

FEB
2026

How to Book Air

Statewide Travel Program

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1. General Information

To avoid excess booking fees, please book all components of travel within the same itinerary. Be aware of all cancellation rules and any applicable penalties before booking your flight.

2. Policy Compliance

This section applies to executive branch state agencies only.

- Travel should be conducted in the most cost-efficient manner in the best interest of the state.
- Book all airfare reservations through the Statewide Travel Program.
- Concur highlights the least cost, best available fare for the entered serach criteria with a purple star icon .
- The state's Preferred Carriers for all flights are:
 - Alaska Airlines
 - Delta Airlines
 - Southwest Airlines
 - United Airlines
- Book all domestic flights at least 7 days in advance, and all international flights at least 30 days in advance.
- Book non-refundable fares for outbound and return flights.
 - Refundable fares may only be used if the traveler meets specific requirements.
 - Booking a refundable fare prompts a "Reason Code" requirement in Concur.
- Book roundtrip flights only.

See the following for more information:

- [State Administrative Manual \(SAM\) 700](#)
- [State Administrative Manual \(SAM\) 4117](#)
- [State Administrative Manual \(SAM\) 4117.1](#)
- [State Travel Policy Resources](#)

All non-compliant choices will be audited.

3. Booking a Flight Within a Multi-Component Trip

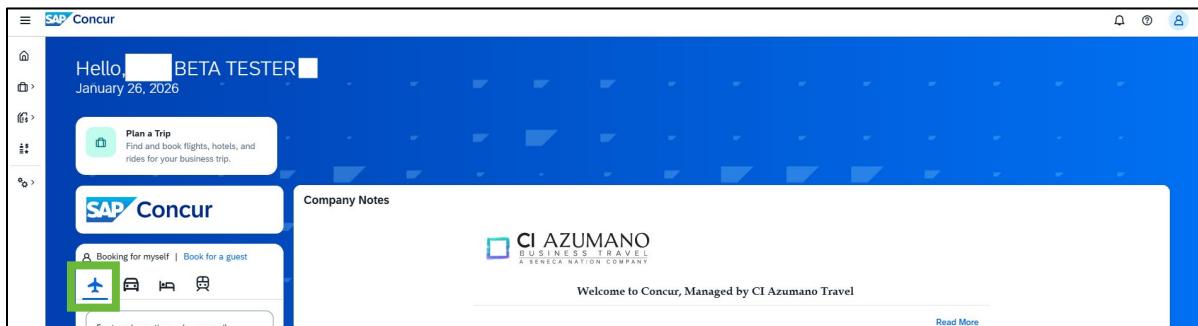
All multi-component trips are booked in the same order in Concur – air or train, car rental, then hotel. Complete all steps of booking air travel (section 4 of this document), then add the additional segments of travel when you reach the “Finalize” page. Please see section 4.14.3 of this document for more information.

4. Booking Instructions

4.1 Log In

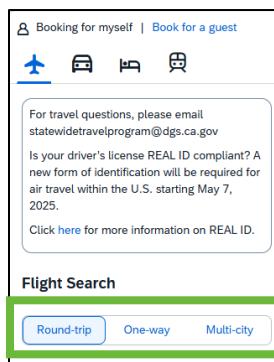
Log into Concur. See the video and/or guide 'How to Log into Concur' for more information.

Once you've logged into Concur, click the plane icon in the trip search widget.



4.2 Select Type of Flight

There are three flight options you can choose from: round-trip, one-way or multi-city travel. The trip will default to "Round-Trip." To choose a different type of fare, click the option you need.



4.2.1 Round-Trip

Round-trip refers to a trip that begins and ends at the same location. It includes an outbound flight to a destination and a return flight back to the point of origin.

This is the default search for flights.

4.2.2 One-Way

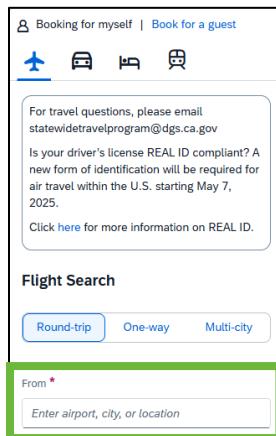
One-way refers to a trip that includes just an outbound flight.

4.2.3 Multi-City

Multi-city refers to a single booking itinerary that includes multiple stops, allowing travelers to book different destinations without purchasing separate one-way tickets. Instead of a standard round-trip (A-to-B and back to A), this option lets you fly into one city and out of another.

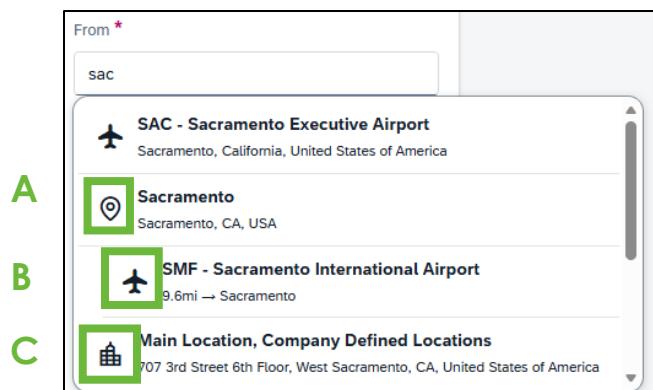
4.3 Outbound Airport

Find the “From” box. Enter the airport, city, or location.

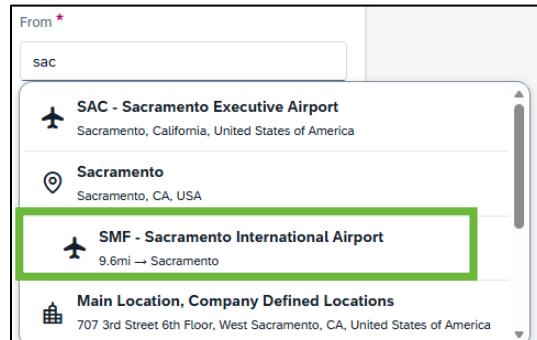


A drop-down list will appear.

- The map marker icon will show city names within the search parameters.
- The plane icon will show airports within the search parameters.
- The building icon will show your office location(s), if it has been added to your profile. Please see the guide 'Setting Up a Profile in Concur' for more information.

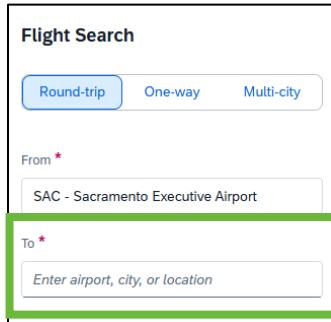


Once you find your airport, click the name in the drop-down menu.



4.4 Return Airport

Find the “To” box. Use the same process you followed to choose an outbound airport to now find and select a return airport. See section 4.2 of this document for more information.



Flight Search

Round-trip One-way Multi-city

From *

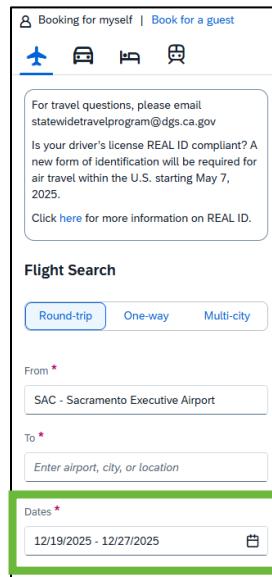
SAC - Sacramento Executive Airport

To *

Enter airport, city, or location

4.5 Flight Dates

Find the “Dates” box.



Booking for myself | Book for a guest

For travel questions, please email statewidetravelprogram@dgs.ca.gov

Is your driver's license REAL ID compliant? A new form of identification will be required for air travel within the U.S. starting May 7, 2025.

Click here for more information on REAL ID.

Flight Search

Round-trip One-way Multi-city

From *

SAC - Sacramento Executive Airport

To *

Enter airport, city, or location

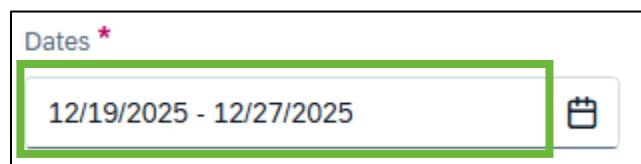
Dates *

12/19/2025 - 12/27/2025

There are two ways to choose travel dates: type the dates or select them on a calendar.

4.5.1 Type the travel dates

Click the box and type the desired departure and arrival dates.



Dates *

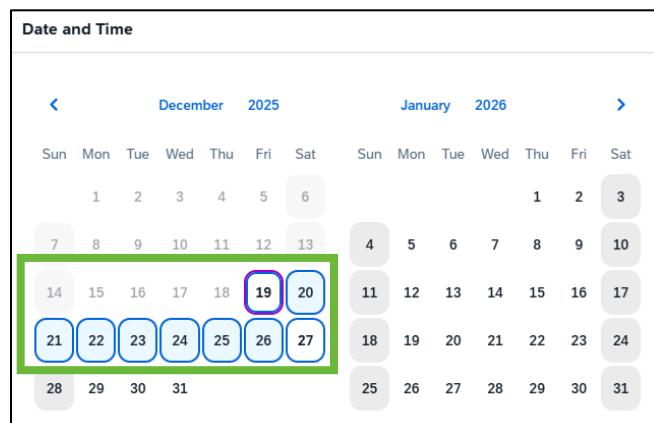
12/19/2025 - 12/27/2025

4.5.2 Select the travel dates on a calendar

Click the calendar icon.

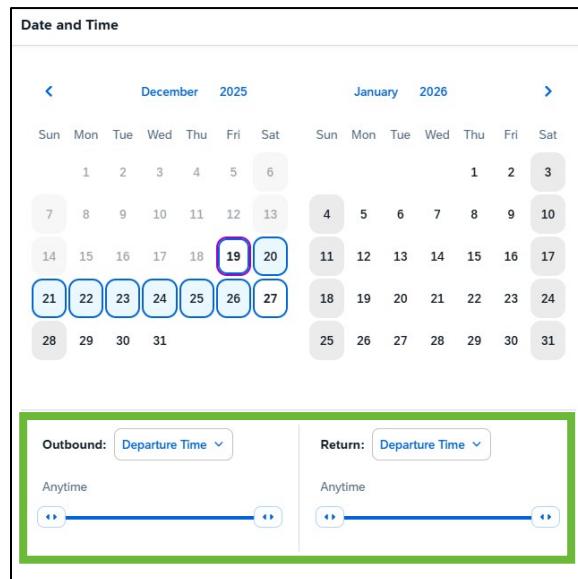


A pop-up window will appear with a two-month calendar view. Select the desired departure date first, then select the desired return date. Once selected, the travel dates will appear blue.



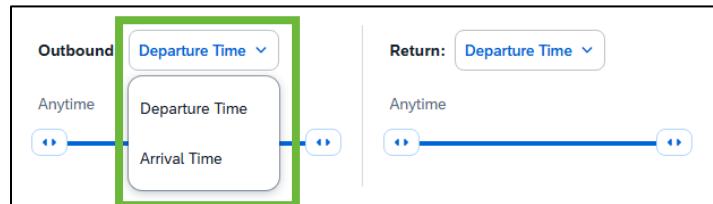
4.5.3 Specify flight times

Below the calendar, there is an option to search by specific departure and arrival times for each flight.

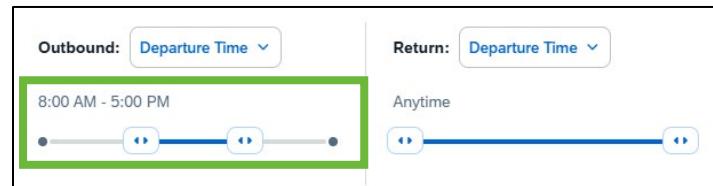


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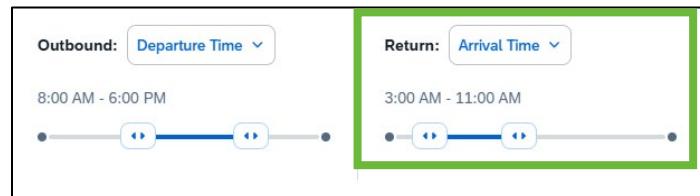
To specify a departure or arrival time frame for your outbound flight, select the applicable option in the drop-down menu.



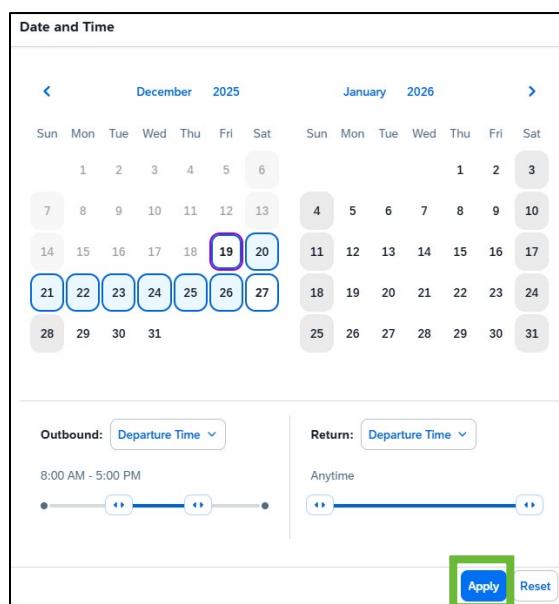
Move the arrows to the desired timeframe.



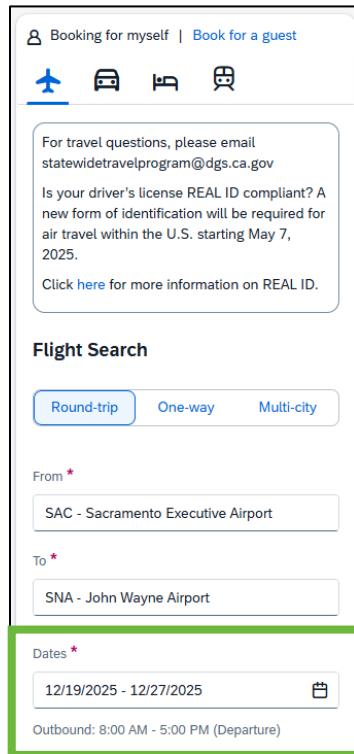
Repeat this step for the return flight departure and/or arrival time, if desired.



Once the dates and times have been specified, click "Apply."



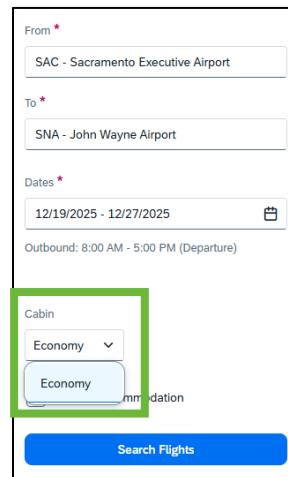
Once the pop-up window is gone, the chosen dates and times will appear in the initial search screen.



The screenshot shows a flight search interface. At the top, there are icons for flight, car, train, and bus, with 'Flight' being the active tab. Below the icons, a message box contains text about travel questions and REAL ID compliance. The 'Flight Search' section follows, with tabs for 'Round-trip' (selected), 'One-way', and 'Multi-city'. The 'From *' field is set to 'SAC - Sacramento Executive Airport'. The 'To *' field is set to 'SNA - John Wayne Airport'. The 'Dates *' section is highlighted with a green box and shows '12/19/2025 - 12/27/2025' with a calendar icon. Below the dates, it says 'Outbound: 8:00 AM - 5:00 PM (Departure)'.

4.6 Cabin Type

If your agency permits different cabin types, you may choose a different cabin type in the "Cabin" drop-down menu. If your agency does not permit different cabin types, "Economy" will be the only option.



The screenshot shows the same flight search interface as above, but with the 'Cabin' dropdown menu open. The menu has 'Economy' selected and highlighted with a green box. Below the menu, there is a note: 'Economy is the standard cabin class for most flights.' At the bottom of the interface is a blue 'Search Flights' button.

4.7 Add a Hotel

If you'd like to add a hotel, click "Include Accommodation" and enter the search parameters for the hotel.

Dates *

12/19/2025 - 12/27/2025

Outbound: 8:00 AM - 5:00 PM (Departure)

Cabin

Economy

Include Accommodation

Destination *

Los Angeles

Dates *

12/19/2025 - 12/27/2025

Distance *

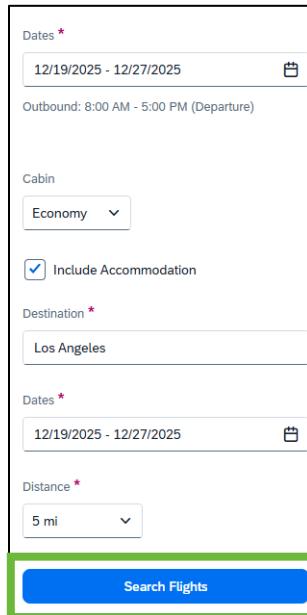
5 mi

There will also be an option to add a rental car and/or hotel later in the booking process, see section 4.13.3 of this document for more information.

Please see the guides 'How to Book a Rental Car' or 'How to Book Lodging' for more specific information on booking those two components.

4.8 Search for a Flight

Once the search parameters have been set, click “Search Flights.”



Dates *
12/19/2025 - 12/27/2025

Outbound: 8:00 AM - 5:00 PM (Departure)

Cabin
Economy

Include Accommodation

Destination *
Los Angeles

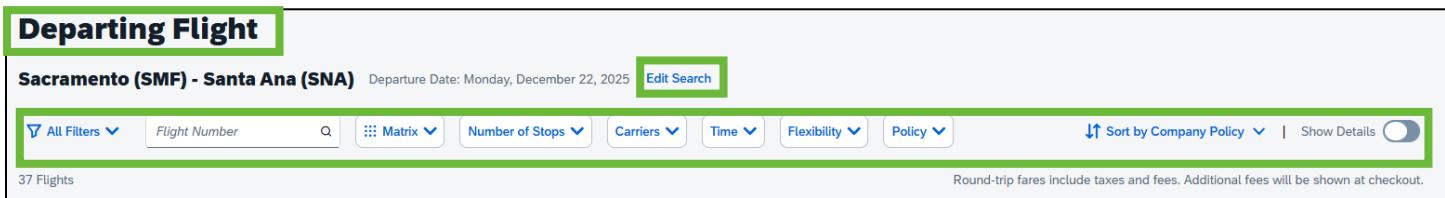
Dates *
12/19/2025 - 12/27/2025

Distance *
5 mi

Search Flights

4.9 Additional Search Parameters

The “Departing Flight” search page will load. At the top of the page, you will see more search parameters. This is not required, but it’s a helpful tool to help you find a flight that best meets your needs.



Departing Flight

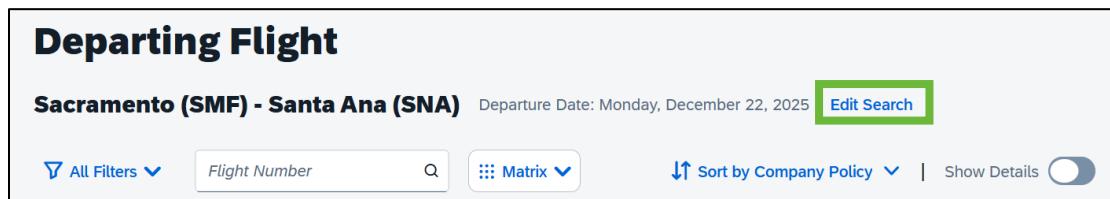
Sacramento (SMF) - Santa Ana (SNA) Departure Date: Monday, December 22, 2025 **Edit Search**

Show Details

37 Flights Round-trip fares include taxes and fees. Additional fees will be shown at checkout.

4.9.1 Edit Search

To edit the search parameters, click “Edit Search.”



Departing Flight

Sacramento (SMF) - Santa Ana (SNA) Departure Date: Monday, December 22, 2025 **Edit Search**

Show Details

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Edit the type of flight, outbound airport, return airport, travel dates, travel times, and/or cabin type as desired. See sections 4.2, 4.3, 4.4, and/or 4.5 of this document for more information. Click "Search" to apply the new search parameters. Click "Cancel" to return to the prior search parameters.

Round-trip One-way Multi-city

From * Sacramento International Airport To * John Wayne Airport Dates * 12/22/2025 - 12/23/2025

Outbound: 12:00 AM - 11:59 PM (Departure)
Return: 12:00 AM - 11:59 PM (Departure)

Cabin Economy Cancel Search

4.9.2 Flight Number

If you are searching for a specific flight, enter it in the "Flight Number" search box and click the magnifying glass icon to search.

Flight Number

4.9.3 Matrix

Click "Matrix" to see a comparison of the most popular flights for the search parameters.

Total Results (10)		Southwest Airlines	Alaska Airlines	United Airlines	Hawaiian Airlines	American Airlines
		Most Preferred	Most Preferred	Most Preferred	More Preferred	
Nonstop	Results (1) \$726
1 stop or fewer	Results (5) \$649	Results (1) *\$1,333	..	Results (1) \$1,462	Results (1) \$609	
2 stops or fewer	Results (7) \$649	Results (1) *\$1,333	..	Results (1) \$1,462	Results (1) \$609	

*Some fares are excluded due to your policy settings.

4.9.4 Number of Stops

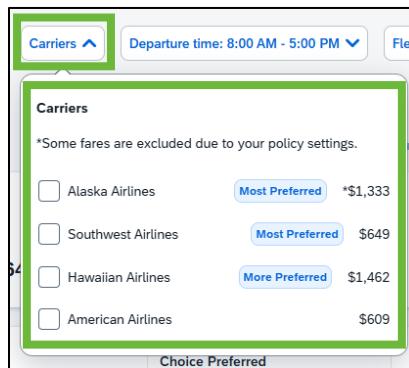
Click "Number of Stops" to change the number of stops for the flight results.

Number of Stops

Nonstop
 1 stop or fewer
 2 stops or fewer
 Any stops

4.9.5 Carriers

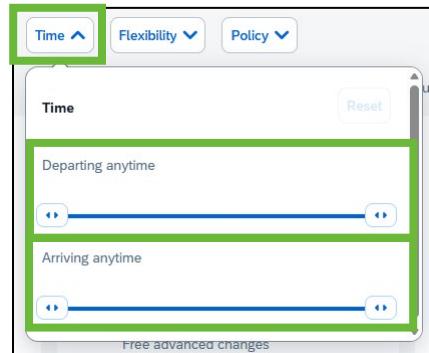
Click "Carriers" to choose a specific vendor.



Important: The Preferred airlines for the state of California are Alaska, Delta, Southwest, and United.

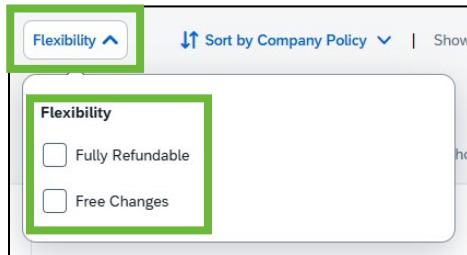
4.9.6 Time Frame

Click "Time" to change the departure and/or arrival time frames. Edit the time frame by moving the arrows.



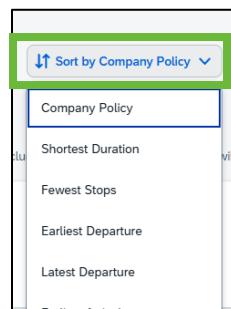
4.9.7 Flexibility

Click "Flexibility" to search for the flexibility on the refund. Please refer to your agency's internal travel policy, as booking outside of policy may result in an audit. Executive branch agency travelers should book a non-refundable flight. See section 2 of this document for more information.



4.9.8 Sort By

The search results will always be sorted by most to least compliant. To edit, click “Sort by...” and select the filter you prefer.



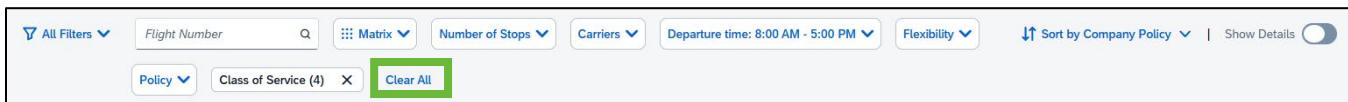
4.9.9 Show Details

To see all flight details, turn on the “Show Details” toggle. This expands the results for all flights that fit within the search parameters. This can also be done individually. See section 4.9.1 of this document for more information.



4.9.10 Clear All

To clear all search filters, click “Clear All.”



4.10 Choose a Flight

4.10.1 Flight Details

Review the flight options. Click a flight to see the fare details.

Southwest Airlines	Choice	Choice Preferred
4:15 PM - 7:20 PM SMF - SNA • 1 Stop LAS • 3h 5m Most Preferred ⚡ 386kg CO2e	Round-trip ⚠️ ⌚ \$695	Round-trip ⚠️ ⌚ \$803

→

Southwest Airlines
4:15 PM - 7:20 PM
SMF - LAS • 1 Stop LAS - 3h 5m
Most Preferred ⚡ 386kg CO2e

Choice
Round-trip
⚠️ ⌚ \$695

Choice Preferred
Round-trip
⚠️ ⌚ \$803

Southwest Airlines
4:15 PM - 7:20 PM • 1 Stop LAS - 3h 5m
SMF - LAS LAS - SNA

4:15 PM • Sacramento International Airport
Southwest Airlines WN 993
Duration: 1h 25m
Boeing 737-700 (Winglets) Passenger
Preview Seat map

5:40 PM • Harry Reid International Airport
Layover: 35m
⚠️ No plane change

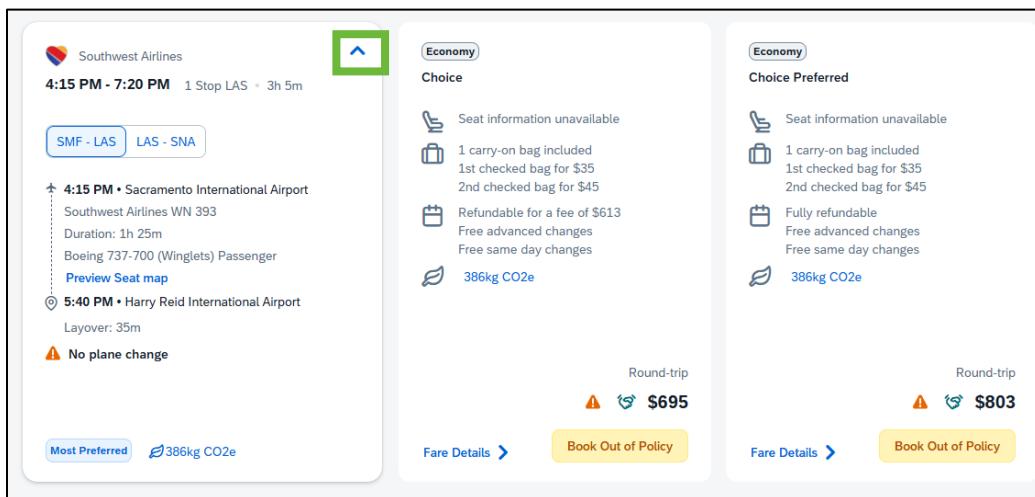
Most Preferred ⚡ 386kg CO2e

Economy
Choice
Seat information unavailable
1 carry-on bag included
1st checked bag for \$35
2nd checked bag for \$45
Refundable for a fee of \$613
Free advanced changes
Free same day changes
386kg CO2e

Economy
Choice Preferred
Seat information unavailable
1 carry-on bag included
1st checked bag for \$35
2nd checked bag for \$45
Fully refundable
Free advanced changes
Free same day changes
386kg CO2e

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To exit the flight detail view, click the arrow.



To see the flight details for all flights, see section 4.9.9 of this document.

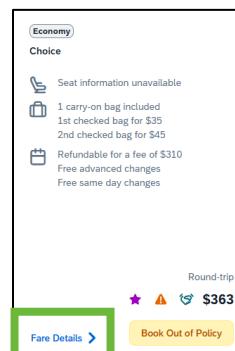
4.10.2 Icons

While searching for flights, you may see different icons.

Icon	Icon Description	What the Icon Means
★	Star	This is the least cost, logical fare.
⚠	Caution	This is out of policy but allowed with a justification. Click the icon to see what policy is being violated.
🤝	Hands shaking	This is the recommended airfare.
✖	Red "X"	This is out of policy and not allowed. Click the icon to see what policy is being violated.

4.10.3 Fare Details

To see even more details about the fare, click "Fare Details" and review the information in the pop-up.

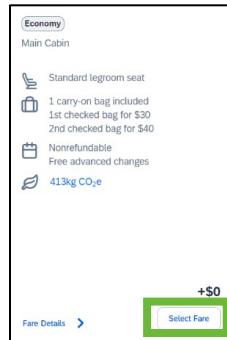


4.11 Select the Fare

Once you have reviewed the options and are ready to book, select the fare.

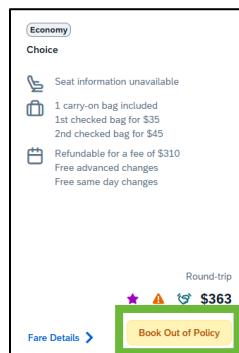
4.11.1 Within policy fare

If you are booking a flight that is within policy, click the white "Select Fare" button.



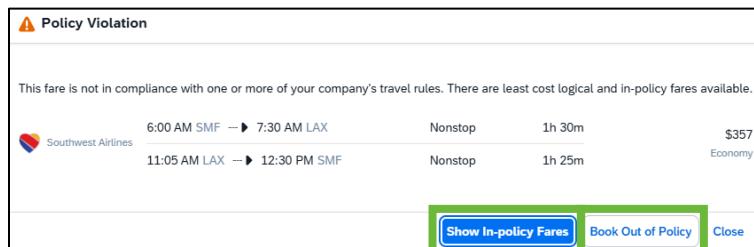
4.11.2 Out-of-policy fare

If you are booking a flight that is out of policy, click the yellow "Book Out of Policy" button.



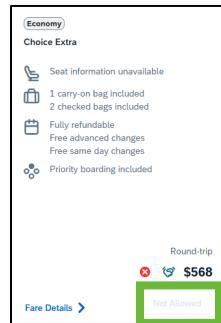
4.11.3 Policy violation

If you choose a flight that is out of policy, a pop-up will appear. Click "Show In-policy Fares" to view similar flights that meet your agency policies. Click "Book Out of Policy" to book this flight due to a valid reason. For executive branch state agencies: If the policy being violated is a state policy, please see the guide '[SAM 4117.1 Violation Reason Codes Legend](#)' for more information.



4.11.4 Not allowed fares

Fares that are not allowed will not have a clickable button to purchase airfare.



4.12 Multiple Flights

If booking multiple flights, the flights that fit the search parameters will appear after the prior flight has been selected. Follow the steps in section 4.8, 4.9, 4.10 and/or 4.11 for each flight to be booked.

4.13 Review and Book Page

You are now on the “Review and Book” page.

Review and Book

Flight Itinerary

Issues: 0pt

Tuesday, February 17, 2026

Sacramento, CA (SMF) -> Los Angeles, CA (LAX)

2:05 PM - 3:20 PM Duration: 1h 15m

Delta 3985 Operated by SKYWEST DSA-DETA-CONNECTION

Friday, February 20, 2026

Los Angeles, CA (LAX) -> Sacramento, CA (SMF)

8:35 PM - 10:45 PM Nonstop Duration: 1h 30m

Southwest Airlines 8N 4005

Estimated Total Cost \$226.96

Sacramento - Los Angeles	Base Fare	\$66.00
Los Angeles - Sacramento	Base Fare	\$22.90
Taxes, fees, & charges	Taxes, fees, & charges	\$95.98
Total		\$226.96

Several tickets will be issued for this itinerary, each with varying terms, which will result in separate charges.

[View Flights and Fare Details](#)

Traveler Information

Traveler information is based on your SAP Concur profile. Your information and any information you complete below will be shared with the airline to complete the boarding process. Please ensure your name below matches what is on your government issued ID.

Name:

Phone:

ca.gov

I have read and accept the rules and restrictions and policies. I authorize SAP Concur to share my Traveler Information and preferences with the three provider.

[Flight Fare Rules and Restrictions](#)

Advance Details

Date of Birth:

Gender: Male Female

4.13.1 Flight Itinerary

Review the trip information. Click "View Flights and Fare Details" if needed.

Flight Itinerary	
Round-trip	
Tuesday, February 17, 2026	
Sacramento, CA (SMF)	- Los Angeles, CA (LAX)
3:00 PM - 4:35 PM	Nonstop Duration: 1h 35m
▲ Delta DL 3965	Operated by SKYWEST DBA DELTA CONNECTION
Friday, February 20, 2026	
Los Angeles, CA (LAX)	- Sacramento, CA (SMF)
9:15 PM - 10:45 PM	Nonstop Duration: 1h 30m
Southwest Airlines WN 4606	
View Flights and Fare Details	

4.13.2 Travel Policy

If you booked a flight that was out of policy, this section will appear.

Travel Policy

This booking is not in compliance with the following travel rules:

⚠ Log For Reports

Air Travel Policy requires selecting a non-refundable fare. If you proceed, your selection will be recorded and subject to audit.

Reason *

Select a policy violation reason

Comments 0/250

[View Flight Options Turned Down](#)

The drop-down menu lists acceptable reasons for selecting an out-of-policy flight. Select the appropriate reason and include any relevant additional information in the comments section. For executive branch state agencies: see the guide '[SAM 4117.1 Violation Reason Codes Legend](#)' for more information.

Travel Policy

This booking is not in compliance with the following travel rules:

⚠ Log For Reports

Air Travel Policy requires selecting a non-refundable fare. If you proceed, your selection will be recorded and subject to audit.

Reason *

Select a policy violation reason

Comments 0/250

[View Flight Options Turned Down](#)

Your out-of-policy flight selection, reason provided, and any declined flight options will be sent to your agency Travel Coordinator(s) for auditing purposes.

4.13.3 Traveler Information

Review the traveler's information. You may be turned away if the name on your identification does not match your reservation.

- A. Verify the traveler's name, date of birth, and gender are accurate and match the photo identification the traveler will provide upon traveling.
- B. Verify the phone number, email, and frequent traveler account are correct, if applicable.
- C. If applicable, enter the traveler's DHS redress or Known Traveler Number.
- D. To enter a frequent traveler account, click "Add Frequent Traveler Account." In the pop-up, choose the carrier and enter the account number. Click "Save" once all accounts have been added.
- E. To edit the traveler's information, click "Edit Information." This will take you to the traveler's profile to make any changes necessary. When done editing, click "Save" and the "Review and Book" page will load again.

To edit or add information to your profile, see the video and/or guide 'How to Set Up a Profile in Concur.'

Important: Any categories with a red asterisk are required fields and must be entered to book the travel.

Traveler Information

Traveler Information is based on your SAP Concur profile. Your information and any information you complete below will be shared with the travel provider to complete the booking process. Please ensure your name below matches what is on your government issued ID.

Name on Reservation A

William Never

Frequent Traveler Account B

None

Phone * B

Email

@dgs.ca.gov

Advance Details ?

Date of Birth * A

MM/DD/YYYY A B

DHS Redress C

Gender * A

Known Traveler Number C

Save to Profile

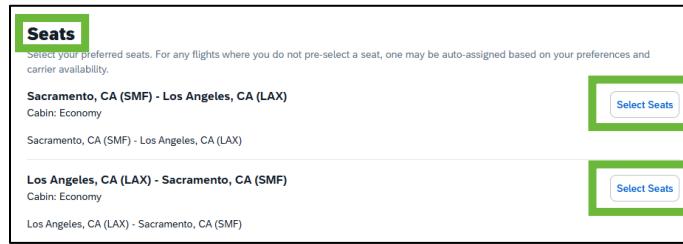
D

E

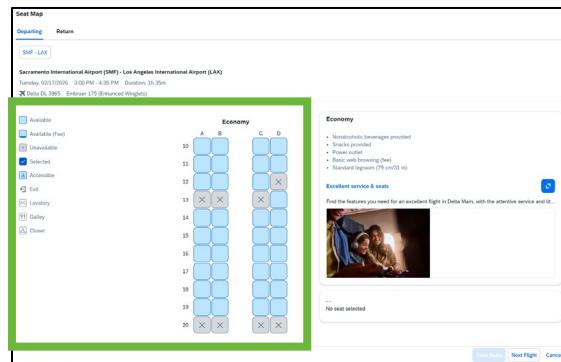
[Add Frequent Traveler Account](#) [Edit Information](#)

4.13.4 Seats

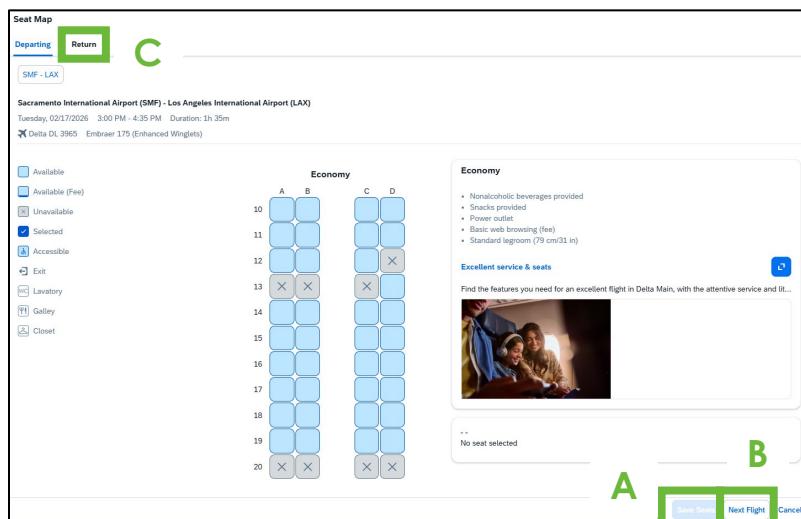
If the flight is with a carrier that allows seat selection at the time of booking, you will choose seats here. Click "Select Seats" for each flight.



In the pop-up, follow the prompts to select your seat. You may incur additional costs if choosing a seat that doesn't match the fare purchased. Check your agency's internal travel policy to ensure compliance.



Click "Save Seats" (A) to save your choice. Click "Next Flight" (B) or "Return" (C) to choose your seat for the next flight.



4.13.5 Baggage Allowance

Review the baggage conditions and rules for each flight.

Baggage Allowance

Review the baggage conditions and rules

Sacramento, CA (SMF) - Los Angeles, CA (LAX) Economy ✓ 1 carry-on bag included up to 115 cm / 45 in <input checked="" type="radio"/> 1st checked bag for \$35 up to 23 kg / 50 lbs and 158 cm / 62 in <input type="radio"/> 2nd checked bag for \$45 up to 23 kg / 50 lbs and 158 cm / 62 in	Los Angeles, CA (LAX) - Sacramento, CA (SMF) Economy ✓ 1 carry-on bag included <input checked="" type="radio"/> 1st checked bag for \$35 up to 23 kg / 50 lbs and 158 cm / 62 in <input type="radio"/> 2nd checked bag for \$45 up to 23 kg / 50 lbs and 158 cm / 62 in
---	--

Baggage charges may vary by traveler, depending on status or membership. Charges presented are for informational purposes only and are collected when bags are checked.

Applicable baggage fees are collected at the airline ticket counter and must be paid by the traveler at the time of check-in. Baggage fees may be reimbursable - follow your agency's internal policies on travel reimbursements or seek guidance from your agency Travel Coordinator(s).

4.13.6 Estimated Total Cost

Review the price summary in the "Estimated Total Cost" section of the page.

Review and Book

Flight Itinerary Round-trip Tuesday, February 17, 2026 Sacramento, CA (SMF) - Los Angeles, CA (LAX) 3:00 PM - 4:35 PM Nonstop Duration: 1h 35m <input checked="" type="triangle"/> Delta DL 3965 Operated by SKYWEST DBA DELTA CONNECTION	Estimated Total Cost \$226.96 Sacramento - Los Angeles Base Fare \$86.68 <input checked="" type="triangle"/> Taxes, fees & charges \$21.80 Los Angeles - Sacramento Base Fare \$95.98 <input checked="" type="triangle"/> Taxes, fees & charges \$22.50
--	---

• Several tickets will be issued for this itinerary, each with varying terms, which will result in separate charges.

Payment

The form of payment listed below is required by your company, and will be used for this booking. You do not need to select a form of payment.

Form of Payment

I have read and accept the rules and restrictions and policies. I authorize SAP Concur to share my Traveler Information and preferences with the travel provider.

[Flight Fare Rules and Restrictions](#)

Click "Taxes, fees, & charges" to see the associated costs.

Estimated Total Cost

\$226.96

Sacramento - Los Angeles	
Base Fare	\$86.68
Taxes, fees & charges	\$21.80
Los Angeles - Sacramento	
Base Fare	\$95.98
Taxes, fees & charges	\$22.50

• Several tickets will be issued for this itinerary, each with varying terms, which will result in separate charges.

4.13.7 Payment

The payment area should be populated with your agency's required payment method. You will not be able to change the payment method or access the payment card information.

Payment

Form of Payment

U.S. Bank (VISA)

4.13.8 Accept Rules, Restrictions, and Policies

Review the rules and restrictions and if you agree, click the "I have read..." button.

I have read and accept the rules and restrictions and policies. I authorize SAP Concur to share my Traveler Information and preferences with the travel provider. *

[Flight Fare Rules and Restrictions](#)

[Hazardous Materials Restrictions](#)

4.13.9 Book and Continue

If the information is correct, click "Book and Continue." If changes need to be made, click "Change Selections" and complete the edits needed.

Seats
Select your preferred seats. For any flights where you do not pre-select a seat, one may be auto-assigned based on your preferences and carrier availability.

Sacramento, CA (SMF) - Los Angeles, CA (LAX)
Cabin: Economy [Select Seats](#)

Los Angeles, CA (LAX) - Sacramento, CA (SMF)
Cabin: Economy [Select Seats](#)

Baggage Allowance
Review the baggage conditions and rules.

Sacramento, CA (SMF) - Los Angeles, CA (LAX)
Economy

1 carry-on bag included up to 115 cm / 45 in
 1st checked bag for \$35 up to 23 kg / 50 lbs and 158 cm / 62 in
 2nd checked bag for \$45 up to 23 kg / 50 lbs and 158 cm / 62 in

Los Angeles, CA (LAX) - Sacramento, CA (SMF)
Economy

1 carry-on bag included
 1st checked bag for \$35 up to 23 kg / 50 lbs and 158 cm / 62 in
 2nd checked bag for \$45 up to 23 kg / 50 lbs and 158 cm / 62 in

Baggage charges may vary by traveler, depending on status or membership. Charges presented are for informational purposes only and are collected when bags are checked.

Payment

Form of Payment

U.S. Bank (VISA)

I have read and accept the rules and restrictions and policies. I authorize SAP Concur to share my Traveler Information and preferences with the travel provider. *

[Flight Fare Rules and Restrictions](#)

[Hazardous Materials Restrictions](#)

Base Fare

Base Fare	\$86.00
Taxes, fees & charges	\$21.80
Los Angeles - Sacramento	
Base Fare	\$95.98
Taxes, fees & charges	\$22.50

Payment

Form of Payment

U.S. Bank (VISA)

I have read and accept the rules and restrictions and policies. I authorize SAP Concur to share my Traveler Information and preferences with the travel provider. *

[Flight Fare Rules and Restrictions](#)

[Hazardous Materials Restrictions](#)

Book and Continue

[Change Selections](#)

You have not finished booking the trip!

4.14 Finalize Page

You are now on the “Finalize” page.

The screenshot shows the 'Finalize' page with the following details:

- Trip Overview:** Trip Name: Trip - Los Angeles, Trip Dates: May 11, 2026 - May 13, 2026, Description: EOT BETA TESTER 3 Never, Traveler: EOT BETA TESTER 3 Never.
- Flight:** Sacramento, CA (SMF) - Los Angeles, CA (LAX) on Monday, May 11, 2026 (Confirmed), Confirmation Number: CGE2ZM.
- Flight:** Los Angeles, CA (LAX) - Sacramento, CA (SMF) on Wednesday, May 13, 2026 (Confirmed), Confirmation Number: CGE2ZM.
- Estimated Total Cost:** \$321.89 (Flight: \$321.89, Taxes: \$0.00, Other: \$0.00). The page notes that rates are quoted in USD and that original cost, refund, or penalty for canceled or changed bookings are not displayed.
- Buttons:** 'Finalize Trip' (blue), 'Cancel Trip' (grey), 'Add Hotel' (small icon), and 'Add Rental Car' (small icon).
- Question:** 'Would you like to book anything else?' with options 'Add Hotel' and 'Add Rental Car'.

4.14.1 Trip Overview

For “Trip Name,” give it a name that will be easy to identify in your Trip Library. Under “Trip Description,” you can add more details about what the trip is for.

The 'Trip Overview' section shows the following details:

- Trip Overview:** March 10, 2026 - March 12, 2026.
- Trip Name:** Trip - Los Angeles (18/50 characters used).
- Description:** (0/250 characters used).
- Traveler:** BETA TESTER.

Review the traveler's name and flight information. Click the drop-down arrows to see details.

The flight details section shows two flights:

- Sacramento, CA (SMF) - Los Angeles, CA (LAX):** Tuesday, March 10, 2026, Confirmation Number: FS74ND, Status: Confirmed (dropdown arrow).
- Los Angeles, CA (LAX) - Sacramento, CA (SMF):** Thursday, March 12, 2026, Confirmation Number: See Details, Status: Confirmed (dropdown arrow).

The traveler information is shown in a box at the top left of the flight details section.

4.14.2 Additional Information

Under “Additional Information,” answer the required questions. The questions that appear may be different, depending on your agency's required information.

Important: All items with a red asterisk are required and must be entered to book the travel.

4.14.3 Would you like to book anything else?

You can add a rental car or hotel to the trip on this page. Look for the car and bed icons under the estimated cost information. See the videos and/or guides 'How to Book Lodging' and/or 'How to Book a Rental Car' for more information.

4.14.4 Finalize Trip

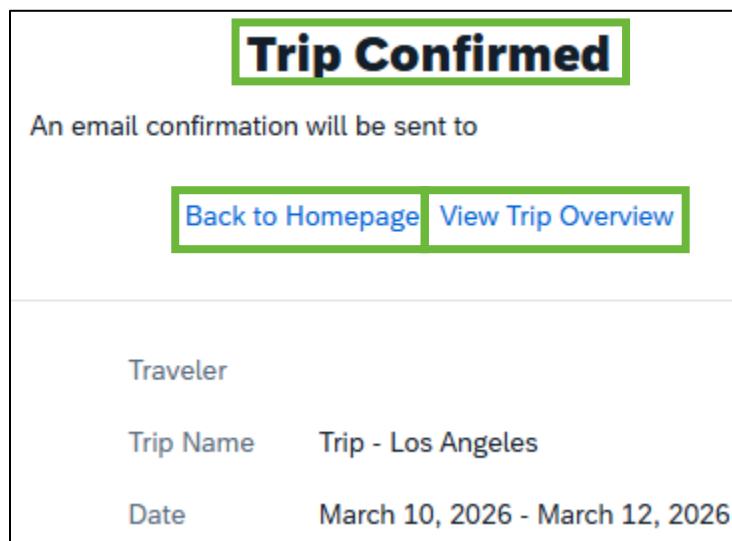
If all is correct, click “Finalize Trip.” If you would like to cancel, click “Cancel Trip.”

You have not finished booking the trip!

4.15 Trip Confirmed Page

Note: Your travel is not booked until you have reached this page!

This page notifies you the trip has been booked. To see the trip information, click "View Trip Overview." Click "Back to Homepage" to return to Concur's homepage.



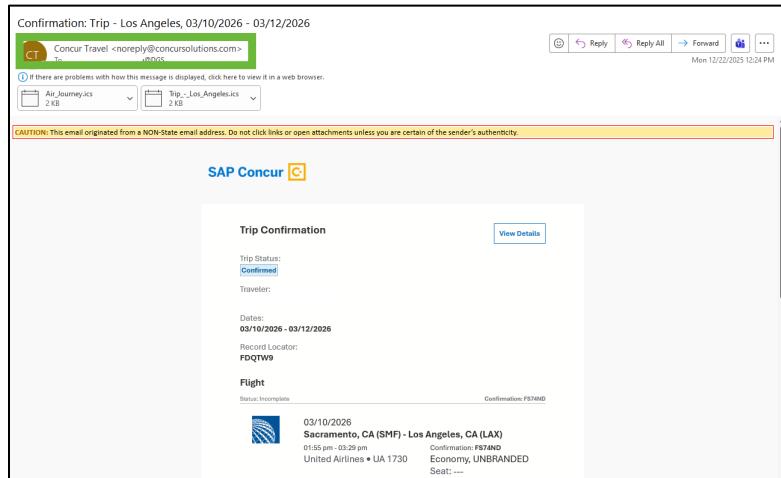
Note: Your travel manager may have to approve the trip. If your agency has automated approvals turned on, please see the guide 'Passive and Hard Stop Approval Information' for more information.

5. Trip Itinerary

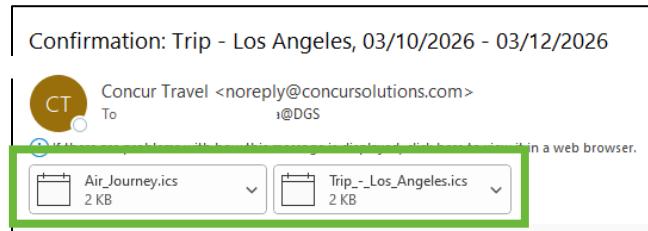
There are a few ways you can find the itinerary.

5.1 Confirmation Email

You will receive a confirmation email from Concur with your trip information. Keep this email for your records.



The email will include calendar attachments to easily add the flight information to your calendar.



Within the email, you can see the record locator and a link to open the travel on Concur.



5.2 Purchased Email

You will receive an invoice email from CI Azumano noting that the trip has been booked and paid. Keep this email for your records.

Purchased NEVER/WILLIAM

To: CalTravel@cazumano.com
Cc: SUPPORT@CONCUR.COM

If there are problems with how this message is displayed, click here to view it in a web browser.

Invoice - Itinerary Communication PDF Attachment - CB1X7R.pdf (199 KB) | Invoice - Itinerary Communication Plain Text Attachment - CB1X7R.txt (3 KB)

Rental Car Confirmation Number 1676482151COUNT WILLIAM NEVER.ics (1 KB)

CAUTION: This email originated from a NON-State email address. Do not click links or open attachments unless you are certain of the sender's authenticity.

CI AZUMANO TRAVEL

Statewide TRAVEL PROGRAM
CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Reportable Fields – NO

Contact Us

- Contact Us at 877-454-8785

Travelers

Agency Locator: CB1X7R

The email will include a PDF and text version of the itinerary.

Purchased NEVER/WILLIAM

To: CalTravel@cazumano.com
Cc: SUPPORT@CONCUR.COM

If there are problems with how this message is displayed, click here to view it in a web browser.

Invoice - Itinerary Communication PDF Attachment - CB1X7R.pdf (199 KB) | Invoice - Itinerary Communication Plain Text Attachment - CB1X7R.txt (3 KB)

Rental Car Confirmation Number 1676482151COUNT WILLIAM NEVER.ics (1 KB)

Within the email, you can see the record locator and a link to open the trip within Concur.

CI AZUMANO TRAVEL

Statewide TRAVEL PROGRAM
CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Reportable Fields – NO

Contact Us

- Contact Us at 877-454-8785

Travelers

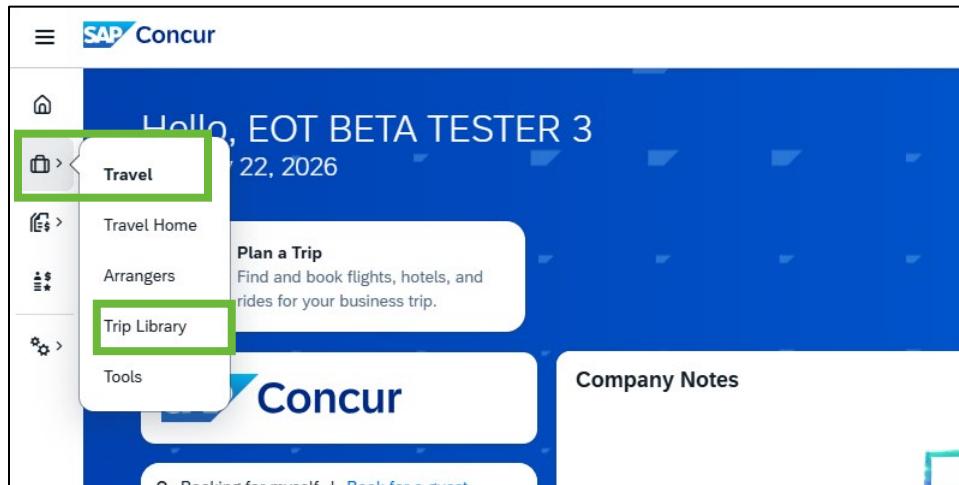
Agency Locator: CB1X7R

Traveler: NEVER / WILLIAM Reference ID: NO

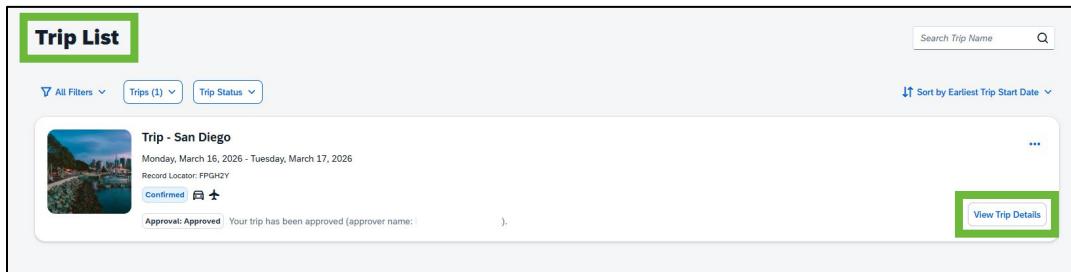
Friday, 22 August

5.3 Trip Library

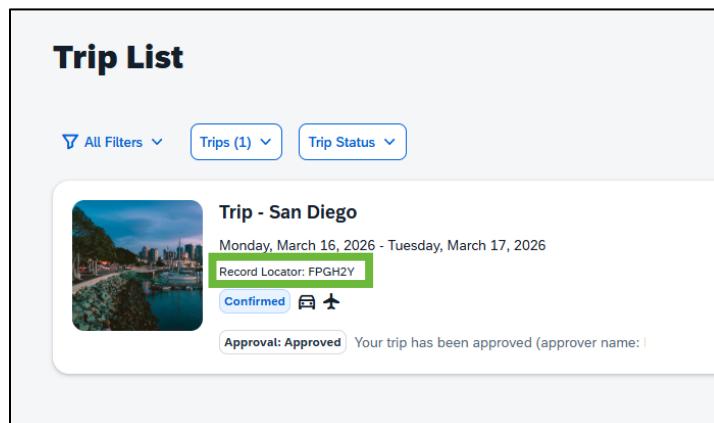
You can also find trip information via the "Upcoming Trips" section in Concur. Log into Concur and click "Travel," "Trip Library."



Your "Trip List" will open, where you can click "View Trip Details" to view, edit or cancel the trip. See the videos and/or guides 'How to Add to An Existing Itinerary,' 'How to Change a Booking,' and/or 'How to Cancel a Booking' for more information.



The trip's Record Locator can be found under the travel dates.



6. Additional Resources

As a traveler, your first resource for all travel-related inquiries is your agency Travel Coordinator(s). Other helpful resources are:

6.1 CI Azumano

Email: CalTravel@ciazumano.com

Travel Agents: (877) 454-8785 (use only if trip is in progress)

- [CI Azumano Travel Tools and Resources](#)
- [CI Azumano Webpage](#)
- [Concur Login Page](#)

6.2 Statewide Travel Program

[Air Travel 101](#)

[Airfare Resources for Government Travel](#)

Email: StatewideTravelProgram@dgs.ca.gov

- [Airfare Resources for Government Travel](#)

Find the following videos and guides on the [Statewide Travel Program Training Resources Page](#):

- Air Travel 101
- How to Add to An Existing Itinerary
- How to Book a Rental Car
- How to Book a Train
- How to Book Lodging
- How to Cancel a Booking
- How to Change a Booking
- How to Log into Concur
- How to Set up a Profile in Concur
- Passive and Hard Stop Approval Information

6.3 Compliance

This information applies to executive state agencies only.

- [SAM 4117 Guide](#)
- [SAM 4117.1](#)
- [SAM 4117.1 Violation Reason Codes Legend](#)
- [State Travel Policy Resources](#)