

# State Travel Management Program

## BENEFITS

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Services	Benefits
General Administration and Oversight	<p>The Program provides oversight for all official state travel within the executive branch, including higher education. The main elements of the program are managing the travel payment system, developing and managing solicitations and contracts for the payment system, airlines, rental cars, lodging, and travel agency services. Current Program initiatives include negotiating for an expense-reporting tool that would aggregate the volume of all users to lower the fee per expense fee and provide administrative oversight of billings for the expense-reporting tool. In addition, the Program:</p> <ul style="list-style-type: none"> <li>• Negotiates for the most competitive rates</li> <li>• Ensures compliance with vendor contracts</li> <li>• Maintains security for agency on-line access to travel reports and account transactions</li> <li>• Trains and educates State agencies, institutions of higher education and political sub-divisions (rather than individual travelers) regarding program administration such as, but not limited to, managing delinquent State travel card accounts, establishing new travel card accounts, understanding vendor contracts, and generating web-based reports on travel card purchases.</li> <li>• Provides quality customer service and is a liaison with travel vendors on behalf of Program participants to ensure high quality customer service, problem resolution and provides rule interpretation</li> <li>• Manages the risk aspects of travel (e.g. emergency management communication, travel insurance, travel industry news)</li> </ul>
Automobile Rental Agreements	<p>The Program negotiated rental rates to include \$600,000 liability insurance coverage for state employees on official state business. Required use of the State Travel card provides CDW insurance up to the full value of the rental vehicle.</p>
State Travel Card (US Bank VISA)	<p>The Program was able to obtain a US Bank Visa card that provides state employees on official state business with a dedicated means of paying travel expenses. Specific benefits include:</p> <ul style="list-style-type: none"> <li>• Collision damage waiver insurance coverage up to the full value of the rental vehicle, when renting a vehicle for business travel</li> <li>• Lost baggage insurance coverage up to \$1,250 for checked baggage</li> <li>• Travel accident insurance of \$500,000</li> <li>• Emergency roadside assistance</li> <li>• Comprehensive on-line account management tools that include account maintenance, set-up and comprehensive reporting</li> <li>• Centralized detail reporting that includes expenditures for airline, automobile rental, lodging and incidentals</li> <li>• Fifty-nine days to pay without accruing interest</li> <li>• Dedicated US Bank representative to respond to customer service issues</li> </ul>
Airfare Agreements	<p>The Program secured airfares that are fully refundable or fully changeable without additional fees, and last-seat availability (non-restricted) fares. The negotiated airline fares establish ceiling rates, guaranteeing no airfare purchased on behalf of the state shall exceed these limits. The contract fares are purchased using the State Travel Agency Services. Appropriate Use Include: Speakers, Witnesses, Contract Employees</p>
State Central Travel Card	<p>The Program negotiated with lodging and automobile vendors to allow the use of the State Central Travel Card (aka Event), which allows for third party billing and helps the state to manage expenses of infrequent and non-employee travelers.</p>
Travel Agency Services	<ul style="list-style-type: none"> <li>• The Program consolidated travel agency services and awarded contracts to eleven travel agencies. The reduction in the number of travel agencies serving the State will provide increased vigilance of official business travel activities and even greater high-volume discounts and benefits.</li> <li>• These new agreements require a higher level of service from the travel agencies, including rental car and lodging reservations, as well as various savings options available to meet the needs of each State agency and institution.</li> <li>• STMP participants choose their awarded travel agency in which a US Bank Central Liability "Ghost" Card is assigned for airfare purchases.</li> </ul>