

Quarterly Travel Coordinator Meeting

June 5, 2025

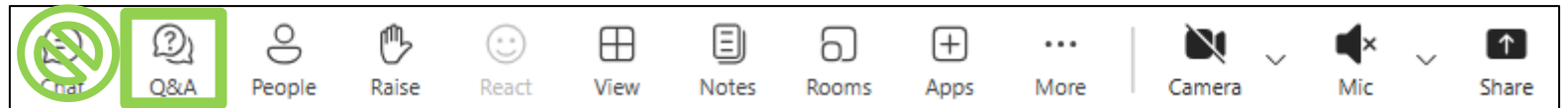
Housekeeping



PowerPoint, recording, and
Q&A will be shared



Type questions into Q&A



Agenda

Topic	Slides
Statewide Travel Program (STP) Staff	4
Airlines	5-13
Car Rentals	14-18
Lodging	19-25
Travel Management Services (TMS)	26-33
Travel Payment Services (TPS)	34-42
Travel Policy and Compliance	43-47
Virtual Payments	48-56
CalHR Update	57
Resources and Trainings	58-62

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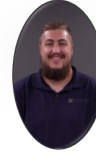
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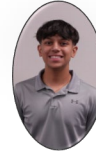
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Airlines

Jennifer Miller

Airlines

Communications from Statewide Travel Program

Statewide Travel Program has sent out communications regarding Southwest process changes, policy reminders, and information updates:

- Southwest Policy Changes : Bag Fees Announcement, April 30, 2025
- Southwest Basic Fare Announcement, May 7, 2025
- Southwest Airline Policy Changes – Presentation Resources, May 16, 2025
- Southwest UTC to UATP Process Change, May 28, 2025
- New Southwest Policy Changes, May 29, 2025

Airlines

Southwest Airlines Policy Changes

The Statewide Travel Program hosted a meeting for Travel Coordinators on May 13, 2025, to announce Southwest Airlines Fare Policy Changes taking effect May 28, 2025.

- The presentation material was emailed to all Travel Coordinators on May 16, 2025.
- An additional informational guide on the new Southwest Policy Changes was emailed to all Travel Coordinators on May 29, 2025.
- Announced in the May 13 meeting, Southwest will host an exclusive Q&A session for state agencies in quarter three of this year. A meeting invite will go out to all Travel Coordinators.

Airlines












Southwest Airlines Policy Changes – Basic Fare

- The Southwest Basic fare is blocked on all state agency Concur sites.
- The preferred fare is now 'Wanna Get Away Plus,' non-refundable, [SAM section 4117.1](#) compliant.
- Known issue: All Southwest fares appear to be blocked when displaying search results, but this is not accurate. Only 'Basic' and 'Business Select' are blocked.
 - CI Azumano is working to fix this issue.
 - There are options to see the fares, which we have provided in screen shots on the next slides.

Airlines

Southwest Airlines Policy Changes – Basic Fare Continued


- After entering trip details, Concur displays search results by price.
- The 'Basic' fare in most cases is the lowest price.
- The 'Basic' fare is blocked for state agencies.
- Travelers can still view all fares in the search results.

 Southwest	09:50a SMF → 04:00p LGB	1 stop SLC	6h 10m		Not Allowed
	05:20p LGB  12:10a SMF	1 stop PHX	6h 50m		
Most Preferred Airline for General Services					Show all details ▾
 Southwest	08:10a <u>SMF</u> → 09:40a LGB	Nonstop	1h 30m		Not Allowed
	05:20p LGB  12:10a SMF	1 stop PHX	6h 50m		
Most Preferred Airline for General Services					Show all details ▾
 Southwest	10:55a SMF → 12:25p LGB	Nonstop	1h 30m		Not Allowed
	05:20p LGB  12:10a SMF	1 stop PHX	6h 50m		
Most Preferred Airline for General Services					Show all details ▾
 Southwest	09:50a SMF → 04:00p LGB	1 stop SLC	6h 10m		Not Allowed
	05:00p LGB → 06:20p SMF	Nonstop	1h 20m		
Most Preferred Airline for General Services					Show all details ▾

Airlines

Southwest Airlines Policy Changes – Basic Fare Continued

Travelers will need to select ‘Show all details’ under each trip option to show all available fares:

 Southwest

11:50a SMF → 05:45p LGB


07:45p LGB ↺ 09:00a SMF

1 stop LAS

1 stop LAS

5h 55m

13h 15m



Not Allowed

Most Preferred Airline for General Services

Show all details ▾

Airlines

Southwest Airlines Policy Changes – Basic Fare Continued

- Until this is fixed, travelers will see the four Southwest fare options shown here.
- The 'Wanna Get Away Plus' and 'Anytime' fares are available to select.

The screenshot displays a Southwest Airlines flight booking interface. At the top, it shows a round-trip itinerary from Sacramento (SMF) to Long Beach (LGB) via Las Vegas (LAS). The outbound flight is on Monday, June 16, and the return is on Tuesday, June 17. The total price for the selected fare is \$380.16. Below the itinerary, the 'Most Preferred Airline for General Services' is listed as Southwest. The 'Fare Options' section lists four fare types: 'Wanna Get Away Plus (C, C, V, V)', 'Anytime (C, C, V, V)', 'BASIC (C, C, V, V)', and 'Business Select (B)'. The 'Wanna Get Away Plus' and 'Anytime' fares are available for selection, while the 'BASIC' and 'Business Select' fares are marked as 'Not Allowed'.

Fare Options	Free Checked Bags	Refundable	Price
Wanna Get Away Plus (C, C, V, V) Rules	View: Southwest	No	\$380.16
Anytime (C, C, V, V) Rules	View: Southwest	Yes Fees may apply	\$551.15
BASIC (C, C, V, V) Rules Benefits/Services	0	No	\$307.54 Not Allowed
Business Select (B) Rules	View: Southwest	Yes Fees may apply	\$693.67 Not Allowed

- As a reminder, the 'Anytime' fare does require a reason code to book out of policy.
- Nothing has changed with this process.

Airlines

Airline Agreements Update

New Airline Agreements will be effective July 1, 2025 – June 30, 2026. A Travel Bulletin will be released very soon.

- The Statewide Travel Program is finalizing airline agreements with four preferred carriers:
 - Alaska Airlines
 - Delta Airlines
 - Southwest Airlines
 - United Airlines
- The new agreements offer discounts of 3%-9% across applicable markets and airline partners.
- State travelers will be charged bag fees on all Southwest flights starting July 1, 2025.
 - Southwest bag fees are \$35 for the first bag and \$45 for the second.

Airlines

Southwest Unused Ticket Credit (UTC) to Universal Air Travel Plan (UATP) - Process Updates

- On May 28, 2025, the Statewide Travel Program (STP) emailed all Travel Coordinators the process change. Please review that email as it contains important information on your agency's UTCs that have not yet expired.
- The new Southwest fare policy has changed unused ticket credit expiration to 12 months.
- STP is taking a proactive approach with Southwest unused ticket credits that were issued under the old fare policy, that do not expire.
- STP is updating our [website](#) and [airfare resources page](#) with this new process.

Please direct any questions to StatewideTravelProgram@dgs.ca.gov.

Car Rentals

Sarah Thomas

Car Rentals

Enterprise Contacts

Reminder: Enterprise has two centralized email addresses.

- For general account inquiries or new accounts: CalGovAcctSup@ehi.com
- For account billing inquiries/disputes: TSS_StateofCA@em.com
- [Research Template](#)

Car Rentals

Toll Charges

Toll charges must be paid by the traveler on time.

- Tolls are digitized and payable online.
- Employees are expected to prepare for trips by researching potential tolls.
- There is no acceptable justification for nonpayment of tolls and penalty fees.
 - Tolls not paid on time will receive penalty fees that are also the responsibility of the traveler.

For reimbursement information, visit [Human Resources Manual - CalHR](#) or email CalHR at TravelManager@calhr.ca.gov.

Car Rentals

Direct Billing for Tolls

Direct billing of tolls is not automatic.

- Agencies must opt-into this service. To learn more, visit our [Car Rental Resources for State Travel](#) webpage.
- To set-up direct bill tolls with Enterprise, agency Travel Coordinators need to email StatewideTravelProgram@dgs.ca.gov, Attention: Commercial Car Rental Analyst and request the additional service.

Car Rentals

Rentals Not Available in Concur

- Certain locations were showing no vehicles available in Concur.
- This glitch should be resolved.
- If you run into this, check [Enterprise.com](https://www.enterprise.com) to confirm vehicle availability.
- If vehicles are available at the desired location but not in Concur, reach out to StatewideTravelProgram@dgs.ca.gov, Attention: Commercial Car Travel Specialist.

Trip Summary

Select a Car

Pick-up: Mon, 05/19/2025
Drop-off: Thu, 05/22/2025

Finalize Trip

Previous Searches

Previous Searches

Load

Change Car Search

Pick-up date

Compact and Intermediate are the required vehicle classes. Reservations for any other vehicle class (Standard, Full Size, SUV, etc.) require the [DGS OFAM 100 Short-Term Vehicle Justification Form](#) prior to making the rental car reservation.

Hybrid Vehicles and Zero Emission Vehicles (ZEVs) do not require a DGS OFAM 100 Form. State employees are encouraged to rent ZEVs where available and feasible.

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

Pick up: **Enterprise -- 7034 ROSSMORE LN, EL DORADO HILLS, CA 95762 (ETSACE39) (SAC)** on Mon, May 19 01:00 PM
Return: Thu, May 22 06:00 PM

Hide matrix Print / Email

All

0 results

Displaying: 0 out of 0 results.

RENTAL DETAILS Edit
Mon, May 19, 12:00 PM
Thu, May 22, 12:00 PM

PICK-UP & RETURN Edit
El Dorado Hills Caliber Collision

VEHICLE Select

EXTRAS

Choose a Vehicle Class 55 Results

SORT BY Featured

Enterprise Plus

Pay in \$ Pay in Points

Filters

MILEAGE

Unlimited Mileage \$180

Limited Mileage \$135

Recommended For You

7 Passenger Minivan
Chrysler Pacifica or similar

Automatic 7 People 5 Bags

Per Day \$83.23
Total \$273.89

Features & Price Details

Select

Economy
Mitsubishi Mirage or similar

Automatic 4 People 2 Bags

Per Day \$54.98
Total \$179.49

Features & Price Details

Select

Lodging

Katy Harlow

Lodging

Preferred Hotel Program (PHP) Status

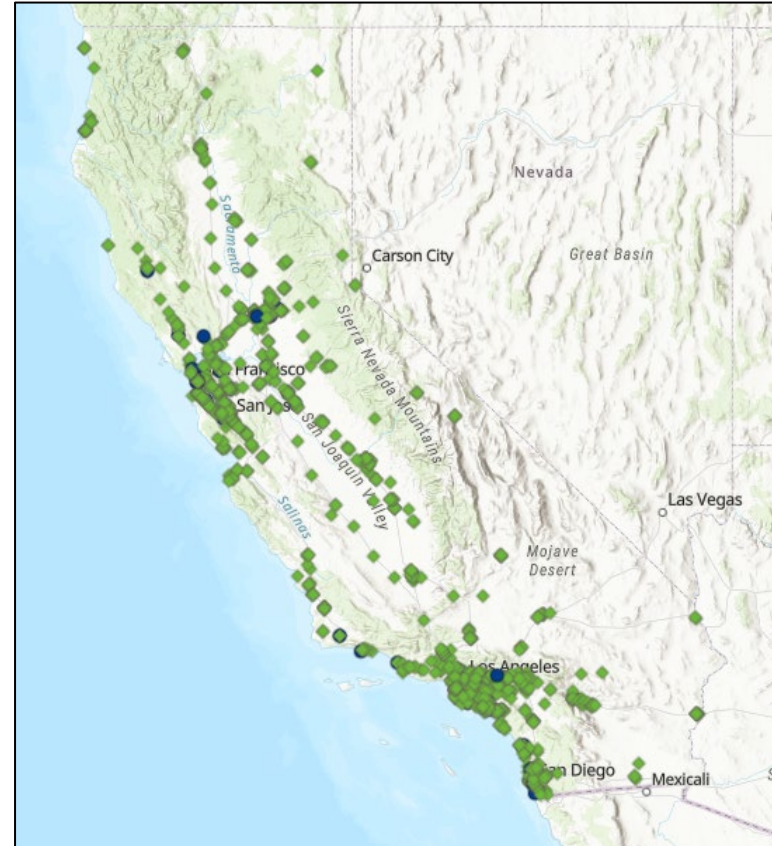
- Concur booking compliance
 - 2024: Average of 50% compliance.
 - 2025: Average of 65.8% compliance.
- Preferred Hotel Program compliance at 45.9%
 - Only January-April 2025.
 - Implementation of Preferred Hotel Program and Concur programming are factors.

	Hotel Attachment	Property Compliance	Rate Compliance	Fair Rate Compliance
Bookings	46,487	21,323	9,479	5,995
Difference in Bookings (Compliance) from the Previous along Comparison Period				
% Difference in Bookings (Compliance) from the Previous along Comparison Period				
Compliance Percent	100.0%	45.9%	20.4%	12.9%
Difference in Compliance Percent from the Previous along Comparison Period				
% Difference in Compliance Percent from the Previous along Comparison Period				

Lodging

Increasing PHP Visibility

- FAQ's to be updated [on our website](#).
- [Lodging Resources](#) to be updated.
- Coming Soon: Interactive Map for the Preferred Hotel Program.
 - Search for Preferred Hotel Program properties
 - Cross reference with amenities
 - Preferred Hotel Program Interactive Map



Lodging

Next Steps for Preferred Hotel Program

- Preparing for next round of solicitations.
 - The Preferred Hotel Program will soon follow the federal cycle, October 1, 2025 - September 30, 2026.
- Help us include out-of-state hotels.
 - Agencies with out-of-state offices
 - Preferred out-of-state properties
 - Email DGSHotelProgram@dgs.ca.gov

Lodging


Conferma and Hilton Hotels

- New direct integration with Conferma
 - Virtual Card Number is sent directly to hotel's payment system.
 - Smooth check-in process.
 - Eliminates Virtual Card Number acceptance issues.
- Preferred Hotel Program
 - 109 Hilton properties participating statewide.
 - Remind your travelers to book Preferred or Most Preferred when booking Hilton properties.

Lodging

Booking an ADA Room in Concur

Most brands provide an ADA/accessible room listing within Concur



1. Larkspur Landing Roseville Hotel
1931 Taylor Rd, Roseville, CA 95661 [Map it](#)
1.71 miles ★★☆☆☆

\$122
[Hide Rooms](#)

Most Preferred Hotel for General Services [Hotel details](#)
STP highly encourages using this property when feasible/available. This property meets the Preferred Hotel Program's requirements by accepting virtual payments, offering rates at or below the federal General Services Administration, and providing one or more additional amenities at no extra cost.

Room Options

State Of California Queen Bed Studio Full Kitchen Desk Smart Tv Bfst Laundry (Galileo) Rules and cancellation policy	✓	\$122
State Of California Ada One Bedroom Suite King Bed Full Kitchen Wifi Desk Bfst Laundry (Galileo) Rules and cancellation policy	✓	\$122
Pay Now - Pay When You Book Separate Bedroom Full Kitchen King Bed Desk Sleeper Sofa Bfst		\$125

Lodging

Marriott ADA Rooms

No ADA listings in Concur for Marriott properties.

- Make sure traveler has ADA preferences in Concur profile.

Travel Preferences
Eligible for the following discount travel rates/fare classes
☐ AAA/CAA ☐ Government ☐ Military ☐ Senior/AARP
Air Travel Preferences
Seat: Seat Section: Special Meals: Ticket Delivery:
Preferred Departure Airport: Other Air Travel Preferences:
Hotel Preferences
Room Type: Smoking Preference: ☐ Foam pillows ☐ Rollaway bed ☐ ☐ Other
I prefer hotel that has:
☐ a gym ☐ a pool ☐ a restaurant ☐ room service ☐ Early Check-in
Accessibility Needs
☐ Wheelchair access ☐ Blind accessible

- On the “Review and Reserve Hotel” screen during the booking process, enter ADA room preference.

Review and Reserve Hotel
Review Hotel Room
Residence Inn San Jose South
Government State Rt State Government Id Required Studio 1 Queen Sofa Bed
1 Night | 1 Guest*

Check-in	Check-out	Address	Phone
Thursday, July 17, 2025	Friday, July 18, 2025	6111 San Ignacio Ave San Jose, California 95119 United States	408-226-7676

* We reserve every hotel room for 1 guest only, regardless of the number of actual travelers sharing the room. The primary traveler's name is attached to the reservation for hotel check-in.

Provide Hotel Room Preferences
Your preferences and comments will be passed to the hotel.
Comments (30 character max)

☐ Request foam pillows ☐ Request rollaway bed ☐ Request crib

- Contact property to ensure ADA room is available.

Travel Management Services

Brenda Shields

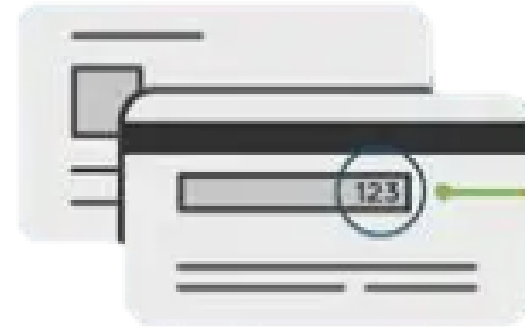
Travel Management Services

Group Reservations

- Groups are 10 or more travelers.
- Ways to book for a group
 - Email: CalTravelGroups@ciazumano.com
 - Phone: **1 (877) 454-8785**, Option 4

Things to Consider

- Have group information available.
- Know your credit card's Card Verification Value (CVV).



- To prevent delays, look out for emails that require your attention or action.

Travel Management Services

Group Booking Template

- New, easy way to submit your group travel request.
- Template includes space for all information needed to start your group booking process.

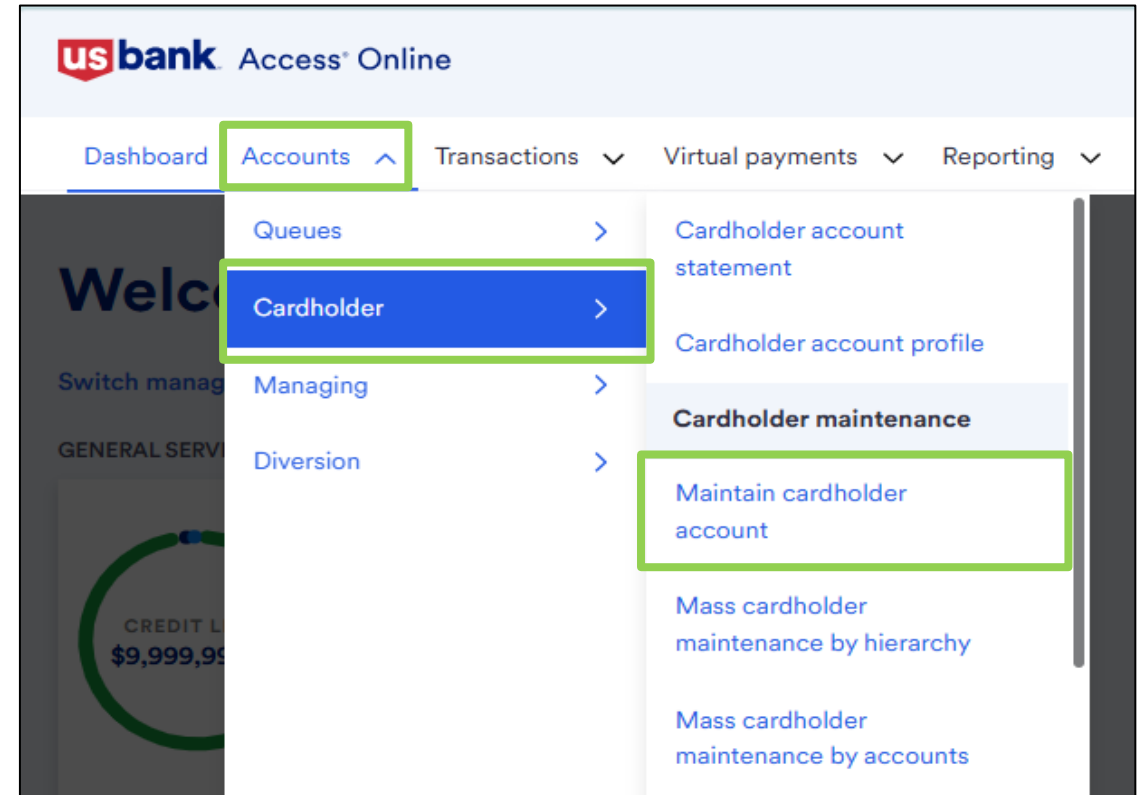
GROUP PROGRAM PROFILE		
Program Name:		
Contact Name:	Phone:	Fax:
Address:		
City:	State:	ZIP Code:
Email:	Preferred Method of Contact (Select all that apply): Phone <input type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/>	
AIR BOOKING INFORMATION		
Location of Meeting:		
Arrival Date:	Arrival Location:	
Departure Date:	Departure Location:	
Time First Function Begins:	Time Last Function Ends:	
FORM OF PAYMENT – GROUP INFORMATION		
Estimated # Attendees:	Number of Sleeping Rooms:	Double or Single Occupancy: Double <input checked="" type="radio"/> Single <input type="radio"/>
Please List VIP's for the group and any special considerations required:		
Form of payment (Select all that apply): Credit Card <input type="checkbox"/> Conferma <input type="checkbox"/> Individual Credit Card <input type="checkbox"/>		
Paying for: Attendee Only <input checked="" type="radio"/> Attendee Plus One <input type="radio"/>		Hotel Rooming List Preparation by CI Azumano? Yes <input checked="" type="radio"/> No <input type="radio"/>
CI Azumano Booking Airline tickets Yes <input checked="" type="radio"/> No <input type="radio"/>		
HOTEL INFORMATION		
Hotel Name:		
Address:		
City:	State, Zip:	Phone:
Hotel Booked by CI Azumano as Agent: Yes <input checked="" type="radio"/> No <input type="radio"/>		Ground Transfers Contracted by CI Azumano: Bus # Required: Shuttle # Required:
Airport Name for Ground Transport Pick-up:		
		Date:
CLICK to Email Form		Click to Clear Data

Travel Management Services

How to Find the CVV

You must be a Program Administrator in U.S. Bank Access Online to perform this search.

- From the 'Welcome' page, click 'Accounts.'
- Select 'Cardholder.'
- Under 'Cardholder maintenance,' click 'Maintain cardholder account.'



Travel Management Services

How to find the CVV Continued

- Enter the last 4 digits of the credit card in the 'Cardholder Account Number' box.

Find Account

Search Criteria [Show/Hide Search Criteria](#)

Use the criteria to search for a specific account. ⓘ


Cardholder Account Number

Cardholder Account Unique ID

Cardholder Account ID

Cardholder First Name

Cardholder Last Name

 Search

Clear All

- Locate the Cardholder Account with the Product “CTS,” and click on the check circle.

☐

Cardholder Account ID

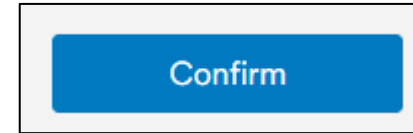
Product

CTS

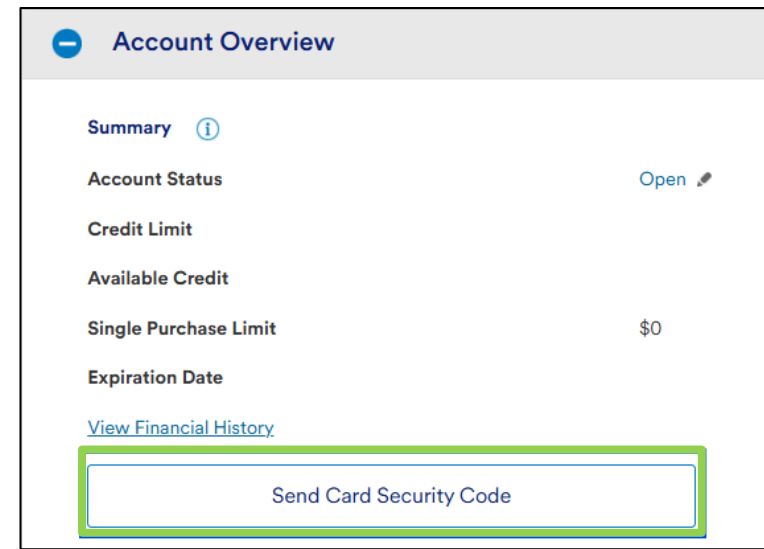
Travel Management Services

How to find the CVV Continued

- Select 'Confirm' at the bottom of the right corner.



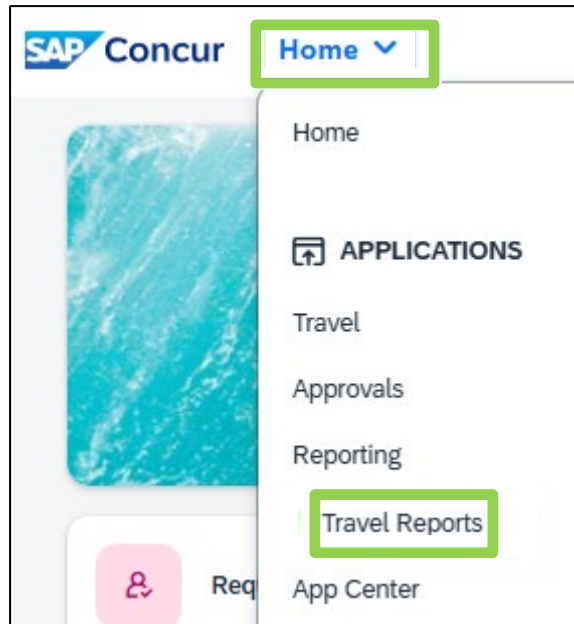
- Navigate to 'Account Overview' and click on 'Send Card Security Code.'



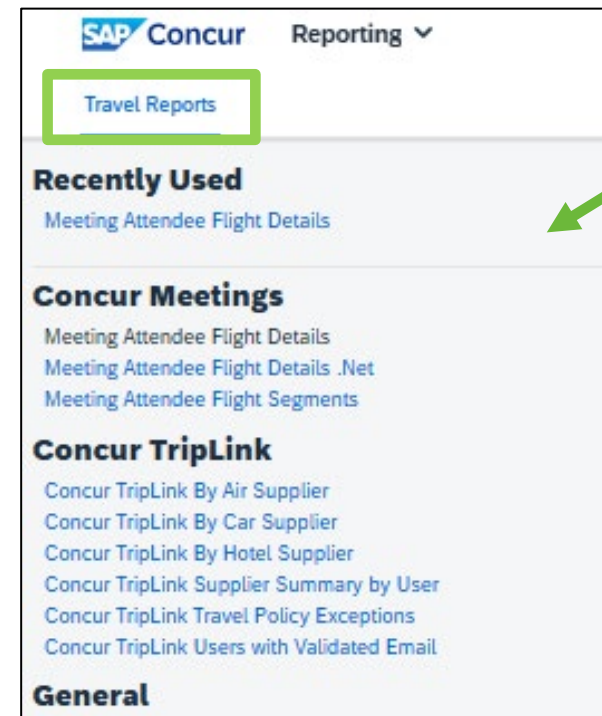
Travel Management Services

Concur Reports

- Log into Concur.
- Click 'Home,' 'Travel Reports.'



- When the page loads, the left side of the screen will show all available reports.



Travel Management Services

Concur Reports

User Concur Travel History Report

Travel User History																
Name	Comp. ID/EIN	Department	Booked By	Booking Date▲	Depart Date	Return Date	Approval Type	Last Approver	Last Ticket Date(UTC)	Last Approver Action	Current Approver	Trip Request Status	Cliqbook GDS Status	Booking Source	Record Locator	Request Details
		Dept of General Services		01/23/2025	02/02/2025	02/07/2025	Required			Approved		Not Ticketed	Finishing Complete	Concur		View Request
		Dept of General Services		01/29/2025	02/09/2025	02/14/2025	Required			Approved		Not Ticketed	Finishing Complete	Concur		View Request

Unused Ticket Report

Unused Tickets												
LoginID▲	EmailAddress	TranPlatingAlph	TranPlatingNbr	TranControlNbr	Fare	Taxes	Fees	CurrencyCode	PurchaseDate	ExpirationDate	RecordLocator	Notes
		WN	526		359.66			USD	01/13/2025	01/13/2026		87QB
		WN	526		60.81			USD	01/23/2025	01/23/2026		87QB

Guest Travel Booking Information

Travel Guest Bookings											
Guest Last Name	Guest First Name	Guest Middle Name	Guest Email	Guest Phone▲	Travel Configuration	Date Booked	Booked By	Trip Request Status	GDS Status	Record Locator	

Travel Payment Services

Donna Brown

Travel Payment Services

Friendly Reminders - Process Changes

Transactions that require a CVV

- CI Azumano will email the Program Administrator or Travel Coordinator for assistance.
- CVV Guide: February 6, 2025, email from Statewide Travel Program.
- If further help is needed, the Program Administrator or Travel Coordinator can contact StatewideTravelProgram@dgs.ca.gov for help.

Travel Payment Services

Friendly Reminders -Process Changes Continued

Declined Transactions

- CI Azumano will email the Program Administrator or Travel Coordinator for assistance.
- Declined Transaction Guide: February 6, 2025, email from Statewide Travel Program.
- If further additional support is needed, the Program Administrator or Travel Coordinator can contact StatewideTravelProgram@dgs.ca.gov for help.

Travel Payment Services

Access Online

Are you a Program Administrator?

- Online & call-in access with U.S. Bank
 - Reports
 - Statements
 - CVV & Declined Transactions
 - Add, remove and edit User Profile and Points of Contact

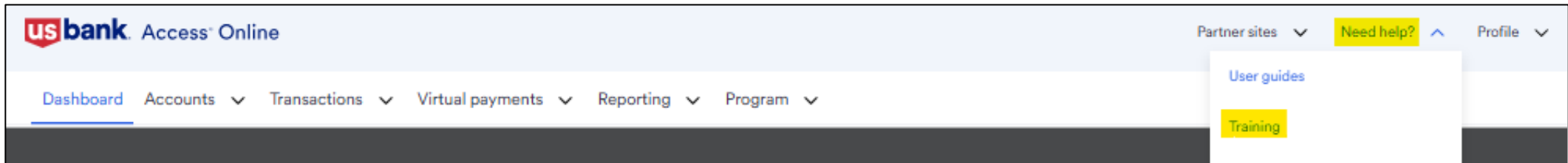
U.S. Bank Client Services

- Phone: **1 (877) 846-9302**, option 3
- Email: CPSPublicSectorClientServices@usbank.com (allow 24 hours for response)

Travel Payment Services

Training for Program Administrators – Access Online

Access Online has many training opportunities for you as a Program Administrator.



Travel Payment Services

Training for Program Administrators – Access Online Continued

Access® Online
Web-based training

Get help | Contact us

Welcome, Donna [Log out](#)

[Search](#)

[Home](#) [WBT reporting](#) [Access Online class registration](#)

Home

Learning topics

Announcements

All topics

Getting started

- Login and passwords
- Cardholder-initiated account setup
- Cardholder application portal
- Navigation
- Mobile app

System administration

- Accounting
- Suppliers

Accounts and users

- Cardholder accounts
- Managing accounts

Filter

Change role [Commercial Administrator](#)

Status ☒ Select all ☐ Unassigned ☐ Assigned ☐ In progress ☐ Completed [Apply](#)

[Home](#) / [Announcements](#)

Welcome to Access Online web-based training! Open the learning topics to search and/or select training.

Announcements April 23, 2025

Contenu en français: tout le contenu en français a été migré vers un nouveau site des *Guides d'utilisation*. Vous pouvez y accéder à partir d'Access Online en sélectionnant **Guides d'utilisation**, dans le menu *Besoin d'aide*?

User guides and quick references: We have migrated *User guides* and *Quick references* to a new *User guides* site. You can access the site from Access Online by selecting **User guides** from the *Need help?* menu.

Navigation updates: We are updating training content to show the new navigation options in Access Online. With this release, we are updating additional lessons. Look

Travel Payment Services

Past Due Amounts

- If your department receives an email stating there is a past due amount, you can view this amount in the [Past Due Report](#) via Access Online.
- A friendly reminder that depending on when your payment was submitted and when the statement was generated, it might not appear on the statement or immediately reflect on the Past Due Report.
- Please respond to the past due email notification by emailing U.S. Bank with payment details.
 - Warrant number
 - Amount
 - Date sent

Travel Payment Services

Past Due Reporting

If you have trouble running the Past Due Report or need assistance understanding your past due balance, please reach out to U.S. Bank Client Services.

- Phone: **1 (877) 846-9302**, option 3
- Email: CPSPublicSectorClientServices@usbank.com (allow 24 hours for response)

Travel Payment Services

Payment Reminders

If the managing account is past due and in suspension status (90+ days past due):

- Use the U.S. Bank Overnight Delivery address, with tracking.
- This can dramatically cut posting time and resolve the suspension.

Pre-Suspension Notifications / Actions

U.S. Bank and Statewide Travel Program email notifications to the Program Administrator & Point of Contacts:

- Please respond to U.S. Bank with payment details to clear past due amount(s).

Travel Policy and Compliance

Samantha Hernandez

Travel Policy and Compliance

Cancelling Travel

- Travelers will receive a cancellation email from CI Azumano for:
 - Entire trip cancellation.
 - Cancellation of a trip segment.
- The cancellation email is sent whether the cancellation was through Concur or through a CI Azumano travel agent.
- If a traveler does not receive a cancellation email, they should follow-up with CI Azumano by calling **1 (877) 454-8785** or **Caltravel@ciazumano.com**.

From: NoReply@ciazumano.com <CalTravel@ciazumano.com>
Sent: Friday, May 9, 2025 8:34 AM
To: [REDACTED]
Cc: SUPPORT@CONCUR.COM; [REDACTED]
Subject: Purchased NEVER/WILLIAM 03Apr Norfolk, VA

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
T R A V E L

Statewide TRAVEL PROGRAM
CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Reportable Fields – MISSING UD-UT

Contact Us
• Contact Us at 877-454-8785

Travelers Agency Locator: C6LFH7
Traveler: NEVER / WILLIAM Reference ID: MISSING UD-UT

Invoice
Traveler: WILLIAM NEVER
Southwest Airlines Void Ticket Number: 5267307417681

Ticket Amount:	\$340.31 USD
Voided Ticket Amount:	-\$340.31 USD
Form Of Payment:	Credit Card VI6733
Invoice Number:	003286189
Ticketing Date:	05/08/2025

Total Invoice Amount: \$0.00 USD

Friday, 03 April 2026

ZO
FRI, APR 3, 2026

DEPARTURE 12:00 AM FRI APR 3 Status: Confirmed

Travel Policy and Compliance

Cancelling a Hotel


- When cancelling a hotel, you will receive a cancellation number within the cancellation email.

From: Concur <Travel@concursolutions.com>
Sent: Monday, May 19, 2025 3:16 PM
To: >
Subject: Trip Cancelled: C9Q837


[EXTERNAL EMAIL] This email originated from outside CI Azumano. Do NOT click links or open attachments unless you recognize the sender's email address and know the content is safe.

This itinerary was cancelled on 05/19/2025 1:15 PM by CIADMIN Never.

Your trip has been successfully cancelled.



Hotel Cancellation

 SONESTA SELECT LOS
Los Angeles, CA
Checking In: 09/22/2025
Checking Out: 09/23/2025
Confirmation: 32717SF156446
Cancellation Number: 32717SF156466X
This information has been stored in the Trip Library.

There are no segments in your itinerary (record locator: CQ-KJ2-SWAKL-5HE).
Created on: 05/19/2025 at 11:08 AM

Itinerary created on 05/19/2025 at 11:08 AM

Travel Policy and Compliance

Cancelling Airfare

- Each airline has their own cancellation policy that must be followed.
- Fare rules can be found in Concur, under “Rules,” when selecting flight options.

Southwest 07:15a SMF → 08:45a LAX Nonstop 1h 30m \$94.32

Hide Fares

Most Preferred Airline for General Services Hide all details ^

DEPART ✈ Sat, May 31 – Sacramento, CA to Los Angeles, CA Flight details v

Fare Options	Free Checked Bags	Refundable	
Wanna Get Away (J)	2	No	✓
Rules Benefits/Services			\$94.32

Cancelling Southwest Airfare

- Southwest Airlines allows travelers to cancel up to 10 minutes prior to departure.
- Travelers can cancel via Concur.
- If a traveler already checked into the flight or flew a portion of the flight and still wishes to cancel, they must call a CI Azumano agent at **1 (877) 454-8785**.

Travel Policy and Compliance

Suspended Tickets

- If airfare is not properly cancelled, it will result in a suspended ticket commonly referred to as a “No-Show”.
 - Each agency will receive a monthly email from STPAudits@dgs.ca.gov notifying them of the suspended tickets.
- No-show/non-cancellation will result in forfeit of funds to the airline.
- No Unused Ticket Credit (UTC) will be generated for a suspended airline ticket.
- Statewide Travel Program encourages Travel Coordinators to investigate why the reservation was not canceled on time by the employee.
- If the agency believes the cancellation policy was followed, they must provide documentation to Statewide Travel Program for further investigation.

Virtual Payments


Nhan Cao

Virtual Payments

Hotel Acceptance of Virtual Card Program Credit Card Authorization Form

Not all hotels accept the credit card authorization form issued by Conferma. Each hotel has its own payment policies, and some may require their own credit card authorization form, even if the reservation is booked using the virtual card form of payment.

If a hotel does **not** accept the virtual card or the credit card authorization form, you will be notified with the following message in Concur:



4. La Quinta Inn John Wayne Orange Cty Arpt
1515 S Coast Dr, Costa Mesa, CA 92626-1529 [Map it](#)
10.03 miles ★★☆☆☆

\$86

Hide Rooms


[Hotel details](#)

**Important Note: If your agency participates in the virtual card program, this property does not accept virtual cards. If you choose to proceed with the hotel reservation, you will be required to provide a personal form of payment for the room rate/tax/fees upon check-in, and then seek reimbursement from your agency.*

Virtual Payments

Hotel Acceptance of Virtual Card Program Credit Card Authorization Form Continued

We advise that travelers only book "Preferred" and "Most Preferred" hotels because they have agreed to accept the virtual payments from our travelers.




8. Sacramento Marriott Rancho Cordova
11211 Point East Dr, Rancho Cordova, CA 95742 [Map it](#)
9.78 miles ★★★★★

\$150

[Hide Rooms](#)

Preferred Hotel for General Services [Hotel details](#)

STP encourages using this property when feasible/available. This property meets the Preferred Hotel Program's requirements by accepting virtual payments and offering rates at or below the federal General Services Administration.



3. Hilton Sacramento Arden West
2200 Harvard St, Sacramento, CA 95815-3306 [Map it](#)
3.82 miles ★★★★★

\$145

[Hide Rooms](#)

Most Preferred Hotel for General Services [Hotel details](#)

STP highly encourages using this property when feasible/available. This property meets the Preferred Hotel Program's requirements by accepting virtual payments, offering rates at or below the federal General Services Administration, and providing one or more additional amenities at no extra cost.

Virtual Payments

What to Do if...

A “Preferred” or “Most Preferred” hotel refuses to accept the VCN payment?

If your travelers experience issues with the virtual card such as the hotel's acceptance of the payment or not receiving the credit card authorization form for “Preferred” and “Most Preferred” hotels, the Travel Coordinator(s) should reach out to DGSHotelProgram@dgs.ca.gov immediately.

A credit card declines?

Travel Coordinators need to contact U.S. Bank and provide the full credit card number to locate the decline(s).

U.S. Bank Client Services Support

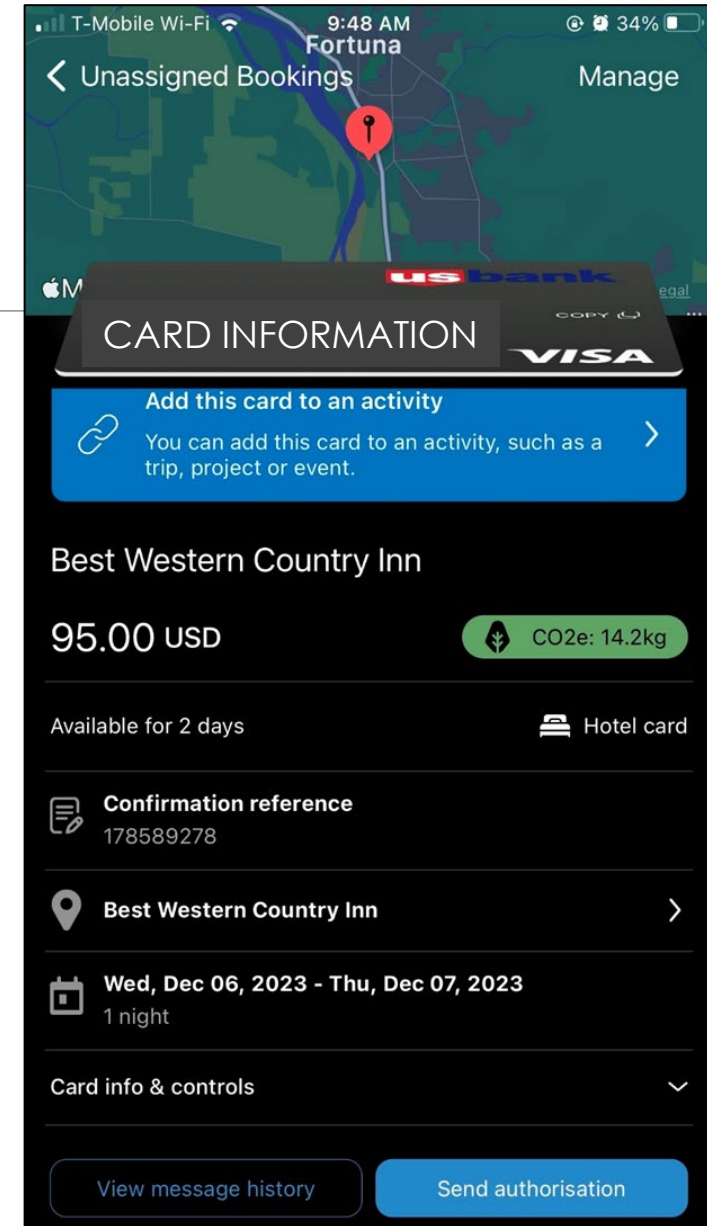
- Phone: **1 (877) 846-9302**; Option 3
- Email: CPSPublicSectorClientServices@usbank.com (up to 24-hour response time)
- After hours: **1 (800) 452-8083**

Virtual Payments

Conferma App

Access to the Virtual Card Numbers

Travelers have access to see the full virtual card numbers for each hotel reservation on the day of check-in.

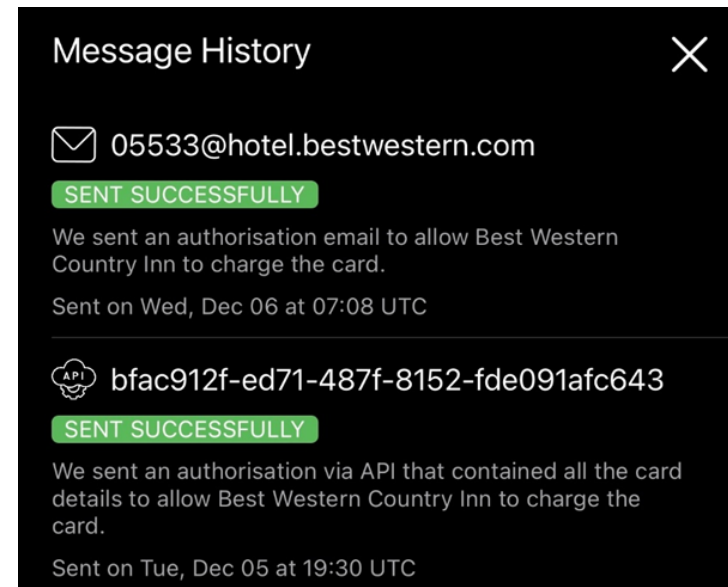


Virtual Payments

Conferma App
Continued

Access to the Communication History

Travelers have access to the communication history between the Conferma system and the hotel.



Virtual Payments

Conferma App
Continued

Resend the Credit Card Authorization Form

Travelers have access to resend the credit card authorization form via the Conferma app.

Send Authorisation

Best Western Country Inn
2025 Riverwalk Dr, Fortuna, 95540

The authorisation has already been sent to the hotel, however if it has been misplaced, you can resend either by selecting one of the addresses below or adding a new one.

Please check with the hotel which email address or fax number they would like you to send it to if it's not already displayed:

05533@hotel.bestwestern.com ✓
The last four digits of the card will be sent via email.

Add email address or fax

Send Authorisation

Virtual Payments

Conferma App Continued

Conferma App Guide

- The [Conferma app guide](#) can be found on the Statewide Travel Program website, under the Resources, [Virtual Payment and Virtual Card Number](#) section.

Conferma App requirements

- Must have a Concur profile.
- Register for the Conferma app using the same email address associated with the Concur profile.

Virtual Payments

Conferma App Support

Travelers who have issues with the Conferma app can email Conferma Support at AppUsers@Conferma.com.

In the email, provide:

- Username
- Detailed description of the issue
- Screenshots of the issue

CalHR



Resources and Training

Paola Bredberg Clark

Resources

Spotlight

- [How to Change a User's Manager in Concur \(Video\)](#)
- [How to Change a User's Name in Concur \(Video\)](#)
- Traveler Update
- [Travel Updates Subscription](#)

Travel Coordinator Resources

- [Travel Coordinator Resources on STP Website \(Video\)](#)
- [Travel Coordinator 101](#)
- [Travel Coordinator Resources Page](#)
- [Trainings Resource Page](#)

If you have a training need and don't see it on the [Trainings Resource Page](#), please reach out to StatewideTravelProgram@dgs.ca.gov Attention: Training, with suggestions.

Resources

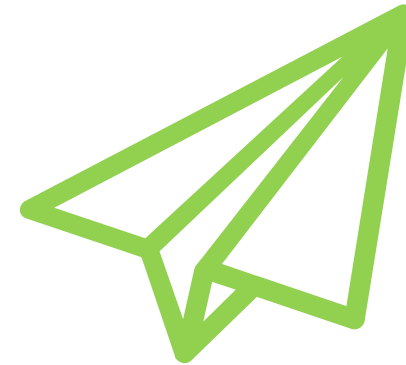
Statewide Travel Program

- Website: www.dgs.ca.gov/OFAM/Travel
- Email: StatewideTravelProgram@dgs.ca.gov
- Phone: 1 (916) 376-3974



CI Azumano

- Website: www.caltravel.ciazumano.com
- Email: Caltravel@ciazumano.com
- Phone: 1 (877) 454-8785



[Subscribe to our Travel Updates](#)

Upcoming Trainings

iBank Training

June 19

Concur Training

August 7

Save the Date - Quarterly Travel Coordinator Meeting

September 5

<https://www.dgs.ca.gov/en/OFAM/Travel/Events>

THANK YOU!

Before you go, please complete this feedback form to help us plan future trainings.



This recording, PowerPoint, Traveler Update, and Q&A will be shared by the end of next week.