

Quarterly Travel Coordinator Meeting - Virtual



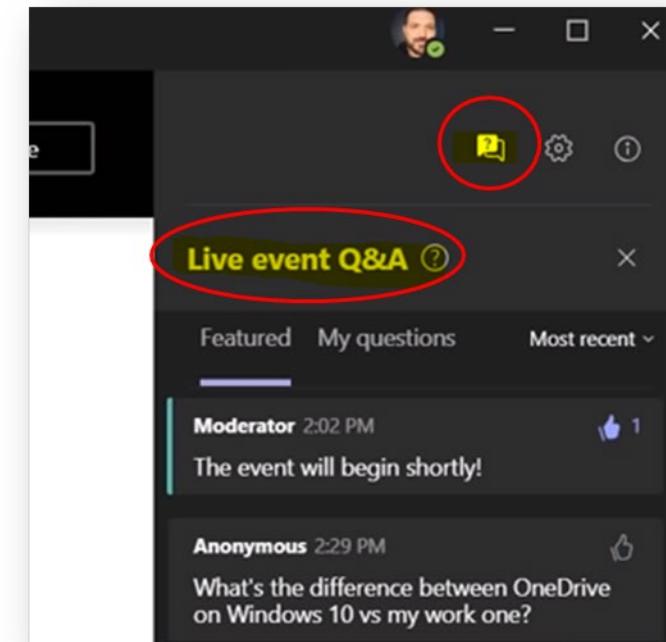
Statewide Travel Program

CALIFORNIA DEPARTMENT OF GENERAL SERVICES

MAY 26, 2021

Virtual Meeting

- Meeting is being recorded, link to recording will be emailed Friday
- Questions, ask in the moderated Live event Q&A (Question & Answer)



Agenda

- Statewide Travel Program
- Bill Amaral - Overview
- Lori Wasson - Travel Payment System
- Kenneth Wong - Travel Management Services
- Nhan Cao – Virtual Card Number
- Letty Santana – Airlines
- Donnie Rivelle – Rental Car
 - SPEAKER: Lisa Holmes, Enterprise Rental Car
- Valerie Mattos - Audits and Compliance
 - SPEAKER: California Highway Patrol
 - SPEAKER: State Auditors Office

Statewide Travel Program Staff

Bill Amaral – Business Partnership and Travel Manager

Kelly Bouchard – Statewide Travel Program Manager

Michele Slape – Statewide Travel Program Manager

Lori Wasson – Travel Payment System (Citibank)

Kenneth Wong – Travel Management Services (CalTravelStore/Concur)

Nhan Cao – Virtual Card Numbers (VCN)

Letty Santana – Airlines

Donnie Rivelle – Car Rentals and Transportation Network Companies (Uber/Lyft)

Katy Harlow (fka LaFata) – Lodging

Alissa Navarro – Optional Users and Marketing

Valerie Mattos – Audits and Compliance

Dominique Nguyen – Office Technician

Simran Banwait – Student Assistant



Bill Amaral
Business Partnership and Travel Manager

Lori Wasson

Travel Payment System (Citibank)

Travel Payment System (Citibank)

- Current Contract Expires – 10.31.21
 - Preparing Upcoming Extension
 - STP will send notification and updated Std. 213 for signature with a deadline to be returned
 - Important to return signed Std. 213s to STP by requested timeframe
 - Accounts may be shut down if signed forms not received by deadline

Travel Payment System (Citibank) - continued

REMINDERS for Program Administrators

- **Log Into CitiManager (Citibank's Online Account Management System)**
 - **Download/Print Monthly Statements**
 - PDF available 26th of month
 - Reconcile Statements with Vendor Reporting
 - CalTravelStore Activity Report
 - Enterprise Report
 - **When Errant Charges Found –**
 - First Contact Merchant to Resolve
 - If Resolution Not Received
 - Submit Dispute Online – Within 60 Days of Errant Transaction Date
 - Provide Pertinent or Requested Documentation to Citibank
 - Verify Accurate Payments Posting & Account Status
 - Send Rush Payments to Citibank Overnight Delivery Address as needed
 - **CCRS Reconciliation Reporting (in CitiManager)**
 - Wrench Icon
 - Template Reports
 - User Guide
 - **Citibank Program Administrator Call-In Access (Inquire Only)**
 - Submit Form through STP
 - Maximum 2 Per Department



Kenneth Wong

Travel Management Services (CalTravelStore/Concur)

Travel Management Services

- Internal Agency Communication
 - Suggest a refresh Concur and Traveler Training meeting or email
 - Re-establish each agency's points of contact; setting up accounts, technical assistance, etc.
- GRASP / Concur Training
 - Please reach out to David Fitzpatrick david.f@caltravelstore.com for trainings
- Current TMS Contract ending April 2022
 - STP undergoing RFP process

Nhan Cao

Virtual Card Numbers (VCN)

Virtual Card Number

- 2019
 - 17 Departments are live with Virtual Card Number program
- 2020 to Now
 - Additional 26 departments went live with the program which gave us a total of 47 departments.
 - \$4 million dollars in total bookings
 - Over 10,000 room nights
- Emergency Lodging Project using Virtual Card Number program
 - Total Reservations Made: 208,084
 - Average Length of Reservations: 12 days
 - Total Room Nights: 2,518,146
 - Total booking cost (Excluding Taxes and Fees): \$251,227,684
 - Total number of hotels: ~2000
- Goal:
 - Implement Virtual Card Number program for all departments under executive branch.

Letty Santana Airlines

Airlines

- New Airline contract awarded: 2020-2023
 - Southwest Airlines: 5% discount
 - United Airlines: 4% discount
- Unused Ticket Credit (UTC) Management
 - Southwest: SWABIZ
 - United Airlines: Monthly spreadsheet from CalTravelStore
 - Non-Contracted Carriers: Monthly spreadsheet from CalTravelStore; email David Fitzpatrick david.f@caltravelstore.com to be added to the monthly email distribution list.
- Real ID:
 - Deadline extended to May 3, 2023



Donnie Rivelle

Rental Car

Rental Car

- New Car Rental contract awarded: 2021-2024
 - Enterprise remains contract holder
- Market-rate refueling
 - Rentals can be returned to any Enterprise branch without a full tank
 - No Short-term Vehicle Justification form required
 - Fuel rate will appear on monthly billing statement, may not be reflected on the receipt given to the employee at the time of return
- General industry updates and challenges



Lisa Holmes
Enterprise Rental Car