

## Statewide Travel Program

### Frequently Asked Questions (FAQs) for Travel Program Coordinators

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- **SWABIZ**

#### **How do I set up a SWABIZ account for my department?**

To set up a SWABIZ account, begin by contacting your designated Department of General Services [Statewide Travel Program Specialist](#) (PDF) for assistance.

#### **An employee in our department tried to use SWABIZ to book reservations for a flight on Southwest Airlines, but was not able to do so. What shall I do next?**

Before an employee can use SWABIZ, you as the Travel Program Coordinator must assign *each employee* permission (“ghost card privileges”) to book reservations on your SWABIZ account ([www.SWABIZ.com](http://www.SWABIZ.com)). For assistance, contact Lori Wasson, Statewide Travel Specialist, at (916) 376-3992 or at [lori.wasson@dgs.ca.gov](mailto:lori.wasson@dgs.ca.gov).

#### **Can I book a flight on SWABIZ for another person?**

Yes, as a SWABIZ travel manager, you can book travel for your department’s employees. For assistance, contact Lori Wasson, Statewide Travel Specialist, at (916) 376-3992 or at [lori.wasson@dgs.ca.gov](mailto:lori.wasson@dgs.ca.gov).

#### **Which SWABIZ fares should travelers use?**

The “Anytime” and “Wanna Get Away” fares are the best value to state travelers. Note: The Business Select fare is more expensive and not authorized by the State Controller’s Office. For more information, visit [How to Book Southwest Flights Via SWABIZ](#) or SWABIZ at [www.caltravelstore.com](http://www.caltravelstore.com).

#### **Can our department transfer airline credits from one traveler to another?**

Ticketless funds (credits) on Southwest Airlines are currently transferable within the same department (or on the same SWABIZ CID number); however, that option will be changing upon Southwest Airlines’ determination. To use the ticketless travel funds (credit on Southwest Airlines), the confirmation number and the name of the original traveler are required.

- ***Car Rental***

**An employee booked online using our department's Enterprise link. When they went to pick up the car, the employee at the counter said something was not right with the reservation. How do we identify the problem with the reservation?**

Contact the Enterprise Account Representative, Lisa Holmes, at (916) 787-4733 or at [lisa.m.holmes@erac.com](mailto:lisa.m.holmes@erac.com) to identify and resolve the problem. Also, the Statewide Travel Specialist, Bahia Abdallah at [bahia.adballah@dgs.ca.gov](mailto:bahia.adballah@dgs.ca.gov) or at (916) 376-3990 can ensure that the direct bill account is correct. For additional information, see [Renting a Vehicle](#).

**I'm in Accounting, and I noticed that we are getting charges for car rentals that should not be charged, i.e., an employee was charged more than the maximum daily rate. Who do I contact to resolve the charges?**

Please contact the Enterprise Account Representative, Lisa Holmes, at (916) 787-4733 or at [lisa.m.holmes@erac.com](mailto:lisa.m.holmes@erac.com) for the car rental agency to resolve any issues. If any state policies are not being followed, the account representative will then notify the employees using the contract. See [Renting a Vehicle](#) for more information.

- ***DGS Charge Card (Blue Card)***

**I have DGS charge cards ("blue cards") that have been used only to rent cars. Now that we can no longer use them to rent cars, what do I do with them?**

Please refer to the [DGS Travel Bulletin #10-07](#) which announces the phase out of the DGS Blue Charge Card Program. If you need additional information or assistance, please contact Kellie Westley, OFAM Administration Manager, at [Kellie.westley@dgs.ca.gov](mailto:Kellie.westley@dgs.ca.gov).

- ***Travel Guidelines***

**Where can I find general guidelines on travel?**

For guidelines on travel, go to the "Travel Bulletins, DPA Rules and Forms, and SAM Travel Guide" accordion tab on the [Travel Program Coordinators](#) webpage.