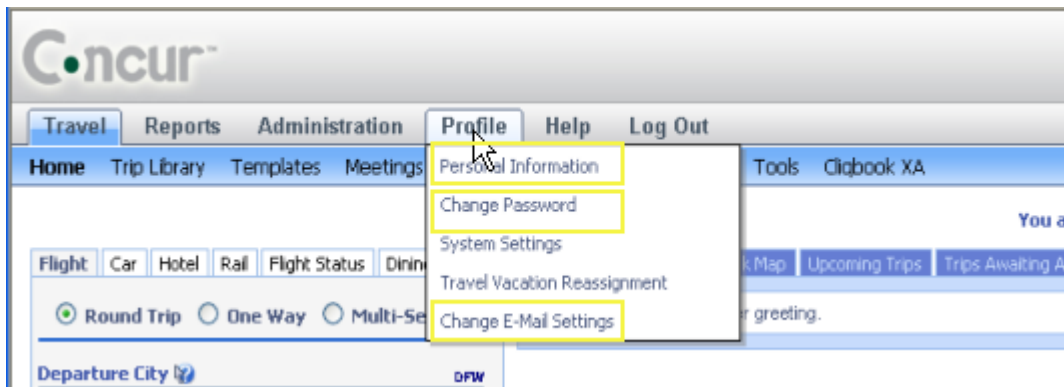![Concur Cliqbook Travel logo]

# Traveler – Frequently Asked Questions

Q) I am a Concur Travel & Expense user – where do I update my email address and password?

If you are a Concur Travel & Expense user, you can update your password globally by changing it in either Travel or Expense. However, you can edit your telephone, emergency contact, address, credit card, and travel preferences in Concur Cliqbook Travel on the **Profile** tab / **Personal Information**. Select **Change Password** to modify your password. Select **Change E-Mail Settings** to change your email address.

Q) My company travel policies have changed – can I view this information before I make a reservation?

Yes, some companies have their travel policy displayed in Concur Cliqbook Travel on the air, car, or hotel results pages next to the **Reserve** button. You can also view the company policy from the **Travel** tab by clicking **Policy** on the toolbar.
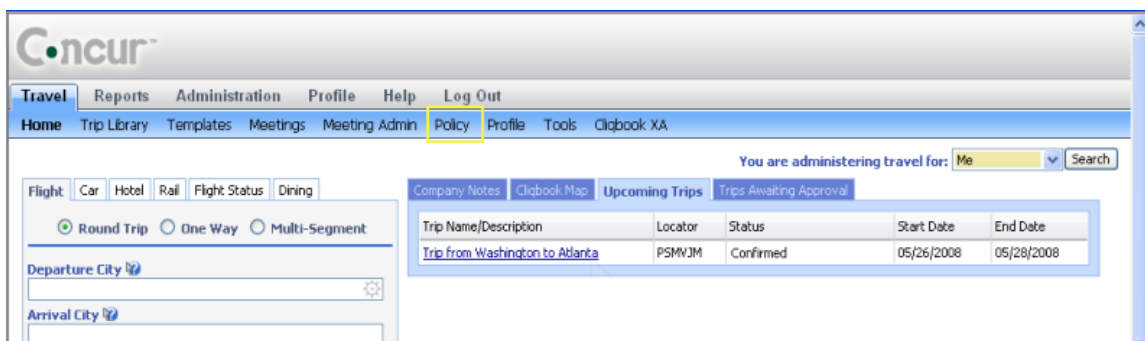
Q) What does the yellow star represent when viewing air, hotel, and car options?

The yellow star represents a company preferred vendor.

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Cliqbook Travel

Q) Why does the Reserve button appear in more than one color?

The following table describes the meaning of the three different colors for the **Reserve** button:

If the Reserve Button color is...	Then the fare is...
Green	Within policy compliance
Yellow	Outside of policy compliance and you are required to enter additional information
Red	Outside of policy compliance. You are required to enter additional information and the trip will not be ticketed until approved by your manager

Q) Can I add a car or hotel to an airline reservation after it is booked?

Yes, you can make changes before your ticket is issued. To add or modify your trip, click the name of the trip on the **Upcoming Trips** tab and then select **Change Trip**.

Q) Can I change a trip after it has been purchased and ticketed?

Yes, you can change a trip that was previously purchased and ticketed by selecting your trip name on the **Upcoming Trips** tab and then selecting **View Itinerary** or **Change Trip**. The system allows you to change the individual components of the trip as needed. For example, you can change a segment or leg of a trip to another date and time, add a car rental, hotel room, or dining reservation, or cancel or change the dates of a car or hotel reservation.
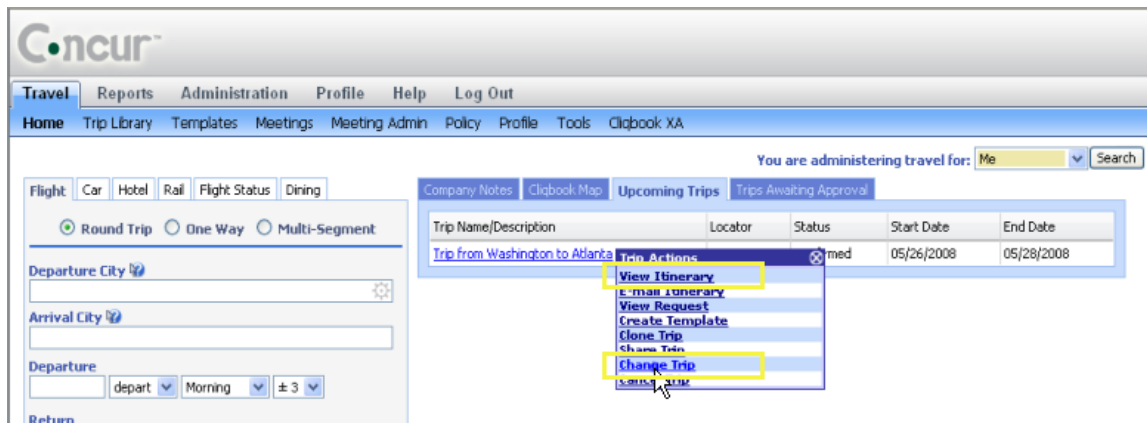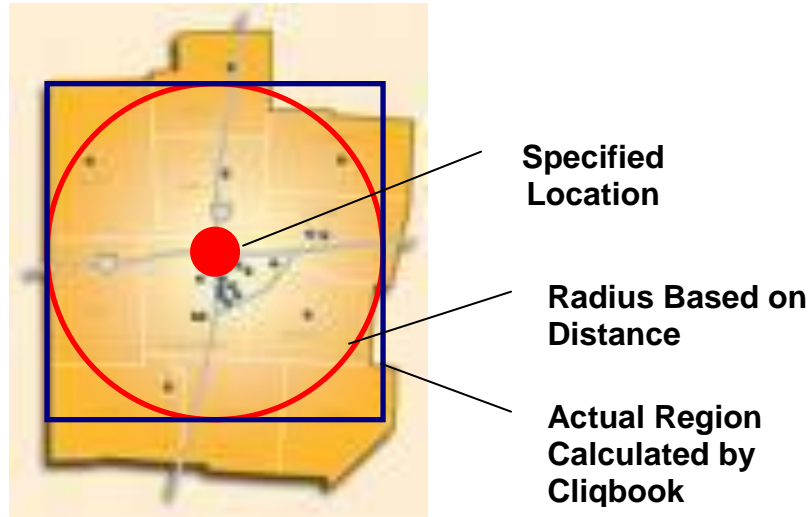

Q) When I search by schedule on the Flight tab, why are the prices not displayed in the search results?

When you choose to search by schedule, you will first see a list of outbound and return flights. After you select the appropriate outbound and return flights, Concur Cliqbook Travel will then display the prices for your selected flights as well as several similar flights.

Q) Why does Concur Cliqbook Travel display hotels that are outside my search distance?

Concur Cliqbook Travel displays all company preferred hotels within a distance determined by your individual company (X miles). No matter what you select as your search distance, the distance will be X miles from your reference point. Concur Cliqbook Travel uses a box, rather than a circle as the search boundary. For example, if you select a 5 mile radius as your search distance, Concur Cliqbook Travel will build a box that is 10 by 10, with your reference point in the center as illustrated in the following graphic.

Specified Location

Radius Based on Distance

Actual Region Calculated by Cliqbook

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