

Chapter 18 – Travel Reservation System (Concur)

State Travel Agency

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References: [Department of General Services MM 14-03](#)

CALTRAVELSTORE

CalTravelStore is the exclusive authorized travel agency for the State of California and has been servicing state departments for over 30 years. There are dedicated agents on-site to assist you with your travel needs. These agents are available from 8:00 AM to 5:00 PM, Monday through Friday and can be reached by dialing **1-877-454-TRVL (8785)**. For assistance outside the normal business hours due to an emergency, call the toll-free number listed above. Please be sure to listen to the message in its entirety and there is an additional fee for this service.

The Management Memo 14-03 (released March 6, 2014) announced a travel policy change for all State of California executive branch departments/agencies requiring the use of Concur and/or CalTravelStore for all air, rail, car and hotel reservations.

Online Reservation System

CONCUR

Concur Travel Solutions is a 24 hours a day, seven days a week online self-booking tool provided by CalTravelStore to the State of California. Concur Travel Solutions is used by travelers to book their business travel online and it can be accessed from CalTravelStore website: <http://www.caltravelstore.com/>

Note: Reservations within 24 hours should not be reserved in Concur. Travelers should contact CalTravelStore directly at 877-454-8785.

REQUEST A CONCUR ACCOUNT

First time users must contact the Division of Accounting's Travel Payments and Policy Section to request a Concur account and temporary password. An individual Concur account is required for the traveling employee, the supervisor approving the trip, and, if applicable the support staff (travel assistant) making the travel arrangements.

Submit requests to [Veerpal Sidhu](#) (279) 234-275.

Go to the CalTravelStore website: <http://www.caltravelstore.com/> and select the Concur login.

For Concur guides, see [Department of General Services Concur Guides](#)

For instructions on how to make reservations in the system, please see the [Concur On-Line Reservation System](#) guide.

For instructions on how to check for unused credits for other employees in the system, please see the [Supervisors-Check for Unused Credits for Other Employees](#) guide.