

**Quarterly Travel Coordinator Meeting – State  
April 10, 2024  
Q&A Report**

**STP Questions**

**1. Do we have a feature to enable hard stop approvals for specific employees in Concur?**

Yes, a rule can be set up in Concur to require select travelers to go through a pre-trip approval process.

**2. I made a reservation for a hotel but couldn't add a rental car to the existing itinerary. Will this change?**

You should be able to add a rental car to an existing hotel reservation. Please email [stateridetravelprogram@dgs.ca.gov](mailto:stateridetravelprogram@dgs.ca.gov) and provide a copy of the itinerary so we can investigate the matter further.

**3. Do we have a live technician that can help with our technical issues?**

Yes, CI Azumano and STP both have staff to assist. Depending upon the issue, you may reach out to STP by phone at (916) 376-3974.

**4. Is there a guide available on how to apply UTC's via Concur?**

UTCs can be applied in Concur, effective April 16, 2024. From the user's perspective, the UTC will continue to display in multiple areas within Concur. Once the new flight reservation is created, CI Azumano's mid-office tool will recognize if the traveler has a credit and will apply the credit to the new reservation. No action is required by the traveler.

**5. We received communication that employees are to call CI Azumano for lodging changes and not to do that in Concur. Is that still the current direction?**

This is the direction for existing hotel reservations booked with CalTravelStore only. If the hotel reservation was booked after your agency's go live/transition date with CI Azumano, you may make changes to reservations online in Concur.

**6. Hello, all staff at my department are having issues booking in CI Azumano. We receive a message "This hotel is not in compliance with the following travel rule(s): Hotel is in state providence California, CA." Could you please address how we can work around this so staff can book?**

This appears to be a travel rule that is set up on your Concur site, blocking hotels based on location. Please email us at

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[statewidetravelprogram@dgs.ca.gov](mailto:statewidetravelprogram@dgs.ca.gov) so we can verify the current travel rules within your Concur site.

**7. How long do you have to make changes to a flight and, if someone is unable to make the flight will a credit be issued?**

It depends on the airline, but most airlines allow you to change your flight up to 24 hours from the scheduled departure time. Whether you receive a flight credit depends on the fare type. If needed, please send more information to STP.

**8. Using the Concur App to make reservations, travelers are encountering different lodging rates for multiple nights, do not show on the app. Employees get multiple emails with nightly rates and total lodging booked being different amounts. What is happening on the app?**

Please send screenshots to [statewidetravelprogram@dgs.ca.gov](mailto:statewidetravelprogram@dgs.ca.gov) and STP will investigate.

**9. More information is needed to guide staff on "avoiding additional transaction fees, trips should be booked in one itinerary". I'm not sure what that means when they are creating their booking.**

If staff are booking multiple segments of one trip (air, car and/or hotel) separately, each of those bookings incurs its own transaction fee. By avoiding additional (separate) transaction fees, all segments for a single trip should be booked together in one reservation.

**10. Is the completion of credit card authorization form for VCN required for all hotels? Or only those that didn't receive the VCN information? Is the form to be completed by the employee or travel services unit?**

The completion of the credit card authorization form for VCN is not required for all hotels. It will depend on the hotel's policy; some hotels may still require their form to be completed. The form should be completed either by the agency's travel unit and/or the employee.

**11. Does DGS still provide live Concur training for travelers?**

Yes, visit STP's [Events](#) page for upcoming training dates.

**12. I attempted to book a hotel for a guest, and was not given the VCN option... should I just input our agency card, or is this a bug in the system?**

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You cannot use VCN in Concur when booking for a guest. A credit card will need to be added. However, you can call or email CI Azumano and a travel agent can book a hotel for a guest using VCN.

**13. Can we use The Parking Spot discount for personal use?**

It is for business use only.

**14. Some travel guidelines are a department's discretion, so the guidelines are not uniform. Shouldn't all travel guidelines be provided by CalHR, DGS, and other control agencies so the statewide follow the same guidelines and practices?**

Agencies are given the ability to make policies and rules related to travel more strict than what is outlined in the CalHR Manual, by SCO, SAM, etc.

Each state agency will have different combination of bargaining units. A policy required by one agency due to an employee's MOU may not apply to another agency that does not employ anyone from that same MOU.

**15. When are state departments going to receive the new U.S. Bank Fi\$cal ID?**

The U.S. Bank supplier ID in Fi\$Cal remains the same as before when the Travel Payment Services went live on November 1, 2024. The Supplier ID is USBANKTRVL.

**16. With regards to The Parking Spot discount, is it applicable to all parking spaces or only the economy parking?**

Please use the link below to view the available discounts.

[https://www.theparkingspot.com/promotions/corporatehome.aspx?ccode=group\\_03028](https://www.theparkingspot.com/promotions/corporatehome.aspx?ccode=group_03028)

**17. Traveler's name is still not included on the VCN report from U.S. Bank (detailed) report. Will this be included in the future?**

STP is working with U.S. Bank to include more information on the U.S. Bank reports. In the interim, SNAP reporting will provide you with the necessary information for reconciliation purposes.

**18. Are we supposed to encourage travelers to sign up for The Parking Spot for LAX/SFO? Shouldn't travelers use the economy lot per CalHR?**

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State employees on authorized travel status should use the least-costly option when parking at airports.

**19. Who do we contact for assistance when we try to book a hotel reservation, but keep getting errors?**

Please email [statewidetravelprogram@dgs.ca.gov](mailto:statewidetravelprogram@dgs.ca.gov).

**20. Regarding the travel report, is there a way to run a report for rail charges that shows who the traveler is? The transaction report gives me the charges but not the traveler's name.**

Yes, there is a transaction report that will be sent to your data exchange near the end of your statement cycle, showing who the traveler is. Additionally, U.S. Bank offers customized reports based on your agency's needs. You can reach U.S. Bank at 877.846.9302, Option 3, or email them at [CSPublicSectorClientServices@usbank.com](mailto:CSPublicSectorClientServices@usbank.com) (with a response time of up to 24 hours).

**21. Will the transaction report include the traveler's name? That field isn't currently available.**

Yes, CI Azumano transaction reports may include the traveler's name.

**22. Conferma app had recently updated their app, the new update does not allow users to upload hotel receipts to their account anymore. Will this feature be fixed in the Conferma app?**

The feature to upload hotel receipts is still available within the Conferma app. If the feature is no longer present in your app, please take a screenshot and send it to [statewidetravelprogram@dgs.ca.gov](mailto:statewidetravelprogram@dgs.ca.gov) for further assistance.

**23. Can you provide the path to the Data Exchange report like the CTA Citibank Report?**

After logging into Access Online, navigate to the menu on the left-hand side of the screen. Towards the bottom of the menu items, click on 'Data Exchange.' A new window will appear with the files listed.

**24. Who can we speak with to create a custom report to combine air and rail?**

Please email [Careports@ciazumano.com](mailto:Careports@ciazumano.com).

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**25. I am unable to pull the VCN report with traveler names. A lot of transactions are missing from the report. Hotels are not handing over the receipts to travelers because the department's credit card made the payment.**

You can download the reconciliation report in SNAP, which will contain the names of the travelers. When calling the hotel property to request the receipts, make sure to inform them that the card belongs to the department and you need the receipts for reconciliation purposes. If you don't receive the receipt, the charge could lead to a dispute.

**26. Is there a guide on how to use the Meeting Card?**

Additional information about the Meeting card can be located on our website ([click here](#)) and SAM Section 4117.5 ([click here](#)).

**27. Is the hotel receipt supposed to get auto populated on SNAP or do we need to request for it through SNAP?**

The receipts will be available in SNAP for you to download if the hotel has sent it into the SNAP system. If you do not see the receipt in SNAP for any specific transaction, you will need to reach out to the hotel to request a copy.

**28. What if we did not get a new SNAP login?**

If you did not receive a SNAP login, you can submit a request to [statewidetravelprogram@dgs.ca.gov](mailto:statewidetravelprogram@dgs.ca.gov) and include your travel coordinator's information. Please note that SNAP access will only be granted to travel coordinators and/or accountants who need to reconcile the U.S. Bank statement or assist the travelers.

**29. What is "SNAP" acronym for?**

Smart New Accounts Payable. SNAP is Conferma's reporting and reconciliation tool.

**30. Is there a sample template (communication) for The Parking Spot? If any, can you please provide so that we can distribute to staff.**

The Parking Spot program is elective and is only available at select airports. Refer to the document attached in the follow up email.

**31. Who do we contact for iBank login?**

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Please email [Careports@ciazumano.com](mailto:Careports@ciazumano.com).

**32. We recently requested a SNAP log in for our travel coordinators, but we were created a shared Login. Now the share login is requiring a 2FA which is creating an issue in the log in. Should we request for new SNAP login for all our coordinators?**

If your departments have a shared SNAP login, please reach out to [statewidetravelprogram@dgs.ca.gov](mailto:statewidetravelprogram@dgs.ca.gov) and provide us with a new list of coordinators that need the SNAP access.

**33. We have some questions regarding access to dispute and inquire about charges. Every time we call the dispute number, the agent says we're not authorized to discuss the charges. Is it possible to grant authorization to multiple employees so they can discuss any disputes we may have? Is there an email we can contact to inquire about charges or disputes? Can we receive emails regarding ongoing disputes from US Bank?**

You can add and remove additional program administrators by working with U.S. Bank client services support directly.

Phone: 877-846-9302; Option 3

Email: [CPSPublicSectorClientServices@usbank.com](mailto:CPSPublicSectorClientServices@usbank.com) (up to 24-hour response time)

**34. Are we supposed to fill out a hotel's credit card authorization form, if they require their own and do not accept the payment authorization form sent from Snap? Sometimes the hotel will provide a secured link, while smaller chain hotels will send a PDF form to complete.**

Yes, you are supposed to fill out a hotel's credit card authorization form if the hotel requires their own and does not accept the payment authorization form sent from Conferma.

**35. In special circumstances, will U.S. Bank still accept disputes for charges if the 60 days have passed?**

Unfortunately, there will not be any exception for submitting any disputes that are older than 60 days. For any charges that have passed the dispute window, we recommend working directly with the vendor to resolve the discrepancy.

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**36. Will you be providing the UTC information/guidelines from all airlines in your Travel Bulletin?**

UTC information/guidelines change frequently and vary by airline. Communication on UTCs will be distributed via email, the STP newsletter, and/or during quarterly travel coordinator meetings.

**37. If we have any unused ticket credits in the monthly report, do we still email the employee and ask if they will be using this credit? If no, do we notify CI Azumano Travel and inform them that this employee will not be using the credit for future travel? Otherwise, they need to use the credit before its expiry date.**

Yes, travel coordinators should still be emailing employees with unused ticket credits to determine. This process does not change because of the transition. Unused ticket credit inquiries can be sent to [caltravel@ciazumano.com](mailto:caltravel@ciazumano.com).

**38. The department received credits from United Airlines but when do we expect to receive the refund.**

Some but not all United unused ticket credits were refunded to the original form payment.

**39. The commercial car rental agreement shows that the contractor must furnish a rental agreement to the renter. Some Enterprise rental locations are not providing this document to the renter. Is the employee required to provide a copy of the car rental agreement for their claim to be processed?**

Rental agreements are emailed to the renter after picking-up the vehicle from the Enterprise branch. Travelers may request a printed copy, but not all Enterprise locations will be able to provide one. This is true with the final invoice once the vehicle is returned. Rental agreements cannot be used as documentation for processing claims as costs noted are only estimates. Once the trip is complete and vehicle returned, the full cost will be assessed and noted on the invoice.

**40. We have employees that attend court hearings. There have been times where the Judge has canceled the day before. Most hotels require 2-day**

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**cancellation. What is suggested to avoid cancellation fees or is there something can be worked out for state agencies?**

Travelers should always attempt to book lodging with the most flexible cancellation policy (typically 24 hours) when situations like this are expected. Many hotels are willing to waive the cancellations fees for state employees when asked. Travelers and travel coordinators should attempt to have the cancellation fees waived by proactively calling or emailing the hotel. Travelers that build a rapport with a hotel over time will be more successful when asking for these fees to be waived.

**41. Why is the question about electric car request at the end of making a reservation for lodging only required with CI Azumano?**

The transition to CI Azumano has timed with other statewide initiatives to promote the use of zero-emission vehicles (ZEVs).

**42. If needing to recharge the electric vehicle during a trip will the traveler need to sign up for an account to use chargers on the road and will they receive a receipt which then can be reimbursed via CalATERS as a gas expense?**

Yes, and yes.

**43. When will the refund check be issued for charges made with the Citibank card?**

Citibank will soon be issuing refund checks to the departments that have account credit balances. STP is finalizing a comprehensive refund request for submittal to Citibank, which includes all departments and applicable credit balance amounts. Citibank will process all the refunds at one time and mail checks accordingly. We will provide updates in the coming weeks. No action is required by you/your agency at this time.

**44. Why are we allowing unused credits to be transferred to the employees personal account (after one year), the funds used are state funds, not employee paid?**

“Transfer” implies that ownership of the unused ticket credit (UTC) has moved from the state agency to the traveler. It is best to avoid language like this, even off-hand, because it implies that something that will always be state property is no longer state property.



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After a Southwest Airlines UTC exists for 365 days, it becomes viewable and usable within a traveler's Rapid Rewards account. This action is built into Southwest's UTC management system and cannot be changed.

However, that UTC must still be used for state business and does not in any way belong to the traveler. After day 365, travelers must call the travel agency and provide the UTC information to the agent in order for them to apply the funds to a new flight. Travelers that have UTCs should be reminded to use them as soon as possible. Similarly, travelers with a UTC that will exceed day 365 should be warned about using state UTCs for personal travel and how to use them for state business.

Travelers that fail to follow these warnings and use the UTC for personal travel will be flagged on an audit report sent to STP monthly. These findings are then passed on to the state agency to investigate further.

**45. Is there a training available for TECs, even though the old form is not frequently used, our agency is still using it -- Staff have been asking a lot of questions that are nearly impossible to find.**

STP is not aware of a general training for TECs as each agency manages this process differently. You can reach out to [calaters@sco.ca.gov](mailto:calaters@sco.ca.gov) for more information.

**46. How should mileage be computed in CalATERS? They can only claim whatever the shortest distance, right?**

Please reach out to [calaters@sco.ca.gov](mailto:calaters@sco.ca.gov) for more information.

**47. Are employees required to submit TECs reflecting one department paid hotel expense even though there are not out of pocket expenses incurred?**

Please reach out to [calaters@sco.ca.gov](mailto:calaters@sco.ca.gov) for more information.