## Rural Hotels in E-Travel

Rural hotels that are not available in the global distribution system (GDS) are now listed in E-Travel Online.

The rural non-GDS properties are identified in E-Travel with three stars and noted as **Rural Alaska Lodging**.

Since rural properties are not part of the preferred hotel program offering negotiated rates and they do not partici-

pate in the global system, the rates, availability, and amenities cannot be displayed. As a result, each property is loaded with **1 USD** and the amenities link will not display information.



When **Request Booking** is selected, the system will prompt the user to select from one of three options; add the hotel to the itinerary and allow an agent to book, go back to select a different hotel, or skip the hotel search.

When the option to have an agent add the hotel is selected, the reservation will queue to CTM for completion. The agent will reserve the room at the lowest available rate and send the Final itinerary. The Final itinerary

will reflect the confirmed rate and confirmation code. If the requested property is not available, the agent will contact the travel arranger to discuss alternate options.

The CTM agent will send a CTS authorization if the traveler does not have a profile.

This process was implemented because survey responses indicated there was a need for more rural vendor information in E-Travel Online.

Not all rural hotels and B&Bs have been added to the system. Please contact the ETMT with suggestions for additional properties.

We hope this will improve the efficiency of booking rural vendors, which can understandably be cumbersome.

We encourage your feedback so that we can continue to make enhancements to this process.

> **You can take it as understood that your luck changes only if it's good.**
> -Ogden Nash
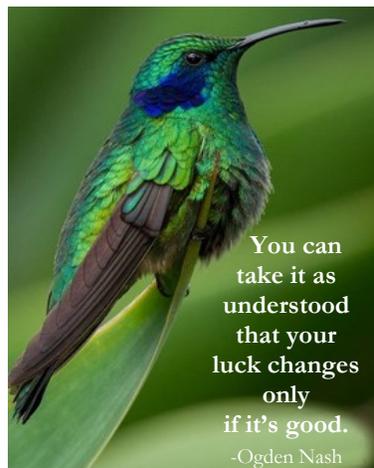
## Round Trip Ticketing Rules

All major air carriers follow Section 4.3 of the ARC Industry Agents Handbook, which advises, "Unlimited segments are allowed as long as the PNR (reservation) contains only one round trip. More than one round trip in the itinerary must be separated and booked in different PNRs. Each passenger must have a separate ticket for each round trip."

Carriers will cancel entire PNRs and issue debit memos when multiple journeys for a passenger are booked in the same itinerary.

Multiple journeys in one PNR causes certain taxes and fees to be incorrectly collected. It can also negatively impact a passenger if there are any changes to the itinerary (a cancellation or no-show) or changes to the fare

after the original ticket has been issued. If a traveler cancels or no-shows any portion of the trip, carriers will cancel the remaining PNR.

CTM agents will contact the travel planner if they notice this rule has not been followed.

If there are questions about this rule, please contact a CTM agent.

KEEP CALM AND SPRING FORWARD MARCH 8

# Traveler Tips

Most E-Travel newsletters focus on information that is important to travel arrangers. This article is for the travelers.

### E-Travel Profile

➔ Personal information, such as TSA information, emergency contact, and Known Traveler Numbers can be entered in the Profile Settings section of your profile. Membership information, such as your frequent traveler numbers, hotel and car preferences, and Passport information can be entered in the Travel Preferences section of your profile. For more information, please refer to the quick reference guide located on the travel website.

➔ Charge card information is locked down. One Card information is updated automatically 2-3 business days after you have activated your card.

➔ E-Travel allows you to create your own trip templates and share them with your travel arranger to purchase. For more information, please take a moment to review the short video module Trip Templates and Research.

### No Show Penalties

➔ If your travel plans change, it is extremely important to contact CTM or the vendor *in advance* to avoid no-show charges. Not only do hotels charge for not cancelling, there are several air carriers that require reservations to be cancelled or changed in advance of the trip or the ticket value is lost.

➔ Some fares on Wings of Alaska are "Use-it-or-Lose-it". If the trip changes or is cancelled there is no value to use in the future. Your travel arranger should be aware of these fare types when purchasing travel (see newsletter from Oct 2014).

### Car Rental Charges

➔ When booking a non-contract car rate, it is important to review the agreement carefully. The State is self insured, so you should never purchase insurance when using a state form of payment. This includes the Lost Damage Waiver (LDW).

➔ Some vendors have fuel policies that will charge for fuel up front. The charge is removed when the renter provides a gas receipt upon return of the car. This is common with all Avis locations in Alaska.

### Who to Call

➔ CTM is available 7 days a week from 7 a.m. to 7 p.m. at 1-866-762-8728. For after hours emergency assistance, call 1-888-423-2434.

➔ Traveler Contact Cards are available for printing on the travel website.

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# E-Travel Information

➔ Unused Delta Airlines tickets may be eligible for a name change. Contact your Department Travel Coordinator, the ETMT or Tony Fuerte to find out if a specific ticket can be transferred to a different traveler. This is a contract benefit directly related to having a managed travel program. Delta is one of the contracted carriers for the State of Alaska.

➔ Travelers that are part of the National Car Rental Emerald Club can reserve the authorized intermediate car type and take advantage of their membership by selecting any available car in the Emerald Aisles at no additional cost to the State.

➔ The WSCA lodging program is in the process of being renamed to NASPO. E-Travel has noted this change in the hotel section.

### E-Travel Online Training Enrollment And Online Training Modules

Tuesday, Mar 10 - 1:30
Thursday, Mar 26 - 1:30

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

To access the WebEx and phone bridge on training day, login to LearnAlaska within 15 minutes of the start of the session.

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The Online Training Modules are posted on the travel website and on the Traveler Home Page in booking tool.

### Test your E-Travel Knowledge!

Send your response to the ETMT by Mar 20 and your name will be entered into the quarterly drawing.

1. Will having rural hotels listed in E-Travel improve your rural booking process?
2. Why does the estimated rural hotel rate show "1 USD"?
3. What may happen if a traveler holds a reservation with multiple round trips?
4. The traveler's mileage number is entered into which section of the profile?
5. By what method can a traveler book their own flights?
6. Why is it important for a trip to be cancelled in advance?

SPRING
Friday, March 20

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