



E-Travel News

May 2012
Volume 4, Issue 5

Managed Travel and Fees

Having a managed travel program allows the state to benefit from negotiated lower rates, increased data visibility through reporting, control of spending, enhanced safety and security information, and policy adherence.

As with any service, there is a fee for managed travel. Fees associated with a managed travel program are paid to:

1. nuTravel for the use of E-Travel Online,
2. Apollo Global Distribution System (GDS), which is the world-wide reservation system,
3. Airline Reporting Corporation (ARC), the airline holding company which distributes payment to airlines,
4. Cornerstone/iBank which provides reports on state spending for air travel or reservations

- for cars and hotels,
5. USTravel's services, and
6. Cost recovery for the Division of Finance to operate the E-Travel Program.

Along with the fees that USTravel collects on behalf of other companies, USTravel negotiates hotel savings in the State of Alaska and plays an important role in the state's contracts with Alaska Airlines and Delta Air Lines. They assist the state with rental car and rural carrier issues even though those contracts are managed by the Department of Administration, Division of General Services.

The state now has most Executive Branch travel purchases reported in one place which gives the state more negotiating power.

Inside this issue:

- Managed Travel and Fees
- E-Travel Satisfaction Survey
- Managed Travel Savings
- Reporting a Rental Car Accident
- Practical Rent-A-Car
- Seat Assignments
- Travel E-Qs



Mothers Day
May 13

A hero is someone who has given his or her life to something bigger than oneself.
~Joseph Campbell



Memorial Day
May 28

E-Travel Online Training

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

May 8 9:45 a.m.
May 31 1:45 p.m.

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

E-Travel Satisfaction Survey

The quarterly [E-Travel Satisfaction Survey](#) is posted on the travel website under the Contract/Audit tab. It will remain open until June 10, 2012 for your comments and feedback. This survey is used to evaluate customer service provided by USTravel and the online booking tool. Comments provide an opportunity for USTravel and the state to make enhancements and to bring clarity to the travel program.

All state employees who have contacted USTravel for travel arrangements, either by phone or in E-Travel Online, are encouraged to partake in this survey.

Managed Travel Savings

The global economy is changing the way many corporations do business and is causing them to look for more ways to save and control expenses. One of the larger expenses is travel. A managed travel program provides visibility and a means to control travel expenses.

The State of Alaska, along with other states, is seeing the cost savings benefits of a managed travel program. The Department of Administration prepares a monthly [E-Travel Cost Savings Analysis](#) that is posted quarterly on the [travel website](#). The savings reported would not be obtainable without a managed travel program.

The cost analysis report is divided into three sections: fees paid, negotiated contract savings, and managed savings. The state has gained a net calculated saving of \$503,464 in the last quarter and a fiscal year-to-date net savings of \$1,173,843.

The cost analysis report also contains individual tabs for each department that records their savings statistics.

Reporting a Rental Car Accident

In the event of an accident involving a rental vehicle, state employees are required to notify the vendor promptly and to complete any accident reports required by them.

A vehicle accident or incident that creates a possible liability against the state must also be reported to the Department of Administration, Division of Risk Management by using a [State Liability Accident Notice, Form 02-919](#). Once completed, the form must be signed by a supervisor and faxed to Risk Management at (907) 465-3690 along with any other reports involving the accident.



For minor accidents, such as a parking lot fender bender, the State Liability Accident Notice may be mailed to the Department of Administration, Division of Risk Management, P.O. Box 110218, Juneau, AK 99811-0218. If the incident involves death or serious injuries, call

Risk Management immediately at (907) 465-2180. When an accident occurs on a weekend or holiday, contact Risk Management as soon as possible on the next business day.

Timely recording of the known facts is vital and necessary to assist the vendor and Risk Management in promptly investigating and resolving claims. Make note of the time, place, and nature of the accident, the names and addresses of parties involved, persons injured, witnesses, the owners of property damaged, and the location where the vendor can examine the vehicle. When the police are involved, the police report number must be provided to the vendor and to Risk Management.

Travelers are cautioned to **never** accept responsibility or to admit liability even if the accident may be their fault. All questions or inquiries about the accident should be directed to Risk Management, and they will do the investigation and settle the liability claims with the other party.

See the [Claims Reporting Procedure Manual](#) for more information on reporting accidents and for other forms that may be required, including forms for personal injury.

Practical Rent-A-Car

Practical Rent-A-Car in Wrangell implemented a 24-hour cancellation policy. A charge card is required at the time of booking and a no-show fee will be charged if the rental request is not cancelled in advance.

Seat Assignments

E-Travel Online has a section in the traveler profile to set up preferences for seat assignments. Seats selected in the booking tool are not guaranteed but are a request to the airline. Once reserved by the airline, the seat will display on the Final itinerary.

It is recommended that travel planners find out their traveler's MVP status and what their seating preference is (aisle - forward or back, etc.) and to manually select the preferred seat on the seat map during the booking process in E-Travel Online. Preselecting a seat helps to obtain a more desirable seat, but if a seat is preselected in an area that the traveler does not qualify for (placing a non-MVP in the MVP section), no seat will be assigned.

If seating preferences are set in the booking tool but the seat is not manually selected during the booking process, the airline will assign the preferred seat, if available, starting from the back of the plane to the front. When a preferred seat is not available, no seat will be assigned.

Travel Planners and travelers should verify seats on the Final itinerary. When no seats are assigned, call USTravel to assist or go directly to the carrier to pick a seat. Airlines often release more desirable seating 24 hours prior to departure. The airlines control the seat selection process. The booking tool and USTravel pass the information on to the airlines based on what has been provided to them.

Travel E-Qs



There will be a random quarterly drawing in June for a prize from the answers submitted by May 15, 2012 to: doa.dof.e-travel@alaska.gov.

1. What are the benefits of a managed travel program?
2. What is the net calculated year-to-date savings for your department? (noted on the blue line of the report)
3. Should travelers admit to accident liability even if they are at fault?
4. What is Practical Rent-A-Car's cancellation policy?
5. What should travelers do when no seats display on the Final itinerary?

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



We're on the Web!

<http://statetravel.alaska.gov>

E-Travel Office

ETMT

Kathy Adair
State Travel Manager
(907) 465-6534

Carmen Phelps
Accountant IV
(907) 465-2447

FAX: (907) 465-3798

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

USTravel

E-Travel Online Help Desk
(907) 500-4290 / 877-500-4290
Email: e-travelhelp@ustravel.com

Reservation Call Center
(907) 500-4292 / 866-762-8728
FAX: (907) 465-8288
Email: e-travelaprvl@ustravel.com

Research
Email: soaresearch@ustravel.com