Clarkbook 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 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 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.** 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.

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