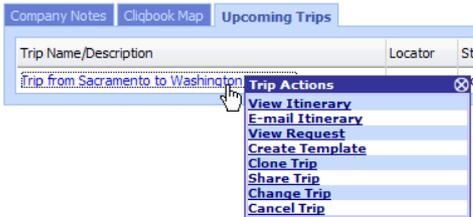


## UPCOMING TRIPS

- 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 (Cancel will allow 24 hour Void if allowed by the airline and applicable).



## 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 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, add a car or hotel, etc.).
- 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.

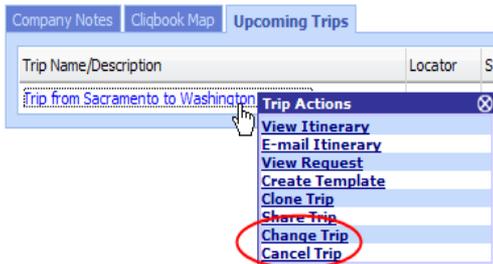


## TRIPS ON HOLD

- 'Hold Trip'** will hold a trip within Cliqbook until the last ticketing date (this will vary depending on fare and airline 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 agent.
- A car or hotel can be added to a ticketed flight reservation.
- Most trips can be cancelled online. Unused tickets will be filed for future use, voided, or refunded if the fare allows.
- 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.



## FINDING HELP

- Select **'HELP'** from the Cliqbook navigation bar to display quick links to online help information, including training video and user guides. (This section may not address items customized for UCLA.)
- For **Site Navigation and Online Reservation Support:**  
**1-877-885-8632** (1-877-Tvl-UofC) opt 2  
 cfs.UniversityCalifornia@bcdtravel.com
- For **Site Feedback**  
**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.

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

## MAKING A RESERVATION

- Select the **'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.
- Note that **unused ticket credits** are displayed and will be automatically applied if an eligible trip is booked.
- If a hotel is required, check the **'Find a Hotel'** box.
- If a car 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.

The screenshot shows a flight search form with the following elements:

- Tabs: Flight (selected), Car, Hotel, Flight Status
- Radio buttons: Round Trip (selected), One Way, Multi-Segment
- Departure City: [Field]
- Arrival City: [Field]
- Departure: [Field] depart 9:00am ±3
- Return: [Field] depart 5:00pm ±3
- Checkboxes:
  - Pick-up/Drop-off car at airport
  - Automatically reserves this car
  - Find a Hotel
  - Refundable only
- Search flights by: Price (selected), Schedule
- [Search] button

## ARRANGING TRAVEL FOR OTHERS

### For Travel Arrangers

- Use the **'Travel For'** drop down on the right hand side of the Travel Center home page to book for another user or guest.
- If a traveler has noted you as their arranger in the Connexus Profile, their name will be in the drop down menu.

You are administering travel for: **Me**

- Me
- Guest Traveler
- Never, Cheryl test user
- Never, UCSF Test User

## 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.
- Select the tab to shop by fares or schedules.
- 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<br>53 results | Nonstop<br>14 results | Southwest<br>399.00<br>4 results | AA<br>411.03<br>9 results | DL<br>487.50<br>1 results |
|-------------------|-----------------------|----------------------------------|---------------------------|---------------------------|
|-------------------|-----------------------|----------------------------------|---------------------------|---------------------------|

- Use the **'Modify Search'** panel (located to the right of flight availability) to: "View Previous Searches", "Change Search", "Search Nearby Airports", etc. (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 a "reason" 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

- Most University paid trips are billed to a central credit card (CTS). Your campus will provide instructions on how to use this billing option if available.
- You may also charge airfare to your personal credit card (T&E corporate card or personal credit card).
- 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 will be charged to either the card you have chosen for your airline ticket.
- Book your flights, car & hotel together and choose one airline whenever possible. Fees are listed on the Connexus Portal under Partner Programs, Agency.

## 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"** buttons.
- 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 filters in the panel on the right hand side of the page to refine your search results..
- The symbol indicates a **CONNEXUS** preferred hotel.
- **'Map of hotels'** will adjust to changes in your filters.
- 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.

Add: Car Hotel

- Review **'Totals and Restrictions'** area for price breakdown and rules/restrictions that may apply. (Agency fees are not included in this total.)

## TRIP BOOKING INFORMATION

- A user may enter additional information such as a trip name/description, campus trip authorization or reference number, or send an email copy of the trip confirmation to someone not listed in your profile.
- You can also send a **'Comment for the Travel Agent'** if you need special assistance. Please note that comments in this area will remove your reservation from the automated process and be fulfilled by an agent for an additional fee.
- Note your Jet Blue and Virgin America seat preference here if applicable.
- Select either **'Purchase'** or **'Hold Trip'**

The screenshot shows the 'Trip Booking Information' form with the following sections:

- Trip Name:** This will appear in your calendar
- Trip Description (optional):** Used to identify the trip Purpose
- Comments for the Travel Agent (optional):** Special Requests may incur a higher service fee.
- Send a copy of the confirmation to:** [Field]
- Send my email confirmation as:** HTML (selected) or Plain-text
- Footer: You may HOLD this air reservation until: 05/14/2008 11:00 PM Pacific