E-Travel News

Budget Rentals

The Budget office, **in Fairbanks only,** has amended their policy to rent vehicles for use on the Haul Road and on other roads with similar conditions. The following conditions apply:

- Employees on official state business may receive the contract rate
- Only SUV's will be rented
- Employees must give advance notice of their destination
- Budget's contract insurance coverage will not be provided for any damage

Risk Management has agreed with Budget's policy and will cover any damage.

See state policy requirements, AAM 60.120, that apply to vehicle rentals and alternative vehicle sizes.

When the form of payment is a CTS account , a CTS Authorization **must** be faxed to Budget prior to the traveler picking up the car.

Budget's policy is to bill the traveler's personal charge card when a CTS authorization is not received. Budget will allow the traveler one day to obtain the CTS authorization before charging their personal card. Once a personal card is charged, TAX and the NON-CONTRACT rate will apply. Budget cannot reverse the charges from a personal card to a CTS account.

> The true test of a champion
> is not whether he can triumph,
> but whether he can overcome obstacles.
>
> *Garth Stein*

Virtually There

Sabre's Virtually There is a program that provides travelers access to their E-Travel booked itineraries anytime, 24/7, using laptops or web-enabled mobile devices.

Trip details are displayed in real time and travelers can sign up for notification alerts, such as flight delays, cancelations, gate changes, and trip reminders.

Travelers can view eTickets and eInvoices, download itineraries to their calendar, email itineraries, and access driving directions. Past and future trips are also accessible.

Real-time data, such as gate assignments and flight departure/arrival times, is available instantly and automatically updated.

Virtually There can easily be accessed without having to log in by clicking on the direct link at the bottom of the travelers itinerary in E-Travel Online. To log into Virtually There via the website, go to www.virtuallythere.com. The login instructions and *Traveler Verification* is available in E-Travel Online on the user home page, or from Travel Coordinators, travel planners, or the ETMT.

Special Note of Interest

The AAM 60.250 - Meals and Incidental Expense Allowances has been updated with language to clarify when a traveler is eligible to receive the full amount of incidentals when on short-term travel outside of Alaska. "Travelers are entitled to the entire incidentals portion of the rate for each day or partial day when M&IE is provided for one or more meals for that day."

Have you checked out the updated **Rural Request** form in E-Travel Online?

E-Travel Online Training

Contact your Department Travel Coordinators to sign up.

June 13 9:45 a.m.
June 25 9:45 a.m.
June 27 9:45 a.m.

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

GetThere Tips and Tricks

Profile Address Field

Many corporations other than the state use the GetThere software. Since several corporations still use paper tickets that need to be mailed to them, the profile address is a mandatory field that cannot be hidden from view.

E-Travel operates entirely with e-tickets that never need to be mailed. However, the address field had to be populated with something, so E-Travel chose to enter the Department of Administration, Division of Finance address (P. O. Box 110204, Juneau, AK) as a default in EVERY profile. The address field is not locked down and is changeable, but there is NO NEED to change the address. Changing the address serves no purpose; the recommendation is to leave the address as is.

Manual Name Changes

The name on the traveler's ticket must match the name on their identification used at the airport and the name on their airline mileage membership(s). The E-Travel Online profile name is what prints on the ticket. Travelers or travel planners must ensure the profile name is correct prior to purchasing a ticket.

Legal names are uploaded to the new booking tool according to the name on file in Human Resources (HR). If the HR name is different from the traveler's identification, the profile name should be verified. There are two methods travelers may choose to update their profile name to match identification:

1. Change the name in HR for permanent results.

2. Manually change the name in the booking tool. This is temporary, but is sufficient if monitored. A few changes, such as a department move, will result in the HR name populating the new profile.

Hi my name is

Overbooked Hotel Tips

The summer season traditionally extends to a large volume of travelers. Many travelers tend to change their travel plans and forget to cancel reservations. This causes no-show statistics to rise. It is common industry practice, based on no-show averages, for hotels (rental cars and air carriers) to overbook in order to accommodate the loss.

The practice of hotel overbooking is not illegal, even though it may impose a significant inconvenience to travelers. Here are some *in-the-know* tips for those who may encounter an overbooked situation:

For all hotel reservations, the E-Travel Office will:

- Guarantee the reservation with a state credit card. This creates a contract with the hotel to provide a room.

- Intervene on your behalf by contacting hotel management in the event an issue arises with the reservation.

The traveler should:

- Call the front desk if you are going to be late so that the hotel does not assume you are a no-show and give away your room.

- Carry your itinerary with you that shows the hotel has been confirmed.

- Contact USTravel if a hotel advises you that they have no record of your reservation or if they could not find a room for you elsewhere.

Generally, when you have a reservation that the hotel will not honor, you are entitled to the following:

- The hotel must find comparable accommodations for you.

- The original hotel should pay for the night(s) at another hotel if the room was paid for in advance. In the event the alternate hotel is more expensive, the hotel with which you were booked should pay for the cost difference.

Travel E-Qs

There will be a random quarterly drawing in June for a prize from the answers submitted by June 17, 2013 to: doa.dof.e-travel@alaska.gov.

1. Which Budget location allows vehicle use on non-paved roads?

2. What are Budget's conditions when renting a vehicle for use on non-paved roads?

3. When is a traveler eligible to receive the full incidental amount for short-term travel outside of Alaska?

4. Should the profile address field in E-Travel Online be changed?

5. What methods are available to update a traveler name in their profile?

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

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

E-Travel Office

ETMT

Kathy Adair
State Travel Manager
(907) 465-6534

Carmen Phelps
Accountant IV
(907) 465-2447

FAX: (907) 465-3798

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

USTravel

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

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

Research
Email: soaresearch@ustravel.com