E-Travel News

GetThere Update

The new E-Travel Online booking tool, GetThere is rolling out to departments on a weekly basis. The expected date to have all departments converted is the first week in May. Department Travel Coordinators are diligently working to ensure that all profiles contain up-to-date information prior to the migration from RESX to GetThere. Keep in mind that:

- All personal information and current travel data will be transferred to GetThere.

- Saved research and past trips will not transfer to the new booking tool.

- Past trips will still be available in Virtually There and will still be stored in USTravel's Sabre reservation system the same as it is now.

It is important to remember that all policy and procedures are remaining the same. The booking tool used to build itineraries is what is changing.

There is one major process difference in using GetThere - Saving Research. The new booking tool does not currently have a "Save Research" function. However, research can still be saved — _outside_ of the booking tool. Each department or division will decide where to save "minimum business itineraries" for deviated travel. Keep in mind that "saved research" is only a snapshot of a planned trip. It does not transmit, or 24-hour hold, any trip data with vendors.

Many positive comments have been received regarding the new booking tool:

- Easy and user friendly and runs quickly. (DPS, Office Assistant III)

- Get There is more intuitive than old booking tool. We made a pretty painless transition in a very "travel heavy" office. (DNR, Executive Assistant)

- So far, the program is pretty awesome. The interface is much easier to navigate and the pages load much faster. I'm sad that we can't save trip research within the site any more, but the pros far outweigh the cons. I am really glad we made the switch. (DNR, Administrative Assistant II)

- I thoroughly enjoy using the new booking tool. Instructions and prompts are clear and the system is very user friendly. (DOA, Office Assistant II)

- We have found the new travel tool to be an amazing travel tool. We have not yet found any problem with it, and couldn't give it any more kudos! 5 stars for sure… the speed on this website is much faster and more accurate. I would say more user friendly as well by far. We are able to keep track of trips much easier and more streamlined. I don't even want to imagine going back to the old tool. (DOA, Administrative Assistant I)

- The trips 'list view' and 'calendar view' are really neat features. It looks like the main issue we are all going to need to get used to is saving research outside the tool. (DOA, Accounting Tech II)

Feedback is welcome. Email your comments and/or suggestions to doa.dof.e-travel@alaska.gov.

> If we had no winter,
>
> the spring would not be so pleasant;
>
> if we did not sometimes taste of adversity,
>
> prosperity would not be so welcome.
>
> _Anne Bradstreet_

E-Travel Online Training

Contact your Department Travel Coordinators to sign up.

GetThere department roll out training continues through April. Scheduled training classes begin later in May.

What is WSCA?

The Western States Contracting Alliance (WSCA) is a cooperative purchasing program established to obtain volume-discounted contracts. The State of Alaska, E-Travel participates in the car rental and lodging contracts.

The WSCA Vehicle Rental program are agreements with Enterprise, National, and Hertz car rentals. These agreements offer deeply discounted rates along with unlimited mileage and one-way rentals. $1 million liability, full Loss Damage Waiver protection, roadside assistance, and direct billing are also available under these agreements.

WSCA Lodging is a nationwide lodging program that contains over 11,000 qualified lodging facilities consisting of over 50 major hotel chains that will honor U.S. General Services Administration (GSA) Per-Diem Rates for State and Political Subdivision employees traveling on official business. The WSCA lodging properties have agreed to provide lodging services that include no pre-charge fee for rooms, no change or cancellation fee (if received prior to 4:00 p.m. on check-in day), no early departure fee, and no energy fee. All properties encourage last room availability and no black out dates.

For easy identification in E-Travel Online, WSCA rental cars and lodging vendors are designated as State Preferred vendors by star icons.

> Travel E-Qs
> Quarterly Winner
> Starbucks gift card
> ***Kaitlin Morris***
> DOC - Anchorage

Travel E-Qs

There will be a random quarterly drawing in June for a prize from the answers submitted by April 15, 2013 to: doa.dof.e-travel@alaska.gov.

1. Where should you send comments and feedback regarding the new booking tool?
2. Which car rental vendors participate in the WSCA contract?
3. How are WSCA vendors identified in E-Travel Online?
4. How do you "save" a hotel that is added to an already purchased air trip?
5. Where can you find frequently asked questions (FAQs) for the new booking tool?

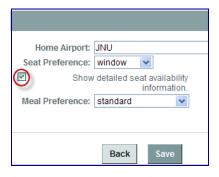Contest prize winnings are considered non-cash compensation and will be included as W2 earnings.

New GetThere FAQs

In the new booking tool I wanted to add a hotel AFTER I purchased my air travel, but I can't find a "save" button. How do I continue? When you add or modify an element on an already purchased itinerary, all you need to do is hit "Purchase." This will only **add** the new element to your existing trip without duplicating any of the already purchased elements.

How do I get my seating preference to show on the seat map? Go to the traveler profile *Flight Preferences* link. There you will see a check box near "Show detailed seat availability information."

Home Airport: JNU
Seat Preference: window
☑ Show detailed seat availability information.
Meal Preference: standard
Back   Save

Check the box, then a "window" or 'aisle' preference will display on the seat map.

GetThere Resources

The GetThere Training Guide and quick reference guides for Travel Research, Self-Booking Travelers, and Travel Arranger are posted on the Travel website under the Traveler/Travel Planner tab.

Frequently Asked Questions (FAQs) specific to GetThere are also posted on the Travel website under Of Interest (on the right-side panel).

We're on the Web!
http://statetravel.alaska.gov

E-Travel Satisfaction Survey

The quarterly E-Travel Satisfaction Survey is posted on the travel website and will remain open until June 8, 2013 for your comments and feedback. This survey is used to evaluate customer service provided by USTravel and the online booking tool. Comments provide an opportunity for USTravel and the state to make enhancements and to bring clarity to the travel program.

All state employees who have contacted US-Travel for travel arrangements, either by phone or in E-Travel Online in the past three months, are encouraged to partake in this survey.

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