

Virtual Card Numbers (VCN)

- Just like physical cards:
 - VCN's also carry an expiration date, and a CVV.
 - The unique virtual number can be used for a single payment, specific for merchant (hotel), amount and date range.
 - This "alias" number is indistinguishable from an ordinary credit card number and the department's actual credit card number is never revealed to the merchant.



VCN Benefits

- Relieves travelers from “floating” the cost of state travel
 - Improves traveler satisfaction and increases morale
- Travelers are no longer required to have a personal credit card stored in their Concur profile.
- Reduces the amount of, and the need for travel advances and the recoupment process
- Reduces fraud
 - Numbers are good for a specific time, at a specific hotel, for a specific traveler for their check-in and check-out dates and other strict criteria
- Captures detailed spend data and accounting codes at the time of deployment
 - Reduces reconciliation time for accounting staff
- Increases incentives and commissions through increased compliance
 - The State receives a spend incentive from Citibank and commissions from hotels that are being used to pay fees for our customer agencies

How TC's & Travelers Will Make Hotel Reservations w/ VCN

- Make your hotel reservation using Concur or by calling CalTravelStore.
 - If you book on Concur, you will be presented with a drop down menu to select the form of payment. Select Virtual Payment and continue booking as you would normally.
- If you are calling CalTravelStore, let the travel agent know that you would like the hotel to be virtually paid.

VCN Reservations in Concur

With a Personal CC in Concur

ENTER HOTEL GUEST INFORMATION

Ensure the name below matches the I.D. shown on the day of check-in. ?

Hotel Guest

[Edit](#) | [Review all](#)

Name: Kenneth Gregory Wong Phone: 9163763976

Hotel Program [Add a Program](#)

REVIEW PRICE SUMMARY

Description	Nightly rate	Dates	Total
Kimpton Hotel Palomar	\$174.00	Apr 16 - Apr 17	\$174.00
Total Estimated Cost: \$174.00*			
Total Due Now: \$0.00**			

* May not include taxes or additional fees.

** Remaining amount due at hotel location.

SELECT A METHOD OF PAYMENT

The credit card you select will be held to confirm your reservation. You will not be charged in full until your hotel stay.

[Add credit card](#)

* Indicates credit card is a company card

Without a Personal CC in Concur

Ensure the name below matches the I.D. shown on the day of check-in. ?

Hotel Guest

Name: William Agent Never Phone: 9163769374

Hotel Program [Add a Program](#)

REVIEW PRICE SUMMARY

Description	Nightly rate	Dates	Total
Sacramento Marriott Rancho Cordova	\$95.00	Feb 21 - Feb 22	\$95.00
Total Estimated Cost: \$95.00*			
Total Due Now: \$0.00**			

* May not include taxes or additional fees.

** Remaining amount due at hotel location.

METHOD OF PAYMENT

This purchase will be charged to your company directly.

ACCEPT RATE DETAILS AND CANCELLATION POLICY

Please review the rate details and cancellation policy provided by the hotel.

Sacramento Marriott Rancho Cordova



Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

RATE: USD 95.00

TOTAL RATE: 108.30 USD

CANCEL 2 DAYS PRIOR TO ARRIVAL

☐ I agree to the hotel's rate rules, restrictions, and cancellation policy.

VCN Deployment Fees

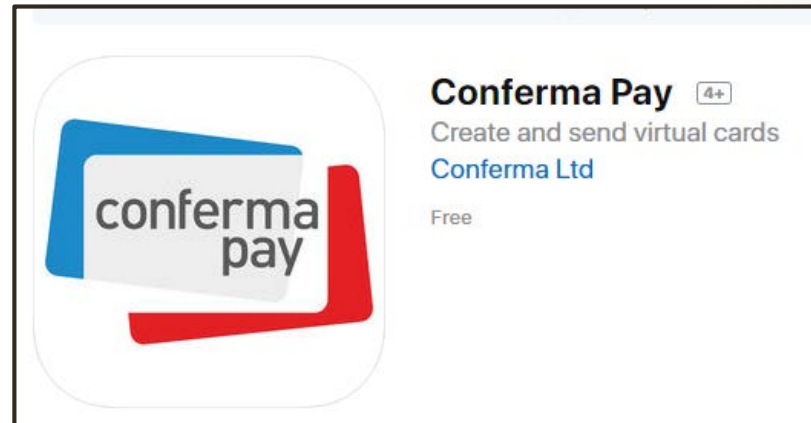
- DGS has recently announced the ability to now offset all \$5 transaction fees, so VCN's are no cost to our customer agencies.
- DGS is charged a \$5 fee for every VCN deployment associated with a hotel reservation.
- If you use the “hold” function in Concur, please keep in mind DGS will still be charged a deployment fee.
 - Holding multiple hotels = multiple deployment fees.
- To avoid excess fees
 - Add your hotel to an existing air or car reservation in Concur to avoid additional transaction fees.

ConfermaPay App

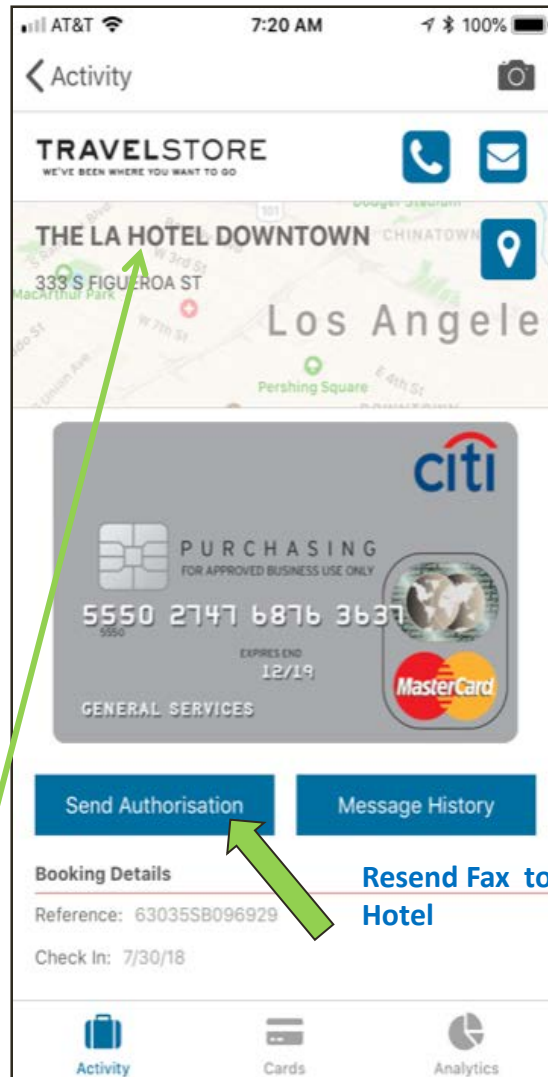
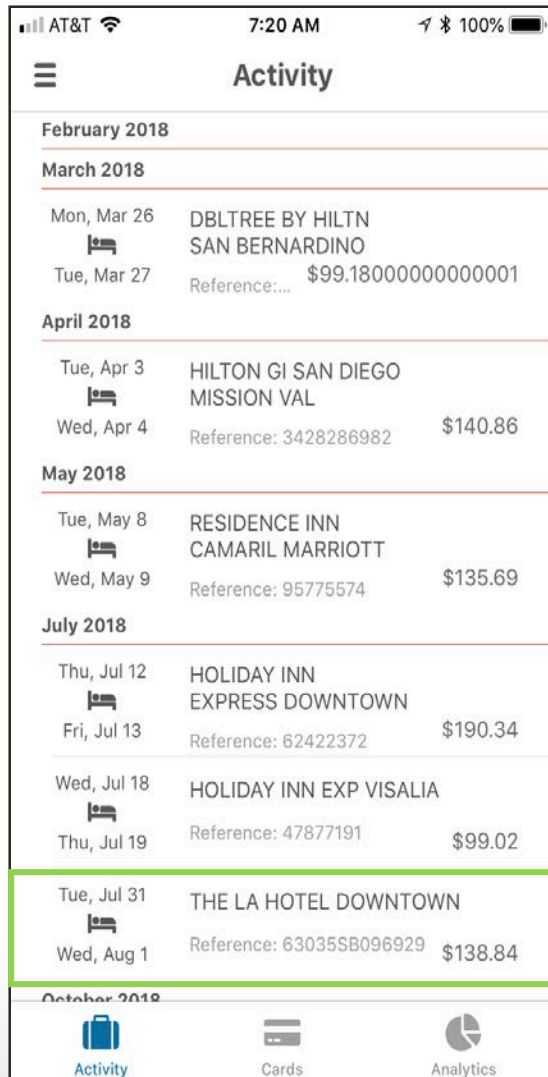
ConfermaPay is available for most smartphones. It will allow you to manage the VCN process for your reservations.

Refer to the ConfermaPay set-up user guide.

NOTE The app is not required, but strongly recommended to ensure ease of use for VCN's



ConfermaPay App cont.



Required Forms for a TEC with a VCN Transaction

For all travelers:

1. Itinerary **must** be included with your TEC.
 - a) Itineraries will show the hotel was booked through Concur and **virtually paid**.
2. Attach folio(s) as usual to your TEC.
 - a) Make sure you don't include room/tax on the TEC as a reimbursable expense when using the VCN.
3. Hotel folio should note **"virtually paid"** for room/tax.
 - a) Itemize any other folios to indicate "personal charges" and/or "business expenses".

A copy of the hotel folio will be included in the Citibank report to ensure there are no duplicate payments made for any virtually paid hotel charges.

TEC using CalATERS

- VCN lodging expenses should be listed as Payment Type “Department Paid” – do not select Corporate Card
- All other personal expenses (incidentals, meals, parking) should be listed as “Cash”

***You **must** include a copy of your itinerary with your CalATERS claim. Itineraries will show the hotel was booked through the STP and is virtually paid.**

[illegible]

Sample Concur Itinerary with a VCN Deployment

*Please note the remarks field on the itinerary. Internal controls are required so no duplicate payments are made. A copy of the itinerary will be required with the Travel Expense Claim.

OTHER	Sunday, 23JUN 2019
WE APPRECIATE YOUR BUSINESS	
PLEASE TAKE A MOMENT TO FILL OUT OUR CUSTOMER SERVICE SURVEY AT WWW.SURVEYMONKEY.COM/R/HQHJ8PF	
CALTRAVELSTORE PHONE NUMBER 877 454-8785	
A VIRTUAL PAYMENT FOR THE HOTEL WAS DEPLOYED	
NO CARDS REQUESTED ON THIS ITINERARY	
PLEASE PRESENT/RECONFIRM YOUR FREQUENT TRAVELER NUMBER UPON CHECK IN.	
FOR AFTER HOURS EMERGENCY SERVICE WHILE TRAVELING WITHIN THE U.S. PLEASE CALL 1-877-454-8785	
AND USE VIT CODE - SRX0F.	
YOUR RECORD LOCATOR IS - ZEQSSC	
A FEE APPLIES TO ALL EMERGENCY ASSISTANCE CALLS AND IS IN ADDITION TO STANDARD PROCESSING FEES.	
IF THE TOLL FREE NUMBER LISTED DOES NOT WORK FROM YOUR CALLING AREA THEN YOU MAY CALL 916-376-3989 DIRECT.	
SOUTHWEST TICKETS ARE VALID ON SOUTHWEST AIRLINES ONLY.	
SOUTHWEST DOES NOT PRE-ASSIGN SEATS	
ALL FLIGHTS REQUIRE CHECK IN ONLINE OR AT THE AIRPORT	
Ticket/Invoice Information	
Ticket for: KENNETH GREGORY WONG	
Ticket Nbr: WN2431540347 Electronic Tkt: No Amount: 173.46	
Base: 134.76 Tax: 38.70	
Charged to: CA*****1428	
Total Tickets: 173.46	
Total Amount: 173.46	

Sample TEC and VCN Folio

Sheraton Ontario Airport
429 N Vineyard Ave
Ontario, CA 91764
United States
Tel: 909-937-8000 Fax: 909-937-8028



Sheraton®

Kelly May Bouchard

Page Number : 1 Invoice Nbr : 235296
Guest Number : 499182
Folio ID : A
Arrive Date : 14-DEC-17 18:15
Depart Date : 15-DEC-17 08:51
No. Of Guest : 1
Room Number : 425
Club Account :

Copy Tax Invoice

Tax ID :

Sheraton Ontario DEC-15-2017 10:50 CFALL

Date	Reference	Description	Charges (USD)	Credits (USD)
14-DEC-17	RT425	Room Government	90.00	
14-DEC-17	RT425	Room Tax	10.58	
14-DEC-17	RT425	Tourism Tax	1.80	
15-DEC-17	MC	MasterCard-1335		-102.38

For Authorization Purpose Only

xxxxxx1335

Date	Code	Authorized
15-DEC-17	089018	121.5

** Total	102.38	-102.38
*** Balance	0.00	

virtually
paid

When you stay with us, we Go Beyond so you can too with thoughtful service, exceptional experiences, and everything you seek when traveling. Book your next stay at Sheraton.com

Continued on the next page

STD 255c – Excess Lodging Form

- VCN does not change current processes / policies.
- Any hotel room rate above the short-term lodging reimbursement rate requires a STD 255C to be approved prior to the trip.
 - Short-term lodging reimbursement rates can be found on the CalHR website at <http://www.calhr.ca.gov/employees/Pages/travel-lodging-reimbursement.aspx>
- NOTE – A STD 255C under \$250 can be approved internally by immediate supervisor. Anything over \$250 must be approved by CalHR.

SNAP Reporting Tool for VCN








- **SNAP is Conferma's reporting and reconciliation tool.**
 - **Automated Reconciliation Process** – SNAP streamlines the accounts payable and reconciliation processes with accurate data provided by Citibank alongside the deployment data that was captured on creation of the virtual card.
 - **Customized Data** – Report can be tailored to each department's requirements, ensuring the data is presented in a format that is consistent with existing processes.
 - **Compliance** – SNAP's extensive reporting capability enforces compliance with spend policies. SNAP provides a complete audit trail of department spend, this help eliminates the risk of employee initiated misuse or fraud.

The screenshot displays the SNAP Reporting Tool interface. The top navigation bar includes the SNAP logo, a home icon, a user profile icon labeled 'Logged In: Nhan Cao', and a 'HELPDESK' button. The left sidebar contains a 'REPORTING' section with a 'Card Pool' dropdown, a 'Report Type' dropdown, a 'Report' dropdown, a 'Run Report' button, and a 'Customise Reports' link. The main content area is titled 'OVERVIEW' and features a table with the following columns: Card Pool, Use Type, Last Statement Date, Transactions, and Transaction Total. The table lists eight card pools, all with 'Multi Type' use and 'Not Set' last statement dates. The 'GENERAL SERVICES' card pool shows 31 transactions with a total of 7,842.27 USD, while all other card pools show 0 transactions and 0.00 USD. A search bar at the bottom left of the table is labeled 'Filter Card Pools...'. The bottom right corner indicates '1 of 1' with navigation arrows.

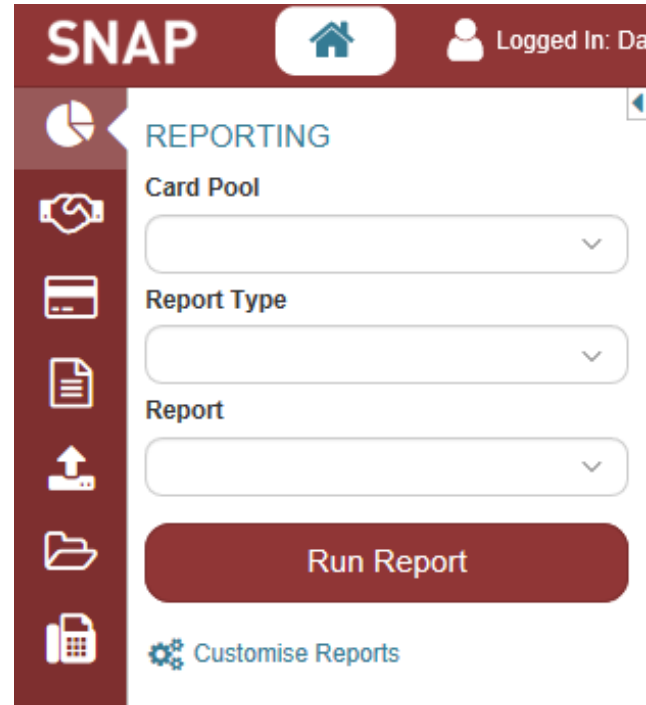
Card Pool	Use Type	Last Statement Date	Transactions	Transaction Total
EDUCATION	Multi Type	Not Set	0	0.00 USD
GENERAL SERVICES	Multi Type	25/11/2018	31	7,842.27 USD
HUMBOLDT	Multi Type	Not Set	0	0.00 USD
INST REGENERATIVE MED	Multi Type	Not Set	0	0.00 USD
JUSTICE	Multi Type	Not Set	0	0.00 USD
LOS ANGELES COUNTY	Multi Type	Not Set	0	0.00 USD
SACRAMENTO COUNTY	Multi Type	Not Set	0	0.00 USD
STRAWBERRY COMMISSION	Multi Type	Not Set	0	0.00 USD

SNAP Reporting Tool for VCN

- **SNAP Navigation Tool:**


-  Reporting
-  Transactions
-  Deployments
-  Invoices
-  Invoice/Documents Upload
-  Documents
-  Invoice Reminders

- Each option on the menu enables you to filter search results to control what is visible in the main SNAP display work area.





































The screenshot shows the SNAP Reporting Tool interface. At the top, there is a dark red header with the "SNAP" logo, a home icon, and a user profile icon labeled "Logged In: Da". Below the header, a vertical sidebar on the left contains icons for Reporting (selected), Transactions, Deployments, Invoices, Invoice/Documents Upload, Documents, and Invoice Reminders. The main content area is titled "REPORTING" and features three dropdown menus: "Card Pool", "Report Type", and "Report". Below these menus is a large red button labeled "Run Report". At the bottom of the main area, there is a link with a gear icon labeled "Customise Reports".

SNAP Reporting Tool for VCN

- **The  Documents** section is primarily used to capture e-invoices/folios submitted by the hotels and/or via ConfermaPay by the travelers. The system will automatically attach the documents to the corresponding deployment within the SNAP Tool.

DOCUMENTS

Search Results									
ID	Upload Date	Upload Method	Uploaded By	Uploaded To	File Type	File Name	Card Pool	Invoice	Deployment
4981594	26/11/2018 18:48	 Email	e-Invoice Importer	jgfvupja@cspinvoice.com	 PDF Document	4981594.pdf	GENERAL SERVICES	Not Set	23255175
4981602	26/11/2018 18:49	 Email	e-Invoice Importer	lemrpsed@cspinvoice.com	 PDF Document	4981602.pdf	GENERAL SERVICES	Not Set	23255223
4981618	26/11/2018 18:51	 Email	e-Invoice Importer	ncgqurgj@cspinvoice.com	 PDF Document	4981618.pdf	GENERAL SERVICES	Not Set	23255263
4981621	26/11/2018 18:52	 Email	e-Invoice Importer	nkeamglq@cspinvoice.com	 PDF Document	4981621.pdf	GENERAL SERVICES	Not Set	23255321
4984589	26/11/2018 22:04	 Email	e-Invoice Importer	xbyxrsuv@cspinvoice.com	 PDF Document	4984589.pdf	GENERAL SERVICES	Not Set	25666462
4984590	26/11/2018 22:04	 Email	e-Invoice Importer	xbyxrsuv@cspinvoice.com	 PDF Document	rl_gst_folio134...37.pdf	GENERAL SERVICES	Not Set	25666462
4998248	28/11/2018 15:49	 File	kelly.bouchard@dgs.ca.gov	Not Set	 Jpeg Image	image.jpg	GENERAL SERVICES	Not Set	26783488
4998255	28/11/2018 15:50	 File	Rosa.bellamy@dgs.ca.gov	Not Set	 Jpeg Image	image.jpg	GENERAL SERVICES	Not Set	26783474
4998585	28/11/2018 16:19	 File	Kenneth.wong@dgs.ca.gov	Not Set	 Jpeg Image	image.jpg	GENERAL SERVICES	Not Set	26783424
5093521	10/12/2018 19:07	 File	bill.amaral@dgs.ca.gov	Not Set	 Jpeg Image	image.jpg	GENERAL SERVICES	Not Set	26396519
5113686	12/12/2018 16:43	 File	kelly.bouchard@dgs.ca.gov	Not Set	 Jpeg Image	image.jpg	GENERAL SERVICES	Not Set	27289486
5134315	14/12/2018 23:47	 Email	e-Invoice Importer	hscbtvg@cspinvoice.com	 PDF Document	FOLIODETE_20181...08.pdf	GENERAL SERVICES	Not Set	26783488
5134321	14/12/2018 23:49	 Email	e-Invoice Importer	luhwcap@cspinvoice.com	 PDF Document	FOLIODETE_20181...06.pdf	GENERAL SERVICES	Not Set	26783474
5134326	14/12/2018 23:49	 Email	e-Invoice Importer	hscbtvg@cspinvoice.com	 PDF Document	FOLIODETE_20181...36.pdf	GENERAL SERVICES	Not Set	26783488
5134506	15/12/2018 00:53	 Email	e-Invoice Importer	qbnwgadh@cspinvoice.com	 PDF Document	ihg_logo_folio3...51.pdf	GENERAL SERVICES	Not Set	27047876
5134516	15/12/2018 00:54	 Email	e-Invoice Importer	urrmvqmf@cspinvoice.com	 PDF Document	ihg_logo_folio3...56.pdf	GENERAL SERVICES	Not Set	27016443
5144045	17/12/2018 17:39	 Email	e-Invoice Importer	fthyhwsdp@cspinvoice.com	 PDF Document	jackson.pdf	GENERAL SERVICES	Not Set	27075373

[Download](#)

1 of 1

VCN Implementation Plan

- VCN's went LIVE as of January 14th, 2019 for all DGS travelers
- 30-day pilot within DGS
- 7 additional pilot agencies will pilot for 30 days after DGS
- Phased implementation process for remaining state agencies throughout 2019
 - Will be reaching out to agencies to schedule Readiness Assessments and to provide traveler, administrative, and accounting training.
 - *** If you are interested in being one of the first departments to rollout VCN please contact Statewide Travel

Q & A / Discussion