STATE OF ALASKA
DEPARTMENT OF ADMINISTRATION
DIVISION OF FINANCE

Changes to E-Travel Training

Over the past few months, Corporate Travel Management (CTM) and the E-Travel Management Team (ETMT) have been working together on several changes to the travel training program.

Enrollment

E-Travel training enrollment is now available in LearnAlaska. This is an exciting change as your training efforts will be tracked in the statewide learning management system.

Enrollment is easy:

✈ Log into LearnAlaska using your Enterprise ID.
✈ Enter *etravel* in the Search box on the top right corner.
✈ Select the link for the **E-Travel Online Training**.
✈ Select the link for the **Virtual Section** you would like to attend.
✈ Select **Enroll.**

Upon enrolling, you and your supervisor will receive an email notification with your training date.

On training day, registered attendees will log in to LearnAlaska to access the WebEx session and the phone bridge. The WebEx link will be available 4 hours prior to the start of the session.

Instructor Training

Coming this summer the current 2.5 hour training session will be reduced.

CTM will be bundling topics so attendees will have shorter sessions and can select from the sections that are offered.

The sections can still be taken as frequently as needed, but attendees will not have to break from their desks for a half day training.

The training will continue to be a WebEx session with phone audio.

Self-Paced Training

LearnAlaska will also host self-paced training modules that will be available soon.

Each module includes closed captioning and can be viewed as often as needed. And because they are in LearnAlaska, your transcripts will reflect your training.

Please help us create efficient training tools by providing us with valuable feedback.

Your comments and suggestions can be sent to the ETMT.

Please take a moment to update your browser settings before using LearnAlaska; you may refer to this helpful reference document for assistance.

ATTENTION!

FEBRUARY 16
Accomplishments will prove to be a journey, not a destination.

~Dwight Eisenhower

Personal Use of State Vehicles

The annual memorandum regarding an employee's personal use of a state owned vehicle has been posted to the Division of Finance website.

The memo explains that personal use of a state vehicle is a taxable benefit. It also outlines the employee's responsibility to keep adequate records to provide evidence of the use (business and personal) and the various valuation methods that are acceptable by the IRS.

Helpful Resources to Share:

✈ Letter to State of Alaska Vehicle Users
✈ AAM 320.300 – State Vehicle Usage
✈ DOTPF Policies and Procedures Chapter 11 Statewide Equipment Fleet

Employees utilizing state vehicles should review the updated resources to ensure they are aware of the policies, the documentation required, and the taxable consequences surrounding the use of those vehicles.

Hotels in E-Travel Online

Each quarter the ETMT and CTM review survey comments and reach out to individuals that have included their name.

This process has been beneficial. We are able to communicate directly with the individual to resolve an issue, clarify a process or policy, and hear valuable feedback about ways to bring efficiency to the booking tool and travel program.

This past quarter feedback suggests there is still misunderstanding about hotel availability.

The two common misconceptions are that E-Travel Online manages the hotel availability and it does not provide a full listing of hotels.

Hotel Availability is the responsibility of the hotel vendor. If a hotel does not keep their inventory current in the global reservation system (GDS) then E-Travel Online will not be updated and may show as sold out. CTM performs quarterly rate audits on the hotels that participate in the Preferred Hotel Program

to ensure inventory and rates are updated. If you notice that a Preferred Hotel is consistently sold out, please contact Tony.Fuerte@travelctm.com. He will reach out to the hotel to resolve the issue.

When a traveler's requested hotel is sold out, select the green *Request Booking* button. The next page will list three options. Select from the list of options and press *Continue*.

- Add the hotel and have an agent book it.
- Go back and select a different hotel.
- Skip the hotel search.

If you selected *add the hotel and have an agent book it*, your reservation will queue to an agent upon purchase. The agent will contact the hotel on your behalf to confirm the room. If the hotel is not available, the agent will contact you to discuss other options.

Vendor Visibility is a common issue in Alaska. Smaller hotels, inns, and B&Bs have a limited number of rooms to fill per night and the overhead

Pašman, Zadar županija, Croatia

HAPPY VALENTINES DAY!

costs to sell in the GDS are too high for small vendors. As a result, they do not display in E-Travel Online. When you need a hotel in a rural area and no options display in E-Travel Online, use the *Special Instructions* box on the checkout page and note a hotel is needed. The reservation will be queued to an agent. The agents have a full listing of small hotels, inns, and B&Bs around the state. The agent will contact you to discuss the lodging options in the desired city.

Note: Having an agent assist allows you to continue with other duties while an agent calls around for available options. This service will incur the agent assist fee.

E-Travel Information

✈ Next month's feature article will be about Refundable vs. Non-Refundable tickets. If you have specific information you would like to see, please send it to the ETMT.

✈ Delta Airlines announced they will be coming back to Fairbanks and Juneau beginning May 15 and the service will be permanent. They will also be servicing Ketchikan and Sitka.

✈ The Statewide Net Calculated Benefit from E-Travel Use for the first half of FY15 is $1,324,460. The full report is posted on the travel website.

E-Travel Online Training Enrollment And Quarterly Survey

Thursday, Feb 12 - 1:30
Tuesday, Feb 24 - 9:30
Thursday, Feb 26 - 1:30

✈ Login to LearnAlaska
✈ Enter *etravel* in the search box.
✈ Select E-Travel Online Training
✈ Select desired training date
✈ Select Enroll

On Training Day, login to LearnAlaska to access the WebEx and phone bridge.

Please take a few minutes
to let us know how we are doing.
E-Travel Program - Quarterly Survey

Test your E-Travel Knowledge!

Send your response to the ETMT by February 20 and your name will be entered into the Quarterly Drawing.

1. How do you enroll in E-Travel Training?
2. When can you access the E-Travel Training WebEx link?
3. Who controls the hotel rates and availability in E-Travel Online?
4. If a hotel is sold out in E-Travel Online, what action can be taken?
5. Why are some hotels not listed in E-Travel Online?
6. If a hotel is not listed in E-Travel Online, what action can be taken?
7. What specific topic would you like to see covered in a newsletter?

E-Travel Management

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