iBank – Frequently Asked Questions

UPDATED APRIL 14, 2025

Contents

Reports

1. **Can I generate an 'Unused Ticket' report to display any changes and the remaining balance?**
   a) 'Unused Ticket' reports will be emailed to authorized users monthly on the 18^{th}. The report will include data from the 18^{th} of the prior month to the 17^{th} of the current month.

2. **Is the 'Unused Ticket' report generated from a different system?**
   a) The 'Unused Ticket' report and 'Unused Expired Ticket' report are emailed to authorized users monthly from CI Azumano's internal reporting system.

3. **Will we receive a detailed report of the CI Azumano fees?**
   a) Each agency will receive a detailed service fee report on the first week of each month.

4. **How long will the reports remain in the system?**
   a) If you are attempting to download the report from the email link you received, the link is valid for 30 days. If the link has expired, you can re-run the report in the iBank portal. Reports will remain in the system indefinitely.

5. **We used to receive the 'Travel Activity' report monthly. Will we continue to receive the same report, or we will have to run the report ourselves?**
   a) Each agency will continue to receive the same 'Travel Activity' reports via email on the first week of the month.

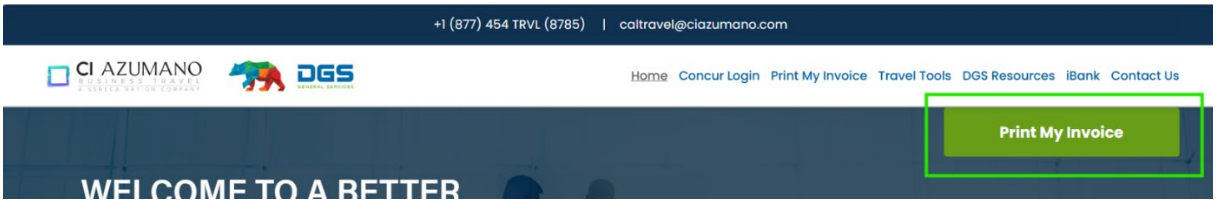
6. **Where can I find the lodging report in iBank?**
   a) Lodging reports can be found by searching for 'hotel' in the search bar.
      i) We currently have 10 standard reports for hotel stays.
      ii) We currently have 2 'Saved Filter' reports for hotel stays.

7. **Is the folio information included in the lodging report?**
   a) Hotel folio information is not available through the iBank reporting tool. iBank only records the booked information for hotel reservations. Folios for virtual card reservations must be retrieved through Conferma's online tool, SNAP.

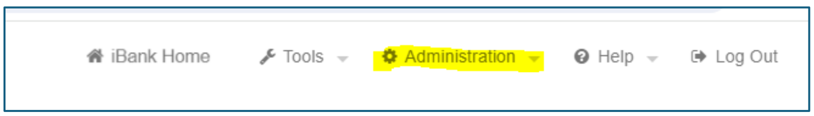
8. **Where can I find the index of airline abbreviations?**
   a) Airline abbreviations can be found using the filter functionality.

9. **Which report displays individual invoices?**
   a) You can find individual invoices using the 'Print My Invoice' feature on the Statewide Travel Program website or on CI Azumano's website.

10. **When will the 'Print My Invoice' feature be available?**
    a) The 'Print My Invoice' feature is already accessible through the Statewide Travel Program website or on [CI Azumano's website].



11. **How do I retrieve account information if needed?**
    a) The account information can be found under 'Administration' > 'User Settings' in the top right-hand corner of the iBank menu.



12. **How do I request a customized report?**
    a) A customized report can be requested by sending an email to CaReports@ciazumano.com with detailed requirements.

13. **How do I add additional fields on a report?**
    a) Since reports are standardized across all agencies, please send an email to StatewideTravelProgram@dgs.ca.gov for approval.

14. **What is the lead time for a customized report request?**
    a) The lead time for development requests depends on the volume of requests received for the State of California. CI Azumano has a dedicated person assigned to the State of California account.

15. **Is a ticket number or confirmation number on the 'Air Activity' report?**
    a) The ticket number can be found in the 'Air Activity' report, while the confirmation number is available in both the 'Hotel' and 'Car Activity' reports.

16. **Will I have access to the car rental details, such as Enterprise?**
    a) Yes, car rental details will be available in the 'Car' activity report.

17. **Which report can be used for credit card reconciliation?**
    a) The custom-created 'Credit Card Detail' report is located under the 'Saved Filters' tab in iBank and can be used to obtain this information.
    b) Additionally, the 'Transaction Analysis by Credit Card' report, located in the 'Standard Reports' tab, can also be used.

18. **Will the reports have accounting codes?**
    a) The accounting code is designated as a required field and will be captured in a sort field. Use the iBank filters to add the accounting codes.

19. **Will DGS also provide a monthly cost report or just via iBank?**
    a) Monthly cost reports will be emailed to each agency on the first week of the month, covering transactions processed from the 26th of the month to the 25th of the month. For example, the report that comes in the first week of March would have transactions from January 26- February 25.
    b) Agencies also have the option to run reports in iBank at any time, if needed.

20. **Is the 'Transaction Analysis by Credit Card' report provided by iBank or DGS?**
    a) The 'Transaction Analysis by Credit Card' report is in iBank under the 'Standard Reports' section.

21. **Does iBank have a combined 'Air, Car, and Hotel' in a single report?**
    a) A combined report for air, car, and hotel activities is currently unavailable; however, it can be custom created upon approval by DGS.

22. **What is the fee for utilizing the report function?**
    a) CI Azumano does not charge any fees to State of California for utilizing iBank.

23. **Are there any changes from Grasp when logging in to Concur?**
    a) Grasp will not be used anymore. iBank is the reporting tool that replaces Grasp.

24. **It was mentioned that Unused Ticket Credits (UTCs) will be visible to the travelers so they can apply it to a future trip with CI Azumano. Can you please validate this?**
    a) Yes, any valid UTCs will automatically apply to the traveler's upcoming air reservation. UTCs are visible in the traveler's Concur profile, on the Concur home page, and within the airline matrix (located in the airfare search results). The UTC report will be emailed to agency Travel Coordinators on the 18th of each month, containing all UTCs from the 18th of the prior month to the 17th of the current month.

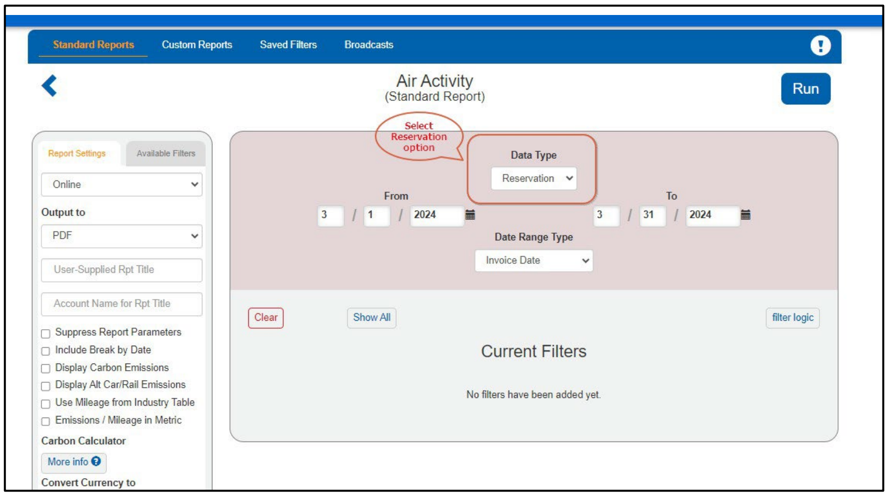
25. **Where can rail travel data be found?**
    a) Rail travel data is included in the 'Air Activity' report. Additionally, iBank features a 'Rail Activity' report, which can be found under the 'Standard Reports' tab.

26. **On the activity detail reports, are the dates by statement or time of booking?**
    a) All reports are generated using the invoice date by default.

27. **Does iBank Reporting show canceled ticket data?**
    a) iBank Reporting does not currently include data on canceled tickets.

28. **Does the report show the project, activity and reporting structure (coding)?**
   a) Yes, each agency has been configured with the appropriate project, activities, and reporting structure (sort fields) as provided to CI Azumano Travel. See question 18.

29. **Is there a report that shows what is reserved but not ticketed?**
   a) The 'Air Activity' report can be generated based on reservation data.



30. **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:
      i) Booked Date
      ii) Invoice Number
      iii) Trip Start Date
      iv) Record Locator (known as PNR)

31. **Is itinerary data available in iBank?**
   a) Currently, itinerary data is not available in iBank.

32. **While filtering the data on a report, is correct spelling of a word required?**
   a) Yes, when filtering data, users must input valid values as filter parameters. Incorrect spelling will result in an invalid result and/or information.

33. **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. The back office will provide bookings that were ticketed/invoiced, and reservation data will also provide bookings that have not been ticketed/invoiced. If you need assistance running this report, please contact Careports@ciazumano.com.

34. **Can we locate VCN for lodging transactions in iBank? Or is that only available in SNAP?**
   a) iBank does not have VCN information for lodging transactions. It can be found in Conferma's online tool, SNAP.

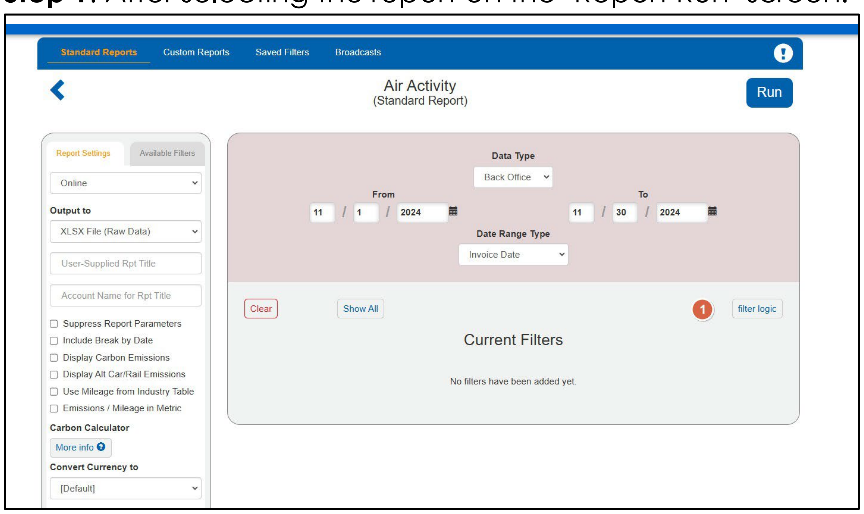
35. **How do I run a report for online bookings only?**
   a) Using the filter 'Booking Agent,' 'Equals CONCUR' will display all bookings made online.

36. **While generating any report, which reports should be used?**
   a) **Saved Filter Reports**: Use these reports for all reporting needs.
   b) **Standard Reports**: These reports are the second-best option for all reporting needs.

37. **Does the 'Car' and/or 'Hotel Activity' report only show the reservation costs and not the final costs?**
   a) The 'Car' and/or 'Hotel' reports will display reservation costs based on the time of reservation (booked data). These are solely cost estimates that do not include taxes and/or fees. Additional expenses charged at checkout, such as tax, room service fees, and parking charges, will not be included in the Car and/or Hotel Activity reports.

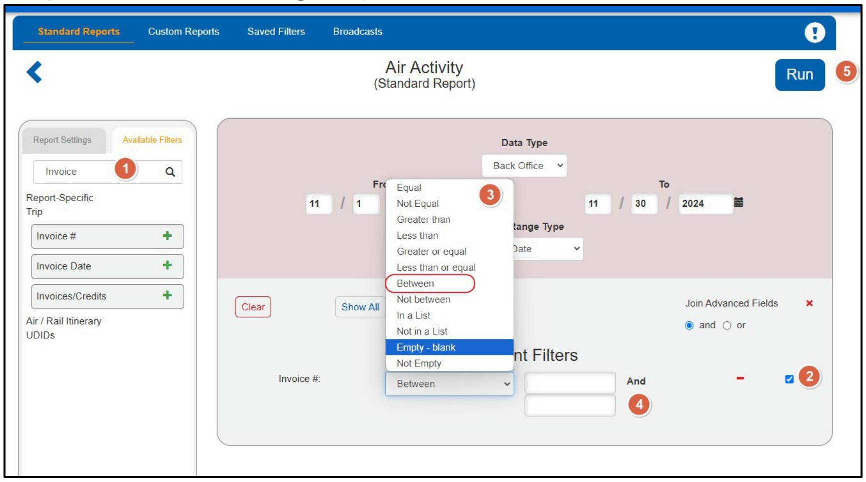
38. **Can you search by a range instead of specific data?**
   a) The following screenshot shows how to search by range.

Step 1: After selecting the report on the 'Report Run' screen.



   i) Click on 'Filter Logic.'

Step 2: Take Following Steps



Select ‘Filter.’

- Click on ‘Check Box.’
- Choose ‘Between’ from the dropdown.
- Insert ‘Range Values.’
- Click on ‘Run Report.’

39. Can we search in iBank using invoice numbers?

a) Yes, data can be filtered by ‘Invoice Number.’

i) Go to the ‘Available Filters’ tab.

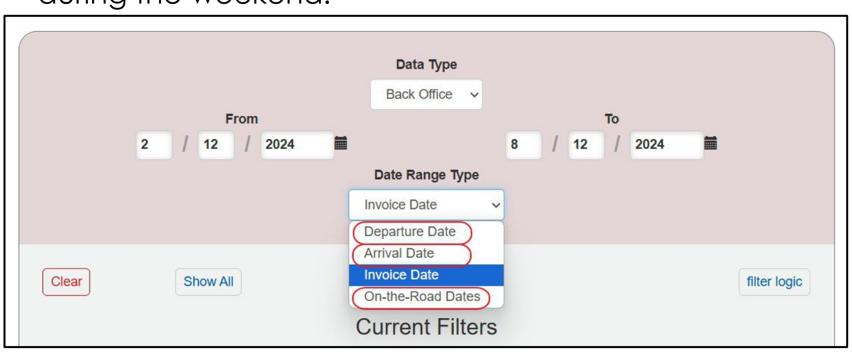
ii) Search for ‘Invoice #.’

iii) Add ‘Invoice #’ filter option.

iv) Run the report.

40. Is there a report that shows travel that occurred during the weekend?

a) Users can run an iBank report using filters such as ‘Departure Date,’ ‘Arrival Date,’ or ‘On-the-Road Dates’ to search for travel that occurred during the weekend.



41. What information is listed in hotel and/or car booking(s)?

a) Hotel and/or car booking information is on the report as follows:

i) Hotel and car bookings will show the rate at the time of booking.

ii) Hotel and car bookings will not show taxes and/or other service fee(s) included at the time of booking.

iii) Hotel and car bookings will not show any miscellaneous charges occurred during the stay or rental period.

42. What report is best to run for the credit card details?

a) Agencies can run the ‘Credit Card Detail V2’ report in the saved filter tab to obtain credit card details.

   i) The report will have the last four digits of the credit card number.

43. What is ‘Invoice Date?’

a) ‘Invoice Date’ is the date the ticket and/or reservation was issued.

44. When does the posting occur with the credit card?

a) Generally, credit card posting occurs a few days after the ticket is issued.

45. When a traveler changes to a flight with a higher cost, which report 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.

Accounts

1. **Who has iBank reporting portal access?**
    a) Statewide Travel Program provides CI Azumano with a list of authorized iBank users for the respective agency.

2. **How long does it take to get a login assigned for an existing agency?**
    a) iBank access is created within 24 hours of receiving an approval email from the StatewideTravelProgram@dgs.ca.gov.

3. **I did not receive my iBank login or an account email.**
    a) Please send your request to Careports@ciazumano.com and CI Azumano will resend your iBank login information, if you are an authorized user.

4. **When will users receive their iBank login for a new agency?**
    a) Approved attendees will receive an email prior to the meeting with their login information, including a training guide and FAQ document.
    b) If an attendee has not received the login information, they may not be on the DGS-provided user list. In such cases, please send a request to StatewideTravelProgram@dgs.ca.gov for approval.

5. **If users are having issues using iBank, whom do we contact?**
    a) Please send an email to CaReports@ciazumano.com. A representative will reach out to resolve any user issues.

6. **My agency is going live with the Statewide Travel Program, when will I have iBank access?**
    a) CI Azumano grants access to all authorized iBank users before agencies go live. Please note, there will be no reportable data in iBank until your agency goes live and has started making reservations.

7. **How many staff members can have iBank access per department?**
    a) There is no limit to how many staff members can have access to iBank.

Support

1. **How to I receive support for iBank ?**
   a. Send an email to CaReports@ciazumano.com for iBank support.

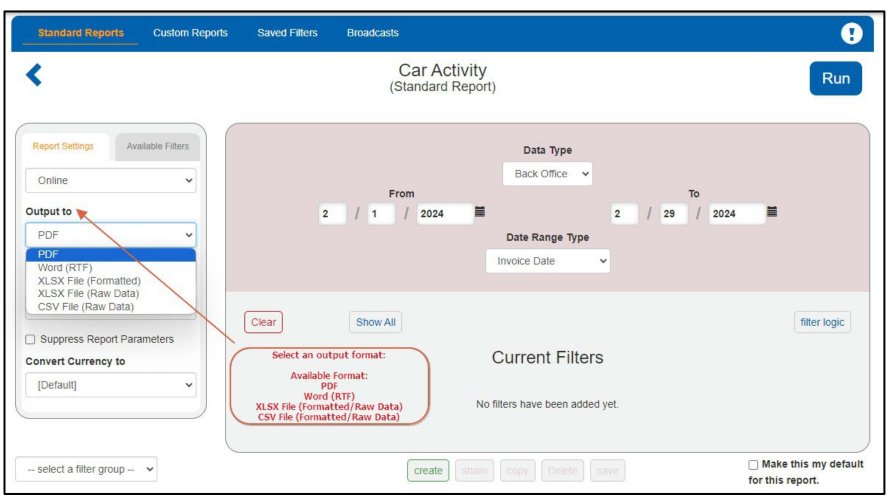
2. **Is there a CI Azumano contact person for each department?**
   a. CI Azumano has a dedicated individual for the State of California account. This person will be helping all agencies with their reporting needs.

3. **What if I am unable to see any custom/filter reports?**
   a. Custom or filter report access is granted by CI Azumano. Please send an email to CaReports@ciazumano.com to request access for custom/filter reports.

4. **Does iBank require Two Factor Authentication?**
   a. No, iBank currently does not have Two Factor Authentication.

5. **What is 'Break 1,' 'Break 2,' etc.?**
   a. Breaks are used to group records in a report in a way that has meaning and relevance to the agency user.

6. **How do I run reports in different formats, i.e., Excel, CSV or PDF?**
   a. You may apply any filters required when exporting them to different formats.



7. **How do we get into the VCN Program?**
   a. Contact StatewideTravelProgram@dgs.ca.gov for assistance.

Miscellaneous

1. **How can I access Concur?**
   a. Please visit https://caltravel.ciazumano.com/ to access the link to Concur.

2. **How do I obtain a copy of the live iBank training?**
   a. Training videos can be obtained by opening the links below:
      i. February 29, 2024, 11AM - 12PM
      ii. March 28, 2024, 11AM - 12PM
      iii. April 25, 2024, 11AM - 12PM
      iv. December 11, 2024, 9AM – 10AM
      v. March 20, 2025, 11AM to 12 PM

3. **How much history will be retained in iBank?**
   a. iBank will have data from inception (go live) date.

4. **What is data type 'Back Office?'**
   a. The 'Back Office' option will filter data for bookings that have been invoiced or ticketed.

5. **How do I stop e-mail reports from being blocked?**
   a. Each agency must contact its internal IT department and request to whitelist CI Azumano emails.