

California Meeting Management Program (CMMP)

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Frequently Asked Questions

For more [information](#) (PDF), contact the [California Meeting Management Program \(CMMP\) staff](#) (PDF).

Note: For the purposes of this document, the terms:

- “Amex” means American Express.
- “Amex Dedicated Account Consultant” refers to Shawn Campbell who can be reached at shawn.t.campbell@aexp.com
- “CMC” means Corporate Meeting Card
- “CMMP” means California Meeting Management Program.
- “Facility” can mean hotel, convention center, fairground, community center, and the like.
- “Meeting” can mean a conference, convention, event, seminar, presentation, training, workshop, examination, forum, award program, ceremony, job fair, trade show, public hearing, board meeting, and the like.
- “MPA” means Meeting Planner Account.

1. What is a meeting planner?

A person authorized to arrange meetings for their department.

2. How do I pay for meetings?

Per [Management Memo \(MM\) #08-08](#) (PDF), the Amex must be used to pay for all state-conducted meeting-related expenses. Amex offers two payment methods: the MPA and the CMC. To establish either account for your department, contact the Amex Dedicated Account Consultant.

3. What is the MPA?

The MPA is an Amex centrally-billed, card-less account used as a payment method, and it is not a substitute for a contract. Discuss your specific needs with your department’s Amex Program Administrator (note: your Program Administrator may be located in your accounting, travel, contracts or business services office).

4. What is the CMC?

The CMC is an Amex centrally-billed plastic card used as a payment method, and it is not a substitute for a contract. Discuss your specific needs with your department’s Amex Program Administrator (note: your Program Administrator may be located in your accounting, travel, contracts or business services office).

5. Where do I obtain my department's MPA or CMC number?

Contact your department's Amex Program Administrator (note: your Program Administrator may be located in your accounting, travel, contracts or business services office).

6. Can I use one MPA or CMC number for all meetings?

Yes. However, Amex has the ability to provide multiple supplemental numbers for individual planners, meetings or divisions. If you have multiple meetings, discuss the available options with your department's Amex Program Administrator (note: your Program Administrator may be located in your accounting, travel, contracts or business services office).

7. What if the facility wants an actual card to charge for guest rooms and meeting space?

As part of your contract with the facility, you will include the [Amex Payment Process letter](#) advising that payment will be made using an Amex billing number. If the facility has any questions regarding the use of the Amex payment process, they should contact your department's Amex Program Administrator (note: your Program Administrator may be located in your accounting, travel, contracts or business services office).

8. Do I need a formal written contract for meeting space?

You should have a formal written contract for all meeting space to insure a common understanding between the parties. It is important to refer to your department's contract policies prior to executing any contract. For free meeting management services for your future meetings, contact the [CMMP staff](#) (PDF).

9. Can a facility invoice be faxed, scanned or emailed from the facility to the meeting planner for review and signature approval and, in turn, faxed back to the facility to complete the process?

Yes. Faxed, scanned, and emailed signatures are acceptable. The meeting planner must review the invoice and resolve all discrepancies prior to approval. Once approved, the facility can submit the charge to Amex in a single transaction. Refer to the instructions in the [Amex Payment Process letter](#).

10. Should all transactions be on one invoice?

Yes. The final invoice should include all charges related to that meeting, per the instructions of the [Amex Payment Process letter](#).

11. Can I charge guest rooms & tax on the MPA or CMC?

Yes. The guest room rate and applicable taxes are allowable charges to the MPA or CMC, but not advisable. If the MPA or CMC is used, incidentals charges **must** always be placed on a personal card which is presented upon check in. For further guidance, contact your department's Amex Program Administrator (note: your Program Administrator may be located in your accounting, travel, contracts or business services office).

12. What if my Amex statement reflects an incorrect charge for my meeting?

The Amex statement must be paid in full by the next billing cycle to avoid a suspended account. If your statement and your approved invoice do not match, contact your facility meeting representative immediately. Amex has already paid the facility and the facility must credit the Amex account, as requested. Refer to the "Disputed Charges" section of the [Amex Payment Process letter](#). If you are unable to resolve the billing discrepancy, contact your department's Amex Program Administrator (note: your Program Administrator may be located in your accounting, travel, contracts or business services office).

13. What will happen if my Amex account goes past due?

Any payments past due 60+ days will automatically suspend the MPA or CMC until the payment has been applied.

14. How soon can facilities expect payment once the folio invoice has been approved?

After the event and the invoice have been approved, your department will release the complete MPA number via the [Amex Payment Process letter](#). At that point, the facility is immediately authorized to charge the approved amount. This is a significant benefit to the facility since they do not have to "carry" your account and will generally receive full payment from Amex within three days of the charge.

15. Are there reports available to our departments providing our overall charges on our MPA or CMC?

Yes. Various reports are available by contacting your department's Amex Program Administrator (note: your Program Administrator may be located in your accounting, travel, contracts or business services office).

16. Does the MPA have an expiration date for the facility to key in when requesting authorization?

For purposes of facility authorization, you may use 12/2014 as a valid expiration date. However, the MPA is valid for the length of your Amex Corporate Card contract.

17. Where can I locate facility listings for meetings?

The [CMMP "Useful Links"](#) webpage lists potential facility resources and locations, i.e., state-owned conference rooms, conventions and visitors bureaus.

In addition, a listing of hotels for state employee travel is located via the following sites:

- DGS [California Green Lodging Directory](#) which lists a variety of certified "green" hotels in California. Always verify the availability of the state rate with the selected hotel.
- Cliqbook, an online booking tool at the [CALtravelstore](#) website. Cliqbook maintains a database of over 85,000 hotels that lists all of the hotel amenities, accessibility requirements, restaurant establishments, and shuttle information. Cliqbook allows you to find hotels offering government per diem rates within a requested mile radius by sorting the list of hotels by airport, your destination address, business location, or reference point/zip code. To access Cliqbook, you must be enrolled. Contact your department's Travel Program Coordinator for guidance.

18. Am I authorized to pay for food or beverages for meetings?

Only if certain conditions are met. Review your department's policies with your accounting, travel, contracts or business services office and discuss the funding source as well as the Department of Personnel Administration (DPA) Travel Rules for [Represented Employees](#) or DPA Travel Rules for [Excluded Employees](#). For represented employees, always refer to the [bargaining unit contracts](#).

19. What if the facility does not accept Amex as a method of payment?

Complete the [Justification for Non-Compliance with Management Memo \(MM\) #08-08 form](#) (PDF) and follow directions for submission.

20. Can I continue using an independent meeting consultant to arrange my meeting?

Yes, as long as the form of payment for all charges is the Amex MPA or CMC. You must follow the competitive bid process to obtain your independent meeting consultant. Many independent meeting consultants charge a service/administrative fee/overhead fee, in addition to the direct meeting cost. The [CMMP services](#) (PDF) are provided free of charge to state government agencies.

21. What are the benefits of using the CMMP services?

The [CMMP](#) (PDF) conference and meeting-related services streamline processes and improve efficiency as well as ensure compliance with state regulatory laws and guidelines. The CMMP experienced meeting professionals will provide superior service to you while achieving quantitative cost savings to the state.