



Statewide Travel Program

CALIFORNIA DEPARTMENT OF GENERAL SERVICES

# Travel 101 for Travel Coordinators

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PROCESSES, PROCEDURES AND POLICIES

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# DISCLAIMER

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This high-level overview provides limited information about the California Department of Human Resources (CalHR) travel reimbursement regulations and policies. Additionally, it does not provide information about potentially relevant MOU language for the state's 21 bargaining units.

For full context and current language, departments should refer to CalHR's language (California Code of Regulations, HR Manual, and Memoranda of Understanding [MOUs]), and request clarification from [travelmanager@calhr.ca.gov](mailto:travelmanager@calhr.ca.gov) or their departmental labor relations offices, as appropriate.

# Statewide Travel Program: Overview

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## REFERENCES:

- [STATEWIDE TRAVEL PROGRAM](#)

# About the Statewide Travel Program

- The Statewide Travel Program (STP) falls under the Department of General Services (DGS) Office of Fleet and Asset Management (OFAM).
- STP strives to effectively address the needs of government travelers. We are committed to providing economical rates and fares and ensuring reliable and efficient travel arrangements for all government agencies in California.
- STP-managed contracts provide lower travel costs through negotiated discounts, comprehensive travel management services, and a simplified online travel booking process.
- STP provides services to the following California government entities:
  - All state agencies, boards and commissions
  - Superior courts, cities, counties, special districts, CSUs, UCs, community colleges, and K-12 public school districts

# Why the Statewide Travel Program?

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## Accessible booking options:

- Online booking tool (OBT) via self-service
- Travel agents available 24/7

Dedicated travel agency created for state of California government accounts

Negotiated rates and benefits with contracted travel vendors

## Direct billing and virtual payment:

- Lower out-of-pocket expenses
  - Reduced travel advances
  - Decreased payment fraud

Centralized travel management and travel policy support

Support travel coordinators with training, policies and special requests

# Travel Management Services Provider: CI Azumano

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## REFERENCES:

- [CI AZUMANO](#) – STATE-AUTHORIZED TRAVEL AGENCY
- [TRAVEL POLICIES](#)

# Travel Management Services: CI Azumano

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- The state's only authorized travel agency servicing all state of California government travelers
  - *CI Azumano staff are contractors, not state employees.*
- Exclusive access to STP's contracted state rates, fares and discounts
- Provides dedicated travel agents (full-service) [1-877-454-TRVL \(8785\)](tel:1-877-454-TRVL)
  - Available from 8 a.m. to 5 p.m., Monday through Friday
  - Live assistance available outside of normal business hours, *24/7 for emergencies only*
  - Group booking and guest booking available
  - Able to apply unused ticket credits to airfare
- Offers online self-booking tool, Concur
  - Allows travelers to search and book their business travel online or via the Concur mobile app
  - View the [Concur Travel Booking Tool Training and Guides](#)
- Both CI Azumano and Concur are to be used for business travel reservations only
  - **Booking personal travel is prohibited.**





Concur is provided and managed by CI Azumano

Concur login -  
<https://caltravel.ciazumano.com/>  
Or download the app  
(Search "SAP Concur" to download)  

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Provides online/app portal for searching/booking travel



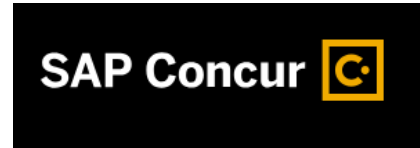
Each agency has its own individual Concur site, with one or more of the registration processes

Self-registration link  
User admin permissions for manual creation of profiles (via a welcome email)



Profiles are required for:

All users, including travelers, travel admins and travel coordinators  
Making travel reservations



# Concur: Online/App Booking Tool

# Concur: Requesting Access

- There are two options for requesting/creating a Concur profile:
  - Self-registration link with built-in approval process
  - User admin permissions in Concur for manual creation of profiles (via a welcome email)
- If you need assistance with requesting/creating Concur profiles for your agency, please email [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov).

# Concur: Setting up a Profile

## Creating a profile:

- All required fields of the profile must be completed before travel can be booked.
- It is strongly encouraged to complete the remaining optional fields.
- The box for “government” travel rates/fares should not be checked, as Concur already searches for the best available state government rates.
- Entry of travel preferences is recommended. Concur will take these travel preferences into consideration during the search results.
- The profile allows travelers to enter and save their frequent traveler reward/loyalty program information.
- Follow the link for a training video tutorial:  
[How to Set Up Your Concur Travel Profile](#)

# Concur: Profile Categories

## Unused Ticket Credits:

- All unused airline tickets are stored in the Concur profile.
- Employees must apply unused airline ticket credits to future business flights.
- To apply an unused ticket credit to a flight, call CI Azumano at 1-877-454-8785.

## TSA PreCheck:

- Travelers can enter a TSA PreCheck number in the profile.

## Form of Payment:

- A credit card is required in the profile for hotel reservations, unless the agency is utilizing the virtual card program.
- All credit card information is encrypted.
- Once the credit card is entered, the card number is not visible to CI Azumano, DGS, the agency or even to the traveler.  
\*NOTE – the credit card is NOT charged at the time of reservation; this is an industry requirement to hold the room.

# Concur: Functionality

## Travel coordinators and arrangers can:

- Make reservations on behalf of someone with a Concur profile.
- Be given permission to book for non-employee travelers, such as consultants, contractors, volunteers, etc.

## A traveler can:

- Have more than one travel coordinator listed in their profile.

## Agencies can:

- Activate a [pre-trip approval process](#) on their Concur site requiring all trips to be approved prior to ticketing.
- Elect to have agency-specific travel rules or policies configured on their Concur site, including but not limited to: travel allowance options, maximum allowable costs, highest allowable class of service, required use of preferred vendors, etc.

## Concur: Making Reservations

All travel must be approved internally prior to booking.

Consult all travel policies before making any travel reservations.

- DGS [SAM 4117](#) (replaced MM 14-03)
- DGS [SAM 4117.1](#) (replaced MM 21-07)
- SAM Sections [4117-4117.6](#)
- Internal agency travel policies

Travelers and travel coordinators are expected to:

- Use preferred vendors.
- Use the most economical option.  
*(Note: if the traveler is a one-time/infrequent traveler, a refundable flight is recommended)*

# Concur: Making Reservations

Concur can be used for both domestic and international travel.

Enter as much information in the search criteria as possible.

Concur begins the reservation process as soon as you pass through the “Review and Reserve” page.

- Confirmation numbers are obtained from the vendors.
- Vendor-imposed cancellation penalties apply.
- Reservations are not processed until trip is finalized via Concur.
- Record Locator Number (aka “PNR”) is the trip confirmation number for the entire reservation.
  - Please keep this information handy, in the event travel agent assistance is needed.

## Concur: Trip Modifications

- View upcoming trips on the homepage, or in the Trip Library.
- Pre-trip changes or cancellations are conducted online through Concur.
- When travel plans are cancelled, travel reservations **must** be cancelled in Concur within the vendor's cancellation requirements.
- Mid-trip changes or cancellations (traveler has already checked into their flight and/or the trip is in progress) must be completed by speaking to a travel agent at [1-877-454-TRVL \(8785\)](tel:1-877-454-TRVL).
- Travelers may not change or cancel with a vendor directly unless instructed by CI Azumano.
- Trips booked outside of Concur/CI Azumano cannot be modified in Concur or with a CI Azumano agent.



# Concur/CI Azumano: Tips and Tricks

## Book

Book all segments/components in Concur within the same trip/itinerary.

## Add

If booking components at different times, add to the existing trip/itinerary rather than making a new reservation.

## Use

Only call CI Azumano to apply Unused Ticket Credits, book complex travel arrangements such as group travel, or to make mid-trip changes. Only use after-hours for extreme emergencies.

## Concur

Concur does not have the ability to book conference/room block rates. Travelers use the conference or hotel website.

## Set up

Create profiles for employees who travel more than once per year so unused ticket credits, travel preferences and historical trip data are recorded.

## Deactivate

Always deactivate/delete profiles when the employee has left the agency.

# Compliance

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## REFERENCES:

- [STATE ADMINISTRATIVE MANUAL \(SAM\)](#)

# Compliance: The What and Why

- Understanding and adhering to policies, standards or laws
- Mechanisms, rules, and procedures to ensure integrity of financial and accounting information, promote accountability, prevent fraud, and comply with laws and regulations
- Allows your agency to fulfill its duty-of-care obligations.
  - Reduces travel risks.
  - Provides an emergency response capability.
- Achieved through proper knowledge, training and effective systems of internal controls

# Compliance – Establishing Framework

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## Travel Policy

Serves as a road map for employees:

- Sets internal expectations for travelers
- Outlines the process for travel booking access
- Establishes time frames for submittal procedures and justification forms



## Travel Training

Learn and understand:

- Your agency's travel policy
- Best practices

Periodic training refreshers assist with:

- Reviewing policies
- Procedures
- Best practices



## Booking Policies

“Profile” all traveling employees in Concur:

- Ensure travel training is completed prior to receiving a Concur profile

Pre-trip approval:

- Implementing this practice can prevent unauthorized bookings, unnecessary booking fees or trips out of policy

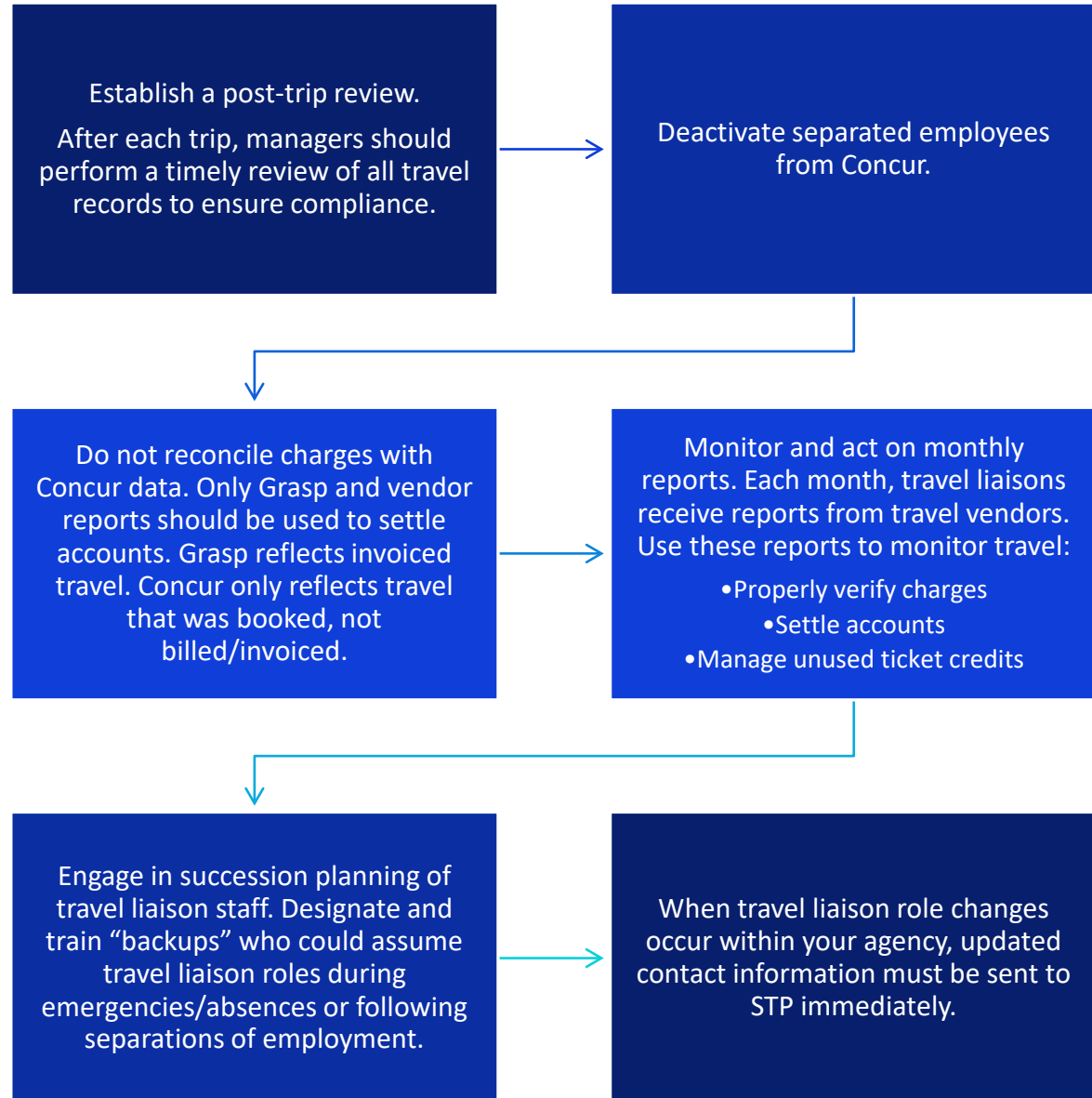
# Airline

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## REFERENCES:

- [SAM 4117.1](#)
- [POLICY VIOLATION REASON CODES LEGEND](#)
- [AIRLINE BEST PRACTICES](#)
- [AIRFARE RESOURCES FOR GOVERNMENT TRAVEL](#)

# Compliance: Success



# Airline: Policy

- **POLICY** (refer to [State Administrative Manual \(SAM\) 4117.1](#))
- Only use STP's contracted carriers – Southwest and United – for all air travel (refer to [Airline Best Practices](#) guidance).
  - Current airline contracts can be viewed on STP's [Airfare Resources for Government Travel](#) webpage.
- Book all flights in advance:
  - Domestic – Seven days or more in advance
  - International – 30 days or more in advance
- Book nonrefundable fares only (unless the traveler is a one-time/infrequent traveler, then a refundable flight is permissible).
- Book roundtrip flights only; one-way flights are not allowed.
- Abide by the carrier's flight cancellation rules/policies.
- **EXCEPTIONS**
  - Certain exceptions to the above booking requirements may apply; refer to the [Policy Violation Reason Codes Legend](#).

# Airline: Changes and Cancellations

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All flights must be canceled in Concur or by calling CI Azumano.



For Southwest flights, all reservations must be canceled at least **10 minutes** prior to the original scheduled departure time. Failure to cancel will result in the funds being forfeited to the airline.



Cancelling or changing flights directly with an airline is prohibited. The following methods are prohibited:

- Airline's website
- Airport ticket counter
- Airline mobile app
- Directly calling the airline



## Airline: Unused Ticket Credits

- Each agency is responsible for management of its travelers' unused ticket credits (UTC).
- Travel coordinators receive monthly reports from CI Azumano with detailed UTC information.
- UTCs may only be applied by speaking to a CI Azumano agent.
- Travelers must apply UTCs to future business trips and use those credits prior to the expiration date.
- If a UTC cannot be used by the named traveler, contact CI Azumano (non-urgent) to see what options are available by emailing [Caltravel@ciazumano.com](mailto:Caltravel@ciazumano.com).

# Lodging

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## REFERENCES:

- [STP LODGING RESOURCES](#)
- [LODGING FAQs](#)

## Lodging: Policy

SAM 4117 mandates the use of STP for booking hotel reservations.

Travelers must be aware of the state lodging rates for the counties to which they are traveling.

For questions on lodging rates and reimbursements, contact [travelmanager@calhr.ca.gov](mailto:travelmanager@calhr.ca.gov).

## Lodging: Policy Exceptions

### Exceptions to booking in Concur:

- Room block or conference rates, which must be booked directly with the hotel or conference organizer (these are contracted between the hotel and an event and are not visible in Concur)
- Remote/rural areas with no lodging facilities listed in Concur
- Short-term lodging such as Airbnb and VRBO
  - These bookings are not available through Concur and must be made directly with the vendor.

# Lodging: Concur Rates

- Concur displays all rates made available by the hotel in the Global Distribution System. State employees are not automatically eligible for a rate simply because it is visible.
- Before booking a non-state government rate, travelers must contact the property directly for approval to use the rate for state government business.
- Without prior hotel approval, travelers will be subject to a higher room rate that exceeds the state rate.
- State rates are a courtesy rate, hotels have sole discretion over the use and availability of these rates.
- Possible Rate Options
  - **“State Government” or “CI Azumano”** – These rates are specific to STP and should always be used, unless not available.
  - **“Gov/Military,” “Government,” “Federal,” or “Federal Government”** – Federal government or active-duty military personnel rates
    - Requires a current federal employee ID or active-duty military ID
  - **AARP** – American Association of Retired Persons rates
    - Requires an active AARP membership card
  - **AAA** - American Automobile Association rates
    - Requires an active AAA membership card

# What if a traveler finds a rate on a hotel's website that is lower than Concur?

If a hotel or its website offers a lower rate than the Concur rate, travelers must book their stay through Concur and call the hotel to request an adjustment of the reservation down to the lower, direct rate.

- This process allows STP to work with hotels to “load” direct, discounted rates in Concur for all to use.

Traveler should also provide the property information, proposed date(s) of stay, and available rates to their travel coordinator(s).

- Travel coordinators need to provide this information to STP, who will work with the hotel property to provide accurate rates in Concur.
- STP will provide updates and possible alternatives to the traveler and/or travel coordinator(s).

# What if a hotel is not visible in Concur?

- Travelers must notify their internal travel coordinator(s) when a needed hotel is not visible in Concur.
- Travel coordinator(s) must gather hotel information (hotel/property name, physical address and phone number) and send to [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov).
  - STP will contact the hotel to encourage and facilitate Concur participation.
- Reasons a hotel may not be visible in Concur:
  - Hotel does not participate in the Global Distribution System (an online repository from which Concur and other online booking tools pull rate information and inventory).
  - Hotel has been blocked from Concur either due to health and safety concerns, or upon request.

# Commercial Car Rental

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## REFERENCES:

- [DGS OFAM 100 FORM](#)
- [TRIP OPTIMIZER TOOL](#)



# Commercial Car Rental

- The Commercial Car Rental (CCR) contract provides negotiated car rentals for state and local government travelers on official business.
- All car rentals must be booked through STP's authorized booking channel, online via Concur or via telephone with a CI Azumano travel agent.
- Employees **must** always use the **most** economical means of transportation in the best interest of the state.
- To assist travelers with determining the most economical means of ground transportation, our CCR vendor provides a [Trip Optimizer Tool](#).

# Commercial Car Rental: Contract Benefits

## Benefits:

- Collision damage waiver
- Discounted short-term and long-term rates
- Market rate fuel
- Minimum rental age of 21 years old
- Nationwide rental rates, excluding New York
- No one-way drop-off fees
- Roadside Assistance Program
- Supplemental liability insurance protection
- Unlimited mileage
  - Exception for large truck rates:
    - All miles traveled will be billed at \$0.20 per mile
    - Normal one-way drop fees apply

Branch refueling is a contracted option if deemed the least costly method. Anytime a vehicle is returned with less fuel than it was rented with, the branch will charge market rate\* for refueling.

Travelers may refuel rental vehicles before returning to the branch using a personal payment method and must obtain a receipt.

Car rental rates do not include rental branch-specific location fees (airport/city/county fees), fuel, additional rental options, and hourly charges.

Travelers are never authorized to prepay for fuel.

# Commercial Car Rental: Policies

*\*Visit STP's [Car Rental Resources](#) page for current market rate (Enterprise refuel rate)*

# Commercial Car Rental: Policies

## Drivers and Passengers:

- All drivers and passengers must be in the vehicle for the purpose of state business. Anyone not in the vehicle for state business is not covered by insurance.
- Drivers must be 21 or older to rent.
- One driver's name will be on the reservation – but any other state employee passengers with a valid license may drive/return the rental.

# Commercial Car Rental: Policies

## Allowed Vehicle Classes:

- Compact/Economy: Mitsubishi Mirage/Nissan Versa or similar
- Midsize/Intermediate: Hyundai Elantra/Nissan Sentra or similar
- Plug-In Hybrid/Zero-Emission Vehicle: Chevy Volt/Nissan Leaf or similar
  - A DGS OFAM 100 is not required when renting a Plug-In Hybrid or Zero-Emission Vehicle.

## Vehicle Exceptions:

- Standard, Full-Size, SUVs, Trucks, and Minivans are considered “exceptions” and require prior internal approval.
- A [DGS OFAM 100](#) **MUST** be completed and approved before travel takes place.

## Other Exceptions:

- Renting a vehicle from a noncontracted vendor (Enterprise/National is not available at needed business location)
- Physical or medical accommodations requiring a larger or noncontracted vehicle

## Availability:

- Concur is programmed to ensure employees can always secure vehicle rates for Compact/Intermediate vehicles. Please note these rates are the same.
- Compact and Intermediate vehicle classes are always available to book in Concur.

# Commercial Car Rental: Reservation Types

## Short-term car rentals:

- Rental period is from one to 29 days.
- **Always** book in Concur or on the phone with a CI Azumano agent.
- Short-term car rentals may not be booked for 30+ days.

## Long-term car rentals:

- Rental period is 30 or more days.
- **Never** book in Concur or on the phone with a CI Azumano agent.
- Coordinated between an agency's fleet office and DGS OFAM.
- For more information and to view the long-term car rental process, refer to STP's [Car Rental Resources](#) page.
- The DGS contact for long-term rentals is [DGSTLTL@dgs.ca.gov](mailto:DGSTLTL@dgs.ca.gov).

# Commercial Car Rental: Additional Information

## Tolls:

- Tolls are the responsibility of the driver.
- All tolls for the Bay Area and Southern California bridges and roads may be paid online ([FasTrak](#)) **up to** 48 hours after being incurred.
- After 48 hours, the Highway Toll Administration will invoice the driver.

# Commercial Car Rental: Additional Information

## Changes and cancellations:

- Pre-trip changes to car rental reservations should be processed through Concur.
- All mid-trip car rental reservation changes should be handled by a CI Azumano agent.
- All rentals should be cancelled if they will not be needed.

## Receipts:

- Individual receipts (either printed or via email) will be provided upon return of the rental.
  - If you need to retrieve a receipt for a previous rental reservation, they are available for download at [Enterprise.com](https://www.enterprise.com).
  - Receipts are available online for 360 days, beginning 48 hours after returning the vehicle.
  - You must have the renter's last name and driver's license number to look up a receipt.



# Travel Payment Services

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## REFERENCES

- [TRAVEL PAYMENT RESOURCES](#)

# Travel Payment Services: Overview

## **Overview:**

- STP provides a contracted Travel Payment Services (TPS) vendor, which serves as the direct bill mechanism for all travel and travel-related services.

## **Benefits:**

- Directly bills the agency for travel expenses while on official government business
- Virtual payments for hotel reservations – innovative, automated, one-time use card number for hotel reservations, eliminating the manual credit card authorization form process
- Baggage Insurance/Common Carrier Baggage Insurance
- Traveler Accident Insurance
- Annual prompt payment incentives for participating agencies

# Travel Payment Accounts

CTA (Central Travel Account)

- Centrally billed “ghost card” for payment of airline, rail, car rental and travel agency fees.

MTG (Meeting/Travel Account)

- Centrally billed physical card for payment of consolidated lodging, meeting and conference hotel charges, and related meeting and conference charges (i.e., audiovisual equipment rental), electronic toll collection, and electric vehicle charging stations.

VCA (Virtual Card Account)

- Centrally billed, one-time use credit card number offering a low-risk, convenient payment method, currently used for lodging booked through STP.

IBT (Individual Government Card)

- Individually billed/individual liability card for frequent travelers.
- Meals, parking, gasoline and other business travel expenses are considered authorized, business-related monthly spend items.

# Payment Process for Meeting, Conference, and Event- Related Expenses

As stated in [SAM Section 4117.6](#):

- Payment for all state-conducted meetings, conferences, events, seminars, workshops, off-sites, presentations, training, examination locations, forums, public hearings, trade shows, and job fairs when conducted at a lodging or event establishment shall be made utilizing the state's contracted Travel Payment Services (TPS) meeting account.
- For all meeting and event contracts between the state of California and a lodging and/or meeting industry vendor, the contract must include the TPS as the method of payment.
- Authorized meeting and event expenses include but are not limited to:
  - Meeting space for hotel, conference and convention centers
  - Exhibit space
  - Hotel business services (printing, photocopying, facsimile, etc.)
  - Audiovisual and telecommunications rentals and services
  - Meeting planner consultant fees
  - Air transportation
  - Ground transportation, including shuttle companies and car rentals

# DGS Travel Policies

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## REFERENCES

- [SAM 4117](#): Statewide Travel Program
- [SAM 4117.1](#): Airlines
- [SAM 4100 Transportation Services](#): Statewide Travel Program – 4117 – 4117.6
- [Additional Resources](#)

## DGS Travel Policies

Executive Branch (state) agencies are required to adhere to the following DGS travel policies:

- [State Administrative Manual \(SAM\) 4117](#): “Statewide Travel Program”
- [SAM 4117.1](#): “Airlines”
- [Travel-Related Policies in SAM](#): Transportation Services – Sections 4117 – 4117.6

Click [here](#) for additional resources and information on DGS travel policies.

# State Administrative Manual (SAM) 4117

## Government Travel Requirements:

- [SAM 4117](#) requires agencies to make all travel arrangements (airfare, hotel, commercial car rental, and rail) through STP's contracted vendors.
- When booking lodging, [SAM 4117](#) requirements still apply, even if a lower rate is identified elsewhere.
- Email [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov) to report hotels that do not have a state government rate loaded in the online booking tool but are available on the hotel's website.
- Exceptions:
  - Exceptions include use of a hotel room block (conference room rate); use of a short-term lodging establishment such as Airbnb; and use of a hotel that does not participate in the online booking tool, Concur.

# State Administrative Manual (SAM) 4117.1

## Airline Reservation Requirements

- Pursuant to SAM Section 4117.1, state agencies and employees must follow airfare purchasing and use requirements, which ensure that state employees traveling by air on official business are using the most economical fares possible. Click the “SAM 4117.1” link below to view the policy.
- [SAM 4117.1](#) Policies:
  - Flight must be booked on a contracted/preferred airline carrier.
  - Flight must be a nonrefundable airfare.\*
  - Flight must be booked seven (7) or more days in advance (domestic).
  - Flight must be booked thirty (30) or more days in advance (international).

\*Refundable fares may only be used if:

- The traveler does not travel more than once per year.
- Travel is being booked for an individual that is not employed by the agency, such as a consultant, contractor, witness, etc.
- Only refundable fares are available at the time of booking.



# State Administrative Manual (SAM) 4117.1

## Airline Reservation Requirements:

- The [Policy Violation Reason Codes Legend](#) shows the only approved reasons for booking an airfare that violates one or more of the airline policies. View [State Travel Policy Resources](#).
- DGS provides each state agency's deputy director of Administration (or equivalent) with semiannual exception reports.
  - Exception reports identify airfares reserved and associated excess airfare costs incurred (along with the corresponding reason code justifications) as a result of airfare bookings that do not adhere to SAM 4117.1.
- On the last day of each month, CI Azumano provides each agency with an Air Activity Detail report to subscribed agency travel contacts.

# Travel Forms

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## REFERENCES:

- [FORMS](#)

<b>Form Number</b>	<b>Form Name</b>	<b>Form Use</b>
<a href="#"><u>OFAM 100</u></a>	Short-Term Vehicle Justification	Form used for renting a vehicle larger than the allowed classes or for booking off-contract.
<a href="#"><u>Specialty Vehicle Reservation Form</u></a>	Specialty Vehicle Reservation	Form used to request specialty vehicles, such as box trucks, stake beds, large SUVs, etc.
<a href="#"><u>STD 255C</u></a>	Excess Lodging Rate Request/Approval	Form used for advance approval to reserve a hotel that is over the state rate, up to \$250 per night.
<a href="#"><u>STD 236</u></a>	Hotel/Motel Transient Occupancy Tax Waiver	Form used to request lodging venue to waive occupancy taxes for single-occupancy travel. Please note: lodging venue has discretion to accept or reject the form.
<a href="#"><u>OFAM 101</u></a>	Justification for Noncompliance with MM 08-08	Form used when a meeting-related invoice was not paid with the TPS account.
<a href="#"><u>OFAM 103</u></a>	TPS Meeting Card Account Payment	Form used to assist agencies with establishing a contract/agreement with hotels related to meetings and conferences.

# Travel Forms

# DGS OFAM 100: Short-term Vehicle Justification Form

**The following exceptions will require state agencies to submit to the State Controller's Office (SCO) a Short-Term Vehicle Justification Form, signed by the employee's supervisor:**

- Renting a vehicle larger than the Intermediate size
- Renting a vehicle from a noncontracted vendor
- Renting a vehicle that provides for physical or medical accommodations

Renting the types of vehicles mentioned above requires advance approval. Obtain approval from your supervisor, complete the Short-Term Vehicle Justification Form and submit it with the Travel Expense Claim.

***Please note: Plug-In Hybrid and Zero-Emission Vehicles do not require the DGS OFAM 100 form. Justification to use these vehicles is not required.***

# DGS OFAM 100: Short-term Vehicle Justification Form

## **Required to justify renting a vehicle larger than compact or intermediate sedan.**

- Justifications must be reasonable and may be rejected if incomplete or lack substance.
- Acceptable justification: “Cargo van rented to transport six passengers and equipment.”
- Unacceptable justification: “Full-size vehicle rented because the driver believes the full-size vehicles are safer.”

## **Required to justify renting from a vendor other than Enterprise or National.**

- Justifications must be reasonable and may be rejected if incomplete or lack substance.
- State rental rates are so low, going off-contract will likely double the entire cost of the rental.
- Noncontracted vendors are unable to directly bill an agency; therefore, these rentals must be paid out-of-pocket by the traveler.
- Acceptable justification: “Arriving to an airport that does not have an on-site or local Enterprise or National location.”
- Unacceptable justification: “A noncontracted vendor is 10 minutes away versus an Enterprise or National location that is 15 minutes away.”

## **Required to justify renting a vehicle that provides for physical, medical or reasonable accommodations.**

- Justifications must be reasonable and may be rejected if incomplete or lack substance.
- Acceptable justification: “Full-size SUV rented to accommodate for additional head and leg room as necessary due to size and stature.”
- Unacceptable justification: “Full-size vehicle rented because the driver is tall and doesn’t want to feel cramped.”

# Roles & Responsibilities: Traveler

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[STATEWIDE TRAVEL PROGRAM RESOURCES](#)

# Traveler: General Roles & Responsibilities

Be familiar with all state and agency-specific travel rules, regulations, policies and guidelines.

Obtain/receive all necessary approvals prior to making travel arrangements.

Ensure travel expenses are justifiable and in the best interest of the state. Use the most efficient and cost-effective method of transportation available.

Before, during and after travel, maintain an accurate record of expenses, including all receipts, departure and return times, cancellation policies, and mileage.

Contact your agency's travel coordinator if you have questions about traveling on behalf of the state.

# Roles & Responsibilities: Travel Coordinator

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[STATE TRAVEL COORDINATOR RESOURCES](#)



# Travel Coordinator: General Roles & Responsibilities

Know state and agency-specific travel rules and guidelines.

Educate agency employees on established travel policies.

Disseminate all travel-related SAM publications, Travel Bulletins, policies, procedures and updates to travelers, cardholders, supervisors and liaisons.

Designate and train other travel coordinators within the agency as needed.

Act as the agency liaison to DGS STP on certain travel-related issues:

- Provide updated Travel Coordinator contact information to STP, when applicable.
- Attend quarterly Travel Coordinator meetings and other relevant meetings/trainings offered by STP.
- Implement customized agency travel policies based on DGS' guidance.
- Establish internal processes, roles and responsibilities regarding how agency travel is booked.

# Specialized Roles & Responsibilities

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## HOTEL/LODGING

- Confirm travelers are aware of the exceptions for booking hotels outside of the STP-approved booking channels.

## AIRLINE

- Educate travelers on airline booking policies, including but not limited to SAM 4117.1.
- Manage and track unused airline ticket credits.
- Ensure travelers utilize and apply unused airline credits to future business trips prior to the expiration date.

## RENTAL CAR

- Educate travelers on rental car policies, including but not limited to compact/intermediate vehicles only, refueling practices, and comparing ground transportation costs.
- Ensure travelers complete the DGS OFAM 100 Justification Form prior to making the reservation.

# Resources

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[CALIFORNIA AUTOMATED TRAVEL EXPENSE REIMBURSEMENT SYSTEM](#)

[SAM - STATEWIDE TRAVEL PROGRAM 4117](#)

[STP TRAVEL RESOURCES](#)



## Instructions

[Registration and Getting Started](#)

[Travel Advance and Expense Reimbursement](#)

[CalATERS Reports](#)



## Resources

[Training Database](#)

[Help Desk Contacts](#)

[Definitions](#)



## About CalATERS

[CalATERS Implementation](#)

[Participating Departments](#)

[CalATERS Publications](#)

# CalATERS – Helpful Links

# Additional Travel Resources

- [Statewide Travel Program](#)
  - [Statewide Travel Program FAQs](#)
  - [Statewide Travel Program Contact List](#)
  - [Concur Training Resources](#)
  - [Virtual Payment and Virtual Card Number \(VCN\) Resources](#)
  - [Travel Management Services Resources](#)
  - [Airline Resources](#)
  - [Car Rental Resources](#)
- [CI Azumano](#)
  - [Concur](#)
  - [iBank](#)
  - [Print My Invoice](#): Instructions on how to use the “Print My Invoice” feature in Concur

# Additional Travel Resources

- [Trip Optimizer Tool](#): Assists travelers in determining whether renting a vehicle or using a personal vehicle is the most cost-effective method of transportation
- [Motor Vehicle Accident Procedures](#): Procedures for state employees involved in vehicle accidents
- [Travel and Accident Insurance for Excluded Employees](#)
- [Report Vehicle Accident Involving State Employees](#)
- [Payroll Procedures Manual](#)