



Inside This Issue

[Alaska Airlines Contract](#)

[E-Travel Online](#)

[Travel E-Qs](#)

[Ticket Name vs. Government ID](#)

[Reservation Cancellations](#)

[Tips & Tricks](#)



Pen Air Flights

When booking Pen Air flights, choose the flight with the Alaska Airlines designator when possible. This allows for an unassisted auto-ticket with a lower fee. When the Pen Air flight number is booked, agent assistance is required because Pen Air does not participate in the GDS (Global Distribution System).

E-Travel Online Training

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

No scheduled webinar training in February

See E-Travel Online dashboard for future training opportunities.

Alaska Airlines Contract

I'm writing to inform you of changes to our contract with Alaska Airlines and their impacts on your travel. The State and Alaska Airlines recently concluded negotiations that resulted in higher discount levels across all regularly published/scheduled fare classes. This contract continues the designation of Alaska Airlines as the State of Alaska's preferred carrier. Under the new contract terms, travel on all fare classes, except for "special fares" such as web specials, PFD fares, and constituent fares will be discounted. The previous contract included lesser discounts on a limited number of (generally higher priced) fare classes.

We expect this change to substantially increase savings to the State. However, in exchange for the increased discount levels, the new contract also includes quarterly market share targets the State must meet. Failure to meet these targets will result in a decrease in discount levels. It is very important that we meet these targets in order to achieve our savings potential.

Our travel management contractor, USTravel, will assist us in managing to these targets. When making reservations with

the assistance of their travel agents, the agent will be familiar with these targets and will steer the traveler to an Alaska Airlines flight when appropriate. When making reservations using E-Travel Online, the fare menu will assist the traveler in identifying an Alaska Airlines flight to achieve the market share target specified in the contract.

There are exceptions built into the fare agreement that allow us to fly a carrier other than Alaska Airlines under specific circumstances such as inadequate capacity, or a documented one-way cost differential in excess of \$35. It is very important that travelers accurately document their reasons for not choosing Alaska Airlines flights. This way, should we fail to meet our market share target for a specific market, we will be able to show acceptable reasons under the contract, and therefore avoid the decreased discounts. US-Travel programmers are updating E-Travel Online to add coding that will highlight Alaska Airlines flights in



specific markets, as well as a dropdown menu of reasons why the traveler is choosing to fly another airline.

For more specific information contact the E-Travel office at doa.dof.e-travel@alaska.gov. We appreciate your cooperation with our efforts to serve your travel needs and reduce State travel costs.

Vern Jones
Chief Procurement Officer
Department of Administration

E-Travel Online

E-Travel Online is an enhancement that allows auto-ticketing for the approximately 85% Alaska Airlines trips at a lower fee. It does not replace the Booking Request Form because it cannot book hotels, cars, and rural carriers who do not participate in the worldwide Global Distribution System (GDS).

An agent will assist when a remark is entered in the "Special Instructions" box. The tool then functions similar to a BRF incurring a regular agent assisted fee.

Total auto-tickets so far 6,037, for January 2,750. Great Job!

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
 E-mail: e-travelaprvt@ustravel.us

ETMT
 Sunny Israelson
 State Travel Manager
 (907) 465-8281

Kathy Adair
 State Travel Assistant
 (907) 465-6534

Carmen Engen
 Accountant IV
 (907) 465-2447

Terra Serpette
 College Intern II
 (907) 465-2905

FAX: (907) 465-6057
 Email:
 doa.dof.e-travel@alaska.gov

See us on the Web!
<http://statetravel.alaska.gov>



January
 Travel E-Qs
 Winner
 Melody
 Schneider
 DOT—Anchorage

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 exceptions in the Alaska Airlines contract when it is allowable to use a carrier other than Alaska Airlines in market share cities.
2. How is it possible to auto-ticket on Pen Air?
3. What name differences will not hinder the boarding process?
4. How must an assisted booking be cancelled?
5. Do hotels waive no-show fees for weather related reasons?

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

Ticket Name vs. Government ID

TSA Q & A: *If the name printed on my boarding pass is different than what appears on my government ID, will I still be able to fly?*

Secure Flight is a behind-the-scenes process that TSA and airlines collaborate on to compare the information you provide against government watch lists. The additional data elements that you may be asked to provide, such as date of birth and sex, serve to better differentiate you from individuals on the government watch list.

Due to differences in boarding pass systems, boarding passes

may not always display the exact name you provided when booking your travel. The name you provide when booking your travel is used to perform the watch list matching before a boarding pass is ever issued, so small differences should not impact your travel. You should ensure that the name provided when booking your travel matches the government ID that you will use when traveling. Small differences between the passenger's ID, the passenger's reservation information, and the boarding pass (such as the use of a

middle initial instead of a full middle name or no middle name/initial at all, hyphens or apostrophes) should not cause a problem for the passenger.



Tips & Tricks

1. Building a template

A template is a convenient tool used to book reservations for travelers who frequent the same location. Templates retain the air, hotel, and car information so only the departure date and length of stay must be entered for the new trip. The air, hotel, and car selections can be individually modified or deleted prior to purchase.

A template can be built from any 24-hour hold or purchased reservation. Go to "Access a Trip" (under the travel bar at the top right of the screen), to select and view the reservation, then select "Save as a Trip Template." Give the template a name and select "Save."

Go to "Access a Template" (under the travel bar) to find the template. Select "Create Itinerary" and follow the provided steps to complete a new reservation.

2. Weather Cancellations

When a trip cancels due to weather, remember to cancel car and hotel reservations. Some hotels will not waive the no-show fee even for weather. If this occurs, and the reservation was made in E-Travel Online or with UStavel, call UStavel for assistance. Sometimes they can get a waiver from the hotel.

Reservation Cancellations

Reservations made in E-Travel Online (unassisted) should be cancelled in the tool. Locate the reservation on the Trip List and select "Cancel." Since this was an unassisted booking, there will be no confirmation email and no cancellation fee. If UStavel is called to cancel the reservation, a \$4 surcharge will apply.

Reservations that required agent assistance, (booked by phone or in E-Travel Online) must be cancelled by calling UStavel or by replying to the final.

If uncertain whether the reservation was made with agent assistance, call the UStavel help desk at 877-500-4290. There is no fee to ask a question.

The cancelled ticket will show in the profile as an unused ticket and will be refunded after 60 days. If a refund is needed sooner, cancel the reservation and request a refund by calling UStavel or by replying to the final email. A change/refund fee applies to refund requests.

Anchorage Hotels

The following hotels in Anchorage have changed names:

- Clarion Suites Downtown (formally Hawthorn Suites)
- Quality Suites near Convention Center (formally Clarion Suites)
- Rodeway Inn (formally Voyager Hotel)

Be careful booking these hotels by a former location to avoid a traveler thinking he is at one hotel, but ends up at another. A good example is the Clarion Suites.

Do not follow where the path may lead—Go instead, where there is no path, and leave a trail.



Eli Fritz