

State Traveler Quarterly Updates

Concur and CI Azumano



Concur can be used to book, edit, and cancel travel before the travel has started.



Only use CI Azumano travel agents for complex trips, mid-trip changes, and emergency travel occurring within 48 hours. Call 1 (877) 454-8785, Option 0 for travel occurring within 48 hours.



Unused Ticket Credits will be applied automatically behind-the-scenes. These credits should always be used for future business travel. If you have an Unused Ticket Credit but no plans for travel within the next 12 months, reach out to your agency Travel Coordinator(s) for help with a credit transfer.

Rideshare

If you book a rideshare service like Uber or Lyft, you must provide a receipt for Travel Expense Claim purposes.

Ask your agency Travel Coordinator(s) if your agency participates in Uber for Business and how to sign up.

Lodging

For executive branch agencies only: Please use the [GSA website](#) to check the rates for the county you are booking in. Refer to CalHR for guidance on lodging allowances and reimbursements in the CalHR [Online HR Manual Section 2203](#).

Use the [Preferred Hotel Program Interactive Map](#) to search for contracted Preferred and Most Preferred hotels, as well as the offered amenities.

Issues at a hotel? Send your agency Travel Coordinator the following information:

- Itinerary
- Detailed account of issue
- Pictures

Virtual Payment Issues at Preferred or Most Preferred hotels:

- Use the Conferma app to resend the card information.
- Contact your agency Travel Coordinator for additional assistance, if needed.
- If you pay with a personal card, you have five days to reverse the charges and charge the virtual card instead.

Southwest Updates

New Fare Names

- Basic replaces the "Wanna Get Away" fare
- Choice replaces the "Wanna Get Away Plus" fares
- Choice Preferred replaces the "Anytime" fares
- Choice Extra replaces the "Business Select" fare.

Bag Fees

- First checked bag is \$35
- Second checked bag is \$45

Seat assignments are for flights in January 2026 and beyond.



Updated Airline Resources

Check out the updated resources:

- [CI Azumano Travel Tools](#)
- [Statewide Travel Program Airfare Resources](#)

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

Virtual Card Payment

Check the itinerary from CI Azumano for a note that specifies if a virtual payment has been deployed. The last four digits of the card should match the deployment confirmation email from Conferma.

Always check-out in person to ensure the virtual card has been charged for the room and any resort, parking and taxes.

Conferma is hosting a Conferma for Travelers training on September 25. Please reach out to your agency Travel Coordinator(s) for the invitation.

Car Rentals

Enterprise receipts are sent to your email. Confirm your contact information upon check-in.

For National receipts: if you are an Emerald Club member, you can request a receipt under "Past Trips" in your profile. If not, you must call 1 (800) 468-3334.

If you are experiencing a billing error, please check your Frequent-Traveler member ID.

- Enterprise are 7 characters, both numbers and letters.
- National are 9 numbers.

Resources

- [Concur Travel Demonstration Training \(Video\)](#)
- [Conferma Quick Guide for Travelers](#)
- [How to Cancel a Booking \(Video\)](#)
- [How to Set Up 2 Factor Authentication \(Video\)](#)
- [SAM 4117 Guide](#) (for executive branches only)
- [State Traveler 101](#)
- [Subscribe to Travel Updates](#)
- [Trainings Resource Page](#)
- [Traveler Resources on Statewide Travel Program Website \(Video\)](#)
- [Who's Who in State Travel](#)