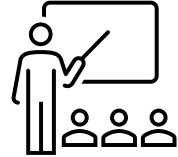


Quarterly Travel Coordinator Meeting

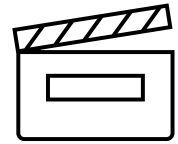
Wednesday, April 10, 2024

HOSTED BY: STATEWIDE TRAVEL PROGRAM (STP)

Housekeeping



PowerPoint slides will be shared via email after the meeting



Recording will be shared via email after the meeting



Q&A will be shared via email after the meeting

Agenda

Recent STP Accomplishments

CalHR Updates

SCO Updates

Travel Management Services (TMS)

Travel Payment Services (TPS)

Virtual Payments (VCN)

Airline

Lodging

Car Rental

Resources & Training

Recent STP Accomplishments

- Transitioned 400+ government agencies to U.S. Bank
- Transitioned 400+ government agencies to CI Azumano
- Refunded thousands of United UTCs
- Converted thousands of Southwest UTCs to UATP
- Processed 140+ state agency MM 21-07 air policy violation reports

DGS Travel Coordinators Meeting

Business and Travel Reimbursement Program Updates



Carol Ormonde, CalHR Benefits Assistant Chief
Kristine Rodrigues, CalHR Labor Relations Assistant Chief

April 10, 2024

Existing Business and Travel Reimbursement Policy

Increased Meal and Short-Term Lodging Reimbursement Rates

- Effective January 1, 2024, the State implemented increases to the existing business and travel reimbursement policy for all excluded and rank-and-file* state employees on authorized travel on or after January 1, 2024, for:
 - Meal reimbursement rates
 - Short-term lodging reimbursement rates
- For SCO CalATERS information related to changes related to Meal Reimbursement Rates – Dinner Receipt Requirements on or after January 1, 2024, please reference CalATERS Global Letter [#24-004](#) released on March 18, 2024, for specific processing information.

([CalHR Manual Section 2203](#))

*Pursuant to the rank-and-file Memorandums of Understanding, these same increases apply to all rank-and-file state employees.

Existing Business and Travel Reimbursement Policy

Updated Meal Reimbursement Rates and Related Receipt Policy

| Meal and Incidental Expense Category | Current Reimbursement Rate Through December 31, 2023, for Actual Expense | Effective January 1, 2024: Reimbursement Rate for Actual Expense* |
|--------------------------------------|--|---|
| Breakfast | Up to \$7 | Up to \$13 |
| Lunch | Up to \$11 | Up to \$15 |
| Dinner | Up to \$23 | Up to \$26 |
| Incidentals | Up to \$5 | Up to \$5 |
| Total Daily Maximum Allowance | Up to \$46 | Up to \$59 |

* Receipts are not required to claim meal and incidental expenses up to the maximum allowable reimbursement rates specified above. Receipts for meals must be maintained by the employee as substantiation that the amount claimed was not in excess of the amount of the actual expense. The employing department may request receipts at any time.

Existing Business and Travel Reimbursement Policy

Updated Short-Term Lodging Reimbursement Rates

| County | Current Maximum Lodging Reimbursement Rate Through December 31, 2023 | Effective January 1, 2024: Maximum Lodging Reimbursement Rate |
|---|--|---|
| All counties except those listed below | \$90 | \$107 |
| Alameda | \$140 | \$189 |
| City of Santa Monica | \$150 | \$270 |
| Los Angeles | \$120 | \$169 |
| Marin | \$110 | \$166 |
| Monterey | \$125 | \$184 |
| Napa | \$95 | \$195 |
| Orange | \$120 | \$169 |
| Riverside | \$95 | \$142 |
| Sacramento | \$95 | \$145 |
| San Diego | \$125 | \$194 |
| San Francisco | \$250 | \$270 |
| San Mateo | \$140 | \$222 |
| Santa Clara | \$140 | \$245 |
| Ventura & Edwards AFB, excluding the city of Santa Monica | \$120 | \$169 |

Existing Business and Travel Reimbursement Policy

CalHR Resources

- [CalHR Manual Section 2203](#) includes links to:
 - CalHR's [Travel Reimbursements page](#).
 - CalHR's new [Travel Frequently Asked Questions page](#).





EXCESS LODGING PROCESS



Existing Business and Travel Reimbursement Policy

Excess Lodging Rate Requests

Excess Lodging Rate Request process:

- Delegated authority to departments
- Types of requests (After-the-Fact Requests, Blanket Requests [Declared Emergencies, General Exemptions], Group Requests)
- Required comparison quotes
- Excess Lodging Rate Request is a form ([STD 255C](#))
 - Revision in progress
 - Will send HR Announcement once revised
- [CalHR Manual Section 2201](#) provides detailed information

STATE OF CALIFORNIA - DEPARTMENT OF HUMAN RESOURCES
EXCESS LODGING RATE REQUEST/APPROVAL
STD 255C (Rev. 10/2019)

Print Form Reset Form

ADVANCE APPROVAL REQUIRED. Advance agency/department approval is required for lodging over the state rate, up to \$250 per night. Advance CalHR approval is required for lodging rates over \$250 per night.

Submit APPROVED request with Travel Claim.

| | | |
|---------------------------------|---|---------------------------------------|
| CLAIMANT'S NAME (Print or Type) | PRIMARY RESIDENCE ADDRESS (City, State, and ZIP Code) | WORK PHONE NUMBER (Include Area Code) |
| AGENCY/DEPARTMENT | DIVISION/OFFICE | HEADQUARTERS CITY |

CURRENT STATE LODGING REIMBURSEMENT RATES
CalHR's [Travel Reimbursements page](#) lists the current maximum lodging reimbursement rates for all represented and all excluded employees. Note for represented employees: if the MOU for your bargaining unit contains language in conflict with CalHR's Travel Reimbursements page, the MOU language is controlling.

| TRAVEL DATES | | LODGING INFORMATION | |
|----------------------------|--------------------------|---|--|
| FROM (Month, Day and Year) | TO (Month, Day and Year) | LODGING NAME | |
| POINT OF ORIGIN | | LODGING ADDRESS (City, State, and ZIP Code) | |
| DESTINATION | LODGING PHONE NUMBER | ROOM RATE | |

REASON FOR TRIP

REASON(S) FOR HIGHER LODGING RATE

Emergency/short-notice travel No transportation available to alternative lodging No alternative lodging available
 Employee requires a "reasonable accommodation"* Transportation cost to alternate lodging brings overall cost to an amount equal to or greater than requested lodging Other

*Please review the HR Manual for clarification on what constitutes a "reasonable accommodation".

Submit all requests 10 days prior to the trip taking place. After-the-fact requests must include documentation and justification for the after-the-fact submission. Demonstrate a "Good Faith" effort to obtain lodging at or below the State rate for the travel destination by documenting a minimum of 3 lodging quotes. Attach copies of agenda and registration. Justify reasons checked above.

New Business and Travel Expense Reimbursement Program



Scope

The State will adopt certain federal rates for meals & incidentals, and lodging.

The State will implement related policy updates, effective upon the implementation date determined/provided by the state to the unions.



Business Partners

CalHR is collaborating with business partners, including SCO and DGS, to implement the updated program; this includes review of policies and regulations.



Timeframe

CalHR will continue to update departments as the process moves along.



Communication Plan

CalHR will provide guidance and support to departments once program is implemented.

New Business and Travel Expense Reimbursement Program

The State will update the existing business and travel expense reimbursement program to include the adoption of the federal standard meal and incidental expense rate and lodging rates established by the federal GSA.



- Adopting the federal standard meal and incidental expense rate established by the GSA at time of travel for in-state and out-of-state travel.
- Adopting federal standard and non-standard reimbursement rates at time of travel for in-state (GSA), out-of-state (Department of Defense), and out-of-country (State Department) lodging.
- Simplifying current reimbursement policy and administration and providing up to 75 percent (75%) of the federal standard rate established by the GSA for meal and incidental expense on the first and last day of travel.
- Eliminating the state's long-term travel reimbursement rates and adopting the federal standard meal and incidental expense reimbursement rates for long-term meals, and receipted lodging shall be reimbursed up to the maximum federal standard and non-standard reimbursement rates.
- The new business and travel expense reimbursement program will be implemented in 2024 for excluded employees. Application to rank and file employees is determined by the bargaining process.

New Business and Travel Expense Reimbursement Program

Updated Reimbursement Processes

- **CalATERS Departments**

- As noted in CalHR's Travel FAQs:

- In partnership with the policy guidance provided by CalHR, State Controller's Office (SCO) configures CalATERS Global to accept changes related to the travel program.
- To subscribe for CalATERS Global updates and letters, please visit: https://www.sco.ca.gov/calaters_global_letters_subscription.html

- **Non-CalATERS Departments**

- Departmental accounting offices should:

- Be aware of the upcoming changes to the business and travel expense reimbursement program.
- Prepare to update their internal processes and systems, as needed.
- Communicate internal updates to their employees, as needed.



IF YOU HAVE ANY QUESTIONS

TravelManager@calhr.ca.gov



State Controller's Office (SCO)

- **Reminder:** all lodging expenses require a receipt from the hotel. This includes lodging that was direct-billed to an agency using virtual payment (VCN).
- STD 255C Excess Lodging forms are required for all applicable lodging expenses, including lodging that was paid with VCN.
- These requirements have always applied to VCN-paid lodging and the use of VCN does not change or negate any existing requirements for lodging.
- SCO, CalHR, and DGS have consistently affirmed these requirements.

TMS Implementation Completed 4/5/24

- Transition from CalTravelStore to CI Azumano
 - Working through challenges/unforeseen obstacles
 - Experiencing a high call volume
 - Adding additional travel agents
 - Book online via Concur
 - Call/email **only** for urgent/last minute travel/changes
 - Use Concur for price estimates/quotes

Travel Booking Reminders

- Reminders for Travel Coordinators
 - To avoid additional transaction fees, trips should be booked in one itinerary.
 - Add a car and/or hotel reservation to an existing itinerary.
 - Caltravel@ciazumano.com is only for travel reservations/modifications, this is not meant for troubleshooting technical errors in Concur.

CI Azumano Contact Information

| Purpose: | Contact: |
|--|--|
| Travel/reservation request | Caltravel@ciazumano.com |
| Request to use unused ticket | Caltravel@ciazumano.com |
| Virtual card support – questions on a deployed card (i.e., traveler support) | Caltravel@ciazumano.com |
| Reporting question | CaReports@ciazumano.com |
| Invoice copy | www.caltravel.ciazumano.com |

CalTravelStore Reporting

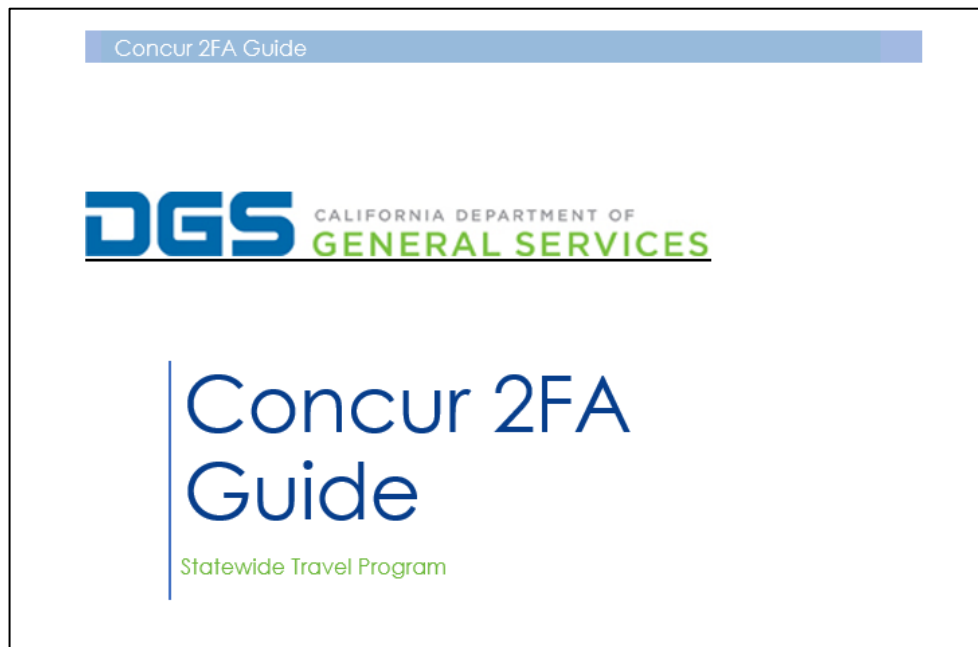
CalTravelStore Contact Information & Grasp Reporting

| Purpose: | Contact: |
|----------------------------|--|
| Grasp Reporting | https://travelstore.graspdata.com/Public/login.aspx |
| Access to Print My Invoice | https://s2.graspdata.com/Public/PrintInvoice.aspx?agency=39FAC4245CB74381B050F1E5FCB7540C |
| Additional questions | anthony.l@caltravelstore.com becky.g@caltravelstore.com david.f@caltravelstore.com |

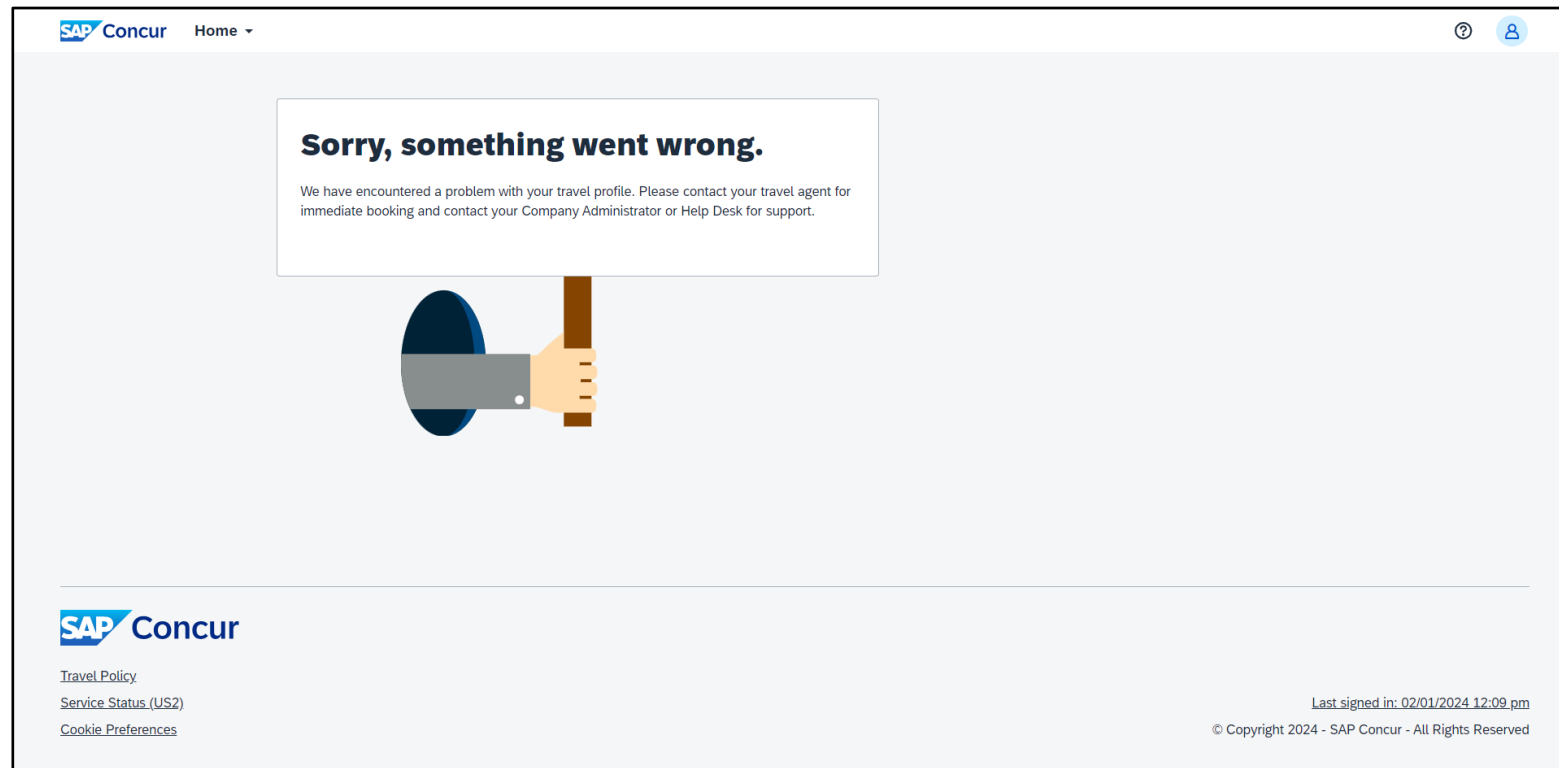
Concur 2FA User Guide

Concur guides can be found on the STP Resources page

<https://www.dgs.ca.gov/OFAM/Travel/Resources/Page-Content/Resources-List-Folder/Concur-Training>



“Sorry, Something Went Wrong...” Error in Concur



The screenshot shows the SAP Concur user interface with an error message. The top navigation bar includes the SAP Concur logo, a 'Home' dropdown menu, and user profile icons. The main content area features a white box with the heading 'Sorry, something went wrong.' and a sub-message: 'We have encountered a problem with your travel profile. Please contact your travel agent for immediate booking and contact your Company Administrator or Help Desk for support.' Below the text is an illustration of a hand holding a megaphone. The footer contains the SAP Concur logo, links for 'Travel Policy', 'Service Status (US2)', and 'Cookie Preferences', along with the text 'Last signed in: 02/01/2024 12:09 pm' and '© Copyright 2024 - SAP Concur - All Rights Reserved'.

SAP Concur Home

Sorry, something went wrong.

We have encountered a problem with your travel profile. Please contact your travel agent for immediate booking and contact your Company Administrator or Help Desk for support.

SAP Concur

[Travel Policy](#)
[Service Status \(US2\)](#)
[Cookie Preferences](#)

Last signed in: 02/01/2024 12:09 pm
© Copyright 2024 - SAP Concur - All Rights Reserved

“Sorry, Something Went Wrong...” Error in Concur

Add a Credit Card * Required

Enter the appropriate information for the credit card you'd like to use below. Use the "Display Name" field to label the card so you can easily identify and select it when using features that require a credit card transaction.

Display Name (e.g., My Corporate Card) *

Your name as it appears on this card *

Card Type * Credit Card Number * Expiration Date *

Use this card as the default card for:

Plane Tickets Rail Tickets Car Rentals Hotel Reservations

Billing Address

Enter the billing address for this credit card below. If this is a personal credit card, the billing address will typically be your home address. If it's a company card, the billing address might be your company address. The billing address must be the address where the bills for this card are currently delivered, not where you would prefer they be delivered. This information is used to verify your identity during credit card transactions. Your credit card may be declined if your billing address is inaccurate. Billing Addresses longer than 30 characters may cause certain Airlines (Direct Connects and Web Bookings) to decline your credit card. Please abbreviate long addresses if possible.

Street * Tip: If you complete your personal profile, we'll fill in this address information for you each time you add a new card.

City * State * Zip/Postal Code *

Country/Region *

Travel Booking Reminders

Welcome to Concur!

Please take a minute to fill out your travel profile online, so we can make your trip planning easier. You may click the Go to the Profile page button below to access your profile, fill in your personal and travel preference information, and then you will be ready to book travel!

If you have previously submitted a profile, changes have been made that require you to save it again.

Please check the values to be sure they are correct and resubmit.

Thank you.

[Go to the Profile page](#)

[Return to Travel Center](#)

Company Information

Employee ID

Manager

Org. Unit/Division Employee Position/Title

I've confirmed my profile is up to date and accurate

[Required]

YES

[Save](#)

[Cancel](#)

Parking Spot Discount

The logo for 'theParkingSpot' is displayed on a black rectangular background. The text 'theParkingSpot' is written in a bold, sans-serif font. 'the' is in white, 'Parking' is in white, and 'Spot' is in yellow. A small registered trademark symbol (®) is located to the upper right of the word 'Spot'.

- 20% discount on parking at major airports
- 10% discount of all other airports
- Free points for new joiners
- Link to State of California's discount:
 - www.theparkingspot.com/spot-club/sign-up?gCode=group_03028

Travel Payment Services


- New U.S. Bank Phone and Email Verification Process
 - Client Full Relationship Name – Your department name
 - Organizational Short Name – CASTP
 - Program Admin Full Name
 - Hierarchy Numbers – Bank/Agent/Company
 - Access Online -> Account Information -> Cardholder Account Profile -> Search for account by the last 4 digits of the cardholder account or cardholder's name -> View Account profile.




Processing hierarchies control how systems process transactions for billing and accounting purposes. The processing hierarchy includes a 4 digit bank # that denotes product type (required), a 4 digit agent # that denotes plastic type (required), a 5 digit company # that houses settings applied to all accounts under the hierarchy (required), division # (optional), and department # (optional). Note: Each managing account number and all cardholder account numbers built under it have their own, unique Company # under the Bank # + Agent #.

Travel Payment Services

New reports delivered in U.S. Bank Access Online Data Exchange:

- Past due report
- Transaction report
- Both reports will be named as your account username
- Old report will have a date attached to it

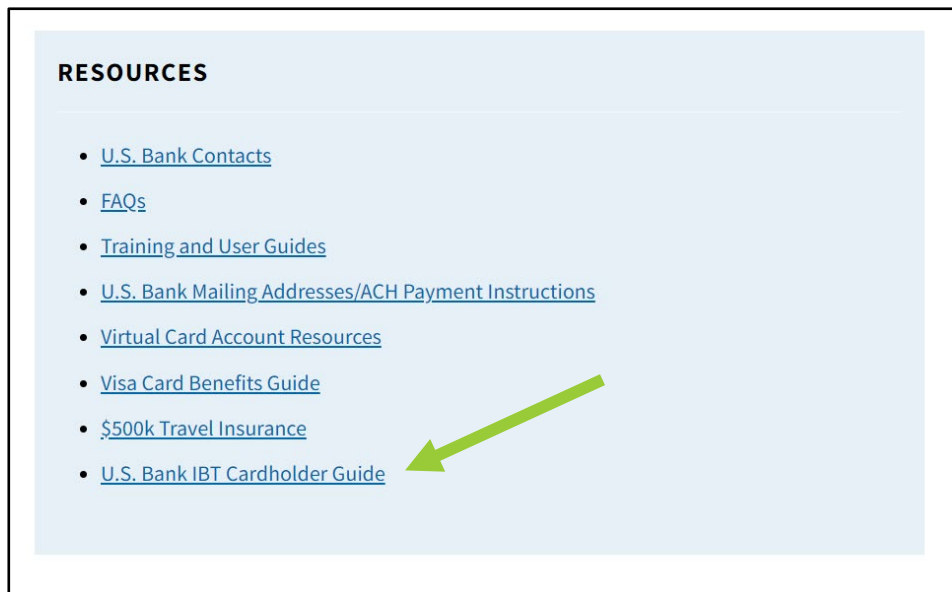
Request Status Queue
Active Work Queue
System Administration
Account Administration
Event Driven Notification
Payment Plus
Transaction Management
Enhanced Supplier
Management
Account Information
Data Analytics
Reporting
Data Exchange 
My Personal Information

| | | | |
|---|--------|------------------------|--------|
|  ML781488.XLSX | 335 KB | 04/03/2024 05:48:27 AM | Delete |
|  TL781646.XLSX | 108 KB | 04/03/2024 05:39:10 AM | Delete |
|  ML781488_04_02_24_07_34_13_415.XLSX | 334 KB | 04/02/2024 05:34:13 AM | Delete |
|  TL781646_04_02_24_07_32_56_919.XLSX | 108 KB | 04/02/2024 05:32:56 AM | Delete |

Example

Travel Payment Services

U.S. Bank Individual Billed Travel (IBT) Cardholder Guide ([click here](#))



RESOURCES

- [U.S. Bank Contacts](#)
- [FAQs](#)
- [Training and User Guides](#)
- [U.S. Bank Mailing Addresses/ACH Payment Instructions](#)
- [Virtual Card Account Resources](#)
- [Visa Card Benefits Guide](#)
- [\\$500k Travel Insurance](#)
- [U.S. Bank IBT Cardholder Guide](#)

A green arrow points to the 'U.S. Bank IBT Cardholder Guide' link.

Travel Payment Services

- Travel Payment Services Reminders
 - U.S. Bank Statements and Reports
 - Virtual Card Account Statements
 - SNAP Report
 - U.S. Bank Access Online
 - Customizing Reports
 - Creating/Removing Program Administrators
 - Viewing Hierarchy
 - Increasing Limits, Disputing Charges, Reviewing Declines

Travel Payment Services

- U.S. Bank Support / Client Services
 - CPSPublicSectorClientServices@usbank.com or 877.846.9302 option 3
- Training videos and Reference resources ([click here](#))
- Travel Payment Services Contract ([click here](#))

Virtual Payments (VCN)

- SNAP logins
 - New SNAP login for CI Azumano
 - Old SNAP login for CalTravelStore
- SNAP 2FA began April 1, 2024
- Conferma Support – contact support@conferma.zendesk.com

Virtual Payments (VCN)

- Communication sent to VCN agencies on April 5, 2024
 - Subject: *"Please Read: Important announcement regarding cancellations and modifications to your existing Virtual Card Hotel reservations"*
- Existing hotel reservations booked using VCN with CalTravelStore
 - Contact CI Azumano via phone or email to make any changes

Airlines

- Airline contracts extended through June 30, 2025
- Airline Credits (UTCs and MCOs)
 - CalTravelStore, last report: March 18, 2024
 - CI Azumano, first report: April 18, 2024
 - Prior to TMS transition, all agencies were notified of:
 - Eligible Southwest UTCs actively being transferring to UATP.
 - Eligible United Airlines UTCs refunded to original form of payment.

Airlines

- SAM Section 4117.1
 - Semi-Annual Reports
 - FAQs on State Travel Policy webpage – <https://www.dgs.ca.gov/OFAM/Travel/Resources/Page-Content/Resources-List-Folder/State-Travel-Policy>

Lodging

- Sunset of the California Green Lodging Program
 - Properties currently certified will remain on the program until their current certification expires.
 - STP is still committed to sustainable travel and will continue encourage travelers to seek sustainable lodging options.
 - Sustainability in business travel will return as part of STP's future Managed Lodging Program (MLP).



Lodging

- Transition to CI Azumano
 - Working with hotel partners on state lodging rate accuracy.
 - Steps to take if state lodging rates cannot be found:
 - Step 1: Traveler contacts agency travel coordinator.
 - Step 2: Travel coordinator contacts STP.
 - Step 3: STP works with property and travel agency to rectify.

Lodging

- VCN
 - Travelers are refusing to provide personal credit card to hotel for incidentals.
 - Personal credit card requirements are a hotel industry rule and not controlled by STP.
 - Debit cards in lieu of credit cards
 - Possible, but not recommended.
 - TCs are responsible for ensuring travelers understand VCN processes before using for hotels.
 - TCs need to educate travelers on use of virtual cards for lodging.
 - Training materials and resources available on the STP [website](#).

Car Rental

- New CCR Travel Specialist – Sarah Thomas
- Contract Extension
 - Rate Increases
- Billing Issues
 - Concur Profile Errors (Loyalty Program)
- Electric Vehicles
 - EVs in Concur
 - Swapping at the rental counter



Contract Extension

- The CCR contract with Enterprise was recently extended for twelve (12) months, through Feb. 28, 2025.
- Rate Increases
 - Please visit [Car Rental Resources for State Travel](#) for updated contract and rates.



Billing Issues

- Personal Payment Required at the Counter?
 - Check for Concur Profile Errors (Loyalty Program).
 - The loyalty number in the Concur profile must match the number of the traveler's Enterprise loyalty account.

1. William Never

Act as Another User

Profile Settings

Sign Out

3.

Please enter programs EXACTLY as they appear on your card, excluding spaces and dashes. Do not add any additional characters. Do not include the carrier code. If you enter a program incorrectly, you will get a profile error from the reservation system. For example, if your card is printed "AA12345" or "John Doe/12345", your program number is "12345".

The page allows you to enter up to 5 travel programs at a time. First, select the type of program (carrier name, car rental, or hotel). Then, select the name of the company from the adjacent list. Finally, enter the program number (frequent traveler number, etc.).

1   

Car Rental Company

Frequent Traveler / Driver/ Guest Number Search this vendor

Your Information

Personal Information
Company Information
Contact Information
Email Addresses
Emergency Contact
Credit Cards

Travel Settings

Travel Preferences
International Travel
Frequent-Traveler Programs
Assistants/Arrangers

Other Settings

System Settings
Concur Connect
Change Password
Travel Vacation
Reassignment
Concur Mobile Registration
I'm Assisting...

Profile Options

Select one of the following to customize your profile.

Personal Information

Your home address and emergency contact information.

Company Information

Your company name and business address and location address.

Credit Card Information

You can store your credit card information to avoid having to re-enter it each time you purchase.

Travel Profile Options

Carrier, Hotel, Rental Car and other travel-related options.

Change Password

Change your password.

Electric Vehicles

- EV is the preferred vehicle type for all commercial car rentals when traveling less than 200 miles per rental.
- Travelers DO NOT need to submit a DGS OFAM 100 Form for EV rentals.
- Electric car rentals are not currently available for shopping in Concur but **can** be requested at the end of the booking process. If an electric car is desired, book an Intermediate car and you will be prompted at the end of your booking to submit your electric car request.

The screenshot displays a user interface for booking a car rental. At the top, a message box with a question mark icon states: "Electric car rentals are not currently available for shopping in Concur but can be requested at the end of the booking process. If an electric car is desired, book an intermediate car and you will be prompted at the end of your booking to submit your electric car request." Below this message are two buttons: "Cancel" and "Continue".

Below the message box, a question is posed: "You have booked a car rental – would you prefer an electric car if available? – Yes/No [Required]". This question is followed by a dropdown menu. The dropdown menu is currently open, showing two options: "YES" and "NO".

Electric Vehicles Cont...

- Not enough charge?
 - Request to swap EVs or ask for gas vehicle



Resources

Statewide Travel Program

- Website: www.dgs.ca.gov/ofam/travel
- Email: statewidetravelprogram@dgs.ca.gov
- Phone: 916.376.3974

CI Azumano

- Website: www.caltravel.ciazumano.com
- Email: caltravel@ciazumano.com
- Phone: 916.376.3989 or 877.454.8785

Upcoming Trainings

Concur Training

- May 7, 2024 ~ 10:00am – 11:00am PST
- August 8, 2024 ~ 10:00am – 11:00am PST
- November 6, 2024 ~ 10:00am – 11:00am PST

VCN SNAP Training

- April 29, 2024 ~ 2:00pm – 3:00pm PST
- July 29, 2024 ~ 2:00pm – 3:00pm PST
- October 28, 2024 ~ 2:00pm – 3:00pm PST



THANK YOU!

STATEWIDE TRAVEL PROGRAM

A decorative horizontal bar at the bottom of the slide, consisting of a solid blue top section and a solid green bottom section.