



CLIQBOOK FREQUENTLY ASKED QUESTIONS

Questions contact: Cliqbook Support Desk: 877-463-0543

Corporate Travel email box: <mailto:corporatetravel@aaa-alliedgroup.com>

Why should I use Cliqbook?

Cliqbook is an easy user-friendly booking tool that provides a less expensive booking option for the traveler and/or assistant. It is directly linked to AAA, most airlines and other travel websites to obtain lowest fares as well as ensure SPC corporate policies are adhered to. It also provides back-office reporting data to SPC.

Can I still call and make a travel reservation with an AAA Counselor?

Yes, you can still call an AAA counselor to book your reservation. There is a choice to either use Cliqbook or a counselor. You and the department Budget Supervisor must make the decision if you want to book your reservation in Cliqbook for the lower service fee (\$11) or utilize a counselor for the higher service fee (\$25). This fee will be charged back to the department's budget so please make your arrangements carefully.

How do I get a Cliqbook Login?

You must complete an AAA profile form and submit it to AAA for input into our computer system and login assignment in Cliqbook. Once the information is in both systems you will receive an email with your login information via your **SPC email address**. Please allow at least 48 hours turn around time after submission of your completed profile form.

Can I book International flights in Cliqbook?

We highly recommend calling a counselor to book your international reservations. There are many special routings, documents, regulations, lower fare combinations, etc., that only a counselor can advise you of. It is well worth the time and additional service fee to ensure your international trip goes smoothly and is ticketed at the lowest available price.

Can I book groups larger than 9 persons in Cliqbook?

No, you must contact a counselor to book a group.

Can I book low cost carriers in Cliqbook? Put the reservations on hold?

Yes, you can book low cost carriers such as Southwest, Jet Blue, AirTran, etc. in Cliqbook. We do not recommend putting the reservation on hold since most of their fares are WebFares and are instant purchase flights. You will be held responsible for any instant purchase flights you put on hold for a low cost carrier and the carrier automatically tickets the reservation.

What about lower air fares on web sites?

If you find WebFares lower than Cliqbook, please contact AAA and speak to a counselor, who will book the itinerary (if available, you may have the last seat for that fare on the website) for you at the Cliqbook fee. The counselor will then notify management of the issue which will be forwarded to Cliqbook to research why the fare was not offered on Cliqbook.

What do I do if I have problems? When traveling, changing flights

In both instances, please contact AAA for assistance as you have in the past when making your reservations with a counselor, nothing has changed even though you are booking via Cliqbook. If your original reservation was booked on Cliqbook you will be charged the Cliqbook service fee. AAA is available 24/7 via telephone.

How do I cancel a ticketed trip?

Contact AAA to cancel and/or change your ticketed itinerary. You will be charged the Cliqbook fee.

How do I cancel a trip on hold in Cliqbook?

If the trip is only on hold, please cancel in Cliqbook. Please make sure you cancel your hold trip within the time parameters that Cliqbook gives you when you book the reservation and place it on hold, i.e. 24 hours etc.

How can I book multiple legs of a trip?

On the first search criteria screen click on the radio button that states multi-leg trip. You then have the option to book multi-leg trips by schedule, or by price, this option is located at the bottom of the screen of the original search criteria. It is much easier to use the schedule search for this type of booking.

If I have to call a counselor do I get charged \$25? When do the fees apply?

If the original reservation was booked in Cliqbook, any changes, cancellations, etc, will be charged at the Cliqbook fee of \$11. If the original reservation is called in, the charge is \$25, unless there are problems using Cliqbook. You must advise the counselor what type of Cliqbook problems (be specific) you are experiencing when you call in.

How can I make sure all of my frequent flyer, hotel, and car rental numbers are current?

Please check your profile in Cliqbook. All your profile information that is on file in our computer system is located there. If you need to make any changes, you can change them in Cliqbook, submit an updated profile sheet, or contact a counselor.

Why do I have to give my personal credit card to book a hotel?

SPC corporate travel policy states you must use your personal credit card for hotel guarantees when booking business travel.

How can I book personal travel for me or my spouse?

You can book personal travel on-line in Cliqbook. You will need to add your personal credit card number and in the "remarks to the agent section" of the reservation process advise this is a personal reservation. Your spouse will be booked as a "guest" in Cliqbook.

What do I do if I find flights on an airline website that don't show up on Cliqbook?

If you cannot find a flight in Cliqbook that is listed on an airline website, please contact AAA and speak to a counselor, who will book the itinerary (if available) for you at the Cliqbook fee, the counselor will notify management of the issue which will be forwarded to Cliqbook to inquire why the flights were not offered.

Can I book a reservation in Cliqbook when I am traveling within 12 hours?

You must call and make reservations with a counselor if you will be traveling on the flights within 12 hours of making the reservation.