

Quarterly State Traveler Updates



Amtrak Updates within Concur

- Click the train icon to book, there is a new booking interface.



Calling CI Azumano

- Only call CI Azumano for urgent or mid-trip reservation help.
- Use Concur to make simple reservations (air, car, hotel, rail), changes to an existing reservation, and guest bookings.
- See [STP's Trainings Resource webpage](#) for Concur guides.



Travel Alerts

- After booking travel, you receive an email to register for an account or opt-out.
- Sends you a travel reminder 3 hours before travel.
- Sends updates if there are changes to your travel.



Same-Day Flight Error

- Concur may intermittently send an error for same-day travel reservations (arriving and departing on the same day).
- This is a known Concur error. CI Azumano anticipates the fix when Concur launches its new platform in late 2025.
- If this happens to you, reach out to your agency Travel Coordinator for assistance.

Our Preferred Hotel Program is now live! The program showcases hotels who have created a contract with the state to provide state rates and other amenities to state business travelers.

See [Lodging Resources for Government Travel](#) for more information.

Concur sites have been programmed to show "Preferred" and "Most Preferred" hotels.

Hotels without a preferred designation do not participate in PHP.

Default hotel search will display PHP hotels first.

Travelers should give preference to PHP properties.

Flight Changes

Flight changes should never be handled directly with an airline - only change flights online in Concur or with a CI Azumano travel agent.

Flights MUST be cancelled; otherwise, funds will be forfeited to the airline.

Conferma App

View the virtual card information.

View the communication history.

Resend the credit card authorization form.

Upload hotel receipt.

Conferma App Guide

The Conferma app guide can be found on the Statewide Travel Program website, under the [Resources section](#).

Conferma App Requirements

Must have a Concur profile.

Register for the Conferma app using the same email address associated with the Concur profile.

Real ID

Deadline is May 7, 2025

For more information on REAL ID, visit the US Department of Homeland Security:

www.dhs.gov/real-id

To apply/renew a California issued REAL ID, visit:

www.dmv.ca.gov/portal/driver-licenses-identification-cards/real-id/

Conferma Assistance

Email: appusers@conferma.com.

Users can click the help links within the App or on the [Registration site](#), which will direct them to an email window to request support.

Agency:

- Website:
- Email:
- Phone:

CI Azumano

- Website: www.caltravel.ciazumano.com
- Email: caltravel@ciazumano.com
- Phone: 877.454.8785

[Training Resources Page](#)

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Concur Training on August 7. Sign up here: <https://www.dgs.ca.gov/en/OFAM/Travel/Events>

Long-Term Vehicle Rentals

Travelers shall not reserve back-to-back short-term vehicle rentals that amount to 30 or more consecutive days.

Contact your agency Travel Coordinator(s) for information on how to rent a long-term vehicle.