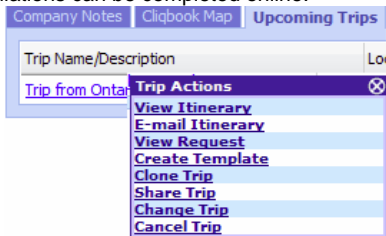


CHANGE OR CANCEL A BOOKING

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 Fox World Travel at 866-230-8787.

- 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 cancellations can be completed online.



TRIP PAYMENT

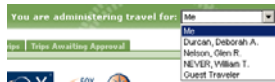
Traveler profiles must contain either a University Purchasing Card or a University Corporate Travel Card, both issued by US Bank.

INTINERARY AND E-RECEIPT

Travelers will receive an email itinerary of all reservations followed by an email E-Receipt. **Note:** Email itineraries cannot be used as a receipt, only E-Receipt serves as the true receipt.

ARRANGING TRAVEL FOR OTHERS

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



FINDING HELP

- Select **'HELP'** from the Cliqbook navigation bar to display quick links to online help information.
- Visit our Corporate Travel Center for policy & procedural information <https://portals.foxworldtravel.com/uwmadison/>

Fox World Travel Online Support Desk
Monday - Friday 8:00A-5:00P CST
Phone: 866-230-8787

or email: cliqbookhelp@gofox.com

No fees charged for Online Support Desk assistance

For Reservation Assistance Call
Fox World Travel
Monday - Friday 7:00A-7:30P CST
Phone: 866-230-8787

ASSIGNING A TRAVEL ARRANGER/ASSISTANT (terms can be used interchangeably)

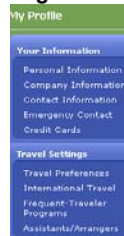
- Travel Arrangers/Assistants are able to make reservations on behalf of someone with a Cliqbook profile in place
- A traveler can have more than one arranger/assistant
- An arranger/assistant can book for more than one traveler
- A traveler can designate **ONE** arranger/assistant as a primary assistant
- The primary assistant will always receive an email copy of the itinerary for the traveler, regardless of who made the reservation (primary assistant, other travel arranger/assistant or traveler.)
- The primary assistant is able to modify the travelers profile as needed.
- The primary assistant **MUST** have an office/work telephone in their profile

To add a travel arranger/assistant

- Click on **"Profile"** in the top blue bar after you've logged in



- Click on **"Assistants/Arrangers"** from left menu.



- Click on **"Add an Assistant"** from the right side of the green box titled Assistants and Travel Arrangers.



- Enter the assistant's last name in the search criteria field and click **"Search"**.
- Select your assistant from the available search results
- Click the **"Can book travel for me"** box.



- If you'd like to have your assistant be able to edit your profile as well as receive email notification of all bookings also click the box **"Is my primary assistant for travel"**
- **Note:** This can be set to only one person
- Click **"Save"** and then **"Save"** again on the profile page.



CLIQBOOK Quick Reference Guide

Cliqbook is the online travel booking tool approved by UW System.

Fox World Travel has customized Cliqbook for UW-Madison campus.

Log into Cliqbook at:

<https://portals.foxworldtravel.com/uwmadison/>

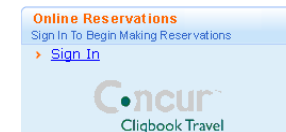
TRAVEL PROFILE

You must have a user profile established in Cliqbook to make reservations.

To create a profile, please see the self registration guide at <https://portals.foxworldtravel.com/uwmadison/>

LOGGING INTO CLIQBOOK

- Go to our Corporate Travel Center website at <https://portals.foxworldtravel.com/uwmadison/>
- Click the **"Sign In"** link



- Enter your user name (your email address including @__ .edu).



- Enter your password. If you cannot remember your password, you can click on "forgot password" to have a temporary password emailed to you. Or, you can email technical support at cliqbookhelp@gofox.com
- Click **"Login"**
- You will now be at the main **Travel Center home page.**

CLIQBOOK FEE SCHEDULE

- Self-Service (no agent assistance) \$7.25 + \$2.00 airline mandated pass-through charge (GPS)
- Agent-Assistance (book in Cliqbook and phone Fox World to have agent assist with the reservation) = \$18.25 + \$2.00 airline mandated pass-through charge (GPS)
- **Guaranteed Payment Carriers** Airline ticketing policy requires tickets booked with the following "Guaranteed Payment" carriers to be "agent assist" resulting in the 18.25 service fee:
 - AirTran Airways • Jet Blue • Southwest
- Travelers calling Fox World travel directly (no booking via Cliqbook) will be charged a non-contract, full service fee of \$29.00 + \$2.00 airline mandated pass-through charge (GPS)

MAKING A RESERVATION

- At the travel center home page select the appropriate tab for your travel needs. (Ex: flight, car or hotel)

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

- Buttons: Round Trip, One Way, Multi-Segment
- Text: "If you have a Southwest Air Traveler Jet Blue return ticket you would like to use please contact Fox World Travel directly." and "If you need to cancel a Southwest reservation please call Fox World Travel."
- Form fields: Departure City (dropdown), Return City (dropdown), Departure (calendar), Return (calendar), and a "Book up/Temp off air all airport" checkbox.
- Buttons: "Find a Hotel" and "Search".

- Enter cities/airports for outbound and return travel along with the dates and times for travel. **Note:** Cliqbook defaults to search the time window of +/-3 for domestic, +/-5 for international; this can be adjusted to expand your flight results.
- To reserve a car or hotel with your flights, check the box for **"Reserve Car"** and/or the **"Reserve Hotel"** box on the flight tab. You can modify locations for cars or hotels after booking flights. **Note:** National Car is the UW contract vendor for car rental. Our rates, insurances and terms have been loaded into Cliqbook.
- Cliqbook defaults to **"Round Trip"** bookings. Select **"One Way"** or **"Multi-Segment"** radio buttons if required.
- Choose search by **"Price"** or search by **"Schedule"** (Default is set to schedule). Searching by price will return the lowest available airfare based on your search criteria. Searching by schedule will return all available flight schedules based on your search criteria **Note:** Allow additional time for results to display when searching by schedule.

Search by Schedule

Find the flights you would like to purchase.

- Click the radio buttons to select each of your outbound and return flights.
- Click on the **"Seat Icon"** to pre-select your seat.
- Click **"Reserve"** to select your flight.

Search by Price

Find the flights you would like to purchase.

- Click on the **"Seat Icon"** to pre-select your seat.
- Click **"Reserve"** to select your flight.

Note: you may select your airline seat assignments when selecting your flights or just before the completion of your purchase. After you make your selections in **"Search by Schedule"**, Cliqbook will also suggest lower cost options. Cliqbook will determine the lowest fare based on your flight selection parameters (date/time). Any fare that exceeds the lowest logical fare by \$1.00 or more will display as "out of policy". You may select out of policy fares, but you will be prompted to enter a reason for selecting a more costly flight.

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 to provide a reason from the drop down box for not selecting the low fare options.

It is permissible to select a fare greater than the lowest logical fare.

The screenshot shows a warning message:

- Header: "This flight is not in compliance with the following travel rule(s):"
- Text: "Air Fare is greater than the least cost logical airfare plus 1 dollars"
- Text: "Please choose the reason for selecting this travel option. If more than one reason applies, choose the most applicable. This reason applies to this entire trip."
- Dropdown menu: "--Please Choose a Reason--"

BOOKING A HOTEL

If you choose to book a hotel, you can search by several categories:

- Airport – (will search for hotels at or near the airport)
- Address – (will search by address area)
- Reference point or zip code
- The search can be 1 to 99 miles or kilometers in radius.
- Select the **'Info'** link to view cancellation policy and display a description of the hotel.
- The checkin/checkout dates will default to your flight schedule. Remember to change this if necessary.
- Click **"Reserve"** to confirm your hotel and rate.

Important Note: Read all information about your hotel's deposit and/or cancellation policy. Some hotels require full pre-payment and are not refundable if cancelled.

CONFIRMING YOUR BOOKING

- The **'Travel Details'** page provides an opportunity to review your selections prior to purchase.
- To **change** existing reservations, call **Fox World Travel at 866-230-8787**.
- 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.
- Select **"Purchase"**

AIRPORT SELECTION

In cities served by multiple airports you can narrow your search by selecting the desired airports on the right side of the search screen. **Note:** When searching by schedule that includes cities served by multiple airports, results make take 2 minutes or more to display due to the number of available options.

CLONE AND/OR SHARE TRIP FEATURE

Clone Trip (definition): To create a new trip for Traveler B that duplicates the exact trip that is already booked for Traveler A.

- A Traveler Arranger may choose to "Clone a Trip" for a second traveler by selecting **"Clone Trip"** from Traveler A's reservation.
- Once selected, the arranger simply selects the name of the second traveler (Traveler B) and the trip is created based on the choices selected.

Share Trip (definition): A traveler may send an invitation to another traveler within the company to join them on their trip.

- Traveler A selects **"Share Trip"** > Type in the name of whom you wish to invite (i.e., Traveler B)
- Click on **"Search"** if a name list is not present.
- Traveler B receives an invitation when he logs onto Cliqbook.

Recipient may:

- Accept (Cliqbook automatically completes a new reservation for Traveler B to match Traveler A's trip)
- Decline

The screenshot shows a "Trip Actions" dropdown menu with the following options:

- Finish / Complete Trip
- Cancel Trip
- Clone Trip
- Share Trip

Both features provide the same function, which allows creation of additional travelers on the same trip. Alterations to the trip are available during the clone trip processes. If you are using the **"Clone Trip"** feature, you must already be assigned as an "Assistant/Arranger" in the **new** traveler's profile.