Statewide Travel Program

Fiscal Year End Meeting

Department of General Services

Office of Fleet & Asset Management

April 19 & 20, 2010

Agenda

- Introductions
- Update on Contracts
- Travel Program Directive FY 10/11
- Travel Management Service (TMS) Provider
- American Express
- Q & A

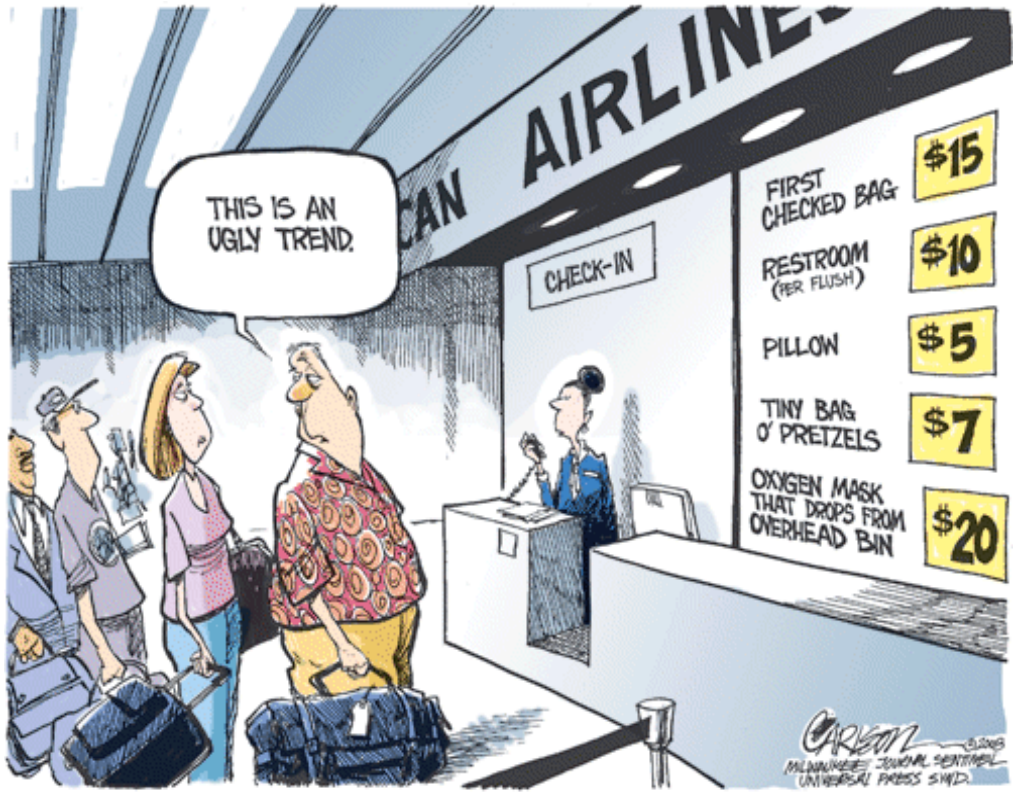
Introductions

- Donna Carey, Statewide Travel Manager
- Kelly May, State Travel Specialist
- Tasha Wilson, State Travel Specialist
- Doug Browne, American Express
- Trudy Flores, TravelStore
- Jim Wright, TravelStore
- Melody Francis, TravelStore
- David Fitzpatrick, TravelStore
- Colin McGreal, TravelStore

Update on Contracts

- Car Rental Contracts

- Airline Contract



Travel Program Directive FY 10/11

- 157 travel agencies to 22 agencies to 1 TMS provider.
- RFP DGS TMS 2010 resulted in a new contract for travel agency services.
- On-site branch located at the Ziggurat.
- This new agreement is effective April 5, 2010 through April 4, 2012.

Why?

- Feedback from 2009 Travel Green Conference/ Tradeshow Survey.
- Feedback from MM 08-08 Meeting.
- Recommendation from Little Hoover Commission and the California Performance Review (CPR).
- Provide consistency, accountability, transparency, and reduces travel costs by establishing one TMS provider.
- The 21st Century and new technology provides end-to-end systems that include expense, online travel booking and other automated processes for its government travelers.
- One-Stop-Shop Process for travelers.
  - Phase 1
  - Phase 2

Benefits

WWW.CALTRAVELSTORE.COM

- One Stop Shop
- Cost Savings (Booking Fee & Fare Searching)
- Enforceable Travel Policy Environment
- Emergency Travel Accommodations
- Centralized Billing/Reconciliation Process
- iBank & Cliqbook Reporting
  - CO2 Emissions
  - Maps
  - Traveler 24/7

What Does This Mean?

- Your current Business Travel Account (BTA) must be paid in full prior to the transition date of June 30, 2010. Each department will be assigned one new BTA. A new BTA will not be issued unless the prior BTA is current.

- State entities no longer need to complete a Standard Form STD. 213 or an amendment with an authorized travel agency for travel services.

- Departments need to notify any vendors who have their current account number(s) to discontinue use.

- Consolidation of our total travel and expense purchasing will bring significant buying power to the State of California for dramatically reduced travel costs.

TMS Provider

I've got a good feeling about these guys!

TravelStore Overview

- 100% Employee owned
- 18th Largest TMC in the USA
- $265 Million Sales
- 315 Employees/6 Branches & 10 On-site Offices in CA
- 22 Year Working Relationship with the State of California
- State of CA is one of TS Top 10 Accounts

What’s Next??

- Department must be current with your American Express BTA
- Fill out the Department Fact Sheet
- TravelStore will communicate to Department main contact as to start date
- If needed, training will be provided for each department
- Travelers will be instructed to complete profile information.

Online Booking Tool

- Cliqbook Demonstration

Concur™
Cliqbook Travel

Travel Center - Windows Internet Explorer

http://www.concursolutions.com/travelhome.asp

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Travel Center

Concur

CA.GOV

Travel Profile Help Log Out

Home Trip Library Templates Policy Profile Tools

Travel Center

Flight | Car | Hotel | Taxi | Rail | Flight Status | Dining

Round Trip One Way Multi-Segment

Departure City

Arrival City

Departure

depart Morning ± 3

Return

depart Afternoon ± 3

Pick-up/Drop-off car at airport

Find a Hotel

Refundable only air fares

Search flights by: Price Schedule

Search

Travel Information

You haven't signed up to receive e-receipts. Sign up here

Company Notes | Cliqbook Map | Upcoming Trips | Trips Awaiting Approval

Book travel with the Cliqbook Travel Wizard, check travel rules set by your company, get travel maps, and more.

Done Internet 100%

Cliqbook: Air Availability/Fare Quote -- William Fitzpatrick TravelStore - State of California - Windows Internet Explorer

http://www.concursolutions.com/travelwizard/twAirChoose.asp?49643%2E24=2455569505%2E69153&cbsid=49643%2E74&HTTP_REFERER=%2Ftravelwizard%2Fwizard%5Fp

File Edit View Favorites Tools Help

Cliqbook: Air Availability/Fare Quote -- William Fitzpatr...

Concur™ CA.GOV

Travel Profile Help Log Out

Home Trip Library Templates Policy Profile Tools

Click on a column, row, or cell in the grid below to filter your results. Print / E-mail

All 82 results	United	Southwest	US Airways	Multiple Carriers	Delta	Alaska Airlines
Nonstop 40 results	197.40 6 results	311.40 30 results	319.40 4 results	--	--	--
1 stop 42 results	208.10 13 results	--	359.10 1 results	330.10 10 results	340.80 2 results	355.80 16 results

Displaying: 60 out of 82 results. The least cost item is: 197.40 Checked Baggage Policies <<Previous 1 2 3 4 5 6 Next>> | All

Sort: Policy ▲ Price Carrier Depart Duration Emissions

Carrier	Depart	Arrive	Duration	Emissions	Class
United #6835	May 12 10:30am Sacramento, CA (SMF)	May 12 11:57am Los Angeles, CA (LAX)	Stops: 0 1h 27m	235.7 lbs CO_2	Canadair Regional J... Economy: V
United #6491	May 13 5:10pm Los Angeles, CA (LAX)	May 13 6:33pm Sacramento, CA (SMF)	Stops: 0 1h 23m	235.7 lbs CO_2	Canadair Regional J... Economy: V
$197.40 Reserve Compare	State of California Fare - restrictions apply; **Ticket is refundable**; E-Ticketing Available; (Sabre) Fare Rules View more air fares				
United #6835	May 12 10:30am Sacramento, CA (SMF)	May 12 11:57am Los Angeles, CA (LAX)	Stops: 0 1h 27m	235.7 lbs CO_2	Canadair Regional J... Economy: V
United #6477	May 13 12:55pm Los Angeles, CA (LAX)	May 13 2:18pm Sacramento, CA (SMF)	Stops: 0 1h 23m	235.7 lbs CO_2	Canadair Regional J... Economy: V
$197.40 Reserve Compare	State of California Fare - restrictions apply; **Ticket is refundable**; E-Ticketing Available; (Sabre) Fare Rules View more air fares				
United #6463	May 12 6:05am Sacramento, CA (SMF)	May 12 7:30am Los Angeles, CA (LAX)	Stops: 0 1h 25m	235.7 lbs CO_2	Canadair Regional J... Economy: V
United #6477	May 13 12:55pm Los Angeles, CA (LAX)	May 13 2:18pm Sacramento, CA (SMF)	Stops: 0 1h 23m	235.7 lbs CO_2	Canadair Regional J... Economy: V
$197.40 Reserve	State of California Fare - restrictions apply; **Ticket is refundable**; E-Ticketing Available; (Sabre) Fare Rules				

Use the following Frequent Flyer Program: Add a Program

Use my default credit card: 'David's Fake Visa'.

Start Over << Previous

Cliqbook

Change Flight Search

From: SMF
SMF - Sacramento International - Sacramento, (

To: LAX
LAX - Los Angeles Intl - Los Angeles, CA

Departure 05/12/2010 dep 9:00am ± 3

Return 05/13/2010 dep 3:00pm ± 3

Refundable only air fares

Search flights by: Price Schedule

Search

Display Settings

Compress Display

Show Airport Names

Airport Filters

SMF - Sacramento, CA ($197.4)

LAX - Los Angeles, CA ($197.4)

BUR - Burbank, CA ($311.4)

ONT - Ontario, CA ($311.4)

SNA - Santa Ana, CA ($317.4)

Connecting Airport Filters

Internet 100%

Cliqbook: Car Search -- William Fitzpatrick TravelStore - State of California - Windows Internet Explorer

http://www.concursolutions.com/travelwizard/twCarChoose.asp?49768%2E09=5222721576%2E69067&cbsid=49768%2E628HTTP_REFERER=%2Ftravelwizard%2Fwizard%5F

File Edit View Favorites Tools Help

Cliqbook: Car Search -- William Fitzpatrick TravelStore...

Page Tools

Picking up the car at: (LAX) on 05/12/2010 11:57 AM
Returning on 05/13/2010 5:10 PM

Print / E-mail

All 83 results	Economy Car	Compact Car	Intermediate Car	Standard Car	Full-size Car	Premium Car	Luxury
enterprise	54.64	33.46	33.46	39.25	40.79	61.98	108.1
Alamo	35.02	35.02	35.02	37.08	37.08	120.22	120.2
National	35.02	35.02	35.02	37.08	37.08	130.37	135.6
FOX	--	31.28	38.73	40.84	40.85	--	--
E-Z	--	31.36	32.48	--	35.84	--	--
PAYLESS CAR RENTAL	--	32.28	39.73	41.84	41.85	--	--
ACE	--	33.95	35.95	37.95	39.95	--	--
[illegible]	--	34.76	46.78	50.17	50.18	--	--
DELUXE	--	51.15	54.53	58.96	58.96	--	--
Thrifty	--	51.15	54.53	58.96	58.96	--	--
Budget	--	77.98	85.98	98.98	98.98	--	--
AVIS	--	91.99	93.99	102.99	102.99	--	--
Hertz	--	92.49	94.49	103.49	103.49	--	--
[illegible]	--	99.00	99.00	--	249.00	--	--

Displaying: 67 out of 83 results.

<<Previous 1 2 3 4 5 6 7 Next>> | All

Sort options: Policy ▲ | Best price | Vendor

enterprise Compact Car (Sabre) Info

Reserve

$33.46 per day (Corporate rate) Total cost $94.09*
Unlimited miles
Automatic transmission

E-Receipt Enabled

enterprise Intermediate Car (Sabre) Info

Reserve

$33.46 per day (Corporate rate) Total cost $94.09*
Unlimited miles
Automatic transmission

E-Receipt Enabled

enterprise Standard Car (Sabre) Info

$39.25 per day (Corporate rate) Total cost $108.62*
Unlimited miles

E-Receipt Enabled

Use the following Car Program: Add a Program

Skip Car << Previous Cancel

Change Car Search

Pick-up date
05/12/2010 11:57 AM

Drop-off date
05/13/2010 5:10 PM

Pick-up car at
Airport Terminal Off-Airport

Please enter an airport. LAX
LAX - Los Angeles Intl - Los Angeles, CA

Return car to another location

More Search Options

Search

Car Filters

Air conditioning

Car Transmission
Automatic
Manual
Don't Care

Done Internet 100%

Cliqbook: Hotel Reservations -- William Fitzpatrick TravelStore - State of California - Windows Internet Explorer

http://www.concursolutions.com/travelwizard/twHotelChoose.asp?49855%2E18=1616214036%2E94153&cbsid=49855%2E95&HTTP_REFERER=%2Ftravelwizard%2Fwizard%5

File Edit View Favorites Tools Help

Cliqbook: Hotel Reservations -- William Fitzpatrick Tra...

Page Tools

Cliqbook

Check-in Wed, May 12 - Check-out Thu, May 13

Hotels located 5 miles from Ronald Reagan Building (Los Angeles, CA). Change search

Map of hotels Print / E-mail

Filter by Hotel chain | Hotel Amenities | With names containing:

Displaying: 61 out of 61 results.

<<Previous 1 2 3 4 5 6 7 Next>> | All

Sort: Preference Price Chain Rating Distance Policy

Cecil Hotel Info

640 South Main St
Los Angeles, California 90014
213-624-4545
View on Map

Not rated 0.44 miles

Other Fees: Parking: This hotel provides free parking.

Reserve	$50.00 Compare	Rack Rate - Private Queen Sink Only (Rate Code: N2DRAC) (Sabre) Rate details / Cancellation policy
Reserve	$60.00 Compare	Rack Rate - Private Queen With Bathroom (Rate Code: N1DRAC) (Sabre) Rate details / Cancellation policy

Kawada Hotel Info

200 S Hill St
Los Angeles, California 90012
213-621-4455
View on Map

0.2 miles

Reserve	$85.00 Compare	Special Leisure - Standard Room 2 Twin Beds (Rate Code: C2TSPC) (Sabre) Cancellation policy exists Rate details / Cancellation policy
Reserve	$85.00 Compare	Special Leisure - Standard Room Double Bed (Rate Code: C1DSPC) (Sabre) Cancellation policy exists Rate details / Cancellation policy
Reserve	$85.00 Compare	Special Leisure - Standard Room Queen Bed (Rate Code: C1QSPC) (Sabre) Cancellation policy exists Rate details / Cancellation policy

View more hotel rates

Miyako Hotel Los Angeles Info

328 E 1st St
Los Angeles, California 90012
213-617-2000
View on Map

0.37 miles

Use the following Hotel Program: Add a Program Use my default credit card: 'David's Fake Visa'.

Skip Hotel Change search Cancel

Done Internet 100%

iBank Reporting

- Simplified Reconciliation
  - Standardize reports for reconciliation for SCO
- Dedicated support from TravelStore
- Available 24-7 Web based tool
- Over 120 Standards reports
- Ability to customize user defined reporting
- Reports can be automatically broadcasted on a daily, weekly, or monthly basis
- Reports exportable in numerous file formats

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Transaction Analysis by Credit Card

ABC Corp.

Transaction Dates from 06/01/2008 to 06/05/2008

Credit Card Number: CAXXXXXXXXXXX75656

MCO / Ticket	Invoice #	Airline	Tran Date	Passenger Name	Routing / Description	Amount
016 7347191913	114699	UNITED	06/02/2008	COULEHAN/DONNELL	LAX JFK LAX	$414.60
016 7347191912	114698	UNITED	06/02/2008	DONAYRE/NICHOLE	LAX HKG LAX	$4,255.70
784 7347191911	114698	CHINA SOUTH	06/02/2008	DONAYRE/NICHOLE	HKG CAN SHA PVG HKG	$671.70
016 7347191908	114695	UNITED	06/02/2008	GALLIHER/PAUL K	LAX FRA.BRU LHR.LAX	$6,185.40
160 7347191914	114700	CATHAY PACIFIC	06/02/2008	KIM/CHI HOON	SGN HKG	$506.90
695 7347191901	114690	EVA AIR	06/02/2008	KIM/CHI HOON	SGN TPE HKG TPE.LAX	-$2,337.30
695 7347191901	114690	EVA AIR	06/02/2008	KIM/CHI HOON	SGN TPE HKG TPE.LAX	$360.40
695 7347191915	114701	EVA AIR	06/02/2008	KIM/CHI HOON	HKG TPE.LAX	$1,739.30
131 7347191899	114689	JAPAN AIR LINES	06/02/2008	PALANIAPPAN/MOHAN	KUL NRT.JFK LAX	$2,581.20
695 7347191900	114689	EVA AIR	06/02/2008	PALANIAPPAN/MOHAN	LAX TPE.KUL	$1,984.40
001 7347191910	114697	AMERICAN AIRLINES	06/02/2008	SHOFNER/TODD	DFW LAX DFW	$429.00
037 7347191902	114692	US AIRWAYS	06/02/2008	STERN/GARY R	DCA CLT.IAH CLT DCA	$740.50
037 7347191921	114708	US AIRWAYS	06/03/2008	AARON/ANDREW	LGA CMH	$383.50
526 7073541636	987893	SOUTHWEST AIRLINES	06/03/2008	AARON/ANDREW	CMH MDW.OAK	$370.00
526	987933	SOUTHWEST AIRLINES	06/03/2008	BARNWELL/DANIELLE	SMF LAX SMF	$72.00
012 7350874792	987907	NORTHWEST	06/03/2008	CLEMENCY/MAGGIE	MSN MSP.LAX	$150.50
016 7350874790	987907	UNITED	06/03/2008	CLEMENCY/MAGGIE	LAX ORD MSP	$461.32
006 7131927506	114354	DELTA	06/03/2008	CURTIS/PAUL	CAN LAX	-$2,399.80
180 7347191927	114714	KOREAN AIRLINES	06/03/2008	CURTIS/PAUL	HKG ICN.JFK.PWM	$2,916.20
000	114702	VIRGIN AMERICA	06/03/2008	DIPINTO/JOHN	LAX SFO LAX	$113.00
016 7347191924	114711	UNITED	06/03/2008	EDMONDSON/DANIEL	JFK LAX	$150.00
012 7350874791	987907	NORTHWEST	06/03/2008	LARROUY/VERNA	MSN MSP.LAX	$150.50
016 7350874789	987907	UNITED	06/03/2008	LARROUY/VERNA	LAX ORD MSP	$461.32
001 7347191926	114713	AMERICAN AIRLINES	06/03/2008	OWEN/CHARLES	DFW LAX DFW	$354.00
001 7347191920	114706	AMERICAN AIRLINES	06/03/2008	TANIGUCHI/PAT MARI	MCO LAX	$329.50
001 7347191919	114705	AMERICAN AIRLINES	06/03/2008	WILLIAMSON/AMYE	DFW LAX	$268.50
332	114705	AIRTRAN	06/03/2008	WILLIAMSON/AMYE	DFW LAX MKE	$204.50
016 7350875028	988173	UNITED	06/04/2008	BATCHELOR/GARRY	LAS ORD LGA	$507.91
526 1551656526	988171	SOUTHWEST AIRLINES	06/04/2008	BATCHELOR/GARRY	LAX LAS	$104.50
006 7347191930	114718	DELTA	06/04/2008	DULA/LARRY	ATL DFW IAH ATL	$174.00
037 7347191929	114717	US AIRWAYS	06/04/2008	GOLD/MARC	LGA CLT LGA	$317.50
000	114716	JET BLUE	06/04/2008	SCHNEIDER/FRED	BUR JFK BUR	$210.00
027 7347191928	114715	ALASKA AIR	06/04/2008	TETERIATNIKOV/SAVVA	DCA LAX	$609.50
526 1552689986	988493	SOUTHWEST AIRLINES	06/05/2008	AYNA/MAUREEN	LAS LAX LAS	$262.50
001 7347191932	114720	AMERICAN AIRLINES	06/05/2008	ELLINGER/DAN	DFW BUR SAN DFW	$131.01
526 1552685806	988489	SOUTHWEST AIRLINES	06/05/2008	GILES/ALESHA	LAS LAX LAS	$166.50
014 7350875425	988592	AIR CANADA	06/05/2008	HARTSHORN/JOHN	YYZ LAX	$338.38
037 7350875427	988592	US AIRWAYS	06/05/2008	HARTSHORN/JOHN	LAX LAS YVR	$369.56
526 1552685816	988489	SOUTHWEST AIRLINES	06/05/2008	HICKS/GREG	LAS LAX LAS	$166.50
005 7347191943	114728	CONTINENTAL	06/05/2008	KELLEY/DOUG	CLE LAX LAS CLE	$453.50
016 7347191935	114723	UNITED	06/05/2008	KLARMANN/TARA NICOLE	ORD LAX LAS ORD	$470.31
016 7347191936	114724	UNITED	06/05/2008	MURPHY/THERESE	ORD CMH ORD	$207.20

Produced by iBank Travel Management © Cornerstone Information Systems 2001 -- all data is unaudited

AMEX Online Statements

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Account Number: 3712-345678-90001 Page: 1 of 17

AMERICAN EXPRESS BUSINESS TRAVEL ACCOUNT

CARL REDDY
REXPORT BTA INC
0000, MEADOWCREST AVEN
HOUSTON, TX, 77014

Statement Date: 07/28/2009
Account Number: 3712-345678-90001

Account Summary

Previous Balance ($)	Payments (-) ($)	Other Credits (-) ($)	New Charges (+) ($)	Other Debits (+) ($)	New Account Balance ($)
20,275.52	(20,271.52)	(4.00)	23,942.51	1.00	**23,944.51**

Your payment is due in full.
Please Pay By 08/12/2009

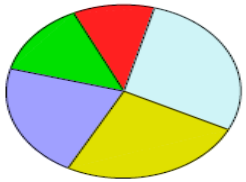
Remittance Slip on the Last Page

Activity by Top 5 Vendors*

Vendors		Total Charges ($)
1	CHOICE HOTELS INTERNATIONAL	5,115.00
2	CONTINENTAL AIRLINES	4,595.77
3	NORTHWEST AIRLINES, INC.	3,917.29
4	ENTERPRISE LEASING	2,498.35
5	EUROPCAR	2,019.44
TOTAL		18,145.85

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

Activity by Top 5 Vendors*



- CHOICE HOTELS INTERNATIONAL (28%)
- CONTINENTAL AIRLINES (25%)
- NORTHWEST AIRLINES, INC. (22%)
- ENTERPRISE LEASING (14%)
- EUROPCAR (11%)

BTA Statement Contains

Account History	2
Supplemental Account(s) Summary	3
Transaction Details	4
Terms and Conditions	15
Remittance Slip	17

For assistance or questions about your account, contact American Express Customer Service at 1-800-492-1477

RRID: 106124
Page: 1 of 17

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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 ($)
Transactions for 3712-345678-90124						
NORTHWEST AIRLINES SPARTANBURG SC	TRAVELLER/NAME MR	TKT0123456789	07/09/2009 07/12/2009	PHX/EWR/ PHX		720.70
US AIRWAYS SPARTANBURG SC	TRAVELLER/NAME MR	TKT0123456789	07/21/2009 08/03/2009	GSP-EWR/ PHX-EWR		321.91
US AIRWAYS SPARTANBURG SC	TRAVELLER/NAME MR	TKT0123456789	07/21/2009 08/03/2009	GSP-EWR/ PHX-EWR		321.91
CONTINENTAL AIRLINES SPARTANBURG SC	TRAVELLER/NAME MR	TKT0123456789	07/22/2009 08/17/2009	GSP-IAH/ SLP-IAH		663.93
CONTINENTAL AIRLINES SPARTANBURG SC	TRAVELLER/NAME MR	TKT0123456789	07/22/2009 08/09/2009	GSP/IAH/ SLP-IAH		1,009.93
					Total	**3,038.38**

Total Airline Transaction Amount **$8,787.70**

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AMERICAN EXPRESS

AMERICAN EXPRESS BUSINESS TRAVEL ACCOUNT

Hotel Transaction Details (Domestic Charges)

Transaction Description					Transaction Amount
Reference Number	Supplier Name	Guest Name	Hotel Folio Number	Arrival Date Departure Date	Billed Total Amount ($)
Transactions for	**3712-345678-90123**				
00000000000	CourtStay Suites Pelh SanAntonio	GUEST NAME		07/04/2009 07/10/2009	329.65
00000000000	CourtStay Suites Pelh SanAntonio	GUEST NAME		07/14/2009 07/21/2009	384.65
00000000000	CourtStay Suites Pelh SanAntonio	GUEST NAME		07/20/2009 07/24/2009	219.65
00000000000	CourtStay Suites Pelh SanAntonio	GUEST NAME		07/19/2009 07/23/2009	219.65
00000000000	CourtStay Suites Pelh SanAntonio	GUEST NAME		07/20/2009 07/23/2009	164.65
				Total	**1,318.25**
Transactions for	**3712-345678-90124**				
00000000000	Comfort Inn 00000000 Warren	GUEST NAME		07/10/2009 07/14/2009	218.65
00000000000	CourtStay Suites Pelh SanAntonio	GUEST NAME		06/14/2009 07/05/2009	604.65
00000000000	CourtStay Suites Pelh SanAntonio	GUEST NAME		06/28/2009 07/09/2009	604.65
00000000000	CourtStay Suites Pelh SanAntonio	GUEST NAME		07/14/2009 07/21/2009	384.65
00000000000	CourtStay Suites Pelh SanAntonio	GUEST NAME		07/14/2009 07/23/2009	109.65
				Total	**1,922.25**

Total Hotel Transaction Amount **$3,240.50**

For assistance or questions about your account, contact American Express Customer Service at 1-800-492-1477

BTA ONLINE STATEMENT.pdf - Adobe Reader
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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 ($)
ENTERPRISE RENTACAR MIAMI	RENTER NAME	X012345	07/22/2009 07/22/2009	MIAMI MIAMI	207.15
				Total	454.47

Total Car Transaction Amount **$2,496.15**

BTA Online Statements

Results

- 382% reduction in past due accounts in 3 months
- 5.72 Client Held Days faster speed of pay on overall program
- Currently, 85 program admin’s are receiving online statements

Website Updates

Statewide Travel Program - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address http://www.travel.dgs.ca.gov/default.htm Links

The DGS Office of Fleet and Asset Management (OFAM) assists State employees with their travel needs by obtaining the most economical rates available through the use of contracted travel-related services. Services include:

- Centrally billed travel-payment systems -- the American Express BTA, CRBTA, and MPA, and the Voyager fleet card
- YCAL and VCAL airfares, which include features such as guaranteed seating, and refundable tickets on popular airline routes (through Virgin America, Jet Blue, United, and US Air)
- The American Express government card
- Competitive rates on short-term commercial rental cars (through Enterprise Rent-A-Car and National/Alamo)
- Cost savings at lodging establishments that honor the State rate
- Travel agency services at a low fee per transaction.

Who may use services?
Because each department manages its own travel program, policies may differ by department.

Questions?
For travel questions, contact your department Travel Program Coordinator or the Statewide Travel and Meeting Management Program.
For fleet card questions, contact your department Fleet Card Administrator.

NOTE: Services are for Official State business use only. Commercial rental car contracts are intended to meet the short-term travel needs of State employees traveling on State business.

Information for first-time travelers
Many contracted services require approval from your department. Contact your department Travel Program Coordinator or Fleet Card Administrator for your office policy and procedures prior to making travel arrangements.

Renting a commercial rental car? Rent a compact or intermediate vehicle from an approved commercial rental car agency to stay within contracted daily maximum rates. See the Commercial Car Rental page.

You must contact your department Fleet Card Administrator for more information and to sign up for a Voyager fleet card, which you may be eligible to use when driving a State vehicle.

Because each department manages its own travel program, policies may differ by department. Contact your Travel Program Coordinator or Fleet Card Administrator for more information.

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Q&A

Q. How will this work with CALaters?

A. We are working with SCO and DPA to provide an end to end solution for travel.

Q. Will we still have access to SWABIZ?

A. Yes, SWABIZ will have a link on the CALTRAVELSTORE URL.

Q. Will use of the TMS provider be mandated?

A. Yes, a GOAR is in process.

Q. Will additional training be provided?

A. Yes, departments will be contacted for individual training.

Q&A

Q. What if my current BTA is not current?
A. Your department will not be able to travel after June 30, 2010.

Q. Why do I have to change to a new AMEX?
A. To ensure all new charges are through the TravelStore.

Q. Why do I have to obtain my invoice online?
A. 352% reduction in past due accounts and faster speed of pay.

Q. How will I know my online statements are available?
A. Up to 3 people will be allowed to receive alerts notifying them that their statement is available to view and print online @ Work.

Questions??

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