



Quarterly Travel Coordinator Meeting

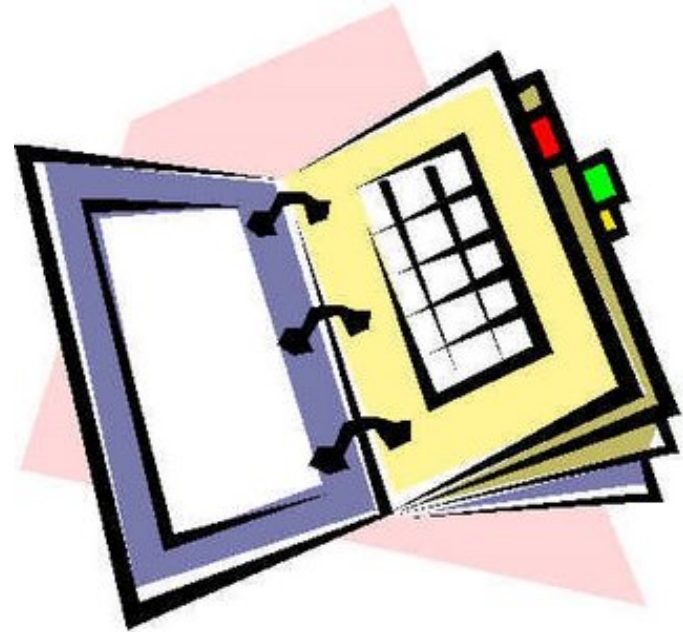
Department of General Services
Statewide Travel Program

August 17, 2018



Agenda

- **Staff Introductions**
- **Travel Program Updates**
 - Travel Payment System: Citibank
 - Travel Program Reminders/FAQs
 - Airline
 - Managed Lodging Program
- **Featured Presentation**
 - Bureau of State Audits (BSA)
 - Overview
 - Authority & Jurisdiction
 - Process for Filing Complaints
 - Impact
- **Roundtable**
- **Questions and Answers**



Staff Introductions

- Bill Amaral, Business Partnership Manager
- Kelly Bouchard, Travel Program Manager
- Michele Slape, Travel Program Manager
- Lori Wasson, Travel Program Specialist
- Davide Bolognesi, Travel Program Specialist
- Katy LaFata, Travel Program Specialist
- Georgia Kattenhorn, Travel Program Specialist
- Jennifer Shaw, Travel Program Specialist **New**
- Kenneth Wong, Travel Program Specialist **New**
- Erica Ashburn, Office Technician
- Jesus Solorio, Student Assistant

The Lighter Side of Travel

- <https://youtu.be/kq9Q9-U0vrc>



Travel Program Updates



Travel Payment System: Citibank

PROGRAM ADMINISTRATOR (PA) RESPONSIBILITIES

- Know your department's Travel Payment System accounts:
CTA = Central Travel Account; **MTG** = Central Meeting Account; **IBT** = Individually Billed Card; **VCA** = Virtual Card Account)
- Use the billing account statement for payment
- Include full 16-digit billing account number on check
- Issue separate payments for each billing account (CTA or MTG)
- Follow up on issued payments by verifying payments post correctly in CitiManager
- Cards will automatically suspend at 90 days past due
- Access monthly reports in CitiManager through Web Tools (wrench icon)

Travel Program Updates

Travel Payment System: Citibank ACCESSING & SAVING MONTHLY REPORTS



- Within CitiManager's Reporting, the *PA Monthly Reports* folder has 3 standard reports to be accessed monthly:
 - ✓ CTA Reconciliation: With Accounting Info NEW
 - ✓ Cardholder Listing
 - ✓ Delinquency Report
- Existing report templates can be saved to a "My Reports" folder
- Please do not override the existing report templates

Travel Program Updates



Travel Payment System: Citibank

CITIMANAGER REDESIGN FOR PROGRAM ADMINISTRATORS

- As of July 30, 2018, the CitiManager system has a new “look & feel”.
- Functionality is the same, but navigation and workflows have been streamlined.
- Customized user guides are available on the DGS travel website: www.dgs.ca.gov/travel/Programs/Citibank.aspx

Travel Program Updates

Travel Payment System: Citibank

CITIBANK REMITTANCE ADDRESS CHANGE

- Effective immediately, there is a new Citibank remittance address. It has changed to the address on the statement:
Citibank
P.O. Box 78025
Phoenix, AZ 85062-8025
- For overnight delivery/rush payments, use:
Citibank
Attn: Payment Processing Center 78025
1820 E. Sky Harbor Circle South STE 150
Phoenix, AZ 85034
- For Fi\$cal users: The STP has provided the updated remittance address and applicable department billing account information to Fi\$cal for each department. No action is required by PA's regarding the remittance address change.



Travel Program Updates

Travel Payment System: Citibank

CITIBANK CALL-IN ACCESS (INQUIRE ONLY)

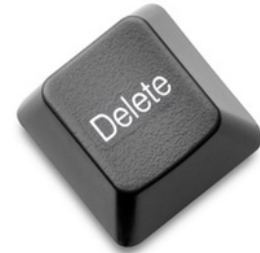


- Citibank's Customer Account Support (CAS) contact for the State of CA = **(855) 241-0728 / Select Option 2 and then Option 2 again**
- Call-In Verification Requirements = 2 forms of ID (as submitted on the New Program Administrator form)
 - ✓ Date of Birth
 - ✓ Security Passcode
- To obtain Call-In Access, complete a New Program Administrator form from the DGS website
- Submit the completed form to STP for processing to Citibank
 - A maximum of 2 active PAs per department can receive Call-In Access at the same time

Travel Program Updates

Travel Payment System: Citibank

DELETE CITIBANK CALL-IN ACCESS



- To remove a Program Administrator with Call-In Access, complete a Delete Existing PA form. (See previous slide and use the drop down option in the form to select Delete Existing PA).
- Submit the completed form to STP for processing to Citibank.

Travel Program Updates

Travel Payment System: Citibank PROMPT PAYMENT INCENTIVE (PPI)



- Citibank is processing the Prompt Payment Incentives (PPI) in several batches.
- The banking details submitted by departments are being double verified by Citibank and STP.
- Citibank will provide the departments' annual reporting detail to STP for release to departments at the same time as rebate payment notification.



Travel Program Updates

Travel Payment System: Citibank

STATE CONTACT INFO FOR CITIBANK QUESTIONS

- For questions or to request additional information, please contact the Statewide Travel Program:
 - ✓ Main telephone line - (916) 376-3974
 - ✓ Email - statewidetravelprogram@dgs.ca.gov



Travel Program Updates

Travel Payment System: Citibank

VIRTUAL CARD NUMBERS (VCN)

- What is a VCN?
- DGS & 8 other agencies are piloting the VCN Program to establish policy, collect data, and use cases.
- Benefits of a VCN



Travel Program Reminders/FAQ's

- Notify STP of Travel Coordinator, Program Administrator, Manager and/or Accounting contact & department address changes.
- “William Never” on your department’s Concur active user list is CalTravelStore or STP. *DO NOT DELETE!*
- Frequent traveler/hotel reward program numbers AND birthdates are now masked in the Concur traveler profiles.
- Traveler Advisory Council (TAC)



Travel Program Updates



Airlines

- The STP now receives a quarterly report from Southwest Airlines, at no cost, which provides all refundable and non-refundable unused ticket credits for your agency.
- This information will be distributed to agencies quarterly. If your department has unused tickets on Southwest, you will receive a report via email from STP. If your department does NOT have any unused ticket credits, you will not receive a report from us for that quarter.
- It is our goal that this new, continuous reporting from Southwest – in addition to reconciled reports available through Citibank - will give you the information you need to reconcile and efficiently manage your department's travel spend.

If you have any questions, please contact:

Davide J. Bolognesi - Phone 916.376.3826 - Email Davide.Bolognesi@dgs.ca.gov

Travel Program Updates

- **Managed Lodging Program Pilot**
 - Released Invitation for Bid in May 2018
 - Received bids for 3 chains
 - Not enough bids to ensure successful pilot
- **Not a complete failure!**
 - Leverage for removing lodging rates from collective bargaining



Featured Presentation



Bureau of State Audits (BSA)

- Presenters:
 - Beka Clement
 - Sara Lopez
- Agenda:
 - Overview
 - Authority & Jurisdiction
 - Process for Filing Complaints
 - Impact

Discussion / Q & A

