E-Travel News

E-Travel Fees & Services

Below is the new fee structure, effective on Monday, November 4, 2013.

$9.29   E-Travel Unassisted Booking
$7.43   E-Travel Unassisted Refund
$10.83   E-Travel Change / Assisted Refund
$20.42   E-Travel Assisted Booking

E-Travel fees provide for a broad range of services. As with any service, there is a fee for managed travel. Fees associated with a managed travel program are paid to support the following technology and services:

- E-Travel Online powered by GetThere.

- Sabre Global Distribution System (GDS), which is the world-wide reservation system.

- iBank Reporting, which provides a variety of reports such as duty of care, policy compliance, travel spend, and travel activity.

- USTravel services such as a dedicated agent team with extended business hours, E-Travel Online training, help desk service, emergency after-hours service, unused ticket reporting, research on billing issues, support and trouble-shooting for state contracted vendors, and management of the Preferred Hotel Program.

- Cost recovery for the Division of Finance to operate the E-Travel Program.

The full description of fees and services can be found on the Travel Website under E-Travel Fees in the Service Information and Standards section.

Exchange Ticket Eligibility

The new online exchange, void, and refund process, implemented in October, brings efficiency and cost savings to the travel program.

The exchange feature allows users to change existing travel and view the penalty so they can easily determine the costs associated with the change. By providing full policy and cost information for most major airlines, users are empowered to make the best business decisions without contacting an agent.

Trips cancelled in the booking tool can be voided or refunded by the user without contacting an agent. Void transactions have no fee associated and the refund fee is reduced.

It is important to understanding the system capabilities. In order for a request to process seam-

lessly, the ticket and reservation must be eligible. Here is a brief list of situations to consider:
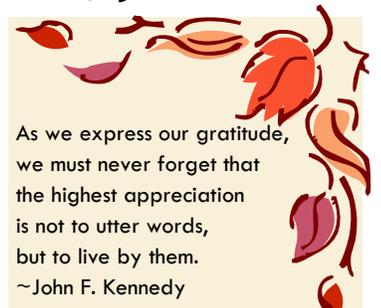
Eligible for the unassisted fee

- Reservations that have not previously been changed, refunded, or voided.
- Reservations containing one-way, round-trip, or multiple destinations.
- Reservations with a single ticket (single carrier or mixed carrier).
- Reservations for pending travel.

Ineligible for the unassisted fee

- Reservations containing split tickets (more than one ticket).
- Reservations containing rural carriers.
- Reservations with waitlisted segments.
- Reservations with schedule changes or unconfirmed segments that have not been processed.

E-Travel Satisfaction Survey
Please take the quarterly survey to provide your valuable feedback.

As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.
~John F. Kennedy

Fall

E-Travel Online Training

Contact your Department Travel Coordinators to sign up.

November 7, 1:30 p.m.

November 21, 9:30 a.m.

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

TripCase

VirtuallyThere was recently replaced with *TripCase*. The new platform provides travelers a mobile solution to receive important flight notifications, and traveler arrangers will have the same capabilities as previously offered in VirtuallyThere. This tool is optional and does not replace the current Final Itinerary sent by USTravel.

Simply create an account using your state email address at www.tripcase.com and begin using this new mobile or web-based technology.

Trip alerts can be turned on or off in profile settings. Arrangers can use either the web-based platform or mobile application.

Traveler's reservations will automatically import to their account. Arrangers can import trips as needed, either from the booking tool

or by logging into *TripCase* and following four easy steps.

1. Click **Create New Trip.**
2. Add the Trip Name and click **Create.**
3. Select **Link a Booking.**
4. Add the passenger last name and the USTravel record locator, then click **Link.**

You have successfully linked a trip to your account.

Travel E-Qs

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

1. Why do we pay E-Travel fees?
2. If the reservation contains a split ticket, is it eligible for the unassisted fee?
3. Are you required to register for TripCase?
4. Who determines TSA Pre✓™ eligibility?
5. What are the guidelines for mileage redemption requests?
6. What is your favorite holiday destination?

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

Fall Back November 4

TSA Pre✓™ - "So Cool!"

TSA Pre✓™ is a voluntary security screening program for eligible travelers.

The program allows certain travelers to move through security with greater efficiency and ease. By using the dedicated screening lane, travelers may not need to remove shoes, belts, and coats. Laptops and 3-1-1 liquids can remain in the carry-on.

The ETMT has received rave reports of this program by a few state employees traveling

through Juneau, Anchorage, and Seattle.

Alaska Airlines and Delta are both TSA Pre✓™ participating carriers.

To learn more about eligibility and to sign up visit TSA Pre✓™ program.

Kudos to Barbara Hembree (DFG) for sharing her experience!

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

E-Travel Office

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FAX: (907) 500-4210
Email: e-travelaprvl@ustravel.com

Research
Email: soaresearch@ustravel.com

Special Note of Interest from Payroll:

All reportable moving, mileage, and per diem reimbursements paid to employees in 2013 must be submitted timely to Payroll departments to ensure correct W-2 reporting. The deadline for making 2013 payments in AKSAS is 12/13/2013 and must be submitted to Payroll by 12/18/2013. Employee reimbursements needed after 12/13/2013 and before 1/1/2014 must be made through the Payroll department. For more information, contact Kelly Baines, Payroll Manager, by email or at 465-5625.

Statewide Mileage

A statewide mileage report is sent to Department Travel Coordinators each month. Mileage redemption is available on an as-needed basis with the following recommended guidelines:

- Travel is out of state.
- The value is $800 or more.
- The traveler is non-profiled.
- No travel deviation.

More information is available on the Travel Webpage under FAQs - Air Travel.