

CLIQBOOK Q & A

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

- Self-Service (no agent assistance) \$7.25 + \$2.00 airline mandated pass-through charge (GPS)
- Agent-Assistance (begin booking in Cliqbook and phone in to Fox World to have agent assist with the reservation) - \$18.25 + \$2.00 airline mandated pass-through charge (GPS)
- Call Fox World travel agent, by-passing Cliqbook, non-contract, full service \$29.00 + \$2.00 airline mandated pass-through charge (GPS)

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 and aren't 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
- UW System earns corporate frequent flyer points for each business booking in addition to those earned by the traveler, 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

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 only mandatory for airfare booked on-line using the Cliqbook for internet booking. You may use Cliqbook for international travel but our partner, Fox World Travel, advises that unless the trip is a routine, i.e. roundtrip Chicago to London, that it is a best business practice to utilize a skilled international agent at a brick and mortar agency to arrange such travel.

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

You may purchase the lower fare but in accordance with State and UW procurement rules (Reference PRO-D-32) you must then provide written documentation to substantiate the claim - in the form of a print screen from the Cliqbook quote which shows the flight price and documentation that the same search criteria (airport, schedule, date, time etc.) was used. Attach the quotes and the supporting documentation to your claim for reimbursement or purchasing card transaction log if payment is made using a UW purchasing card. Orbitz cannot be used. Note: Acceptance of a lower fare from a non-contract vendor should be weighed against the lost benefits (fare auditor, unused ticket inventory, 24 hour traveler assistance, etc.) of not using our tool, Cliqbook.

What internet browser must I use to access Cliqbook?

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

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.

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

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

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.

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.)

Yes, if you are booking online using the internet and any or all of the airfare is being paid by UW administered funds, you must use our self-booking tool, Cliqbook. You still have the option to use a non-internet site (brick and mortar travel agency) for booking airfare when the UW does not reimburse in full.

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 your non-employee, “companion” ticket.

Is there a capability to and 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.

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. Choice of payment method has been left up to each UW Institution’s administration. Contact your institution travel coordinator or purchasing card administrator for information and assistance with your institution’s selected payment options. Use of personal liability credit cards, i.e. Discover, American Express, etc. is not authorized and may result in a reimbursement disallowance. Note: Display of unauthorized charge card payment options in Cliqbook are beyond the control of the State of Wisconsin or Fox World Travel and do not relieve the employee from compliance with State of Wisconsin or UW campus policy.

Must I charge my airfare to the P-card or the US Bank Corporate Travel Card if I am personally paying for a portion of my airfare? (Example: Flight costs \$600 but UW administered 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 P-card for payment might result in a cost recovery situation the US Bank Corporate Travel Card should be used in place of the P-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).

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. If payment is made via the departmental purchasing card, a copy of the electronic invoice must also be given to the purchasing cardholder.

What will happen if I purchase a fare that is labeled “out of policy” meaning not the lowest 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 the lowest 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.

Will I still earn frequent flyer points on my air travel purchased through FWT?

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

May 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.

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.