How to Book Lodging

Statewide Travel Program

Statewide
TRAVEL PROGRAM
CA DEPARTMENT OF GENERAL SERVICES

Content

1. Hotel Reminders

To avoid excess booking fees, please book all components of travel within the same itinerary.

Read all information about the hotel's cancellation policy. Some hotels have strict cancellation policies and are not refundable if canceled out of compliance with the stated policy(ies).

2. Preferred Hotel Program

The Statewide Travel Program provides a Preferred Hotel Program to state of California employees* who travel on official government business. Hotels that are part of the Preferred Hotel Program will be designated "Preferred" or "Most Preferred" in Concur.

*Participating user agencies only

"Preferred" hotels have an agreement with the state to:

- Accept Terms and Conditions
- Accept Conferma virtual payments
- Load the approved rate code
- Load rate description of "State of CA Negotiated Rate"
- Provide rates equal to or less than federal GSA rates

"Most Preferred" hotels provide the same minimum requirements, as well as five (5) or more of the following additional amenities:

- 12:00 pm or later day-of cancellation
- Last Room Availability (LRA) for entire contract term
- Free or waived breakfast
- Free or waived parking fees
- Free or waived resort fees
- Third-party sustainability program certificate

Please see the hotel map, which can be found on the Lodging section of our website, to see the amenities offered by each participating hotel.

3. Booking a Hotel Within a Multi-Component Trip

All multi-component travel is booked in the same order – air or train, car rental, then hotel. Complete all steps of booking air, train and/or car rental. Please see the videos 'How to Book Air,' 'How to Book a Train,' and/or 'How to Book a Car Rental' for more information.

Once you've reached the hotel page, the check-in/check-out dates will default to your flight or train schedule and location. Remember to change this if necessary.
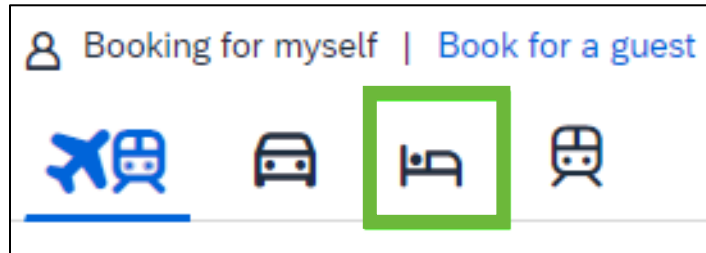

Complete the reservation by following the instructions for booking a hotel only, starting at step 4.1.1, 4.1.2, 4.1.3, or 4.1.4, depending on how you'd like to search for a hotel.
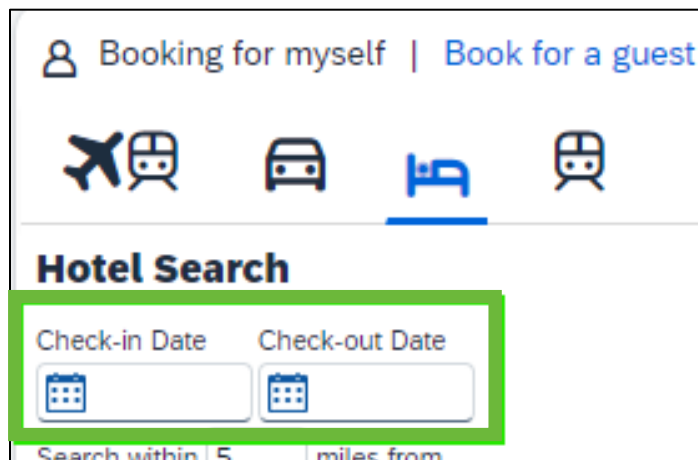
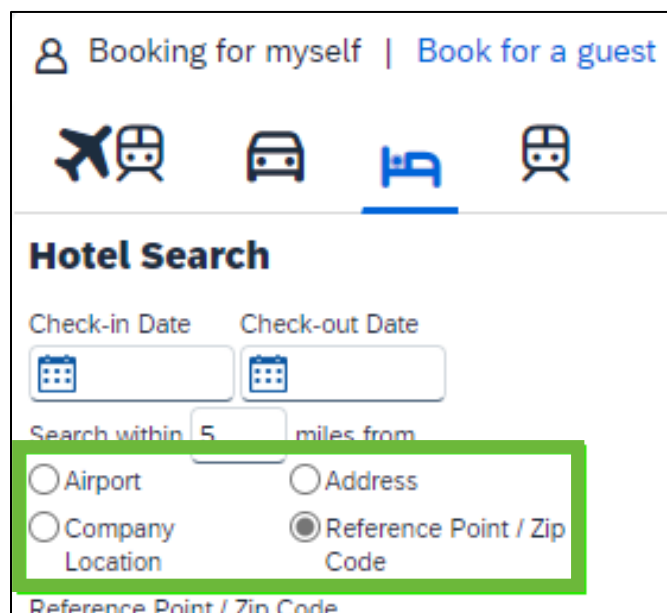# 4. Booking a Hotel Only

4.1 Hotel Search

Once you've logged into Concur, click the bed icon.
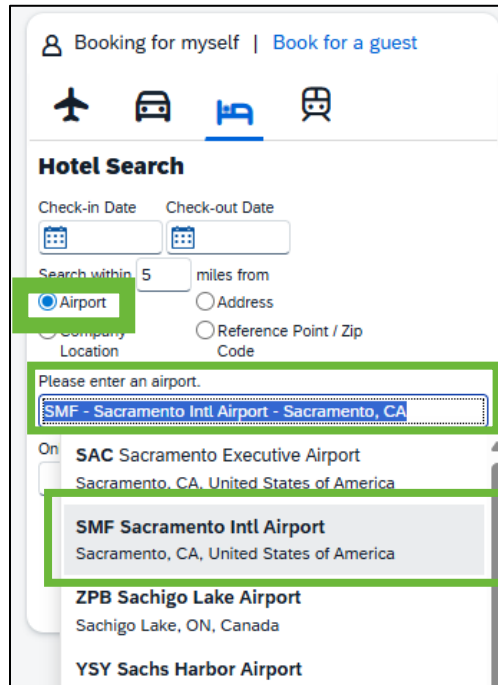

Plug in the check-in and check-out dates.

For the search, you have the option of searching by: Airport, Address, Company Location, or Reference Point/Zip Code. Choose the search criteria you would like to use.

4.1.1 Airport

Click 'Airport' and enter the name of the airport. Select the airport desired in the autocomplete menu.

Click 'Search.'

4.1.2 Address

Click 'Address' and fill in the fields.

Click 'Search.'

4.1.3 Company Location

Click 'Company Location' and choose the desired address from the drop-down menu.
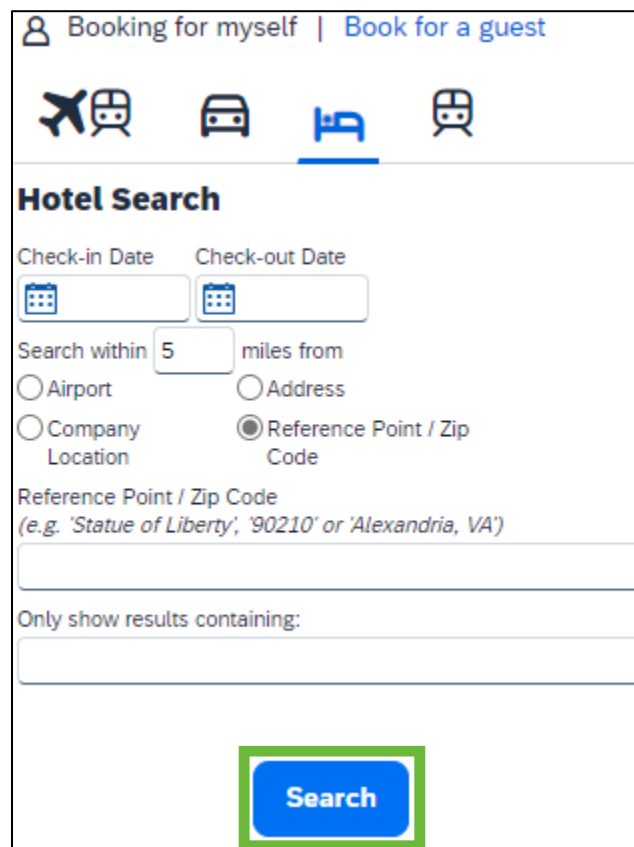
Note: The agency's address(es) must be part of the traveler's profile in order to use Company Location as search criteria. For details on how to add that information, please see the video 'Setting Up a Profile in Concur.'

Click 'Search.'

4.1.4 Reference Point/Zip Code

Click 'Reference Point / Zip Code' and enter the desired location.

Hotel Search

Check-in Date   Check-out Date

Search within 5   miles from

○ Airport   ○ Address

○ Company   ◉ Reference Point / Zip
  Location   Code

Reference Point / Zip Code
(e.g. 'Statue of Liberty', or 'Alexandria, VA')

Sacramento, CA

Only show results containing:

When you click search, it will confirm the reference code/zip code. Click 'Choose' if that is the correct location.

Search

Hotel Search

Check-in Date   Check-out Date

02/20/2025   02/21/2025

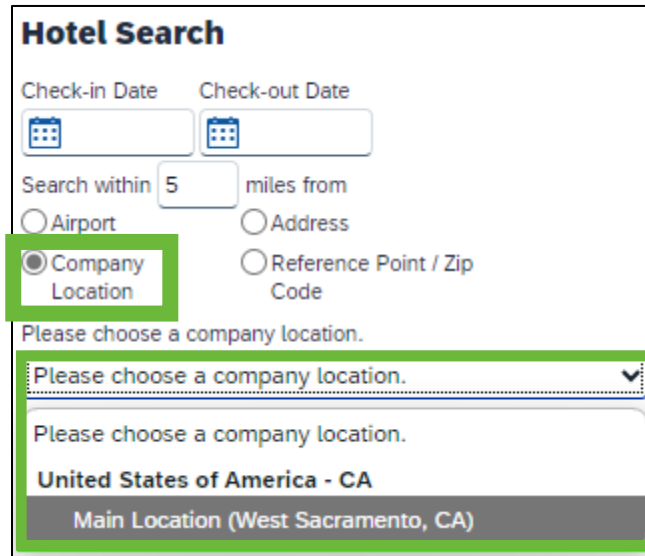Search within 5   miles from

○ Airport   ○ Address

○ Company   ◉ Reference Point / Zip
  Location   Code

Reference Point / Zip Code
(e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')

sacramento

Only show results containing:

Approvals

Searching for location...   ✕

sacramento

                                Location:

                      Sacramento, CA, USA ⌄   **Choose**

4.2 Choose a Hotel

On the left side of the page, you will see multiple options to refine your search. Feel free to use these as needed.

Change Search	⌄

Price	⌃

●

$109 - $4,490

Display Settings	⌃

☐ Hide Sold Out

Property Brand	⌃

◉ Chain   ◯ Superchain

☐ AC Hotels Marriott (1)
☐ Ascend (1)
☐ Autograph Collection Hotels (1)
☐ Baymont Inns (1)
☐ Best Western (5)
☐ BT Advantage (2)

Check All | Reset

Amenities	⌃

☐ Breakfast (55)
☐ Broadband Internet (99)
☐ Business center (83)
☐ Convention center (0)
☐ Dry cleaning (79)
☐ Fitness center (84)

Amenities may change over time and without notice. Not all accommodations have provided their amenities list.

The search results page defaults to be 'Sorted By' preferred status. When the hotel search is sorted by preference, it will show you hotels in this order: Most Preferred, Preferred, Non-participating hotels. If you would like to sort by different criteria, you can change the 'Sorted By' field.

Sorted By: Preference

- Preference
- Price - Low to High
- Price - High to Low
- Rating
- Distance
- Policy - Most Compliant
- Policy - Least Compliant
- Default
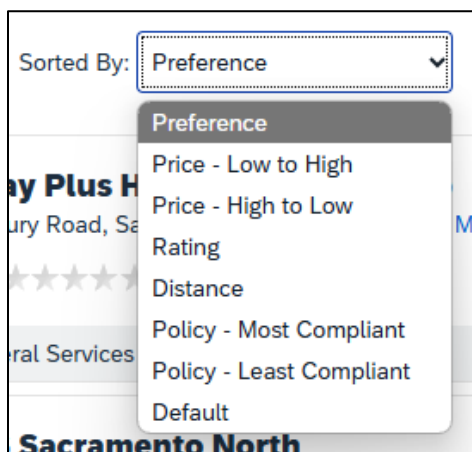
If preferred, you can click 'Hide Map' to see a list only view of hotels available.

Hide Map   Print / Email
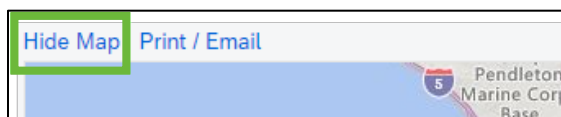
To benefit from negotiated rates and amenities, state travelers should choose "Preferred" or "Most Preferred" hotels above all others.

14. Courtyard Sacramento Airport Natomas
2101 River Plaza Dr, Sacramento, CA 95833   Map it
2.1 miles ★★★★★

$145
View Rooms

Preferred Hotel for General Services   Hotel details

1. SureStay Plus Hotel by BW Cal Expo
1900 Canterbury Road, Sacramento, CA 95815-3719   Map it
2.6 miles ★★★★★

$70
View Rooms

Most Preferred Hotel for General Services   Hotel details

Once you've chosen a hotel, click 'view rooms' to see the rates/room types available.

14. Courtyard Sacramento Airport Natomas
2101 River Plaza Dr, Sacramento, CA 95833   Map it
2.1 miles ★★★★★

$145
View Rooms

Preferred Hotel for General Services   Hotel details

When reviewing hotels and rooms, please make sure to read the cancellation policy. Travelers are required to abide by hotel cancellation policies.

To choose a room, click the blue button with the price.

Note: certain rooms may not be available due to requiring a deposit. Rooms/rates that require a deposit are marked "Not Allowed" in Concur as they violate state statute. See 'SAM 4117 Guide' for more information.

It is important to select a rate labeled as 'State' or a variation thereof.. Do **not** select the Government rate, as that applies to federal employees only. If you select the incorret rate, you may be charged a higher rate upon check in.

4.3 Review and Reserve Hotel Page

On the 'Review and Reserve Hotel' page, information can be reviewed and modified before finalizing the trip.

Review and Reserve Hotel

Review Hotel Room

Holiday Inn Sacramento Rancho Cordova

State Of California Gold Standard Room When You Arrive At The Hotel We Will Do Our Best To Meet Your Room Type

1 Night | 1 Guest*

Check-in	Check-out	Address	Phone
Thursday, March 27, 2025	Friday, March 28, 2025	11269 Point East Dr	916-635-4040
		Rancho Cordova, California 95742	
		United States	

* 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)

Ex: Need early check-in (10am)

☐ Request foam pillows ☐ Request rollaway bed ☐ Request crib

Enter Hotel Guest Information

Ensure the name below matches the I.D. shown on the day of check-in. ❓

Hotel Guest   Edit | Review all

Name: William Never Phone: 123456789 Email: [:@dgs.ca.gov ▾]

Hotel Program Add a Program

[No Program selected ▾]

Review Price Summary

Description	Nightly rate	Dates	Total
Holiday Inn Sacramento Rancho Cordova	$107.10	Mar 27 - Mar 28	$107.10

Total Estimated Cost: $107.10*
Total Due Now: $0.00**

'Provide Hotel Room Preferences' - any requests you may have for the room, such as extra pillows.

Provide Hotel Room Preferences

Your preferences and comments will be passed to the hotel.

Comments (30 character max)

Ex: Need early check-in (10am)

☐ Request foam pillows ☐ Request rollaway bed ☐ Request crib

'Enter Hotel Guest Information' - check that the 'Hotel Guest' information is accurate and matches the photo identification the traveler will provide upon check in.

Enter Hotel Guest Information

Ensure the name below matches the I.D. shown on the day of check-in. ❓

Hotel Guest   Edit | Review all

Name: William Never Phone: 123456789 Email: [:@dgs.ca.gov ▾]

Hotel Program Add a Program

[No Program selected ▾]

If the traveler is part of a rewards program, select it from the drop-down menu.

Enter Hotel Guest Information

Ensure the name below matches the I.D. shown on the day of

Hotel Guest

Name: William Never   **Phone:** 123456789   **Email:**

Hotel Program Add a Program

No Program selected ⌄

If the rewards program hasn't been added to the traveler's profile, click the blue 'Add a Program' and input the information in the pop-up.

Enter Hotel Guest Information

Ensure the name below matches the I.D. shown on the day o

Hotel Guest

Name: William Never   **Phone:** 123456789   **Email:**

Hotel Program Add a Program

No Program selected ⌄

Add Travel Programs

Please enter programs EXACTLY as they appear on your card, excluding spaces and dashes. Do not add any additional characters. Do not include the carrier code. If you enter a program incorrectly, you will get a profile error from the reservation system.
For example, if your card is printed "AA12345" or "John Doe/12345", your program number is "12345".

The page allows you to enter up to 5 travel programs at a time. First, select the type of program (carrier name, rental, or hotel). Then, select the name of the company from the adjacent list. Finally, enter the program numbe (frequent traveler number, etc.).

1   Hotel   Frequent Traveler / Driver/ Guest Number   Search this vendor
    Choose a hotel chain ⌄   ☑

2   Hotel   Frequent Traveler / Driver/ Guest Number   Search this vendor
    Choose a hotel chain ⌄   ☑

3   Hotel   Frequent Traveler / Driver/ Guest Number   Search this vendor
    Choose a hotel chain ⌄   ☑

    Hotel   Frequent Traveler / Driver/ Guest Number   Search this vendor
    Choose a hotel chain ⌄   ☑

Under 'Select a method of payment,' you will choose which card to charge the hotel to. If your agency participates in the Virtual Card Payment, please select this option from the drop-down menu.

Select a method of payment

The credit card you select will be held to confirm your reservation. You will not be charged in full until your hotel stay.

Card (...1111) | Edit this card | Add credit card

Card (...1111)   a company card

Virtual Payment (...)

If not, the traveler will need to add a personal credit card in Concurand seek reimbursement after the trip.

Select a method of payment

The credit card you select will be held to confirm your reservation. You will not be charged in full until your hotel stay.

Card (...1111) | Edit this card | Add credit card

Card (...1111)   a company card

Virtual Payment (...)

Click 'edit this card' or 'add credit card' if new information is needed.

Select a method of payment

The credit card you select will be held to confirm your reservation. You will not be charged in full until your hotel stay.

Card (...1111) | Edit this card | Add credit card

* Indicates credit card is a company card

Review the 'Rate Details and Cancellation Policy'. Travelers are bound by the cancellation policies set by the hotel and need to understand the cancellation policy before booking.

Accept Rate Details and Cancellation Policy

Please review the rate details and cancellation policy provided by the hotel.

Holiday Inn Sacramento Rancho Cordova   *Holiday Inn*

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

TOTAL RATE: 126.49 USD

☐ *I agree to the hotel's rate rules, restrictions, and cancellation policy.

If you agree, click the 'I agree...' button.

If you need to make a change, click the 'back' button and complete the edits.

If not, click the blue 'Reserve Hotel and Continue' button.

Note: If you chose virtual payment as your form of poayment, once you click 'Reserve Hotel and Continue' the virtual card will be deployed to the hotel. This will happen regardelss if the booking is completed.

4.4 Travel Details Page

You are now on the 'Travel Details' page.

Review the information. You can add a car rental or additional hotel at the top right corner of the poage.

You can edit a segment of the trip by clicking 'Change' next to the portion you want to change.

You can cancel a segment of the trip by clicking 'Cancel' next to the portion you want to cancel.

If you would like to cancel the trip, click 'Cancel Trip.'

Once the trip is accurate, click 'Next.'

4.5 Trip Booking Information Page

You are now on the 'Trip Booking Information' page.

Here, you will specify what the trip is for. For 'Trip Name', give it a name that will be easy to identify.

Under 'Trip Description', you can add more details about what the trip is for.

If you would like to send a copy of the confirmation to anyone, please add their emails here.

Please note: The traveler and Primary Travel Assistant will always receive a confirmation email.

Use the drop-down menus to agree to the terms of use and add the purpose of the trip.

Click 'Previous' to go back and make edits to the trip if needed.

Click 'Display Trip' to go to back to the 'Travel Details' page.

Click 'Cancel Trip' to cancel.

If you are ready to book, click 'Next'.

4.6 Trip Confirmation Page

You are now on the 'Trip Confirmation' page. *The trip has not been booked yet!* This page is utilized as a final chance to review before booking. Review the information.

Trip Confirmation

To COMPLETE BOOKING, please press the "Confirm Booking" Button after reviewing this page.
To CANCEL, press the Cancel button.

After you complete this booking, it will be reserved; however, it will not be ticketed until it is approved by your company.

Trip Overview

Trip Name: Hotel Reservation at SACRAMENTO, CA, USA
Start Date: March 27, 2025
End Date: March 28, 2025
Created: December 04, 2024, William Never *(Modified: December 04, 2024)*
Description: (No Description Available)
I agree to the Terms of Use and have read and will comply with State of CA travel and expense policy: Yes
Agency Record Locator: 9RVPFP
Reservation for: William Never
Total Estimated Cost: $126.49 USD
Agency Name: CI Azumano -   - California

Reservations

Thursday, March 27, 2025

Holiday Inn Sacramento Rancho Cordova
11269 Point East Dr
Rancho Cordova, California, 95742
US
916-635-4040

Checking In: Thu Mar 27   **Confirmation:** 69118432
15:00   Status: **Confirmed**
Room 1, Days 1, Guests 1

Checking Out: Fri Mar 28
11:00

Additional Information
Daily Rate: $107.10 USD   Total Rate: $126.49 USD

Room Details

Click 'Display Trip' to see the 'Travel Details' page.

Almost done... Please confirm this itinerary.

[Display Trip] [<< Previous] [Confirm Booking>>] [Cancel Trip]

If anything needs to be edited, click 'Previous' and complete the edits.

Almost done... Please confirm this itinerary.

Display Trip   << Previous   Confirm Booking>>   Cancel Trip

Click 'Cancel Trip' to cancel the entire trip.

Almost done... Please confirm this itinerary.

Display Trip   << Previous   Confirm Booking>>   Cancel Trip

If all information is accurate and you are ready to book, click 'Confirm Booking'.

Almost done... Please confirm this itinerary.

Display Trip   << Previous   Confirm Booking>>   Cancel Trip

4.7 Finished Page

Your travel is *not* booked until you have reached the 'Finished' page. Now that we have reached the 'Finished' page, we have successfully booked a hotel.

Finished!

You have successfully booked your trip!

Trip Record Locator : 9RVPFP

The itinerary will not be ticketed until your travel manager has approved the trip.
Your itinerary has been saved. CI Azumano - 37QB - California will service your itinerary.
Please Note: Fares are not guaranteed until tickets are issued and are subject to change without notice.

Travel Contact Information

Trip Overview

DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Trip Name: Hotel Reservation at SACRAMENTO, CA, USA
Start Date: March 27, 2025
End Date: March 28, 2025
Created: December 04, 2024, William Never *(Modified: December 04, 2024)*
Description: (No Description Available)
I agree to the Terms of Use and have read and will comply with State of CA travel and expense policy: Yes
Agency Record Locator: 9RVPFP
Reservation for: William Never
Total Estimated Cost: $126.49 USD
Agency Name: CI Azumano - 37QB - California

Reservations

Thursday, March 27, 2025

Holiday Inn Sacramento Rancho Cordova
11269 Point East Dr
Rancho Cordova, California, 95742
US
916-635-4040

Checking In: Thu Mar 27   Confirmation: 69118432
15:00   Status: **Confirmed**
Room 1, Days 1, Guests 1

If your agency uses pre-trip approvals in Concur, your manager may have to approve the trip before it is finalized.

Finished!
You have successfully booked your trip!

Trip Record Locator : 9RVPFP

The itinerary will not be ticketed until your travel manager has approved the trip.
Your itinerary has been saved. CI Azumano - 37QB - California will service your itinerary.
Please Note: Fares are not guaranteed until tickets are issued and are subject to change wi

You can see your trip record locator on this page. This is used by the travel vendor and CI Azumano to locate booking information.

Finished!
You have successfully booked your trip!

Trip Record Locator : 9RVPFP

It is recommended to print this page for your records. Click 'Print Itinerary,' which can be found at the bottom of the page.

Checking Out: Fri Mar 28
11:00

Additional Information
Daily Rate: $107.10 USD   Total Rate: $126.49 USD

Room Details
Room Description: RoomDescriptionCode9STNSCA

Cancellation Policy
Cxl: Penalty Amount 126.49 Cancel By 2025-03-26T18:00:00 Cxl After 1800 26Mar Forfeit One Nite Stay

Remarks
HI83203ARR27MAR CXL:CXL AFTER 1800 26MAR FORFEIT ONE NITE STAY

Total Estimated Cost

Hotel:	$126.49 USD
Total Estimated Cost:	$126.49 USD

Remarks

```
BILLB FISCAL REPORTING STRUCTURE - STPSDGGR
```

Your itinerary has been saved.

Print Itinerary   E-mail Itinerary   Return to Travel Center

5. Itinerary

There are a few ways you can find the itinerary

5.1 Confirmation Email

Once you have booked the travel, you will receive an email from Concur Travel with the trip information.

5.2 Trip Library

If you need to view, cancel, or edit the trip, you can do so at any time by logging into Concur and clicking 'View Trips.'
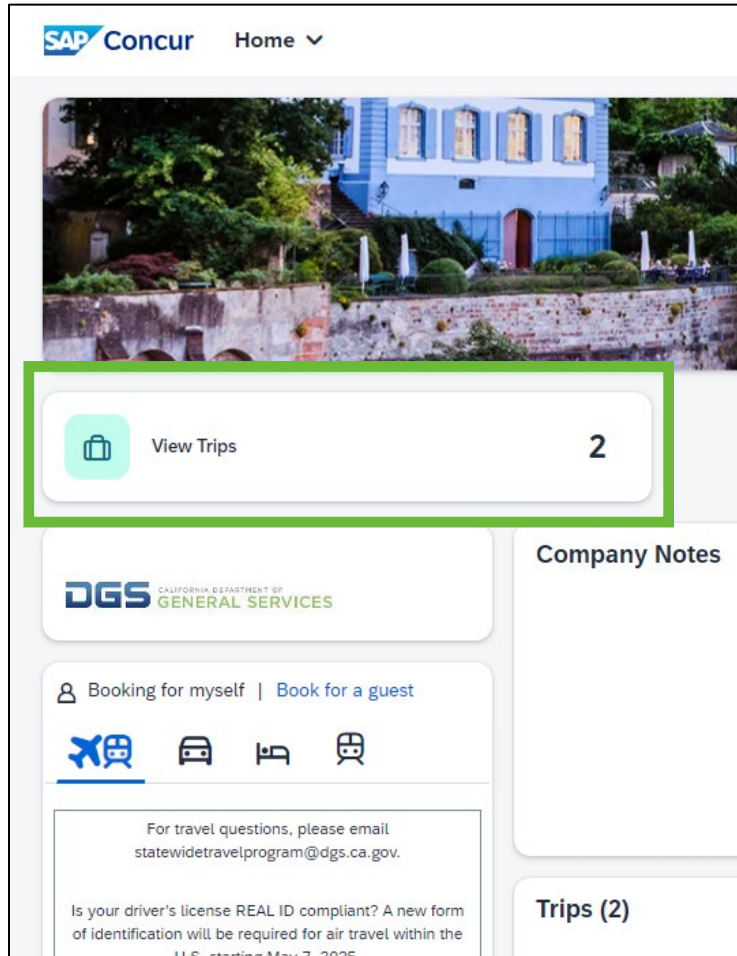
Your 'Trip Library,' will open, where you can click on the trip name to view or edit it or click the 'Cancel Trip' link to cancel it. Please see the videos 'How to Add to An Existing Itinerary,' 'How to Change a Booking,' and/or 'How to Cancel a Booking' for more information.

Trip Library

Search Trip Names [ ] Dates To Use: ⦿ Booking Dates ○ Travel Dates Date Range 05/26/2024 — 11/26/2024 ☐ Include withdrawn trips **Search**

Trip Name/Description	Status	Date Booked	Start Date	End Date	Action
Car/Hotel Reservation (9PG0PP)	Admin Approval Required Approval deadline is 02/19/2025 11:30 pm Eastern. Trip will be automatically cancelled if not approved by then.	11/26/2024	02/20/2025	02/21/2025	Cancel Trip
Train to LA for Inspection (99DYG9) Trip from SAC to LAX to inspect trains	Withdrawn	10/16/2024	12/13/2024	12/14/2024	

6. Checking Into the Hotel

When checking into the hotel, the following identification types are recommended to have with you:

- Driver's License
- Credit card for deposit/incidentals
- Employee ID/Badge
- Copy of Concur/CI Azumano itinerary (physical or electronic)

If your agency uses Virtual Payments, please reference the Virtual Card Number check-in instructions, which can be found on the [Virtual Card Payment Resources Page.](#)

If you encounter any issues, please reach out to CI Azumano at 1 (877) 454-8785 and/or your agency Travel Coordinator(s).

7. Additional Resources

As a traveler, your first resource for all travel-related inquiries is your agency Travel Coordinator(s). Other helpful resources are:

7.1 Statewide Travel Program

Email: StatewideTravelProgram@dgs.ca.gov

How to Book Air

How to Book a Train

How to Book a Car Rental

Setting Up a Profile in Concur

Lodging 101

Lodging Resources for State Travel

SAM 4117 Guide

Setting up a Profile in Concur (Video)

Statewide Travel Program Training Resources Page

Virtual Card 101

Virtual Card Payment Resources Page

7.2 CI Azumano

Email: CalTravel@ciazumano.com

Travel Agents: 1 (877) 454-8785 (use only if trip is in progress)

CI Azumano Webpage

Concur Login Page