WHAT IS PLAZA TRAVEL ONLINE?

Plaza Travel is the approved travel agency for CSUN. Plaza Travel Online is an alternative for booking discounted travel with lower fees while providing value, flexibility and convenience for CSUN travelers.

CSUN employees should book travel through Plaza Travel unless proof is provided that booking outside of Plaza Travel is the best value.

BENEFITS:

In addition to offering negotiated prices, Plaza Travel Online:

- Searches a comprehensive airfare inventory.
- Saves time as a single source for air, car and hotel reservations.
- Has built-in guidance for compliance with the CSU Travel Policy.
- Provides quick access to contacts in case of a crisis.
- Keeps travel costs down by providing a wide range of booking options for airfare, hotel and car rental at discounted rates.

GETTING STARTED:

- A Request for Approval of Travel Form must be completed prior to booking business travel.
- Log on to the myNorthridge Portal.
- Enter your portal ID and password.
- Under the Travel Pagelet, click on Plaza Travel Online Booking.
CREATE A TRAVELER PROFILE

A traveler profile must be set up prior to booking reservations.

- Select Profile.

NAME INFORMATION:

- The Transportation Security Administration (TSA) requires the name on your boarding pass to match the name on your government issued photo identification used when traveling. Make sure your name defined in the profile matches your government issued photo identification.

  - The first and last name fields cannot be modified. The name in these fields will reflect the name on file in the Human Resources database.
  
  - If your name reflected in the Human Resources database is different than your government issued photo ID, you should **not** book your airline reservations in Plaza Travel Online. Contact Plaza Travel directly to book your airline reservations.
  
  - If you have a middle name, you **MUST** enter your middle initial or name as it appears on your government issued photo identification.
  
  - Select the *No Middle Name* box if applicable.
COMPANY INFORMATION:

- The Employee ID will default in this field.
- Employee Position/Title and Org. Unit/Division fields will not be used.

- Manager/Supervisor is a required field.
- Select the Search box as indicated below.
- Type the name of your Manager/Supervisor.
- Select Search.

- From the search results, Select your Manager/Supervisor’s name to add in this field.
WORK ADDRESS:

- Select *Main Location (Northridge, CA)* from the drop down menu.

HOME ADDRESS:

- Enter your *Home Address* information.

CONTACT INFORMATION:

- *Home Phone* or *Work Phone* fields are required.
EMAIL ADDRESSES:

- Select +Add an email address.
- Enter your Email Address information.
- Select Yes for travel notifications.
- Select Ok.

EMERGENCY CONTACT INFORMATION:

- Enter your Emergency Contact information.

TRAVEL PREFERENCES:

- **Gender** and **Date of Birth** are required fields under the **TSA Secure Flight** section.
INTERNATIONAL TRAVEL: PASSPORTS AND VISAS

- If you do not want to enter your passport information immediately, select the *I do not have a passport* box to prevent a pop up reminder when saving your profile information.
- Passport/Visa information is required for International Travel.
- If you do not have a passport, select the *I do not have a passport* box.

ASSISTANTS AND TRAVEL ARRANGERS:

- Adding a Travel Arranger is optional.
- Select the *Add an Assistant* link.

- Type the *Travel Arranger’s name* to add in this field.

- Select *Can book travel for me*.
- Select *Is my primary assistant for travel* if applicable.
• Select *Refuse Self Assigning Assistants* if you do not want to set up a Travel Arranger.

**CREDIT CARDS:**

• A credit card number will be required at the end of the booking process.
• Storing credit card information is optional.
• To add a credit card to your profile, select *+Add a Credit Card*.

- Enter your credit card information and billing address.
- Select the appropriate box to use the stored credit card for plane tickets, car rentals and hotel reservations. Rail tickets and taxis do not apply at this time.

After completing all the required information, select *Save*. 
PLAZA TRAVEL ONLINE FEES AND CONTACT INFORMATION:

- This information is located on the Plaza Travel Online home page, under Company Notes.

MAKING A RESERVATION:

- If you are a Travel Arranger, make sure you select the traveller you are booking reservations for as indicated below:

- After completing your search parameters for Flight, Car or Hotel, a pop-up window will appear.
The Employee’s ID must be entered for CSUN business travel.

9999 must be entered for personal travel and the Personal travel box must be selected.

Select Next to book your reservations.

RENTAL CAR RESERVATIONS:

- Do not book car rental through Enterprise or National for personal travel via Plaza Travel Online.
- Car rental reservations for CSUN business travel must be booked through Enterprise or National, which includes the State discount and auto liability insurance for business travel.
- Booking with other car rental companies for CSUN business travel requires justification and documentation to be included with the claim form to prove the reservation was the best value. Without justification, the traveler risks partial or no reimbursement.
- CSUN does not reimburse for additional cost upgrades.
TICKETING & CONFIRMATION INVOICE

- After booking your reservations, you will receive an email with the itinerary and estimated cost, not including the Plaza Travel Online fees.

- After the reservation has been completed or the ticket has been issued, another email will be sent with your Eticket and/or itinerary with a total cost, including Plaza Travel Online fees.