



E-Travel News

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Ticket Name Changes

Alaska, Horizon, and ERA Airlines allow **Name Changes** on tickets. However, there are some important rules to follow.

Original Ticket must be totally unused

If any portion of the original ticket has been used it cannot be reissued to another person.

Original Ticket must be on one carrier

Alaska Air (AS) ticket numbers begin with **027**. Alaska uses one- to three-digit flight numbers. If an Alaska flight number has a four-digit number beginning with any number other than a **2**, it is a code share flight and you cannot process a name change. A four-digit flight number beginning with a **2** is **Horizon Air**.

ERA (7H) ticket numbers begin with **808**. ERA uses up to three-digit flight numbers. If an ERA flight number has a four-digit flight number beginning with **4**, then it is a code share flight with Alaska and you cannot change the name.

Name changes must be made prior to the expiration date

Alaska Airlines' tickets are good for a year from first date of travel. Most other carriers' tickets expire a year from date of purchase.

There is a fee for name changes

Alaska, Horizon, and ERA Airlines currently charge \$75 for a name change.

Rules of original ticket apply to name change

If any part of the original ticket is nonrefundable, the name change ticket, no matter what fare basis is used, will also be nonrefundable.

When in doubt about reissuing a ticket or changing a name on a ticket, send an email to soaresearch@ustravel.us. Include the original ticket number, if known, the name of the original traveler, date of purchase, or as much information about the unused ticket as possible.

For help reading the ticket tracker report, see "[How to read the ticket tracker unused ticket report](#)" on the travel website.

April Showers



Special Note of Interest

A new [Traveler Contact Card](#) is available on the travel web site. The card contains E-Travel and USTRavel contact information for travelers while in travel status.

The card is two-sided and can be printed for travelers to carry with them. There is a box on the back to write the itinerary booking locator and / or a Profile name to help identify the traveler's record when calling.



USTRavel's Client Appreciation Evening

It's time, once again, when USTRavel holds their client appreciation event in Juneau. The event was held in the fall for Anchorage and Fairbanks. The State is a client and since travel planners and travelers work closely with USTRavel, you are invited to attend. The event will provide beverages, hor d'oeuvres, and no-host bar. Bring your business card to enter for fantastic travel door prizes! Individuals must be present for the door prizes.

If you are one of the lucky winners, you may need to fill out an ethics disclosure form entitled "[Notification of Receipt of Gift](#)" to report your prize. The form is available on Department of Law's website.

If you plan to attend, [Click Here](#) to RSVP by April 2, 2010 or call 907-500-4264.

Annual Client Appreciation Evening in Juneau

Date: Wednesday, April 6, 2010

Time: 4:30pm to 7:00pm

Where: Westmark Baranof
127 North Franklin St.
Juneau, Alaska

Hosts: The USTRavel Companies and
Westmark Hotels

E-Travel Office

USTRavel

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
Email: e-travelaprvt@ustravel.us

Research

Email: soaresearch@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

FAX: (907) 465-6057
Email:
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 April 15, 2010 to: doa.dof.e-travel@alaska.gov

1. How do you calculate when an Alaska Airlines' ticket expires?
2. What is a traveler contact card used for?
3. Can travelers earn personal benefits during State travel when renting cars?
4. Who is responsible to make sure the Hotel CC form is completed and faxed to hotels?
5. After the April drawing, when is the next Travel E-Qs drawing?

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

Tips & Tricks

1. How do I complete the car and hotel section of the Multi-City search?

If a car and/or hotel is needed when booking a multiple city trip, click the appropriate "Include car" and/or "Include hotel" checkbox. Car and/or hotel search criteria can be customized by un-checking the "Based on Air Search Criteria" box and selecting "View Preferences" to enter a specific date and time for each destination.

2. How do I get help?

USTRavel's reservation and help desk is available for immediate

assistance from 7am - 7pm, seven days a week.

USTRavel maintains a help desk to answer questions regarding E-Travel Online. There is no fee to call for help as long as agent assistance is not required to make or finish a booking.

USTRavel has specially trained agents to assist the help line and the reservation line. Please call the appropriate line for the type of assistance needed.

Emergency or after hours service is available by calling 888-423-2434.

My husband, an airline pilot, often has difficulty locating items around the house.

One day he asked me where the salt was. Annoyed, I responded, "How on earth can you find Detroit at night in a blizzard, but you can't find the salt in your own kitchen?"



"Well, Darling," he replied, "they don't move Detroit."

Anonymous

Hotel Credit Card Authorization

When booking an Alaskan hotel and the form of payment is a CTS or Super CTS, a Hotel Credit Card Authorization form (Hotel CC) must be faxed to the hotel. If not sent, the hotel will require the traveler's personal form of payment.

The Hotel CC is located in E-Travel Online at the bottom of the right-hand text column and in a bar above the hotel selection, after adding the hotel to the cart.

It is the **travel planner's responsibility** to make sure the Hotel Credit Card Authorization form is completed and faxed to the hotel.

USTRavel will send the Hotel CC when requested to do so with the following options:

- After booking the hotel, call USTRavel. They can fill out the form and fax it to the hotel for a \$4 surcharge.

- Fill out the form in E-Travel Online, hit "submit." Call USTRavel to fax it for a \$4 surcharge.

- Enter a request in the "Special Instruction" box asking USTRavel to fax the Hotel CC to the hotel. The regular \$19.14 agent assistance fee applies to itineraries using the "Special Instruction" box.

Special Note of Interest

The random prize drawing for Travel E-Qs will change to a **QUARTERLY** drawing. The newsletter will continue to have Travel E-Qs each month. Contestants will be entered in the drawing once for each month they participate, making it possible to have up to three chances to win. The next drawing will be held in July.

Join the Club

Hertz and National car rental companies offer memberships in their frequent user clubs that can be tied to your State travel.

Links are posted in E-Travel Online to sign-up for State travel. These links already know that you are a State of Alaska employee so you do not need to enter any CDP or other code.

You will need your driver's license number, date of birth,

State One Card number, and be willing to "Accept" the terms of the agreements. National has also offered a leisure use code of XZ45LEI with pin # of STA. Signing-up for the National leisure card is available on the regular [National](#) website.

Similar to earning miles on Alaska Airlines, rewards earned during State travel belong to the employee. Extra days or car

upgrades may be used during State or personal travel. Just make sure your personal car rental is charged to your personal credit card.