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E-Travel Online Training

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

Special Kudos!

To: **Dept. of Law**
and
Dept. of Environmental Conservation

For obtaining a 73% adoption rate using E-Travel Online in October. To view your department's adoption rate, see the [Monthly Report of Adoption Rates](#).

Refueling Charges

The auto rental contract with Budget Rent a Car specifies vehicles are to be returned "with the fuel tank filled to the initial rental level." Although the contract is silent on the maximum distance the refueling must take place, Budget's policy states the "vehicle must be filled within a two mile radius from the renting or returning location."



Of those who have been penalized, most state they are unaware of the two-mile radius requirement but argue they do make a good-faith effort of refueling before returning.

There currently is only one gas station (2GO Tesoro @ 4608 Spenard Road) that falls within the two-mile radius. Spenard is not a main thoroughfare used by State employees who would be trav-

eling from either downtown (via Minnesota) or midtown (via W International Airport Road).

Budget Rent a Car has agreed to expand the refueling radius to four miles in Anchorage. This now allows four additional gas stations, with locations on Minnesota Drive, Jewel Lake Road, Raspberry Road, and West International Airport Road.

Travel Credits

If an airline lowers a fare and a State-purchased ticket is reissued to a lower fare, the difference in fare belongs to the State. Airlines sometimes issue a nonrefundable electronic credit (e-certificate) in lieu of refunding the form of payment used to purchase the original ticket. This e-certificate belongs to the State.

State travelers are not allowed to use these e-certificates for personal travel, even if deposited in their personal account by the airline. The e-certificate number must be given to the traveler's department to be used for future State travel.

Note: Alaska Airlines has a feature called My Wallet, providing a place for travelers to

deposit travel credit certificates that can be applied to future tickets. Travel credit certificates, received from a State-purchased business trip, must be returned to the State, including those automatically deposited in a My Wallet account.

Traveler Confidentiality

Records that are maintained about an individual's travel must be kept confidential. This includes traveler information that is maintained in E-Travel Online, email correspondence regarding the travel itinerary and approvals, and all printed travel documents.

Airlines are not allowed to disclose traveler information to

the public, including family members. Travel planners are expected to uphold the same level of confidentiality when booking travel for others.

All contracted travel personnel are required to sign and adhere to a confidentiality agreement. The confidentiality agreement prohibits contracted personnel from discussing State travel

arrangements with anyone that does not have a valid State of Alaska-related business need to know.

State employees who have contact with confidential employee information or reports are required to read and sign a confidentially agreement form, usually included with new-hire paperwork.



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USTRavel

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See us on the Web!
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Travel E-Qs



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

1. Budget has a 2 mile refueling policy. What is the exception in Anchorage?
2. What must travelers do with credits received from State purchased travel?
3. Is it ok to talk to friends about an individual's State travel arrangements?
4. How do you access the unused ticket number in the dropdown display?
5. When would it be a wiser choice to use a charge card over a debit card?

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

Buyer Beware!

An individual happened to present her personal credit card at a restaurant outside Anchorage. She gave the server her card to pay for the meal, and as it usually happens in restaurants, the server put her card in with the bill and took it to the server's "station" to run the card. The card and bill were not returned promptly. When they were, the individual signed for the charge and left the restaurant.

The NEXT DAY, the individual received a notice from her credit card company that there was an unauthorized charge and they shut off her card immediately. This scenario repeats itself numerous times around the world every day.

What can a person do to prevent this type of occurrence? Do not allow a credit card out of your sight for any amount of time. Follow the server to

their station if possible and watch the server process the charge, sign for it, take the card and return to the table. If this is not possible, at least get the name of the server and be aware of the time. This is also good advice when purchasing items at a department store. Never let the card out of sight for any length of time.

Another tip is to use your debit card as a charge card so that you never enter your PIN at a machine. Besides the threat of someone watching, there are machines that have devices planted on them that monitor the PIN entries. Once a thief has your credit card number and PIN, they can put charges on a credit card anywhere in the world.

Being aware of these types of situations is the first step in thwarting a possible credit card theft attempt.

Tips & Tricks

Unused ticket dropdown box.

The unused ticket dropdown box has been enhanced to display the ticket number, previously unavailable.

Double click on **You Have 1 Unused Ticket(s)**, then click on the + next to the airline name to see the ticket number.



Airline	Expiration Date	Approx. Value
- Alaska Airlines	Apr 27, 2011	243.00 USD
Ticket Number		
123456789		

Debit / Charge Card Blocking

More individuals are using a debit card to pay for travel expenses than ever before, but sometimes it may be wiser to use a charge card.

There is not much difference between a debit card and a charge card, except where the money comes from.

The virtue of a debit card is that spending is limited by the balance

in a checking account.

What most individuals don't realize is that some vendors, such as hotels, gas stations, and rental car companies, will place a monetary block on a card, over and **above** the amount of purchase.

If a vendor places an unexpected hold on a debit card, there may not be enough money

left in the account to pay for the next meal or worse yet, cause the account to be overdrawn.

A block placed on a charge card usually does not pose a problem unless the card is near its limit.

Hotels always ask for a card to cover incidental expenses, so think about the account balance before offering a debit card.

