



Statewide Travel Program

CALIFORNIA DEPARTMENT OF GENERAL SERVICES

# QUARTERLY TRAVEL COORDINATOR MEETING

APRIL 27, 2023

9:00 AM to 10:30 AM



STATEWIDE  
TRAVEL  
PROGRAM  
STAFF

---

Kelly Bouchard, Business Partnership and Travel Manager

---

Michele  
Slape,  
Program  
Manager

Letty Santana, Airlines

---

Katy Harlow, Lodging

---

Vacant, SSA/AGPA (2)

---

Lucas Marvin Gallo, Student Assistant

---

Kenneth  
Wong,  
Program  
Manager

Lori Wasson, Travel Payment Services

---

Nhan Cao, Virtual Payments

---

Brenda Shields, Travel Management Services

---

Alissa Navarro, Outreach & Marketing

---

Donnie  
Rivelle,  
Program  
Manager

Valerie Mattos, Audits & Compliance

---

Dominique Nguyen, Audits & Compliance

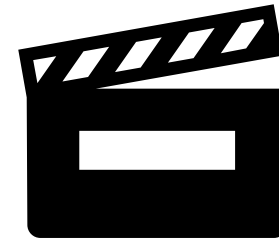
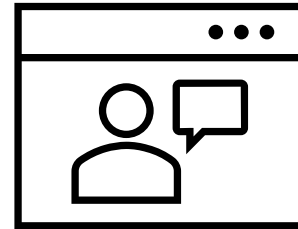
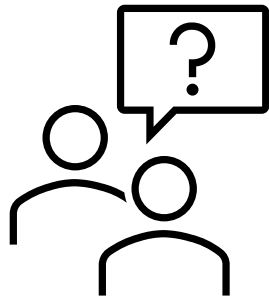
---

Vacant, Audits & Compliance

---

Vacant, Student Assistant

---



# HOUSEKEEPING



# MEETING AGENDA

- General Travel Reminders & Updates
- Program Updates
  - ✓ Travel Management Services
  - ✓ Travel Payment Services
  - ✓ Virtual Payment Program
  - ✓ Lodging
  - ✓ Commercial Car Rental
  - ✓ Airline
  - ✓ Travel Program Compliance
- Contact Information
- Closing Remarks

## TRAVEL PROGRAM REMINDERS

### Travel Personnel & Department Contact Updates

- Notify STP of personnel changes and other agency changes

### Travel Coordinator Roles and Responsibilities

- Primary point of contact for travelers
- Communicate with travelers
- Train travelers

# TRAVEL MANAGEMENT SERVICES

TRAVEL  
MANAGEMENT  
SERVICES

## QUICK REFERENCE GUIDE

### DGS Statewide Travel Program (STP)

- Contact for administrative, travel-related questions/inquiries

### CalTravelStore (Travel Agency)

- Contact for booking assistance, Grasp data/reports, etc.

### Concur (Online Booking Tool)

- Concur is the online booking tool provided by CalTravelStore and should never be contacted directly.

# TRAVEL MANAGEMENT SERVICES

## Concur/CalTravelStore Reminders

- Concur profile setup for new employees
  - ✓ TCs are the named points of contact for new staff who need a Concur account.
- Concur profile deactivation for separated employees
- Booking travel for others/guests
  - ✓ TCs need to request this permission from STP if they currently do not have travel admin. permissions.
- Be mindful of changing/canceling reservations in Concur as there may be associated booking fees.



# TRAVEL MANAGEMENT SERVICES

## Concur/CalTravelStore Reminders Cont.

- 2023 LIVE Concur virtual trainings – Register [here](#)
- Concur training videos and user guides available on [STP's website](#)
  - ✓ Please make sure your travelers have access to these important resources.
- CalTravelStore hours of operation
- Contract extension – through April 4, 2024

# TRAVEL MANAGEMENT SERVICES

## **Concur/CalTravelStore Reminders Cont.**

- Customer Service Issues and Feedback
  - ✓ TCs are encouraged to provide STP with feedback related to the services provided by our contracted vendors.
  - ✓ When bringing issues to STP's attention, please include as much information as possible, including but not limited to, employee(s) name, date/time of the call, phone number the caller called from, itinerary, email chain, etc.

# TRAVEL PAYMENT SYSTEM

# TRAVEL PAYMENT SYSTEM

- Contract update
  - ✓ Expiration 10/31/23
  - ✓ New solicitation in process
- Prompt payment incentive – released 3/13/23
  - ✓ STP sent email notifications to earning agencies.
  - ✓ Verify your agency's bank received the rebate deposit.

# TRAVEL PAYMENT SYSTEM

## **Citibank Program Administrator (PA) Call-In Access**

- Separate from CitiManager assignment
- New PA forms required
  - ✓ Submit completed, signed form to Citibank through STP.
  - ✓ “Citibank New Program Administrator Form” link
    - STP website -  
[www.dgs.ca.gov/OFAM/Travel/Resources/Page-Content/Resources-List-Folder/Citibank-Resource-Page](http://www.dgs.ca.gov/OFAM/Travel/Resources/Page-Content/Resources-List-Folder/Citibank-Resource-Page)

# TRAVEL PAYMENT SYSTEM

## CitiManager Program Administrator (PA)

- Password resets
  - ✓ PA entitlement settings being updated to include reset capability at agency PA level.
  - ✓ “How to” instructions available in Commercial Card Reporting System (CCRS).
  - ✓ “How to” instructions to be sent with presentation slides.

# TRAVEL PAYMENT SYSTEM

## **Citibank accounts / CitiManager review**

- “Company” (account/card) types = CTA, VCA, MTG, IBT
- Billing account vs card statements – CitiManager
  - ✓ Minimum = access monthly
  - ✓ Online = look at overview (acct. status, past due w/amounts, etc.)
  - ✓ Statements = look for payment postings

# TRAVEL PAYMENT SERVICES

## Payments

- ALWAYS include full billing account number on check front.
- Issue check / mail to Citibank within 45 days of statement cycle close date (25<sup>th</sup>).
- Timeline from mail date through receipt at Citibank – min. 10 days
  - ✓ Additional time for full posting to account – min. 2 days
- Overnight Delivery / Rush Payments to Citibank if needed
  - ✓ Timeline for overnight/rush delivery through full posting to account – min. 5 days



# TRAVEL PAYMENT SYSTEM

## **Past due billing accounts**

- Automatic card account suspension on 91<sup>st</sup> day of delinquency

## **Dispute process**

- Submit online (in CitiManager) ASAP – before 60 days of charge date
  - ✓ Prevent missing the dispute submittal timeframe
- Cancel if disputed charge is determined to be authorized or resolved.

# VIRTUAL PAYMENT PROGRAM

VIRTUAL PAYMENT PROGRAM  
(ALSO KNOWN AS  
"VIRTUAL CARD NUMBER" – VCN)

VCN resources on website, FAQ's

VCN and guest bookings

SNAP capabilities

Upcoming VCN trainings

# VCN RESOURCES

- The weblink for the VCN resources page is [here](#)
  - ✓ Resources
    - VCN training video
    - Conferma Pay app. registration guide and user guide
    - Conferma SNAP user guide
    - Upcoming VCN refresher and other training
  - ✓ Frequently Asked Questions
    - Travelers
    - Travel Coordinators and Accounting Officers

# VCN FREQUENTLY ASKED QUESTIONS (PART I)

## **What do I need to do when I check-in to the hotel?**

- Upon check-in, the hotel front desk should already have the VCN for payment. If not, the traveler must open the ConfermaPay app. and resend the authorization form.
- No ConfermaPay app.? Must call CalTravelStore at (877) 454-8785 for assistance.
- Travelers **MUST** present a personal credit card for incidentals.

## **What if the hotel requests to see a physical copy of the VCN?**

- A VCN is not a physical, plastic card. When the reservation was booked, the hotel should have received a copy of the credit card authorization form containing all pertinent information.
- Please ask the hotel front desk to look for the credit card authorization form in their internal system(s).

# VCN FREQUENTLY ASKED QUESTIONS (PART II)

## **What if the hotel does not have a record of the credit card authorization form?**

- If they do not have record of the VCN, there are 3 options:
- Option 1 - Launch the ConfermaPay app. and follow the steps to refax the Credit Card Authorization form to the hotel.
- Option 2 - Travelers without a smartphone and/or the ConfermaPay app. must call CalTravelStore at (877) 454-8785 and speak with an agent (24/7). The agent will refax the form to the hotel.
- Option 3 – Use a personal credit card to pay for the hotel and seek internal reimbursement. Upon the traveler’s return from business, please report issues to STP at [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov).

# VCN FREQUENTLY ASKED QUESTIONS (PART III)

## What if the hotel refuses to provide a hotel receipt/folio?

- In the unusual chance the hotel front desk will not provide the traveler a folio, please try the options below:
  - ✓ Attempt to educate the front desk staff.
    - CalTravelStore is the sole contracted travel agency for the state of California.
    - The reservation is being paid by the state of California.
  - ✓ Speak to a front desk supervisor.
    - Explain the above and inform the supervisor that folios are required by the state of California in order to reconcile payments.
  - ✓ Leave the hotel and contact the hotel's accounting office to obtain the folio.
  - ✓ Hotel rewards members will typically receive an email with the folio. Travelers using the hotel's mobile app. are able to access the folio directly and email it where needed.
  - ✓ As a last resort, travelers should contact agency travel coordinators. These issues should be referred to STP, who will reach out to the hotel for resolution and education.

# CONFERMA SNAP

## What is Conferma SNAP?

- A VCN reconciliation tool provided by Conferma
- Exclusively available to authorized travel and accounting staff at VCN-enrolled agencies
- By using SNAP, administrators have complete visibility into VCN hotel reservations, which includes access to:
  - ✓ Transaction information
  - ✓ Virtual card numbers
  - ✓ Receipts / folios
  - ✓ Ability to resend the credit card authorization form (if necessary)

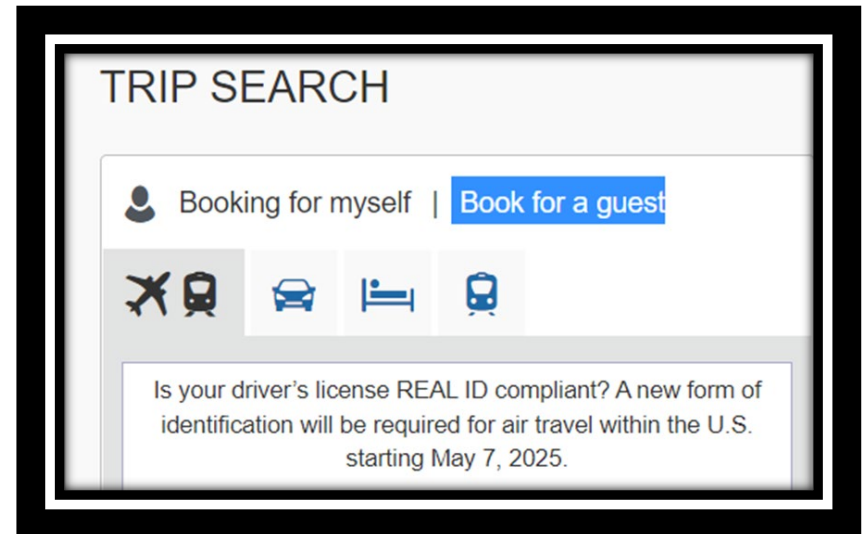
If you want to learn more about the SNAP tool, you can locate the full guide on our DGS Statewide Travel Program VCN Resources page. [Click here](#)



# VCN GUEST BOOKING

- The 'guest booking' feature cannot be used to make VCN hotel reservations in Concur.
  - ✓ If a booking is made in Concur with an incorrect payment method, please contact CalTravelStore immediately to switch the payment method before the check-in date.


**\*Note:** CalTravelStore is unable to make changes to the payment method after the check-in date.



# VCN GUEST BOOKING

- To verify that VCN is the payment method for the hotel reservation, review the itinerary from Concur. Look for a line at the bottom that says “A virtual payment for the hotel was deployed.” This indicates that the selected payment method is VCN.

OTHER	Sunday, 23JUN 2019
WE APPRECIATE YOUR BUSINESS	
PLEASE TAKE A MOMENT TO FILL OUT OUR CUSTOMER SERVICE SURVEY AT <a href="http://WWW.SURVEYMONKEY.COM/R/HQHJ8PF">WWW.SURVEYMONKEY.COM/R/HQHJ8PF</a> <del>CAL TRAVEL STORE PHONE NUMBER 977-154-8785</del>	
A VIRTUAL PAYMENT FOR THE HOTEL WAS DEPLOYED	
NO CARS 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 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.	



"A VIRTUAL PAYMENT FOR THE HOTEL WAS DEPLOYED"

# UPCOMING VCN REFRESHER FOR ALL

- STP will be hosting four (4) refresher trainings this year for agencies utilizing VCN. Below are the dates and link to register:
  - March 10, 2023: 2:00PM – 3:00PM ([Click here](#))
  - June 16, 2023: 2:00PM – 3:00PM ([Click here](#))
  - September 8, 2023: 2:00PM – 3:00PM ([Click here](#))
  - November 3, 2023: 2:00PM – 3:00PM ([Click here](#))
- \*Statewide Travel Program Events page - [Click here](#)

# LODGING

# LODGING

- Increased questions from travelers and Travel Coordinators seeking guidance Concur booking exceptions
  - ✓ Lodging exceptions per DGS Management Memo 14-03
    - Room block rates
    - No acceptable lodging available in Concur
    - Alternative lodging such as Airbnb
- Travelers should be contacting agency Travel Coordinators for guidance on exceptions, not STP.
- Travel Coordinators are responsible for approving exceptions based on the above information and your agency's internal policies.

# LODGING

- Concur Search by Distance:
  - ✓ Include an address, zip code or landmark for the destination. The system pulls all properties located within 5 miles from that point.
  - ✓ Mileage can be increased to expand the search distance, if necessary.
  - ✓ System displays all properties within the range indicated.
  - ✓ Sorted lowest to highest cost by default – this does not limit the selection.
  - ✓ Sorting can also be adjusted to sort by different indicators such as rating, distance or preference.

# LODGING

- Booking hotels in expensive and/or remote areas:
  - ✓ Book hotels as far in advance as possible.
  - ✓ Expand the search by a few miles for highly popular areas:
    - When feasible to conduct official business.
    - If it doesn't result in significant additional travel time or costs (such as an additional need for a rental car or Uber/taxi expenses).
  - ✓ Don't narrow the search to specific hotels or brands.
  - ✓ Look at all options in Concur.
  - ✓ Required to use the Excess Lodging Request process when choosing a property above the state rate.

# LODGING

- Excess Lodging Rate Request/Approval (STD. 255C)
  - ✓ Increased inquiries/complaints from travelers and Travel Coordinators about substandard lodging
    - Concur does not prohibit reservations above the state rate.
    - Must follow the Excess Lodging Rate Request/Approval process.
    - Travel Coordinators must educate travelers about the Excess Lodging Rate Request/Approval process.
    - Questions about the Excess Lodging Rate Request/Approval process and form (STD. 255C) must be directed to CalHR at [travelmanager@calhr.ca.gov](mailto:travelmanager@calhr.ca.gov).



# COMMERCIAL CAR RENTAL

# COMMERCIAL CAR RENTAL

- Tolls
- Advance Approval
- Required Forms and Process
- Billing/Dispute Process
  - ✓ Incorrect Rental Car Rates
  - ✓ Invoices/Statements for Reconciliation
- Refueling Policy
- Rental Car Shortage
- Branch Hours / Closure
- [New downtown Sacramento location](#)

# TOLLS


- In California, the most common tolls drivers will encounter are bridge tolls in the San Francisco Bay Area and paid toll-roads in Orange County.
- Tolls are always the responsibility of the traveler.
- All toll collections have been digitized and are payable online only. Cash is no longer accepted.
- Bridge, Tunnel and Toll Roads
  - San Francisco Bay Area Tolls: [All San Francisco Bay Area Toll Bridges](#)
  - Orange County Tolls Roads: [All Southern California Toll-Roads](#)
  - FasTrak Express Lanes: [All California Express Lanes](#)

# WHEN IS ADVANCE APPROVAL REQUIRED FOR RENTAL CARS?

- Renting a Vehicle Larger Than Intermediate Size
- Renting a Vehicle From a Non-Contracted Vendor
- Traveler Needs Reasonable Accommodation
- Approval Process
- Forms Required
  - [OFAM 100 Short-Term Vehicle Justification Form](#) (Updated October 2021)
  - [Specialty Vehicle Reservation Form](#)

# BILLING/DISPUTE PROCESS

- Receipts with incorrect rental rates or other issues must be sent to Enterprise to adjust.
- Complete the research template and attach the incorrect receipt + original reservation. Send to [Laurie.Johnson@ehi.com](mailto:Laurie.Johnson@ehi.com).
- This should be handled by Travel Coordinators, not travelers.

Account Name : DEPARTMENT ABC										
Account Number : XYCA123										
Invoice Date : 03/22/2023										
Vendor Name : Enterprise Rent-A-Car										
Account Name	Billing #	RA / Invoice #	Billed Total	Adjustments	Total Amount Due (USD)	Rental Office Address	Rental City	Rental State	Renter Name	
DEPARTMENT ABC	14589666	8F6M87	1,220.00	0.00	452.36	1409 16TH STREET	SACRAMENTO	CA	JOE SMITH	
DEPARTMENT ABC	14589667	8GFSBM	1,178.92	0.00	55.69	2267 ESPLANADE SUITE C	CHICO	CA	CINDY LOU	
DEPARTMENT ABC	14589668	8FJHMY	1,199.92	0.00	1,199.92	110 5TH STREET	EUREKA	CA	STEVEN FISHER	
DEPARTMENT ABC	14589669	8FQRH1	1,177.12	0.00	185.36	110 5TH STREET	EUREKA	CA	GEORGE MILLER	
DEPARTMENT ABC	14589670	8FR1JZ	1,178.92	0.00	1,178.92	2267 ESPLANADE SUITE C	CHICO	CA	ANTHONY LUCY	
DEPARTMENT ABC	14589671	8FZYVN	1,191.16	0.00	75.96	187 W LINE ST	BISHOP	CA	GARRETT TYLER	
DEPARTMENT ABC	14589672	8GUYQF	405.54	0.00	405.54	4680 PACIFIC ST	ROCKLIN	CA	DOMINIC DUDLEY	
DEPARTMENT ABC	14589673	8J0R55	1,194.68	0.00	213.25	1409 16TH STREET	SACRAMENTO	CA	LILY CHUNG	
DEPARTMENT ABC	14589674	8JR5JJ	1,178.92	0.00	1,178.92	4680 PACIFIC ST	ROCKLIN	CA	JOHN WAGNER	
DEPARTMENT ABC	14589675	8JS79L	1,178.92	0.00	83.56	4680 PACIFIC ST	ROCKLIN	CA	TIM WATSON	
DEPARTMENT ABC	14589676	8JR59Z	1,178.92	0.00	456.89	4680 PACIFIC ST	ROCKLIN	CA	LUIS ORTEGA	
TOTAL						5,486.37				

# COMMERCIAL CAR RENTAL REFUELING

- Rental cars no longer need to be refueled by travelers prior to returning to the airport or branch.
  - ✓ Enterprise will refuel/refill the vehicle and pass the charge onto agencies by way of direct bill.
  - ✓ Current fuel price is \$4.36/gallon (April 2023).
  - ✓ Current fuel price is updated monthly and always posted on the STP website [here](#).
  - ✓ Reasonable cost-comparison between contracted fuel price and local prices is still recommended.

# RENTAL CAR SHORTAGE

- Shortage of rental fleet continues.
- Limited supply predicted to continue through 2023.
- Continue to book early and cancel when appropriate.



# BRANCH HOURS

- Many branches allow for after-hours return of rentals. The keys can be dropped in a box onsite after parking in the designated lot.
- After-hours drop-offs will not be considered returned until the branch opens. Rentals should be booked with this in mind.

## SERVICE LOCATIONS AND HOURS

- Locations and Hours
- Locations with Extended Hours (Weekends)
- Locations with Truck Rentals



# ELECTRIC VEHICLES (EVs)

- EVs are available at many Enterprise branch locations statewide.
- May not always be listed in Concur due to low inventory.
- Short-term Vehicle Justification form (OFAM 100) is NOT required to rent an EV, despite higher rate.
- State travelers are encouraged to book or upgrade to an EV whenever possible.

# NEW DOWNTOWN SACRAMENTO ENTERPRISE LOCATION

- The Downtown Sacramento Enterprise branch has moved to a new location!

722 12<sup>th</sup> Street

Sacramento, CA 95814

(916) 444-7600



AIRLINE



# AIRLINE

- Airfare Resources for Government Travel ([Click here](#))
- Management Memo 21-07 (MM 21-07) - Airline Reservation Requirements
- Airline Credits / Southwest Airlines - SWABIZ®

# AIRLINE

- Airfare Resources for Government Travel website
  - ✓ Contracted airline carriers: Southwest and United Airlines
  - ✓ Flight cancellations/changes:
    - Online in Concur or call CalTravelStore
    - Do not cancel directly with airline
  - ✓ Combining business and personal travel
    - After the business itinerary has been ticketed, the traveler can book the personal components of the trip directly with the vendor and is personally responsible for any additional costs incurred due to the flight change.

# AIRLINE

## Management Memo 21-07 (MM 21-07) - Airline Reservation Requirements

- Executive Branch - state agencies
- State Travel Policy Resources website ([Click here](#))
  - ✓ MM 21-07, Training Video, FAQs and approved exceptions
- Reporting
  - ✓ Monthly Air Activity Detail Report (Grasp #19853)
  - ✓ Semi-Annual Exception Reports
    - Period 1 (July – December); Period 2 (January – June)
    - Emailed to the Deputy Director of Administration (or equivalent) every August and February
- Airline Reservation Policy Requirements
  - ✓ Reserve flight on contracted preferred carrier.
    - Primary Domestic: Southwest Airlines
    - Secondary Domestic/Primary International: United Airlines
  - ✓ Reserve flight that is non-refundable
  - ✓ Reserve flight at least seven (7) days in advance, Domestic
  - ✓ Reserve flight at least thirty (30) days in advance, International

# AIRLINE

## Airline Credits

- Unused Ticket Credit Management - User Instruction guide ([Click here](#))
  - ✓ Unused Ticket Credit (UTC)
    - Call CalTravelStore to apply/use
  - ✓ Miscellaneous Change Order (MCO)
    - Call CalTravelStore to apply/use
  - ✓ Universal Air Travel Plan (UATP)
    - STP Airline website, ([Click here](#)): UATP FAQs, monthly statements, Datamine®
    - Southwest Airlines only
    - Online via Concur
    - Deposits expired Southwest UTCs
- Southwest Airlines - SWABIZ® discontinued
- Travel Funds misuse
  - ✓ Travel funds must not used outside of proper channels (CalTravelStore or Concur)
  - ✓ **PROHIBITED**: SWABIZ®, airline ticket counter, calling airline directly, airline website, booking tools, etc.

# COMPLIANCE



# TRAVEL PROGRAM COMPLIANCE

- An Overview of Compliance in State Business Travel
- Top Tips for Building and Maintaining Compliance
- Top Abuse Trends in State Business Travel
- New Training Documents to Assist TC's and Agencies

# AN OVERVIEW OF COMPLIANCE

- Adherence to internal and external policies and procedures such as State Administrative Manual, Government Code, California Code of Regulations, CalHR Manual, etc.
- Mitigate risk
- Uphold public trust by safeguarding taxpayer funds
- Assists in preventing and detecting fraud and abuse in state business travel.
- “Noncompliance” is:
  - ✓ Disregard for policy
  - ✓ Weaknesses or loopholes in a system (lack of business travel oversight)
    - Opportunities to defraud the state, or otherwise waste taxpayer money on unnecessary or unauthorized business travel

# TOP 6 TIPS FOR BUILDING AND MAINTAINING COMPLIANCE IN STATE BUSINESS TRAVEL

- Establish an internal agency travel policy.
- Implement an effective system of internal controls, using State Administrative Manual (SAM) 20060 and Government Code (GC) 13403 as the blueprint.
- Establish a system of pre-trip and post-trip review over travel.
- Deactivate separated employees from Concur and thereby remove access to your agency's "wallet."
- Monitor and take action on all monthly travel reports.
- Engage in succession planning of travel staff.

# TOP ABUSE TRENDS IN STATE BUSINESS TRAVEL

- “Business Trips” that are actually commuting expenses.
- Unused Ticket Credits (UTCs) being applied toward personal travel.
- Booking “last-minute” flights so that only refundable fares are presented at the time of booking.
- Booking refundable fares for the benefit of making same-day flight changes at the airport ticket counter, which is prohibited.

# COMPLIANCE TRAINING DOCUMENTS

- Manager's Pre-Trip Approval Checklist
- “How to Be a Travel Coordinator in State Service” Guide
- “How to Build and Maintain Compliance in State Business Travel” Guide
- Concur End-User Guide
- “DIY” Travel Policy Templates

# WRAPPING UP

# CLOSING REMARKS

Please let us know which topics would interest you and what specific areas you would like STP to cover in future presentations.

Submit suggested agenda topics in the chat, or email us at [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov)



Statewide Travel Program

CALIFORNIA DEPARTMENT OF GENERAL SERVICES

# STATEWIDE TRAVEL PROGRAM

## CONTACT INFORMATION



[StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov)



916.376.3974



[www.dgs.ca.gov/ofam/travel](http://www.dgs.ca.gov/ofam/travel)