

# Travel Coordinator Meeting

May 2, 2013

Department of General Services  
Statewide Travel Program

# Introductions

- Tasha Wilson, Statewide Travel Manager
- Georgia Kattenhorn, Travel Program Specialist
- Kelly May, Travel Program Specialist
- Lauren Richardson, Travel Program Specialist
- Lori Wasson, Travel Program Specialist

# Agenda

- Travel Coordinator Roles & Responsibilities
  - Role Definitions
- Amex Help Desk
- American Express (Travel Payment System)
  - Contract Extension
  - Amex @Work Profile Set Up
  - Online Statements
  - Declining Accounts
    - Overnight Payment Delivery Information
  - Account Reconciliation Process
  - Government Cards
  - Meeting Planner Accounts (MPAs) & Corporate Meeting Cards (CMCs)

# Agenda

- CALtravelstore (Travel Management System)
  - Concur profiles
  - Southwest Direct Connect
  - Concur training schedule
  - Park 'N Fly
- Commercial Car Rental (Enterprise)
  - Rate Increase
  - Refueling Policy
  - Short Term vs. Long Term
- SWABIZ
  - LUV voucher increase
  - Unused ticket research process
  - Policy – No Business Select
  - Disputing charges
- Miscellaneous
  - Department staffing updates to STP
  - Travel Coordinator meetings – quarterly schedule
  - Conference/Meeting Planning back to Departments

# Travel Coordinator Roles & Responsibilities

- Learn State and department-specific travel rules and guidelines.
- Educate department employees on established travel policies.
- Provide travel program resources and updates to department travelers.
- Department liaison to STP on travel issues (i.e., setting up Business Travel Accounts (BTAs), providing updated TC contact info when applicable, etc).
- Also known as main American Express account contact (Program Administrator).
- Manage department government card program.

# Role Definitions

- Travel Coordinator
  - Department or agency liaison for travel issues. May be set up to make travel arrangements for staff. Also known as the main American Express account contact (Program Administrator).
- Program Administrator
  - The department or agency main American Express contact, assigned with full access to @Work and oversees the American Express account(s).
- Online Statement Recipient
  - Has been assigned rights to the Amex @Work program for accessing account statements.

# American Express Help Desk

The American Express (Amex) Help Desk is a valuable resource and tool for Program Administrators to use for account management - assistance on statements, account balances and payment information, reporting, or @Work help.

- American Express Help Desk (1-800-238-8087, Option 1)
- Provide name and Customer ID number to Amex rep.
- After identification is verified, representative will work with program administrator.

# American Express (Travel Payment System)

- Contract Extension
  - Travel Bulletin #13-03 Issued
  - New Expiration Date = 10/31/2016



# American Express @Work Profile – New (Full Access)

- Send an e-mail requesting set up of an Amex @Work Profile to STP at [statewidetravelprogram@dgs.ca.gov](mailto:statewidetravelprogram@dgs.ca.gov) (with a cc to your manager) which includes:
  - Contact information (email address, billing address and phone number), applicable Amex account number(s), a 4 digit pin number, and a verification word (4-20 characters).
  - STP validates required information is provided and contacts Amex to set up new profile.
    - A “welcome” email from Amex & new Corporate ID Number will be released to the new program administrator when the profile is established.
- Once the “welcome” notification is received, log onto @Work or with Amex Help Desk to verify access.

# American Express @Work Profile – Change Existing

- The department's assigned program administrator contacts American Express.
  - Call American Express Help Desk (1-800-238-8087, Option 1)
  - Provide name and Customer ID number to Amex rep.
  - After identification is verified, profile info to be changed is provided to Amex rep.
  - Provide applicable information to make change (i.e., name, email address, billing address, phone #) and Amex account number(s).
  - Amex processes change request.
- Verify change by accessing @Work or calling Amex Help Desk.

# American Express @Work Profile - Cancellation

- Call American Express Help Desk (1-800-238-8087, Option 1)
- Provide name and Customer ID number to Amex rep.
- After identification is verified, profile info to be cancelled is provided to Amex rep.
- Amex processes cancellation request.
- Verify non-access through @Work or with Amex Help Desk

# @Work Online Statements

- A completed “Business Travel Account (BTA) Online Statement Enrollment” is submitted to American Express. (2<sup>nd</sup> page inside binder cover)
  - The form is completed with account number(s), billing information and signature(s).
  - The completed form is submitted via email to American Express at [BTA.Online.Statements@AEXP.com](mailto:BTA.Online.Statements@AEXP.com).

Processing by Amex takes approximately 5 business days from receipt.

Verify access on @Work or with Amex Help Desk.



CORPORATE SERVICES  
EXPENSE MANAGEMENT SOLUTIONS

## Business Travel Account Online Statement Enrollment

Please email completed form to: [BTA.Online.Statements@AEXP.com](mailto:BTA.Online.Statements@AEXP.com)

Company Name: State of California - \_\_\_\_\_ Today's Date: \_\_\_\_\_

Existing Basic Business Travel Account Number(s):

Please attach sheet of additional basic BTA numbers, if necessary (supplemental numbers are not applicable)


### Part I. Statement Set-Up

Online Statement Recipient Name: \_\_\_\_\_ Phone #: \_\_\_\_\_  
(One recipient per form)

Current Office Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: CA Zip: \_\_\_\_\_

(If the office mailing address listed above is different than the address currently on file, please contact 1-888-800-9654 to update this information)

Registration for American Express @ Work<sup>®</sup> BTA Online Statements:

Is the Online Statement Recipient listed above currently enrolled with an active American Express @ Work profile? (Online Statement Enrollment cannot be processed without all fields completed. If you cannot complete any of these fields, contact STP at \_\_\_\_\_).

Yes. Please provide @ Work User ID (9 digit Contact ID #): \_\_\_\_\_

User E-mail Address of Online Statement Recipient: \_\_\_\_\_

### Part II. Travel Agency Information

Please select your Travel Agency(s) used to book Business Travel:

Other: TravelStore

AGREEMENT: Company requests that American Express discontinue delivering paper statements and authorizes the receipt of online statements (the "BTA Online Statement") related to the Business Travel Account(s) listed on this Enrollment Form. By executing below, the Company understands and agrees that it shall no longer

# Declining Accounts

- If a department receives notice of an Amex account declining, they should log into @Work or call Amex Help Desk to determine the reason (i.e., payment 45+ days past due).
- When decline is for Past Due Payment (including Misposts and Split Billings) -
  - Contact Amex with account number(s) and payment documentation (photocopy of cashed check if possible).
  - Request a payment search within Amex.
    - If found, correct billing information is posted as needed to the account by Help Desk.
    - If payment not located, a stop payment request should be initiated.
    - If payment not made, see “Overnight Payment Delivery”
- When Decline is Due to Account Inactivity or Other Cancellation (except Delinquency) –
  - PA contacts STP a [statewidetravelprogram@dgs.ca.gov](mailto:statewidetravelprogram@dgs.ca.gov) to request account reinstatement/reactivation. (If an account is closed more than 12 months, a new account set up will be required rather than reinstatement).

# Overnight Payment Delivery

- “Urgent Payments” can be made using an overnight delivery process (Accounts usually clear within 24 hours of payment posting) –
  - Issue a check/warrant in the full amount to bring account current
    - Write the full Amex BTA on the face of the check/warrant.
    - Insert check/warrant into a white legal envelope then into an overnight packet addressed to -

**American Express Payments**  
**Attn: US Payment FL**  
**2965 W. Corporate Lakes Blvd.**  
**Weston, Florida 33331**

# Account Reconciliation Process

- American Express @ Work Registration & Online Statement Enrollment Form
- American Express Statement
- Ticketing Fees
  - Concur Travel
  - CALtravelstore
- Enterprise Direct Invoicing
- iBank Reports

# Reconciliation Schedule

## Using Feb 26-Mar 25 Billing Cycle As An Example

Enterprise Transaction Report received via email	March 5
<ul style="list-style-type: none"><li><i>The transactions on this report are from Jan 26-Feb 25 And will be processed as a lump sum charge appearing On the AMEX statement for the Feb 26-March 25 billing cycle</i></li></ul>	
AMEX Billing Cycle Ends	March 25
<ul style="list-style-type: none"><li><i>Billing cycle Feb 26-March 25</i></li></ul>	
AMEX Statement Available Online	March 28
<ul style="list-style-type: none"><li><i>You will receive an email notification sent when available, Typically between 48-72 hours of cycle end. Make sure You are set up to receive statements via AMEX.</i></li></ul>	
iBank Reconciliation Reports Received Via Email	March 30
<ul style="list-style-type: none"><li><i>You will typically receive 4 different reports each month Air Activity, Car Activity, Hotel Activity and the CC Rec by Dept</i></li></ul>	
CALtravel Store Transaction Report Received Via Email	April 5
<ul style="list-style-type: none"><li><i>You will receive this report within 10 days of the cycle end. The transactions on this report will be processed as one lump sum charge on the AMEX statement</i></li></ul>	

# Log into American Express @ Work

## Steps

1. Go to [atwork.americanexpress.com](http://atwork.americanexpress.com)
2. Enter ID & PW
3. While in American Express @ Work, clients select their Control Account number from Online Billing Services drop-down menu

**AMERICAN EXPRESS @ WORK** [Site Help](#) | [Search](#) | [Contact Us](#) | [Logout](#)

Remaining Session Time: 23:19

[@ Work Home](#) | [Reporting](#) | [Program Tools](#) | [Resources & Help](#)

Welcome to @ Work, paula harris-ebta01

**SYSTEM ALERT:**

**> Reports** NEED HELP?  
Access reports to help you manage your program, monitor Cardmember compliance, and analyze spend trends.

[Card Reports & Data Files](#)

- Access your standard Corporate Card, Meeting Card or Corporate Purchasing Solutions reports and data files

[Business Travel Reports](#)

- Access your Business Travel reports

**Create Customized Card Reports**

**Best Practice Reports**  
Run reports designed to meet specific business objectives GO

[Access Customized Reports >](#)

**Resources and Help**  
Learn about @ Work and how to run your program efficiently

- @ Work Resource Center
- Tips and training for new users
- American Express contact information

[Go to Resources and Help >](#)

**> Program Information & Tools** NEED HELP?  
Use this collection of Information & Tools that will help you run your program more effectively.

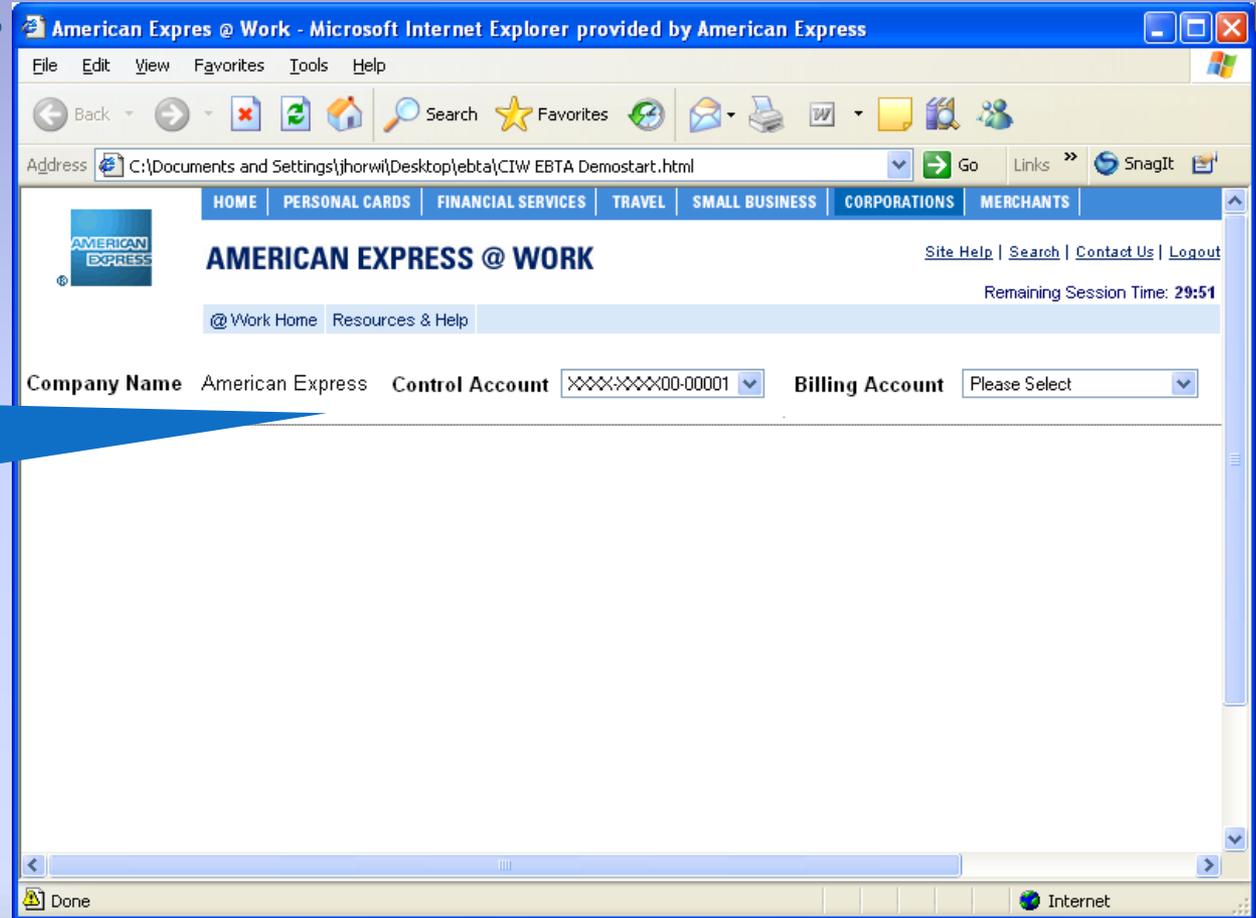
**Online Billing Services**  
Manage your company statements online. Begin by making a selection below.

>378570973091008-CASHMERE MAFIA GO

Choose One:  
View Your BTA Statements  
View Your CPC Statements  
>378570973091008-CASHMERE MAFIA

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# Accessing the BTA Online Statement



Select both the Basic Control Account and BTA Billing Account from the drop-down menu



Account Number: [REDACTED]

## AMERICAN EXPRESS BUSINESS TRAVEL ACCOUNT

Statement Date: 12/25/2010

Account Number: [REDACTED]

### Account Summary

Previous Balance (\$)	Payments (-) (\$)	Other Credits (-) (\$)	New Charges (+) (\$)	Other Debits (+) (\$)	New Account Balance (\$)
123,017.48	(123,077.48)	(3,619.40)	53,740.26	0.00	<b>50,060.86</b>

**Your payment is due in full.  
Please Pay By 01/09/2011**

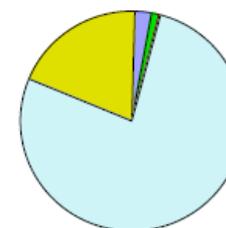
Remittance Slip on the Last Page

### Activity by Top 5 Vendors\*

Vendors	Total Charges (\$)
1 SOUTHWEST AIRLINES	38,642.50
2 ENTERPRISE LEASING	9,612.56
3 UNITED AIR LINES, INC.	1,211.00
4 FRONTIER AIRLINES INC	549.80
5 AIRLINE REPORTING CORP	105.00
<b>TOTAL</b>	<b>50,120.86</b>

\*Only vendors with net activity greater than \$0.00 for the given billing period will be displayed.

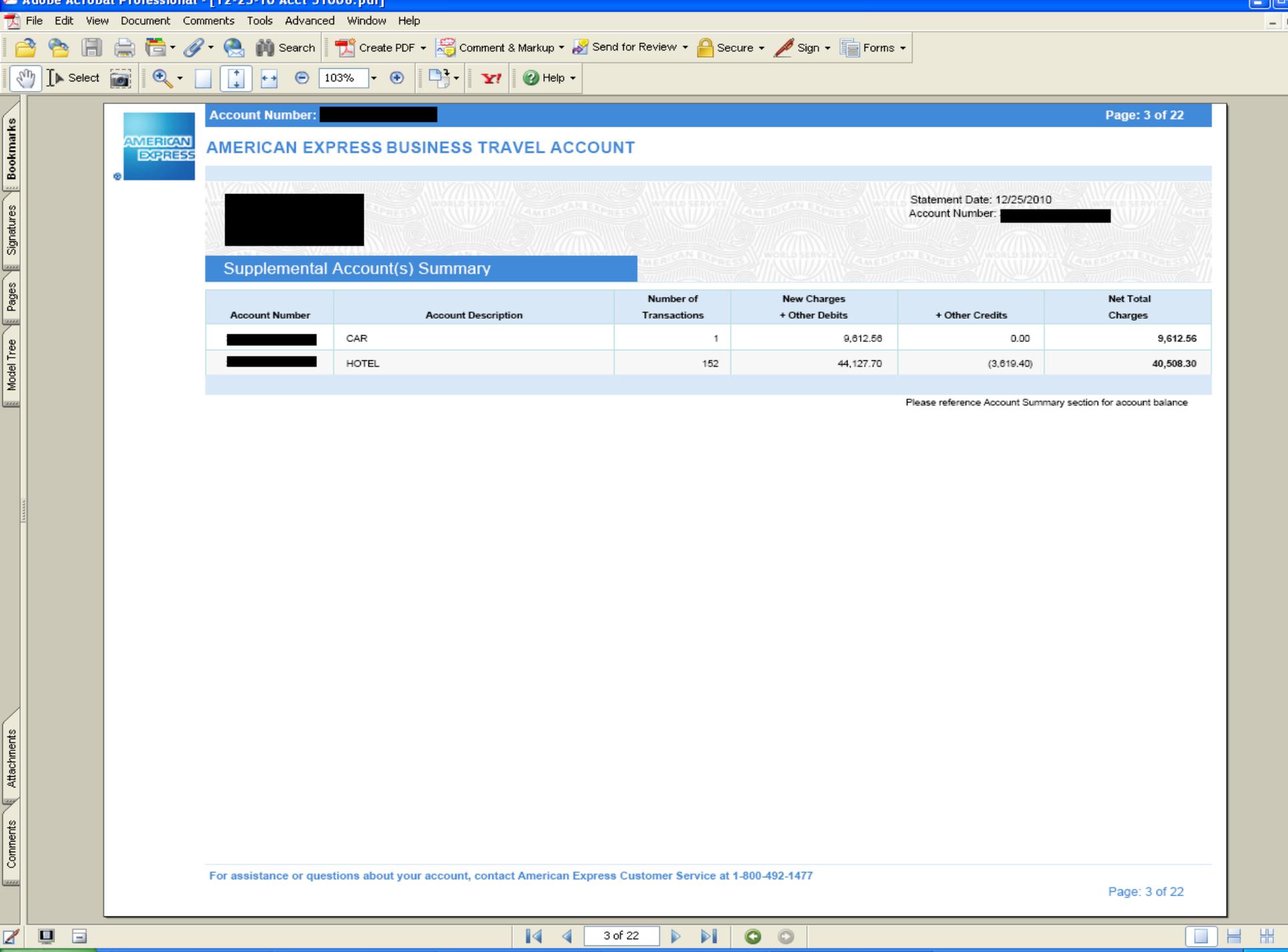
### Activity by Top 5 Vendors\*



- SOUTHWEST AIRLINES ( 77% )
- ENTERPRISE LEASING ( 19% )
- UNITED AIR LINES, INC. ( 2% )
- FRONTIER AIRLINES INC ( 1% )
- AIRLINE REPORTING CORP ( 0% )

### BTA Statement Contains

Account History	2
Supplemental Account(s) Summary	3
Transaction Details	4
Terms and Conditions	20
Remittance Slip	22



### AMERICAN EXPRESS BUSINESS TRAVEL ACCOUNT



Statement Date: 12/25/2010  
Account Number: [REDACTED]

#### Supplemental Account(s) Summary

Account Number	Account Description	Number of Transactions	New Charges + Other Debits	+ Other Credits	Net Total Charges
[REDACTED]	CAR	1	9,612.56	0.00	9,612.56
[REDACTED]	HOTEL	152	44,127.70	(3,619.40)	40,508.30

Please reference Account Summary section for account balance



Account Number: [REDACTED]

## AMERICAN EXPRESS BUSINESS TRAVEL ACCOUNT

### Airline Transaction Details (Domestic Charges)

Transaction Description					Transaction Travel Data	Transaction Amount
Supplier Name	Traveler Name	Ticket Number	Issue Date Departure Date	Routing Info	Travel Data	Billed Total Amount (\$)
SOUTHWEST AIRLINES SACRAMENTO CA	[REDACTED]	5262141032333	12/07/2010 N/A			(327.40)
SOUTHWEST AIRLINES SACRAMENTO CA	[REDACTED]	5262143008546	12/14/2010 02/16/2011	SAC LAX SAC		327.40
SOUTHWEST AIRLINES SACRAMENTO CA	[REDACTED]	5262143207403	12/15/2010 02/01/2011	SAC BUR SAC		333.40
SOUTHWEST AIRLINES SACRAMENTO CA	[REDACTED]	5262143204314	12/15/2010 12/16/2010	SAC SNA		3.00
SOUTHWEST AIRLINES SACRAMENTO CA	[REDACTED]	5262140955020	12/03/2010 12/07/2010	SAC LAX		163.70
SOUTHWEST AIRLINES SACRAMENTO CA	[REDACTED]	5262140839470	12/02/2010 01/13/2011	SAC BUR SAC		327.40
SOUTHWEST AIRLINES SACRAMENTO CA	[REDACTED]	5262140839470	12/03/2010 N/A			(327.40)
SOUTHWEST AIRLINES SACRAMENTO CA	[REDACTED]	5262140984870	12/03/2010 01/13/2011	BUR SAC BUR		327.40
					<b>Total</b>	<b>40,403.30</b>

**Total Airline Transaction Amount \$40,403.30**

# Air Activity



*Back Office Data*

**FAIR POLITICAL PRACTICES COMMI**

Invoice dates from 05/01/2012 to 05/31/2012

Invoice #	Invoice Date	Ticket #	Traveler Name	Credit Card	From	To	Date	Air-line	Flt #	Fare	Svc Fees
<b>Account: CAL1144 - FAIR POLITICAL PRACTICES COMMI</b>											
<b>Break 1: NONE</b>											
203965	05/11/2012	7059838223	ESKOVITZ/SEAN	AXXXXXXXXXXX-1019	LOS ANGELES, CA	SACRAMENTO, CA	05/17/2012	UA	6500	\$300.60	\$0.00
					SACRAMENTO, CA	LOS ANGELES, CA	05/17/2012	DL	4502		
204838	05/16/2012	2441191186	MYERS/LEE TAYLOR		SACRAMENTO, CA	BURBANK, CA	05/21/2012	WN	324	\$399.87	\$0.00
					BURBANK, CA	SACRAMENTO, CA	05/22/2012	WN	317		
203538	05/10/2012	2439970193	ROTUNDA/RONALD DANIEL		ORANGE COUNTY, CA	SACRAMENTO, CA	05/16/2012	WN	3671	\$382.24	\$0.00
					SACRAMENTO, CA	ORANGE COUNTY, CA	05/17/2012	WN	1203		
204839	05/16/2012	2441191567	WEST/GALENA JANE		SACRAMENTO, CA	BURBANK, CA	05/21/2012	WN	324	\$399.87	\$0.00
					BURBANK, CA	SACRAMENTO, CA	05/22/2012	WN	317		
<b>Break 1 NONE Subtotal:</b>										<b>\$1,482.58</b>	<b>\$0.00</b>
<b>% of Total:</b>										<b>100.00%</b>	
<b>Account CAL1144 Subtotal:</b>										<b>\$1,482.58</b>	<b>\$0.00</b>
<b>% of Total:</b>										<b>100.00%</b>	
<b>Report Totals:</b>										<b>\$1,482.58</b>	<b>\$0.00</b>
<i>Value of Voided Tickets:</i>				<i>Average Ticket Price: \$370.65</i>				<i>Including Voids:</i>			
<i>Net # of Voided Tickets:</i>				<i>Net # of Tickets: 4</i>							



Account Number: [REDACTED]

### AMERICAN EXPRESS BUSINESS TRAVEL ACCOUNT

#### Car Transaction Details (Domestic Charges)

Transaction Description					Transaction Amount
Supplier Name	Renter Name	Rental Agreement Number	Rental Pick up Date Drop off Date	Location Pick up Drop off	Billed Total Amount (\$)
Transactions for [REDACTED]					
ENTERPRISE RENTACAR ROSEVILLE	DBCALIF	D001110	11/29/2010 11/29/2010	ROSEVILLE ROSEVILLE	9,612.56
<b>Total</b>					<b>9,612.56</b>

**Total Car Transaction Amount \$9,612.56**

1	Account Number:	XXXX-XXXXXX-XXXX																	
2	Department:	XXX																	
3	Vendor:	Enterprise Rent-A-Car																	
4	Period Ending:	November 30, 2010																	



Invoice #	Renter Name	Rental City	Date Out	Date In	Car Class	Amt Charged	# of Days	Miles	Daily Rate	Weekly Rate	Time Chgs (Hour+)	Sales Tax	Fuel	Airport Related Fees & Taxes *	Less Amount Received	Res #	Requested Car Class	
18	111956935-320M	JOHN DOE	SANTA ANA	11/08/2010	11/08/2010	ICAR	\$41.78	1	18	\$33.46		\$33.46	\$3.25		\$5.07		969506006	
19	111956950-325N	JOHN DOE	BURBANK	11/08/2010	11/10/2010	ICAR	\$106.43	2	268	\$40.12		\$96.98	\$9.45				969256430	
20	111957261-320M	JOHN DOE	SANTA ANA	11/08/2010	11/10/2010	SCAR	\$83.48	2	107	\$33.46		\$66.92	\$6.51	\$10.05			967899692	
21	111957590-30ES	JOHN DOE	SACRAMENTO	11/08/2010	11/10/2010	FGAR	\$125.34	3	62	\$33.46		\$100.38	\$9.76	\$15.20			969536133	
22	111962498-320L	JOHN DOE	LOS ANGELES	11/08/2010	11/08/2010	ICAR	\$44.03	1	38	\$40.12		\$40.12	\$3.91				969494783	
23	111984381-320N	JOHN DOE	ONTARIO	11/09/2010	11/10/2010	ICAR	\$87.26	2	77	\$40.12		\$80.24	\$7.02				969253560	
24	111988568-320L	JOHN DOE	LOS ANGELES	11/09/2010	11/11/2010	ICAR	\$106.43	2	64	\$40.12		\$96.98	\$9.45				969415649	
25	112009936-320K	JOHN DOE	SANTA BARBARA	11/10/2010	11/10/2010	ICAR	\$43.43	1	316	\$40.12		\$40.12	\$3.31				969193433	
26	127593-2380	JOHN DOE	VALLEJO	11/02/2010	11/03/2010	ICAR	\$72.96	2	226	\$33.46		\$66.92	\$5.60	\$0.44			R9SXT6	ICAR
27	287843-3004	JOHN DOE	AUBURN	10/18/2010	10/19/2010	ICAR	\$36.39	1	54	\$33.46		\$33.46	\$2.76	\$0.17			606317	
28	374500-3003	JOHN DOE	SACRAMENTO	10/20/2010	10/20/2010	CCAR	\$36.53	1	109	\$33.46		\$33.46	\$2.93	\$0.14			R9G9T7	ICAR
29	374701-3003	JOHN DOE	SACRAMENTO	10/25/2010	10/28/2010	SRAR	\$147.45	3	310	\$44.93		\$134.79	\$11.79	\$0.87			R8XS5B	MVAR
30	374704-3003	JOHN DOE	SACRAMENTO	10/25/2010	10/29/2010	ICAR	\$183.04	5	618	\$33.46		\$167.30	\$14.64	\$1.10			R9H7WH	ICAR
31	374736-3003	JOHN DOE	SACRAMENTO	10/25/2010	11/01/2010	ICAR	\$219.87	7	297		\$200.76	\$17.57		\$1.54			R9KB2N	ICAR
32	374748-3003	JOHN DOE	SACRAMENTO	10/25/2010	10/27/2010	ICAR	\$73.22	2	383	\$33.46	\$200.76	\$66.92	\$5.86	\$0.44			R9QPNH	ICAR
33	374749-3003	JOHN DOE	SACRAMENTO	10/25/2010	10/27/2010	ICAR	\$73.22	2	277	\$33.46		\$66.92	\$5.86	\$0.44			R9QGVJ	ICAR
34	374866-3003	JOHN DOE	SACRAMENTO	10/27/2010	10/29/2010	ICAR	\$85.57	2	547	\$33.46		\$78.08	\$6.83	\$0.66			R9G2XP	ICAR
35	375074-3003	JOHN DOE	SACRAMENTO	11/01/2010	11/02/2010	SXAR	\$36.68	1	414	\$33.46		\$33.46	\$2.93	\$0.29			R9Y68J	ICAR
36	375077-3003	JOHN DOE	SACRAMENTO	11/01/2010	11/04/2010	IFAR	\$88.78	3	375	\$40.79		\$122.37	\$10.71	\$0.09	-\$44.39		R9G92S	FCAR
37	375093-3003	JOHN DOE	SACRAMENTO	11/02/2010	11/03/2010	ICAR	\$73.22	2	317	\$33.46		\$66.92	\$5.86	\$0.44			R9VRT0	ICAR
38	375161-3003	JOHN DOE	SACRAMENTO	11/03/2010	11/05/2010	SXAR	\$85.95	2	431	\$39.25		\$78.50	\$6.87	\$0.58			R9WSBR	ICAR
39	375175-3003	JOHN DOE	SACRAMENTO	11/03/2010	11/05/2010	IRAR	\$73.30	2	178	\$33.46		\$66.92	\$5.86	\$0.52			R90FNN	ICAR
40	375180-3003	JOHN DOE	SACRAMENTO	11/03/2010	11/05/2010	ICAR	\$73.22	2	205	\$33.46		\$66.92	\$5.86	\$0.44			R90DZ9	ICAR
41	375405-3003	JOHN DOE	SACRAMENTO	11/08/2010	11/09/2010	CCAR	\$36.57	1	214	\$33.46		\$33.46	\$2.93	\$0.18			JG853R	ICAR
42	375436-3003	JOHN DOE	SACRAMENTO	11/09/2010	11/09/2010	ECAR	\$36.59	1	16	\$33.46		\$33.46	\$2.93	\$0.20			609812	ICAH
43	375464-3003	JOHN DOE	SACRAMENTO	11/09/2010	11/10/2010	ICAR	\$36.61	1	341	\$33.46		\$33.46	\$2.93	\$0.22			R90CHG	ICAR
44	407524-301B	JOHN DOE	SACRAMENTO	11/09/2010	11/10/2010	SRAR	\$73.36	2	1357	\$33.46		\$66.92	\$5.86	\$57.40	\$2.15	-\$58.97	R9TB8L	ICAR
45	563359-3013	JOHN DOE	MODESTO	10/25/2010	10/29/2010	IFAR	\$146.21	4	103	\$33.46		\$133.84	\$11.21	\$1.16			R9PNDS	ICAR
46	601966-3009	JOHN DOE	GRASS VALLEY	11/02/2010	11/03/2010	ICAR	\$36.48	1	332	\$33.46		\$33.46	\$2.80	\$0.22			R9KCTH	ICAR
47	660263-3042	JOHN DOE	ROSEVILLE	10/13/2010	10/15/2010	FCAR	\$82.49	2	403	\$33.46		\$66.92	\$5.52	\$9.40	\$0.65		R9G37G	ICAR
48	660734-3042	JOHN DOE	ROSEVILLE	10/20/2010	10/21/2010	MVAR	\$36.44	1	448	\$33.46		\$33.46	\$2.76	\$0.22			R9NPPH	ICAR
49	693570-30F9	JOHN DOE	HANFORD	11/01/2010	11/04/2010	PPAR	\$109.68	3	256	\$33.46		\$100.38	\$8.28	\$1.02			R9WMH5	ICAR
50	813421-3068	JOHN DOE	ELK GROVE	10/28/2010	10/28/2010	ICAR	\$36.61	1	160	\$33.46		\$33.46	\$2.93	\$0.22			R9V37X	ICAR
51	813423-3068	JOHN DOE	ELK GROVE	10/28/2010	10/28/2010	ICAR	\$36.61	1	212	\$33.46		\$33.46	\$2.93	\$0.22			R9R3T	ICAR
52	813566-3068	JOHN DOE	ELK GROVE	11/01/2010	11/05/2010	ICAR	\$146.43	4	566	\$33.46		\$133.84	\$11.71	\$0.88			R9V65W	ICAR
53	813638-3068	JOHN DOE	ELK GROVE	11/02/2010	11/03/2010	ICAR	\$36.61	1	143	\$33.46		\$33.46	\$2.93	\$0.22			R9Z37P	ICAR
54	813796-3068	JOHN DOE	ELK GROVE	11/06/2010	11/08/2010	CCAR	\$109.70	3	390	\$33.46		\$100.38	\$8.78	\$0.54			R914TV	ICAR
55	878672-3024	JOHN DOE	SACRAMENTO	10/24/2010	10/31/2010	FCAR	\$251.28	7	969		\$200.75	\$200.75	\$19.52	\$31.01			R9L3SM	ECAR
56	878777-3024	JOHN DOE	SACRAMENTO	10/31/2010	11/07/2010	FCAR	\$251.28	7	593		\$200.75	\$200.75	\$19.52	\$31.01				
57	878883-3024	JOHN DOE	SACRAMENTO	11/07/2010	11/14/2010	FCAR	\$251.28	7	152		\$200.75	\$200.75	\$19.52	\$31.01				

Total Lump Sum Charge Amount \$3,884.48

Statement Notes  
 Airport taxes and fees vary by location.  
 \* Airport Related Fees & Taxes may include: AP/ACC, CFC, TRANFEE, FACILFEE, Tourism Tax, and/or AirCon Tax.

Account Number: [REDACTED] Page: 18 of 22



### AMERICAN EXPRESS BUSINESS TRAVEL ACCOUNT

#### Travel Agency Transaction Details (Domestic Charges)

Reference Number	Transaction Description		Transaction Travel Data	Transaction Amount
	Supplier Name	Description 1	Description 2	Billed Total Amount (\$)
Transactions for [REDACTED]				
8900541878735	TRAVEL AGENCY SERVICEW SACRAMENTO CA	TKT# 8900541878735 12/10		105.00
<b>Total</b>				<b>105.00</b>

**Total Travel Agency Transaction Amount \$105.00**

Bookmarks  
Signatures  
Pages  
Model Tree  
Attachments  
Comments

A	B	C	D	Formula Bar	F	G	H	I	J	K	L	M
Client Name	Rec.Loc.	Agent Name	Issue Date	Invoice Number	Passenger Name	Itinerary	Travel Type	Vendor Name	Ticket/Conf No	Total Fare	Fee Type	Fee Amount
OGS	CBYVDO	CliqBook	11/18/2010	117293S	Doe/John	ONT	Car	Enterprise Rent-A-Car	970369026COUNT-	\$66.92	On-line	\$ 5.00
OGS	CEPUNJ	CliqBook	11/8/2010	115832S	Doe/John	SMF	Car	Enterprise Rent-A-Car	969677769COUNT-	\$66.92	On-line	\$ 5.00
OGS	CFHSYQ	CliqBook	11/15/2010	116668S	Doe/John	ACV	Hotel	Holiday Inn Express Fortuna	-61281746	\$84.00	On-line	\$ 5.00
OGS	CGGGND	YVONNE CROCOLL	11/10/2010	116258S	Doe/John	ONT/SMF/ONT	Dom. Air	SOUTHWEST AIRLINES	2136958857	\$325.40	Agent Assisted	\$ 10.00
OGS	CGGGND	YVONNE CROCOLL	11/18/2010	117303S	Doe/John	SMF/ONT	Dom. Air	SOUTHWEST AIRLINES	2138401268	\$0.00	Agent Assisted	\$ 10.00
OGS	CIGECZ	CliqBook	11/15/2010	116678S	Doe/John	BUR	Car	Enterprise Rent-A-Car	970137677COUNT-	\$33.46	On-line	\$ 5.00
OGS	CKEQLP	KAREN HULL	11/3/2010	115086S	Doe/John	SAC/SKNNMDR/SKN/SAC	Rail	Amtrak - Prepaid Tlts		\$46.00	Agent Assisted	\$ 10.00
OGS	CKJLON	KAREN HULL	11/3/2010	115087S	Doe/John	SAC/SKNNMDR/SKN/SAC	Rail	Amtrak - Prepaid Tlts		\$46.00	Agent Assisted	\$ 10.00
OGS	CLOPUO	CliqBook	11/10/2010	116322S	Doe/John	SMF	Car	Enterprise Rent-A-Car	969851246COUNT-	\$66.92	On-line	\$ 5.00
OGS	CMEMHS	CliqBook	11/8/2010	115732S	Doe/John	SMF	Car	Enterprise Rent-A-Car	969642457COUNT-	\$33.46	On-line	\$ 5.00
OGS	COMBZD	CliqBook	11/15/2010	116808S	Doe/John	SNA	Car	Enterprise Rent-A-Car	970177664COUNT-	\$33.46	On-line	\$ 5.00
OGS	COZISQ	LAURA WILSON	11/16/2010	117051S	Doe/John	SAN	Car	Carres - Car Reservation Interface		\$33.46	Agent Assisted	\$ 10.00
OGS	COZISQ	LAURA WILSON	11/16/2010	117051S	Doe/John	SAN	Car	Carres - Car Reservation Interface		\$33.46	Agent Assisted	\$ -
OGS	COZISQ	LAURA WILSON	11/16/2010	117051S	Doe/John	SAN	Car	Carres - Car Reservation Interface		\$33.46	Agent Assisted	\$ -
OGS	COZISQ	LAURA WILSON	11/16/2010	117051S	Doe/John	SAN	Car	Enterprise Rent-A-Car	970176853COUNT-	\$33.46	Agent Assisted	\$ -
OGS	CPCONP	CliqBook	11/7/2010	115676S	Doe/John	BUR	Car	Enterprise Rent-A-Car	969587594COUNT-	\$66.92	On-line	\$ 5.00
OGS	CPRAYY	CliqBook	11/19/2010	117605S	Doe/John	ONT	Car	Enterprise Rent-A-Car	970477934COUNT-	\$91.64	On-line	\$ 5.00
OGS	CREVEX	CliqBook	11/29/2010	118458S	Doe/John	SMF	Car	Enterprise Rent-A-Car	970965661COUNT-	\$133.84	On-line	\$ 5.00
OGS	CRJYYL	CliqBook	11/8/2010	115772S	Doe/John	ACV/SFO/SMF/SFO/ACV	Dom. Air	UNITED AIRLINES	-7934160584	\$416.80	On-line	\$ 5.00
OGS	DFNCFR	CliqBook	11/23/2010	118042S	Doe/John	ACV/SFO/SMF	Dom. Air	UNITED AIRLINES	-7937447888	\$208.40	On-line	\$ 5.00
OGS	DFNCFR	CliqBook	11/23/2010	118042S	Doe/John	SMF	Car	Enterprise Rent-A-Car	970686619COUNT-	\$33.46	On-line	\$ -
OGS	DFWBBCP	CliqBook	11/15/2010	116842S	Doe/John	SMF	Car	National Car Rental	238561603COUNT-	\$390.22	On-line	\$ 5.00
OGS	DGMKVI	CliqBook	11/15/2010	116855S	Doe/John	SMF	Car	Enterprise Rent-A-Car	R99DSP-	\$66.92	On-line	\$ 5.00
OGS	DKWXMPP	CliqBook	11/23/2010	118155S	Doe/John	SMF	Car	Enterprise Rent-A-Car	970705296COUNT-	\$86.36	On-line	\$ 5.00
OGS	DLGUBZ	YVONNE CROCOLL	11/22/2010	117719S	Doe/John	SAC/BFD/SKN/RDR	Rail	Amtrak - Prepaid Tlts		\$0.00	Agent Assisted	\$ 10.00
OGS	DMTAJB	CliqBook	11/2/2010	114869S	Doe/John	SMF	Car	Enterprise Rent-A-Car	969237581COUNT-	\$33.46	On-line	\$ 5.00
OGS	DPMAGE	CliqBook	11/2/2010	114895S	Doe/John	BUR	Car	Enterprise Rent-A-Car	969243195COUNT-	\$33.46	On-line	\$ 5.00
OGS	DPQUOW	CliqBook	11/2/2010	114874S	Doe/John	ONT	Car	Enterprise Rent-A-Car	969238834COUNT-	\$66.92	On-line	\$ 5.00
OGS	DPSEM	CliqBook	11/2/2010	114942S	Doe/John	SMF	Car	Enterprise Rent-A-Car	969238956COUNT-	\$33.46	On-line	\$ 5.00
OGS	DPTEDH	CliqBook	11/5/2010	115490S	Doe/John	SMF	Car	Enterprise Rent-A-Car	969472179COUNT-	\$33.46	On-line	\$ 5.00
OGS	DQWVNM	CliqBook	11/9/2010	116043S	Doe/John	SMF	Car	Enterprise Rent-A-Car	969760582COUNT-	\$133.84	On-line	\$ 5.00
OGS	DRJLJU	CliqBook	11/15/2010	116853S	Doe/John	FAT/SFO/LAX/FAT	Dom. Air	UNITED AIRLINES	-7935288692	\$520.10	On-line	\$ 5.00
OGS	DRJLJU	CliqBook	11/15/2010	116853S	Doe/John	SFO	Car	Enterprise Rent-A-Car	970182350COUNT-	\$100.38	On-line	\$ -
OGS	DRQJUSQ	CliqBook	11/22/2010	117920S	Doe/John	PVG/SFO/PVG	Intl Air	UNITED AIRLINES	-7937447866	\$1,789.00	On-line	\$ 5.00
OGS	DRSNFB	CliqBook	11/19/2010	117617S	Doe/John	SMF	Car	Enterprise Rent-A-Car	970481259COUNT-	\$16.25	On-line	\$ 5.00
OGS	DSIOGZ	CliqBook	11/24/2010	118354S	Doe/John	SFO/SBP/SFO	Dom. Air	UNITED AIRLINES	-7937447956	\$399.40	On-line	\$ 5.00
OGS	DSIOGZ	CliqBook	11/24/2010	118354S	Doe/John	SBP	Car	Enterprise Rent-A-Car	SBH656-	\$33.46	On-line	\$ -
OGS												\$ 185.00

OGS - Compai	Date	Time	Passenger Name	Caller Name	Ticket Type	Record Locator	Call ID	Call Fee
OGS	2010-11-15	18:38:52	Jane Doe	John Doe	None	DEVLTE	2340564	\$16.00
<b>OGS Total</b>								<b>\$16.00</b>

# State Agency Detail Report

# Government Cards

- Application Process
  - Employee submits request for government card to department PA via Amex application form (billing & contact info, SSN, signature)
  - PA requests card online through @Work
  - Card is generated within 7 days and sent directly to employee.

## Government Cards (continued)

- Account Maintenance
  - Review government cardholder status report or access online activity via @Work (recommended monthly).
  - Notify cardholders of delinquent payment status and request accounts be brought to current.
  - Note: 3 delinquencies within a year may result in card account closure.

# Government Cards (continued)

- Card Account Reactivation
  - Dept Program Administrator accesses @Work – reactivate online
  - Dept Program Administrator contacts Amex Help Desk – requests reactivation through Amex representative

# MPA and CMC's

- Conference/Meeting Planning Back to Departments
  - Lori Wasson will replace Shawn Campbell for Meeting Planner Accounts or Corporate Meeting Card needs.  
[lori.wasson@dgs.ca.gov](mailto:lori.wasson@dgs.ca.gov) 916-376-3992
- Meeting Planner Account vs. Corporate Meeting Card
- Risks of having a CMC
  - Card security
  - Easier to charge to, fewer category restrictions
  - May be more difficult to manage

# Travel Management Services Contract

- Contract Extension was finalized – April 5, 2013 through April 4, 2014. Travel Bulletin 13-02 issued.
- Policy Reminders:
  - Online Saves Time ~ Provides Greatest Value
    - Encourage travelers to book online!
  - 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
  - Special discounts and CALtravelstore rates; lower than State per diem
- Contact Information Business Cards
  - Contact Ceci Perez Dunn at (916) 376-3975
- Complete our TMS survey at [www.dgs.ca.gov/travel](http://www.dgs.ca.gov/travel) or at [www.caltravelstore.com](http://www.caltravelstore.com).

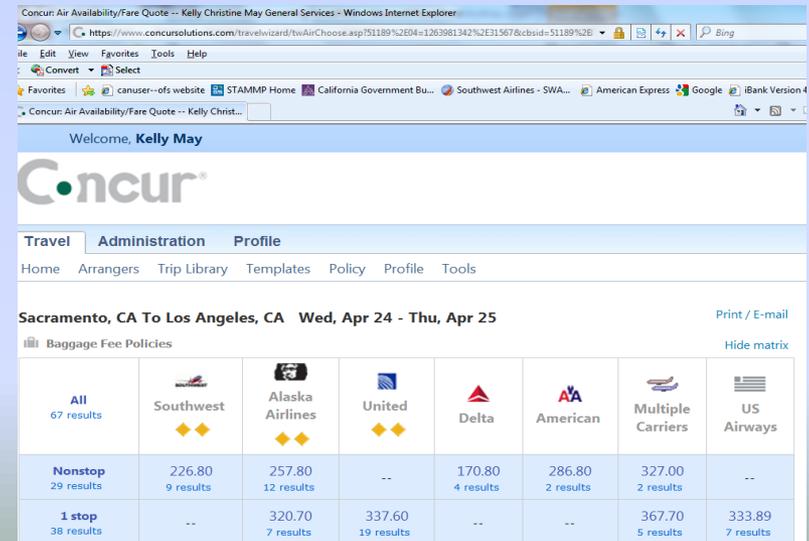


# Travel Management Services Contract

- Southwest Direct Connect (SDC)
  - Developed to provide better travel program management
  - Improves and replaces the existing SWABIZ site- eliminates separate log-ins and ghost card management
  - Management of unused Southwest ticket credits; apply toward new trips
  - Reconciliation process integrated with iBank
  - Includes all fares, displayed side by side
  - Captures rapid reward numbers
  - Application of policy—grey out fares

- Concur Trainings

- Refresher
  - September 24 , 2013
  - 2:00 p.m. – 3:30 p.m.
- Also available online—webinar



The screenshot shows a web browser window displaying the Concur website. The page title is "Concur: Air Availability/Fare Quote -- Kelly Christine May General Services - Windows Internet Explorer". The browser address bar shows the URL: "https://www.concursolutions.com/travelwizard/twAirChoose.asp?51189%2E04=1263981342%2E31567&cbsid=51189%2E". The page content includes a navigation menu with "Travel", "Administration", and "Profile". Below the menu, there are links for "Home", "Arrangers", "Trip Library", "Templates", "Policy", "Profile", and "Tools". The main content area displays a search for "Sacramento, CA To Los Angeles, CA" for the dates "Wed, Apr 24 - Thu, Apr 25". A "Baggage Fee Policies" section is visible, and a table of flight results is shown below.

	Southwest	Alaska Airlines	United	Delta	American	Multiple Carriers	US Airways
<b>All</b> 67 results	◆◆	◆◆	◆◆				
<b>Nonstop</b> 29 results	226.80 9 results	257.80 12 results	..	170.80 4 results	286.80 2 results	327.00 2 results	..
<b>1 stop</b> 38 results	..	320.70 7 results	337.60 19 results	..	..	367.70 5 results	333.89 7 results

# Park 'N Fly

- Off airport parking reduces travel costs and provides significant savings to the State
- Locations include Burbank, Los Angeles, Oakland, Ontario, San Diego, San Francisco and San Jose
- Show your State business card upon exiting to ensure you received the State rate
- You have the ability to reserve Park 'N Fly in Concur and directly through the link:

[https://book.pnfnetwork.com/travel/gateway.rvlx?action\\_route=0:PARKING:1:PROMO2&tracking\\_number=0360001](https://book.pnfnetwork.com/travel/gateway.rvlx?action_route=0:PARKING:1:PROMO2&tracking_number=0360001)

# Park 'N Fly

- Benefits include:
  - Rates as much as 25% less than Park 'N Fly's regular rates and up to 50% less than economy airport parking
  - Continuous shuttle runs every 3-5 minutes that picks you up and drops you off at your car
  - Complimentary luggage assistance
  - Locations are gated, well-lit and located within at least 2 miles from the airport
  - Discounted rate is also valid when you park for leisure travel
- For more information, refer to Travel Bulletins 11-01 & 12-06

# Commercial Car Rental Contract



- SHORT TERM RENTAL: as of 1/1/2013

<http://www.documents.dgs.ca.gov/ofa/Travel/TB13-01RentalCarContractExtensionRateChanges.pdf>

## SHORT-TERM CCR COST TABLE

BASE RATE WITH \$250,000 INSURANCE FOR SHORT-TERM RENTALS  
(Effective January 1, 2013)

### EXHIBIT E

<u>VEHICLE CLASS TYPE</u>	<u>DAILY</u>	<u>WEEKLY</u>	<u>MAXIMUM CAP DAILY</u>
<b>Compact</b> Nissan Versa, Toyota Yaris	\$30.78	\$123.12	\$47.20
<b>Mid-Size/Intermediate</b> Toyota Corolla, Nissan Sentra	\$30.78	\$123.12	\$47.20
<b>Full-Size</b> Chevy Impala, Nissan Altima	\$33.86	\$135.43	\$50.27
<b>Alternative Fuel Vehicle</b> Chevy HHR, Chevy Impala	\$33.86	\$135.43	\$50.27
<b>FWD/Sport Utility Vehicle</b> Ford Escape, Jeep Liberty	\$51.30	\$230.85	\$76.95
<b>Mini Van</b> Chrysler Town and Country, Dodge Grand Caravan	\$51.30	\$230.85	\$76.95
<b>Pick Up Trucks</b> Chevy Silverado, Ford F150	\$66.69	\$307.80	\$92.34

# Commercial Car Rental Contract

- LONG TERM RENTAL: as of 1/1/2013

<http://www.documents.dgs.ca.gov/ofa/Travel/CarRental/SCOforRentals7-11.pdf>

## LONG-TERM CCR COST TABLE

BASE RATE WITH \$250,000 INSURANCE FOR LONG-TERM RENTALS  
(Effective January 1, 2013)

### EXHIBIT F

<u>VEHICLE CLASS TYPE</u>	<u>DAILY</u>	<u>WEEKLY</u>	<u>MONTHLY</u>
<b>Compact</b> Nissan Versa, Toyota Yaris	\$17.78	\$124.48	\$533.52
<b>Mid-Size/Intermediate</b> Toyota Corolla, Nissan Sentra	\$17.78	\$124.48	\$533.52
<b>Full-Size</b> Chevy Impala, Nissan Altima	\$20.31	\$142.20	\$609.44
<b>Alternative Fuel Vehicle</b> Chevy HHR, Chevy Impala	\$20.31	\$142.20	\$609.44
<b>FWD/Sport Utility Vehicle</b> Ford Escape, Jeep Liberty	\$25.65	\$179.55	\$769.50
<b>Mini Van</b> Chrysler Town and Country, Dodge Grand Caravan	\$32.48	\$227.42	\$974.70
<b>Pick Up Trucks</b> Chevy Silverado, Ford F150	\$25.65	\$179.55	\$769.50

# Commercial Car Rental Contract

## REFUELING POLICY:

- For Long and Short Term Rentals, renters are responsible for returning their vehicle with the same level of fuel that the vehicle had when it was picked up.
- Enterprise will charge market fuel prices for vehicles returned without refueling.
- The renter will be responsible for submitting a Vehicle Justification Form to the SCO explaining why there are additional charges.
- Justification form must be signed by renter's Supervisor.

<http://www.documents.dgs.ca.gov/ofa/Travel/CarRental/SCOforRentals7-11.pdf>

# Commercial Car Rental Contract

- Short Term Rental: Renting a vehicle for 30 Days or less.
- Long Term Rental: Renting a vehicle for more than 30 Days.  
State Departments shall submit an annual fleet acquisition plan to the DGS/OFAM if the department desires to acquire any new or replace any existing fleet assets in the following fiscal year. This includes any long-term rentals/leases.
- See Management Memo 13-01 for a list of Fleet Assets; Long term rentals/leases include fleet assets in the agency's control for over 30 consecutive calendar days of more than four (4) consecutive work weeks.
- See Management Memo 13-02 detailing the process)

MM 13-01

<http://www.documents.dgs.ca.gov/ofa/Travel/TB13-01RentalCarContractExtensionRateChanges.pdf>

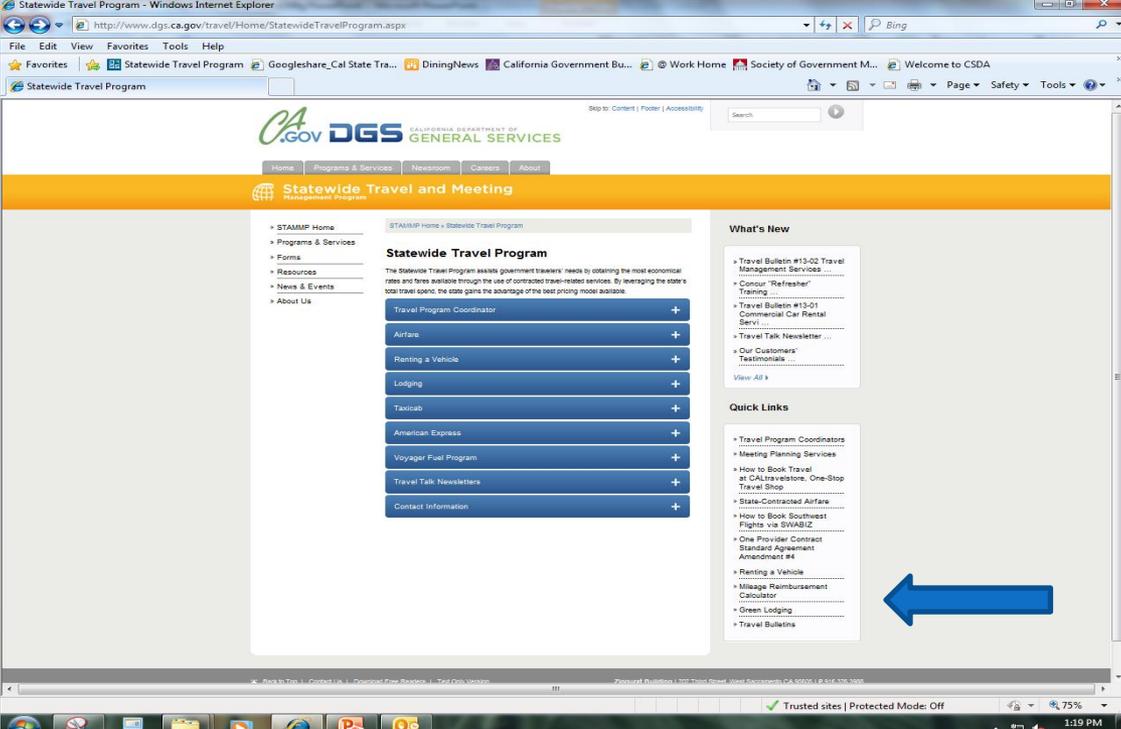
MM 13-02

<http://www.documents.dgs.ca.gov/ofa/Travel/TB13-02TMSExtension.pdf>

# Commercial Car Rental Contract

<http://www.dgs.ca.gov/travel/Home/StatewideTravelProgram.aspx>

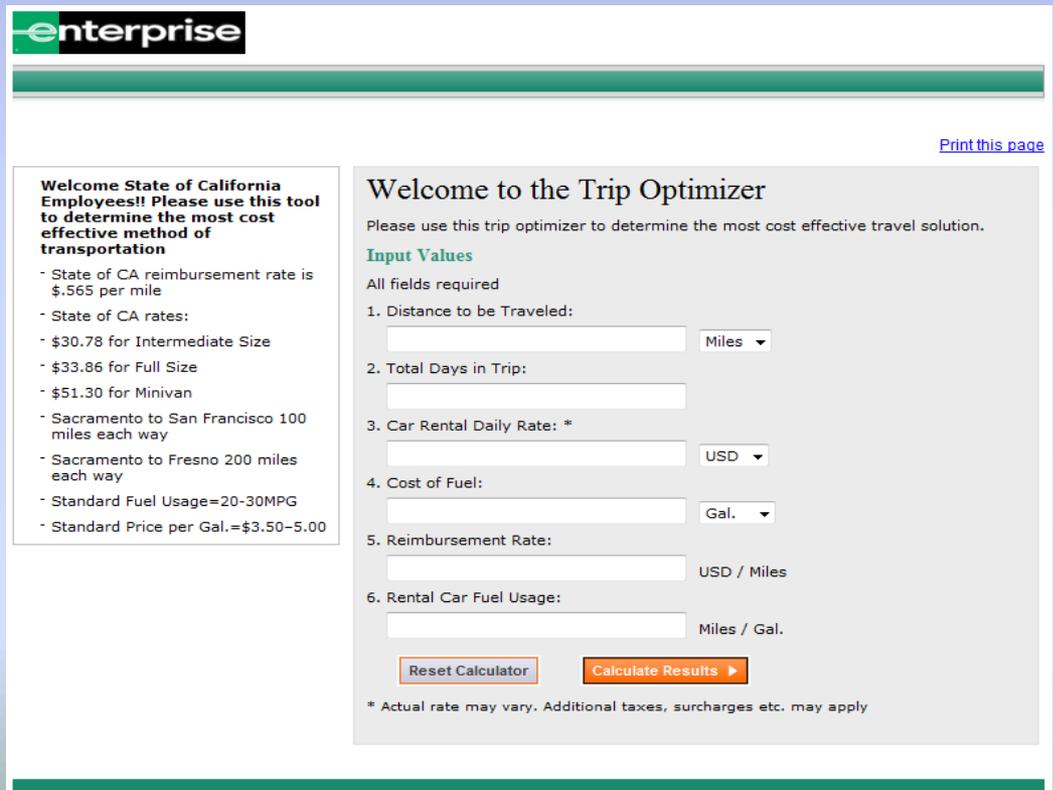
The calculator is located at the link above under the Quick Links (located at the lower left of the screen).



The screenshot shows the Statewide Travel Program website in a Windows Internet Explorer browser. The page features a navigation menu at the top with links for Home, Programs & Services, Newsroom, Careers, and About. Below the navigation is a search bar and a "What's New" section. The main content area is titled "Statewide Travel Program" and includes a list of links: Travel Program Coordinator, Airfare, Renting a Vehicle, Lodging, Trainfare, American Express, Voyager Fuel Program, Travel Talk Newsletters, and Contact Information. A "Quick Links" section is located on the right side of the page, containing links for Travel Program Coordinators, Meeting Planning Services, How to Book Travel at CALtravellers, One-Stop Travel Shop, State-Contracted Airfare, How to Book Southwest Flights via SWABIZ, One Provider Contract Standard Agreement Amendment #4, Renting a Vehicle, Mileage Reimbursement Calculator, Green Lodging, and Travel Bulletins. A blue arrow points to the "Mileage Reimbursement Calculator" link in the Quick Links section.

# Commercial Car Rental Contract

Renting vs. driving your own Vehicle? Use this easy calculator located on our website to find out what is best for your Agency!



The screenshot shows the Enterprise Trip Optimizer calculator. It features a header with the Enterprise logo and a 'Print this page' link. The main content is divided into two columns. The left column contains a welcome message for California employees and a list of state reimbursement rates and fuel usage information. The right column contains the calculator's input fields, including distance, days, daily rate, cost of fuel, reimbursement rate, and rental car fuel usage. There are 'Reset Calculator' and 'Calculate Results' buttons at the bottom of the calculator section.

**enterprise**

[Print this page](#)

**Welcome State of California Employees!! Please use this tool to determine the most cost effective method of transportation**

- State of CA reimbursement rate is \$.565 per mile
- State of CA rates:
  - \$30.78 for Intermediate Size
  - \$33.86 for Full Size
  - \$51.30 for Minivan
- Sacramento to San Francisco 100 miles each way
- Sacramento to Fresno 200 miles each way
- Standard Fuel Usage=20-30MPG
- Standard Price per Gal.= \$3.50-5.00

**Welcome to the Trip Optimizer**

Please use this trip optimizer to determine the most cost effective travel solution.

**Input Values**

All fields required

1. Distance to be Traveled:  
 Miles ▾
2. Total Days in Trip:
3. Car Rental Daily Rate: \*  
 USD ▾
4. Cost of Fuel:  
 Gal. ▾
5. Reimbursement Rate:  
 USD / Miles
6. Rental Car Fuel Usage:  
 Miles / Gal.

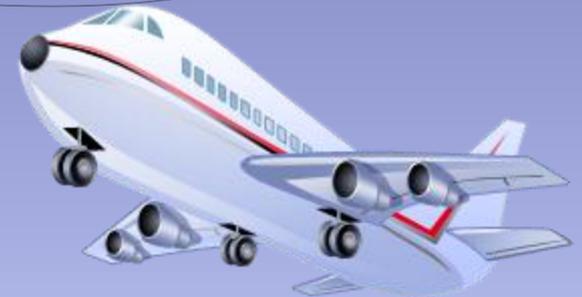
\* Actual rate may vary. Additional taxes, surcharges etc. may apply

# Commercial Car Rental Contract

## UPDATE ON FASTRAK/TOLL FEES:

- The Golden Gate Bridge has gone to an Electronic Toll system. For additional information regarding the Golden Gate Tolls: <http://www.goldengate.org/tolls/> or [www.bayareafastrak.org](http://www.bayareafastrak.org)
- Enterprise will be mailing the Toll Bills to the Renters home address (please assure your Travelers have updated information on file with Enterprise).
- The Toll bill will show the Toll Fee and a Convenience Fee.
- Payments can be made online or by U.S. Mail. (The renter will have 3 weeks to pay this bill prior to accruing late fees - Late fees will not be reimbursed)
- Claim your Toll Fee on your TEC submission under “Toll Charges” and the Service Fee as a “Business Expense”.

# Airline Contracts



- Contract Update
  - June 2013 will complete the 4<sup>th</sup> year of the airline contract. In July, we plan to extend the current contracts, and will go out for RFP for 2014.
  - 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 & Updates
  - SCO does not reimburse for SW Business Select
  - LUV Voucher fee has increased from \$75 to \$100
  - Early bird check in cannot be charged to the BTA and is not reimbursable.
  - United, Delta and US Air change fee increase to \$200

Statewide Travel and Meeting Management Program

- > STAMMP Home
> Programs & Services
> Forms
> Resources
> News & Events
> About Us

Programs & Services » Airfare

Airfare

Because each department manages its own travel program, policies may differ by department. Contact your Travel Program Coordinator for more information. If you don't know who your Travel Program Coordinator is, contact your Accounting Office.

All state-contracted airfares are set for use by employees of state departments, local government, California state universities, California community colleges, and K-12 public school districts for travel on official government or school business. These airfares are booked through the California government business travel program website, CALtravelstore.

How to Participate in Program

To participate and benefit from the contracted airfares, you must be enrolled in the program. Contact your Travel Program Coordinator or your designated Department of General Services Statewide Travel Program Specialist (PDF) for more information.

What are the State-Contracted Airfares?

The state-contracted rate includes airfare for origination and destination points known as city pairs for intra-California, out-of-state, and international destinations, as listed below. The 2012/2013 contracts fares are with Alaska Airlines, Jet Blue, United, and Virgin America.

- Intra-California (Excel)
Out-of-State (Excel)
International (Excel)

For questions or further information regarding the airline contracts, contact:

Lauren Richardson
Statewide Travel Specialist
DGS OFAM - Statewide Travel and Meeting Management Program
916.376.3977
lauren.richardson@dgs.ca.gov

What's New

- > Travel Bulletin #13-02 Travel Management Services ...
> Concur "Refresher" Training ...
> Travel Bulletin #13-01 Commercial Car Rental Servi ...
> Travel Talk Newsletter ...
> Our Customers' Testimonials ...

View All

Quick Links

- > Travel Program Coordinators
> Meeting Planning Services
> How to Book Travel at CALtravelstore, One-Stop Travel Shop
> State-Contracted Airfare
> How to Book Southwest Flights via SWABIZ
> One Provider Contract Standard Agreement Amendment #4
> Renting a Vehicle
> Mileage Reimbursement Calculator
> Green Lodging
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## Statewide Travel and Meeting Management Program

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### Resources

## Resources

Publications



Laws & Regulations



### Department of Human Resources (CalHR) Travel Rules

- » [Represented Employees](#)
- » [Excluded Employees](#) (Also, for represented employees, always refer to the bargaining unit contracts.)

### Contracts

- » [Airline Contracts \(PDF\)](#)
  - » [Exhibit A \(PDF\)](#)
  - » [Exhibit B \(PDF\)](#)
  - » [Exhibit C \(PDF\)](#)
- » [Airlines: Contracted Rates for YCAL and Capacity Controlled Airfares with Alaska Airlines, JetBlue, United, and Virgin America.](#)
  - » [Intra-State \(Excel\)](#)
  - » [Out-of-State \(Excel\)](#)
  - » [International \(Excel\)](#)

### What's New

- » [Travel Bulletin #13-02 Travel Management Services ...](#)
- » [Concur "Refresher" Training ...](#)
- » [Travel Bulletin #13-01 Commercial Car Rental Servi ...](#)
- » [Travel Talk Newsletter ...](#)
- » [Our Customers' Testimonials ...](#)

[View All](#) ▶

### Quick Links

- » [Travel Program Coordinators](#)
- » [Meeting Planning Services](#)
- » [How to Book Travel at CALtravelstore, One-Stop Travel Shop](#)
- » [State-Contracted Airfare](#)

# New Southwest No Show Policy

- Applies to nonrefundable fares including Wanna Get Away and internet special (DING!) rates.
- Flights not canceled at least 10 minutes prior to scheduled departure will lose all funds on the unused portion of the reservation and the remaining itinerary will also be canceled by Southwest.
- Valid on fares booked on or after May 10, 2013 for travel on or after September 13, 2013



southwest.com for Business Travel

Book Travel

Leisure Offers

Travel Tools

Rapid Rewards®

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 southwestgiftcard®](#)
- [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.

### Enter Your Reservation Info

\*Confirmation Number:   
Lookup Confirmation #

\*Passenger First Name:

\*Passenger Last Name:

## Travel Funds

Please select what you would like to do with the balance of these funds

<b>Refundable</b>	\$333.40	<input type="radio"/> <b>Hold for future use.</b>
		<input checked="" type="radio"/> <b>Request a refund of the refundable balance.</b>
<b>Nonrefundable</b>	\$0.00	N/A



- to cancel the reservation.
- 9. Cancel Confirmation

## Your reservation has been cancelled.

Your request for a refund of **\$333.40** has been submitted.

You may [View Travel Funds](#) or [Book a Flight](#) while applying Travel Funds prior to its expiration date.

Please print this page for your records.

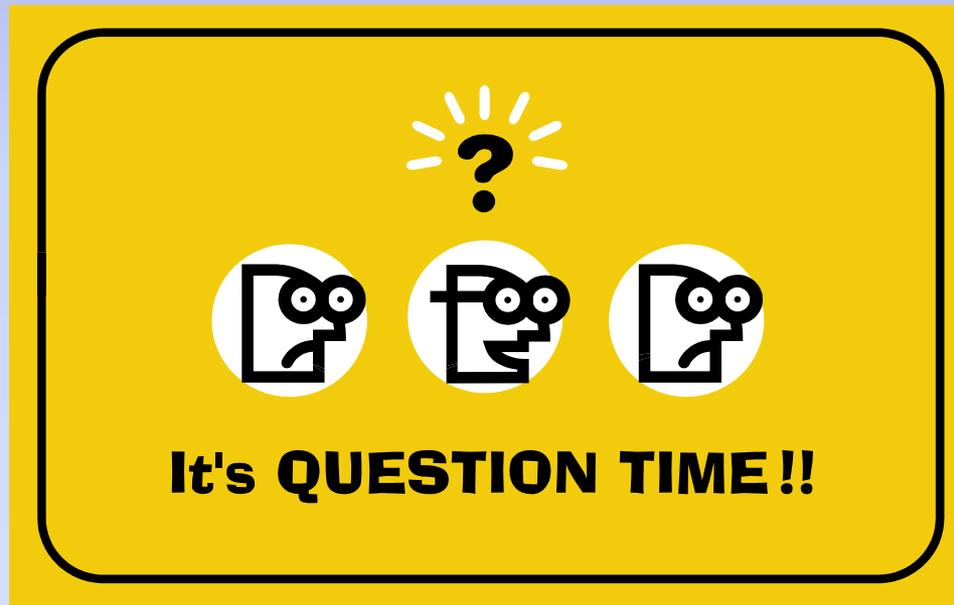
### TRAVEL FUNDS INFORMATION

Confirmation Number	Passenger(s)	Depart	Return	Expiration Date
XRR5M5	Jane Doe	Jan 19	Jan 20	01/06/2012

# Miscellaneous

- Notify STP of Department Staffing Updates
- Future 2013 Travel Coordinator Meeting Schedule
  - August 13, 2013 - 9 a.m. to 11 a.m.

# Questions?



# State Travel Program (STP) Contact Information

- Tasha Wilson, Manager – (916) 376-3976
- Lori Wasson – (916) 376-3992
- Kelly May – (916) 376-3991
- Georgia Kattenhorn – (916) 376-3990
- Lauren Richardson – (916) 376-3977