



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.

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.

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.

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 REALID! The deadline is October 1, 2021, 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 as 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://gateway.us.travelctm.com/wp-content/uploads/2018/04/GT_QRG_profile.pdf
- [E-Travel Online Login](#)
- [Shared Services of Alaska - AP & Travel Portal](#) (Note: This website is not supported by IE, use CHROME)
- <http://doa.alaska.gov/dof/vendor.html> (Note: Traveler reimbursements should be processed via an OTPAY)