

# Statewide Travel Program Travel Management Services

The Statewide Travel Program (STP) offers business travel management solutions. State agencies that take part in STP have access to CI Azumano to book business travel.

## 7 Best Practices to Using Travel Management Services

Use the state's online booking tool to book all business travel.

Assist travelers with Concur and CI Azumano and escalate to STP if needed.

Attend all STP trainings to stay up-to-date on travel-related information.

Only use CI Azumano after-hours for extreme emergencies.

Use Virtual Card Numbers to make paying for your traveler's lodging easier.

Review reports and reconcile data from CI Azumano, U.S. Bank, iBank, and Conferma SNAP.

Educate travelers on how to use Concur and CI Azumano.

## Additional Resources

- [CI Azumano Contract](#)
- [CI Azumano Webpage](#)
- [Concur Webpage](#)
- [STP Training Resources](#)
- [Travel Management Services Resources](#)

## Transaction Fees

Service	Online Transaction Fee	Agent Assisted Transaction Fee	Additional Fees
Any combination of domestic or international air, rail, car, or hotel	\$4.50	\$10.25	N/A
Hotel and/or Car Only	\$2.25*	\$10.25	N/A
Virtual Payment Deployment	N/A	N/A	\$4.00*
Ticket Exchange	N/A	N/A	\$10.25
Ticket Refund or Void	N/A	N/A	\$0.00

\* If your agency is in compliance with the program, STP will offset these fees.

## Benefits of TMS

- Access to state-contracted negotiated rates, fares, and lodging discounts.
- Dedicated travel agents for all your travel needs.
- After-hours service for any last-minute changes.
- Centrally billed travel expenses and reconciliation process.
- Real-time management tools for reporting and data consolidation.
- Centralized travel management and travel policy enforcement and support.
- Training and education workshops.

## Agencies can access TMS by:

Using Concur, the online booking tool

Ideal for:

- Booking travel as an arranger or assistant.
- Booking travel for yourself.
- Canceling travel plans before the trip has started.
- Editing travel plans before the trip has started.

Emailing CI Azumano at [Caltravel@ciazumano.com](mailto:Caltravel@ciazumano.com)

Ideal for:

- Booking travel for groups of 10 or more.
- Virtual card support.

Calling CI Azumano at (877) 454-8785

Ideal for:

- Last minute or emergency response travel.
- Mid-trip changes.

Emailing STP at [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov)

Ideal for:

- CI Azumano support or questions.
- Concur support or questions.
- Travel Coordinator contact changes.