

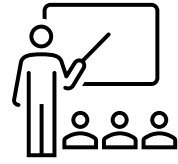
Quarterly Travel Coordinator Meeting

Thursday, August 1, 2024

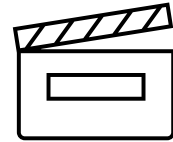
STATEWIDE TRAVEL PROGRAM



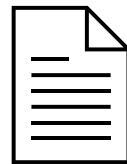
Housekeeping



PowerPoint will be shared via email after the meeting



Recording will be shared via email after the meeting



Type any questions you have in the Q&A, we will share completed Q&A after the meeting

Agenda

Meet the Statewide Travel Program (STP)

Travel Management Services (TMS)

Travel Payment Services (TPS)

Virtual Payments (VCN)

Airlines

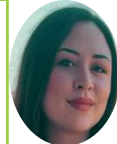
Lodging

Car Rentals

Travel Policy & Compliance

Resources & Training

Jessica Allen
Student Assistant



Kelly Bouchard
Business Partnership and Travel Manager



Paola Bredberg Clark
Training and Program Improvement



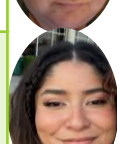
Nhan Cao
Virtual Card Number Account Specialist



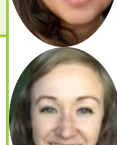
Katy Harlow
Lodging Programs Specialist



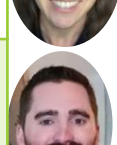
Samantha Hernandez
Program and Compliance Emergency Response



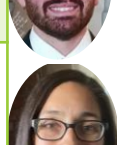
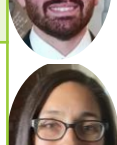
Jennifer Miller
Airline Travel Services Contact Administrator



Alex Muir
Program and Compliance Emergency Response



Alissa Navarro
Optional User Account Support



Meet the Statewide Travel Program



Craig Rinker
Program and Compliance Emergency Response



Donnie Rivelle
Statewide Travel Program Manager



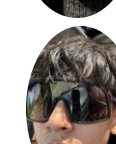
Stephanie Ross
Assistant Chief, Statewide Travel Program



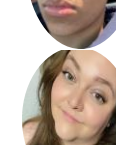
Michele Slape
Statewide Travel Program Manager



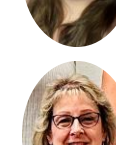
Brenda Shields
Travel Management Services Provider Contract Administrator



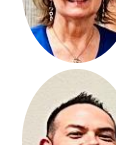
Deep Sahota
Student Assistant



Sarah Thomas
Commercial Car Rental Contract Administrator & Transportation Network Companies Administrator



Lori Wassan
Travel Payment Services Contract Administrator



Kenneth Wong
Statewide Travel Program Manager



+ New Item ▾



Trips

2



Flight Search

Round-trip

One-way

Multi-city

Departure: *

Miami FL, USA

Arrival: *

FRA - Frankfurt Airport

Dates

Monday, Oct 7 - Friday, Oct 11



12 PM Arrival, 2 PM Departure

Time preferences

Adults

1 ▾

Search Flights

Company Notes



Concur Training Toolkit

This link will provide information to utilize the Concur Expense System. Book travel with Concur, check travel rules set by your organization, get travel maps, and more. [Concur Training Toolkit](#)

Trips (2)



New York Trip



Seattle (SEA) - New York (JFK)

Sept 4 - Sept 6, 2024

Confirmed



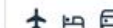
London Trip



Seattle (SEA) - London (LHR)

Sept 20 - Sept 24, 2024

Confirmed



Travel Management Services

Concur Updates

- New look to the Concur Home page
- Coming in late August 2024

Travel Management Services

Contacting CI Azumano

- Busiest hours are 7am–9am and 3pm–5pm
 - Advise travelers to refrain from calling during these peak times
 - Use Concur as much as possible; agents should only be used for complex trips and mid-trip changes
- Effective July 1, 2024, (916) 376-3989 has been disconnected. (877) 454-8785 is the only telephone number to reach a travel agent.
- Please note that if you do not have an urgent request, you can email caltravel@ciazumano.com instead.



Travel Management Services

CI Azumano Menu Options

- When calling an agent, there are several menu options that can assist you with directing your call to the correct agent. Below are the phone menu options and how best to use them:
 - Press “0” – for urgent travel occurring within the next 48 hours
 - Press “1” – To receive a callback (holding your place in queue), please wait for the message to finish
 - Press “3” – For a copy of your Invoice, or visit www.caltravel.ciazumano.com
 - Press “4” – If you have travel arrangements for a group of 10 or more, or email caltravelgroups@ciazumano.com



Travel Management Services

Useful resources on our website

- Training guides
- Concur Video tutorials
- iBank FAQs/User Guide
- Travel-related information (i.e. airlines, car rentals, virtual cards, etc.)



Visit our Resources page at:

<https://www.dgs.ca.gov/OFAM/Travel/Resources>

Travel Management Services

Reporting

- Monthly service fees (Concur and agent-assisted bookings) are provided on the Activity Detail Report from CI Azumano
- Service fees are billed in arrears and in a lump sum on the U.S. Bank statement
- After receiving the report from CI Azumano, the lump sum charge will appear on the following month's U.S. Bank statement

Activity Detail Report Email – Received on or around 6/3/24

4446206 - General Services, Department of - State of CA Activity Detail By Issue Date StartDate 2024-04-26 to 2024-05-25



CARports <careports@ciazumano.com>

Activity Detail Report 4/26/24 – 5/25/24

Client Acct No	Client Name	TOTAL FARE	FEE AMT
4446206	General Services, Department of	\$ 70,206.10	\$ 544.75
Total:		\$ 70,206.10	\$ 544.75

Fees on the U.S. Bank statement 5/26/24 – 6/25/24

Post Date	Tran Date	Reference Number	Transaction Description	Amount
05-29	05-28	24164074149434530113653	ENTERPRISE RENT-A-CAR 800-7747578 OK 17243507	5,299.84
05-29	05-28	24164074149434530114065	ENTERPRISE RENT-A-CAR 800-7747578 OK 17030937	14,181.55
06-17	06-16	24755424168281687330004	CI TRAVEL 757-6409209 VA	544.75

Travel Management Services

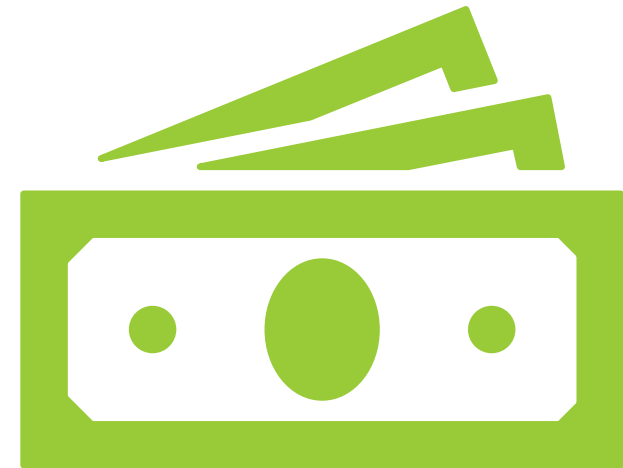
Reminders

- Concur should be the primary modality of booking travel; agents should only be used for complex trips and mid-trip changes
- Pre-trip changes to airline reservations can be done in Concur ONCE; subsequent changes must be called into CI Azumano
- No longer need to call an agent to apply a UTC. Book online and any applicable UTCs or MCOs will be applied to the new flight reservation
- When emailing CI Azumano for a travel request, only use caltravel@ciazumano.com
 - Do not send emails to concur@ciazumano.com

Travel Payment Services

Citibank Prompt Payment Incentive Rebate

- The annual Citibank Prompt Payment Incentive rebates earned by participating user agencies during the final Citibank Travel Payment Services (TPS) contract term are close to being released.
- Additional information and instructions will be provided to eligible agencies soon.



Travel Payment Services

Citibank Refunds

- Citibank is still processing all credit refunds - checks will be issued to agencies with a credit balance. If you have not provided STP with your agency's mailing address, please do so as soon as possible.
- Credits may continue to come in. We recommend checking CitiManager each month to see if your agency has any outstanding credits.



Travel Payment Services

U.S. Bank Payment Remittance Reminders

- If payment is made by check, **the full 16-digit account number must be included on the front of check for payments to be applied correctly.** This applies to all direct billed type of accounts (CTA, MTG, VCA).
- Please ensure separate checks are issued for each managing account. Do not send a bulk payment with multiple account numbers listed.
- If including the statement in the payment package, please refrain from using staples or paperclips.
- If the department is using Fi\$Cal, use supplier ID **USBANKTRVL** to make your payment.
- Failure to follow this guidance may result in mis-postings and account delinquencies.

Travel Payment Services

U.S. Bank Resources

- Online Training Resources ([Click Here](#))
- Client Services Contact Information:
 - 877-846-9302, Option 3
 - CSPublicSectorClientServices@usbank.com (up to 24-hour response time)



Access Online Training for the State of California Travel Card Program Administrator Training

These recordings provide training for Program Administrators for the implementation of the State of California Travel Card Program.

Video tips

If a video stops, wait for it to continue buffering, and it will start again.

For closed captions, play the video in Chrome. Go to your browser settings (it's 3 dots in the upper right-hand corner of the browser window).

Getting started with Access Online (all Program Administrators)

[Download the *Getting started with Access Online* presentation](#)

This course shows you basic navigation, how to update personal information, how to view cardholder and managing accounts. It demonstrates how to view transactions and submit a dispute for an individual cardholder account. It ends by showing you how to view declined transactions.

[Login and navigation video](#) (03:32 minutes)

[Manage personal information video](#) (05:59 minutes)

[View managing account information and statements video](#) (05:42 minutes)

[View cardholder account information and statements and transaction declines video](#) (06:49 minutes)

[View transactions video](#) (04:51 minutes)

[Locate resources video](#) (03:46 minutes)

[Declined transactions video](#) (01:57 minutes) [Declined transactions quick reference](#)

Virtual Payments

U.S. Bank Virtual Card Managing Accounts

- You should see two Virtual Card Accounts within your U.S. Bank Access Online
 - One managing account is tied to TravelStore hotel bookings; this will remain active for the remainder of the year for any previously booked lodging reservations prior to switching to CI Azumano.
 - The second Virtual Card Account is associated with CI Azumano hotel bookings.
 - Always review both statements and make payments accordingly.
- To download the reconciliation report in SNAP for each statement, make sure to use the appropriate SNAP login.

Virtual Payments

SNAP

- SNAP Tool is Conferma's reporting and reconciliation system. It streamlines the accounts payable and reconciliation processes with accurate data provided by U.S. Bank alongside the deployment data that was captured on creation of the virtual card.
- SNAP Tool Features:
 - Download transaction reports to reconcile U.S. Bank statements.
 - Access full virtual card numbers.
 - Resend the credit card authorization form.
 - Create virtual cards manually using SNAP to pay for past hotel bookings.
 - View virtual card declines within the "Card Activity" section.
 - Retrieve hotel receipts submitted by the hotel/traveler.
- If you would like to learn how to use these SNAP features, make sure to check out our upcoming SNAP training – registration is available on our [events page](#).

Airlines

General Information

- Real ID Reminder – May 7, 2025
- Airline contracts extended for 12 months (7/1/24-6/30/25)
 - New airline solicitation in process.
- Universal Air Travel Plan (UATP)/Datamine



Airlines

Unused Ticket Credits (UTCs)

- If you have a UTC that cannot be used (i.e., traveler left the agency or does not have future travel plans) please email Caltravel@ciazumano.com to inquire if the airline has available options.
- Southwest Check Travel Funds
<https://www.southwest.com/travel-funds>
- [Dgs.ca.gov/OFAM/Travel](https://dgs.ca.gov/OFAM/Travel)
 - Resources > Airfare > Airline Unused Ticket Credit Management



Airlines

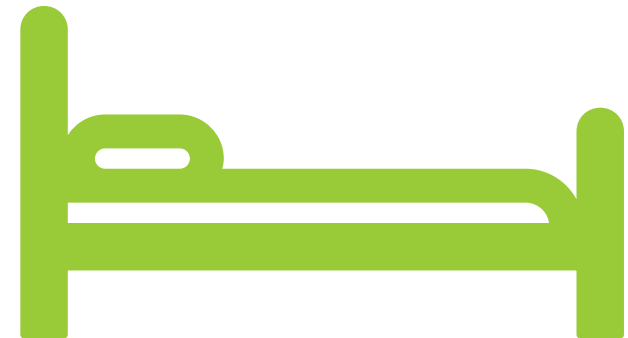
MM 21-07 / SAM Section 4117.1

- DGS Management Memo 21-07 has been replaced by official policy in State Administrative Manual Section 4117.1
- Semiannual compliance reports coming out end of August
- Will receive two reports: one from CI Azumano and one from CalTravelStore

Lodging

Cancelling Lodging Short Notice

- Travelers need to be aware of the hotel's cancellation policy before booking.
 - Some properties include short notice cancellations in their policies, but many requires advance notice of 24, 48, or even 72 hours.
- If the property doesn't provide for short notice, it is important to cancel the reservation with the hotel directly and **not** in Concur.
- Property needs to be notified as soon as the need to cancel is known.
- Travelers must make every attempt to cancel their reservation. It is at the hotel's discretion as to whether they want to waive any fees.
- If assistance is needed, please contact Katy.Harlow@dgs.ca.gov



Car Rentals

Personal Use

- All Travel Coordinators should be aware of the personal use discount and be able to provide instruction to their travelers.
- We will be reenforcing travelers to contact their TC's for the information.
- If you do NOT have the personal use information, please email Sarah.Thomas@dgs.ca.gov to be provided with the information.



Car Rentals

Returning ZEV Rentals

- Similar to ICE (gas fueled) rentals, travelers are not required to recharge ZEVs prior to returning them to Enterprise.
- There should not be any charges on statements for this purpose.
 - To dispute these charges, please email TSS_StateofCA@ehi.com and cc: Sarah.Thomas@dgs.ca.gov.



Car Rentals

New Concur Guide: How to Book a ZEV

- There is a new training resource to guide travelers on how to book a ZEV, listed on our Concur Training resource page.

[Concur Travel Booking Tool Training, Guides](#)

Updated Car Rental Resources:

- [Car Rental Resources for State Travel](#)



Travel Policy

MM 14-03 / SAM Section 4117

- DGS Management Memo 14-03 has been replaced by official policy in [State Administrative Manual Section 4117](#)
- Applies to all methods of travel (air, rail, car rental and lodging)
- Additional lodging-specific guidance can be found in [State Administrative Manual Section 4117.3](#)

Travel Policy & Compliance

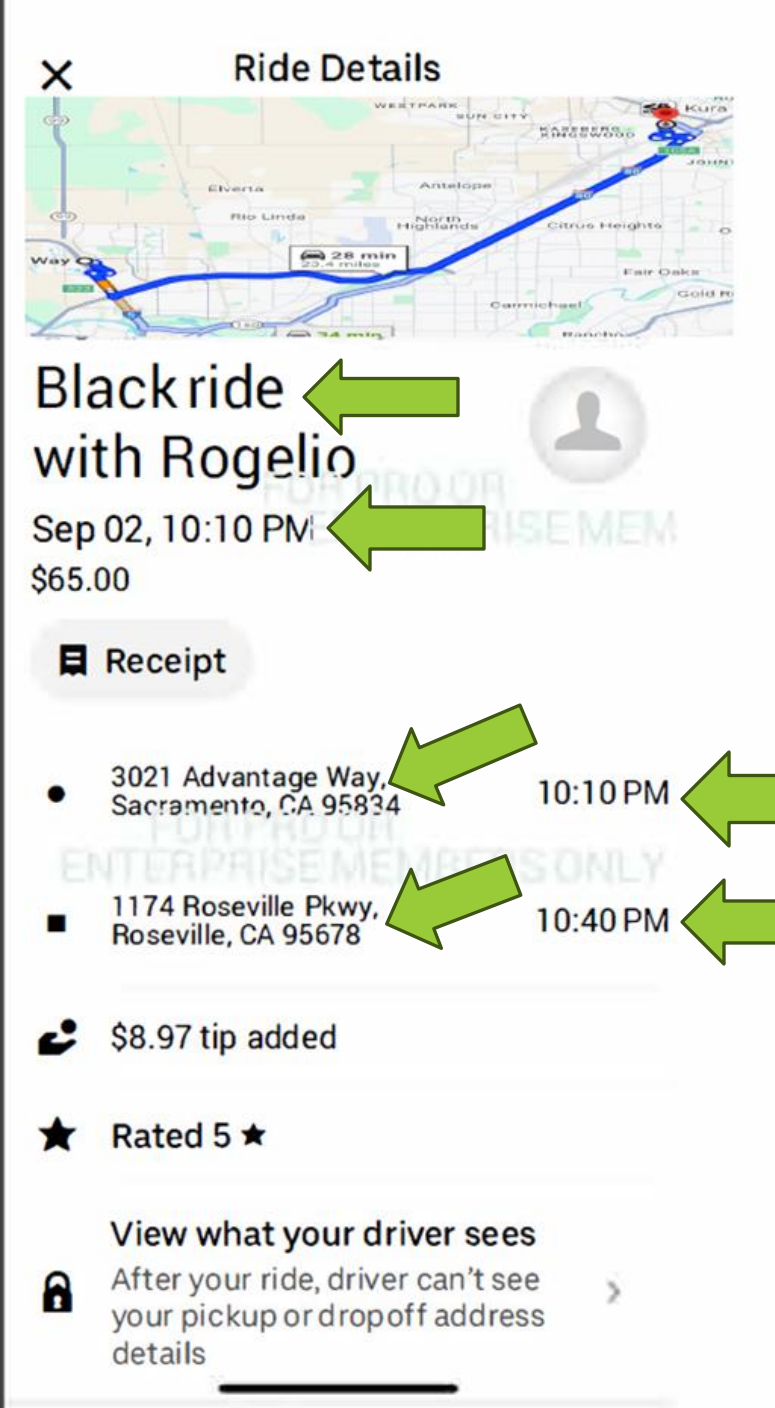
Enterprise Fuel Audit

- Direct-bill fuel audit for FY 22-23 and 23-24.
- Vehicle type vs. gallons of fuel charged
- Distance driven vs. gallons of fuel charged
- Audit completion in early August. Refund checks to agencies will be issued within 1-2 months. *If your agency's mailing address has changed recently, contact STPAudits@dgs.ca.gov ASAP.*
- Travelers review invoice and travel coordinators review statements. Discrepancies sent to calgovacctsup@ehi.com.
- Audit guide available via STP Rental Car Resources page in August 2024.

Travel Policy & Compliance

Rideshare

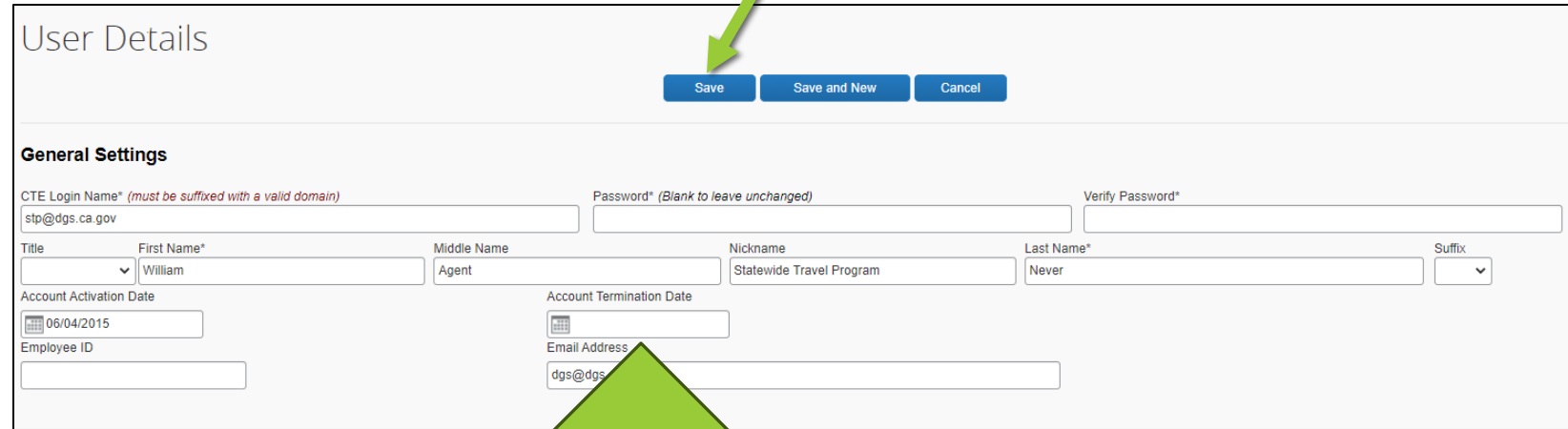
- Ride share audit guide: Do the charges align with the trip?
- Check the ride times (Normal business hours/ Holidays/ Weekends)
- Check the ride destinations (Addresses, maps, and receipts)
- Check the ride classification (No luxury classes allowed). Stay up to date on the ride classifications
- Check if they avoided surge/ peak pricing hours



Travel Policy & Compliance

Concur Reminders

- Remove Concur access for employees separating from agency
- Don't have a system in place for Concur account closures?
- Add to employee transfer/separation checklist
- Coordinate with agency leadership to add Concur termination to offboarding processes.
- Ensure any future booked travel is cancelled and contact STPAudits@dgs.ca.gov if the separating traveler has a UTC.
- Concur-->Company Admin --> User--> Account Termination --> Save



User Details

Save Save and New Cancel

General Settings

CTE Login Name* (must be suffixed with a valid domain) Password* (Blank to leave unchanged) Verify Password*

stp@dgs.ca.gov

Title First Name* Middle Name Nickname Last Name* Suffix

Agent Statewide Travel Program Never

Account Activation Date Account Termination Date

06/04/2015

Employee ID Email Address

dgs@dgs

Select the date you want
the profile to
be deactivated

Resources

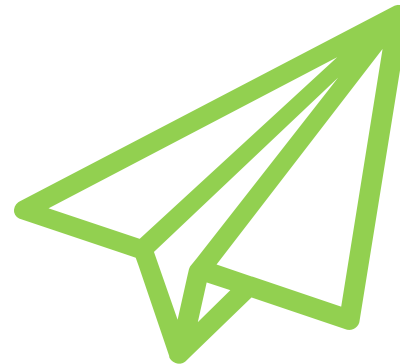
Statewide Travel Program

- 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



Upcoming Trainings

Concur Training

- August 6, 2024 ~ 10:00am – 11:00am PST
- November 6, 2024 ~ 10:00am – 11:00am PST

VCN SNAP Training

- October 28, 2024 ~ 2:00pm – 3:00pm PST

iBANK Training

- September 19, 2024 ~ 11:00am – 12:00pm PST

THANK YOU!

An email will be sent with the recording of this meeting, this PowerPoint, the Q&A, and a feedback form.

STATEWIDE TRAVEL PROGRAM

DGS
GENERAL SERVICES