STATE OF ALASKA
DEPARTMENT OF ADMINISTRATION
DIVISION OF FINANCE

ALASKA E-TRAVEL

Booking Rural Air

Booking rural air has always been a challenge because small rural carriers do not participate in the Global Distribution System (GDS). The GDS connects travel buyers with carrier content and combines all flight options and current pricing in a single reservation system.

Since rural carriers do not use the GDS to distribute schedules and fares, travel buyers must go to each individual carrier to get the information needed obtain to research itinerary options.

CTM has created a solution that will help provide travelers and travel arrangers with rural carrier content.

The new system has a similar look and feel to E-Travel Online, and will replace the current process of filling out the rural request form. The system does not provide live inventory or pricing (as E-Travel Online does), but it gives travelers and travel arrangers the ability to build a rural itinerary with DOT certified carriers that are not listed in E-Travel Online making the rural booking process more efficient.

In addition to providing a more streamline process, the cost to use the online request is less than it was with the rural request form.

The fees and description of all E-Travel services can be found below. The information is also posted in the Service Standards on the travel web page and in E-Travel Online.

New Fee Structure

The fee structure and description of services in the below table were established for Executive Branch travel under the new Travel Service Contract, which was awarded to Corporate Travel Management in the spring of 2016.

The fees are effective from November 7, 2016 through November 4, 2018.

Give Thanks

Fee	Fee Type	Description of Service
$4.00	Online with No Agent Assist	Reservation completed in tool with no special request or assistance needed.
$11.00	Online with Partial Agent Assist	Reservation started in tool, but included special requests that required an agent to complete; such as adding rural segments, car, or hotel segments, exchanging a pending trip, or applying unused credit file.
$19.00	Full Agent Assist	Reservation booked directly with an agent.
$6.00	Refund Ticket Online No Agent Assist	Unused ticket or cancelled trip refunded in the booking tool.
$11.00	Refund Ticket with Agent Assist	Unused ticket or cancelled trip refunded by an agent at the request of a State employee or when 30 days past travel.
No Charge	Void Ticket Online No Agent Assist	Reservation cancelled and ticket voided in the booking tool.
$11.00	Void Ticket with Agent Assist	Reservation cancelled and ticket voided by an agent at the request of a State employee.

REAL ID Act

In 2005, Congress passed the REAL ID Act, which was enacted by the 9/11 Commission's recommendation that security standards should be set for the issuance of all U.S. identification cards.

How does this effect travel? In accordance with the Act; Federal agencies, such as TSA, will not accept a license issued in a state that has not met the federal requirements.

The State of Alaska has met some of the requirements and recently received an extension from the U.S. Department of Homeland Security.

Here is the memo, issued by the Office of the Governor, regarding Alaska's extension: http://gov.alaska.gov/newsroom/2016/10/state-of-alaska-receives-extension-to-real-id-requirements/

If the state is not compliant with the Act by January 22, 2018, residents may have to present a passport or alternative ID to TSA in order to board a commercial flight.

For more information regarding the REAL ID Act visit https://www.dhs.gov/real-id-enforcement-brief.

Alaska Airlines has a long history of supporting the United States military, and in October, the company unveiled a new airplane with a special paint job dedicated to the armed forces. The plane was designed by a group of maintenance employees who also spearheaded Alaska Airlines' Fallen Soldier Program. The aircraft is currently in service and made its maiden flight to the state of Alaska on October 28.

HONORING THOSE WHO SERVE

With Respect, Honor, and Gratitude ~ Thank you Veterans

E-Travel Information

Rural Request Online

Travel arrangers are encouraged to contact the E-Travel Online Help Desk with questions about the new rural system.

CTM is prepared for an increase in help desk emails and call volume during implementation of the new tool.

After you have used the system a few times, please provide feedback so we can continue to make enhancements.

If there is a particular routing or vendor that is not listed in the rural system, please send the vendor and routing information to the E-Travel Management.

Online Resources

The training guides posted on the travel web page have been updated to include new screenshots with system enhancements; such as the rural request online.

The resource links are also accessible in E-Travel Online.

It is recommended that users bookmark the travel web page or guides to their preferred web browser to ensure the most current version is used.

Here is the link to all traveler and travel arranger guides and resources.

http://doa.alaska.gov/dof/travel/traveler.html

E-Travel Online

Trip Change: Nov 22 - 1:30
Rural Request Online: Nov 30 1:30
Basic Training: Dec 8 - 1:30
Basic Training: Jan 10 - 9:30
Booking Rural Travel: Jan 26 - 10:30

➔ Login to LearnAlaska
➔ Enter *etravel* in the search box.
➔ Select desired training course
➔ Select desired training date
➔ Select Enroll

E-Travel Management

Danielle Meier
State Travel Manager
907-465-6534

doa.dof.e-travel@alaska.gov

http://statetravel.alaska.gov

Corporate Travel Management

Online Help Desk
877-500-4290 / 907-500-4290
e-travelhelp@travelctm.com

Reservation Call Center
866-762-8728 / 907-500-4292
e-travelaprvl@travelctm.com