Who's Who in State Travel

Entity	What they do
Travel Coordinator (TC)	Each agency has its own TC. In most cases, this is a team of people who assist their travelers. TCs act as an intermediary between the STP and the traveler; they are responsible for disseminating pertinent information from STP. TCs are also responsible for managing the agency's travel program and compliance within their agencies.
Travel Arranger/Assistant	Arrangers only book travel. Sometimes this is one individual for multiple staff members. Travelers and TCs can both be assigned to be Arrangers for others. Arrangers are required to follow all policies, but they have no other duties related to travel outside of booking, as this is a Concur-based feature.
Travel Approver	The approver is the Concur account who has been assigned to approve trips. This is a Concur-based feature. Typically, the approver is the traveler's manager. Agencies have the ability to set up passive or hard stop approval, TCs can reach out to STP to set up an approval process.
Traveler	The traveler is the person going on the trip. Travelers should be reaching out to their agency's TCs as their first contact. The TC can help with any questions and escalate issues to the appropriate contacts.
Statewide Travel Program (STP) Website: dgs.ca.gov/OFAM/Travel Email: statewidetravelprogram@dgs.ca.gov Phone: (916) 376-3974	The STP is a government entity that works with all contracted vendors, TCs, and travelers to ensure compliance with the State Administrative Manual (SAM), section 4117. The TC should contact the STP with any questions or concerns.
Grasp Website: graspDATA	Grasp is the reporting tool that holds receipts for booked travel. The TC has access to their agency's account. CI Azumano pushes reports to the TCs through Grasp. TCs can also use Grasp for downloading invoices, activity reports, and travel spend.

CI Azumano Website: caltravel.ciazumano.com Email: caltravel@ciazumano.com Phone: 877-454-8785	CI Azumano is the travel agency that is contracted by the state. The traveler or TC would reach out to them if there is an issue **and** travel has already begun. They can also assist TCs, travelers, and Travel Arrangers with booking group travel (10 or more travelers), Unused Ticket Credits (UTCs), mid-trip changes, virtual card support, reports, and invoices.
Concur Website: www.concursolutions.com	Concur is the website used to book all portions of travel. Travelers can use Concur to make changes to travel (only once for air travel) or cancel bookings. The TC has administrative access to their agency's account. If a traveler travels more than once a year, they should have an account on Concur. Travel Arrangers must have a profile in Concur. Travelers and Travel Arrangers would reach out to their TC to create a profile and for assistance.
U.S. Bank Website: access.usbank.com Phone: 877-846-9302 Option 3	U.S. Bank is the bank contracted by the state to pay for all travel related expenses. Car Rentals and flights are billed directly to the agency's account. The Virtual Card Number (VCN) is issued through U.S. Bank for lodging-related costs. The TC has access to their agency's account and is responsible for reconciling the account. The TC can reach out to U.S. Bank with any questions.
Conferma App Account Registration: app.conferma.com/ Email: appusers@conferma.com	Conferma app is used by traveler to access VCN information. The traveler can download the app to their phone or tablet (search "Conferma" in the app store) to access their VCN information when booking a hotel.
Conferma Online/SNAP Website: https:// snap.conferma.com/	SNAP Tool allows TCs to view all VCN deployments and transactions. SNAP Tool is a tool within Conferma that allows TCs to download hotel folios and specific traveler data to assist with reconciliation.
Datamine Website: datasuite.uatp.com	Datamine is the website that holds information about the agency's Universal Air Travel Plan (UATP). UATPs are converted UTCs. Through Datamine, TCs can access transactions for Southwest flights paid for by a UATP and any funds available. The TC has access to their agency's account.