A. In Cliqbook, you can select an assistant or arranger to reserve your travel. On the My Concur page, click Profile and then click the Assistants link at the top of the page. Click Add an Assistant to add the person who you would like to authorize to reserve your travel. This person can now update your profile and also make travel arrangements for you. If you do not see your travel arranger in the list of people to select from, that individual might not have access to Cliqbook. To add your arranger to the list, send a request to your travel administrator.

Q. Is my information entered in the travel profile shared with anyone?

A. Only you as the traveler and the travel arranger have access to the profile information. The travel arranger does not have access to your personal credit card information.

Q. What are the required fields on the profile page?

A. The fields required on the profile page are contact telephone numbers, email address, TSA information, and personal credit card. Optionally, you can also enter travel preferences such as frequent flier information and seating preferences.

Q. I do not use an American Express government card and do not want to use my personal credit card. Do I need to enter a credit card number?

A. To use Cliqbook and reserve a hotel room, you must use and enter a credit card number. The Cliqbook site is a secure site. Only the last four digits of the card number are shown.

Q. We have commissioners who travel three to four times per year. They do not have state emails. Do you recommend that they be designated as a guest?

A. They should set-up a profile. Contact your travel administrator to provide Cliqbook access.

Q. I arrange my supervisor's travel. Should he or she have their own password?

A. Yes, you and your supervisor must each have a traveler profile with separate passwords. Your supervisor should assign you as a travel arranger via his or her profile.

Q. Do I as the travel arranger need to input the traveler's credit card number?

A. No, the traveler will input their credit card number when they complete their profile.

Q. Who should I contact for assistance with navigating in Cliqbook?

A. Contact TravelStore at (916) 376-3989 or (877) 454-8785 for Cliqbook system navigational assistance.

Reservations

Q. When I enter my credit card number to make a reservation, will anyone see that number?

A. No one has access to your number; it is a secure site. Only the last four numbers are shown.

Q. For travelers who travel only once, is there a different set-up? Can anyone assigned arrange travel for these types of travelers?

A. Travel arrangers can be set up to book one time travelers, or guests. Contact your travel administrator for access to book guests.

Q. Do we have to book refundable fares?

A. Department policies differ. Please check with your department travel program coordinator.

Q. Can you check "price and schedule" when searching for airline reservations?

A. No, you must select either price or schedule.

Q. Can we load multiple credit cards for hotels in our profile?

A. Yes.

Q. What do I do if the conference I am attending has a special conference or hotel rate?

A. You should follow the conference instructions and book the hotel separate from Cliqbook.

Q. What procedure should I use if I have two or more travelers going to the same destination?

A. Cliqbook will allow you to clone a reservation. When the first booking is made, you will be able to clone the reservation, found under the Upcoming Trips tab as one of the trip actions. After selecting the trip action to clone, you will then pull over the next traveler's profile so that all frequent guest numbers and credit cards are captured and then add any additional cars or hotels before submitted to purchase.

Q. How can I see the flights I have already booked?

A. Go to the Trip Library to view a list of your itineraries. You can search for a specific itinerary by entering keywords and a date range. Click the Actions button to View the itinerary, Email the itinerary, View Request, Create a Template, Change or Cancel the trip.

Q. What does the yellow diamond represent when viewing air, hotel, and car options?

A. The yellow star represents a company preferred vendor.

Q. I frequently travel to the same destination, stay in the same hotel and rent the same car. Is there an easy way to book this trip?

A. Yes, you can create a Template for any trip. Click the Actions button on a trip in your Trip Library, and select the option to Create a Template.

Q. Can I book travel for guests, volunteers, and other non-State employees?

A. Yes, click on the "You are administering travel for" dropdown in the upper right hand corner of the Travel Home page and select "Guest". For a guest who travels a few times a year, you can have a profile set up for him or her.

Q. Who should I contact if I feel I am not receiving the lowest fare available via Cliqbook?

A. There are certain factors that can affect the pricing of airline tickets. These factors can include any of the following: search criteria, availability, or time of booking.

Q. What is the different between *Hold Trip* and *Purchase Now*?

A. *Purchase Now* will purchase and ticket your flight as well as confirm car and hotel reservations. *Hold Trip* will save your itinerary and confirm the car and hotel but does not ticket your flight. You can come back later to purchase the flight. In order to prevent a hotel no-show charge, you will want to cancel a reserved itinerary if you are not going to use it. Also, *airfare is subject to change until ticketed*, so the fare could change until you purchase the ticket.

Primary Assistant

Q. Are the following terms interchangeable and/or have the same meaning: Primary Assistant, Travel Arranger, Travel Planner, Travel Coordinator, and Travel Assistant?

A. Yes.

Q. How many primary assistants can I have?

A. You can have an unlimited number of primary assistants.

Q. What is the difference between "can book travel for me" and "is my primary assistant"?

A. If you want the assistant to just book travel for you, select "can book travel for me." If you want to allow the assistant to view, make changes to, and modify your profile, select "is my primary assistant." If you want the assistant to be able to do both, select both options.

Q. Can one travel arranger set-up travel for all travelers?

A. Yes.

Cancellations/Changes

Q. How do I make cancellations?

A. Cancellations can be made via the trip recorder locator on Cliqbook, prior to ticketing. You can also call TravelStore to make cancellations at no additional fee.

Q. If I am out on the road and I have to make a change via the TravelStore, will there be a charge?

A. No.

Q. What should I do if I book an air reservation on Cliqbook, and a few hours later decide to add a car and/or hotel?

A. You can make changes before your ticket is issued. To add or modify your trip, click the name of the trip in the Upcoming Trips tab and then select Change Trip.

SWABIZ

Q. Will SWABIZ fares show up in Cliqbook?

A. No, not at this time.

Q. Will we continue to use SWABIZ and Enterprise?

A. Yes. For SWABIZ, you will continue to use until it is incorporated into Cliqbook which is planned for next year's Implementation of Phase 2. For Enterprise, you will continue to use it until the contract expires on December 31, 2010. Further instruction will be given at that time.

Q. We are not using SWABIZ; where do we begin?

A. The Statewide Travel Program (STP) staff will assist you with the SWABIZ set-up.

Q. If SWABIZ is not incorporated into Cliqbook at this time, how can we do comparisons when shopping for airfares?

A. You will need to visit both screens, Cliqbook and SWABIZ. Be sure to add baggage fees when comparing costs. Once SWABIZ is incorporated, you can view all fees and determine the best price.

General

Q. Why should I use Cliqbook instead of just calling an agent directly?

A. Cliqbook is fast and convenient. It is available 24/7. The Cliqbook booking fee is only \$5, while calling an agent is \$10. When searching for flights, hotels and cars, Cliqbook shows all carriers on a single screen, providing the ability to price compare. Cliqbook is linked to all State of California contract discounts, and Cliqbook provides a list of all travel plans you've made.

Q. Will this system tie into State Controller's Office CalATERS (the California Automated Travel Expense Reimbursement System)?

A. Yes, we are working with the State Controller's Office to implement this in Phase 3.

Q. Your user name is your email but what is your password?

A. You will create your own password.

Q. Is there a fee charged if there is a trip on hold?

A. No, but keep in mind a trip will only remain on hold for 24 hours.

Q. Are the airlines charging for bags?

A. Southwest Airlines is currently the only airline that does not charge baggage fees. Please refer to the baggage fee policies on Cliqbook.

Q. Does the State pay or does the employee pay for bags?

A. The employee must pay for the baggage fees; however, the State Controller's Office will reimburse baggage fees via a Travel Expense Claim, and with a valid justification.

Q. Can we print boarding passes through Cliqbook or do we have to go through the airlines?

A. Boarding passes are provided via the airlines.

Q. For out-of-state travel (OST), do I have to enter the OST authorization number?

A. No, however, prior approval is still required.

Q. If I have a question regarding Cliqbook and call the TravelStore, will I be charged a fee?

A. You will not be charged a fee to speak with an agent. The fee is only charged if a ticket is purchased.

Q. How do I know who my travel program coordinator or travel administrator is?

A. Contact your Accounting Office.

Q. What are E-receipts in Cliqbook?

A. E-receipts are electronic itemized receipts that can be accepted in lieu of a scanned or attached receipt file. Travelers are able to receive E-receipts for transactions from vendors. To enable E-receipts, click the Profile tab to view your profile options, then select E-receipt Activation. Read the agreement and then click "I Agree" to complete the e-receipt activation.