

Q&A for Quarterly Travel Coordinator Meeting  
08/01/2024

**General**

**Are these Travel Quarterly Meetings available to re-watch later?**

Yes, the PPT, recording, and Q&A will be sent out within the next week. Additionally, the link to the Teams Live invitation is now a link to the recording.

**Travel Management Services**

**What is the turnaround time from emailing a travel request?**

Emails will be responded to within 48 hours. When emailing your request, ensure you have provided all travel details otherwise you may experience delays in completing your request.

**Will there be any email notifications about the new design for Concur so we can share with our travelers?**

Yes, an email will be sent to all Travel Coordinators next week. This email should be shared with your travelers.

**We just finished updating our Concur procedures. Is it only the homepage that will change, or is it the whole UI?**

At this time, we have only been made aware of the home page changing.

**So, reservations can only be updated/modified once regardless of the reservation type?**

Car and hotel reservations can be modified as many times as needed via Concur. Air reservations can only be changed ONCE via Concur. Additional changes to air reservations must be done by a travel agent.

**When we call CI Azumano, the hold times are over an hour to make changes. Are we still not able to make changes on our own?**

Changes to any existing CalTravelStore booking will still need to be made by a travel agent. Changes to bookings made under CI Azumano can be made online through Concur. Please

Q&A for Quarterly Travel Coordinator Meeting  
08/01/2024

keep in mind airline bookings can only be changed one time in Concur. If further changes need to be made to an airline booking, you will need to call 877-454-8785 to speak with a travel agent.

**Travel Payment Services/ Virtual Payments**

**Our CitiManager account appears to be deactivated. Will we need STP to reestablish this?**

Please send an email to [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov) and we can assist with reactivating your CitiManager profile.

**Do we still have access to CitiManager online account?**

Yes, you should still have access to CitiManager, however, your account may be inactive due to inactivity. If you need assistance with a password reset, or reactivation of your profile, please send an email to [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov).

**If we don't have access to our CitiManager account and Citibank is not cooperating with us because they're not able to verify us when we call, who do we contact to obtain access to Citibank in order to review where the Citibank refund is from?**

Please email us at [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov) and we can provide you with the refund information and/or grant you access to CitiManager to review the credits.

**If we use Fi\$Cal, do we still need to include the full 16-digit account number on the check?**

Yes. That is the only way that U.S. Bank can apply the check to the correct account.

**If our U.S. Bank Account # is included in the Fi\$Cal Remittance Address, is that sufficient, or should we put it separately on the Payment Message as well?**

Yes, that's sufficient, however, if you are planning to overnight the check, we also recommend for you to include the statement as part of the payment package to U.S. Bank to ensure that U.S. Bank allocates the payment to the correct account as soon as possible.

**We have had issues with SNAP since CI Azumano was established, I would say 95% of the hotel charges are not found on SNAP but are shown on card billing statements.**

This may be because you are not using the new SNAP login under CI Azumano. Please reach out to us to verify if you have an account under the new travel agency, CI Azumano.

**Will U.S. Bank provide access for agencies to dispute VCN statement disputes online? Currently, staff takes over 1 hour to submit one dispute by calling. Also, for disputes where U.S. Bank sides with the merchant, how do we clear these outstanding charges to make our Revolving Fund account full again?**

Yes, you can process disputes online via U.S. Bank Access Online.

Access <https://learn.adobeconnect.com/stcatravelprogtraining/> and watch the video "Getting Started with Access Online" and it will provide instructions for how to submit a dispute. For more information, please email [Nhan.Cao@dgs.ca.gov](mailto:Nhan.Cao@dgs.ca.gov).

**Is the credit card authorization automatic with SNAP/Virtual card?**

Yes, Concur automatically faxes or emails the credit card authorization form to the hotel.

**We had our card decline with the U.S. Bank recently, we called for more information about the decline and the agent on the phone refused to provide information on why there was a decline. Is the correct number to use the number provided from the 'contact us' website on U.S. Bank?**

Yes, the contact information is correct. If you are not listed as an authorized program administrator, U.S. Bank will not assist you. Please email us to verify the points of contact (program administrators) for your agency.

**What if the virtual card is declined when the hotel requests payment?**

If the virtual card declines, you can view the decline reason within the SNAP tool under "card activity" or within Access Online (U.S. Bank). Once you have viewed the decline reason, you will need to reach out to U.S. Bank for further guidance on how to resolve the

Q&A for Quarterly Travel Coordinator Meeting  
08/01/2024

decline. Here is a quick reference guide on how to resolve all declines under the TPS-U.S. Bank: <https://learn.adobeconnect.com/declinesquickref/>

**U.S. Bank Online Access has a feature to submit transaction disputes for VCN. However, we are not able to submit any disputes as the feature appears to be invalid. Is this issue specific to our agency admin access or is it a system-wide issue that needs to be addressed?**

Please reach out to U.S. Bank to report any issues you are having with Access Online. U.S. Bank can be reached by phone at 877-846-9302; Option 3 or email: [CSPublicSectorClientServices@usbank.com](mailto:CSPublicSectorClientServices@usbank.com) (up to 24-hour response time).

### **Airlines**

**Now that we do not receive the UTC reports from CalTravelStore, is there a way to retrieve our UTC balance with Southwest on our end, or do we need to request this directly from Southwest?**

UTC reports are now coming from CI Azumano; this process did not change. If you are not receiving UTC reports from CI Azumano, please send an email to [careports@ciazumano.com](mailto:careports@ciazumano.com).

**Does the traveler have to do anything to trigger the use of UTC, or is it automatically applied?**

The UTC is automatically applied when the reservation is made. The traveler does not need to check a box or select the UTC to use. CI Azumano's mid-office system will apply the UTC if available and applicable to the new flight reservation.

**Can UATP be applied on the new flight for employees in the same department?**

UTCs and UATP funds are the first funding source for all flights booked. If there are no UTCs to apply for a particular reservation or there are no UATP funds available, then the full amount is charged to the U.S. Bank CTA.

**What happens if the agent fails to apply the outstanding UTCs?**

Q&A for Quarterly Travel Coordinator Meeting  
08/01/2024

Please email us at [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov) so we can investigate further. Provide the itinerary and the UTC information for the traveler.

**If the UTC is automatically applied once we hit the button to purchase the ticket, will the UTC show on the itinerary that we receive from CI Azumano?**

The itinerary will show an exchange, which shows the ticket amount, the exchange type, the old ticket value, and the prior ticket number.

**As advised by STP, we tell our employees to book the business portion of the trip in Concur and call Southwest (airline) directly to make changes due to personal reasons (such as extending flight). Southwest has been refusing to do so saying the booking was done through 3rd party (Concur) and they cannot make any changes. What do you advise to be done in this case?**

Please email this to us at [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov) and provide information about the original reservation(s) booked in Concur, when Southwest was called, the name of the Southwest agent who said the reservation could not be modified, and any other pertinent information for each instance. We will need to bring it to our Southwest account manager to rectify.

### **Lodging**

**Would there be any way to change the lodging rates displace to be the full room rate instead of just the nearest whole dollar amount? Many travelers have booked rooms that are \$0.10 over the state rate and must reimburse the department. When they look at the whole dollar amount travelers believe they are booking within the state rate. Can this be changed to include the \$000.00 instead of \$000?**

Please send screenshots of what you are seeing and any other pertinent information to [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov) so we can investigate.

**How often does DGS add hotel properties in Concur if they are not in the system, especially the hotel properties that provide conference rates? How long does it take to add them in Concur?**

Concur pulls information from an online hotel database called a Global Distribution System (GDS). Concur displays every rate that the hotel releases into the GDS. If a hotel is not listed on Concur, they are typically a small independent property. Please send the information about these properties to [Katy.Harlow@dgs.ca.gov](mailto:Katy.Harlow@dgs.ca.gov) and she will work with the hotel(s) to see if subscribing to a GDS is something they would be interested in.

Conference rates cannot be booked through Concur because they are a contracted rate between the property and the facilitators of the event. They must be booked directly through the conference link and are an approved exception to booking through Concur.

**Why are lodging receipts not always available to download from Conferma? There are times we have to ask the employee for the lodging receipt or call the hotel ourselves.**

While Conferma will automatically send a request for the receipt, the hotel doesn't always comply with that request. In those cases, the agency should continue to either call the hotel or get the receipt from their travelers. If those steps are unsuccessful, please notify the Statewide Travel Program and we will intervene.

**We are not getting lodging receipts in SNAP. We are having a difficult time getting the lodging receipts from the hotels. They don't even send them to employees. Any advice?**

Hotels are encouraged to upload the folios, which appear in SNAP, however, they do not always comply with the request. Employees should still always ask for a folio and can upload it via the Conferma mobile app or email it to the agency's Accounting Office. If the hotel will not provide a folio, ask to speak to a manager or contact the hotel's accounting office for further guidance.

**What happens if the employee or the travel Booker forgets to cancel the hotel reservation, and the department got charged with no show fee?**

The process is still the same, only the likelihood of the property refunding the fee decreases.

Q&A for Quarterly Travel Coordinator Meeting  
08/01/2024

**The hotels are not uploading the receipts into SNAP. Only a very low number of receipts are uploaded via SNAP by the hotels. Will DGS or CI Azumano be working with hotels to improve this low number?**

We are working towards a solution for this.

**Concur is not sending the credit card authorization forms to the hotel. Our staff are getting forms from the hotels and completing them themselves. Can you please clarify this?**

Concur is sending the Conferma authorization form. However, some hotels require their own authorization forms too. CI Azumano is proactively notifying travelers if this occurs. Otherwise, upon check-in, the hotel will require the traveler to complete their own authorization form. We are working with hotels to remove this requirement; however, every hotel is different.

**We are running into issues with some hotels. They are requiring credit card authorization forms to be sent 72 hours prior to check-in and will not make any exceptions. We've spent hours at a time dealing with these hotels. Our travelers are frustrated as the hotel charges their credit card and will not charge the department. What can we do in this case, especially when the traveler had to book a last-minute trip and it was less than 72hrs already?**

The system sends out the credit card authorization form twice. The first communication goes out at the time of booking. The second communication gets sent out on the day of check in. To verify the communication that was sent to the hotel, you will need to visit the SNAP reporting tool and you can view this information under the "Hotel Communication" section.

**Can we remove properties that are difficult to work with? For example, we had an issue obtaining a hotel receipt from a Sure Stay hotel. Both the employee and staff made multiple attempts to obtain the receipt to no avail. We contacted DGS for assistance and the specialist encountered the same issue.**

Q&A for Quarterly Travel Coordinator Meeting  
08/01/2024

We cannot remove a property because it is uncooperative with folios. In your situation, we escalated the situation to our corporate representative who will be working to reeducate their brands.

### **Car Rentals**

#### **Who do we contact when a National Rental Car location charges the incorrect rate?**

National is owned by Enterprise; so, you should contact [TSS\\_StateofCA@ehi.com](mailto:TSS_StateofCA@ehi.com) if you discover any issues or discrepancies related to rental billing.

#### **If an employee books an EV but Enterprise doesn't have it, shouldn't the employee/department be charged the contracted rate for Compact/Intermediate car if that is what the employee receives as an alternative (instead of dept being charged the EV rate)?**

Yes, they should. If you encounter any issues, please email us and we will escalate to Enterprise.

#### **How would we know if any refund for refueling will be mailed to us?**

This will be communicated once the audit is completed.

#### **How would the charge for a ZEV recharge be listed on the Enterprise invoice?**

There are no fees associated with a rental branch recharging an EV. If you find or have found "recharging" fees on your monthly billing statement, please dispute those charges with Enterprise by using the dispute form from our website (under the Car Rental Resources page) and send the dispute to [TSS\\_StateofCA@ehi.com](mailto:TSS_StateofCA@ehi.com). The only EV charges an agency should be paying are the out-of-pocket recharging costs an employee pays for if they must recharge the vehicle during the trip.

#### **We did not receive June's Enterprise statement--who do we email to receive a copy?**

Please email Enterprise at [TSS\\_StateofCA@ehi.com](mailto:TSS_StateofCA@ehi.com).



**If an electric car is not available will the traveler be notified on time to change from an intermediate car?**

The traveler will know if an electric car was reserved because it will indicate on their itinerary. If they arrive to the branch and an electric vehicle isn't available for whatever reason, they will receive an intermediate vehicle.

**Travel Policy and Compliance**

**An employee is relocating. We noticed that 1 guest was included in addition to the employee. Would we be allowed to cover the costs?**

STP does not manage policy related to reimbursements. Please refer to the CalHR Manual and contact CalHR with further questions: [travelmanager@calhr.ca.gov](mailto:travelmanager@calhr.ca.gov).

**We have a traveler that got stuck in the sand. We called the Tow Truck and due to the location of his site visit, the Towing company came from afar. The bill is at \$450, can you please provide a justification that they can or they cannot be reimbursed as such. Or how should we proceed. This was a rental car.**

This is a question that should be posed to [travelmanager@calhr.ca.gov](mailto:travelmanager@calhr.ca.gov) since it is related to travel reimbursements.

**Will priority pickup for rideshares be reimbursed?**

STP does not manage policy related to reimbursements. Please refer to the CalHR Manual and reach out to CalHR with further questions: [travelmanager@calhr.ca.gov](mailto:travelmanager@calhr.ca.gov). In general, it is always best to avoid booking rides that incur extra fees.

**Do we need to set up a ride share account for our department travelers that use Uber/Lyft? Or are employees authorized to use their personal account for Uber/Lyft for state businesses?**

A business account with Uber is optional. Employees can use their personal account for approved business rides and seek reimbursement.

Q&A for Quarterly Travel Coordinator Meeting  
08/01/2024

**I have recently seen charges on Uber for reservation and booking fees, totaling almost \$40, plus some additional taxes and fees. The trip fare amount was only \$20, but the total Uber cost was \$75. Don't these fees seem excessive, are they all reimbursable to the EE?**

STP does not manage policy related to reimbursements. Please refer to the CalHR Manual and reach out to CalHR with further questions: [travelmanager@calhr.ca.gov](mailto:travelmanager@calhr.ca.gov). In general, it is always best to avoid booking rides that incur non-mandatory fees.

**Are Uber booking fees reimbursable?**

STP does not manage policy related to reimbursements. Please refer to the CalHR Manual and reach out to CalHR with further questions: [travelmanager@calhr.ca.gov](mailto:travelmanager@calhr.ca.gov). In general, it is always best to avoid booking rides that incur non-mandatory fees.

**What report will the Deputy Directors get?**

A semi-annual report of airfare policy violations for the agency during the period of Jan-June 2024.