Quarterly Travel Coordinator Meeting Q&A

Statewide Travel Program

Statewide
TRAVEL PROGRAM
CA DEPARTMENT OF GENERAL SERVICES

Content

1. Travel Management Services (TMS)

Why were reservations for a minor discussed, shouldn't only state employees use Concur?

There are several agencies that must arrange travel for minors as part of job-related duties.

Won't travelers get flight alerts if they have an app or rewards for the airline?

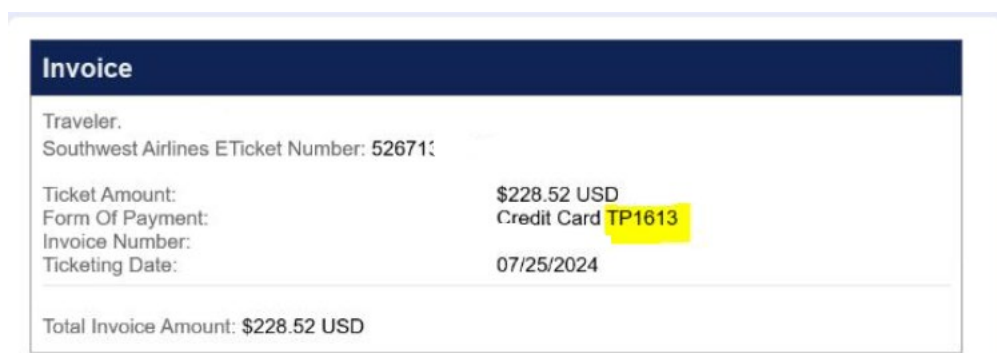It depends on the airline and the email associated with the reservation.

How do employees sign up for the CI Azumano Travel Alerts?

Please email StatewideTravelProgram@dgs.ca.gov and we will connect you with CI Azumano.

2. Airlines

How do we use a credit from our UATP-Datamine account?

UATP funds are automatically applied to Southwest Airlines flights when booked. On the traveler's invoice, [...]ts paid with UATP funds will show "TP####" as the form of payment.

In reporting provided to Travel Coordinators and Accounting Staff from CI Azumano, the last 4 digits of the credit card will show on the Credit Card Detail report (Column N), which is included in the monthly activity reports the agency receives (included with the air activity, car activity, hotel detail, etc.).

What can we do with a credit from United Airlines when employees have separated already?

Per the instructions sent to Travel Coordinators in the monthly Unused Ticket Credit (UTC) report, a name change can be processed for UTCs that have not expired and need to be requested directly to CI Azumano at Caltravel@ciazumano.com.

Do credits from our UATP account only apply when booking Southwest Airlines? What if the employee booked another airline? Will the credits from the UATP still be automatically applied when booked?

The UATP-Datamine account is only available with Southwest. Travel Coordinators are provided monthly unused ticket reports containing instructions for addressing unused ticket credits for both contracted and non-contracted airlines.

Can we use our UTC for personal use?

No, UTCs can never be used for personal use. UTCs are issued when a non-refundable business flight has been cancelled. This is still considered the state's funds.

With United Airlines, can we request to apply another employee's UTC to an existing reservation for the future flight of another employee?

UTCs cannot be applied to a flight that was already booked.

Some UTCs with United Airlines will allow for a name change. If you need to explore this as an option, please reach out to CI Azumano about processing a name change on unused, non-expired tickets for future use by emailing Caltravel@ciazumano.com.

Are we going to receive a reminder email regarding the Real ID deadline so we can communicate this information with our travelers? Can we remind them about the Real ID deadline as soon as possible?

Unfortunately, STP does not own Real ID, it is a DMV directive. We suggest setting a calendar reminder to notify travelers in your agency. The announcement is on our website under Announcements.

Further, Concur sites have a Real ID reminder at the top of the Seach Page.

Is your driver's license REAL ID compliant? A new form of identification will be required for air travel within the U.S. starting May 7, 2025.

Click here for more information on REAL ID.

Flight Search

| Round Trip | One Way | Multi City |

From ⓘ

Departure city, airport or train station

Find an airport | Select multiple airports

To ⓘ

Arrival city, airport or train station

Find an airport | Select multiple airports

3. Travel Payment Services

For out-of-state travel: do meals and incidentals change depending on which state the traveler goes to, which is stated in the GSA? Or are the meals and incidentals meant to be aligned to the GSA general meals allowance that aligns to the California reimbursement?

Since this question pertains to meals and incidentals/allowances and reimbursements, please contact CalHR at TravelManager@calhr.ca.gov.

Can we check the rebate information online? Is there any report for this?

Unfortunately, no. The information will come directly from U.S. Bank representatives. Please email Olga.Huseth@usbank.com and Shannon.Ness@usbank.com for rebate details.

How many days do payments need to be made to eligible for the rebate?

Agencies may be eligible to receive prompt payment rebates for centrally billed accounts based on the average of their annual payment history. Prompt Payment Incentives will be calculated annually based on the average speed of pay in a twelve (12) month period. The speed of pay is the number of days from the monthly statement date to the time the payment is received.

Are the Air, Car, and Hotel activities reports available for 30 days?

The monthly activity reports are emailed to agency contacts with links to the reports. We suggest downloading the reports as soon as you receive them as the links will expire in 30 days. If you wish to access the reports after that time, you can log into iBank and download the reports. For any reports older than three years, you would need to reach out to CI Azumano at Careports@ciazumano.com.

Can you access reports for past transactions in U.S. Bank? I was not able to do so on the website. Does it require a specific role to retrieve the reports?

Currently, it goes back to the beginning of the program, November 2023. As a Program Administrator, you have access to the data. There is training available online to assist with downloading reports.

4. Virtual Card Number (VCN)

When I book for a guest, I want it to be charged to our VCN but that doesn't happen. How do I make that happen?

VCN cannot currently be used in Concur for Guest Bookings, only for profiled travelers. If booking for non-employees and using the Guest Booking feature, you must call a CI Azumano travel agent, and the agent can apply the VCN to a Guest Booking. STP is currently working on an alternative solution to this issue, so if your agency is interested in testing out this new process, please email Nhan.Cao@dgs.ca.gov for assistance.

What is the cost to our agency to call in and have an agent assist with adding the VCN to a Guest Booking?

The $10.25 agent assisted transaction fee is charged. There is also a $4.00 deployment fee, which DGS currently pays for on behalf of every agency.

How do employees get VCN information? Will it show automatically when the employee books lodging on Concur?

Travelers receive payment information via the Conferma mobile app. This is optional, as the hotel will also receive the hotel VCN information upon booking. When a hotel reservation is booked using VCN, the reservation will indicate "A virtual payment for the hotel was deployed" in the REMARKS section of the itinerary.

Are we able to make reservations using VCN more than the 30 days before check-in?

Yes, you can make a hotel reservation with VCN more than 30 days in advance. The statement made during this presentation is that the hotel cannot charge the VCN more than 30 days in advance of the check-in date. This ensures a more seamless check-in experience for travelers by minimizing any payment issues and allows the hotel's pre-authorizations to remain on the same statement cycle.

For VCNs that were deployed, and travelers canceled the trip within the hotel cancelation policy, hotels still do not want to refund the department because it is a prepayment; please share what steps DGS is taking to prevent these issues.

The Travel Coordinator needs to follow up with the hotel to remind them it is not a prepayment, but a hold to reserve the room. If the hotel is not responsive, please reach out to

StatewideTravelProgram@dgs.ca.gov with as much information as possible (traveler name, travel dates, date cancelled, hotel information, prior communication with hotel, etc.) and our team will attempt to resolve the issue.

Can you please provide instructions on how to download the VCN receipt?

The user guide for downloading VCN receipts is in the Conferma SNAP training PPT that was provided to your agency upon implementation of VCN. If you need us to resend it, please email Nhan.Cao@dgs.ca.gov.

How should after hours CVV or Declines be handled if the Travel Unit is only available from 8:00-5:00? How long do we have to respond to CI Azumano regarding these issues?

These situations will be marginal but reach out to Donnie.Rivelle@dgs.ca.gov for further discussion.

Should the new 30 days before check-in activation of VCN be shared with the travelers or is this for Travel Coordinators only?

Travelers can be advised; however, this will not really affect the travelers in any way. It just ensures a seamless check-in if a hotel needs to run pre-authorizations in advance.

How do I download the VCA transaction report after U.S. Bank's monthly cycle?

You can download the VCA transaction report in Conferma SNAP the day after the statement billing cycle ends.

I can run a VCA report in Conferma, but I want to check on U.S. Bank too. Any way to verify for both systems?

You can request a VCA transaction report with U.S. Bank by following the steps below:

- Compose an email to U.S. Bank Client Services at CPSPublicSectorClientServices@usbank.com.
- In the email, include the Access Online username for the individual who needs access to the report.
- Specify the delivery timing (for example, "The report should be delivered 1 day after the statement cycle").
- Provide the following information in the email body:
  - **VCN Transaction Report**
    - Job Number: 782518
    - Original Report Name: PI782518.XLSX
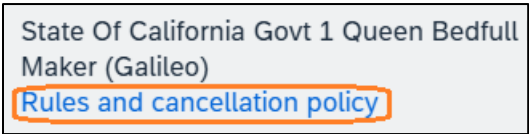   - Ticket Number: 762541

Please note that reports will be delivered to the Data Exchange platform in Access Online. Due to the sensitive nature of the information, the system will not email the reports directly to you. You will need to log into Access Online to access the Data Exchange and retrieve the report.

Please ensure all required details are included in the email to avoid any delays in report processing.

5. Lodging

Can hotels charge for stays that will happen in the future?

Prepayment is not allowed. Travelers should use discretion when reserving hotels in Concur to ensure that an advanced/pre-pay/deposit required rate is not booked. Hotels requiring pre-payments or deposits are generally not bookable in Concur; however, some hotels will include pre-payment or deposit language in the fine print of the "Rules and cancellation policy" link in the room rate listing.

State Of California Govt 1 Queen Bedfull Maker (Galileo)
Rules and cancellation policy

Please email StatewideTravelProgram@dgs.ca.gov if you encounter this situation.

Regarding the Preferred Hotel Program (PHP), does this mean we cannot use the hotels who have ignored our PHP or do not wish to participate?

Non-contracted hotels will still be visible and bookable in Concur. As with other searches, hotel searches in Concur will continue to yield all results – both contracted and non-contracted. Booking a non-contracted property means acceptance of VCN is not guaranteed. Non-contracted hotels may require their own credit card authorization form, which may pose problems for travelers. In addition to potential VCN issues, the federal GSA rate cannot be guaranteed when booking non-contracted properties, and other amenities specific to PHP may not be provided when booking with a non-contracted property.

6. Car Rentals

Are we able to retro-active prior charges that should have been a long-term car rental and get reimbursed for the difference?

It would depend on the circumstances. Please reach out to StatewideTravelProgram@dgs.ca.gov with the details of the situation.

For long-term car rentals, it is mentioned that agencies must request a long-term vehicle in writing to the OFAM Fleet & Asset Management Unit (FAMS) at DGSTLTL@dgs.ca.gov. We would like to clarify if the "agencies" being referred to are the Travel Coordinators or the employees who will have the long-term car rental.

Typically requests for long-term rentals are submitted by an agency's fleet office. If a lone traveler made the request, the team that manages the TLTL inbox would contact the agency's fleet office. Since Travel Coordinators will receive the long-term billing statements from Enterprise, it would behoove Travel Coordinators to be involved in the process for awareness.

7. Travel Policy and Compliance

The Travel Policy Templates information is available and posted online. However, I don't see the templates. Is this something we would have to request?

The templates will be posted online by the end of the month.

8. Additional Resources

Events Page

Feedback Form

How to Set Up 2FA (Video)

Trainings Resource Page

Travel Coordinator 101

Travel Coordinator Resources on STP Website (Video)

Travel Coordinator Resource Page

Travel Updates Subscription

Statewide Travel Program Resource Guide

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

CI Azumano

Website: www.caltravel.ciazumano.com

Email: Caltravel@ciazumano.com

Phone: 877.454.8785

Statewide Travel Program

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