

***SUPERSEDED BY CALTRANS TRAVEL TIP 2004-03***

**CALTRANS TRAVEL TIP 2003-03  
AIRLINE RESERVATION POLICY  
(February 05, 2003)**

This note has been approved by Cindy McKim, Chief of the Division of Accounting, to be sent to All Caltrans E-Mail Users by the Travel Policy Section. The Caltrans Travel Tip is intended to communicate the Department's travel policies quickly and efficiently to all Caltrans employees.

Below are some friendly reminders on how to reserve, change, or cancel airline reservations.

**What's in it for me?**

- You will receive accurate and timely airline confirmations/tickets from Patterson Travel.
- Avoid potential delays at the airport.
- Ensure that your program's travel budget is charged accurately for used tickets and refunded for unused tickets.

**Making Reservations**

- Complete a Request for Travel Ticket Form, fa0008 (form should be typed or clearly printed).
- Request a state contract rate (see <http://www.ofa.dgs.ca.gov/Services/AirFare.htm> for carriers and rates).
- Indicate the proper cost coding (source district and unit, charge district, expenditure authorization, sub job, special designation, FAE and agency object code) on the Request for Travel Ticket.
- Obtain supervisor's signature.
- Fax the form to Patterson Travel at (916) 925-0873 or (916) 925-1509 a minimum of 48 hours in advance.

**Changes to Reservations**

Employees changing reservations **are required** to contact Patterson Travel.

To change a reservation:

- Fax a **new** Request For Travel Ticket with "**Reservation Change**" at the top of the request when changes affect the:
  1. Destination
  2. Departure Date
  3. Arrival Date
  4. Airline Carrier

- Employees may call Patterson Travel at (916) 929-3565, option 3 or (800) 353-3565, option 3 to confirm that the change request was received.

**A new Request for Travel Ticket is not required when changes (i.e., changes to flight times) do not affect those items listed above.**

## **Reservation Cancellations**

Employees canceling flight reservations **are required** to contact Patterson Travel **within 24 hours after the flight time**. Department policy prohibits employees from trading or holding ticketed or ticketless reservations for future flights.

To cancel a reservation:

- Call Patterson Travel at (916) 929-3565, option 3 or (800) 353-3565, option 3.
- Provide Patterson Travel with the confirmation or ticket number.
- Fax the original Request for Travel Ticket form with **"CANCEL"** at the top of the request to Patterson Travel at (916) 925-0573 or (916) 925-1509.

For more information regarding the Department's airline policies, please visit Chapter 7 of the Caltrans Travel and Expense Guide located at <http://adsc.caltrans.ca.gov/ASC/travel/tg/air.htm>.

For your convenience we are attaching a Request for Travel Ticket, FA0008.

Those who have installed the Caltrans Electronic Forms System (CEFS) to their computer may access the form through the website at <http://adsc.caltrans.ca.gov/CEFS/>.

If you have any questions or require further information, please contact Jackie Wood at (916) 227-9033/8-498-9033 or Gilbert Petrissans at (916) 227-9079/8-498-9079.

**For individuals with sensory disabilities, documents may be obtained in alternate formats. To obtain such services, please e-mail Gilbert Petrissans at [Gilbert\\_Petrissans@dot.ca.gov](mailto:Gilbert_Petrissans@dot.ca.gov) or Nancy Ledesma at [Nancy\\_Ledesma@dot.ca.gov](mailto:Nancy_Ledesma@dot.ca.gov). TTY users may also call 1-800-735-2922.**

Happy travels.



**Cal T. Rans**

Your Partner in Travel