



CLIQBOOK NEW USER SETUP GUIDE



ACTIVATE YOUR ACCOUNT

- ▣ Go to www.concursolutions.com
- ▣ Enter your **Login**: ie: john.smith@sorosny.org
- ▣ Enter the initial **Password**: outtask
- ▣ Click 
- ▣ Click **Profile** in the upper left hand corner.

- Your Login is your email address.
- You will set a new password the first time you log in.
- If your Login does not work contact the Online Support Desk at 414.410.8438 or online@adelmanmail.com and they will provide you with your login information.
- Scroll down through each section of your profile to make sure that all of your information is entered and correct.

- ➔ **Do Not use any special characters such as !, #, etc. in your profile or your information may not transfer into the reservation system.**
- ➔ **Make sure you click SAVE.**

VERIFY PERSONAL INFORMATION

- ▣ Verify your **Name** is correct.

- Your name should match what is on your legal ID to make security checks easier.

ENTER ADDRESS & CONTACT INFORMATION

- ▣ Enter your **Address(es)** and **Phone Numbers**.
- ▣ Please provide an **Emergency Contact**.
- ▣ The **Personal Company Defined Field(s)** are used for additional information and any special reporting items for your company such as Employee ID, Department, or Division numbers.

- Use format 555-555-5555 (please use dashes) in the phone numbers..
- Home and Work phone number are both required to make a reservation.

ENTER TRAVEL PREFERENCES

- ▣ Your **Air, Car, and Hotel Preferences** will tell the system and your travel consultants what your preferences for travel are.

- Use the **Other Preferences** fields to communicate any special needs.

ENTER FREQUENT TRAVELER PROGRAMS

- ▣ Click [Add a Program](#) to add a Frequent Flyer or Car or Hotel membership number.

In the Concur Cliqbook Travel profile, a traveler may set a Frequent Flyer account as the default account for the air alliance (Star Alliance, OneWorld, Sky Team) it is part of. A check box is available when adding or updating a membership in the **Frequent-Traveler Programs** section.

- Southwest Airlines does not allow for pre-registration of your membership. You cannot save your membership number and must provide it at check in to receive benefits of membership.
- Your number may not save if the name entered on your profile does not match what you filed with the vendor. All your membership numbers should match your Legal ID for security.

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ENTER YOUR PASSPORT(S)

- ▣ Enter the information of your **Passport** if you have one..

MANAGE ASSISTANTS & TRAVEL ARRANGERS

- ▣ To provide someone else access to your profile click [Add an Assistant](#).

- This will give the Travel Arranger(s) access to your profile to make changes to your saved information or make online bookings for you.

ENTER CREDIT CARDS

- ▣ Click [Add a New Credit Card](#) to provide your billing information.

- You can preset your Air and Hotel default cards using the **"Use this card as the default card for:"** check boxes.

- ➔ **Expired Credit Cards will cause your reservations to experience an error whether booking online or with your travel consultant.**

For further assistance contact the Online Support Desk at 414.410.8438 or online@adelmanmail.com



QUICK TRIP REFERENCE GUIDE




SEARCH

You will find a Travel Help link using the **Help** menu item on the top blue bar. Here you will find extensive details on reserving trips, travel arranger help, templates, and profiles.

- If you are a travel arranger, select who you are arranging travel for from the drop-down near the upper right hand corner.
 - Enter or select your travel cities, dates and times. If you are not searching for air, you can use the car or hotel tabs if you only want car or hotel.
 - If you want to add Car to the reservation click **Pick-up/Drop-off car**, or the **Automatically reserve this car** if that option is available.
 - If you want to add Hotel to the reservation click **Find a Hotel**.
 - Select your search method – By **Price** or By **Schedule**.
 - Select how you want to view your itinerary options by using the various sort options available.
- You can search by Departure or Arrival time, and select a time window.
 - **Automatically reserve this car** will automatically select a car for you which will be the least expensive company preferred car.
- You can narrow your search by using the following parameters:
- **Airport**
 - **Address**.
 - **Company Location**.
 - **Reference Point**.
 - You can also enter a part or all of the hotel name in the **With names containing** box.
 - Search by **Price** will show lowest fare priced itinerary options.
 - Search by **Schedule** will show you flights fitting the schedule parameters so you can select your itinerary before pricing.

AVAILABILITY

- Select your flights to obtain a price if searching by schedule, or select a priced option if searching by price. Then click **Next**.
 - Review the priced itineraries and use the **Reserve** button to select your flights.
 - Select your car if you chose to search for a car.
 - Select your hotel.
- Flight options are color coded. Green is within policy. Yellow is being logged for manager reports. Red is outside of policy.
 - Use the **Compare** option to compare several options together.
 - If you chose to **Automatically reserve this car**, you will skip this step.
 - Click  **Map of Hotels** to see where hotels are located.
 - Corporate discount rates are identified with the yellow diamond.

ITINERARY AND CONFIRMATION

- Review your itinerary.
 - Enter trip information.
 - You can **Hold Trip** or select **Next** to continue.
 - After the final trip review, click **Purchase Ticket** to submit the record for ticketing. Depending on your company's policy, you may be prompted for additional information at this time.
- You can make any changes at this point.
 - Select or change your seats per flight with the **Change Seat** link.
 - Click **Next** when you are ready to save the trip.
 - If your company has required information for the trip, fill in the required prompts.
 - If you **Hold** the trip, it is subject to cancellation within 24 hours. Fares are not guaranteed until ticketed.
 - You can **Modify** the Car and Hotel at any time but you can only **Modify** the Air if the trip is on **Hold**. Once purchased, you may call your travel consultants to change or cancel flights.

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Cliqbook FAQ



What do I do if I forgot my password?

- Click on the *Forgot My Password* link on the login page. Enter your login ID and Cliqbook will send you your password hint. Passwords for Cliqbook are case sensitive.

Why does the system seem very slow?

- Cliqbook applies your company's policy and searches for contracted rates, a function that other sites do not do. This requires additional processing time.
- You may be doubling security. Make sure your Internet Explorer settings are at Medium Security under *Tool – Internet Options-Security*.
- If you are outside the network, do not dial into your VPN. Go to www.adelmantravel.com and then access Cliqbook through the link that is located there.

Why is the system slower than public web sites?

- Cliqbook is doing many things those sites do not do which takes more time. Cliqbook searches for your corporate contract rates and applies your company's travel policy to all searches.

When should I Search by Price or Search by Schedule?

- A Price Search looks for the flights with the lowest fare, within the specified time window as well as any other applied preferences (such as Number of Connections). You will not see a lower fare option that may be available if it is outside the time window.
- A Schedule Search shows you all the flights for the day and you can make your own flight selection. It will still look for lower fares within the time window you have specified.

Why did the system show me flights for a different airport?

- The system defaults to showing you flights into all airports in larger cities to try to find the lowest fare.

I have seen a lower fare somewhere else – why can I not see it in Cliqbook?

- There may be various reasons why the lowest fare flight is not showing. Check your settings in Air Search on Flight Page.
 - If your *Class of Service* is other than Coach you will not see the lowest fare.
 - If *Refundable Only* is checked the system will be searching for fully refundable fares, which are more expensive.
- Many public web sites display a "From" rate that may change or may no longer be available when you purchase the flight.
- If you are seeing a rate that can actually be booked, that site may have specific inventory priced only for that site.

I am in priced flight options and see an outbound segment I like but do not like the return and want to look for other options. How do I change one of the segments of a priced itinerary?

- On the Cliqbook sidebar, check *Search Flights By Schedule* and pick the flights that you prefer.

I am having difficulty finding a specific hotel.

- The hotel may be sold out.
- The address in the database may not match what you entered, for example: 1st St. vs. First St.
- If you entered a specific address or company location, make sure you limit the *Search within* distance to 5 miles or less to limit the number of responses given. Otherwise, the system will show you many hotels and you may need to view more than one page to find your hotel.

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Why do hotel web sites allow me to book lower rates than Cliqbook?

- Cliqbook does not link to the hotel Internet sites. There are times when hotels put rooms at a discount to sell. However, there are often additional Internet fees and strict penalties attached to those prices for cancellations or changes to the reservation.
- Additionally booking on a hotel website adds more time to the booking process. It does not provide all of the information on one itinerary, which can be inconvenient to the traveler and for expense re-imburement whereas booking through Adelman can provide a complete itinerary.
- Booking on Internet sites does not allow your company to use volume to negotiate better rates and there is no way to track travelers whereabouts through our Enroute program.

Can I book a car and/or hotel for dates different than the flights?

- Yes. It is easiest if you do an *Air Only* search and select your flights. Then from the *Travel Details* page you can select Add Car Rental or Add Hotel and enter in dates and/or cities different than the flight dates and times.

What is the difference between *Hold Trip* and *Purchase Now*?

- *Purchase Now* will purchase and ticket your flights as well as confirm Car and Hotel reservations.
- *Hold Trip* will save your itinerary and confirm the Car and Hotel but does not ticket your flights. You can come back later to purchase the flights. In order to prevent a Hotel no-show charge, you will want to cancel a "Reserved" itinerary if you are not going to use it. Also, *airfare is subject to change until ticketed*, so the fare could change until you purchase the ticket.

Can I book at any time?

- Yes. However, if you are booking after normal business hours we will ask that you call our Emergency Services team to ensure that the reservation gets ticketed for the listed airfare. Also, your reservation may also be subject to any applicable company approval process.

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