

Quarterly Travel Coordinator Meeting

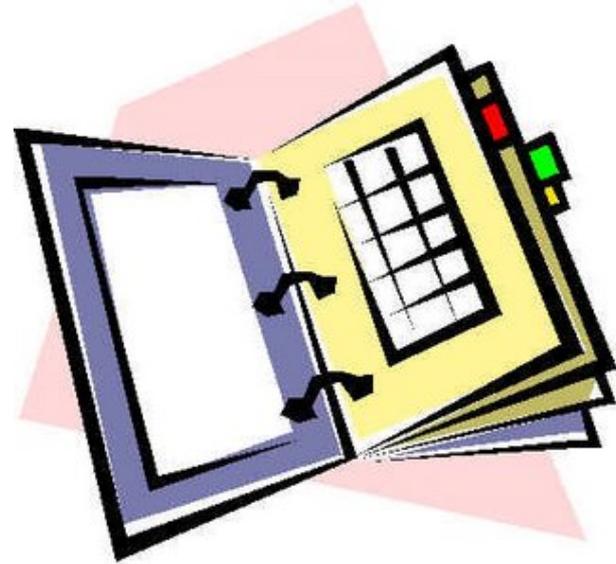
Department of General Services
Statewide Travel Program

January 30, 2019



Agenda

- **STP Staff Introductions**
- **Travel Program Updates & Reminders**
- **Featured Presentation**
 - **Virtual Card Numbers (VCN) & SNAP Reporting Tool**
- **Questions and Answers / Discussion**



STP Staff Introductions

- Bill Amaral, Business Partnership Manager
- Kelly Bouchard, Travel Program Manager
- Michele Slape, Travel Program Manager
- Lori Wasson, Travel Program Specialist
- Davide Bolognesi, Travel Program Specialist
- Katy LaFata, Travel Program Specialist
- Jennifer Shaw, Travel Program Specialist
- Kenneth Wong, Travel Program Specialist
- Rosa Bellamy, Travel Program Specialist ****New****
- Nhan Cao, Staff Services Analyst ****New****
- Erica Ashburn, Office Technician
- Jesus Solorio, Student Assistant

Travel Program Updates

Concur Updates:

- Frequent Flyer/Reward Program numbers are no longer masked in the Concur profile (gender and DOB are still, however).
- Enterprise rates in the search matrix have changed from daily rates to the estimated total based on the search criteria.

Travel Program Updates

Concur Updates:

- Example: One-day rental

PICK UP: (SMF) ON WED, JAN 30 12:00 PM
 RETURN: THU, JAN 31 12:00 PM

Show as

[Hide matrix](#) [Print / Email](#)

All 32 results	Economy Car	Compact Car	Intermediate Car	Standard Car	Standard Convertible	Full-size Car	Premium Car	Luxury Car	Mini Van	Full
Preferred		43.31	43.42	45.94	114.64	46.24	86.09	114.43	73.08	
Less Preferred		43.31	43.42	45.94	114.64	46.24	86.09	114.43	73.08	

Sorted By:

Displaying: 2 out of 32 results. [?](#)

Intermediate Car - \$33.96 per day (Sabre)

Automatic transmission
 Unlimited miles, Pick-up: Terminal: SMF
 Adults: 4, Large bags: 1, Small bags: 2
 (Corporate rate)

Total cost*

\$43.42

Preferred Car Vendor for General Services

[Location details](#)

Travel Program Updates

New Website, Coming Soon!

- **Tentatively** scheduled to “Go Live” on February 15th
- URL will be changing:
Current: <http://www.dgs.ca.gov/travel/>
New: <http://www.dgs.ca.gov/OFAM/Travel>
- All webpages and documents will have new links.
- Notification will go out once the new DGS website is live.

Travel Program Updates



As a result of increased program compliance and the many successes of the STP, DGS began offsetting all \$5 transaction fees in December 2018. Fee offsetting will occur through FY 18/19 and DGS plans to continue offsetting fees in the future based on BCP approval, expenditure authority and supporting revenue.

Additionally, DGS hopes to continue to offset additional transaction fees in the future as compliance levels continue to increase.

On your *State Activity Detail* reports provided by TravelStore MIS, a new column titled “Paid by DGS” has been added.

Please note that DGS will only offset \$5 transaction fees for those participating agencies who are compliant with our program/user requirements and policies.

Travel Program Updates

I	J	K	L	M	N	O	P	Q
ITINERARY	DEPART DATE	TRAVEL TYPE	VENDOR NAME	TICKET/CONF NO	TOTAL FARE	Fee Type	Fee Amount	Paid by DGS
SMF/ONT/SMF	1/10/2019	Dom. Air	SOUTHWEST AIRLINES	2412442903	167.64	On-line	\$ 7.00	\$ -
SMF	11/28/2018	Car	Enterprise Rent-A-Car	1277629203COUNT	33.96	On-line	\$ -	\$ 5.00
SMF	11/28/2018	Car	Enterprise Rent-A-Car	1277630133COUNT	67.92	On-line	\$ -	\$ -
FAT	11/28/2018	Hotel	Radisson Hotel Fresno Conf Center	RSQB9MR	90	On-line	\$ -	\$ 5.00
SMF/BUR/SMF	12/6/2018	Dom. Air	SOUTHWEST AIRLINES	2412489817	102.07	On-line	\$ -	\$ -
SAN	11/27/2018	Car	Enterprise Rent-A-Car	1846893255COUNT	67.92	On-line	\$ -	\$ 5.00
SAN	11/27/2018	Hotel	Riviera Oaks Resort	43585SB000132	296.67	On-line	\$ -	\$ 5.00
SMF	11/29/2018	Car	Enterprise Rent-A-Car	1047779850COU	33.96	On-line	\$ -	\$ -
ONT/SMF	11/29/2018	Dom. Air	SOUTHWEST AIRLINES	2412523130	231.12	On-line	\$ 7.00	\$ -
SBA	11/26/2018	Hotel	Pea Soup Andersens Inn	74138SB035899	71.1	On-line	\$ -	\$ 5.00
SMF/BUR	12/6/2018	Dom. Air	SOUTHWEST AIRLINES	2412754745	231.12	On-line	\$ 7.00	\$ -
BUR/SMF	12/6/2018	Dom. Air	SOUTHWEST AIRLINES	2412756793	231.12	On-line	\$ 7.00	\$ -
SMF/BUR/SMF	12/6/2018	Dom. Air	SOUTHWEST AIRLINES	2412768591	462.24	On-line	\$ 7.00	\$ -
BUR	11/28/2018	Car	Enterprise Rent-A-Car	1047801592COU	33.96	On-line	\$ -	\$ 5.00
RDD	12/6/2018	Hotel	Red Lion Redding	4U8ZBQ07E	90	On-line	\$ -	\$ 5.00
SNA	11/27/2018	Car	Enterprise Rent-A-Car	1502692216COU	33.96	On-line	\$ -	\$ -
SNA	11/27/2018	Hotel	Hilton Garden Inn Irvine Orange County Airport	3501899836	120	On-line	\$ -	\$ -
SMF/SNA/SMF	11/27/2018	Dom. Air	SOUTHWEST AIRLINES	2412826016	499.86	On-line	\$ 7.00	\$ -
SMF	11/27/2018	Hotel	Holiday Inn Express Hotel Suites Sacramento	27773941	285	Agent Assisted	\$ 12.00	\$ -
FAT	12/4/2018	Hotel	Bw Village Inn	353293502	89.09	On-line	\$ -	\$ 5.00
SMF	12/4/2018	Car	Enterprise Rent-A-Car	2027656896COUNT	33.96	On-line	\$ -	\$ -
BUR	12/5/2018	Car	Enterprise Rent-A-Car	1047815144COU	67.92	On-line	\$ -	\$ -
SMF/BUR/SMF	12/5/2018	Dom. Air	SOUTHWEST AIRLINES	2412901944	370.37	On-line	\$ 7.00	\$ -
LAX	12/5/2018	Hotel	Westin Bonaventure Hotel	95132730	322	On-line	\$ -	\$ -
SMF	11/28/2018	Hotel	Bw Shadow Inn	113403304	90.9	On-line	\$ -	\$ -
SMF	11/28/2018	Car	Enterprise Rent-A-Car	1047817471COU	33.96	On-line	\$ -	\$ -
ONT/SMF/ONT	11/28/2018	Dom. Air	SOUTHWEST AIRLINES	2412926348	462.24	On-line	\$ 7.00	\$ -
SMF/SAN/SMF	12/11/2018	Dom. Air	SOUTHWEST AIRLINES	2412941633	37.75	On-line	\$ 7.00	\$ -
ONT	12/3/2018	Hotel	Lake Elsinore Inn	290603100	72.89	On-line	\$ -	\$ -
SMF/ONT/SMF	12/3/2018	Dom. Air	SOUTHWEST AIRLINES	2412942979	462.24	On-line	\$ 7.00	\$ -
LAX	12/3/2018	Car	Enterprise Rent-A-Car	1178488847COU	36.02	On-line	\$ -	\$ -
SMF/LAX/SMF	12/3/2018	Dom. Air	SOUTHWEST AIRLINES	2412942977	416.28	On-line	\$ 7.00	\$ -
LAX	12/3/2018	Car	Enterprise Rent-A-Car	1178493029COU	33.96	On-line	\$ -	\$ -
SMF/LAX/SMF	12/3/2018	Dom. Air	SOUTHWEST AIRLINES	2412971198	416.28	On-line	\$ 7.00	\$ -
SNA	12/12/2018	Car	Enterprise Rent-A-Car	1502696040COU	33.96	On-line	\$ -	\$ -
SMF/SNA/SMF	12/12/2018	Dom. Air	SOUTHWEST AIRLINES	2412976771	413.29	On-line	\$ 7.00	\$ -
SMF/LAX/SMF	12/3/2018	Dom. Air	SOUTHWEST AIRLINES	2412987789	416.28	On-line	\$ 7.00	\$ -

Travel Program Updates

STP Contact List Updates

- Please notify STP with any contact changes for Travel Coordinator, Manager, or Accounting staff.
 - This contact information is provided to our vendors (Citibank, Enterprise, and TravelStore) to ensure staff receive the most current program updates, reports, statements, etc.
- We've provided a contact form for you to email us or you may bring the contact form with you to the Quarterly Travel Coordinator meetings.



Statewide Travel Program can be reached at:
statewidetravelprogram@dgs.ca.gov or (916) 376-3974

Travel Program Updates

Southwest Refundable Tickets



Southwest has changed their ticket policy.

- Prior to October 10, 2018, any change to fully refundable ticket purchases resulted in a conversion to a non-refundable ticket.
- Effective October 10, 2018, changes to fully refundable ticket purchases will remain fully refundable.
- This applies only to tickets purchased on or after October 10, 2018.

Fares that are considered refundable on Southwest include:

- Anytime fares
- Business Select fares

Travel Program Updates

Alaska Adds Basic Economy

- Effective January 7, 2019, Alaska Airlines now offers Basic Economy fares.
- THE FINE PRINT
 - Does Not allow seat selection
 - Does Not allow changes
 - Does Not allow cancellations (for refund)
 - Placement in LAST boarding group
 - Does allow carry-on luggage
 - Does allow mileage accrual
- THE BOTTOM LINE
 - Not recommended as it is highly restrictive and does not offer state travelers the flexibility needed to conduct business

Travel Program Updates

Travel Payment System – Citibank Reminders

- Centrally Billed Account (CBA) vs Centrally Billed Card (CBC)
 - CBA used for payments only / not transactions
 - CBA shows balance due / CBC shows zero amount due
- Payment issuance
 - Include full 16-digit billing account number on check
 - Fi\$Cal includes the CBA # in warrant address field
 - Know your department's Fi\$Cal line #s
 - Prevent unidentified warrants
 - Delays posting
 - Negatively affects Prompt Payment Incentive



Travel Program Updates

Travel Payment System – Citibank Reminders

- Issue separate payments for each account type (CTA, MTG, VCA)
- Multiple payment processing timeframes from issue to post
- Program Administrators follow-up on issued payments
 - Verify posting in CitiManager within 30 days of issuance
 - Work with Citibank or STP if posting not found
- Monthly reporting in CitiManager – Web Tools
 - Responsibility of the department PA to audit their own accounts
 - STP available for assistance, not full resolution
 - STP is developing an audit template to provide to departments





Travel Program Updates

Travel Payment System – Citibank Reminders

- Citibank remittance address is same as on the statement:

Citibank

P.O. BOX 78025

Phoenix, AZ 85062-8025

- For overnight delivery/rush payments, use:

Citibank

Attn: Payment Processing Center 78025

1820 E. Sky Harbor Circle South STE 150

Phoenix, AZ 85034

RUSH

Travel Program Reminders

Travel Payment System – Citibank Reminders

- CitiManager customized user guides are available on the DGS travel website –
www.dgs.ca.gov/travel/Programs/Citibank.aspx
- To obtain PA Call-In Access to Citibank, complete a New Program Administrator form (access on DGS Travel website / opens correctly in Internet Explorer)
- Submit the completed form to STP for processing to Citibank
 - A maximum of 2 active PAs per department can receive Call-In Access at the same time

Featured Presentation: Virtual Card Numbers (VCN)

According to a recent private sector poll:

“Employees lend companies \$1.6 Billion in monthly expenses. 2 in 3 employees currently pay for work-related expenses with their own money”

-ConfermaPay

Virtual Card Numbers (VCN)

- VCN's are issued under the terms of our contract with Citibank that will be used to pay for hotel room, tax & resort charges only.
 - Will create a new hierarchy for a Virtual Card Account (VCA) in Citibank to download and reconcile monthly statements
- Unique 16-digit virtual card number deployed at time of reservation, by ConfermaPay
 - Automates the credit card authorization process
- The VCN payment is a Mastercard account number.

