



**DEPARTMENT OF GENERAL SERVICES  
STATEWIDE TRAVEL PROGRAM  
TRAVEL BULLETIN**

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**Travel Bulletin:** #24-04

**Effective Date:** October 1, 2024

**Subject:** CalHR Policy Update and DGS Preferred Hotel Program

**Purpose:** Notice of Change to CalHR Travel Reimbursement Policy and Implementation of DGS Preferred Hotel Program

**Reference:** [CalHR Human Resources Manual Section 2203](#); [State Administrative Manual \(SAM\) Section 4117.3](#)

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## **Purpose**

This Travel Bulletin outlines changes to the California Department of Human Resources (CalHR) Business and Travel Expense Reimbursement Policy as it pertains to lodging reimbursement rates. The change in lodging rates has allowed the Department of General Services (DGS) Statewide Travel Program (STP) to initiate a Request for Proposal (RFP) for hotel agreements in a Preferred Hotel Program (PHP).

## **CalHR Lodging Reimbursement Rates**

Effective October 1, 2024, CalHR will be releasing updates to [CalHR Human Resources Manual Section 2203](#) to reflect lodging rate changes to match federal General Services Administration (GSA) rates.

## **Guidance**

DGS STP is actively collaborating with hotel partners to communicate these lodging rate changes and ensure that state government rates in the online booking tool (Concur) reflect CalHR's new lodging reimbursement rates.

*Please note:*

- Travelers may see conflicting state government rates in Concur, as hotel partners will load the new rates at different times. Travelers will still be able to select lower rates, where available.

- Travelers must continue to verify current lodging reimbursement rates per their respective bargaining unit Memorandum of Understanding (MOU) and [CalHR Human Resources Manual Section 2203](#).
- Travelers should **never** select “government,” “federal government” or “government/military” rates as the hotel will require a federal government ID.

## **DGS Preferred Hotel Program**

Effective January 1, 2025, DGS STP will be implementing a PHP. This program will use Concur to promote properties that have entered into agreements with STP with a notation of “Preferred” or “Most Preferred”. Travelers will be encouraged to book these properties whenever possible in accordance with the [DGS State Administrative Manual \(SAM\) Section 4117.3](#).

### **Guidance**

Per [SAM Section 4117.3](#), all Executive Branch agencies are required to utilize STP for all components of travel, including lodging. Travelers must use either Concur or the contracted travel management services provider, CI Azumano.

The PHP represents agreements between DGS STP and participating hotels. Minimum requirements for participation include providing lodging rates at or below federal GSA rates and acceptance of virtual card payments. Properties listed as “Preferred” in Concur will meet the minimum requirements for acceptance. Properties listed as “Most Preferred” in Concur will meet the minimum requirements, provide additional amenities at no extra cost and/or will have active sustainability programs in place.

*Please note:*

- Travelers should choose properties that participate in the PHP when booking lodging.
- PHP rates will only be available through Concur or CI Azumano.
- PHP rates will only be available for official business travel and are not available for personal travel.

## **Contact**

Questions related to lodging reimbursement rates shall be directed to the contact below.

CalHR Benefits Division  
Email: [travelmanager@calhr.ca.gov](mailto:travelmanager@calhr.ca.gov)

Questions related to the DGS PHP shall be directed to the contact below.

Statewide Travel Program, ATTN: PHP

Email: [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov)