



E-Travel News

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Contract Fare

The State has secondary contracts with Delta and Northwest Airlines. Where Alaska Airlines flies into the same city, Alaska Airlines must be used unless the Delta or Northwest Airlines' fare is at least \$60 cheaper.

E-Travel Online Training

Contact your [Department Travel Coordinator](#) to sign up.

Jan 5 10:00am & 2:00pm
Jan 7 10:00am & 2:00pm

See E-Travel Online dashboard for more training opportunities.

Winter Olympics

Plan ahead for travel to or through Seattle during the Vancouver **Winter Olympics** February 12-28. Flights, hotels, and cars may be hard to find.

E-Travel Online Surpasses Expectations!

To put things in perspective, the first week of November the State booked 30 tickets in the old RESX booking tool and the second week of November the State booked 381 tickets or twelve times as many tickets in the new E-Travel Online! By the end of November (three weeks using the new tool) the State booked and auto-ticketed 1,410 tickets. This amounted to 50% of the total tickets issued for the period. Only 5% of the trips started in E-Travel needed agent assistance. The other 45% were booked over

the phone and ticketed by US-Travel agents.

These are phenomenal results! Thank you Travel Planners and State travelers who book and ticket your own travel. Your willingness to familiarize yourselves with the tool and use it this effectively in so short a time deserves praise. In a recent study at Cranfield University entitled "A Study on the Adoption of Corporate Self-booking Tools," the average adoption rate for programs that have been in effect for a year or less is under 40%. We have

exceeded this average in less than one month.

Higher levels of adoption can offer the State real cost savings in terms of reduced travel management fees and lower travel costs. Keep up the excellent work! Thanks to USTravel, the E-Travel Management Team, and all department Travel Coordinators who helped make the rollout of E-Travel Online such a success.

**Winter is the time for comfort,
for good food and warmth,
for the touch of a friendly hand
and for a talk beside the fire.**



**It is the time for home.
Edith Sitwell**

E-Travel Bookings

Budget SUV / Four-Wheel Drive Vehicles

Budget has a limited supply of SUVs and requires USTravel to book directly. Requests for SUVs in E-Travel Online will always be a mini-van, unless the SUV is requested in the Special Instruction box for agent assistance.

Four-wheel drive vehicles are not included in the Budget contract and can be requested from other rental companies.

The State has set a midsize car as a default. The default setting can be changed on the Preference page to a different vehicle

size or by selecting a different vehicle in the dropdown list.

Budget closed in Ketchikan but will show in E-Travel Online until Budget removes it. All rental car bookings in Ketchikan require agent assistance because no agencies there participate in the GDS.

24-Hour Hold

Car and hotel only bookings are reserved by using the 24-hour hold button. There will **not** be a purchase button unless air is included in the reservation. It is imperative to cancel all unused 24-hour hold bookings to avoid hotel and car no-show fees and possible airline debit memos.

Go to "Access a Trip" under the Travel tab to cancel a 24-hour hold booking.

Seating Requests

Travelers who require first class or two-seat bookings need to book the reservation by calling USTravel, or by a request in the Special Instruction box in E-Travel Online. When first class seating is always required to meet a traveler's needs, E-Travel Online can be programmed to accommodate on an individual basis. Send an email request to doa.dof.e-travel@alaska.gov.

E-Travel Office

UStavel

E-Travel Online Help Desk

(907) 500-4290 / 877-500-4290
Email: e-travelhelp@ustravel.us

Reservation Call Center

(907) 500-4292 / 866-762-8728
FAX: (907) 465-8288
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doa.dof.e-travel@alaska.gov

See us on the Web!

<http://statetravel.alaska.gov>



Travel E-Qs

There will be a random drawing for a prize from the answers submitted by February 15, 2010 to: doa.dof.e-travel@alaska.gov.



1. Name two ways to book an SUV from Budget.
2. Car and/or hotel only booking will not have a purchase button. How do you make the reservation?
3. What are the E-Travel fees beginning January 4, 2010?
4. If an unused ticket can not be used as requested, what will UStavel do?
5. How do you find Alaska Airlines hot deal special fares in E-Travel Online?

Contest prize winnings are considered non-cash compensation, and will be included as W2 earnings

E-Travel Fees

As with any service, there is a fee for managed travel. The State has a “pay for performance” contract that requires UStavel to meet performance measure standards. The performance measures are reviewed quarterly to determine the fee for the next quarter. The fee can change by 20% up or down depending on the results of the performance measures.

Since UStavel has exceeded many of their performance measures since implementation, the fees will be higher beginning Jan 4 through April 4, 2010 as follows:

\$10.50 E-Travel Unassisted
\$19.14 E-Travel Assisted
\$10.77 Change / Refund

Having a managed travel program allows the State to benefit from negotiated lower rates, reporting, and control of

Unused Tickets

Reservation requests using unused tickets need to be made by calling UStavel or by request in the Special Instruction box in E-Travel Online.

UStavel will process all unused ticket requests from E-Travel Online unless the requested unused ticket is determined **not valid for reissue**. UStavel will then call the Travel Planner to advise and request approval to ticket without the unused ticket. If the Travel Planner can not be reached, UStavel will leave a voicemail and will **not** ticket the reservation until they are

spending. Fees associated with a managed travel program are paid to:

1. TRX for the use of E-Travel Online.
2. Apollo Global Distribution System (GDS), which is the world-wide reservation system.
3. Airline Reporting Corporation (ARC), the airline holding company which distributes payment to airlines.
4. Cornerstone/iBank which provides reports on State spending for air travel or reservations for cars and hotels.
5. UStavel’s profit margin and costs, including other usage fees for behind the scenes services.
6. Cost recovery for the Division of Finance to operate the E-Travel Program.

Along with the fees that UStavel collects on behalf of other companies, UStavel

negotiates the hotel savings in the State of Alaska and plays an important role in the State’s contracts with Alaska, Northwest, and Delta Airlines. They run interference for the State with Budget and rural carriers even though those contracts are managed by the Division of General Services.

The State now has most of the Executive Branch travel purchases reported in one place which gives the State more buying power. More contracts with travel service providers are in the works and will be announced soon.

Tips & Tricks

Booking a Lower Fare

All Alaska Airlines’ rates, including hot deal specials, are loaded in E-Travel Online. To find the special rates, do not unclick any travel preferences, simply select flight options by using the directional one-way tabs instead of the round trip selection. Place selected flights in the cart and price. Look in the price comparison box at the bottom of the screen for other price options when applicable.

Multi-Stop Flight

Online booking tools usually do not show multi-stop flights as a **connection** option. For example, flight 67 from Seattle stops at Sitka and Ketchikan before Juneau. Alaska Airlines blocks inventory to Juneau due to limited service to Sitka and Ketchikan. On a Los Angeles/Juneau trip, Flight 67 **can** be found by selecting “Multi Cities.” Enter flight selection as LAX/SEA and SEA/JNU, then choose flights from the one-way tabs.

