

Town Hall: Introduction to the Virtual Card Program Q&A

Statewide Travel Program

Content

1. Compliance.....	3
2. Concur	4
3. Conferma	6
4. Hotel Requirements.....	8
5. Virtual Card Number (VCN)	9
6. Additional Resources	11
6.1 CI Azumano.....	11
6.2 Concur.....	11
6.3 Statewide Travel Program.....	11

1. Compliance

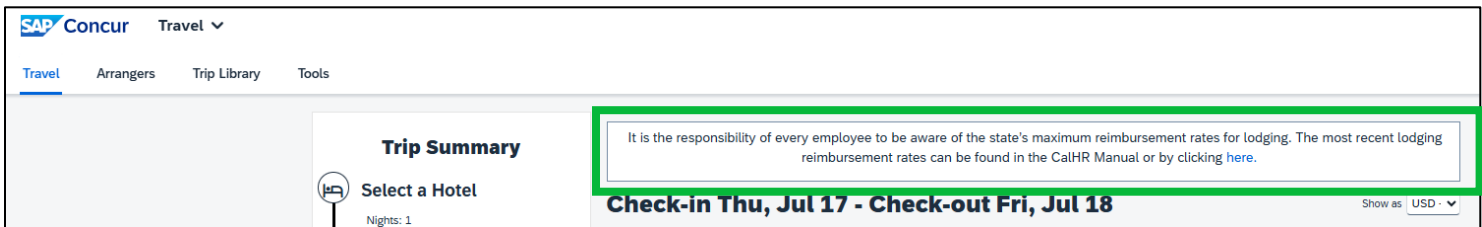
Do travelers still need to complete the Excess Lodging Form when using virtual payments?

Yes, travelers will still need to complete an Excess Lodging Form* if they exceed the short-term lodging reimbursement rate. The Virtual Card Program only changes the way a traveler pays; it does not change the hotel's cancellation policy, state policy, or the agency's internal policies.

*Applies to executive branch agencies only.

What stops travelers from booking higher rate hotels without authorization?

Concur is an online booking tool that provides all hotel availability and rates. Travelers must still adhere to all travel policies when using the Virtual Card Number. During the hotel booking process, the top of the Concur search results page will provide information on the permitted rates (applies to executive branch agencies only).



If this is a current issue within your agency, please look into the [passive and hard-stop approval process](#) in Concur and email StatewideTravelProgram@dgs.ca.gov with any questions.

2. Concur

Will the traveler's personal card stay in their Concur profile if the agency implements the Virtual Card Program?

Your agency will have the option to make the virtual card payment method “mandatory” or “optional.”

If your agency selects “optional,” any personal cards added to a Concur profile will remain there unless removed by the traveler. When booking lodging, the traveler will select which card to charge, as shown below:

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) company card

Virtual Payment (...)

Keep in mind that a personal credit card is required by hotels for incidentals, and must be presented at the time of check-in.

Is there a way to make the method of payment default to all users in bulk?

Yes, any Travel Coordinator from your agency can call or email CI Azumano and request the payment default for all users.

Do all the hotels in Concur accept the virtual card and credit card authorization form?

Not all hotels in Concur accept the virtual card.

Hotels labeled as “Preferred” or “Most Preferred” have an agreement with the state to accept virtual cards and will not require an additional credit card authorization form. Hotels that participate in the Preferred Hotel Program are noted in Concur as shown below:

Preferred Hotel for General Services	Hotel details
<i>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.</i>	
Most Preferred Hotel for General Services	Hotel details
<i>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.</i>	

Hotels that we know do not accept the virtual card have a note (shown below) within Concur letting travelers know that they will need to provide a personal form of payment and seek reimbursement.

**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.*

Hotels that do not participate in the Preferred Hotel Program may require their own credit card authorization form.

Can a traveler without a Concur account use the virtual card?

Yes, travelers without a Concur account can call into CI Azumano to book lodging paid with a virtual card. During the call, the traveler must request the lodging be paid with a virtual card. There will be a verification/approval process to confirm the booking since the traveler is unprofiled.

Unprofiled travelers will not be able to use the Conferma app, since they do not have an email address to link their Conferma account to Concur.

Can a Travel Coordinator book for a traveler without a Concur account and use the virtual card?

Yes, travelers without a Concur account can still use a virtual card. If a traveler does not have a Concur account, the Travel Coordinator must call into CI Azumano to book. During the call, the Travel Coordinator must request the lodging be paid with a virtual card.

The Statewide Travel Program recommends agencies create a profile for every traveler, regardless of how often they travel. This allows agencies to:

- Maintain travel information and preferences
- Track trip history
- Manage unused ticket credits
- Apply virtual card numbers to lodging reservations

Please see [How to Book for a Guest](#) for information on how to create a profile for non-employees.

3. Conferma

What is the difference between SNAP/Conferma Online and Conferma mobile app?

Only Travel Coordinators and accountants have access to the SNAP/Conferma Online tool. The SNAP/Conferma Online tool allows Travel Coordinators to:

- View all Virtual Card Number deployments
- View all Virtual Card Number transactions
- Download hotel folios
- Download hotel/traveler data

Travelers have access to the Conferma mobile app. It is strongly recommended that virtual card users download the Conferma mobile app to help manage their virtual card reservations. The Conferma mobile app allows users to:

- View their Virtual Card Number deployment [full 16-digit card details are only viewable 24-hours prior to check-in through 24-hours after check-out]
- Resend the Virtual Card Number to the hotel
- Resend the Virtual Card Number credit card authorization form to the hotel
- See the communication history between the Conferma system and the hotel

Does each accountant need to create an account for SNAP/Conferma online or can we have one shared account?

Each Travel Coordinator and accountant will need their own credentials to log into the SNAP/Conferma Online tool.

Do travelers need to have a state-issued cell phone to use Conferma?

No, the Conferma mobile app may be used on a personal smart phone or tablet as well. This app is available through both Android and Apple app stores, and is completely free. The only two requirements for using the Conferma mobile app are:

1. The traveler needs to have a Concur profile.
2. The traveler needs to register for the app using the same e-mail address associated with their Concur profile.

If the traveler does use a business phone, please make sure you reach out to your agency's IT to allow Conferma mobile app on the downloadable list.

Our travelers do not have a department-issued phone so will not have access to the app. Can they still use the virtual card?

The Conferma mobile app is optional (but strongly recommended); so, travelers without a state-issued phone do not need Conferma to use the virtual payments.

If your agency has specific needs around guest travelers, please let us know during the implementation process and we can create best practices with you.

How does the Virtual Card Program work if employees don't want to use their personal cell phone?

The Conferma mobile app is optional; so, travelers that choose not to download the mobile app to their personal phones do not need Conferma to use the virtual payments.

Statewide Travel Program encourages use of the Conferma mobile app for travelers to:

- View their Virtual Card Number deployment
- Resend the Virtual Card Number to the hotel
- Resend the Virtual Card Number credit card authorization form to the hotel
- See the communication history between the Conferma system and the hotel

This allows travelers to troubleshoot if needed without contacting their agency Travel Coordinators for assistance with the virtual card reservation.

4. Hotel Requirements

What if the hotel requires the traveler to use its own credit card authorization form or a third-party credit card authorization form, such as Sertifi?

If the traveler is booking at a hotel that is not "Preferred" or "Most Preferred," the traveler or Travel Coordinator may need to complete the hotel's credit card authorization form. This would require the traveler to obtain the full 16-digit virtual card number and accompanying card details from the agency Travel Coordinator to complete the hotel's credit card authorization form.

Hotels that participate in the Preferred Hotel Program have agreed to accept virtual cards and **not** require an additional credit card authorization form. These hotels are labeled "Preferred" and "Most Preferred" in Concur. If a Preferred or Most Preferred hotel requires an additional credit card authorization form from a traveler, Travel Coordinators should notify StatewideTravelProgram@dgs.ca.gov.

Preferred Hotel for General Services	Hotel details
<i>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.</i>	
Most Preferred Hotel for General Services	Hotel details
<i>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.</i>	

What happens if the hotel charges a deposit and then charges the balance due? Can the card be charged more than once per stay?

The virtual card can be charged multiple times per stay; however, there is a limit to the allowable charges and the card will decline if the hotel overcharges.

If there are any issues with the hotel overcharging, reach out to the hotel directly to investigate. If the hotel is unresponsive, please contact StatewideTravelProgram@dgs.ca.gov.

What if the hotel requires a deposit when the room is booked, and the virtual card is not activated because it is more than 30 days in advance?

Hotels that require a deposit are not allowed on Concur, due to compliance with [SAM section 4117.3](#)*. Travelers should not be able to book hotels that require a deposit. If you or a traveler come across a hotel that requires a deposit, please email StatewideTravelProgram@dgs.ca.gov with a screenshot from Concur.

*SAM section 4117.3 applies to executive branch agencies only.

5. Virtual Card Number (VCN)

Do we need to train all travelers on the Virtual Card Program?

We highly recommend training all travelers while implementing the Virtual Card Program. This will reduce user errors and provide your travelers confidence in using the Virtual Card Program. Part of our implementation process includes a training for your agency travelers.

We have an abundance of resources for Travel Coordinators and travelers on our [Trainings Resource website](#) available for travelers and Travel Coordinators that are unable to attend live training sessions.

Can we use the virtual card for conference fees?

The virtual card can only be used for hotel reservations. We have a Meeting Card that agencies can use to pay for meeting and conference-related expenses. Please see the [Meeting Management page](#) for information and contact StatewideTravelProgram@dgs.ca.gov with questions.

What happens if the total lodging cost is more than the original estimated cost?

There should not be an issue if the booking has not changed. Virtual cards are restricted to a specific hotel for a specific number of days. If the hotel tries to charge for more days than what was booked, the card will decline. All changes and cancellations to the booking need to be made through CI Azumano to ensure the virtual card is up to date with the booking.

The only charges allowed on the virtual card are:

- Room rate
- Taxes
- Fees
- Parking

Keep in mind that taxes and other fees will increase the original estimated cost. Any additional or unauthorized charges will cause the card to decline.

How is the credit limit for each virtual card determined?

The amount allowable on the virtual card is an estimate. The calculation is:

(Number of nights) X (Room rate) + (Variance for taxes, fees and parking)

If the traveler had room service or another similar expense, are they able to use the virtual card to make the payment?

The credit card authorization form sent by Conferma states exactly what can be charged to the virtual card: Room rate, taxes, fees and parking..

Additionally, the virtual card has a back-end control that does not allow charges that are outside of the above-mentioned items.

All travelers are required to present a personal credit card upon check-in for incidentals and items such as room service.

We recommend all travelers check-out in person and request two receipts:

1. Receipt for virtual card charges; includes room rate, taxes, fees, and parking
2. Receipt for personal card charges; e.g., incidentals, phone calls, room service, etc.

Will the virtual card cover any type of parking or just self-parking?

The virtual card will cover any type of hotel parking. It is up to your agency to decide what kind of hotel parking is allowed for your travelers.

What if the hotel is booked more than 30 days in advance, before the card is activated?

Regardless of when lodging is booked, a virtual card will be issued for the stay. The card won't be active to be charged until 30 days before the check-in date.

Will a new virtual card be issued with every trip?

Yes, a new Virtual Card Number is issued/assigned for each hotel reservation. For example, if a traveler has three upcoming hotel stays booked with a virtual payment, they will have three different Virtual Card Numbers, one for each stay. Virtual cards are hotel and date specific and cannot be used at hotels or on dates that they were not booked for.

6. Additional Resources

6.1 CI Azumano

Website: www.caltravel.ciazumano.com

Email: CalTravel@ciazumano.com

Phone: 1 (877) 454-8785

6.2 Concur

[Concur Login Page](#)

6.3 Statewide Travel Program

Website: www.dgs.ca.gov/OFAM/Travel

Email: StatewideTravelProgram@dgs.ca.gov

Phone: 1 (916) 376-3974

- [Booking an ADA Room within Concur](#)
- [Events Page](#)
- [Trainings Resource Page](#)
- [Travel Coordinator 101](#)
- [Travel Coordinator Resource Page](#)
- [Travel Updates Subscription](#)
- [Virtual Card 101](#)

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.