

## Travel Program Overview

### UCG Travel Department

#### ✓ Assists Travelers

- Questions/issues
- Management reporting
- Policy monitoring
- Emergency tracking
- Travel supplier management
- Coordinate corporate savings programs qualifying trips (i.e. airfare exceeds \$500)

### UCG Dedicated Travel Agency

#### ✓ World Travel Service

- Offers online booking through Cliqbook
- UCG agent team to assist by telephone
- Available 24 hours a day 7 days a week
- Provides assistance when booking online
- Assists with questions or issues
- Checks for lower fare options on all tickets (booked online or by telephone)

### Online Booking Tool

#### ✓ Cliqbook (Concur)

- Best in class
- Easy to use
- Familiar look and feel of leisure Web sites
- Access to Web fares
- Simple process to book air, car, and hotel
- Trip library (upcoming and past trips)

### Travel Web Portal

#### ✓ [www.ucgtravel.com](http://www.ucgtravel.com)

- Access to your traveler profile
- UCG corporate travel policy
- Access the online booking tool
- Link to frequently used traveler Web sites
- UCG office directory
- Travel industry update
- Travel program overview & FAQ

## Important Tips

- Book all single destination trips online – access the online booking tool via the “Concur Travel & Expense” link at [www.ucgtravel.com](http://www.ucgtravel.com)
- Book as far in advance as possible
- Call UCG’s travel agency for questions and to book complicated, multiple destination trips
- UCG Internal Travel Department will assist you with special requirements (meetings, groups, policy, and trips with fares over \$500, etc.)
- Call World Travel to cancel or change reservations (whether originally booked online or by telephone)
- All travel expenses should be charged to your corporate card

## UCG Travel Policy Key Points

- Select the lowest available airfare, considering all options including, non-refundable tickets, connections and/or alternative airports
- Limit changes that incur additional cost
- Contact the Corporate Travel Department if your flight exceeds \$500
- Business travel must be purchased through World Travel either online through Cliqbook or by telephone at 1-877-778-7936
- Review the complete travel policy prior to travel. Policy is available at

[www.ucgtravel.com](http://www.ucgtravel.com): click on

Travel  
Policy

## Getting Started

- Go to [www.ucgtravel.com](http://www.ucgtravel.com)
- Click on “**Concur Travel & Expense**”
- Username is your corporate email address
- Default password is **welcome** (*you will be prompted to change*)
- Once in Concur, click on the “**Profile**” tab
  - Verify personal info (including Bank Account and Corporate card number)
  - Complete all required fields (including Gender & Date of Birth)
  - Enter frequent flyer programs, contact info, personal preferences, etc.
- Contact the Accounts Payable Dept if you need assistance
- Your profile must be complete and accurate prior to traveling for UCG

## Contact Information

- Questions, Changes, Cancellations, Site Navigation
    - ✓ 24/7 Agent Support available at 1-877-778-7936
  - Contact Accounting department if you have any agency related or policy questions
-

# Cliqbook/Concur Login Page

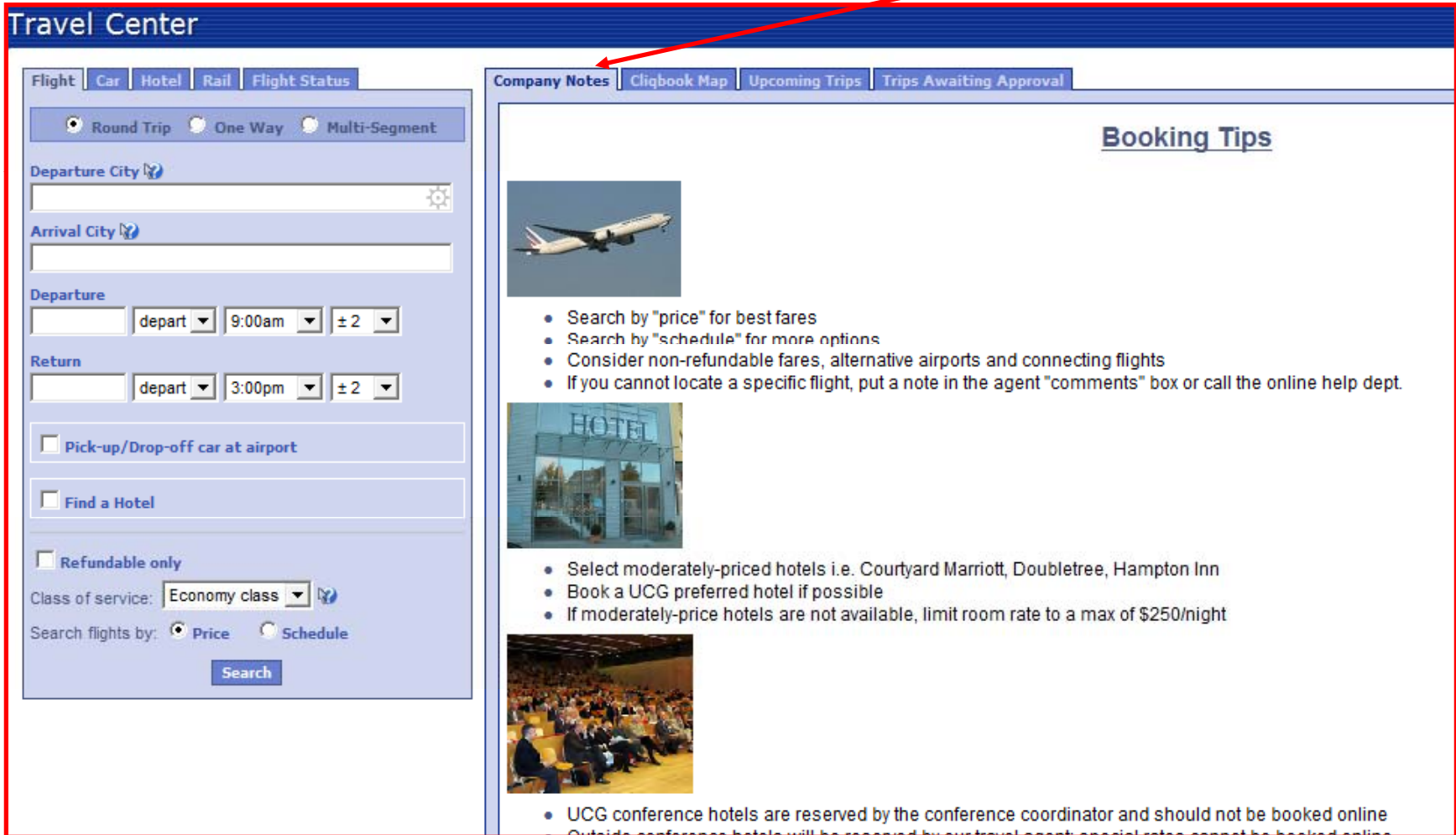
Enter your corporate email address and password



The screenshot shows the login page for Concur. At the top, there is a row of flags representing various countries: USA, UK, Germany, France, Canada, Spain, Portugal, Netherlands, and Italy. Below the flags, the Concur logo is on the left, and the text "Welcome" is on the right. Under "Welcome", there is a "Notice:" section with instructions in English and French. The English text says: "If you experience difficulty logging into the site, please click on the [Forgot your password?](#) link below." The French text says: "Si vous éprouvez des difficultés à ouvrir une session dans ce site, veuillez cliquer sur le lien [Vous avez oublié votre mot de passe?](#) ci-dessous." Below the notice, there is a dark blue bar with the text "Cliqbook / Vinnet Login". Underneath this bar, there are two input fields: "User Name" and "Password". To the right of the "Password" field is a "Login" button. At the bottom right, there is a blue link that says "Forgot your password?".

# Cliqbook Home Page

**Company Notes:**  
It is very important to read this before starting

A screenshot of the UCG Cliqbook Travel Center home page. The page has a blue header with the text 'Travel Center'. Below the header is a navigation bar with tabs for 'Flight', 'Car', 'Hotel', 'Rail', and 'Flight Status'. The 'Flight' tab is selected. On the left side, there is a search form with fields for 'Departure City', 'Arrival City', 'Departure' (with time and date dropdowns), and 'Return' (with time and date dropdowns). There are also checkboxes for 'Pick-up/Drop-off car at airport', 'Find a Hotel', and 'Refundable only'. A 'Class of service' dropdown is set to 'Economy class', and 'Search flights by' is set to 'Price'. A 'Search' button is at the bottom of the form. On the right side, there is a 'Company Notes' tab, which is highlighted by a red arrow from the 'Company Notes' text box above. Below the 'Company Notes' tab is a 'Booking Tips' section with three bullet points and three images: an airplane, a hotel building, and a conference room. The first two bullet points are: 'Search by "price" for best fares', 'Search by "schedule" for more options', 'Consider non-refundable fares, alternative airports and connecting flights', and 'If you cannot locate a specific flight, put a note in the agent "comments" box or call the online help dept.' The third bullet point is: 'UCG conference hotels are reserved by the conference coordinator and should not be booked online. Outside conference hotels will be processed by our travel agent; special rates cannot be booked online.'

## Destination Map

**Travel Center**

Flight | Car | Hotel | Rail | Flight Status

Round Trip  One Way  Multi-Segment

Departure City

Arrival City

Departure  depart  9:00am  ± 2

Return  depart  3:00pm  ± 2

Pick-up/Drop-off car at airport

Find a Hotel

Refundable only

Class of service: Economy class

Search flights by:  Price  Schedule

Company Notes | **Cliqbook Map** | Upcoming Trips | Trips Awaiting Approval

Choose a Map: US/Canada

Search for an

A map of the United States and Canada with numerous city names marked as destinations. The map is color-coded by region. A red circle highlights the "Cliqbook Map" tab in the navigation bar above the map. Below the map, there are icons for "Choose a Map" (a globe) and "Open Segments" (a map with a plus sign).

Click on the destination map to visually select city. If city is not shown, click in the approximate location for a list of airports in that area. Or enter your destination and arrival city by name, airport, or airport code.





# Flight Search Criteria

- Cities can be auto populated using the destination map
- Search for flights, cars, hotel and rail

Flight | Car | Hotel | Rail | Flight Status

Round Trip
  One Way
  Multi-Segment

Departure City  IAD  
 IAD - Washington Dulles Intl - Washington, DC


Arrival City  BOS  
 BOS - Logan Intl Arpt - Boston, MA

Departure  depart  9:00am  ±2

Feb 2007						
Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

10:00pm  ±2

Refundable only

Class of service: Economy class 

Search flights by:  Price  Schedule

Pick-up/Drop-off car at airport

Find a Hotel

Find hotels within 5 miles of

Airport  Address


Company Location  Reference Point / Zip Code

e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA'

North America  Boston, MA

With names containing:

Refundable only

Class of service: Economy class 

Search flights by:  Price  Schedule

Expand or narrow your search (i.e. select +/- 2 to search 2 hours before and 2 hours after your specified time)

- Search by Price to view the lowest fares
- Search by Schedule to view ALL flights available

## View Flight Options by Price or Schedule

Search by Schedule to view more options – Click on the Airline Icon for Additional Options

Home Trip Library Templates Policy Tools

Click on a column, row, or cell in the grid below to filter your results. [Print / E-mail](#)

All 60 results									
Nonstop 12 results	118.80 <a href="#">4 results</a>	118.80 <a href="#">6 results</a>	138.80 <a href="#">2 results</a>	--	--	--	--	--	--
1 stop 43 results	265.21 <a href="#">2 results</a>	139.60 <a href="#">1 results</a>	149.20 <a href="#">1 results</a>	139.60 <a href="#">4 results</a>	139.60 <a href="#">3 results</a>	168.20 <a href="#">23 results</a>	211.20 <a href="#">2 results</a>	259.61 <a href="#">3 results</a>	403.61 <a href="#">4 results</a>
2 stops 5 results	--	--	--	--	--	623.49 <a href="#">5 results</a>	--	--	--

Displaying: 4 out of 60 results. The least cost item is: 403.61

Sort:  Policy  Price  Carrier  Depart  Duration

Carrier	Depart	Arrive	Duration	Class
Delta #1095	Feb 28 8:00am Washington, DC (IAD)	Feb 28 9:55am Atlanta, GA (ATL)	Stops: 0 1h 55m	McDonnell Douglas M... Economy: T
Op by Shuttle America #6482	Feb 28 11:00am Atlanta, GA (ATL)	Feb 28 11:55am Chicago, IL (MDW)	Stops: 0 1h 55m	E70 Economy: T
Op by Shuttle America #6458	Mar 3 4:10pm Chicago, IL (MDW)	Mar 3 7:05pm Atlanta, GA (ATL)	Stops: 0 1h 55m	E70 Economy: T
Delta #1276	Mar 3 9:30pm Atlanta, GA (ATL)	Mar 3 11:15pm Washington, DC (IAD)	Stops: 0 1h 45m	Boeing 737-800 Coach: K

**\$403.61** [Reserve](#) [Compare](#)

**Ticket non-refundable - penalties may apply;** Change fee: 50 USD; 1 day stopover required; (Apollo)  
 Air Fare is 100.00 greater than the least logical airfare  
[Fare Rules](#)

Previous Searches

Previous Searches

Submit

Change Search

From: IAD  
 IAD - Washington Dulles Intl - Washington, DC

To: CHI  
 CHI - Chicago Area Airports - Chicago, IL

Departure  
 02/28/2007 dep 9:00am ±2

Return  
 03/03/2007 dep 3:00pm ±2

Refundable only

Class of service: Economy class

Search flights by:  
 Price  Schedule

Search

Display Settings

Compress Display

Show Airport Names

Airport Filters

Note: if you cannot find suitable options please call UCG's dedicated agents for assistance

# Sort Results

Displaying: 30 out of 57 results.

**Sort:**  Depart ▲  Carrier  Duration  Stops

**Outbound Wed, Jan 24 9:00 AM ± 3 hours 19 results**

Carrier	Flt#	From	To	Depart	Arrive	Class
	+ 5075	IAD	CVG	6:00am	7:38am	Economy
	1839	CVG	SFO	9:00am	11:00am	Economy
◆ 8 hours; † Operated by Comair Inc.; Equipment: CRJ, 757;						
	1607	IAD	DFW	6:00am	8:15am	Economy
	1537	DFW	SFO	9:20am	11:10am	Economy
◆ 8 hours 10 minutes; Equipment: S80, 757;						
	5305	IAD	STL	6:55am	8:10am	Economy
	1267	STL	SFO	9:20am	11:40am	Economy
◆ 7 hours 45 minutes; Equipment: ERD, 757;						


**Return Wed, Jan 31 3:00 PM ± 3 hours 11 results**

Carrier	Flt#	From	To	Depart	Arrive	Class
	+ 6780	SFO	MSP	12:17pm	5:57pm	Economy
	7376	MSP	IAD	6:50pm	10:04pm	Economy
◆ 6 hours 47 minutes; † Operated by Northwest; Equipment: A320, A320;						
	969	SFO	ATL	12:25pm	8:03pm	Economy
	1252	ATL	IAD	9:50pm	11:32pm	Economy
◆ 8 hours 7 minutes; Equipment: 767, 737;						
	+ 6690	SFO	DTW	12:34pm	8:07pm	Economy
	7069	DTW	IAD	9:18pm	10:42pm	Economy
◆ 7 hours 8 minutes; † Operated by Northwest; Equipment: A320, A320;						

**Select a flight option for both your outbound and return flights**

Start Over    << Previous    Next >>


# Select Seats, Reserve Flights












Travel Help Log Out

Home Trip Library Templates Policy Tools

Click on a column, row, or cell in the grid below to filter your results. [Print / E-mail](#)










All 62 results			Southwest						
Nonstop 12 results	118.80 4 results	118.80 6 results	138.80 2 results	--	--	--	--	--	--
1 stop 45 results	265.21 2 results	139.60 1 results	149.20 1 results	139.60 4 results	139.60 3 results	168.20 23 results	211.20 2 results	259.61 5 results	403.61 4 results
2 stops 5 results	--	--	--	--	--	623.49 5 results	--	--	--

Displaying: 54 out of 62 results. The least cost item is: 118.80 << Previous 1 2 3 4 5 6 Next >> | All

Sort:  Policy  Price  Carrier  Depart  Duration

Carrier	Depart	Arrive	Duration	Class	
 Op by United #6543	Feb 28 10:07am Washington, DC (IAD)	Feb 28 11:12am Chicago, IL (ORD)	Stops: 0 2h 5m	Boeing 767-300 Economy: R	
 Op by United #6544	Mar 3 1:20pm Chicago, IL (ORD)	Mar 3 4:10pm Washington, DC (IAD)	Stops: 0 1h 50m	Boeing 767-300 Economy: R	


**\$118.80** 



[Reserve](#) [Compare](#)

**Ticket non-refundable - penalties may apply;** Change fee: 100 USD; (Apollo) [Fare Rules](#)

Reserve Flights

View /Select Seat



Previous Searches

Change Search

From: IAD - Washington Dulles Intl - Washington

To: CHI - Chicago Area Airports - Chicago

Departure: 02/28/2007 dep 9:00am

Return: 03/03/2007 dep 3:00pm

Refundable only

Class of service: Economy class

Search flights by:  Price  Schedule

Display Settings

# View Seat Map

US Airways Flight: 6543 Boeing 767-300  
Washington Dulles Intl (IAD) - O'Hare Intl Arpt (ORD)  
02/28/2007

Select Seat Close

Seat selection:

Row	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
G	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied
F	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied
E	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied
D	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied
C	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied
B	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied
A	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied	Occupied

Seat assignment is subject to change up until time of departure

Available seat Occupied seat Preferential seat Exit row Selected seat

Preferential seating is not generally available for discounted fares, or travelers without higher levels of frequent flyer status.








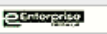


# Book Car Rental

Book the lowest rate available.

Select one of UCG's preferred suppliers (Avis, Budget, National & Enterprise) – if/when they offer the lowest rate.


**Car Availability**

Picking up the car at: Boston (BOS) on 02/10/2007 10:00 AM [Print / E-mail](#)  
 Returning on 02/12/2007 3:00 PM


All 16 results	 Intermediate Car	 Standard Car	 Full-size Car
	30.99	35.99	35.99
	36.99	40.99	40.99
	16.68	19.67	--
	24.00	--	--
	22.00	--	--
	33.54	--	--
	29.00	31.00	--

Displaying: 1 out of 13 results.

Sort options:  Policy ▲  Best price  Vendor

**AVIS**  Intermediate Car [Info](#)


\$30.99 per day Total cost \$122.92\*  
 Unlimited miles  
 Pickup: Terminal: Logan Intl Arpt, Boston, MA  
 Automatic transmission



Displaying: 1 out of 13 results.

# Book Hotel

Check-in Thu, Mar 29 - Check-out Sat, Mar 31

Hotels located 5 miles from San Francisco, CA. [Change search](#)  [Map of hotels](#) [Print / E-mail](#)


Filter by [Hotel chain](#) | [Hotel Amenities](#) | With names containing:

Displaying: 59 out of 59 results. <<Previous 1 2 3 4 5 6 Next>> | [All](#)

Sort:  Preference  Price  Chain  Rating  Distance  Policy ▲

---


**Travelodge** **Travelodge San Francisco APO South** [Info](#)

 110 S El Camino Real  
Millbrae, California 94030  
650/697-7373 \*\* 1.73 miles

<a href="#">Reserve</a>	\$75.65 <a href="#">Compare</a>	Best Rate - Std No Smoke/1 Queen Pillowtop BedWifi/coffee Mkr/iron/hair Dry/safe (Rate Code: NQ1ZBR) <a href="#">Rate details / Cancellation policy</a>
<a href="#">Reserve</a>	\$75.65 <a href="#">Compare</a>	Best Rate - Std Smoke/1 Queen Pillowtop BedWifi/coffeemkr/iron/hairdry/safe (Rate Code: Q11ZBR) <a href="#">Rate details / Cancellation policy</a>
<a href="#">Reserve</a>	\$79.90 <a href="#">Compare</a>	Best Rate - Std No-smoke/2double Pillow-top BedsWifi/coffee Mkr/iron/hair Dry/safe (Rate Code: NDD1ZBR) <a href="#">Rate details / Cancellation policy</a>

[View more hotel rates](#)

# Review Trip Details



## Travel Details


Your designated approver will receive a copy of your itinerary.


To contact your Travel Agent please dial 888-602-6534

 [Print](#)

**Itinerary for:**  
Created on: 11/09/2009  
Trip Record Locator: MKP5HR  
[View Fare Rules](#)  
Air Frequent Flyer Number: UA - recorded. [Change frequent flyer program](#)

**Comments from Agent**  
TO CONTACT YOUR TRAVEL CONSULTANT PLEASE DIAL  
1-888-602-6534. THANK YOU  
Selected Ticket Delivery: E-Ticket if possible


 **Washington Dulles Intl (IAD) to Logan Intl Arpt (BOS)**

Flight:	 UNITED AIRLINES	Flight # 7837	Economy (W)	Embraer RJ145
Operated by:	UNITED EXPRESS/CHAUTAUQUA AIRLINES			
Departs:	Washington Dulles Intl (IAD)		Tue 11/17/2009	at 10:10 AM
Arrives:	Logan Intl Arpt (BOS) Terminal: C		Tue 11/17/2009	at 11:40 AM

NOTE: All reservations are sent to the Corporate Travel Department for review & approval




## Enter Trip Booking Information

 **Trip Booking Information**

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

<b>Trip Name</b> This will appear in your calendar	<b>Trip Description (optional)</b> Used to identify the trip Purpose
<input type="text" value="Trip from Washington to Boston"/>	<input type="text"/>

<b>Comments for the Travel Agent (optional)</b> Special Requests may incur a higher service fee.	<b>Send a copy of the confirmation to:</b> 
<input type="text"/>	<input type="text"/>
	<b>Send my email confirmation as</b> <input checked="" type="radio"/> HTML <input type="radio"/> Plain-text

You may HOLD this air reservation until: 11/10/2009 9:00 PM Eastern

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation will be cancelled.

Enter special requests (ie: help w/seats, book special conference rate at hotel, etc.)

## Examples of “Comments for the Travel Agent”

- My preferred seat was not available, is it possible to be waitlisted for it?  
(provide preferred seat)
- I am attending a conference and need to stay at the conference hotel, please book it for me  
(provide hotel, conference name and special rate).
- Please book the same itinerary for my colleague (provide name).

# Purchase Ticket

 **Trip Confirmation**

To **COMPLETE BOOKING**, please Press the "Purchase Ticket" Button after reviewing this page.  
To **CANCEL**, Press the Cancel button.

Your designated travel approver will receive a copy of your itinerary.

### Trip from Washington to Seattle

 Notifying manager All trips

A Identifier: 5150-Employee  
B Dept or Project Code: D200-UCG Info Svcs Cost of Goods Sold  
C Cost Center or LTB Dept: H726-DH/CCB II CCS products

Trip Record Locator: W3J8TM  
[View Fare Rules](#)  
Air Frequent Flyer Number: NW - 405537646 recorded.

**Comments from Agent**  
TO CONTACT YOUR TRAVEL CONSULTANT PLEASE DIAL 1-888-602-6534. THANK YOU  
Selected Ticket Delivery: E-Ticket if possible

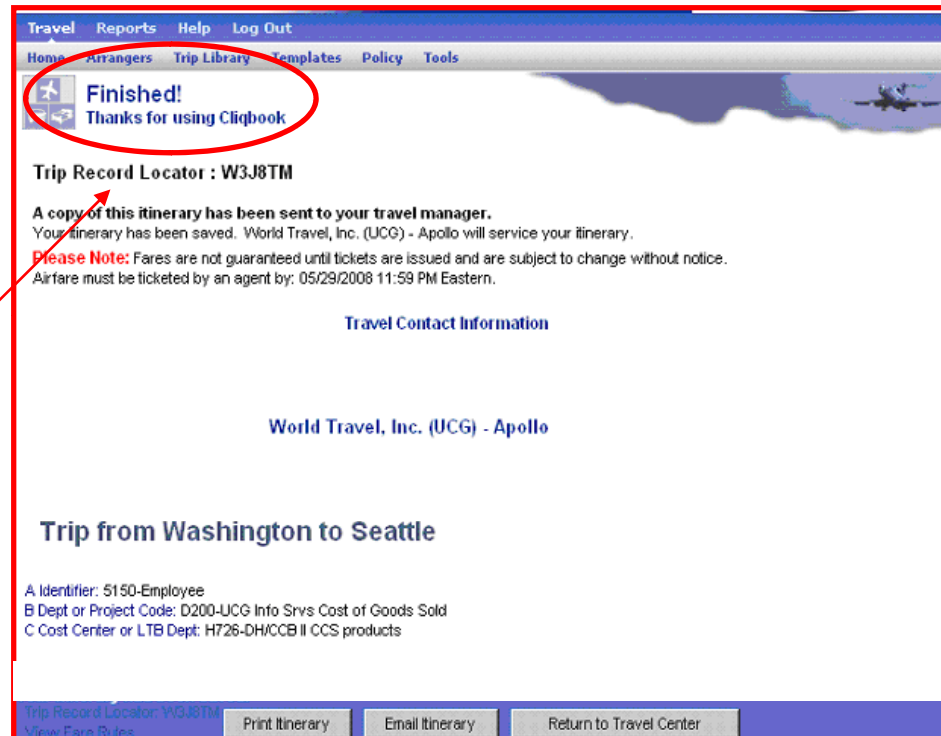
 **Ronald Reagan National Arpt (DCA) to Cincinnati No Kentucky Intl Arpt (CVG)**

Almost done... Please confirm this itinerary. Economy (K) Boeing 737-800  
Operated by:  DELTA

Display Trip << Previous **Purchase Ticket>>** Cancel

Your reservation is not complete until you click "Purchase Ticket"

## Final Confirmation



The screenshot shows a web browser window with a blue header containing navigation links: Travel, Reports, Help, Log Out, Home, Arrangers, Trip Library, Templates, Policy, Tools. A red circle highlights a message box that says "Finished! Thanks for using Cliqbook". Below this, the text reads "Trip Record Locator : W3J8TM" and "A copy of this itinerary has been sent to your travel manager. Your itinerary has been saved. World Travel, Inc. (UCG) - Apollo will service your itinerary. Please Note: Fares are not guaranteed until tickets are issued and are subject to change without notice. Airfare must be ticketed by an agent by: 05/29/2008 11:59 PM Eastern." Further down, it says "Travel Contact Information" and "World Travel, Inc. (UCG) - Apollo". The main heading is "Trip from Washington to Seattle". At the bottom, there are three buttons: "Print Itinerary", "Email Itinerary", and "Return to Travel Center".

Verify that you received this "Finished" message. Be sure you have a Trip Record Locator.

World Travel will email you a copy of your itinerary once the agency has issued your ticket.



**Questions?** [Contact Accounting](#)  
Check out the FAQs [www.ucgtravel.com](http://www.ucgtravel.com) click on

Help