

## CLIQBOOK Q & A

### 1. What does it cost to use Cliqbook to book my airfare ticket?

**Self-Service - \$9.25** - Online booking with no agent assistance (touchless):

\$7.25 + \$2.00 airline mandated pass through charge (GPS)

- On-line Touchless fee occurs when:
  - A travel arrangement transaction is completed on-line; agent assistance is not required

**Online Agent-Assisted - \$20.25**– Begin booking in Cliqbook and phone Fox World Travel agent to assist with the reservation:

\$18.25 + \$2.00 airline mandated pass through charge (GPS)

On-Line Agent Assisted fee occurs when:

- Changes initiated by the traveler are made to an online booked ticket
- Agent assistance is required to complete your reservation due to vendor requirements
- Traveler inquires about an online reservation. This includes but is not limited to, inquiries on ticketing or to confirm times, requesting a new itinerary, the addition of a hotel or car, etc. Although a change may not be required, if the agent reviews the ticket reservation to answer traveler inquiries, the agent-assisted fee is charged
- An International ticket is booked on-line
- Changes initiated by the traveler to an itinerary requiring a new airline ticket
- A Guaranteed Payment Carrier/Instant Purchase Carrier is booked (Air Tran, Jet Blue, Southwest)

**Full Service Agent Assisted - \$31.00** – Call Fox World travel agent, by-passing Cliqbook, non-contract, full service fee:

\$29.00 + \$2.00 airline mandated pass-through charge (GPS)

**Differential Fee: - \$11.00**

- When your ticket has already been issued at the Online Touchless fee rate and you request assistance after the original fee has already been invoiced.

**Included at No Charge:**

- Calls to FWT online support center for navigational assistance
- Cancellations, voided or refunded tickets when cancelled online
- Airline fare reductions or airline schedule changes
- If a lower fare is identified through a consolidator (alternate source for procurement or airline travel, mostly international)
- Post-trip problem resolution support

**Definitions:**

- **Transaction** – Each airline or rail ticket issued
- **Domestic tickets** – includes USA, Canada, Mexico and Caribbean
- **International Travel** – Includes Trans-Pacific/Trans-Atlantic/Central & South America

**Additional Notes:**

- Fees are billed at the time of ticketing to the designated charge card
- Agency fees are non-refundable in the event of a void or refund

## **2. What are the benefits of using Cliqbook to book my UW business airfare?**

While some airlines do not charge a service fee, most commercial booking sites now do. Some of the additional benefits that accrue as a result of our contract that are not generally or readily available when using the commercial or airline's websites include:

- Access to all major airline fares, displayed in an easy to read matrix, not just the specific airline fares when going to their website
- Electronic fare auditor which searches for and rebooks lower fares as they become available
- Ticket inventory which allows usage of unused ticket value toward future trips
- 24 hour traveler assistance by phone
- The individual earns personal frequent flyer points for each business booking in addition to those earned by UW Systems, which are then allocated back to the campuses
- The ability to void a non-refundable ticket purchased on most airlines by 5:00 PM the next business day without penalty. (Note: The ability to void a ticket is governed by rules specific to each airline and the Airline Reporting Corporation. Cliqbook will display a message warning the purchaser if a ticket on a particular airline cannot be canceled.)
- Regularly scheduled Cliqbook web-based familiarization sessions
- Reporting capability which is the first required step toward negotiated fare discounts with the airlines

## **3. Does Cliqbook offer benefits that were not previously available in Travelport?**

Yes, there are several advantages to using Cliqbook, including:

- The new system is compatible with all standard internet browsers including Internet Explorer, Firefox and Safari
- The airline fares are displayed in an easy to read all inclusive airline matrix (including Southwest), simplifying the booking process
- There is a user friendly search which displays by schedule, allowing the traveler to book individual legs of the trip

## **4. May I continue to use a brick and mortar travel agency for booking air travel?**

Yes. Use of the contract with Fox World Travel is the recommended best practice for booking airfare on-line. You may use Cliqbook for international travel but Fox World Travel advises that unless the trip is routine, i.e. roundtrip Chicago to London, it is recommended that a skilled international agent at a brick and mortar agency make the arrangements for you.

## **5. If I find a lower fare on another commercial internet site, may I book it?**

Yes, you may purchase the lower fare; however, acceptance of a lower fare from a non-contract vendor should be weighed against the lost benefits i.e., fare auditor, unused ticket inventory, 24 hour traveler assistance etc. of not using Cliqbook.

**6. What internet browser must I use to access Cliqbook?**

Cliqbook is compatible with all standard internet browsers including Internet Explorer, Firefox and Safari.

**7. Why is the default for departure and return times on Cliqbook set at 3 hours?**

State/UW travel regulations (Ref Section III. A. 1) require this window. Note: You have the ability to change the window to a longer period to open up the possibility of finding cheaper fares.

**8. May I use Cliqbook for booking personal (non-business) airfare?**

No. (See question and answer below concerning booking for non-employee traveling companions.)

**9. May I use Cliqbook for booking a trip which is part personal and part business?**

Yes, if the primary purpose for the trip is business.

**10. Must I use Cliqbook when booking online if the UW does not reimburse my airfare in full? (Example: Flight costs \$600 but UW administered funds are only going to reimburse me for \$300 of the cost.)**

If you are booking online and any or all of the airfare is being paid by UW administered funds, the preferred booking method is Cliqbook. You can choose to use a brick and mortar travel agency if you prefer.

**11. May I book air travel arrangements with Fox World Travel for an accompanying non-employee spouse/friend?**

You may but our contracted service fee **cannot** be offered to the non-employee. The non-contract travel agency fee of **\$29.00 + \$2.00 airline mandated pass-through charge (GPS)** will be charged for the non-employee's ticket, and the reservation for the non-employee will have to be made by phoning Fox World Travel. The agent handling your call will "clone" your reservation from Cliqbook to book the non-employee, "companion" ticket.

**12. Must I use Cliqbook to book UW business related airfare for non-employees, (i.e., interview candidates, speakers, students, etc)?**

It is not mandatory but you do have the ability to book airfare for non-employees if that expense will be paid by UW administered funds. Booking guest airfare through our self-booking tool provides a service to our UW guests, offers safeguards by our travel agency partner and the opportunity for University cost savings, things not realized when non-employees book their own travel.

**13. Why am I required to charge my airfare to a UW purchasing card or UW issued U.S. Bank Corporate Travel Card?**

The State of Wisconsin, requires by policy, that all airfare be paid by either of the State issued charge cards, a Purchasing Card approved for travel or the personal liability corporate travel card issued through U.S. Bank (My Corporate Card). All transactions processed on My Corporate Card will automatically post to “My Wallet” in the e-reimbursement system. This allows the traveler to simply pull the reimbursable expenses into their travel expense report. Transactions processed in this fashion will be paid directly to US Bank by the University according to the travel reimbursement regulations.

**14. Must I charge my airfare to the Purchasing Card or My Corporate Card if I am personally paying for a portion of my airfare? (Example: Flight costs \$600 but UW funds are only going to reimburse me for \$300 of the cost.)**

It is a State mandate that any portion of travel which is being reimbursed by the UW must be paid using one of the above mentioned cards. Because use of the Purchasing Card for payment might result in a cost recovery situation, My Corporate Card should be used in place of the Purchasing Card. Split payments between multiple charge cards cannot be done self-service in Cliqbook. You must use the “Agent Comment” section in Cliqbook to request a split payment, including details of your payment mechanism. This option will include an agent assisted fee. If your reservation is ticketed prior to your split payment request an additional change fee will apply (fee may vary).

**15. What documentation must I submit for payment/reimbursement purposes?**

A copy of the electronic invoice which you will receive via email from Fox World Travel must be attached to your travel expense report/e-reimbursement receipt packet. If payment is made via the departmental purchasing card, a copy of the electronic invoice must also be given to the purchasing card cardholder.

**16. What will happen if I purchase a fare that is labeled “out of policy” meaning not within \$400.00 of the lowest available fare offered by Cliqbook?**

You will have to select a reason code from a drop down box. Note: The choices of “Airline preference”; “Business Class”; and “First Class” will seldom be an acceptable justification for not selecting a fare within \$400.00 of the lowest available fare. Your fare will be listed on an Exception Report which will be provided monthly to the Institution Business Office and the UW System Travel Office. Assuming the fare purchased is not significantly more costly than the lowest logical fare offered and the reason for selecting it appears reasonable, nothing will happen. It is recommended that the traveler or travel arranger be prepared to provide an after-the-fact explanation, if requested to do so.

**17. Will I still earn frequent flyer points on my air travel purchased through Cliqbook?**

Yes. The policy on earning and using frequent flyer points has not changed. Reference section III. A. 7 UW Travel Regulations for details.

**18. Can an airline credit resulting from a previous ticket, which was not reimbursed in full by the UW, be transferred out of the employee's Cliqbook profile for personal use by the employee?**

The credit cannot be transferred, but assuming the next flight for UW business is also not fully reimbursed by the UW, the credit could be used for that portion of the flight paid for personally by the employee. Documentation from the previous reimbursement should be provided to support the claim on the subsequent reimbursement.

**19. What assurance do I have that my personal information is protected and not shared with inappropriate or unauthorized entities?**

First, your Corporate Travel Card numbers are encrypted. Second, the language under item #4 in the "Terms Conditions and Privacy Policy" relates to customers in the European Economic Area (EEA) who use Cliqbook putting them on notice that their reservation data may be transferred to the U.S., not visa, versa. The terms and conditions language for Cliqbook is fairly standard within the travel industry and has been reviewed and is acceptable to State Department of Administration contract attorneys.