



E-Travel News

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Alaska Airlines PFD Sale

Alaska Airlines launched their 2011 Permanent Fund Dividend (PFD) Sale and tickets must be purchased by October 17, 2011 for travel from September 29, 2011 to August 11, 2012. Although the sale provides great rates, very strict rules apply. For example: tickets require 14-day advance purchase, are non-refundable, seating is limited, there are several blackout dates, and exceptions apply requiring non-stop flights and restricted days of travel.

Be sure to [read the rules](#) prior to purchase to determine if other fare options might be a wiser choice.

E-Travel Online Training

Contact your [Department Travel Coordinators](#) to sign up.

October 04 9:45 am Basic

October 13 9:45 am Basic

October 11 9:45 am Advance

See E-Travel Online's User Home Page for more training opportunities by USTRavel.

USTRavel Switching to Sabre

USTRavel is constantly upgrading and improving to provide the best technology in the business. They are very proud and excited to announce that they are upgrading their reservation system from Apollo to Sabre Travel Network (Sabre).

Sabre offers more advanced technology with enhanced products and features that will improve overall service delivery to USTRavel clients. Some of the enhancements that will benefit the state include:

- **Virtually There** - ViewTrip will be replaced

with Sabre's Virtually There to provide additional travel resources

- **Travel Itineraries** - Improved travel itineraries will continue to provide the same information in a new improved format
- **Additional Reporting Features** will be available in 2012

USTRavel is looking forward to bringing Sabre live with the state on Monday, November 14, 2011. USTRavel anticipates a smooth transition between Apollo and Sabre with minimal

impact to the services they already provide.

Agents are undergoing training, and once Sabre goes live, agents will do their best to maintain a timely response as they learn the new system.

The E-Travel Management Team and USTRavel appreciates your patience and welcomes your feedback during Sabre training and implementation.



E-Travel Satisfaction Survey

The travel office has been open since April of 2005. During that time the Department of Administration, Division of Finance has been using surveys to measure customer satisfaction with the contract travel management company (TMC).

The survey allows respondents to write about any issues, concerns, or positive comments pertaining to their experience using the E-Travel Office (E-Travel Online and USTRavel). The survey has evolved into

two parts. Part one is intended for those who have used E-Travel Online, the online booking tool. Part two is intended for those who have contacted USTRavel directly to book travel.

There has been a considerable drop in participation in the survey. Travelers are encouraged to participate and register their opinions during the quarter being measured.

Comments made in the survey are read carefully, and if there is confusion about the process,

it is clarified to those who leave their name.

If a suggestion is made, it is taken under advisement and many of the changes that have been made in the processes are directly related to these suggestions.

The E-Travel Satisfaction [survey](#) for September - November 2011 is available for your response on the travel website under the [Contract](#) tab.

E-Travel Office

USTRavel

E-Travel Online Help Desk
(907) 500-4290 / 877-500-4290
Email: e-travelhelp@ustravel.us

Reservation Call Center
(907) 500-4292 / 866-762-8728
FAX: (907) 465-8288
Email: e-travelaprvt@ustravel.us

Research
Email: soaresearch@ustravel.us

ETMT

Kathy Adair
State Travel Manager
(907) 465-6534

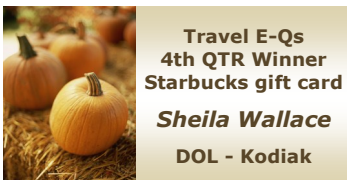
Carmen Engen
Accountant IV
(907) 465-2447

FAX: (907) 465-3798

Email:
doa.dof.e-travel@alaska.gov

See us on the Web!

<http://statetravel.alaska.gov>



Travel E-Qs



There will be a random quarterly drawing in **December** for a prize from the answers submitted by October 15, 2011 to: doa.dof.e-travel@alaska.gov

1. Why might the PFD tickets not be the best option to purchase?
2. Are you going to take the survey?
3. If a traveler does not partake in a meal that is provided for them, what should they do?
4. Who is responsible to provide CTS payment information to hotels and Budget?
5. Why are minimum connection times established?

Contest prize winnings are considered non-cash compensation, and will be included as W2 earnings

Meals Provided to Travelers

Meals and incidental expense (M&IE) allowances are provided to state travelers to cover the cost of meals and incidental expenses. M&IE allowances may be reduced when meals are provided to travelers.

The [AAM 60.250](#) addresses this situation as follows:

Meals Provided to Travelers

Occasionally, a traveler is provided a meal while at a conference, training, seminar, etc., or as part of a lodging package such as at bed and breakfast inns (where the state is paying for actual lodging costs).

When a traveler is provided a meal more substantial than a cold continental breakfast in these or similar circumstances, the traveler is not eligible for the related M&IE allowance unless sufficient justification is provided by the traveler and approved to obtain the M&IE allowance.



If a traveler does not partake in a meal provided to them, they must provide written justification and obtain approval by the department to obtain the meal allowance. Department travel

planners should ensure that travelers understand this and reflect it on the travel authorization or expense report. (See [FAQ's / Per Diems #17](#).)

The [Travel Pocket Guide](#) is a great resource for travel policies and includes a provision on M&IE and when meals are provided. This is a handy pocket guide that would benefit travelers by providing awareness of some of the travel policies. The pocket guide is in a printable, double-sided format and would be a nice addition to the traveler's travel packet.

CTS Payments

When the form of payment is a CTS account, it is the **travel planner's responsibility** to provide the CTS account number to vendors.

Hotels listed in the [Preferred Hotel Program](#), and Budget Car Rental will accept the CTS as a form of payment. Other vendors may not, but it is ok to ask if they will.

For hotels - complete the Hotel Charge Card Authorization form (Hotel CC) located in

E-Travel Online on the [Hotel Availability](#) page, and fax it to the hotel. Hit *Submit* to store the information in USTRavel's database for use if needed.

For Budget - call Budget **after** booking the reservation in E-Travel Online to provide the CTS and reservation confirmation number to Ingrid Longerbone at 800-248-0150.

USTRavel may provide the CTS to vendors **when requested** by one of the following methods:

- After booking the hotel or car, call USTRavel at 866-762-8728 (500-4292 in Juneau). A \$4 surcharge applies,
- Reply to the Final. A \$4 surcharge applies,
- Enter the request in the Special Instruction box. An \$18.60 agent assist fee applies.



Airport Connection Times

Minimum connection times are established so that travelers and their luggage have enough time to transfer to the next flight. Each city has required connection times that vary by carriers within domestic locations and to/from international locations.

Connection timetables are pre-programmed behind the scenes

in all booking tools and agency reservation systems. When an invalid connection time is booked in E-Travel Online, the system will generate an error message that stops the purchase process.

Airlines and travel agencies will not book itineraries that do not meet the standard minimum

connection times. Likewise, travel arrangers should not request itineraries that fall under the minimum connection times.

Airlines will not be responsible for any amenities to the traveler for illegal connection times that may cause missed flights or lost luggage once they arrive at their destination.