

# State Traveler Quarterly Updates

## Concur and CI Azumano



Concur will have a new booking experience that features an enhanced user interface, improved search and filter options, and more.

Traveler training on the Concur new user interface is expected to begin in March 2026.



### Accompanied and Unaccompanied Minors

- Travel **must** be booked with a CI Azumano agent.
- Book the minor on the same reservation as the adult.
- The minor and any accompanying adults must have proper ID for air travel.
- Check with airline to see if unaccompanied minor fees apply.



### How can I change my travel reservation?

- Online through [Concur](#), see [How to Change a Booking \(Video\)](#).
- Contact a CI Azumano agent via phone at (877) 454-8785 or via email at [CalTravel@ciazumano.com](mailto:CalTravel@ciazumano.com).



### Where do I get a copy of my travel itinerary?

- Go to: Concur – Travel – Trip Library.
- Check for the itinerary email from “CI Azumano”.
- Use the [CI Azumano - Print My Invoice](#) resource for booked air or train travel.



### Where can I find training guides or videos?

- Review the [Training and Guides](#) website.
- Email your agency Travel Coordinator(s).

## Lodging Rates

To ensure travelers receive negotiated benefits and amenities, it is essential to book the correct rate at Preferred Hotel Program (PHP) Properties.

### Acceptable Rate Names:

- “CA Negotiated Rate”
- “State of CA Negotiated Rate”

○ Booking the correct rate ensures access to certain key amenities:



Seamless virtual card acceptance



Rates at or below CalHR approved per-diem.

### Avoid:

- “State Government” rates
- Military/Federal Government rates
- Any other rates



No maximum or minimum stay requirements



Additional amenities such as free breakfast and free parking.

Best Practice: Look for “Preferred” or “Most Preferred” hotels and then review the rate description.

## Real ID or Passport Needed to Fly

- Beginning February 1, 2026, travelers without an acceptable form of identification will pay a fee of \$45.
- Travelers will be removed from the security check point and complete a security screening process that could take up to 30 minutes.
- Once the security screening is approved, travelers will be sent an email confirmation that will need to be presented at the security check point before boarding.
- The security email confirmation is valid for 10 days, upon approval.
- For more information visit [www.tsa.gov](http://www.tsa.gov).



## Southwest Seating

Southwest flights departing January 27, 2026, or later: Travelers will select seat assignments through the Southwest App, Southwest.com, or by contacting CI Azumano.

Seat assignments are not currently available in Concur. This will be updated with the New Concur Travel update in March 2026.

## Agency:

As a traveler, your first point of contact is your agency Travel Coordinator(s).

- Website:
- Email:
- Phone:

## CI Azumano

- Website: [www.caltravel.ciazumano.com](http://www.caltravel.ciazumano.com)
- Travel Agent Email: [Caltravel@ciazumano.com](mailto:Caltravel@ciazumano.com)
- Travel Agent Phone: 1 (877) 454-8785

## Virtual Payments

Our agency does / does not participate in the virtual card program.

## Download the Conferma App for Access to:

- Manage hotel reservations with a virtual card number.
- View the full 16-digit card numbers, expiration date and CVV code on the day of check-in.
- Resend the credit card authorization form.
- View the communication history between Conferma and the hotel.

Reach out to Conferma support at [AppUsers@conferma.com](mailto:AppUsers@conferma.com) to update your email address or unlock your account.

## Rental Car Form Updates

[Specialty Vehicle Reservation Request Form](#) has been updated.

[OFAM100 Short-Term Vehicle Justification Form](#) has been updated.

## Toll Payment

Our agency does / does not participate in direct-bill tolls.

- Unless your agency has opted to direct-bill tolls, tolls are **not** directly billed.
- Travelers are **required** to pay all tolls when invoiced and seek reimbursement.

## Resources

- [Concur Travel Demonstration Training \(Video\)](#)
- [Conferma Quick Guide for Travelers](#)
- [How to Cancel a Booking \(Video\)](#)
- [How to Set Up 2 Factor Authentication \(Video\)](#)
- [SAM 4117 Guide](#) (for executive branches only)
- [State Traveler 101](#)
- [Subscribe to Travel Updates](#)
- [Trainings Resource Page](#)
- [Traveler Resources on Statewide Travel Program Website \(Video\)](#)
- [Who's Who in State Travel](#)