**Townhall Questions and Answers:**

**Time and Date: September 10th 2024, 10AM – 10:30AM**

**Subject: Virtual Card Numbers (VCNs)**

**Q 1. For the Credit Card Authorization (CCA) form, what happens if the status says 'Failed' under the Communications hub? Does that mean Concur wasn’t able to send the CCA form to the hotel? If so, will Concur attempt to send it again, or is it up to Conferma to follow up?**

If the status indicates “Failed”, it means the communication with the hotel was unsuccessful. A notification will be sent to the CI Azumano email inbox, prompting an agent to reach out to the hotel and resend the credit card authorization form.

**Q 2. Do all travelers have access to the Conferma mobile app?**

Travelers with a Concur profile will be able to register for the Conferma mobile app using the same email address linked to their Concur profile.

**Q 3. How reliable is CI Azumano in notifying travelers when a hotel requires their own credit card authorization form? Can travelers depend on these notifications, or is it safer to fill out the form for every hotel to avoid check-in issues?**

CI Azumano will reach out to travelers and travel coordinators when they are informed by the hotel that an additional credit card authorization form is required for check-in. To be on the safe side, travelers can also contact the hotel to ensure the form was received and inquiry about additional hotel forms needed.

**Q 4. Do travelers have the ability to "copy card" on their ConfermaPay access or only travel coordinators?**

No, this feature is only available to program administrators with access to the SNAP tool.

**Q 5. Is the Concur message the same for hotels that do not accept VCNs and those that require their own credit card authorization form? If so, could a separate message be created to clarify whether the hotel doesn’t accept the VCN at all or simply requires its own authorization form? This would help travelers make informed decisions and avoid surprises at check-in.**

Unfortunately, the message will be the same for all hotels that do not accept VCNs. This typically means they do not accept our specific credit card authorization form (Conferma). However, if travelers complete the hotel’s own credit card authorization form, the hotel should be able to process the payment without any issues. The problem usually lies with the credit card authorization form itself, not the payment method.

**Q 6. What are our travelers supposed to do after hours when a travel coordinator is not available, and they cannot get ahold of CI Azumano?**

The traveler will need to use their personal credit card to check in temporarily until they can reach the travel coordinator the following business day. The virtual card will remain active for 5 days after the check-out date, allowing the traveler or travel coordinator to work with the hotel to reverse any charges. Additionally, travel coordinators can use the SNAP tool to create a new virtual card to cover any past reservations, if needed.

Travelers are also encouraged to download the Conferma mobile app where they have access to the 16-digit VCN.

**Q 7. If a trip has already been approved and the traveler makes modifications that result in a rate change for lodging, does it require re-approval in Concur? If not, is there a way to ensure that this scenario requires a new approval?**

Only new reservations are submitted for approval; changes or additions to existing reservations do not go through the approval process.

**Q 8. Is DGS concerned about separation of duties when travel coordinators are expected to assist with authorizing VCN charges while also handling payments on the department’s U.S. Bank credit card? Is there a separation of duties issue if coordinators reissue cards and/or authorize hotel charges or investigate declines?**

Since each agency adheres to their own specific policies and procedures, the agency will need to determine and distribute separation of duties.

**Q 9. Will travelers have access to the full VCN number and details to complete the credit card authorization form at the hotel if needed, or will they need to request this information from their travel coordinators or Travel Unit, who would then complete the form and send it to the hotel?**

If travelers are using the Conferma mobile app, they will be able to see the full VCN and card details needed to complete the credit card authorization form. If they do not have the Conferma mobile app, the traveler will need to request this information from the travel coordinator(s) and/or agency’s Travel Unit. Either the travelers or Travel Unit staff can complete the form and send it to the hotel.

**Q 10. Would it be helpful for all travelers to print out a hard copy of the credit card authorization form and provide it to the hotel at check-in in all instances, or is that not recommended?**

This can be helpful, especially if travelers do not have access to the Conferma app.

Steps to send payment communication:

1. Locate the deployment within SNAP, then click on “View in Conferma Online” under Options at the top right corner of the SNAP tool page.
2. Scroll down to the “Send Payment Communication” section within the Conferma Online page.
3. Enter a new email address or fax number in the “Recipient Email or Fax Number” field
   1. Fax is preferred; however, if you are using an email address, make sure to follow up with the full 16-digit virtual card numbers to the travelers, as the system will mask the 16-digit virtual card numbers when emailing.
4. Toggle “Override Preferred Routing.”
5. Click “Submit”
6. You can view the communication history by clicking on “View History in Communication Hub.”

**Q 11. Our VCN card numbers decline if they are used more than 5 days before travel. Can we change this?**

Yes, you can request modifications to your virtual card settings, such as, when the virtual card becomes active. If you are interested in doing this, please reach out to [nhan.cao@dgs.ca.gov](mailto:nhan.cao@dgs.ca.gov).

**Q 12.** **Can a Travel Administrator see a VCN on Snap Conferma app without the employee having a reservation?**

No, you will not be able to locate a virtual card number in the SNAP tool or Conferma app if there are no reservations. The virtual card is only generated when a hotel reservation is booked using the virtual card payment method, via Concur or with a CI Azumano travel agent.