



Prepare your Travelers for a Successful Trip

SHARE RESOURCES

If you have a new-hire or co-worker that will travel more than 3 times per year for work, contact your [Department Travel Administrator](#) and request to have a travel profile setup. As the profile is being created, the travel planner should provide travel resources to the employee, such as the Travel Pocket Guide, a link to the AAM 60 for travel policy, the guide to personalize their travel profile, along with any department internal travel information.

PERSONALIZE PROFILE

Once the profile is created the planner or the traveler should immediately access the profile and add the required TSA information, emergency contact information, and frequent travel numbers for airlines, cars, and hotels. Elite traveler status and preferred seating requests can be added to the [Personal Information](#) section. Elite traveler status changes annually and will therefore need to be updated in E-Travel Online annually.

FINALIZE TRAVEL PLANS

Before the traveler departs make sure they have their FINAL itinerary and that they know how to contact CTM in the event of an emergency. If the traveler does not have a PCard take necessary steps to ensure the hotel and car vendors have appropriate authorization to charge the State CTS account. This is the responsibility of the travel planner.

- **If travel deviation is included**, ensure a proper State Authorized Fare Quote is obtained at the time travel is approved. If the State Authorized Fare Quote is not included in the packet, the Traveler shall be reimbursed a maximum of \$200.
- **For travel deviation changes**, contact CTM directly or reach out to the air carrier. Please note that any modifications will require a personal credit card, as state contracted fares not applicable.

TIPS AND REMINDERS FOR ALL TRAVELERS



Be prepared for REAL ID! The deadline is May 7, 2025, this is when TSA can deny travelers airport entry if they do not have an acceptable form of identification (see [TSA Identification](#)).



If travel plans change, either the traveler or the planner **must** contact CTM to either change or cancel the trip **prior** to the departure to avoid unnecessary costs to the State. CTM Mobile is a free app that allows travelers quick access to pending trips that have their state email linked to their account.



Travelers are responsible for reviewing the hotel bill prior to checking out. In-state hotel charges should not be taxed [AAM 60.065](#). Personal credit cards should not be used to pay for lodging costs. If a personal payment is used taxes will be charged. Taxes are not waived on personal payments, only State

of Alaska payment methods. Travelers without PCards should work with their travel planner to ensure authorization to charge a CTS is properly handled with the vendor.



The State PCard should **not** be used for meal expenses. Travelers are reimbursed for meals separately.



Upon completion of the trip, receipts must be submitted timely. If you reconcile through Shared Services, receipts must be submitted with the Trip Closure Checklist via the SSOA Portal. Payment status inquiries can also be submitted through the SSoA Travel Portal.

SHARING IS CARING

Sharing knowledge and information prepares the traveler with who to call, how to pay, and what is reimbursed, which makes for a happy traveler and quick reimbursement.

- http://doa.alaska.gov/dof/travel/resource/pocket_guide.pdf
- <http://doa.alaska.gov/dof/manuals/aam/resource/60t.pdf>
- https://gateway.us.travelctm.com/wp-content/uploads/2018/04/GT_QRG_profile.pdf
- [E-Travel Online Login](#)
- [Shared Services of Alaska - AP & Travel Portal](#)
- <http://doa.alaska.gov/dof/vendor.html> (Note: Traveler reimbursements should be processed via an OTPAY)