

# ALASKA E-TRAVEL

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### E-Travel Online Tip:

Sometimes a travel arranger completes a booking then uses the “duplicate the trip” option for another traveler and receives the following error message:

*The online system is unable to price your itinerary at this time. Please contact your agency to obtain a fare quote for this itinerary.*

It may mean that the class of service purchased for the previous ticket is now sold out. There may be seats available for a higher fare.

Contact a USTravel agent for pricing assistance or start a new reservation in E-Travel Online.

### E-Travel Online Training

Tuesday, June 03, 9:30 a.m.  
Thursday, June 19, 1:30 p.m.

To sign up, contact your [Department Travel Coordinators](#) or register in E-Travel Online.

## CTS Authorization Form

The CTS Authorization form was created to provide preferred vendors the authorization to bill a CTS for travelers that do not have a State issued One Card.

When booking in E-Travel Online, it is the responsibility of the travel arranger to **complete and fax** the form prior to the travel date.

When booking with USTravel by phone, the agent will process the authorization for in-state hotels and the car agencies listed in the drop down menu.

All other vendor authorizations are the responsibility of the

travel arranger. This is because USTravel may not have access to some of the information that may be required by some vendors.

- As a reminder, a copy of a State charge card should never be sent to a vendor.

Not all vendors will accept the form and some may have an additional fee for third party billing.

If the vendor is not listed in the drop down menu, the travel arranger must contact the vendor directly to find out if they will accept the form or make

other arrangements for authorization.

When the form or proper authorization is not sent, it places hardship on the traveler as well as the vendor.

Travelers or vendors may call USTravel in the event of an emergency and the form can be sent.

If you book for non-profiled travelers, please take a moment and review the form and the instructions as a few minor changes have recently been made.



*A perfect summer day is when the sun is shining, the breeze is blowing, the birds are singing, and the lawn mower is broken.*

~James Dent

## E-Travel Online Enhancements and FAQs

The E-Travel Online enhancement in April resolved some of the bugs related to booking hotels and using templates.

On Thursday, June 5, the final phase of the hotel redesign will be released. With the release there will be minor changes to the hotel pages and template issues will be resolved.

The following [Booking Tool FAQs](#) were updated on the E-Travel website.

**Hotel # 05.** *How do I find a specific hotel, for example the Homewood Suites in Anchorage, without searching forever?*

**Hotel # 06.** *In the new booking tool, I wanted to add a hotel AFTER I purchased my air travel, but I can't find a "save" button. How do I continue?*

There were also two FAQs removed from the Booking Tool—Template section.

After the June enhancement, there will be more changes made to the FAQs and the E-Travel Online User Guide will be updated.

### Fun Industry Articles:

Reader's Digest asked commercial pilots to share some aviation secrets. They compiled a list of **50 Secrets Your Pilot Won't Tell You.**

Find out what they have to say about what really happens at 30,000 feet.

## Travel E-Qs

There will be a prize drawing held in July for answers submitted to [doa.dof.e-travel@alaska.gov](mailto:doa.dof.e-travel@alaska.gov) by June 20.

1. Do all hotel and car companies accept the CTS Authorization form that is posted in E-Travel Online?
2. Does the travel arranger have to physically fax the form to the vendor?
3. How do you like the changes to the hotel booking process?
4. When is the best time to purchase an airline ticket?
5. What is the most exciting change Delta is offering?



## E-Travel Office

### E-Travel Management

Danielle Meier  
State Travel Manager  
(907) 465-6534

Carmen Phelps  
Accountant IV  
(907) 465-2447

Email: [doa.dof.e-travel@alaska.gov](mailto:doa.dof.e-travel@alaska.gov)  
Web: <http://statetravel.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) 500-4210  
Email: [e-travelaprvl@ustravel.com](mailto:e-travelaprvl@ustravel.com)

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

## Lower Your Average Ticket Cost

The long debated question, "How far in advance should I book to get the best fare?" varies by carrier, season, and destination.

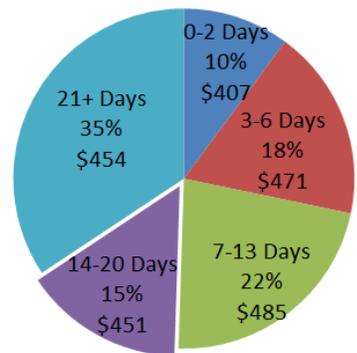
Recent data provided by US-Travel shows the State's average ticket cost is \$462.

The report shows the least expensive time to purchase tickets is between 0-3 days in

advance. However, waiting until the last minute can be risky for the business traveler especially during the summer months.

The best time to purchase is 14-20 days in advance when the average ticket cost is about \$34 less than a ticket purchased 7-13 days in advance.

By shifting purchasing habits slightly, your department could see a decrease in average ticket price.



## Delta in the News

As the major air carriers continue to search for creative revenue sources, programs and services are beginning to change.

Delta has been leading the pack with some innovative changes.

Starting this past fall, they announced the renovation and updates to several SkyClubs, including Seattle International Airport.

This winter they announced expanded service (not just globally, but to Juneau and Fairbanks) and restructured their SkyMiles program.

The mileage restructure is a change from the traditional distance-based accrual to revenue-based, where accrual is earned on the cost of the ticket and the traveler's program status. This goes into effect the start of 2015.

Most recently, Delta leads the air carriers in a new concept that has potential to change what we do with our time on board.

Delta's campaign to "reinvent" air travel introduces "Innovation Class" which is essentially networking with influential and innovative peo-

ple at 35,000 feet.

They have also created a clever new safety video that actually captures passenger attention more than the lively stewards on board.

The five minute film features some of the 80's memorable stars, fashions, and gadgets such as Elf, big hair, neon leg warmers, the Rubik's Cube, and an Atari.

If you're not able to fly with Delta in the near future, check out *Delta's 80's In-Flight Safety Video* on YouTube.

You're sure to be entertained.

For a limited time, Delta is offering Alaskans some extra perks.

Enjoy two free checked bags, a 30% discount, and a \$25 E-Certificate

For full terms and conditions, please visit [delta.com/alaskaperks](http://delta.com/alaskaperks)  
Register by October 31, 2014 with Promotional Reference Code: 970216