

Quarterly Travel Coordinator Meeting

Statewide Travel Program
Wednesday, November 6, 2013



Agenda

- Introductions
- Travel “News”
- Hotel Program Updates
- Contracted Vendor Updates
 - Airline
 - Travel Management System
 - Car Rental
 - American Express
- Notes & Reminders
- Closing
- SWABIZ Training

Introductions



- Bill Amaral, *Business Partnership and Travel Manager*
- Tasha Wilson, *Travel Program Manager*

- Georgia Kattenhorn, *Travel Program Specialist*
- Kelly May, *Travel Program Specialist*
- Cecilia Perez Dunn, *Marketing Specialist*
- Evan Speer, *Travel Program Specialist*
- Lori Wasson, *Travel Program Specialist*

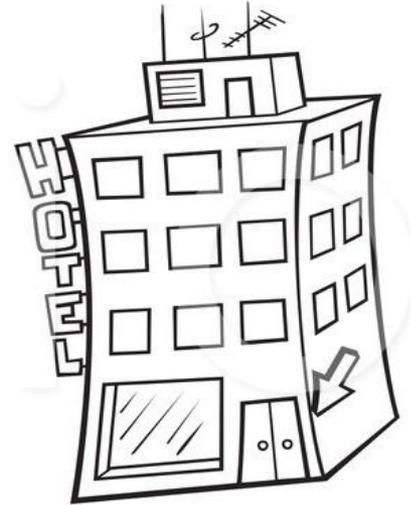
Travel “News”

- CalHR Per Diem Changes (9/1/13 & 11/1/13)
- FasTrak



Hotel Program Updates

- Push to book through Concur website
- Data collection stage
- Benefits of promoting booking on Concur:
 - Increased Data collection
 - Better reconciliation
 - Leverage to negotiate better rates/amenities
 - Identification of target hotels/areas
- Common complaints:
 - Have favorite hotel that doesn't have rate available
 - Book and then call
 - Preferred hotel not in Concur
 - Don't want to put credit card on Concur site
 - As secure, if not more, than booking through the hotel



Airline Updates



- TSA Pre-Check
- Southwest “No Show” Policy
 - Travel Bulletin #13-04
- City-Pair Rate Extension
 - Valid until June 30, 2014
 - Travel Bulletin #13-05
- Effective October 16, 2013 – JetBlue moved to Terminal A
 - SMF



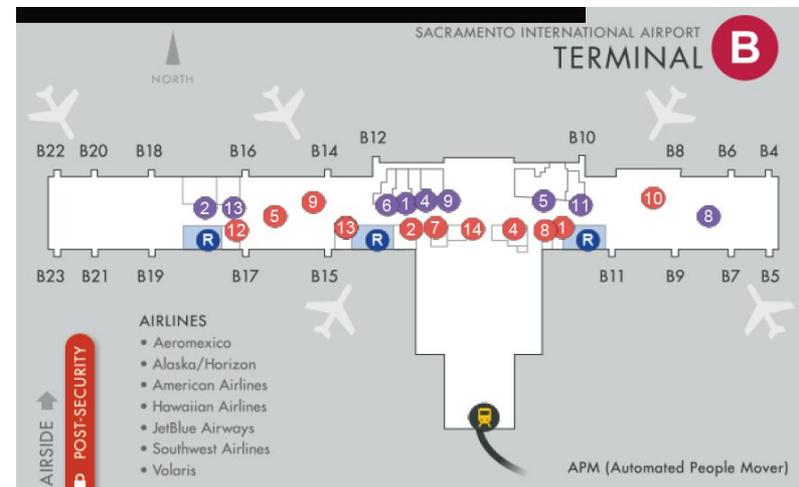
City-Pair Rate Location

<http://www.dgs.ca.gov/travel/Programs/Airfare.aspx>

The screenshot shows the 'Airfare' page of the DGS Statewide Travel Program. The page is viewed in Internet Explorer. The main content area includes a breadcrumb trail 'You are here > Programs & Services > Airfare', an introductory paragraph about departmental travel policies, a section titled 'How to Participate in Program', and a section titled 'What are the State-Contracted Airfares?'. Under the 'What are the State-Contracted Airfares?' section, there are three PDF links: 'Intra-California (PDF)', 'Out-of-State (PDF)', and 'International (PDF)'. These links are circled in red. Below the links, contact information for Evan Speer, Statewide Travel Specialist, is provided. On the right side of the page, there are two sidebars: 'Quick Links' with various resource links and 'What's New' with travel bulletin links. The browser's address bar shows the URL 'http://www.dgs.ca.gov/travel/Programs/Airfare.aspx'. The taskbar at the bottom shows the system clock as 2:31 PM on 10/31/2013.

Airline Terminals

- Terminal A
 - Jet Blue
 - Delta Airlines
 - United/Continental
 - US Airways
- Terminal B
 - Aeromexico
 - Alaska/Horizon
 - American Airlines
 - Hawaiian Airlines
 - Southwest Airlines
 - Volaris



Travel Management System Updates (1 of 4)

- Concur “Refresher” Online Travel Training

Tuesday, December 3, 2013

2:00 p.m. to 3:30 p.m.

DGS Auditorium



- Department Training
 - Training specific for your department
 - Minimum of 10 people in attendance

Travel Management System Updates (2 of 4)

- Southwest Direct Connect (SDC) on Concur
 - Newly added departments:
 - State Hospitals Coalinga
 - State Hospitals Stockton
 - Commission on the Status of Women & Girls
 - Social Services
 - Student Aid Commission
- Error Messages on Concur
 - If received, contact CALtravelstore and provide them with a screenshot
- Reminder: Cancel non-refundable tickets!

Travel Management System Updates (3 of 4)

- Process for CALtravelstore/Concur Changes
 - All airline changes must be handled by CALtravelstore
- Complete Concur Reservations
 - Next, Next, Next, Purchase!
- Bordering States Policy
 - SAM Sections 0761 and 0763; GC Section 11032 and 11033

Travel Management System Updates (4 of 4)

- Park 'N Fly Update

AIRPORT CODE	FACILITY NAME	SERVICE TYPE	GOVERNMENT RATES
LAX	Park 'N Fly @ Park One	Self Park Uncovered	\$12.71
OAK	Park 'N Fly	Self Park Uncovered	\$7.49
ONT	Park 'N Fly	Self Park Uncovered	\$7.50
SAN	Park 'N Fly - Garage	Self Park Uncovered	\$9.75
SAN	Park 'N Fly - Garage	Self Park Covered	\$12.00
SAN	Park 'N Fly - Lot 1	Self Park Uncovered	\$8.99
SAN	Park 'N Fly - Lot 5	Self Park Uncovered	\$8.99
SFO	Park 'N Fly	Self Park Uncovered	\$10.50
SFO	SkyPark	Valet Uncovered	\$13.00
SJC	Double Tree San Jose	Valet Uncovered	\$12.00

Commercial Car Rental Updates (1 of 3)

- 2 Forms of ID (Travel Bulletin 13-08 & 13-08R)
 - Entity issued **picture identification**
 - Departmental **business card**
 - **Travel Itinerary**, if booked through Concur
 - **Authorization letter** on Department letterhead



Commercial Car Rental Updates (2 of 3)

- Contract extension thru 12/2014
 - Rate increase (CPI) ??



Commercial Car Rental Updates (3 of 3)

- Market Rate Fuel / Rental Car Refueling Policy
 - (SCO policy & guidelines)
- Contract “Personal Use” process
- GPS



One Provider (Amex) Updates (1 of 3)

- Erroneous Change & New Membership Fees Letter from American Express
 - Not applicable to Statewide Travel Program Government Cards
 - Disregard

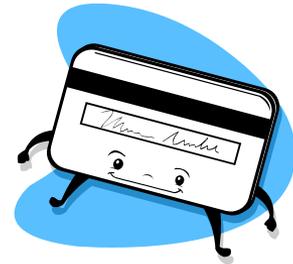


One Provider (Amex) Updates (2 of 3)

- Government Card Retail & Spend Limits (TB# 13-10)

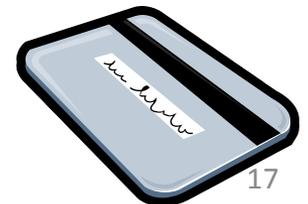
- Effective November 15, 2013

- Monthly Retail Limits of \$500
- Monthly Spend Limits of \$5000
- Cardholders to receive a limits & restrictions notice from Amex



- Case-by-Case / Individual Exceptions

- Account will be run to show activity and delinquency history
- Based on actual business need
- If approved by STP, will also require traveler's manager signature approval



One Provider (Amex) Updates (3 of 3)

- 30/60/90 Notifications & Processes (Government Cards)
 - PA's receive cardholder activity & delinquency reports thru @Work monthly (approx. 30th of each month)
 - Review cardholder reporting for delinquencies
 - Access template notification letters on STP website
 - Send template notification letters to delinquent cardholders
 - Notify STP if a listed delinquent cardholder is not with the department (transferred/separated, incorrect listing, etc)
 - Template Letter(s) for use to notify cardholders of past due status
- www.dgs.ca.gov/travel/Programs/TravelProgramCoordinator.aspx -
“American Express Government Card Management” tab

Amex Cardmember Reports for PA's

- **Cardmember Delinquency Report** – The Cardmember Delinquency report provides a listing of delinquent Cardmembers by aging status (30 days through 180+ days past due). This report can be used to assist with monitoring overdue Cardmember balances and provide financial account risk management at the Cardmember level.
- **Cardmember Interim Delinquency Report** – The Cardmember Interim Delinquency Report delivers a listing of all delinquent Cardmembers. This report is run at any point between cycle cut (25th of each month) to help you proactively manage Cardmembers before they accumulate late fees. Most users receive this report 15 days after cycle cut to identify Cardmembers 45 days past due.
- **Cardmember Activity Report** - The Cardmember Activity report displays transaction details of all Cardmembers for the current month. It is a useful audit tool in helping to monitor employee spending and policy compliance.
- **Cardmember Listing Report** – The Cardmember Listing report delivers a comprehensive look at all Cardmember and account profiles, including active, inactive or cancelled account status, for easy and effective program management.

One Provider (Amex) Updates

How to Access American Express Cardmember Reporting:

Log into the American Express @Work Online portal

- From “Reports” - Click on “Reports & Data File”
- Next Click on “Corporate Card” tab
 - Displays three report titles –
 - “Analyze Spend Trends”
 - “Manage Cards”
 - “Monitor Compliance”
 - Select “Manage Cards” for Cardmember Listing Report
 - Select “Monitor Compliance” for Cardmember Delinquency & Cardmember Activity Reports
- Double-click the file detail at the far right of screen to access report
 - Red = PDF
 - Green = Excel version
- Open file
- Save to hard drive

Amex Cardmember Reporting (1 of 3)

The screenshot displays the American Express @ Work portal interface. At the top, there is a navigation bar with tabs for HOME, PERSONAL CARDS, TRAVEL, SMALL BUSINESS, CORPORATIONS, and MERCHANTS. The main header includes the American Express logo and the text "AMERICAN EXPRESS @ WORK". On the right side of the header, there are links for Site Help, Search, Contact Us, and Log out, along with a "Remaining Session Time: 23:1" indicator and a "Select Country" dropdown menu set to USA.

The main content area is divided into several sections:

- Welcome to @ Work, John**: A personalized greeting message, highlighted with a red box.
- Card Accounts**: A section with a "NEED HELP?" button. It includes a "Find Card Profiles" search box with a "GO" button and an "Advanced Search" link. Below this, it lists actions for managing card profiles: Edit Cardmember information, Change account status, View activity, and more.
- Reports**: A section with a "NEED HELP?" button. It features a "Create Customized Card Reports" search box with a "GO" button. Below this, it lists "Card Reports & Data Files" (highlighted with a red box) and "Business Travel Reports".
- Program Information & Tools**: A section with a "NEED HELP?" button. It includes a "View Hierarchy" link and a description of the information and tools available.
- Online Statement & Payment Center**: A green section with a "GO" button for "Corporate Card" and "Corporate Purchasing Card".
- Corporate Account Reconciliation (CAR)**: A green section with a "Go to the CAR Site Now >" link.

On the right side of the page, there are three additional panels:

- Notifications**: A section titled "Applications" showing the number of declined and pending applications.
- Status Tracking Search**: A search box for entering a Status Tracking Number with a "GO" button.
- Resources and Help**: A section with links to learn about @ Work and a list of resources including the @ Work Resource Center, tips for new users, and contact information.

Amex Cardmember Reporting (2 of 3)

The screenshot shows the American Express @ Work reporting interface. The browser address bar displays the URL: https://www367.americanexpress.com/ciw/en_US/CIWMainPage.do?marketplace=en_US&flag=UNKNOWN. The page title is "AMERICAN EXPRESS @ WORK". The navigation menu includes: HOME, PERSONAL CARDS, FINANCIAL SERVICES, TRAVEL, SMALL BUSINESS, CORPORATIONS, and MERCHANTS. The main content area is titled "Reports" and contains two buttons: "Corporate Card" (highlighted with a red box) and "Manage My Reports". Below these buttons, there is a section with three report options: "Analyze Spend Trends", "Manage Cards", and "Monitor Compliance". A "NEED HELP?" button is located to the right of the report options. The sidebar on the right contains "Resources and Help" information, including links to the @ Work Resource Center, tips and training for new users, and American Express contact information. The footer contains copyright information: "Copyright © 1999-2006 American Express Company. All Rights Reserved. Users of this site agree to be bound by the terms of the American Express Web Site Rules and Regulations. View [Web Site Rules and Regulations](#) and [trademarks](#) and [Privacy Statement](#) of American Express." The system tray at the bottom shows the date and time: 5:39 PM, 10/29/2013.

Amex Cardmember Reporting (3 of 3)

The screenshot shows a web browser window displaying the American Express @ Work reporting interface. The browser's address bar shows the URL: https://www367.americanexpress.com/ciw/en_US/CIWMainPage.do?marketplace=en_US&flag=UNKNOWN. The page title is "AMERICAN EXPRESS @ WORK". The navigation menu includes: HOME, PERSONAL CARDS, FINANCIAL SERVICES, TRAVEL, SMALL BUSINESS, CORPORATIONS, and MERCHANTS. The user is logged in as "@ Work Home" with a remaining session time of 28:54. The "Reports" section is active, and the "Manage My Reports" tab is selected. Under "Manage My Reports", there are three report categories: "Analyze Spend Trends", "Manage Cards", and "Monitor Compliance". The "Monitor Compliance" category is highlighted with a red box and contains a list of sub-reports: "AIRLINE ACTIVITY", "CARDMEMBER ACTIVITY", and "CARDMEMBER DELINQUENCY". A "NEED HELP?" button is visible in the top right of the report area. On the right side of the page, there is a "Resources and Help" section with links to "@ Work Resource Center", "Tips and training for new users", and "American Express contact information". The footer contains copyright information: "Copyright © 1999-2006 American Express Company. All Rights Reserved. Users of this site agree to be bound by the terms of the American Express Web Site Rules and Regulations. View [Web Site Rules and Regulations](#) and [trademarks](#) and [Privacy Statement](#) of American Express." The system tray at the bottom right shows the date and time: "5:40 PM 10/29/2013".

Card member Delinquency Report

Cardmember Delinquency Report - Sample - Microsoft Excel

Report Name: Report Name:

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 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																	
24																	
25																	
26																	
27																	
28																	
29																	
30																	
31																	
32																	

Average: 10376800.2 Count: 121 Sum: 705622413.6

Amex Cardmember Reporting

How to Reactivate Existing American Express Cardmember Reporting:

- Log into the American Express @Work Online portal
- Go to “Manage My Reports”
 - Identify report to reactivate and click on the report highlighted as deactivated to reactive
- Contact **Report Help Desk** for cardmember reporting assistance - **800-542-0995** or **888-888-9634**

How to reactivate reports

US Sales Homepage New : SA... aexp.com American Express American Express @ Work R... X

File Edit View Favorites Tools Help

Corporate Card Purchasing Solutions manage my reports

Corporate Card Subscription | Purchase Card Subscription

Click on the arrows below to manage your report subscriptions. Within each section, you'll have the ability to deactivate or reactivate any of your Information @ Work reports. Any reports reactivated on this site will automatically be produced starting with your next billing cycle.

Analyze Spend Trends

Active
Reports you are currently receiving. Active report will be deactivated automatically if not used for 120 days.

Reporting Group	Report Name	Version	Control Account	Frequency	File Format	Status	Last Download	Click to Deactivate
STATE OF CALIFORNIA (#191)	Industry Spending	IA0100-001	378270789881003(MCA)	Monthly_Cyclic	PDF	Active	Oct 29, 2013 0 Days ago	DEACTIVATE
STATE OF CALIFORNIA (#191)	Industry Spending	IA0100-002	378270789881003(MCA)	Monthly_Cyclic	XLS	Active	Not Accessed	DEACTIVATE

Manage Cards

Active
Reports you are currently receiving. Active report will be deactivated automatically if not used for 120 days.
For 'eAccount Review' Reports, Active report will be deactivated automatically if not used for 485 days.

Reporting Group	Report Name	Version	Control Account	Frequency	File Format	Status	Last Download	Click to Deactivate
STATE OF CALIFORNIA (#191)	eAccount Review	IA0300-001	378270789881003(MCA)	Quarterly_Cyclic	PDF	Active	Oct 28, 2013 1 Days ago	DEACTIVATE
STATE OF CALIFORNIA (#191)	eAccount Review	IA0300-002	378270789881003(MCA)	Quarterly_Cyclic	PPT	Active	Not Accessed	DEACTIVATE

Monitor Compliance

Active
Reports you are currently receiving. Active report will be deactivated automatically if not used for 120 days.

Reporting Group	Report Name	Version	Control Account	Frequency	File Format	Status	Last Download	Click to Deactivate
STATE OF CALIFORNIA (#191)	Airline Activity (US Only)	IA0116-001	378270789881003(MCA)	Monthly_Cyclic	PDF	Active	Aug 12, 2013 78 Days ago	DEACTIVATE

One Provider (Amex) Updates (1 of 4)

- 30/60/90 Notifications & Processes (BTA's) 
 - STP Process
 - By the 15th of each month, access and review department BTA delinquencies via @Work
 - Open delinquent departments' previous month statements to verify account status (delinquency or posting of recent payment)
 - Provide delinquency notification to department TC/PA, via phone or e-mail, and obtain payment status info
 - Offer Expedited Payment Process with Amex Overnight Delivery Address



One Provider (Amex) Updates (2 of 4)

- 30/60/90 Notifications & Processes (BTA's)
{cont}
 - Follow-up via @Work on posting(s) of “promised” payments
 - Follow-up with department TC/PA if needed



One Provider (Amex) Updates (3 of 4)

- PA Roles & Responsibilities

- Along with STP, PA's have the responsibility to manage and oversee their department's entire Government Card Program, including:

- Applications & Employee Agreements
 - Monthly Account Monitoring / Reviewing Reports
 - Delinquency Notifications to Cardholders & Department Management
 - Program Information Distribution / Education
 - Account Changes & Closures / Problem Resolutions
 - Liaison with STP



One Provider (Amex) Updates (4 of 4)

- Developing Training
 - New Travel Coordinators (TCs)
 - New Program Administrators (PAs)



- Updated 2013 Online Statement Enrollment Form



Updated 2013 Online Statement Enrollment Form



Business Travel Account Online Statement Enrollment

Please email completed form to: BTA.Online.Statements@AEXP.com

Company Name: _____ Today's Date: _____

Existing Basic Business Travel Account Number(s):

Please attach sheet of additional basic BTA numbers, if necessary (supplemental BTA numbers are not applicable)

Part I. Statement Set-Up

Online Statement Recipient Name: _____ Phone #: _____
 (One recipient per form)

Current Office Mailing Address: _____
 City: _____ State: _____ Zip: _____

(If the office mailing address listed above is different than the address currently on file, please contact 1-888-800-9654 to update this information)

Registration for American Express @ Work® BTA Online Statements:

Is the Online Statement Recipient listed above currently enrolled in American Express @ Work?

Yes. Please provide @ Work User ID: _____

No. Please complete the following:

NOTE: You do not need to complete the following if the Online Statement Recipient is already enrolled in American Express @ Work.

Company E-mail Address of Online Statement Recipient (requestee): _____

Verification PIN: _____ Verification Word (4-20 characters,
 (4 numbers only) case sensitive, no spaces or special characters) _____

Part II. Travel Agency Information

Please select your Travel Agency(s) used to book Business Travel:

Other: CALTRAVELSTORE (State of California – Statewide Travel Program)

AGREEMENT: Company requests that American Express discontinue delivering paper statements and authorizes the receipt of online statements (the "BTA Online Statement") related to the Business Travel Account(s) listed on this Enrollment Form. By executing below, the Company understands and agrees that it shall no longer receive paper statements for such accounts effective on the date of receipt and acceptance of this Enrollment Form by American Express. American Express agrees to notify Company in the event that this Enrollment Form is declined for any reason. American Express is not liable for any damages arising from the misdelivery of any BTA Online Statement based on the information provided in this Enrollment Form.

By executing below, I represent and warrant that I am authorized to complete this Enrollment Form on behalf of the Company. By signing below I indicate my acceptance of the Agreement.

Online Statement Recipient Signature: _____

IF you are an additional statement recipient, the main Program Administrator assigned to your department account must sign this enrollment form (below) to validate your BTA online statement enrollment.

Program Administrator Signature (if applicable): _____



Notes & Reminders

- Next Travel Coordinator Meeting
 - February 12, 2014
 - 9 AM – 11 AM, Ziggurat Auditorium
- STP Website
 - “New” Government Card Management Section
 - Department Travel Coordinator Listing
 - STP Contact Information
 - Presentation Slides
- Questions???
- Contact StatewideTravelProgram@dgs.ca.gov
- Survey Feedback



Q&A / Closing



SWABIZ Training Agenda

- What is SWABIZ?
- Terminology
- Instructions for Setting Up a Traveler Account / Logging into SWABIZ
 - With a current Rapid Rewards number
 - Without a Rapid Rewards number
- Instructions for Booking in SWABIZ