



TRAVEL INFORMATION & POLICY

Subject: CalTravelStore - Important Information and Reminders For Traveling Employees (Cliqbook and SWABIZ Reservations)	Number: TIP 11-003
References: Department of General Services (DGS) Travel Bulletin 10-02, 10-04, 10-05 and 10-10; Caltrans Travel and Information Policy (TIP) 10-001, 10-003	Date Issued: January 28, 2011 Expires: Until Rescinded

Purpose The purpose of this TIP is to notify travelers of the implementation of electronic trip approval requirements in **Cliqbook** and related information.

Trip Approvals **IMPORTANT** - Effective February 1, 2011, all travel reservations made in **Cliqbook** will require a supervisor’s approval prior to receiving the final itinerary. Reservations made in Cliqbook will be e-mailed to the designated supervisor for approval. Once the supervisor approves the travel, the reservation will be booked and the approval confirmation and final itinerary will be e-mailed to the employee.

SWABIZ (Southwest Airlines) does not offer an electronic trip approval process at this time. Once the employee makes a flight reservation, it is booked and purchased. Therefore, employees are reminded that **prior** approval is still required from their supervisor before purchasing flights in **SWABIZ**.

Rail Tickets Rail tickets are now available in **Cliqbook**. Employees can make reservations online instead of directly contacting the CalTravelStore. See Chapter 10 of the Travel Guide, for detailed instructions.

Car Rentals Enterprise Rent-a-Car is the primary contract vendor and should be the traveler’s first choice. If Enterprise cannot accommodate the traveler, employees may choose one of the secondary vendors, National or Alamo.

When choosing a secondary vendor, employees must add the following ID numbers in their **Cliqbook** account under Frequent Traveler Programs to ensure direct billing to the department: National: **5872794** Alamo: **5872803**

Cancel or Change Reservations Employees can change/cancel their reservation through SWABIZ and Cliqbook account 24 hours, 7 days a week. To prevent additional charges to the Department, employees are encouraged to commit to their flight arrangements and avoid last minute changes/cancellation. **Flight changes that are made at the airport directly with the airline for the employee’s convenience will not be reimbursed by the Department.**

**Cliqbook and
SWABIZ**

Please see the Chapter 10 in the Travel Guide for detailed instructions.

**Emergency
After-Hours
Service**

Reminder: All travel arrangements can be booked, changed, or canceled online by the traveler or the traveler assistant in both **Cliqbook** and **SWABIZ**.

Cliqbook -Contact the CalTravelStore after-hours help desk at 916-376-3989 or toll free at 1-877-454-8785 for emergencies only. There will be additional cost to the Department for this service and the cost will be charged to the program.

SWABIZ - Contact the SWABIZ Help Desk at 1-888-479-2249

If you have questions regarding this information, please contact Katie Kennedy at (916) 227-8652. To view the Department's travel policies, please visit the [Caltrans Travel Guide](#).

For individuals with sensory disabilities, documents may be obtained in alternate formats. To obtain such services, please e-mail katie_kennedy@dot.ca.gov. TTY users may also call (800) 735-2922.