

MAR
2026

How to Book Travel

Statewide Travel Program

Table of Contents

Table of Contents.....	2
1. General Information.....	4
2. Policy Compliance.....	5
3. Booking Instructions.....	6
3.1 Log In	6
3.2 Trip Planning	6
3.3 Enter Search Criteria.....	7
3.3.1 Flight	7
3.3.2 Rental Car.....	8
3.3.3 Hotel	9
3.3.4 Add to Trip.....	9
3.3.5 Search	10
3.4 Select a Flight	11
3.4.1 Departing Flight	11
3.4.2 Return Flight	12
3.4.3 Unused Ticket Credits.....	12
3.5 Flight Review and Book Page	13
3.5.1 Flight Itinerary.....	13
3.5.2 Travel Policy	13
3.5.3 Traveler Information	14
3.5.4 Seats	15
3.5.5 Baggage Allowance.....	15
3.5.6 Estimated Total Cost.....	15
3.5.7 Payment.....	16
3.5.8 Accept Rules, Restrictions, and Policies	16
3.5.9 Book and Continue	16
3.6 Select a Rental Car.....	17
3.7 Rental Car Review and Book Page.....	17
3.7.1 Rental Car Selection	18
3.7.2 Traveler Information	18
3.7.3 Rental Car Preferences.....	19
3.7.4 Estimated Total Cost.....	19

3.7.5 Book and Continue 19

3.8 Select a Hotel 20

3.9 Hotel Review and Book Page 21

 3.9.1 Hotel Information 21

 3.9.2 Traveler Information 22

 3.9.3 Room Preferences 22

 3.9.4 Estimated Total Cost 23

 3.9.5 Form of Payment 23

 3.9.6 Accept Rules and Restrictions 24

 3.9.7 Book and Continue 24

3.10 Finalize Page 25

 3.10.1 Trip Overview 25

 3.10.2 Travel Policy 26

 3.10.3 Additional Information 26

 3.10.4 Would you like to book anything else? 26

 3.10.5 Finalize Trip 27

3.11 Trip Confirmed Page 27

4. Trip Itinerary 29

 4.1 Confirmation Email 29

 4.2 Purchased Email 30

 4.3 Trip Library 31

5. Additional Resources 32

 5.1 CI Azumano 32

 5.2 Statewide Travel Program 32

1. General Information

This guide is an overview of booking a trip with multiple segments. For more information about booking each segment of travel, see the videos and/or guides 'How to Book Air,' 'How to Book a Train,' 'How to Book a Car Rental,' and/or 'How to Book Lodging.'

Important:

- To avoid excess booking fees, book all components of travel within the same itinerary.
- Be aware of all cancellation rules and any applicable penalties before booking travel.
- All multi-component trips are booked in the same order in Concur – air or train, car rental, then hotel.
- Airfare and train tickets cannot be booked within the same itinerary.

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.
- Make all travel reservations through the Statewide Travel Program.

See the following for more information:

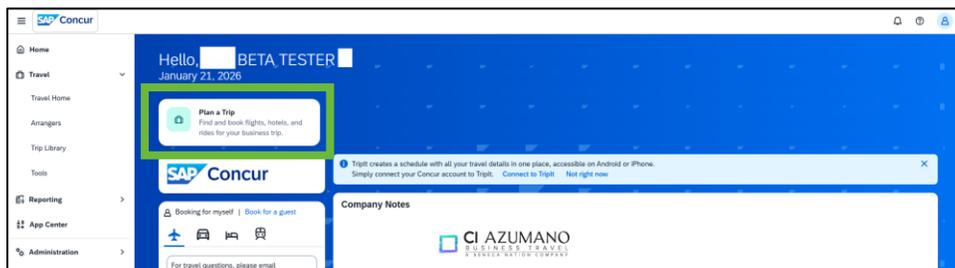
- [SAM 4117 Guide](#)
- [State Administrative Manual \(SAM\) 700](#) (State Business Travel)
- [State Administrative Manual \(SAM\) 4117](#) (Statewide Travel Program)
- [State Administrative Manual \(SAM\) 4117.1](#) (Airlines)
- [State Administrative Manual \(SAM\) 4117.2](#) (Rental Cars)
- [State Administrative Manual \(SAM\) 4117.3](#) (Lodging)
- [State Administrative Manual \(SAM\) 4117.4](#) (Travel Agencies)
- [State Administrative Manual \(SAM\) 4117.5](#) (Travel Payment Services and Virtual Payments)
- [State Travel Policy Resources](#)

All non-compliant choices will be audited.

3. Booking Instructions

3.1 Log In

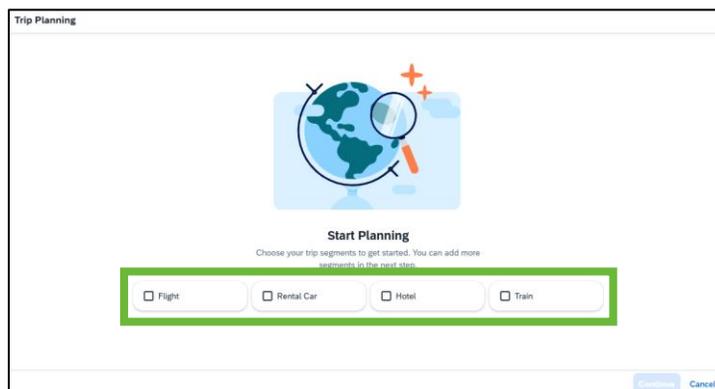
Log into Concur. See the video and/or guide 'How to Log into Concur' for more information. Once you've logged into Concur, click "Plan a Trip."



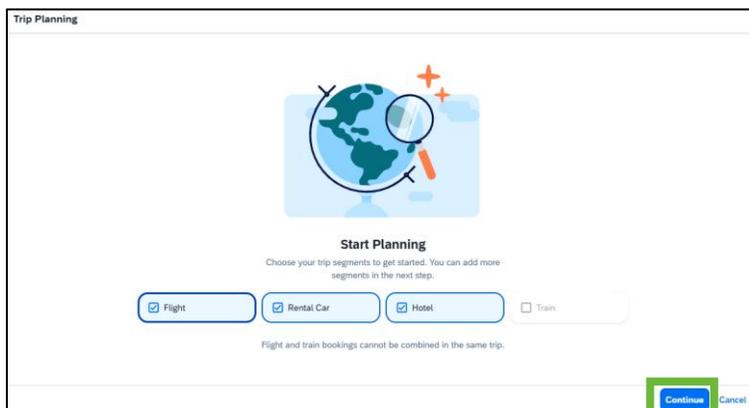
3.2 Trip Planning

A pop-up will appear. Check the segments of travel you would like to book.

Note: Airfare and train tickets cannot be booked within the same itinerary.



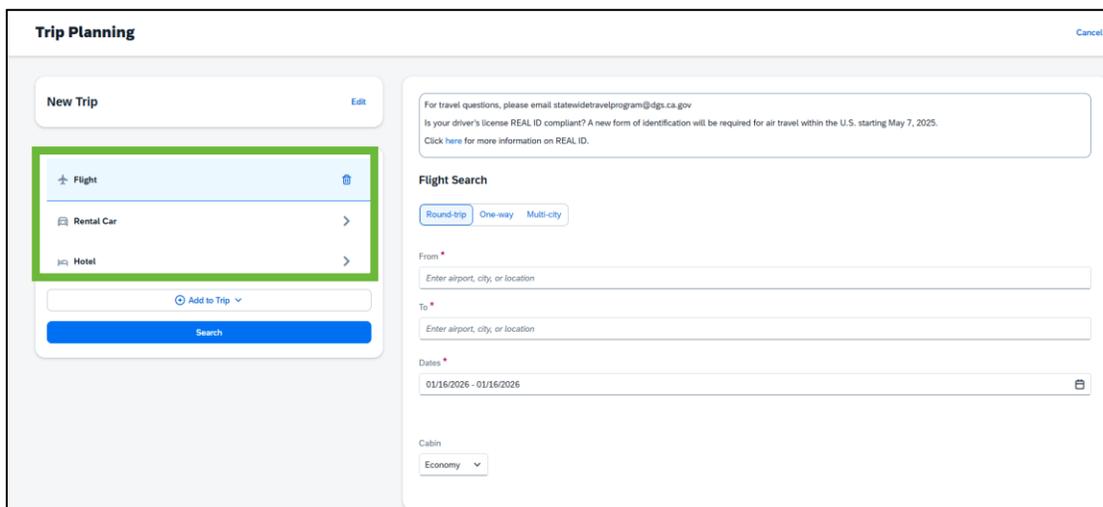
Once you've selected the segments of travel you would like to book, click "Continue."



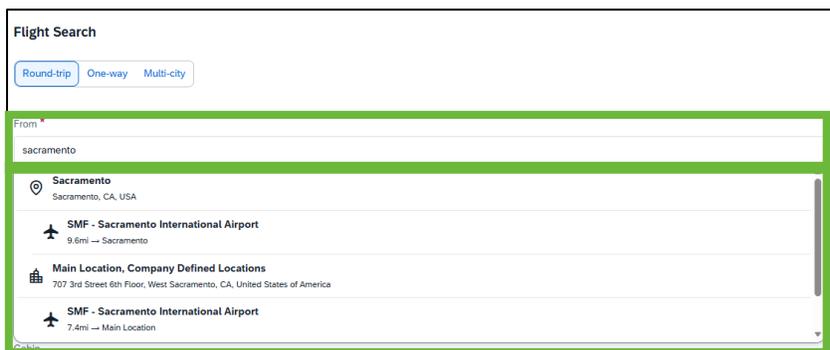
3.3 Enter Search Criteria

3.3.1 Flight

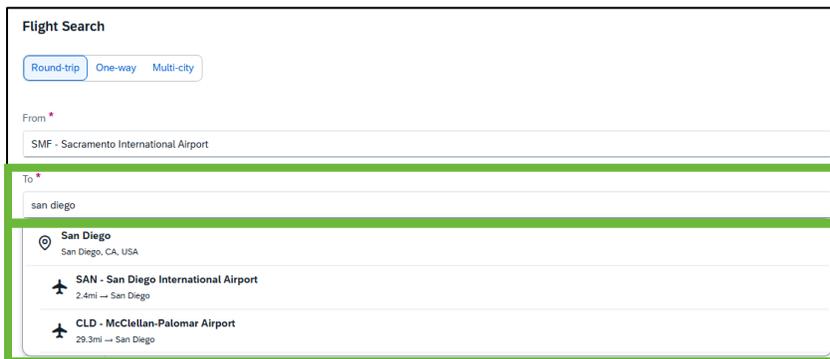
The first segment of travel you will book is flight or train. For the purpose of this document, we are booking a flight. For guidance on booking trains, please see the video and/or guide 'How to Book a Train.'



In the "From" box (departure location), enter the airport, city, or location. Choose the desired outbound location from the drop-down menu.



In the "To" box (arrival location), enter the airport, city, or location. Choose the desired arrival location from the drop-down menu.



The flight dates will automatically default to today's date. Edit the dates by clicking the box and typing the desired travel dates or selecting the dates on a calendar.

Flight Search

Round-trip One-way Multi-city

From *
SMF - Sacramento International Airport

To *
SAN - San Diego International Airport

Dates *
04/10/2026 - 04/12/2026

3.3.2 Rental Car

Click "Rental Car." The search criteria will default to match the search criteria entered for the flight.

Trip Planning Cancel

New Trip Edit

Flight
Sacramento - SAN 04/10/2026 - 04/12/2026

Rental Car
San Diego International Airport 04/10/2026 - 04/12/2026

Hotel

Add to Trip

Search

Car rentals are billed directly to your agency; however, any tolls incurred from toll roads or bridges and invoiced to the employee directly are the employees' responsibility to pay.

Rental Car Search

Match Flight Booking
Your rental car search will match your flight booking.

Pickup
San Diego International Airport

Drop-Off
San Diego International Airport

Dates
04/10/2026 - 04/12/2026

Pickup Time
Drop-Off Time

If the rental car search criteria are the same as the flight, continue to the next step.

To edit the search criteria, uncheck the "Match Flight Booking" box and enter the new criteria.

Trip Planning Cancel

New Trip Edit

Flight
Sacramento - SAN 04/10/2026 - 04/12/2026

Rental Car
San Diego International Airport 04/10/2026 - 04/12/2026

Hotel

Add to Trip

Search

Car rentals are billed directly to your agency; however, any tolls incurred from toll roads or bridges and invoiced to the employee directly are the employees' responsibility to pay.

Rental Car Search

Match Flight Booking

Pickup *
San Diego International Airport

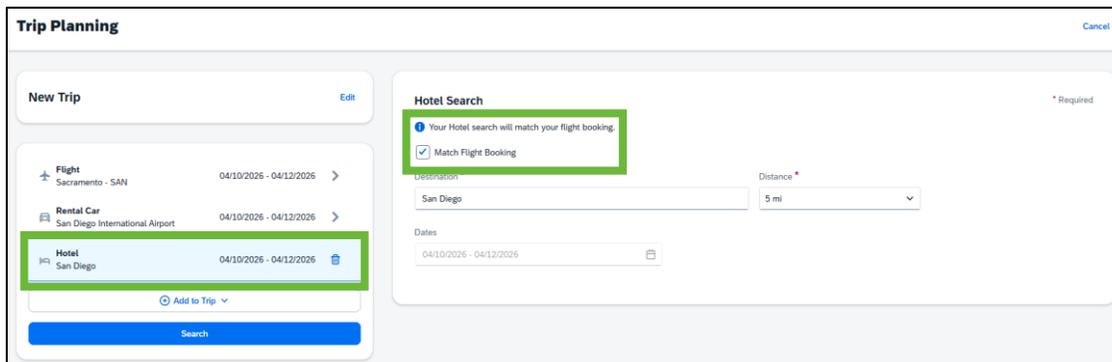
Drop-Off
Same Location

Dates *
04/10/2026 - 04/12/2026

Pickup Time *
Drop-Off Time *
Amm A Amm A

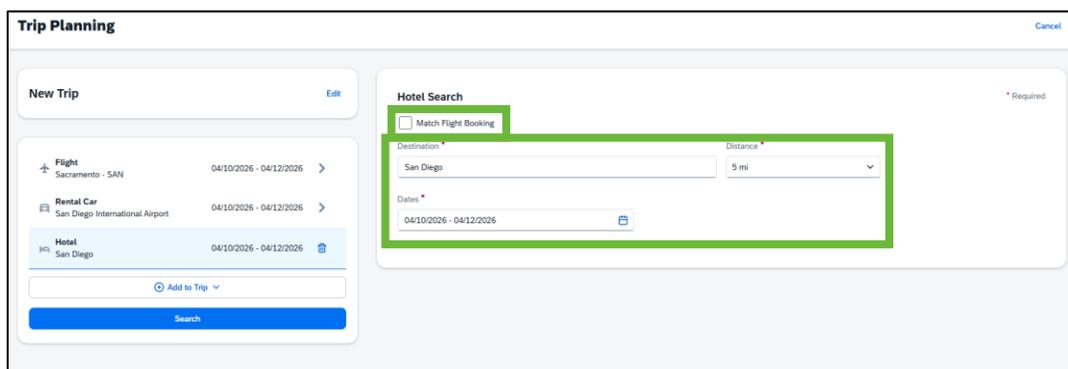
3.3.3 Hotel

Click “Hotel.” The search criteria will default to match the criteria entered for the flight.



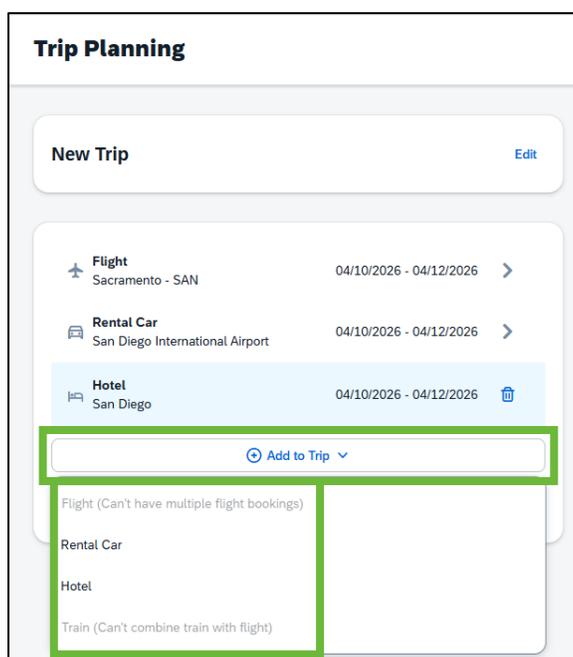
If the hotel search criteria is the same as the flight, continue to the next step.

To edit the search criteria, uncheck “Match Flight Booking” and enter the new criteria.



3.3.4 Add to Trip

If you need to add another rental car or hotel, click “Add to Trip” and select the segments of travel you would like to add.



HOW TO BOOK TRAVEL

To add multiple flights, go back to "Flight" and choose "Multi-city." Enter the search criteria.

The screenshot shows the "Trip Planning" interface. On the left, a "New Trip" section lists three segments: Flight (Sacramento - SAN, 04/10/2026 - 04/12/2026), Rental Car (San Diego International Airport, 04/10/2026 - 04/12/2026), and Hotel (San Diego, 04/10/2026 - 04/12/2026). The Hotel segment is highlighted with a green box. Below the list is an "Add to Trip" button. On the right, the "Flight Search" section is active. It shows a "Multi-city" selection box highlighted in green. Below it, the "Flight 1" search form is also highlighted in green, with fields for "From" (Sacramento), "To" (San Diego International Airport), and "Date" (04/10/2026). The "Flight 2" section is partially visible below.

3.3.5 Search

Once all the search criteria have been entered for all segments of travel needed, click "Search."

This screenshot shows the same "Trip Planning" interface as the previous one, but with the "Search" button highlighted in a green box. The "Flight Search" section now shows the "Round-trip" option selected instead of "Multi-city". The "Flight 1" search form is now populated with "From" (Sacramento), "To" (San Diego International Airport), and "Dates" (04/10/2026 - 04/12/2026). The "Flight 2" section is also visible, showing a "From" field and a "Search" button.

3.4 Select a Flight

3.4.1 Departing Flight

The first search result will be the departing flight. Review the options and select the one that best meets the travel requirements and agency policies.

Click on a flight to see the fare details.

Once you have reviewed the options and are ready to book, click "Select Fare."

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’s policies. Click “Book Out of Policy” to book this flight due to a valid reason.

Policy Violation

This fare is not in compliance with one or more of your company's travel rules. There are least cost logical and in-policy fares available.

	6:00 AM SMF → 7:30 AM LAX	Nonstop	1h 30m	\$357 Economy
	11:05 AM LAX → 12:30 PM SMF	Nonstop	1h 25m	

[Show In-policy Fares](#)
[Book Out of Policy](#)
[Close](#)

3.4.2 Return Flight

The return flight search results will load. Review the options and select the one that best meets the travel requirements and agency policies. For your convenience, the departing flight information is at the top of the screen.

WN 4364, WN 1331

Departure
Friday, April 10, 2026 4:05 PM - 8:00 PM

\$279
Choice Preferred

[Change Selection](#)

Return Flight [Skip Search](#)

San Diego (SAN) - Sacramento, California, US [Departure Date: Sunday, April 12, 2026](#) [Edit Search](#)

[All Filters](#)
[Flight Number](#)
[Matrix](#)
[Number of Stops](#)
[Carriers](#)
[Time](#)
[Flexibility](#)
[Policy](#)
[Class of Service \(4\)](#)
[Clear All](#)
[Sort by Company Policy](#)
[Show Details](#)

2 of 2 Flights Round-trip fares include taxes and fees. Additional fees will be shown at checkout.

7:15 AM - 8:55 AM SAN - SMF - Nonstop - 1h 40m

[Most Preferred](#) [101kg CO2e](#)

Choice Preferred

Round-trip

\$279

6:30 AM - 8:15 AM SAN - SMF - Nonstop - 1h 45m

[Most Preferred](#) [101kg CO2e](#)

Choice Preferred

Round-trip

\$279

Once you have reviewed the options and are ready to book, click “Select Fare.”

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
- 101kg CO2e

Round-trip
\$367

[Fare Details >](#)
[Select Fare](#)

3.4.3 Unused Ticket Credits

If you have Unused Ticket Credits, a banner will appear at the top of the page. Unused Ticket Credits will be automatically applied to eligible flights behind-the-scenes by CI Azumano.

i Flight credits may apply for United Airlines. Your travel agency will determine eligibility at the time of ticketing. Try using filters to find the right flights.

3.5 Flight Review and Book Page

You are now on the "Review and Book" page for the airfare.

Review and Book

Flight Itinerary
Round-trip

Friday, April 10, 2026
Sacramento, CA (SMF) - San Diego, CA (SAN)
2:05 PM - 3:35 PM Nonstop Duration: 1h 30m
Southwest Airlines WN 4371

Sunday, April 12, 2026
San Diego, CA (SAN) - Sacramento, CA (SMF)
6:30 AM - 8:15 AM Nonstop Duration: 1h 45m
Southwest Airlines WN 4126

[View Flights and Fare Details](#)

Estimated Total Cost **\$343.27**

Base Fare	\$290.67
Taxes, fees & charges	\$52.60

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
U.S. Bank (VISA)

3.5.1 Flight Itinerary

Review the flight itinerary.

Flight Itinerary
Round-trip

Friday, April 10, 2026
Sacramento, CA (SMF) - San Diego, CA (SAN)
2:05 PM - 3:35 PM Nonstop Duration: 1h 30m
Southwest Airlines WN 4371

Sunday, April 12, 2026
San Diego, CA (SAN) - Sacramento, CA (SMF)
6:30 AM - 8:15 AM Nonstop Duration: 1h 45m
Southwest Airlines WN 4126

[View Flights and Fare Details](#)

3.5.2 Travel Policy

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

The drop-down menu will list acceptable reasons for selecting an out-of-policy flight. Select the reason and add any relevant additional information in the comments section.

Travel Policy [Log For Reports](#)

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 for violating policy, and declined flight options will be sent to your agency Travel Coordinator(s) for auditing purposes.

3.5.3 Traveler Information

Review the Traveler Information. *You may be turned away if the name on your identification does not match your reservation.*

- A. Make sure the traveler's name is accurate and matches the photo identification the traveler will provide upon traveling.
- B. Verify the phone number, email, and frequent traveler account are correct, if applicable.
- C. Enter the traveler's date of birth and gender. This information must match the form of identification the traveler will provide.
- D. If applicable, enter the traveler's DHS Redress or Known Traveler Number.
- 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: All items 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 William Never A	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;">Phone 11111111 B</td> <td style="width: 70%; padding: 5px;">Email @dgs.ca.gov</td> </tr> </table>	Phone 11111111 B	Email @dgs.ca.gov
Phone 11111111 B	Email @dgs.ca.gov		
Frequent Traveler Account None B			

Advance Details ?

Date of Birth * C <input type="text" value="**/**/****"/> 📅	Gender * Female (F) ▼
DHS Redress ? <input type="text"/> D	Known Traveler Number ? <input type="text"/>

Save to Profile

Some fields cannot be linked with your Concur profile.

E

3.5.4 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.

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) - San Diego, CA (SAN)
Cabin: Economy

Sacramento, CA (SMF) - San Diego, CA (SAN)

Select Seats

San Diego, CA (SAN) - Sacramento, CA (SMF)
Cabin: Economy

San Diego, CA (SAN) - Sacramento, CA (SMF)

Select Seats

In the pop-up that appears, 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.

3.5.5 Baggage Allowance

Review the baggage conditions and rules for each flight.

Baggage Allowance

Review the baggage conditions and rules.

Sacramento, CA (SMF) - San Diego, CA (SAN)
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

San Diego, CA (SAN) - 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.

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).

3.5.6 Estimated Total Cost

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

Review and Book

Flight Itinerary

Round-Trip

Friday, April 10, 2026
Sacramento, CA (SMF) - San Diego, CA (SAN)
2:05 PM - 3:25 PM Nonstop Duration: 1h 30m
Southwest Airlines WN 4372

Sunday, April 12, 2026
San Diego, CA (SAN) - Sacramento, CA (SMF)
6:30 AM - 8:15 AM Nonstop Duration: 1h 45m
Southwest Airlines WN 4126

[View Flights and Fare Details](#)

Estimated Total Cost **\$366.53**

Base Fare	\$312.31
Taxes, fees & charges	\$54.22

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
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

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	Phone	Email
William Neiver	11111111	@dps.ca.gov
Frequent Traveler Account	None	

[Advance Details](#)

3.5.7 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

i 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

U.S. Bank (VISA)

3.5.8 Accept Rules, Restrictions, and Policies

Review the rules and restrictions and if you agree, check the "I have read..." box.

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](#)

3.5.9 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.

Estimated Total Cost **\$366.53**

Base Fare	\$312.31
Taxes, fees & charges	\$54.22

Payment

i 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

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](#)

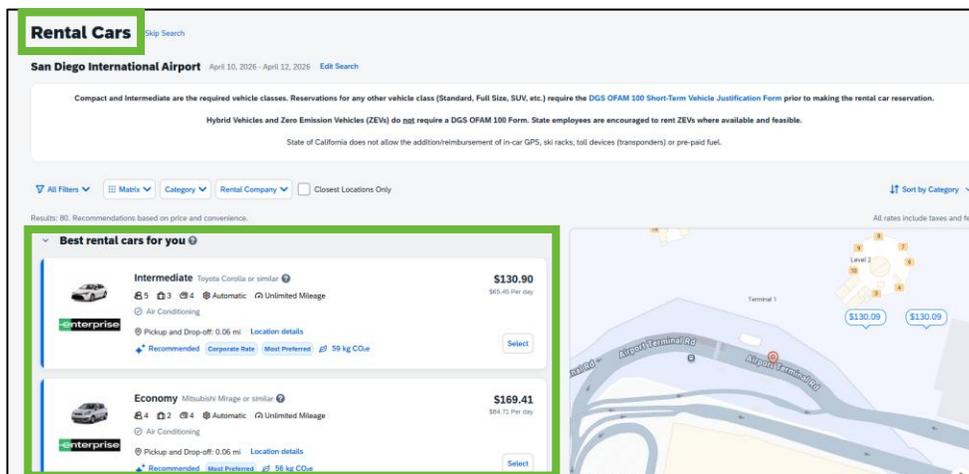
Book and Continue

[Change Selections](#)

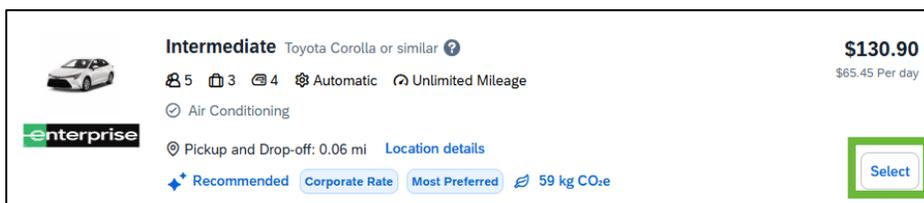
You have not finished booking the trip!

3.6 Select a Rental Car

The second search results displayed will be the rental car. Review the options and select the one that best meets the travel requirements and agency policies.



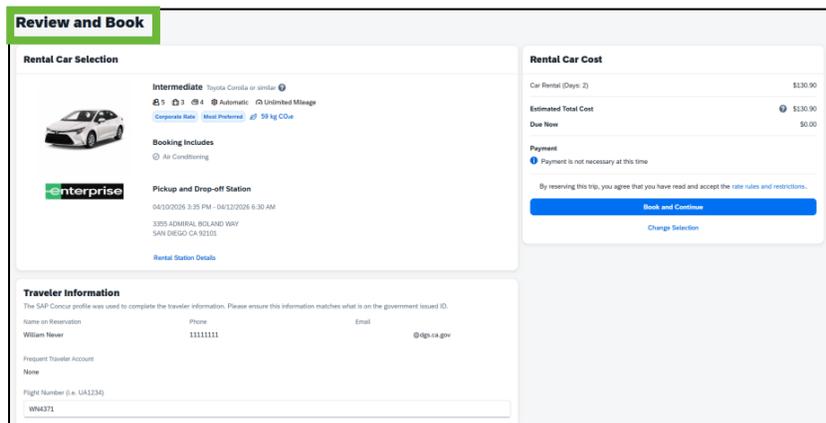
Once you have reviewed the options and are ready to book, click "Select."



For executive branch agencies only: Enterprise is the state's preferred rental car vendor. National may be used if Enterprise is not available. If you choose a vendor other than Enterprise or National, you are subject to an audit. Please see [SAM section 4117.2](#) for more information.

3.7 Rental Car Review and Book Page

You are now on the "Review and Book" page for the rental car.



3.7.1 Rental Car Selection

Review the rental car information.

Rental Car Selection



Intermediate Toyota Corolla or similar ?

5 3 4 Automatic Unlimited Mileage

Corporate Rate Most Preferred 59 kg CO₂e

Booking Includes

Air Conditioning

Pickup and Drop-off Station

04/10/2026 3:35 PM - 04/12/2026 6:30 AM

3355 ADMIRAL BOLAND WAY
SAN DIEGO CA 92101

[Rental Station Details](#)



3.7.2 Traveler Information

Review the Traveler Information. You may be turned away if the name on your identification does not match your reservation.

- A. Verify the traveler's name is accurate and matches the photo identification the traveler will provide upon traveling.
- B. Verify the phone number, email, and frequent traveler account are correct, if applicable.
- C. The traveler's flight number will appear here.
- D. 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: All items with a red asterisk are required fields and must be entered to book the travel.

Traveler Information

The SAP Concur profile was used to complete the traveler information. Please ensure this information matches what is on the government issued ID.

Name on Reservation William Never A	Phone 11111111 B	Email @dgs.ca.gov
Frequent Traveler Account None B		
Flight Number (i.e. UA1234) WN4371 C		
		D

Add Frequent Traveler Account
Edit Information

Note: Incorrect loyalty numbers in the "Frequent-Traveler Programs" section of Concur will cause direct-billing issues, which will require the traveler to present a personal credit card at the rental counter. Please see the video and/or guide 'Setting Up a Profile in Concur' on how to add/edit/remove that information.

3.7.3 Rental Car Preferences

If needed, add any special requests for your rental car such as a specific make/model.

Rental Car Preferences
Your comments will be shared with the rental company.

Comments 0/60

Only alphanumeric characters are allowed.

Note: the state of California does not allow the addition/reimbursement of in-car GPS, ski racks, toll devices (transponders) or pre-paid fuel.

3.7.4 Estimated Total Cost

On the right side of the page, you will see the estimated cost information.

Review and Book

Rental Car Selection

Intermediate Toyota Corolla or similar

5 3 4 Automatic Unlimited Mileage

[Corporate Rate](#) [Most Preferred](#) 59 kg CO₂e

Booking Includes

Air Conditioning

Pickup and Drop-off Station

04/30/2026 3:35 PM - 04/12/2026 6:30 AM

3395 ADMIRAL BOLLAND WAY
SAN DIEGO CA 92101

[Rental Station Details](#)

Traveler Information

The SAP Coccaro profile was used to complete the traveler information. Please ensure this information matches what is on the government issued ID.

Name on Reservation: William Never Phone: 11111111 Email: @dps.ca.gov

Frequent Traveler Account: None

Flight Number (i.e. UA234): WN4371

Rental Car Cost

Car Rental (Days: 2)	\$130.90
Estimated Total Cost	\$130.90
Due Now	\$0.00

Payment

Payment is not necessary at this time

By reserving this trip, you agree that you have read and accept the [rate rules and restrictions](#).

[Book and Continue](#)

[Change Selection](#)

3.7.5 Book and Continue

Click the “rate rules and restrictions” link to review. If no changes need to be made and you agree with the rate rules and restrictions, click “Book and Continue.”

Rental Car Cost

Car Rental (Days: 1)	\$47.18
Estimated Total Cost	\$47.18
Due Now	\$0.00

Payment

Payment is not necessary at this time

By reserving this trip, you agree that you have read and accept the [rate rules and restrictions](#).

[Book and Continue](#)

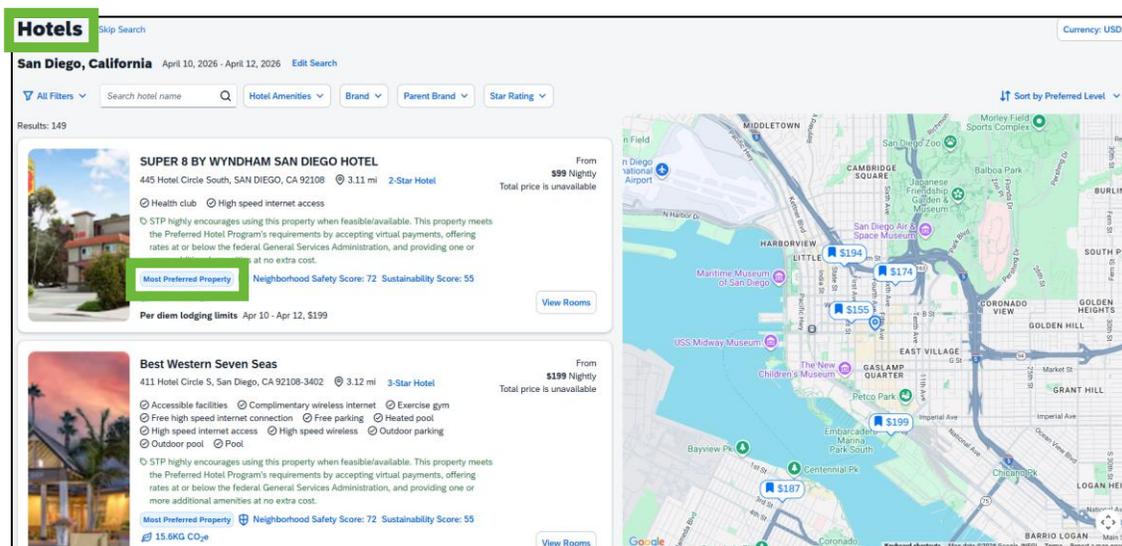
[Change Selection](#)

You have not finished booking the trip!

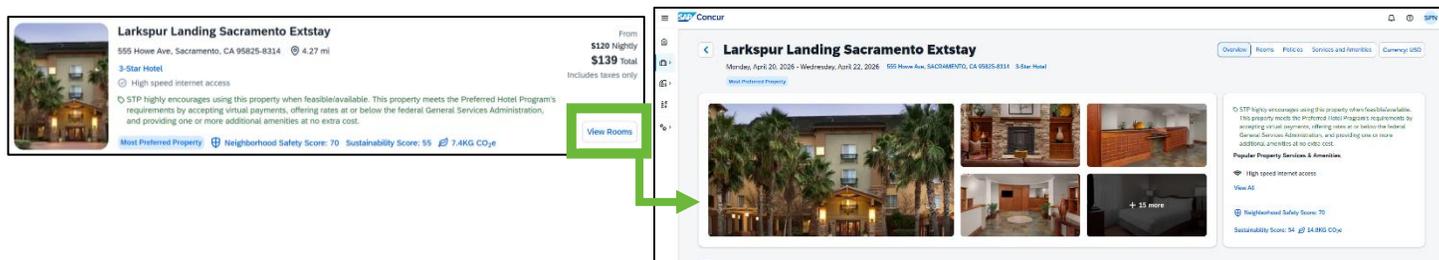
3.8 Select a Hotel

The last search results displayed will be the hotel. Review the options and select the one that best meets the travel requirements and agency policies.

To take advantage of negotiated rates and amenities, travelers should prioritize selecting "Most Preferred" or "Preferred" hotels over all other options.

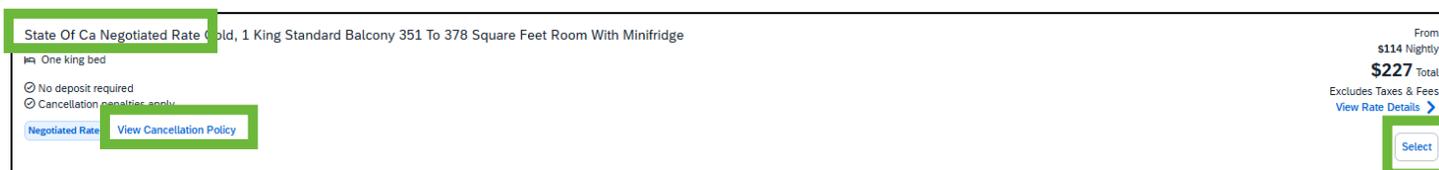


Once you have reviewed the options and are ready to book, click "View Rooms." A new page will load with more information on the hotel as well as the room options.



When booking a Most Preferred or Preferred hotel, select the rate labeled "State of CA Negotiated Rate." This ensures the traveler receives the negotiated rates and amenities.

Important: Review the cancellation policy before booking. All reservations are bound to the hotel's cancellation policies listed in the reservation/rate booked. Click "Select" to book a room.



3.9 Hotel Review and Book Page

You are now on the "Review and Book" page for the hotel.

Review and Book
Currency: USD



CROWNE PLAZA MISSION VALLEY BY IHG 3-Star Hotel
 2270 HOTEL CIRCLE NORTH, SAN DIEGO, CA 92108 Phone: 1-619-2971101
[Most Preferred Property](#) Sustainability Score: 72 [15.6KG CO₂e](#)

9Kngsca: State Of Ca Negotiated Rate Gold
 2 Nights

Booking Includes
 One king bed
 Free cancellation until 6:00PM on April 9, 2026.

Check-in **Check-out**
 April 10, 2026 April 12, 2026

Per diem lodging limits
 Apr 10 - Apr 12, \$199, Meals rate: \$81, Incidentals rate: \$5

Estimated Total Cost **\$260.97**

April 10, 2026	\$111.20
April 11, 2026	\$115.20
Taxes, fees and charges	\$34.57

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
Virtual Payment for Hotels

I have read and accept the rules & restrictions and policies.*

[Rules and Restrictions](#)

Book and Continue

[Change Selection](#)

Traveler Information
 All information must match government issued ID from your profile.

Name on Reservation	Phone	Email
William Never	11111111	@dps.ca.gov

Frequent Traveler Account
 None

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

Room Preferences
 Your requests will be forwarded to the hotel.

Special Requests 0/30

e. g. room away from elevator

Indicate any additional requests. Fulfillment is not guaranteed.

3.9.1 Hotel Information

Review the hotel information.

Review and Book
Currency: USD



CROWNE PLAZA MISSION VALLEY BY IHG 3-Star Hotel
 2270 HOTEL CIRCLE NORTH, SAN DIEGO, CA 92108 Phone: 1-619-2971101
[Most Preferred Property](#) Sustainability Score: 72 [15.6KG CO₂e](#)

9Kngsca: State Of Ca Negotiated Rate Gold
 2 Nights

Booking Includes
 One king bed
 Free cancellation until 6:00PM on April 9, 2026.

Check-in **Check-out**
 April 10, 2026 April 12, 2026

Per diem lodging limits
 Apr 10 - Apr 12, \$199, Meals rate: \$81, Incidentals rate: \$5

Estimated Total Cost **\$260.97**

April 10, 2026	\$111.20
April 11, 2026	\$115.20
Taxes, fees and charges	\$34.57

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
Virtual Payment for Hotels

I have read and accept the rules & restrictions and policies.*

[Rules and Restrictions](#)

Book and Continue

[Change Selection](#)

Traveler Information
 All information must match government issued ID from your profile.

Name on Reservation	Phone	Email
William Never	11111111	@dps.ca.gov

Frequent Traveler Account
 None

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

Room Preferences
 Your requests will be forwarded to the hotel.

Special Requests 0/30

e. g. room away from elevator

Indicate any additional requests. Fulfillment is not guaranteed.

3.9.2 Traveler Information

Review the Traveler Information. You may be turned away if the name on your identification does not match your reservation.

- A. Verify the traveler's name is accurate and matches the photo identification the traveler will provide upon traveling.
- B. Verify the phone number, email, and frequent traveler account are correct, if applicable.
- C. 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.
- D. 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: All items with a red asterisk are required fields and must be entered to book the travel.

Traveler Information

All information must match government issued ID from your profile

Name on Reservation William Never A	Phone 11111111 B	Email @dgs.ca.gov	
Frequent Traveler Account None B			

C
D

Add Frequent Traveler Account
Edit Information

3.9.3 Room Preferences

Add any requests you may have for the room, such as extra pillows.

Room Preferences

Your requests will be forwarded to the hotel.

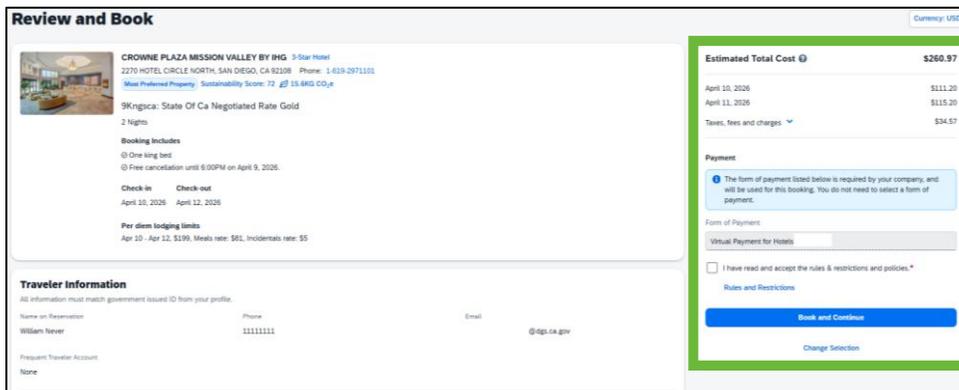
Special Requests 0/30

e. g. room away from elevator

Indicate any additional requests. Fulfillment is not guaranteed.

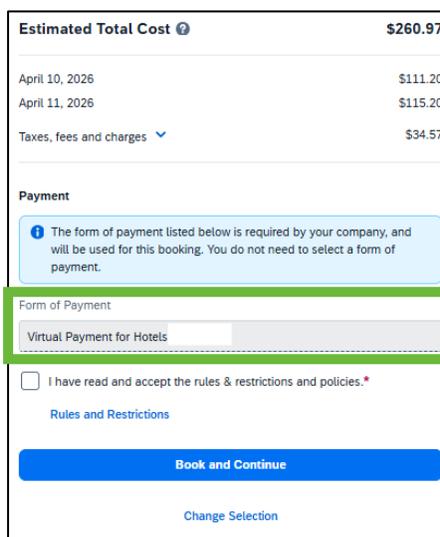
3.9.4 Estimated Total Cost

On the right side of the page, you will see the estimated cost information.



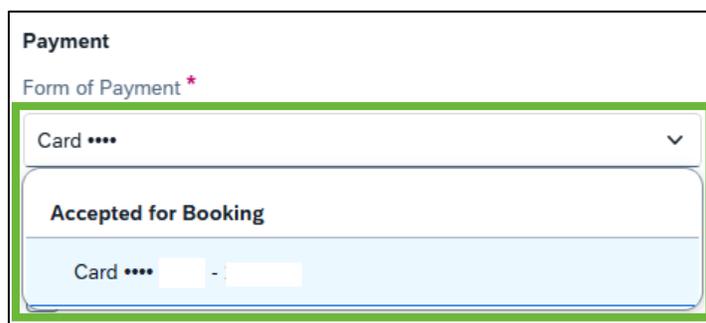
3.9.5 Form of Payment

If your agency participates in the Virtual Card Program, a note will appear under “Form of Payment” indicating the virtual card will be used to pay for the room. See the [Virtual Payment Resources page](#) for more information.



If your agency does not participate in the Virtual Card Program, a personal credit card is required in the Concur profile to book and hold the room.

Use the drop-down menu to select the correct personal card.



3.9.6 Accept Rules and Restrictions

Click “Rules and Restrictions” to review the hotel’s policies. If you agree, click “I have read and accept...”

Estimated Total Cost ?	\$260.97
April 10, 2026	\$111.20
April 11, 2026	\$115.20
Taxes, fees and charges ▾	\$34.57
Payment	
<p>i 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.</p>	
Form of Payment	
Virtual Payment for Hotels	
<input type="checkbox"/> I have read and accept the rules & restrictions and policies.*	
Rules and Restrictions	
<input type="button" value="Book and Continue"/>	
Change Selection	

3.9.7 Book and Continue

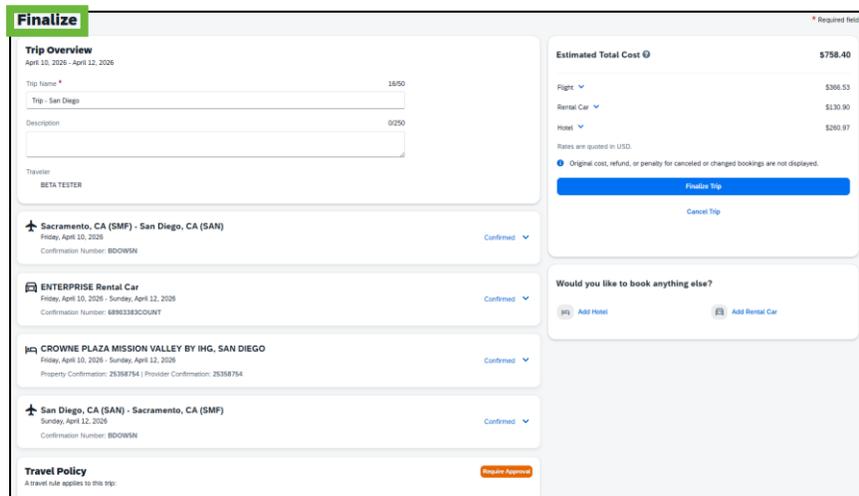
If the information is correct, click “Book and Continue.” If changes need to be made, click “Change Selections” and complete the edits needed.

Estimated Total Cost ?	\$260.97
April 10, 2026	\$111.20
April 11, 2026	\$115.20
Taxes, fees and charges ▾	\$34.57
Payment	
<p>i 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.</p>	
Form of Payment	
Virtual Payment for Hotels	
<input type="checkbox"/> I have read and accept the rules & restrictions and policies.*	
Rules and Restrictions	
<input type="button" value="Book and Continue"/>	
Change Selection	

You have not finished booking the trip!

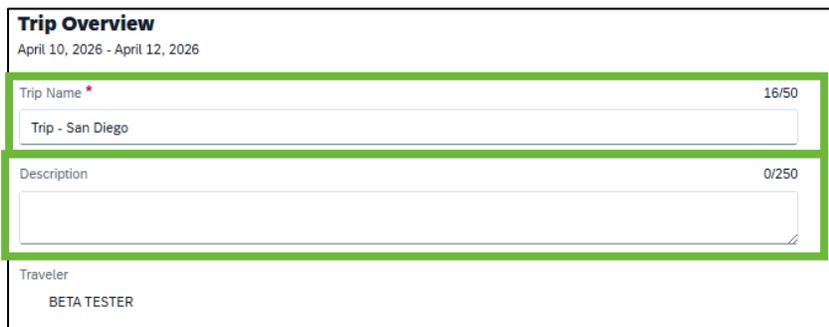
3.10 Finalize Page

You are now on the "Finalize" page.

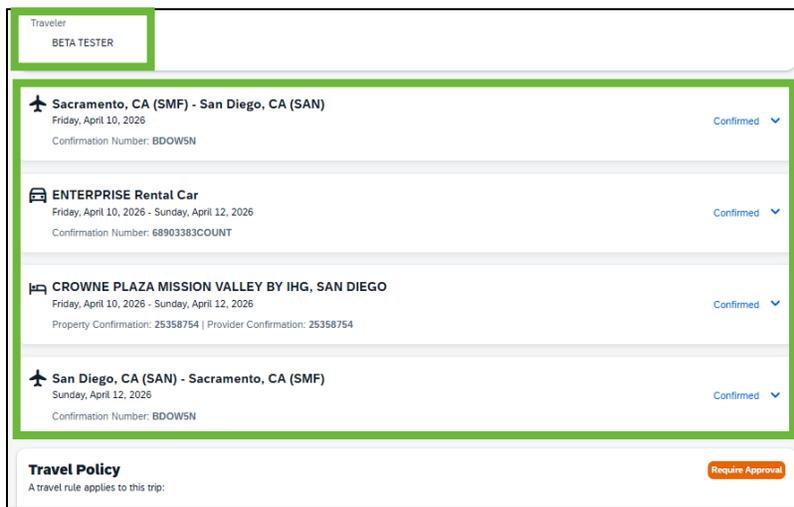


3.10.1 Trip Overview

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.



Review the traveler's name and the travel information. Click the arrows to see details.



3.10.2 Travel Policy

If your agency participates in automated pre-trip approvals through Concur, you will see this note.

Travel Policy Require Approval

A travel rule applies to this trip:

⚠ **Require Approval**
All trips

3.10.3 Additional Information

Under "Additional Information," respond to the questions. The questions that appear may be different, depending on your agency's required information.

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

Additional Information

Your company has requested a few more details about this booking.

I agree to the Terms of Use and have read and will comply with State of CA travel and expense policy *

No option selected

Why was no hotel reserved? *

No option selected

3.10.4 Would you like to book anything else?

You can add additional rental cars or hotels 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.

Finalize * Required field

Trip Overview
March 10, 2026 - March 12, 2026

Trip Name * 18/50

Description 0/250

Traveler
EOT BETA TESTER 3 Never

✈ Sacramento, CA (SMF) - Los Angeles, CA (LAX)
 Tuesday, March 10, 2026 Confirmed ▾
 Confirmation Number: FS74ND

✈ Los Angeles, CA (LAX) - Sacramento, CA (SMF)
 Thursday, March 12, 2026 Confirmed ▾
 Confirmation Number: See Details

Estimated Total Cost \$268.97

Flight ▾ \$268.97

Rates are quoted in USD.

Original cost, refund, or penalty for canceled or changed bookings are not displayed.

Finalize Trip

Cancel Trip

You may hold this reservation until December 23, 2025, 6:59 PM EST.

Would you like to book anything else?

Add Hotel
 Add Rental Car

3.10.5 Finalize Trip

If all is correct, click “Finalize Trip.” If you would like to cancel or are not yet ready to book, click “Cancel Trip.”

Estimated Total Cost ⓘ	\$758.40
Flight ▾	\$366.53
Rental Car ▾	\$130.90
Hotel ▾	\$260.97
Rates are quoted in USD.	
ⓘ Original cost, refund, or penalty for canceled or changed bookings are not displayed.	
Finalize Trip	
Cancel Trip	

You have not finished booking the trip!

3.11 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.

ⓘ Your trip requires approval before January 21, 2026 2:40 PM EST by an administrator. Otherwise, it may be automatically canceled.

Trip Confirmed

An email confirmation will be sent to **BETA TESTER**

[Back to Homepage](#) [View Trip Overview](#)

Traveler	BETA TESTER
Trip Name	Trip - San Diego
Date	April 10, 2026 - April 12, 2026

Important: If automated approvals are turned on for your agency, your approving manager will have to approve the trip. See the videos and/or guides ‘Passive and Hard Stop Approval Information,’

'Travel Approval,' 'Concur Pre-Trip Approval Guide,' and/or 'What to Do if Your Travel Has Been Rejected or Approved' for more information.

i Your trip requires approval before January 21, 2026 2:40 PM EST by an administrator. Otherwise, it may be automatically canceled.

Trip Confirmed

An email confirmation will be sent to BETA TESTER

[Back to Homepage](#) [View Trip Overview](#)

Traveler	BETA TESTER
Trip Name	Trip - San Diego
Date	April 10, 2026 - April 12, 2026

4. Trip Itinerary

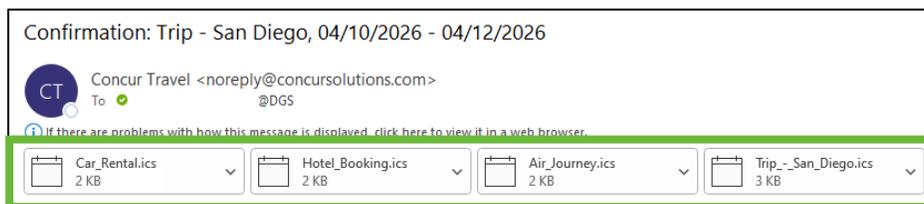
There are a few ways you can find the itinerary.

4.1 Confirmation Email

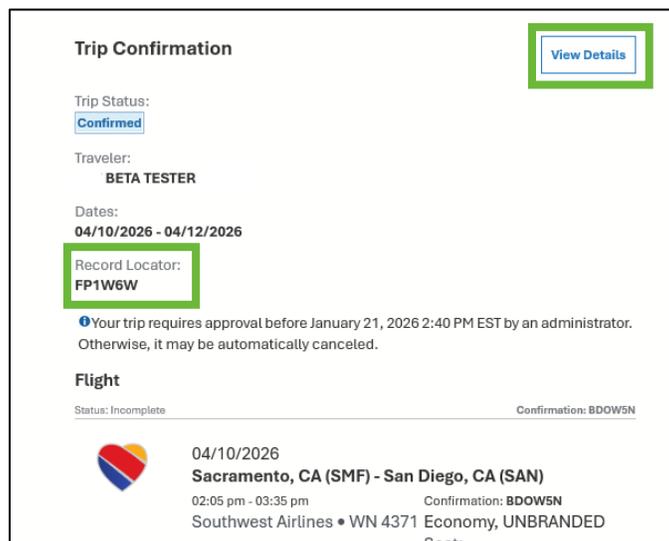
You will receive a confirmation email from Concur with your trip information. Keep this email for your records.



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

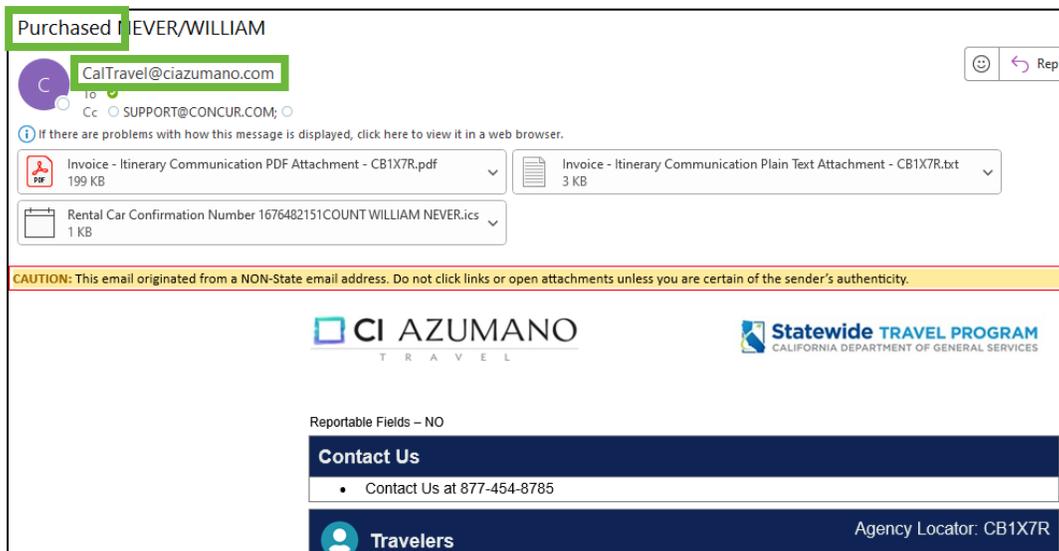


Within the email, you can see the Record Locator and a link to open the travel on Concur.

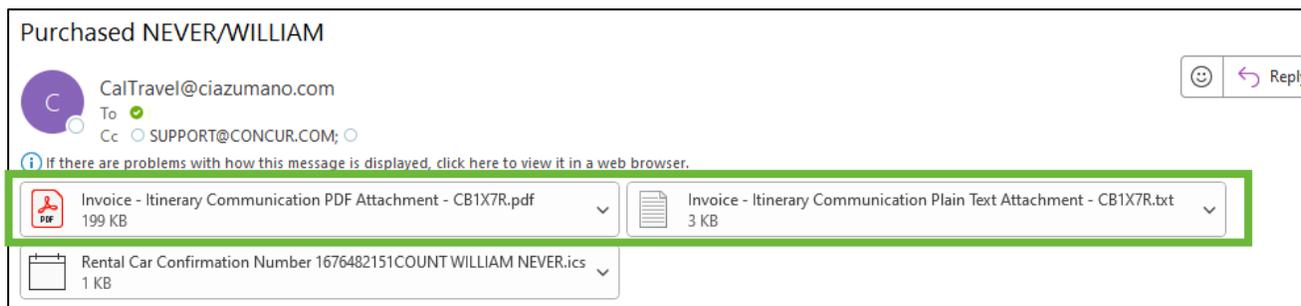


4.2 Purchased Email

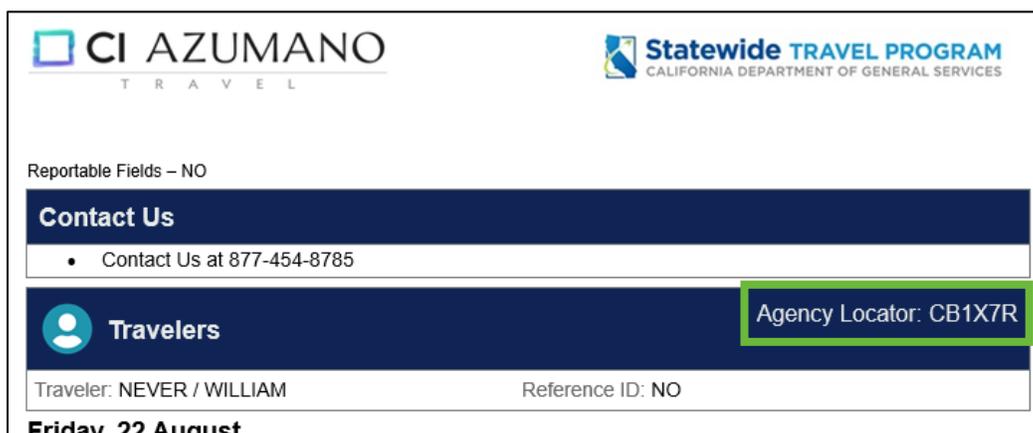
You will receive an invoice email from CI Azumano indicating that the trip has been booked and paid. Keep this email for your records.



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

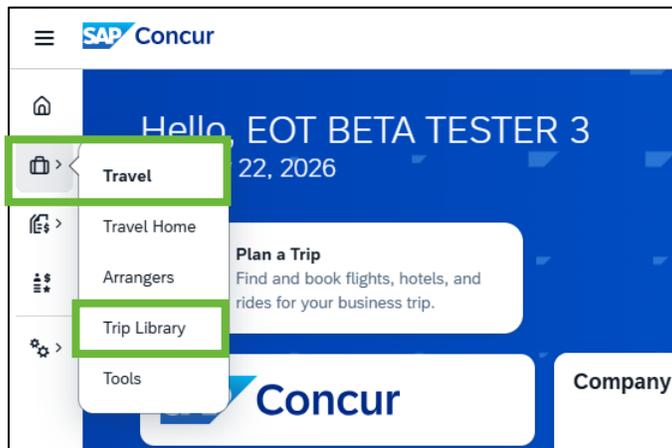


Within the email, you can see the Record Locator and a link to open the trip within Concur.

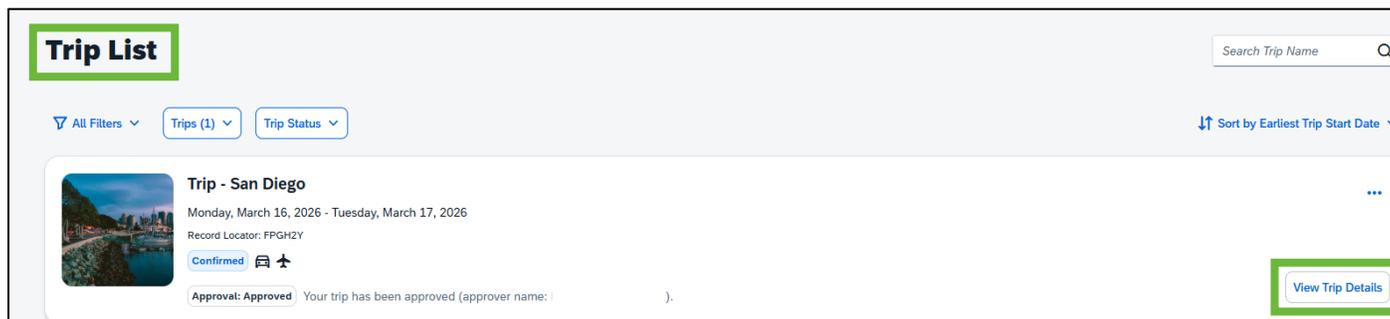


4.3 Trip Library

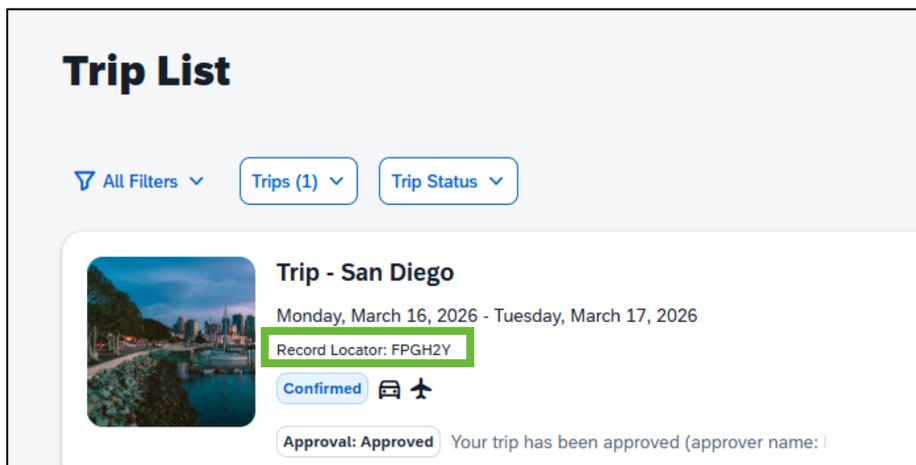
You can also find trip information via the "Upcoming Trips" section in Concur. Log into Concur and click "Travel," "Trip Library."



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. The Record Locator (also called a PNR or confirmation code) is a unique code that identifies your booking, making it essential for the travel agency to quickly access, modify, or verify your reservation details.



5. Additional Resources

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

5.1 CI Azumano

Email: CalTravel@ciazumano.com

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

- [CI Azumano Webpage](#)
- [Concur Login Page](#)

5.2 Statewide Travel Program

Email: StatewideTravelProgram@dgs.ca.gov

- [Airfare Resources](#)
- [Car Rental Resources](#)
- [Lodging Resources](#)
- [Virtual Payment Resources](#)

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

- Concur Pre-Trip Approval Guide
- How to Add to An Existing Itinerary
- How to Assign and Remove a Travel Arranger/Assistant
- How to Book a Rental Car
- How to Book a Train
- How to Book Lodging
- How to Book Air
- 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
- Travel Approval
- What to Do if Your Travel Has Been Rejected or Approved