



Statewide Travel Program

CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Goal

Provide state and local government agencies with access to state negotiated contracted rates for travel-related services. Agencies will be able to benefit from the most economical rates for airfare, commercial car rentals, travel agency, and travel payment services.

Program Provisions

- Assists government agencies meet their "Duty of Care" responsibilities by providing the means to locate travelers within minutes in case of emergencies.
- Consolidates all state travel volume for benchmark reporting, transparency, and efficiency, while leveraging the travel industry to obtain reduced rates and fares for government travelers.
- Enables government travelers to access cost-effective travel services through a customizable, user-friendly booking tool that meets individual agency specific policies and preferences.
- Provides essential travel oversight tools, including optional electronic pre-trip approval processes. This process ensures funds cannot be expended without manager approval and can be completed using the online self-booking tool. These tools help to maintain visibility of travel spending from booking to billing within the program.
- Integrates centralized payment services for direct billing of travel expenditures, reducing the need for travel advances, and minimizing payment fraud. The program also offers an annual prompt payment incentive and \$350,000 door-to-door business travel accident insurance.
- Saves valuable accounting time with detailed cost center and billing information provided by the iBank reporting system. Streamline travel payment account reconciliation and obtain customized reports tailored to for your agency's specific business needs.

Benefits

- Centralized travel management including an all-inclusive online self-booking tool (SAP Concur) through CI Azumano, the state's contracted, authorized travel agency.
- Improve compliance and enforce travel policies.
- Access to discounted domestic and international airfares with preferred carriers Southwest and United.
- Insights and strategies for managing unused airline tickets.
- Access to contracted car rental rates with Enterprise/National.
- Travel expenses centrally billed through U.S. Bank, the state's Travel Payment Services provider.
- Use of virtual payments for hotel room rate, tax, resort fees, and parking, eliminating the manual credit card authorization form process.



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Travel Management Service Fees

Service/Description	Online** Transaction Fee	Agent Assisted Transaction Fee	Additional Fees
Air/Rail (+Hotel and/or Car) *	\$4.50	\$10.25	N/A
Hotel and/or Car Only Reservation	\$2.25	\$10.25	N/A
Virtual Payment Deployment	N/A	N/A	\$4.00
Ticket Exchange	N/A	N/A	\$10.25
Ticket Refund	N/A	N/A	\$0.00
Ticket Void	N/A	N/A	\$0.00

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

**Reservation made without agent assistance.

Cost Savings Analysis

2023	Statewide Travel Program	Industry	Savings	
Air	\$366.00	\$529.00	\$163.00	30.81%
Hotel	\$154.00	\$173.00	\$19.00	10.98%
Car	\$37.00	\$42.00	\$5.00	11.90%

Statewide Travel Program Contact Information

[Interest Intake Form](#)

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