



TRAVEL INFORMATION & POLICY

Subject:	Number: TIP 15-03
Travel Management Services Update (CalTravelStore)	Date Issued: May 18, 2015
References: Department of General Services Travel Bulletin 15-02	Expires: April 4, 2018

Purpose To inform employees of changes to Concur Travel Reservation System (CalTravelStore).

Making Travel Arrangements Concur is the online booking tool to make travel arrangements for state business. Concur is available 24 hours a day, seven days a week at www.caltravelstore.com. Concur access works best with an updated Internet browser version of Internet Explorer 9 or higher, FireFox 24.0 or higher and Chrome 30.0 or higher. Please contact your IT Help Desk for assistance with updating your Internet browser.

CalTravelStore normal business hours are from 8 a.m. to 5 p.m. Monday - Friday, with after-hours services from 5 p.m. to 8 a.m. for emergencies. For agent assisted reservations after hours or for reservations within 24 hours of travel, please call the CalTravelStore at (877) 454-8785.

Transaction Fees Changes Below is a summary of changes with the Travel Management Services contract transaction fees:

Effective April 5, 2015, the transaction fees are as follows:

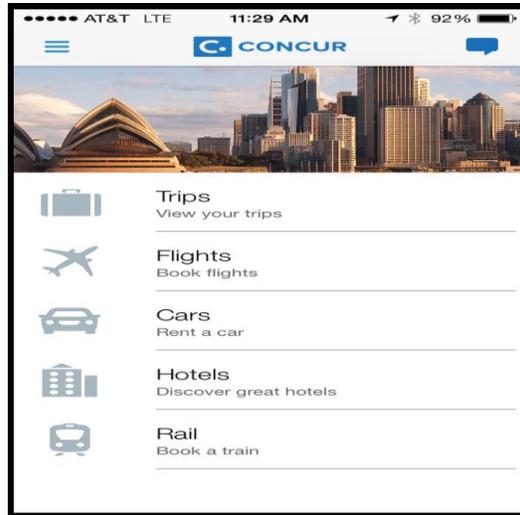
Service/Description	Online Transaction Fee	Agent Assisted Transaction Fee
Air/Rail/Car/Hotel* Reservation	\$ 7	\$ 12
Hotel and/or Car Only Reservation	\$ 5	\$ 12
After Hours (Per Call) Business Hours: 8 am – 5 pm	N/A	\$ 16

*Flat fee for booking any combination of domestic or international air, rail, car, and hotel.

1. Travelers can now make changes to Southwest reservations [online](#) on Concur at no additional cost.
2. No online transaction fees for changes, voids, cancellations, or exchanges; however, if an online transaction requires agent intervention for post-ticketing changes, the original online transaction fee will be adjusted to an agent assisted transaction fee, not a total of both fees.
3. After-hours calls that result in a new reservation will only be charged the after-hours fee. Travelers will **not** incur both a transaction fee and an after-hours fee.

Concur Mobile App

Concur offers a mobile app to easily manage your travel directly from your smart phone. The app allows you to book travel, manage your itinerary, check flight status, and change/cancel reservations. Simply download the application from your Apple, Blackberry, Android or Microsoft app store and click “Connect” to create your mobile PIN.



Resources

Training and user guides are available in [Chapter 10](#) of the Travel Guide and on the CalTravelStore website as follows:

[How to create your Concur Profile](#)

[How to book a trip in Concur](#)

Questions

If you have questions regarding this information, please contact the Travel Policy Section at (916) 227-9330. To view the Department’s travel policies, please visit the [Caltrans Travel Guide](#).

For individuals with sensory disabilities, documents may be obtained in alternate formats. To obtain such services, please e-mail Katie.Kennedy@dot.ca.gov. TTY users may also call (800)735-2922.