



E-Travel News

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Carrier Rules and Changes

It is a good practice for travel arrangers to read the carrier rules when purchasing tickets. Rules are located in each carrier selection line in the booking tool. Rules, as with rates, are subject to change at any time without notice.

Fare rules are lengthy, but some important elements to view are the cancellation policy, name change and exchange fees, and travel restrictions and penalties. Some information is in the first paragraph or you can open a search box (CTRL-F) and type in a key word to go directly to a specific topic.

Many carriers are increasing fees and adding policy changes. For example:

- United Airlines increased their change fee on April 17. The fee for domestic tickets changed from \$150 to \$200.
- US Airways has increased domestic and international change fees for non-refundable tickets. Domestic fee is \$200.
- Southwest Airlines plans to add a no-show



policy for nonrefundable fares not cancelled or changed before departure. The new policy applies to reservations booked from May 10 for travel on/after September 13.

Inside this issue:

- Carrier Rules and Changes
- TSA PreCheck
- GetThere Tips and Tricks
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Although no sculptured marble should rise to their memory, nor engraved stone bear record of their deeds, yet will their remembrance be as lasting as the land they honored.
~Daniel Webster

TSA PreCheck

TSA PreCheck, an expedited screening initiative, continues its expansion to airports across the country. See the [TSA PreCheck location chart](#) to view the latest participating airports and terminals. TSA uses specific lanes for Pre-Check screening for [eligible travelers](#).

When qualified travelers receive their boarding pass, the barcode is embedded with Pre-Check information. TSA scans the barcode and determines if the traveler is qualified to receive expedited screening.

Delta Air Lines has become the first airline to pre-notify travelers through their [boarding pass](#) of their TSA PreCheck eligibility status prior to check in. The pre-notification indicator, displayed as "PRECHECK", will display under the traveler name on Delta's boarding passes. For mobile boarding passes, the logo will ap-

pear in the upper right hand corner above the barcode. This information allows travelers to go directly to PreCheck locations.

Expedited screening for eligible travelers may include no longer removing the following items:

- Shoes
- 3-1-1 compliant items from carry-on bag
- Laptop from bag
- Light outerwear /jacket
- Belts

In addition, children, 12 years and younger, are allowed through TSA Pre Check lanes with eligible travelers.

TSA will always incorporate random screening and no individual is guaranteed expedited screening.



Memorial Day - May 27

E-Travel Online Training (for GetThere)

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

May 23 9:45 a.m.
May 30 9:45 a.m.

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

GetThere Tips and Tricks

As a traveler, I used to save my research so my travel planner could use it to purchase my trip. How do I do this in the new booking tool?

Depending on the complexity of the trip and travel planner preference, two methods can be followed. Please communicate with your travel planner to agree on which method to use.

Save the researched itinerary to your desktop and then attach the saved research in an email to your travel planner.

1. Once the trip is approved, the travel planner can rebuild the trip to purchase it, or
2. Travelers can also save the researched itinerary as a *Template* and then *Share* the template with your travel planner. Travel Planners can use the template to purchase your trip (which is similar to purchasing from the saved Research in the old booking tool).



How do I reserve Exit Row seating for my traveler?

Exit Row seating cannot be requested on the seat map. Since this function was available in RESX, a work around was created in the traveler profile under *Personal Information*. Travelers or Travel Arrangers may select the Exit Row seating preference from a dropdown box.

The Exit Row preference should only be made for qualified MVP/Gold members and the profile must include the MVP status and a mileage number.

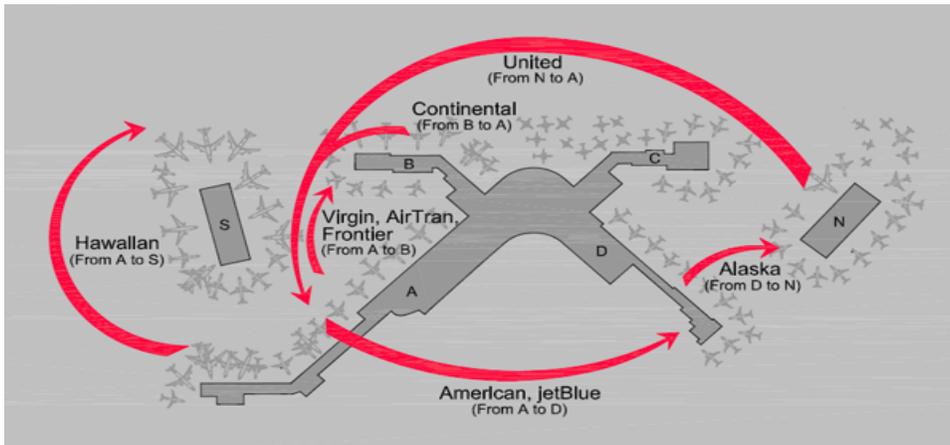
DO NOT SELECT *EXIT ROW* if you are unsure if the traveler is qualified or when the profile is missing information. Selecting Exit Row stops the ticket from auto-processing and agent assistance is required to complete the process. There is no extra fee for qualified travelers. However, an agent assist fee applies for non-qualified requests due to the high volume being received and the time-consuming verification process it entails.

Seattle Airport Realignment

The February issue of E-Travel News has an article regarding the Seattle Airport Realignment project. The project affects several major carriers' gate placements at the Seattle Tacoma International Airport.

Gate realignments are still expected to occur during the month of May. Travelers should pay attention to signage throughout the airport for directions to new gate locations.

The realignments are being made to better align ticket counters with the proper baggage systems to transfer bags to the new gate locations and allow passengers to be closer to their gate destination. Below is a map that shows a rundown of carrier gate moves at SEATAC.



Travel E-Qs



There will be a random quarterly drawing in June for a prize from the answers submitted by June 17, 2013 to: doa.dof.e-travel@alaska.gov.

1. What carrier rules may be helpful to know prior to purchase?
2. How does Delta notify their travelers who may qualify for expedited TSA screening?
3. Who qualifies for Exit Row seating?
4. What happens when the Exit Row preference is selected for travelers who are not qualified to sit there?
5. What concourse is Alaska Airlines moving to at SEATAC?

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



Remember May Day fun?



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