

# Town Hall: Lodging

**JANUARY 29, 2025**

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**STATEWIDE TRAVEL PROGRAM**



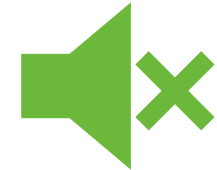
**20-minute  
presentation on  
Lodging**



**40-minute Q&A  
session**



**PowerPoint,  
Q&A, and  
recording will  
be shared after  
the meeting**



**Unrelated topics  
will not be  
addressed**

# Housekeeping

# Agenda

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**Preferred Hotel Program**

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**Concur Designations**

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**Concur Examples**

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**General Lodging Information**

# Preferred Hotel Program (PHP)

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- Effective January 1, 2025, the Statewide Travel Program (STP) has entered into contractual agreements with properties across California.
- Contract period is January 1, 2025, to December 31, 2025.
- Contracts will auto-renew every year.
- Solicitation is open-ended. New properties can join at any time.
- Properties noted in Concur as “Preferred” and “Most Preferred.”
- If your agency frequents a property that isn't designated preferred in Concur, reach out to us at [DGSHotelProgram@dgs.ca.gov](mailto:DGSHotelProgram@dgs.ca.gov) with the hotel name and address, asking for possible addition to PHP.

# Concur Designations

## "Preferred" meets minimum requirements:

- Rates at or below [GSA](#)
- Seamless acceptance of Virtual Card Number (VCN)
- Special state government rates loaded in Concur and easy to identify by travelers

## "Most Preferred" meets minimum requirements and provides one or more amenities:

- 6 PM day of arrival cancellation policy
- Commissionable rate
- Free airport shuttle or other transportation
- Free breakfast
- Free parking
- Last room availability (LRA)
- Sustainable (green)
- Waived resort fees

# Concur Examples

## "Preferred"



### 6. Courtyard by Marriott Bakersfield

3601 Marriott Drive, Bakersfield, CA 93308 [Map it](#)

📍 1.69 miles ⭐⭐⭐☆☆

\$132

[Hide Rooms](#)

**Preferred Hotel** for General Services

[Hotel details](#)

*DGS encourages using this property when feasible/available. This property meets the Preferred Hotel Program's requirements by accepting virtual payments and offering rates at or below the federal General Services Administration.*

## "Most Preferred"



### 1. DoubleTree by Hilton Hotel Bakersfield

3100 Camino Del Rio Court, Bakersfield, CA 93308 [Map it](#)

📍 1.68 miles ⭐⭐⭐☆☆

\$107

[Hide Rooms](#)

**Most Preferred Hotel** for General Services

[Hotel details](#)

*DGS highly encourages using this property when feasible/available. This property meets the Preferred Hotel Program's requirements by accepting virtual payments, offering rates at or below the federal General Services Administration, and providing one or more additional amenities at no extra cost.*

# PHP Reminders

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- Some properties only offer non-LRA (NLRA) rates.
- Some properties will have blackout dates.
- Contact [DGSHotelProgram@dgs.ca.gov](mailto:DGSHotelProgram@dgs.ca.gov) with questions or to report rate/amenity inconsistencies.
  - If a property isn't honoring the state lodging reimbursement (GSA) rate.
  - If a traveler checks into a PHP property using VCN and doesn't experience a seamless check in.

# General Lodging Information

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All lodging should be booked in Concur, except:

- Conference/room block travel
- Emergency travel
  - Last minute travel that will not be approved in time
  - Emergency response
  - Extraditions/Child Protective Services/Witness travel
- Remote travel
  - Employee is traveling to a remote area that does not have properties listed in Concur.



# General Lodging Information

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Travel Coordinators are expected to exhaust all efforts to solve travelers' problems before contacting STP.

- Contact hotels directly for folios.
- Research/resend VCN authorizations through SNAP.
  - Work with hotels to revert charges on travelers' personal cards back to the agency's VCN.
- Work with hotels to reverse no-show charges.

# What is VCN?



VCN provides travelers the ability to direct bill hotels



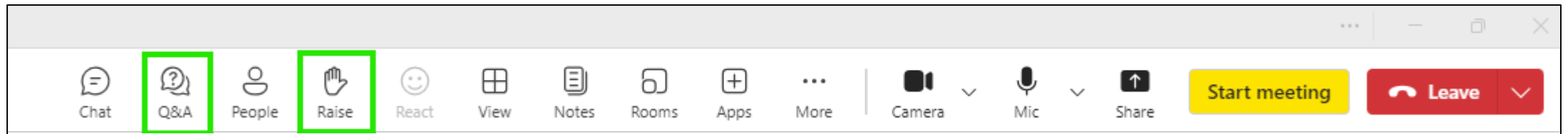
Keep an eye out for our upcoming Town Hall for new VCN users



[STP VCN webpage](#)

# Q&A

If you have a question, please type it in the Q&A or raise your hand and we will unmute you.



We will **not** be addressing questions that are unrelated to the topic of Lodging.

As a reminder: the recording of this meeting, this PowerPoint, and the completed Q&A will be emailed by the end of next week.



# 5 Minutes Left

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We will do our best to answer all questions within the time we have left. If we are unable to get to your question, we will send a response via the Q&A document.

Please complete this [feedback form](#) to help us plan future trainings.

[Subscribe to our Travel Updates](#)

# THANK YOU!

An email will be sent with the recording of this meeting, this PowerPoint, and the completed Q&A by the end of next week.

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## STATEWIDE TRAVEL PROGRAM