

Virtual Quarterly Travel Coordinator Meeting



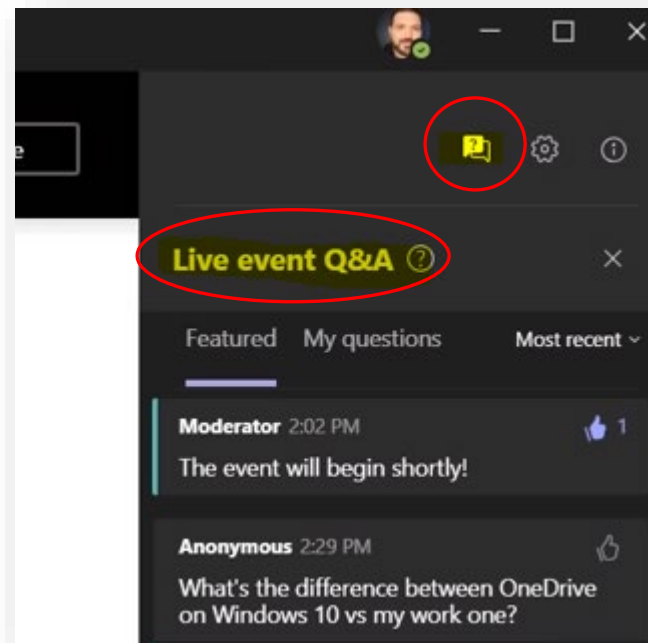
Statewide Travel Program

CALIFORNIA DEPARTMENT OF GENERAL SERVICES

MARCH 21, 2022

Virtual Meeting

- Meeting is being recorded, link to recording will be emailed Friday, March 25, 2022
- Questions? Ask in the moderated MS Teams Live event Q&A



Agenda

- Program updates – (30 minutes)
 - Lori Wasson – Travel Payment System (3 minutes)
 - Nhan Cao – Virtual Cards (2 minutes)
 - Kenneth Wong – Travel Management Services (5 minutes)
 - Letty Santana – Airlines (15 minutes)
 - Donnie Rivelle – Rental Cars (5 minutes)
- Guest speaker – Monica De La Rosa, DGS Audits (15 minutes)
- Travel Q&A – Alexander Ronquillo (CalATERS), Christopher Romo (CalATERS), Theresa Reid (CalHR) (75 minutes)

Statewide Travel Program Staff

Kelly Bouchard – Statewide Travel Program Manager

Michele Slape – Statewide Travel Program Manager

Lori Wasson – Travel Payment System (Citibank)

Kenneth Wong – Travel Management Services (CalTravelStore/Concur)

Nhan Cao – Virtual Card Numbers (VCN)

Letty Santana – Airlines

Donnie Rivelle – Car Rentals and Transportation Network Companies (Uber/Lyft)

Katy Harlow – Lodging

Alissa Navarro – Optional Users and Marketing

Valerie Mattos – Audits and Compliance

Dominique Nguyen – Office Technician

Lori Wasson

Travel Payment System (Citibank)

Travel Payment System (Citibank)

- Citibank Card Account Types
 - Central Travel Account (CTA)
 - Used in a “Ghostcard” format = no plastic received
 - Default payment mechanism for air, rental car, and train reservations = # loaded into Concur/CalTravelStore for departments
 - Meeting Card Program (MTG)
 - Plastic card issued
 - Used for other travel-related, business charges = meeting/conference room rentals and associated charges (i.e., audio visual equipment), electronic toll collection, and electric vehicle charging stations
 - Can be issued in a department or individual’s name
 - Virtual Card Account (VCA)
 - One-time use, virtually issued card account number for lodging reservations (including self-parking at hotels)
- 2 Statement Types - Billing Account & Card Account
 - Billing Account only used for payments - Lists Balance Due

Travel Payment System (Citibank)

- Past Due Statements, Notifications and Payment Postings –
 - Cycle cut off = 25th of month. Statements available online by COB 26th of month
 - Access CitiManager and download/print billing account statement(s) to process payment
 - 7 to 10 days after payment issuance date – Check CitiManager to verify payment posted
 - 1st past due notification from STP – approx. 10th of following month
 - Verify in-house issued payment status and notify STP in response to 1st notification
 - Recheck CitiManager for payment posting
 - 2nd notification from STP
 - Provide STP with payment details (check #, date issued, amount, how sent) for research through Citibank
- Assigning Departmental Program Administrators within CitiManager (Citibank's online account management system) –
 - Department Travel Coordinator (TC)/Program Administrator (PA) submits an email request to the STP mailbox (statewidetravelprogram@dgs.ca.gov) including – New PA Name, Work Address, Work Phone Number, and Email Address
 - STP initiates a CitiManager profile and advises the requester it's available, plus provides steps to complete the one-time profile registration

Nhan Cao

Virtual Card Numbers (VCN)

Virtual Card Numbers

- Self-parking payment at hotels is now live 2022
- Sertifi / Credit card authorization form acceptance
- Folio / invoice from rewards program email
- VCN Training refresher for travelers on the first Friday of every month until end of the year

Kenneth Wong

Travel Management Services (CalTravelStore/Concur)

Travel Management Services

- TMS Contract Extension
- Afterhours fees
 - Per call per transaction
 - Not appropriate for general inquiries
- Combining segments of same trip

[Company Notes](#)[Upcoming Trips](#)[Trip Name/Description](#)[Status](#)[Start Date](#)[Trip from Sacramento to Los Angeles](#)[Ticketed](#)[02/08/2022](#)[Car/Hotel Reservation](#)[Confirmed](#)[02/08/2022](#)[Hotel Reservation at LOS ANGELES INTERNATIONAL AIRPORT \(LAX\), 1 WORLD WAY, LOS ANGELES, CA 90045, USA](#)[Confirmed](#)[02/08/2022](#)

\$7	Flight/Trip from Sacramento to Los Angeles	\$7 + \$5 VCN	Air / Car / Hotel combined
\$5	Rental Car Reservation		
\$5 + \$5 VCN	Hotel Reservation		
\$22 Total	All Segments	\$15 difference	

Letty Santana

Airlines

Airlines

1. Updated *Statewide Travel Program* Airline website: [Click here!](#)

2. CONTRACTED AIR CARRIERS

- I. Primary carrier, Domestic: Southwest Airlines – 5% Discount / Secondary carrier, Domestic: United Airlines – 4% Discount / Primary carrier, International: United Airlines – 4% Discount

3. FLIGHT CANCELATIONS/ CHANGES

- I. Must log into Concur to change or cancel flight –or- call CalTravelStore for a Travel Agent to assist.
 - a. If non-refundable, Travel Coordinator is responsible for verifying the Unused Ticket Credit (UTC) appears on the monthly Unused Ticket Credit Report on the 18th of each month until its used.
 - b. If refundable, Travel Coordinator is responsible to verify the refund is received within 30 – 60 days on the agency's Citibank statement.

4. AIRLINE UNUSED TICKET CREDIT MANAGEMENT

- I. Monthly UTC report emailed 18th of each month.
 - a. Subscription – Limited to designated Travel Coordinators, Travel Managers and Travel Accounting Staff.
- II. Named passenger must use UTC; to use, call CalTravelStore to book new flight paid for with UTC.
- III. If named passenger will not use UTC, please email unusedtickets@caltravelstore.com & Cc Letty.Santana@dgs.ca.gov for *possible* alternative options.

5. Universal Air Travel Plan (UATP) / Southwest Airlines ONLY

Airlines

1. Policy (Executive Branch Agencies only)
 - a. Management Memo 21-07, AIRLINE RESERVATION REQUIREMENTS, Effective August 1, 2021.
 - I. Must book Non-Refundable*
 - II. Must book 7 days prior to departure for domestic; 30 days for international*
 - III. Must book on Southwest or United Airlines*
 - IV. *Exceptions to the policy will be documented in the 'Monthly, Air Policy Violation Report' – Deputy Administrative Directors, Department Directors
2. Notice:
 - a. Effective October 4, 2021, unused funds/credits for all carriers are display-only in Concur and can only be applied by calling CalTravelStore.
 - b. Effective October 4, 2021, flight changes/exchanges for all carriers in Concur are limited to one (1) instance. Additional flight changes/exchange must be called into CalTravelStore.
 - c. All changes/cancellations must occur in Concur/CTS. All changes/cancellations must be made prior the flight occurring or **funds will be forfeited to the airline.**

Book non-refundable

Non-Refundable Fare: Days in advance	Sacramento to Los Angeles
1	\$347.23
3	\$326.33
5	\$237.02
7	\$199.01
14	\$142.03
Savings by booking greater than 7 days in advance	\$205.20 (347.23-142.03)

Flight cost if booked on **February 10, 2022**

SACRAMENTO, CA TO LOS ANGELES, CA
MON, FEB 14 - TUE, FEB 15

Show as USD

Hide matrix Print / Email

All	Southwest	Multiple	Delta	American Airlines	Alaska Airlines
234 results	Most Preferred				
Nonstop 10 results	326.33 6 results	—	341.21 4 results	—	—
1 stop 82 results	333.33 32 results	120.00 7 results	539.20 8 results	453.20 7 results	737.20 28 results
2 stops 139 results	339.83 32 results	119.50 47 results	—	590.71 3 results	741.70 57 results
3 stops 3 results	344.33 3 results	—	—	—	—

Shop by Fares Shop by Schedule

Southwest Airlines is the primary preferred domestic carrier. If Southwest Airlines does not have availability in a selected domestic market, you are required to use the secondary preferred domestic carrier, United Airlines. You may only use a non-contracted carrier if Southwest Airlines or United Airlines do not have availability in that market. An email notification will be sent to the DGS Statewide Travel Program if you choose a non-contracted carrier and your trip will be audited.

Flight/Train Number Search Sorted By: Policy - Most Compliant

Displaying: 234 out of 468 results. Previous | Page: 1 of 24 | Next | All

Southwest	10:20 AM SMF → 11:50 AM LAX	Nonstop	1h 30m	Wanna Get Away \$326.33	Anytime \$383.33
	12:30 PM LAX → 02:00 PM SMF	Nonstop	1h 30m	Select	Select
Most Preferred Airline More fares/details					
Southwest	10:20 AM SMF → 11:50 AM LAX	Nonstop	1h 30m	Wanna Get Away \$326.33	Anytime \$383.33
	02:10 PM LAX → 03:35 PM SMF	Nonstop	1h 25m	Select	Select

Trip Summary

Select Flights or Trains

Round Trip
SMF - LAX
Depart: Mon, 02/14/2022
Return: Tue, 02/15/2022

Finalize Trip

Change Search

Depart - Mon, Feb 14

Depart: 08:00 A - 11:55 A

Arrive: 07:30 A - 12:20 A

Return - Tue, Feb 15

Depart: 12:00 P - 06:00 P

Arrive: 01:47 P - 11:51 P

Price

Price: \$119.50 - \$2,209.49

Display Settings

Display Settings

☐ Hide flights without refundable fares

☐ Hide Propeller Planes

☐ Depart/Return Same Airport Only

Filters

Depart

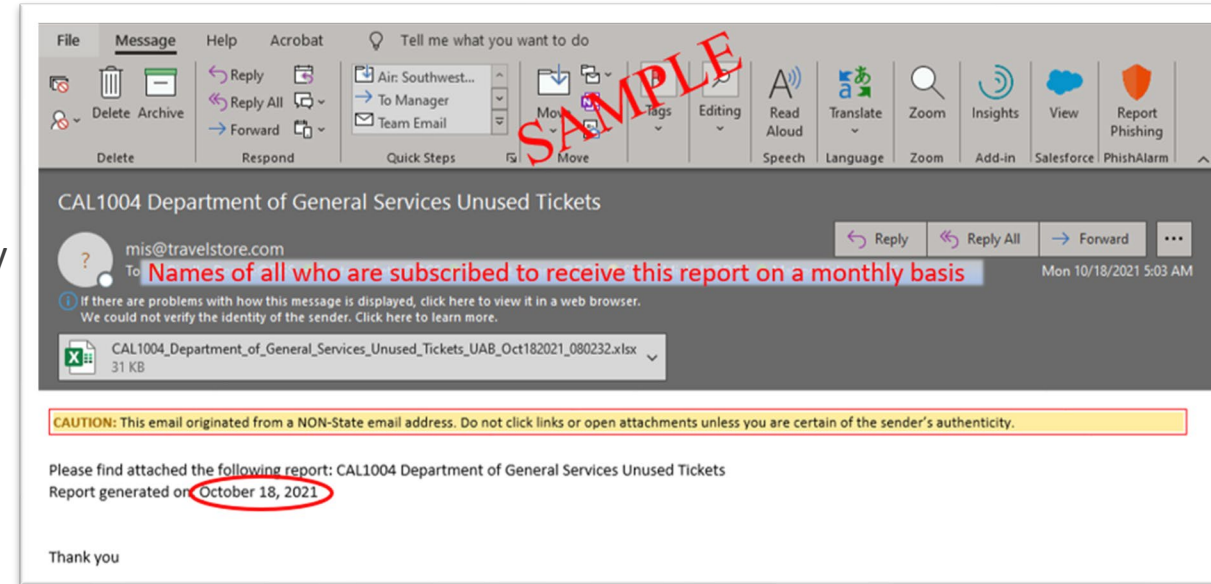
Departure

Unused Ticket Credit - Management

On a monthly basis, if the organization has a balance of Unused Tickets, the subscribed travel unit contacts (Travel Manager/Travel Coordinator) will receive an automated email from CalTravelStore. The email will include a spreadsheet attachment with the complete list of all Unused Ticket Credits (UTC), for all airlines, the organization must use before they expire.

To subscribe to the monthly 'Unused Tickets' report, please email statewidetravelprogram@dgs.ca.gov and cc the organization's current Travel Manager/Manager Contact on file with the Statewide Travel Program. Subscribers should be limited to only Travel Manager/Manager Contact, Travel Coordinators and any Accounting staff that manage travel tasks. Agency staff that are not tasked with managing UTC's should not have access to this report.

If you are subscribed to receive the monthly 'Unused Tickets' report but did not receive it on the 18th of the month, it is likely the organization does not have any UTCs to report that month. Please check a previous report to assess the UTC's available for use, then log into Grasp to confirm that UTC was used to purchase a future flight.



Unused Ticket Credit - Management

This report provides the organization with the complete list of UTC's on file that must be used by the Expiry Date. If the UTC is not used, the funds will be forfeited to the respective airline.

1. Sort report by Expiry Date
2. Contact each named passenger with a UTC
 - a. If the passenger states they do plan to use the UTC, please monitor that UTC to ensure it is in fact used before the Expiry Date.
 - b. If the named passenger will *not* be using the credit because they have either retired, transferred out of the department or their previous travel plans will not be rescheduled, etc., please email:
 - i. CalTravelStore at unusedtickets@caltravelstore.com and cc Letty Santana (letty.santana@dgs.ca.gov) to request options to refund or to transfer the UTC value.
 - ii. **MUST EMAIL BOTH CalTravelStore and Letty Santana.**
 - iii. CalTravelStore will reply to your email within 5 business days and advise what options are available for that UTC.
3. To use the UTC's, the traveler or travel liaison must call a CalTravelStore - Travel Agent (877-454-8785) to book a future flight on the same airline as the UTC, paid for all or in part with the UTC. Reminder, the traveler or travel liaison must provide the Travel Agent with the UTC details so they may apply the UTC to the future flight.

TRAVELSTORE

WE'VE BEEN WHERE YOU WANT TO GO

SAMPLE

*Note: PARTIAL credits are subject to each airline's terms and conditions. the actual remaining value must be verified by your agency.

Unused Ticket Report

CALXXXX DEPARTMENT NAME

Verified on: 13-Oct-21

Next Verification Scan on: 20-Oct-21

TYPE	PASSENGER NAME	COMPANY NUMBER	PNR	TICKET NUMBER	AIRLINE	ISSUED ON	ESTIMATED REMAINING VALUE	SEGMENTS	INVOICE #	EXPIRY DATE	DAYS REMAINING
E-Ticket	LAST NAME/FIRST NAME	CALXXXX	ABCDEF	1234567891234	AA	11-Aug-19	446.60	All Open	3511030	31-Dec-21	60
E-Ticket	LAST NAME/FIRST NAME	CALXXXX	ABCDEF	1234567891234	AS	29-Jan-20	176.80	All Open	3728899	11-Mar-22	130
E-Ticket	LAST NAME/FIRST NAME	CALXXXX	ABCDEF	1234567891234	UA	9-Mar-20	576.80	All Open	3787994	27-Mar-22	146
E-Ticket	LAST NAME/FIRST NAME	CALXXXX	ABCDEF	1234567891234	DL	9-Mar-20	438.79	All Open	3787274	27-Mar-22	146
E-Ticket	LAST NAME/FIRST NAME	CALXXXX	ABCDEF	1234567891234	WN	6-Oct-21	316.79	All Open	3942699	6-Oct-22	339

Code	Airline	Total Tickets	Value
WN	SOUTHWEST AIRLINES	1	\$316.79
DL	DELTA AIR LINES	1	\$438.79
UA	UNITED AIRLINES	1	\$576.80
AS	ALASKA AIRLINES	1	\$176.80
AA	AMERICAN AIRLINES	1	\$446.60
Total:		5	\$1,955.78

4. If a UTC that appeared on the report the previous month but does not appear on the report for the current month, you must verify that the UTC was used to book a future business flight in Concur or with CalTravelStore by accessing the named passengers flight bookings.

Note:

Any future flights purchased and paid for with a UTC must depart ('be flown') prior to the Expiry Date.

Unused Ticket Credit – Concur Changes

Effective 10/04/2021, Southwest Airlines Unused Ticket Credits will no longer appear in their own section within the Concur profile section. Southwest Airlines Unused Ticket Credits will now appear in the 'Unused Tickets' section along with other airlines.

To use any UTC, the traveler or travel liaison must call a CalTravelStore Travel Agent (877-454-8785) to book a future flight on the same airline as the UTC, paid for with the UTC. Reminder, the traveler or travel liaison must provide the Travel Agent with the UTC details so they may apply the UTC to the future flight.

Within 5-7 business days, CalTravelStore will remove the used UTC from the traveler's Concur profile.

The screenshot displays the Concur profile page. At the top, the 'Advantage Programs' section is visible, showing 'Traveler's Advantage Programs for Travel Discounts' with a '+ Add a Program' link. Below this, a message states 'No programs defined'. The 'Unused Tickets' section is highlighted with a yellow background. Below it, the 'TSA Secure Flight' section is shown, including a disclaimer about TSA requirements and a link to 'WWW.TSA.GOV'. The form includes fields for 'Gender [Required]' (Male/Female), 'Date of Birth (mm/dd/yyyy) [Required]', 'DHS Redress No.', and 'TSA Pre✓ Known Traveler Number'. The 'International Travel: Passports and Visas' section is also visible, with a 'Go to top' link. It includes a message about adding passport information, a 'Passports' section with an 'Add a Passport' link, and an 'International Visas' section with an 'Add a Visa' link.

Advantage Programs

Traveler's Advantage Programs for Travel Discounts [+ Add a Program](#)

No programs defined

Unused Tickets

TSA Secure Flight

The Transportation Security Authority (TSA) requires us to transmit information collected from you. Providing information is required. If it is not provided, you may be subject to additional screening or denied transport or authorization. TSA may share information you provide with law enforcement or intelligence agencies or others under its records notice. For more on TSA privacy policies or to view the records notice and the privacy impact assessment, see the TSA's web site at WWW.TSA.GOV.

Gender **[Required]** ☐ Male ☒ Female Date of Birth (mm/dd/yyyy) **[Required]** DHS Redress No. TSA Pre✓ Known Traveler Number

International Travel: Passports and Visas [Go to top](#)

Adding your passport information to your profile will allow us to include it in your reservations. Having this information in your reservation can make international travel a little easier.

Passports [+ Add a Passport](#)

☐ I do not have a passport

International Visas [+ Add a Visa](#)


Unused Ticket Credit – CalTravelStore email communications to named passengers

When a ticket is canceled in Concur or with a CalTravelStore travel agent, the named traveler/passenger and the 'Assistants and Travel Arrangers' listed in their Concur profile, will be sent four (4) notifications regarding that particular UTC.

Below is an example of the first email the named traveler/passenger and the 'Assistants and Travel Arrangers' can expect to receive.

If the UTC remains unused the same email will be sent 90 days before the Expiration Date, 60 days before the Expiration Date and 30 days before the Expiration Date (total of four (4) email notifications).

The notifications will cease once the UTC is either used or when it expires.



TRAVELSTORE®
WE'VE BEEN WHERE YOU WANT TO GO

707 3rd Street 3rd Floor- MS600, West Sacramento, CA 95605 877-454-8785

Please do not reply to this email address as it may not be monitored.
To unsubscribe from these notifications, please [click here](#).

According to our records there is an outstanding airline ticket/credit that may be available for use toward the purchase of a new ticket, subject to confirmation from your travel advisor. Please note that the value remaining on unused ticket/credit number 0017487595357 (see details below) will expire in 60 days.

Ticket Number:	12345678912345
Passenger:	LAST NAME / FIRST NAME
Account Number:	CALXXXX
Company Name:	
PNR Locator:	ABCDEF
Airline:	AA
Invoice Number:	1234567
Agent Initials:	OT
Original Air Fare Value:	278.80 *
Segments Open:	All Open
Expiration Date:	Jan 3, 2021 **

* Original Air Fare value amount may not be the current value of the ticket/credit but is representative of the original fare paid. If a portion of the ticket/credit has been used (see *Segments Open*), the residual value must be determined by a TravelStore Inc. travel agent.]

** Reservations must be confirmed, ticketed, and (in some cases) travel must be completed prior to the expiration date. Ticket may expire sooner than the expiration date listed due to prior exchange(s).

This is an automated message; please do not reply.


If you have any questions regarding your unused tickets or would like to apply them to future [travel](#) please be sure to contact your TravelStore travel consultant.

Unused Ticket Credit – Track Use

This report provides the organization with the complete list of UTC's on file that must be used by the Expiry Date or the funds will be forfeited to the respective airline. When a UTC is used or it expires it will no longer appear on the report. Therefore, it is the agencies responsibility to track and verify each UTC that no longer appears on the report was used to book a future flight for state or local government business.

To track the UTC usage:

1. Open the current and previous months Unused Tickets report
2. Identify the named passengers for the UTC's that appear on the previous months report but are missing from the current months report.
3. Access each named passengers Concur account.
4. Navigate to the Trip Library, search through each of the booked future flights and scroll to the 'Total Estimated Cost' section. There you will see if a UTC was applied to pay for all or a portion of the future flight.



*Note: PARTIAL credits are subject to each airline's terms and conditions. the actual remaining value must be verified by your agency.

Unused Ticket Report											
CALXXXX DEPARTMENT NAME				Verified on: 13-Oct-21		Next Verification Scan on: 20-Oct-21					
TYPE	PASSENGER NAME	COMPANY NUMBER	PNR	TICKET NUMBER	AIRLINE	ISSUED ON	ESTIMATED REMAINING VALUE	SEGMENTS	INVOICE #	EXPIRY DATE	DAYS REMAINING
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AS	ALASKA AIRLINES	1		\$176.80							
AA	AMERICAN AIRLINES	1		\$446.60							
Total :		5		\$1,955.78							

TOTAL ESTIMATED COST	
Air	
Ticket Number: 5262129394275:	\$128.52 USD
Taxes and fees:	\$38.24 USD
Ticket Number: 5262134550911:	\$182.65 USD
Taxes and fees:	\$42.30 USD
Air Total Price:	
Hotel:	
Total Estimated Cost:	
REMARKS	
PLEASE TAKE A MOMENT TO FILL OUT OUR CUSTOMER	

Donnie Rivelle

Rental Car

Rental Car

- OFAM100 – Short-term Vehicle Justification Form
 - Updated in October 2021 – only this new version will be accepted. Older versions will be sent back.
- Electric vehicles from Enterprise – Sacramento, Burbank and Ontario
- Employee badges for rental car pick-up
- Refueling
- Statewide rental car shortage
- Receipts – Available on [Enterprise.com](https://www.enterprise.com)

SHORT-TERM VEHICLE JUSTIFICATION

DGS OFAM 100 (Revised 10/2021)

TO: State Controller's Office
Division of Claim Audits
3301 C Street, Suite 700 (B18)
Sacramento, CA 95816

SUBJECT: Substantiation for renting a vehicle larger than Compact or Intermediate, OR for booking off-contract.

Agency Name	Division Name	Employee Name	Date(s) of Travel
[REDACTED]			11/30/21-12/1/21

REASON FOR JUSTIFICATION

☐ **Employees Traveling Together:** Three or more employees traveling together with luggage and other belongings. More economical to rent one larger vehicle. List names of employees traveling together:

☐ **Vehicle Interior Space is Insufficient to Accommodate Employee:**
By checking this box, I certify that: the interior space of an intermediate or compact vehicle is insufficient to fit my physical needs. My supervisor has acknowledged and approves of this claim and I can produce, in writing (i.e. an email), confirmation that this approval was given prior to traveling. I also understand that DGS Statewide Travel and my department may audit these claims at any time and assess their validity, with the knowledge that the resulting assessment may prevent me from using the same justification in the future. If I disagree with an assessment of this nature, I understand that I will need to file these concerns as a Request for Reasonable Accommodation with my HR office. **Provide the make and model of the vehicle rented and the actual make and model provided at the branch, if different.

☒ **Large/Oversize Vehicle (Minivan, Passenger Van, Pickup or SUV):** Explain business need:

Off-road travel expected for onsite inspection of 900 mountainous acres

☐ **Medical Condition:** *By checking this box, I certify that: a larger vehicle is needed for a medical condition, and a letter from a medical provider is on file with my supervisor and HR.

☐ **Non-Contract Vendor:** Explain business need:

NOTE: Crescent City, CA Exemption: There is only one rental car vendor in Crescent City, CA: Avis Budget Group. DGS OFAM 100 not needed for Crescent City, CA rentals (per SCO & DGS/OFAM).

☒ By checking this box, I hereby certify that the information listed above is true and correct.

Supervisor Name	Title	Supervisor Signature	Date
[REDACTED]			



Careers

Help

USD(\$)

USA (English)

Find A Location

Reservations

Vehicles

Locations

Car Sales

For Business

[Home](#) / [Reserve](#) / [Car Rental Receipt](#)

SEARCH FOR A PAST RENTAL RECEIPT

Receipts for previous rentals made with an Enterprise Plus account are available online for 360 days beginning 48 hours after returning the vehicle and will appear in your account profile.

* Required to look up a receipt

LAST NAME *

DRIVER'S LICENSE NUMBER *

SEARCH

Monica De La Rosa

DGS Office of Audit Services

monica.delarosa@dgs.ca.gov

DGS Office of Audit Services(OAS) Representatives Contact Info



- Andy Won, Deputy Director, Office of Audit Services, Andy.Won@dgs.ca.gov
- Dennis Miras, Audit Manager, Comprehensive External Compliance Program, Dennis.Miras@dgs.ca.gov
- Monica De La Rosa, Associate Management Auditor, Monica.DeLaRosa@dgs.ca.gov
- Larisa Samoylovich, Associate Management Auditor, Larisa.Samoylovich@dgs.ca.gov

What we do

The Office of Audit Services (OAS) was created to provide an independent, objective assurance and consulting activity designed to add value and improve DGS operations.

Types of Audits:

- DGS Internal Audits, Specials and Reviews (\$150k Service Contract Exemption Audits and QC Reviews), Investigations
- External Compliance Audits of Business Management Functions and Services (routine audit)
- Purchasing Authority Delegation Audits of State Agencies' Delegated Purchasing Programs (i.e., procurement) (routine audit)

Authority

- Government Code Section 14615

DGS has general powers of supervision over all matters concerning the financial and business policies of the state in regard to the duties, powers, responsibilities, and jurisdiction specifically vested in the department. Whenever the department deems it necessary, or at the instance of the Governor, it shall institute or cause the institution of those investigations and proceedings as it deems proper to conserve the rights and interests of the state.

Authority

- Government Code Section 14619

The Department of General Services may examine all records, files, documents, accounts, and all financial affairs of every agency mentioned in Section 14618. It may enter any public office or institution in this state and examine any records, files, books, papers, or documents contained therein or belonging thereto for the purpose of making such examination. Every state agency shall permit such examination and upon demand shall produce without unnecessary delay all books, contracts, and papers in its offices, and furnish information touching books, papers, contracts, and other matters pertaining to the agency.

Compliance Audit of the Business Management Functions and Services of State Agencies



Includes, but is not limited to, compliance with policies governing contracting, fleet administration, small business and disabled veteran business usage, real estate services, driver safety and accident reporting, and surplus property disposal.

- Statewide Travel Compliance and Rental Car Compliance are part of fleet administration

Statewide Travel Compliance Test

- Test to determine if the department is making all travel arrangements (lodging, airfare, rental car) through CalTravelStore or Concur Travel
- Authorities:
 - Management Memo 14-03 – State Travel Booking Through CalTravelStore (Agent) or Concur Travel (Online)
 - State Administrative Manual 4117 – Statewide Travel Program
 - Statewide Travel Program Website, www.dgs.ca.gov/OFAM/Travel
 - California Code of Regulation 599.638 – Expense Claim Form (TEC)
 - 599.638.1 – Expense Claim Form – Excluded Employees (TEC)

What we look for

- Review recent Travel Expense Claims (TEC) that contain lodging (does not include Airbnb), airfare, rental car bookings
- Evidence of CalTravelStore (Concur) Itinerary attached to TEC
 - Ideal travel booking itineraries group multiple travel reservations together (i.e., airfare with lodging booked together; rental car and lodging booked together, etc.)
- Verify that reimbursement for lodging, airfare, and/or rental car is not paid to the employee for directly billed travel (department paid via Citibank Central Travel Account)
 - Evidence of booking through CalTravelStore (Concur) still required even if employee is not seeking reimbursement

Rental Car Compliance

- Test to determine if the department is in compliance with rental car usage requirements
- Authorities:
 - State Administrative Manual 4117.2 – Car Rentals
 - State Administrative Manual 4120 – Acquisition of Vehicles (Fleet Acquisition Plan should include any long-term rentals or leases of fleet assets)
 - Statewide Travel Program Website, www.dgs.ca.gov/OFAM/Travel
 - Current Commercial Car Rental Contract
 - Current Travel Bulletin (TB# 21-01 Rental Car Agreement valid March 1, 2021, through February 29, 2024)

What we look for

- Obtain monthly rental car billing statements
- Verify all rental car leases over 30 consecutive days, 4 weeks, or long-term leases are obtaining OFAM approval
 - Long term rentals and leases over 30 consecutive days or 4 weeks must be reported on the department's Fleet Acquisition Plan (SAM 4120)
- Verify SCO Justification Form (DGS OFAM 100 Short-Term Vehicle Justification) is attached to car rental transactions that exceeds the daily/weekly contract rate (must rent compact or intermediate vehicles per Travel Bulletin)
 - Form must be signed and approved prior to booking/travel

New Testing Attribute

New attribute to be incorporated into Statewide Travel Testing starting April 2022

Review of STD. 255C - Excess Lodging Rate Request/Approval

- All lodgings over the state rate must obtain advanced agency/department approval using the STD. 255C Excess Lodging Rate Request/Approval up to \$250 per night
 - State Travel Rates can be found on CalHR's website,
<http://hrmanual.calhr.ca.gov/Home/ManualItem/1/2203>
- All lodgings over the state rate AND over \$250 must obtain advanced approval from CALHR using the STD. 255C Excess Lodging Rate Request/Approval
 - Requests must be submitted 10 days prior to travel dates
- Forms and supporting documentation should be attached to Travel Expense Claim

Questions



Q&A Session

Alexander Ronquillio, SCO CalATERS

Christopher Romo, SCO CalATERS

Theresa Reid, CalHR



Introduction

- ❑ These questions and the chat will be moderated by members of STP
- ❑ Follow up questions that pertain to the information that is being provided will be answered.
- ❑ Questions that do not pertain to the information provided, or that require further research, will be answered in writing after the meeting.

Q&A CalATERS

(CalATERS@sco.ca.gov)

1. What should be the claim type to include a taxable item?
2. In the ever emerging telework and electronic environment, it was asked previously to the control Agencies, when teleworking first began, if we can accept electronic signature on the CalATERS expense claims. The response was no that it still needs to be a hard/wet signature on the hard copy expense claims. From a DGS and SCO standpoint, has anything changed with this, and can we accept electronic signatures on hard copy expense claims?
3. We have travelers who use Transportation Network Companies and use reward points that they earn to make payment or have received gift cards from families and friends to make payment or use PayPal account which also gives them rewards. When the travel claim is submitted, we see PayPal or UberCash and we have to question the employee if they actually paid for this and show us their charges on their PayPal account or their credit card. This is the correct thing to do right? Also, when they submit the Transportation Network Company receipts do they have to show to and from destination? Do we have to make sure that we only pay them for the actual cost not for rewards or gifts? Example next slide:

Q&A CalATERS Cont.

Payments



PayPal - smfener@yahoo.com

\$7.93

12/13/21 6:53 AM



PayPal - smfener@yahoo.com

\$3.00

12/13/21 7:14 AM

A temporary hold of \$7.93 was placed on your payment method PayPal - [REDACTED] This is not a charge and will be removed. It should disappear from your bank statement shortly. [Learn More](#)

Q&A CalATERS Cont.

4. Will CalATERS eventually transition into having receipts uploaded along with transmittal and reduce the use of paper?
5. Can out of state teleworkers book travel directly to where they are going and get reimbursed for the portion the state would pay for travel from their headquarters?
6. Is there an update on the CalATERS replacement project?
7. Will there be any more training provided for CalATERS – for Travel Expense claims in the future? Is so when? If not, when is CalATERS migrating to a different Travel Expense claim program?
8. When booking hotels in Concur, employees are booking at the allowed hotel room rates. When checking out, they often get charges for resort fees. How are we supposed to treat the resort fees on CalATERS? As part of the hotel room rate or as part of the taxes? It is unfair to ask employees to fill out an Excess Lodging form for hotel booking that they booked in Concur with the allowed room rate?

Q&A CalHR

(TravelManager@calhr.ca.gov)

9. I understand that with Telework, your headquarters is still the State-Owned/Leased building that you would normally report to. Is there any movement, that is known to DGS, by Labor Relations to change this in light of telework?
10. Is it possible for us to do a blanket excess lodging rate for some or all coastal counties for a year? Have other agencies or departments done this and if so, any details you could share would be most appreciated.
11. How old can TECs be and still be accepted, 3 years, 5 years, or unlimited time?
12. Our staff is exempt and are not represented. We have some staff that has relocated throughout the state due to the covid telework agreement. Their headquarters is the Sacramento office. When traveling, do they need depart from Sacramento or can they depart from the nearest airport. If I recall correctly, CalHR requested that the traveler do a cost comparison and submit along with the travel expense claim. This was in the past (still covid) for a similar scenario. Is this still the case?

Q&A CalHR Cont.

- 13. Is there an update on contract negotiations for fringe benefits for travel?
- 14. With the current Telework situation, will there be an update on how mileage is calculated? Will office still be considered the HQ?
- 15. An employee used Uber to travel from their home to a meeting. They used their home address as the point of travel. It was reevaluated and the distance from their home to their HQ was reimbursed. Is there any guidance on this other than existing policy?
- 16. When are they going to raise the hotel, meals, and incidental rates? The cost of hotels and food has tremendously increased over the last several years. These need to be changed.
- 17. What are the policies governing out of state and out of country travel? What steps does a department need to take on behalf of travelers in terms of seeking proper approvals?

Q&A CalHR Cont.

- 18. Are there different policies for traveling to border states?
- 19. What are state policies regarding alternative lodging such as Airbnb?
- 20. What is my lodging rate if I share a room with someone? Can we exceed the state rate since each of us has an allowance up to a certain amount, and share the cost individual?
- 21. Is safety an allowable justification when submitting STD 255 when selecting higher lodging?

Thank you!

Questions: statewidetravelprogram@dgs.ca.gov