

# DEPARTMENT TRAVEL ADMINISTRATORS JOB AID

## TRIPS & E-TRAVEL ONLINE

**FOR DEPARTMENT DESIGNATED TRAVEL ADMINISTRATORS**

Revision Date: 2021

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## 1 ACRONYMS AND DEFINITIONS

DTA	Department Travel Administrator  Also referred to as Travel Coordinator	Department personnel responsible for maintaining travel profiles and planner associations for their department. This person should be the department lead on policy interpretation and enforcement. They act as liaisons with the ETMT for departmental issues with E-Travel and provide input into policy development. Travel Administrators should analyze travel data for their department for policy compliance and identify the need for traveler or travel planner education.
ETMT	E-Travel Management Team	This is the Statewide Travel Program Administrator and Division of Finance travel back up employees
TRIPS	TRaveler Integrated Profile System	See <a href="#">Traveler Integrated Profile System</a>
ETO	E-Travel Online	System used by statewide travel planners to purchase travel.
LDAP	OIT Directory Server / White pages	OIT Directory of Employees, which is the employee data source
CTS	Centralized Travel Payment	Ghost card used to purchase travel for an employee without a One Card or client travel
DOF	Division of Finance	Department of Administration, Division of Finance. DOF is the agency responsible for the management of travel and policy for all statewide travel.

## 2 TRAVELER INTEGRATED PROFILE SYSTEM - TRIPS

The TRaveler Integrated Profile System (TRIPS) was configured and is maintained by the Division of Finance.

The system interfaces with the employee LDAP directory file to push employee information into the E-Travel Online booking tool. Users of the system can view Travel Group data and manage employees within their department to create travel profiles and manage travel planner associations.

### 2.1 Department Travel Administrator Access

Access to the TRIPS is determined by the department and shall only be granted to those designated as Department Travel Administrators (DTA). Requests for DTA access must be sent by a designated Travel Administrator or Appointing Authority to the [E-Travel Management Team](#) (ETMT).

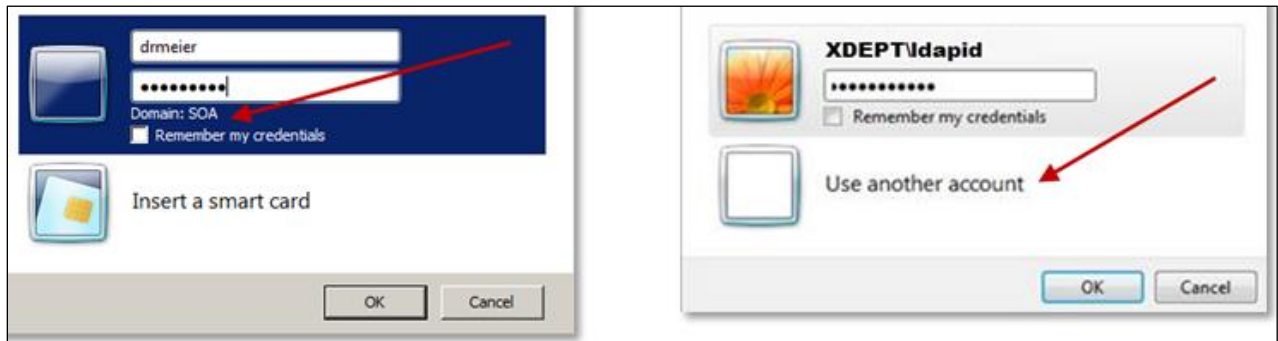
A DTA will primarily use this system to activate traveler profiles, maintain travel planners, and monitor the need to add, change, or delete travel groups based on changes within their department, divisions, or CTS account needs.

## 2.2 TRIPS Login

TRIPS was configured under the statewide domain SOA. System users that normally login under a different domain will need to log into TRIPS using the SOA domain with their SOA login credentials.

The link to TRIPS is posted on the Division of Finance Travel Web page:

<https://dof.doa.alaska.gov/TRAVPROF/HOME>



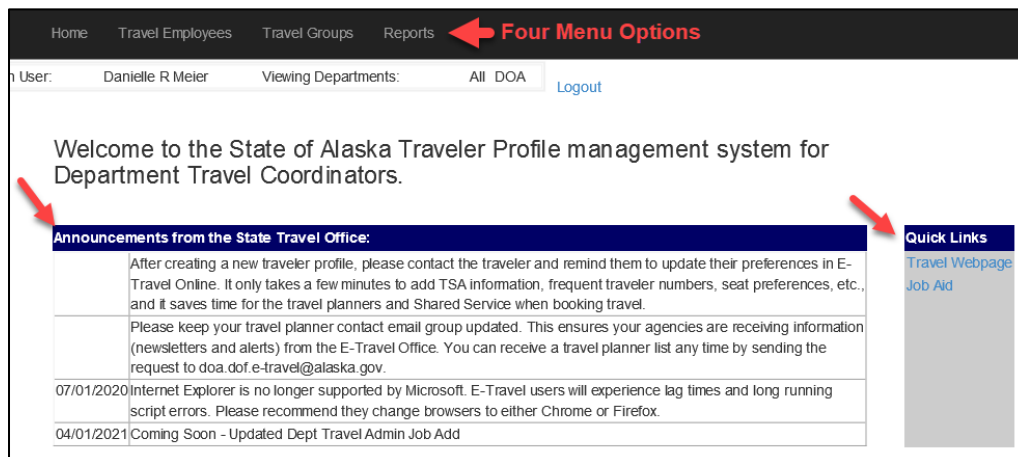
Employees not designated by the department to be a DTA are not given access to this system. Designated DTA's should contact the [E-Travel Management Team](#) (ETMT) if an unauthorized attempt error occurs upon login.

## 3 TRIPS HOME PAGE

Upon login, the system will display the Logged in User's name and department they have access to within the system. The Logout button will close the browser tab.

The menu items **Home**, **Travel Employees**, **Travel Groups**, and **Reports** are visible from all pages as you navigate through the application.

The Home page is also a message board to present announcements and links to Travel Resources on the Division of Finance Travel website.



## 4 TRIPS TRAVEL EMPLOYEES PAGE

The Travel Employees page is where a DTA can search, view, add, edit, or delete traveler and travel planner profiles.

The department drop-down will default the DTAs home department, access to other department profiles is prohibited, except the ETMT, which have access to all departments.

To search for an employee profile, enter the employee name or Employee ID and click the **Find by Emp** button.

The system will display all matching results when all or partial information is entered. For example, if a partial name or Employee ID is entered, the grid will display employees containing that sequence.

EmployeeID	Dept	PCN	DivCode	First Name	Middle	Last Name	Day Phone	Email	Travel Group	LDAP Mismatch	Planner	Coordinator	SS Planner	Edit	Delete
291018	DOA	024041	FIN	Danielle	R	Arreola	(907)465-5593	danielle.arreola@alaska.gov	DOA FIN FINANCE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Edit	Delete
324334	DOA	024092	FIN	Danielle	R	Meier	(907)465-8534	danielle.meier@alaska.gov	DOA FIN FINANCE	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit	Delete

The grid will only display employees that have a travel profile. If there are no results or the expected results do not display, verify the data entry. If still nothing comes up this means the employee does not have a profile created in the system. You can now create the profile, proceed to [Create A New Employee Profile](#).

Travel Employee

DOA [v] Enter partial or full name or employee id: bear [input] Find by Emp [button] Clear Filters [button] Add New [button]

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There are four types of employee profiles that can be created within TRIPS, Travel Planner, Traveler, Coordinator, or SS Planner. The grid will also reflect records that have pending LDAP Mismatches that need to be resolved. [LDAP Mismatches](#) will be discussed later in this document.

### Travel Planners

Employees that are responsible for booking travel for other employees or client travel that will need to be granted access to designated Travel Groups. A Travel Planner can be granted access to as many Travel Groups as needed, but only to groups within their department. These users will be referred to as travel planners throughout this document.

Travel planners are by configuration authorized to purchase travel for any employee in their designated Travel Group(s). However, they are not authorized to purchase travel for themselves unless the department has granted the authority.

If your department allows your travel planners to purchase travel for themselves, you will check the “Purchase Authority” box in TRIPS.

If your department **does not** allow a travel planner to purchase travel for themselves, do not check the box. Again, as a designated travel planner the employee will be able to purchase travel for others, just not themselves.

### **Travelers**

Employees that travel three or more times a year should have their own E-Travel profile, regardless if they are a state cardholder or not.

Employees with a Traveler profile will have access to E-Travel Online so they may update their personal travel preferences as well as research and share travel templates with their planners or other employees. Travelers are not authorized to purchase travel for themselves unless the department has granted the authority.

If the department allows designated employees to purchase travel for themselves, you will check the “Purchase Authority” for those employees only.

If your department **does not** allow employees to purchase travel for themselves DO NOT check the purchase authority box.

Once a travel profile has been created, the employee (or their planner) should log into E-Travel and update their Traveler Preferences (TSA and Frequent Traveler information). Even if they have had a profile under a different department. The profile is deleted, along with their preferences, upon separation from the department. This is because we don’t know if the employee will travel with their new job so the new department can determine the need for a traveler profile.

Here is a quick reference guide to update personal information in a traveler profile:  
[https://gateway.us.travelctm.com/wp-content/uploads/2018/04/GT\\_QRG\\_profile.pdf](https://gateway.us.travelctm.com/wp-content/uploads/2018/04/GT_QRG_profile.pdf).

### **Coordinator (Dept Travel Administrator)**

Employees responsible for management of traveler profiles and Travel Groups are given this access and referred to as DTA’s. TRIPS will reference a DTA as a Coordinator. Department wide access is granted to this type of user.

### **SS Planners**

Employees within Shared Services of Alaska (SSOA) that are designated to act on behalf of the departments to book and reconcile travel are granted access to E-Travel via TRIPS. Only the ETMT can grant this access as requested by SSOA. SS Planners do not have access to TRIPS.

## 5 CREATE A NEW EMPLOYEE PROFILE

First check the [OIT Directory Server](#) (LDAP) to ensure the employee has an updated LDAP record in your department. There are three parts of the LDAP record that must be updated, or you will not be able to create the profile. If any of the below are missing, you will need to monitor LDAP until the record is complete and no longer pending.

- Agency # must reflect your department
- Sub-Agency must reflect your department and there must be a reflecting Travel Group in TRIPS
- Employee must have Legal Name Field populated (authenticate to confirm this) and the Employee # and User ID must be populated

You can monitor LDAP by using OIT's Directory Statistics to find out how long the LDAP record is pending. It may take several weeks, depending on payroll. The Directory Statistics tells you how long the employee record will be suppressed.

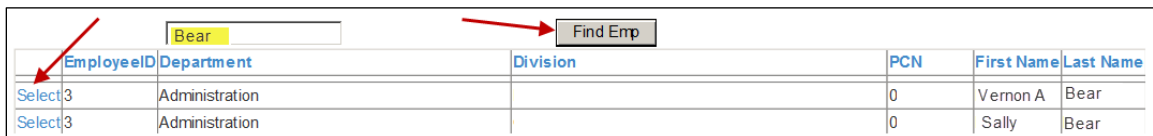
Using Chrome or Firefox, go to OIT website <http://oit-int.alaska.gov/admins> and access the directory by selecting the [Directory Statistics](#) link, then select **Show Log** and scroll down to your department. This is where you can see pending LDAP records for your department.

### Steps for Creating a New Employee Profile:

1. Access the Travel Employees page and click Add New.
2. Enter employee last name, first name, or Employee ID and click Find Emp

The grid will display employees within the department that match the search criteria and do not have a travel profile yet. If the employee does not display in the grid one of the following:

- the employee information entered is incorrect,
  - the employee already has a travel profile,
  - there is missing or conflicting agency information in LDAP. See the beginning of this section.
3. Find the employee you wish to add and click the **Select** button next to the employee you are adding



	EmployeeID	Department	Division	PCN	First Name	Last Name
Select	3	Administration		0	Vernon A	Bear
Select	3	Administration		0	Sally	Bear

- Now the Travel Employee Add form will prepopulate the employees LDAP information.

### Travel Employee Add

NOTE: To add this employee as a planner you must first add the employee with this form, then select EDIT in the Travel Employees list.

EmployeeID	999999
Department	Administration
Division	FIN-Systems Administration
sAMAccountName	vrbear
soaPCN	020000
soaLegalFirstName	Vernon
soaLegalLastName	Bear
soaLegalMiddleName	R
Mail	v.bear @alaska.gov
TelephoneNumber	(907)465- 5555

Employee ID

Travel Group **1** (select)

Purchase Authority **2**

Account

**3**

1. Select the Travel Group from the drop-down menu.
2. Only check the "Purchase Authority" box **ONLY** if the employee has been given authority to purchase travel for themselves. Travel Planners do not need this checked unless they are authorized to book travel for themselves.
3. Click **Save**.

The system returns to the Travel Employee page and displays the employee information.

- If you are adding a traveler, you are done with the setup. The profile will be in E-Travel the next business day.
- If you are adding a Travel Planner, you need to edit the profile and add them to the applicable Travel Group(s).

Travel Employee																		
DOA	Enter partial or full name or employee id										Find by Emp	Clear Filters	Add New					
EmployeeID	Dept	LDAP	PCN	DivCode	LDAP	First Name	Middle	Last Name	Day Phone	Email	Travel Group	LDAP Mismatch	Supress	Planner	Coordinator	SS Planner		
99999	DOA	DOA	020000	FIN	FIN	Vern	R	Bear	(907)465-5555	vern.bear @alaska.gov	DOA FIN FINANCE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

1. Select **Edit** after their name.  
The Travel Employee Edit form will open and at the bottom you will add the Travel Groups the employee Can Plan For:



**Travel Employee Edit**

Employee ID	999999
First Name	Vern
Middle Name	R
Last Name	Bear
Phone	907-465-5555
email	vern.bear@alaska.gov
PCN	020000
Dept	DOA
Division	FIN
LDAP ID	vrbear
Travel Group	DOA FIN FINANCE
Purchasing Authority	<input type="checkbox"/>
Shared Services Planner	<input type="checkbox"/>
Suppress LDAP Update	<input type="checkbox"/>

Save Cancel

Can Plan For

4. Once all Travel Groups are added, select Save

1

Add New Travel Group

(select) Add 3

2

MVA AIR  
MVA ARM  
MVA MHQ

1. Using the drop-down menu under the **Can Plan For** section:
2. Select the Travel Group the Travel Planner will need access to.
3. Select the Add button.
4. Select Save, once all Travel Groups are added.

You will do this for each of the Travel Groups the Travel Planner needs to plan for.

- Note: the drop-down list will include all the Department Travel Groups, regardless of which division the employee is in.
  - Note: DTA's do not need to be added to Travel Groups, you have access to all groups when DOF sets you up as a Travel Administrator.
2. Click **Save**. The Travel Planner will have access to E-Travel the next business day.

TRIPS is updated immediately and E-Travel Online the next business day.

If the employee's LDAP record does not have your departments Agency Name, Agency #, or a full Sub-Agency field, a profile can't be setup. If the agency fields conflict department information, the LDAP record might be suppressed until the next payroll runs.

If there are issues within the Directory Statistics that need to be reviewed, you should start with your Department IT Helpdesk Contact (formerly referred to as DEDPA Department Enterprise Directory Password Admin) <https://oit.alaska.gov/contact-us> or HR department.

## 6 EDIT AN EXISTING EMPLOYEE PROFILE

There are situations in which a travel profile may need to be edited. Changes may occur naturally within your department. LDAP changes will trigger the daily [LDAP and Card Changes Notifications](#) and the LDAP Mismatch will be checked on the employee record, or there might be other changes that come to you internally.

Examples of situations where edits are needed.

- Employee moves to a different division within the department,
- Travel Planner needs access to different groups of travelers,
- Employee has multiple active One Card accounts,
- Employee needs Purchase Authority added or removed.

The Travel Employee Edit form includes data from the LDAP record. The greyed-out fields are view only and reflect the employee LDAP information as of the prior business day. Contact [E-Travel Management](#) if field information is incorrect.

Travel Employee Edit	
Employee ID	999999
First Name	Vern
Middle Name	R
Last Name	Bear
Phone	907-465-5555
email	vern.bear@alaska.gov
PCN	020000
Dept	DOA
Division	FIN
LDAP ID	vrbear
Travel Group	DOA FIN FINANCE
Purchasing Authority	<input type="checkbox"/>
Shared Services Planner	<input type="checkbox"/>
Suppress LDAP Update	<input type="checkbox"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	
Can Plan For	
<input type="button" value="Add New Travel Group"/>	
(select)	<input type="button" value="Add"/>

Shared Services Planner: Designated Shared Services employees will be granted access to E-Travel Online. The ETMT has authority given by Shared Services to set an employee as a Shared Service Planner.

Suppress LDAP Update: Not currently a system function.

- **Travel Group:** This list will only reflect Travel Groups that match the employees Division as reflected in LDAP. If new Travel Groups are needed or a group is not listed contact the ETMT.
- **Purchase Authority:** Some departments allow designated employees to purchase travel for themselves. **Travel Planners should not have this box checked**, the system is configured to allow a person assigned to a Travel Group to purchase travel for members in that group; however they can not purchase travel for themselves.

Note: There are a couple agencies that allow their Travel Planners to purchase for themselves as well, in which case the box can be checked for these designated employees

This box has no relation to USBank purchasing authorities. It only allows an individual to purchase travel for themselves in E-Travel Online.

- **Account Last Four:** This field will only populate on the Employee Edit form if they have an activated One Card (the example above reflects an employee without an activated One Card. If their account is open, but not activated it will not load into E-Travel. This field would only need to be edited if the employee has two activated One Cards under their employee number. This situation will trigger a [LDAP and Card Notification](#) for *Emp has multiple cards*. The notification will occur daily until the situation is resolved. The ETMT monitors for these situations and will work with the department(s) to resolve.

In most cases, this notification is triggered because the account was set up in USBank incorrectly by a Department PCard Administrator.

There are a couple of situations where an employee would legitimately need more than one state card, the system allows for the departments to manual set which card should be used to purchase travel.

- **Can Plan For:** This section is only updated for employees that are designated to arrange travel for others within their department. A Travel Planner may be assigned to one or more Travel Groups, but only groups within their department.

### Steps for Edit an Existing Employee Profile

1. Search for the employee from the Travel Employee page
2. Select the **Edit** button, or the **Delete** button if that is the desired action.

Travel Employee															
DOA	Enter partial or full name or employee id								Bear	Find by Emp	Clear Filters	Add New			
EmployeeID	Dept	PCN	DivCode	First Name	Middle	Last Name	Day Phone	Email	Travel Group	LDAP Mismatch	Planner	Coordinator	SS Planner		
999999	DOA	02	FIN	Vernon		Bear	(907)465-5555	v.bear@alaska.gov	DOA FIN FINANCE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Edit"/>	

3. Make the applicable changes on the Edit form
4. Click the **Save** button.

TRIPS is updated immediately and E-Travel Online will update the next business day.

### 6.1 View LDAP Mismatch

The LDAP and Card Changes for Travelers email will alert you to LDAP and Card Account changes that may or may not need action in TRIPS. Changes that generate a LDAP mismatch require your review and

action in TRIPS or they will reoccur on the report until action is taken. A LDAP mismatch will determine if an employee needs to be assigned to a new travel group, if a planner needs access to different travel groups, or if the employee even needs access at all. Changes to name, phone, or email will update in E-Travel automatically.

For more information regarding the type of changes go to the [LDAP and Card Change Notification](#) section for more detail.

**To update an LDAP Mismatch:**

1. Search for the employee from the Travel Employee page
2. Select the Edit button, or the Delete button if that is the desired action.
3. On the Employee Edit form, click the View Mismatch button.
4. Review the type of change that occurred and take appropriate action.
  - a. Choose a New Travel Group note that there may only be one Travel Group to select from. Reselect that group and Accept the LDAP change. There is only one Travel Group for the division the employee is in.
5. Click the Accept LDAP Data Update button.

Travel Data		LDAP Data	
Employee ID	324334	Employee ID	324334
PCN	024092	PCN	024092
Division	ETS-SATS	Division	FIN-Systems Administrati
First Name	Danielle	First Name	Danielle
Middle Name	R	Middle Name	R
Last Name	Meier	Last Name	Meier

TRAVEL GROUP/CLONE INFO:		I certify I have reviewed this employee's travel privileges and related data and they are now correct for the change in PCN and/or Division.
Travel Group	DOA FIN FINANCE	
Choose New Travel Group:	<input type="text" value="DOA FIN FINANCE"/> <input type="text" value="DOA FIN TP TEST"/>	
CARD ACCOUNT INFO:		<input type="button" value="Accept LDAP Data Update"/>

**7 DELETE AN EMPLOYEE PROFILE**

When an employee changes departments or leaves state service, they are automatically removed from Travel Groups and the travel profile is deleted.

In most cases, a regular employee travel profile does not need to be deleted because the system will automatically delete after separation. However, employees designated as Travel Planners should be monitored more closely. If an employee will no longer book travel for others, it is important that they are removed from Travel Groups or delete the profile (if they are not a traveler) to ensure unauthorized purchases are not made.

**To delete a traveler profile:**

1. Search for the employee from the Travel Employee page
2. Select the **Delete** button and a warning message will display

3. Click the **Delete** button to confirm or click the **Cancel** button

Travel Employee

DOA  Bear

EmployeeID	Dept	PCN	DivCode	First Name	Middle	Last Name	Day Phone	Email	Travel Group	LDAP Mismatch	Planner	Coordinator	SS Planner		
999991	DOA	02	FIN	Sally		Bear	(907)465-	s.bear@alaska.gov	DOA FIN FINANCE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
999999	DOA	02	FIN	Vernon		Bear	(907)465-	v.bear@alaska.gov	DOA FIN FINANCE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

Logged in User: Viewing Departments: All DOA

Confirm delete of Employee 999999

## 8 TRIPS TRAVEL GROUPS PAGE

This page lists all Travel Groups for your department. Travel Groups are view only for DTA's, only the ETMT can update, add, or delete a Travel Group. Changes to Travel Groups must be sent to the ETMT. New Travel Groups may be needed if a new Managing Account is being setup, when a new Home Unit is created in HRM, or if a department is reorganizing. There are other situations that may occur so always contact our team if there are questions relating to CTS accounts, Home Units, or internal discussions about restructuring divisions.

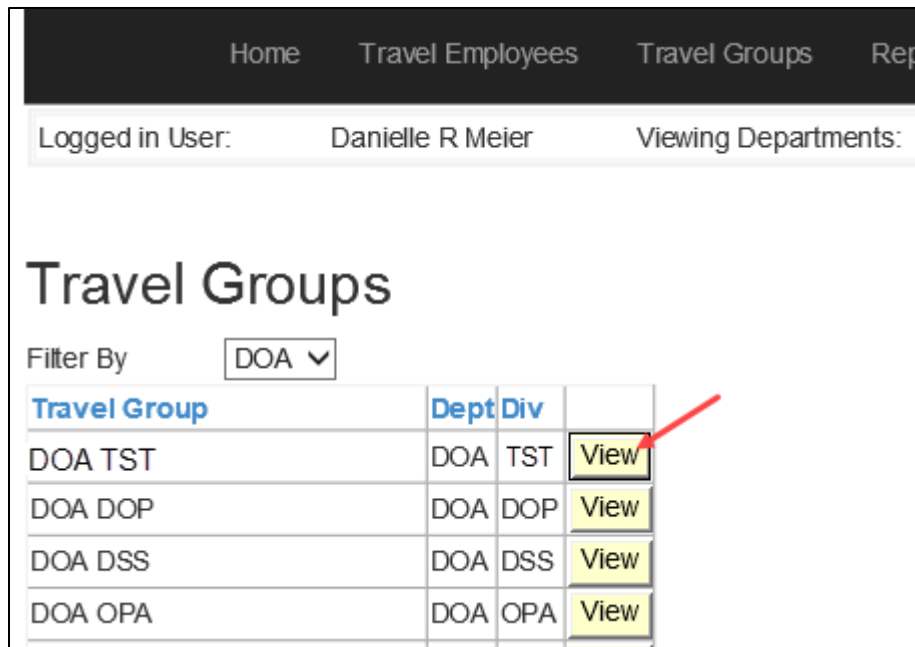
Travel Group data elements are determined upon creation of the group between the ETMT and the DTA. These elements include an ibank number for reporting for fees and unused ticket tracking, one to three group emails for streamlined itinerary distribution, and a CTS account used for purchasing non-profiled travelers (i.e. occasional employee or client travel) and also a backup billing in employee profiles that contain a One Card. In many cases, there is only one Travel Group per division, but some departments will have multiple Travel Groups but will split groups by CTS or region, this is also determined between the DTA and the ETMT.

Employees can only be assigned to one Travel Group and only to a group within their own department. Their 3-letter division code in LDAP will determine which group they can be added to. For example, an employee in DOA FIN can not be added to a DOA COM group.

As an employee is added to a group the nightly cycle will infer the Travel Group elements from that group along with their LDAP information. If the employee has an activated One Card, it will be set as the default payment in E-Travel Online. The CTS is only the default if the employee profile does not have an activated One Card at the time of purchase.

Travel Planners are added to a Travel Group and will have access to any employee within that Travel Group.

### To access/view a Travel Group



From the list of Travel Groups click the View button next to the Travel Group you wish to view.

The page will refresh to the Travel Group (Read Only), see the screenshot below. You can easily review the Travel Group Data, all Travelers (in the top grid), and all Travel Planners for the group (in the bottom grid).

**Important fields:**

1. Generic User: This is the exact user name that the travel agency needs to link unused tickets to a generic profile.
2. Generic Profile Name: This is the last name a Travel Planner will use to search for a generic travel profile in E-Travel and the rural booking tool.
3. Accounts: This field MUST include a CTS account. If it is missing, contact the ETMT immediately. Purchases can't be made with missing CTS accounts in Generic Profiles or when an employee profile does not have an activated One Card. It may drop if there has been fraud reported, and this should trigger a notification on the LDAP and Card Changes email.

### Travel Group (Read Only)

**Travel Group Data**

Travel Group	DOA TST
Generic User	DOATST <b>1</b>
Generic Profile Name	TST <b>2</b>
cfe_ibank	123456
cfe_deptemail	dept.travel@alaska.gov
cfe_divemail	div.travel@alaska.gov
cfe_trvlodeskemail	
cfe_approval	<input type="checkbox"/>
cfe_approver_email	
cfe_approver2_email	
cfe_approver3_email	
cc_default_air	1
cc_default_hotel	1

**Travelers**

EmployeeID	first_name	last_name	day_phone	email
999999	Vernon	Bear	(907)555-5555	v.vernon@alaska.gov
999998	Bob	Bear	(907)555-5555	b.vernon@alaska.gov
999997	Jane	Bear	(907)555-5555	j.bear@alaska.gov

**Planners**

EmployeeID	first_name	last_name	day_phone	email
123456	Sally	Bear	(907)555-5555	s.bear@alaska.gov

**Accounts**

AcctLastFour	TravelUse	fop	fopDesc
0000	SUPERCTS	1	both

**The highlighted fields are currently not used.**

**3**

## 9 TRIPS REPORTS PAGE

This page is a reporting page that can be used as needed. We don't currently have a list of Travelers by Travel Group. If there are requests, we can consider adding this function.

- **LDAP and Card Changes for Traveler:** This link will display the data included in the change notification for the date selected at the top.
- **Travel Planners:** This link will display a list of all your Travel Planners that are in TRIPS on the day you view. The data can be used to view only or download into Excel. If you have added planners on the day you download, they will be in E-Travel as planners the following business day.

This is a great resource for keeping your Travel Contact email group updated. The Travel Contact email is used by the ETMT to send statewide travel related alerts to end users. You may also use this list to see who is in what group quickly, with out going into each group individually.

01traveldesks@alaska.gov	doc.all.sto@alaska.gov
06traveldesks@alaska.gov	DOLtravelplanners@alaska.gov
08traveldesks@commerce.state.ak.us	dor.travel.desk@alaska.gov
10travel.all@alaska.gov	dot.travel.contacts@alaska.gov
DFG.Traveldesks@alaska.gov	DPS.all12.travel@alaska.gov
DMVATravel@alaska.gov	eed.acpe-Travel@alaska.gov
doa.dof.travel.coordinators@alaska.gov	EED.Travel.Planner@alaska.gov
Doa.Travel.Desk@alaska.gov	lawalltravelplanners@alaska.gov
	stafftravel@mehs.us

## 10 LDAP AND CARD CHANGE NOTIFICATIONS

DTA's will receive an email notification when LDAP or State card changes occur for their travelers. Some changes will require action by the DTA, other changes are simply a notification. If no report is received, no LDAP or card changes occurred.

### 10.1 Change Types and How to Determine Action

Notification that require your action will reoccur on the report until action is taken and all systems are in sync. Some of these change types may be important to your [One Card Program Administrators](#) as a hierarchy change may be needed, which is why the Division of Finance (DOF) recommends at least one of your Travel Administrators also be a One Card Administrator.

#### **Div Change or Div Sub Agency Change ACTION REQUIRED**

A division or sub agency change triggers an LDAP Mismatch on the Employee record in TRIPS. A delay in accepting the change may result in a Travel Planner's ability to access the employee profile in E-Travel Online. There may be other issues with travel if this action is delayed.

When accepting an LDAP Mismatch, you must verify the Travel Group by selecting from the drop-down menu. You are confirming the Travel Group the employee should be in, even though in some cases there is no change. You must still select a Travel Group to confirm so the system will sync with LDAP. Also, there may only be one group to choose from and that group should be selected.

- If the employee no longer travels or books travel, delete the profile from the Travel Employees page.
- If the employee will continue to travel or book travel, Select Edit and update appropriately.
  1. Select the **View Mismatch** button
  2. Choose the **New Travel Group** from the drop down. Verify the group, even if the employee will remain in the same group.
  3. Accept LDAP Data Update

#### **Travel Group card drop: ACTION REQUIRED**



This notification is alerting you to the fact that a CTS has been dropped from a Travel Group. If you receive a notification about a Travel Group card drop action is required. Contact the ETMT immediately. In most cases, fraud was reported and if the ETMT and the PCARD Support team are not alerted charges will not process correctly. The ETMT will need a replacement account so purchases can be made using a generic profile or in an employee profile that does not include an activated One Card.

PCARD Support must be advised of card fraud IMMEDIATELY. USBank will usually issue a new account, which needs to be manually added to IRIS by a member of the DOF PCard Team or it will generate errors in the daily PCARD load process.

**Emp has multiple cards: ACTION REQUIRED**

This notification is alerting you that there is more than one activated One Card setup in USBank for an employee. TRIPS will remove the employee's One Card from E-Travel Online so the only payment option in the profile is the CTS.

The ETMT monitors this notification and will reach out to the department(s) affected by the issue. There will be instructions in the email from the ETMT to give guidance on how to resolve. You will need to take appropriate action, which may require your [One Card Program Administrators](#) to assist.

There are only a couple of cases where multiple One Cards are needed for specific employees. DTA's must select in TRIPS the card that should be used to purchase travel. Keep in mind, LDAP changes may trigger this notification again and action will be required as needed.

**PCN Change POSSIBLE ACTION REQUIRED**

This notification is an alert that a PCN change has occurred. You must determine if the employee will still need a travel profile. If the employee is a Travel Planner, a PCN change may indicate changes to Travel Group assignments. Because travel is confidential for the traveler, planners should be removed from groups if they no longer need access.

**Name Change:** No action in TRIPS is needed. You may use this notification for other system changes, such as One Card updates. Please note, there is a glitch with the notification. You may see a Name Change on the report the day after you have added, or it may look the same but there are spaces in the name added or removed.

**Dept Change or Employee Drop:** No action in TRIPS is needed. The travel profile has been deleted.

**Emp card added:** No action in TRIPS is needed. The One Card will become the default card in E-Travel.

**Employee card dropped:** No action in TRIPS is needed. The CTS account will become the default card in E-Travel. This notification is driven by our USBank Card file. The system looks for status=OPEN, expiration within the date, and Needs Activation=N. If the card is not activated, the Needs Activation will indicate Y.

This notification can be triggered by different situations:

- Manual card closed by a Card Program Administrator
- Card expired and not activated with new expiration (renewal)
- Card reported Fraud/Lost/Stolen to USBank

Once the employee activates the renewed card, it will take about 48-72 hours to update into E-Travel Online. You will see the “Emp card added”, when it has processed to E-Travel Online.

## 11 ACCESS TO E-TRAVEL ONLINE

E-Travel Online is updated nightly through a cycle that identifies changes you have made in TRIPS, LDAP changes, One Card changes, and unused ticket uploads.

The level of access for DTA and Travel Planners is essentially the same. A Traveler has single access and the ETMT has the highest-level access. However, certain profile data is restricted from ALL levels, but the ETMT has other resources to research issues that may occur within both TRIPS and E-Travel Online.

### 11.1 Department Travel Administrators

The access a DTA has compared to a Travel Planner is the same, except a DTA has access to ALL employees and generic travel profiles for their department.

No special access to the data within the profiles is granted for a DTA; however, a DTA can verify what the traveler has in their profile to the Travel Group they are associated to in TRIPS.

DOF recommends two or three DTA's for each department, one of the DTA's should be a One Card Administrator. Departments with only one DTA is not ideal as profile changes/issues may be delayed if there is no back up.

DTA access must be requested by either an existing DTA or an authorized security contact or Finance Officer.

### 11.2 Travel Planners

The access a Travel Planner has is limited to the Travel Groups assigned by the DTA. This access can change depending on PCN or division changes and it is the DTA's responsibility to monitor these changes.

Upon setup a new Travel Planner should be provided a template of information that includes the groups they have access, shared email access, DOF website as reference to travel resources and training opportunities, and the DTA contacts for inquires.

Travel Planners should be encouraged to attend either instructor led training or self-paced video modules. These training opportunities are provided by our travel agency and cover E-Travel System navigation.

Employees can sign up for training on the travel website:  
<https://content.travelctm.com/etravel/SOATrainingEnrollment/>

Travel Planners should also be added to your travel contact email group, so they receive travel related email notifications.

Travel Planners may see who their travelers are, but they may not add/remove travelers. This is done systematically when you add them to a Travel Group.

### 11.3 Travelers

An employee profile should be created for anyone within the state that may travel at least 3 times in one year. This will make the booking process easier so critical information can be saved within the profile.

Travelers can and should be encouraged to access the system to update their profile information. They may also use the system to research travel itineraries and costs. They can share travel templates with their Travel Planners or other traveling employees.

Travelers that have been designated and authorized to purchase travel for themselves may be flagged in TRIPS. This flag should only be used if your department authorizes this.

Travelers only have access to their own profile, trip list, and unused tickets. They may see who their planners are, but they may not add/remove planners. This is done systematically when you add them to a Travel Group.

## 12 FAQs

FAQ's specifically to the TRIPS process will be added to this document as questions come up. **April 2021**

There are FAQ's posted on the Division of Finance website under References and Resources (under Quick Links) for other travel related topics: <http://doa.alaska.gov/dof/travel/index.html>