



TRAVEL INFORMATION & POLICY

Subject:	Number:
Travel Guideline Change – Lodging Reservations via Concur	TIP 15-04
	Date Issued:
References:	June 19, 2015
	Expires:
Department of General Services (DGS) Management Memo 14-03	Until Rescinded

Purpose: To inform and provide employees with requirements relative to securing lodging accommodations when traveling on official state business.

Background: Last year, the Department of General Services (DGS) issued Management Memo 14-03 which mandates that all employees make all travel reservations (air, car, rail and hotel) through CalTravelStore, the state contracted travel agency, and Concur, the online booking tool. This travel policy announces the requirement of making lodging reservations through Concur, previously referenced in Caltrans Travel Information and Policy [TIP 14-03](#).

Concur now allows employees to book lodging at the same time air, car or rail reservations are made. If no air, car or rail reservations are needed, Concur is used for lodging-only reservations. The addition of lodging reservations using Concur, provides one-stop travel planning for the employee. State contracted lodging rates as well as commercially low rates are offered by Concur to provide a variety of lodging options.

Policy: Effective July 1, 2015, the DGS mandate requires all Caltrans employees with access to Concur via a work computer/department e-mail address, to book all of their state business travel, including lodging through the Concur online booking tool. This requirement applies to both in-state and out-of-state lodging. Department employees without a department e-mail address or access to a work computer may continue to book their lodging reservations as they have done in the past.

Employees are required to use their own credit card when making lodging reservations through Concur. This link provides information about Concur privacy and security practices:

[Concur's Trust Platform - Service and Information Assurance](#)

Air and Car reservations previously made in Concur can be modified to add lodging at a later time. This can be done by modifying your trip. Click the name of the trip in the Upcoming Trips tab and then select Change Trip. Please make sure to reference the reservation number obtained during prior booking in order to avoid an additional service fee.

To avoid being charged a no-show fee, it is recommended to cancel

lodging immediately in Concur. If it is the same day of the reservation, it is recommended to also contact the hotel to cancel the lodging.

If you have questions about this TIP, please contact Rajesh Rai at (916) 227-9079. To view the Department's travel policies, please visit the [Caltrans Travel Guide](#) or the [CalTravelStore](#) website.

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