

# QUARTERLY TRAVEL COORDINATOR MEETING

**Statewide Travel Program**

**Wednesday, February 12, 2014**



# Introductions

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- **Tasha Wilson, Travel Program Manager**
- **Georgia Kattenhorn, Travel Specialist**
- **Kelly May, Travel Specialist**
- **Evan Speer, Travel Specialist**
- **Lori Wasson, Travel Specialist**

# Agenda

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- **What's New**
- **Society of Government Meeting Professionals (SGMP)**
- **Contract Updates**
  - ∞ **Airlines**
  - ∞ **Travel Management Services (Travel Agency)**
  - ∞ **Car Rentals**
  - ∞ **One Provider (American Express)**
- **Featured Presentation: iBank Training**
  - ▣ **Presented by Anthony LaMarca, CALtravelstore Manager**
- **Roundtable/Open Discussion**
- **Q&A**

# What's New (1 of 2)

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- **Concur/CALtravelstore For All Travel Reservations**
  - Management Memo Coming Soon
  - Departments Will be Contacted for a Readiness Assessment
  - 18 month implementation process
  
- **Travel/Relocation Programs – 2014 Mileage Reimbursement Rate for Use of Personal Vehicle (PML 2013-043)**
  - Effective January 1, 2014, personal vehicle mileage reimbursement rate for all State employees will be 56 cents per mile (CPM)

# What's New (2 of 2)

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- **Excess Lodging Rate Request Form Revision (STD 255C); Reference PML 2013-044**
  - ▣ Delegation to all agencies/departments for all forms of approved travel (regular and conference) has increased to a maximum \$150/night. All amounts above the delegated amount of \$150/night must receive prior CalHR approval.
  - ▣ Questions or concerns should be directed to Ray Asbell at (916) 324-0526 or at [Ray.Asbell@calhr.ca.gov](mailto:Ray.Asbell@calhr.ca.gov)
- **Travel Expense Claims (TEC's)**
  - ▣ Check with your department regarding process
  - ▣ Refer to instructions on the STD 262 form

# Society of Government Meeting Professionals (SGMP)

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## □ Mission Statement

“Expand the knowledge and expertise of Government Meeting Professionals through education, training, advocacy and industry relations to ensure cost-effective meetings and provide added value to each organization”

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If interested in joining SGMP, please contact:

Betsy Longmire (916) 808-7275; [blongmire@visitsacramento.org](mailto:blongmire@visitsacramento.org)

Nina Lemke, CGMP (916) 771-2033; [nina.lemke@marriott.com](mailto:nina.lemke@marriott.com)

# Airline Contract Updates & Reminders

## (1 of 2)

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### □ **Park 'N Fly Reminder**

- Optional, discounted program
- Rates fluctuate
- Refer to CalHR airport parking reimbursement policy
- Travel Bulletin to be released...

### □ **TSA Pre-check**

- <http://www.tsa.gov/tsa-precheck>

# Airline Contract Updates & Reminders

## (2 of 2)

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- All-new **Southwest® mobile** website and app for iPhone and Android
- **Southwest Airlines Flies International**
- **Alaska Airlines** re-doing cabins by end of year

# Airfare Booking – Best Practices

## (1 of 3)

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- Refundable vs. Non-Refundable Policies
  - ▣ Travelers must book the lowest usable airfare whenever possible considering the following types of fares in order to maximize savings
    - Non-refundable fares
      - Southwest “Wanna Get Away” fares
    - Contracted City-Pair fares
    - Southwest internet fares through Concur (discount applied)
    - Promotional fares through Concur or CalTravelStore

# Airfare Booking – Best Practices

## (2 of 3)

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- Cost Saving Measures to Consider
  - ▣ Be Open to Different Routing Options
    - Consider 1-stop flights
  - ▣ Be Flexible on Flight Times
    - 2 hour Departure/Arrival Window
  - ▣ Book in Advance
    - Over 50% savings can be found with purchasing in advance.
  - ▣ Look at other Airports
    - SFO/OAK – BUR/ONT/LAX

# Airfare Booking – Best Practices

## (3 of 3)

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- Advance Booking Cost Comparison:
  - ▣ Sacramento, CA (SMF) to Burbank, CA (BUR)
    - No Advance Booking: \$209.89 (SW “Anytime” fare – discount applied)
    - 7+ Days Advance Booking: \$187.00 (SW “Wanna Get Away” fare) – 11% Savings
    - 14+ Days Advance Booking: \$129.00 (SW “Wanna Get Away” fare) – 39% Savings
    - 21+ Days Advance Booking: \$59.00 (SW “Wanna Get Away” fare) – 72% Savings

# Travel Agency Contract Updates & Reminders

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- Reminder: Call for Airline Changes
  - ▣ DGS is separate from CALtravelstore
- Profile Assistance: Contact CALtravelstore at **(916) 376-3989**
- After Hours Service Available: **(916) 376-3989**

Contact Info  
Cards Still  
Available!



# Training

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- Department Training Available...
- Next Concur Training...

**Tuesday, March 11, 2014**

**2:00 – 3:30 PM**

**Ziggurat Auditorium**

- Concur Tutorial
  - [http://www.concurtraining.com/ls\\_rsrcs/CONCUR\\_TRV\\_EU\\_SIM\\_en-us\\_TravelReservation.htm](http://www.concurtraining.com/ls_rsrcs/CONCUR_TRV_EU_SIM_en-us_TravelReservation.htm)
- Concur Booking Demo
  - [www.caltravelstore.com](http://www.caltravelstore.com)

# Car Rental Contract Updates & Reminders (1 of 2)

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- TB 14-01 CCR Contract Extension through 12/2014
  - Zero Emission Vehicles (ZEV's) added to contract



# Car Rental Contract Updates & Reminders (2 of 2)

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## □ Rate Increase (Daily Rates)

▣ Compact \$31.46

▣ Intermediate \$31.46

▣ Mini Van \$52.43

## □ New Weekend Branch Hours

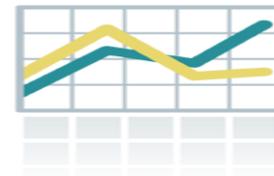
<http://www.dgs.ca.gov/travel/Programs/RentingaVehicle.aspx>



# AMEX Contract Updates & Reminders

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- Changes to @Work
  - ▣ FAQ's & training (access via banner line)
  - ▣ Account pages – effective 2/1/14
  - ▣ Reporting – pending mid-February





## AMERICAN EXPRESS @ WORK

@ Work Home | Reporting | Program Tools | Resources & Help

Welcome to @ Work, [Redacted]

**NOW AVAILABLE:** Exciting enhancements to @ Work Online Program Management are now available (as of Feb 3, 2014) and coming soon for @ Work Reporting (starting 2014). For more info please access the [FAQs](#), which include links to the online training.

### > 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:

GO

[Advanced Search](#)

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

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

### > 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

### Manage Information @ Work Reporting

Create and manage Information @ Work reports- our standard turnkey reporting solution for your company.

### Create Customized Card Reports

Run reports designed to meet specific business objectives



@ Work Home

Reporting

Program Tools

Resources & Help



Account Holder Name

Account #

Active



Phone #



E-mail

More

Edit

## ACCOUNT SUMMARY - CORPORATE CARD

**OUTSTANDING BALANCE**

**\$0<sup>00</sup>**

**No Payment Required**

*(Aging status is Current)*

**\$0.00**

**CURRENT EXPOSURE\***

**\$0<sup>00</sup>**

**Previous Statement Balance**

Statement closing date Dec 25, 2013

34.38

**Total Payments**

- 34.38

**Total Credits**

- 0.00

**Total Charges**

+ 80.00

\*Total Exposure is equal to the Outstanding Balance on the account, plus any Pre-Authorizations and/or Pending Transactions.

### COMMON

- Send Payment
- Suspend Card
- Cancel Card
- Edit Account
- Replace Card
- Transfer Control
- Request Refund
- View Details

# AMEX Contract Updates & Reminders

## (1 of 4)

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- Update on Limits & Restrictions – As of 11/15/13
  - Retail = \$500
  - Monthly = \$5,000
  - Limit Increase Requests

# AMEX Contract Updates & Reminders

## (2 of 4)

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- Government Card Cleanup
  - ▣ Travel Coordinator & Program Administrator Responsibilities
    - Cancel cards online
    - Monthly Review of Government Card charges
      - Business Use Only
      - Square & Pay Pal
      - Reminder notifications to cardholders
      - Additional changes and controls coming to card program
    - Account notifications from STP (BTA & GC)
      - Follow up on account statuses
      - Respond to STP – assigned liaison

# AMEX Contract Updates & Reminders

## (3 of 4)

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### Business Travel Account (BTA) Reminders

- Pay bills timely / Avoid delinquencies and declines
  - Use Amex Overnight Delivery Address
  - Process
  
- Misplaced & Mispasted Warrants
  - Include account numbers on check front
  - Issue one check per account
  - Remittance separated from warrants
    - Processed by machine – not individuals

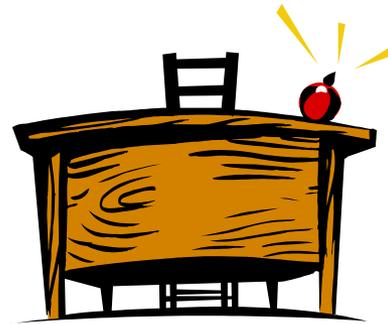


# AMEX Contract Updates & Reminders

## (4 of 4)

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- Best Practices
  - ▣ Monthly Calls to Delinquent Accounts
  - ▣ Processes to get accounts under control
  
- Travel Coordinator & Program Administrator Training “101”
  - ▣ 1<sup>st</sup> Class – March 2014



# Contact Information

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Evan Speer

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# Next Meeting

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## **Quarterly Travel Coordinator Meeting**

**Wednesday, May 21, 2014**

**9:00 AM – 11:00 AM**

**Ziggurat Auditorium**



# Future Meetings

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## **2014 Travel Coordinator Quarterly Meetings:**

- ▣ August 13, 2014**
- ▣ November 5, 2014**

# Thank You Travel Coordinators!

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- What would you like to see discussed/presented at future travel coordinator meetings?
  - ▣ Please email us at [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov)
  
- Travel Coordinator Survey
  
- Visit our website at [www.dgs.ca.gov/travel](http://www.dgs.ca.gov/travel) for more info.

# Roundtable / Open Discussion

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# Thank You!

Please join us for our featured  
presentation!

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## Featured Presentation

### **iBank Training ~ Report and Reconciliation**

Presented by: Anthony LaMarca, CalTravelStore Manager

Contact Information:

[anthony.l@caltravelstore.com](mailto:anthony.l@caltravelstore.com)

(916) 376-3983

# What is iBank?

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- A data management platform that consolidates travel information in order to provide a clear, concise and comprehensive view of an agency or department's travel spend
- iBank captures travel data from a variety of sources, including all major GDS and back-office systems.
- Program Administrators can view travel spend, measure preferred supplier usage, track travel behavior, monitor policy adherence and improve profitability.

# iBank Demonstration

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[www.calstravelstore.com](http://www.calstravelstore.com)