

***SUPERSEDED BY CALTRANS TRAVEL TIP 2003-09***

**CALTRANS TRAVEL TIP 2002-09  
NON-REFUNDABLE TICKET PILOT  
(December 20, 2002)**

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.

Effective January 1, 2003, the Department will begin a six-month pilot to purchase non-refundable airline tickets for out of state/country (OST) travel.

Although non-refundable tickets are initially less expensive than refundable tickets, there are considerable risks that can increase the cost. The risks include:

- The inability to obtain a refund when a flight is canceled or unused.
- Fees as high as \$100 per transaction when reservations are modified.
- The airline's requirement to specify future travel dates (even though unknown) at the time of change. This may result in even more fees if additional changes are made.
- A potential increase in airfare when exchanging tickets.

It is critical that all employees traveling out of state/country realize the restrictions and consequences of purchasing non-refundable tickets and minimize flight changes and cancellations.

At the conclusion of the pilot, cost data will be reviewed to determine if the Department realized a savings.

**Process**

Employees are required to fax an approved "Request for Travel Ticket" Form FA-0008 to Patterson Travel to request an OST ticket. Patterson Travel will charge the Department's American Express Business Travel Account (BTA) the lowest fare available and e-mail an itinerary to the employee confirming the reservation and any ticket restrictions.

If a change to a reservation is required, employees must contact Patterson Travel. Patterson Travel will make the necessary changes and charge any fees or additional costs imposed by the airlines to the Department's BTA.

As a reminder, employees are still required to follow the Department's out of state/county travel policy. Employees are required to submit an approved "Request For Approval of Out of State Travel" form STD 0257 with their "Request for Travel Ticket" form to Patterson Travel **before** airline reservations are made.

## **In-State Travel**

At this time, the pilot is not extended to in-state travel because the potential change fees and additional airfare would exceed the potential savings.

Employees should submit a "Request for Travel Ticket" form to Patterson Travel to obtain the in-state DGS Airline Contract rates. The rates allow employees to change and cancel in-state flights without incurring additional costs.

For more information regarding this pilot, please contact Gilbert Petrissans at 916-227-9079 or Jackie Wood at 916-227-9033.

For more information on airline tickets or other travel policies, visit the Caltrans Travel and Expense Guide at <http://adsc.dot.ca.gov/ASC/travel/index.htm>.

**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***

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