

Colgate University

AAA Business Travel Services Frequently Asked Questions

1. Who should I call for university travel related questions?

- Colgate Travelers may contact any consultant in the AAA Business Travel Center at,

1-800-954-7687 Toll Free

Monday – Friday 8:30 am – 5:30 pm
Saturday 9:00 am – 1:00 pm

2. Who should I contact for after hours Emergency Travel needs?

- AAA Business Travel Services provides contract 24 / 7 travel support, for after hours emergency travel needs contact:

1-800-628-6668 (Customer Number - ALJ9)

- Provide Emergency Consultant your Record Locator, Last Name

3. Can I e-mail my requests to AAA Business Travel Services?

- Yes, see the *AAA Western & Central NY Contact List* for complete list of our consultants e-mail addresses.

4. Can I book my travel On-Line with AAA Business Travel Services

- Yes, AAA utilizes a comprehensive on-line booking platform called "Traversa"
- See Traversa documents, or Contact AAA Business Travel Services for Log-In information and instructions

5. Can my department book approved university group travel with AAA Business Travel Services?

- Yes, AAA Business Travel Services has extensive experience handling university athletic, international student, and conference groups of all sizes, all over the world.

6. What are the fees for AAA Business Travel Services?

- See the *AAA Western & Central NY Fees Document*

7. Can I book my personal / vacation travel through AAA?

- Absolutely, we will also pass along to the university community any AAA Member or Vacation specials as they become available
- Either a Corporate Consultant, or a Vacation Specialist will handle all of your personal travel needs. (If applicable, AAA Leisure fees will apply.)

8. Can I use my AAA Membership number when booking Colgate University travel?

- Yes, all AAA Member Benefits are valid with your university travel

9. Do I need to be a AAA Member in order to book my university travel with AAA?

- **NO. All Colgate Travelers will be booked based on their needs whether they are a AAA Member or not.**

10. If I am not a member, how do I become one?

- Contact AAA Business Travel Services for information on memberships and any discounts available as a Colgate University Business Traveler