

# QUARTERLY TRAVEL COORDINATOR MEETING

**Department of General Services  
Statewide Travel Program**

**Tuesday, March 3, 2015**

# Introductions



Statewide Travel Program

CALIFORNIA DEPARTMENT OF GENERAL SERVICES

- **Bill Amaral, Business Partnership & Travel Manager**
- **Tasha Wilson, Travel Program Manager**
  
- **Georgia Kattenhorn, Travel Specialist**
- **Katy LaFata, Travel Specialist**
- **Kelly May, Travel Specialist**
- **Ceci Perez Dunn, Marketing Specialist**
- **Lori Wasson, Travel Specialist**

# Agenda

- **What's New**
- **Contract Updates & Reminders**
  - ∞ **Airlines**
  - ∞ **Car Rental**
  - ∞ **One Provider (American Express)**
  - ∞ **Travel Management Services (Travel Agency)**
- **Featured Presentations:**
  - ▣ **iBank Reporting Demo, presented by Anthony LaMarca**
- **Contact Information**
- **Roundtable/Open Discussion/Q&A**

# What's New

## □ **Management Memo 14-03**

- ▣ Status of 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> Quarter Implementations
- ▣ Quarter 4 Implementations begin in April
- ▣ 18-month Implementation Process
- ▣ See our Website for Department List
- ▣ Hotel Compliance Results

## □ **Recent Concur Survey Results**

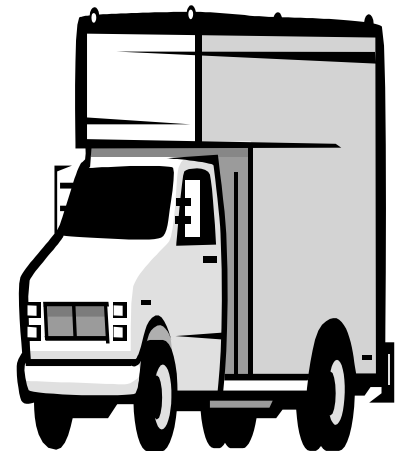
## □ **Mileage Reimbursement Rate**

- ▣ Effective January 1, 2015, the personal vehicle mileage reimbursement for all state employees is 57.5 cents per mile (CPM).



# Commercial Car Rental

- Contract Extended through 12/31/15
- Remind your employees to refuel
- Box Trucks and large Passenger Vans Instructions
- Low Emission / Zero Emission Vehicles



# AMEX Contract Updates & Reminders

## (1 of 3)

- Active Government Card Listing Clean Up
  - To remove inactive and cancelled cards from listing
  - STP research existing card member listings
    - Coordinators to be contacted regarding cards
    - 50 agencies done so far, on second round of 50 agencies
  - Assign new BCA's
    - Inactive or cancelled cards remain on old BCA number
  - Maintain clean listing
    - Run Monthly reports and verify cardholders
    - Notify STP ASAP of cancellations needed
    - Continue to contact card holders regarding delinquencies

# AMEX Contract Updates & Reminders

## (2 of 3)

- Update Employee Agreement Forms
  - Annual renewal
  - Collect from all cardholders by May 1, 2015
  
- Amex Strategic Customer Service Telephone #
  - State of CA Program Administrators = 1-888-433-5169
  - Deactivate / Cancel Program Administrators

# AMEX Contract Updates & Reminders

## (3 of 3)

- BTA Payments
  - Check payment status within 2 weeks of issuance
  - Request for Duplicate Controller's Warrant / Stop Payment form
- Important Message for Internet Explorer 8 Users
- New Company Profile Page
- Transformed Corporate Online Payments Experience
- Notice of Important Information Changes – Amex Corporate Card Program



# Amex Reporting - Internet Explorer 8 Users Message


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- Downloading Reports Using Internet Explorer 8
  - Upgrade your Internet Explorer (IE8) software to a newer version (e.g. IE9, IE10, etc.)
  - Temporarily utilize a different web browser until Amex can resolve the issue (e.g. Chrome, Safari, Firefox, etc.)
  - Temporarily utilize a direct link to the @Work Reporting tool (bypassing the @Work Home Page)
    - [https://www282.americanexpress.com/gmip/en\\_GB/landingPage.do](https://www282.americanexpress.com/gmip/en_GB/landingPage.do)

# Amex New Company Profile & Transformed Corporate Online Payments


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Login to @ Work and manage your program via **Online Program Management** [Sign In](#)

 **GLOBAL CORPORATE PAYMENTS**

## The new Company Profile page and transformed Corporate Online Payments experience is here!

[Take the Tour ▶](#)



We are pleased to announce the launch of the new Company Profile Page and the transformed Corporate Online Payments experience. When you log in to @ Work you will see:

- **Introducing the Company Profile page** with a summary of your account activity
- **Company-level exposure**
- **Easy** identification of **delinquent** Card accounts
- **A streamlined** payments and statements experience with a **refreshed**, modern user interface


We encourage you to visit the new experience today, and hope that you enjoy these features as we continue to further enhance our online tools. As always, if you have questions or require support with @ Work, please contact your Account Manager or our dedicated Customer Care Professionals at 1-888-800-8564 (Monday through Friday, 8:00 am - 8:00 pm EST).

Thank you for your continued support of the American Express Corporate Card.

### Have questions about the launch?

[Review our FAQs](#) for answers to frequently asked questions.

[Check out the Online Tutorial](#) for an in-depth look at the transformed Corporate Online Payments experience.



# Amex - Important Info Regarding Corporate Card Program

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[View on Mobile Phone](#) | [View as Web Page](#)

GLOBAL  
CORPORATE PAYMENTS



## Important Information Regarding Your American Express® Corporate Card Program

Dear Program Administrator,

Thank you for being a loyal American Express® Corporate Card client.

We are writing to provide you notice of some upcoming changes to your Corporate Card program. Employees with a Corporate Platinum Card® program and/or Card Members enrolled in the Membership Rewards® Program will be affected by the changes below.

### Notice of Important Changes to Your Account Terms

#### **Late Payment Fee Increase and Change to Late Payment Fee Assessment Date for the Corporate Platinum Card:**

Effective for billing periods ending on or after June 1, 2015, if you do not pay the required payment within 14 days after the next closing date shown at the top of your billing statement, we will charge a late fee of \$39.

Previously, you had to make the required payment within 29 days after the next closing date to avoid the late fee.

The minimum late fee is also increasing from \$29 to \$39.

As a reminder, your closing date and information regarding the time and manner by which you must make your payment are included in your statement.

A copy of the revised policy effective June 1, 2015 is included in Appendix A.

### Notice of Changes to the Membership Rewards® Program

**Delta:** We recently informed you of an annual limit on the number of Membership Rewards points that you can transfer into the SkyMiles® Program. This change is  **canceled**. There is no annual limit to the number of points you can transfer to the SkyMiles Program. Remember, you may only transfer a maximum of 999,000 points to a single SkyMiles account per day.

**Frontier:** Effective March 5, 2015, Frontier Airlines ceased to be a point transfer airline in the Membership Rewards program. Membership Rewards points may no longer be transferred to the EarlyReturns® program.

### Important Information about the Membership Rewards® Program

The value of Membership Rewards points varies depending upon how you choose to use them. You can see information regarding the value of points for various redemption options and learn about upcoming changes going into effect on 06/28/2015 by visiting [www.membershiprewards.com/pointsinfo](http://www.membershiprewards.com/pointsinfo) or calling the number on the back of your card. Redemption options and point values can change at any time.

Redemption values do not include discounts or other promotional offers which may be in effect from time to time.

If you have any questions, please call us anytime at 1-800-AXP-EARN (1-800-297-3278) or dial the number on the back of your Card. Our award-winning Customer Service is available to assist you 24 hours a day, seven days a week.

# Travel Agency Updates

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- Current contract expires April 5, 2015
- Intent to Award issued to TravelStore
- Travel Bulletin will be released soon announcing the contract award



# Travel Agency Updates

## □ Upcoming Concur Trainings (Ziggurat Auditorium)

- March 4, 2015: 9:30 a.m. – 11:00 a.m.
- March 23, 2015: 1:30 p.m. – 3:00 p.m.
- April 14, 2015: 1:30 p.m. – 3:00 p.m.
- April 23, 2015: 9:30 a.m. – 11:00 a.m.
- May 5, 2015: 9:30 a.m. – 11:00 a.m.
- May 19, 2015: 9:30 a.m. – 11:00 a.m.

# Featured Presentation

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## **iBank Training**

(Note: live website-based training)

Presented by:

Anthony LaMarca  
CalTravelStore Manager

# STP Contact Information

Bill Amaral

(916) 376-3998

[bill.amaral@dgs.ca.gov](mailto:bill.amaral@dgs.ca.gov)

Tasha Wilson

(916) 376-3976

[tasha.wilson@dgs.ca.gov](mailto:tasha.wilson@dgs.ca.gov)

Georgia Kattenhorn

(916) 376-3990

[georgia.kattenhorn@dgs.ca.gov](mailto:georgia.kattenhorn@dgs.ca.gov)

Katy La Fata

(916) 376-3995

[katy.lafata@dgs.ca.gov](mailto:katy.lafata@dgs.ca.gov)

Cecilia Perez Dunn

(916) 376-3975

[cecilia.perezdunn@dgs.ca.gov](mailto:cecilia.perezdunn@dgs.ca.gov)

Kelly May

(916) 376-3991

[kelly.may@dgs.ca.gov](mailto:kelly.may@dgs.ca.gov)

Lori Wasson

(916) 376-3992

[lori.wasson@dgs.ca.gov](mailto:lori.wasson@dgs.ca.gov)

# Thank You Travel Coordinators!

- What would you like to see discussed/presented at future travel coordinator meetings?
  - ▣ Please email us at [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov)
  
- Travel Coordinator Survey
  
- Visit our website at [www.dgs.ca.gov/travel](http://www.dgs.ca.gov/travel) for more info, or [www.caltravelstore.com](http://www.caltravelstore.com)



# Next Meeting

## **Quarterly Travel Coordinator Meeting**

**Tuesday, June 2, 2015**

**9:00 AM – 11:00 AM**

**Ziggurat Auditorium**



Roundtable / Open Discussion

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Questions?

Thank You!