

Town Hall: Travel Management Services

APRIL 2025



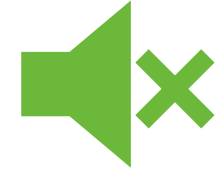
20-minute
presentation on
Travel
Management
Services



40-minute Q&A
session



PowerPoint,
Q&A, and
recording will
be shared after
the meeting



Unrelated topics
will not be
addressed

Housekeeping

Agenda

Overview of CI Azumano

Traveler Communication

Communicating with CI Azumano

Unused Ticket Credit Communications

Traveler Profiles

Guest Booking

Troubleshooting – Concur

Reporting

Q&A



Print My In

BETTER ENCE

travel agency for booking your state-related
you need, from bookings to reporting. Our team is
ce 24/7 during your travels.



Concur Login

Concur Quick Start Guide



Travel Tools & Resources

Get the most out of your trip. Find links travel resources and useful apps.

QUICK LINKS

- > Airport Delays & Closures
- > Check Flight Status
- > Airline Check-in
- > SeatGuru

Overview of CI Azumano

- CI Azumano is the state's only contracted travel agency.
- Offers a customizable online booking tool and a robust reporting system.
- Dedicated travel agents 7:00 AM – 7:00 PM, Monday through Friday available at 877-454-8785.
- After-hours service available outside of normal business hours for emergencies or last-minute changes at 877-454-8785.
- Travel tools & resources on caltravel.ciazumano.com.

Overview of CI Azumano

Travel Tools & Resources


- Updated airline flight status and baggage rules and requirements
- Pre-trip travel & safety advisories
- Quick links to include airline check-ins, TSA information, and other resources
- DGS Resources webpage


Traveler Safety & Security Are Our Top Priorities


Our agents, account management, and operational staff work every day to keep you informed. We're tracking and reporting on changes to airline credit and refund policies and we're addressing any client issues or questions as they arise.


Online Check-in


Find information about your upcoming flight reservation here. Most Airlines allow online check-in beginning 24 hours before the flight's scheduled departure time. Some international airlines open check-in 48 hours before the flight.



Allegiant
ANA All Nippon



British Airways
Emirates



Frontier
Lufthansa


Qantas Airways
Singapore Airlines


Sun Country
Virgin Atlantic


Delta
Emirates
Frontier
Hawaiian
JetBlue
Lufthansa
Qantas Airways


Singapore
Southwest
Spirit
Sun Country
United Airlines
Virgin Atlantic



Baggage Requirements

Whether you're purposefully packing light or supplementing your checked luggage, carry-on luggage size in mind when packing a bag and heading to the airport.
Check for your airline for specific baggage requirements.

Pre-Trip Travel & Safety Advisories

REAL ID Extension: Deadline has been extended May 7, 2025 – State of California DMV

TSA Precheck skip long security lines to save time at the airport – Transportation Security Administration (TSA)

Trusted Traveler Programs offer a faster security screening process to pre-vetted domestic and international travelers, alleviating long lines – Department of Homeland Security (DHS)

Travel Advisories from the US Department of State (DOT)

State & Territorial Health Department Websites from the Centers for Disease Control (CDC)

Travel Health Notices search by country (CDC)

QUICK LINKS

LIVE FLIGHT STATUS

- FAA - Delays & Closures
- FlightAware - Track Flights
- FlightStats - Flight Status

AT THE AIRPORT

- Acceptable IDs - TSA Checkpoint
- What Can I Bring? TSA Carry-on/checked-bag

OTHER RESOURCES

- SeatGuru
- National & Local Weather
- Currency Exchange Calculator

DGS RESOURCE PAGES

- Airfare Resources for Government Travel
- Car Rental Resources for State Travel
- Statewide Travel Program Training, Guides
- State Travel Ridesharing Ground Transportation
- Lodging Resources for Government Travel

Traveler Communication

Travel Coordinator Communication Expectation

For travel-related guidance.

Travelers inquiring about the status of unused tickets.

- Each agency receives monthly reports detailing unused tickets.
- Travelers can find their unused ticket information on the Concur homepage, Concur profile, and airfare search result matrix.

Requests to update Concur traveler profiles.

- Travelers must manage their own profile updates.
- Travel Coordinators can assist with Concur profile updates as needed.

Requests for copies of invoices or receipts.

- CI Azumano
- [Print My Invoice](#)

Communicating with CI Azumano

- How to contact CI Azumano
 - Email: caltravel@ciazumano.com
 - Phone: 877-454-8785
 - Option 0: Urgent (travel within the next 48 hours)
 - Option 1: To receive a callback
 - Option 3: To request a copy of an itinerary
 - Option 4: Group travel (10 or more)
- When to contact CI Azumano
 - Reservation changes that cannot be processed through Concur.
 - Unplanned reservation cancellations that require immediate assistance.
 - Group travel (10 or more) – best if done via email to CalTravelGroups@ciazumano.com.
 - Virtual payment reservations for guest travelers (i.e., non-profiled travelers).
 - Reporting questions/issues/requests to CaReports@ciazumano.com.

Unused Ticket Credit Communications

Travel Coordinators may:

- **Contact CI Azumano for:**
 - Non-refundable unused ticket credits for all airlines except Southwest*
 - Name changes on United unused ticket credits
- **Contact STPAudits@dgs.ca.gov for:**
 - Southwest Wanna Get Away unused ticket credit options
 - The value of the unused ticket credit may be transferred to a Southwest UATP card if the ticket credit is 90 days or less from expiring and will not be used by the traveler.
 - Additional unused ticket credit processing information

*Agencies with a Wanna Get Away Plus ticket credit must contact CI Azumano for transfer options.

Traveler Profiles

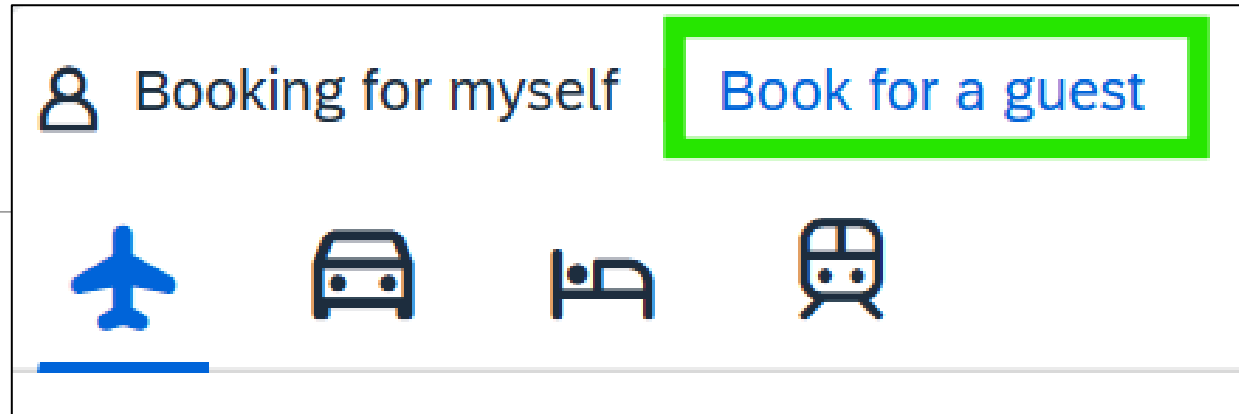
Statewide Travel Program recommends:

- Creating profiles for everyone that will travel, regardless of frequency.
- Benefits of traveler profiles:
 - Maintain travel information and preferences
 - Track trip history
 - Manage unused ticket credits
 - Virtual card numbers for lodging reservations

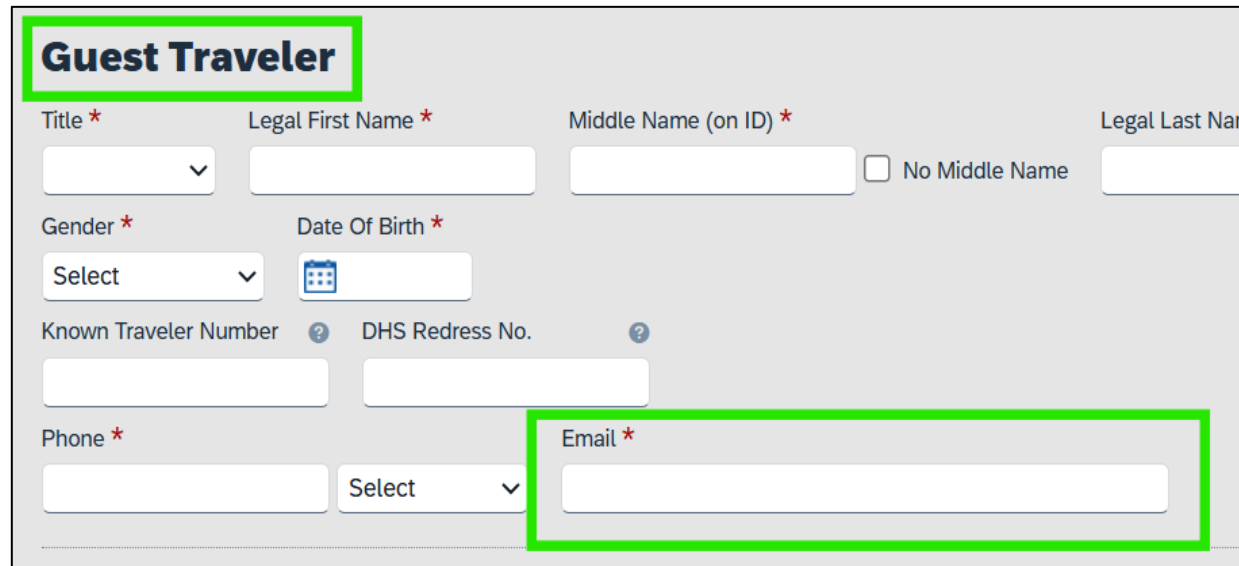
Guest Booking

Process

1. Request “Guest Booking” permission from Statewide Travel Program.
2. Choose “Book for a guest.”
3. Call into CI Azumano to use a Virtual Card Number.
4. Add Travel Coordinator’s email to receive itinerary.



The interface shows two main options: "Booking for myself" with a person icon and "Book for a guest" with a green border. Below these are four icons representing different travel modes: an airplane, a car, a bed, and a train.



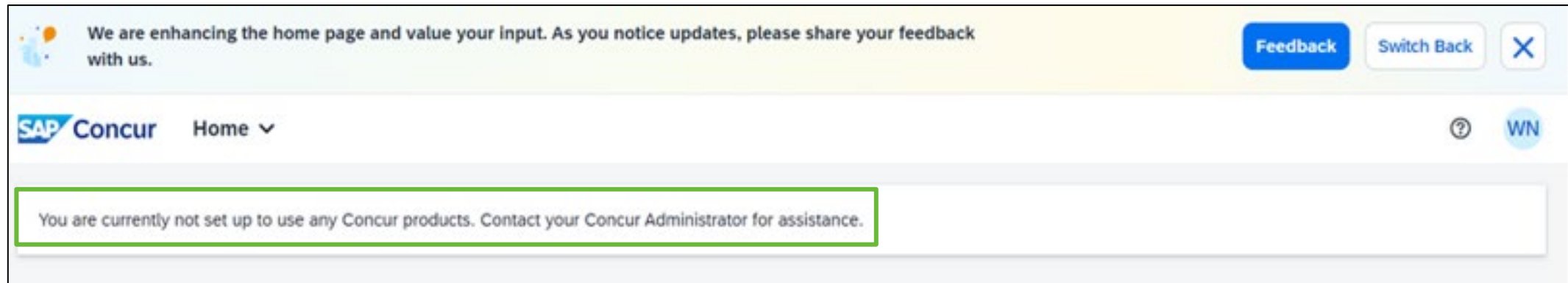
The "Guest Traveler" form includes the following fields:

- Title *
- Legal First Name *
- Middle Name (on ID) * with a "No Middle Name" checkbox
- Legal Last Name *
- Gender * (dropdown menu)
- Date Of Birth * (calendar icon)
- Known Traveler Number (with help icon)
- DHS Redress No. (with help icon)
- Phone *
- Email * (highlighted with a green border)

Troubleshooting - Concur

“Not set up to use Concur products”

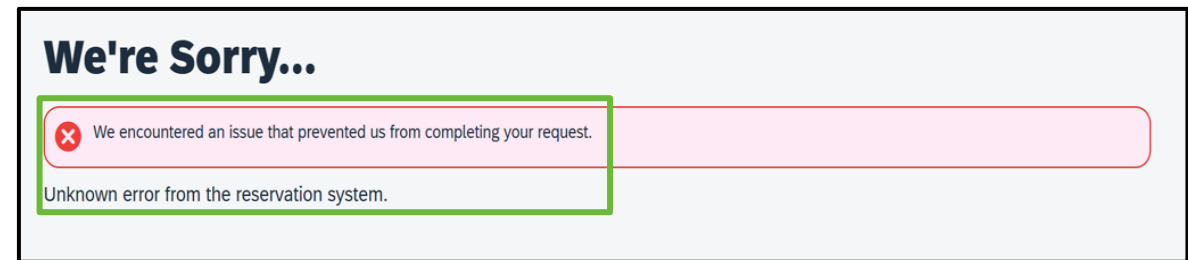
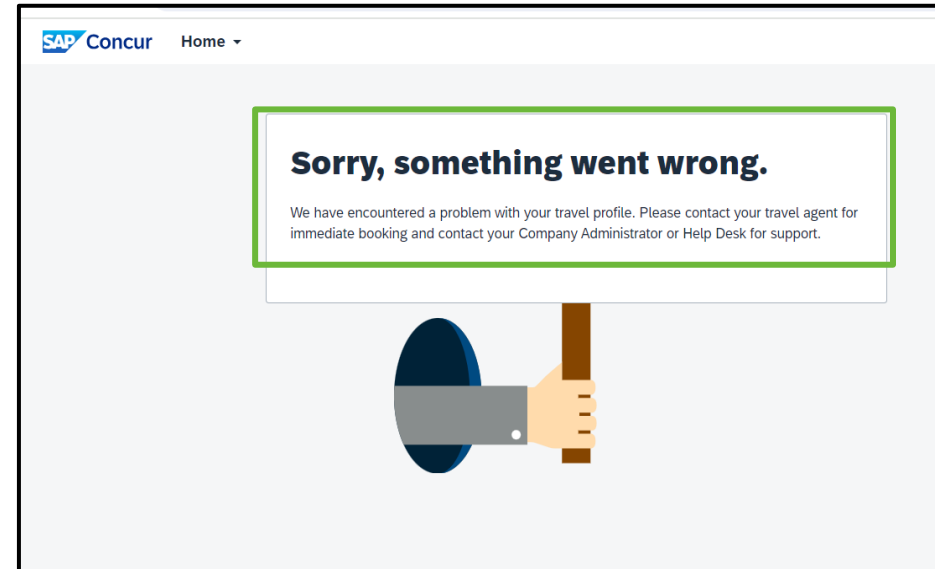
- The Travel Wizard permission is not assigned to the traveler's Concur account.
- Travelers should email their Travel Coordinators.
- Travel Coordinators can send an email to the StatewideTravelProgram@dgs.ca.gov mailbox for assistance.



Troubleshooting - Concur

“Sorry, Something Went Wrong”

- Multiple reasons you might see this error:
 - GDS Concur sync issue.
 - Personal credit card added as form of payment in Concur profile for airfare, rail, and car rental.
 - Required fields in profile are not completed.
- Travel Coordinators can send an email to the Statewide Travel Program mailbox for assistance.

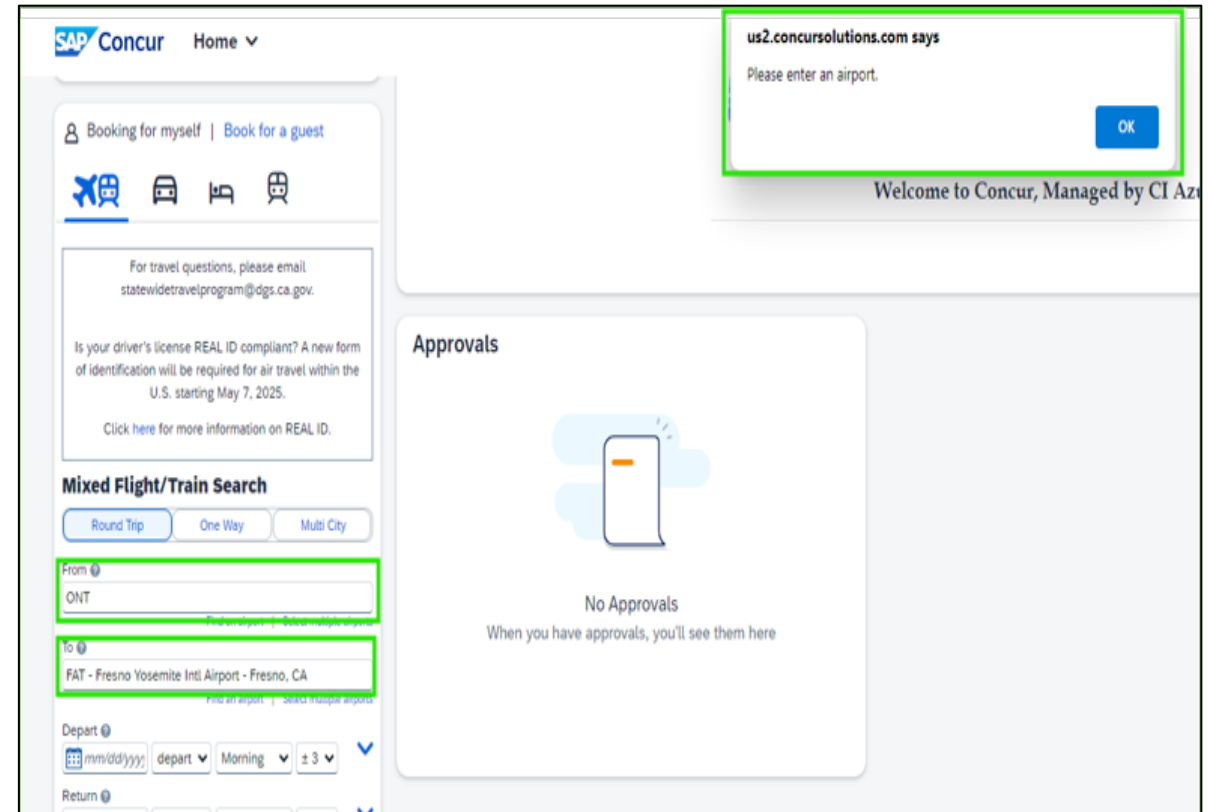


Troubleshooting - Concur

“Please enter an airport”

(airport codes not working)

- When you see this error, it means an outdated URL for Concur is being used.
- The most updated URL for Concur can be found at <https://caltravel.ciazumano.com>.



Reporting

CI Azumano Travel Service Fees

- CI Azumano bills service fees once a month in a lump sum.
- Service fees appear one month in arrears on the U.S. Bank Statement.
- CI Azumano also offers Point of Sale service fees. Please email StatewideTravelProgram@dgs.ca.gov for more information.

Service/Description	Online** Transaction Fee	Agent Assisted Transaction Fee	Additional Fees
1. Air/Rail (+Hotel and/or +Car)*	\$4.50	\$10.25	N/A
2. Hotel and/or Car Only Reservation	\$2.25	\$10.25	N/A
3. Virtual Payment Deployment	N/A	N/A	\$ 4.00
4. Ticket Exchange	N/A	N/A	\$10.25
5. Ticket Refund	N/A	N/A	\$0.00
6. Ticket Void	N/A	N/A	\$0.00

*Flat fee for booking any combination of domestic or international air, rail, car, and hotel.

**Reservation made without agent assistance.

Reporting

CI Azumano Travel Service Fees

U.S. Bank Statement

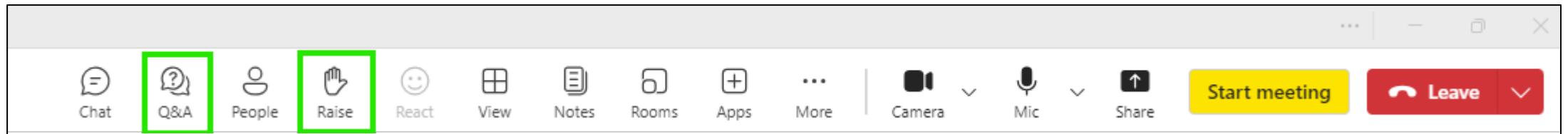
Post Date	Tran Date	Reference Number	Transaction Description	Amount
12-27	12-26	24755424361153612054535	CI TRAVEL 757-6409209 VA	331.50
01-03	01-02	24164075002434530111809	ENTERPRISE RENT-A-CAR 800-7747578 OK	5,021.13
			17243507	
01-03	01-02	24164075002434530113938	ENTERPRISE RENT-A-CAR 800-7747578 OK	9,736.14
			18264712	
01-03	01-02	24755425002170027493829	CI TRAVEL 757-6409209 VA	167.21
01-21	01-20	74164075020434530106976	ENTERPRISE RENT-A-CAR TULSA OK	60.30 CR
01-23	01-22	24755425022260224703702	CI TRAVEL 757-6409209 VA	260.75
01-17	01-15	24692165016106267854736	SOUTHWES 5267229909841 SOUTHWEST.COM TX	276.04

Activity Detail Report

TRAVEL TYPE	VENDOR NAME	FEE TYPE	FEE AMT	PAID BY DGS
Fee	CI Azumano Travel Service Fee	AGENT AIR DOM EXCHANGE ADDCOLLECT	\$ 10.25	
Fee	CI Azumano Travel Service Fee	AGENT AIR DOM EXCHANGE ADDCOLLECT	\$ 10.25	
Fee	CI Azumano Travel Service Fee	VC DEPLOYMENT		\$ 4.00
Fee	CI Azumano Travel Service Fee	ONLINE HOTELANDORCARONLY		\$ 2.25

Q&A

If you have a question, please type it in the Q&A or raise your hand and we will unmute you.



We will **not** be addressing questions that are unrelated to the topic of Travel Management Services.

As a reminder: the recording of this meeting, this PowerPoint, and the completed Q&A will be emailed by the end of next week.



5 Minutes Left

We will do our best to answer all questions within the time we have left. If we are unable to get to your question, we will send a response via the Q&A document.

Please complete this [feedback form](#) to help us plan future trainings.

[Subscribe to our Travel Updates](#)

THANK YOU!

An email will be sent with the recording of this meeting, this PowerPoint, and the completed Q&A by the end of next week.