

Quarterly Travel Coordinator Meeting



**DEPARTMENT OF GENERAL
SERVICES
STATEWIDE TRAVEL PROGRAM**

WEDNESDAY, APRIL 12, 2017

Agenda



- **Statewide Travel Program –**
 - [Video](#)
 - **Breaking News/ Reminders**
 - **Introductions**
- **Statewide Travel Program Updates**
 - **Breaking News / Reminders**
 - **Airline**
 - **Car Rental**
 - **Transportation Network Companies (TNC)**
 - **Travel Agency/Concur**
- **Featured Presentation: New Travel Payment System Contract – Citibank Mastercard**
 - **Account Types**
 - **Program Administrator Information**
 - **Reconciliation Reports**
 - **CitiManager Overview**
- **Q&A**

Statewide Travel Program Introductions



- **Bill Amaral, Business Partnership & Travel Manager**
- **Tasha Wilson, Statewide Travel Program Manager**
- **Michele Slape, Statewide Travel Program Manager**
- **Kelly Bouchard, Travel Program Specialist**
- **Georgia Kattenhorn, Travel Program Specialist**
- **Katy LaFata, Travel Program Specialist**
- **Cecilia Perez Dunn, Travel Program Specialist**
- **Lori Wasson, Travel Program Specialist**
- **Erica Ashburn, Office Technician**
- **Jesus Solorio, Student Assistant**

Breaking News / Reminders



- Forward information to travelers
- TC's provide lists of additional distribution for their depts.
- Update STP with additional/new TC contact information
- CalHR contact change

Airline Updates



- **Airline Contracts**
 - Current contract expires June 30, 2017
 - Rates after June 30, 2017 are not available in Concur or CalTravelStore at this time
 - Working with airline partners negotiating the extension
- **Alaska Airlines absorbing Virgin America**
- **Alaska Airlines moving into San Diego market**
- **Change in Southwest Policy**
 - **Modifying a fully refundable fare will result in the fare becoming NON-refundable. Non-refundable fares may be applied toward future travel on Southwest Airlines for the originally ticketed passenger only.**
- **Basic Economy Fares**
 - American, Delta and United
 - Highly restricted and non-refundable
 - Shown in Concur but not allowed to purchase
- **Friendly reminder regarding airfare:**
 - <http://www.dgs.ca.gov/travel/Programs/ConcurFAQ.aspx>
 - Cancellations/Changes information

Car Rental Updates (1 of 2)



- Car Rental – Break In's are on the rise
 - Insurance – Personal Items are not covered
 - Process if a break in happens;
 - File a police report.
 - Contact the Enterprise Branch you picked the vehicle up for replacement vehicle if needed.



Car Rental Updates (2of 2)



- Involved in an Accident in a Commercial Car Rental Vehicle

- Follow the Motor Vehicle Accident Procedures

<http://www.documents.dgs.ca.gov/orim/mvia/Motor%20Vehicle%20Accident%20Procedures.pdf>

- ✦ Contact the Authorities (if needed).
- ✦ Contact the Enterprise Branch – they will arrange tow and/or vehicle replacement if needed.
- ✦ DGS/ORIM – STD 270 and STD 274 within 24 hours.

<http://www.dgs.ca.gov/orim/Programs/AutoGeneralLiabilityServices.aspx>



Transportation Network Company Updates



- DGS Pilot Status – Summary
- Direct-Bill Guidelines
- Other TNCs also an option (AB 229)



Travel Agency/Concur Updates (1 of 4)



Concur Ends Support for Microsoft IE v 10 – August 18, 2017

**** COMING August 2017** Microsoft IE v.10 Browser Support Ends August 18 2017**



Support for Microsoft Internet Explorer (IE) version 10 browsers under Concur products will end August 18 2017. Concur *strongly* advises clients using IE v.10 to update to the latest IE browser version before that date, or to install and work with another supported browser.

IMPORTANT: In addition, this change is a result of deprecating TLS 1.0. Upgrading to Internet Explorer 11 will enable companies to use a supported Microsoft browser that – by default – supports TLS 1.2.


Travel Agency/Concur Updates (2 of 4)



Removing the Hotel Violation/Travel Policy in Concur

Hotel Name Search Sorted By: Price


displaying: 78 out of 79 results. [?](#)
[Previous](#) [1](#) [2](#) [3](#) [4](#) [Next](#) | [All](#)




1. Delta King Hotel
1000 Front St, Sacramento, CA
0.58 miles ★★★★☆

Warning

This option breaks one or more company travel rules. We will log this choice if you choose to purchase it.

 State of California Hotel Per Diem is \$90.00 per night except in the following counties: Napa, Riverside and Sacramento Counties (\$95 per night), Los Angeles, Orange and Ventura Counties and Edwards AFB (\$120 per night), Alameda, Monterey, San Diego, San Mateo and Santa Clara Counties (\$125 per night), and San Francisco County and the City of Santa Monica (\$150 per night).

\$95



[Hotel details](#)


2. Hawthorn Suites by W

Travel Agency/Concur Updates (3 of 4)



Removing the Hotel Violation/Travel Policy in Concur

Travel Policy Violation

 **This hotel is not in compliance with the following travel rule(s):**

State of California Hotel Per Diem is \$90.00 per night except in the following counties: Napa, Riverside and Sacramento Counties (\$95 per night), Los Angeles, Orange and Ventura Counties and Edwards AFB (\$120 per night), Alameda, Monterey, San Diego, San Mateo and Santa Clara Counties (\$125 per night), and San Francisco County and the City of Santa Monica (\$150 per night).

Please choose the reason for selecting this travel option. If more than one reason applies, choose the most applicable. This reason applies to this entire trip.

-- Please Choose a Reason --

Please explain why you have chosen this hotel. NOTE: We will log all hotels which you did not take.

Save

Cancel

Chosen:\$95.00

Reference Point: Sacramento, CA, USA

Delta King Hotel

Travel Agency/Concur Updates (4 of 4)



Removing the Hotel Violation/Travel Policy in Concur

It is the responsibility of the traveler to be aware of the lodging reimbursement rate for their respective bargaining unit. The most recent lodging reimbursement rates can be found [here](#), or by visiting the CalHR website at www.calhr.ca.gov.

Lodging rates that exceed the reimbursement rate require an [Excess Lodging Form](#) (STD255C). For submission requirements, please refer to your department or agency travel coordinator.

Upcoming Concur Trainings at the ZIG



- May 10, 2017 ~ 9:00 a.m. - 10:30 a.m.**
- June 13, 2017 ~ 1:30 p.m. - 3:00 p.m.**
- July 12, 2017 ~ 9:00 a.m. - 10:30 a.m.**

**Location: Department of General Services
Auditorium (1st Floor)
707 3rd Street, West Sacramento 95605**

Featured (1 of 2)



- **Travel Payment System Contract - Citibank Mastercard**
 - **Card Types –**
 - CTA – central travel account
 - MTG – meeting card
 - IBT – individual government card
 - **CitiManager (demo)**
 - **Program Administrator**
 - Adding Additional PAs
 - Accessing Statements
 - New Payment Remittance Address
 - “Exception” Address Set-Up for state contract users
 - More accurate processing
 - Online Statement Review
 - Finding Posted Payment
 - Looking at Credit Limit / Reasons for Decline

Featured (2 of 2)



- Call-In Access / PA Inquire Status
- Requesting Programs & Cards – MTG
 - Process
 - Uses (Meetings/Conferences, ChargePoint, audio/visual...)
 - Management Memo 08-08 (being updated – more info to follow)
- Requesting Programs & Cards – IBT
 - Process
 - Limits / Restrictions (Travel Bulletin 17-01)
 - Interest / Late Fees
- Payments
 - Billing Account vs. Card
 - View Posting Online (CitiManager)
 - Past Due – 91+ days Account Declines

STP Contact Information



Mailbox: StatewideTravelProgram@dgs.ca.gov

Main Line: (916) 376-3974

Bill Amaral

(916) 376-3998

bill.amaral@dgs.ca.gov

Tasha Wilson

(916) 376-3976

tasha.wilson@dgs.ca.gov

Michele Slape

(916) 441-9676

michele.slape@dgs.ca.gov

Georgia Kattenhorn

(916) 376-3992

georgia.kattenhorn@dgs.ca.gov

Katy LaFata

(916) 617-3652

katy.lafata@dgs.ca.gov

Cecilia Perez Dunn

(916) 376-3975

cecilia.perezdunn@dgs.ca.gov

Kelly Bouchard

(916) 376-3991

kelly.bouchard@dgs.ca.gov

Lori Wasson

(916) 376-3990

lori.wasson@dgs.ca.gov

Erica Ashburn

(916) 617-3652

erica.ashburn@dgs.ca.gov

Jesus Solorio

(916) 443-9817

jesus.solorio@dgs.ca.gov

Next Meeting



Travel Coordinator Quarterly Meeting

August 15, 2017

9:00 – 11:00 am

Ziggurat Auditorium



Thank You Travel Coordinators!



- Travel Coordinator Survey

- What would you like to have discussed/presented at future travel coordinator meetings?
 - Please email us at StatewideTravelProgram@dgs.ca.gov

- Visit our website at www.dgs.ca.gov/travel for more info or www.caltravelstore.com

Q & A



• QUESTIONS?



Thank You!

