

**LSU**







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## Trip Booking Information

**Important:** **Important:**

Additional fees may occur. **Important:** Payment type

The trip name and description are for your record. Booking confirmation letters from the supplier.

**Trip Description (Optional)**  
This field is optional. It is used for your records.

**Trip Name**  
This field is required. It is used for your records.



## Required documentation

**AS499, Request for Approval of Special Meal Form**



not allowed

LaCarte can be used to pay for dine-in restaurant special meals.

LaCarte cannot be used to pay for LSU Dining invoices









At the latest meeting held on Wednesday, April 6, the following topics were discussed:

#### **Staffing of CBT Advisors**

CBT reported that six new advisors will be added to the University team by April 18 with another four to five added by mid-May.

#### **CBT Phone Issues/Response Times**

CBT provided an update that 78% of calls were on hold 10 minutes or less. The following are options to callers who choose not to wait on hold:

Callers are encouraged to select the “Call Back” feature which works like a live phone call. Callers can request a call back which will leave their place in the queue as if they were waiting on hold. They will receive a call when they are the next person in the queue.

Callers should not hang up and later call back, because it starts the process all over again.

Callers should only call once, especially if they decide to leave a message. Also when leaving a message, it is best to provide the travel date and departure city (i.e., traveling on April 25, 2022 from New Orleans to London). This allows for priority handling.

#### **E-mailing an Advisor:**

CBT reported that the new advisors have been working on responding to e-mails and asked that the subject line include the travel date and departure city (i.e., traveling on April 25, 2022 to London from New Orleans). This allows for priority handling.

We are anticipating improvements within the next two weeks. Also, please continue to report any CBT issues or concerns to Jennifer Driggers at [jdrigg@lsu.edu](mailto:jdrigg@lsu.edu) or Patrice Gremillion at [pgremill@lsu.edu](mailto:pgremill@lsu.edu).

Thanks for your continued support and patience as CBT works through the surge in return to travel.