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*Codeshare Flights / Market Share*



Freedom has its life in the hearts, the actions, the spirit of men and so it must be daily earned and refreshed—else like a flower cut from its life-giving roots, it will wither and die.

*Dwight D. Eisenhower*

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.

Airline	Cabin/Class	Departing	Arriving
Alaska Airlines	Coach (Y)	Anchorage Int'l Airport (ANC)	Kodiak Airport (ADQ)
Flight #4890	Seat Map	1:50 pm Wed, Jun 29	3:00 pm Wed, Jun 29

4890 Equipment: D1H8  
 Operated by Era Aviation

Airline	Cabin/Class	Departing	Arriving
Era Aviation	Coach (S)	Anchorage Int'l Airport (ANC)	Kodiak Airport (ADQ)
Flight #890		1:50 pm Wed, Jun 29	3:00 pm Wed, Jun 29

Note the flight number is the same except the Alaska Airlines codeshare flight starts with 4. Clicking on "Details" displays the aircraft type and the name of the carrier operating that flight.

The carrier detail is openly displayed after selecting "Add to Cart."

Airline	Cabin/Class	Departing	Arriving
Alaska Airlines	Coach (Y)	Anchorage Int'l Airport (ANC)	Kodiak Airport (ADQ)
Flight #4890	Equipment: D1H8	Operated by Era Aviation	1:50 pm

Codeshare flights play an important part in determining the Alaska Airlines market share reason code for choosing a carrier other than Alaska Airlines.

When another carrier is selected in an Alaska Airlines market, some research is required to determine a valid reason for not choosing Alaska Airlines or the codeshare flight. (See the [Alaska](#)

[Airlines Fare Agreement](#).) If a carrier other than Alaska Airlines or Alaska Airlines codeshare flight is selected for purchase, a prompt will display asking why Alaska Airlines was not selected. A valid and accurate reason must be provided. If none of the reasons apply, the reservation must be rebooked to an Alaska Airlines flight.

Using the flight selection example, let's say a traveler wants to fly on ERA flight 890. Before booking the ERA flight, check to see if there is an available Alaska Airlines codeshare flight. Booking the Alaska Airlines codeshare flight (4890) places the traveler on an ERA aircraft (same as flight 890) and meets the Alaska Airlines market share requirement.

To determine which flight to book, compare the price of both flights. Price is one of the valid reasons for choosing another carrier but only when the other carrier's price is cheaper than Alaska Airlines by at least \$35 one way, or \$70 round trip. If the ERA flight (890) is at least \$35 cheaper (one way) than the Alaska Airlines codeshare flight (4890), it is ok to book the ERA flight and select "Price" as the valid reason for not choosing Alaska Airlines.

Although a codeshare flight may cost more, the codeshare flight does count toward 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."

**E-Travel Fees**  
 Effective July 4 - October 2

- Unassisted \$9.02
- Assisted \$18.74
- Change Refund \$10.37

**E-Travel Online Training**  
 Contact your [Department Travel Coordinators](#) to sign up.

July 14 9:45 am  
 July 28 9:45 am

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

## 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-travelprvl@ustravel.us

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

### ETMT

Kathy Adair  
State Travel Manager  
(907) 465-6534

Carmen Engen  
Accountant IV  
(907) 465-2447

FAX: (907) 465-3798

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

### See us on the Web!

<http://statetravel.alaska.gov>



### 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](mailto:doa.dof.e-travel@alaska.gov)



1. What is a codeshare flight?
2. When is it ok to choose 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

## 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.

USTRavel cannot research charges that did not originate with E-Travel or request receipts for travelers. The billing vendor for those charges and receipts should be contacted directly.

Research can be requested up to 90 days after travel and a response should be expected within seven business days of

the request.

When requesting research, send an email to [soaresearch@ustravel.us](mailto:soaresearch@ustravel.us). This email address is located on the Travel website in the [Service Information Standards](#).

**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-travelprvl@ustravel.us](mailto:e-travelprvl@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.

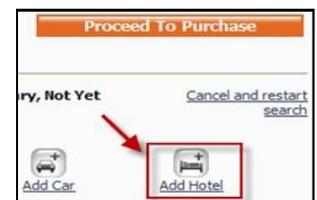
Remember there is a [positive comment form](#) to report the good experiences.

## 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