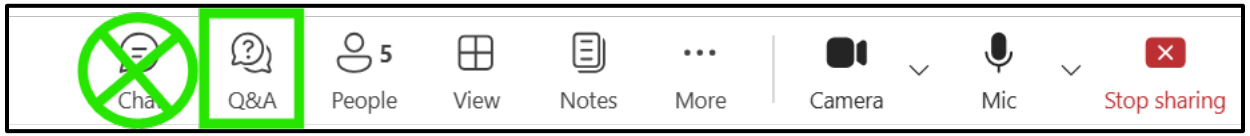
Quarterly Travel Coordinator Meeting

March 6, 2025

Housekeeping

PowerPoint, recording, and Q&A will be shared

Type questions into Q&A



Agenda

Topic	Slides
Statewide Travel Program (STP)	4
Travel Management Services (TMS)	5-13
Travel Payment Services (TPS)	14-29
Virtual Payments	30-34
Airlines	35-39
Lodging	40-42
Car Rentals	43-46
Travel Policy and Compliance	47-52
Resources and Training	53-57

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Statewide TRAVEL PROGRAM
CA DEPARTMENT OF GENERAL SERVICES

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Travel Management Services

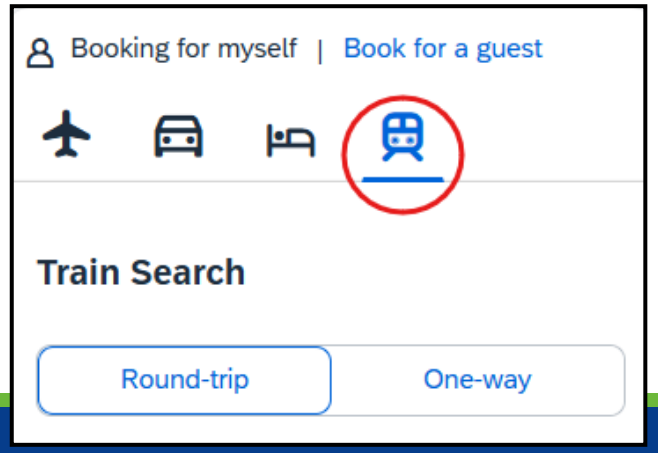
Brenda Shields

Travel Management Services

New Amtrak Interface

Amtrak integrated with SAP Concur

- More streamlined, user-friendly booking experience.
- Enhancements include:
  - Rail now has its own dedicated icon.

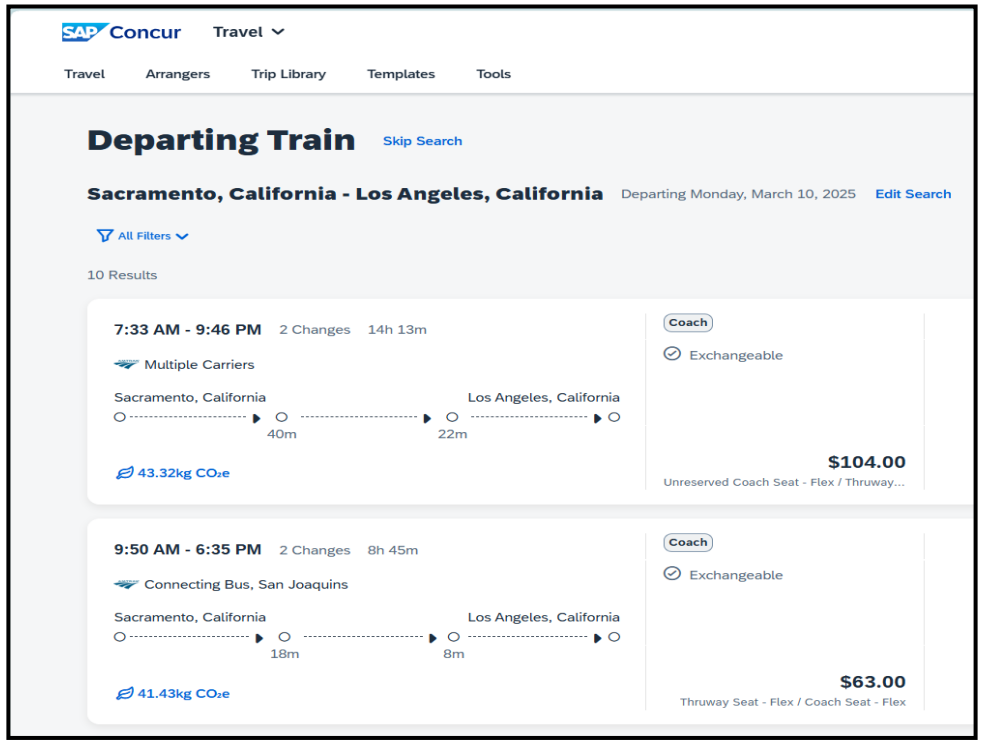


- Newly enhanced sort menu that includes a variety of search options.

Travel Management Services

New Amtrak Interface

Trip search details are now viewed in Concur as the new API connection joins the two tools.



Cancellation of Amtrak is supported, including the refunds to e-Vouchers. The user will be able to review the conditions for cancellation before confirming the cancellation.

Travel Management Services

IMPORTANT NOTES – Amtrak Interface

- Currently, guest bookings for Amtrak are not supported on the new platform. Concur is aware of this limitation and is actively working to resolve the issue, which has been prioritized for expedited attention.
- For your travel bookings, please make sure to utilize the "RAIL" image/icon prominently displayed on the homepage instead of the air/rail option, as this will ensure the best user experience with the new tools available.

Travel Management Services

Booking reservations for a minor

- Reservations cannot be made in Concur; must be booked with an agent.
  - Unaccompanied minors (children traveling alone) require an airline staff escort be assigned.
  - When a minor is accompanied, the adult and minor must be booked in the same PNR (reservation).

Travel Management Services

Increase in Agent Assisted Bookings

- Increase in agent assisted calls such as:
  - Simple online reservations (air, car, hotel).
  - Changes to an existing trip or reservation.
  - Non – profiled reservations (guest bookings).
  - Agent assisted bookings cost over 50% more vs booking in Concur.

Travel Management Services

Guest Booking

How to use the guest booking feature in Concur:

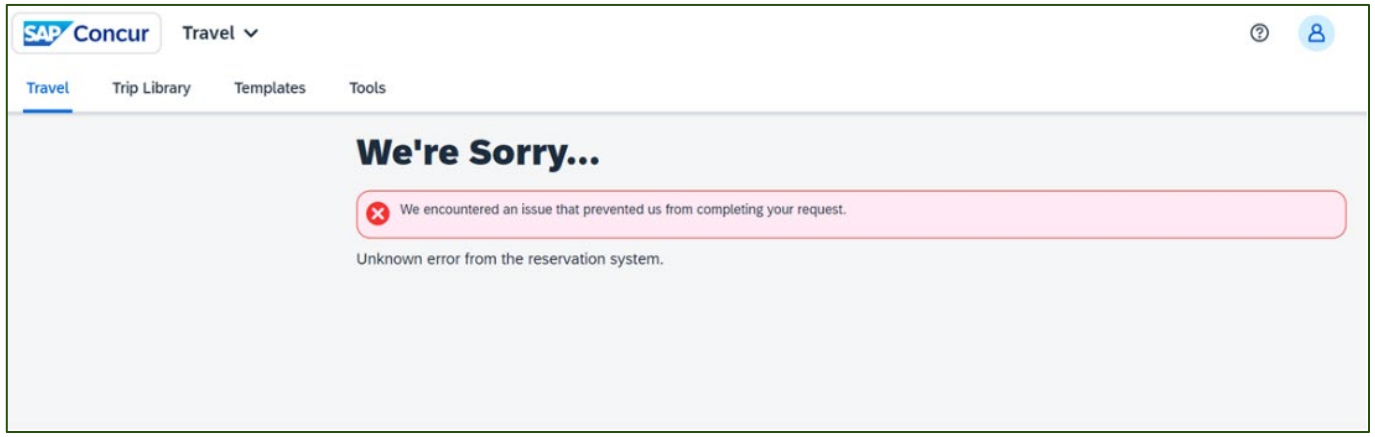
1. On the Concur home page, go to the Trip Search area and select “Book for a Guest.”
2. Search for and select travel arrangements as you would if booking for yourself.
3. After reviewing the flight details, enter the guest’s information.
4. Complete the booking as usual.

Visit our Resources Training page under Travel Management Services / Concur to access our comprehensive Concur training library.

Travel Management Services

Same-Day Flight Error

Concur may intermittently send an error for same-day travel reservations (arriving and departing on the same day). This is a known Concur error. CI Azumano anticipates some fixes and enhancements when Concur launches its new platform in late 2025.



Travel Management Services

Travel Alerts

- A tool provided by CI Azumano to keep travelers up-to-date on their flight status.
- How does it work?
  - Register for an account to link to the flight reservations.
  - On the day of travel, you will receive an electronic alert 3 hours prior to the flight via email or text.
  - If flight operates as scheduled, there will be no further alerts.

Travel Payment Services

Donna Brown

Travel Payment Services

Process Changes

Transactions that require a CVV:

- CI Azumano will email the Program Administrator (PA) or Travel Coordinator (TC) for assistance.
  - CVV Guide: February 6, 2025, email from STP.

Action Required

- PA or TC: Respond timely to CI Azumano and provide the CVV.
- If further help is needed, the PA or TC or CI Azumano can contact StatewideTravelProgram@dgs.ca.gov for help.

Travel Payment Services

Process Changes (cont'd)

Declined Transactions:

- CI Azumano will email the PA or TC for assistance.
  - Declined Transaction Guide: February 6, 2025, email from STP.

Action Required:

- PA or TC: Log into U.S. Bank Access Online or contact U.S. Bank to find the reason for the declined transaction.
- PA or TC: Respond timely to CI Azumano to resolve the declined transaction.
- If additional support is needed, the PA or TC can contact StatewideTravelProgram@dgs.ca.gov for help.

Travel Payment Services

Access Online

Program Administrator (PA) & Point of Contact (POC):

- Online & call in access to U.S. Bank.
- Phone: 1-877-846-9302, option 3.
- Email: CPSPublicSectorClientServices@usbank.com (allow 24 hours for response).

Friendly reminder

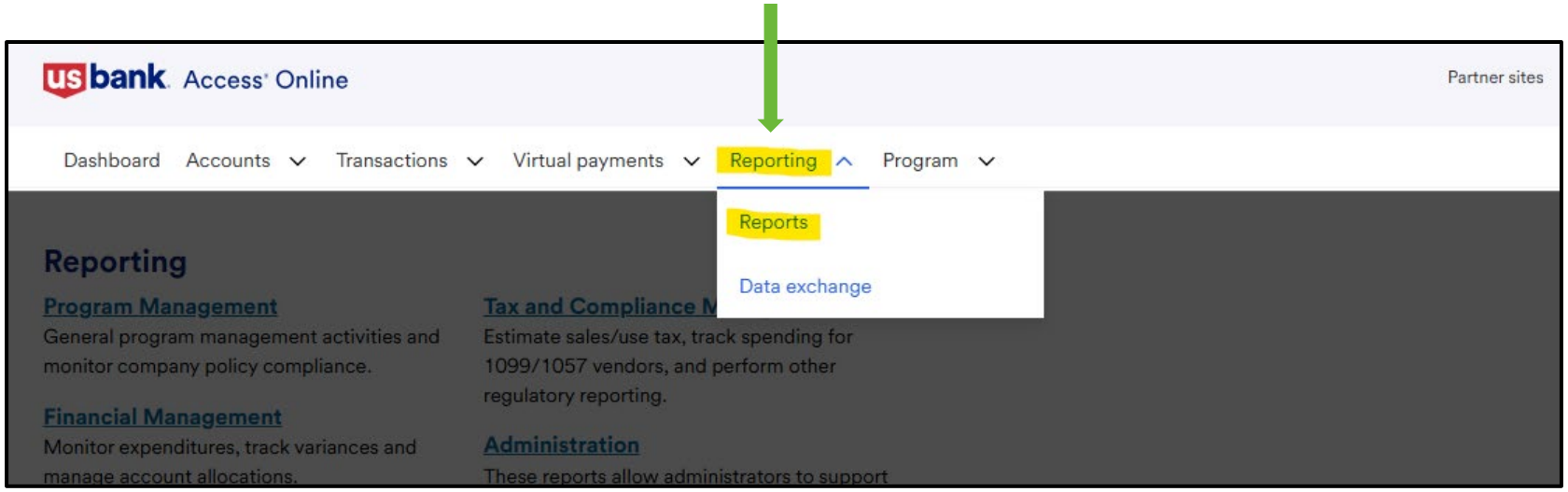
PA's have access to:

- Reports & Statements.
- CVV & Declined Transactions.
- User Profiles & POC.

Travel Payment Services

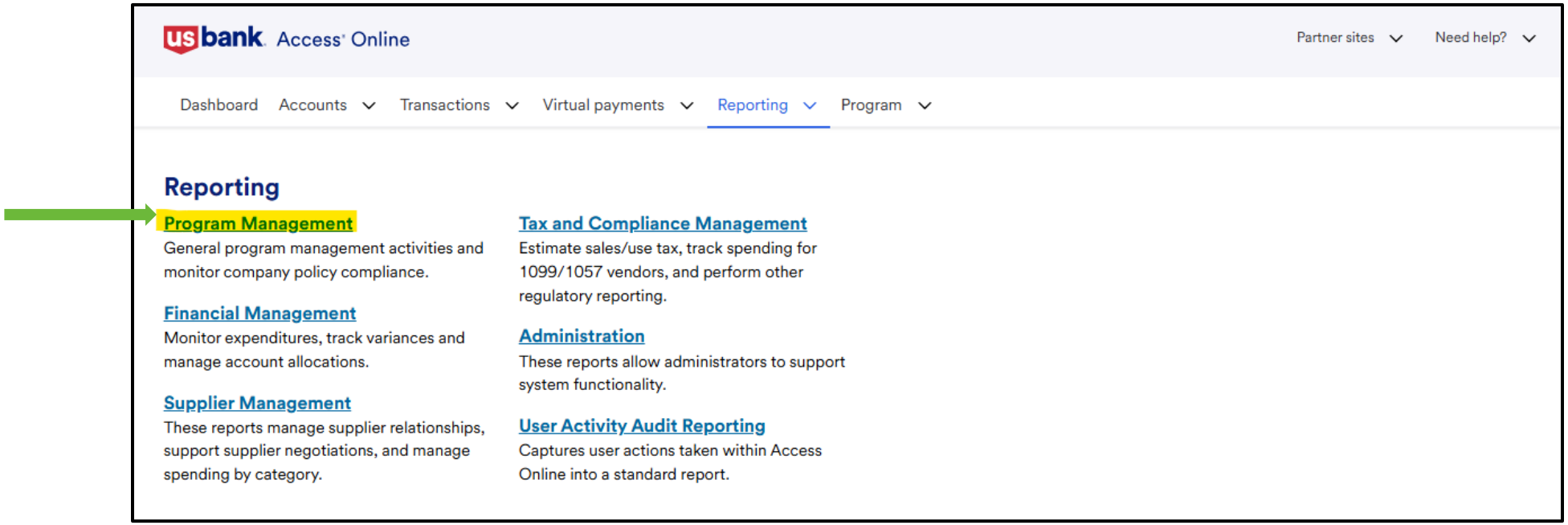
Past Due Reports

If your agency receives an email stating there is a past due amount, you can view this amount in the Past Due Report via Access Online.



Travel Payment Services

Past Due Reports



Travel Payment Services

Past Due Reports (cont'd)

Program Management

Spend

Account Spend Analysis
Summary of account spending (excluding merchant detail).

Cash Advance
Detail of account cash advances including transaction amount, date, and reference number.

Declining Balance/Managed Spend
Summary and detail information on declining balance accounts by name and account number.

Administration

Account List
Frequently used account level information such as open date, last transaction date, single purchase limit, credit limit, etc.

Delinquency Management

Account Suspension
Provides information on open accounts that are past due and suspended or pending suspension.

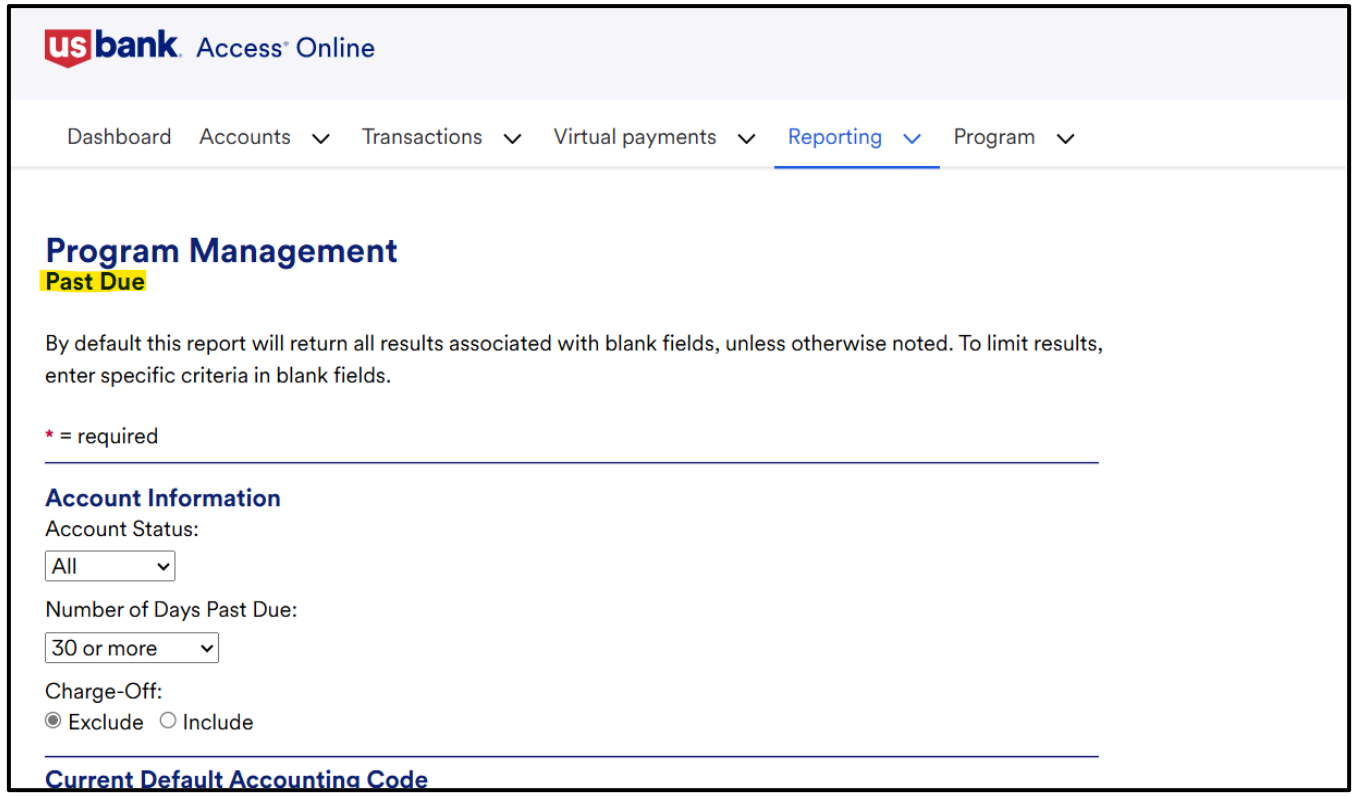
Charge-Off
Information on accounts that have been charged off, including charge-off date, balance charged-off, and recovery amount.

Past Due
Accounts with past due balances and the number of times past due situations have occurred.

45/75 Days Past Due
Individually billed accounts that are about to face suspension or closure status due to past due amounts.

Travel Payment Services

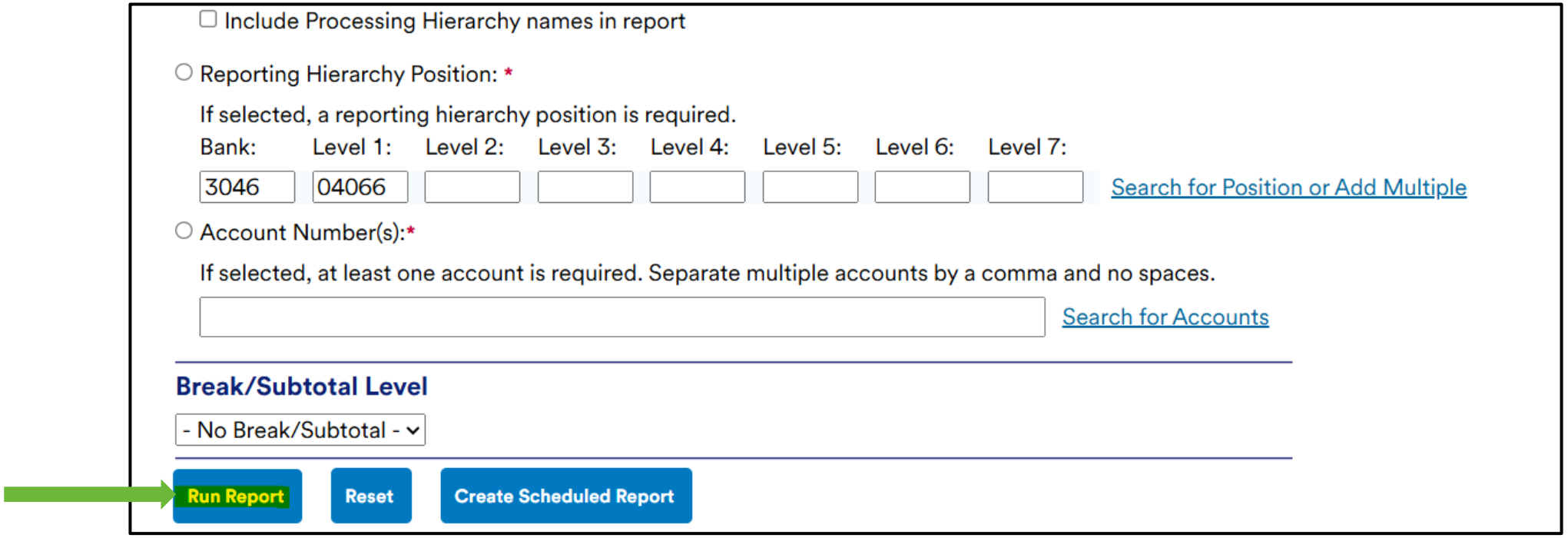
Past Due Reports (cont'd)



Scroll Down

Travel Payment Services

Past Due Reports (cont'd)



Travel Payment Services

Name	Short Name	Account Number	Account Type	Email Address	Current Balanc	Total Past Due	30 Days	Times Past Due 1 - 30	60 Days	Times Past Due 31 - 60	90 Days	Times Past Due 61 - 90	120 Days	Times Past Due 91 - 120	150 D
		**	M		$18,455.31	$6,563.51	$6,087.70	9	$475.81	5	$0.00	0	$0.00	0	
		**	M		$21,662.93	$7,308.22	$7,308.22	7	$0.00	2	$0.00	0	$0.00	0	
		**	M		$1,242.67	$1,238.17	$662.21	8	$575.96	4	$0.00	0	$0.00	0	
		**	M		$768.86	$768.86	$723.98	3	$44.88	1	$0.00	1	$0.00	1	
		**	M		$26,054.39	$25,831.42	$25,831.42	9	$0.00	1	$0.00	0	$0.00	0	
		**	M		$669.98	$18.00	$0.00	3	$0.00	3	$0.00	2	$18.00	1	
		**	M		$5,881.34	$1,894.88	$1,894.88	7	$0.00	4	$0.00	0	$0.00	0	
		**	C		$397.01	$311.01	$257.20	1	$53.81	1	$0.00	0	$0.00	0	
		**	M		$10,919.97	$6,368.59	$6,368.59	5	$0.00	5	$0.00	1	$0.00	0	
		**	M		$15,657.87	$6,111.54	$6,111.54	5	$0.00	5	$0.00	2	$0.00	0	
		**	C		$235.82	$235.82	$235.82	2	$0.00	0	$0.00	0	$0.00	0	
		**	C		$119.01	$119.01	$119.01	1	$0.00	0	$0.00	0	$0.00	0	
		**	C		$980.20	$147.31	$147.31	1	$0.00	0	$0.00	0	$0.00	0	
		**	C		$343.23	$339.00	$169.50	1	$169.50	1	$0.00	0	$0.00	0	
		**	M		$6,684.03	$1,002.40	$1,002.40	11	$0.00	1	$0.00	1	$0.00	0	
		**	C		$597.53	$12.47	$12.47	4	$0.00	3	$0.00	1	$0.00	0	
		**	M		$20,848.53	$2,622.16	$2,622.16	13	$0.00	1	$0.00	0	$0.00	0	
		**	M		$70,317.48	$33.96	$33.96	14	$0.00	0	$0.00	0	$0.00	0	
		**	M		$21,218.80	$13,548.37	$13,548.37	8	$0.00	0	$0.00	0	$0.00	0	
		**	M		$1,129,582.12	$188,558.74	$188,558.74	9	$0.00	0	$0.00	0	$0.00	0	
		**	M		$12,681.54	$17.99	$17.99	8	$0.00	5	$0.00	0	$0.00	0	
		**	C		$590.69	$385.49	$385.49	1	$0.00	0	$0.00	0	$0.00	0	
		**	M		$43,872.09	$13,672.68	$13,672.68	13	$0.00	0	$0.00	0	$0.00	0	
		**	M		$445.01	$445.01	$223.82	1	$221.19	1	$0.00	0	$0.00	0	
		**	M		$3,544.59	$1,613.51	$1,613.51	12	$0.00	0	$0.00	0	$0.00	0	
		**	M		$24,649.84	$7,299.99	$7,299.99	7	$0.00	7	$0.00	0	$0.00	0	
		**	M		$38,788.49	$8,903.56	$8,903.56	11	$0.00	2	$0.00	0	$0.00	0	
		**	M		$2,843.49	$2,843.49	$4.50	4	$457.47	3	$2,381.52	2	$0.00	0	
		**	M		$131.10	$126.60	$126.60	3	$0.00	1	$0.00	1	$0.00	0	
		**	M		$1,065.12	$411.03	$411.03	5	$0.00	1	$0.00	0	$0.00	0	
		**	M		$2,651.58	$1,856.42	$1,422.27	2	$434.15	3	$0.00	1	$0.00	1	
		**	M		$81.00	$81.00	$0.00	2	$0.00	2	$0.00	2	$0.00	2	
		**	M		$3,145.90	$3,145.90	$1,774.72	2	$801.36	2	$569.82	2	$0.00	0	
		**	M		$47,445.88	$2,447.43	$2,447.43	7	$0.00	1	$0.00	0	$0.00	0	

Sheet1

Travel Payment Services

Past Due Reports (cont'd)

Name	Short Name	Name Line 2	Account Number	Account Type	Current Balance	Total Past Due	30 Days	Times Past Due 1 - 30
(		TRAVEL UNIT	Last 4 only	M	$81.00	$81.00	$0.00	2

90 Days	Times Past Due 61 - 90	120 Days	Times Past Due 91 - 120	150 Days	Times Past Due 121 - 150	180 Days	Times Past Due 151 - 180	1
$0.00	2	$0.00	2	$0.00	2	$81.00	1	

Last Payment Date	Last Payment Amount	Account Status	Account Status Description	Optional 1	Optional 2
2024/05/06	$23,680.45	R9	Closed		

Travel Payment Services

Reports: Program Management

If you have trouble running the Past Due Report or need assistance understanding your past due balance, please reach out to U.S. Bank Client Services:

- Phone: 1-877-846-9302, option 3.
- Email: CPSPublicSectorClientServices@usbank.com (allow 24 hours for response).

Travel Payment Services

U.S. Bank Rebate

- Rebates have started to be issued to each agency.
- The payment might vary, depending on how your agency chose to receive the rebate.
- If you chose a check, that will be coming in the mail. If ACH, it will appear much like the screenshot to the right.
- If you would like further details, U.S. Bank can offer a report to each individual agency at their request.
- To request this report, please contact Olga Huseth at olga.huseth@usbank.com or Shannon Ness at shannon.ness@usbank.com.

Post Date	Reference	Additional Reference	Description	Debit	Credit	Calculated Ending Balance
01/23/2025 11:54 AM (ET)	USB Rev Share Re		PREAUTHORIZED ACH CREDIT USB Rev Share Rebatepmt [redacted] REF*ZZ**US Bank CalSTP Rebate 2024;QSTNS shannon.ness@		$49.00	
01/23/2025	Total Calculated Credits (1 item)				$49.00	
01/23/2025	Totals			$0.00	$49.00	

Travel Payment Services

Payment Reminders

Two account statements per direct-bill card type: CTA, VCA, MTG

- Billing / managing account statement = payments
  - Important: Please include 16-digit billing/managing acct number on the check.
- Cardholder account statement= transactions
  - Charges, credits

Note: U.S. Bank may email the agency's PA if a payment is remitted to a cardholder account rather than a billing/managing account. If you receive this type of email, is it very important to correct the error on future payments to prevent payment posting delays, account suspension, and payment returns by U.S. Bank.

Travel Payment Services

Payment Reminders (cont'd)

If the managing account is past due and in suspension status (90+ days past due):

- Using the U.S. Bank Overnight Delivery address, with tracking, can dramatically cut posting time, and resolve the suspension.

Pre-Suspension Notifications / Actions

U.S. Bank and STP emails notifications to the Program Administrator & Point of Contacts:

- Please respond to U.S. Bank with payment details to clear past due amount(s).

Travel Payment Services

Dispute: Unsure if a valid charge, need additional information or receipt copy.

- Places temporary hold on charge amount.
- U.S. Bank investigates & requests documentation.

Fraud: Not a valid charge & not your transaction.

- Call U.S. Bank Fraud Team 1-800-815-1405.
  - Card number is shut down and a new card number is issued the following day.
  - Follow-up with U.S. Bank Client Services to obtain new card number details.
  - Email StatewideTravelProgram@dgs.ca.gov for instructions to update CI Azumano and Enterprise.

Note: U.S. Bank encourages to pay the balance in full to avoid disruption and possibly impacting your travelers. If the amount is approved, a credit will be given.

Virtual Payments

Nhan Cao

Virtual Payments Updates

Virtual Card Activation period:

Effective January 2025, the virtual card will activate 30 days before check-in and will expire 5 days after the check-out date.

Conferma App Support:

Conferma App users can now reach out for support in the following ways:

- Email: appusers@conferma.com.
- Help Links: Users can click the help links within the App or on the Registration site (app.conferma.com), which will direct them to an email window to request support.

SNAP Tool

Useful features:

- Reports.
- Download Hotel Receipts.
- Full access to the 16-digit card numbers for each reservation.
- Regenerate new virtual card for expired reservations.
- Manually create virtual card for room blocks and conferences.
- Resend credit card authorization forms.

Virtual Payments

Conferma App

- Full visibility into the virtual card information.
- View the communication history.
- Resend the credit card authorization form.
- Upload hotel receipt.

Conferma App Guide

- The Conferma app guide can be found on the Statewide Travel Program website, under the Resources section.

Conferma App requirements

- Must have a Concur profile.
- Register for the Conferma app using the same email address associated with the Concur profile.

Virtual Payments

Contact Information

- For Conferma app issues, contact appusers@conferma.com.
- For SNAP tool issues, contact StatewideTravelProgram@dgs.ca.gov
- If a VCN is declined, the agency's Program Administrator should contact U.S. Bank at 877-846-9302; Option 3.

Airlines

Jennifer Miller

Airlines

REAL ID Deadline is Wednesday, May 7, 2025.

- What happens if a traveler does not present a REAL ID-compliant license or acceptable alternative beginning May 7, 2025?
- For more information on REAL ID visit the US Department of Homeland Security:

  www.dhs.gov/real-id
- To apply/renew a California issued REAL ID, visit:

  www.dmv.ca.gov/portal/driver-licenses-identification-cards/real-id/

Advanced Air and Avelo Airlines

- Cannot be booked in Concur.
- Must be booked with a travel agent / must call CI Azumano.
- Do not book directly with airline.

Airlines

Unused Ticket Credits – UPDATES

- The instructions attached to the Unused Ticket Credit (UTC) monthly report have been updated. Changes include:
  - Information on Miscellaneous Change Orders (MCO).
  - The process when requesting Southwest UTCs transferred to your department's UATP-Datamine Account.
  - These requests will now go to STPAudits@dgs.ca.gov.

Attached is your Unused Ticket report for your review. Please know if you come across any unused tickets for employees that are no longer employed with your agency, you may have some options to retain some value, to be used at a later date, for these tickets. Miscellaneous Change Orders (MCOs) cannot be transferred or extended. MCOs must be used within one year of its issue date. If the MCO is not used within one year of its issue date, MCO value is forfeited.

Please contact CI Azumano at caltravel@ciazumano.com as they can provide guidance on what options you have. Below are the action items to take/do for the following airlines:

United

Allows your agency to process a name change on unused, non-expired tickets for future use. Please contact caltravel@ciazumano.com to receive further information on this process.

Southwest

Allows your agency to place the value of an employee's unused ticket onto a Southwest UATP card. Please contact STPAudits@dgs.ca.gov to receive further information on this process.

Alaska Airlines

Allows your agency to process a name change on unused, non-expired tickets for a fee. Please contact caltravel@ciazumano.com to receive further information on this process.

All Other Airlines

Please contact caltravel@ciazumano.com to receive further information on the process.

Airlines

Southwest UTCs Transferred to UATP Datamine – UPDATE

- To transfer Southwest UTCs to the UATP - Datamine account:
  - Request the transfer of Southwest UTC to UATP when the Southwest UTC is set to expire within 90-days.
  - Southwest UTCs set to expire beyond 90-days of the transfer request, still have a possibility the traveler will use the UTC in the future.
  - When an employee has separated from the agency, travel coordinators can request the transfer of Southwest UTC to the UATP account. You can do this regardless of the Southwest UTC's expiration date. This is part of UTC management. Send the request to STPAudits@dgs.ca.gov.

Airlines

UATP – Datamine – UPDATE

- We recommend that you use a general inbox email address for your agency's UATP - Datamine account. This prevents access issues when employees leave. This also allows multiple users access to the monthly statements.

Please contact Jennifer.Miller@dgs.ca.gov if:

- You have questions about the UATP – Datamine program administrator email.
- You need to change the current program administrator email.

Lodging
Katy Harlow

Lodging – Preferred Hotel Program (PHP)

Concur

- STP is still approving/processing RFPs.
- All Concur sites have been programmed.
  - Look for Most Preferred and Preferred.
  - Agency sites now display the "Most Preferred" and "Preferred" designation for participating hotels.
- Hotel Search Results
  - Currently sorts by pricing, lowest to highest.
  - Coming soon – default display will sort hotel search results by preference, displaying "Most Preferred" hotels first, followed by "Preferred" hotels.
  - Hotels without any preferred designation do NOT participate in PHP.
  - Travelers should give preference to PHP properties over non-PHP properties.

Lodging

Reminders

- To request adding properties to PHP, Travel Coordinators can email DGSHotelProgram@dgs.ca.gov.
- Travel Coordinators are the primary liaison between travelers and STP.

Car Rentals
Sarah Thomas

Contract Extension and Travel Bulletin

Commercial Car Rental (CCR) Services contract Agreement No. 5-20-99-24

- Extension is effective March 1, 2025, until February 28, 2026.
- Final extension for this agreement.
- New long-term and short-term rates posted on STP's Resources page.

Travel Bulletin 25-01 highlights

- Released Feb 6, 2025.
- Zero-emission vehicles.
- Rental refueling.
- Specialty vehicle booking process.

Long-Term Rental Procedures

What is a long-term rental?

- A long-term rental is any vehicle leased/rented for 30 or more consecutive days.
- Agencies shall not reserve back-to-back short-term vehicle rentals that amount to 30 or more consecutive days.

Process for State Agencies

- Request long-term vehicle approval in writing to OFAM Fleet & Asset Management (FAMS) Unit at DGSTLTL@dgs.ca.gov.
- If approved, the FAMS unit will provide the approval to Enterprise.
- Enterprise will create a long-term billing account, make the arrangements for the vehicle(s) and provide the requester with branch contact information and rental details.

Statement Disputes

1. Travel Coordinator fills out Enterprise's Research template.
2. Travel Coordinator sends the template to TSS_StateofCA@em.com with as much information as possible.
3. If Enterprise does not respond within 48 hours or the response is not satisfactory, Travel Coordinator may escalate to StatewideTravelProgram@dgs.ca.gov ATTN: CCR Specialist.

Travel Policy and Compliance

Alex Muir

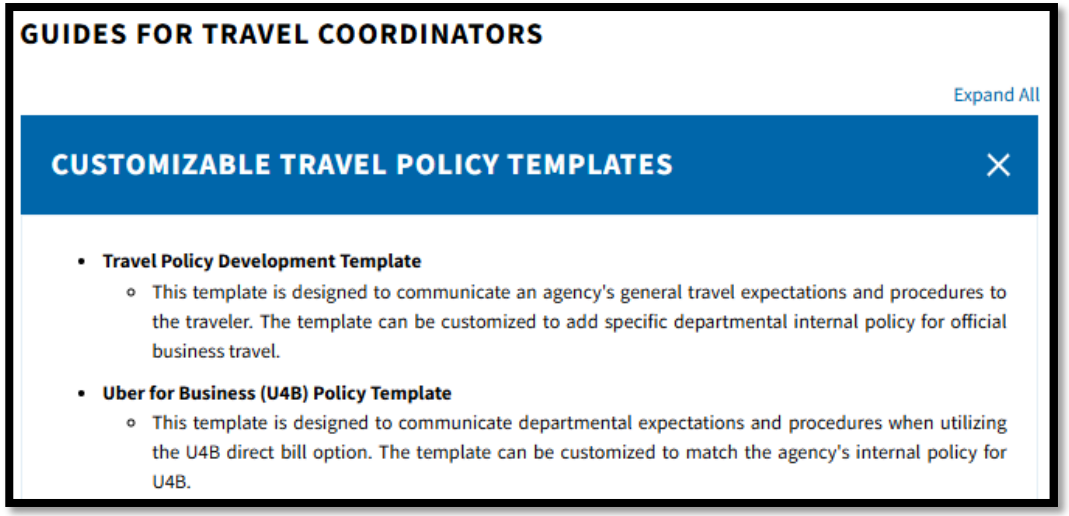
Upcoming Travel Policy Templates

Travel Policy Development Template

Uber for Business (U4B) Policy Template

- Will be posted on STP website:

  [State Travel Policy - Resources]



GUIDES FOR TRAVEL COORDINATORS

Expand All

CUSTOMIZABLE TRAVEL POLICY TEMPLATES

- **Travel Policy Development Template**
  - This template is designed to communicate an agency's general travel expectations and procedures to the traveler. The template can be customized to add specific departmental internal policy for official business travel.
- **Uber for Business (U4B) Policy Template**
  - This template is designed to communicate departmental expectations and procedures when utilizing the U4B direct bill option. The template can be customized to match the agency's internal policy for U4B.

Travel Policy & Compliance

Travel Policy Development Template Overview

Travel Coordinators can develop a customized general travel policy for their agency to follow in accordance with the State Administrative Manual (SAM) and the California Department of Human Resources (CalHR).

- Traveling on official business should be performed in the most economical and efficient manner possible. All travel needs to be approved by the employee's supervisor or travel approver. All travelers should submit a Travel Expense Claim (TEC) with CalATERS.
- Pre trip approval process, if applicable to your agency.
- Booking expectations for flights, vehicles, and lodging.
- Cancellation procedure.
- Traveler responsibilities when booking .

Travel Policy & Compliance

Resources:

- SAM 4117
  - SAM 4117.1 Airlines, SAM 4117.2 Car Rentals, SAM 4117.3 Lodging
- CalATERS Global (TEC)
- CalHR Travel / Relocation Policy
- CalHR Mileage Reimbursement
- CalHR Travel Reimbursements
- Concur

Travel Policy & Compliance

Uber for Business (U4B) Policy Template Overview

- Advise employees of expectations and procedures when utilizing U4B.
- Benefit of direct billing for agency and reduces personal expenses for travelers .
- Expectations of rides booked:
  - Official business only.
  - No personal rides.
  - Expense memo description.
- Tips procedure.
- Approved vehicle classes.
- Onboarding process.

Resources:

- Uber
- CalHR Tips Reimbursement Policy
- Business-support@uber.com For technical support

Travel Policy & Compliance

Customizing the Templates

STATE AGENCY TRAVEL POLICY DEVELOPMENT TEMPLATE

Insert agency memoranda, policy or other applicable header

Purpose

The purpose of this template is to advise employees travelling on official business, travel approvers, travel arrangers, and travel coordinators of their general departmental travel expectations and procedures.

This Travel and Reimbursement Procedure is in accordance with all state Bargaining Unit Contracts and Memorandums of Understanding (MOU), State Administrative Manual (SAM) policies, and California Department of Human Resources (CalHR) policies within the online Human Resources (HR) Manual. If any of the information herein conflicts with the most recent provisions set forth by the bargaining contract or Government Code sections, or CalHR's current policies as outlined in the online HR Manual cited above, then those provisions will supersede this procedure. Department/Agency employees or users of this directive are responsible for ensuring they have the most current version and information therein.

Resources and Training

Paola Bredberg Clark

Resources

Spotlight

- How to Set Up 2FA (Video)
- Travel Updates Subscription

Travel Coordinator Resources

- Travel Coordinator Resources on STP Website (Video)
- Travel Coordinator 101
- Travel Coordinator Resources Page
- Trainings Resource Page

If you have a training need and don't see it on the Trainings Resource Page, please reach out to StatewideTravelProgram@dgs.ca.gov ATTN: STP Training, with suggestions.

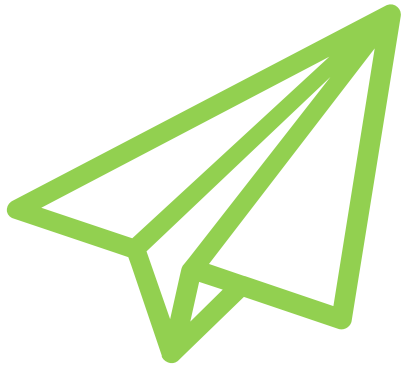
Resources

Statewide Travel Program

- Website: www.dgs.ca.gov/ofam/travel
- Email: StatewideTravelProgram@dgs.ca.gov
- Phone: 916.376.3974

CI Azumano

- Website: www.caltravel.ciazumano.com
- Email: caltravel@ciazumano.com
- Phone: 877.454.8785



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Upcoming Trainings

Town Hall: CI Azumano

April 8

Concur Training

August 7

iBANK Training

March 20

Quarterly Travel Coordinator Meeting

June 5

https://www.dgs.ca.gov/en/OFAM/Travel/Events

THANK YOU!

Before you go, please complete this feedback form to help us plan future trainings.

This recording, PowerPoint, and Q&A will be shared by the end of next week.