

State Traveler Quarterly Updates

New Concur Troubleshooting



One-way flight is not appearing in the search results.

- Solution: Use "All Filters" on the search results page to select the origin airport and destination airport.



Round-trip flight is not appearing in the search results.

- Solution: Book two (2) one-way flights.
- Solution: Contact a CI Azumano travel agent to book.



Off-airport car rental location is not appearing in the search results.

- Solution: Contact a CI Azumano travel agent to book.



Airport is not appearing when entered in the search field.

- Solution: Use the airport code instead of typing in the airport name/city (e.g., LGB instead of Long Beach).



To reduce response delays, contact CI Azumano travel agents by phone (1 (877) 454-8785) only when travel is scheduled within the next week. For travel occurring more than a week, send an email (CalTravel@ciazumano.com) instead.

Lodging

To ensure travelers receive negotiated rates and amenities, it is essential to book the correct rate at Preferred Hotel Program (PHP) Properties.

Acceptable Rate Names:

- "CA Negotiated Rate"
- "State of CA Negotiated Rate"

Best Practice: Look for "Preferred" or "Most Preferred" hotels and then review the rate description.

Avoid:

- "State Government" rates
- Military/Federal Government rates
- Any other rates

Airlines

If you have an Unused Ticket Credit that you will not be using before its expiration date, reach out to your agency Travel Coordinator(s).

Many airlines have increased their baggage fees. Refer to CalHR for information about baggage fee allowances and reimbursements: [CalHR FAQs Section 4 – General, Question 4.5](#)

Rental Cars

[Travel Bulletin 26-01](#) has extended the Commercial Car Rental contract to August 28, 2026.

The solicitation for a new Commercial Car Rental contract is underway.

Virtual Payments

Our agency does / does not participate in the virtual card program.

Download the Conferma App for Access to:

- Manage hotel reservations with a virtual card number.
- View the full 16-digit card numbers, expiration date and CVV code on the day of check-in.
- Resend the credit card authorization form.
- View the communication history between Conferma and the hotel.

Check out our [Conferma Quick Guide for Travelers](#).

What if the hotel does not have my credit card authorization form?

Open the Conferma app and resend the credit card authorization form to the hotel front desk.

Ask the hotel property for their credit card authorization form and use Conferma app to complete it.

Contact agency Travel Coordinator for assistance.

Selecting a seat for Southwest is now available in Concur

Complete your seat selection on the "Finalize" page of the booking process.

After selecting "Change Seats," the seat map will appear.

Once trip is confirmed, the seat selected will appear on the trip itinerary.

If you wish to change your seat after making the reservation, you can do so on [Southwest.com](https://www.southwest.com) or via the Southwest mobile app.

Rental Cars within Concur

The daily rate displayed within the rental car search results page now includes the base rate plus estimated taxes and fees.

Zero Emission Vehicles are now available to book within Concur. Use the "All Filters" option on the rental car search results page to filter for "Electric" under "Specifications."

Check out the new [How to Book a Rental Car](#) guide and [How to Book a Rental Car Video](#) for detailed information.

Agency:

As a traveler, your first point of contact is your agency Travel Coordinator(s).

- Website:
- Email:
- Phone:

CI Azumano

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

Additional Resources

- Our [Trainings Resource Page](#) has updated videos and guides for the New Concur interface.
- [SAM 4117 Guide](#) (for executive branch agencies only)
- [State Traveler 101](#)
- [Subscribe to Travel Updates](#)
- [Traveler Resources on Statewide Travel Program Website \(Video\)](#)
- [Who's Who in State Travel](#)