

Statewide Travel Program Air Travel 101

All contracted airfares are available for use by employees of participating agencies for travel on official business. These airfares are only accessible through the state's contracted Travel Management Services (TMS) provider. Book your entire business trip using the online booking tool, Concur; or by calling the state's only authorized travel agency.

Airline Changes and Cancellations

All flights must be canceled in Concur or by calling CI Azumano. Failure to cancel within the airline's cancellation policy will result in the funds being forfeited to the airline.

The following cancellation/change methods are prohibited:

- Airline website
- Airline ticket counter at airport
- Airline mobile app
- Directly calling the airline

- Each agency is responsible for the management of its travelers' unused ticket credits (UTC).
- Travel Coordinators receive monthly reports from CI Azumano with detailed UTC information.
- Concur/CI Azumano automatically applies UTCs to applicable travel.
- If a UTC cannot be used by the named traveler by its expiration date, contact CI Azumano at CalTravel@ciazumano.com.

UTCs

Notes

- Statewide Travel Program has agreements with four airlines. Travelers must show preference to these airlines:
Alaska Southwest
Delta United
- To avoid excess booking fees, book all components of travel within the same itinerary.
- It is permissible to select a fare greater than the lowest fare, but you will be prompted to select a justification.

7 Best Practices to Booking Air Travel

Use the state's contracted airlines for all flights.*

Book all domestic flights at least 7 days or more in advance.*

Book all international flights at least 30 days or more in advance.*

Book non-refundable fares for outbound and return flights.*

Book roundtrip flights only.*

Be aware of all cancellation rules and any applicable penalties before booking your flight.

Refundable fares may only be used if the traveler meets specific requirements.*

*Applies to executive branch agencies only.

*If the traveler must choose a flight that does not meet these requirements, please use the [Policy Violation Reason Codes Legend](#) to justify the choice.

When booking air on Concur, you will see:

- Check mark in a green circle means this option conforms to all rules.
- Exclamation point in an orange triangle means this option triggers one or more of the rules. You will need to log why you chose this option over one that follows all rules, and the information will be audited.
- 'X' in a red circle means this option is not allowed due to agency policy.

Additional Resources

- [Airfare Resources](#)
- [Policy Violation Reason Codes Legend](#)
- [Airlines 4117.1 FAQ's](#)
- [State Administrative Manual Sec 4117.1](#)