

Town Hall: Virtual Card Numbers

STATEWIDE TRAVEL PROGRAM

SEPTEMBER 10, 2024



**15-minute presentation on
Virtual Card Numbers
(VCN)**



15-minute Q&A session



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



**Please keep yourself on
mute**

Housekeeping

Agenda

Credit Card Authorization Forms

Communication and Hotel Acceptance

Virtual Card Declines and Disputes

Hotel Receipt Management

Training and Resources

Questions and Answers (Q&A)

Credit Card Authorization Forms

- While the majority of hotels accept the Conferma credit card authorization form, some hotels still require their own credit card authorization form to be filled out. Although we hope that eventually all hotels will accept the Conferma virtual card program, at this time, they do not.

Credit Card Authorization Forms Cont.

CI AZUMANO

- CI Azumano is proactively reaching out to travelers and Travel Coordinators if a hotel requires their own credit card authorization form (in addition to the Conferma authorization form).

TRAVEL COORDINATOR(S)

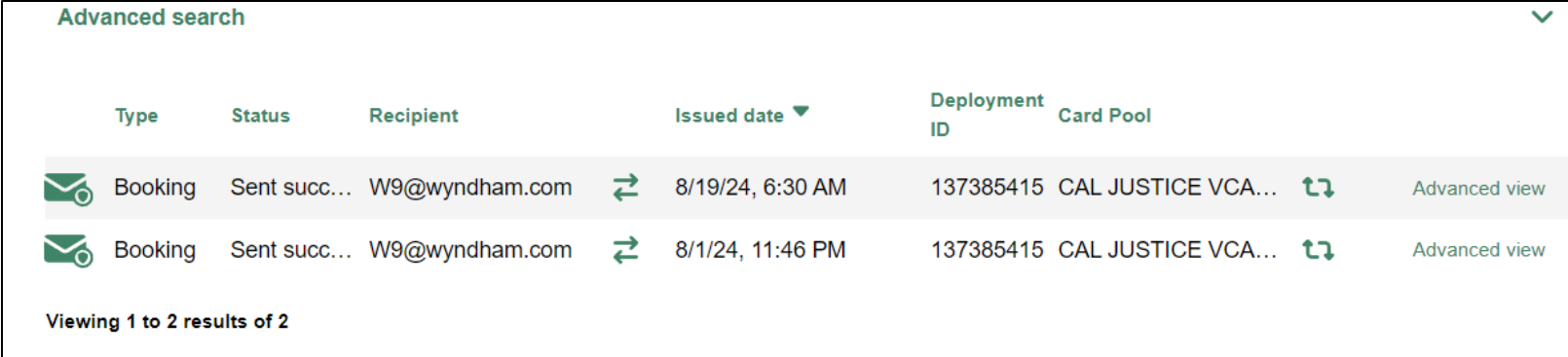
- If this email is received, Travel Coordinators are expected to assist their travelers with obtaining the 16-digit virtual card number via Conferma Pay to complete the hotel's own authorization form.
- If the full virtual card details are not obtained prior to check-out, the traveler will be required to use their personal credit card.

TRAVELER

- Although not required, travelers are encouraged to download the Conferma Pay mobile app to streamline the check-in and check-out experience.
- On the day of check-in, the traveler can view the full virtual card details and resend the Conferma authorization form within the Conferma Pay mobile app.

Credit Card Authorization Forms Communication

- Concur will send the Conferma credit card authorization form to the hotel (via email or fax) two different times:
 - The initial communication will be sent to the hotel when the hotel reservation is completed. *
 - The second communication will be sent to the hotel at the time of check-in. **



Advanced search

Type	Status	Recipient	Issued date	Deployment ID	Card Pool		
Booking	Sent succ...	W9@wyndham.com	8/19/24, 6:30 AM	137385415	CAL JUSTICE VCA...	↻	Advanced view
Booking	Sent succ...	W9@wyndham.com	8/1/24, 11:46 PM	137385415	CAL JUSTICE VCA...	↻	Advanced view

Viewing 1 to 2 results of 2

**

*

Image from Conferma SNAP Tool

Steps to Locate Virtual Card Numbers

- Locate the hotel reservation within the **Deployment** tab in the Conferma SNAP tool.
- Click "**Options**" then "**View in Conferma Online**".

DEPLOYMENTS - 122428887 Options ▾

— Deployment Details

Deployment Name:	Test	Reference:	34cbd2de
Amount:	10.00 USD	Last 4 Digits:	**** * **** * **** *
Deployment Date:	2/9/2024	Status:	● Card Deployment Failed
Start Date:	2/9/2024	End Date:	2/10/2024
Card Pool:	CAL RC EMERGENCY MGMT VCA HOTEL	Card Provider:	US Bank
Created By:	ciaz-matt	Last Updated By:	ciaz-matt
Supplier:	Test	Supplier Reference:	Not Set
Platform:	Conferma Online		
Traveller:	Test Test		

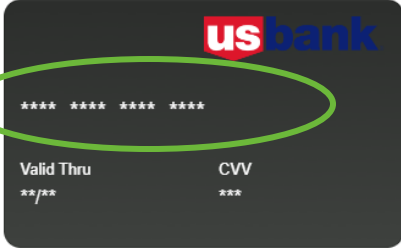
- + Create New Invoice
- ⊘ Block Invoices
- 📄 Invoice Not Required
- 👁️ View In Conferma Online

Card Information

- This page will show the full 16-digit virtual card number and will allow you to resend the credit card authorization form to another email or fax.
- “Copy Card” Feature: This feature will allow you to reissue another virtual card with the same exact detail of the current deployment you are viewing.

Card deployment 122428887

[More ...](#)



Valid Thru CVV
/ ***

Deployment amount
10.00 USD

Payment details

Status	Reference
Failed	34cbd2de

Deployed by:	Matthew Boy
Platform:	Conferma On
Card Pool:	■ CAL RC EI
Charge date:	2/9/24 - 2/10
Supplier name:	Test
Deployment amount:	10.00 USD

[Add DeploymentID to PNR](#)

- Card activity**
View history of authorisations
- Action history**
View user deployment actions
- Communication history**
Payment and workflow communications
- Documents**
View attached documents
- Card Pool settings**
Card Pool details and tolerance settings
- Deployment history**
View history of modifications
- SNAP (122428887)**
Jump to SNAP
- Copy card**
Create copy of selected deployment

Resend Payment Communication

- Go to “View in Conferma Online” and scroll down to “Send Payment Communication”
- Type in a new email or fax in the “Recipient Email or Fax Number” field
- Toggle “Override Preferred Routing”
- Click “Submit”
- You can view the communication history by clicking on “View History in Communications Hub”

DEPLOYMENTS - 122428887

Options

— Deployment Details

Deployment Name:	Test	Reference:	34cbd2de
Amount:	10.00 USD	Last 4 Digits:	**** * *
Deployment Date:	2/9/2024	Status:	● Card Deployment Failed
Start Date:	2/9/2024	End Date:	2/10/2024
Card Pool:	CAL RC EMERGENCY MGMT VCA HOTEL	Card Provider:	US Bank
Created By:	ciaz-matt	Last Updated By:	ciaz-matt
Supplier:	Test	Supplier Reference:	Not Set
Platform:	Conferma Online		
Traveller:	Test Test		

+ Create New Invoice

🔒 Block Invoices

📄 Invoice Not Required

👁 View In Conferma Online

Send payment communication

Hotel confirmation reference : 93622281

Recipient email or fax number:

Type:

Notification email address:


Override preferred routing: ?

Update supplier contact: ?

[View history in Communications Hub](#)

Hotel Acceptance

Hotels that we know do not accept virtual cards or require their own credit card authorization form will be indicated in Concur with an important message (as shown in the screenshot below). Travelers should avoid using virtual cards at these hotels to prevent potential issues at check-in.



39. Embassy Suites Anaheim South
11767 Harbor Blvd, Garden Grove, CA 92840 [Map it](#)

📍 3.13 miles ★★☆☆☆

\$169

[Hide Rooms](#)

[Hotel details](#)

**Important Note: If your agency participates in the virtual card program, this property does not accept virtual cards. If you choose to proceed with the hotel reservation, you will be required to provide a personal form of payment for the room rate/tax/fees upon check-in, and then seek reimbursement from your agency.*

Image from Concur Online Booking Tool

Virtual Card Declines and Disputes

- If a virtual card declines, Travel Coordinators will need to contact U.S. Bank to investigate the decline, or they can access the decline information directly in Access Online.
 - CPSPublicSectorClientServices@usbank.com (up to 24-hour response time) or immediate assistance by phone at 877-846-9302, option 3 (5 AM to 5 PM PST)
- To learn more about how to investigate card declines, view a quick reference guide [here](#).
- To learn more about U.S. Bank Access Online, check out our training resources page [here](#).
- To submit a dispute (after attempting to contact the merchant to resolve the issue), reach out to U.S. Bank Client Services at 877-846-9302, option 3 (5 AM to 5 PM PST).

Hotel Receipt Management in Conferma SNAP

- The “Documents” section within Conferma SNAP can be used to search and view receipts that have been sent by the hotels or manually uploaded.
- Conferma uses specially designed technology that allows hotels to send documents to a unique email address, enabling the system to automatically attach the document (hotel receipt) to the corresponding deployment within Conferma SNAP.
- The system will send reminders to hotels for 14 days until the hotel submits the receipt. After 14 days, the system will stop sending reminders to the hotel, and it becomes the agency’s responsibility to reach out to the hotel and/or the traveler for the receipt.
- If a hotel refuses to provide a receipt, contact STP for assistance. STP staff will do their best to obtain the receipt.

Training and Resources

The screenshot shows the Statewide Travel Program website. The header includes the CA.gov logo, social media share icons, and a search bar. The main navigation menu is highlighted on the 'RESOURCES' tab. The breadcrumb trail reads: HOME > OFFICE OF FLEET AND ASSET MANAGEMENT > STATEWIDE TRAVEL PROGRAM > RESOURCES > VIRTUAL PAYMENT AND VIRTUAL CARD NUMBER VCN RESOURCES. The main heading is 'Virtual Payment and Virtual Card Number (VCN)'. Below it, a sub-heading reads: 'Government employee resources on virtual payments or VCN for direct billing hotel reservations through the Statewide Travel Program.' A 'CONTACT' sidebar on the left provides the address: 1700 National Drive, Sacramento, CA 95834. The main content area includes a section titled 'About Virtual Payments and Virtual Card Numbers:' which explains that VCN accounts are provided through the Travel Payment Services contract and that they allow for direct-billing of hotels and rental cars. It also mentions that the state can now bill the highest cost components of a trip directly, reducing the financial burden on travelers. A final sentence states: 'STP's phased implementation of VCNs for all state agencies and departments is expected to be'.

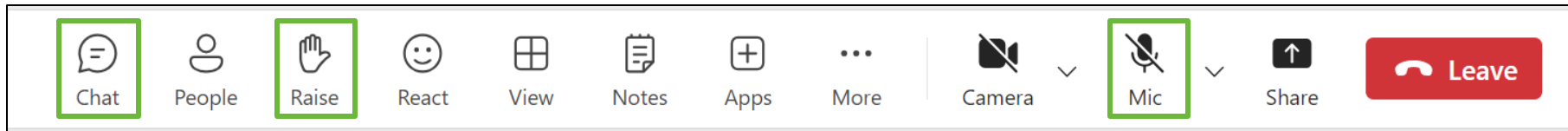
[Virtual Payment and Virtual Card Number Resources](#)

The screenshot shows the Statewide Travel Program website's 'Frequently Asked Questions' page. The header includes the CA.gov logo, social media share icons, and a search bar. The main navigation menu is highlighted on the 'RESOURCES' tab. The breadcrumb trail reads: HOME > OFFICE OF FLEET AND ASSET MANAGEMENT > STATEWIDE TRAVEL PROGRAM > RESOURCES > STATEWIDE TRAVEL PROGRAM FREQUENTLY ASKED QUESTIONS. The main heading is 'Frequently Asked Questions'. Below it, a sub-heading reads: 'Answers to questions frequently asked of the Statewide Travel Program, organized by topic.' A 'CONTACT' sidebar on the left provides the address: 1700 National Drive, Sacramento, CA 95834, and the email: StatewideTravelProgram@dgs.ca.gov. The main content area includes a section titled 'Below is a compilation of STP's most frequently asked questions.' and a 'TOPICS' section with three expandable items: 'INTRODUCTION', 'LODGING', and 'VIRTUAL PAYMENT AND VIRTUAL CARD NUMBERS'. The 'VIRTUAL PAYMENT AND VIRTUAL CARD NUMBERS' item is currently expanded.

[Statewide Travel Program Frequently Asked Questions](#)

Q&A

If you have a question, feel free to type it into the chat or "raise your hand" to ask your question. Please do not unmute yourself until we have called your name.



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

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