E-Travel News

Alaska Airlines Check-in Tips

Alaska Airlines offers a few check-in tips to help travelers get through the check-in process in a timely manner.

Know your confirmation number - quick access to the confirmation number will save time when checking in at a kiosk, or if there is a need to view or change a reservation.

Check the flight status before leaving to the airport.

Leave early to the airport to avoid unforeseen delays due to weather, heavy traffic, or accidents.

Check in and print a boarding pass 1-24 hours prior to the scheduled flight departure time. Alaska Airlines offers the following check-in options:

- **Web check-in** anywhere from 1-24 hours before departure. Use a credit or debit card to pay baggage fees, print a boarding pass, change seat assignments, upgrade to first class, or print a receipt.

- **Mobile check-in** on a mobile device 1-24 hours before departure. A mobile boarding pass needs to be displayed on the mobile device at several checkpoints, including; baggage check-in to the customer service agent, TSA security checkpoint with proper identification, and the boarding door to the gate customer service agent.

- **Kiosk machine check-in** at the airport on the day of departure. For those with carry-on bags, Kiosk check-in is available until 40 minutes before the scheduled flight departure time to purchase first class upgrades, change seat assignments, and to print a boarding pass before heading to the gate. For those with checked baggage, Kiosk check-in is available up to four hours prior to the scheduled flight departure to pay for checked baggage and to print a boarding pass before heading to the baggage-check location.

- **Ticket counter check-in** with a customer service agent on the day of departure until the check-in cutoff time is necessary for those holding a paper ticket or when extra assistance is needed. Bags may be checked within four hours of departure.

Note that gate assignments and departure times can change, so be sure to check the flight information monitors at the airport frequently.

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Feb.20

President's Day
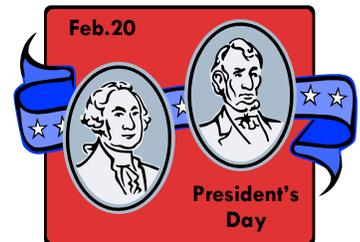
The best leader is the one who has sense enough to pick good men to do what he wants done, and self-restraint enough to keep from meddling with them while they do it.

Theodore Roosevelt

E-Travel Online Training

Contact your Department Travel Coordinators to sign up.

February 07 - 9:45 a.m.
February 21 - 9:45 a.m.
February 28 - 9:45 a.m.

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

Update on the E-Travel Surveys

The first quarter E-Travel Satisfaction Survey responses will be posted to the travel website contract/audit tab later this month. The E-Travel Management Team (ETMT) has been reviewing and preparing answers to all of the survey responses. The responses are being grouped by category with one overall answer per category. The goal is to provide an informative and positive resource tool to help answer E-Travel questions by specific topics.

Results of the State of Alaska Managed Travel Survey will be available at a later date.

TSA Body Scanners in Alaska

The Transportation Security Administration (TSA) has installed new full-body scanners at Alaska airports in Anchorage, Fairbanks, and Juneau. Ketchikan is soon to follow.

These new Advanced Imaging Technology (AIT) scanners use software designed to enhance privacy by eliminating the controversial passenger-specific images. Instead, the AIT scanners use millimeter wave technology which bounces electromagnetic waves off the individual to identify concealed items on a generic passenger image.

TSA says that imaging technology screening is safe for all travelers and the technology meets all known national and international health and safety standards. The AIT scanners are designed to screen passengers for metallic and non-metallic threats — including weapons, explosives, and other objects concealed under layers of clothing. Travelers are asked to remove ALL items from their person before stepping into the AIT scanner. Any item detected, including a wallet, will show up as a yellow box on the body-outline image. The traveler may, once again, be asked to remove any item from their person and be subject to a physical pat down.

Previous full-body scanners that showed a more detailed image of a person will remain in use at other airports outside of Alaska for the time being.

Go to the TSA website for more information on the AIT body scanners.

E-Travel Office

Using Mileage from the Statewide Pool

The Alaska Airlines contract provides the state a discount on all published fares, except web specials, in place of mileage accrual. There will be some accrual, but it is estimated that the state may only accrue enough miles for one or two tickets per year.

Having a statewide pool allows the opportunity to aggregate miles earned to redeem for a ticket instead of having a small amount of miles spread between the departments, which individually would not provide a redemption opportunity.

The state can accrue miles by "purchasing" tickets through USTravel for the following:

- E-Certificates
- Group Discount Codes
- Constituent Fares

As of July 1, 2011, all mileage accrual is being deposited into the statewide pool. Mileage redemption is available on an as-needed basis with the following recommended guidelines:

- Ticket is for out-of-state travel
- Ticket value is $800 or more
- Ticket is for a non-profiled traveler
- There is no travel deviation

Requests to use mileage from the statewide pool should be sent to the ETMT at doa.dof.e-travel@alaska.gov.

This information is available on the travel website's Frequently Asked Questions (FAQ) section under Air Travel. (Numbers 6 and 7)