



E-Travel News

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Special Note of Interest

Changes to Upgraded Tickets

When changes are made to a ticket after upgrading to first class, the ticket will be rebooked in the appropriate class of service. A first class upgrade does not automatically carry over from one flight to another. Each time a ticket change is made, the traveler will need to re-qualify for the upgrade on the NEW flight.

E-Travel Online Training

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

October 14 10:00 am

October 28 10:00 am

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

E-Travel Office Following in Giant Footsteps

The E-Travel Management Team recently discovered that the State of Alaska is following in the giant footsteps left by the Department of Defense (DoD).

The introduction of electronic travel systems first occurred with the DoD Defense Travel System (DTS) 2000 release of DTS-Limited. This system accommodates over 30 different financial systems within DoD, a booking system, and voucher processing tool. Deployment of updated versions continues to over 12,000 locations.

The DoD Travel Office was established in February 2006 for the purpose of consolidating and improving commercial travel oversight and management within the Department of Defense. It serves as the single focal point for travel both within the department and with the travel industry.

The Director, Pam Mitchell, was hired to do a 'travel transformation', which included commercial travel management, travel policy, implementation, customer support, and training. She is also in charge of the

DoD travel card program, and housing and travel allowance programs as well as functional oversight of the Defense Travel System (DTS).

The State of Alaska opened its travel management office in April of 2005. It appears that both offices exist for the same reasons and are achieving many of the same goals, although the State of Alaska is on a much smaller scale.

DoD has an end-to-end solution whereby they create a travel authorization, use an online booking system, and complete expense reports just as we are trying to achieve. The State of Alaska is currently working toward implementing an online travel authorization and expense management system to work with the existing online booking system.

Pam Mitchell believes that evolutionary changes, data driven decisions, and traveler compliance will transform the DoD travel management program. Sunny Israelson, the E-Travel Manager for the State of Alaska could not agree more. This exemplifies what the State of Alaska has been working towards for six years, since inception. Compliance with new evolutionary travel policies is difficult and confusing.

"Travelers want to do the right thing, but what is the right thing?" The use of online booking technology will make it easier to do the right thing.

While there are still a few hold-outs for the way state and federal travel used to be handled, most travelers and travel planners have adjusted to the new programs. For the State of Alaska it is evidenced by the 76% overall adoption rate of the online booking tool. Many more compliments and many fewer complaints attest to the success of the improved system.



Special Kudos!

To: **Dept of Law**

For obtaining an 81% adoption rate using E-Travel Online in August and a FY10 net calculated benefit of \$29,452 from E-Travel use. To view your department's adoption rate, see the [Monthly Report of Adoption Rates](#) and for savings, see [E-Travel Office Cost Savings Analysis Report](#) on the Travel website.

Delta Bonus Question

**Winner of a
Delta Sky Club Pass
Melanie Wright
MVA - Juneau**



E-Travel Office

USTRavel

E-Travel Online Help Desk
 (907) 500-4290 / 877-500-4290
 Email: e-travelhelp@ustravel.us

Reservation Call Center
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ETMT

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 doa.dof.e-travel@alaska.gov

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

E-Travel Online Fees
Effective October 4-January 2

- Unassisted \$10.76
- Assisted \$20.04
- Change/Refund \$11.05

Travel E-Qs



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

1. In what year did the State open a travel office?
2. After making a change to an upgraded reservation, what must a traveler do to retain upgrade status on the new flight?
3. What is your department's total net calculated benefit from using E-Travel in FY10? (Note department tabs at bottom of spreadsheet)
4. Where do travelers find information about their rights on a carrier?
5. How do you share a template with other users for whom you book travel?

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

Contract of Carriage

When a traveler purchases a ticket they enter into a Contract of Carriage with each carrier. A Contract of Carriage is an airline document describing the carrier's legal obligation to their travelers. Airlines have their own set of rules and most major carriers post their Contract of Carriage (COC) on their website. ([Alaska Airlines' COC](#))

A Contract of Carriage covers details about the following policies and more:

- Airline cancellation policy and compensation
- Baggage loss, damage, compensation, and items not covered in their liability
- Checked baggage and carry-on rules
- Boarding policy, who can be denied the right to board, and denied boarding compensation

Since a Contract of Carriage governs the airlines' actions, it is good to know traveler rights in case problems occur. Sometimes airline personnel may not know or follow their own rules.

For example, a traveler was told that their damaged bag claim had to be reported in the city they just left and the airline agent could not help them. This is untrue and the agent should have taken the claim in the destination city. This traveler did know the airline policy and was able to persuade the agent to remedy the problem.



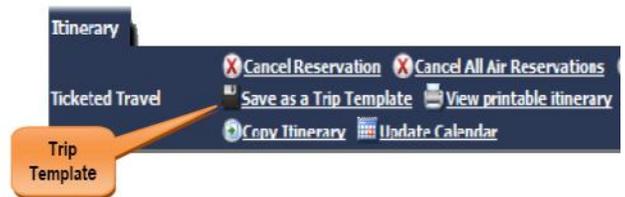
Why is when the plane you are on is late, the plane you want to transfer to is always on time?
 Author Unknown

Booking a Budget Rental Car in a Template

Booking a Budget rental car in E-Travel Online continues to be an issue with State travelers and travel planners. The frustration is shared by the ETMT and even Budget. Unfortunately, because this is not a nationwide contract, the method used in E-Travel is the best online option available at this time. There are a couple of ways to make renting a car less stressful, however.

The first way is to pay the assisted fee and have USTRavel take care of the entire reservation for you.

The second way is to create templates for travel to Anchorage, Fairbanks, and Juneau. A template cannot be created without a confirmed (hotel, car) or ticketed (air) reservation. Once a trip is created with the correct car format, you click on "Save as a Trip Template."



Enter the name of the template in the "Template Name" text box – Anchorage with Budget.

The screenshot shows a web form titled "Save as a Trip Template". It has a "Template Name" input field, a "Template Type" section with radio buttons for "Personal" (selected), "Policy Branch Specific", and "Shared", and a text area for "Type the LDAP ID of the user(s) with whom you wish to share this template. Multiple LDAP IDs may be specified by pressing ENTER between each item." There are "Save" and "Cancel" buttons at the top right. A small pumpkin illustration is visible in the bottom right corner of the form area.

Share the template with all the travelers you book travel for including any generic profiles by typing in the LDAP ID of each profile. You can get your profile list by "Select another user" and then instead of typing in a name, select "search" and a complete list of the profiles to which you are attached will appear. Share the templates with this list of LDAP IDs. Repeat this process for Juneau and Fairbanks.

The next time you have to book a trip to one of those cities, access your template, enter new dates, and voila, the car is booked correctly. Templates are a great time saver. If you are not using them, now is a great time to start!