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## Cancelling An Itinerary

All cancellations processed in E-Travel Online, regardless of the ticket type, generate a booking cancellation email from GetThere.

The email contains the notification that the reservation was cancelled and basic information about the trip. The ticket number is not included in this notification.

An itinerary from Corporate Travel Management (CTM) is generated only when the cancelled itinerary contains a ticket that is eligible to be voided or refunded.

The CTM email contains the

voided or refunded ticket information and any applicable fees.

If a cancelled itinerary is not eligible for a void or refund, a CTM email is not generated. A copy of the booking cancellation email can be attached to the original FINAL itinerary for backup.

The unused ticket from the cancelled trip will remain as a credit on file and is included in the monthly unused ticket report. The unused ticket is also added to the traveler profile in E-Travel Online.

The cancellation process is

automated. However, there are times when the system cannot validate the ticket restrictions so it is queued to an agent for assistance.

The agent will complete the process, and if eligible, a void or refund itinerary will be sent.

If you have cancelled a trip that is eligible for a void or refund, you should receive the CTM email. Please contact the help desk if you do not receive it within 2 hours of the cancellation. They can verify that the request was processed correctly.

## AAM 60.240 Update

There has been an update to the [AAM 60.240](#) Lodging Types and Rates.

Travelers on short-term travel status are now eligible for a daily noncommercial allowance when traveling in or out of state.



## 2015 Mileage Rate Change

Effective January 1, 2015, the standard mileage rate approved by the Internal Revenue Service when utilizing privately owned vehicles for business purposes and non-taxable moving were changed to \$.575 and \$.23 per mile respectively.

The [POV Rate Table](#) will be updated to reflect the change.

The following forms will also be updated and will require the user to input the appropriate



rate using the drop down menu.

- Mileage Form
- Travel Authorization Form with Request
- Moving Expense Reimbursement Payroll Report.

These forms are located on the Division of Finance webpage under [All Forms](#).

## Benefits of Booking State Car Contracts

The use of the State car contract rates is not mandatory but is strongly encouraged.

There are benefits of booking the contract.

→ Booking a contract rate provides the security of knowing that you will not be charged a higher rate, regardless of the impact of peak seasons or limited car availability.

When the average daily rate for an intermediate size car is \$90 a day, the contract rates are less than \$40 for the same car type.

→ Booking a contract rate guarantees the driver and vehicle are covered in the

event of an accident. The contract includes full coverage with no deductible as well as liability coverage.

Road conditions this time of year add additional risk not only to the driver, but also the vehicle.

Something as basic as a chipped window can cost the State over \$600 for repair. So while the \$12 daily rate may seem fiscally responsible, the cost of coverage must be taken into consideration.

**NOTE:** Drivers should be aware of the Loss Damage Waiver (LDW) option some vendors offer. LDW is offered at the time of

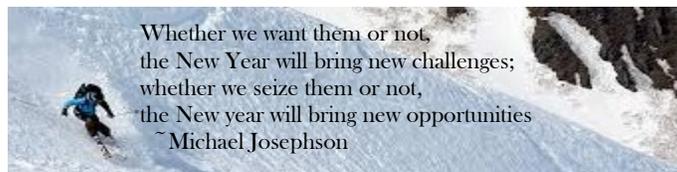


rental and incurs a daily charge on the final rental agreement.

LDW is already included within the contract rate. There should never be an additional charge.

→ Booking a contract rate provides the traveler several additional services at no extra cost to the State such as one-way rentals, short and long term options, roadside assistance, and direct billing.

In FY14, the State car contracts saved approximately \$573,315 statewide.



Whether we want them or not,  
the New Year will bring new challenges;  
whether we seize them or not,  
the New year will bring new opportunities  
- Michael Josephson

## E-Travel Information

New FAQs have been added to the E-Travel webpage.

→ See the new section for **Cancelled Trips**, under **Booking Tool**.

→ See #17 under **Reimbursements** for a TSA Pre-Check question.

*Thank you to DMVA for the FAQ suggestion!*

The self-paced E-Travel Online training modules will be available soon.

Each module has closed-captioning and can be reviewed as often as needed.

The modules will be available via links in E-Travel Online and on the travel webpage.

Webinar training will continue to be offered monthly.

*Stay tuned for more training updates!*

Our readers shared some great winter travel tips last month. Unfortunately, we cannot publish all of them, but here are some highlights.

→ ALWAYS reconfirm

→ Pack light and shop

→ Pack chap-stick and hair ties

→ Regardless of your destination, always carry a coat

→ Be patient and prepared

→ Wear your pajamas on long flights

### E-Travel Online Training

Thursday, Jan 15 - 9:30

Thursday, Jan 29 - 1:30

Register in E-Travel Online

Or Contact Your [Travel Coordinator](#)

Please Take a Few Minutes  
To Let Us Know How We Are Doing.  
E-Travel Program - [Quarterly Survey](#)

### Test your E-Travel Knowledge!

Send your response to the [ETMT](#) by **Jan 20** and your name will be entered into the quarterly drawing.

1. If you cancel a trip in E-Travel Online within the void window, will you receive an email notification with the void information?
2. If you cancel a trip that cannot be voided or refunded, what type of email notification is sent?
3. Are travelers eligible for a daily noncommercial allowance for travel out-of-state?
4. What are the main benefits of booking a contract rate?

### Starbucks Gift Card Winner!



Lola Carpenter \* DFC

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### Corporate Travel Management

Online Help Desk  
877-500-4290 / 907-500-4290  
[e-travelhelp@travelctm.com](mailto:e-travelhelp@travelctm.com)

Reservation Call Center  
866-762-8728 / 907-500-4292  
[e-travelaprvl@travelctm.com](mailto:e-travelaprvl@travelctm.com)