QUARTERLY TRAVEL COORDINATOR MEETING

Department of General Services

Statewide Travel Program

Wednesday, June 10, 2015

Agenda

- Introductions
- STP Updates
  - MM 14-03 Updates
  - Presentation of Certificates for MM 14-03 Compliance
  - Best Practices for Airfare Cost Savings
  - Hotel: Reminders/Tips
  - AMEX Update: MPA vs CMC and New Contact Information
  - Enterprise Fraud Alerts
- Extended Stay America & Wyndham Meet and Greet
- Feature Presentation: Anthony LaMarca, News From CalTravelStore
  - Duplicate Invoice Request
  - Service Fee Report
  - Unused Ticket Credit Report
  - New Website
- Roundtable/Open Discussion/Q&A

Introductions

Statewide Travel Program
CALIFORNIA DEPARTMENT OF GENERAL SERVICES

- Bill Amaral, Business Partnership & Travel Manager
- Tasha Wilson, Travel Program Manager

- Georgia Kattenhorn, Travel Specialist
- Katy LaFata, Travel Specialist
- Kelly May, Travel Specialist
- Ceci Perez Dunn, Marketing Specialist
- Lori Wasson, Travel Specialist
- Jennifer Shaw, Travel Specialist

MM 14-03 Updates

- Closing out our 4th Quarter

- By June 30, 2015 – 100 Departments Implemented
- Results of the implementation
  - As of November 2014 there are more Southwest reservations on Concur than SWABIZ for the first time since 2011
  - All transitioned departments except 3 have Enterprise compliance of 80% or better
  - As of March 2015 increase of hotel nights from 2,557 to 11,211 p/month

- Emailed survey and compliance report

KEEP UP THE GOOD WORK!!

Victim Compensation and Government Claims Board	75%
Food and Agriculture	65%
Business Oversight	72%
Housing and Community Development	73%
Water Resources	61%
CA Horse Racing Board	69%
Conservation	66%
Housing Finance Agency	60%
Managed Health Care	62%
Conservation Corps	61%

Best Practices for Airfare Cost Savings

- Your Department should have a policy
- For highest cost savings look at:
  - Lowest Usable Fare
    - Refundable vs. Non-Refundable
  - Routing Options
  - Flexible Flight Window
  - Advance Purchase
  - Alternative Airports

Hotel: Reminders / Tips (1 of 2)

To increase traveler hotel compliance:

- Send a reminder email to travelers not booking hotels in Concur
- Use hotel compliance reports for training purposes
- Reward high compliance travelers

- Remind travelers:
  - Be open to staying at other hotels of the same caliber in the same area offering state rate
  - Look in the area without narrowing the search to a specific brand
  - Provide name and address of hotel for STP review/research

Hotel: Reminders / Tips (2 of 2)

- Hotel and travel business is up making finding state rates more difficult especially in high cost areas
- Hotel may only offer state rate for specific dates/days of the week
- Rates don’t have to be loaded specifically in Concur
- Concur pulls rates from Global Distribution System (GDS)
- STP continues to advise and assist hotels in loading rates
- Hotels not interested in loading state rates need to feel the shift in business to other hotels offering state rate

San Francisco Hotel Updates

2015 Large Citywide Conventions

January 22 - 24, 2015	National Automobile Dealers Association, 10K+ on peak
March 3 - 5, 2015	UBM - Game Developers Conference, 7K+ on peak
June 26 - 28, 2015	American Library Association, 8K+ on peak
July 13 - 15, 2015	Semicon West, 8K on peak
August 30 - September 2, 2015	VMWare Inc, 10K on peak
September 14 - 17, 2015	Salesforce Dreamforce, 15K on peak
October 24 - 28, 2015	Oracle OpenWorld, 21K+ on peak
November 7 - 10, 2015	American College Rheumatology, 9K+ on peak
December 14 - 17, 2015	American Geophysical Union, 8K+ on peak

2015 Annual Events & Festivals

January 12 - 16, 2015	JP Morgan Healthcare Conference (majority of Union Square hotels sell out)
May 16 - 17, 2015	Bay to Breakers Marathon (60,000)
June 27 - 28, 2015	SF Gay Pride Festival (750,000)
July 25 - 26, 2015	SF Marathon (25,000)
August 7 - 9, 2015 (tentative)	Outside Lands Music Festival (120,000)
September 29, 2015	Folsom Street Fair (400,000)
October 4 - 6, 2015	Hardly Strictly Bluegrass (750,000)
October 8 - 12, 2015	Fleet Week (1.2 million)
October 16 - 18, 2015 (tentative)	Nike Women's Annual Marathon (25,000)

Meet and Greet

- Extended Stay America
  - Jason Moore
    Key Account Sales Director
    Military and State Government

- Wyndham Irvine - Orange County Airport
  - Cynthia Oglesby
    Associate Director of Sales

AMEX Updates (1 of 2)

1. New @Work information (format, functionality)
2. Amex Representative Contact Information –

   Shawn Campbell, 1-800-375-1535, shawn.t.campbell@aexp.com
3. Phishing Emails
   - Notify Amex & STP via e-mail
     - Forward to: Spoof@americanexpress.com
     - CC to: StatewideTravelProgram@dgs.ca.gov

AMEX Updates (2 of 2)

4. Amex delinquencies
   - Add full account number on front of check
   - Verify payment posted (@Work) within 2 weeks of payment issuance
   - STP audit notifications
     - 1+ day per month
     - BTA and Government Card
     - Provide detailed payment information
5. Unidentified Warrants

Meeting Planners Account (MPA/BTA) (Old Process) (1 of 2)

- **State Departments were issued a MPA/BTA account for meetings and conferences:**
  - MPA/BTA requires a manual process to open the account and allow the charges identified as “retail, shop, or mail order.”
  - This manual process requires you to contact American Express 48 – 72 hours prior to an event to open the account.
  - The merchant/vendor submits the charge for approval, but many times will experience service disruptions due to the merchant code, i.e., retail, shop, mail order.

Meeting Planners Account (MPA/BTA) (Old Process) – *Continued* (2 of 2)

- American Express will need to contact the merchant and work directly with merchant/vendor to get the charge approved.
- American Express Risk Team recently imposed restrictions on the MPA/BTA to avoid fraud related to retail, shop, mail order transactions.
- This issue is being elevated for 30 days to allow State Departments to implement new Department Meeting Cards.

Corporate Meeting Cards (CMC) (New Process) (1 of 2)

- **State Departments will be issued new Corporate Meeting Cards:**
  - MPA/BTA are being replaced with new Corporate Meeting Cards.
  - Corporate Meeting Card is an actual plastic card issued to State Departments for meetings, conferences and trainings.
  - Corporate Meeting Card will no longer require you to contact American Express to approve charges.
  - Each State Department will need to complete a new Corporate Meeting Card application that must be signed by the Program Administrator (PA) or Meeting Planner.

Corporate Meeting Cards (CMC) (New Process) – *Continued* (2 of 2)

- The CMC application must be completed entirely with the following:
  - Department or PA name, address, phone, email, dept FEIN#, employee signature, PA /Manager signature
- All CMC applications must be scanned/emailed directly to: Shawn.T.Campbell@aexp.com for processing.
- For new CMC setups, estimated processing time: 10 – 14 days.
- For existing CMC accounts who need additional cards, estimated processing time: 5 – 7 days.
- **Important: *Corporate Meeting Cards are fraud protected if an actual name is listed on the card not a department name*.**

American Express Corporate Meeting Card Application

GLOBAL
CORPORATE PAYMENTS

American Express® Corporate Meeting Card Application

Application Information - Application cannot be processed without required information

Name as you would like it to appear on the Corporate Meeting Card **Required (20 characters maximum, including spaces)*

Employee:
*Required fields must be completed or Application cannot be processed.

Please complete and send to:

Billing Street Address **Required (20 characters maximum, including spaces)* **Home** ☐ **Office** ☐

City *(20 characters maximum, including spaces)* **State** **Zip Code** **Country**

E-mail Address ***Optional*

Social Security Number ~~**Required for identification and servicing purposes*~~ **Business Phone Number** **Required*
– – – –

Employee ID Number **Optional* **Cost Center Number** **Optional*

Universal Number **Optional*

Employee's Signature *Please read the Agreement before signing.*
By signing below I indicate my acceptance of the terms and conditions of the Agreement.

X SIGN HERE **Date**

Program Administrator - Application cannot be processed without required information

Program Administrator:
*Required fields must be completed or Application cannot be processed.

Please complete and send to:
American Express
P.O. Box 53816
Phoenix, AZ 85072

Or

Fax to:
623-492-3884

* If you are setting up supplemental accounts, please complete an Application per account.

Basic Control Number **Required - please fill out or application cannot be processed*

Company Name *(20 characters only, including spaces)*

Authorizing Signature*** *Please read the Agreement before signing.*
I am authorized to complete this Application on behalf of the Company.

X SIGN HERE **Date**

PRINT Authorizer's Name **Title**

Phone Number **Fax Number**
– – – –

PRINT Program Administrator Name * May be previously filled out by PA **PA Phone Number**
– –

Additional Authorizing Signature*** *If required by Company for processing*

X **Date**

AGREEMENT:
The Company and the Applicant (a) request that a Corporate Meeting Card be issued to the Applicant on the Company's account, (b) agree to be bound by the Agreement sent with the Corporate Meeting Card and by the Agreements covering Corporate Meeting Card related programs in which the Applicant is enrolled, and (c) agree that the Corporate Meeting Card will be used for business or commercial purposes only. The Company acknowledges that a Corporate Meeting Card will not be issued to the Applicant until American Express receives an executed Agreement on the account. The Applicant understands that the Corporate Meeting Card is a form of the American Express® Corporate Card and that the account must be kept in good standing. If the account is not kept current, charge privileges may be suspended. Applicant acknowledges that the Corporate Meeting Card is not eligible for enrollment in the *Membership Rewards®* program.

** This field is optional. We may also notify you about important account updates and services that may be suited to your needs. We will never share your email address. For information about how we protect our privacy, please visit americanexpress.com/privacy

*** All Applications must be signed by a Company Representative or Program Administrator who has purchase authority and is authorized to open account(s) in the name of the Company. Title must be indicated.

Enterprise Fraud Alert

- Recent increase in fraud with Enterprise
- Reminders:
  - Keep DBCA numbers confidential- do not post on Internet
  - 2 forms of picture ID required

Feature Presentation

News from CalTravelStore

Presented by:

Anthony LaMarca
CalTravelStore Manager

Service Fee Report

- As a reminder, a new contact was awarded for TMS effective April 5, 2015.

Service/Description	Online Transaction Fee	Agent Assisted Transaction Fee
Air/Rail/Car/Hotel Reservation	$ 7	$ 12
Hotel and/or Car Only Reservation	$ 5	$ 12
After Hours (Per Call) Business Hours: 8 am – 5 pm	N/A	$ 16

- For any online transactions that require agent intervention for post-ticketing/invoicing changes, your department will be charged the difference from the online to agent assisted fee. These adjusted fees will be notated in Vendor Name column as "MISCELLANEOUS CHARGE". Additional information on these transactions can be found on the Fee Type column. As a reminder, there are no additional service fees for changes made online.

Sample Service Fee Report

a.k.a. State Activity Detail (SAD) Report

	A	B	C	D	E	F	G	H	I	J	K	L
1	Client Acct No	Agent Name	Issue Date	Client Remarks	Passenger Name	Itinerary	Depart Date	Travel Type	Vendor Name	Total Fare	Fee Type	Fee Amount
154	CAL1004	Concur	4/16/2015	28313	Lafata/Katy	ONT	4/22/2015	Hotel	Courtyard Riverside	$ 95.00	On-line	$ -
155	CAL1004	Concur	4/13/2015	51201	Wasson/Lori	SCK	4/14/2015	Hotel	Best Western Angels Camp	$ 80.09	On-line	$ 5.00
156	CAL1004	Concur	4/13/2015	13242	Wilson/Tasha	LAX	5/27/2015	Hotel	Embassy Suites Anaheim	$ 240.00	On-line	$ 5.00
157	CAL1004	Concur	4/8/2015	28034	May/Kelly	SMF	4/14/2015	Car	Enterprise Rent-A-Car	$ 31.93	On-line	$ 5.00
158	CAL1004	Concur	4/16/2015	28313	Amaral/Bill	SMF/SNA/SMF	4/22/2015	Dom. Air	SOUTHWEST AIRLINES	$ 430.34	On-line	$ 7.00
159	CAL1004	DEL POWELL	4/22/2015	28313	Kattenhorn/Georgia	SMF/SNA/SMF	4/22/2015	Dom. Air	SOUTHWEST AIRLINES	$ -	Agent Assisted	$ -
160	CAL1004	DEL POWELL	4/22/2015	28313	Perez Dunn/Ceci	SNA	4/22/2015	Car	Enterprise Rent-A-Car	$ 31.93	Agent Assisted	$ -
161	CAL1004	DEL POWELL	4/22/2015	28313	Awaleh/Mustafe	SNA	4/22/2015	Hotel	Residence Inn La Mirada Buena P	$ 120.00	Agent Assisted	$ -
162	CAL1004	DEL POWELL	4/22/2015	28313	Shaw/Jennifer		4/22/2015	Misc	MISCELLANEOUS CHARGE	$ -	MODIFY AIR/RAIL TICKET	$ 5.00
163	CAL1004	Concur	4/25/2015	34301	Lafata/Katy	SMF	4/27/2015	Car	Enterprise Rent-A-Car	$ 31.93	On-line	$ 5.00
164	CAL1004	Concur	4/24/2015	13001	Wasson/Lori	LAX/SMF/LAX	4/28/2015	Dom. Air	SOUTHWEST AIRLINES	$ 430.34	On-line	$ 7.00
165	CAL1004	Concur	4/11/2015	28313	Wilson/Tasha	SMF/ONT/SMF	4/14/2015	Dom. Air	SOUTHWEST AIRLINES	$ 427.84	On-line	$ 7.00
166	CAL1004	Concur	4/11/2015	28313	May/Kelly	ONT	4/14/2015	Car	Enterprise Rent-A-Car	$ 31.93	On-line	$ -
167	CAL1004	BECKY GALLAGHER	4/10/2015	51751	Amaral/Bill	SMF/SNA/SMF	4/13/2015	Dom. Air	SOUTHWEST AIRLINES	$ 430.34	Agent Assisted	$ 12.00
168	CAL1004	BECKY GALLAGHER	4/10/2015	51751	Kattenhorn/Georgia	SNA	4/13/2015	Car	Enterprise Rent-A-Car	$ 63.86	Agent Assisted	$ -
169	CAL1004	Concur	4/24/2015	34301	Perez Dunn/Ceci	SAN/SMF	4/25/2015	Dom. Air	SOUTHWEST AIRLINES	$ 233.97	On-line	$ 7.00
170	CAL1004	Concur	4/20/2015	51701	Awaleh/Mustafe	SJC	4/21/2015	Hotel	Howard Johnson Santa Cruz	$ 216.00	On-line	$ 5.00
171	CAL1004	Concur	4/20/2015	51701	Shaw/Jennifer	SJC	4/27/2015	Hotel	Howard Johnson Santa Cruz	$ 72.00	On-line	$ -
172	CAL1004	Concur	4/5/2015	61601	Lafata/Katy	SMF	4/15/2015	Car	Enterprise Rent-A-Car	$ 31.93	On-line	$ 5.00
173	CAL1004	Concur	4/23/2015	61601	Wasson/Lori	SMF	4/25/2015	Car	Enterprise Rent-A-Car	$ 63.86	On-line	$ 5.00
174	CAL1004	Concur	4/20/2015	28313	Wilson/Tasha	SMF/SNA/SMF	4/22/2015	Dom. Air	SOUTHWEST AIRLINES	$ 430.34	On-line	$ 7.00
175	CAL1004	Concur	4/20/2015	28313	May/Kelly	SNA	4/22/2015	Hotel	Residence Inn La Mirada Buena P	$ 120.00	On-line	$ -
176	CAL1004	Concur	4/8/2015	34301	Amaral/Bill	SMF/SAN/SMF	4/9/2015	Dom. Air	SOUTHWEST AIRLINES	$ 74.47	On-line	$ -
177	CAL1004	Concur	4/8/2015	34301	Kattenhorn/Georgia	SMF/SAN/SMF	4/9/2015	Dom. Air	SOUTHWEST AIRLINES	$ 219.47	On-line	$ -
178	CAL1004	Concur	4/8/2015	34301	Perez Dunn/Ceci	SMF/SAN/SMF	4/9/2015	Dom. Air	SOUTHWEST AIRLINES	$ 74.47	On-line	$ -
179	CAL1004	Concur	4/24/2015	56402	Awaleh/Mustafe	SFO	5/4/2015	Hotel	Fairfield Inn Greenville	$ 285.00	On-line	$ 5.00
180	CAL1004	Concur	4/24/2015	34301	Shaw/Jennifer	SMF/BUR/SMF	4/28/2015	Dom. Air	SOUTHWEST AIRLINES	$ 430.34	On-line	$ 7.00
181	CAL1004	Concur	4/24/2015	34301	Lafata/Katy	BUR	4/28/2015	Car	Enterprise Rent-A-Car	$ 31.93	On-line	$ -
182	CAL1004	Concur	4/23/2015	23201	Wasson/Lori	SMF/ONT/SMF	5/6/2015	Dom. Air	SOUTHWEST AIRLINES	$ 427.84	On-line	$ 7.00
183	CAL1004	Concur	4/23/2015	23201	Wilson/Tasha	ONT	5/6/2015	Car	Enterprise Rent-A-Car	$ 31.93	On-line	$ -
184	CAL1004	Concur	4/23/2015	23201	May/Kelly	ONT	5/6/2015	Hotel	Best Western Heritage Inn Ranch	$ 85.50	On-line	$ -
185	CAL1004	Concur	4/6/2015	33906	Amaral/Bill	SAN/SMF/SAN	9/29/2015	Dom. Air	SOUTHWEST AIRLINES	$ 467.94	On-line	$ 7.00
186	CAL1004	Concur	4/6/2015	33906	Kattenhorn/Georgia	SMF	9/29/2015	Car	Enterprise Rent-A-Car	$ 63.86	On-line	$ -
187	CAL1004	Concur	4/20/2015	51201	Perez Dunn/Ceci	RDD	4/26/2015	Hotel	Towneplace Suites Redding	$ 90.00	On-line	$ 5.00
188	CAL1004	Concur	4/14/2015	51701	Awaleh/Mustafe	FAT	4/16/2015	Hotel	La Quinta Inn & Suites Tulare	$ 170.00	On-line	$ 5.00
189	CAL1004	Concur	4/23/2015	34301	Shaw/Jennifer	SAN/SMF	4/29/2015	Dom. Air	SOUTHWEST AIRLINES	$ 233.97	On-line	$ 7.00

Unused Ticket Report

- Email will come from mis@travelstore.com
- Email will be sent on or around the 18th of each month
- Email will be sent to the individuals listed as the 'reports/accounting contact'

Sample Unused Ticket Report

TRAVELSTORE
WE'VE BEEN WHERE YOU WANT TO GO
• EST. 1975 •

*Note: PARTIAL credits are subject to each airline's terms and conditions; the actual remaining value must be verified by your agent

Unused Ticket Report

Verified on: 12-Mar-15 Next Verification Scan on: 19-Mar-15

TYPE	PASSENGER NAME	COMPANY NUMBER	PNR	TICKET NUMBER	AIRLINE	ISSUED ON	ESTIMATED REMAINING VALUE	SEGMENTS	INVOICE #	EXPIRY DATE	DAYS REMAINING
E-Ticket	DAVIS/MARK	CAL1004	SDWVFC	0167505555574	UA	3-Nov-14	437.20	All Open	0808558	3-Nov-15	160
E-Ticket	HERNANDEZ/LISA	CAL1004	CGBNTH	0167466666566	UA	23-Jun-14	214.00	All Open	0761111	23-Jun-15	27
E-Ticket	CURRY/JASON	CAL1004	KUZBTP	2733333581291	B6	29-Apr-14	349.00	All Open	0744368	3-Apr-15	-54
MCO/Residual T	SMITH/JOE	CAL1004	DVAFDT	0161967596888	UA	16-Jan-15	418.00	All Open		16-Jan-16	234
E-Ticket	WILLIAMS/MARY ELLEN	CAL1004	GRUQUG	0168999442101	UA	8-Dec-14	855.20	All Open	0820645	8-Dec-15	195
E-Ticket	WILSON/THOMAS	CAL1004	ACPSLB	0167525890872	UA	27-Feb-15	864.20	Partial	0858611	27-Feb-16	276

Code	Airline	Total Tickets	Value
UA	UNITED AIRLINES	5	$2,788.60
B6	JETBLUE	1	$349.00
	Total :	6	$3,137.60

Note: Tickets listed below are set to expire within the next 30 days and are accurate as of the report processing date.
Note: Some unused tickets may expire sooner than expected due to multiple exchanges.

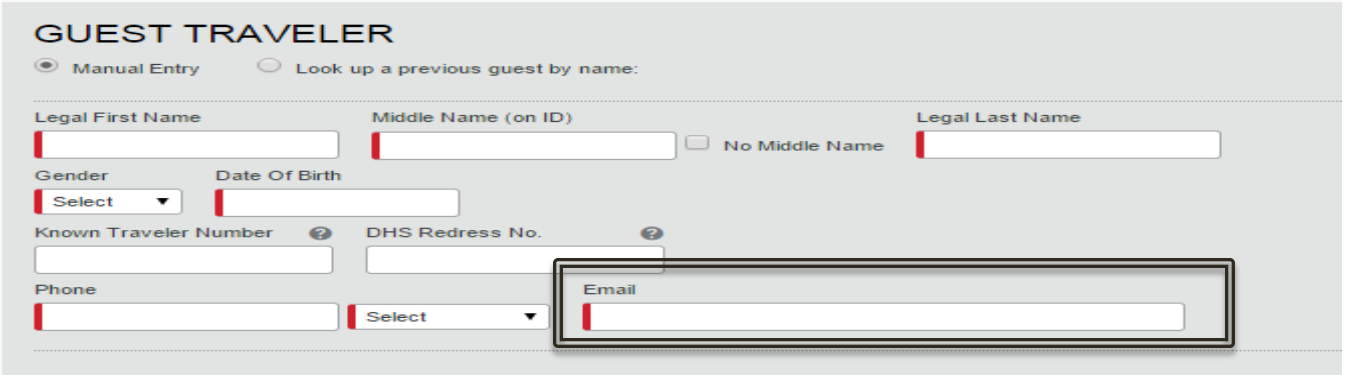
Code	Airline	Total <30 Days	Value
B6	JETBLUE	1	$349.00
	Total :	1	$349.00

Unused Tickets

Ready

Invoice Requests (1of 2)

- **Print My Invoice** feature now located under "Helpful Travel Links" on www.caltravelstore.com
- Automated invoice request feature still pending
- When booking for guests travelers, please enter your (the travel arranger's) email address in the area shown in the example below:

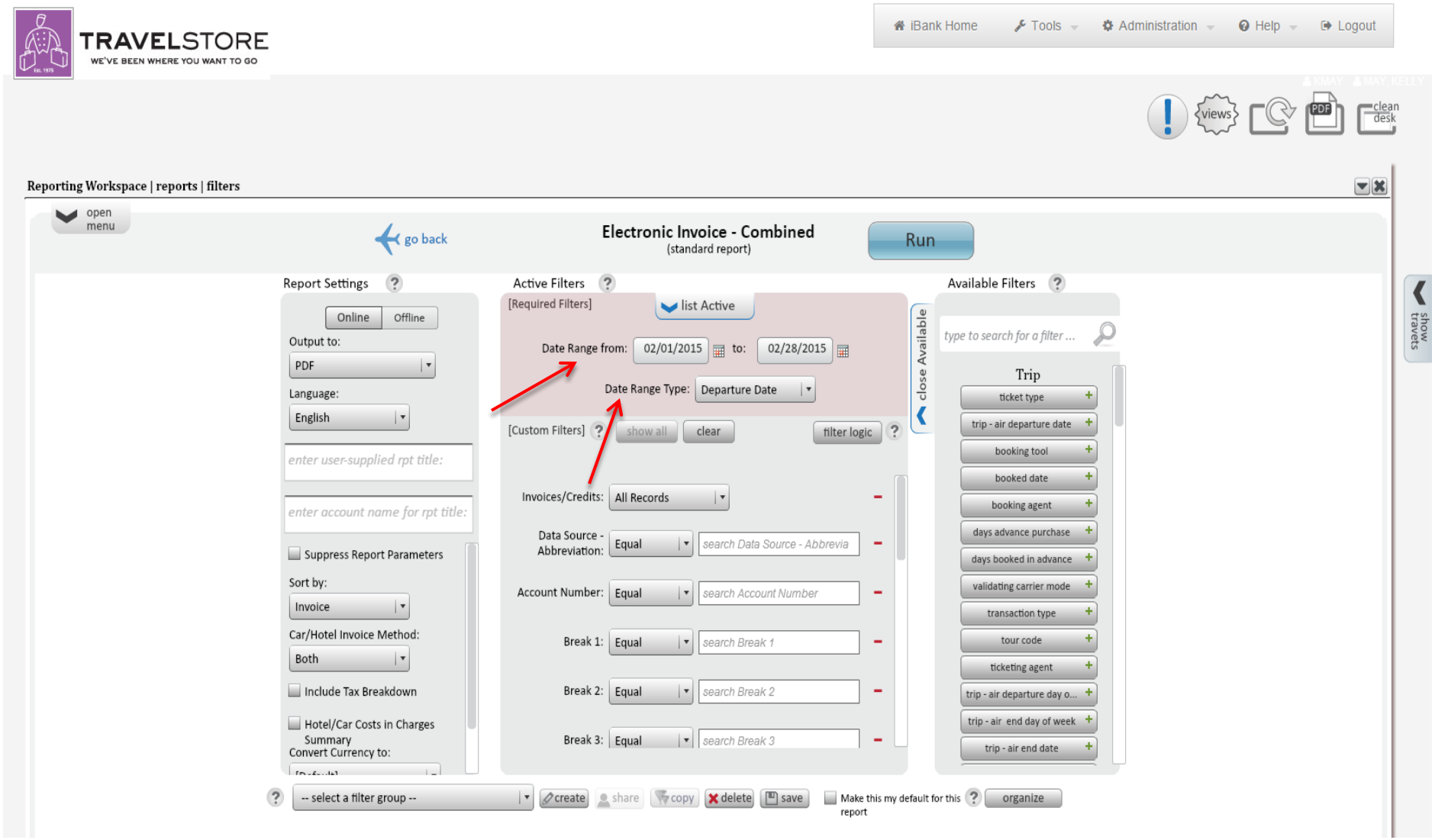


The email address entered here is the one receiving the final itinerary.

Invoice Requests (2 of 2)

- As a travel coordinator or accounting specialist, you have access in iBank to run these invoice requests.
  - Select the **Electronic Invoice Combined** report in iBank located under **Reconciliation Analysis**.
  - In the **Required Fields** section, select the date range and date range type: **Departure Date.**
  - Click **Show All** to view Custom Filters.
  - Enter in the traveler's last name and/or ticket number.
  - Then click **Run.**
  - **Print** a copy of the invoice.

Electronic Invoice - Combined



NEW CALTRAVELSTORE WEBSITE

Questions for CalTravelStore

Contact Information

Anthony LaMarca, Manager
anthony.l@caltravelstore.com
(916) 617-3680

To Transfer to a Specific Agent Call 877-454-8785 OR 916-376-3989
Select Option "4", then Agent Assigned Number:

Astrid Griesel	#2	Karen Hill	#7
Becky Gallagher	#3	Laura Wilson	#8
Bill Kane	#4	Lori Lopez	#9
Del Powell	#5	Steve McCain	#10
Jennifer Mendisco	#6	Yvonne Crocoll	#11

STP Contact Information

Main Line (916) 376-3974

Bill Amaral

(916) 376-3998

bill.amaral@dgs.ca.gov

Tasha Wilson

(916) 376-3976

tasha.wilson@dgs.ca.gov

Georgia Kattenhorn

(916) 376-3990

georgia.kattenhorn@dgs.ca.gov

Katy La Fata

(916) 376-3995

katy.lafata@dgs.ca.gov

Cecilia Perez Dunn

(916) 376-3975

cecilia.perezdunn@dgs.ca.gov

Kelly May

(916) 376-3991

kelly.may@dgs.ca.gov

Lori Wasson

(916) 376-3992

lori.wasson@dgs.ca.gov

Jennifer Shaw

(916) 376-3977

jennifer.shaw@dgs.ca.gov

Upcoming Concur Trainings

Location: Department of General Services

<u>Ziggurat Auditorium</u>

- June 16, 2015: 9:30 a.m. – 11:00 a.m.
- July 7, 2015: 9:30 a.m. – 11:00 a.m.
- July 22, 2015: 9:30 a.m. – 11:00 a.m.
- August 4, 2015: 9:30 a.m. – 11:00 a.m.
- August 18, 2015: 9:30 a.m. – 11:00 a.m.

Next Meeting

Travel Coordinator Quarterly Meeting

September 15, 2015

9:00 AM – 11:00 AM

Ziggurat Auditorium

Thank You Travel Coordinators!

- What would you like to see discussed/presented at future travel coordinator meetings?
  - Please email us at StatewideTravelProgram@dgs.ca.gov

- Travel Coordinator Survey

- Visit our website at www.dgs.ca.gov/travel for more info, or www.caltravelstore.com

Roundtable / Open Discussion

Questions?

Thank You!