

# Statewide Travel Program State Traveler 101

## When it comes to car rentals, State Travelers should be:

- Following car rental policies.
- Using the state's contracted vendors for all vehicle rentals.\*
- Booking compact or intermediate vehicles.\*
- Completing the OFAM 100 Short-Term Vehicle Justification Form and Specialty Vehicle Reservation Form before booking.\*
- Request support with car rental questions/issues from the agency Travel Coordinator(s).

\*Executive Branches only.

## When it comes to air travel, State Travelers should be:

- Following air travel policies.
- Using the state's contracted vendors for all flights.\*
- Tracking and using UTCs.
- Requesting support with air travel questions/issues from the agency Travel Coordinator(s).

\*Executive Branches only.

## When it comes to lodging, State Travelers should be:

Following lodging policies.

Requesting support with lodging questions/issues from the agency Travel Coordinator(s).

Book hotels that participate in the Preferred Hotel Program.

Verify rates upon check-in, as rates sometimes change between booking and check-in.

Check out at the hotel's front desk to collect a complete receipt for verification before leaving the property.

**Please note:** Each agency has its own policies related to travel. Please request that information from the agency Travel Coordinator(s).

## When it comes to travel payment, State Travelers should be:

- Collecting and submitting receipts promptly.
- Using Virtual Card Numbers to pay for lodging if the agency participates in the Virtual Card program.
- Requesting support with payment questions/issues from the agency Travel Coordinator(s).

## When it comes to Uber4Business, State Travelers should be:

- Requesting an account through the agency travel Coordinator(s).
- Booking the allowable car classes of UberX or Uber Pool.
- Avoiding surge pricing.

## 7 Best Practices to Being a State Traveler

Request assistance from the agency Travel Coordinator(s) for all travel-related issues or questions.

Visit the [Trainings Resource Page](#) for trainings on Concur, Conferma, and other travel-related topics.

Stay up-to-date on all travel-related information by signing up for the Statewide Travel Program's [Travel Updates Subscription](#).

Complete a cost comparison before booking any travel to ensure adequate use of state funds.

Never use the Statewide Travel Program to book personal travel.

Be aware of cancellation policies and any applicable penalties before booking travel.

For Executive Branches only: Follow [SAM 4117-4117.6](#)

## When it comes to booking travel, State Travelers should be:

Requesting a Concur profile through the agency Travel Coordinator(s).

Keeping the Concur profile up-to-date, including requesting name or manager changes.

Booking all travel online through Concur or by emailing CI Azumano.

Booking all portions of a trip in one itinerary to avoid excess fees.

Calling CI Azumano travel agents for last minute or emergency response travel, as well as mid-trip changes.

Requesting support with Concur questions/issues from the agency Travel Coordinator(s).