

State Travel Office News



In The Spotlight

AAM 60.060 - Payment Methods for Transportation and Expenses

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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

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.

There may be occasions when neither the Card nor the CTS can be used to purchase transportation. In these cases, it should be purchased using EDI or a State warrant.

Additional charges, such as taxes, resulting from purchasing with the traveler's personal resources are the responsibility of the traveler.

Hotel charges paid directly by the State are generally exempt from local taxes within Alaska. Frequent travelers should use their Card to pay for lodging. When the Card is not available, departments may choose to use direct billing as the method of payment. When taxes are charged on direct payments, State agencies should contact the vendor for refunds as appropriate and reflect this action on the travel authorization.

This policy does not apply to lodging purchased by employees who are reimbursed a per diem allowance for lodging per the terms of their labor contract. This lodging is a purchase of the employee, not a direct State purchase, and is therefore subject to hotel and sales tax under local ordinances.

The STO provides a form of payment simply to *hold* hotel and car reservations by sending a CTS charge authorization. Travelers must present a credit card, usually a State Card, when they check in or rent a car. Hotels on the [Preferred Hotel](#) list and Budget Car Rental (in Anchorage, Fairbanks and Juneau) accept CTS as a form of payment. When a hotel or rental does not accept CTS or direct billing as a form of payment and the traveler does not have a State Card, the traveler needs to present a personal credit card and submit the receipt for reimbursement.

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.

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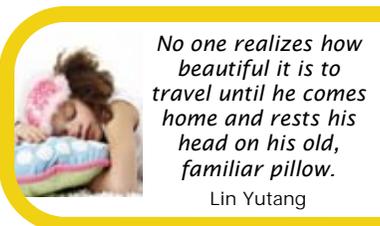
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No one realizes how beautiful it is to travel until he comes home and rests his head on his old, familiar pillow.

Lin Yutang

Test Your STO Knowledge

There will be a random drawing for a prize from the answers submitted by September 15, 2009 to: doa.dof.statetraveloffice@alaska.gov

1. What form of payment should be used when a traveler does not have a State credit card and the hotel does not accept direct bill or CTS as a form of payment?
2. How do travelers change the name on their Alaska Airlines Mileage account to match their ID used for travel?
3. The STO emergency and regular hours phone number is printed at the bottom of each _____?
4. What information is needed in a travel approval email?
5. How long is a ticket with a name change valid?

Prize winnings from the contest are considered non-cash compensation, and will be included as W2 earnings.

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 emer-

gency travel call 1-888-423-2434. Note that the emergency and the 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.

The STO web site contains department specific [emergency after-hours and weekend approval](#) guidelines.

An [After Hours Emergency Card](#) is available for travelers to print from the STO website. It is advisable to enter a traveler profile name on the card for reference when calling about an itinerary while in travel status.



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 carries do not have electronic ticketing or board-

ing 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.