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## State of Alaska Wins Recognition

Two USTravel representatives and one member of the E-Travel Management Team, Kathy Adair, attended the TRX World 2011 Global User Conference in Austin, Texas in May. TRX is the parent company of RESX, which powers the State of Alaska's E-Travel Online booking tool.

The conference brought together top travel management companies, corporate buyers, and a host of integration and alliance partners to discuss the latest trends and technology developments in corporate travel management. TRX rec-

ognized outstanding achievements by corporations, travel management companies, and partners for growth of online programs, leveraging TRX products in travel programs, product innovations, and building partner relationships.



USTravel was presented the Innovator's Award for their development of new features and enhancements.

The State of Alaska was presented the Government Champion Award for successful utilization of the online booking tool. Recognition was received

for providing consistency in policy enforcement, customization of the booking tool, and a successful high adoption rate. The State was recognized for its successful integration with DATABASICS and RESX in obtaining a full end-to-end travel solution.

### Special Note Of Interest

Earlier this year, Lauren Danson, Associate Editor of Business Travel Media Group, requested an interview of the E-Travel Management Team regarding the State's travel program. She wrote an informative article in [Business Travel News](#), recognizing the State's achievements in government travel.

### Happy Father's Day



### Special Note of Interest

Travel booked between Anchorage / Homer, Anchorage / Valdez, or Anchorage / Kenai is not considered part of the Alaska Airlines market share requirement. This is because Alaska Airlines does not fly in those routes.

The flight selection screen in E-Travel Online displays an Alaska Airlines 4-digit flight number (4829), which is a codeshare with ERA and is the same ERA flight shown without the 4(829). In these three markets, pick the carrier with the lowest fare and choose "Destination Not Served" for the reason Alaska Airlines was not used.

### E-Travel Online Training

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

June 09 10:00 am

June 23 10:00 am

See E-Travel Online's User Home Page for more training opportunities by USTravel.

## Alaska Airlines Fare Agreement

The Division of General Services established the Alaska Airlines Government Fare Agreement in an effort to reduce travel costs associated with governmental operation.

The fare agreement continues the designation of Alaska Airlines as the State of Alaska's preferred carrier within Alaska and the lower 48.

Travel on all fare classes, except for "special fares" such as web specials, PFD fares, and constituent fares, are discounted. In exchange for the discount level, the contract includes quarterly market share targets the State must meet. Failure to meet these targets will result in a de-

creased discount level for the entire next quarter. A reduction of just 1% can cost the State approximately \$75,000 in lost savings.

The State must accurately and consistently document the reason a traveler does not choose Alaska Airlines in markets they fly. Documentation is recorded in the traveler's APOLLO record at the time of purchase in E-Travel Online or by USTravel. The exceptions in the fare agreement allow travelers to fly a carrier other than Alaska Airlines under the following circumstances:

- The Alaska Airlines schedule would force an overnight stay

- Alaska Airlines flight is sold out or cancelled
- Other carrier price is cheaper by at least \$35 one way, or \$70 roundtrip
- Destination is not served by Alaska Airlines
- Emergency travel commencing within 4 hours
- Same day travel (Alaska Airlines has NO flights that allow business to be completed in one day)
- Minor and escort travel
- Fire and Suppression travel

For more specific information on the exceptions and codeshare flights, see [Alaska Airlines Fare Agreement](#) in the General Services Contract Award Manual.

**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-travelaprvl@ustravel.us

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

**ETMT**

Kathy Adair  
State Travel Manager  
(907) 465-6534

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(907) 465-2447

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Email:  
doa.dof.e-travel@alaska.gov

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

**One half of life is luck;  
the other half is discipline -  
and that's the important half,  
for without discipline  
you wouldn't know  
what to do with luck.**  
*Carl Zuckmeyer*

**Travel E-Qs**



There will be a random quarterly drawing in **June** for a prize from the answers submitted by June 15, 2011 to: [doa.dof.e-travel@alaska.gov](mailto:doa.dof.e-travel@alaska.gov)

1. What carrier should be selected when travel is between Anchorage and Kenai?
2. If the first Alaska Airlines flight departs before 7 a.m., can you book another carrier at 7:05 a.m., and if so, what reason code would you use for not choosing Alaska Airlines?
3. Who is responsible to pay for rental vehicle cleaning charges?
4. Who must make rental car reservations for non-employees on State business?
5. What happens if a seat assignment is selected for a non-MVP member in the airline's preferred section?

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

*AAM 60.020 Emergency Travel*

An emergency is defined as an unforeseen set of circumstances that calls for immediate action. Emergencies include those that are the result of business-related occurrences, as well as personal situations. Personal emergencies generally do not affect travel status except in the following cases:

- Traveler suffers a serious health condition [as defined

by AS 39.20.550(5)] while in travel status

- Death of an immediate family member [as defined by 2 AAC 08.999(c)] occurs while traveler is in travel status
- Other situations deemed by department management as severe enough to affect travel status



*Tips & Tricks*

**Why am I not getting the seat assignments that I request?**

E-Travel Online has a section in the traveler profile to set preferences for seat assignments and to store airline mileage numbers. If preferences are not set, seats need to be manually requested on the seat map. Seat assignments in E-Travel Online are not guaranteed, but are a request to the airline. The seat reserved by Alaska Airlines will display on the Final itinerary.

Alaska Airlines has preferred seating for MVP/MVP Gold members in the forward portion of the cabin. When seats are requested in the preferred section for a non-MVP member or the airline is unable to verify MVP status, a different seat, or no seat, may be assigned. The Alaska Airlines system reserves seats starting from the back to the front.

To help reserve a desired seat in advance, be sure the traveler's mileage number is stored in the traveler profile, especially for MVP members, and that seating preferences are not selected in the airlines preferred seating section for non-MVP members. Closer to flight departure, airlines may release the preferred seats for all travelers to select.

*Budget Vehicle Return Policy*

Rental car companies request documentation of all noticeable damage prior to leaving the lot. The same holds true when the vehicle is returned.

Budget states on the Vehicle Check-Out / Damage form that damage should be noted on the rental agreement and all unreported damage is chargeable. If any damage is not recorded on the rental agreement, Budget requests that the damage be recorded on the form and given to the Budget counter or KIOSK.



The form also states that upon return of the vehicle, travelers are responsible to acknowledge the condition and advises that:

- The vehicle must be returned with a full tank of gas (unless prepaid fuel was prior arranged), otherwise a fuel charge of \$10 a gallon will be charged to the rental agreement. Retain the gas receipt for proof of purchase.
- A cleaning charge for trash, spills, pet hair, and smoking in a vehicle is a \$100 minimum charge to the customer. Cleaning odor for fish is a minimum of \$300.

Cleaning charges are the responsibility of the traveler as it is a personal choice to leave the vehicle in a less than desirable condition.

**Special Note of Interest**

Car rentals may be provided to State employees and non-employees when traveling on State business only.

Non-employees may use the car rental contracts when:

- The individual is traveling on official State business,
- The State is financially responsible for any fees associated with car rental, and
- All reservations are made through the E-Travel Office with a State form of payment.