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## What Went Wrong?

“A reservation was processed with an agent fee when no special request had been made.”	
Possible Causes	Solution
1. The travel profile contains an exit row seat request but the traveler does not have Elite mileage status.	Prior to purchasing, verify the travelers mileage number (with the traveler or the airlines).  If they do not have Elite status the request for exit row seating <b>must be</b> removed from the <i>Personal Information</i> page in the traveler profile.
2. The One Card in the profile is expired.	Prior to purchasing, verify the expiration date. If expired, select the CTS from the drop-down menu. This changes the default card from the One Card to the CTS for that reservation.



## Travel Authorization Updates

The Division of Finance (DOF) has published a new version of the Travel Authorization (TA) and Request Form on the DOF Website. Recent updates to the form include:

- \* Upgraded form to an Excel Macro-Enabled Template (XLTM) to help alleviate issues that users with Excel 2007 or later experienced when saving the previous version of the workbook.
- \* Removed AKSAS references and replaced with IRIS references where necessary. Descriptive text was added to the Financial Coding fields to help prompt users for the required IRIS coding elements.
- \* Added a third continuation page to the TA form

at the request of an agency travel coordinator.

- \* All radio buttons and checkboxes were removed from the forms and replaced with simplified list drop-down boxes. In most cases, users can expect an action to occur based on the value selected from the list drop-down. For example, selecting “Yes” for whether the Request Includes Personal Travel on the Travel Request tab will unhide rows 23-25 prompting the user for entry of more detail about the Personal Travel Request.
- \* Cell shading and protection was removed from some cells that were previously locked to entry.

In addition to these updates, the DOF Webmaster will

also publish a simplified version of the workbook that contains no macros. All rows are displayed by default on this version of the form, but users may hide rows that are not applicable to their travel, such as the Prisoner Transport Travel section of the TA Form (rows 18-20). Users encountering issues with the macro-enabled workbook will now have this simplified form as an option to complete their travel request and expense reports.

A revision log is included on the **Help** tab of the workbook that details all revisions and the date. It is helpful to review this information periodically. It is also advised to check the DOF Website periodically to ensure you are using the latest version of the form.



## Travel Agent Fees in IRIS

In mid-August, it was brought to attention of the PCard Team that charges for CTM/USTravel agent fees were not automatically attached to a Vendor Record in IRIS.

After further analysis, it was discovered that the EIN for these charges did not match any vendor record in IRIS.

As a result of the mismatch, charges loaded into IRIS prior to August 11, 2015 do NOT have a Vendor Customer

attached to it in the PRCUU/PRCREC.

PRCUR documents for these charges will require manual action.

- \* Select the Vendor Code and update the PRCUR document accordingly **before validation.**

A similar issue occurred with the initial roll out of AutoPay. In order to rectify, AKSAS Programmers set up a process behind the scenes

that automatically attached the vendor to the charge. A similar process has been created for IRIS.

**For charges loaded on or after August 11, 2015** the vendor code AAA00003 will be associated with the Agent Fee.

PRCUR documents for these charges do NOT require the user to select the Vendor Code.

The example below reflects how new charges loaded into IRIS will have the Vendor Customer automatically attached.

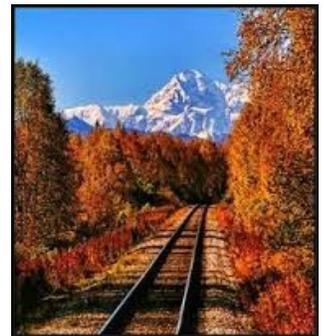
Administrator ID	Department	Unit	Account	4-Digit Card #	Cardholder Name	Merchant ID	Merchant Name
PC01120	D1	1040				5183187	AGENT FEE 8900649236697

Details

Save Undo Search Move to PRCREC

General Info

Administrator ID : PC01120  
 PCard ID :  
 Cardholder Name :  
 Card Number :  
 4-Digit Card # :  
 Account :  
 Vendor Customer : AAA00003  
 Agent Fee -- PCard Use Only for US Travel Fee  
 Merchant ID : 5183187  
 Merchant Name : AGENT FEE 89006492  
 Trans Date :



## E-Travel Information

The [E-Travel Survey](#) is posted quarterly and is used to evaluate the online booking tool and customer service provided by Corporate Travel Management.

We continue to look for ways to enhance the process and recognize the positive changes that have been made.

If you have not already taken the survey this quarter, please take a few moments to provide your feedback. This survey will close on November 30, 2015.

### E-Travel Online Training Enrollment And Quarterly Survey

Trip Changes: Sep 24 10:30  
 Rural Vendors: Oct 13 10:30  
 Full Basic Training: Oct 22 9:30

- 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.

### Test your E-Travel Knowledge!

Send your response to the [ETMT](#) by **Sept 30** and your name will be entered into the quarterly drawing.

1. If a reservation was charged a full agent fee, but there were no special instructions, what are two possible causes?
2. What was added to the TA form to help users with required IRIS coding?
3. If your system encounters issues with the macro-enabled workbook, what other options are available?
4. How do you know if you are using the most current version of the TA form?
5. What action is required in IRIS when the PRCUU/PRCREC does not contain a Vendor Customer attached to the fee?

### E-Travel Management

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### Corporate Travel Management

Online Help Desk  
 877-500-4290 / 907-500-4290  
[e-travelhelp@travelctm.com](mailto:e-travelhelp@travelctm.com)

Reservation Call Center  
 866-762-8728 / 907-500-4292  
[e-travelaprvl@travelctm.com](mailto:e-travelaprvl@travelctm.com)

Whether travelers are jetting across the state of Alaska or around the country, it can be difficult to make healthy eating choices. Here are [10 Healthy Eating Tips for Travelers](#).