

# QUARTERLY TRAVEL COORDINATOR MEETING

**Department of General Services  
Statewide Travel Program**

**Wednesday, August 13, 2014**

# Introductions

- **Bill Amaral, Business Partnership & Travel Manager**
- **Tasha Wilson, Travel Program Manager**
  
- **Georgia Kattenhorn, Travel Specialist**
- **Kelly May, Travel Specialist**
- **Ceci Perez Dunn, Marketing Specialist**
- **Evan Speer, Travel Specialist**
- **Lori Wasson, Travel Specialist**

# Agenda

- **What's New**
- **Contract Updates & Reminders**
  - ∞ **Airlines**
  - ∞ **Car Rental**
  - ∞ **Travel Management Services (Travel Agency)**
  - ∞ **One Provider (American Express)**
- **Featured Presentation:**
  - ▣ **Travel Coordinator Panel Discussion**
- **Contact Information**
- **Roundtable/Open Discussion/Q&A**

# What's New

- **Management Memo 14-03**
  - Status of 1<sup>st</sup> Quarter Implementation
  - 18-month Implementation Process
  - See our Website for Department List
  
- **CalHR, SCO and DGS Training**
  - Coming Soon!

# Airline Contract Updates & Reminders

- **New Contracts: Effective July 1, 2014**
  - **Preferred Domestic and International Carriers**
    - **Domestic Preferred: Southwest**
      - **6% Discount on 'Anytime' Fares**
      - **3% Discount on 'Wanna get Away' Fares**
    - **International Preferred: Delta**
      - **8% Discount on Refundable Fares**
      - **2% Discount on Non-Refundable**
  - **Usage Requirements**
    - **Price (\$30 or more)**
    - **Business Needs of Traveler**

# Travel Agency Contract Updates & Reminders

- **CalTravelStore Telephone Number**

**(877) 454-8785**

- **After Hours Telephone Number**

**(877) 454-8785**

**Contact Info  
Cards Still  
Available!**



**CALTRAVELSTORE**  
GOVERNMENT BUSINESS TRAVEL

# Concur Training

## □ Upcoming Concur Trainings

- August 13, 2014 1:00 – 2:30 pm
- August 27, 2014 9:00 – 10:30 am
- September 17, 2014 2:00 – 3:30 pm
- September 30, 2014 9:00 – 10:30 am

# AMEX Contract Updates & Reminders

- Monthly Government Card Management
  - Delinquency Reporting
  - Notification Templates & Communications
  - Update Cardmember Contact Info
- @Work Verification of BTA Payments
- NEW Overnight Delivery Address –  
**American Express**  
**Attn: US Payment FL**  
**1801 NW 66th Ave., Suite #103A**  
**Plantation, FL. 33313**  
**Phone Reference # 866-585-2639**
- Update BTA Expiration Date – 10/2016

# Featured Presentation



## **Travel Coordinator Panel Discussion**

- Michele Slape, California State Teachers' Retirement System
- Jamie St. Cloud, State Water Resources Control Board
- Anthony LaMarca, CalTravelStore Manager

# CalSTRS Travel Management

Michele L. Slape, Travel Manager  
Procurement, Vendor Contracts & Travel

## AGENDA

- Concur
  - Obtain Estimates
  - Book Travel
- SAP
  - Trip Pre-Approval
  - Reimbursement Requests
- CALATERS
  - Backend
- Policies
- Government AmEx Cards
- Resources

# CalSTRS Travel Management

## Policy

- Advisory Board & Annual Meeting Policy
- Domestic & International Travel Policy
- Charge Card Policy

### Domestic and International Travel for CalSTRS Employees

The travel policy establishes the guidelines for CalSTRS employees who are authorized to travel while on official State business.

The purpose of CalSTRS' Travel Policy is to provide guidance for all CalSTRS employees incurring business travel expenses and for those employees coordinating travel for others on behalf of CalSTRS' business units.

# CalSTRS Travel Management

CalSTRS is the nation's second largest public pension fund.

## Advisory Board and Annual Meeting Travel

Consistent with their fiduciary duty, CalSTRS Investment staff may be required to attend annual partnership meetings or advisory board meetings as part of CalSTRS' participation on the advisory board of a partnership or other business entity. These meetings often involve out-of-state or out-of-country travel.



# CalSTRS Travel Management

## American Express Card Management

- Account Monitoring (@ Work)
- Card Applications
- Delinquency Notifications
- Policy Compliance

# CalSTRS Travel Management

## Resources

- Travel Guide
- Email Distribution List
- Travel Forum
  - Search Feature
  - Hotel Rating Functionality
  - Required Attachments Guide
- Business Process and Procedures
- Quarterly Training

# SWRCB Travel Management

Jamie St. Cloud, Accounting Administrator I  
Travel Payments & Support Manager

## AGENDA

- Prompt Payment Timeline for American Express
- American Express Warrant Instructions

# SWRCB Travel Management

## *Timeline of Actions/Tasks to Ensure Prompt Payment*

*Paying the American Express Statement is a two month process that overlaps with each statement. While you are finishing up one statement you are also working on the next statement simultaneously.*

### **Example for preparation of October Statement Dated the 25<sup>th</sup>**

#### **Month A**

- |  |                            |
|--|----------------------------|
| • 5 <sup>th</sup> of the month receive Enterprise & Service Fee Statements                               | September 5 <sup>th</sup>  |
| ○ Sort spreadsheets for submission to regions/divisions  |                            |
| ○ Email for approvals and Short-Term Vehicle Justification Forms (as needed)                             |                            |
| • 10 <sup>th</sup> of the month approvals are due from regions/divisions                                 | September 10 <sup>th</sup> |
| • 25 <sup>th</sup> of the month Enterprise & Service Fee coded and keyed into coding sheet by Accounting | September 25 <sup>th</sup> |

#### **Month B**

- |   |                          |
|---|--------------------------|
| • 1 <sup>st</sup> of the month receive American Express Air & Rail Statement                                    | October 1 <sup>st</sup>  |
| ○ Sort spreadsheets for submission to regions/divisions   |                          |
| ○ Email for approvals   |                          |
| • 5 <sup>th</sup> of the month approvals are due from regions/divisions   | October 5 <sup>th</sup>  |
| • 10 <sup>th</sup> of the month prepare the coding sheet, claim schedule prepared, & upload batch into CalSTARS | October 10 <sup>th</sup> |
| • 10 <sup>th</sup> of the month all approvals received for Air & Rail   | October 10 <sup>th</sup> |
| • By 11 <sup>th</sup> -15 <sup>th</sup> of the month claim schedule signed and sent to SCO                      | October 11 <sup>th</sup> |

# SWRCB Travel Management

## Step 1 – Setting Up the American Express Vendor

### *Message from the DGS Statewide Travel Program:*

*When originally presented, Step 1 provided instructions on how to include the American Express (AMEX) account number on the Remittance Advice (RA) which would appear in the envelope window used by the State Controller's Office (SCO). The purpose of having the account number appear in the envelope is to assist in directing the RA and warrant to the proper AMEX accounting office for prompt payment.*

*However, since the Travel Coordinator's Quarterly meeting, the Statewide Travel Program (STP) has received questions regarding the risk of showing the AMEX account number in the envelope window.*

*Prior to implementing this practice, the Water Resources Control Board (WRCB) completed a risk assessment and determined it to be low risk since it does not include the account's name, address, expiration date, and security code.*

*It is STP's recommendation that each department determine whether to pursue this practice. If your department decides to proceed with using this practice, please contact Jamie St. Cloud, WRCB, at [jamie.st.cloud@waterboards.ca.gov](mailto:jamie.st.cloud@waterboards.ca.gov) for instructions.*

# SWRCB Travel Management

## Step 2 - Preparing the Face Sheet (std.218cont) with AMEX Account

- There are two ways to show the AMEX account number on the face sheet
  1. Re-create the face sheet using the PDF version available on DGS  
<http://www.documents.dgs.ca.gov/dgs/fmc/pdf/std218Cont.pdf> (for CalSTARS users)

When typing the "Claimant" include the account number with the name

LINE NO.	P.O. NO. or "C"	CLAIMANT	AMOUNT
1		AMERICAN EXPRESS TRAVEL ACCT#3782- [REDACTED]	61,092.13

2. Write the Accounting Number next to the claimant name on the printed face sheet

LINE NO.	P.O. NO. or "C"	CLAIMANT	AMOUNT
1		AMERICAN EXPRESS TRAVEL <i>Acct # 3782- [REDACTED]</i>	62696.87

# SWRCB Travel Management

## Step 3 – Verify AMEX Account# appears on SCO Warrant

- First verify that your payment has posted to your AMEX account by using American Express @ Work.
- Then you can either submit
  1. A memo to SCO's Post Issuance Unit signed by an Accounting Manager requesting a copy of the warrant:

State Controller's Office  
Administration & Disbursement Division  
Post Issuance Unit  
P.O. Box 942850  
Sacramento, CA 94250-5871

Make sure to include: Payee Name, Warrant #, Issue Dates, and Amount for each warrant requested.

2. If only submitting for one warrant copy, then submit a "Request of Duplicate Controller's Warrant" (std.435)

<http://www.documents.dgs.ca.gov/dgs/fmc/pdf/std435.pdf>

# SWRCB Travel Management

Below is the illustration of how the account number appears on warrant issued by SCO when the instructions are followed.

THE BACK OF THIS DOCUMENT CONTAINS AN ARTIFICIAL WATERMARK - VIEW AT AN ANGLE

 **STATE OF CALIFORNIA** WARRANT NUMBER **04-920096**

THE TREASURER OF THE STATE WILL PAY OUT OF THE  
IDENTIFICATION NO. **3940** FUND NO. **0439** FUND NAME **UNDERGRD STOR TANK CLEA**

MO. | DAY | YR. **05 | 28 | 2014** 90-1342/1211  
**04920096**

TO: **920096**  
--- **AMERICAN EXPRESS TRAVEL**  
**ACCT 3782-**

DOLLARS	CENTS
<b>***61092</b>	<b>13</b>

  
**JOHN CHIANG**  
CALIFORNIA STATE CONTROLLER 

FORM 04-08 (2-97) CONTROLLERS WARRANT

⑆121113423⑆ 049200966⑈

# CalTravelStore Travel Management

Anthony LaMarca, Manager  
CalTravelStore

- Traditional Approval
- Passive Approval
- Notifications
- Policy Pop Ups
  - Hard Stop
  - Soft Stop

# STP Contact Information

Bill Amaral

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Lori Wasson

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[lori.wasson@dgs.ca.gov](mailto:lori.wasson@dgs.ca.gov)

# 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](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, or [www.caltravelstore.com](http://www.caltravelstore.com)

# Next Meeting

## **Quarterly Travel Coordinator Meeting**

**Wednesday, November 5, 2014**

**9:00 AM – 11:00 AM**

**Ziggurat Auditorium**



Roundtable / Open Discussion

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Questions?

Thank You!