



Statewide Travel Program

CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Goal

To assist government employees with their travel needs by obtaining the most economical rates available through the use of contracted travel-related services for airfare, car rentals, travel agency, and travel payment system.

Program Provisions

- Helps government agencies meet their “Duty of Care” responsibilities by providing the means to locate travelers within minutes in case of emergencies. This information allows the state to respond during natural disasters, civil unrest and medical emergencies when notification, relocation or evacuation may be required.
- Consolidates all state travel volume for benchmark reporting, transparency, efficiency, and to leverage the travel industry for reduced rates and fares for government travelers.
- Enables government travelers to obtain the most cost-effective travel services through a real time, user friendly booking tool that is customizable to meet specific policies and preferences of individual agencies.
- Provides agencies with necessary travel oversight tools such as an optional electronic pre-trip approval processes so funds cannot be expended without manager approval. This approval can be done via the Concur online booking tool. Such tools help to ensure program visibility of travel spend from booking to billing.
- Provides a centralized travel payment system that provides direct billing of travel expenditures, reduces travel advances, decreases payment fraud and captures spend data. The program also offers an annual prompt payment incentive and \$350,000 door-to-door business travel accident insurance.
- Saves accounting staff time by providing detailed cost center and billing information through the Grasp reporting system which facilitates Citibank account reconciliation. Grasp also provides customized reports to fit individual agencies’ business needs.

Benefits

- One-stop travel shop through CalTravelStore, the state’s authorized travel agency, or Concur, the online booking tool
- Access to contracted airfares and significant negotiated discounts on 2 airline partners
 - 5% discount on all Southwest airfares
 - 4% discount on all United airfares
- Access to contracted car rental rates with Enterprise Holdings, Inc.
- Centrally bill travel expenses to the required Citibank Travel Payment System
- Centralized travel management and travel policy enforcement and support
- Management of unused airline tickets
- Dedicated Statewide Travel Program contact/liaison
- Cost savings through negotiated rates, fares and lodging discounts
- Real-time management tools for reporting and data consolidation
- Training and education workshops
- Insurance coverage provided by contracted vendors



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New Travel Features

- ✓ Virtual Card Numbers (VCN) for hotel room and tax: Innovative, automated, one-time use payment mechanism for hotel reservations; eliminates the manual credit card authorization form process
- ✓ Upcoming Transportation Network Company (TNC) Contract: Direct billed payment mechanism with ride share companies
- ✓ Upcoming Managed Lodging Program: Exclusive, negotiated contracts with hotel chains

Travel Management Service Fees

Service/Description	Online Transaction Fee	Agent Assisted Transaction Fee
Air/Rail/Car/Hotel* Reservation	\$ 7	\$ 12
Hotel and/or Car Only Reservation	\$ 5** \$0	\$ 12
Virtual Payment for Hotel Reservations	\$ 5** \$0	\$ 5** \$0
After Hours (Per Call) <i>Normal Business Hours are 8AM to 5PM</i>	N/A	\$ 16

***Flat fee for booking any combination of domestic or international air, rail, car, and hotel.**

****\$5 Transaction Fees are paid by DGS on behalf of the participating entity.**

Note: For any online transactions that require agent intervention for post-ticketing/invoicing changes, the entity will be charged the difference from the online to agent assisted fee. As a reminder, there are no additional transaction fees for changes made online.

Set-Up Process

- Complete a Citibank Central Travel Account (CTA) Application Package
- Complete a Department Fact Sheet (DFS)
- Contact the DGS Statewide Travel Program to begin:
 - Customizing your Concur site
 - Establishing your vendor accounts to access the negotiated/discounted rates and fares
 - Scheduling training for your travelers and/or travel arrangers

Contact Information

Phone: 916-376-3974

Email: statewidetravelprogram@dgs.ca.gov

Website: www.dgs.ca.gov/ofam/travel