



**DEPARTMENT OF GENERAL SERVICES  
STATEWIDE TRAVEL MANAGEMENT PROGRAM  
TRAVEL BULLETIN**

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**Travel Bulletin:** #15-02

**SUBJECT:** Travel Management Services

**PURPOSE:** Announcement of Contract Award for Travel Management Services

**REFERENCE:** Supersedes Travel Bulletin 14-03, Contract 5149904

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**Purpose**

The purpose of this Travel Bulletin is to announce the Travel Management Services (TMS) contract between the Department of General Services (DGS) and TravelStore, Inc.

The TMS contract provides a full service travel agency, CALTravelStore, with the convenience of an online booking tool, Concur Travel, for all domestic and international travel reservations.

**Contract Term**

The contract term is April 5, 2015 – April 4, 2018.

**Making Travel Arrangements**

Concur is the online booking tool for making travel arrangements. Concur is available 24 hours a day, seven days a week.

Log into Concur at from the link on the [Cal TravelStore website](#).

For agent-assisted reservations, please call CalTravelStore at (877) 454-8785. CalTravelStore is open from 8 a.m. to 5 p.m., Monday through Friday, with full-service after-hours services from 5 p.m. to 8 am.

**Contract Benefits**

- One-stop travel shop through CALTravelStore or Concur Travel
- Access to contracted airfares and additional travel discounts
- Access to Southwest Airlines for initial reservations and changes
- Provides the means to locate travelers within minutes in case of emergencies
- Centralized travel management and travel policy enforcement and support
- Management of unused airline tickets
- Real-time management tools for reporting and data consolidation, through iBank

**TMS Contract Transaction Fees**

Effective April 5, 2015, the transaction fees are as follows:

<b>Service/Description</b>	<b>Online Transaction Fee</b>	<b>Agent Assisted Transaction Fee</b>
Air/Rail/Car/Hotel* Reservation	<b>\$ 7</b>	<b>\$ 12</b>
Hotel and/or Car Only Reservation	<b>\$ 5</b>	<b>\$ 12</b>
After Hours (Per Call) Business Hours: 8 am – 5 pm	<b>N/A</b>	<b>\$ 16</b>

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

### **Changes with the New Contract**

Below is a summary of changes with the TMS contract transaction fees:

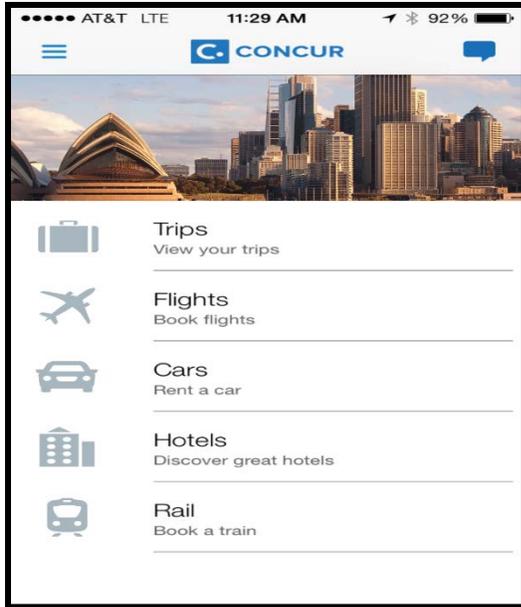
Travelers can now make changes to Southwest reservations on Concur at no additional cost.

No online transaction fees for changes, voids, cancellations, or exchanges; however, if an online transaction requires agent intervention for post-ticketing changes, the original online transaction fee will be adjusted to an agent assisted transaction fee, not a total of both fees.

After-hours calls that result in a new reservation will only be charged the after-hours fee. Travelers will not incur both a transaction fee and an after-hours fee.

### **Concur Mobile App**

Concur offers a mobile app to easily manage your travel direct from your smartphone. The app allows you to book travel, manage your itinerary, check flight status, and change/cancel reservations. Simply download the application from your Apple, Blackberry, Android or Microsoft app store and click "Connect" to create your mobile PIN. You'll enjoy the functionality of Concur straight from your own phone.



## Resources

Training and user guides are available on the [CALTravelStore](#) website. In addition, manuals on “How to Create your Concur Profile” and “How to Book a Trip” can be accessed with the links below:

[How to Create Your Concur Profile](#)

[How to Book a Trip in Concur](#)

## CAL TravelStore Account Manager

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## DGS Statewide Travel Program Contact

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