



Frequently Asked Questions

SITE ACCESS

- Q. Is there a preferred browser?**
 A. Cliqbook functions more efficiently using Mozilla Firefox.
- Q. What should I do first?**
 A. First, you should complete your traveler profile. Click the profile link on the main navigation bar as soon as you log in for the first time.



USER PROFILES

- Q. What are the required fields on the profile page?**
 A. The fields required on the profile page are contact telephone numbers, email address, personal credit card, and emergency contact information. Optionally, you can also enter travel preferences such as frequent flier information and seating preferences.
- Q. What if I don't book my own travel?**
 A. Cliqbook gives you the option to set up an assistant or arranger to book your travel. Go to Profile and either scroll to the bottom or click the Assistants link at the top of the page. Click Add an Assistant to add the person who you would like to authorize to book your travel. This person can update your profile, and can make any travel arrangements for you. You will receive an email alerting you any time your profile has been updated.

Online Bookings

- Q. How is ticket fulfillment handled?**
 A. Tower Travel Management will handle fulfillment/ticketing in the same manner as a phone reservation. Electronic tickets will always be issued unless otherwise requested.
- Q. What if I want to book personal travel?**
 A. When you use Cliqbook, you can book Personal Personal and still have access to any existing corporate discounts. Select "Personal" as your travel type.
- Q. How do I pay for my reservations?**
 A. When you book company travel, you must use your GEMS card or a personal credit card. Please confirm that your credit card is set up in your profile. If the information is missing, you will not be able to continue with your reservation.
- Q. How can I see flights I have already booked?**
 A. Go to the Trip Library to view a list of all of your itineraries. You can search for a specific itinerary by entering keywords and a date range. Click the Actions button to View the itinerary, Email the itinerary, View Request, Create a Template, Change or Cancel the trip (PRE-ticketing only).
- Q. What type of confirmation do I need at the airport?**
 A. Bring a printed copy of your email itinerary with ticket number information and a government approved identification document (driver's license, US Passport, etc.).
- Q. How do I change my reservation once it's been booked?**
 A. If you require changes to your air itinerary, you will be required to contact Tower's travel consultants. You may make changes to your seat assignment or add a hotel or car reservation by clicking on your existing itinerary in the Trips Library.
- Q. How do I book multi-leg flights?**
 A. On the Travel Center Home page, you can choose whether you want to book a one-way, round trip, or multi-segment flight.

Online Bookings (continued...)

- Q. Will Cliqbook automatically upgrade me or my Travelers using the Frequent Flyer status?**
 A. No, you will need to contact a travel consultant to handle upgrades and upgrade coupons.
- Q. I frequently travel to the same destination, stay in the same hotel and rent the same car. Is there an easy way to book this trip?**
 A. Yes, you can create a Template for any trip. Click the Actions button on a trip in your Trip Library, and select the option to Create a Template.
- Q. When is my booking made on Cliqbook actually ticketed?**
 A. After you book online, Tower reviews the booking and authorizes the ticket. This typically occurs within one hour and is typically an e-ticket.
- Q. Is my airfare guaranteed after booking online?**
 A. While your airfare is not guaranteed until ticketed, the rates you see on Cliqbook are typically the same rates that the travel consultant will be able to ticket. Fares will be presented with the University of Chicago's discounts applied, including taxes.
- Q. If I make a telephone assisted reservation, will I be able to see it on Cliqbook?**
 A. You will only be able to view previous bookings that you have made directly through Cliqbook. These bookings can be viewed in your Trips Library.
- Q. How do I handle refunds?**
 A. Return any unused airline tickets to Tower. If you have an e-ticket, it's important that you notify the agency so they can obtain the refund. Non-refundable e-tickets will remain on file for future use. It is important to cancel non-refundable tickets prior to travel date.
- Q. How do I contact a Tower Travel Management travel consultants?**
 A. Tower's call center can be reached at 866.625.6491 (press option #3). They will have access to all bookings made on Cliqbook.
- Q. Who do I contact for Cliqbook technical support?**
 A. Cliqbook technical support is provided by Tower's Online Solutions Team, Mon-Fri, 8:30am – 5:30pm CST. You can email onlinesolutions@towertravel.com or you can call 630.928.7090. rev 5/26/2010

