



# E-Travel News

## Inside This Issue

*TSA Secure Flight*

*USTRavel Saves the State Money*

*Travel EQs*

*Delta Vacations*

*Delta SkyMiles Status Match*

*Market Share Tip*

*Tips & Tricks*

*Special Kudos!*

“Autumn is a second spring when every leaf is a flower.”  
*Albert Camus*



### Special Note of Interest

The State allows for **Bed and Breakfast** lodging, even though it may not be available in E-Travel Online because it is not listed in the Global Distribution System. When Bed and Breakfast lodging is preferred, place the request in the Special Instruction box or call USTRavel at 866-762-8728.

Keep in mind when a meal is provided, the traveler is not eligible for the related M&IE allowance unless sufficient justification is provided by the traveler and is approved within the department.

### E-Travel Online Training

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

September 9 10:00 am  
September 23 10:00 am

See E-Travel Online User Home Page for more training opportunities.

## *TSA Secure Flight*

The next phase of the Transportation Safety Administration (TSA) mandate requiring full Secure Flight Passenger Data (SFPD) is here.

The SFPD program allows the TSA to prescreen additional passenger data prior to departure to better manage the tracking of passenger watch lists.

The program requires the traveler's legal name (as it appears on government ID), date of birth, and sex. This information is also required for infant travel.

Airlines are requiring full compliance and some airlines will issue “booking violation” debit memos and cancel reservations for failure to provide SFPD prior to ticketing.

In an attempt to avoid potential debit memos and cancellations, USTRavel will not be able to issue tickets for reservations that do not contain SFPD effective September 1, 2010.

New edits in E-Travel Online will not allow users to purchase without Secure Flight information. At the time of purchase,

users will be re-directed back to the Secure Flight section until it is filled out.

Travelers and Travel Planners must ensure that profiles are updated with SFPD. When ticketing from a generic profile, or calling in a reservation, SFPD must be acquired from the traveler prior to ticketing.



Back to school

## *USTRavel Saves the State Money*

USTRavel is helping to reduce the number of unused tickets and additional costs to Departments when a ticket, car, or hotel has been issued incorrectly or by mistake in E-Travel Online.

A \$50 threshold was agreed upon by all but two departments allowing USTRavel to make corrections for the following:

- **Car and Hotel** bookings that should have been booked with a contract rate or vendor will be changed to the correct rate or vendor. For example, car bookings not with Budget in Anchorage will be rebooked at Budget. Rates booked higher than the con-

tract rate will be rebooked at the lower contract rate. Surcharge fee (\$4) applies.

- **Voiding tickets within 24 hours of issue** when a travel planner calls due to issuing a ticket by mistake. Refund/Change fee (\$11.04) applies.
- **Cancelled tickets** found by USTRavel, within 24 hour of issue, will be voided to reduce the number of unused tickets to manage and avoid future reissue fees. Refund/Change fee (\$11.04) applies.
- **Air Rates** - Tickets found not booked at the contract rate or booked at a higher

fare will be rebooked to the contract rate or a lower fare. This applies to Alaska codeshare bookings between Anchorage and Homer, Kenai, or Valdez which will be changed to ERA's contract rate when it is lower. The original E-Travel fee (\$10.76) plus an agent assist fee (\$19.72) applies.

Changed itineraries will be emailed and identified by the subject line - Final. Chg 1 (2, 3, etc.).

USTRavel was able to catch and fix 40 itineraries in the month of June and save the State \$7,223 net of fees.



## 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  
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**Research**  
Email: soaresearch@ustravel.us

### ETMT

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State Travel Manager  
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(907) 465-6534

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doa.dof.e-travel@alaska.gov

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

### Special Note of Interest

Information on the [Alaska Airlines Fare Agreement](#) is posted on the General Services website. It contains a detailed description of the valid reasons for not choosing Alaska Airlines and some codeshare FAQs.

### Travel E-Qs

There will be a random quarterly drawing in **October** for a prize from the answers submitted by September 15, 2010 to: [doa.dof.e-travel@alaska.gov](mailto:doa.dof.e-travel@alaska.gov).

1. What date is Secure Flight information required before ticketing?
2. What should you do if a ticket was issued by mistake?
3. Does the State pay for Bed and Breakfast lodging?
4. What is your department's E-Travel Online adoption rate for July?
5. In E-Travel Online, what box is used to request a hotel search in a city other than the flight arrival city?

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

## Delta Vacations

[Delta Vacations](#) has partnered with the State of Alaska to offer employees an exclusive vacation package discount program. State employees qualify to receive a 10% corporate discount on personal vacation packages to any [Delta Vacations destination](#).

The offer is valid for bookings made through December 21, 2010 for travel any time with no blackout dates.

Delta created a customized website for State employees to request a 10% e-certificate for personal use. Employees simply enter their State e-mail address in the designated box, and immediately receive their e-

certificate via the same email account.

Vacation packages include:

- Air, hotel, and rental car
- Air and hotel
- Air and rental car
- Hotel-only

Book the vacation package [online](#) and enter the e-certificate number in the Promo Code/E-Cert box on



**"The sunny beaches - where we occupy ourselves keeping the sun off our skin, the saltwater off our bodies, and the sand out of our belongings."**  
*Erma Bombeck*

## Delta SkyMiles Status Match

Delta offers State of Alaska employee participation in their **Delta SkyMiles Status Match** program. The program allows a traveler who holds an elite status on another airline to have that status matched in Delta's Sky Miles Medallion program through February 2011. For example, a traveler holding MVP Gold status on Alaska Airlines can receive similar status privileges on Delta.

Delta is able to match status from Alaska Airlines, Continental, United, American, and US Airways. The intent of the program is to encourage travelers to try Delta and see the [elevated level of service](#) provided as a Delta SkyMiles Medallion Member.

To partake in the offer, travelers first need to be a member of Delta's [SkyMiles](#) program and then complete a request form providing proof of current status on another carrier. A [Delta Status Match Request form](#) is available on the Travel website.

## Market Share Tip

Alaska Airlines market share requirements do not apply between Anchorage and Homer, Kenai, or Valdez. Although Alaska Airlines does not serve these markets, there is the option to select Alaska codeshare flights.

When travel is solely between the above city pairs, choose the carrier with the **lowest** fare. When travel is in conjunction with Alaska Airlines (FAI to ANC/HOM) choosing the codeshare flight (ANC to HOM) is the best option. It is usually cheaper and allows for electronic check-in.

the booking page or call 1-800-800-1504.

The discount applies to employees and their travel companion(s) on the same itinerary.

See other [terms and conditions](#) that apply.

**Bonus Question for a Delta prize:** Who must issue all airline tickets purchased with the Delta e-certificate?

## Tips & Tricks

### Expanded Hotel Search

If air travel is booked to Anchorage but the hotel is needed in Wasilla, how do I request both at the same time?

Enter the flight city pairs in the **Air** search box and check the **Include Hotel** box. The hotel location and in/out dates will auto-populate to match the air selection. In the (hotel) **Airport Search by Location** box, change ANC to Wasilla. Verify the hotel dates are correct.

### Special Kudos!

#### ✓ To Dept of Revenue

For obtaining an 85% adoption rate using E-Travel Online. To view your department's adoption rate see the [Monthly Report of Adoption Rates](#) on the Travel website.

#### ✓ To Georgia Howard

For being the winner of the E-Travel Trivia Contest. Georgia won a GPS. She was one of twelve finalist out of 57 entrants who answered all questions correctly.

Those interested in the correct answers may contact ETMT at [doa.dof.e-travel@alaska.gov](mailto:doa.dof.e-travel@alaska.gov).