

Statewide Travel Program Virtual Card Numbers 101

Virtual Card Numbers (VCN) are available for use by employees of participating agencies for travel on official business. This tool is only accessible through STP's contracted Travel Management Services (TMS) provider.

Benefits of VCNs

Removes the need for a travel card issued directly to the traveler.

Relieves travelers from paying the cost of business-related lodging on their personal credit cards and waiting for reimbursement.

Solves a payment challenge for infrequent travelers or those without credit cards.

Reduces the need for travel advances and reimbursements.

Reduces exposure to payment fraud.*

Automatically deployed to hotel after the reservation is made through Concur.



*VCNs are only good:

- at a specific hotel
- for a specific traveler
- for a specific check-in check-out date

Conferma App

Tool used by travelers to track VCN reservations, view card numbers, resend VCN deployments and manage receipts.

Conferma SNAP

- Tool used by Travel Coordinators to track/deploy cards and manage receipts.
- Spend data added to every transaction, including traveler name and billing codes at the time of deployment.
- Increases efficiency through automatic reconciliation of the centrally billed travel account and customized reporting.

Additional Resources

- [Conferma App Guide](#)
- [SAM 4117.3](#)
- [Lodging Resources](#)
- [VCN Resources](#)

7 Best Practices to Using VCN

Keep travelers up-to-date with VCN information distributed by STP.

Use the state's online booking tool or travel agency to book all business lodging.**

Avoid booking hotels that do not use VCN.

Encourage travelers to download Conferma app to their mobile device.

Encourage travelers to call the hotel prior to check-in to confirm the hotel received the credit card authorization form from Conferma.

Remind travelers to obtain a final receipt/folio upon checkout.***

Wait 14 days after check-out before escalating missing folio requests.

**Possible Exceptions

- Room block or conference rates
- Short-term lodging with Airbnb and VRBO

If a VCN declines, locate the decline information in Access Online or contact U.S. Bank to investigate the decline.

CPSPublicSectorClientServices@usbank.com (up to 24-hour response time)

(877) 846-9302, option 3 (5 AM to 5 PM PST)

*** Allow enough time to check-out in person.

If the hotel has charged the wrong card, please ask them to correct it, charge the room and tax to the VCN and only charge incidentals to the traveler's personal credit card.

Request 2 folios, one for the VCN paid room and tax, and one for any personal or incidental expenses charged to the traveler's personal credit card.

Note: Travelers must present a personal credit card at check-in for incidentals.