



DEPARTMENT OF GENERAL SERVICES
STATEWIDE TRAVEL MANAGEMENT PROGRAM
TRAVEL BULLETIN

Travel Bulletin # 10-04

Effective: June 23, 2010

SUBJECT: DGS Travel Bulletin: Travel Management Service Provider

PURPOSE: Announcement of On-Site Travel Agency: TravelStore

REFERENCE: Travel Bulletin 10-02

Background As part of Governor Arnold Schwarzenegger's direction to obtain transparent, cost effective travel, the Department of General Services (DGS) established a method to effectively reduce travel costs by designating one travel agency for the State of California. On April 27, 2010, the Statewide Travel Program announced the new mandatory contract for travel agency services with one vendor, TravelStore. The TravelStore will provide a one-stop, self-serve site for all government business travel needs.

Purpose TravelStore offers a full-service travel agency with the convenience of an online booking tool, Cliqbook, which is personalized to meet the needs of all State government travelers. In order to take advantage of the State's negotiated contract travel discounts, all travel reservations must be made through Cliqbook and/or the TravelStore.

Website The Department of General Services is pleased to announce the launch of the California Government Business Travel Program website, located at www.caltravelstore.com. This website is the official travel portal for the State of California. The travel portal provides a comprehensive site integrating travel information, access to Cliqbook, and access to SWABIZ, the online business portal for Southwest Airlines. State departments that make their reservations directly through the Southwest Airlines SWABIZ portal incur no online booking fee.

On-Site Travel Agency Information All travelers are directed to make travel reservations using Cliqbook and SWABIZ. However, the Statewide Travel Program also offers the services of an on-site travel agency to State government travelers. Our travel agents are dedicated TravelStore employees who are committed to meet your business travel needs and assist you comply with all State travel policies. Departments with special circumstances that require full-service assistance must complete the Variance Form requesting additional services. To complete the Variance Form, contact the TravelStore or visit www.travel.dgs.ca.gov.

TravelStore agents are available 8 a.m. to 5 p.m. PST, Monday through Friday as well as after hour service. It is important to note (and communicate with your travelers) that the after hour service should be used only for extreme emergencies and/or reservations requests that must be handled when the office is closed and no internet access is available.

Fees

The following fees for travel services as of July 1, 2010 are:

- Online booking tool fee per transaction: \$5
- Full service call-in fee per transaction: \$10
- After hours service fee per transaction: \$16

Traveler Profiles

Travelers and travel arrangers will be provided a username and temporary password. The first time you log into Cliqbook, you should complete your profile. Before you use Cliqbook to reserve travel, click the Profile link to review and update your profile. You must **save your profile** before you first attempt to book a trip in Cliqbook.

If you are a travel arranger, select the profile that you want to edit from the "You are Administering Travel For" listed on the My Concur page and then click Profile.

Group Travel

Group reservations must be completed by the travel agents. Please call the main number and your department will be assisted with the process.

Cliqbook Training

Ongoing Cliqbook training will be provided to State departments. Check training dates at www.travel.dgs.ca.gov. A Cliqbook Travel How To Guide is located at www.caltravelstore.com.

DGS Contact Information

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