

# MANAGEMENT MEMO

NUMBER:  
**MM 14-03**

SUBJECT:

DATE ISSUED:  
**March 6, 2014**

**STATE TRAVEL BOOKING THROUGH CALTRAVELSTORE  
OR CONCUR TRAVEL**

EXPIRES:  
**UNTIL RESCINDED**

REFERENCES:  
Supersedes Travel Bulletin #10-02

ISSUING AGENCY:  
**DEPARTMENT OF GENERAL  
SERVICES**

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## **Purpose**

This Management Memorandum (MM) announces a new travel policy for all state agencies.

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## **Policy**

Agencies are required to make all travel arrangements (airfare, hotel, commercial car rental, and rail) through the Department of General Services' (DGS) Statewide Travel Program (STP). Agencies not currently using this program will be transitioned after training has been provided.

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## **Statewide Travel Program (STP)**

The STP provides for government travelers' needs by obtaining the most economical rates and fares available through the use of contracted travel-related services. It offers comprehensive travel services through Concur Travel, an online booking tool that is the primary means for booking all reservations. The STP also offers traditional call-in service through the CalTravelStore, the state's onsite contracted travel agency.

Most travelers currently access SWABIZ (Southwest Airlines' online booking tool) for their airline tickets; they use direct links to Enterprise Car Rental to book their cars; and they book their lodging directly with hotels. Using three separate sites to make a simple reservation is not a cost-effective use of staff time.

In addition, it creates a highly fragmented travel data environment that is difficult to manage on a statewide basis. With recent technological advances, the state can unify all of its air, hotel, car and rail reservations through employee use of Concur Travel and/or the CalTravelStore representatives – both of which are available to state travelers 24 hours a day, seven days a week.

The STP ensures that travel is managed, transparent and performed at the lowest cost and highest value possible. This complies with Executive Order B-06-11 prohibiting nonessential travel and cutting state operational expenses by reducing discretionary expenditures.

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## **Emergency Situations**

The STP recognizes that there may be emergency situations when it is more practical for an agency to use local Emergency Command Center personnel or other emergency response resources for their immediate travel needs. Emergency response departments may not be required to use STP in emergency situations; all business needs should be met through the most expeditious manner in emergencies. STP staff will work with individual agencies during the transition process to ensure their business needs will be met in emergency situations.

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**Transition  
Process**

The STP will contact those agencies that are not presently using STP to conduct a readiness assessment between April 1, 2014 and May 31, 2014. The implementation period will occur between May 1, 2014 and December 31, 2015.

Agencies will be required to provide the following information to assist STP staff in scheduling their transition:

- Estimated number of employees with active SWABIZ accounts.
- Preferred method of training (online, in-house, or group demo).
- Any periods of time when an agency would not be able to implement this transition due to conflicting projects or other programmatic responsibilities.
- Agency complexities, such as size, internal approval processes, travel unit configuration, staffing, etc.

Implementation and training will be scheduled for all agencies based on their size, complexity, number of users and availability of staff. This training will include how to set up personal profiles with the necessary coding information (billing codes, PCA codes, etc.). **Use of department-specific SWABIZ sites and Enterprise.com direct links will be discontinued upon completion of each agency's transition and training.**

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**Benefits**

Booking all travel through Concur Travel or CalTravelStore provides the following benefits:

- Enables government travelers to obtain the most cost-effective travel services through centralized travel management.
  - Provides agencies with necessary travel oversight tools such as electronic pre-trip approval processes so funds cannot be expended without manager approval. This approval can be done via email or on the Concur Travel website. Such tools help to ensure program visibility of travel spend from booking to billing.
  - Facilitates better management of unused airline tickets.
  - Consolidates state travel data into a unified booking process, giving the state the air, hotel, car, and rail data needed to negotiate better contractual rates.
  - Provides agencies the ability to locate their travelers within minutes in case of emergencies. This information allows the state to respond during natural disasters, civil unrest and medical emergencies when notification, relocation or evacuation may be required.
  - Saves accounting staff time by providing detailed travel itinerary and cost center information through the iBank reporting system which facilitates American Express account reconciliation. STP staff can assist in customizing reports to fit individual agencies' business needs.
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**Travel Policies Review**

Agencies should review their current policies related to employee travel to ensure that travel is mission critical and cost effective (pursuant to Executive Order B-06-11). Please see the *Airfare Cost Savings – Best Practices Guide* for further information and guidance that agencies can use when reviewing and updating their travel policies. It is referenced in the Additional Resources section below.

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**Support**

The STP will provide support to agencies as they transition. During the initial rollout period, STP staff will provide training materials, assistance and onsite demonstrations of Concur Travel. Once transition has been completed, STP staff will provide continued support as needed.

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**Additional Resources**

DGS STP:

[www.dgs.ca.gov/travel](http://www.dgs.ca.gov/travel)

Concur Travel training webinar:

<http://www.caltravelstore.com/pages/training>

Concur Travel New User Guide and Profile Guide:

<http://www.caltravelstore.com/>

Concur Travel FAQs:

<http://www.caltravelstore.com/pages/using-concur-travel>

Airline Best Practices:

[DGS STP - Airfare Cost Savings - Best Practices Guide \(December 31, 2013\)](#)

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**DGS Contact**

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**Signature**

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