

UPCOMING TRIPS

- The **'Upcoming Trips'** tab (on the Travel Center home page) displays all current trips, booked online or with a BCD Travel consultant.
- The **'Status'** column indicates the current status of a trip (e.g. Confirmed, Sending trip to agency, etc.)
- Select a Trip Name (shown in blue text) to display the Trip Actions menu.
- The **Trip Actions** menu enables a user to View Itinerary, Email Itinerary, View Request, Create Template, Share Trip, Clone Trip, Pre-Ticketing Change (add car or hotel, and cancel (if the ticket is eligible, canceled trips will be voided).

Trip Name/Description	Locator	Status
Trip from London to New York <i>W/out J back test</i>		Awaiting Approval by Sally Jones Approved deadline is 02/28/2006 Eastern. Trip will be automatically cancelled if not approved by then.
Multi-Segment Trip		On Hold By User Trip will be automatically cancelled at 02/28/2006 Eastern
Trip from Birmingham to Orlando	GZYMINU	Confirmed

MY TEMPLATES

- A **'Trip Template'** is a record of your trip that you can use at a later date to make travel reservations for the same trip and travel cities speeding up the reservation process.
- To use a trip template, select **'Templates'** from the Cliqbook navigation bar.
- Select a trip from the list of Personal Travel Templates or Company Travel Templates.
- Click on the **'Book'** link next to the template you wish to use. Enter new dates. Cliqbook will use your pre-defined details to book your trip.
- Click on the **'Edit'** link next to the template if you wish to change some of the pre-defined information (e.g. time of travel).
- To create a **'Personal Travel Template'**, click on the **'Add New Template'** link. New templates can be created from an empty template or by using an existing trip.

Template Name	Created By	Description
Monthly HR Meeting	Adams, John	
Sales Meeting in Chicago	Adams, John	
Trip from Albany to Chicago	Adams, John	
Trip from Dallas to Chicago	Adams, John	
Trip from Santa Ana to Dallas	Adams, John	
Trip from Washington to Atlanta	Adams, John	

TRIPS ON HOLD

- 'Hold Trip'** will hold a trip within Cliqbook until the last ticketing date (this will vary depending on fare selected).
- Trips on hold must be purchased before the last ticket date, otherwise the trip will be cancelled.
- The last ticket date is displayed within the following areas in Cliqbook: Trip Booking Information, Confirmation screen, and the Upcoming Trips tab on the Travel Center home page.

MAKING CHANGES TO A BOOKING

- Changes to flights booked on Cliqbook can only be completed prior to ticket issue. For post-ticket flight changes or changes to reservations that you have booked over the phone, please contact your BCD Travel team at Balboa Travel.
- If you have an un-ticketed trip and wish to make a change, select a Trip Name from the **'Upcoming Trips'** tab. This will activate the **'Trip Actions'** menu.
- Choose **'Change Trip'** or **'Cancel Trip'** from the Trip Actions menu. The Cliqbook travel wizard will open the trip so you can make changes.

Trip Name/Description	Trip Actions
Trip from London to New York <i>web carrier time test - 15</i>	View Itinerary
Trip from London to New York <i>Web search airlines 11</i>	View Request
Trip from London to New York <i>Web directtiming test 7 air</i>	Create Template
Trip from London to New York <i>web carrier test - 5 loaded</i>	Change Trip
Trip from London to New York <i>hotel check - email check for Nicola</i>	Cancel Trip
Trip from London to New York	

FINDING HELP

- Select **'HELP'** from the Cliqbook navigation bar to display quick links to online help information, including training video and user guides.
- Balboa contact info for UCSD (both support, and feedback):**
- For **Site Feedback**

1-888-617-5005

UC.Custsvc@bcdtravel.com

Quick Reference Guide

Cliqbook for Connexus is BCD Travel's online booking tool customized for the University of California. You can access Cliqbook through the **CONNEXUS** Portal.



for

CONNEXUS

The University of California Travel Program

TRAVEL PROFILE

Your travel profile is managed at the **CONNEXUS** Portal, by selecting the "Profile" link in the blue horizontal menu bar. Information entered into this profile is forwarded to all **CONNEXUS** booking options and will automatically be transferred to your new trips.

CONNEXUS SUPPLIERS

Cliqbook is programmed to highlight Connexus preferred suppliers:

Air – American Airlines, Jet Blue, and Virgin America

Cars – Enterprise, Hertz, and National

Hotels – Marriott, Starwood, and Wyndham Worldwide,

Preferred Suppliers are noted with a gold or silver diamond and are prioritized on your search results.

MAKING A RESERVATION

- Select **'Flight'** tab from the Travel Center home page.
- Complete the **'Departure City'** and **'Arrival City'** fields or use the **'Cliqbook Map'** to select cities.
- Cliqbook defaults to **'Round Trip'** bookings. Select **'One Way'** or **'Multi-Segment'** radio buttons if required.
- Cliqbook defaults the return date to the day after your departure. Remember to change this date if necessary.
- Cliqbook assumes a **'Departure'** time of 9:00 am and a **'Return'** time of 5:00 PM. Adjust these to meet your travel needs.
- Cliqbook defaults to search the time window of +/-3 for domestic, +/- 8 for international; this can be adjusted to expand your flight results.
- Choose to search for flights by either **'Price'** or **'Schedule'**.
- If a car at the airport is required, check the **'Pick-up/Drop-off car at airport'** box.
- If a hotel is required, check the **'Find a Hotel'** box.
- Car/Hotel only reservations can be booked using the car/hotel tabs on the Travel Center home page if flights are not required.
- Click on the **'Search'** button to check availability.
- Cliqbook will ask you to enter your **'UCSD event number'**

ARRANGING TRAVEL FOR OTHERS

For Travel Arrangers

- Use the **'Travel For'** drop down on the Travel Center home page to book for another user.
- Arrangers will need to have the correct permissions assigned to book for other users.

FLIGHT AVAILABILITY

- Airport and airline codes can be decoded to full names by hovering the cursor over the code.
- The symbol indicates a Connexus preferred vendor.
- The symbol allows you to view the seat map for a specific flight.
- Cliqbook uses a grid to present flight options, prices, and suppliers. Click on the column, row, or cell in the grid to filter flight results. Select "All" in the upper right hand corner to return to all options view.

All	Nonstop	AA	DL
63 results	399.00 4 results	411.03 9 results	487.50 1 results

- Use the **'Modify Search'** panel (located to the right of flight availability) to: View Previous Searches, Change Search or Apply Airport Filters.
- Select flights and click on the **'Reserve'** button.
- A pop up message will be displayed if a non-refundable ticket is chosen.

LOW FARE REMINDER

- Cliqbook highlights the lowest fares with a green reserve button. If the flight you have chosen has a yellow reserve button, Cliqbook will ask if you can consider the lower fares. If you are unable, select 'continue' from the drop down menu and then 'save'. If you can consider an alternate flight, select cancel to return to the flight selection page.

TRIP PAYMENT

- Airfare for UC San Diego trips will be billed to the University's central billing credit card (CTS).
- Hotel Reservations are guaranteed to the credit card that you have entered into your Connexus Profile.
- Car reservations are paid directly to the vendor when your car is returned.
- Service fees are posted to the credit card used for the booking.

BOOKING A CAR

- The **'Pick up/Drop off'** date and time will default to match your flights. Remember to change these if necessary.
- Cliqbook returns your car results in a grid. Click on the car type or price to show the **"reserve"** button.
- To select a car, choose the appropriate reserve button.

BOOKING A HOTEL

- Check in / out dates and times will default to match your flights. Remember to change these dates if necessary.
- Use the hotel search options to find hotels near an airport, address, company location, reference point or postal code.
- The symbol indicates a **CONNEXUS** preferred hotel.
- **'Map of hotels'** will place hotels that match your search on a map.
- Select the **'Info'** link to view cancellation policy and display a description of the hotel.
- **Important Note:** Ensure cancellation policies are checked before selecting the **'Reserve'** button.

CONFIRMING YOUR BOOKING

- The **'Travel Details'** page provides an opportunity to review your selections prior to purchase.
- Select **'Change Flight'** to change flight details.
- Select **'Change Seat'** to change any pre-assigned seat numbers (if available).
- Select the **'Add Car'** or **'Add Hotel'** links to add a car rental or hotel booking.



- Review **'Totals and Restrictions'** area for price breakdown and rules/restrictions that may apply.

TRIP BOOKING INFORMATION

- A user may add additional information such as a trip name/description, or send an email copy of the trip confirmation to someone not listed in your profile.
- Avoid entering a **'Comment for the Travel Agent'** as it incurs a higher fee and removes your booking from the automated process. Only use this area if you truly need specific special assistance. .
- Select either **'Purchase'** or **'Hold Trip'**