State Travel Management Program

"Working Together To Serve Colorado"

PROGRAM BENEFITS

Services	Benefits
General Administration and Oversight	The Program provides oversight for all official state travel within the executive branch, participating institutions of higher education & political subdivisions. 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. In addition, the Program: • Negotiates for the most competitive rates • Ensures compliance with vendor contracts • Maintains security for agency on-line access to travel reports and account transactions • Trains and educates State agencies, institutions of higher education and political sub-divisions regarding program administration such as, but not limited to, managing delinquent State travel card accounts, establishing accounts, understanding vendor contracts, and generating web-based reports on travel card purchases. • 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 • Manages the risk aspects of travel (e.g. emergency management communication, travel insurance)
Automobile Rental Agreements	The Program negotiated rental rates to include **BOTH** $1,000,000 liability insurance coverage and collision damage waiver (CDW) insurance for state employees on official state business (Avis/Budget contracts provide $300,000 liability insurance & CDW). Automobile rental agreements require use of a State Travel card and contract code in order to ensure the negotiated rates, waived fees & FULL insurance coverage.
Travel Payment Program	STMP oversees the Travel Payment Program that provides state employees on official state business with a dedicated means of paying travel expenses. Benefits include: • Collision damage waiver insurance coverage up to the full value of the rental vehicle, when renting a vehicle for business travel • Lost baggage insurance coverage up to $1,250 for checked baggage • Travel accident insurance of $350,000 • Emergency roadside assistance • Comprehensive on-line account management tools that include account maintenance, set-up and comprehensive reporting • Centralized detail reporting that includes expenditures for airline, automobile rental, lodging and incidentals • Fifty-nine days to pay individually-billed travel accounts without accruing interest • Dedicated representative to respond to customer service issues
Airfare Agreements	The Program secured airfares that are fully refundable, fully changeable without additional fees, and last-seat availability (non-restricted) fares. The negotiated airline fares establish ceiling rates and allow the use of this type of fare based on business needs. The contract fares are purchased using the State Travel Agency Services. Appropriate Use Include: Speakers, Witnesses, Contract Employees
State Central Travel Card	The Program negotiated with lodging and automobile vendors to allow the use of the State Central Travel Card, which allows for third-party billing (e.g. direct billing to Card to pay for infrequent travelers thus, limiting the liability associated with the issuance of too many credit cards) and helps the STMP participants to manage expenses of infrequent and non-employee travelers.
Travel Agency Services	• The Program provides the choice of eight (8) travel agencies to provide services that include common carrier ticket purchasing (airfare, trains, and bus). • These 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, institution of higher education and participating political subdivisions. • STMP participants choose their awarded travel agency in which a central-billed "Ghost" Card is assigned for airfare purchases.

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