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/programs/rentingavehicle.aspx , under "Forms."

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

Mileage Reimbursement Calculator

enterprise rent-a-car

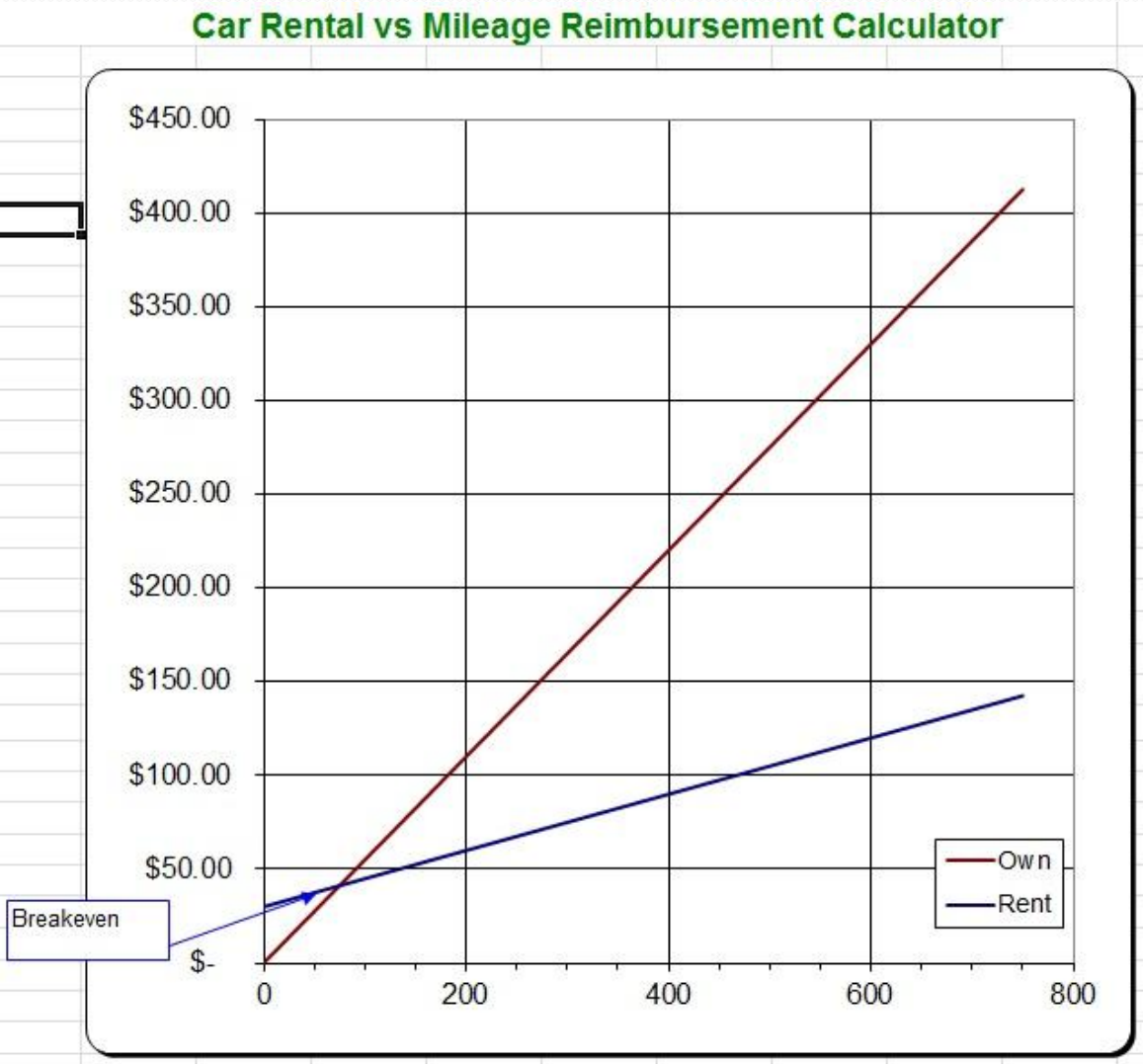
Input Variables		
Total Miles to be Traveled		85
Total Days in Trip		1
Car Rental Daily Price *	$	30.00
Sales Tax		8.00%
Cost of Fuel per Gallon	$	3.75
Mileage Reimbursement Rate	$	0.550
Rental Car Fuel Economy (MPG)		25

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



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

Travel Tools - Windows Internet Explorer
http://www.swabiz.com/html/travel-tools/index.html?int=GNAVTRVLTOOL_SBIZ
Favorites
Web Slice Gallery
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 **southwest**giftcard®

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

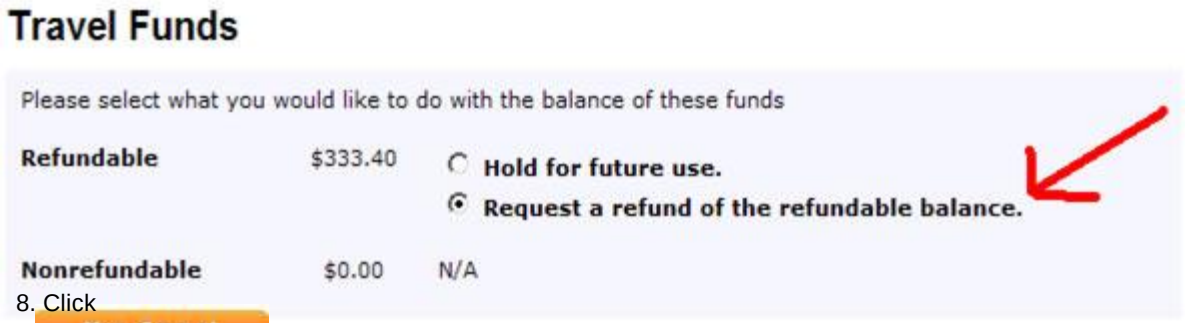
HOW TO CANCEL AND REQUEST A REFUND

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

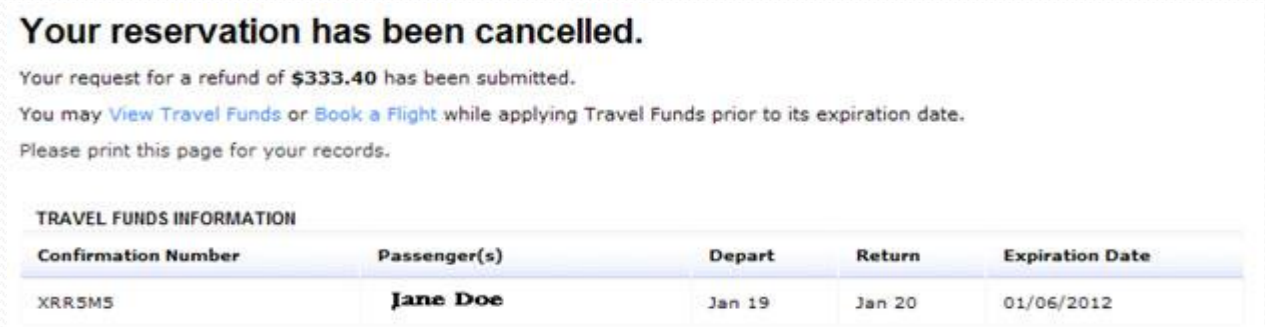
3. Click on 'Cancel Reservation'
4. Enter the “Air Confirmation” number and first and last name of the traveler.



8. Click

to cancel the reservation.

9. Cancel Confirmation



Concur Travel
SWABIZ Direct Connect

Overview

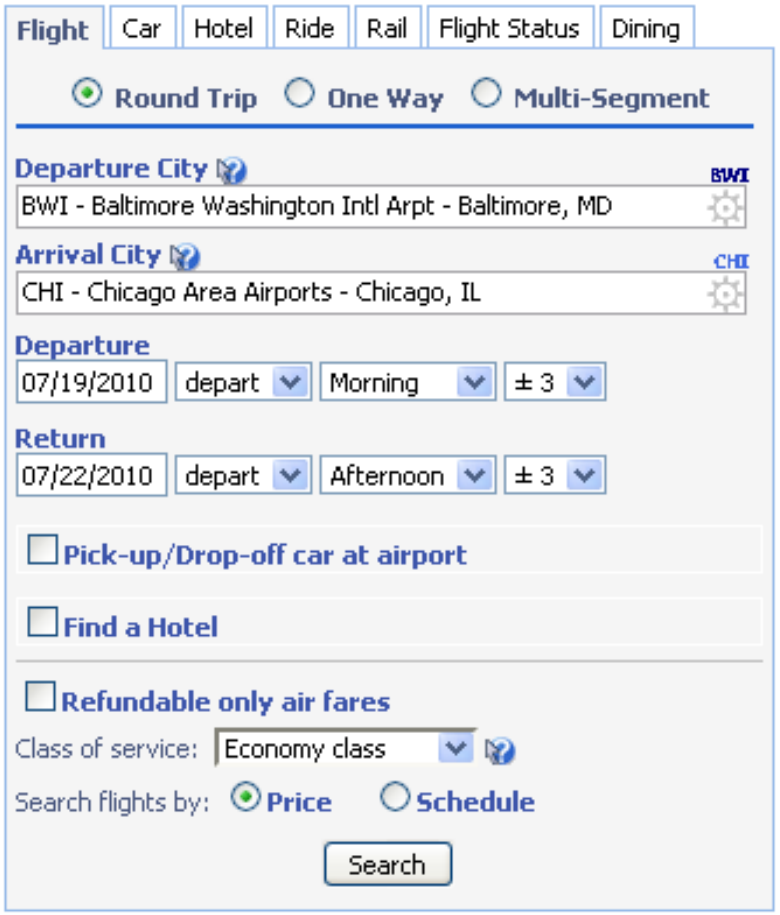
Concur is the first online booking tool with direct access to Southwest Airlines content. This new Southwest direct connect can improve our existing suite of Southwest Airlines booking options (SWABIZ) to meet the needs of travelers and travel coordinators.

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.



Concur: Air Availability/Fare Quote -- Agent Inc County of Los Angeles County of Los Angeles - Windows Internet Explorer

http://app2.outtask.com/travelwizard/twAirChoose.asp?41580%2E63=3616886615%2E75317&cbsid=41581%2E8&HTTP_REFERER=%2Ftravelwizard%2Fw

File Edit View Favorites Tools Help

Convert Select

Favorites | American Express | California Government Bu... | Google | iBank Version 4 | Southwest Airlines - SWA... | STAMMP Home

Concur: Air Availability/Fare Quote -- Agent Inc ...

Page Safety Tools

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

Baggage Fee Policies

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		0	1h 30m
		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		0	1h 20m
		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 7:50 am	⇒ SMF	Tue 9:20 am		0	1h 30m
		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		0	1h 20m
		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		0	1h 30m
		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

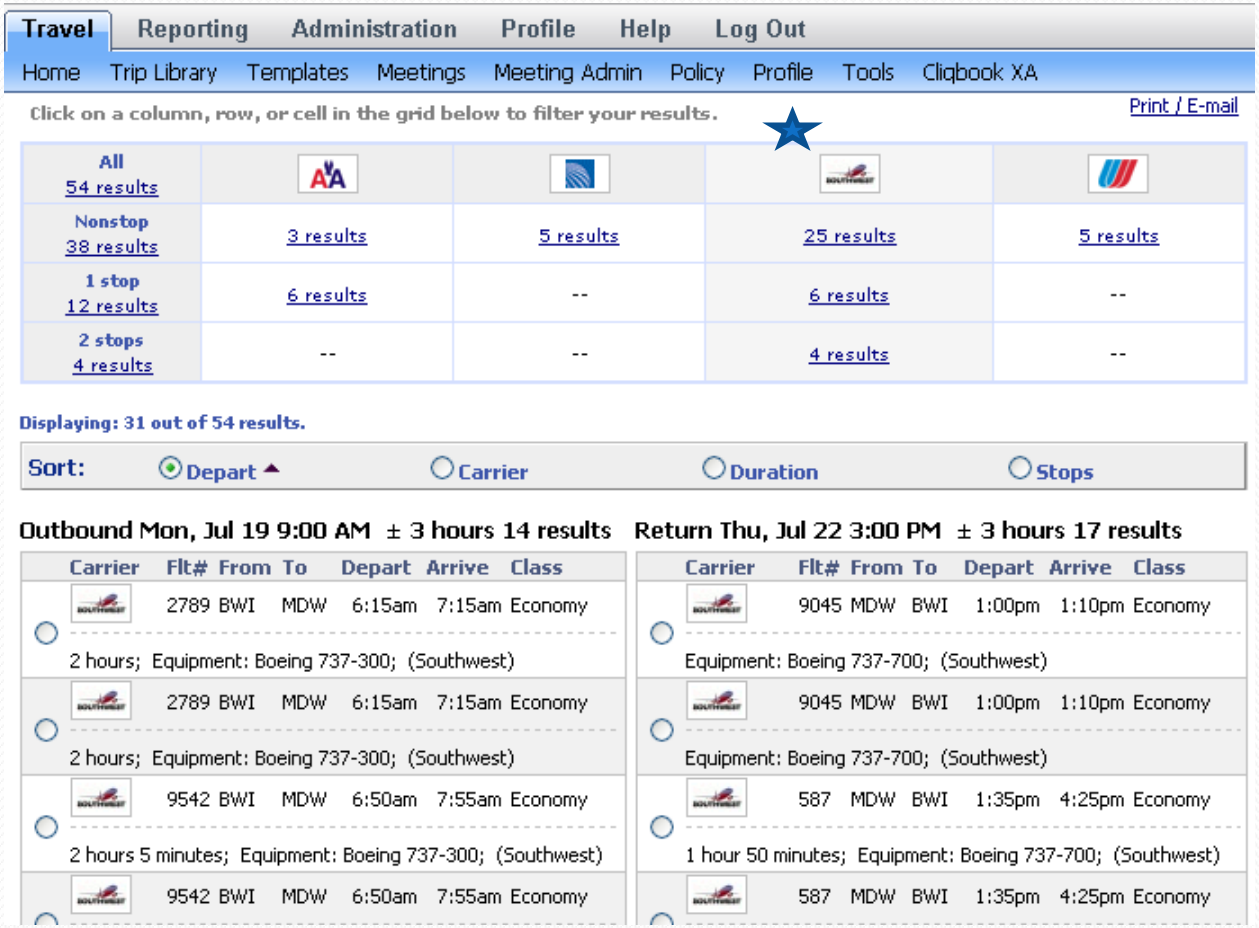
- SMF - Sacramento, CA ($211.60)

Connecting Airport Filters

Internet | Protected Mode: Off

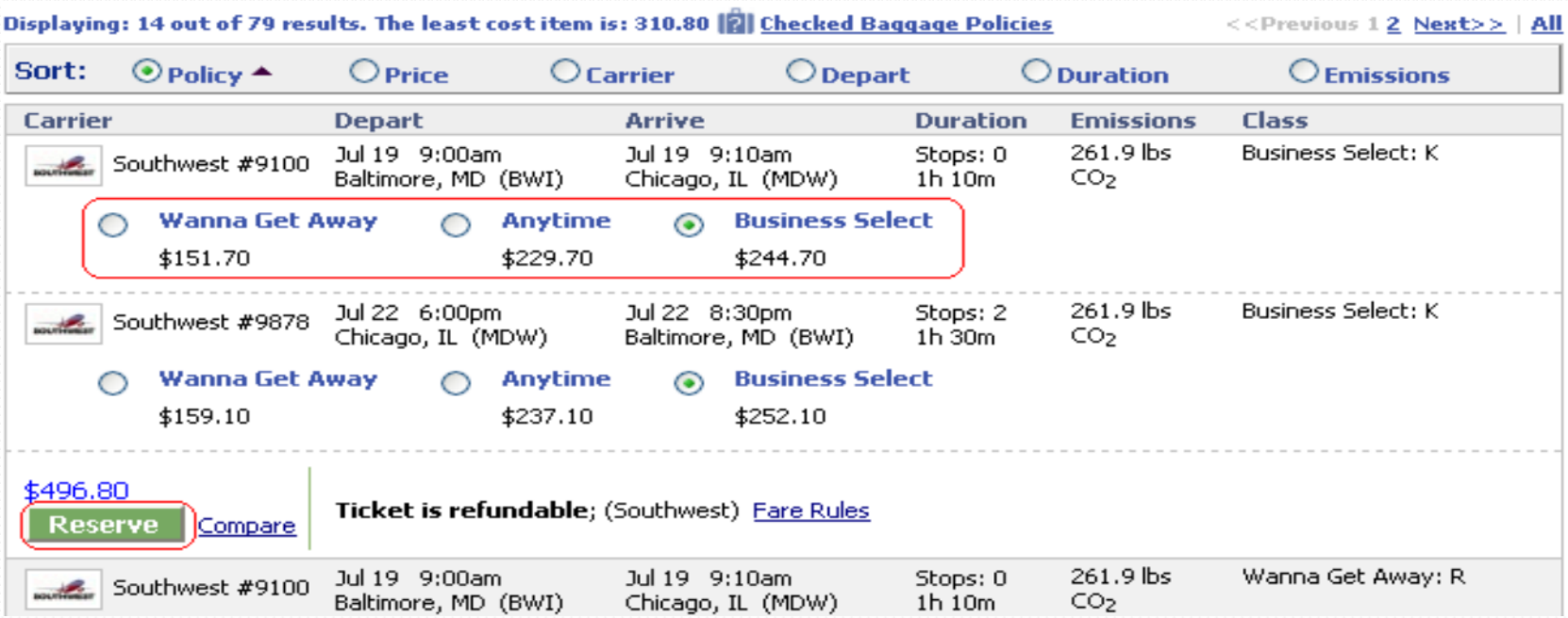
100%

Search by Schedule

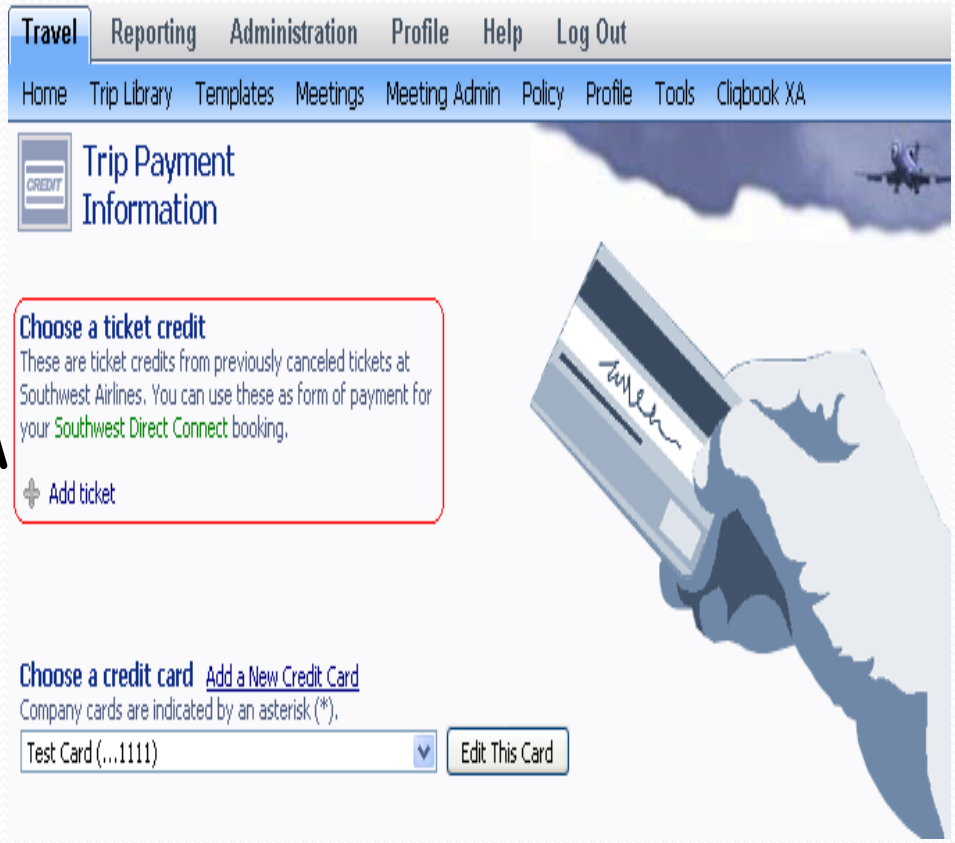


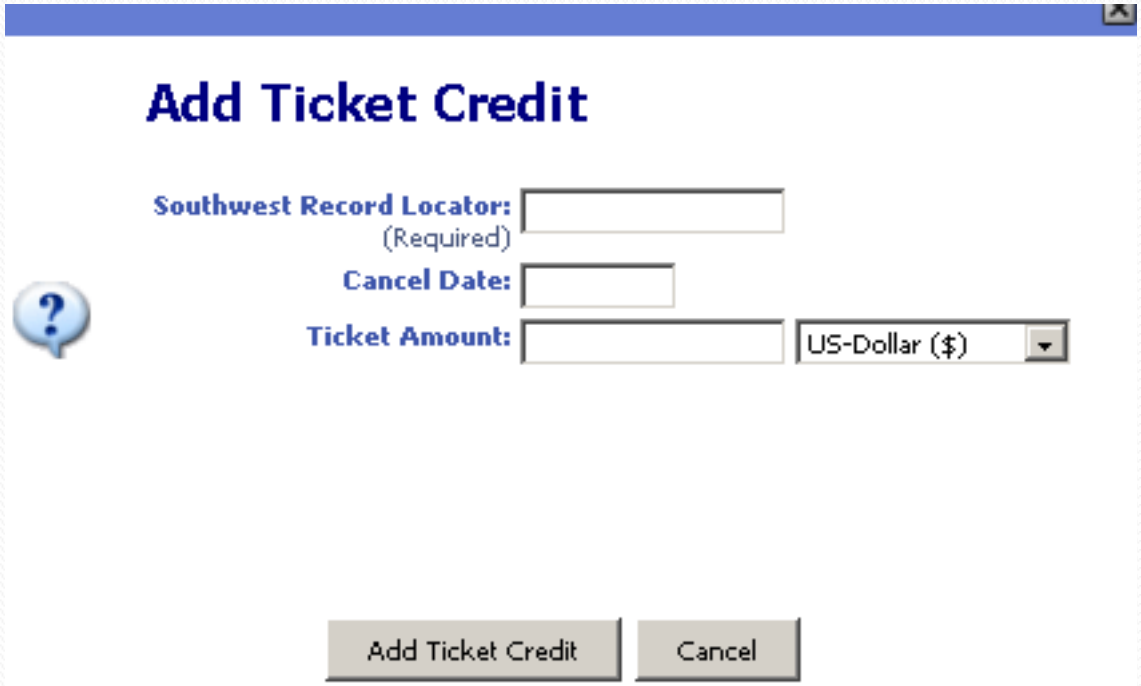
Search by Price

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



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




Add Ticket Credit
Southwest Record Locator:
(Required)
Cancel Date:
Ticket Amount:
US-Dollar ($)
Add Ticket Credit
Cancel

Concur Service Alerts

From: community@concursolutions.com [mailto:community@concursolutions.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!

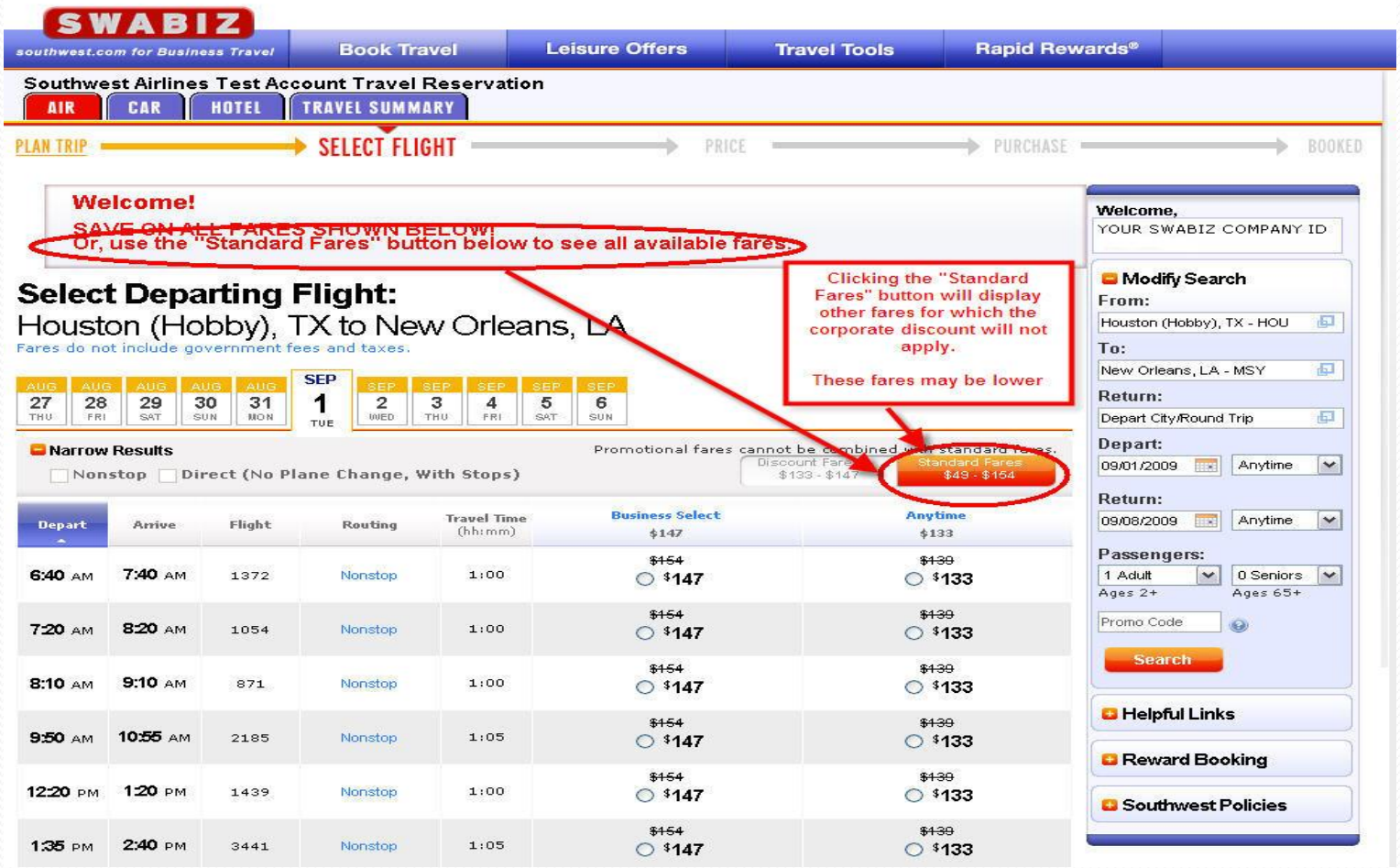
Jeff Haag
Government Relations Manager
Southwest Airlines

- 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



Questions?