

Travel Coordinator Meeting

February 16, 2012

Department of General Services

Statewide Travel Program

Introductions

- Donna Carey, Statewide Travel Manager
- Kelly May, Travel Program Specialist
- Bahia Perkins, Travel Program Specialist
- Lori Wasson, Travel Program Specialist
- Tasha Wilson, Travel Program Specialist

Agenda

- Contract Updates and Policy Reminders
 - Travel Payment System
 - Car Rental
 - Travel Management Services (Travel Agency)
 - Airline
- New! SWABIZ Direct Connect on Concur
- Management of Unused Tickets
- CALSTRS Report on Southwest Direct Connect
- Southwest BIG Announcement



Travel Payment System Contract

- Contract Update:
 - Current Contract Extension
 - Update on the Travel Payment System RFP
 - New RFP Separated
 - Additional Extension
- Policy Reminders:
 - Pay Bills Timely
 - Cut-Off Date
 - Proper Posting
 - Overnight Delivery Information



American Express
Attn: US Payment FL
2965 West Corporate Lakes Blvd
Weston, Florida, 33331
Phone reference = 866-585-2639

Travel Payment System Contract

- @Work Features and Benefits

- 24/7 Access to Account Information
 - Account Status
 - Statements
 - Reports



- Travel Coordinator Role

- Liaison between department travelers and STAMMP
- Provide department travel policies and guidelines
- American Express program administrator

Car Rental Contract



- Contract Terms & Condition:
 - State rate and insurance coverage applies to both Enterprise and National
 - Enterprise services primarily in state and out of state
 - National services primarily out of state
 - There is no cost for one way rentals
 - Contract includes \$250,000 Insurance and Damage Waiver coverage

Car Rental Contract

- Policy Reminders:
 - State Controllers requires the following when renting a vehicle:
 - Compact and Intermediate size rentals only
 - Required to use contracted vendor
 - All vehicles must be returned refueled
 - Renting a vehicle for 30 days or less

Note: If any of the above policies are not followed, the traveler is required to submit a SCO form with the rental charges. This form is available at www.dgs.ca.gov/travel/carrental

Car Rental Contract

- Policy Reminders cont.
 - When renting a vehicle:
 - Reservations for a rental should be made through Caltravelstore.com or through your departments deep link
Walk-ins are highly discouraged
 - All required approvals should be completed in your department, prior to the rental being made
 - If a rental exceeds 30 days, approval is required from the Statewide Travel Program Specialist

Car Rental Contract

- Policy Reminders cont.
 - Liability coverage and damage waiver coverage:
 - The included \$250,000 insurance does not cover:
 - Willful or wanton misconduct by the driver
 - Being under the influence of a controlled substance
 - Operation of a vehicle that was not designed for the intended use
 - Damage waiver definition:
 - Damage waiver does not include damages due to “off roading”
This will include undercarriage damage or damage sustained while driving over logs, rivers, creeks, etc.

Car Rental Contract

- Mileage Reimbursement-What should you know?
 - Benefits of renting a vehicle in lieu of reimbursing mileage:
 - Reduced Costs for your department
 - Reduction in liability expenses for the state
 - Ensured accurate accounting and reimbursement
 - STP along with Enterprise Holdings Inc. did an evaluation on the savings a department could see on trips of 85 miles or more

Input Variables	
Total Miles to be Traveled	85
Total Days in Trip	1
Car Rental Daily Price *	\$ 30.00
Sales Tax	8.00%
Cost of Fuel per Gallon	\$ 3.75
Mileage Reimbursement Rate	\$ 0.550
Rental Car Fuel Economy (MPG)	25

Input variables

Calculated Results	
Own Car Cost	
Total Reimbursement Expense	\$ 46.75
Rental Car Cost	
Rental	\$ 30.00
Sales Tax	\$ 2.40
Refueling	\$ 12.75
Total	\$ 45.15
Cost per Mile to Rent	\$ 0.531

Results

* Business Use Daily Rate	
Compact	\$ 30.00
Midsize	\$ 30.00
Fullsize	\$ 33.00

Breakeven



Travel Management Services Contract

- April 2012 will complete 2 years of the TMS contract. We plan to extend the current contract.
- Policy Reminders:
 - Online Saves Time ~ Provides Greatest Value
 - Encourage travelers to book online- \$5
 - Changes to Travel Bookings
 - Ensure travelers are booking everything in the same reservation so they are not incurring multiple service fees



Travel Management Services Contract

- Encourage Hotel Bookings on Concur
 - Locate travelers
 - Ability to run reports for hotel spend and activity
 - Capture data to leverage industry; strengthens the state's future negotiating power with the hotels
- Contact Information Business Cards
 - Contact Andrew Duarte (916) 376-3988
- Complete our TMS survey at www.dgs.ca.gov/travel or at www.caltravelstore.com.



Airline Contract



- Contract Update
 - June 2012 will complete the 3rd year of the airline contract with two more possible one year extensions. In July, we plan to extend the current contracts.
 - At the time of Extension, airlines are able to add or discontinue city pairs and adjust prices based on the Consumer Price Index
- Policy Reminders
 - SCO does not reimburse for SW Business Select
 - State rates only available through CALtravelstore

New Rule Means a New Look

- U.S. Department of Transportation has a new price advertising rule that affects all airlines and requires that advertised fares include all government-imposed taxes and fees that the Customer is being asked to pay.
 - Fares may look or sound higher
 - Fares displayed will now include all government excise tax, government segment fees, September 11th security fees, and airport passenger facility charges
 - No change to frequent flyer programs

Travel Coordinator Responsibilities

- Make your department's established policies known:
 - Refundable Fares Only
 - Baggage Fees
 - Booking in Advance
- City Pairs Posted Online
- Cancel trips with airline or Travel Agency
- Request Refunds on canceled refundable tickets





southwest.com for Business Travel

Book Travel

Leisure Offers

Travel Tools

Rapid Rewards®

Travel Tools

Travel Tools

We are currently accepting air reservations through September 28, 2012. On February 20, 2012, we will open our schedule for sale through November 2, 2012. This date is subject to change! Please check back frequently.



Air

Plan Your Trip

- [View Flight Schedules](#)
- [Route Map](#)
- [Click 'n Save E-mail Updates](#)
- [Buy or Redeem a southwestgiftcard®](#)
- [Book Ground Transportation](#)
- [Airport Info](#)

Book Air

- [Traveler Account Login](#)
- [Book a Flight](#)
- [Low Fare Calendar](#)
- [Book on Your Mobile Device](#)
- [View Travel Funds](#)

Manage Air

- [View/Share Itinerary](#)
- [Change Reservation](#)
- [Cancel Reservation](#)
- [Flight Status Information](#)
- [Flight Status Updates](#)
- [How to Book and Manage Your Flight](#)

Check in

- [Check in Online](#)
- [EarlyBird Check-In](#)

Rapid Rewards

- [Lookup Rapid Rewards Number](#)
- [Add Rapid Rewards](#)
- [Enroll in Rapid Rewards](#)
- [Mobile Rapid Rewards](#)



Car

Book a Car

Manage Reservation

Helpful Information

HOW TO CANCEL AND REQUEST A REFUND

If you have booked a fully-refundable fare, you will have to select what you would like to do with the balance of the funds. You can "Hold for future use" or "Request a refund of the refundable balance". Please select "Request a refund of the refundable balance" so the funds will go back to the state's credit card. If you have booked a non-refundable internet fare, you will only be able to "Hold for future use".

CANCEL FLIGHT RESERVATION

- 1. Login to your SWABIZ Account
- 2. Click on



- 3. Click on 'Cancel Reservation'
- 4. Enter the "Air Confirmation" number and first and last name of the traveler.

Enter Your Reservation Info

*Confirmation Number:
Lookup Confirmation #

*Passenger First Name:

*Passenger Last Name:

Travel Funds

Please select what you would like to do with the balance of these funds

Refundable	\$333.40	<input type="radio"/> Hold for future use.
		<input checked="" type="radio"/> Request a refund of the refundable balance.
Nonrefundable	\$0.00	N/A



- to cancel the reservation.
- 9. Cancel Confirmation

Your reservation has been cancelled.

Your request for a refund of \$333.40 has been submitted.
You may [View Travel Funds](#) or [Book a Flight](#) while applying Travel Funds prior to its expiration date.
Please print this page for your records.

TRAVEL FUNDS INFORMATION

Confirmation Number	Passenger(s)	Depart	Return	Expiration Date
XRR5M5	Jane Doe	Jan 19	Jan 20	01/06/2012

Concur Travel

SWABIZ Direct Connect

Overview

Concur is the first online booking tool with direct access to Southwest Airlines content. This new Southwest direct connect can improve our existing suite of Southwest Airlines booking options (SWABIZ) to meet the needs of travelers and travel coordinators.

SWABIZ Direct Connect Benefits

The Southwest direct connect supports a wide variety of features and functionality. Features include:

- Integrated display with enhanced functionality - such as live availability and last seat inventory
- Pricing functionality that will support all pricing rules, fare rules and return of ticket number
- Support for low fare searches that return the lowest fares available
- Booking and ticketing that supports the Rapid Rewards member number
- Ability to place trips on hold
- Multi-segment trips
- The ability to apply policy and trip approval
- Display Southwest side by side with other airlines
- Application of existing credits toward new trip

Search for flights; SWABIZ flights will be displayed on the Flight Results page.

Flight | Car | Hotel | Ride | Rail | Flight Status | Dining

Round Trip One Way Multi-Segment

Departure City  BWI
BWI - Baltimore Washington Intl Arpt - Baltimore, MD 

Arrival City  CHI
CHI - Chicago Area Airports - Chicago, IL 

Departure
07/19/2010 | depart  | Morning  | ± 3 

Return
07/22/2010 | depart  | Afternoon  | ± 3 

Pick-up/Drop-off car at airport

Find a Hotel

Refundable only air fares

Class of service: Economy class  

Search flights by: Price Schedule

Home Arrangers Trip Library Templates Meetings Meeting Admin Policy Profile Tools Concur XA

ALL State of California Fares are refundable, no change fee or penalties apply

Los Angeles, CA To Sacramento, CA Tue, Apr 17 - Wed, Apr 18 Print / E-mail Hide matrix

All 70 results	American	United	Alaska Airlines	Delta	Multiple Carriers	Southwest	Continental
Nonstop 36 results	211.60 4 results	--	385.60 12 results	385.60 4 results	385.60 4 results	385.60 12 results	--
1 stop 34 results	--	222.40 19 results	412.40 5 results	--	396.40 9 results	--	396.40 1 results

[Show fare display legend](#)

Shop by Fares Shop by Schedule Sorted By: Policy - Most Compliant

Expand All Details

Displaying: 36 out of 70 results. << Previous 1 2 3 4 Next >> | All

Price	Carrier	Depart	Arrive	Stops	Duration
\$211.60 Reserve ✓	American	LAX Tue 7:50 am ⇒ SMF Tue 9:20 am	SMF Wed 1:25 pm ⇒ LAX Wed 2:55 pm	0	1h 30m
compare		R	more like this +		show details
\$211.60 Reserve ✓	American	LAX Tue 11:25 am ⇒ SMF Tue 12:45 pm	SMF Wed 1:25 pm ⇒ LAX Wed 2:55 pm	0	1h 20m
compare		R	more like this +		show details
\$385.60 Reserve ⚠	American	LAX Tue 7:50 am ⇒ SMF Tue 9:20 am	SMF Wed 1:25 pm ⇒ LAX Wed 2:55 pm	0	1h 30m
compare		R	more like this +		show details
\$385.60 Reserve ⚠	American	LAX Tue 11:25 am ⇒ SMF Tue 12:45 pm	SMF Wed 1:25 pm ⇒ LAX Wed 2:55 pm	0	1h 30m
compare		R	more like this +		show details
\$385.60 Reserve ⚠	Alaska Airlines	LAX Tue 8:30 am ⇒ SMF Tue 10:00 am	SMF Wed 1:25 pm ⇒ LAX Wed 2:55 pm	0	1h 30m
compare		R	more like this +		show details

Booking for:
Agent Inc County of Los Angeles

Change Flight Search

Outbound - Tue, Apr 17

Depart 6:05 AM - 12:30 PM

Arrive 7:25 AM - 4:23 PM

Return - Wed, Apr 18

Depart 12:40 PM - 6:30 PM

Arrive 2:00 PM - 11:56 PM

Price

Price \$211.60 - \$512.40

Display Settings

- Hide Non-refundable Fares
- Hide Propeller Planes
- Depart/Return Same Airport Only

Airport Filters

- Outbound
- LAX - Los Angeles, CA (\$211.60)
- Return
- SMF - Sacramento, CA (\$211.60)

Connecting Airport Filters

Search by Schedule

[Travel](#) | [Reporting](#) | [Administration](#) | [Profile](#) | [Help](#) | [Log Out](#)
[Home](#) | [Trip Library](#) | [Templates](#) | [Meetings](#) | [Meeting Admin](#) | [Policy](#) | [Profile](#) | [Tools](#) | [Cliqbook XA](#)

Click on a column, row, or cell in the grid below to filter your results.

[Print / E-mail](#)

All 54 results				
Nonstop 38 results	3 results	5 results	25 results	5 results
1 stop 12 results	6 results	--	6 results	--
2 stops 4 results	--	--	4 results	--

Displaying: 31 out of 54 results.

Sort: Depart ▲ | Carrier | Duration | Stops

Outbound Mon, Jul 19 9:00 AM ± 3 hours 14 results

Return Thu, Jul 22 3:00 PM ± 3 hours 17 results

Carrier	Flt#	From	To	Depart	Arrive	Class
	2789	BWI	MDW	6:15am	7:15am	Economy
2 hours; Equipment: Boeing 737-300; (Southwest)						
	2789	BWI	MDW	6:15am	7:15am	Economy
2 hours; Equipment: Boeing 737-300; (Southwest)						
	9542	BWI	MDW	6:50am	7:55am	Economy
2 hours 5 minutes; Equipment: Boeing 737-300; (Southwest)						
	9542	BWI	MDW	6:50am	7:55am	Economy

Carrier	Flt#	From	To	Depart	Arrive	Class
	9045	MDW	BWI	1:00pm	1:10pm	Economy
Equipment: Boeing 737-700; (Southwest)						
	9045	MDW	BWI	1:00pm	1:10pm	Economy
Equipment: Boeing 737-700; (Southwest)						
	587	MDW	BWI	1:35pm	4:25pm	Economy
1 hour 50 minutes; Equipment: Boeing 737-700; (Southwest)						
	587	MDW	BWI	1:35pm	4:25pm	Economy

Search by Price

All SWABIZ content pulled from the direct connect will show the difference fare classes available.

Displaying: 14 out of 79 results. The least cost item is: 310.80 [Checked Baggage Policies](#) <<Previous 1 2 Next>> | [All](#)

Sort: Policy Price Carrier Depart Duration Emissions

Carrier	Depart	Arrive	Duration	Emissions	Class
 Southwest #9100	Jul 19 9:00am Baltimore, MD (BWI)	Jul 19 9:10am Chicago, IL (MDW)	Stops: 0 1h 10m	261.9 lbs CO ₂	Business Select: K
<input type="radio"/> Wanna Get Away \$151.70	<input type="radio"/> Anytime \$229.70	<input checked="" type="radio"/> Business Select \$244.70			
 Southwest #9878	Jul 22 6:00pm Chicago, IL (MDW)	Jul 22 8:30pm Baltimore, MD (BWI)	Stops: 2 1h 30m	261.9 lbs CO ₂	Business Select: K
<input type="radio"/> Wanna Get Away \$159.10	<input type="radio"/> Anytime \$237.10	<input checked="" type="radio"/> Business Select \$252.10			
\$496.80 <input checked="" type="button" value="Reserve"/> Compare	Ticket is refundable; (Southwest) Fare Rules				
 Southwest #9100	Jul 19 9:00am Baltimore, MD (BWI)	Jul 19 9:10am Chicago, IL (MDW)	Stops: 0 1h 10m	261.9 lbs CO ₂	Wanna Get Away: R

Users can add a credit that was obtained by clicking on the “Add Ticket” link.

The screenshot shows a web application interface with a navigation menu at the top containing 'Travel', 'Reporting', 'Administration', 'Profile', 'Help', and 'Log Out'. Below this is a secondary menu with 'Home', 'Trip Library', 'Templates', 'Meetings', 'Meeting Admin', 'Policy', 'Profile', 'Tools', and 'Clickbook XA'. The main content area is titled 'Trip Payment Information' and features a 'Choose a ticket credit' section. This section includes a red-bordered box with the text: 'Choose a ticket credit', 'These are ticket credits from previously canceled tickets at Southwest Airlines. You can use these as form of payment for your Southwest Direct Connect booking.', and an 'Add ticket' button. A black arrow points to this 'Add ticket' button. Below the credit section is a 'Choose a credit card' section with a link 'Add a New Credit Card' and a note: 'Company cards are indicated by an asterisk (*)'. A dropdown menu shows 'Test Card (...1111)' and an 'Edit This Card' button. The background of the interface features a stylized image of a hand holding a credit card and an airplane flying in the sky.

Choose a ticket credit

These are ticket credits from previously canceled tickets at Southwest Airlines. You can use these as form of payment for your Southwest Direct Connect booking.

Add ticket

DFHSDJ 

Remaining: \$ 392.99

Valid Until: 04/08/2011

(*) This is an estimated amount.

Add Ticket Credit

Southwest Record Locator:
(Required)

Cancel Date:

Ticket Amount: US-Dollar (\$)



Add Ticket Credit

Cancel

Concur Service Alerts

From: community@concur solutions.com [mailto:community@concur solutions.com]
Sent: Tuesday, January 10, 2012 11:02 AM
To: Anthony LaMarca
Subject: Concur Service Alert Notification

01/10/12 Alert @ 10:51 AM PT - Concur Travel has identified an issue with Southwest Direct Connect.

This could result in Southwest flights not appearing and/or failing to reserve or price, which is impacting search time results for other carriers as well. Concur is working directly with the vendor and will provide an update as soon as possible. Thank you for your patience in this matter.

Jan 10 2012 10:52AM

This is an outbound email only and replies will not be responded to or reviewed. If you have additional questions or wish to no longer receive these email notifications, please log in into Concur Client Central at www.concur.com/support and navigate to the > Support > Create a Case page.

This email may be delayed by your email service, please note the time (in PDT/PST) of the notification in the body of this email.

Management of Unused Tickets

- SWABIZ system is antiquated when it comes to managing unused tickets
- There is no automated reporting in SWABIZ for unused tickets
- It is a manual process and often times requires the assistance of SWABIZ customer service
- Concur will provide the greatest value for unused funds reporting (auto refund)
 - Refunds are automatically refunded to the credit card (doesn't default to a credit), and un-refundable ticket credits are automatically added to the travelers' profile when cancelled on Concur.

CalSTRS Travel Program

- Air, Car, Hotel, Per Diem Spend
- Top 25 Travelers and Top 6 Destinations
- Top Issue
- The True Cost of a Reservation
- Cost Benefit Analysis Data

Southwest BIG Announcement!

Jeff Haag

Government Relations Manager

Southwest Airlines

- Long time travel partner to the State of California
- Most Utilized Carrier by Government Travelers
- No Baggage or Change fees
- Flight frequency and Scheduling



Southwest BIG Announcement!

- Travel Discount that could potentially reduce government travel costs to the State by more than \$1 million
- Discount on every Southwest “Anytime” or “Business Select” Fare into or out of California
- Potential for the discount to increase
- Available for STP participants ONLY
- Accessed through SWABIZ or Concur

What Your Discount Will Look Like

SWABIZ
southwest.com for Business Travel

Book Travel | Leisure Offers | Travel Tools | Rapid Rewards®

Southwest Airlines Test Account Travel Reservation

AIR | CAR | HOTEL | TRAVEL SUMMARY

PLAN TRIP → SELECT FLIGHT → PRICE → PURCHASE → BOOKED

Welcome!

SAVE ON ALL FARES SHOWN BELOW!

Or, use the "Standard Fares" button below to see all available fares.

Clicking the "Standard Fares" button will display other fares for which the corporate discount will not apply.

These fares may be lower

Select Departing Flight:
Houston (Hobby), TX to New Orleans, LA

Fares do not include government fees and taxes.

AUG 27 THU	AUG 28 FRI	AUG 29 SAT	AUG 30 SUN	AUG 31 MON	SEP 1 TUE	SEP 2 WED	SEP 3 THU	SEP 4 FRI	SEP 5 SAT	SEP 6 SUN
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Narrow Results

Nonstop Direct (No Plane Change, With Stops)

Promotional fares cannot be combined with standard fares.
Discount Fares: \$133 - \$147 | Standard Fares: \$49 - \$154

Depart	Arrive	Flight	Routing	Travel Time (hh:mm)	Business Select \$147	Anytime \$133
6:40 AM	7:40 AM	1372	Nonstop	1:00	\$154 ○ \$147	\$139 ○ \$133
7:20 AM	8:20 AM	1054	Nonstop	1:00	\$154 ○ \$147	\$139 ○ \$133
8:10 AM	9:10 AM	871	Nonstop	1:00	\$154 ○ \$147	\$139 ○ \$133
9:50 AM	10:55 AM	2185	Nonstop	1:05	\$154 ○ \$147	\$139 ○ \$133
12:20 PM	1:20 PM	1439	Nonstop	1:00	\$154 ○ \$147	\$139 ○ \$133
1:35 PM	2:40 PM	3441	Nonstop	1:05	\$154 ○ \$147	\$139 ○ \$133

Welcome,
YOUR SWABIZ COMPANY ID

Modify Search

From:
Houston (Hobby), TX - HOU

To:
New Orleans, LA - MSY

Return:
Depart City/Round Trip

Depart:
09/01/2009 | Anytime

Return:
09/08/2009 | Anytime

Passengers:
1 Adult | 0 Seniors
Ages 2+ | Ages 65+

Promo Code

Search

Helpful Links

Reward Booking

Southwest Policies

Questions?

