

## **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 Concur, 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: [karina.cruz885@csuci.edu](mailto:karina.cruz885@csuci.edu) Please include in your request the full legal name of all individuals for whom setup is required.

### ***CIT Number***

To book domestic travel, through The Travel Store, a CIT Request Form must be submitted. To book international travel, an International Travel Authorization form must be submitted and signed by the President or Chief of Staff. E-mail the CIT Request Form to Procurement and Logistical 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: 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 Concur account setup in order to book by phone.

# Online Travel

To book travel online go to:

[CAL TRAVEL STORE](http://www.caltravelstore.com/)

<http://www.caltravelstore.com/>

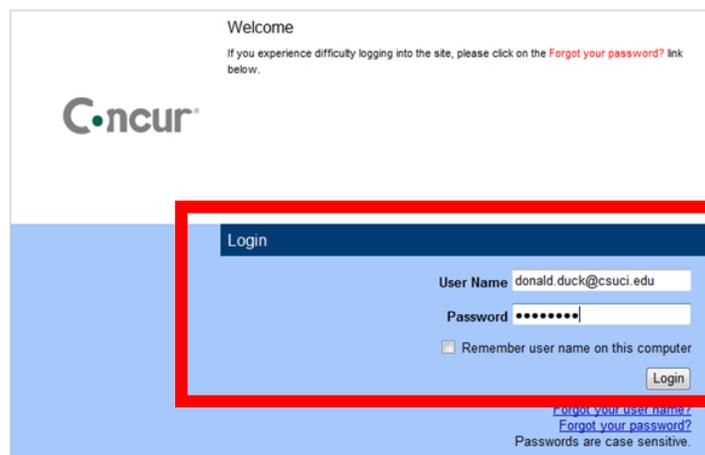
Click on the link to Concur login.



Enter in the username and password provided when you

Received your account.

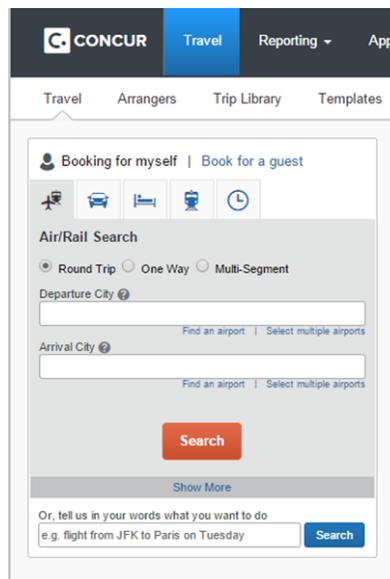
Click the "Login" button



When you log in, you will see the travel search engine

Which allows for flights, car (rental), hotel, taxi and rail

Booking

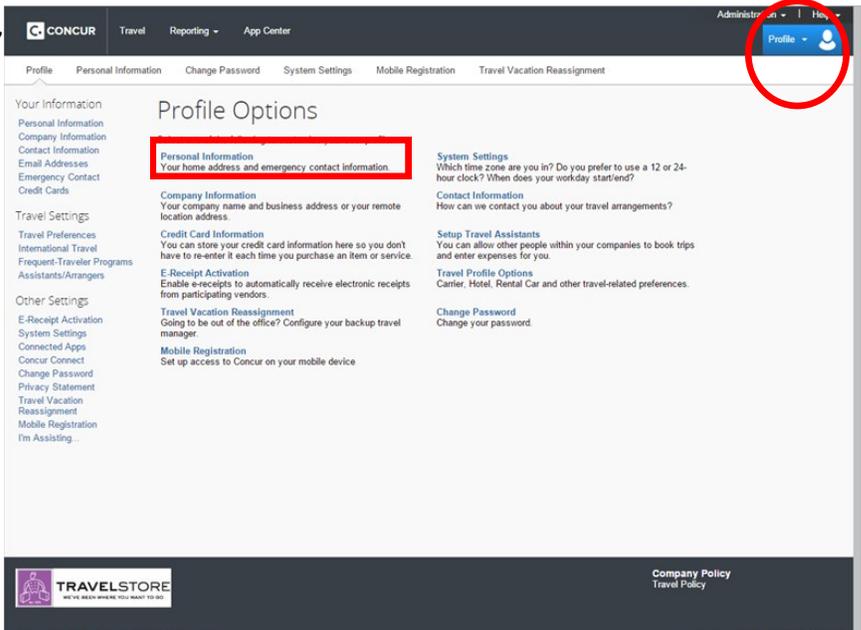


# First Time User Setup

Once logged into the travel store website,

Click on profile → profile settings →

Personal information



Verify that first and last name are your correct legal name.

If they are incorrect please

contact:

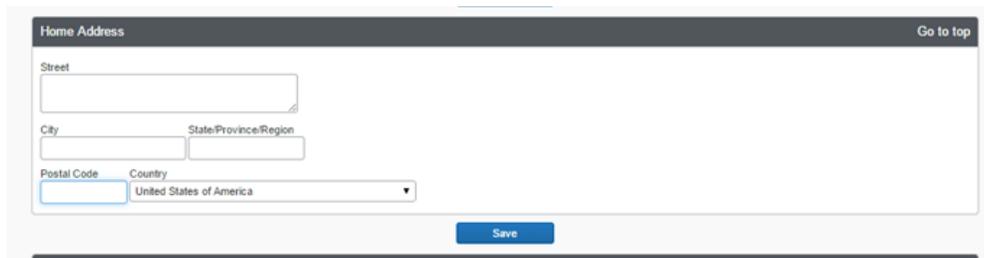
Karina.cruz@csuci.edu



Enter your home address

And

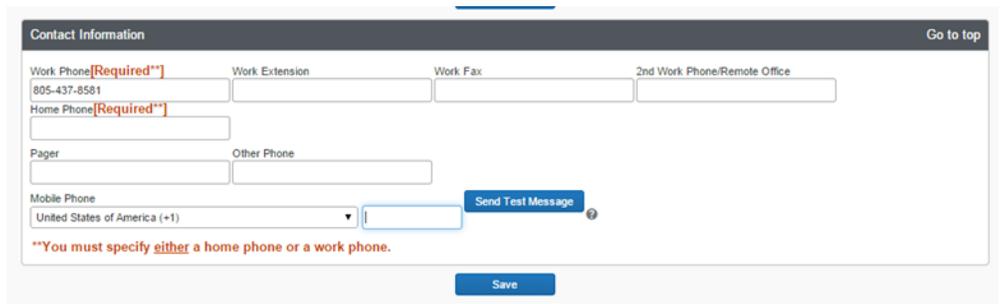
Click “Save”



Enter your work

And / or home phone number

And click “Save”



Enter your emergency contacts  
Information and click “Save”

The screenshot shows a form titled "Emergency Contact" with a "Go to top" link in the top right corner. The form contains the following fields: "Name" (text input), "Relationship" (dropdown menu), "Street" (text input), "City" (text input), "State/Province/Region" (text input), "Postal Code" (text input), "Country" (dropdown menu, currently set to "United States of America"), "Phone" (text input), and "Alternate Phone" (text input). There is a checkbox labeled "Address same as employee" next to the "Street" field. A blue "Save" button is located at the bottom center of the form.

Travel preference covers a range  
Of preferences you have when  
Booking travel, including discounts  
for memberships, Air, hotel  
and car rental preferences,  
Frequent travel programs,  
TSA security information and  
passport information

Click “save” after making any  
Updates to this section.

The screenshot shows a form titled "Travel Preferences" with a "Go to top" link in the top right corner. The form is divided into several sections: "Eligible for the following discount travel rates/fare classes" with checkboxes for AAA/CAA, Government, Military, and Senior/AARP; "Air Travel Preferences" with dropdowns for Seat (Don't Care), Special Meals (Regular Meal), and Ticket Delivery (E-ticket when possible), plus text inputs for Preferred Departure Airport, Other Air Travel Preferences, and Medical Alerts; "Hotel Preferences" with dropdowns for Room Type (Don't Care) and Smoking Preference (Non-smoking), checkboxes for Foam pillows, Rollaway bed, and Crib, and a Message to Vendor field; "Car Rental Preferences" with dropdowns for Car Type (Any Car Class), Smoking Preference (Don't Care), and Car Transmission (Don't Care), checkboxes for In-car GPS system and Ski rack, and a Message to Vendor field; "Frequent-Traveler Programs" with a sub-header "Your Frequent Traveler, Driver, and Hotel Guest Programs" and a red link "[+] Add a Program"; and "Unused Tickets". At the bottom, there is a section for "TSA Secure Flight" with a disclaimer: "The Transportation Security Authority (TSA) requires us to transmit information collected from you. Providing information is required. If it is not provided, you may be subject to additional screening or denied transport or authorization. TSA may share information you provide with law enforcement or intelligence agencies or others under its records notice. For more on TSA privacy policies or to view the records notice and the privacy impact assessment, see the TSA's web site at WWW.TSA.GOV."



# Searching for Travel Information

To search for a flight:

Enter departure city,

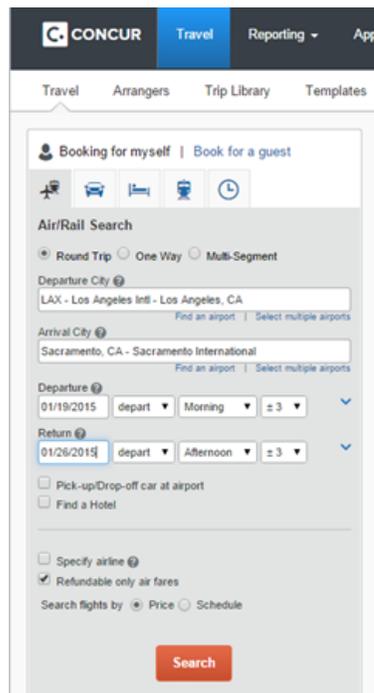
Enter arrival city,

Departure date and time,

Return date and time.

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

Click "Search"



Please note that if your profile is not complete you will not

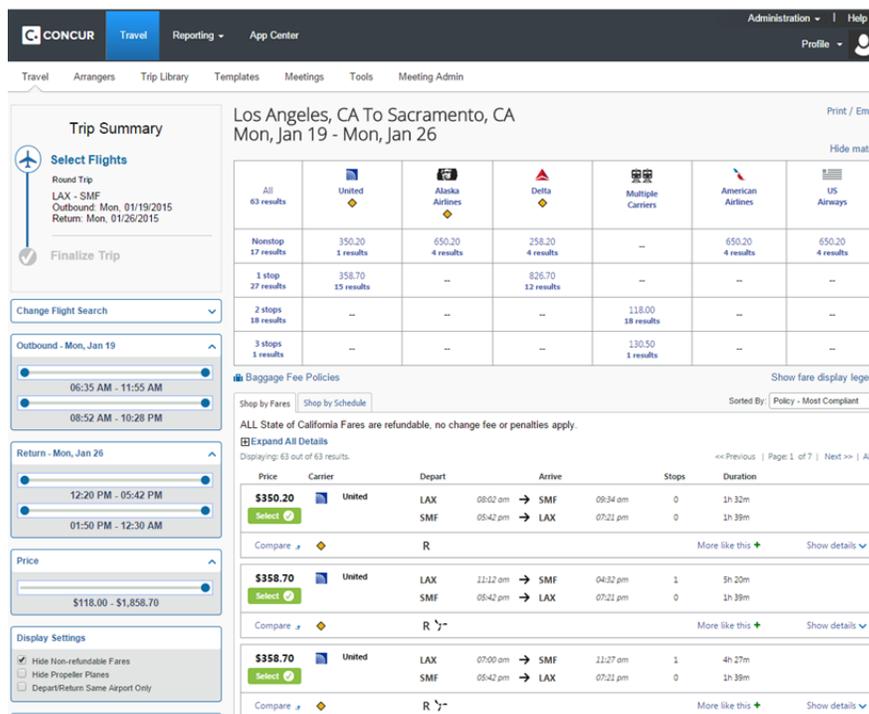
Be able to search or book flights.

Select the flight that works for each leg of

The trip by clicking the "Select" button.

Scroll through the list and select the best

Flight by clicking "select"



# Booking Airfare (CIT #)

Once the “outbound” and “return”  
Flights have been selected  
Review trip summary  
Select seat assignment if desired

\*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. \*

Once all trip details have been reviewed

Click

“ Reserve flight and Continue”

A “Stand By” page will pop up

While on stand by do not close the window

**Trip Summary**

Round Trip  
LAX - SMF  
Outbound: Mon, 01/19/2015  
Return: Mon, 01/26/2015

Finalize Trip

### Review and Reserve Flight

#### REVIEW FLIGHTS

Outbound flight: Los Angeles, CA (LAX) - Sacramento, CA (SMF) Mon, Jan 19

United #5635	Los Angeles Intl (LAX) Depart: Monday, 08:02 am	Sacramento Internation... (SMF) Arrive: Monday, 09:34 am
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Stops: 0 Duration: 1h 32m Economy: Y Canadair Regional Jet 700

Return flight: Sacramento, CA (SMF) - Los Angeles, CA (LAX) Mon, Jan 26

United #5611	Sacramento Internation... (SMF) Depart: Monday, 05:42 pm	Los Angeles Intl (LAX) Arrive: Monday, 07:21 pm
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Stops: 0 Duration: 1h 39m Economy: Y Canadair Regional Jet

#### ENTER TRAVELER INFORMATION

Ensure all traveler information below is correct. @

##### PRIMARY TRAVELER

Name: Karina Cruz Bautista Phone: 805-437-8581 [Edit](#) | [Review all](#)

Frequent Flyer Programs [Add a Program](#)

For United  
No Program selected

#### SEAT ASSIGNMENT

Make your trip more enjoyable by selecting your seats now. Otherwise, Concur will request them for you.

[Select Seats](#)

#### REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
Airfare	\$299.52	\$50.68	\$350.20

Total Estimated Cost: \$350.20 USD  
Total Due Now: \$350.20 USD

#### METHOD OF PAYMENT

This purchase will be charged to your company directly.

Total Due Now: \$350.20 USD

#### METHOD OF PAYMENT

This purchase will be charged to your company directly.

#### ACCEPT FARE RULES AND RESTRICTIONS

Please review the rules and restrictions listed below.  
When you purchase your ticket, you agree to these rules and restrictions.

Please note that the most restrictive set of rules below applies to your entire itinerary.

Click Fare to view Rules [Los Angeles - Sacramento] [Sacramento - Los Angeles]

**UNITED** Los Angeles - Sacramento

By completing this booking, you agree to the fare rules and restrictions and hazardous goods policy.

[Back](#) [Reserve Flight and Continue](#)

CONCUR Travel App Center Profile

Travel Arrangers Trip Library Templates Tools

### Reserving your flights...

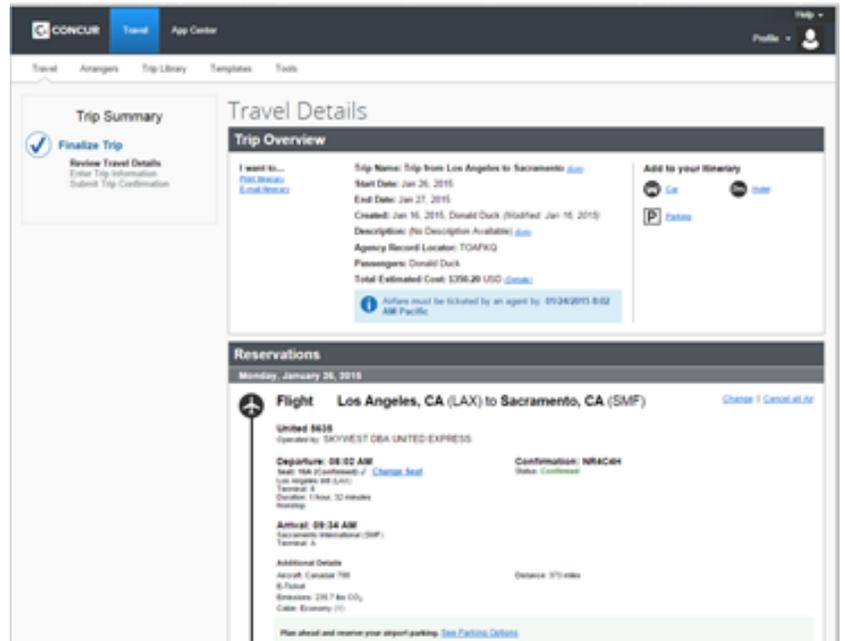
CONCUR

Please stand by...

Please do not close this window while on this "Stand By" page.  
If you accidentally close it, you can find a link to this trip on your Intranet home page  
under the name "Unreserved Reservations". Clicking that link will allow you to continue your booking.

TRAVELSTORE  
© Copyright 2015 - Concur - All Rights Reserved  
Company Policy  
Travel Policy

You will be directed to a Travel Details page

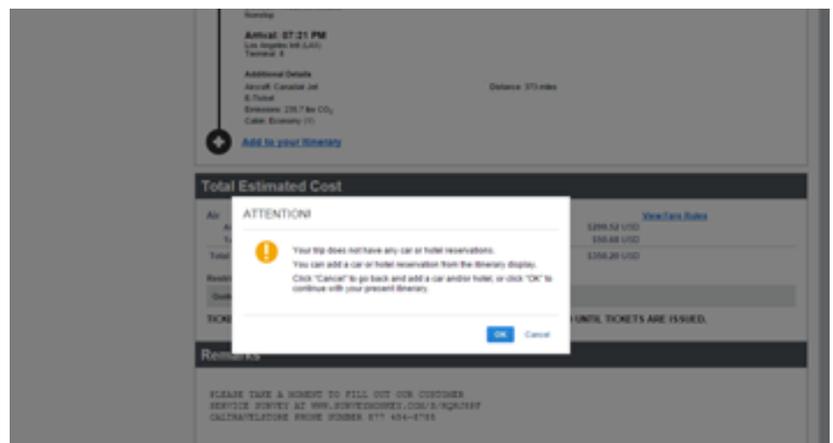
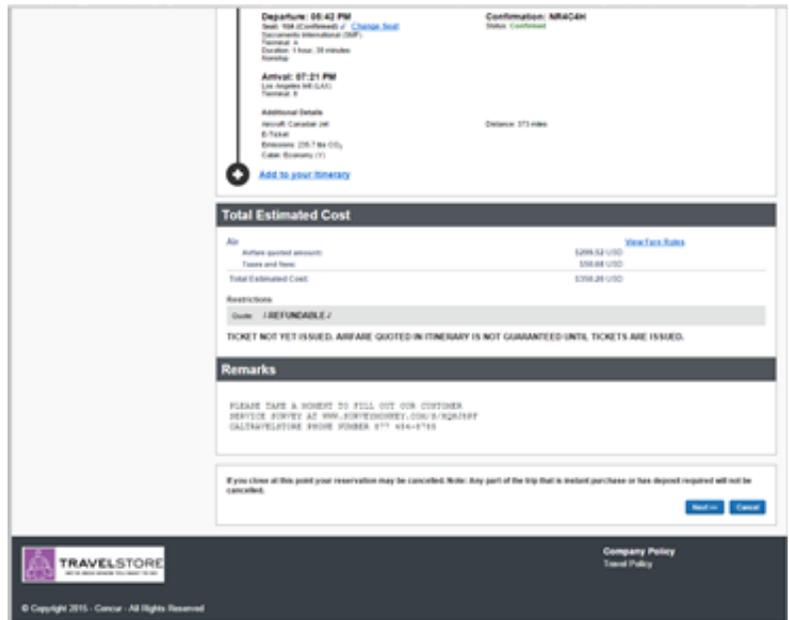


At the bottom of the page, the total Amount with taxes is available, To book this itinerary, select "Next"

To Cancel the reservation, select "Cancel"

Please note that itinerary is not Guaranteed until tickets have been issued.

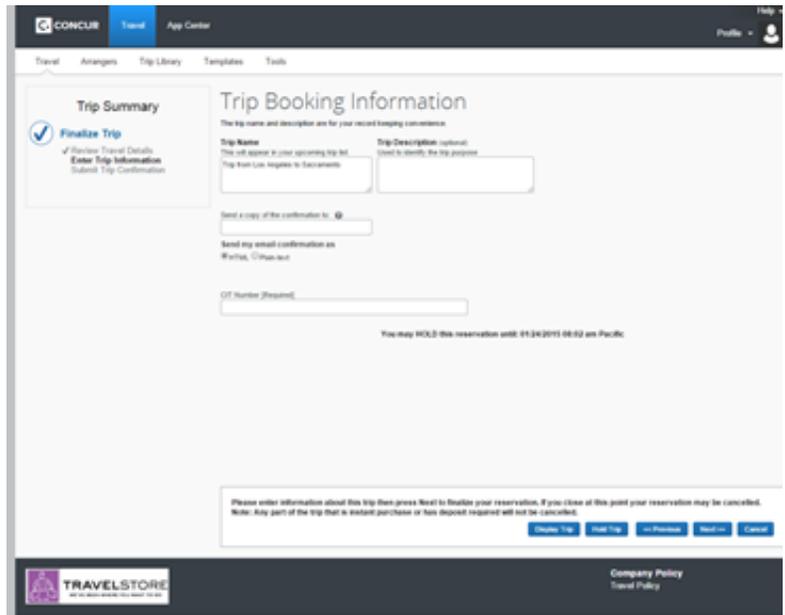
If you have not already added a car And hotel, a message will pop-up Asking if you would like to reserve a car or hotel To continue without reserving a car or hotel. Select "OK" Otherwise select "Cancel"



Type in the e-mail or e-mails that  
The confirmation should be sent to and  
Enter the CIT # received from Procurement

To hold the trip, but not reserve it  
Select “Hold Trip”

To book trip,  
Click “Next”

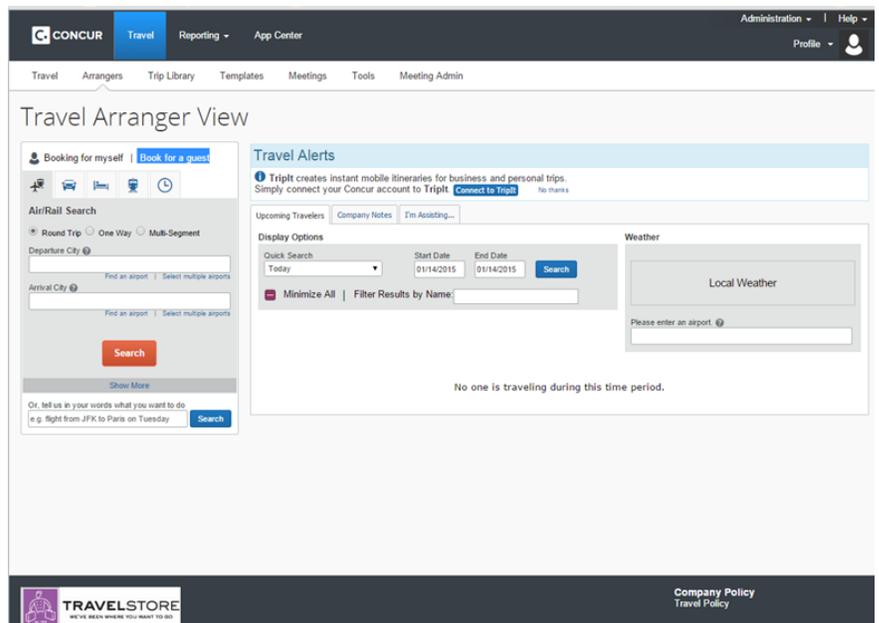


## Booking Travel on Behalf of Someone Else

Once you have been delegated authority  
To book on behalf of someone else,  
When you login,  
Click on “Travel”

Then Click “Arranger”  
This will direct you to the  
Travel Arranger View page

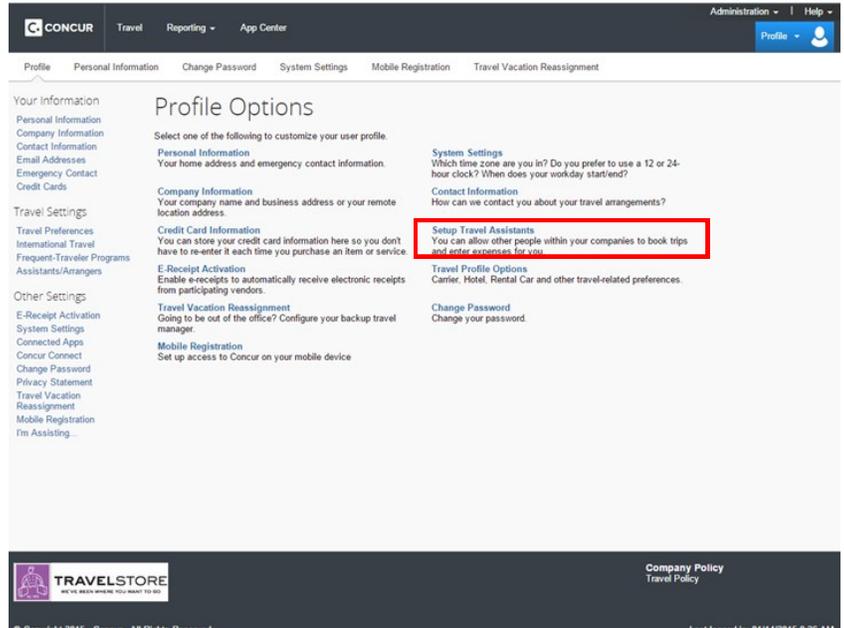
In the search engine select  
“book for a guest”



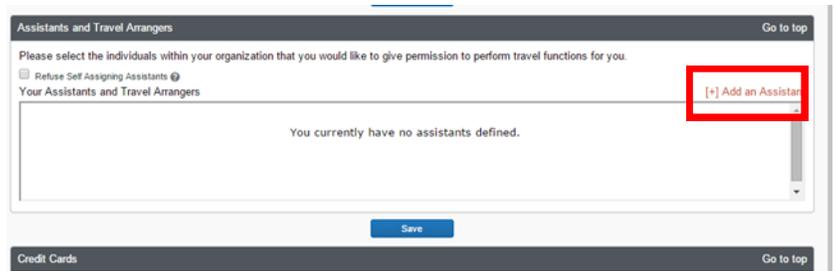
# Delegating the Ability to Book on your Behalf

To allow someone to book travel  
On your behalf, there is some initial  
Setup that they must complete.

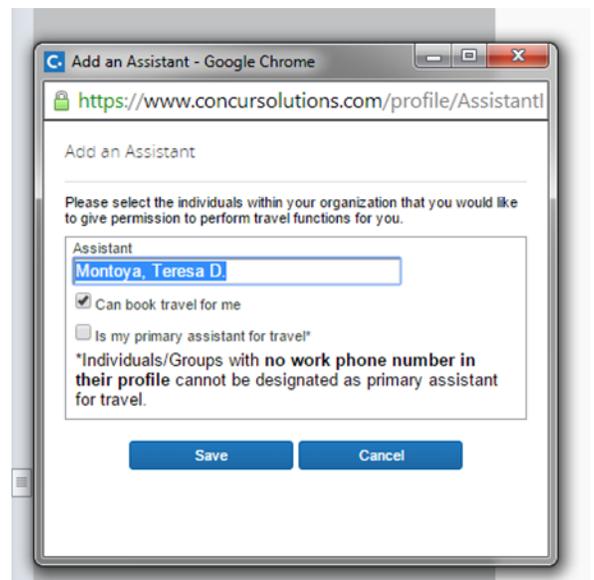
From the welcome screen  
go to Profile —>Profile Settings  
—>Set up travel assistants



Click “Add an Assistant”

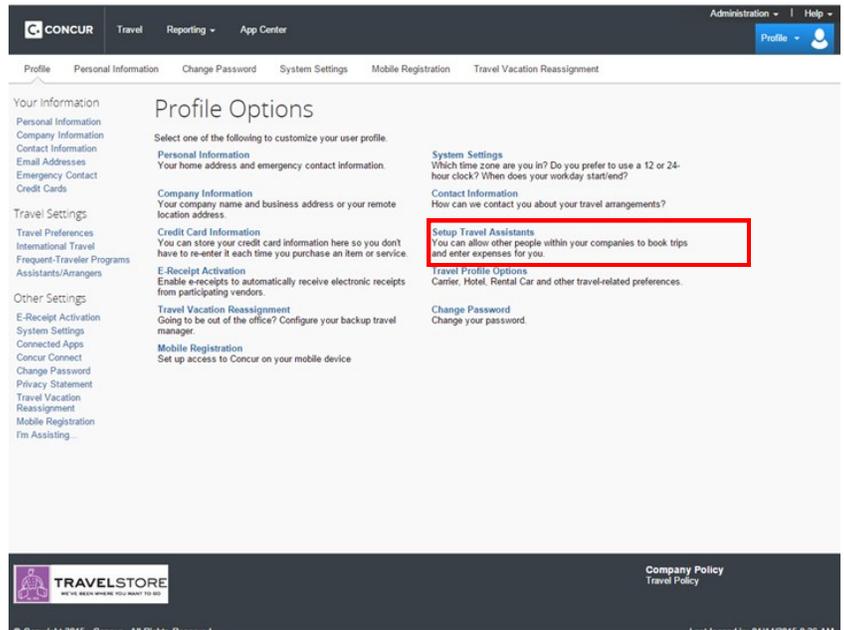


Use the search engine to find the individual who will book  
Travel on your behalf by selecting from the dropdown list.  
Once the assistant is selected, click the  
“can book travel for me” box.  
If you would like to delegate the ability for the individual  
To view/add/update all information on your profile including  
Credit cards check the  
“Is my primary assistant for travel”  
Click “Save”

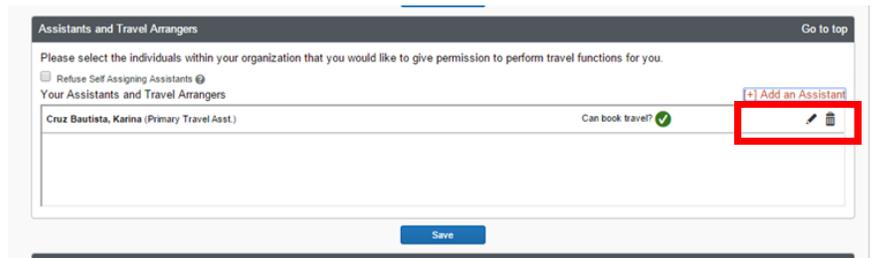


# Remove or Update Travel Assistant

To change access to or delete  
Travel assistants go to  
Profile —> profile settings—>  
Set up travel assistants



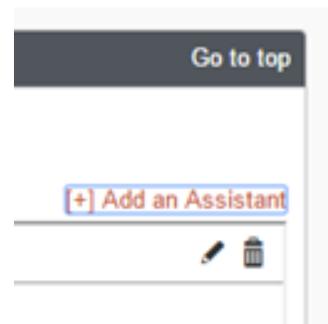
Next to the assistant's name,  
There is a pencil  
And a trash can icon.



To edit the assistant's access, click the pencil icon.  
Update the access as necessary and click "Save Changes"  
An e-mail will be sent detailing the change.

To delete the current travel assistant click the  
Trash can icon.  
You will get a popup asking for confirmation that the  
Assistant should be deleted.  
Click "Ok"

An e-mail will be sent confirming the change.



## ***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 Concur.

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 Concur 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 Concur 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 aCIT # 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/financial-services/accounting.htm>

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

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