



Prepare your Travelers for a Successful Trip

A good travel planner will provide their travelers with all the tips and tricks of a road warrior because they know it will save time and reduce errors.

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, and the link to setup a vendor record for travel reimbursements.

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 should be added to the [Personal Information](#) section. Elite traveler status changes annually and will therefore need to be updated in E-Travel Online annually.

VERIFY VENDOR RECORD

PRIOR to the employee traveling, check if the employee has an **employee vendor record** by searching the Vendor/Customer table (Jump To Code: **VCUST**) in IRIS (see: [Searching for a Vendor in IRIS](#) [PDF] (SOA Only)). Verify the record by heading to the **Organization** section of VCUST and reviewing the **1099 Classification** and **IAEC Number** fields. These fields should contain "Employee" and the six-digit employee ID number respectively. Review the **Address** section of VCUST and coordinate with the employee if their payment address is accurate. If you are wondering if the employee is set up to receive payments electronically, check the **Prenote/EFT** section of VCUST and review the **EFT Status** field. If the EFT Status field is set to "Eligible for EFT", then the employee is setup for EFT.

If there is no employee record, the address is not accurate, or the employee would like to be set up for direct deposit for their reimbursements, direct the employee to the Department of Administration, Division of Finance, [Vendor Information](#) webpage [SOA Employee Vendor](#). Here they should complete the [Employee Vendor Record Request Form](#) (EVRR) in order to have an employee vendor record established or have their address updated. There is also a link to the [Electronic Payment Agreement Form for State Employees](#) inside of the EVRR Form if the employee is interested in signing up for direct deposit. The completed EVRR form, as well as the optional Electronic Payment Agreement form, can be emailed to the Vendor Help Desk (doa.dof.vendor.helpdesk@alaska.gov). Due to the volume of requests received to the Vendor Help Desk, **processing time is 3 to 5 business days**. Note if the employee wants direct deposit, there is also a **5-business day pre-note** that takes place to test the validity of the employee's banking information. The Vendor Help Desk

can assist with initial employee vendor record setup, address changes, and banking updates, **but they cannot track the status of a travel payment**—this responsibility lies with your agency.

Remember that an incorrect or outdated employee vendor record, or no employee vendor record, may result in delayed travel reimbursements. **Verification of an employee vendor record, and the accuracy of the information, should be done prior to traveling to ensure timely payments**

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.

TIPS AND REMINDERS FOR ALL TRAVELERS



Travelers that use the TRIPCASE travel app can view their full travel itinerary from their mobile device if they have their state email address linked to the account.



Be prepared for REAL ID! The deadline is October 1, 2020, 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.



Travelers are responsible for reviewing the hotel bill prior to checking out and in-state hotel charges should not be taxed [AAM 60.065](#). Personal credit cards cannot be used to pay for lodging costs. Taxes are not waived on personal payments.



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



Travelers using Uber or LYFT can add their State PCard to their account profile as a secondary payment. Tips for ground transportation should not be included with the fare for state payment.



Upon completion of the trip, receipts should be submitted with the Trip Closure Checklist via the Shared Services Travel 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://us.travelctm.com/wp-content/uploads/2018/04/GT_QRG_profile.pdf
- [E-Travel Online Login](#)
- <http://doa.alaska.gov/dof/vendor.html>
- [Shared Services of Alaska - AP & Travel Portal](#)