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
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 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.

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 Connexxus Profile, their name will be in the drop down menu.

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.
• '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.

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.

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 if applicable.
• Select either 'Purchase' or 'Hold Trip'

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.