



# TRAVEL INFORMATION & POLICY

Subject:  Manager, Supervisor and Employee Responsibilities for the Approval of Travel Reservations in Concur Cliqbook.	Number: TIP 11-004
References:  TravelStore Approval Policy for Concur Cliqbook Reservations	Date Issued: March 4, 2011  Expires:  Until Rescinded

**Purpose** This TIP is to inform supervisors and managers of their responsibility for timely action on trip approval requests for reservations created in the department’s travel reservation system “Concur” (Cliqbook).

Traveling employees and travel assistants are responsible to verify that the confirmation (itinerary) is finalized and approved by the designated supervisor manager appearing on the traveler’s Concur Cliqbook account.

**Cliqbook Approval Process** Once a reservation is made in Concur Cliqbook, the reservation is “confirmed” by the receipt of an e-mailed itinerary. The confirmed itinerary does not “ticket” the travel or finalize the reservation. The supervisor/manager must approve the confirmed itinerary **within 24 hours** following the receipt of an e-mail request from “Concur”.

An approval request e-mail will be sent to the designated manager/supervisor shown in the employee’s Concur Cliqbook. The approval request can be addressed by logging into the supervisor/manager Concur Cliqbook account (Trips Awaiting Approval) or by simply responding to the Concur (Cliqbook) e-mail (“A” for Approve – “D” for Denial).

**Important**--Unapproved reservations will be cancelled in Concur Cliqbook, by the TravelStore, after 24 hours has elapsed from the time the reservation was completed. The employee will need to rebook his/her reservation if it is cancelled by the TravelStore. This action is necessary for Caltrans to avoid incurring fees related to unapproved reservations.

**Designate Alternate Approving Manager** If the supervisor is not available to approve the confirmed reservation itinerary or if the manager name on an employee’s profile is incorrect, please contact the [Travel Policy Section](#) to update the profile and if necessary, forward the reservation request to the acting supervisor for approval.

If the Travel Policy Section is not available and the traveler needs immediate approval, please contact the TravelStore at 916-376-3989 or 1-877-454-8785 for assistance.

**SWABIZ  
Approval Process**

Currently, there is no on-line pre-approval process in place for airfares booked through Southwest Airline's SWABIZ website. Reservations are ticketed when booked. However, employees making reservations with Southwest Airline must receive approval from supervisors for planned travel in advance of making reservations via the SWABIZ website.

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](mailto:katie_kennedy@dot.ca.gov). TTY users may also call (800) 735-2922.