**Clarity and Go2Book - your Business Travel Provider**

**Welcome to Clarity and Go2Book – the new business travel provider and online booking system now available to the University of Southampton.**

As you may be aware, Clarity are the newly appointed travel  management company providing Business Travel services to the University of Southampton with our services officially introduced on 1st October 2017 following a number of onsite and webex familiarisation sessions.

We would now like to take this opportunity to provide all University staff with an overview and reminder of the services offered and how to access the new online booking tool, Go2 Book.   If you do have a requirement to travel on behalf of the University or make travel bookings on behalf of colleagues, **then please spare a few minutes to read through the information below.**

With Clarity, you can book all your international travel, UK travel, accommodation requirements, and even your VISA through the Clarity Travel Management Passport & Visa Service. Our online booking system is continually being updated, but if you don’t find what you are looking for, or experience any issues in using the system, please contact our online team, details below.

Clarity also have access to an extensive range of airfares and hotel rates some of which you will not find on comparison websites.  The use of academic and government fares as well as a huge range of clarity negotiated fares and rates will ensure that we provide the best value for your itineraries and achieve savings across the University.

**Profile access**

As a member of staff at the University, you will already have a **basic profile pre-loaded into the system** which contains your unique staff ID and is accessed via your **user ID login credentials** e.g [jb1@soton.ac.uk](mailto:jb1@soton.ac.uk), as opposed to [Joe.Bloggs@soton.ac.uk](mailto:Joe.Bloggs@soton.ac.uk).  This profile is used for all bookings made online and also for more complex bookings made through the dedicated offline team – so it is important that if you have a requirement to travel or to make bookings that you login and check your profile details at your earliest opportunity if you have not already done so.

If you are a PhD student and require booking rights to the online system to make your own travel arrangements, please contact the International Business Team, details below, and they can amend your booking status.

To login to the system and view your user profile simply follow these 3 steps :

1. Go to [www.go2book.co.uk](http://www.go2book.co.uk)
2. Enter your short University email address (For example  [jb1@soton.ac.uk](mailto:jb1@soton.ac.uk),  as opposed to [Joe.Bloggs@soton.ac.uk](mailto:Joe.Bloggs@soton.ac.uk)) and click ‘recover password’
3. A registration link will be sent by automated email and you can complete your profile which will enable your system login

**Important :** Whether you are a booker or a traveler,please check your profile details carefully ensuring that your **name is entered as per your passport,** contact details are added and a mobile telephone number included if possible.  Please also complete the mandatory fields in the preferences section adding your academic unit to all booking types and typing YES to comply with the University’s finance and expenses policy.

**When making a booking**, you will not be required to request a purchase order or pay using a credit card as all charges will be invoiced directly to the University’s account with Clarity.  You will simply be asked to provide the following information :-

**Sub project code** : you should ensure you have your code available prior to making the booking:

(SPITFIRE sub-project code is: 514218103)

**Reason for travel** : simply select the reason for your trip for the list of options provided

**Risk level** : select from Red, Amber or Green as per the outcome of your travel risk assessment. Risk assessment documentation can be found on the H&S Sharepoint pages

**Visa** – confirm whether Visa requirements are in place or not required where applicable

**Insurance** – confirm that Insurance requirements are in place where applicable.

**Externally funded** : confirm whether the cost of the trip will be funded by an external party

**Additional charging codes** : gives you the ability to advise Finance if you need to split the cost over a number of sub project codes.

When confirming a reservation the budget holder linked to the sub project code provided will be notified by email of the booking providing financial awareness of the cost being allocated to their budget.

**Further support and guidance** on using the system is detailed on the dedicated home page where you will find links to the fully illustrated user guide, frequently asked questions, quick book guides and bitesize videos; you can also find details of booking fees, travel policy, our price match guarantee and other University specific links relating to travel.  The frequently asked questions document is particularly useful and contains some generic and University specific questions and answers.

**Contact details** are also included on the home page but for quick reference please find these detailed below :-

**Offline Requests** : for complex itineraries and services not available via the online booking tool, please call **0333 010 2161 (option 1)** or email [**soton@claritytm.co.uk**](mailto:soton@claritytm.co.uk)\*

**Online Requests** : for any online system related queries or problems recovering your password please call **0333 010 2161 (option 2)** or email [**onlinehelp@claritytm.co.uk**](mailto:onlinehelp@claritytm.co.uk)

**Outside of Office Hours** : for emergency assistance outside of normal office hours 24/7/365 please call **0333 010 2161 (option 1)**

All Clarity documentation includes contact details including out of hours assistance.  We would recommend that you ensure you have your booking confirmations with you when you travel.  We have also provided the Unversity with traveler contact cards which are available from the International Business Team.

\*Please note: You can also use the offline service to book non business travel

**International Business Team**

We work closely with the International Business Team, who provide information and guidance to staff travelling internationally on business, and liaise with us regarding feedback from users of our system. They will be contacting Faculties shortly to arrange dates for us to visit you to provide some re-fresher user training of our system.

The International Business Team can be contacted at [overseas-support@soton.ac.uk](mailto:overseas-support@soton.ac.uk).  You can also find information on all aspects of international business travel on the International Business Team Sharepoint pages:  <https://groupsite.soton.ac.uk/Administration/International-Business-Project>

Thank you for taking the time to read through the above and we hope you found the information useful.

We look forward to handling your future business travel requests.

Regards

**Team Clarity**  
T: +44 (0) 333 010 2161 **·** [onlinehelp@claritytm.co.uk](mailto:becky.harbey@claritytm.co.uk)

27 November 2017