

Operational Policy

Policy title:	Air Ticket Purchase		
Policy number:	DHS OHA 040-022		
Original date:	08/01/2014	Last update:	12/8/2014
Approved:	Jim Scherzinger, DHS COO; Linda Hammond, OHA Interim COO		

Purpose

The Department of Human Services (DHS) and the Oregon Health Authority (OHA) are committed to the use of uniform business practices and procedures for the purchase of airline tickets, ensuring fiscal responsibility for the agencies in all such purchases.

Description

This policy describes the individuals permitted to purchase airline tickets and the processes employees are required to use when making purchases. The policy covers airline ticket purchases for agency-related business travel. Exceptions to this policy may include but are not limited to emergency and last-minute travel, client travel and sponsor reimbursed travel.

Applicability

This policy applies to all DHS and OHA staff including employees, volunteers, trainees and interns.

As keepers of the public trust, all agency employees have a responsibility to comply with state and agency policies, administrative rule, and state and federal law. The agency takes this responsibility seriously and failure to fulfill this responsibility is not treated lightly. Employees who fail to comply with state or agency policy, administrative rule, or state and federal law may face progressive discipline, up to and including dismissal from state service.

Policy

1. DHS and OHA employees purchasing airline tickets on behalf of the agencies shall adhere to all state and agency guidelines, policies and procedures relating to the purchase of airline tickets.
2. Travel controllers shall:
 - a. Designate agency employees as travel coordinators and ghost account holders.
 - b. Maintain a list of travel coordinators and ghost account holders on the intranet and report changes in employee designation to the state contracted travel agency.
 - c. Ensure that all travel coordinators receive sufficient training and instruction to perform travel related duties in compliance with policy and procedure.
3. Travel coordinators shall:
 - a. Use the travel authorization procedure DHS or OHA-040-009-02 and the lowest logical airfare decision matrix DHS|OHA-040-022-1 when purchasing airline tickets.

- b. Use Azumano’s online booking tool RESX when researching and purchasing airline tickets.
- c. Only make reservations by phone in complex transactions such as routing using multiple carriers, ticket exchanges, ticket refunds or last-minute changes.

References

In addition to the links provided below, employees should refer to related process maps and protocols, including agency guidelines, agency or program best practices and program procedure manuals.

State of Oregon Travel & Contract Information
40.10.00 PO Statewide Travel Policy
Inside DHS|OHA Travel
ResX Training Center

Forms referenced

DHS|OHA-040-022-1: Lowest Logical Airfare Decision Matrix
DHS 1293: Out of State Travel Justification and Authorization
DE1293PH: Out of State Travel Justification and Authorization for Public Health

Related policies

DHS|OHA-040-009: Travel Approval and Reimbursement Policy
DHS or OHA-040-009-02: Travel Authorization Procedure
DHS|OHA-040-021: Sponsored Travel Policy
DHS or OHA-040-021-01: Sponsored Travel Expense Reimbursement Procedure
DHS|OHA-040-022-1 Lowest logical airfare decision matrix

Contact

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Policy history

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Keywords

State Contracted Travel Agency: Azumano
Lowest Logical Airfare (LLA): Provides the best value to the agency for each instance of employee air travel and is determined by factors of price, routing, time, risk of cancellation and changes.
“City Pairs”: State contracted fares – Link to City Pairs 101
Restricted or Penalty Air Ticket: Non-refundable ticket subject to restrictions and penalties.
Travel Controllers: Individuals authorized to designate agency “ghost account” holders and assign agency travel coordinators.
Travel Coordinators: Individuals authorized to make purchases in the state contracted agencies on-line tool (RESX) or designate travel purchasers.
Unrestricted Fare: Fully refundable ticket.

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