Travel Management Services Town Hall Q&A

Statewide Travel Program

Statewide
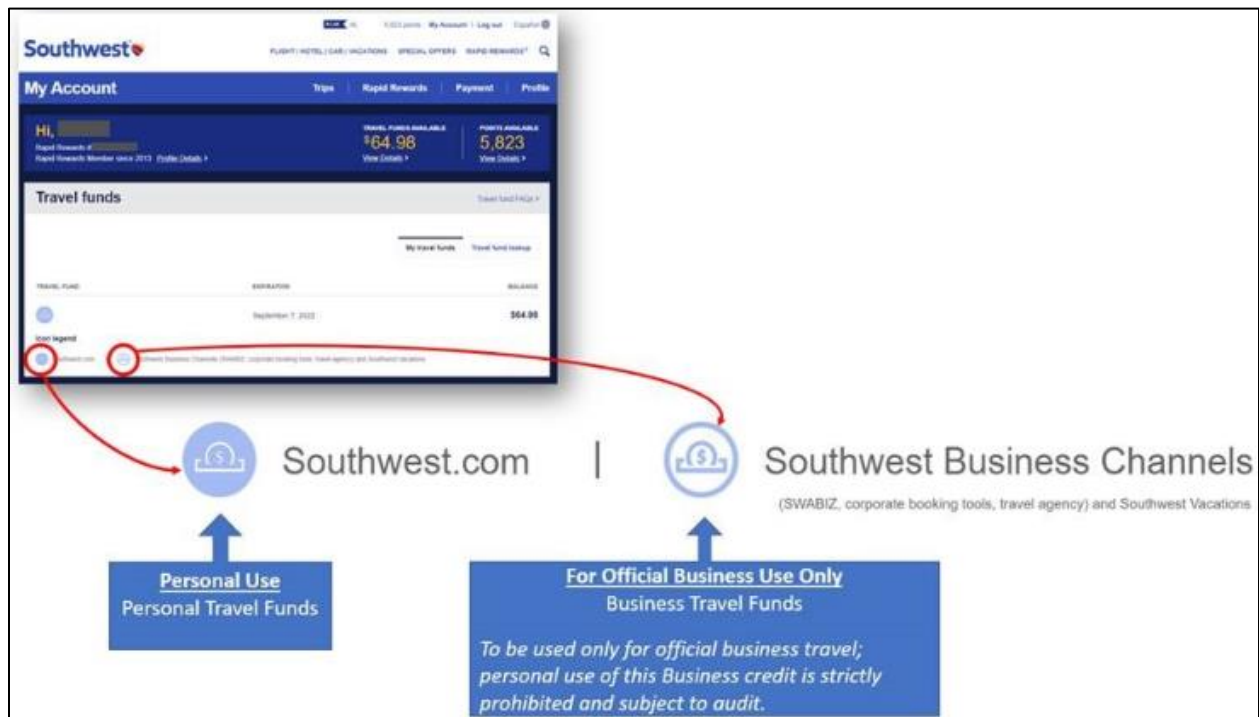**TRAVEL PROGRAM**
CA DEPARTMENT OF GENERAL SERVICES

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1. Unused Ticket Credits (UTCs)

When travelers receive a UTC, how can they differentiate between the department credit vs their personal UTC?

The Southwest Rapid Rewards account will have a different icon for business vs. personal ticket credits. Below is an example:

For Southwest UTCs that expire, are they transferred automatically to the UATP, or do we need to contact STP?

Travel Coordinators need to monitor the monthly UTC report, identify the UTCs expiring, and email STPAudits@dgs.ca.gov to request eligible UTC transfers to UATP. STP will only request Southwest unused ticket credits to be transferred to the agency's UATP account 90 days or less before expiration.

Who initiates funds to be moved to UATP?

Travel coordinators will need to initiate this request by emailing STPaudits@dgs.ca.gov.

Are we charged any fees when funds are transferred to UATP?

No, there are no fees to transfer UTC funds to UATP. Please encourage your travelers to use UTCs before the expiration date. If they are an infrequent traveler, other fare options (refundable) should be considered to eliminate the need for additional tracking/processing.

How is the UATP utilized? Can you please explain how the UATP works?

Your agency UATP account has the funds from transferred Southwest UTCs. CI Azumano charges against the UATP account for new Southwest reservations from any employee within your agency when there is an available balance. This account is part of UTC management.

Please see the Airfare Resources webpage for UTC FAQs and a UTC Management guide.

Regarding Slide 8 about the United UTC, is there a cost for the name change? Are there any other refund options available if no employee can use the United UTC?

United does not charge a fee for name changes.

Refund options will vary based on the fare type but typically refunds are not available when a non-refundable ticket is purchased and subsequently canceled.

Is there any way for employees to stop receiving notifications if they cannot use their unused airfare credit?

The system is automated, so if the ticket credit is active, they're going to receive that notification every 30 days. The only way to disable it is once the ticket credit is no longer active. Travelers should be making every attempt to utilize that ticket credit.

If they're infrequent travelers, then they need to consider other fare options, like a refundable ticket.

If an employee separates or leaves the agency and it's a Southwest ticket credit, STP can transfer it to your agency's UATP account. Otherwise, they'll have to wait until 90 days before expiration to transfer it to the UATP account.

2. Concur

Travelers have been asking about booking airfare 30+ days in advance due to better rates, but I know that agencies are being denied reimbursement due to that. How should we go about it? Is there any written guidance we can provide the travelers with?

Travelers will not get a cheaper airfare by booking more than 30 days in advance. The further they book out, the more likely a change is to occur, then resulting in unused ticket credits. SCO may deny claims for airfare booked more than two (2) U.S. Bank billing cycles. If travelers book beyond that period, then the agency should pay out of their Office Revolving Fund (ORF).

Can we make it so that employees cannot add themselves as an approver in Concur?

Only Travel Admins can change the approver in Concur. Please email us to verify your agency's user permissions.

3. Reports

Why did my agency receive a monthly policy violation report?

This report covers all air bookings for the past cycle. Flights that violated policies will note the nature of the violations. Please refer to SAM Section 4117.1.

Are reports such as Hotel Detail report on Concur still available for us to use? I had issues this morning when trying to run a report for hotel details in the month of April.

Yes, Concur reports are still available for us as longer as you are set up as a travel admin in Concur.

Further, you should be able to access a plethora of reports using iBank, which includes hotel detail reports. Travel Coordinators also receive a monthly Hotel Detail report from CI Azumano.

Do we also have access to the reports on Concur as well?

Yes, they can be found by going to Reporting, Travel Reports, Travel, then Hotel Detail.

If the airline itinerary report is lacking information, will the "Print My Invoice" feature have additional information?

The "Print My Invoice" function will provide the itinerary details. Please explore this function and if it does not meet your needs, you can contact us for further information.

Is there a way to add the traveler's name to the U.S. Bank lodging monthly statements? This data would help in reconciling against the Concur/iBank report.

This would be a custom report. Please contact U.S. Bank to begin working on custom reports. The email address for U.S. Bank to request custom reports is CPSPublicSectorClientServices@usbank.com.

Is there a way to download U.S. Bank monthly data report aside from the invoice statement?

Yes, you would be able to run and access these reports in data exchange (via Access Online). If you need a custom report setup, please contact CPSPublicSectorClientServices@usbank.com.

Can we get an actual receipt for airfares aside from having the itinerary in Concur?

If the traveler has a loyalty number, they will get a confirmation in addition to the Concur itinerary. Travel Coordinators will also have the point-of-sale transaction on the agency's U.S. Bank statement as an unbilled transaction.

If you need a copy of the itinerary so you can see the final charges that are being billed, you can request a notification email be sent to a shared mailbox. This will send that email address a copy of every itinerary. The itinerary is the receipt, as it indicates the total charge that is going to be billed based on the last four digits noted on the Concur itinerary.

How can I locate a rental car receipt?

Rental car receipts must come from Enterprise directly. They can be downloaded on the Enterprise.com website.

4. Charges

We have had issues with CI Azumano charging our credit card and not using the correct budget codes.

Email StatewideTravelProgram@dgs.ca.gov with examples please.

Is it better to dispute through U.S. Bank or through liaisons?

You can escalate the issue to us for review. We can help determine what the next steps should be and ensure that all steps have been taken to determine the legitimacy of the charge.

U.S. Bank has two types of disputes:

- You are expecting the charge, but it wasn't the amount that you expected.
- You do not recognize the charge (this is fraud). Please bear in mind that U.S. Bank will close the card and reissue you a new one the following day.

An unauthorized person was billing to our U.S. Bank account. We contacted U.S. Bank to dispute the charges. They had mentioned that since the charge was through a third party, we would have to reach out to CI Azumano to resolve the issue.

Please email us if you ever run into this situation, and we can work directly with CI Azumano to have them reverse any incorrect billing charges. When in doubt, you can always reach out to us and then we will direct you to the appropriate contact.

If a traveler charged a hotel to the direct-bill account, how do we find the traveler information?

If you have the PNR locator or any information from the U.S. Bank statement, you should be able to use "Print My Invoice" to locate any information related to that booking.

You should also have access to iBank reports. You can download hotel and/or invoice/itinerary reports to see if there are any hotel bookings that were made under your account.

If the travel charges lack information, does the "Print My Invoice" feature have additional information?

The "Print My Invoice" function will provide the itinerary detail, like what you receive in an email when booking your trip. Please explore this function and if it does not meet your needs, you can contact us.

5. Lodging

Regarding the Preferred Hotel Program, do you have an image of what it will look like, or should we wait until an announcement from DGS?

There are examples of how these properties are displayed in the Lodging Town Hall PowerPoint, which can be seen under Town Hall on our Trainings Resource page. They will show in Concur as either "Preferred" or "Most Preferred".


For Most Preferred and Preferred hotels, do we still need to complete a separate credit card authorization form?

No, hotels in the Preferred Hotel Program have agreed to accept VCNs. They should not require a separate credit card authorization form.

If your travelers encounter issues with a Preferred Hotel Program property, please email DGSHotelProgram@dgs.ca.gov with the itinerary and we will investigate.

Will there be updates to the lodging rates in Concur to match the new GSA county rates?

At the top of the hotel search results page, there is a link to CalHR website, where travelers can find the short-term lodging reimbursement rates.
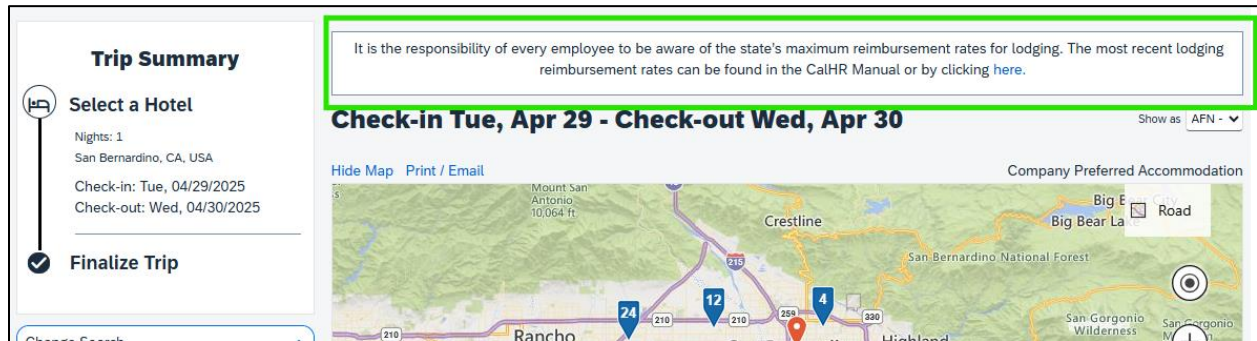
Any hotel that participates in the Preferred Hotel Program is going to offer the GSA rate or lower.

If your travelers are confused about the old lodging reimbursement rates, STP recommends sending out an announcement and pointing them to the CalHR Manual where they can find the applicable lodging rates.

If Concur is asking for some sort of justification when booking a hotel, that means that your agency has set up a travel rule policy violation for going over the base lodging rate. Please reach out to us if you want to update any travel rule policy violations.

We had a traveler cancel a hotel reservation in Concur within the cancelation period. We were still charged by hotel. Can there be verbiage added that explains the employee also needs to contact hotel for cancelations?

Hotel cancellation policies are noted in Concur.
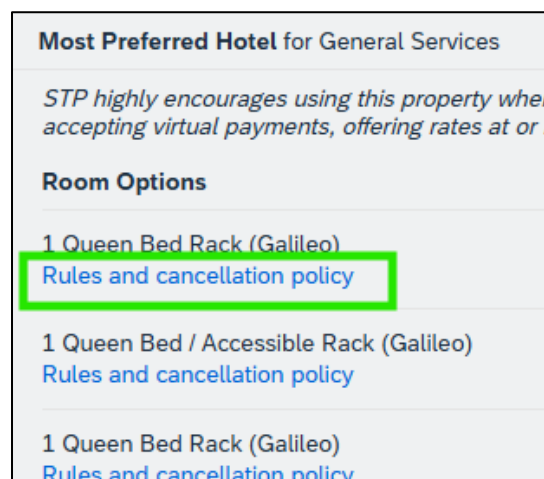
Travel Coordinators should remind travelers to always cancel their trips and be mindful of cancellation policies/penalties. It is best practice to call the vendor to ensure the cancellation was received, especially if it is close to the cancellation penalty window.

6. CI Azumano

I received a confirmation email, but the reference ID says it is "Missing UD-UT." What does this mean?

Typically, a reference ID is a custom data field associated with how your agency set up the account.

Please email us the itinerary so we can investigate this.

How are flight changes communicated to the traveler?

This depends on the airline and their communication preferences. If the traveler has a loyalty account set up with the airline, that's typically where the individual is going to receive any updates related to the flight information.

If you were at the last Quarterly Travel Coordinator meeting, there was information presented on travel alerts. When travelers book a reservation, they're going to get an email asking if they want to sign up for travel alerts. This is the best way to receive changes such as cancellations, delays, gate changes, etc.

Our agency uses a few different centralized email accounts, based on the employee's HQ. We've noticed the CI Azumano Itinerary is not routing to the correct email addresses that are noted in the Concur profile. How can we resolve this?

Email StatewideTravelProgram@dgs.ca.gov to verify the correct email addresses.

What is the contact information to notify DGS of additional Travel Coordinators for our company?

Please email StatewideTravelProgram@dgs.ca.gov to advise of any contact changes for your agency. We need to know name, email address, phone number and whether the new contacts being added are additions or if they are replacing any existing contacts.

If a non-employee calls CI Azumano to make the reservation, does STP confirm they are indeed an authorized traveler?

STP does not do any confirmation on behalf of the agency if a non-employee calls to make a reservation. It is contingent upon the agency's internal policy.

In the most cases, CI Azumano is going to seek authorization from the Travel Coordinator noted on file for that agency before making any reservations for non-profiled travelers.

If you want to verify your policy, please email us and we will work with CI Azumano to make sure that we have the most up-to-date information on how to handle non-profiled travelers.

We recommend agencies set up profiles for non-employees. Travel Coordinators can set up profiles for non-employees and have a travel arranger book their travel. The non-employee would not receive the log in information unless the Travel Coordinator shares it with them. Creating profiles for all travelers makes it easier to track UTCs, itineraries, and virtual card numbers.

In the DGS FAQ it indicates if a non-employee travels frequently, they can get a Concur profile without a state of CA email address. Is this accurate?

Yes, and this is our recommendation. Creating a profile for all travelers, regardless of how often they travel. A profile allows agencies to track trip history, manage unused tickets, and use Virtual Card Numbers for lodging reservations.

Our policy does not allow direct hotel billing. Do phone agents have the capacity to override this policy?

If your agency does not have a VCN, the agents would not be able to override it.

We get hotel charges direct billed to our travel card. How does this happen?

Please email us so we can investigate.

Where is the "Print My Invoice" feature is located? Is this a feature available to all travelers or do they have to enable it in Concur?

The Print My Invoice link is on the [CI Azumano home page](#) and can be used by anyone.

If we request a point of service fee versus the lump sum, how does that impact the reports that we receive?

The only change you will see is in the U.S. Bank report. The charge will still be in arrears, it will just be itemized.

When booking with a CI Azumano agent, we don't always receive an email itinerary. Why would that happen?

When an agent-assisted reservation is being made, the agents should be syncing that reservation to the traveler's or travel arranger's Concur account.

It is a best practice when making the reservation over the phone to remind the agent to sync the reservation to the Concur account so it's visible online.

Please email us when you're not seeing reservations in Concur when you're making agent-assisted bookings. We will remind CI Azumano management to ensure that that's being done.

We're not seeing bookings coming across our emails after making changes with an agent.

Please send us an email so we can have a conversation with CI Azumano. Let us know you know how long it's taking and the PNR. We'll get clarification on why those changes aren't being synced back to Concur.

7. Virtual Card Number (VCN)

How long does it take for a hotel invoice to appear on the Conferma system after the hotel charges money on the virtual card?

It can take up to 14 days for the hotel to submit the receipts to SNAP. If you need the receipts ASAP, you will need to reach out to the hotel directly to request a copy.

We recommend that travelers request a folio upon check-out at the hotel. Travelers should also be encouraged to provide the folio to the Accounting/Travel Unit.

Do we have a Hotel Occupancy Tax Waiver Exemption Form for state agencies that do not use VCN?

No, it is the hotel's discretion whether to accept the form. The TOT form applies to any lodging reservations regardless of the form of payment. You can still request it from the hotel using:
https://www.documents.dgs.ca.gov/dgs/fmc/PDF/std236.pdf.

If a traveler forgot their Conferma password and security question, is there a way for Travel Coordinators to reset their account?

The traveler or Travel Coordinators will need to email the Conferma support team:

- Email Support: appusers@conferma.com

- Help Links: Users can click the "Help Links" within the app or on the Registration site, which will direct them to an email window to request support.

If a guest booker calls a CI Azumano agent to book a hotel, will the VCN always be the payment option or would the guest booker need to remind the agent?

If your agency has implemented VCN, this would be the default form of payment. However, if the agent asks for a form of payment, the booker can remind the agent to use the VCN.

A lot of the hotels require the credit authorization form when our employees attempt to use the VCN for payment. How can we have STP provide this guidance to staff to go to their app as opposed to contacting the Travel Coordinators as we are not always available?

Hotels that participate in the Preferred Hotel Program are agreeing to accept Virtual Payments without needing an additional credit card authentication form.

Any hotel that has been identified as "Preferred" or "Most Preferred" will be indicated in the Concur booking tool. We recommend all travelers book "Preferred" and "Most Preferred" hotels, so that they will not be required to complete an additional form.

Here are some additional resources for your agency travelers. Please keep in mind it is not STP's responsibility to provide guidance to your travelers. STP recommends that the agency send an email communication to its travelers about VCN usage/traveler responsibilities.

- [Virtual Card Number (VCN) Training Tutorial Video](#)
  How to utilize the VCN when reserving hotel rooms and the check-in and check-out of the hotel.
- [Conferma App Guide](#)

How can we use VCN for a guest booking?

The travel arranger would call CI Azumano to book for a guest and apply the VCN. This would be considered an agent-assisted booking.

When reviewing hotel receipts, we notice that there are personal charges on the VCN. How can we avoid this?

That is part of the audit that your team will have to do when you review the receipts. Conferma sends a credit authorization form to hotels that defines acceptable charges. However, the hotel is running the VCN, so there is a chance that they could charge something that is unauthorized.

There are two things that you can do once you identify that there are unauthorized charges:

1. First you will need to reach out to the hotel. Refer to the credit card authorization form that was sent to the hotel to remind them about the acceptable types of charges to the VCN.
2. If they refuse to help you or fix the issues, your next step is to contact U.S. Bank and dispute the charge right away. Bear in mind that this applies for your other type of expenses too, since it's under U.S. Bank that you will only have 60 days to submit the dispute from the time that the charge hits your statement.

8. Resources

8.1 Statewide Travel Program

- Website: www.dgs.ca.gov/OFAM/Travel
- Email: StatewideTravelProgram@dgs.ca.gov
- Phone: 916.376.3974

Frequently Asked Questions Page

Airfare Resource Page

Lodging Resource Page

Trainings Resource Page

Virtual Card Number Resource Page

8.2 CI Azumano

- Website: www.caltravel.ciazumano.com
- Email: Caltravel@ciazumano.com (for reservation assistance only)
- Phone: 877.454.8785