

In This Issue:

- ➔ No Call - No Show - No Value
- ➔ Employee Travel Reimbursements
- ➔ REAL ID Update for Alaskans
- ➔ E-Travel Information

Volume 9, Issue 6

November 2017

No Call - No Show - No Value

On-time departures are a big performance incentive for major airlines and delays impact travelers. One habit that causes issues for both groups are travelers that do not show up for their scheduled flight. As a result, some airlines (**most recently Alaska Air**) have imposed “no-show” restrictions and penalties. As partners we respect the fiscal impact no-shows have on their business and their travelers.

Travelers must cancel prior to the schedule departure or they risk losing the value of the ticket and any continuing or return segments will be cancelled.

By cancelling travel plans prior to departure the department retains the value of the ticket, which can be applied to future travel.

By not cancelling prior to departure, the department loses the value of the unused ticket. If there are connecting or return flights, those flights will be cancelled. The department may also need to purchase a new ticket to complete the travel.

Corporate Travel Management (CTM), managed over 3,400 trip cancellations in FY 17 resulting in unused tickets with a value over \$1.2 million (an average of \$353 per ticket). Consider the loss if 10% of those trips were not cancelled prior to departure.



Employee Travel Reimbursements

Returned travel warrants create unnecessary work for multiple agencies (mailroom staff, Division of Finance Staff, and finance officers) and delay the travelers reimbursement.

In order to reduce extra work and expedite the reimbursement, travel processors **must** ensure the employee’s FIN vendor record has the correct mailing address prior to completing the transaction.

Here is a suggestion to help minimize and expedite reimbursement:

When a travel request has been submitted, immediately verify the address by looking at the VCUST record. Verify the current address in the “Address” section and check the “Prenote/EFT” section to see if the traveler is eligible for direct deposit.

If they are not setup for EFT advise the traveler they can expedite their reimbursement by becoming an EFT vendor.

CANCEL IN ADVANCE

Reservations booked via CTM have contact numbers printed on the top and bottom of each itinerary.

Cancellation Information

Changes within 48 hours of departure: Call CTM to cancel if you do not intend to travel as scheduled or if your flight has been delayed causing a potential missed connection.

Changes greater than 48 hours from departure: Cancellations and changes can be done in E-Travel Online, via email, or by phone with an agent.



How does one become an EFT vendor:

Travelers can go to http://doa.alaska.gov/dof/epay/state_ee.html and select the Electronic Payment Agreement Form. After completing and signing the form, it must be sent DOF via fax **465-2169** or email: doa.dof.eft.helpdesk@alaska.gov.

By being proactive you can reduce the number of returned travel warrants!

STATE OF ALASKA
DEPARTMENT OF ADMINISTRATION
DIVISION OF FINANCE

ALASKA
E-TRAVEL

REAL ID Update for Alaskans

January 22, 2018 is the date that TSA is required to enforce the REAL ID Act. TSA may only accept state-issued driver's licenses if they are issued by a REAL ID compliant state or a state that has been granted an extension.

The majority of states are compliant. Alaska, along with about 20 other states, is non-compliant but has been granted an extension.

The extension allows Federal agencies to accept Alaska driver's licenses at federally regulated commercial airports, as long as extensions are maintained. The next review of extensions will be October 18, 2018.

Alaska has requested an additional grace period because the DMV will not have REAL ID-compliant cards ready to issue until January 2019. If another extension is granted

it will likely be the final extension. Beginning Oct 1, 2020, every traveler will need a REAL ID compliant license or another acceptable form of identification to fly within the US.

Helpful Websites

Alaska [Division of Motor Vehicles](#)

[REAL ID Act requirements](#)

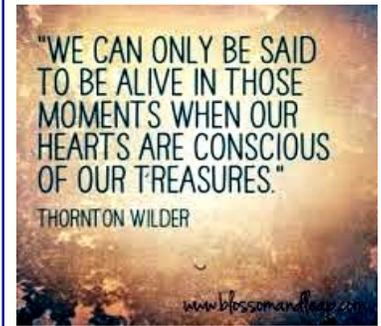
[Department of Homeland Security](#)

The [TSA Fact Sheet](#) has some helpful information for travelers with concerns.

Remembering and Honoring Our Veterans

- ♥ Attend a Veteran's Day event.
- ♥ Hang a flag in your yard.
- ♥ Buy a homeless Veteran a cup of coffee.
- ♥ Buy a Buddy Poppy. Wear it until it falls apart.
- ♥ Help a child make a thank you card and post it at a grocery store, library, or coffee shop.

There are many ways to honor our Veterans. Resolve to do something once a month for the year, not just on **Veteran's Day**.



E-Travel Information

The [FY 2017 Statewide Cost Saving Analysis](#) is posted on the travel website under the Contract/Audit tab. The report reflects statewide data with a breakdown by department and includes Medicaid travel.

The methodology used to report contract savings compares contract prices to regular published fares for the same flights. Other savings are reported under managed

savings and include tracking of unused tickets, groups, waivers, as well as car and hotel contract savings.

The statewide net benefit for the centralized travel office in FY 2017 was \$3.1 million.

Tips to increase your department's cost savings:

- 👉 Book in E-Travel Online without agent assistance when possible.
- 👉 Book contracted vendors to drive volume to State partners.
- 👉 Apply unused transferable tickets across divisions to ensure funds are utilized before expiring.
- 👉 Avoid unnecessary itinerary changes by booking 7 to 10 days in advance.



E-Travel Online Training Enrollment

Basic Training: Nov 9 - 1:30
Rural Training: Nov 21 - 1:30
Basic Training: Dec 7 - 9:30

Look for the 2018 training announcement in December

- ➔ Login to [LearnAlaska](#)
- ➔ Enter *etravel* in the search box.
- ➔ Select desired training course
- ➔ Select desired training date
- ➔ Select [Enroll](#)

To access the WebEx and phone bridge on training day, login to LearnAlaska within 15 minutes of the start of the session.

Please take a few minutes to let us know how we are doing
E-Travel Program
[Quarterly Survey](#)

E-Travel Management

Danielle Meier
State Travel Manager
907-465-6534

doa.dof.e-travel@alaska.gov
<http://statetravel.alaska.gov>

Corporate Travel Management

Online Help Desk
877-500-4290 / 907-500-4290
e-travelhelp@travelctm.com

Reservation Call Center
866-762-8728 / 907-500-4292
e-travelaprvi@travelctm.com