

# Statewide Travel & Meeting Management Program (STAMMP)

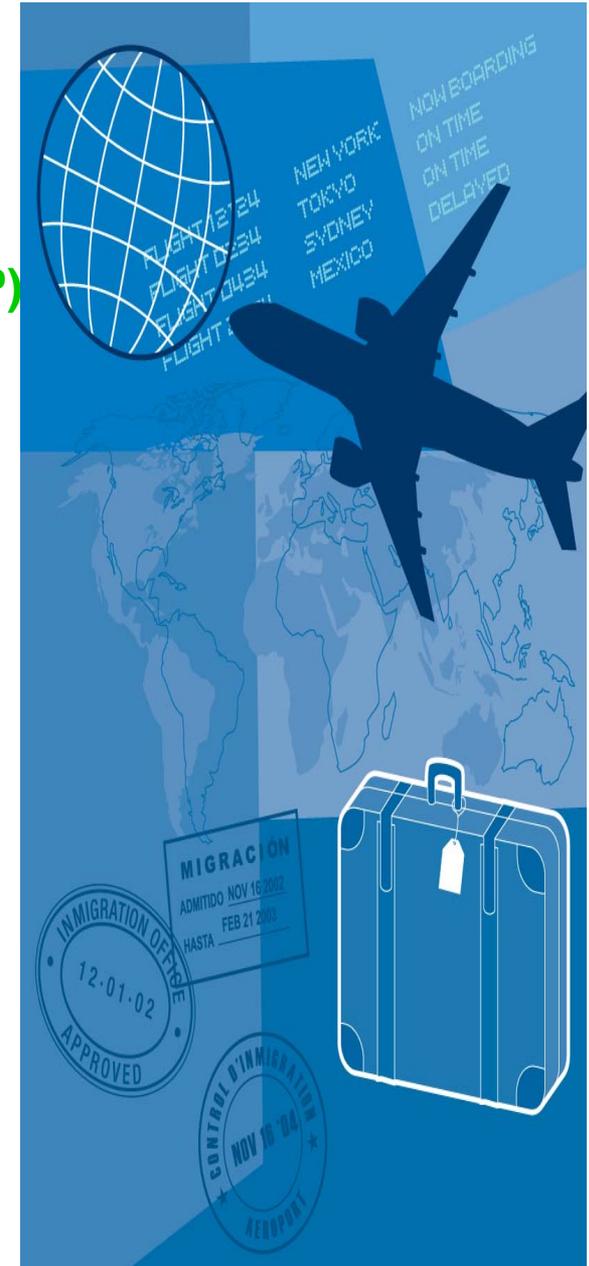


Department of General Services

April 15, 2009

# Travel Forum Agenda

- **California Meeting Management Program (CMMP)**
  - Introductions
  - MM 08-08
  - Overview for Free Meeting Planning Services
  - Non-Compliance Form
  - Q & A
- **Statewide Travel Program**
  - Introductions
  - Program Overview & New Developments
  - Q & A
- **American Express Updates**
  - Paperless Invoicing
  - BTA & Government Card Payment Processing
  - Preparing for Year-End



# Statewide Travel Program Introductions

**Donna Carey**

Statewide  
Travel Manager



**Tasha Wilson**

Statewide Travel  
Specialist

**Lori Wasson**

Statewide Travel  
Specialist

**Bahia Abdallah**

Statewide Travel  
Specialist

**Kelly May**

Statewide Travel  
Specialist

# Travel Vendors

- Jeff Haag, Southwest Airlines
  - Lisa Holmes, Enterprise Rent-A-Car
- Pete dePaschalis, Avis/Budget Rent-A-Car
  - Shawn Campbell, American Express
- Doug Browne, American Express

# Airlines

- For use by employees of state departments, universities and local government for travel on official government business
- Airline contracts (effective July 1, 2008 – June 30, 2009)
  - Negotiate discounted airfares for statewide travel program
    - Southwest, JetBlue, United, and Virgin America
- New RFP for Airline Contract
- Savings – Cost -Effective Management of Travel
  - Save green (\$) while traveling green
  - Reduce Travel Agency Usage
  - On-line reservations = time savings
  - Save on service fees (cost savings)
- Training to state departments
  - Orientation of SWABIZ program, usage and account set up
  - Use of SWABIZ program after enrollment
  - Continued support and troubleshooting





# Car Rentals

**State Car Rental Contracts: These contracts have been created to provide a cost effective way to manage travel within the state.**

## **Short Term Contract**

- Primary Vendor is with Enterprise
- Secondary National/Alamo
  - Both contracts have been renewed for another year, expires 12/31/09
  - As part of our greening efforts, we have designated a contract rate for specialty vehicles which include a fuel-efficient fleet and Hybrids.
  - Key Points:
    - If you're going to a meeting with co-workers, we encourage carpooling
    - It's in your best interest to refuel your vehicle before returning it but check with your department policy
    - Need approval from DGS-Fleet for rentals over 7 days

## **Long Term Contract**

- Contract with Avis/Budget- Expires 6/30/09 (contract renewal in process)
  - For rentals over 30 days
  - In addition to short term contract, our long term contract also includes fuel efficient vehicles and Hybrids
  - Key point:
    - Need approval from DGS-Fleet to utilize this contract

## • **Emergencies**



# CA **Green** Lodging Program

- Program History

- Stakeholders: CIWMB, CSUS, Green Seal, DGS

- Why Green Hotels?

- Environmental Impact
- Cost Savings

- Components of the Program

- Criteria & Standards
- Scoring

- Resources for Travelers

- Green Hotel Directory
- What Does The Future Hold?



# QUESTIONS?



# American Express Payment System

## – Introductions

- Your role, your goals?
- How can we serve you?
- Our roles - who are we?

## – DGS Goals and Objectives

- Going **Green!**
- Reconciliation
- End of Fiscal Year

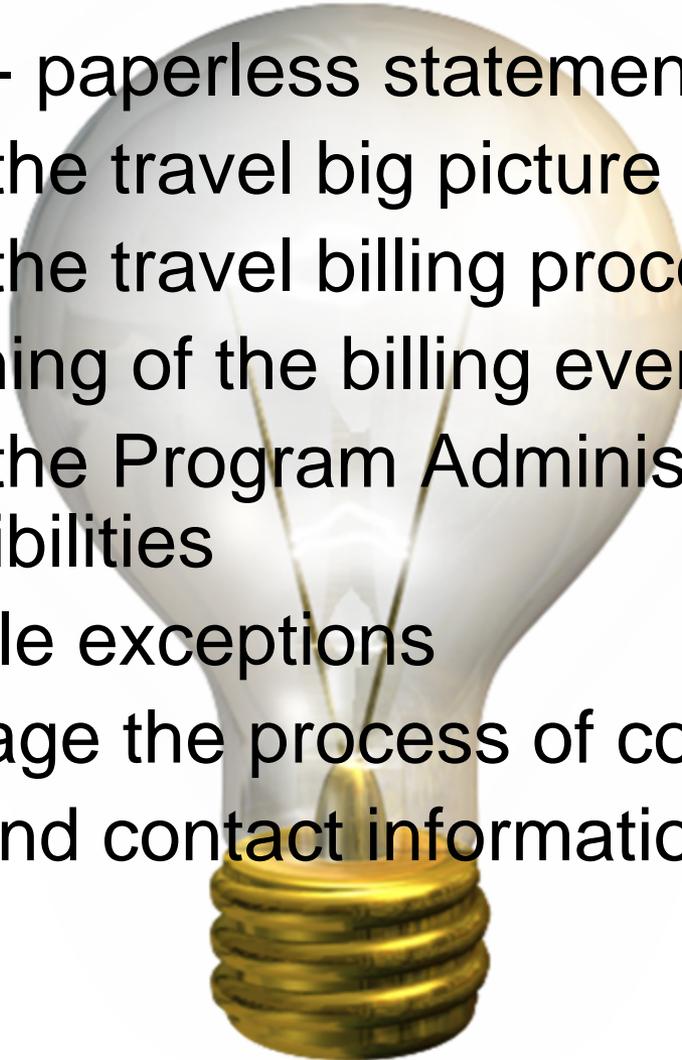
## – The American Express Billing Solutions

- @Work



# Today's Objectives:

- Going **green**- paperless statements
- Understand the travel big picture
- Understand the travel billing process
- Know the timing of the billing events
- Understand the Program Administrator's roles and responsibilities
- How to handle exceptions
- How to manage the process of communication
- Resources and contact information



# Going GREEN Announcement!

- All Program Administrator's must contact their Government Cardholders and inform them they **MUST** register on-line and convert their paper Statements to "paper-off" by June 25.
  - Sample communications are found on our website:  
[www.catravelmart.com](http://www.catravelmart.com)
- Your BTA statements can be converted to Paper-off by submitting an "On-line Statement Enrollment" form.
  - Request forms are now at our website:  
[www.catravelmart.com](http://www.catravelmart.com)





# American Express is **Green!**

- On-Line BTA Statements! March 2009.
- Delivered to your desktop; .pdf format
- More information, quicker; email alerts
- Environmentally Friendly
- There is a New Look!
  - Airline, rail, hotel, car rental and travel agency are broken out by spending category
  - 13-month history included
- Request forms are now at our website:  
[www.catravelmart.com](http://www.catravelmart.com)



# State of California's Travel Management Strategy

- Consolidate Public Sector Travel Spend with a single form of payment
- Using comprehensive data, we can maximize savings and control of the State's travel spend
- Identify and negotiate rates with preferred vendor partners
  - *Intelligent information* to create preferred business suppliers
  - Control cost with consistent patronage, pricing and concessions
- Effective travel management of air, car and hotel

# ROLES AND RELATIONSHIPS

- Most departments have applied for and been issued an American Express Business Travel Accounts (BTA) to pay for airline, car rental (and other) transactions.
- Each certified travel agency becomes the department representative, delegated by them with the responsibility to obtain travel reservations for travelers on official state business and capture detailed information on each transaction.
- Payment in full each month is a mandatory requirement (BTA and Card). Accounts may be suspended or cancelled if not maintained in a current status.

*(REMEMBER: Plan for the CONTROLLER'S processing time and snail mail!)*

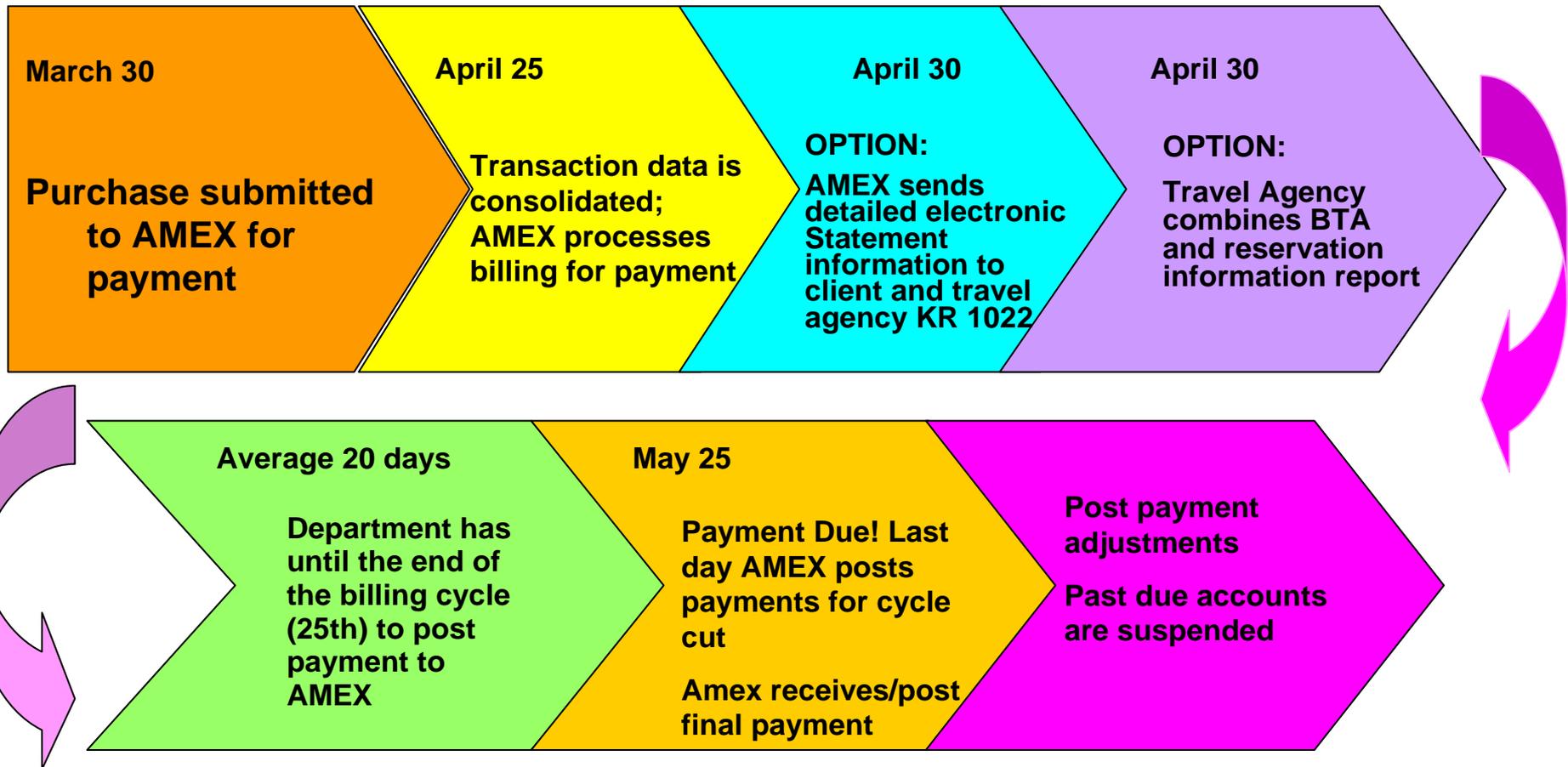
# Some Guidelines and Recommendations

It is the department's responsibility to pay their BTA in full each month. If there are reconciliation issues, it is the responsibility of the department to assemble the details and make adjustments with the TA. These issues should be identified, communicated and adjusted as soon as they are discovered.

## The BTA OWNER owns the entire reconciliation and payment process.

- **Adjustments**
  - Need to be made within the department, it is suggested that you pay the bill in full and make the intra-department adjustments after the fact.
- **Mis-posts**
  - Transactions that do not belong to your department must be researched immediately
- **Timeframes**
  - As the BTA Owner, you own the timing of these events. Timing between you and your vendor / agent. It is up to you to establish acceptable timeframes and manage the process. We recommend **@Work reporting** for timely reporting and payment

# THE PAYMENT PROCESS



**The average State posted payment time is 26 days. The BTA must be paid in full each month.**

# Payment Processing for BTA, CRBTA and MPA

- To avoid mis-posting or delayed processing, make sure the remittance advice is detached from your billing statement and accompanies your payment to AMEX.
- The best practice is to include the 15 digit billing number (3782-9xxxxx-xxxxx) on the check or warrant.
- **Special / Rush Handling for State of California BTA:**

American Express – US Payments  
2965 W. Corporate Lakes Blvd.,  
Weston, FL 33331-3626  
Attn: Robert Whyte  
985-217-8195



# Travel Program Coordinator's Roles and Responsibilities

- Issue and cancel American Express Government Cards on behalf of your department.
- Communicate department policy and procedures to traveling employees and Cardholders.
- Track and monitor Cardholder performance against department policy.
- Develop and manage an Government Card exit clearance plan as part of departmental policy.
- Direct Government Cardholders to the AMEX Help Desk for Card related issues. (800-528-2122)

# Travel Program Coordinator's Roles and Responsibilities continued

- Enroll in the on-line portal @Work
  - (see @Work PA doc)
- Order reports to manage Cardholder compliance (800-542-0995) including:
  - Cardholder listing
  - Cardholder Activity
  - Cardholder Delinquency
  - Inactive Cardholder
  - Cardholder Delinquency Aging History





- **Develop process for managing delinquencies**
  - **Establish repercussions for delinquent cardmembers**
  - **Monitor Interim Delinquency Reports (mid-cycle) via Enhanced Reporting Aging Balances Report**
  - **Distribute dunning letters to delinquent cardmembers @ 30-45 days past due**
  - **Distribute dunning letters to delinquent cardmembers @ 60 & 90 days past due & copy manager and business unit leaders**
  - **Please see next page for additional best practices on dunning letters and managing delinquencies**

# Past Due Notice

- We have been notified by American Express that your account totaling \$X is 60 days past due.
- The collections process begins after the 60-day past due status. This notification is our attempt to foreshorten the process of reconciliation and payment and avoid the nasty business of a poor credit score.
- The American Express government card is issued (fee free) at the request of your department to individuals who travel and expense on behalf of the State and their department. You have an obligation to manage this card as you would an e-plate vehicle or your driver's license. Without these business tools you would not be able to conduct business and you would be asking for travel advances or extra services that have costs associated with them. The card issued to you is inextricably linked to your department. These programs require interactive management by department. If cardholders are not held accountable for their government issued card, a small percentage will abuse the system and reflect poorly on the department and the State.
- The American Express State Government Card is used solely for the payment of CSU, X business travel expenses, including air transportation, car rental (Enterprise), lodging, meals, pre-registration for conferences, etc. Personal items are prohibited; i.e., clothing, entertainment, Home Depot, Lowe's, Pier 1, TJ Maxx, Best Buy, GAP, golf, Netflix, pool supplies, theatre tickets, movie rentals, Direct TV service, flowers, etc.
- If we cancel this program because of the negative cost associated with poor management linked to the poor performance of our travelers, it would have unfortunate consequences to the many whom do their jobs well, follow policy and abide by the agreements with AMEX, DGS and the individual cardholder. If a traveler is not managing this travel tool effectively, it can be an indicator of other areas of performance. Travel is a small but important part of State service. This is a fee free benefit, but it has its cost. Neither AMEX nor DGS is required to support poor performing cardholders or their department's travel programs.
- If you have any questions regarding this matter, please contact me.

# AMEX Usage Reminder

- “To All CSU, XX American Express Government Card Holders:
- This is a reminder that the CSU, XX American Express Government Card (State of California) (AMEX) should not be used for personal purchases such as clothing, home improvement, pool supplies, theatre tickets, movie rentals, flowers, groceries, auto repair, gift store, electronics, television service.
- The card is provided to all permanent employees upon successful application to AMEX. This card is to be used for state/business travel only including hotel/lodging, meals, airline tickets, car rentals (Enterprise Rent-a-Car), conference registration fees, gas for personal vehicles on state travel and rental cars, airport parking, and parking.
- The cardholder is responsible for timely payment of all charges. The statement is mailed to the employee’s home address and the balance is due upon receipt. American Express has the right to cancel, suspend, or set limits on a cardholder’s delinquent account if not paid in full. All accounts which are 60-days past due are subject to review by American Express for possible termination of charge privileges and permanent revocation.”
- Thank you for all of your help.
- Cardmember listing Report: IA
- Cardmember Usage Report IA



# WHAT IS AMERICAN EXPRESS @ WORK?



Are you enrolled?



**American Express @ Work® combines advanced, easy-to-use management tools, real-time account information, and online convenience.**

**American Express @ Work - Program Management enables Program Administrators to perform a variety of tasks related to the administration and maintenance of their Corporate Card program.**

**Log-on issues? Call the help desk (888)-888-9634**

**@Work registration will allow you to receive your BTA statements on line up to 5 days faster than snail-mail! You must register to participate.**

**Note: Your user id, pin # and password are required by Amex to access your accounts. Secret phase identifies you when you contact Amex via 800#. Keep your user id, secret phase & password in a safe place.**



## AMERICAN EXPRESS FREQUENTLY USED REPORTS



This report category includes:

Compliance – Delinquency  
Directories & Enrollment  
Spending Analysis

### GOV'T CARDS

**Cardmember Listing** -This report can be used to confirm cancelled accounts, manage retired and transferred employees, review for valid Card Members prior to renewal, update internal records, and send maintenance changes to American Express.

**Cardmember Delinquency Report** - This report examines top line payment history of your Card Members, and review suspended cards and severe aging situations.

**Cardmember Activity Report** - This report displays transaction details for all cardmembers during the current month.

**Airline Activity Report** - This report Identifies airline activity by airline carrier to monitor compliance with policy. Assist you to manage airline credits.

### BTA'S

**BTA Recon. (KR-1022)** - This report can be downloaded in an excel format. Utilized for reconciliation with travel agencies and car rental companies, this is a valuable reconciliation tool.

**Cardmember Listing** -This report can be used to list the individual supplementary numbers

**Cardmember Delinquency Report** - This report examines top line payment history of your BTAs, and review suspended and severe aging situations.

**Industry Spend** - This report includes six month and Year-to-Date totals for spending by industry and vendor.

Reports can be created in “view only” or in an Excel format. **Request reports from Information Services: (800-238-8087 option #3)**



# AMERICAN EXPRESS @ WORK

FREQUENTLY USED

GOVERNMENT CARD

PA FUNCTIONS

## [Submit a Card Application](#)

Submit Government Card (Program Administrator or Employee-initiated).

## [Review Card Application](#)

Approve or reject submitted applications.

## [Reinstate a Card](#)

Government Card (non-derog)

## [Replace A Card](#)

Request replacement of non-received, lost, or stolen Cards.

## [View Cardmember's Charges](#)

View unbilled and previously billed activity on Cardmember Accounts, including Central Billed Accounts.

## [Accounting Information Changes](#)

Instantly update an employee's address and phone information.

## [Cancel a Card](#)

Cancel Cards immediately, reducing your employee's exposure to risk. Perform up to 20 cancellations at one time.

## [Inactive Account Cancellation](#)

Monitor and cancel inactive cards from the same screen.

## [Suspend/Unsuspend Card](#)

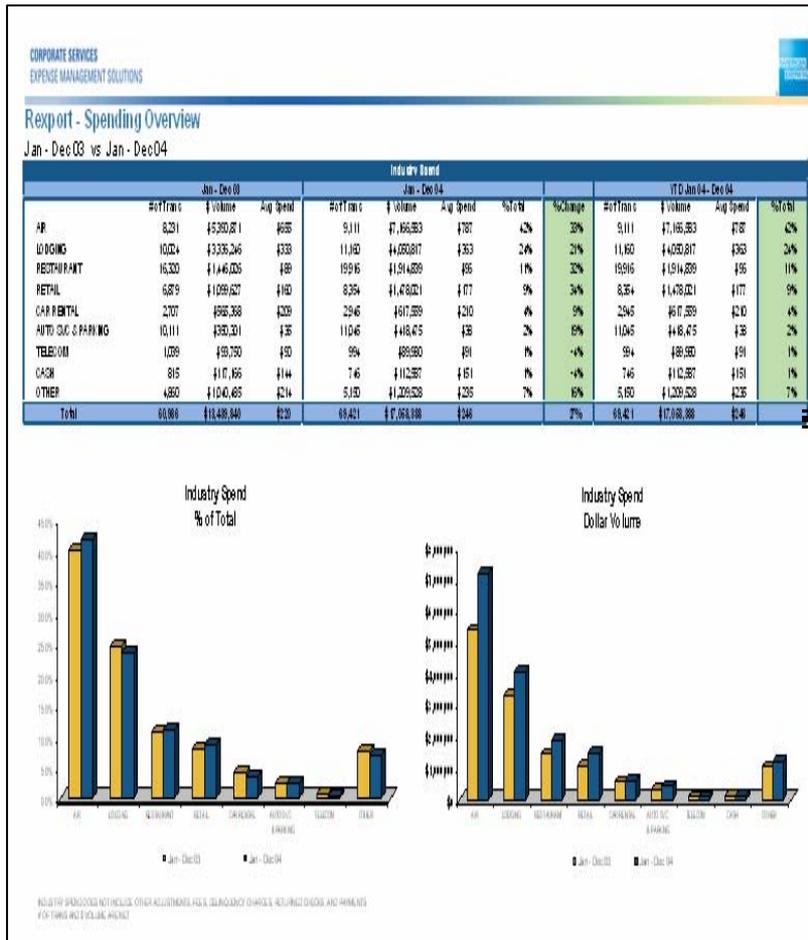
Suspend or Unsuspend a Cardmember's Account. Transaction can take place immediately.

## [Status Tracking Overview](#)

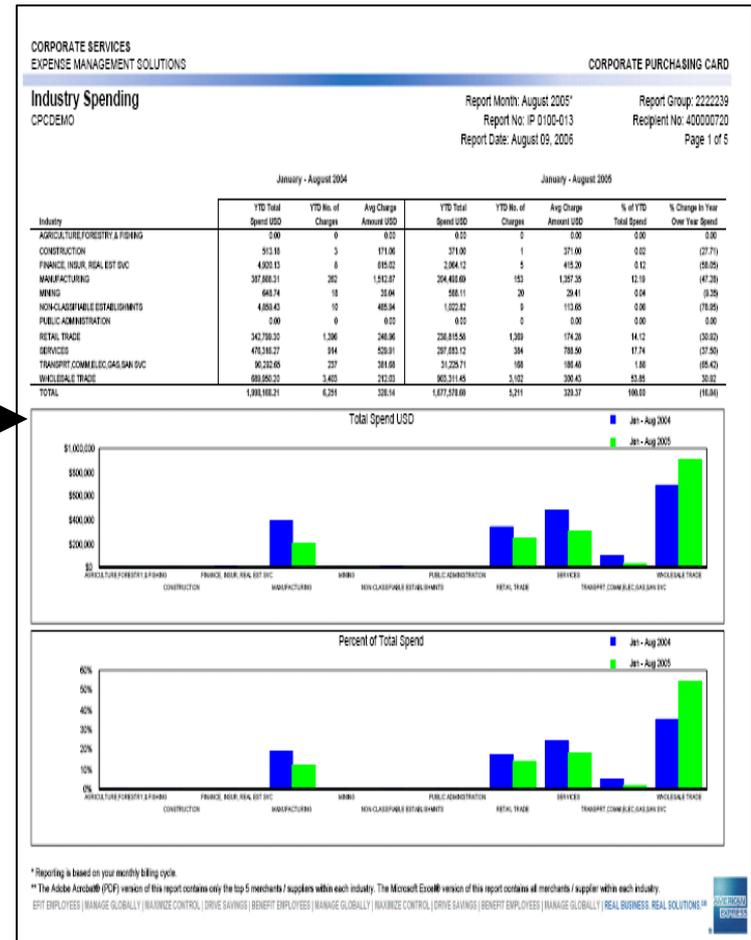
Check the status of account maintenance requests.

# Automation of the AMEX Summary Report

## Card Summary



## Industry Spending



# Announcement!

- All **GOVERNMENT CARD** Program Administrator's must contact their Government Cardholders and inform them they **MUST** contact AMEX (MYCA) and convert their paper Statements to "paper-off" by June 25.



# American Express Payment System

## Contact Information:

Doug Browne -

Area of Expertise:

AMEX Payment System

[Doug.browne@aexp.com](mailto:Doug.browne@aexp.com)

Shawn Campbell -

Area of Expertise:

AMEX Meeting, Conference, Event Payment Solutions

[Shawn.T.Campbell@aexp.com](mailto:Shawn.T.Campbell@aexp.com)



**State of California  
DGS  
Statewide Travel Program**



**It's QUESTION TIME!!**