

Q: How do I book my travel? A: <http://app.cbstat.com/authentication/sso?id=clemson>

Q: How much will it cost to book travel? A: A routine domestic business online booking (airfare, lodging & rental) only costs **\$9/trip**, \$5/hotel only, \$5/car rental only. An agent-supported reservation costs **\$26/trip** @ 1-800-285-3603, university.travel@cbtravel.com or after logging into the online booking tool—you can send the agent a completed, online trip request form about your trip needs. Additional charges may apply for certain changes or complex travel needs.

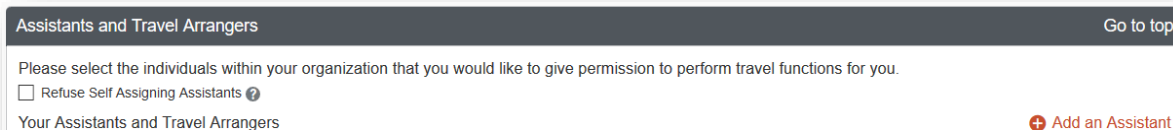
Q: Should I use Christopherson's tools for in-state travel? A: While you may for lodging, if simply renting a campus Enterprise rental for a day trip, continue to utilize the Clemson Enterprise [website](#).

Q: How will booking, through CBT, benefit me and my department? A: One great benefit: ease of cloning your trip itinerary for other CU travelers to make their reservations. Consider the following other benefits of using the solution:

- **Duty of care** -- By booking through Christopherson, the University will have your travel information available in case of an emergency (i.e. pandemic, natural disaster, transportation strikes or political upheaval at your travel destination) and can help coordinate assistance.
- **Sharing your planned itinerary**, with colleagues, other travelers, travel planners, and emergency contacts, is built-in and gives them important information in one concise communication.
- CBT provides real time access to all available flights and fares through a single on-line resource for booking airfare, lodging and rental car in the same reservation, to include *Southwest* and regional airlines.
- CBT's online booking tool securely manages your traveler profile including P-Card & personal credit card information, frequent flyer and loyalty program information, emergency contacts, travel history (so, repeat trips are easier to rebook; great for grant researchers!)
- Since they're our contracted travel supplier, Procurement and Business Services will not have to bid out your large, complex travel; instead, simply contact their [Group Travel desk](#).
- [Fly America Act](#) - Fed-funded travel support: online booking tool indicates with an American flag icon when a flight qualifies under the Fly America Act. Christopherson retains unused ticket information for future travel.
- Christopherson provides exclusive access to negotiated airline discounts with preferred carriers, negotiated hotel discounts, and discount rental car rates. These discounts are not available through other agencies, internet sites, or airline web sites.
- Airline tickets can be voided within 24 hours of purchase with no airline penalties. **When flights are changed, cancelled, or otherwise delayed, Christopherson provides 24/7 support, including an emergency after-hours desk.** Christopherson will proactively contact travelers when weather/risk related events occur to make alternative travel arrangements or assist with required ground services such as hotels and transportation.

Q: How do I become a travel arranger for my department or organization? A: Simply email clemsontravel@clemsont.edu your name and any employee travelers' names that you will be making reservations for.

Q: How can I add an assistant or travel arranger to my profile, for booking, changing or seeing my trip itineraries? A: After logging into the travel system, click on your name in the upper right hand corner, select VIEW TRAVEL PROFILE from the dropdown. Scroll down to the following section, click on **+ Add an Assistant** and make your updates:



Q: Can I book GUEST (university-paid for visitors, guests, speakers, students) travel? A: Initially, NO. If you need to book GUESTS, simply email clemsontravel@clemsont.edu your request. This could take up to one business day--CBT needs to update your role manually in their travel database.

Q: Will I be able to book personal travel through Christopherson Business Travel? A: Yes, the [online booking tool](#) is available for leisure travel and to coordinate additional travelers within the tool, if needed (such as when traveling with a spouse/child or adding additional vacation days on to the beginning or end of the trip).

The mission of Clemson University Travel Services is to provide an efficient, cost-wise travel management program to assist University faculty and staff with their travel needs. We will work to negotiate smart rates from travel vendors, consult with departments on how to better manage their travel costs, respond timely to customer feedback and present training opportunities to University clientele while assuring South Carolina Procurement Code and Regulations, University policy and applicable federal guidelines/regulations are followed.