



Full Service Advisor Considerations

1. Prior to calling a CBT Full Service Advisor for the first time:

- a. Users or Travel Arrangers MUST FIRST go into your Concur Expense Travel Profile and ensure your name matches your government photo identification. Also verify the accuracy of your profile information and complete any necessary information like frequent flyer numbers, TSA numbers, cell phone number etc.. and hit SAVE in order for your profile to be shared with CBT and the reservations system. All airfare will be charged to each campus ghost card. Each traveler will need to provide a credit card for hotel guarantee.
- b. The Advisors will also need your Request ID # to complete your reservation.

2. Reviewing travel options

- a. If you have questions about your travel policy or procedures, please contact your Campus Administrator.

3. Communication Methods

- a. You have the option to email your detailed request to a University Advisor and they will work on your request and return to some options via email. Email request will be acknowledged within 24 business hours.
- b. Calling a Travel Advisor may be more convenient and we welcome the opportunity to connect with you. This is the preferred method if you have immediate needs.
 - i. If an Advisor is not available when you call, you will have the option to hold, leave a message, or leave your phone number for a call back. Every attempt is made to return your call back within 1 hour.

4. Finalizing your travel plans

- a. Once you review and approve your travel arrangements, and your reservation is completed you will receive an email copy of your itinerary within 15 minutes for domestic travel. However, for international reservations, we send the reservation to our international rate desk for any additional discounts and routing considerations and it may take up to 3 hours to receive your itinerary.

Best Practices for using a CBT Full Service Advisor

- Complex international trips.
- Multi segment or multi airline reservations. i.e. recruiting trip or admission tradeshow.
- Typically, the non-peak call period is Tuesday – Thursday. Monday and Friday’s seem to be the busiest days so if a trip is not urgent these are slower days.
- Trips that need to be booked and issued on the same day. Please call at least 1 hour before closing time if possible.
- Process a change to a ticketed reservation either booked with an advisor or online in Concur. Please call during regular business hours if possible.
- The emergency afterhours number is to be used for emergencies only. If you have a new reservation or need to make a change to an existing reservation and it can wait until Monday – Friday during regular business hours that is the most preferred.
- Concur cannot accommodate Group bookings. Please call a Group Travel Advisor to secure space.

University Campus and Full-Service Travel Advisor Team

For Individual Travel Needs

Our team of dedicated University Travel Advisors secures University and Campus travel arrangements for Air, Car, Hotel and Rail bookings.

- Business Hours: 5:00AM – 6:00PM Pacific Time
- Phone: 800-285-3603
- Email: : csu@cbtravel.com
- Number of dedicated University Team Travel Advisors: 15
- Maximum number of travelers per reservation: 9

University Group Travel Advisor Team

For Team Travel or Group Needs

The dedicated University Group Travel Team supports and negotiates Group and Team arrangements for typically 10 or more travelers utilizing Commercial Group Air, Hotel Room Blocks and Motor Coach Charters.

- Business Hours: 5:00AM – 6:00PM Pacific Time
- Phone: 866-371-3580
- Email: Universitygroups@cbtravel.com
- Number of dedicated University Group Travel Advisors: 3
- Minimum number of travelers per group reservation: 6+ depending on airline and NCAA requirements

Online Concur Travel Assistance:

Domestic: (888) 535-0179

onlinesupport@cbtravel.com

Emergency After Hours Assistance:

Domestic: (800) 285-3603 (6LV)

International: (682-233-1914)

Direct Dial