

# Statewide Travel Program Travel Coordinator 101

## When it comes to car rentals, Travel Coordinators should be:

- Providing direct support to travelers with car rental questions/issues.
- Educating travelers on car rental policies.
- Review and reconcile Enterprise statements.
- Providing personal use and information as requested.

## When it comes to air travel, Travel Coordinators should be:

- Providing direct support to travelers with air travel questions/issues.
- Educating travelers on air travel policies.
- Tracking and requiring the use of UTCs.
- Tracking and monitoring Datamine account balances.

## When it comes to lodging, Travel Coordinators should be:

Providing direct support to travelers with lodging questions/issues.

Checking Conferma/SNAP to ensure VCN reservations contain receipts/folios (Only for agencies who use VCN).

Travelers should ALWAYS check out at the hotel's front desk to collect a complete folio for review/verification before leaving the property.

Travelers should be verifying rates upon check-in, as rates sometimes change between booking and check-in.

## 7 Best Practices to Being a Travel Coordinator

Introduce yourself as the TC for your agency so they know to whom they reach out with travel-related questions.

Use the [STP website](#) to answer travel-related questions or issues.

Attend all STP trainings and Travel Coordinator meetings to stay up-to-date on all travel-related information.

Proactively inform, educate, and engage travelers about new and existing travel policies, contracts, and initiatives.

Familiarize yourself with SAM 4117-4117.6 (for executive branches only).

Notify STP when there is a contact change for any Travel Coordinator within your agency.

Be the intermediary between STP and your agency travelers.

## When it comes to Travel Payment Services, Travel Coordinators should be:

- Regularly reviewing reports and reconciling data from CI Azumano, U.S. Bank, iBank, and SNAP Conferma.
- Making prompt payments.
- Investigating and disputing incorrect charges.

## When it comes to Concur, Travel Coordinators should be:

Keeping Concur profiles up-to-date, including removing employees who have left the agency, updating managers, and changing employee names.

Directing travelers to where they can request profiles for Concur.

Training travelers on how to use Concur.

Educating travelers on when it's appropriate to call a travel agent.

Assisting travelers with Concur/CI Azumano and escalating to STP if needed.

**Please note:** Your agency has its own policies related to travel that you are expected to know and implement.

## Additional Resources

- [SAM 4117](#)
- [Travel Coordinator Resource Page](#)
- [Training Resource Page](#)