

A decorative graphic on the right side of the page features three overlapping circles of varying sizes, each composed of concentric blue rings. Two thin blue lines intersect at the top left and extend diagonally across the page, framing the circles.

# **CSU Channel Islands Travel Store**

Comprehensive Guide

Travel Store Background Information including How to Book Travel by Phone and User Guide for Booking Travel Online Utilizing the Travel Store

**Marysia Wancewicz**  
**11/10/2010**

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## **CSU Channel Islands Travel Program**

State of California Travel is currently run through The Travel Store, who have agents located in Sacramento to assist in making travel arrangements for all state agencies, including the CSU. The Travel Store is the State's only authorized travel agency. The Travel Store can make domestic and international travel reservations.

With a CIT number, you can have the airline charges and rail reservations billed directly to the campus. Hotel reservations may be made through Cliqbook, but the charge will need to be billed to your American Express Corporate Travel Card or to a personal card.

### ***Getting Started***

To utilize The Travel Store, either by phone or online, an account must be setup. New accounts can be requested by email: [marysia.wancewicz@csuci.edu](mailto:marysia.wancewicz@csuci.edu). Please include in your request the full legal name of all individuals for whom setup is required.

### ***CIT Number***

To book travel, a Travel Request form must be signed by your Vice President or designee for domestic travel and by the President for international travel. E-mail a scanned copy of this form to procurement services to request a CIT number. When you receive your CIT number, call or go online to book your travel.

### ***Booking Travel By Phone***

The booking fee for phone travel is \$10 per transaction.

To book travel by phone call:

Main Number: (916) 376-3989 or 1-877-454-8785

*California Travel Consultants*

Steve McCain 916-376-3978

Karen Hull 916-376-3982

Emily Agosta 916-376-3980

Becky Gallagher 916-376-3981

Bob Chase 916-376-3985

Laura Wilson 916-376-3984

Note: you must have a Cliqbook account setup in order to book by phone.

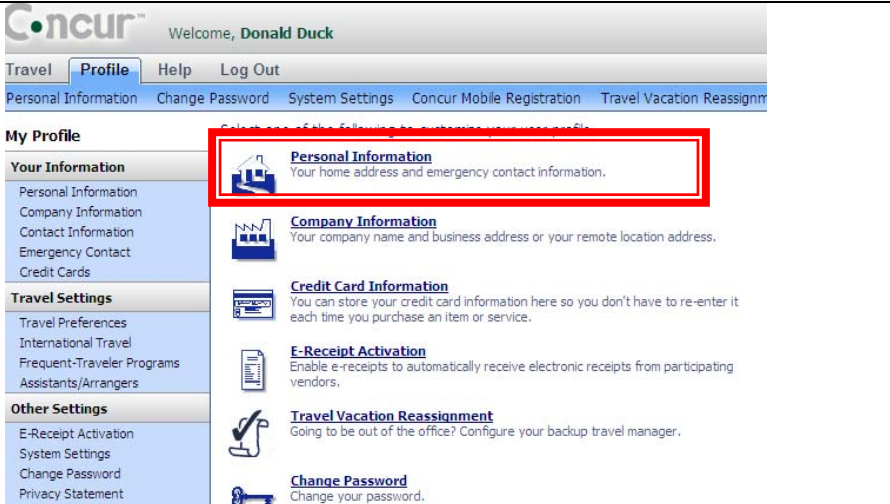

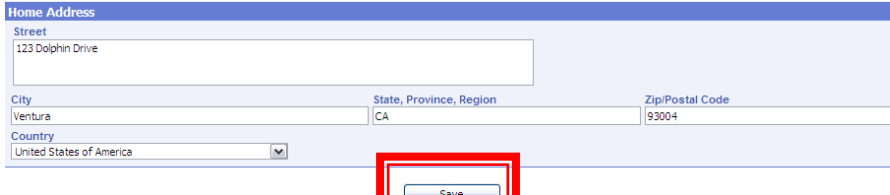
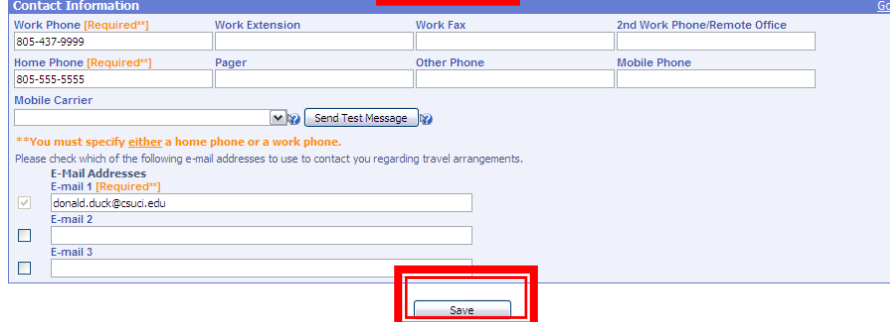
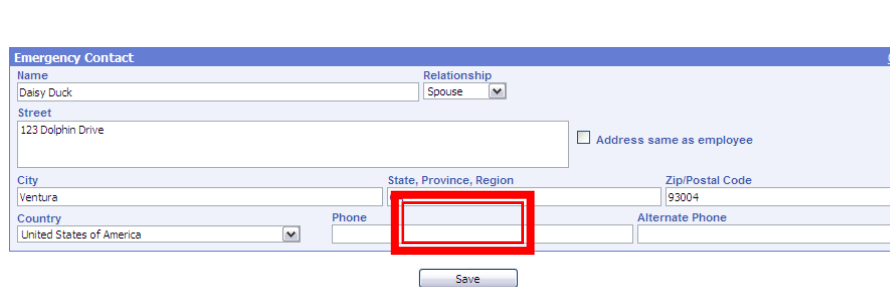
# Online Travel

The booking fee for online travel booked through Cliqbook is \$5 per transaction. To book travel online go to: <http://www.caltravelstore.com/>.

## Logging In

<p>Click on the link to Cliqbook login.</p>	
<p>Enter in the username and password provided when you received your account.</p> <p>Click the "Login" button.</p>	
<p>When you login, you will see your name and a travel applet that allows flight, car (rental), hotel, taxi and rail booking, as well as being able to check your flight status and make dinner reservations.</p> <p>*For first time users, please follow the directions under First Time User Setup.</p>	

## First Time User Setup

<p>Once logged into the travel website, click on profile, then on personal information.</p>	 <p>The screenshot shows the Concur user interface. At the top, it says "Welcome, Donald Duck". Below that are navigation tabs: "Travel", "Profile", "Help", and "Log Out". A secondary menu includes "Personal Information", "Change Password", "System Settings", "Concur Mobile Registration", and "Travel Vacation Reassignment". The main content area is titled "My Profile" and lists several categories: "Your Information" (Personal Information, Company Information, Contact Information, Emergency Contact, Credit Cards), "Travel Settings" (Travel Preferences, International Travel, Frequent-Traveler Programs, Assistants/Arrangers), and "Other Settings" (E-Receipt Activation, System Settings, Change Password, Privacy Statement). The "Personal Information" link is highlighted with a red box.</p>
<p>Verify that first and last name your correct legal name. If they are incorrect, please contact <a href="mailto:marysia.wancewicz@csuci.edu">marysia.wancewicz@csuci.edu</a>.</p>	 <p>This screenshot shows a form for verifying the user's name. It includes fields for "Title", "First Name" (containing "Donald"), "Middle Name", "Nickname", and "Last Name" (containing "Duck"). There is a checkbox for "No Middle Name". A red box highlights the name input fields.</p>
<p>Enter your home address and click "Save".</p>	 <p>This screenshot shows the "Home Address" form. It includes fields for "Street" (123 Dolphin Drive), "City" (Ventura), "State, Province, Region" (CA), "Zip/Postal Code" (93004), and "Country" (United States of America). A "Save" button is highlighted with a red box.</p>
<p>Enter your work and/or home phone number and click "Save".</p>	 <p>This screenshot shows the "Contact Information" form. It includes fields for "Work Phone", "Work Extension", "Work Fax", "2nd Work Phone/Remote Office", "Home Phone", "Pager", "Other Phone", and "Mobile Phone". There is also a "Send Test Message" button. Below the phone fields, there is a section for "E-Mail Addresses" with a "Save" button highlighted by a red box.</p>
<p>Enter in your Emergency Contacts information and click "Save".</p>	 <p>This screenshot shows the "Emergency Contact" form. It includes fields for "Name" (Daisy Duck), "Relationship" (Spouse), "Street" (123 Dolphin Drive), "City" (Ventura), "State, Province, Region" (CA), "Zip/Postal Code" (93004), "Country" (United States of America), "Phone", and "Alternate Phone". A "Save" button is highlighted with a red box.</p>

Travel preferences covers a range of preferences you may have when booking travel, including discounts for memberships, air travel preferences, hotel preferences, car rental preferences, frequent travel programs, favorite hotels, TSA security information and passport information for travelers who may have international travel arrangements.

Click "Save" after making any updates to this section.

### Change Your Password

To change your password go to Profile > Change Password.

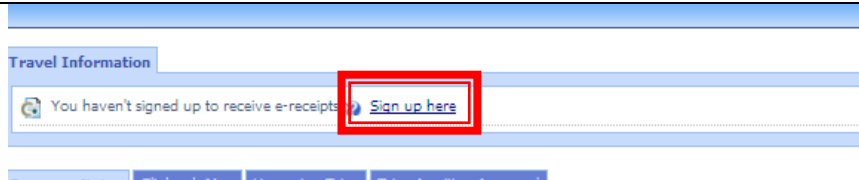
Enter your old password, the new password and confirm the new password. If you would like, you can also enter a password hint.

(\*Please make sure the hint is only a hint for you, and not something that can be used for someone else to guess your password)

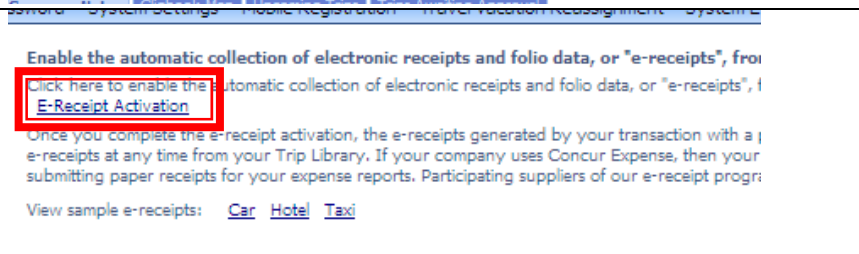
Click "submit".

### Enable E-Receipt

To enable e-receipts, click the link on the home page, under travel information.



To enable E-Receipt Activation, click the "E-Receipt Activation" Link



To accept the e-receipt activation, read the agreement and click the "I accept" box.



## Searching for Travel Information

To search for a flight, enter departure city, arrival city, departure date and time, return data and time.

To search for a hotel, select the find a hotel option.

Search flights by "Price" in order to see the price of the flight.

While the site is searching for sites, a standby message should appear. Please note that if your profile is not complete, you will not be able to search for or book flights.



Select the flight that works for each leg of the trip and select the reserve button.

Displaying: 35 out of 35 results. The least cost item is: 290.80 [Baggage Fee Policies](#) << Previous 1 2 3 4 Next >>

Carrier	Depart	Arrive	Duration	Emissions	Class
United 6255	Nov 9 8:55am Burbank, CA (BUR)	Nov 9 10:17am San Francisco, CA (SFO)	Stops: 0 1h 22m	206.0 lbs CO <sub>2</sub>	Canadair Regional Economy: Y
United 6426	Nov 9 10:48am San Francisco, CA (SFO)	Nov 9 11:33am Sacramento, CA (SMF)	Stops: 0 45m	54.4 lbs CO <sub>2</sub>	Embraer EMB-120 Economy: Y
United 6226	Nov 10 2:15pm Sacramento, CA (SMF)	Nov 10 3:02pm San Francisco, CA (SFO)	Stops: 0 47m	54.4 lbs CO <sub>2</sub>	Embraer EMB-120 Economy: Y
United 6410	Nov 10 4:06pm San Francisco, CA (SFO)	Nov 10 5:13pm Burbank, CA (BUR)	Stops: 0 1h 7m	206.0 lbs CO <sub>2</sub>	Canadair Regional Economy: Y

**\$290.80** State of California YCAL Fare; **Ticket is refundable**; E-Ticketing Available; (Sabre) [Fare Rules](#)

[Reserve](#) [Compare](#) [View more fares](#)

## Booking Airfare (CIT #)

All airfare must be paid using the American Express BTA account. If just airfare is being booked, no credit card will be requested to complete the transaction. During the transaction, you will need to input your CIT number.

Type in departure city (or area) and arrival city.

For both departure and return, either arrival time or departure time can be selected. A range of times can be selected by selecting a time and then selecting “+” between 2 and 9 hours.

To search for rental cars and hotels at the same time, select “Pick-up/Drop off car at airport” for rental cars and “Find a hotel” for hotel rooms.

To specify the airline you would like to make a reservation on, check the box next to “Specify airline”. Search flights by price or schedule.


Once all fields are filled in, click “Search”.

The screenshot shows a flight booking form with the following elements:





- Navigation tabs: Flight (selected), Car, Hotel, Rail, Flight Status, Dining
- Trip type:  Round Trip,  One Way,  Multi-Segment
- Departure City: LAX, Los Angeles, CA - Los Angeles Area Airports
- Arrival City: BWI, Baltimore, MD - Baltimore Washington Intl Arpt
- Departure: 04/17/2011, arrive, 2:00pm, ± 3
- Return: 04/18/2011, depart, Morning, ± 2
- Options:  Pick-up/Drop-off car at airport,  Find a Hotel,  Specify airline,  Refundable only air fares
- Search flights by:  Price,  Schedule
- Search button: A button labeled "Search" is highlighted with a red rectangular box.

A searching for flights message will appear while flights are being found that meet the criteria specified.

Searching for flights...  
Sunday, 04/17/2011 - Thursday, 04/21/2011



Please stand by...







Corporate carriers:    

Scroll through the list and select the "Outbound" flight by selecting the radio button next to the flight.

Shop by Fares | **Shop by Schedule** | Sorted By: [L]

**Outbound** | Return

Los Angeles, CA - Sun, Apr 17  
Displaying: 27 out of 36 results.

	Carrier	Depart	Arrive	Stops
<input type="radio"/>	 Alaska Airlines #1174	LAX 9:45pm	⇒ MIA 5:35am	0
	 American #1764	MIA 8:20am	⇒ BWI 10:50am	0
Boeing 737-800, Boeing 737-800; (Sabre) Flight arrives on a different day (Apr 17)				
<input type="radio"/>	 American #1254	LAX 9:45pm	⇒ MIA 5:35am	0
	 American #1764	MIA 8:20am	⇒ BWI 10:50am	0
Boeing 737-800, Boeing 737-800; (Sabre) Flight arrives on a different day (Apr 17)				
<input type="radio"/>	 Continental #6408	LAX 10:25pm	⇒ BWI 6:20am	0
Airbus A320; (Sabre) † Operated by United; Flight arrives on a different day (Apr 17)				
<input type="radio"/>	 United #349	LAX 10:25pm	⇒ BWI 6:20am	0/4h 55m
From: \$679.40 ◆◆ 4h 55m; Airbus A320; (Sabre) Flight arrives on a different day (Apr 17 6:20)				

Then, select the return flight by selecting the radio button next to the flight.

Outbound **Return**

**Baltimore, MD - Thu, Apr 21**  
 Displaying: 41 out of 51 results.

	Carrier	Depart	Arrive	Stops	Class
<input type="radio"/>	Delta #6105	BWI	7:00am ⇒ CVG	8:38am	0/1h 38m Econon
	Delta #1933	CVG	9:30am ⇒ LAX	11:10am	0/4h 40m Econon
6h 18m; Embraer RJ135, Airbus A320; (Sabre)					
<input type="radio"/>	US Airways #1057	BWI	7:00am ⇒ CLT	8:33am	0/1h 33m Econon
	US Airways #1433	CLT	10:00am ⇒ LAX	12:20pm	0/5h 20m Econon
6h 53m; Airbus A320, Airbus A321; (Sabre)					
<input type="radio"/>	American #595	BWI	7:05am ⇒ DFW	9:25am	0/3h 20m Econon
	American #2419	DFW	10:35am ⇒ LAX	11:55am	0/3h 20m Econon
6h 40m; Super MD-80, Super MD-80; (Sabre)					
<input type="radio"/>	American #595	BWI	7:05am ⇒ DFW	9:25am	0/3h 20m Econon
	American #2421	DFW	11:50am ⇒ LAX	1:10pm	0/3h 20m Econon

When the flight by schedule is selected in search options, after the flight has been selected, click the “Price these options” box to see if there are other fares that meet the travel needs offered at a lower cost.

2 stops  
11 results

1 results 3 results 4 results -- 1 results -- -- 2 res

Shop by Fares **Shop by Schedule** Sorted By: Depart - Ea

**Chosen Carriers**

**Outbound**

From: United #349 LAX 10:25pm ⇒ BWI 6:20am 0/4h 55m Economy  
 \$679.40  
 ♦♦ 4 hours 55 minutes; Airbus A320; (Sabre) Flight arrives on a different day (Apr 17 6:2  
[Remove](#)

**Return**

From: United #433 BWI 7:07am ⇒ LAX 10:02am 0/5h 55m Economy  
 \$679.40  
 ♦♦ 5 hours 55 minutes; Airbus A319; (Sabre)  
[Remove](#)

Outbound **Return**

**Baltimore, MD - Thu, Apr 21**

Once the fares have been selected, click the “Reserve” button next to the flight.

When the flight has been reserved a message will pop up asking if you would like to park at the airport and prepay for parking.

To ignore this message, select "Not interested at this time."

Parking Preference Description	Total Price
Park 'N Fly @ Park One Self Park Uncovered	USD 72.38
Conveniently located at Century and Sepulveda. Just a few steps from Terminal 1 or catch a free shuttle.	
Park Air Express LAX Self Park Covered	USD 69.75
Entrance is just past the Hilton Hotel on Century Blvd.	
Park 'N Fly @ Park One Valet Uncovered	USD 98.73
Premium service at great affordable rates.	
Park Air Express LAX Valet Covered	USD 84.75
Shuttles run every 5 minutes.	

The above rates are based on your dropping off your car on 04/16/2011 at 8:25 PM and picking up your car on 04/21/2011 at 11:02 AM. You may select different times according to your needs.

Check-in Date: 04/16/2011 Check-in Time: 8:30 PM  
Check-out Date: 04/21/2011 Check-out Time: 11:00 AM

Travel details will be available for the fare to be booked. At the bottom of the page, the total with taxes is available. To book this itinerary, select "Next".

To cancel the reservation, select "Cancel"

**Air** [View Fare Rules](#)

Airfare quoted amount:	\$612.08 USD
Taxes and fees:	\$67.32 USD
<b>Total Estimated Cost :</b>	<b>\$679.40 USD</b>

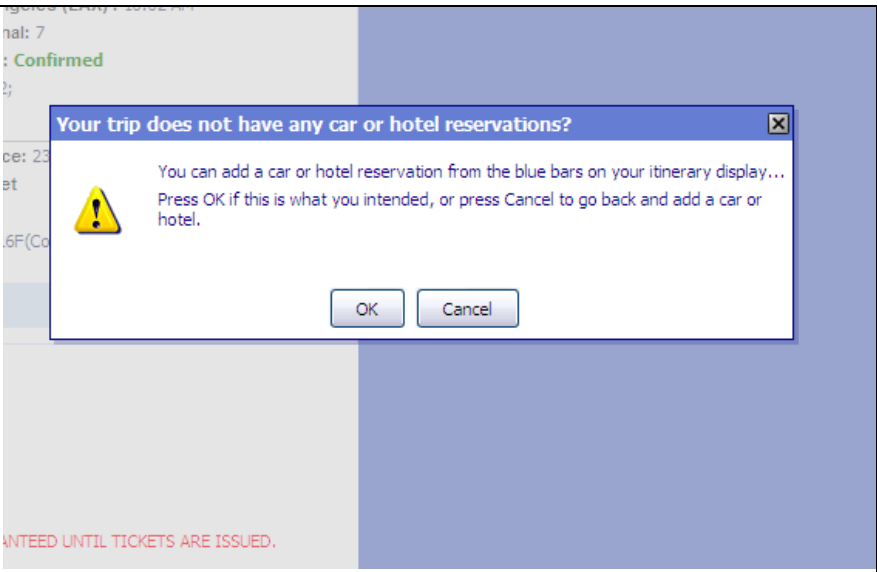
**TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.**

**Remarks :**  
PLEASE TAKE A MOMENT TO FILL OUT OUR CUSTOMER SERVICE SURVEY AT [WWW.SURVEYMONKEY.COM/S/N3HZHJ5](http://WWW.SURVEYMONKEY.COM/S/N3HZHJ5)  
CALTRAVELSTORE PHONE NUMBER 916 376-3989  
OR TOLL FREE AT 877 454-8785

Itinerary generated on 02/16/2011 at 3:24

**If you close at this point your reservation will be cancelled.**

If you have not already added a car and hotel, a message will pop-up asking if you would like to reserve a car or hotel. To continue without reserving car or hotel, select "OK". Otherwise, select cancel.



Type in the e-mail or e-mails that the confirmation should be sent to and the CIT # received from procurement.

To hold the trip, but not reserve the trip, select "Hold Trip".

To book the trip, click "Next".

### Trip Booking Information

The trip name and description are for your record keeping convenience.

<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 Los Angeles to Baltimore"/>	<input type="text"/>

Send a copy of the confirmation to:

Send my email confirmation as  
 HTML  Plain-text

CIT Number [Required]

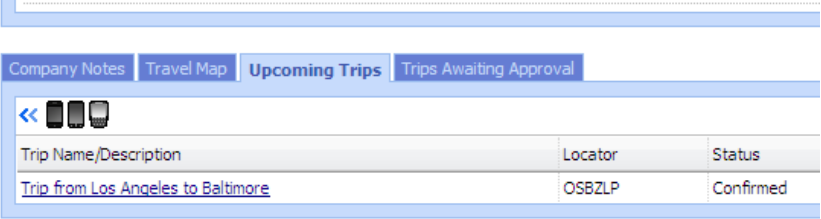
**You may HOLD this reservation until: 02/17/2011 5:30 PM Pacific**

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

The itinerary will display again with cost estimates. To purchase the ticket select Purchase ticket.

Otherwise select "Previous" to return to a previous screen in the booking or "Cancel" to cancel the reservation

A travel itinerary will be available. The trip is not

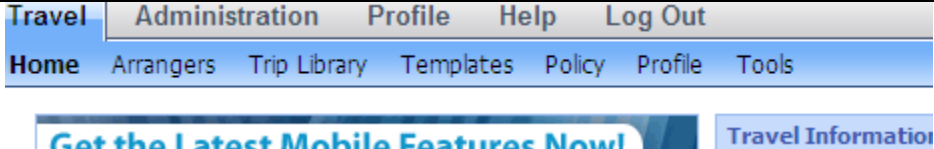
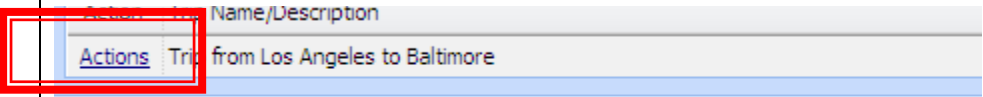
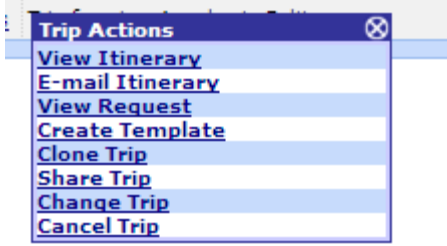
confirmed until the tickets are issued by a travel store agent.	
The trip will now appear in the upcoming trips tab on your home page.	
When the trip is ticketed, a confirmation will be sent to your e-mail and the e-mails of any of your personal assistants.	

### ***Booking Airfare and Hotel***

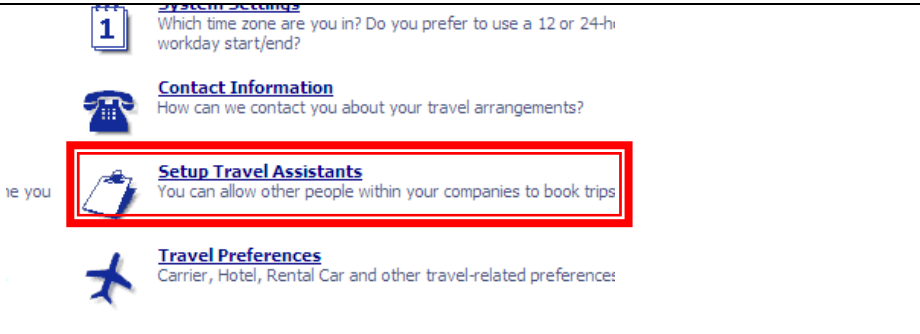
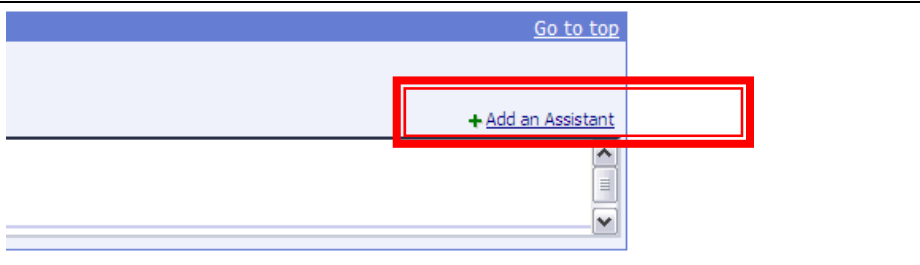
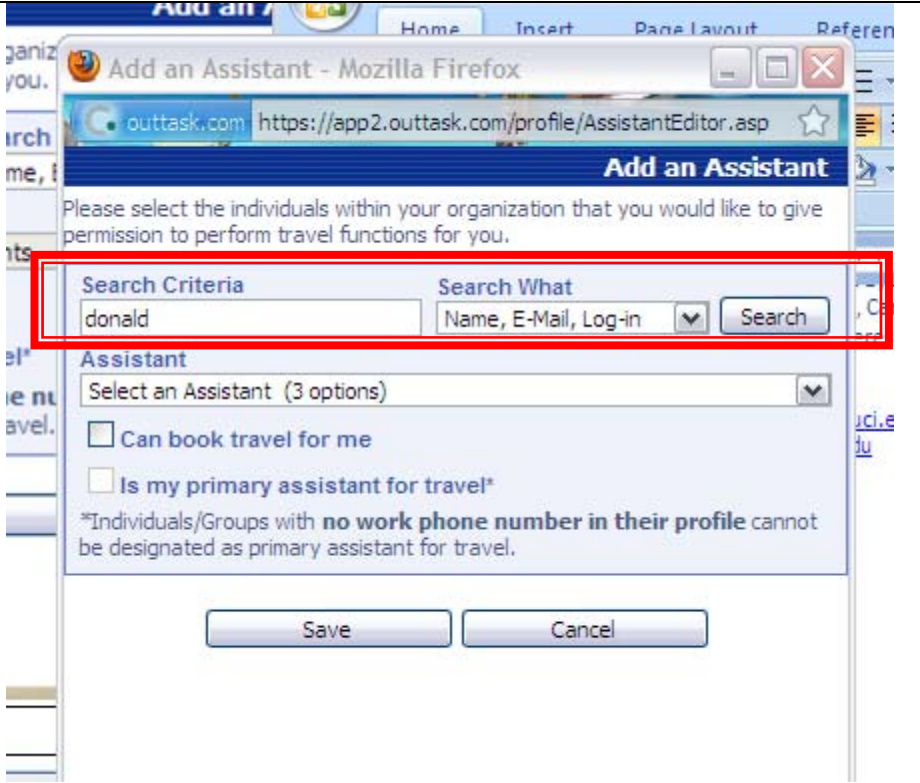
To book airfare and hotel, the one major difference is that on the confirmation page you will be asked to enter credit card information and a CIT #. Hotels are charged directly to the

### ***Trip Library***

Once a trip has been arranged once, it is placed in your travel library on the home page.

Select "Trip Library"	
On the Trip Library page, select the "Actions" link next to the trip that is being booked again.	
Actions available include viewing the itinerary, e-mailing the itinerary, cloning the trip, sharing the trip, changing the trip or cancelling the trip.	

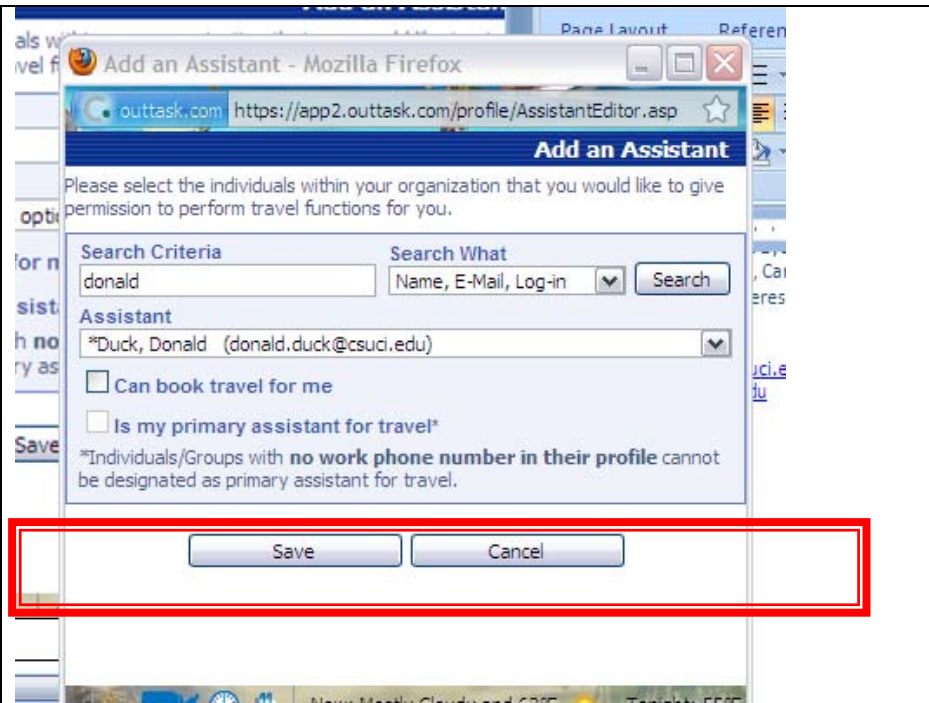
## Delegating the Ability to Book on your Behalf

<p>To allow someone to book travel on your behalf, there is some initial setup that they must complete.</p> <p>From the Welcome Screen go to Profile &gt; Setup Travel Assistants.</p>	 <p>The screenshot shows a user profile page with several sections: 'System Account' (with a calendar icon), 'Contact Information' (with a phone icon), 'Setup Travel Assistants' (with a clipboard icon and highlighted by a red box), and 'Travel Preferences' (with an airplane icon). The 'Setup Travel Assistants' section includes the text: 'You can allow other people within your companies to book trips'.</p>
<p>Click Add an Assistant</p>	 <p>The screenshot shows a blue button labeled '+ Add an Assistant' with a red box around it. A 'Go to top' link is visible above the button.</p>
<p>Use Search to Find the individual who will book travel on your behalf by selecting from the dropdown list.</p>	 <p>The screenshot shows a dialog box titled 'Add an Assistant' with a search bar. The search criteria 'donald' and the search button are highlighted with a red box. Below the search bar is a dropdown menu labeled 'Assistant' with the text 'Select an Assistant (3 options)'. There are two checkboxes: 'Can book travel for me' and 'Is my primary assistant for travel*'. A note at the bottom states: '*Individuals/Groups with no work phone number in their profile cannot be designated as primary assistant for travel.' There are 'Save' and 'Cancel' buttons at the bottom.</p>

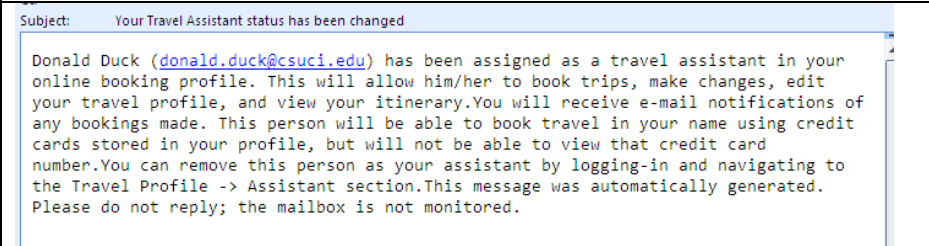
Once the assistant is selected, click the “Can book travel for me” box.

If you would like to delegate the ability for the individual to view/add/update all information on the “My profile” including credit cards, check the “Is my primary assistant for travel”.

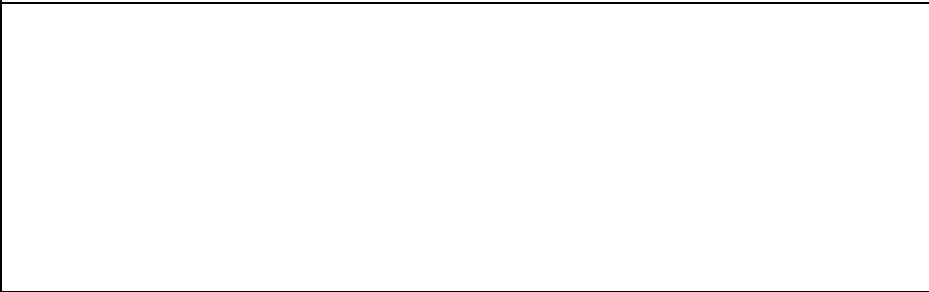
Click “Save”.



When your travel assistant has been setup, you will receive an e-mail confirming that the travel assistant has been setup.



When this is has been setup the individual given permission to book on your behalf will have a drop down box allowing them to select the traveler they are booking the trip for.



## Booking Travel on Behalf of Someone Else

Once you have been delegated authority to book travel on behalf of someone else, when you login, you will see an "Arranger" option on the home page.

Click on the "Arrangers" Option.

Travel Profile Help Log Out

Home **Arrangers** Trip Library Templates Policy Profile

Not Sure Where You Are?  
Your phone knows. GPS-enabled search for hotels, restaurants and cars.  
Register Concur for mobile.

Flight Car Hotel Taxi Rail Flight Status Dining

Round Trip  One Way  Multi-Segment

Departure City

Arrival City

Departure  depart  Morning  ± 3

Return  depart  Afternoon  ± 3

Select a traveler from the dropdown list. The box will default to booking travel for yourself.

Once you have selected the appropriate traveler, continue booking travel based on the instructions in the booking airfare section.

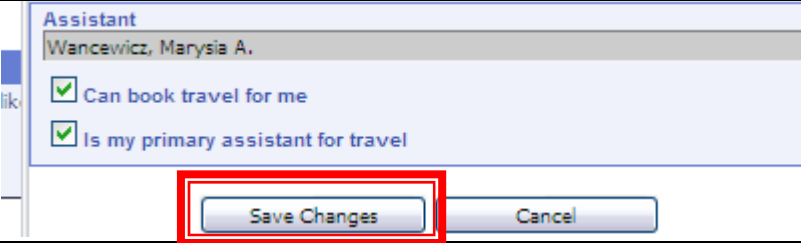
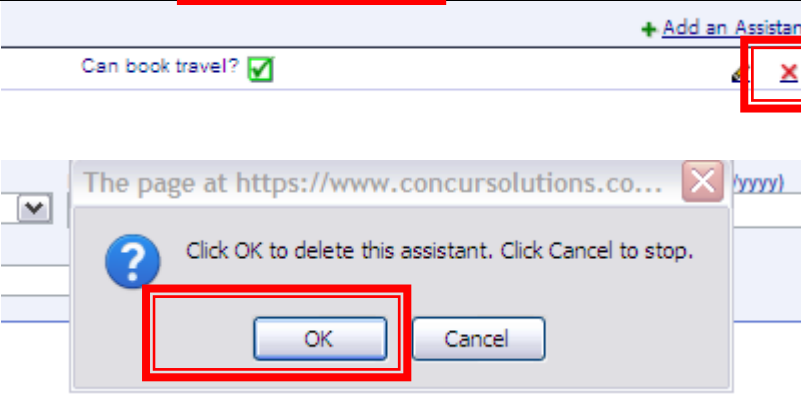
### Remove or Update Travel Assistant

To change access to or delete travel assistant go to Profile > Setup Travel Assistants

Next to the assistant's name, there is a pencil icon and an X icon.

To edit the assistant's access, click the pencil icon.

Update the access as necessary, and

<p>click "Save changes".</p> <p>An e-mail will be sent detailing the change.</p>	
<p>To delete an assistant, click the "X" icon.</p> <p>You will get a popup asking for confirmation that the assistant should be deleted. Click "OK".</p> <p>An e-mail will be sent confirming the change.</p>	

### ***Booking Travel of Behalf of Someone Else FAQs***

To allow someone to book travel on your behalf, both you and your travel arranger must have access to Cliqbook.

Q. What is the difference between "can book travel for me" and "is my primary assistant"?

A. If you want the assistant to just book travel for you, select "can book travel for me." If you want to allow the assistant to view, make changes to, and modify your profile, select "is my primary assistant." If you want the assistant to be able to do both, select both options.

Q. How many primary assistants can I have?

A. You can have an unlimited number of primary assistants.

### **Username Reminders and Password Resets**

An e-mail reminder with your username is available by clicking on the "Forgot your username?" link underneath the Login button on the cliqbook login page. By entering your e-mail, if you are setup, you will receive an e-mail with your username.

Password resets and reminders are available through by clicking on the "forgot my password" link on Cliqbook site. Enter your login ID and select "Send me an email with my password hint" or "Send me an email with a link to reset my password if you have forgotten your password."

## **Group Travel/Student Travel**

If student travel or group travel reservations are required, the travel store can book these trips by utilizing the Travel Variance Form located on the DGS website:

<http://www.documents.dgs.ca.gov/ofa/Travel/TravelVarianceForm.pdf>.

Once you have received a CIT # for the trip, the individual leading the trip may sign this form.

## **More Travel Related Information**

The travel handbooks, travel request form and travel reimbursement form can be found on the accounts payable website: <http://www.csuci.edu/accountspayable/>.

Enterprise Rent-A-Car information can be found on the procurement website:

<http://www.csuci.edu/procurement/>