



E-Travel News

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Emergency Travel Assistance

A satisfied customer from the Department of Administration, who was on the East Coast as the hurricane was approaching, wrote:

"I wanted to pass along kudos to a member of the USTravel team who helped me over the weekend. I wish I had asked for her name.

I was in New York City this weekend – scheduled to fly out of Newark on Monday morning. Friday evening, looking at the weather forecast, I became a bit concerned about whether or not I would be able to make it out on Monday. The Sunday night flight was completely full, so I kept watching the Alaska Airlines website until a seat came open.

I called Alaska Airlines and they said that because of the discount I'd have to change the reservation through the travel agent – and if I did it would likely be a \$600 change fee. I called US Travel, because at that point I was willing to pay just about anything to get out. The agent I talked to at USTravel secured

the seat and then put me on hold while she called Alaska Airlines to check if they were waiving change fees because of the hurricane, as other airlines had started to do. They were – so she had them rebook me immediately.

End result – I got on the flight, there was no change fee and I got out of Newark on the last Alaska Airlines flight before the hurricane."



When weather or mechanical delays cause problems, USTravel is ready to provide emergency travel assistance.

- USTravel is available 7 days a week from 7:00 a.m. to 7:00 p.m. (7-7-7) Travelers in travel status may contact USTravel at 1-866-762-8728 for emergency assistance. Pressing option 1 places the call in an emergency-answer status for the next available agent.
- For after hours emergency assistance, call 1-888-423-2434.

Travelers, be sure to ask your travel planner or travel coordinator for a [Traveler Contact Card](#). Cards are available for printing from the travel website, under the Traveler/Travel Planner tab, Helpful References.

Helpdesk

The E-Travel Online Helpdesk (877-500-4290) is available to all users who encounter difficulties during the booking process or who need to ask questions related to the booking tool. There is no service fee to call the Helpdesk unless you ask for agent assistance to complete your booking.

It is beneficial to contact the Helpdesk immediately when things go wrong. They will then be able to better assess the situation to determine if the issue needs to be reported or if there is a better way for the user to obtain results.

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This is my wish for you:
peace of mind,
prosperity through the
year,
happiness that multiplies,
health for you and yours,
fun around every corner,
energy to chase your
dream, and
joy to fill your holidays!

D.M. Dellinger

HAPPY HOLIDAYS!



E-Travel Online Training

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

December 20, 2012

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

Kudos to Donna Lee Wills from DPS

Donna advised that the "Booking Locator Code" referenced on the [Traveler Contact Card](#) is now called the "Agency Reference Number" on itineraries. Thanks to Donna, cards will be updated in January to reflect the correct language. Donna has also taken time to print cards for each of her travelers.

Way to go Donna!



Jet Lag

Have you ever been on a long trip and then felt simply horrible - fatigued, restless, disorientated, or even nauseated, or the feel of a sleepiness-impaired performance? These are common symptoms of jet lag. Jet lag is a physical condition that affects many travelers when they pass rapidly through time zones as the body's internal clock tries to adjust to the time difference.



It takes some individuals longer to adjust to the new time zone than others. The severity of symptoms varies by individual tolerance and may last only a few hours or up to several days.

Here are a few tips to help fight jet lag:

- Begin your trip well rested. Try getting a little extra sleep a few days before traveling.
- Get a little exercise. While at the airport, take the stairs or walk to the gates instead of using elevators or moving sidewalks.
- Drink plenty of water and limit the amount of alcohol and coffee to one drink at the airport and on the plane.
- Get up and move around as often as possible and try napping on the plane so you are not as tired upon arrival.
- Upon arrival, try to stay awake until bedtime. A good walk or interaction with others may help you to feel better and more alert.

CTS Authorization Reminder

It is the travel arranger's responsibility to fax the CTS Authorization form to preferred hotel vendors and to Budget locations listed on the form for reservations made in E-Travel Online.

When the form is not sent, it places a hardship on the traveler as well as the vendor. The traveler is expecting the billing to be taken care of and the vendor is placed in the awkward position of asking the traveler for a personal form of payment.

Sometimes emotions get a little out of control in these situations and travelers need to remember that it is not always the vendor's fault that reservations are not in order. Travelers should immediately call their travel planner or USTravel (866-762-8728) to obtain the CTS Authorization or to resolve reservation issues.

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Budget's policy is to bill the traveler's personal charge card when a CTS authorization is not received. Budget will allow the traveler one day to obtain the CTS authorization before charging their personal card. Once a personal card is charged, TAX and the NON-CONTRACT rate will apply and then Budget cannot reverse the charges to a CTS account.



Rental Car Contract Usage

The state has rental car contracts with Budget (in Anchorage, Fairbanks, and Juneau) and with Hertz, Enterprise, and National (nationwide). Although not mandatory, travelers are generally required to use State of Alaska contracted vendors (contract rates) to ensure they obtain the best rates, insurance coverage, and contract protection if they are in an accident.

Recent claim incidents with Avis, a non-contract vendor, are good examples of why you should choose contracted vendors when possible. The state is charged for loss of use, administration fees, and repairs. The worst part is that these

bills are sent to employees and the employees may be reported to collections when the fees are not paid in a timely manner or when the fees are disputed. Risk Management does everything they can to manage the situation.

For vehicle rentals not covered by contract, the Department of Administration, Division of Risk Management is the primary for insurance coverage. Vendors under contract are the primary insurance provider. See the [Contract Award Manual](#) for contract information and the [Claims Manual](#) for claim information.

Travel E-Qs



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

1. Who should travelers call when they need emergency travel assistance?
2. When should you call the Helpdesk?
3. What should travelers do when payment has not been made for their car or hotel and they do not have a One Card?
4. What is Budget's policy when they do not receive a CTS Authorization for payment?
5. Why does the state recommend booking with contracted vendors over non-contracted vendors?

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



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