



Department of Transportation

TRAVEL INFORMATION & POLICY

Subject: TravelStore - New Travel Service Provider (Cliqbook) SWABIZ – New on-line service provider for Southwest Airlines	Number: 10-003 Date Issued: 6/30/2010
References: Department of General Services (DGS) Travel Bulletin #10-02 Travel Information and Policy Tip 10-001.	Expires: Until rescinded

Policy

The Department of General Services has mandated that all State agencies use a new travel service provider and new on-line tools for airline and rental car reservations. **Effective July 1, 2010**, Caltrans employees who travel on state business must use the new travel service provider, **TravelStore** located on the Internet at <http://www.caltravelstore.net/>, to obtain airline tickets and rental car reservations.

The TravelStore website offers access to two on-line booking tools, **Cliqbook and SWABIZ (Southwest Airlines)**. TravelStore will assist employees with Cliqbook reservations ONLY. Assistance for SWABIZ reservations must be directed to Southwest Airlines (contact information below). SWABIZ is used for all Southwest Airlines flights and Cliqbook is used for all other airline reservations including state contracted city pairs AND **all rental car** reservations.

ResX accounts will be accessible through July 11 to allow employees to retrieve prior travel information, if necessary. Do not use ResX to make new travel arrangements. Travel arrangements booked through ResX (Brooke's Travel) for July 2010 travel are still valid. If changes are necessary, call Brooke's Travel at (877) 612-6105 or (916) 442-3233 before July 11, 2010. The TravelStore will not make changes to tickets/reservations made through Brooke's Travel.

Air/Car

Employees requiring Southwest Airlines flights and rental car reservations will be required to use both the **SWABIZ** (for flights) **and Cliqbook** (for car rental) systems to complete their reservations. Note: Enterprise Rent-a-Car and Vanguard (Alamo/National) remain the primary and secondary state contract rental car vendors, respectively. Third party transactions from on-line travel booking systems other than Cliqbook are prohibited per Travel Information and Policy (TIP) 09-003

Cliqbook

Former ResX account users will soon receive an email from the TravelStore regarding their new Cliqbook accounts. Employees have one week from receiving the email to set up their Cliqbook accounts by logging in, updating passwords, completing personal profiles, and adding travel planners and trip authorizers. For more details, the Cliqbook User Guide may be found [here](#).

Employees who do not receive the email for their Cliqbook accounts should submit requests for new accounts to Katie.Kennedy@dot.ca.gov.

SWABIZ

Employees must create their own SWABIZ accounts for Caltrans business travel. Select the SWABIZ icon on the TravelStore web page. The Corporate ID number is **99191680**. Employees will be prompted to enter their Caltrans email address and a password of their choice. Instructions to create a SWABIZ account are [here](#).

Employees who currently have a Southwest Rapid Rewards Account should use their existing account number. Those who do not have a Rapid Rewards number may obtain one by going to <http://www.swabiz.com/>. Print the Rapid Rewards Enrollment Card for future reference.

Once a SWABIZ account is set up, the Travel Policy Section will assign the traveler a ‘Ghost Card’ number. A Ghost Card number allows the reservation to be billed and paid by the Department. For instructions in booking flights on SWABIZ click [here](#).

Cost Coding

Employees may find EFIS Crosswalk conversion charts in the Division of Accounting website at <http://onramp/hq/finance/efis/crosswalks.htm>.

SWABIZ: After trip details are entered, employees must enter EFIS cost coding in a single input field. This field is under “Passenger and Payment Information/ Select Your Internal Reference Number (IRN)/Input Alternate IRN”.

The IRN allows a maximum of 30 characters and must include Unit, Project ID, Phase and Reporting ID (Reporting ID is optional). Do not include spaces. If the Phase is less than six digits, use Xs to the right side of the Phase for a total of six digits.

SWABIZ Example:

An internal reference number is a unique number used for your company's internal reporting purposes. This number may be a cost center, billing number, etc.

CostCoding-UnitProjectIDPhaseReportingID
38810000001370NXXXXX0042008

Note: Up to 30 characters. Letters and numbers only. Please omit punctuation, special characters, and spaces.

Cliqbook: After trip details are entered, employees must enter the EFIS cost coding in the fields provided in the Trip Booking Information section. Input the Unit, Project, Phase, and Reporting ID (Reporting ID is optional). Fund code is 042 for all.

Cliqbook Example:

Unit 3881	Fund 0042	Project 0000001370	Phase N	Object Code 008 or 108 Instate – Out-of-State	Reporting (optional)
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Trip Authorizers Trip authorizers will no longer receive a system generated email to approve travel. Tickets will be issued when employees complete reservations. Employees should notify their trip authorizers electronically by adding their trip authorizers' office email addresses to their SWABIZ and Cliqbook accounts. If travel is denied, employees will be responsible for cancelling travel reservations.

SWABIZ - Add the trip authorizer's office email address under the "Edit Email Preferences" (Email Communications under "Additional Email addresses") or under "Passenger Information" ("Let them know you're on your way").

Cliqbook - Add the trip authorizer's office email address at the last step of purchase under the "Trip Booking Information" page ("Send a copy of the confirmation to") or in the User Profile (Contact information).

Travel Planners Planners for traveling employees without a Caltrans email address are asked to send a list of those employees to Katie.Kennedy@dot.ca.gov

Cliqbook: Instructions for planners are in Section 3, Page 10 of the Cliqbook (Concur) instructions. Planners will utilize the "Guest" traveler settings in Cliqbook.

SWABIZ: "Travel Manager by Proxy" in SWABIZ. There will be more details on proxy bookings to follow.

Refundable tickets Southwest Airlines offers refundable airfare via the SWABIZ internet fares. Cliqbook offers refundable airfare for state contracted city pairs (YCAL/VCAL).

Nonrefundable tickets Nonrefundable airfare may be purchased for Out-of-State travel. Nonrefundable airfare is typically lower in price when reservations are made at least 14 days in advance. Before requesting a nonrefundable fare, employees must understand all restrictions and penalties for flight changes and/or cancellations.

Changes/Cancellations Instructions for SWABIZ ticket changes or cancellations are [here](#).

Instructions for Cliqbook ticket changes are found in Section 5 of the Concur Quick Start reference manual located on the TravelStore home page.

Emergency Requests **TravelStore** - Call the TravelStore at (916) 376-3989 if Cliqbook on-line cannot accommodate your last minute requests.

SWABIZ - Call Southwest airlines at 1-800-FLY-SWA (1-800-435-9792) if SWABIZ on-line cannot accommodate your last minute requests.

Questions on this information may be directed to Katie Kennedy at (916) 227-8652.

For individuals with sensory disabilities, documents may be obtained in alternate formats. To obtain such services, TTY users may also call (800) 735-2922 or employees may email Katie Kennedy at Katie.Kennedy@dot.ca.gov.