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Special Reminder for Meeting Planners

The Division of General Services (DGS) established a contract to provide a variety of conference and meeting coordination services.

All State of Alaska governmental entities may, at their option, utilize the services provided by Visions.

To utilize the contract, complete a [Conference Project Form](#).

More information on Visions and the services available can be found on the DGS webpage under [Conference Coordination Services](#) in Section XI of the Contract Award Manual.

Rural Contract Rates vs. Published Fares

The rural air contract rates (ITB rates) are established by the Division of General Services.

The ITB rates are primarily used for Medicaid travel because of the requirement of fully refundable, non-penalty fares which allow for multiple and frequent travel updates common for this group of travelers.

Published fares are available to the public. These fares can fluctuate multiple times a day as an airline attempts to maximize revenue for a given flight.

ITB rates and published fares may differ due to several factors.

The ITB rate may be higher than the published fare because it is unrestricted, based on the federal mail rate, and can be paid for on account.

There are markets where the ITB rate is lower than the refundable published fare and markets where they are identical.

Regardless of the booking source (E-Travel or direct to carrier), travel arrangers



should ask for the lowest available fare (refundable or nonrefundable).

The ITB rate should be booked only when it is lower than or equal to the equivalent published fare.

This information will be added to the FAQ's on the travel webpage.

Sold Out Flights

The E-Travel agent calls Alaska Airlines directly when a flight is sold out and the traveler holds mileage status of MVP or higher.

While this may work for the vast majority of travelers, those with MVP Gold status are elite members with benefits coming directly from Alaska Airlines and they should call the MVP Gold desk when E-Travel is sold out.

Travelers without Elite mileage status may request to be added to a waitlist. However, travelers with Elite status are prioritized.

May your blessings outnumber

The shamrocks that grow,

And may trouble avoid you

Wherever you go.

~ Irish Blessing



Elite Benefits

You can learn more about [Alaska Airlines Elite Level](#) benefits on their website.

Here are a few top benefits:

- Priority check-in and boarding
- Dedicated customer service (MVP / MVP Gold Desk)
- Highest priority for waitlists (seats or upgrades)
- Priority re-accommodations for flight delays, cancellations, etc.
- Preferred seating on Alaska, American, and Delta

Travel E-Qs

There will be a prize drawing held at the end of March for answers submitted by March 20 to the E-Travel Manager at doa.dof.e-travel@alaska.gov.

1. Why might the ITB rate be higher than the published fare?
2. What are some of the services provided in the Conference Coordination contract with Visions?
3. Is ERA Aviation discontinuing service?
4. Can a traveler volunteer to vacate his/her seat on an outbound flight without pre-approval?
5. How much did the United States pay for the Alaska Territory in 1867?



E-Travel Office

E-Travel Management

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Era Rebrands as Ravn Alaska

Era has been in the aviation business in Alaska for over 60 years and in that time they have seen many changes.

The most recent change was an acquisition in 2009 that formed the largest aircraft fleet in the state providing passenger and cargo service to more than 100 Alaskan communities.

In early January Era an-

nounced another change, the rebranding of Era Aviation, Hageland Aviation Services, and Frontier Flying Service to *Ravn Alaska*.



There has not been a change in ownership and there will be no change to

staff or the locations served.

You will notice changes to the uniforms and advertising. Also changing will be the carrier name on tickets:

- *Ravn Alaska* doing business as Era Aviation
- *Ravn Connect* doing business as Hageland Aviation

For more information on the history of [Era Alaska Brand](#), visit www.flyravn.com.

To the lover of wilderness,
Alaska is one of the most wonderful countries in the world.
~ John Muir



[Seward's Day](#) - March 31

AAM 60.080 - Interruption or Deviation for Traveler Convenience

Any interruption or deviation from the most direct and efficient means of travel for traveler convenience is considered personal and requires prior approval at the agency level by the appropriate supervisor. Such approvals must weigh the interest of the state.

- Travelers are responsible for researching personal travel and deviations.

Any expense resulting from personal deviation shall be borne solely by the traveler.

- Travel planners are responsible for researching or purchasing travel that meets the minimum business itinerary (MBI).

The MBI must be documented in a state-authorized fare quote at the time the trip is approved.

In addition to air travel, there are specific state requirements that must be met for hotel and car arrangements.

More information can be found in [AAM 60.080](#) and the [Travel FAQs](#) under Personal Travel.

The State is responsible for costs incurred if the state business portion of travel is involuntarily interrupted due to carrier delays or cancellations.

E-Travel Online Training

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

March 06, 1:30 p.m.
March 20, 9:30 a.m.

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