ALASKA E-TRAVEL

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In the News

Transportation Security Administration (TSA) fees will increase airline ticket prices in July.

The fee is used to offset TSA costs for providing civil aviation security services.

Passengers are currently charged $2.50 per nonstop flight and $5.00 for a flight that requires a connection. There are no extra costs for layovers and the fee is capped at $10.00 per ticket.

The new security fee is set to $5.60 each way, making a roundtrip fee $11.20. In addition to the increase, there is an extra charge for each leg of flight with a connection of more than four hours and no cap per ticket.

For more information on the ruling, visit the TSA website.

Also in the news is the Transparent Airfares Act of 2014, which proposes several issues and potential regulations that may affect carriers, travelers, and travel buyers.

THE USTRAVELER has a brief article covering regulations and the potential impact.

★☆★★☆★   ★☆★★☆★   ★☆★★☆★

New E-Travel Fees
Effective Monday, June 30

$9.04	Unassisted Reservation
$7.18	Unassisted Refund
$20.17	Assisted Reservation
$10.58	Change to an Existing Reservation

Federal M&IE Changes

Effective 6/1/14, the federal M&IE was updated for a few Alaska locations, which affected the taxable M&IE calculation.

As a result, the Taxable Travel Allowance form has been updated and posted to the list of Travel Forms.

The following changes were made to the ALASKA TAXABLE M&IE tab.

- Gambell has increased, which changes the taxable impact to $1.
- Point Hope has been removed as the M&IE is now above $60 per day.

Travel Authorization Request Form

The Travel Authorization Request form has been updated to include the following requests:

- The Help tab has been updated with a Revision Log.
- A "Spell Check Form" button was added.
- The "TOTAL NOT TO EXCEED" amount has been increased to $25,000.

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*Travel E-Qs
Quarterly Winner
Starbucks Gift Card*

*Traci Ferguson Hayes
DOA*

Congratulations!

E-Travel Online Training

July 09, 9:30 a.m.
July 24, 1:30 p.m.

To sign up, contact your Department Travel Coordinators or register in E-Travel Online.

Statewide Travel Costs

A recent report from USTravel provided department level data that included an estimated savings for touchless bookings. The report shows that 55% of the bookings were done online with no agent assistance with an estimated statewide savings of $88,000 in booking fees in Q3 FY14.

Certain types of bookings are excluded in the online rate calculation, such as reservations with rural carriers and travel that includes an unused ticket exchange.

Historical data reflects the statewide average transaction fee in FY2009 was $18.82; this fiscal year the average fee is $12.06.
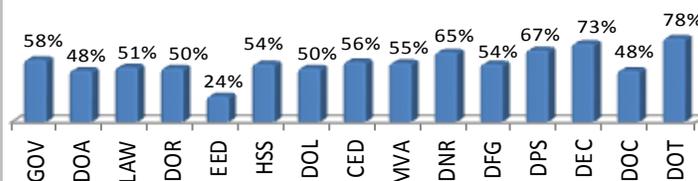
This is a direct result of the constructive suggestions of statewide E-Travel users and the continual improvements that have been made to the online booking tool.

If you would like to see your department's online savings, please contact the ETMT.

GOV	DOA	LAW	DOR	EED	HSS	DOL	CED	MVA	DNR	DFG	DPS	DEC	DOC	DOT
58%	48%	51%	50%	24%	54%	50%	56%	55%	65%	54%	67%	73%	48%	78%

Travel E-Qs

There will be a prize drawing held in October for answers submitted to doa.dof.e-travel@alaska.gov by July 20.

1. Will the new TSA security fee be capped?

2. Are you able to locate the up-dated Taxable Travel Allowance and TA forms?

3. Do you feel 80% of travel book-ings can be done in E-Travel Online?

4. Are there any booking tool FAQs you would like to see added, updated, or removed?

5. On a scale of 1-5 (five being very satisfied), how satisfied are you with the enhancements to E-Travel Online and overall service over the past year?

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E-Travel Website Updates

As a result of the recent en-hancements in E-Travel Online, there have been more updates to the E-Travel web-site.

Booking Tool FAQs: Several questions have been removed from the Hotel and Template sections and the following FAQs have been updated.

- **Hotel #1.** I want to book two different hotels in one city. When I attempt to "add to trip" for the second hotel, the drop down selec-tion box appeared to only give the option of the origi-nation city.

- **Air #4.** How do I find the one-way flight options?

E-Travel Online User Guide: The Table of Contents has been reduced to a single page and the Hotel Search section (pages 22-24) has been up-dated.

Quick Reference Guides: New hotel search steps and icons have been updated.

Please let us know if you no-tice other FAQs or sections of the E-Travel Online Guide that should be updated.

4TH Of July

Then join hand in hand,
brave Americans all!

By uniting we stand,
by dividing we fall.

~ John Dickinson

E-Travel Online Feedback

The State of Alaska made a big change in May 2013 with the successful configuration and implementation of a new online booking tool.

Since the roll out, there have been many great suggestions and feedback from E-Travel users.

As a result of the feedback, we have been able to add features and enhancements that have increased efficiencies, boosted user satisfac-tion, and lowered booking tool costs.

This past fall, the ability to process simple ex-changes, refunds, and voids was enabled and most recently, a major change to the hotel booking process was released and template issues were resolved.

If you have suggestions or ideas that may bring efficiencies to the booking tool, we encourage you to complete the quarterly survey if you have not done so already. The satisfaction survey is open until September 1, 2014.

Here are a few comments regarding the most recent enhancements:

- *"I personally love the changes to the hotel booking process; especially the new map tool! The map tool has helped me find an appropriately priced hotel near the venue that my travelers are conducting business at."*
  ~Jeremy Reynolds, DOA

- *"It is a lot more user friendly. Being able to type in the hotel name and have it pull up automatically in the search results is much better than hunting for it page-by-page. It is also great to be able to check amenities on the side of the screen to narrow the search."* ~Jessica Hood, DOL

- *"The changes to searching the hotels helps out a lot. Now I do not have to search and search for a specific hotel."* ~Marilyn Pungowiyi, DOC