



# E-Travel News

July 2012  
Volume 4, Issue 7

## Visions Meeting and Event Management

The Division of General Services (DGS) announces its award of the [Conference Coordination Services](#) contract to Visions Meeting and Event Management effective June 15, 2012. Visions has in-depth experience with managing statewide conferences and has held the contract since 2007. Visions staff is well versed in working with everything from small training sessions to high profile, international complex conferences, providing timely and professional services to enhance the attendees' experience, while ensuring the goals of the meeting are met.

DGS has negotiated professional service rates well below commercial retail rates. An easy online Conference Project Form (CPF) is available to assist in determining your agency's specific needs and submitting a request for quote. The submission of a CPF is the first step in acquiring a quote from Visions, and the first step in the planning process.



Once the online CPF has been completed and sent to Visions via your procurement officer, Visions will assign a project manager to begin working with you from the initial planning through onsite delivery.

### HIGHLIGHTS OF MEETING SERVICES

Visions offers a number of value-added services that can provide an agency with significant savings. Some highlights of Meeting Services include:

- Online Registration
- Budgeting and Reporting
- Printed Material and Collateral
- Task Timelines
- Meeting Facility Selection
- Food & Beverage
- Special Events
- Graphic Design
- Attendee Scholarship Coordination
- Onsite Management

To learn more about what Visions can offer, and to view their current meetings and links to sample online registration websites, visit their website at [www.visionsus.com](http://www.visionsus.com).

### VISIONS TRAINING OPPORTUNITY

Visions' General Manager, Karen Zak, will be providing training on how to effectively begin pre-planning your meeting. She will walk you through the steps needed to get started with Visions and what the state contract can offer.

Meeting Date: Tuesday, July 24, 2012

Session Times: 10:30 – 12:00 p.m., and  
1:30 – 3:00 p.m.

Location: Juneau, State Office Building

Sign Up: [GDS Training Log in](#)

### VISIONS CONTACT INFORMATION

Karen Zak, General Manager  
Visions Meeting & Event Management  
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*Article Submitted by Karen Zak*

### Inside this issue:

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- E-Travel Fees and Services
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If you ever think you're too small to be effective, you've never been in bed with a mosquito!"

Wendy Lesko



# Summer



### E-Travel Online Training

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

July 10 9:45 a.m.

July 24 9:45 a.m.

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

## E-Travel Fees and Services

E-Travel fees provide for a broad range of services and are distributed by USTravel to outside vendors. USTravel and the state keep only a small amount. (See the [May newsletter](#) for a list of who receives a portion of the fee that is collected for each transaction.)

Most other travel agencies charge much higher fees per transaction for their service. Travel booked outside of E-Travel often have hidden fees added to the total cost.

E-Travel Fees	
Effective July 2 - Sept 30	
• Assisted	\$19.67
• Unassisted	\$ 9.12
• Change/Refund	\$10.58

The [E-Travel Service Information and Standards](#) on the travel website covers service requirements. In addition, USTravel also provides the state

with access to multiple systems and reports that help track and audit reservations to ensure policy compliance.

In order to provide consolidated data, which enables the state to obtain discounted travel rates with other vendors, USTravel must have multiple systems in place. Each system has costs associated that are paid from the fees.

USTravel provides reports for air contract violations, unused tickets, mileage usage, hotel-air-car spending analysis, as well as other important travel data.

USTravel provides a wide range of other services to the state. They negotiate contracts for the Preferred Hotel Program and provide support and trouble-shooting for all state contracted vendors. They are able to request non-refundable

ticket voids and waiver favors not obtainable outside of managed travel. USTravel provides training opportunities and a helpdesk for the online booking tool.

The booking tool is provided by USTravel as a means for travel planners to have a choice in doing some of the work themselves, but the booking tool is not meant to be used for difficult itineraries. The normal agent assist fee has been reduced for auto-ticketing in the booking tool.



Happy 4th of July

## Travel E-Qs



There will be a random quarterly drawing in September for a prize from the answers submitted by July 15, 2012 to: [doa.dof.e-travel@alaska.gov](mailto:doa.dof.e-travel@alaska.gov)

1. How is a price quote obtained from Visions?
2. What type of services does USTravel provide to the state?
3. Which icon identifies cost-related seats on the E-Travel Online seat map?
4. How many round trips are permitted on one ticket?
5. Name two new pet transportation embargos.

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





Travel E-Qs  
Quarterly Winner  
Starbucks gift card

**Carissa Morton**  
DOC - Palmer

## Airline News

Airlines allow unlimited segments to be booked in an itinerary as long as the itinerary contains only one round trip. Multiple journeys in the same ticket can cause certain taxes and fees to be incorrectly collected. It can also negatively impact the passengers. Debit memos and cancelled reservations may result when multiple journeys for a traveler are booked in the same itinerary.



The Mexican government has begun enforcing a law prohibiting the combination of passengers and live animals in the passenger cabin on airplanes, except in the case of a service animal. Animals may continue to be checked in the baggage compartment.



Delta Air Lines is no longer accepting pets as baggage or cargo on their Boeing 767 aircraft effective June 10, 2012. Delta is proactively attempting to contact affected customers. Visit [delta.com](http://delta.com) for complete baggage information or call 800-221-1212 for questions.

We're on the Web!

<http://statetravel.alaska.gov>

## E-Travel Office

### ETMT

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FAX: (907) 465-3798

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

### USTravel

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

**Reservation Call Center**  
(907) 500-4292 / 866-762-8728  
FAX: (907) 465-8288  
Email: [e-travelaprvt@ustravel.com](mailto:e-travelaprvt@ustravel.com)

**Research**  
Email: [soaresearch@ustravel.com](mailto:soaresearch@ustravel.com)

**Special Note of Interest**

E-Travel Online Enhancement - Many airlines are beginning to add pre-purchase requirements for certain seats on their aircraft. An enhancement request was implemented in E-Travel Online to identify those seats on the seat map display.

The seat map displays the available seats in green. A dollar sign now displays on the available seats that have a cost associated with them. The legend description is *Available (Additional Charge)*.

Hover text has also been added to each seat on the seat map depicting the icon description.