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The survey allows respondents to write about any issues, concerns, or positive comments pertaining to their experience using the E-Travel Office (E-Travel Online and USTravel). The survey has evolved into two parts. Part one is intended for those who have used E-Travel Online, the online booking tool. Part two is intended for those who have contacted USTravel directly to book travel.

There has been a considerable drop in participation in the survey. Travelers are encouraged to participate and register their opinions during the quarter being measured.

Comments made in the survey are read carefully, and if there is confusion about the process, it is clarified to those who leave their name.

If a suggestion is made, it is taken under advisement and many of the changes that have been made in the processes are directly related to these suggestions.

The E-Travel Management Team and USTravel appreciates your patience and welcomes your feedback during Sabre training and implementation.

E-Travel Switching to Sabre

USTravel is constantly upgrading and improving to provide the best technology in the business. They are very proud and excited to announce that they are upgrading their reservation system from Apollo to Sabre Travel Network (Sabre).

Sabre offers more advanced technology with enhanced products and features that will improve overall service delivery to USTravel clients. Some of the enhancements that will benefit the state include:

- Virtually There - ViewTrip will be replaced with Sabre’s Virtually There to provide additional travel resources
- Travel Itineraries - Improved travel itineraries will continue to provide the same information in a new improved format
- Additional Reporting Features will be available in 2012

USTravel is looking forward to bringing Sabre live with the state on Monday, November 14, 2011. USTravel anticipates a smooth transition between Apollo and Sabre with minimal impact to the services they already provide.

Agents are undergoing training, and once Sabre goes live, agents will do their best to maintain a timely response as they learn the new system.

Alaska Airlines PFD Sale

Alaska Airlines launched their 2011 Permanent Fund Dividend (PFD) Sale and tickets must be purchased by October 17, 2011 for travel from September 29, 2011 to August 11, 2012. Although the sale provides great rates, very strict rules apply. For example: tickets require 14-day advance purchase, are non-refundable, seating is limited, there are several blackout dates, and exceptions apply requiring non-stop flights and restricted days of travel.

Be sure to read the rules prior to purchase to determine if other fare options might be a wiser choice.

E-Travel Satisfaction Survey

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The E-Travel Satisfaction survey for September-November 2011 is available for your response on the travel website under the Contract tab.
Meals Provided to Travelers

Meals and incidental expense (M&E) allowances are provided to state travelers to cover the cost of meals and incidental expenses. M&E allowances may be reduced when meals are provided to travelers.

The AAM 60.250 addresses this situation as follows:

**Meals Provided to Travelers**

Occasionally, a traveler is provided a meal while at a conference, training, seminar, etc., or as part of a lodging package such as at bed and breakfast inns (where the state is paying for actual lodging costs).

When a traveler is provided a meal more substantial than a cold continental breakfast in these or similar circumstances, the traveler is not eligible for the related M&E allowance unless sufficient justification is provided by the traveler and approved to obtain the M&E allowance.

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If a traveler does not partake in a meal provided to them, they must provide written justification and obtain approval by the department to obtain the meal allowance. Department travel planners should ensure that travelers understand this and reflect it on the travel authorization or expense report. (See FAQ’s / Per Diems #17.)

The Travel Pocket Guide is a great resource for travel policies and includes a provision on M&E and when meals are provided. This is a handy pocket guide that would benefit travelers by providing awareness of some of the travel policies. The pocket guide is in a printable, double-sided format and would be a nice addition to the traveler's travel packet.

CTS Payments

When the form of payment is a CTS account, it is the travel planner's responsibility to provide the CTS account number to vendors.

Hotels listed in the Preferred Hotel Program, and Budget Car Rental will accept the CTS as a form of payment. Other vendors may not, but it is ok to ask if they will.

For hotels - complete the Hotel Charge Card Authorization form (Hotel CC) located in your travel packet.

E-Travel Online on the Hotel Availability page, and fax it to the hotel. Hit Submit to store the information in USTravel's database for use if needed.

For Budget - call Budget after booking the reservation in E-Travel Online to provide the CTS and reservation confirmation number to Ingrid Longerbone at 800-248-0150.

USTravel may provide the CTS to vendors when requested by one of the following methods:

- After booking the hotel or car, call USTravel at 866-762-8728 (500-4292 in Juneau). A $4 surcharge applies,
- Reply to the Final. A $4 surcharge applies,
- Enter the request in the Special Instruction box. An $18.60 agent assist fee applies.

Airport Connection Times

Minimum connection times are established so that travelers and their luggage have enough time to transfer to the next flight. Each city has required connection times that vary by carriers and will be the best option to pursue.

Why might the PFD tickets not be programmed behind the scenes in all booking tools and agency reservation systems. When an invalid connection time is booked in E-Travel Online, the system will generate an error message that stops the purchase process.

Airlines and travel agencies will not book itineraries that do not meet the standard minimum connection times. Likewise, travel arrangers should not request itineraries that fall under the minimum connection times.

Airlines will not be responsible for any amenities to the traveler for illegal connection times that may cause missed flights or lost luggage once they arrive at their destination.