

## **Travel Forms**

Lehigh University employees who register with Elite Limo Services receive a 5% discount if they direct bill to Lehigh. Please contact Travel Leaders at 1-866-502-1924 or Elite Limo at 484-275-6600 to enroll in this benefit and to make limo arrangements.

## **Travel Provider FAQ's**

### **1. When did we start using Travel Leaders?**

The transition took place in early December 2007. Originally, Travel Leaders was called Carlson Wagonlit Travel, but they changed their name to Travel Leaders, effective November 3, 2008. You will see the new Travel Leaders name, logo, and look on all of your travel documentation and communications as they phase in their branding.

#### *Please Note:*

- Logon information remains the same for Cliqbook, even though the login page will have a new look
- Effective November 3, all Carlson contact email addresses will be changing to the **@travelleaders.com** domain.
- Our agents and dedicated operational staff will remain the same
- For the time being, phone numbers and URLs will also remain the same

Please contact the Purchasing Office (ex. 83840, [inpur@lehigh.edu](mailto:inpur@lehigh.edu)) if you have any questions regarding this transition.

The Business Travel Center in Holland, Michigan is open to serve Lehigh University:

Monday through Friday 7:00 a.m. to 8:00 p.m. EST

Saturday 10:00 a.m. to 6:00 p.m. EST

**Travel leaders also provides a 24-Hour Emergency Service Center that will assist travelers while traveling domestically or abroad after normal business hours.** A phone call to **1-866-502-1924** provides comprehensive domestic and international reservation assistance. The after hour services are provided to Lehigh at no additional charge if the traveler has booked via a Travel Leaders agent or via Cliqbook

## **Why Should the Lehigh Community Use Travel Leaders?**

- The travel industry is constantly changing. Travel Leaders' professionals are familiar with the industry and can provide the best assistance and advice on conducting travel arrangements, while saving the University money and the traveler or travel arranger time, all at a minimal fee.
- Travel Leaders' agents have access to all fares, including web fares. Trained professionals are very time efficient, and can find the best overall cost and itinerary, while travelers or travel arrangers are free to work on key job responsibilities.

- The agents have access to specially negotiated discount rates around the world on an on-going basis, fostering additional savings.
- If an itinerary is booked through Travel Leaders, Lehigh's travelers have a toll-free number for global traveler assistance 24/7/365 in case of problems, cancellations, or changes in itinerary.
- The reservation software system utilizes a variety of “quality checking” tools that automatically identify lower fare options if ticket prices are lowered after the reservation is made, seating availability, unused tickets, and others which benefit the traveler.
- Reservationists are familiar with Lehigh travel policies.
- Detailed itineraries are provided for travelers' convenience and record keeping. Very handy while traveling, and for departments – information can be easily viewed in case of emergencies, allowing greater ability to track/contact travelers.
- Accounting interface between Travel Leaders and the University allows employees to direct charge business flights to University accounts and reduces administrative handling and traveler reimbursement.
- Use of Lehigh's travel agency provides a consolidated travel spend that the University can use to negotiate additional discounts.
- Use of Cliqbook, the Travel Leaders customized on-line booking tool, provides many of the advantages listed above for a minimal fee, including 24/7/365 global support, direct bill of flights to a University account, access to a wide variety of negotiated discounts, and traveler tracking.

## 2. What benefits can I expect from using Travel Leaders?

Travel Leaders offers travel assistance in many forms to fit many types of traveler needs:

- **A 24 hour call center** with dedicated agents and 24/7/365 emergency service
- A customized **Interactive Travel Portal** where users can:
  - Check flights
  - View leisure vacations and vacation packages
  - Check weather
  - View/print flight, hotel, rental car pricing
  - Access to specially negotiated discounts
  - Read travel announcements from Travel Leaders and Lehigh
  - **Cliqbook**, a customized on-line booking tool
  - A versatile online booking tool for business and personal travel
  - Low fees for web-booking
  - 24/7/365 global support from Travel Leaders agents if Cliqbook is used
  - Free technical support to use the tool if assistance is needed
  - Ongoing user training on location at Lehigh

Additional Services/benefits:

- **After Hours Emergency Service Center at no charge**
- **Direct billing for business travel to your department index number**
- **International Rate Desk**-Pricing review on international itineraries to **optimize savings and create “smart” schedules**

- **State of the Art Technology that reviews all reservations and maximizes value** for Lehigh's travel dollars:
  - My Trip and More
  - **Online access to travel plans 24/7**, includes flight status, weather, maps, alerts, comparative hotel, and restaurant guides
    - WebWatch
- Ability for agents to **view web fares while searching for low fare options**
  - Power Pricing
- **Dynamic fare and pricing tool**
  - ResConnect
- Provides **flight option pricing/schedule combination matrix** to travelers and travel arrangers within minutes to assist in flight selection. Can be viewed online, emailed, or printed
  - Quality Connect
- **Checks for completeness and accuracy of reservation**, includes:
  - Seat checker-secures preferred seating
  - Quality checker-checks for lowest airfares, unapplied airline discounts, frequent flier numbers, seat assignments, index numbers and more
  - Waitlist checker-searches for cancellations, released inventory, and open seats
  - Routing checker-audits reservations for substitute routings and carriers that yield savings
  - Upgrade checker-works to upgrade traveler to preferred class
  - E-checker-(used by the agents) reviews all electronic transactions 7 days after completion date. Unused flight coupons are identified and printed for refunds or for future travel
- On Track
- **(Unused Ticket Tracking)**-Tracks unused tickets-automatically queries for unused or open tickets during booking process, emails traveler of approaching deadlines for ticket use/expiration
  - FlightAlert
- **Personalized alerts of travel information** on traveling employees
  - PolicyConnect
- Assists travel agents in **highlighting key traveler preferences & information** to ensure optimal service
  - Value Added Services and Discounts

- **Reduced shuttle fares on American Airlines**
  - **Global Alliance Hotel Program-discounts and perks at over 19,000 properties world-wide**
  - **Complimentary upgrade vouchers at Radisson hotels**
  - **Car Rental Discount Programs-in addition to Lehigh's preferred providers**
- Preferred Supplier Relationships
  - Meeting Management
    - Customer Service Center
      - **Specialists to assist travelers with vendor issues**, answering travel inquiries, process lost ticket applications/refunds, provide invoice/ticket copies, etc
        - **International Services** (Passport and Visa services, Travel advisories)
        - **Travel Leaders Vacation Plan**
      - **Personal vacation and leisure travel benefit offering discounts** and rewards

### **3. Is the web-booking tool available?**

Cliqbook, Lehigh's Online Booking Tool has been available since late January 2008 to faculty and staff, and since March 2008 to students.

To Access Cliqbook

1) Direct access to Cliqbook is available through Lehigh's Custom Travel Portal at: <http://portal.travelleaderscorp.com/Lehigh/default.aspx> by clicking on the "Book Travel" icon  
OR

You can bypass the Portal and go straight to the Cliqbook online booking tool at: <https://www.concursolutions.com/Default.asp?host=travelleaders>

2) Login: Lehigh University E-mail Address.

3) Password: First time users -- Use the last 4 digits of your Lehigh Identification Number (LIN#). A screen will appear to create a new, private password once you are logged in.

4) You will be directed to the Travel Center. Please click on the "Profile" link and complete your traveler profile.

Need help?

There are training documents for Cliqbook under the "Tools Help" section of the Travel Portal.

For assistance with password resets, profile completion, or general questions, please contact the Cliqbook Support Specialist at 866-502-1924, prompt 4.

### **4. Why should I use Cliqbook, Lehigh's online booking tool, instead of another site?**

Lehigh's premier Online Booking Tool offers security, competitive pricing, and convenience!

	Cliqubook	Other Online Booking Tools
24/7/365 agent support	<input checked="" type="checkbox"/>	
Direct bill for business flights to department Index	<input checked="" type="checkbox"/>	
Matrix of carrier and flight options	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Easy traveler/group Itinerary recall in case of emergencies	<input checked="" type="checkbox"/>	
Access to reports for departmental budgeting and record keeping	<input checked="" type="checkbox"/>	
Ability to book flights, hotels, and cars at same time	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
All options/fares presented are <b>available</b> for booking	<input checked="" type="checkbox"/>	
Mapping features for hotels	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Lehigh captures total travel spend to enable additional negotiated discount opportunities	<input checked="" type="checkbox"/>	

**If you choose to use another on-link booking tool, please be aware that:**

- Reservations booked through Internet web-booking tools other than Cliqubook cannot be viewed, changed, or ticketed by Travel Leaders. Any changes must be handled directly by the traveler. 24/7/365 assistance, whether domestic or global, will not be available from Travel Leaders on itineraries not booked by Travel Leaders agents or through Cliqubook.
- The Internet fares that appear to be more heavily discounted reflected in on-line booking tools are often non-refundable or heavily restricted, causing greater inflexibility on the traveler, or penalties for changes.
- On some occasions, the Internet creates itineraries between airline carriers that do not allow for enough connection time, therefore causing the traveler to miss his/her next flight.
- The greater discounts on the Internet sites are generally found by combining off-line carriers, therefore creating longer layovers and longer journey times, which can lead to potential traveler delays and inconveniences, and less productive time.
- The Internet fares reflected in the web site are not always available. Fares are not “confirmed” until booked or in many cases purchased.
- Corporate safety and risk management concerns increase when travelers have booked outside of the travel program. In the case of an emergency, travelers cannot be identified/tracked through centralized travel management reporting capabilities that are available through Travel Leaders and Cliqubook.
- Travel Leaders does not have the capability of capturing reservation data booked and travel dollars spent through the Internet, therefore reducing the ability for Lehigh to maximize its leverage during contract negotiations with airlines, hotels, or rental car companies.

- Sometimes the airline sites show flights less expensive than Cliqbook. Please be aware that the airline sites display the price adjustments first and it takes 1-2 hours for the corresponding sites to realize that fare adjustment.

## **5. What is a profile? Do I need one? Do I already have one? How do I set one up?**

A profile (travel profile) contains all of your personal user information. Travel Leaders stores it in a database so that when you call or use Cliqbook to arrange travel, it's much easier to book travel arrangements for you. Create your profile on Cliqbook, the customized on-line booking tool.

## **6. What is the pricing for Travel Leaders?**

Pricing is available on Lehigh's Customized Travel Portal at:  
<http://portal.travelleaderscorp.com/Lehigh/default.aspx>

## **7. What are the advantages and disadvantages of using the online-booking tool vs. calling Travel Leaders?**

It depends on the type of travel you plan to book, your preferences, and your budget. Some people prefer to speak with an agent, especially if it is for a complicated or international trip. An agent may be better suited to assist with an international flight, as the bookings and itineraries are typically more complex. Other people are more comfortable booking the trip themselves via the online booking tool. Using either method ensures centralized management of all departmental travel and allows application of cost management tools, such as "web-fare checker" and "unused e-ticket checker," to be applied to all reservations.

## **8. Does Travel Leaders comply with the Fly America Act?**

Yes, Travel Leaders is "Fly America Act certified", and is aware of how to comply with the Fly America Act. The Fly America Act mandates the use of U.S. flag air carriers for federally funded international travel. Since the Fly America Act's enactment, the federal travel regulations promulgated under the act have been revised to allow travelers more flexibility while remaining in compliance with the law. Travelers must inform Travel Leaders agents during booking that the trip must comply with the FAA.

## **9. Which booking method would work best for the frequent traveler?**

This really is a personal choice each traveler will need to make, unless a procedure for booking travel has been established by the traveler's department. Using an agent minimizes the time the traveler needs to spend actually booking the travel. Depending on the needs and schedule of the traveler, an agent may be able to immediately provide advice or additional information that could be helpful to the traveler. For simple, domestic trips, the online booking tool will be very convenient and fast. For frequent international trips, arrangements must be made by calling Travel Leaders travel specialists. Travel Leaders has an international rate desk that checks all

routings for international travel to assure the itinerary is efficient and the pricing for the trip is optimized. No matter how the trip is booked, using an agent or the booking tool will provide the traveler with 24/7/365 global support from Travel Leaders, ensure centralized management of all departmental travel, and allow application of cost management tools, such as “web-fare checker” and “unused e-ticket checker”, to be applied to all reservations. In addition, airfare can be charged directly to a department index account if the traveler has department authorization.

#### **10. Which booking method would work best for the occasional traveler?**

This really is a personal choice each traveler will need to make, unless a procedure for booking travel has been established by the traveler’s department. Using an agent minimizes the time the traveler needs to spend actually booking the travel. Depending on the needs and schedule of the traveler, an agent may be able to immediately provide advice or additional information that could be helpful to the traveler. For simple, domestic trips, the online booking tool will be very convenient and fast. For frequent international trips, arrangements must be made by calling Travel Leaders travel specialists. Travel Leaders has an international rate desk that checks all routings for international travel to assure the itinerary is efficient and the pricing for the trip is optimized. No matter how the trip is booked, using an agent or the booking tool will provide the traveler with 24/7/365 global support from Travel Leaders, ensure centralized management of all departmental travel, and allow application of cost management tools, such as “web-fare checker” and “unused e-ticket checker”, to be applied to all reservations. In addition, airfare can be charged directly to a department index account if the traveler has department authorization.

#### **11. Can I receive Cliqbook Training?**

Yes, call the Purchasing Office at 610-758-3840 to set up a webinar, or review the on-line training documents for Cliqbook under the “Tools Help” section of the Travel Portal.

#### **12. How does using Travel Leaders meet Lehigh’s needs?**

- Meets key traveler needs by continuing to provide personal agent support
- Meets occasional traveler needs by providing an excellent e-booking tool
- Use of either agents or the e-booking tool allows application of cost management tools, such as “web-fare checker” and “unused e-ticket checker”, to be applied to all reservations
- Lehigh use of Travel Leaders agents and Cliqbook (vs. other commercial e-booking tools) will provide Lehigh with an opportunity to capture our true total spend on travel and a greater chance to impact (lower) costs
- Use of both options (provider’s agents and provider’s e-booking tool) provides easy access to traveler itineraries in cases of emergencies
- Use of both tools provides opportunity for spend analysis and identification of future potential savings
- Administrative support required by Lehigh for on-going e-booking tool user training is very minimal-on-going web tool training is included