

<b>HUMAN RESOURCES MEMORANDUM 24-005</b>		DATE ISSUED: 2/23/2024
SUBJECT: <b>TRAVEL PROCEDURES AND EXPECTATIONS</b>		REFERENCE: See Reference Section
TO: All Department of General Services (DGS) Employees		SUPERCEDES: N/A

**PLEASE ENSURE THAT THIS INFORMATION IS SHARED WITH YOUR EMPLOYEES**

**Purpose**

The purpose of this Memorandum is to advise DGS employees travelling on state business, travel approvers, travel arrangers, and travel coordinators of the departmental travel expectations and procedures.

This Travel and Reimbursement Procedure is in accordance with all state Bargaining Unit Contracts and Memorandums of Understanding (MOU), State Administrative Manual (SAM) policies, and California Department of Human Resources (CalHR) policies within the online Human Resources (HR) Manual. If any of the information herein conflicts with the most recent provisions set forth by the bargaining contract or Government Code sections, or CalHR's current policies as outlined in the online HR Manual cited above, then those provisions will supersede this procedure. DGS employees or users of this directive are responsible for ensuring they have the most current version and information therein.

**Definitions**

*Approver:* The traveling employee's immediate supervisor or a designated individual authorized to approve travel reservations and/or reimbursements. An approver shall not be the travel coordinator and must serve in a supervisor or managerial role.

*Headquarters:* An employee's work headquarters is consistent with the location/county specified in the job posting approved by the Office of Human Resources (OHR) by which the employee was hired. Supervisors are not authorized to make headquarters changes.

*Travelers:* Employees, committee members, and all who travel on behalf of DGS for official state business.

*Travel Arranger:* A person authorized to make travel arrangements on behalf of a Traveler.

## Procedure

All travel shall be performed in the most economical and efficient manner that meets the state's business needs. DGS employees authorized to travel for official state business must adhere to the following general guidelines and requirements, regardless of funding source or trip sponsorship.

## Costs

Allowable costs for transportation expenses will be based on the method of transportation that is in the best interest of the state, considering both direct expenses and the employee's time.

For travel that is not the most economical and/or not in the best interest of the state, the traveler must prepare and submit a justification and cost comparison with the Travel Expense Claim (TEC). The traveler will only be reimbursed for the least costly method.

Exceptions may apply for travelers who require reasonable accommodation. Employees are encouraged to complete a Request for Reasonable Accommodation (DGS OHR 1) and submit it to: [ReasonableAccommodation@dgs.ca.gov](mailto:ReasonableAccommodation@dgs.ca.gov). Requests can also be made verbally or in writing to your supervisor. For additional information, please visit DGS website, OHR, reasonable accommodation page [Reasonable Accommodation \(ca.gov\)](#).

### **Authorized Online Booking Tool Account:**

DGS employees must be approved by their direct supervisor for an account to access the online booking tool (currently, Concur). Requests are only accepted via the DGS ServiceNow portal. After the employee submits the request, their supervisor will receive an email to approve or deny account access. Once approved, the Statewide Travel Program (STP) will receive an alert to create the online booking tool account and subsequently alert the employee when their online booking tool account is ready. Employees must provide the following information to submit the request:

- FI\$Cal Reporting Structure number. Please contact your Travel Coordinator if you need assistance locating this information.
- Full legal name (as it appears on the identification being used at the airport).

### **Travel Booking Method and Pre-Trip Approvals by Supervisor/Manager:**

Pursuant to [State Administrative Manual \(SAM\) Section 4117](#), all business travel except for hotel rooms with negotiated rates for conferences must be booked through STP. Comprehensive travel services are offered via STP's authorized online booking tool, which is the primary means for booking travel. Call-in service is also available through the state's contracted travel agency.

For travel arrangements made on or after March 1, 2024, traveler's must receive prior (pre-trip) approval for all travel from their approver before making travel arrangements in the authorized online booking tool or with the state's contracted

travel agency. Separate communication and instructions for end users will be provided to travelers and approvers by the Office of Fleet Asset Management (OFAM). For reservations booked via the authorized online booking tool, the traveler's approver will automatically receive a system-generated email to review and approve the travel reservation. For agent-assisted reservations, the agent will email the traveler's approver to obtain approval before the travel is booked/ticketed.

**Travel Related Loyalty/Reward Programs:**

Travelers may retain frequent flyer miles and points when traveling on official state business; however, participation in these programs must not result in any of the following:

- Booking a higher cost flight or class of service.
- Booking a flight outside of the authorized online booking tool.
- Using a non-preferred, non-contracted provider in lieu of available preferred or contracted providers.
- Incurring any incremental costs beyond the lowest fares.

**Air/Rail Travel Reservation/Cancellation:**

Pursuant to SAM Section 4117.1 and in accordance with the California Code of Regulations [Section 599.628](#), state agencies and employees must follow airfare purchasing and use requirements which ensure that state employees traveling by air on official state business are using the most economical fares possible. Travelers must reserve airfares that are non-refundable.

Domestic airfare(s) must be booked at least seven days prior to the anticipated travel date(s), and international airfare(s) must be booked at least 30 days prior to the anticipated travel date(s).

Travelers must use the state's contracted air carrier(s) unless seats or flights are not available in an approved fare class (coach) to accomplish the purpose of the travel. Information on the state's contracted air carriers, along with other air travel resources, can be found on the [STP website](#).

Travelers must provide justification during the reservation process by selecting appropriate reason code(s) in the online booking tool or during a telephonic reservation request for any of the following airfare reservations:

- Use of any non-contracted carrier.
- Use of any refundable airfare.
- Use of any airfare that is not reserved within seven days from travel date for domestic travel, or 30 days for international travel.

Any upgrades added to a business flight will be at the employee's personal expense and are not reimbursable. Examples of non-reimbursable upgrades that must be charged to a personal credit card after the business reservation is booked include, but are not limited to, Business Select, First Class, Business Class, Premium Economy Class, Early-Bird Check-In/Pre-Boarding, CLEAR, or TSA PreCheck.

DGS employees must choose the most economical options (air, lodging, car rental, etc.) that meets their business needs when making travel arrangements internationally. Preferential or other luxury upgrades are not reimbursable.

Travelers may accept denied boarding compensation in situations where a flight is oversold, or the employee is 'bumped' from the flight for reasons beyond the employee's control. The disruption must not impact business effectiveness or incur additional costs to the state.

Travelers will be reimbursed for extra seat charges imposed on employees that cannot be accommodated in a single cabin seat in coach class.

Travelers may be reimbursed for reasonable baggage fees imposed and required by the carrier.

Travelers may be able to change their return flight if an earlier flight constitutes quantifiable monetary savings, i.e., staff time and reimbursable costs such as meals or incidentals. Changes must be pre-approved either verbally or in writing by the employee's travel approver. Flight changes must be made via the online booking tool and/or by calling the state's contracted travel agency.

Coach rail service may be used when necessary and economically practical compared to air or ground transportation. Rail service must be booked through STP via the online booking tool and/or the state's contracted travel agency.

Travelers are responsible for cancelling airline reservations via the online booking tool or by calling the state's contracted travel agency at least ten minutes prior to the departure time. If funds are lost due to the employee failing to cancel the reservation timely, the employee will be responsible for reimbursing the state.

**Airline Unused Ticket Credits:**

When a traveler's non-refundable flight is cancelled, the airfare amount becomes an Unused Ticket Credit (UTC). UTCs must be applied to the traveler's next business flight to utilize the charges previously incurred instead of making new charges.

Prior to a traveler's separation or transfer, managers and travel coordinators or their delegates must contact the Office of Fiscal Services (OFS) for a UTC report to ensure there are no outstanding credits in an employee's account that are the property of the state and seek options for reimbursement of unused funds from the airline.

**Short-term Commercial Car Rental Reservation/Cancellation:**

A short-term rental is defined as a commercial car rental for up to 29 consecutive days. Prior to making a reservation, the short-term commercial car rental must be determined the most economical means of transportation. Other means of transportation such as a state vehicle, transportation network company, bus, shuttle, or rapid transit may be used if that mode of travel is more cost-effective and

practical. Travelers must be 21 years of age or older to rent and shall adhere to the following expectations when using short-term commercial car rentals:

- All travelers must complete the defensive driving training through DGS Pathways and receive a valid completion certificate prior to using short-term commercial car rentals.
- The state's contracted car rental company should be used except in cases when the contracted car rental company is unavailable (i.e., contracted car rental company does not operate in the location where the vehicle is needed).
- Car rental reservations must be booked by using the online booking tool. Complex car rental reservations may be booked through telephone reservations.
- All commercial car rentals must be charged to the Travel Payment Services (TPS) direct bill account to receive the contracted rates, insurance, and other benefits.
- Travelers may book up to an intermediate sedan class of vehicle. If a larger vehicle is needed for business use, a [Short-Term Vehicle Justification Form](#) (DGS OFAM 100) must be completed, and approved prior to the trip and to be included with the TEC. To expedite payment of monthly TPS invoices, a copy must also be submitted immediately after travel to the [DGSTravel@dgs.ca.gov](mailto:DGSTravel@dgs.ca.gov) email inbox.
- Unused reservations must be cancelled as soon as possible via the online booking tool or by calling the state's contracted travel agency.
- Travelers are strongly encouraged to use the most fuel-efficient vehicle for their travel, such as hybrid electric vehicles, plug-in hybrid electric vehicles, and zero emission vehicles.
- DGS employees must not pre-pay for fuel under any circumstances. Travelers are not required to refuel rental vehicles prior to returning to the rental branch. If the employee chooses to refuel the rental vehicle prior to return, an itemized receipt is required for claiming reimbursement via TEC.
- DGS employees may not combine using a rental vehicle for both DGS business and personal business. Before DGS business commences, any personal rental contract must be extinguished. Conversely, once DGS business concludes, the traveler must return the rental vehicle to fulfill the terms of the car rental contract or agreement and extinguish the employee's obligations and liabilities for purposes of state business therein.

Travelers are responsible for anticipating tolls while traveling for business, and for timely toll payments. Tolls are reimbursable up to \$10 without receipt. Late fees assessed after the due date are not reimbursable. Refer to the [ACCT 1007 Travel Reimbursement Procedure](#) for detailed information.

Non-moving violations such as parking tickets and at-fault moving violations incurred while on official state business are not the responsibility of the state and are not reimbursable travel expenses. Travelers are responsible for all non-moving and at-fault moving violations.

### **Long-Term Vehicle Rental Reservation:**

OFAM leases vehicles on a long-term (30 or more consecutive days) basis to travelers conducting official state business. Travelers must adhere to the following expectations

when using long-term vehicle rentals:

- Travelers are required to secure long-term vehicle approvals through the DGS Fleet Asset Management System (FAMS) Unit before making any long-term vehicle rental reservations. Travelers must request a long-term vehicle rental in writing by emailing [DGSTLTL@dgs.ca.gov](mailto:DGSTLTL@dgs.ca.gov). Long-term vehicle reservations may never be reserved via the online booking tool or by calling the state's contracted travel agency.
- FAMS may authorize long-term vehicle rentals through the state's commercial car rental vendor. Refer to the [OFAM website](#) for detailed instructions about long-term commercial rental vehicles. All long-term commercial car rental charges must be charged to the TPS direct bill account to receive the contract rates, insurance, and other contract benefits.

### **Car Rental Insurance:**

When traveling within the 50 U.S. states (including Washington, D.C.), travelers must decline all optional additional insurance. When traveling to United States (U.S.) territories and outside of the U.S., travelers must accept the damage waiver option and may be required to purchase additional insurance coverage in some countries. DGS will reimburse for any coverage required by law for approved rentals outside of the U.S.

### **Private Vehicle Use:**

A private/personal vehicle may be used in lieu of a car rental if it is the most economical method of travel and is in the best interest of the state. When determining whether to use a personal vehicle or rent a vehicle, travelers should utilize the [Trip Optimizer \(enterprise.com\)](#) to ensure the mode of ground transportation selected is the least-costly option and in the best interest of the state. The following policies apply to the use of a personal vehicle for state business:

- Travelers must have advance approval to drive a personal vehicle on state business. Form [STD.261 "Authorization to Use Privately Owned Vehicles on State Business"](#) is the required approval method. All travelers must complete the defensive driving training through DGS Pathways and receive a valid completion certificate prior to using their private vehicle.
- Reimbursement will be issued for mileage expenses within state guidelines per current [CalHR Manual Section 2202 - Mileage Reimbursement](#).
- Mileage reimbursement expenses cover the maintenance and use of the private vehicle, including but not limited to gasoline, upkeep, wear-and-tear, tires, all insurance including liability, collision, and comprehensive coverage, breakdowns, towing, any repairs, and any additional personal expenses that may be incurred by employees because of mechanical breakdown or collision.
- Fuel costs for private vehicles will not be separately reimbursed.

### **Use of Transportation Network Companies:**

Transportation Network Companies (TNCs) provide pre-arranged transportation services for compensation using an online-enabled application or platform to

connect passengers with drivers using a personal vehicle. Lyft and Uber are examples of TNCs. Additionally, DGS Travelers have the option to utilize the Uber for Business (U4B) direct bill option. U4B allows all business-related rideshare charges to be billed directly to DGS, removes the expense burden from DGS travelers and reduces the number of travel expense claims submitted for accounting to reimburse. U4B is the only TNC service available at DGS for direct bill rideshares. Please see the U4B Memorandum for additional information. The following expectations apply to the use of TNCs for official state business:

- Reservations may be made on the TNC's website or through discretionary use of the TNC's proprietary mobile application. NOTE: the choice to use a TNC application on a personal cell phone is voluntary and at the traveler's discretion.
- TNC services may be used for travel for authorized business reasons in lieu of a personal vehicle, rental car, or traditional taxi if deemed the most cost-effective method and in the best interest of the state.
- Travelers with access to the TPS direct bill account for a TNC are required to follow all current and subsequent directives related to said access.
- Travelers are required to add a business reason for taking the ride in the "Expense Memo" field if a TNC ride is direct billed and must include the receipt with their TEC.
  - If the ride occurs while on official travel status and is direct billed, it must be entered into the California Automated Travel Expense Reimbursement System (CalATERS) as a "department paid" expense. If the ride was paid out-of-pocket, it should be entered into CalATERS as "cash."
- Tip reimbursement is only allowed in accordance with [CalHR Manual Section 2203 - Allowances and Travel Reimbursement](#) (see "Tips for Allowable Transportation Expenses").
- Travelers must use the lowest cost ride/car class available:
  - Acceptable classes are UberX, UberX Share, Lyft Standard or Lyft Wait & Save.
  - Uber Green and Lyft Green are acceptable classes as long as the costs are equal to or less than the aforementioned classes.
  - Any vehicle in excess (size and price) of these classes requires a justification and approval by the employee's immediate supervisor/ manager prior to booking. Luxury classes are never allowed for any reason.
- Employees are required to avoid surge/peak pricing whenever possible. Surge/peak pricing can be avoided by waiting a few minutes for the application to update and ride demand to change; or by moving to a different pick-up location outside of the surge/peak area.
- TNC services may never be used for commuting and/or personal trips under any circumstance.
- Unauthorized trips may result in progressive discipline, up to termination.
- Travelers will be required to reimburse the state for any non-compliant TNC direct charges.

### **Commercial Lodging (Hotels, Inns, Motels, etc.):**

Travelers must utilize the least expensive lodging accommodations that are within a reasonable distance of their state business. Refer to the [CalHR Maximum Lodging](#)

[Reimbursement Rates](#) for the most up-to-date lodging rate information.

If a traveler is unable to secure lodging within the maximum lodging reimbursement rates set forth in the bargaining unit contracts, an [Excess Lodging Rate Request/Approval Form](#) (STD 255C) must be submitted in advance to the employee's manager for approval and, if required, to CalHR – regardless of payment method – no less than ten days prior to the trip taking place. A signed copy must be forwarded to [DGSTravel@dgs.ca.gov](mailto:DGSTravel@dgs.ca.gov) and submitted with the TEC.

Travelers must complete a STD 255C and follow the instructions, including a good-faith effort to obtain a minimum of three quotes. The list of quotes must be dated and include screenshots from Concur Travel, which display the travel dates, hotel names, locations, and state government (if available) rates. The list of quotes must be attached to the request and must be approved before the trip begins. The traveler's approver shall not approve the STD 255C without the required quotes.

The following applies to the use of lodging while traveling for official state business:

- All lodging arrangements must be made through STP, except when attending a conference where a "room block" has been negotiated by the host entity or when the hotel/motel does not participate in the state's online booking tool and is the only property in the immediate area.
- Travelers utilizing an available "room block" should do a cost comparison to determine if it is in the best interest of the state and if that is determined to be so, direct contact with the hotel to book the room is permissible.
- All employees using a Virtual Card Number for room and tax must book their travel through STP.
- Lodging arrangements (arrival and departure dates) must be within a reasonable time before or after the business event. "Reasonable time" is defined as allowing enough time for travel and check-in but not as to incur additional costs.
- DGS employees are responsible for knowing the hotel's cancellation policy and for canceling hotel rooms in accordance with that policy.
- Travelers are responsible for their personal charges and must make proper payment arrangements upon check-in or check-out. This includes providing a personal credit card upon check-in even if the hotel is direct billed, so that business and personal costs remain separate on the folio(s).
- Personal charges may include, but are not limited to, use of mini bars, room service in excess of meal allowances, movie rentals, personal phone calls and porter charges.



### **Short-Term Rentals:**

Short-term rentals defined as residential properties that are rented to a traveler for fewer than 30 days through a centralized online platform whereby the rental is advertised, and payments for the rental are securely processed. Airbnb and VRBO are examples of short-term rentals.

Short-term rentals may be used in lieu of traditional lodging arrangements; however, employees are required to adhere to all existing travel and reimbursement policies found in existing codes, employee bargaining [MOUs](#) (for represented employees) and/or current [CalHR Travel Reimbursements](#).

The following policies apply to the use of short-term rentals while traveling for official state business:

- Short-term rental reservations may be arranged using the proprietary application or website of the service provider if their inventory is not visible in the online booking tool. Use of a short-term rental mobile application on a personal cell phone is voluntary and at the traveler's discretion.
- As with standard commercial lodging, employees are to utilize the least expensive lodging accommodations that are within a reasonable distance of their state business.
- Short-term rental charges must be paid using a personal payment method. The TPS direct bill account and CAL-Card are not authorized forms of payment.

### **Travel Advances:**

If necessary, travelers can submit a Travel Advance request to OFS via email at [OFSTravelAdvance@dgs.ca.gov](mailto:OFSTravelAdvance@dgs.ca.gov). Refer to [OFS Directive ACCT 1018](#) for more information.

Travelers seeking a Travel Advance should be aware of the following:

- The Travel Advance amount requested should not exceed the minimum amount necessary to cover anticipated reasonable out-of-pocket expenses.
- If a trip is canceled or postponed indefinitely, the trip request must be canceled, and the Travel Advance must be returned immediately.
- A traveler may only have one Travel Advance outstanding per trip. Failure to clear a prior Travel Advance may result in the denial of any future requests for additional Travel Advances.

## **Responsibilities**

Travelers have a collective responsibility to prevent waste of taxpayer dollars. All travelers involved in the travel and expense process have a fiduciary duty to the general public and clients to control costs by complying with rules and regulations.

Expenses incurred while on official travel status (50 miles or more from home or headquarters), whether direct billed, reimbursed or no cost to the state, must be

supported by a TEC pursuant to [CalHR Manual Section 2201 – Travel and Relocation Policy](#). Travel expenses paid for by the state, will be categorized as direct charges on the TEC and not reimbursable costs, as the employee did not incur out-of-pocket expenses. Pursuant to CalHR, all TECs must be submitted immediately after each trip has concluded (within 7 to 10 business days).

### **Travelers:**

- Travelers must receive prior (pre-trip) approval for all travel from their approver before making travel arrangements in STP's authorized online booking tool or with the state's contracted travel agency.
  - Travelers must have an online booking tool account/profile to make travel arrangements.
  - Travelers without an online booking tool account/profile must submit a request through the ServiceNow portal and follow the guidance therein.
- DGS employees must know the most current lodging reimbursement rates before booking travel. Refer to [CalHR Manual Section 2201 – Travel and Relocation Policy](#) for the most current rates.
- Use of STP for booking personal travel arrangements is strictly prohibited.
- Travelers are required to use direct bill payment methods with the TPS when available for business travel expenses, including but not limited to airfare, rail, car rental, lodging, ground transportation, meeting and conference related expenses, and travel agency transaction fees.
- Travelers will be responsible for reimbursing DGS for unauthorized or personal travel expenses, including but not limited to any expenses resulting from upgrades or personal itinerary additions charged to the TPS direct bill account.
- Travelers must register for/create an account in CalATERS by submitting a request through the ServiceNow portal and following the guidance therein.
  - Travelers must submit a TEC in CalATERS for all expenses incurred while on official travel status including those directly paid for by the state such as via transportation contract (e.g., car rental contract, U4B, airplane contract) and lodging. Payment type for each line of expense shall be noted on the TEC, either 'Department paid' for direct billed expenses or 'Cash' for out-of-pocket expenses (e.g., allowable meals and/or incidentals).

### **Approvers:**

- All travel reservations booked via STP's authorized online booking tool and/or call-in service through the state's contracted travel agency must be approved by the employee's manager within the ticketing timeframe to avoid cancellation.
- Expenses arising from travel between home or garage and headquarters are not allowed. This includes employees on telework status, as the telework status does not change the employee's headquarter location. Refer to [Administrative Order 02-22 Telework Policy](#) for additional information.

**Others:**

- Reimbursement to non-DGS employees (contractors, consultants, volunteers, board and commission members, etc.) must be for actual and necessary out-of-pocket expenses, consistent with applicable reimbursement rates for non-represented employees.

**Procedure**

Travelers shall follow the training and guides to book travel online or directly through the state's contracted travel agency.

**Travel Expense Verification and Reimbursement:**

In addition to providing pre-trip approval to travelers, authorized travel approvers such as a manager who has knowledge of the employee's travel and associated expenses incurred must provide post-trip approval by:

- Validating the TPS direct bill account monthly statement, **and**
- Validating the employee's TEC to ensure compliance with [CalHR Travel Reimbursement](#) rules and bargaining unit [MOU](#). Refer to [ACCT 1007 Travel Reimbursement Procedure](#) for details.

Any unauthorized or personal-related expenses charged to the TPS direct bill account must be reported immediately to OFS – Program Support Accounting Services unit to determine appropriate actions to be taken.

Travelers must submit a TEC via [CalATERS](#) for all business travel expenses including expenses paid by the state through the TPS direct bill account which shall be noted as direct charges on the TEC and not an employee incurred cost. DGS employees must substantiate the TEC with all necessary supporting documents/receipts, including but not limited to, the itinerary from STP (such as air, car rental, rail, lodging and virtual payment information as booked through STP).

The travel reimbursement program is subject to Internal Revenue Service requirements. There are no flat reimbursement rates. All items claimed are to be for the actual amounts of the expenses, up to the maximum rates allowed.

**Recoupment of Unused Travel Advances, Unused Ticket Funds, Direct Billed Hotel No-Show Penalties, and Travel Transaction Fees:**

DGS employees must adhere to the provisions of [Government Code Section 19838](#), [SAM Section 8293.2](#), and any applicable Collective Bargaining Unit contract provisions regarding notification and collection of overpayments from employees. For the purpose of this directive, overpayments include, but are not limited to, any unused Travel Advances, unused ticket funds, hotel and airline no-show penalties, and travel transaction fees.

Unused Travel Advance funds must be returned immediately to OFS by contacting [OFSTravelAdvance@dgs.ca.gov](mailto:OFSTravelAdvance@dgs.ca.gov) for further instruction. If reimbursement via TEC is not received, the amount of the outstanding advance is collected from the employee's

payroll. For unresolved overpayments, DGS will follow [SAM Section 8293.2](#) for recoupment. Any payroll deduction will not exceed the employee's net monthly salary unless otherwise agreed to by the employee [reference [Government Code Section 19838\(c\)](#)].

Unused ticket funds, hotel and airline no-show penalties and travel transaction fees must be recovered before an employee leaves DGS or at a mutually agreed upon time when that employee is no longer required to travel on behalf of the state. If the unused ticket funds are identified before an employee separates, STP will work with its travel industry partners to recoup the funds for DGS to use for future travel.

At the discretion of DGS, traveler can purchase any outstanding credits to save DGS the cost of using the services of the issuing airline and paying the associated fees.

## Resources

[State Administrative Manual \(SAM\)](#)

[CalHR Manual Section 2201 – Travel and Relocation Policy](#)

[CalHR Manual Section 2202 – Mileage Reimbursement](#)

[CalHR Manual Section 2203 – Allowances and Travel Reimbursements](#)

[CA Government Code § 11032: Traveling Expenses](#)

[CA Government Code § 11033: Traveling Expenses](#)

[CA Government Code § 19838: Salary Classification \(Overpayments\)](#)

## Questions

If employees have questions not addressed in this memorandum, employees are encouraged to contact OFS. For questions in the following areas, please email:

- CalATERS: [DGSCalATERS@dgs.ca.gov](mailto:DGSCalATERS@dgs.ca.gov) or access [OFS Site](#)
- Direct Bill (hotel, etc.): [DGSTravel@dgs.ca.gov](mailto:DGSTravel@dgs.ca.gov)
- Travel Advance: [OFSTravelAdvance@dgs.ca.gov](mailto:OFSTravelAdvance@dgs.ca.gov)
- General Travel Questions: [DGSTravel@dgs.ca.gov](mailto:DGSTravel@dgs.ca.gov)
- Concur and U4B Account Access: Submit your request in the DGS [ServiceNow Portal](#)