

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 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

A screenshot of the Concur login page. At the top, it says 'Welcome' and provides a link for 'Forgot your password?'. The Concur logo is on the left. On the right, there is a 'Login' form. The form has a 'User Name' field with the text 'donald.duck@csuci.edu', a 'Password' field with masked characters, a checkbox for 'Remember user name on this computer', and a 'Login' button. The entire login form area is highlighted with a red rectangular box. At the bottom right, there are links for 'Forgot your user name?' and 'Forgot your password?' and a note that 'Passwords are case sensitive.'

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

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

Booking

A screenshot of the Concur travel search engine interface. The top navigation bar includes 'CONCUR', 'Travel', 'Reporting', and 'App'. Below this, there are tabs for 'Travel', 'Arrangers', 'Trip Library', and 'Templates'. The main content area shows a 'Booking for myself' or 'Book for a guest' section. It includes icons for different travel types (air, car, hotel, rail, etc.). Under 'Air/Rail Search', there are radio buttons for 'Round Trip', 'One Way', and 'Multi-Segment'. There are input fields for 'Departure City' and 'Arrival City', each with a 'Find an airport' and 'Select multiple airports' link. A red 'Search' button is prominently displayed. Below the search button is a 'Show More' link. At the bottom, there is a text input field for a natural language search (e.g., 'flight from JFK to Paris on Tuesday') and a 'Search' button. The search section is highlighted with a red rectangular box.

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”

Emergency Contact

Go to top

Name

Relationship

Street

☐ Address same as employee

City

State/Province/Region

Postal Code

Country

United States of America

Phone

Alternate Phone

Save

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.

Travel Preferences

Go to top

Eligible for the following discount travel rates/fare classes

☐ AAA/CAA ☐ Government ☐ Military ☐ Senior/AARP

Air Travel Preferences

Seat

Don't Care

Special Meals

Regular Meal

Ticket Delivery

E-ticket when possible

Preferred Departure Airport

Other Air Travel Preferences

Medical Alerts

Hotel Preferences

Room Type

Don't Care

Smoking Preference

Non-smoking

☐ Foam pillows ☐ Rollaway bed ☐ Crib

Message to Vendor

I prefer hotel that has:

☐ a gym ☐ a pool ☐ a restaurant ☐ room service ☐ Early Check-in

Accessibility Needs

☐ Wheelchair access ☐ Blind accessible

Car Rental Preferences

State of California does not reimburse for Navigational systems (GPS).

Car Type

Any Car Class

Smoking Preference

Don't Care

Car Transmission

Don't Care

☐ In-car GPS system ☐ Ski rack

Message to Vendor

Frequent-Traveler Programs

Your Frequent Traveler, Driver, and Hotel Guest Programs

[+] Add a Program

No programs defined

Unused Tickets

TSA Secure Flight

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](#).

Change Your Password

To change your password go to:

Profile —> profile settings

—>change password

Enter your old password

Enter your new password

And Re-enter your new password

Enter a password hint

* make sure the hint is only a hint

for you & not something

that can be guessed by

Someone else.*

Click “Submit”

The screenshot shows the 'Change Password' page in the Concur system. The 'Change Password' menu item in the top navigation bar is highlighted with a red box. The page includes a sidebar with navigation links, a main content area with instructions and input fields, and a footer with the TravelStore logo and company policy link.

Change Password

A password must be at least 7 characters. It can contain numbers (0-9), upper and lower case characters (A-Z, a-z), and symbols (such as ^%*@#). It cannot contain spaces. All fields are required.

Note: Passwords are case sensitive.

Old Password: New Password: Re-enter New Password:

Strong

Password Hint (we will email this to you if you forget your password):

Enable E-Receipt

To enable e-receipts:

Profile—>profile settings—>

Other settings—> e-receipt activation

To accept the e-receipt activations,

Read agreement and click

“I accept” box.

The screenshot shows the 'E-Receipt Activation' page in the Concur system. The page includes a sidebar with navigation links, a main content area with instructions and a checkbox, and a footer with the TravelStore logo and company policy link.

E-Receipt Activation

Enable the automatic collection of electronic receipts and folio data, or “e-receipts”, from participating suppliers!

Click here to enable the automatic collection of electronic receipts and folio data, or “e-receipts”, from participating suppliers!

E-Receipt Activation

Once you complete the e-receipt activation, the e-receipts generated by your transaction with a participating supplier will be automatically collected and matched with your itineraries and expense reports. You can access and print these e-receipts at any time from your Trip Library. If your company uses Expense, then your e-receipts will be automatically matched with your itineraries and expense reports, as applicable, so you can avoid keying in folio data and submitting paper receipts for your expense reports. Participating suppliers of our e-receipt program are identified by our icon during the online booking process:

View sample e-receipts: [Car](#) [Hotel](#) [Taxi](#)

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”

Trip Summary

Select Flights

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

Finalize Trip

Change Flight Search

Outbound - Mon, Jan 19

06:35 AM - 11:55 AM
08:52 AM - 10:28 PM

Return - Mon, Jan 26

12:20 PM - 05:42 PM
01:50 PM - 12:30 AM

Price

\$118.00 - \$1,858.70

Display Settings

☒ Hide Non-refundable Fares
☐ Hide Proprietary Fares
☐ Depart/Return Same Airport Only

Los Angeles, CA To Sacramento, CA
Mon, Jan 19 - Mon, Jan 26

All 63 results	United	Alaska Airlines	Delta	Multiple Carriers	American Airlines	US Airways
Nonstop 17 results	350.20 1 results	650.20 4 results	258.20 4 results	--	650.20 4 results	650.20 4 results
1 stop 27 results	358.70 15 results	--	826.70 12 results	--	--	--
2 stops 18 results	--	--	--	118.00 18 results	--	--
3 stops 1 results	--	--	--	130.50 1 results	--	--

Baggage Fee Policies

Shop by Fares | Shop by Schedule

ALL State of California Fares are refundable, no change fee or penalties apply.

Expand All Details

Displaying: 63 out of 63 results.

Price	Carrier	Depart	Arrive	Stops	Duration
\$350.20	United	LAX 08:02 am → SMF 09:34 am	0	1h 32m	
		SMF 05:42 pm → LAX 07:21 pm	0	1h 39m	
Compare		R		More like this	Show details
\$358.70	United	LAX 11:12 am → SMF 04:32 pm	1	5h 20m	
		SMF 05:42 pm → LAX 07:21 pm	0	1h 39m	
Compare		R		More like this	Show details
\$358.70	United	LAX 07:00 am → SMF 11:27 am	1	4h 27m	
		SMF 05:42 pm → LAX 07:21 pm	0	1h 39m	
Compare		R		More like this	Show details

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

Flights Selected

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

Stops: 0 Duration: 1h 32m Economy: Y Canadair Regional Jet 700

Sacramento International... (SMF)

Arrive: Monday, 09:34 am

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

United #5611

Sacramento International... (SMF)

Depart: Monday, 05:42 pm

Stops: 0 Duration: 1h 39m Economy: Y Canadair Regional Jet

Los Angeles Intl (LAX)

Arrive: Monday, 07:21 pm

ENTER TRAVELER INFORMATION

Ensure all traveler information below is correct. @

PRIMARY TRAVELER

Edit | Review all

Name: Karina Cruz Bautista Phone: 805-437-8581

Frequent Flyer Programs [Add a Program](#)

For United

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 travel home page
under the name "Unrefunded Reservation". Clicking that link will allow you to continue your booking.

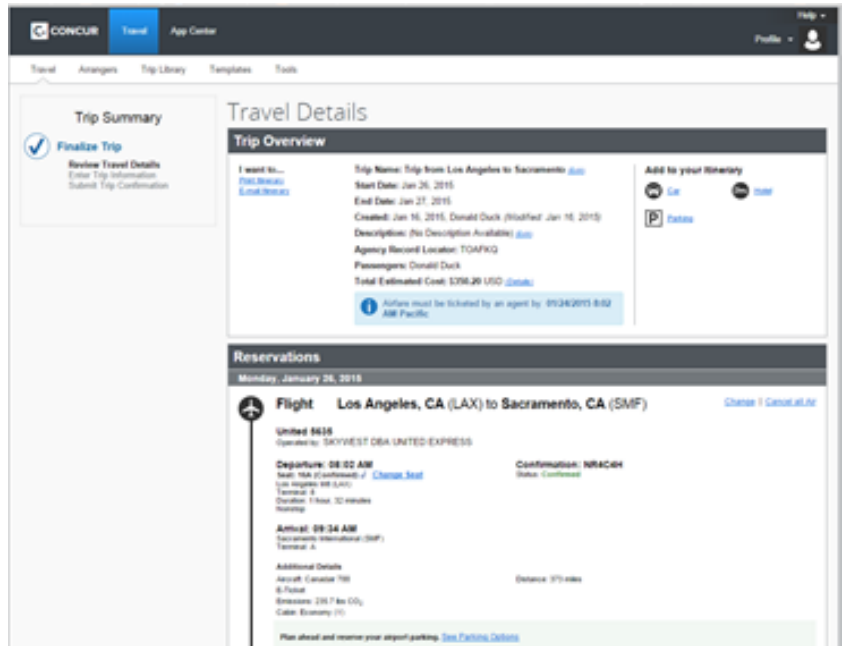
TRAVELSTORE

Company Policy

Travel Policy

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You will be directed to a Travel Details page

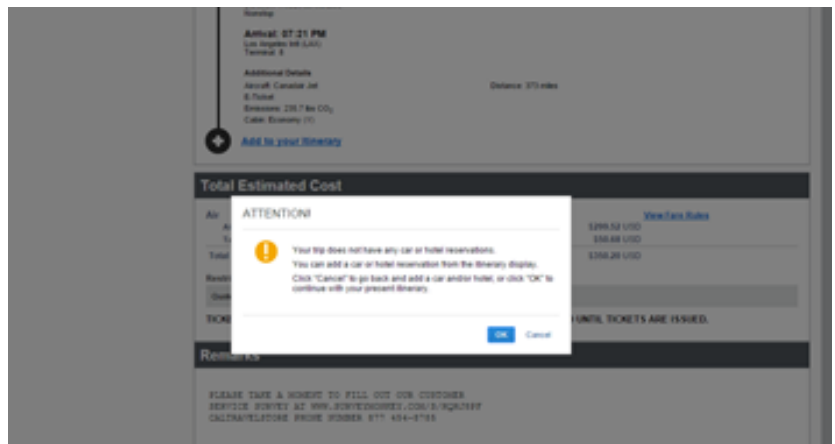
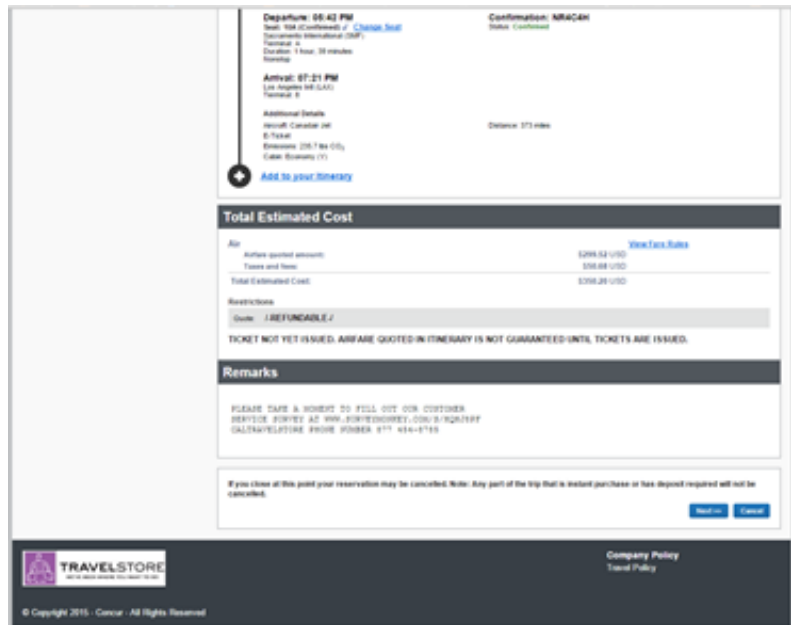


At the bottom of the page, the total Amount with taxes is available,
To book this itinerary, select “Next”

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”

This screenshot shows the 'Trip Booking Information' page in the Concur system. The page is divided into two main sections: 'Trip Summary' on the left and 'Trip Booking Information' on the right. The 'Trip Summary' section includes a 'Finalize Trip' button and a 'Review Trip Details' link. The 'Trip Booking Information' section contains fields for 'Trip Name', 'Trip Description', 'Send a copy of the confirmation to', 'Send my email confirmation as', and 'CIT Number (Required)'. At the bottom, there are buttons for 'Update Trip', 'Hold Trip', 'Go Previous', 'Next', and 'Cancel'. A footer bar contains the 'TRAVELSTORE' logo and 'Company Policy Travel Policy' links.

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”

This screenshot shows the 'Travel Arranger View' page in the Concur system. The page has a top navigation bar with 'CONCUR', 'Travel', 'Reporting', and 'App Center'. Below this is a sub-navigation bar with 'Travel', 'Arrangers', 'Trip Library', 'Templates', 'Meetings', 'Tools', and 'Meeting Admin'. The main content area is titled 'Travel Arranger View' and includes a 'Booking for myself' section with a 'Book for a guest' link. The 'Book for a guest' section has a 'Search' button and a 'Show More' link. The 'Travel Alerts' section on the right includes a 'Quick Search' bar with 'Start Date' and 'End Date' fields, and a 'Local Weather' section. At the bottom, there is a 'Company Policy Travel Policy' link.

Delegating the Ability to Book on your Behalf

To allow someone to book travel

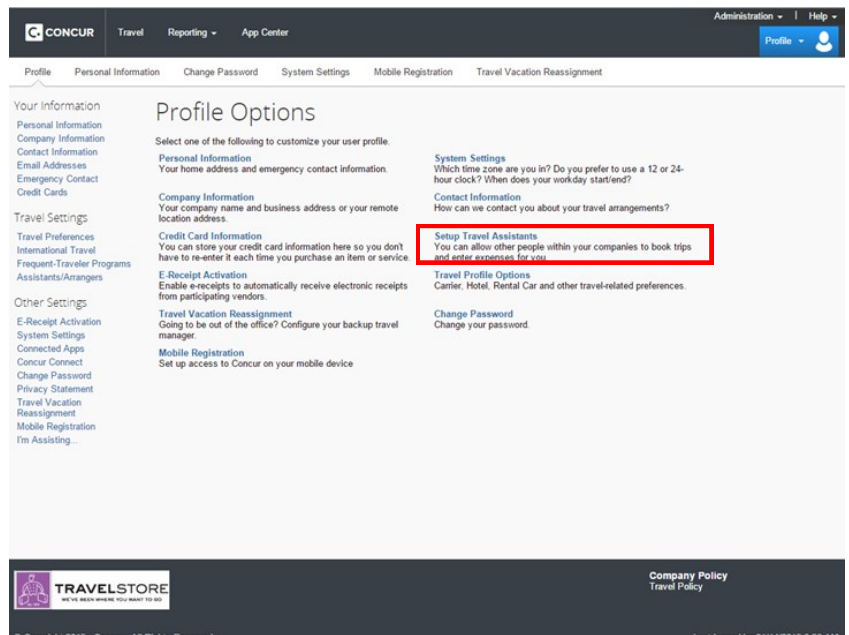
On your behalf, there is some initial

Setup that they must complete.

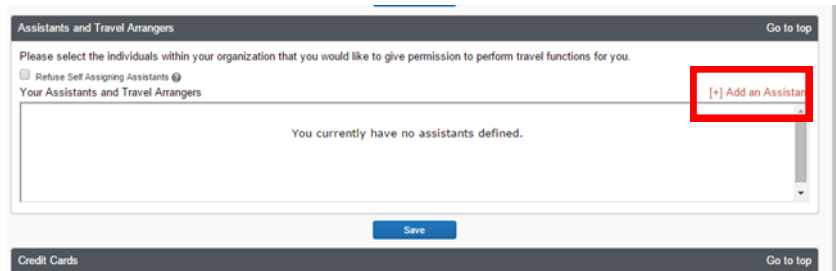
From the welcome screen

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.

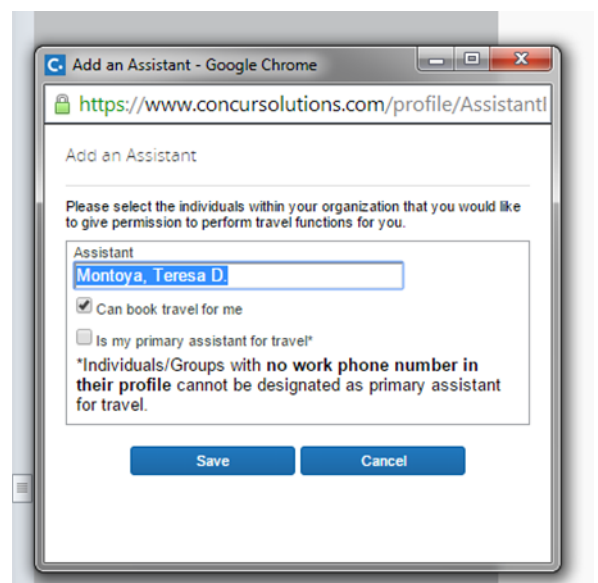
If you would like to delegate the ability for the individual

To view/add/update all information on your profile including

Credit cards check the

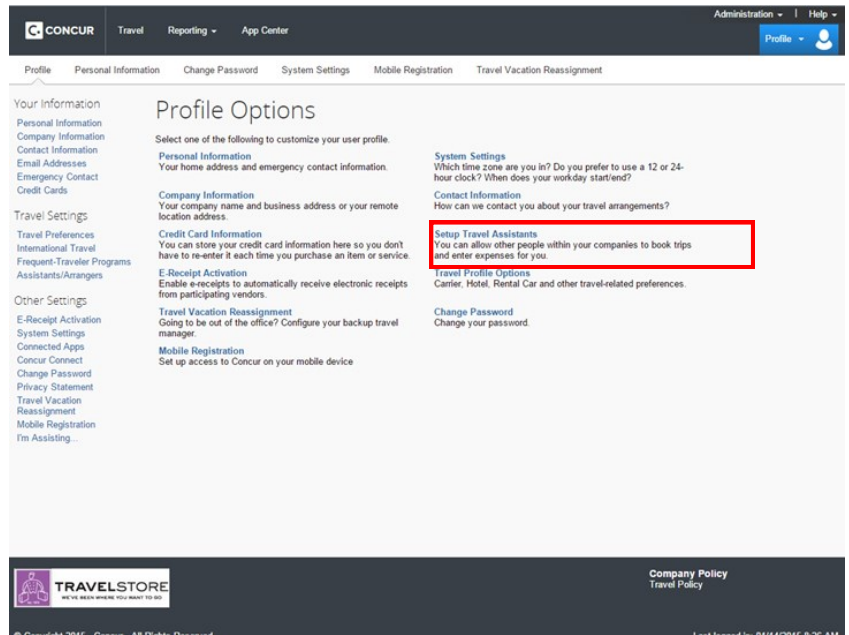
“Is my primary assistant for travel”

Click “Save”

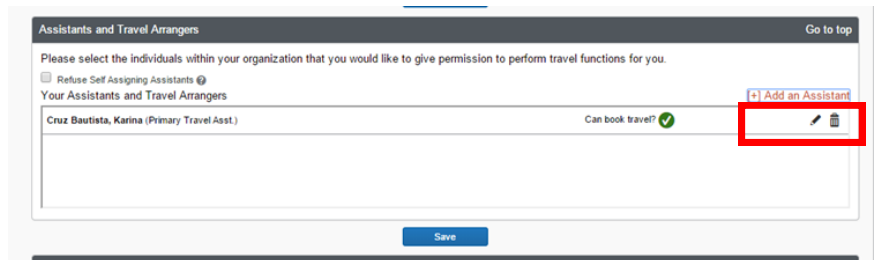


Remove or Update Travel Assistant

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

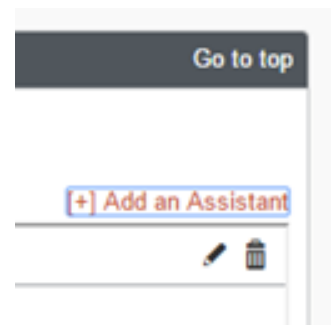


Next to the assistant's name,
There is a pencil
And a trash can icon.



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/>