

GENERAL

1. What is the Statewide Travel Program?

The Statewide Travel Program, under the California Department of General Services, helps government travelers by securing the most economical rates and fares through contracted services, including airlines, car rentals, travel payment services, and travel management services. The Statewide Travel Program captures the entire state volume for benchmark reporting, transparency, and efficiency to negotiate reduced rates and fares for travelers on official government business.

2. Is my agency eligible to participate in the Statewide Travel Program?

Any publicly funded government agency within California is eligible to join the program.

3. What is the process to access the state's contracted, negotiated rates?

To access the state's contracted, negotiated rates, participating agencies must make all travel arrangements through the Statewide Travel Program's authorized travel agency or designated online booking tool, Concur. Please fill out our [Interest Intake form](#), and a Travel Specialist will reach out to discuss the enrollment process.

4. Can we choose which contracted services we want to use?

The contracts offered by the Statewide Travel Program are available only as a comprehensive package and are not offered on an individual basis. Full adoption of the program, inclusive of travel payment services, commercial car rental, airline services, travel management services, and online booking tool site, is mandatory.

Participating agencies are required to make business travel bookings exclusively through the contracted vendors of the Statewide Travel Program to access its services and available discounts.

5. What if our agency uses other SAP Concur products such as Concur Request and/or Concur Expense?

To integrate Request and/or Expense with Concur Travel, your agency will need to liaise with your designated Concur representative and the state's contracted travel agency. The two parties will provide guidance on integrating either or both products into Concur Travel. This involves setting up the necessary configurations and ensuring seamless alignment between the different Concur solutions to optimize travel and expense management processes.

TRAVEL PAYMENT SERVICES

1. What is a CTA?

CTA stands for Central Travel Account. A CTA is a direct bill, cardless charge account, also referred to as a “ghost card”, issued in an agency’s name and used in the agency’s respective Concur site to charge business travel expenses such as airfare, car rentals, rail tickets, and travel agency transaction fees. The CTA can also be used for agent-assisted reservations on file with the contracted travel management services provider.

2. Can there be more than one program administrator or person who receives statements for our department?

In each agency, there may be multiple program administrators set up. If you manage card programs other than the CTA program, such as the Meeting Card Account (MTG) program, the Individual Billed Travel (IBT) card, and the Virtual Card Account (VCA) program, you need to access each account individually to download the managing account statement.

3. Can we capture any information like accounting strings, budget codes, etc.?

Yes, you can have customized fields within the booking process requesting such information from travelers and travel arrangers that would come across on travel related reports to assist with the accounting/reconciliation process.

CONCUR

1. Can we restrict travelers from making their own business travel arrangements?

In the online booking tool (Concur), you have the option to designate travel administrators who can book travel on behalf of the traveler(s). You can assign multiple travel administrators as needed. Travelers will only be able to access their own profile and view their upcoming travel.

Alternatively, you can give travelers the ability to book their own travel, or a combination of both.

2. What is the difference between the use of the travel management services provider and Concur, the online booking tool?

The travel management services provider is the State of California’s dedicated, contracted travel agency that provides travel-related services, such as business travel arrangements. Concur is the online booking tool provided by the travel

management services provider. Concur is used by travelers and travel coordinators to book their travel online.

Booking travel through Concur is the most efficient and cost-effective option. Concur is user-friendly, intuitive and convenient. It is available 24/7. When searching for flights, hotels, and cars, Concur is linked to all State of California contracted rates and fares, and provides a record of all past and future travel reservations made.

3. Can I book travel for guests, volunteers, and other non-employees through the Statewide Travel Program?

Travel reservations for individuals designated as "guests" (volunteers, board/commission members, consultants, and attendants to people with disabilities) traveling on behalf of the agency can be made online through Concur or with a travel agent.

RESERVATIONS

1. Do I have the ability to make travel reservations for large groups?

If multiple travelers are going to the same destination, you can use Concur to clone a reservation when the first booking is made. Alternatively, you can also reach out to the travel agency group desk to make group reservations.

2. Can I use the Statewide Travel Program to book conference rates or special room block rates?

Conferences and meetings generally have hotel rooms blocked at privately negotiated contract rates between the hotel and conference/meeting holder. These special contract rates cannot be loaded into Concur; you should follow the meeting organizer instructions for making reservations. You can check pricing in Concur to compare rates and book whichever is cheaper.

FEES

1. Are there any fees to join/use the Statewide Travel Program?

There are zero enrollment, implementation or setup fees to join the Statewide Travel Program.

There are transactions fees associated with the contracted travel management services provider. All transaction fees are paid for by the participating agency.

Frequently Asked Questions

Service/Description	Online Transaction Fee*	Agent Assisted Transaction Fee	Additional Fees
Air/Rail +Hotel and/or Car	\$4.50	\$10.25	N/A
Hotel and/or Car Only	\$2.25 \$0.00**	\$10.25	N/A
Virtual Pay Deployment	N/A	N/A	\$4.00 \$0.00**
Ticket Exchange	N/A	N/A	\$10.25
Ticket Refund	N/A	N/A	\$0.00
Ticket Void	N/A	N/A	\$0.00

*Flat fee for booking any combination of domestic or international air, rail, car, and hotel.

**Transaction Fees are paid by DGS on behalf of the participating entity.