Inside this Issue

- In the Spotlight: AAM 60.060 Payment Methods for Transportation and Expenses
- Secure Flight Update
- Test Your STO Knowledge
- Emergency and After Hours Calls
- Travel Tid-bits

AAM 60.060 - Payment Methods for Transportation and Expenses

The State of Alaska uses two primary methods to purchase transportation for individuals traveling on official State business:

1. One Card Alaska Corporate Credit Card (Card) – Agencies shall issue corporate credit cards to employees who travel. Employees with Cards are required to use them for purchases when the State pays actual costs, as in the case of transportation and actual lodging expenses. These purchases are expenditures from the State to vendors and are generally tax-exempt under local Alaska tax ordinances when purchased with the Card or other means of direct payment by the State.

2. Central Travel System (CTS) Accounts - The State of Alaska has established CTS accounts which are used to purchase airfare and pay for rental cars for travelers without Cards. CTS accounts are ghost accounts for which plastic cards are not issued. Additional charges, such as taxes, resulting from purchasing with the traveler’s personal resources are the responsibility of the traveler.

Secure Flight Update

Secure Flight information (date of birth and sex) has been added to all travel profiles, except those for employees who declined to add the information. Travelers should verify their legal name in their profile (as shown in a reservation or ticket) matches their identification used for airport check-in.

Travelers whose profile does not contain Secure Flight information and travelers using a generic profile will need to provide their date of birth and sex when making a reservation.

The BRF has been updated to accept Secure Flight information along with a new check-box to select when Secure Flight information is “Already Provided in Profile”. This option is also used when Secure Flight information is not needed in an itinerary, for example, a reservation for a hotel and / or car only, and for air travel solely on rural carriers not participating in Secure Flight.

Special Point of Interest:
Alaska Airlines Mileage Plan members need to verify that their mileage plan name matches the name on their ticket. When the name does not match, Alaska Airlines may not award mileage for that trip. To change a mileage plan account name call Alaska Airlines at 1-800-654-5669 between 8:00am and 4:45pm

Test your STO Knowledge
$25 Starbucks Card
August Winner
Robyn Ramos
DPS–Juneau

Travel Desk Training, Travel Coordinator, and Process Improvement Meetings will not be scheduled for September
Emergency and After Hours Calls

The STO is open 24 hours a day to provide emergency travel service arrangements for travel that commences within the next 24 hours or to accommodate travel problems while in travel status.

To make emergency travel arrangements during regular business hours (8:00am to 6:00pm, Monday through Friday) call the STO at 465-8208 in Juneau or 1-866-762-8728 outside of Juneau. Prior to the call a booking request form can be filled out and then submitted during or after the phone call for tracking purposes.

For after business hours, weekends, or holiday emergency travel call 1-888-423-2434. Note that the emergency and regular business hour phone numbers are printed at the bottom of each itinerary.

If a change or correction to a booking request is discovered after business hours and travel is not within 24 hours it is best to wait to process the change during business hours. For changes on travel commencing within 24 hours needing immediate attention, call the STO emergency number.

There is a $10 surcharge to use the after business hours emergency service for non-emergency calls.

Travel Tid-bits

Alaska Airlines / Rural Carrier Tickets

When travel involves both Alaska Airlines and rural carriers in the same trip, the tickets become tied together as one record to ensure that the traveler’s ultimate needs are met. Having one record protects the traveler in case of weather or mechanical delays, and allows airlines to easily check bags to the final destination.

Web check-in is not available because the rural carriers do not have electronic ticketing or boarding passes. The STO can enter mileage numbers when making the reservation and travelers can upgrade by calling Alaska Airlines MVP or Gold help desk. An alternative would be to have the tickets issued separately, but then there is the risk of not having bags checked to the final destination and there would be two fees for two transactions.

Travel Approvals

Travel approval emails are to include the name of the authorized approver, the word “approved,” and the name of the person submitting the approval. When the trip includes an extension for personal travel that costs more than the State Authorized Fare Quote, and is being paid with a State card, an additional approval is required to authorize the personal travel to be paid by the State. The itinerary being approved must be included in the body of the email. Changes to itineraries need to be in a separate email and not included with an approval.

Ticket Name Change

Alaska Airlines and ERA are the only carriers that allow name changes on tickets.

The ticket needs to be purchased from Alaska Airlines or ERA and the ticket cannot be issued for travel on multiple carriers or combined with codeshare partner flights.

Name changes need to be made before the ticket expires. Tickets are valid for one year from the date of the original travel. When a ticket is reissued for a name change or any other reason the return travel must be completed one year from the date of the original travel date.

Special Point of Interest:
The STO is required to book full service travel arrangements that include air, hotel and/or car. The STO is optional for hotel ONLY bookings or conference hotels when an alternate booking method is required to obtain savings. Bookings made outside the STO become the traveler or travel planner’s responsibility.