

1. **Where can I download a copy of Management Memo (MM) 21-07?**
 - a. All Management Memo's are posted here:
<https://www.dgs.ca.gov/Resources/ManagementMemos>
2. **What date will the MM 21-07 take effect?**
 - a. August 1, 2021
3. **What changes can travelers/travel liaisons expect?**
 - a. Concur: Changes to the online booking tool, Concur, will prompt and require that a Reason Code Justification(s) be provided before proceeding with booking a flight that violates any of the MM 21-07 policies.
 - b. CalTravelStore: When making a reservation with a live travel agent, the travel agent will require the traveler/travel liaison provide a Reason Code Justification(s) before they may proceed with booking a flight that violates any of the MM 21-07 policies.
4. **Will airline reservations booked prior to the August 1, 2021 need to be canceled and rebooked?**
 - a. No, reservations booked before August 1, 2021 are not required to be canceled and rebooked.
5. **I must book a flight that violates One of the Four Reason Codes. Can I proceed with booking that flight?**
 - a. Yes, however you must provide a reason (Reason Code Justification) to explain why that flight, which violates MM 21-07, must be booked before proceeding with the reservation.
 - b. You must also retain supporting documents as verification to support why you booked a flight that requires a Reason Code Justification.
 - c. Additionally, upon request, you must provide the supporting documentation to the Statewide Travel Program to support selecting the Reason Code Justification for booking a flight that violates the MM 21-07 policy.
6. **Is there a Reason Code Justification Legend that lists Reason Codes with descriptions?**
 - a. Yes, the Policy Violation Reason Codes – Legend can be downloaded from the Statewide Travel Program, Airfare Resources for State Travel section.
 - b. Click link: <https://www.dgs.ca.gov/OFAM/Travel/Resources/Page-Content/Resources-List-Folder/State-Travel-Airfare-Resources>
 - c. The Reason Code Justification - Legend states that travelers 'must retain documentation to justify' any violation of MM 21-07. Examples of such documentation include but are not limited to:
 - i. Example 1: When selecting a refundable fare due to a short notice/last-minute travel assignment, traveler must retain email record detailing the assignment and their requirement to travel to fulfill the mission critical task on such short notice.
 - ii. Example 2: When selecting a refundable fare due to only Refundable flights being available at time of booking, traveler must retain time stamped screenshots of Concur site illustrating no non-refundable flights were available to choose from at time of booking.

- 7. Moving forward, will State departments and agencies be responsible for tracking and ensuring compliance with airfare purchasing requirements?**
 - a. Yes. On an ongoing basis, each department must download an exception report in GRASP (Report #19853: Air Activity Detail - State of CA Policy Violation Codes) and monitor it to ensure department travelers are adhering to the MM 21-07 travel policies.
 - b. On a semi-annual basis, DGS will provide each state agency's Deputy Director of Administration (or equivalent) the same exception reports that will identify airfares reserved and associated excess air fare costs incurred (along with the corresponding reason code justifications) as a result of airfare bookings that do not conform to the travel policies.
- 8. Is there a report we can pull to ensure our employees are purchasing non-refundable fares?**
 - a. Yes. Each department must download the exception report in GRASP (Report #19853: Air Activity Detail - State of CA Policy Violation Codes). The report will include all exceptions/reason code justifications each traveler selected to justify their booking of a flight that does not adhere to MM 21-07 travel policies.
- 9. How will DGS be monitoring booking refundable and non-refundable flights?**
 - a. With the changes to Concur and CalTravelStore, DGS will now have access to exception report data as mentioned in MM 21-07. DGS along with each State agency will be responsible for managing flights booked non-refundable and refundable to ensure State travelers are adhering to MM 21-07 and as a result, a reduction in the more costly, refundable flights reflects in the reporting.
- 10. MM 21-07 details that State agencies that fail to substantially adhere to the airfare purchasing policies over a six-month period, may be required to submit a corrective action plan to Department of General Services. Please provide additional details about the Corrective Action Plan.**
 - a. The Corrective Action Plan is being developed and will be distributed via email soon.