

CSAC Statewide Travel & Fuel Card Program

ENHANCED LOCAL GOVERNMENT STATEWIDE TRAVEL AND FUEL CARD PROGRAM

The California State Association of Counties enhanced Local Government Statewide Travel & Fuel Program includes a greater number of California City Pairs and adds a number of frequently traveled National City Pairs for contracted air flights. This program also includes contracted rates for short term and long term car rentals, state rate hotels, a low cost Travel Management Services Provider formerly called a travel agency, payment system and a Fuel Card Program for Local government fleets.

PROGRAM OVERVIEW

The enhanced program, through the joint cooperation of the CSAC, the League of California Cities CSDA and the State of California, features the following for official County travel:

- Virgin America, JetBlue, Alaskan/Horizon, United Airlines and United Express in addition to Southwest Airlines
- New International Service with Mexicana Airlines
- Greatly expanded California city pairs, including regional airports served by United Express
- National City Pairs from California Airports including, but not limited to Atlanta, Dallas, Denver, Chicago, New York, and Washington, DC.;
- Heavily discounted unrestricted fares that are available on any flight if a seat is available
- Access to all state fares and destinations previously available only to State agencies.
- Access to car rental contracted rates through Enterprise and National/Alamo that include \$250,000 insurance coverage.
- Access to long term car rental contracted rates with Avis/Budget for rentals over 30 days that also include \$250,000 insurance coverage.
- Access to the State of California one stop shop Travel Management Service (TMS) provider, TravelStore.
- One Provider Contract that includes American Express Payment and Voyager Fleet and Fuel Card Program

A complete list of all contracts and information may be seen on the Department of General Services Statewide Travel Program Web page: www.travel.dgs.ca.gov

HOW TO PARTICIPATE

Step 1. Sign up for an American Express Business Travel Account (BTA). The required access point for the enhanced program is the BTA, a unique cardless billing number designed for this program. To apply for an American Express BTA, you may contact Doug Browne, American Express Program Manager, at (877) 462-7956, or by e-mail at doug.browne@aexp.com. Alternatively you may contact the Statewide Travel Program Liaison, Bahia Abdallah at (916) 376-3990 or by email at bahia.abdallah@dgs.ca.gov. Once approved, you will be contacted to start the process of setting up your agency/departments BTA.

Step 2. Set up a BTA account with the State of California Authorized TMS, TravelStore. The State of California has contracted with the TMS for the management of travel to reduce the cost of fees currently charged by travel agencies. TravelStore will provide a one stop shop online booking tool, through Cliqbook. Travelers will be able to book their air, car, and hotel all in one location and obtain contracted state rates at the same time. To utilize TravelStore services, please obtain a Local Government Fact Sheet at TravelStore.com or contact your Statewide Travel Program Liaison, Bahia Abdallah at (916) 376-3990 or by email at bahia.abdallah@dgs.ca.gov.

Step 3. Once you receive your BTA account number from American Express, and have submitted your Local Government Fact Sheet, TravelStore will assist you in setting up your cliqbook profiles for your travelers.

Step 4. If you want to use Southwest air fares under the SWABIZ program, you will need to contact Jeff Haag with Southwest Airlines, at Jeffrey.hagg@wnco.com or at (866) 569-5793 to set up your SWABIZ account for their online booking portal.

Step 5. If you would also like to take advantage of the Voyager Fuel Card Program and Fleet Maintenance services, please contact Beverly Ramirez at (832) 486-1093 or by email at Beverly.Ramirez@usbank.com. Alternatively you may contact the Statewide Travel Program Liaison, Bahia Abdallah at (916) 376-3990 or by email at bahia.abdallah@dgs.ca.gov. This program provides fuel cards that are assigned to your fleet of vehicles or can be supplemental for leased vehicles through our long term car rental contract. The voyager card is accepted at all major gas chains that accept credit cards. The state taxes are exempt for this program and will be removed from the charges prior to billing. This program can also provide maintenance services for your fleet. This is a viable program that will ensure your policies are followed and costs are managed.

Responsibility of the county: It is the county's responsibility to pay their BTA in full each month. If there are reconciliation issues, it is the responsibility of the county to assemble the details and make adjustments with the TMS and or American Express. These issues should be identified, communicated and adjusted as soon as they are discovered. Please keep in mind that you have access to two different reporting tools, American Express @work and TravelStore's, iBANK reporting. Both of these reports are extensive and can assist with the reconciliation process of your accounts. When you sign up for your BTA with American Express and fill out your Local Government fact sheet with TravelStore, you will be enrolled into both of these programs.

It is the responsibility of the county to clarify with the TMS what each entity's responsibilities are regarding making and changing travel arrangements, and proper and timely payment of the BTA.

Responsibility of the TMS: TravelStore is authorized to issue airline tickets and make reservations for car rental and hotel. TravelStore also provides the iBANK Reconciliation Reporting for preparing monthly reconciliation for payment of the BTA account. The iBANK reporting includes over 120 standardized reports. Visit www.caltravelstore.com to view the official government site.

We are pleased to offer this program as an added service to our counties as a way of saving limited local dollars through a cost-effective travel alternative. If you have additional questions about the program, you may contact Patti Hughes at (916) 327-7500 Ext. 514, or by email at phughes@counties.org.

FREQUENTLY ASKED QUESTIONS

The Y-CAL airfare has been in existence for State agencies for 15 years. It was developed in a partnership with the State of California and their airline partners to insure that business travelers will have access to favorable rates with last-seat availability and no restrictions. The process surrounding these fares was developed to insure that they are used for official business. To that end, American Express has been designated to manage the payment piece of the matrix.

Why do we have to use a State-authorized travel agency and the American Express Card?

The authorized TMS has met all the criteria to be the Travel Management Service provider for the State of California's Statewide Travel Program. The American Express program is comprised of a individual personal card and a Business Travel Account (BTA) ; a individual card is the responsibility of the individual, where as a BTA card is a card-less centrally billed account. The BTA number is given to Travel Store once the American Express Application has been approved and processed

The airlines have agreed to extend the Y-CAL fares to Local Government effective 7/1/10 with the following provisions:

1. Government business travelers must use the authorized TMS, Travel Store.
2. Government business travelers must use the authorized form of payment, the American Express BTA. These two firewalls prevent fraud and misuse.

Are there fees associated with this program?

The fee for the American Express BTA (\$150.00) has been waived per the State of California Contract. There is no fee charged by the CSAC or the LEAGUE. Travel Store will charge \$5.00 when using the cliqbook online booking tool for travel reservations comprised of air, car and hotel. Once made on cliqbook there are no additional fees or charges for changes to the reservation. For circumstances that may require a TravelStore agent, the fee is \$10.

Are the airfares one-way or round trip?

The fares are listed as one-way fares. They are available with last-seat availability, and are fully refundable, saving significant time and money.

Does each department have to apply for a separate American Express BTA?

No. It is recommended that a local government request one BTA. Travel Store can capture cost center information on the passenger name record. With TravelStore iBANK reporting, travel is merged on to an Excel spreadsheet, enabling your accounting office to sort by cost center, passenger, date, etc., allowing accurate reconciliation of all charges.

Can the AMEX bill be broken out by group, location, travel agent, etc.?

Yes. It is suggested that the travel agency accept the one BTA number for all transactions. The detail cost center or department/group/location identifiers can be obtained from the travel agency IF they are instructed to capture it in their reservation system. The traveler information can be downloaded into Excel and emailed to your accounting department where it can be sorted and communicated to the respective departments, etc. The American Express bill is sorted by last name and then in chronological order of event.

How does the billing work? Will AMEX be billing monthly for the BTA?

At the point of ticketing, AMEX will pay the travel agency and the airline. American Express will accrue the charges and once a month creates a billing statement, on or near the 25th of each month. The statement should be received close to the first of the month. The entire bill is due and payable by the 25th of the new month (within 30 days of the statement date). The bill contains at a

minimum the travelers name, ticket number and dollar amount. There may be more information, depending upon the airline. Should you need additional traveler information, the Travel Store, IBANK feature provides over 120 reporting capabilities.

Your bill is to be paid in full each month. Reconciliation should take place on the back end of the process. Any credits and refunds should appear on the following month's statement. Discrepancies are resolved between you and TravelStore.

Where can I apply for the American Express BTA?

For an American Express BTA application please email Doug at doug.browne@aexp.com. Approximately one week after it is approved, the BTA number will be generated and called in to the designated contact. If you have any problems, you may also contact your Statewide Travel Program Liaison Bahia Abdallah at bahia.abdallah@dgs.ca.gov or at 916-376-3990.

Why is this program beneficial to our county?

The State's contracted fares are very competitive with the airlines and are fully refundable. The car rental contract provides maximum cap rates at airports and also provides counter bypass. These advantages will save time and money, reducing refunds, avoid penalty charges and streamline the entire travel process. All contracted rates booked on the BTA will add to the negotiation power of the State of California when obtaining future contracts for airline city pairs and car rental rates. For counties that operate a fleet of vehicles, the voyager program will aid in reduced costs associated with fuel and maintenance and provide additional savings for the county.