



Outtask User Guide



Cliqbook

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Cliqbook

Overview

This guide explains how to use Outtask's travel application, Cliqbook. It covers how to:

- Set up your Cliqbook profile to store important travel information.
- Use the Cliqbook Travel Wizard to book your travel.
- Use additional features in Cliqbook to make your travel easier.

PLEASE NOTE: Before you book a trip in Cliqbook, make sure to review your company's travel policy.

Getting Started

To log into Cliqbook, follow these steps:

- 1 Go to www.myouttask.com or to your company's Cliqbook site.
- 2 Login using your login ID and password.

The first time you log in, Cliqbook may ask you to change your password. When you change your password, you can also enter a hint, which Cliqbook customer support will send if you forget your password.

For instructions on changing your password at any time, see the [Additional Profile Options](#) section in this document.

- 3 The first page you see once you log in to Cliqbook is the Travel Center. This page shows trips you have booked and gives you options to navigate within Cliqbook.

The screenshot shows the 'Travel Center' interface. On the left is a vertical menu with buttons for 'Book Travel', 'Trip Templates', 'Talk with Travel', 'Travel Policy', 'My Travel Profile', and 'Travel Tools'. The main content area has a header 'Travel Center' with an airplane icon. Below the header is a text box: 'Book travel with the Cligbook Travel Wizard, talk live with a Cligbook Travel Representative, check travel rules set by your company, get travel maps, and more.' To the right of this text is a small icon with an airplane, a car, and a person. Below the text is a link: 'Cligbook Travel Support Center'. Further down is a dropdown menu: 'You may view itineraries and book travel for the following people.' with 'Miett, Catherine' selected. Below that is a section titled 'My Travel (All trips since 01/20/2003)' with a checkbox for '= Upcoming trips'. At the bottom is a search form with fields for 'Search for text:', 'Since this date: (mm/dd/yyyy)', and buttons for 'Find' and 'Reset'. Below the search form is a message: 'No trips were found.'

- If you are a travel arranger, you will also be able to choose whose trips you would like to see. By default, you will see trips you have booked for yourself.

Profile

Your Cligbook profile allows you to store information relevant to travel.

- Fields marked with an orange **Required** must be completed in order to save your profile.

To access and modify your profile, or verify information imported into Cligbook, follow these steps:

- 1 Click the **My Travel Profile** button on the Travel Center page.
- 2 Scroll through this page to verify existing information, or click the links to navigate to another part of the page.
- 3 If you are a travel arranger, choose whose profile you would like to edit.
- 4 Enter address, telephone and e-mail information so the agents can contact you. Make sure you place a check in front of the e-mail address in order for Cligbook to send a confirmation e-mail once a trip is reserved.
- 5 Enter **Emergency Contact** information.
- 6 Use the **Travel Preferences** section to enter:
 - Any discount membership information.
 - Your air, car, and hotel preferences.
 - Your preferred departure airport. This airport will appear in the [Quick Travel](#) box.
 - Any medical alerts.
 - Your frequent traveler memberships. Click the **Add a Program** link to enter up to four memberships at a time.

- Your passport information.
- 7 Use **Assistants & Travel Arrangers** to give other Cliqbook users the ability to book travel for you. Click the **Add an Assistant** link to add a new assistant. You can have as many assistants as you need.

You can designate a **Primary Assistant** for travel. This means that this person's name and telephone number will become part of your profile.

If you do not see your assistant's name in the list, it means he or she does not have a Cliqbook account. Contact your travel manager to inquire about having this person added.

- 8 Use the **Credit Cards** area to add credit cards you would like to use to pay for your travel.

If you use a corporate card the information may already appear here, however, you can add additional cards.

When you click the **Add a Credit Card** link, you can add credit cards and choose which cards should be used as defaults for certain types of travel.

- 9 If you made changes, click **Save** to save your profile and return to the Travel Center page.

Additional Profile Options

Several links on the left side of the profile page allow you to modify your information in Cliqbook. They are found under the **Other Settings** heading.

System Settings – click this link to enter your time zone and e-mail settings. You can choose to have Cliqbook e-mail you under any of the following conditions:

- For approving managers, **send e-mail every time something is put in or removed from my approval queue**. If you are an approving manager, make sure this option is checked.
- **Send a daily summary of items in my queue**
- **Let me know when one of my requests is approved or denied**

Setup Checklist – click this link to see if there are steps you are required to complete at this time. Every company does not use this feature.

Change Password – click this link to change your password at any time.

Privacy Statement – click this link to read about Outtask's privacy policy.

System Email Settings – this link may be available for some users. It is not related to Cliqbook.

Travel Vacation Reassignment – click this link to temporarily reassign Cliqbook approvals or notifications. Please read the instructions on this page carefully.

Search for Travel Options

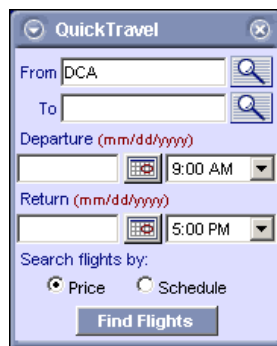
From the Travel Center page, you can open Cliqbook, access other travel information, or view trips that are completed or in process.

- Click **Book Travel** to use the Cliqbook Travel Wizard.
- Click **Trip Templates** to view personal or company templates. Refer to the [Travel Templates](#) section for more information.
- Click **Travel Policy** to see your company's policy regarding your use of Cliqbook.
- Click **My Travel Profile** to access or modify your profile as described in the preceding section.
- Click **Travel Tools** to see information on international travel, maps, and other helpful travel links.
- Click the **Cliqbook Travel Support Center** link from the Travel Center or from the Travel Wizard for information on using Cliqbook.

There are two ways to search for a trip in Cliqbook, **Quick Travel** or the **Travel Wizard**. Cliqbook sends your requests directly to a travel agent, who will ticket your travel. Within Cliqbook, you may also have the option to choose WebDirect or Internet flights.

Quick Travel

The Quick Travel box is on the left side of the page under your name. Use the Quick Travel shortcut for simple round-trip itineraries. If your travel involves a more complicated request, or you are reserving a car or hotel only, go directly to the [Book a Trip](#) button to use the Travel Wizard.



The image shows a screenshot of the 'QuickTravel' search form. The form has a title bar with 'QuickTravel' and a close button. It contains the following fields and controls:

- From:** A text input field containing 'DCA' and a search icon.
- To:** An empty text input field and a search icon.
- Departure (mm/dd/yyyy):** A date input field, a calendar icon, and a time dropdown menu set to '9:00 AM'.
- Return (mm/dd/yyyy):** A date input field, a calendar icon, and a time dropdown menu set to '5:00 PM'.
- Search flights by:** Two radio buttons: 'Price' (selected) and 'Schedule'.
- Find Flights:** A button at the bottom of the form.

Follow these steps to use Quick Travel:

- 1 Enter the airport codes in the **From** and **To** fields.
 - The airport code you entered as your preferred departure airport in your profile will appear in the **From** field. You can change this if you are departing from a different airport.

- If you are not sure of the airport code, click the **Travel Search** button next to the field to search for the city or airport.



- You can also type in the name of the city. Cliqbook will prompt you if there are multiple airports that match that city name, and you can either search all of them or choose a specific airport.
- 2 Enter **Departure** and **Return** dates and times. You can type in the date or click the calendar button to choose a date.
 - 3 Choose whether to search by **Price** or by **Schedule**. Whenever you choose to search by schedule, Cliqbook will price your itinerary and show you lower priced options.
 - 4 Click **Find Flights**.

Cliqbook shows a list of flights in a new window. See the [Choose a Flight](#) section to continue.

Travel Wizard

Use the Cliqbook Travel Wizard to make your travel arrangements.

Follow these steps to submit your travel requests. Click **Next** when you finish completing information for each page.

- 1 The first page shows some introductory information about Cliqbook. You can check **Don't show start page again** and click **Next**, and this page will not appear the next time you open the Travel Wizard.
 - If you are set up as a travel arranger, select the person for whom you would like to book travel and click **Next**. That person's name will appear on the left side throughout the Travel Wizard.

Map Page



- 2 Choose whether your itinerary is round trip, one-way, or multi-segment.
- 3 Choose **Car Trip** or **Hotel** to book a car, hotel, or both without booking a flight.
 - If you continue with the wizard to book your flight, you will be able to add a car and/or a hotel in the next step. You can also add a car rental to a hotel reservation or vice versa.
- 4 Choose the cities for travel. Click on the map to choose the **departure city**.
 - Click on a city to fly out of an airport in or near that city.
 - To fly from an airport in a city not on the map, click anywhere in that state or region. A list of all the airports will appear, and you can choose the preferred departure airport.
 - To search for an airport, click the **text search** link on the page. You can search by airport, city, state, or country.
 - To make travel arrangements outside of the United States or Canada, click the world map and choose a continent. You will then be able to choose a country and city.
- 5 Choose your **arrival city**. If you are planning a multi-segment flight, continue choosing arrival cities until you are finished.
- 6 If you wish to arrive in one airport and then return on your departing flight from a different airport, click the **Open Segment** icon. This will put an open segment into your itinerary, so you can choose a different airport for your return flight. Click **Next**.

Flight Information Page

The screenshot shows the 'Flight Information' section of the Travel Wizard. It is set for a round trip from Washington, DC to San Francisco, CA. The departure date is 12/05/2002 at 9:00 AM, and the return date is 12/11/2002 at 5:00 PM. The class of service is Economy. A calendar for November and December 2002 is visible on the right. At the bottom, there are options to search for hotels and cars in San Francisco, CA.

Itinerary

Segment 1 - Flight
From: Washington, DC
To: San Francisco, CA

Segment 2 - Flight
From: San Francisco, CA
To: Washington, DC

Flight Information

Departing from **Washington, DC:**
Any airport in the Washington region

Departure Date: 12/05/2002 (mm/dd/yyyy)
Schedule flights to ... depart after 9:00 AM
Include flights within: 2 hrs before 2 hrs after
Select class of service: Economy class

Arriving at **San Francisco, CA:**
Any airport in the San Francisco region

Return Date: 12/11/2002 (mm/dd/yyyy)
Schedule flights to ... depart after 5:00 PM
Include flights within: 2 hrs before 2 hrs after
Select class of service: Economy class

Get a Hotel in San Francisco, CA
San Francisco, CA -- Downtown
Find Hotel within 0 to 10 miles

Pickup/Dropoff car in San Francisco, CA

Search carriers using:
 Personal & company preferences
 I will select carriers to search

Search flights based on:
 Best price
 Best fit to schedule

Limit search to:
 Refundable only

Start Over << Previous Next >> Close

- 7 Choose your **Departure airport or airports**. If you are willing to fly from more than one airport in your chosen city, choose the **Any airport** option.
 - For example, if you are flying from Washington, D.C., you are able to choose a local airport, or choose **Any airport in the Washington region**.
 - You may also be able to choose an airport and select the **Prefer this airport** option. You may still see results from alternate airports based on your company's preferred airlines.
- 8 Choose a **Departure Date and time**. You can enter the date or click on a date in the calendar. Once you enter a date, choose a time. You can choose to arrive by a certain time or leave after a certain time, and then choose the hour. You can also enter a time range to search.
- 9 Choose a class of service, if allowed by your company.
- 10 Choose your **Arrival airport or airports**, as well as your **Return Date and time**.
- 11 Determine whether you want to add a hotel or a car in the destination city. If you choose to add a hotel, choose whether to search by airport, address, a company location (if provided by your company), or a reference point or zip code. Once you choose how to search, enter the required details. You can also choose a range in miles or kilometers within which to search.

This feature is optional. You can choose to add a car or hotel once your air itinerary is complete. See the [Car Rental and Hotel](#) section for more information.

- 12** Choose to automatically search preferred carriers, or to select vendors to search.
- If you choose **I will select carriers to search**, you can select airlines on the next page. Airlines preferred by your company and airlines for which you have entered frequent flyer information will appear in the **Preferred Vendor** field. You can also choose **Any Airline** from the Airline Vendors list.

You will not be able to unselect your company's preferred vendors. You cannot choose more than six individual airlines to search.
 - If you would like to set up or modify your frequent flyer information, click the **Outtask Air Travel Profile page** link. Your profile will appear, and you can enter your information without leaving the travel wizard.
- 13** Choose whether to search by **Best price** or **Best fit to schedule**.
- If you choose to search by schedule, Cliqbook will give you options for departure and return flights, and then will perform a search by price.
- Make sure to choose both your departure and return flights on the next page. Cliqbook shows whether flights are non-stop, direct with stops, or connecting, and indicates company-preferred carriers with a yellow airplane icon.
- 14** Place a check in the **Refundable only** box (if available) to search only fully refundable fares. You may also have the option to choose only flights with one stop. Click **Next**.

Choose a Flight

Once you have searched using Quick Search or the Travel Wizard, Cliqbook returns a list of flights. These flights come from the agency reservation system and from selected Web sites.

The screenshot shows the Travel Wizard interface in Microsoft Internet Explorer. On the left, there's a sidebar with 'Itinerary' details for two segments: Segment 1 (Washington, DC to San Francisco, CA) and Segment 2 (San Francisco, CA to Washington, DC). Below this is a 'Fares returned' summary showing 41 Agency fares and 38 WebDirect fares. The main area displays a list of flight options with prices ranging from \$265.00 to \$294.53. A table of 'Outbound Flights' and 'Return Flights' is visible, listing carriers like National Airlines and Southwest Airlines with flight numbers, routes, and times. At the bottom, there are instructions for selecting a fare and flight option, and a 'Fares returned' summary box.

The key at the bottom left will show when Cliqbook has finished the search, as well as how many agency and WebDirect fares have appeared so far.

This is a close-up of the 'Fares returned' summary box. It features the Cliqbook logo at the top, followed by a progress bar. Below the bar, it shows 'Agency: 41' and 'WebDirect: 30'. At the bottom, it says 'Powered By FareChase'.

When the bar beneath the Cliqbook logo turns green, the search is complete.

Flights appear in this list as follows:

- The flight you have selected will appear light blue.

This is an example of a selected flight option tab. It has a light blue background and features a white 'A' icon in a blue circle on the left. The price '\$265.00' is displayed in green, followed by a green checkmark icon. The National Airlines logo is at the bottom.

- Agency fares appear with an A on the tab.

This is an example of an agency fare tab. It has a green background and features a white 'A' icon in a green circle on the left. The price '\$265.00' is displayed in white, followed by a white checkmark icon. The National Airlines logo is at the bottom.

- **Internet** or **WebDirect** fares (if available) appear with a globe on the tab.



If you wish to select a WebDirect fare, choose that tab and click **Next** to go to the vendor's Website and purchase the ticket.

Make sure to follow your company's rules when choosing WebDirect fares. These fares are often not refundable or changeable, and travel agents are not able to make changes. For more information, see the [WebDirect Reservations](#) section in this document.

- Flights with a green tab adhere to all company rules.



- Flights with a yellow tab will result in e-mail to your manager or the travel manager, or will be logged for agency reports. Cliqbook prompts you to enter explanatory information about these flights.



- Flights with a red tab require manager approval before they are ticketed. Cliqbook prompts you to enter explanatory information about these flights as well. These flights will not be ticketed until your manager or the travel manager responds to the approval request.



- Flights with your company's preferred vendors appear with a diamond on the tab.

Most companies ask that travelers use preferred airlines whenever possible.



- You can use the sort feature above the list of flights to sort the fares by price, stops, preferences, or WebDirect flights.



To choose and book a fare, follow these steps:

- When you move your mouse over a tab, you can view the itinerary for this fare. Click on the tab for details.
- Once you click the tab, it turns light blue, and you can see additional details for the flights that are available at that fare.
- For WebDirect fares, the name of the site appears above the list of flights. You also have the option to uncheck the box at the top of the page that says **Hide Flights not in my time window** if you want to see more flights that are available at that fare at other times.
- If you choose a fare on an airline for which you have entered frequent flier information, this information will appear at the bottom of the page.



You can click the **Add a Program** link to add an additional program, or choose an alternate frequent flier program for this flight.

- If you set up a credit card as the default for air travel in your profile, there will be a checkbox for your credit card as well. Uncheck this box if you would like to choose a credit card.
- Once you have decided on your flight, make sure you have that tab selected, and the flights you prefer if there are multiple options at that fare. Click **Next**.
 - If the fare you chose was on a yellow or red tab, Cliqbook prompts you to enter additional information about the trip. Choose a reason code, enter any additional comments about the flight, and click **Save**.

- If you chose an Agency fare, you will continue through the Travel Wizard.
 - If you chose a WebDirect fare, you will see a message that says **Please Wait** while that company's Web site opens. You can then purchase the WebDirect fare directly from that Web site. See the [WebDirect Reservations](#) section for more information.
- 7 If you did not select the default credit card, you can choose one on the next page.
 - If your company uses centralized billing or a ghost card, you will go directly to the next step.
 - 8 If you chose to add a car or add a hotel, you will see results for the car or hotel searches next. If you did not choose to add a car or hotel yet, go to the [Car Rental and Hotel](#) section to search for and choose your car or hotel.
 - 9 Choose the car you prefer and click **Next**, then choose the hotel you prefer and click **Next**. Your car and hotel results will also show information regarding your company's policy and preferred vendors.

If at any time you are not satisfied with the results using these shortcuts, click the **Previous** button at the bottom of the screen.

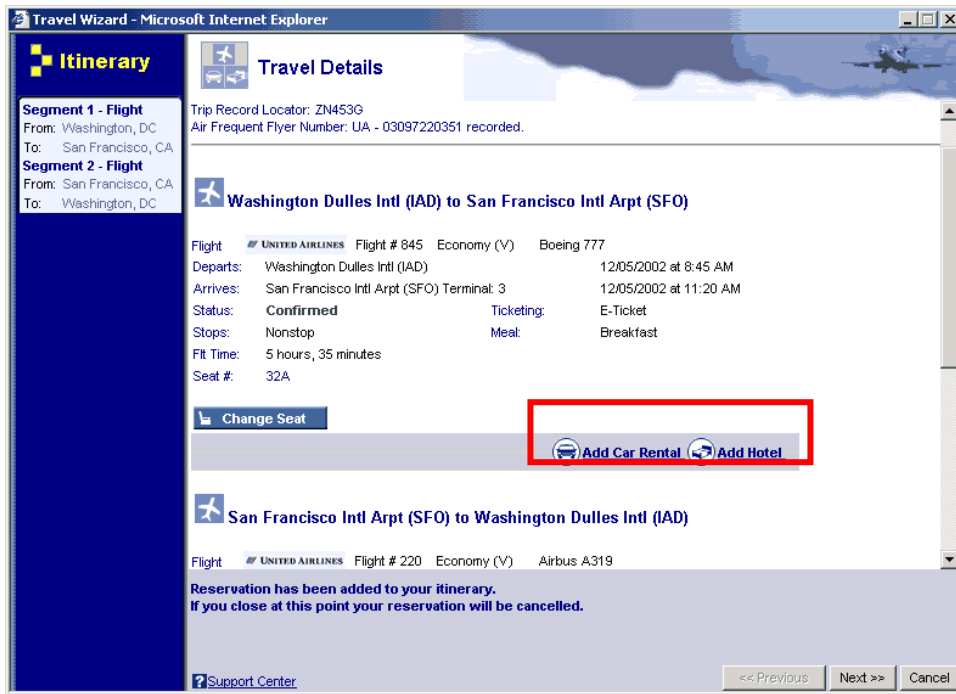
This will bring you to the search preferences for the car or hotel, and you can enter different criteria and search again.

- 10 Cliqbook reserves your flight, and your car or hotel reservation if chosen, then displays your itinerary. Once you see your itinerary, you can continue through to the [Confirm Your Choices](#) section, or you can choose to manually add a car or hotel by clicking a link by your destination city.

If there is no air travel in this request, make sure to choose **Car Only** or **Hotel Only** when you begin using the Travel Wizard.

Car Rental and Hotel

Once you see your itinerary, you can click the **Add Car Rental** or **Add Hotel** link by your destination city.



Car Rental

Click the **Add Car Rental** link by your destination city.

On the search page, choose your pickup location. You can then choose the date(s) for which you want to reserve the car, and any preferences regarding this car rental. When you are ready, click **Next**.

The screenshot shows the 'Rental Car Search Preferences' window in Microsoft Internet Explorer. On the left, an 'Itinerary' sidebar lists two flight segments: Segment 1 (Washington, DC to San Francisco, CA) and Segment 2 (San Francisco, CA to Washington, DC). The main search area includes a 'Pickup Location' dropdown set to 'San Francisco, CA (US) -- San Francisco Intl. Arprt'. Other fields include 'Pickup Property Type' (Airport Terminal), 'Smoking' (Non-smoking), 'Pickup date' (12/05/2002, 11:00 AM), and 'Dropoff date' (12/11/2002, 3:00 PM). A calendar interface shows December 2002 and January 2003. The 'Preferred Vendors' section has checkboxes for 'Avis' and 'Hertz'. The 'Car Vendors' section has checkboxes for 'Any Vendor', 'Alamo', 'Budget', and 'Dollar'. The 'Car Type' dropdown is set to 'Economy'. At the bottom, there are buttons for 'Add Rental Cars', 'Support Center', 'Display Trip', '<< Previous', 'Next >>', and 'Cancel'.

Cliqbook returns a list of choices. Your company's preferred vendors will appear at the top of the list. Choose the car rental option you prefer and click **Next**.

If your chosen rate violates any company rules, Cliqbook prompts you to enter a reason code and an explanation.

The car rental is added to your existing itinerary.

Hotel Reservation

Click the **Add Hotel** link at your destination city.

Choose how you want to search for a hotel, using the **Airport**, **Address**, **Company Location**, or **Reference Point/Zip Code** options. Also, enter the mile or kilometer range you wish to search.

- Airport – enter the airport code. If you don't know the three-digit code, use the location search button to find the code.
- Address – enter the address, including city, state, and zip code.
- Company Location – if your company has provided locations, choose one from the list. Your results will be near that location.
- Reference Point/Zip Code – enter a landmark, zip code, or city name and state.

Additionally, you can choose the hotel chains you prefer, or enter additional search criteria, such as the hotel name.

Choose the dates for your stay and any other preferences. Click **Next** to continue.

Cliqbook returns a list of hotel choices. Preferred hotels with your company's negotiated rates appear with a diamond on the tab.

When you choose a tab, click the **Info** link to see information on the hotel, including available amenities and cancellation policies. You may see multiple hotel rates within that tab. Choose the rate you prefer.

If available, click the **View Map of Hotels** link to map the hotels.

Choose the hotel option you prefer and click **Next**.

If your chosen rate violates any company rules, Cliqbook prompts you to enter a reason code and an explanation.

There may also be WebDirect hotels in your results. Make sure to follow your company's rules regarding WebDirect reservations. If you need more information, refer to the [WebDirect Reservations](#) section in this document.

The hotel is added to your existing itinerary.

Confirm Your Choices

Once you make all your choices, Cliqbook displays your completed itinerary. From the itinerary, you can click the **Cancel** link next to a car or hotel reservation and search for a new car or hotel.

Click **Next** to confirm your travel.

Itinerary

Segment 1 - Flight
From: Washington, DC
To: San Francisco, CA

Segment 2 - Flight
From: San Francisco, CA
To: Washington, DC

Trip Booking Information

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

Trip Name (This will appear in your calendar)
Trip From (Washington, DC) to (San Francisco, CA)

Trip Description (optional). (Used to identify the trip Purpose)

Comments for the Travel Agent (optional)

Send my email confirmation as HTML Plain-text
Do not include directions to hotels with email

Billing/Expense Information

Travel is Billable Project: -- None -- If your project is not in the list, type it here.

Please enter information about this trip, then press Next to finalize your reservation. If you close at this point your reservation will be cancelled.

[Support Center](#) Display Trip << Previous Next >> Cancel

The Trip Booking Information screen lets you enter additional information about your trip.

- You can choose to modify your trip name. This is how the trip will appear on your itinerary and in the automated e-mail from Cliqbook.

- You can also enter a trip description and any comments for the travel agent. Refer to your company policy for information regarding the use of the agent comments field.
- Choose your preferred e-mail format, either plain text or HTML. If you are an arranger, you can also choose to have the e-mail sent to the traveler.
- Choose whether you would like to receive directions or maps to the hotel.
- Some companies also enter billing information. Make sure to complete this field if required.

Click **Next**. Cliqbook will display your itinerary a final time. This itinerary will include any messages about ticketing policies.

Make sure to click the **Purchase Ticket** button to send your request to the travel agents. Click the **Cancel** button to cancel the trip and delete the record.

The last screen shows your confirmation number and information to contact the travel agent.



Click **Close** to return to the Travel Center.

Once you submit the information for your trip, the following events occur:

- The My Travel page will refresh automatically, and you will see the trip you just booked in the list of upcoming trips.
- You will receive e-mail confirming your choices. For Microsoft Outlook users, double-click the attachment in the e-mail to open an Outlook appointment, which you can then save to your Outlook calendar.

- Your trip will appear in your **My Requests** queue with a message regarding the status of the itinerary.

If you chose an option on a RED tab, your trip will require approval. Your manager will receive email notification, and approval is required before your trip is ticketed.

- Once a travel agent tickets your trip, you will receive a final confirmation e-mail. This is your official itinerary, which you can use to check in at the airport.

WebDirect Reservations

Whenever you see an airfare or hotel option with a globe on the tab, this indicates a WebDirect option. It is important to remember that choosing a WebDirect flight or hotel reservation places that reservation in the hands of the Website or vendor directly, and your travel agent cannot help you with any changes or cancellations.

WebDirect airfare and hotel reservations often have special rules or cancellation policies. **Make sure to read the rules on the Website carefully before you purchase the ticket or reserve the room.**

WebDirect Airfare

WebDirect options appear in your airfare results with a globe on the tab.



Cliqbook returns WebDirect flights for the whole day. In order to see flights that are outside your time window, uncheck the **Hide flights not in my time window** box.

When you choose a WebDirect tab and click **Next**, Cliqbook will display some basic rule information, and then open the Website in another window.

Itinerary

Segment 1 - Flight
From: Washington, DC
To: San Francisco, CA

Segment 2 - Flight
From: San Francisco, CA
To: Washington, DC

WebDirect Wait Page

A new window will popup in a few seconds with the website of the supplier that you selected. When you purchase the fare, we will attempt to refresh this page with the confirmation information.

To make changes after purchasing these web-direct tickets, you will have to contact the airline service desk. Your travel agent cannot make changes for you, and this purchase may not be refundable

Provider	Delta
Contact Info	(800) 325-1551
Fare Policy	Different classes of service are available at any given time from the website. Changes in travel may be made under certain conditions and may require a change fee and additional collection. The domestic change fee is \$100.00. The Delta Shuttle change fee is \$75.00. Delta Express change fee is \$50. The International change fee varies. Please click on the fare rule number for specific change fee information or call 800-221-1212 or your local Reservations Office for more information. Changes to your itinerary (especially if you are on a round trip purchase only fare) may increase your fare.
Ticketing Fee	Reflected in cost of ticket on website.
Comments	Recommended because of option to search for non-restricted fares only

Please purchase a ticket from the popped up window..

Support Center | Talk Live with Travel Support

Start Over | << Previous | Next >> | Close

When the Website opens, you will see the flight you selected. Continue through the site to buy the ticket.

As soon as your purchase is complete, you will see a window with a Cliqbook logo that explains the process for moving the WebDirect information into Cliqbook. Make sure to click the **Close this window** link to complete the process.

http://app2.outtask.com/twPopup/farechase_buy_tra...

Cliqbook

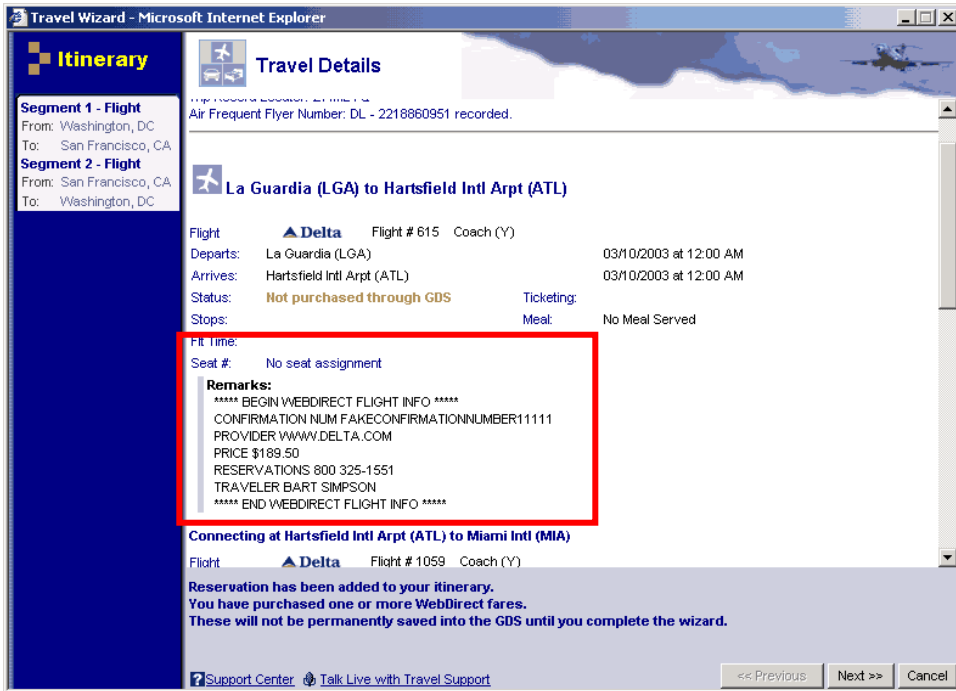
Cliqbook automated buy tracking is now storing this trip into the reservation system.

Please return to the Cliqbook Travel Wizard to give this trip a name and to complete the booking of this trip.

[Close this window](#)

- In order for your company to be able to report on WebDirect tickets, you must click this link.

Cliqbook will then retrieve your itinerary. The air itinerary is similar to an agent-booked ticket; however, it will indicate the Website where you purchased the ticket as well as information on contacting the airline.

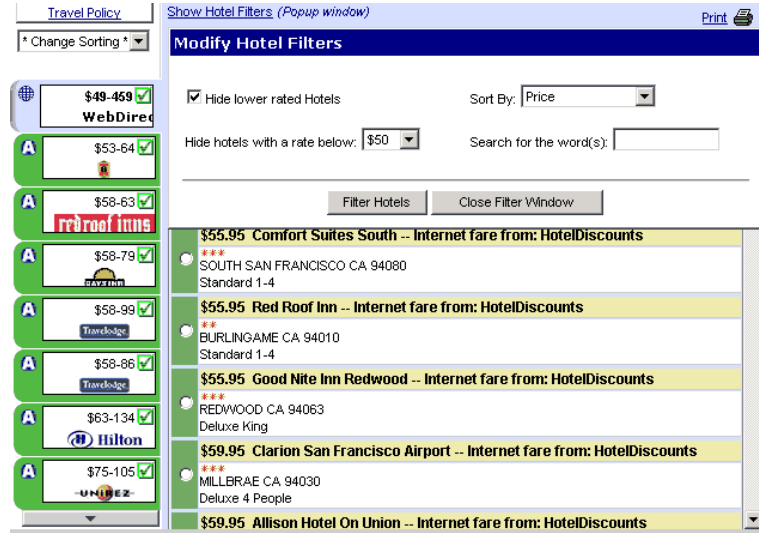


- When you purchase a ticket through a Website, you will receive e-mail from that Website confirming your purchase. The e-mail should also contain your e-ticket number and any additional information you need at the airport. You will receive e-mail from Cliqbook indicating that you purchased this ticket, however, the e-mail from the Website is the official record of the purchase.

Continue through the Travel Wizard to add a car or hotel to the air reservation.

WebDirect Hotels

When you search for hotels, all the WebDirect hotels appear on one tab. When you click the tab, you will see the **Show Hotel Filters** link. Click this link to filter the WebDirect hotel results.



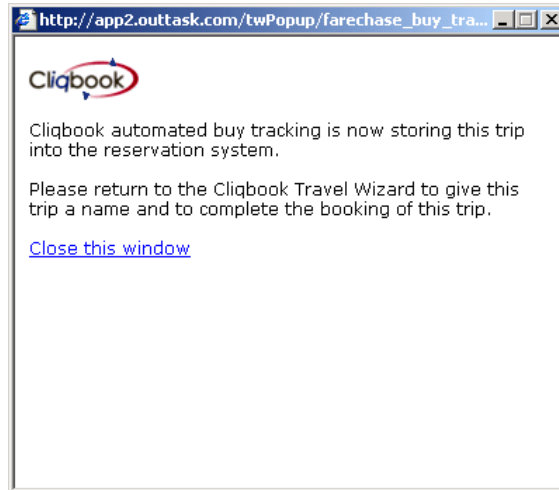
You can choose to filter by price, by rate, or you can search for a particular word in the results.

Select a rate by clicking the radio button next to the hotel, and click **Next**.



Just as with WebDirect airfare, you will go to the hotel or vendor Website to reserve the room. You may be required to pay a deposit or be subject to cancellation fees.

As soon as your reservation is complete, you will see a window with a Cliqbook logo that explains the process for moving the WebDirect information into Cliqbook. Make sure to click the **Close this window** link to complete the process.



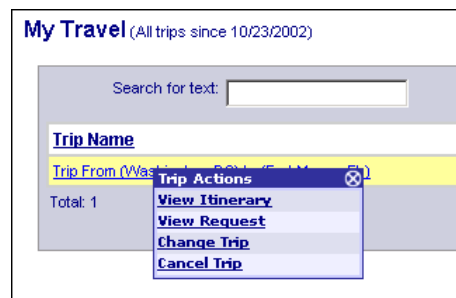
- In order for your company to be able to report on WebDirect tickets, you must click this link.

Clqbook will then retrieve your itinerary. The hotel reservation is similar to an agent-booked hotel; however, it will indicate the Website where you reserved the room as well as information on contacting the vendor.

My Travel

The Travel Center page shows a list of your upcoming trips, as well as travel in the past two weeks. To see older travel, enter the date in the **Since this date:** field and click **Find**.

Click the name of an upcoming trip for any of the following options:



- **View Itinerary** – view your Clqbook itinerary. You can view itineraries for all trips, not just trips booked using Clqbook. From this window, you can print a formatted copy of your itinerary.
- **View Request** – see the Clqbook request, including the status. If the status is not Confirmed or Ticketed, you can withdraw the request.
- **Create Template** – create a template if this is a recurring trip. See the [Travel Templates](#) section for more information.

- **Change Trip** – choose to change or cancel your car rental or hotel reservation. This link does not allow you to change a reserved airline ticket.

To change agent-booked airfare, contact the travel agent directly. To change WebDirect airfare or hotel, call the Website or vendor directly. See the [WebDirect Reservations](#) section for more information.

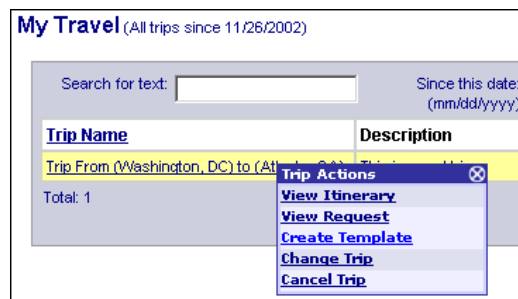
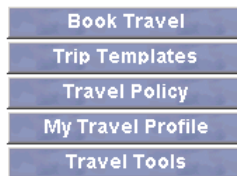
- **Cancel Trip** – for trips that are not ticketed, you can attempt to cancel the itinerary. This link will not appear if the trip has been ticketed, and you must contact the agency for any changes to airfare.

Travel Templates

Templates allow travelers to request a similar trip on multiple occasions. There are two ways to create a new template:

- From a trip that appears in the My Travel list.
- From the Trip Templates page.

In order to create a new trip template, either click the **Trip Templates** button or click on an existing trip and choose **Create Template**.



If you choose the Trip Templates button, you will see the **Travel Templates** page. This page shows any existing templates, and lets you create new templates.

Personal Travel Templates are templates that you created, and you can edit or delete them. You may also see Company Travel Templates that travel administrators created and made available to travelers at your company. You cannot edit or delete these templates unless you are a travel administrator.

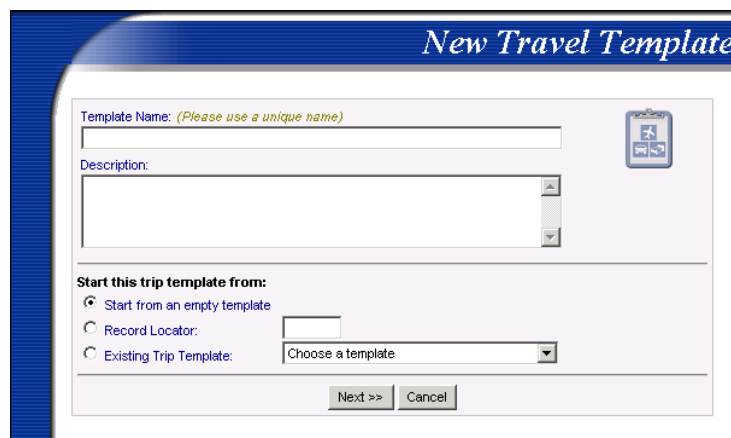


To create a template from this page, follow these steps:

- 1 Click the **Add New Template** link on the right side of the page.



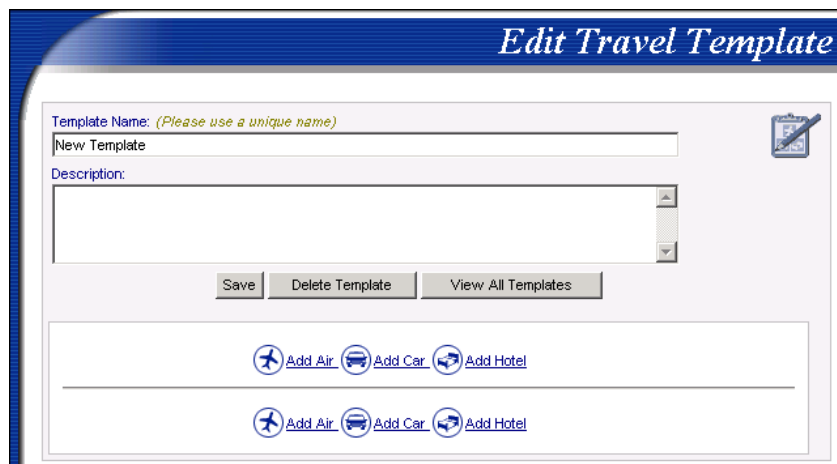
- 2 On the **New Travel Template** page, enter information about the template.



- Enter a Template Name (required) and a Description, if needed.
- If this template is new, choose **Start from an empty template**.

- If the trip comes from a previous trip, choose **Record Locator** and enter the record locator number. This number should be included with the e-mail or information you received from the agent when you booked the trip.
 - If the trip is based on an existing template, choose **Existing Trip Template**, and then choose the template from the list.
- 3 Click **Next**.

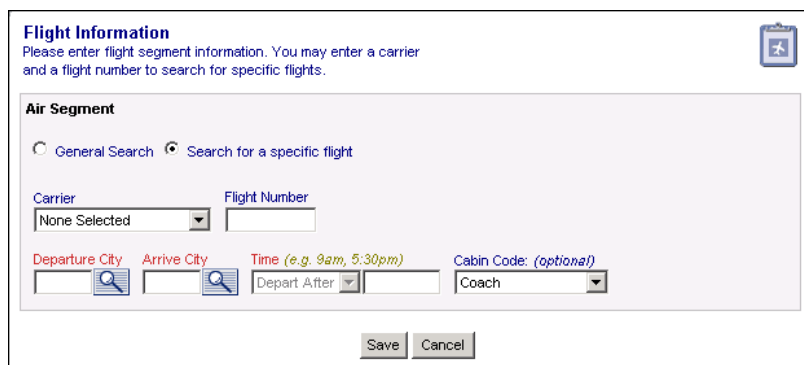
If you choose to create a template from an existing trip, you will see information from that trip on this page. If you chose to create a brand-new template, this page will be blank.



- 4 Click **Add Air**, **Add Car**, or **Add Hotel** to begin building your template.

Add Air

When you click **Add Air**, you can choose **General Search** and enter the cities and preferred times for your travel, or you can choose **Search for a specific flight**, and enter the carrier and flight number.



- Make sure to add the outbound and the return, if this is a round-trip flight.

- Check **This flight is a connection to a previous flight** if the current segment is a connection.

After you add each air segment, click **Save**.

Add Car

When you click **Add Car**, you can specify a vendor, an airport, the number of nights you need the vehicle, and the car type.

Car Information
Please enter details about this car.

Car Company: Please choose a vendor
Airport: [Search]
Num. Nights: 1
Car Type: Default

Please estimate when you want your car. If you have a flight on the same day as your pickup or dropoff, we will automatically adjust the times to fit the flight.

Pickup Time: 9:00AM
DropOff Time: 5:00PM

Save Cancel

- If you have already added your air, Cliqbook will estimate when you will need to pick up and drop off the car. Otherwise, you can enter the estimated times on this page.

Click **Save** to save the car information.

Add Hotel

When you click **Add Hotel**, enter the number of nights and the city code. The city code will automatically populate based on the flight information you have already entered. You can search for hotels in alternate cities, if desired. Click the search button if you don't know the three-digit airport code.

You can choose up to four hotels to search.

Enter the vendor and hotel name, if you know this information. If you want to search for a specific hotel, click the **Search for Hotel Property** link.

You can enter up to six different search parameters, including city, GDS ID (if known), phone number, or chain or property name.

Cliqbook automatically enters some initial parameters, based on the city you have already entered. Choose additional parameters and then choose how to search. You can choose to search properties that begin with, end with, or contain the information. Then, enter the search value.

- For example, if you are searching for a hotel in Naperville, Illinois, you would change the city name from Chicago (populated based on the airport code) to Naperville. If you are not sure of the spelling of a city, you can enter the first few letters and then choose **Begins with** instead of **Is exactly**. You can then add additional parameters, up to six total.
- Use the parentheses to prioritize searching. For example, if you want to find a hotel that is in Chicago, and the property name contains either Marriott or Hilton, use the and/or fields and the parentheses to tell Cliqbook to search for the first parameter, then only one of the next two parameters.

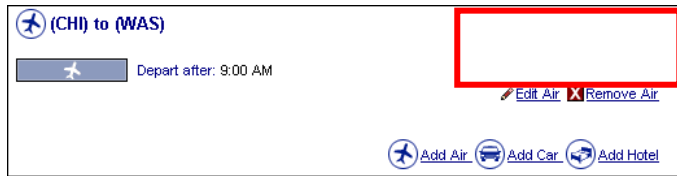
Once you enter the criteria, click **Submit**. You will see the results on the page.

Place a check next to the hotels you wish to add to this template, and click **Select Hotels**. If you choose a hotel for which your company has a discount, the discount code will appear on the Hotel Information page.

Once you have chosen up to four hotels, click **Save** to return to the **Edit Travel Template** page.

When you are finished building your template, click **Save**.

You can always edit or delete an air, car, or hotel segment from the Edit Travel Template page by clicking the links.



Edit a Trip Template

If you choose to create a template from an existing trip, or edit an existing template, you will see information from that trip on this page.

You can create a template from an existing trip by clicking on the trip in the My Travel list and choosing **Create Template**, or by choosing an existing trip or trip template from the Add New Template page.

To modify a template, click the **Edit** or **Remove** link next to the segment you wish to edit or delete.

You can also add additional segments by clicking the **Add Air**, **Add Car**, or **Add Hotel** links within the template.

Make sure to click **Save** whenever you modify a template.

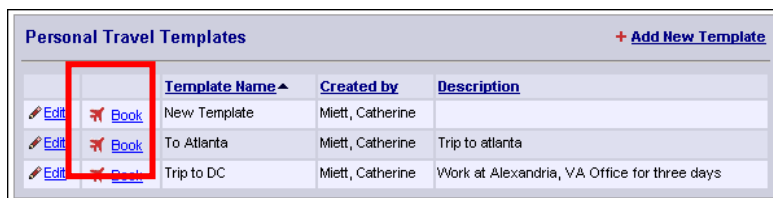
Click **Delete Template** to remove it from the list. You can only delete templates that you create.

Click **View All Templates** to return to the Travel Templates page.

Book a Trip Using a Template

To book a trip using a template, follow these steps:

- 1 From the Trip Templates page, click the **Book** link next to the template you wish to use.



- From the Run Template page, choose the dates for your travel. You can also modify times, or choose the particular segments to book. If there is a segment you don't want to book, remove the check from that segment.

Run Trip Template - Microsoft Internet Explorer

Run Trip Template

If a particular segment is not needed, uncheck the box next to "Search for this...". You can use the calendar image to set the start date of each segment; subsequent dates will be automatically populated. When the template is ready, click "Next" at the bottom of the page.

Depart Date: **Depart Time:** **Include flights within:** hours of selected time

(CHI) to (WAS)

Search for this car
Pickup Date **Dropoff Date**
 Car Rental at (WAS)
AVIS Renting from: Avis
 Pickup at: Arrival in WAS
 Pickup at: Departure from WAS
 Car Type: Car class car, 4-door automatic transmission with air conditioning

Search for this hotel
Check In Date **Check Out Date**

Change Month

DECEMBER 2002							JANUARY 2003						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7			1	2	3	4	
8	9	10	11	12	13	14	5	6	7	8	9	10	11
15	16	17	18	19	20	21	12	13	14	15	16	17	18
22	23	24	25	26	27	28	19	20	21	22	23	24	25
29	30	31					26	27	28	29	30	31	

Change Month

Change Month

DECEMBER 2002 JANUARY 2003

DECEMBER 2002 JANUARY 2003

DECEMBER 2002 JANUARY 2003

Next >> Close

Cliqbook will perform the search, showing results for all the travel segments you chose. Continue through to book your flight as usual.

Queues

Use the queues on the Travel Center page to view your requests and manage requests made by your employees.

My Requests

This queue shows travel requests you have made. When you submit travel arrangements using Cliqbook, the trip appears in this queue until the request is complete.

- If the request says **Awaiting Approval by your manager**, your manager has not approved the request yet.
- At any time, you can click the trip in the **My Requests** queue to see the status and any information on the trip. Once it is completed, your itinerary and any details about hotel and car rental will appear when you click the link.

Approvals

- This queue shows requests made by your employees. Make sure to check the option to receive e-mail on the **Travel Profile** page, (see the [Profile](#) section

in this document) and you will receive e-mail when there is anything to approve in this queue.

- To approve a request from an employee, click the trip name in your **Approval** queue. The request will appear, and you can click the **Approve** or **Reject** button, as well as add comments.