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## State of Alaska Service Fees Reduced

Corporate Travel Management (CTM) has partnered with the State of Alaska since 2009 to provide a centralized travel office. The shared goal of the travel office is balancing policy, contract compliance, and traveler satisfaction while ensuring transparency, cost savings, and sensible spending.

As part of the statewide effort to reduce existing contract costs, CTM has provided a 13% reduction for Executive Branch fees. The adjustment is expected to save

the State nearly \$470,000 annually.

The fee reduction for the Executive Branch will have no impact on the service level provided. However, CTM has changed their regular business hours.

**Effective August 1**, regular business hours are Monday through Friday, from 8:00 a.m. to 5:00 p.m.

Calls made to the reservation line outside regular business hours will be redirected to an after-hours agent.

**New Fee Structure  
Effective August 3, 2015**

- **\$4.00** Online Unassisted *(Reduced from \$9.04)*
- **\$17.68** Agent Assisted *(Reduced from \$20.17)*
- **\$7.18** Online Unassisted Refunds
- **\$10.58** Changes & Assisted Voids and Refunds
- Free Online Unassisted Voids

E-Travel Online will continue to be available 24-hours a day. However, the Help Desk will be available only during regular business hours. Calls will not be redirected, but a message can be left.

**Effective August 3**, departments will see a fee reduction for unassisted and full agent assist bookings. The fee for refunds, voids, and changes will remain same and voids processed without assistance will still be free.



**Benefits of a Centralized Travel Office**

- ➔ Standardized procedures and services; dissemination of information and industry changes.
- ➔ Traveler profile and secure traveler data automated and maintained in a PCI compliant environment.
- ➔ Consolidated booking tool with access to global vendors and contracted rates. All components of a trip are booked on a single site and the traveler has a single itinerary. Changes require contact with the travel office and not each individual vendor.
- ➔ Innovative and current travel technology with an experienced team to provide statewide support and training.

## FY15 Cost Savings Analysis

The FY15 cost savings report is posted on the [travel website](#) under the Contract/Audit tab. The report totals reflect statewide data, but each department has a detailed tab.

The methodology used to report contract savings compares contract prices to published prices. Other savings are reported under managed savings and include unused ticket tracking, special group rates, and waiver favors obtained by CTM through various vendor

relations. The calculated net benefit equals the contract savings plus managed savings, less the service fees.

The statewide net benefit for FY 2015 was \$2,505,128; this is 9% of the total air spend.

**Tips to increase your department's cost savings:**

- ✎ Book in E-Travel Online without agent assistance when possible.
- ✎ Book contracted vendors to

drive volume to State partners.

- ✎ Avoid unnecessary itinerary changes by booking 7 to 10 days in advance. If traveler plans change frequently, consider refundable fares.
- ✎ Apply unused transferable tickets across divisions to ensure funds are utilized before expiring.

Questions regarding FY15 savings can be directed to the [ETMT](#).



## Noncommercial Lodging

Travelers on short-term travel status, both within and outside of Alaska, are eligible for a daily noncommercial lodging allowance. Employees are eligible for this allowance when commercial lodging is not available or when they choose to stay at a non-commercial lodging facility when commercial lodging is available.

The intent of the noncommercial lodging allowance is to compensate travelers for choosing alternative lodging, which results in an economic benefit for the State.

There is no cost to the State for these types of accommodations and therefore no receipt can be provided for lodging reimbursement. The traveler is eligible for the allowance in these circum-

stances, but the allowance is taxable.

If alternate noncommercial lodging is available at a minimal cost and the traveler can provide a receipt to substantiate the fee charged, the reimbursement is not taxable.

There are circumstances when a State owned or vendor provided facility is secured by a state agency. This type of facility can be anything from a full bunkhouse or dormitory to a platform in the woods. The traveler is not eligible for the noncommercial allowance.

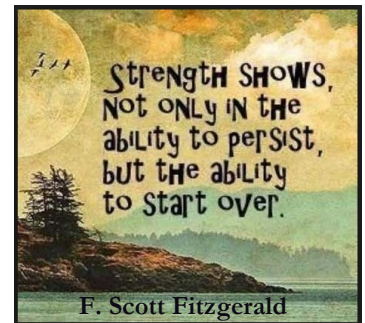
Please take a few minutes  
to let us know how we are doing.  
This survey ends September 1.  
E-Travel Program  
Quarterly Survey

Here are some helpful References to share with your travelers.

[Traveler Pocket Guide](#)

[AAM 320: Fringe Benefits](#)

[AAM 60: Travel](#)



### Test your E-Travel Knowledge!

Send your response to the [ETMT](#) by **Aug 28** and your name will be entered into the quarterly drawing.

1. Name one benefit of the centralized travel office that you recognize adds value or efficiency to the process.
2. What is your department's E-Travel net benefit for FY 2015?
3. What is one thing you could do to increase your department's cost savings?
4. In what situation is a traveler eligible for the noncommercial lodging allowance?
5. What is the intent of the noncommercial lodging allowance?

## E-Travel Information

→ The program changes addressed in this newsletter have been updated on the following documents and posted on the [travel website](#).

[Service Standards](#),

[E-Travel Fees](#),

[FY15 Cost Savings](#)

→ The ETMT is working with CTM to replace some Company Announcements in the booking tool with more dynamic messaging that will display only when applicable to the vendor.

→ Cost saving measures by DGS have resulted in a change to Delta Airlines and Budget Rental contract pricing. Delta has increased their contract

discount and Budget has reduced rates for rentals booked October through March. New pricing for both vendors has been updated in E-Travel Online.

### E-Travel Online Training Enrollment

Rural Vendors: Aug 12 - 1:30  
Full Basic Training: Aug 27 - 9:30  
Search Function: Sep 8 - 10:30  
Trip Changes: Sep 24 - 10:30

- Login to [LearnAlaska](#)
- Enter *etravel* in the search box.
- Select desired training course
- 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.

Alaska Airlines stays ahead of travel technology by testing a program that may replace boarding passes with fingerprints to drop bags, pass security, and board planes.

Read more about biometric IDs at [Alaskaair.com](#) and [USA Today](#).



### E-Travel Management

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<http://statetravel.alaska.gov>

### Corporate Travel Management

Online Help Desk  
877-500-4290 / 907-500-4290  
[e-travelhelp@travelctm.com](mailto:e-travelhelp@travelctm.com)

Reservation Call Center  
866-762-8728 / 907-500-4292  
[e-travelaprvl@travelctm.com](mailto:e-travelaprvl@travelctm.com)