



Travel Payment System Transition - Frequently Asked Questions (FAQs)

Q.1. Will Citibank be replacing American Express?

A.1 Yes, the current Travel Payment System provider is American Express. Through a competitive RFP process the contract has been awarded to Citibank. The new contract with Citibank begins November 1, 2016 and will replace the old contract with American Express which expires on October 31, 2016.

Q.2. With the American Express contract expiring, does that mean that the accounts must be closed?

A.2. Yes, any account that was opened under the state's contract will be closed by the contract expiration date of October 31, 2016.

Q.3. What is required to transition to Citibank?

A.3. Each participating entity is required to sign a Std. 213 and provide contact information for program and contract administrators to start the set-up process. A package with all required documents was emailed to each participating entity on August 17, 2016. For an additional copy of the documents package, please email your request to Statewidetravelprogram@dgs.ca.gov.

Q.4. We have several different units that sign contracts, who should sign the Std. 213?

A.4. Please research contract signature authority within your individual agency.

Q.5. Will a Std. 215 be necessary?

A.5. Yes, each state department must complete a Std. 215 to authorize Citibank to receive payments.

Q.6. Will travelers experience any change or need additional information?

A.6. The change in Travel Payment System providers will be seamless for travelers. The new 16-digit payment account number for each entity will be loaded behind the scenes in department profiles with CalTravelStore and Concur Travel.

Q.7. What is the difference in the three payment system accounts, Direct Bill Account, Individual Liability Cards, and Virtual Card Number?

A.7. **Direct Bill Accounts:** (Previously BTAs) Ghost account issued to each department to direct bill airline, car rental, rail and travel agency fees. This will also include any Corporate Meeting Cards and/or Meeting Planner Accounts. The terms and conditions for these accounts have changed and may include the assessment of delinquency fees if accounts are not paid pursuant to the terms of Government Code Section 927.

Individual Liability Cards: (Previously Government Cards) Charge card issued to the traveler, in the traveler's credit for business travel expenses only. The terms and conditions for these cards have changed and may include the assessment of delinquency

(A.7. Continued)

fees if accounts are not paid by statement due date. Delinquency fees are not reimbursable.

Virtual Card Number Accounts: A one-time use card number generated to pay a specific vendor, a specific amount, on a specified date, typically used for hotel room and tax charges. This is a temporary number that expires after the date specified. This product will be available for use in the second phase of contract roll-out in late 2017.

Q.8. Our Department does not allow hotel charges to be direct billed. We have to pay personally and request reimbursement. Can we still book online using Concur with our own personal cards?

A.8. Yes, the Virtual Card Number product will always be an optional product and you can maintain business as usual for hotel payments.

Q.9. What is the timing to get accounts set up under Citibank?

A.9. There is a tight timeline and quick turnaround required for documentation from all participating entities. All entities with current travel accounts who have submitted necessary paperwork will be transitioned prior to the November 1, 2016 go live date.

Q.10. Will current cardholders be contacted prior to November 1, 2016?

A.10. Yes, current cardholders will receive notice from the Statewide Travel Program and their Program Administrators by late September 2016.

Q.11. Will our current cardholders need to fill out a new application with Citibank? How do I get a Citibank application?

A.11. Yes, any individual who meets the minimum criteria to apply for the Citibank Individual Liability card will need to complete an online application. Current cardholders will receive notification from their Program Administrators that their American Express card is expiring. This communication will have a link to the Citibank application.

Q.12. Will access to billing detail be improved? One of the biggest challenges we have is not having enough detail on the billing to identify who the traveler is for hotel charges

A.12. As part of the new contract we will be offering a new payment type for hotel charges. It is a virtual card number (VCN) account program that will be much more automated than the current ghost card process. The VCN product will not be rolled out until we complete implementation on the critical payment mechanisms (i.e., Business Travel Accounts and Individual Cards). But know big improvements in the hotel payment and reconciliation process are on the horizon.

Q.13. Will there be an improvement in how the ghost card is used to make hotel reservations? The current process is problematic for us.

A.13. Once the Virtual Card Number product is available, it will replace the process of faxing credit card authorization forms and the data received will include all information including accounting codes to simplify the reconciliation process.

Q.14. How is travel that is booked after November 1, 2016 going to be handled?

A.14. Air, rail and car reservations will not be impacted. If you are using a direct bill to hold and reserve hotel rooms via a credit card authorization form, you will need to provide the hotel with a new credit card authorization form indicating the new Citibank Direct Bill Account number prior to check-in.

Q.15. Who do I contact if I have additional questions?

A.15. Please contact:

- Tasha Wilson at 916-376-3976 or Tasha.wilson@dgs.ca.gov or
- Lori Wasson at 916-376-3992 or lori.wasson@dgs.ca.gov