

Statewide Travel Program Air Travel 101

All contracted airfares are available for use by employees of participating agencies for travel on official business. These airfares are only accessible through STP's contracted Travel Management Services (TMS) provider. Book your entire business trip using the online booking tool, Concur; or by calling the state's only authorized travel agency.

Airline Changes and Cancellations

All flights must be canceled in Concur or by calling CI Azumano. For Southwest flights, all non-refundable reservations must be canceled at least 10 minutes prior to the original scheduled departure time. Failure to cancel will result in the funds being forfeited to the airline.

When booking air on Concur, you will see:

- Check mark in a green circle means this option conforms to all rules.
- Exclamation point in an orange triangle means this option triggers one or more of the rules. You will need to log why you chose this option over one that follows all rules, and the information will be audited.
- 'X' in a red circle means this option is not allowed due to breaking rules.

- Each agency is responsible for the management of its travelers' unused ticket credits (UTC).
- Travel coordinators receive monthly reports from CI Azumano with detailed UTC information.
- Concur/CI Azumano automatically applies UTCs to applicable travel.
- If a UTC cannot be used by the named traveler, contact CI Azumano at caltravel@ciazumano.com.

UTCs

Notes

- To avoid excess booking fees, book all components of travel within the same itinerary.
- It is permissible to select a fare greater than the lowest fare, but you will be prompted to select a justification.
- The state's Preferred Carrier for all domestic flights is Southwest Airlines. When Southwest is not available, the state's secondary Preferred Carrier for domestic flights is United Airlines.

7 Best Practices to Booking Air Travel

Use the state's contracted airlines for all flights*

Book all domestic flights at least 7 days or more in advance*

Book all international flights at least 30 days or more in advance*

Book non-refundable fares for outbound and return flights*

Book roundtrip flights only*

Be aware of all cancellation rules and any applicable penalties before booking your flight

Refundable fares may only be used if the traveler meets specific requirements*

*applies to executive branch agencies only

If the traveler must choose a flight that does not meet these requirements, please use the [Policy Violation Reason Codes Legend](#) to justify the choice.

The following cancellation/change methods are prohibited:

Airline website

Airline ticket counter at airport

Airline mobile app

Directly calling the airline

Additional Resources

- [Airfare Resources](#)
- [Airlines 4117.1 FAQ's](#)
- [Policy Violation Reason Codes Legend](#)
- [State Administrative Manual Sec 4117.1](#)