

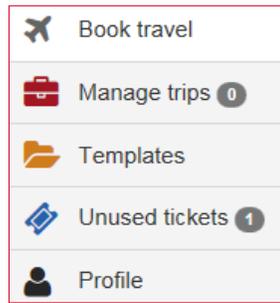
**In This Issue:**

- ➔ Unused Ticket Value
- ➔ E-Travel Tools and Resources
- ➔ Purchasing Error Message
- ➔ E-Travel Information

## Unused Ticket Value

When a trip booked through the E-Travel office is cancelled, the unused ticket value is tracked. Unused tickets are updated in the booking tool nightly and reported to the departments monthly.

The unused tickets are linked to the traveler's profile.



During the booking process, the online tool will alert the travel arranger of unused value that could potentially be applied to an upcoming trip.

[Unused tickets may apply](#)

At any point during the booking process the travel arranger can select the alert link to access the unused ticket detail.

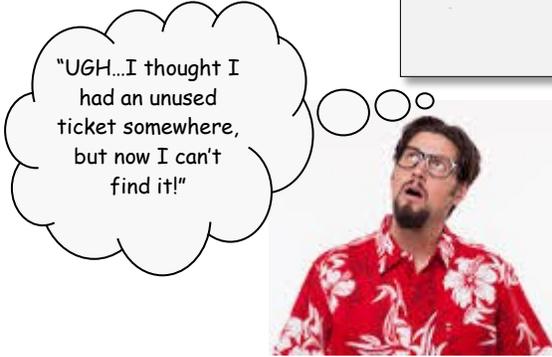
In order to use the value, the travel arranger must enter the ticket number or a request to apply unused value in the

Special Instructions box, which is located on the checkout page, before submitting for purchase.

The monthly reports sent to the departments include the list of tickets for the entire department with the ticket details. The report also includes a separate tab that lists the unused tickets that expired in the previous month.

Please contact your [Department Travel Coordinator](#) to discuss how to best utilize transferable value within your department.

BEAR/VERNON D	<b>Ticketed itinerary —</b>	Estimated value
	<b>Ticket # 02777777777</b>	<b>509.00 USD</b>
	Issued Wed, Dec 23, 2015	Original fare
	Expires Wed, Jan 25, 2017	—



## AAM 60 Updates

Effective October 1, 2016 the following sections of the AAM 60 were revised.

### AAM 60.060 - Payment Methods for Transportation and Expenses

The Statewide mileage balance has been redeemed. The section addressing Statewide mileage as payment method will be removed.

### AAM 60.140 - Privately Owned Vehicles

Mileage incurred that exceeds the distance from the residence to the normal work site may be reimbursed only if approval under section [60.020](#) is obtained.

All Air Travel FAQs relating to statewide mileage will be removed.

Reimbursement FAQs numbers two and eighteen and Vehicle FAQ number four will be updated.

Please refer to the travel website for the most current FAQs.

<http://doa.alaska.gov/dof/travel/faqs.html>

## Purchasing Error Message

A common error for travel arrangers occurs when the arranger does not select a profile before booking travel.

This can be frustrating because the error does not prompt until the arranger has submitted for purchase.

To prevent this from happening, the arranger must select a profile from the list that displayed on top of the home page before entering the travel information in the search box.

If the arranger has access to more than 50 profiles, they must enter the profile name in the last name field and select Search. The list of travelers will display to select from.

Once the profile has been selected, the arranger may note the profile they are using on the top right side of

Arranging travel for **GENERIC**

any page of the booking tool.

The final check is on the Trip Review and Checkout Page. The arranger will be required to remove the last name and insert the traveler and the TSA information. If their name is in the name field box, they will need to start the booking process over and begin by selecting the correct traveler profile.

If the travel arrangers attempts to submit for purchase, the below error message will display.

**! Your user profile is not stored in the reservation system.**

The system could not complete your reservation. Please contact your travel administrator to store your profile in the reservation system.



## E-Travel Information

The State Travel Office is a section of the Department of Administration, Division of Finance (DOF). Information about travel policy, training opportunities, and other travel resources are located on the DOF Travel webpage at <http://doa.alaska.gov/dof/travel/index.html>.

Travelers and Travel Planners can find training resources, short video modules, contract information, comment forms, and links to the travel FAQs.

Travel Coordinators can find the above information as well as a link to the profile maintenance user manual.

There are several links to accounting forms and worksheets that are helpful for processing travel; such as, a TA

form, Mileage form, Taxable Travel, and the Per Diem Table.

Other resources such as department policies, important travel memos, travel regulations, and cost savings information can also be found on the travel website.

Instructor led E-Travel Online training is held monthly via WebEx by a CTM trainer. Employees can enroll via LearnAlaska.

Links to all Travel website information can also be found in the Online booking tool.

If your having difficulty navigating the site, please contact the State Travel Manager.

### E-Travel Online

Rural Vendors and CTS: Oct 4 - 10:30  
 Basic Training: Oct 20 - 9:30  
 Search Function: Nov 10 - 1:30  
 Trip Change: Nov 22 - 1:30

- Login to [LearnAlaska](#)
- Enter *etravel* in the search box.
- Select desired training course
- Select desired training date
- Select **Enroll**

Please take a few minutes to let us know how we are doing?

\*\*\*\*\*

E-Travel Program  
 Quarterly Survey

### FY 2016 Contract Savings

The fiscal year reports are posted on the [Division of Finance Travel Website](#). The Statewide report includes separate tabs for each department.

### E-Travel Management

Danielle Meier  
 State Travel Manager  
 907-465-6534

[doa.dof.e-travel@alaska.gov](mailto:doa.dof.e-travel@alaska.gov)  
<http://statetravel.alaska.gov>

### 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)