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AVIS CAR RENTAL

It has been brought to our attention that some Avis car rental bookings are missing the confirmation number on the Final itinerary.

Please contact an agent immediately if a confirmation code is missing.

*Change is the law of life.
And those who look only
to the past or present
are certain to miss the future.*

~ John F. Kennedy

E-Travel Online Training

To sign up, contact your
[Department Travel Coordinators](#)

February 6, 1:30 p.m.
February 18, 9:30 a.m.
February 20, 9:30 a.m.

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

Digital Luggage Tags

Did you know that if attached end to end, a year's output of paper luggage tags would circle the Earth 30 times?

This is one reason why airlines are embracing the next wave of technology that will replace those pesky paper tags with digital luggage tags.

Digital tags can be programmed by the traveler using a phone app to code the tag with their destination.

The airlines expect that digital tags will greatly expedite the check-in and baggage handling process.

In addition, misplaced luggage can be communicated and routed to correct destinations via a text message.

British Airways has been testing digital tags and may roll out to select passengers in early 2014.

For more information go to cncb.com.



Changes to Itinerary Remarks

In our continued effort to provide consistency and accuracy to travel itineraries, changes to the Final itinerary remarks are being made.

Ticket exchanges have always been a manual process and as technology has evolved, several changes have occurred. It is time to align the current itineraries with the changes.

Agents have always added old and new ticket information to the remarks. The information is redundant and occasionally errors are made when keying in

numbers, thus causing confusion and unnecessary research for all parties.

In addition to accuracy, there is also a problem with consistency.

Exchanges taking place in E-Travel online are touchless so the remarks are not being added to all itineraries.

Beginning in February, ticketing remarks will no longer be added to Final itineraries except when a name change is requested.

Name changes will include the original name and ticket number.

All relevant information is provided in the [Ticket/Invoice Information](#) at the bottom of all Final itineraries.

Removing duplicated data will also shorten the length of the itinerary.

This will bring accuracy and consistency to all itineraries whether the change was made in E-Travel online or by an agent.

If additional information is needed, contact the research team immediately: soaresearch@ustravel.com.



E-Travel Satisfaction Survey

Please take the quarterly survey to provide your valuable comments and feedback.

Travel E-Qs

There will be a random drawing held in March for answers submitted by February 20, 2014 to: doa.dof.e-travel@alaska.gov.

1. Why are change remarks no longer going to be added to the Final itinerary?
2. If my supervisor directs me to take a State vehicle home, is it still considered a taxable benefit?
3. Arrangers can add their email to the reservation in which field?
4. How long must I wait to cancel a trip if I have already submitted for purchase and immediately realize I have made an error?
5. Do you feel digital luggage tags will replace the current tags?

E-Travel Office

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UStTravel

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Letter to State of Alaska Vehicle Users

The annual memorandum regarding an employee's personal use of a state owned vehicle has been updated and posted on the Division of Finance web page.

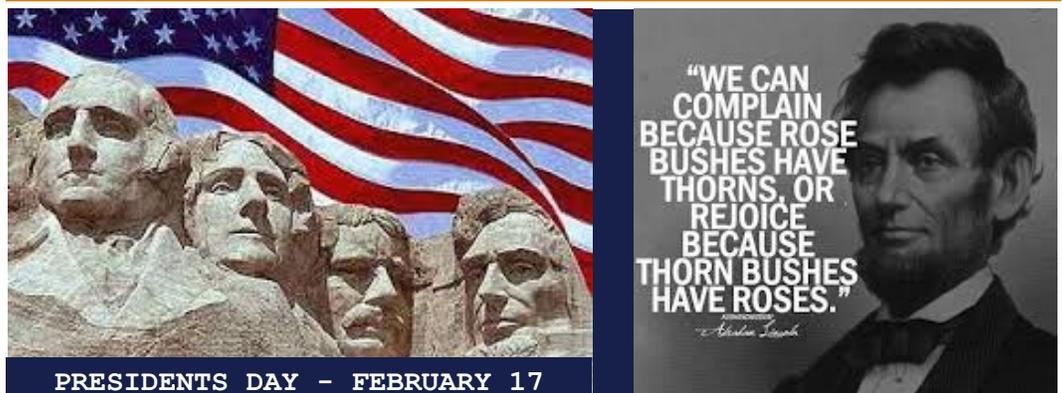
The letter explains that the personal use of a State vehicle is a taxable benefit to the employee and must be reported on an employee's W-2.

The letter outlines the employee's responsibility to keep adequate records and the various valuation methods that are acceptable by the IRS.

It is important that the employees utilizing State vehicles be aware of the policies surrounding the use of a State provided vehicle, the documentation required, and the taxable consequences.

Here are some important links to pass along to employees utilizing State vehicles:

- [Letter to State of Alaska Vehicle Users](#)
- [AAM 320.300 – State Vehicle Usage](#)
- [DOTPF Policies and Procedures – Chapter 11 Statewide Equipment Fleet](#)



Tips and Tricks for E-Travel Users

TIP 1: The "E-mail Address" field in a traveler profile is a permanent profile field.

All itinerary notifications will be sent to the email address, even if the arranger no longer books travel.

UStTravel agents are not authorized to modify email addresses.

Trick: If the arranger wants an itinerary sent directly to them, their email should be added in section 6 of the checkout page.

6. **Special Instructions**
(Optional - Additional E-Mail Address for Travel Planner)

Additional Email Confirmations
Send a copy of your reservation to the follow
Additional E-mail Address 1:
General Needs or Special Requests

This will ensure the arranger will not continue to receive unwanted emails if they have changed positions.

An updated Quick Reference Guide for Traveler Profiles has been posted to the [E-Travel web page](#).

TIP 2: E-Travel Online allows users to process voids on eligible bookings.

Requesting this process too quickly may cause a system error, which may completely stop the transaction.

Trick: Wait for the FINAL itinerary email from UStTravel before cancelling a trip that can be voided.