



DEPARTMENT OF GENERAL SERVICES  
STATEWIDE TRAVEL MANAGEMENT PROGRAM  
**TRAVEL BULLETIN**

Travel Bulletin: # 11-05

Effective Date: December 15, 2011

Expiration Date: Until Rescinded

**SUBJECT:** 4-digit PIN # for all American Express Business Travel Accounts (BTA)

**PURPOSE:** Notification of an important change being implemented for all internet-related transactions using your American Express BTA

**REFERENCE:** DGS-OFA-OPPS-06

<b>Purpose</b>	This Travel Bulletin is to inform all Travel Coordinators and Program Administrators of an important change being implemented by American Express.
<b>Background</b>	All Travel Coordinators and Program Administrators should have received a letter from American Express Global Corporate Payments informing them of an important change. Effective January 9, 2012, all internet transactions with a BTA will require a 4-digit PIN # for authorization approval. You will input the PIN # provided in the letter on those websites that requests a 4-digit code, often referred to as the "Card ID" number when making a purchase. You may have used the PIN # of "5555" in the past; the new PIN # provided to you will replace that.
<b>Impact on Travel Coordinators/ Program Administrators</b>	The PIN # will <b>NOT</b> impact any of the Statewide Travel Program's online booking tools, i.e., Concur, CALtravelstore, SWABIZ, and Enterprise. The PIN # may be required for internet-related transactions outside of the Statewide Travel Program, such as Expedia, Travelocity, and other online travel websites.  You are responsible for maintaining the confidentiality of the PIN #. Please keep your PIN secure and confidential.
<b>DGS Statewide Travel Program Contact</b>	If you need additional information or assistance, please contact: Kelly May, Travel Program Specialist DGS Statewide Travel Program (916) 376-3991 <a href="mailto:kelly.may@dgs.ca.gov">kelly.may@dgs.ca.gov</a>
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