

# iBank - Frequently Asked Questions

UPDATED OCT 30, 2024

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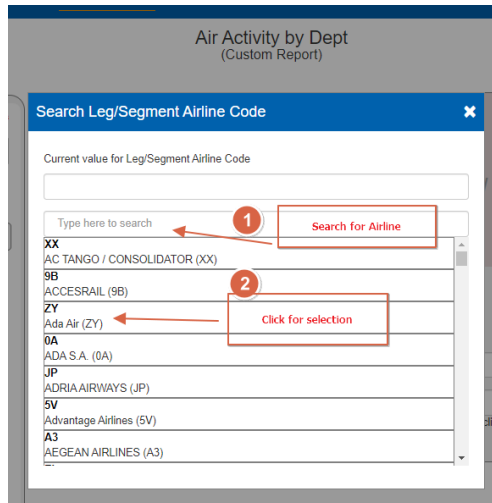
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## Report(s)

- Q Can I run an Unused Tickets Report to show any changes and balance left?**
- A Unused Ticket Reports will be sent, via email, to authorized users once a month on the 18<sup>th</sup>. The report will contain data up to the 17<sup>th</sup> of the month.
- Q Are we going to receive a detailed report of the CI Azumano fees?**
- A On the 2<sup>nd</sup> day of each month, each agency will receive a detailed service fee report.
- Q How long will the reports remain in the system?**
- A If you are trying to download the report from the email link you receive
- The link is valid for 30 days.
  - If the link has expired, you can re-run the report in the iBank portal.
- Q We used to receive the travel activities report monthly. Will we continue to receive the same report, or we will have to run the report ourselves?**
- A You will continue to receive the same report, via email, on the 2<sup>nd</sup> of each month.
- Q Lodging report in iBank?**
- A Lodging reports can be found by searching for “hotel”.
- 10 Standard Reports for Hotel
  - 2 Saved Filter Reports for Hotel
- Q Is folio information on the lodging report?**
- A Hotel folio information is not available through the iBank reporting tool. Ibank only records the booked information for a hotel reservation.
- Q Where is the index of airline abbreviations?**
- A Airline abbreviations can be found when using filter functionality.





**Q Which report shows individual invoices?**

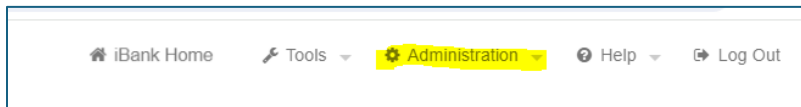
A You can find this information using Print My Invoice found on the State of CA website

**Q When will print my invoice be available?**

A This is already available to access through the State of CA website

**Q How to retrieve account information if needed?**

A This can be found under Administration > User Settings in the top right-hand side of the page



**Q How to request a monthly customized report?**

A Send a request to [careports@ciazumano.com](mailto:careports@ciazumano.com) with your requirements.

**Q What is the lead time for customized report request?**

A Lead time depends on the number of development requests we have for the State of California.

A We have a dedicated individual for the State of California account.

**Q Locator code or confirmation number on the report?**

A Ticket number is available on the Air Activity, Confirmation number is available on both the Hotel and Car activity reports

**Q Will I have access to the Car Rental details such as Enterprise?**

A Yes, this information will be available on the Car activity

- Q Which report can be used for credit card reconciliation?**
- A The custom created Credit card detail report is located under the 'Saved filters' tab and can be used to obtain this information, there is also the Transaction Analysis by Credit card located in the Standard reports tab that can be run.
- Q Will the reports have accounting codes?**
- A If this is set as a required field it will be captured in a Sort field
- Q Will DGS also provide monthly cost report or just via iBank?**
- A Monthly cost reports will be emailed to each agency by the 2<sup>nd</sup> of the month for transactions processed for the period of 26<sup>th</sup> – 25<sup>th</sup>. Agencies can run reports from iBank at any time if need be.
- Q Transaction analysis by credit card report is provided by iBank or DGS?**
- A Transaction Analysis by Credit Card report is located in iBank under Standard reports
- Q Does iBank have combined Air, Hotel, Car in a single report?**
- A This report is currently not available; it can be custom created once approved
- Q Who has iBank reporting portal access?**
- A Statewide Travel Program provides CI Azumano Travel with the list of authorized iBank users.
- Q I did not receive my iBank training (Login or an account email)?**
- A Please send your request to [careports@ciazumano.com](mailto:careports@ciazumano.com) and CI Travel will resend your iBank login information, as long as you are an approved user.
- Q GO LIVE date is 4/1/2024, when will I have iBank access?**
- A CI Azumano Travel is granting access to all authorized iBank users before agencies go live. Please note, there will be no reportable data in iBank until your agency go live.
- Q How many staff members can have iBank access per department?**
- A Statewide Travel Program provides CI Azumano Travel with the list of authorized iBank users.
- Q Changes from GRASP when logging in to Concur.**
- A GRASP will not be used anymore.
- Q UTC-MCO. It was mentioned that UTCs will be visible to the travelers so they can apply themselves when we transition to CI Azumano. Can you please validate this?**
- o The UTC report will be emailed to users on the 18<sup>th</sup> of the month containing all UTC's through the 17<sup>th</sup>. Please contact your agency administrator to discuss how travelers will see any UTC on the Concur Travel site.
- Q When will user(s) receive their iBank login?**
- A Approved attendees will receive an email Prior to the meeting with their login information including Training Guide and FAQ document.

A If they have not received the login info (attendee may not be on the DGS provided user list). Send a request to DGS Group for approval.

**Q Where can train data be found?**

A Train travel data are included on the air activity report. In Addition, iBank Reporting has a Rail Activity Report which can be found on Standard Reports tab.

**Q On the detail reports, are the dates by statement or time of booking?**

A All reports run using the invoice date by default.

**Q Does iBank Reporting show cancelled tickets data?**

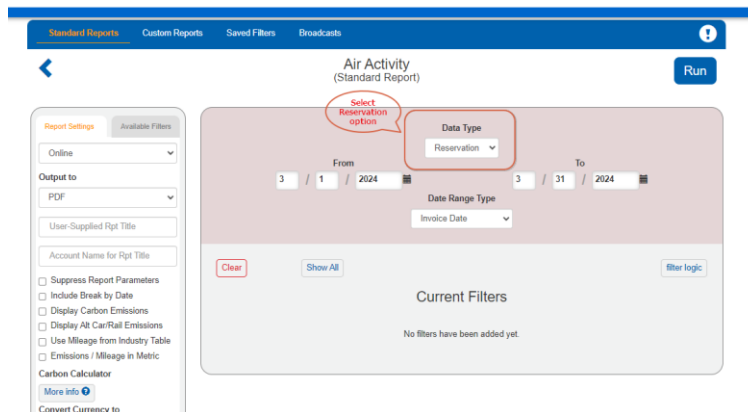
A iBank Reporting does not contain the cancelled ticket data at this time

**Q Does the report show the project, activity and reporting structure(coding)?**

A Yes, each agency has been set up with the proper project, activities and reporting structure (sort fields) as they were provided to CIAzumano.

**Q Is there a report that shows what is reserved but not ticketed?**

A The Air Activity Report can be run based off of reservation data.



A

**Q What should we do if we do not find the traveler's name?**

A If you do not have a traveler's name you can apply one or more of the following filters.

- Booked Date
- Invoice Number
- Trip Start Date
- Record locator (known as PNR)

**Q Is itinerary data available in iBank?**

A At this point in time itinerary data is not available in the iBank reports.

**Q While filtering the data correct spelling of word is required?**

A Yes, when filtering the data user must input valid value as filter parameter(s). In valid spelling will return invalid information.

**Q Is it possible to order a report with complete information? For example, if I order from January 1, 2024 to December 31, 2024. Will it bring back all the information available at this point in time?**

A Reports can be run from the agency's "go live" date. Back office will provide bookings that were ticketed/invoiced, and reservation data will also provide bookings that have not been ticketed/invoiced.

**Q Can we locate VCN for lodging transactions in iBank? Or is that only available in SNAP?**

A iBank does not have this information. It can be found in SNAP.

**Q How to run a report for online bookings only?**

A Using the filter "booking agent" equals CONCUR will provide any bookings made online.

**Q While generating any report, which reports should be used?**

A Use Saved Filter reports for all reporting needs.

A Standard reports are the second-best option for all your reporting needs.

## Account(s)

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- A Approved attendees will receive an email Prior to the meeting with their login information including Training Guide and FAQ document.
- Q If they have not received the login info (attendee may not be on the DGS provided user list).**
- A Send a request to DGS Group for approval.
- Q What is Invoice Date?**
- A Invoice date is the date the ticket and/or reservation has been issued.
- Q When does the posting occurs with the credit card?**
- A In general credit card posting occurs few days after the ticket is issued.
- Q When Hotel and/or Car booking(s)?**
- A Only rate will be charged.
- A Taxes or other service fee(s) are not included at the time of booking.
- A Any Miscellaneous charged occurred during the stay will not be considered.
- Q What report is best to run?**



- A Each month you will receive a credit card detail report. You can also run these reports yourself as needed. There is a standard transaction analysis by credit card report that is available as well.
- A CalHR: A filter can be used on the Hotel Detail report to determine any traveler booking used the allowable rate.
- Q **When a traveler changes flights from one to another with higher cost, which report for can be used for the additional cost?**
  - A A filter can be used on the Air Activity report to determine any travelers where there was an exchange made. For further information you can reach out to [careports@ciazumano.com](mailto:careports@ciazumano.com).
- Q **How do we get into the VCN Program?**
  - A Contact the Statewide Travel Program email for assistance.

## Support

### Q How to obtain support for the iBank Reporting Portal?

A Send an email to careports@ciazumano.com for iBank Report Portal support request.

### Q User(s) unable to see any custom/filter reports?

A Custom or Filter reports access is granted by iBank Administrator. Send an email to careports@ciazumano.com to access custom/filter reports.

### Q Does the iBank require a 2 Factor Authentication?

A No, iBank does not have capability for 2 Factor Authentication currently.

### Q What is Break 1, Break 2?

A Breaks are used to group records in a report in a way that has meaning and relevance to the agency user.

### Q How to output reports in different formats? (i.e.: Word Excel, CSV and PDF)

The screenshot displays the 'Car Activity (Standard Report)' interface. On the left, the 'Report Settings' panel is open, showing the 'Output to' dropdown menu with options: PDF, Word (RTF), XLSX File (Formatted), XLSX File (Raw Data), and CSV File (Raw Data). The 'PDF' option is selected. Below this, there are checkboxes for 'Suppress Report Parameters' and a 'Convert Currency to' dropdown set to '[Default]'. On the right, the main report configuration area includes a 'Data Type' dropdown set to 'Back Office', 'From' and 'To' date pickers (both set to 2/1/2024 and 2/29/2024), and a 'Date Range Type' dropdown set to 'Invoice Date'. A 'Run' button is visible in the top right. Below the date pickers, there is a 'Clear' button and a 'Show All' button. A red box highlights the 'Available Format' section, which lists: PDF, Word (RTF), XLSX File (Formatted/Raw Data), and CSV File (Formatted/Raw Data). At the bottom, there is a 'filter logic' button, a 'select a filter group' dropdown, and a 'Make this my default for this report.' checkbox.

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- You may apply any filters required when exporting to different format.

### Q Is there a CI Azumano contact person for each state department?

A CI Azumano has a dedicated individual for the State of California account. This person will be helping all agencies.

## Miscellaneous:

**Q How can I book from the Concur travel site?**

A Please contact your agency administrator on how to book from the Concur travel site.

**Q Shopping for flights, how do you search for flights and Airfares?**

A iBank is a reporting tool. Please contact your agency administrator for how to search for flights and airfares using the Concur travel site.

**Q If we have made travel bookings using Cal Travel, can I see the bookings in iBank?**

A iBank will show only bookings made by CI Azumano Travel.

**Q How to obtain a copy of the live training?**

A Training video can be obtained by opening the link below.

- [February 29, 2024, 11AM - 12PM](#)
- [March 28, 2024, 11AM - 12PM](#)
- [April 25, 2024, 11AM - 12PM](#)

**Q How much history will be retained for reporting?**

A iBank Reporting will have data from inception date.

**Q What is data type “BACK OFFICE”?**

A Back Office option will filter data for bookings that have been invoiced or ticketed.

**Q For hotel bookings, can we get receipts from iBank?**

A iBank Reporting does not contain hotel receipts at this time.

**Q Can a custom report for all travel be shared with all agencies?**

A A custom report can contain all travel information such as Air, Rail, Bus, Car and Hotel. Once we have received a request for the report. We will create the report and can share across all approved iBank users within your agency/agencies.

**Q How do I stop E-mail reports from being blocked?**

A Each agency must contact its IT Department and request to whitelist ***ciazumano.com*** E-Mails.