

Roles and Responsibilities - DGS Division/Office Travel Coordinator

1. Introduction/Overview

The purpose of this document is to provide clarity, alignment, and expectations to those DGS employees who specifically work on the travel-related needs of the organization and its employees. These employees are referred to as DGS Division/Office Travel Coordinators (TC). The knowledge outlined in this document will empower TCs to promote easier and more efficient travel management within your division.

2. TC Roles and Responsibilities

All authorized DGS Travel Coordinators are required to read and acknowledge all requirements herein, before being granted approval.

- Proactively inform, educate and engage division/office travelers about new and existing travel policies and initiatives.
 - Present at internal staff meetings, hold 1:1 meetings, send out email reminders, display information on internal intranet/SharePoint site(s), etc.
- Educate new employees to ensure they are familiar with all applicable travel policies and procedures, CalHR travel rules, and California codes and statutes pertaining to travel, before employees are allowed to book travel. Part of your division's onboarding for a new employee will include this overview.
- Disseminate travel policy updates and best practices, including but not limited to Management Memos (MM), Travel Bulletins (TB), and Travel Trainings.
 - Educate travelers on how these updates apply to the department's processes and procedures.
- Attend quarterly Travel Coordinator Meetings hosted by STP.
 - Disseminate information, updates and materials covered in the meeting to all division/office travelers.
- Travel Coordinator vs. Travel Arranger
 - Coordinators act as an intermediary between STP and your division. Coordinators are expected to have a working knowledge of everything outlined in this document, including policy and best practices. Some Coordinators are also Arrangers.
 - Arrangers only book travel. Sometimes this is for an individual or for a few staff members. Arrangers are required to follow all policy, but they have no other duties related to travel outside of booking.

3. Travel Policy Resources

- DGS Travel Policy (*release TBD*)
- DGS Uber 4 Business Policy (*release TBD*)
- [DGS Travel Hub](#)
- DGS Traveler Guide (*release TBD*)
- [Management Memo 14-03](#)
- [Management Memo 21-07](#)
- [CalHR Travel Reimbursements](#)
 - [2201 - Travel and Relocation Policy](#)
 - [2202 - Mileage Reimbursement](#)
 - [2203 - Allowances and Travel Reimbursements](#)
- [OFS Travel Toolbox](#) – In-State and Out-of-State Directives for DGS travelers
- Other Travel Policies

- [State Administrative Manual \(SAM\)](#)
 - Sections 4117-4117.5 and SAM - Travel 0700
- [California Code of Regulations](#)
 - Title 2. Administration, Division 1. Administrative Personnel, Chapter 3. Department of Human Resources, Subchapter 1. General Civil Service Rules, Article 2. Traveling Expenses

4. Travel Booking Process

- Direct travelers to the Service Now portal where they can request travel accounts (Concur).
- Pursuant to MM 14-03, ensure travelers make all air, car, hotel, and rail reservations through authorized STP booking channels (CalTravelStore/Concur).
 - Ensure travelers are aware of the few allowable exceptions to booking in Concur.
- Train travelers on how to book travel in Concur and acceptable reasons for using a travel agent (CalTravelStore).
- Assist travelers with preparing cost comparisons and other justification documents to ensure the method of travel is the most economical and in the best interest of the state.
- Assist travelers and travel arrangers with setting up new Concur accounts and/or modifying existing Concur accounts.
- Assist travelers with assigning a travel arranger (someone who can book travel on behalf of the traveler).
- Provide travelers with the appropriate Fi\$Cal Reporting Structure number as a required field of the Concur profile.
- Refer travelers to travel booking policies and best practices in the DGS Travel Hub in SharePoint.

5. Air/Rail Travel

- Pursuant to MM 21-07, train and educate travelers on state airline booking policies.
- Ensure travelers use all unused airline ticket credits before their expiration date.
- Follow up with travelers and their respective manager(s) after receiving the airline unused ticket credit report from STP (the TC will only receive the report if the division/office has credits).
 - Monitor airline credit reports and advise employee/managers when the credits will expire.
 - Ensure employees and managers know how to use credits and stress the importance of using them prior to purchasing any new flights.
 - At the point when a credit will expire in six (6) months, TCs must coordinate within the division and determine if the credit will be used by the employee – or if that credit can be dissolved and used by anyone at DGS.
 - If the traveler will not be able to use the credit for a future flight, email the DGS Travel Coordinator, Donnie Rivelle, and the STP airline analyst, Letty Santana at Donnie.Rivelle@dgs.ca.gov and Letty.Santana@dgs.ca.gov.

6. Commercial Car Rental

- Train and educate travelers on commercial car rental policies, including but not limited to, compact/intermediate vehicles only, justification process for renting a larger vehicle ([OFAM 100 Form](#)), refueling policy, and preparing cost comparisons.
- Ensure travelers send the OFAM 100 Form to OFSTravelDocs@dgs.ca.gov after completion and signature, and *before* travel takes place.

7. Ground Transportation (Uber/Lyft/Taxi)

- Direct travelers to complete a cost comparison/justification to ensure the most economical method (best interest of the state) of ground transportation is being selected.
- Assist employees with requesting an Uber 4 Business (U4B) direct bill account in the Service Now portal.
- Ensure employees are aware of and agree to the U4B policy before booking rides.

8. Lodging

- Train and educate travelers on the CalHR reimbursement rates for short-term lodging.
- Ensure travelers know how to complete a [STD. 255C Excess Lodging Rate Request/Approval](#) form correctly when lodging rates exceed the CalHR reimbursement rates.
- Ensure travelers send the STD. 255C form to OFSTravelDocs@dgs.ca.gov after completion and signature and *before* travel takes place.
- Confirm travelers are aware of the exceptions for booking outside of the STP approved booking channels.
- Encourage employees to book at green certified hotels whenever possible.
- Require employees to use DGS' direct bill payment method for hotels (Virtual Card Program) and ensure they follow [all policies when using the direct bill](#).
- Report any lodging or payment issues to STP at statewidetravelprogram@dgs.ca.gov.

9. Out-of-State Travel (OST)

- Ensure travelers comply with [AB 1887](#) – California's ban on state-funded and state-sponsored travel to certain states.
- Ensure travelers use the appropriate templates to complete their OST request.
- Refer travelers to the [Travel Toolbox](#) SharePoint site for OST Directives managed by DGS Office of Fiscal Services (OFS).

10. Citibank Payment Approvals

- Review the SharePoint documents from DGS Program Support Accounting Section (PSAS) for the monthly Citibank charges.
- Seek approval for said trips with the supervisor(s) of each traveler who traveled during that time period.
 - Ensure travelers do not self-approve under any circumstance; approval must always be attained from the traveler's immediate supervisor.
- Reply to PSAS with your approval or rejection. When replying to accounting, the following must be noted:
 - Identify which charges are approved/rejected based on the Fi\$Cal Reporting Structure number.
 - The exact amount that is being approved.
- Actively ensure supervisors within the division are completing the approvals in the timeframe set by PSAS. Missing approvals will be escalated to upper management.

11. Travel Reimbursements and CalATERS

- Adhere to all polices and directives outlined in OFS Accounting’s [CalATERS Approver Reference Guide](#).
- Audit all submissions for the following items and take necessary action:
 - **Concur itinerary** – If not provided, follow up with the employee to get the itinerary, thus ensuring it was booked in Concur.
 - **Receipts/invoices/folios** must be obtained for all applicable line items.
 - **OFAM 100 and STD. 255C forms** – Accounting requires these forms for all applicable Citibank charges, but they are also required for all CalATERS submissions. If an employee goes above the state rate or rents a higher class of vehicle, these forms are mandatory for CalATERS submission.
- Contact DGSCalATERS@dgs.ca.gov if you have questions about processing or approving expense reimbursement claims.

I have reviewed the Roles and Responsibilities of a DGS Division/Office Travel Coordinator and understand all expectations, roles, and responsibilities contained herein, and any subsequent revisions. Send all completed forms to statewidetravelprogram@dgs.ca.gov.

Division/Office Travel Coordinator

Printed Name

Signature

Division/Office Name

Date Signed

Manager/Supervisor

Printed Name

Signature

Division/Office Name

Date Signed