

Quarterly Travel Coordinator Meeting

Statewide Travel Program
Tuesday, August 13, 2013



Introductions

- ☞ Tasha Wilson, Travel Program Manager
- ☞ Georgia Kattenhorn, Travel Specialist
- ☞ Cecilia Perez-Dunn, Marketing Specialist
- ☞ Kelly May, Travel Specialist
- ☞ Lori Wasson, Travel Specialist



Agenda

✧ What's New

✧ Contract Updates

- ✧ Airfares
- ✧ Travel Management Services
- ✧ Car Rentals
- ✧ One Provider (American Express)

✧ AMEX @Work & Government Card Reporting

- Presentation: by Amex

✧ Roundtable/Open Discussion

✧ Q&A

What's New

- ☞ New American Express Dedicated Account Representative
 - Introducing...Shawn Campbell
- ☞ New Business Partnership & Travel Manager
 - Introducing...Bill Amaral
- ☞ Governor's Reorganization
 - Notify us if your department is affected by the reorganization



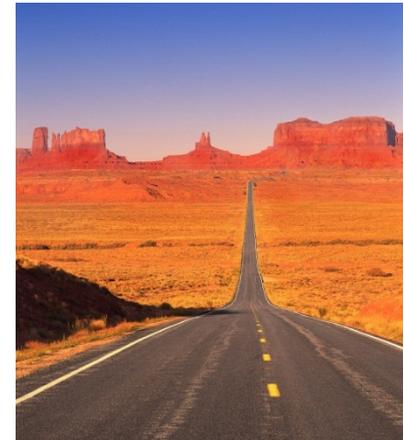
What's New

Assigned Travel Specialist for Your Department

- Refer to the spreadsheet provided

Fastrak / Electronic Toll Update

- Billing for Rental Vehicles
- Billing for State Vehicles



Lodging/Per Diem Increases effective July 1, 2013

- Reference CalHR PML2013-022, PML2013-026 & Travel Bulletin 13-06

Airline Contract Updates & Reminders

✉ Airline

- Contracts extended to June 30, 2014, Travel Bulletin 13-05
- Department policy on refundable vs. non-refundable airfares
- Delete SWABIZ profiles after travelers leave the department
- Process for erroneous charges on AMEX
- Recent SWABIZ Reporting Problems
- SWABIZ Training



Travel Agency Contract Updates & Reminders

∞ Travel Management Services

- New Concur Travel Updates
 - Enterprise Bookings
 - Car Rental Search Criteria
- State Lodging Increases
 - May take up to 30 days to load new lodging per diem rates
- Resources for Travelers: Business Cards (contact Ceci Perez Dunn)
- Recently Asked Questions:
 - Will departments soon be mandated to merge Southwest on Concur?
 - Is there a management tool for Concur so the administrator can see all the travel that is booked by employees?

*Next Concur Training:
Ziggurat Auditorium
September 24th, 2013
2:00 – 3:30 PM*



www.caltavelstore.com

Travel Agency Contract Updates & Reminders

Concur: Car Search -- Kelly Christine May General Services - Windows Internet Explorer

https://www.concursolutions.com/travelwizard/twCarChoose.asp?70116%2E7=2985264301%2E30005&cbsid=70117%2E52&HTTP_REFERER=%2Ftrav

File Edit View Favorites Tools Help

Convert Select

Favorites Cal State TravelStore Acti... STAMMP Home California Government Bu... Southwest Airlines - SWA... American Express Google canuser--ofs website

Concur: Car Search -- Kelly Christine ...

Welcome, Kelly May Help Log Out

Concur DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Travel Reporting Administration Profile

Home Arrangers Trip Library Templates Po

Compact and Intermediate are the preferred car rental submission of the "Ju

Picking up the car at: **San Francisco (SFO)** on Thu, Aug 23 12:00 PM
Returning on Fri, Aug 23 12:00 PM

All 15 results

	Economy Car 57.00	Compact Car 59.00	Interme 62.00
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Warning

The State's Commercial Car Rental contract is with Enterprise Holdings, Inc. This contract includes insurance coverage when renting from Enterprise or National Car Rental. If you are booking a car rental with a non-contracted vendor, insurance will not be covered in your rental charges. In addition, State travelers will be required to submit the "Justification for Rental Car Exception" with the reason you are renting off contract.

OK

Displaying: 15 out of 15 results. <<Previous 1 2 Next>> | All

Sorted By: Policy - Most Compliant

Economy Car (Sabre)	E-Receipt Enabled more info	
\$57.00 per day	Unlimited miles Pick-up: Downtown SFO Automatic transmission Total cost \$61.99*	

Reserve

Car Display Filters

- Unlimited miles
- Air conditioning
- Hybrid
- Car Transmission
 - Automatic
 - Manual

Done Internet | Protected Mode: Off 125%

Travel Agency Contract Updates & Reminders

Concur: Hotel Reservations -- Kelly Christine May General Services - Windows Internet Explorer

https://www.concursolutions.com/travelwizard/twHotelChoose.asp?cbid=64533%2E1&HTTP_REFERER=%2Ftravelwizard%2Fwizard%5Fprocessing%20

File Edit View Favorites Tools Help

Convert Select

Favorites Cal State TravelStore Act... STAMMP Home California Government Bu... Southwest Airlines - SWA... American Express Google canuser--ofs website

The Basics of Buyin... Concur: Hotel Re...

more info | compare choose room

5. The Sterling Hotel

1300 H St
Sacramento, CA 95814
Downtown
0.33 miles | view map

★★★★☆
rate this hotel

\$95
\$219

more info | compare choose room

6. Holiday Inn Sacramento-Capitol P...

300 J Street
Sacramento, CA 95814
0.46 miles | view map

★★★★☆
rate this hotel

\$95
\$155

E-Receipt Enabled more info | compare hide rooms

- \$95 State Government Id Req This - Is Not A State Per Diem Rate. Rates Are Subject 1 King Bed Leisure Nonsmoking Unwind In A Spacious Room With A Luxury Pillow Top Bed With Stylish Decor Loaded With (Rate Code: KNG133A) (Sabre)
- \$95 State Government Id Req This - Is Not A State Per Diem Rate. Rates Are Subject 1 King With Sofa Bed Nonsmoking Unwind In A Spacious Room With A Luxury Pillow Top Bed With Stylish Decor Loaded With (Rate Code: KSN133A) (Sabre)
- \$95 State Government Id Req This - Is Not A State Per Diem Rate. Rates Are Subject 2 Double Beds Nonsmoking Contemporary Room With Mahogany Furniture Separate Closet Work Desk 32 Inch Flat Screen Tv (Rate Code: 2DN133A) (Sabre)
- \$95 State Government Id Req This - Is Not A State Per Diem Rate. Rates Are Subject Standard Room When You Arrive At The Hotel We Will Do Our Best To Meet Your Room And Bed Type Preference. All Room (Rate Code: STN133A) (Sabre)

State of California Hotel Per Diem is \$90.00 per night except in the following counties: Napa, Riverside and Sacramento Counties (\$95 per night), Los Angeles, Orange and Ventura Counties and Edwards AFB (\$120 per night), Alameda, Monterey, San Diego, San Mateo and Santa Clara Counties (\$125 per night), and San Francisco County and the City of Santa Monica (\$150 per night).
[Rate details / Cancellation policy](#)

Use the following Hotel Program: Intercontinental Hotels Group - 918076919

- Best Western (2)
- Candant Trip Rewards (0)
- Clarion (1)
- Comfort Inns (1)
- Comfort Suites (1)
- Courtyard (3)

Check All | Reset

Hotel Amenities

- Breakfast (39)
- Broadband Internet (47)
- Business center (44)
- Convention center (0)
- Dry cleaning (32)
- Fitness center (37)
- Game room (10)
- Golf course (10)

Hotel amenities may change over time and without notice. Not all hotels have provided their amenities list.

Internet | Protected Mode: Off 125%

Screen TV (Rate Code: 2DN133A) (Sabre)

\$95
 State Government Id Req This - Is Not A State Per Diem Rate. Rates Are Subject 1 King Bed Leisure Nonsmoking Unwind In A Spacious Room With A Luxury Pillow Top Bed With Stylish Decor Loaded With Cancellation policy exists

State of California Hotel Per Diem is \$90.00 per night except in the following counties: Napa, Riverside and Sacramento Counties (\$95 per night), Los Angeles, Orange and Ventura Counties (\$120 per night), Alameda, Monterey, San Diego, San Mateo and Santa Clara Counties (\$125 per night), and San Francisco County and the City of Santa Monica (\$150 per night).

[Rate details / Cancellation policy](#)

Use the following Hotel Program: [Add a Program](#)

7. Holiday Inn Express Sacramento C...
 728 Sixteenth Street
 Sacramento, CA 95814
 0.57 miles [view map](#)

E-Receipt Enabled

8. Delta King Hotel
 1000 Front St
 Sacramento, CA 95814
 Old Sacramento
 0.58 miles [view map](#)

9. Best Western Plus Sutter House
 1100 H St
 Sacramento, CA 95814
 Alkali Flats
 0.17 miles [view map](#)

This hotel is not in compliance with the following travel rule(s):

State of California Hotel Per Diem is \$90.00 per night except in the following counties: Napa, Riverside and Sacramento Counties (\$95 per night), Los Angeles, Orange and Ventura Counties and Edwards AFB (\$120 per night), Alameda, Monterey, San Diego, San Mateo and Santa Clara Counties (\$125 per night), and San Francisco County and the City of Santa Monica (\$150 per night).

Please choose the reason for selecting this travel option. If more than one reason applies, choose the most applicable. This reason applies to this entire trip.

-- Please Choose a Reason --
 -- Please Choose a Reason --
 Hotel exceeds Per Diem requires form STD 255C
 Napa Riverside Sacramento per diem 95.00
 LA Orange Ventura Edwards AFB per diem 120.00
 Alameda Monterey San Diego San Mateo Santa Clara per diem 125.00
 San Francisco County City of Santa Monica per diem 150.00
 Hotel Compliant

Chosen: \$95.00
 Reference Point: Sacramento, CA, USA

Holiday Inn (HI) -- Holiday Inn Sacramento-Capitol Plaza
 Distance to reference point: 0.46 miles
 300 J Street

\$95.00	State Government Id Req This - Is Not A State Per Diem Rate. Rates Are Subject 1 King Bed Leisure Nonsmoking Unwind In A Spacious Room With A Luxury Pillow Top Bed With Stylish Decor Loaded With Cancellation policy exists
\$95.00	State Government Id Req This - Is Not A State Per Diem Rate. Rates Are Subject 1 King With Sofa Bed Nonsmoking Unwind In A Spacious Room With A Luxury Pillow Top Bed With Stylish Decor Loaded With Cancellation policy exists
\$95.00	State Government Id Req This - Is Not A State Per Diem Rate. Rates Are Subject 2 Double Beds Nonsmoking Contemporary Room With Mahogany Furniture Separate Closet Work Desk 32 Inch Flat Screen Tv Cancellation policy exists

[more info | compare](#) [choose room](#)

Car Rental Contract Updates & Reminders

Refueling Policy

- For Long and Short Term Rentals, renters are responsible for returning their vehicle with the same level of fuel that the vehicle had when it was picked up.
- Although renters are still required to refuel their vehicle before returning, Enterprise will charge market fuel prices for vehicles returned without refueling (market fuel is an average price of gas stations in the rental area).
 - Renters are not allowed to pre-pay for fuel and the refueling by Enterprise should only occur during an emergency situation. The posted “pre-pay” amount is not the rate that will be charged for Market Fuel Prices. Enterprise has blocked this option from our Accounts.
 - The renter will be responsible for submitting a Vehicle Justification Form to the State Controllers Office explaining why there are additional charges.
 - Justification form must be signed by the car renter’s Supervisor and submitted to your Accounting contact to attach with your AMEX BTA reconciliation.

<http://www.documents.dgs.ca.gov/ofa/Travel/CarRental/SCOforRentals7-11.pdf>

Car Rental Contract Updates & Reminders

Enterprise Point of Sale (POS) Pilot Program

- Point of Sale Billings
- Simplifying Toll Billing
- Volunteer Departments



Car Rental Contract Updates & Reminders

There are exclusions to the insurance coverage provided by Enterprise as part of the Contract. Some common or well known exclusions:

- ∞ Willful or wanton misconduct on the part of the driver
- ∞ Being under the influence
- ∞ Using the rental vehicle in a crime



A couple exclusions you may not be aware of:

- ∞ Operation of vehicle outside the continental US - International Car Rental Insurance
- ∞ Roof damage to Box Trucks or Large Passenger Vans

Car Rental Contract Updates & Reminders

Uninsured Damage:

Enterprise will send the state Agency that rented the vehicle a bill for the damage to the rental truck/vehicle. It is then that specific state departments responsibility to pay Enterprise Rent a Car directly for the truck/vehicle damage out of their respective fleet / vehicle / maintenance budget.

The state department renting the truck would still need to fill out the STD. 270 Vehicle Accident Report, report the accident to your fleet manager and Office of Risk and Insurance Management, and then report the accident immediately to Enterprise Rent a Car so they can then assess the damage and determine if the rental truck/vehicle needs to be removed from rental service and if a new one needs to be provided to the state department.

<http://sco.ca.gov/>

Make sure you check with your Department for their Policy regarding the purchase of insurance coverage for any vehicle that has insurance exclusions.

AMEX Contract Updates & Reminders

American Express

○ Business Travel Accounts

- Help Desk Telephone Numbers
- Payment Overnight Delivery
- Program Administrator (PA) Access
 - If your Department PA is on file – PA calls American Express Help Desk for any access/PA changes or additions
 - If no Department Program Administrator on file – Alert your Statewide Travel Program contact who will work with American Express on any or access/PA changes or additions



Government Card Program

☞ Keep your Government Card Program Healthy

- @ Work online program management for government cards
- Management of card activity – cancel, suspend, assign limits, credit balance refunds, update information and more
- Customized reporting allows you to monitor card member spend

☞ Government Card Best Practices

- Monitor spending – ensure card is utilized for business use only
- Run monthly reports to identify delinquent accounts
- Send notifications to past due card members - 30, 60 and 90 days delinquent
- Collect government cards from employees who leave the department (transfers, position changes, retirement)

Delinquent Accounts

- As Program Administrators (or Travel Coordinators), it is your responsibility to monitor your Department Government Cards.
 - Monthly delinquency & activity reports
 - Delinquency notifications to card holders
 - Assisting STP with cardholder account problem resolution



Retail Limits & Restrictions

- ☞ Government Cards are to be utilized for business travel use only— no personal expenses!

- ☞ Effective November 1, 2013, new limits and restrictions will be placed on all Government Cards
 - Maximum Monthly Retail Limits - \$500
 - Maximum Monthly Spending Limits - \$5000
 - Abuse and Delinquencies
 - Cancellation after 3 delinquencies of 60 days
 - Amex will not issue new card to previous government card abusers



How to Submit Government Card Applications

∞ Process and Steps for Submitting the Application

1. Employee submits completed hardcopy government card application to department Program Administrator. (Program Administrator keeps the application on file)
2. Program Administrator reviews application for completeness and signs if complete. (Also reminds employee that card is for business use only and of employee's payment liability)
3. Program Administrator provides employee with Government Card Employee Agreement
4. PA submits electronic card application through Amex @Work
5. If approved, Amex issues Government Card to employee
If denied, PA and employee receive notification

Government Card Application



THE
AMERICAN
EXPRESS
CORPORATE
CARD
PROGRAM

Employee:

A traveling employee takes 5 trips per year or expenses \$5,000 per year.

**Required fields must be completed or application cannot be processed.*

Please complete and send to Program Administrator

Program Administrator:

**Required fields must be completed or application cannot be processed.*

Complete form and send to:
American Express
P.O. Box 53816
Phoenix, AZ
85072

or

fax to
623 492-3884

American Express® Government Card Application for State of California

APPLICATION INFORMATION - PLEASE COMPLETE ALL ITEMS BELOW FOR TIMELY PROCESSING

Name as you would like it to appear on the Corporate Card (20 characters only, including spaces *Required)

Billing Street Address (20 characters only, including spaces - *Required)

Home Office

City (17 characters maximum, including spaces)

State

Zip Code

Home Street Address (20 characters maximum, including spaces, if different than billing address - *Required)

City (17 characters maximum, including spaces)

State

Zip Code

Social Security Number (*Required)

Home/Personal Phone Number (*Required)

Business Phone Number (*Required)

Fax Number

X

Employee's Signature (*Required) Please read the Agreement before signing.
By signing above I indicate my acceptance of the terms and conditions of the Agreement.

Date

PROGRAM ADMINISTRATOR

3 7 8 2 - 7
Basic Control Number (please fill out or application processing will be delayed)

S T A T E O F C A L I F O R N I A
Company Name (20 characters maximum, including spaces)

X

Program Administrator's Authorizing Signature (*Required) *Please read Agreement before signing. I am authorized to complete this enrollment authorization on behalf of the company.

Date

PRINT Authorizer's Name

Title

Phone Number

Fax Number

* All applications require a signature (name & title) of an authorized Program Administrator

AGREEMENT:

Company and the Applicant (a) request that a Corporate Card be issued to the Applicant on the Company's account, (b) authorize the receipt and exchange of credit information on the company and the Applicant, (C) agree to be bound by the Agreement sent with the Card and by the Agreements covering Corporate Card related programs in which the Applicant is enrolled, and (d) agree that the Corporate Card will be used for business or commercial purposes only. The Applicant (a) authorizes American Express to notify the Company if this application is declined or if spending restrictions are applied to the Corporate Card, and (b) agrees to be liable for payment to American Express of all amounts charged to the Corporate Card.

Government Card Application Agreement

Company and the Applicant (a) request that a Corporate Card be issued to the Applicant on the Company's account, (b) authorize the receipt and exchange of credit information on the company and the Applicant, (c) agree to be bound by the Agreement sent with the Card and by the Agreements covering Corporate Card related programs in which the Applicant is enrolled, and (d) agree that the Corporate Card will be used for business or commercial purposes only. The Applicant (a) authorizes American Express to notify the Company if this application is declined or if spending restrictions are applied to the Corporate Card, and (b) agrees to be liable for payment to American Express of all amounts charged to the Corporate Card.

Government Card Employee Agreement

State of California and American Express Government Card Employee Agreement

The American Express Government Card has been offered to frequent travelers of the State of California to facilitate government travel. By applying for and receiving a State of California, American Express Government Card, I as a Cardholder have read the information on the Government Card numbered below and agree to abide by this policy.

The American Express Government Card will hereinafter be referred to in this agreement as "the Government Card".

I agree to the following regarding my participation in the Government Card Program:

1. I agree to use the Government Card only for actual and necessary business travel expenses, which are reimbursable by law.
2. I agree to maintain my account at less than 30 days past due by submitting my Travel Expense Claim in a timely manner. I understand at 45 days past due the charging privileges will be suspended. I further understand at 60 days past due the Government Card may be cancelled. At that time, I agree to settle my balance in full with American Express. I understand that any portion of my account that goes to Collections will reflect on my personal credit score.
3. I agree to follow the established procedures set forth in this memo for using the Government Card.

If the card is lost, stolen, or misplaced, I will immediately notify American Express by telephone (800-528-2122). I will also inform the Program Administrator of this loss. I understand that failure to notify American Express of the theft, loss, or misplacement of the Government Card will make me personally responsible for any fraudulent or unauthorized use.

I agree to surrender the Government Card immediately upon my retirement or any termination of my employment, or upon the request of any authorized representative of this Department. Upon termination I agree to settle all balances with American Express.

Should you not wish to comply with the policy, please destroy your Government Card and contact your Program Administrator and request your Government Card be canceled. Make sure your Government Card is paid in full to avoid injury to your credit history.

|

What is American Express @ Work?

Servicing, Statements and Payments

For Program Administrators looking to maximize their company's Card Program performance and help drive business success, American Express @ Work provides the tools needed to help **minimize financial exposure**, **support employees** on the road and **assist senior-level decision making**.

- ✦ **Minimize exposure:** Mitigate risk by implementing and enforcing policies that meet your company's unique needs
- ✦ **Support employees:** Empower your colleagues to manage their expenses and keep business moving forward whether at the office or on the road
- ✦ **Assist decision-making:** Help drive the success of your business by providing senior management with company-wide spending information



@ Work Program Management *Permissions*

The following program or account maintenance functions can be performed online:

☞ **Process Applications:**

- Program Administrator Initiated Card Application
- Employee Initiated Card Applications
- Program Administrator Review of Pending Card Applications
- Guarantee Declined Application

☞ **Manage Card Accounts:**

- Cancel Cards
- Reinstate Cards
- Replace Card
- Transfer Card Accounts between Basic Control Accounts
- Suspend/Unsuspend A Card
- Change Limits on Card Accounts
- Change Accounting Information
- Update Address Information for Existing Cardmembers

Monitor Cardmember Activity:

- View Cardmember Billed and Unbilled Charges
- Request Credit Balance Refund

Manage the Card Program:

- View Hierarchy (structure of Card program)
- Track the Status of Account Maintenance Transactions
- Share Program Administrator Responsibility within Company

Online Billing Services:

- Online Statements (Business Travel Account and Corporate Purchasing Card)
- Corporate Online Payments**



MY ACCOUNT CARDS TRAVEL REWARDS BUSINESS

Need help? [Search icon]

Do you already have a User ID and Password?

Yes

I have a User ID and Password

Enter User ID & Password

User ID

Remember Me [What's this?](#)

Password

[Forgot your Password?](#)

Go

[I'm registering for a new service and want a separate ID and Password](#)

<< Back



No

I need to create a User ID and Password

I am a new user

Go

Direct link:
<http://atwork.americanexpress.com>

More Products & Services

- Gift Cards
- Membership Rewards® Program
- Travel Protection
- Savings Accounts and CDs
- Business Apps

Get an American Express Card

- Airlines Credit Cards
- Small Business Credit Cards
- Credit Card Rewards
- No Annual Fee Credit Cards
- Gold Cards

Important Links

- Financial Tools
- Credit Basics
- Fraud Protection Center
- Mobile Services and Apps

Company Information

- About American Express
- Careers
- Affiliate Program
- Contact Us
- Connect

Managing Changes on Card Accounts (profiles)

AMERICAN EXPRESS @ WORK

HOME | PERSONAL CARDS | TRAVEL | SMALL BUSINESS | CORPORATIONS | MERCHANTS

Site Help | Search | Contact Us | Logoff

Remaining Session Time: 23:1

Select Country: USA

Welcome to @ Work, John

> Card Accounts NEED HELP?

Click on one of the links below to Get Started.

- [Manage Card Accounts](#)
 - View and update Cardmember information
- [Monitor Spending and Payments](#)
 - View charge activity and payment status
- [Process Applications](#)
 - Submit and review applications

Find Card Profiles

Show me all Card Accounts where:

Choose One: [dropdown] [input] **GO**

[Advanced Search](#)

The Cardmember profile is the key to managing your Card accounts. From the profile you can:

- Edit Cardmember information
- Change account status
- View activity
- and more...

Notifications

Applications:
You have [0] application(s) that have been declined.

You have [1] application(s) that require your submission and/or approval.

> Reports NEED HELP?

Access reports to help you manage your program, monitor Cardmember compliance, and analyze spend trends.

- [Card Reports & Data Files](#)
 - Access your standard Corporate Card, Meeting Card or Corporate Purchasing Solutions reports and data files
- [Business Travel Reports](#)
 - Access your Business Travel reports

Create Customized Card Reports

Run reports designed to meet specific business objectives **GO**

Status Tracking Search

Enter a Status Tracking Number

[input] **GO**

[Status Tracking Search](#)
[Status Tracking Overview](#)

> Program Information & Tools NEED HELP?

Use this collection of Information & Tools that will help you run your program more effectively.

- [View Hierarchy](#)
 - View how your Card program is organized and the control accounts you manage

Online Statement & Payment Center

Access the Statement and Payment Center to view and download statements, view summarized spend data, and pay accounts online.

Functionality is available to you based on your American Express @ Work Profile.

Corporate Card

Choose One: [dropdown] **GO**

Corporate Purchasing Card

Choose One: [dropdown] **GO**

Corporate Account Reconciliation (CAR)

Integrate your company's purchasing data into your backend systems.

[Go to the CAR Site Now >](#)

Resources and Help

Learn about @ Work and how to run your program efficiently

- @ Work Resource Center
- Tips and training for new users
- American Express contact information

[Go to Resources and Help >](#)

Apply for Cards Online

AMERICAN EXPRESS @ WORK

HOME PERSONAL CARDS TRAVEL SMALL BUSINESS CORPORATIONS MERCHANTS

Site Help | Search | Contact Us | Login

Remaining Session Time: 23:1

Select Country USA

Welcome to @ Work, John

> Card Accounts
Click on one of the links below to Get Started.

Manage Card Accounts
• View and update Cardmember information

Monitor Spending and Payments
• View charge activity and payment status

Process Applications
• Submit and review applications

NEED HELP?

Find Card Profiles
Show me all Card Accounts where:
Choose One: [] [GO]
Advanced Search

The Cardmember profile is the key to managing your Card accounts. From the profile you can:
• Edit Cardmember information
• Change account status
• View activity
• and more...

Notifications
Applications:
You have [0] application(s) that have been declined.

You have [1] application(s) that require your submission and/or approval.

Status Tracking Search
Enter a Status Tracking Number
[] [GO]

Status Tracking Search
Status Tracking Overview

Resources and Help
Learn about @ Work and how to run your program efficiently.

> Reports
Access reports to help you manage your program, monitor Cardmember compliance, and analyze spend trends.

NEED HELP?

Create Customized Card Reports
Run reports designed to meet specific business objectives [GO]

Card Reports & Data Files
• Access your standard Corporate Card, Meeting Card or Corporate Purchasing Solutions reports and data files

Business Travel Reports
• Access your Business Travel reports

> Program Information & Tools
Use this collection of Information & Tools to manage your program more effectively.

View Hierarchy
• View how your Card program is organized and manage

From the Card Accounts section, select the Process Applications link.

> Card Accounts
Click on one of the links below to Get Started.

NEED HELP?

Manage Card Accounts
• View and update Cardmember information

Monitor Spending and Payments
• View charge activity and payment status

Process Applications
• Submit and review applications

Search for Applications
Show me all applications where:
Choose One: [] [GO]
Advanced Search

Submit New Applications
1) Complete an application on behalf of an employee:
Enter Basic Control Account # [] [Continue]

2) Enable employees to submit their own applications
[Create & Manage Access Keys >](#)

Reinstate a Canceled Card

Account Information

Card Type	CORPORATE	
Account Number	8782-123456-1234	Replace
Account Status	Canceled	Reinstate
Company Name	REXPORT INC.	
Company ID	11223456	
Control Account Name		
Basic Control Account		Transfer
Employee ID	1122345	Change
Cost Center		Change
Universal ID		Change

Identify Reinstatement Type

Does the Cardmember have the Card in their possession?
(if no, a new Card will be issued)

Yes No

Would you like to reinstate the Card with a new account number?
(if no, the Card will be issued with the existing account number)

Yes No

Card Member Delinquency Report

Cardmember Delinquency Report - Sample - Microsoft Excel

Home Insert Page Layout Formulas Data Review View Get Started

Font: Arial 10

Clipboard: Paste, Copy, Format Painter

Font: Bold, Italic, Underline, Text Color, Background Color

Alignment: Wrap Text, Merge & Center

Number: General, Currency, Percentage, Decimals

Styles: Conditional Formatting, Format as Table, Cell Styles

Cells: Insert, Delete, Format

Editing: AutoSum, Fill, Clear, Sort & Filter, Find & Select

A1 Report Name:

	A	B	C	F	H	K	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	Report Name:	Cardmember Delinquency																	
2	Company Name:	REXPOR																	
3	Report Month:	July 2008																	
4	Report Group:	222239																	
5	Report No:	IA 3000-013																	
6	Recipient No:	400000720																	
7	Report Date:	August 09, 2008																	
8																			
16	TOTAL	167																	
17	Last Name	First Name	Middle Name	Card Account No.	Employee ID	Status	Last Month's Closing Balance	Charges / Other Debits	Payments / Other Credits	Closing Balance	Cur	30	60	90	120	150	180+		
18	ABBOTT	VINCE	HARRY	10334	43277509	Active	286.03	235.89	0.00	521.92	235.89	136.29	149.74	0.00	0.00	0.00	0.00		
19	ADAMS	JOSE		30336	57067461	Active	1,984.03	99.45	0.00	2,083.48	99.45	1,984.03	0.00	0.00	0.00	0.00	0.00		
20	AGEE	HELEN		68332	79819739	Active	138.56	0.00	0.00	138.56	0.00	138.56	0.00	0.00	0.00	0.00	0.00		
21	BAKER	Z	VAN	70332	48794550	Active	2,034.16	1,212.35	0.00	3,246.51	1,212.35	2,034.16	0.00	0.00	0.00	0.00	0.00		
22	BELL	JOYCE	V	98338	74421503	Active	144.72	0.00	(110.00)	34.72	0.00	34.72	0.00	0.00	0.00	0.00	0.00		
23																			
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12:02 PM 8/7/2013

Card Member Activity Report

CC_Cardmember_Activity [Compatibility Mode] - Microsoft Excel

	A	B	C	O	P	R	T	U	
	Product	Last Name	First Name	Process Date	Merchant / Supplier Name	Transaction Description	Current Period Charge Amount USD	Current Period Credit Amount USD	Current Per Balance
1	CORPORAT E CARD	ABBOTT	ABBEY	04/22/2005		ANNUAL MEMBERSHIP RENEWAL FEE 04/20	10.00	0.00	
2	CORPORAT E CARD	ABBOTT	ABBEY	04/26/2005	DELTA AIR LINES	DELTA AIR LINES PEACHTREE CTYGA	568.40	0.00	
3	CORPORAT E CARD	ABBOTT	ABBEY	04/26/2005	AIRLINES RPRTING CORP/TAF	TRAVEL AGENCY SERVICEPEACHTREE CTYGA	25.00	0.00	
4	CORPORAT E CARD	ABBOTT	ABBEY	04/26/2005	AIRLINES RPRTING CORP/TAF	TRAVEL AGENCY SERVICEPEACHTREE CTYGA	25.00	0.00	
5	CORPORAT E CARD	ABBOTT	ABBEY	05/03/2005	DELTA AIR LINES	DELTA AIR LINES ATLANTA GA	25.00	0.00	
6	CORPORAT E CARD	ABBOTT	ABBEY	05/04/2005	MARY KELLEY'S	MARY KELLEY'S DUBLIN OH	34.52	0.00	
7	CORPORAT E CARD	ABBOTT	ABBEY	05/06/2005	COURTYARD 1G8.01	COURTYRD-1 1G8 DUBLIN OH	298.77	0.00	
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Sheet1

Ready

11:56 AM 8/7/2013

Next Meeting

Quarterly Travel Coordinator Meeting

Wednesday, November 6, 2013

9:00 AM – 11:00 AM

Ziggurat Auditorium



Contact Information

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Thank You Travel Coordinators!

- ✎ What would you like to see discussed/presented at future travel coordinator meetings?
 - Please email us at StatewideTravelProgram@dgs.ca.gov.
- ✎ Travel Coordinator Meeting Survey
- ✎ Visit our website at www.dgs.ca.gov/travel for more info.
- ✎ Questions?