## 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 <u>travel agency</u>.

## Airline Changes and Cancellations

When booking air

on Concur, you will

see:

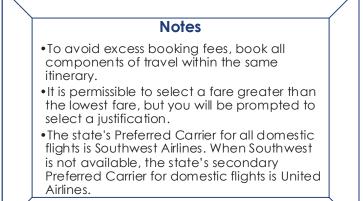
All flights must be canceled in Concur or by calling CI Azumano. For Southwest flights, all non-refundable reservations must be canceled at least 10 minutes prior to the original scheduled departure time. Failure to cancel will result in the funds being forfeited to the airline.

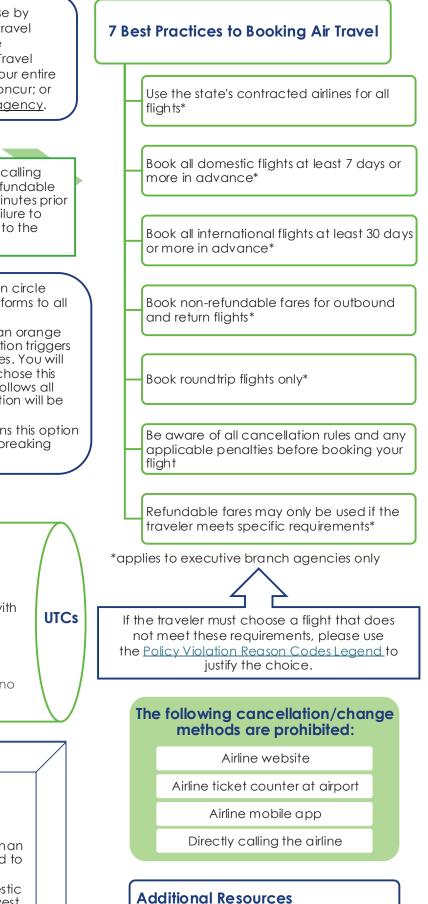
> •Check mark in a green circle means this option conforms to all rules.

- 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 <u>caltravel@ciazumano.com</u>.





- <u>Airfare Resources</u>
- Airlines 4117.1 FAQ's
- Policy Violation Reason Codes Legend • State Administrative Manual Sec 4117.1