Codesharing is a partnership between airlines that allows one airline to sell a partner carrier’s flight and operates using the partner carrier’s name and flight number. This provides travelers with a greater number of destinations and flight choices that can be booked on one airline.

Most major carriers have codeshare agreements and use 4-digit flight numbers to identify codeshare flights. The first number corresponds to the carrier operating the flight. For example, all Alaska Airlines codeshare flights that begin with a “4” (4890) are operated by ERA.

The example below shows an Alaska Airlines codeshare flight and an ERA flight. Both are operated by ERA and are the SAME flight.

Note the flight number is the same except the Alaska Airlines codeshare flight starts with 4.

Codeshare flights play an important part in determining the Alaska Airlines market share when used in place of Alaska Airlines jet service. The additional cost is minimal when compared to the cost of missing the market share, which would be an approximate loss of $75,000 per quarter for the State.

Alaska Airlines jet service does not serve Anchorage to Kenai / Homer / or Valdez markets. It is not required to select codeshare flights in markets not served by Alaska Airlines jet service. Select the carrier with the lowest fare. The valid reason for choosing another carrier would be “destination not served.”
SOA Research / Problems / Complaints

What is the difference between requesting research, reporting a problem or filing a complaint?

**SOA Research** is used when assistance is needed with billing questions such as hotel or airline charges that do not match up with the final itinerary after a trip is completed.

**Problems** consist of anything that is going wrong with a trip before or during that trip. If an itinerary is not correct, travelers should contact their travel planner and the travel planner will contact USTravel. The email to reply to is e-travelaprvl@ustravel.us.

For help once in travel status, travelers can contact USTravel directly at 866-762-8728.

**Complaints** consist of unsatisfactory travel experiences, dissatisfaction due to loss of State dollars, inaccuracy of itineraries or travel arrangements, and problems with travel vendors, customer service, or other issues.

Use the on-line issue resolution form found on the travel website to report complaints after travel is complete.

Remember there is a positive comment form to report the good experiences.

Tips & Tricks

**How do I book hotels in multiple cities in E-Travel Online?**

Trip example: Air travel is to Anchorage (ANC) and hotels are needed in Anchorage, Palmer, and again in Anchorage.

1. Book the round trip air to ANC, including the first hotel. Be sure to enter the correct hotel in/out dates.
2. Before hitting **Proceed To Purchase**, click on **ADD Hotel** (shown below) to retrieve a new hotel search box.
3. In the **Add Hotel** search box, enter the city (Palmer), or the hotel name, and change the date in/out dates. Hit **Search**.
4. Repeat steps 2 and 3 to add the next hotel for ANC.
5. Select **Proceed to Purchase** when finished.

Charge Card Tips

Travelers need to reactivate their corporate charge cards when they receive new cards due to a change in expiration date or a replacement for a lost or stolen card. Failure to reactivate the card will cause delays in ticketing reservations.

If the card is lost or stolen, the cardholder must immediately notify the issuing bank, the cardholder’s immediate supervisor, and the department program administrator. Failure to notify the issuing bank will result in agency responsibility for all charges. Issuing bank contact information is available on the Division of Finance website.

To prevent fraudulent use of a charge card:

- Sign the card the exact way the card is embossed
- Verify you have picked up your card every time you use it
- Verify that you have received your card back from a merchant
- Be wary of letting your card out of sight when making a transaction
- Keep receipts safe
- Do not keep a PIN number with the card
- Do not use easy-to-guess PIN numbers
- Do not allow anyone else to use your card
- Do not tell anyone your PIN, including the bank, police, or any State employee
- Report a missing card immediately

Charge Card Tips

**Travel E-Qs**

There will be a random quarterly drawing in September for a prize from the answers submitted by July 15, 2011 to: doa.dof.e-travel@alaska.gov

1. What is a codeshare flight?
2. When is it ok to book a carrier other than the Alaska Airlines codeshare flight?
3. What type of research request may be handled by USTravel?
4. Why should travelers reactivate their charge card?
5. If a trip to Anchorage includes a hotel in Anchorage and in Palmer, how do you add the hotel for Palmer?

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