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Wings of Alaska Offers a "Use-It-or-Lose-It" Fare

Wings of Alaska is now offering a new economy class fare in some markets. The fare comes with heavy restrictions.

The rules for this fare class include the following restrictions:

Non-refundable: Most economy fares are non-refundable.

Changes Not Permitted: Most economy fares allow a change and charge a penalty plus the difference in fare. Tickets purchased with this fare have no value if travel plans change.

This type of fare is known in the industry as a "Use-It-or-Lose-It" fare. USTravel/CTM has been cautioning travel arrangers as they find tickets purchased with this fare class, but because the reservations are frequently touchless, some tickets may not be noticed until a change is requested.

It is extremely important that the travel arrangers read the

fare rules in E-Travel Online before purchasing a ticket.

Fare rules should be reviewed for each leg of travel because the most restrictive rule on the ticket will apply.

Understanding the airline rules can be somewhat daunting as rules and restrictions vary depending on the carrier, day of week, time of year, etc.

To view the fare rules in E-Travel Online:

1. Select the [Fare Rules](#) link in the Airline section of each leg of travel.
2. From the pop-up box, scroll down to **#16 PENALTIES**. This section explains all restrictions for fare class.

For questions or clarification, call USTravel/CTM for assistance.



Departure	Arrival	Airline	Notes	***	Price (estimated)
Option 1					
6:30 AM - Tue, Sep 23 Juneau, AK (JNU)	7:15 AM - Tue, Sep 23 Skagway, AK (SGY)	 Flight 40 - Cessna Caravan Class: Coach Fare Rules	Non-stop Flight time 0:45 82 miles N/A on-time View seats		198.00 USD

V	FARE BASIS	BK	FARE	TRAVEL-TICKET	AP	MIN	MAX	RTG
1	Q7NCNR	QX	99.00	---	7	-	-	2
PASSENGER TYPE-ADT				AUTO PRICE-YES				
NO SALES RESTRICTIONS APPLY.								
16.PENALTIES CHANGES/CANCELLATIONS								
ANY TIME								
TICKET IS NON-REFUNDABLE. CHANGES NOT PERMITTED.								
NOTE - TEXT BELOW NOT VALIDATED FOR AUTOPRICING.								
FARE IS NONCHANGEABLE AND NONREFUNDABLE								
17.HIP/MILEAGE EXCEPTIONS								



The single biggest problem in communication is the illusion that it has taken place.
~ George Bernard Shaw

E-Travel Online Training

October 21, 1:30 p.m.
October 23, 9:30 a.m.

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

Mobile Hotel Check-In

TripCase has collaborated with CheckMate to provide travelers with increased mobile functionality by offering mobile hotel check-in.

With CheckMate's platform, TripCase users can bypass the front desk and check-in through a few clicks on their mobile

device at select hotels. When the room is ready, they are notified and provided the location of the mobile check-in desk for the room key.

CheckMate's objective is to provide hotels with the best guest experience and they are currently working to bring more

hotel chains online.

Encourage your road-warriors to sign-up for TripCase at www.tripcase.com so they can begin taking advantage of mobile opportunities, such as online check-in and notifications of flight delay, cancellation, and gate changes.

Travel E-Qs

There will be a prize drawing held in December for answers submitted to doa.dof.e-travel@alaska.gov by October 20.

1. How do you know if you are purchasing a Use-It-or-Lose-It Fare?
2. What are the advantages of using TripCase?
3. Explain the benefits of booking Preferred Hotels?
4. What would you like to see offered in the new training?



HALLOWEEN!

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
Web: <http://statetravel.alaska.gov>

UStavel

E-Travel Online Help Desk
(907) 500-4290 / 877-500-4290
Email: e-travelhelp@ustravel.com

Reservation Call Center
(907) 500-4292 / 866-762-8728
FAX: (907) 500-4210
Email: e-travelaprvl@ustravel.com

Research

Email: soaresearch@ustravel.com

Benefits of Booking Preferred Hotels

UStavel established the State of Alaska Preferred Hotel Program in 2007 to provide discounted room rates and amenities for travelers conducting business on behalf of the State.

The Western States Contracting Alliance (WSCA) introduced a nationwide agreement in 2011 as an extension to in-state programs.

The goal of both hotel programs is to reduce travel costs by creating greater buying power.

The state booked over five million in lodging costs in FY 2014. As a result of hotel programs, the statewide cost savings was \$704,667.

Booking a preferred is not mandatory at this time. However,

directing business to the list ensures that our preferred vendors continue to offer competitive pricing and availability to the state.

Not all hotels can or wish to participate in the program. There is a set of criteria listed in the hotel solicitation process. If there is a particular hotel that is interested in participating, please direct them to [Tony Fuerte](#).

Once a hotel is listed as a Preferred, the hotel is responsible to ensure negotiated rates and availability are kept current in the booking tool. If rates are not available, please contact the E-Travel Office to check availability. Occasionally, UStavel/CTM has to work directly

with the vendor to assist with rate discrepancies.

Some of the key benefits to booking a preferred hotel are:

- **State CTS Authorization is accepted.**
- **Value added services, such as free parking and meal vouchers.**
- **Support from UStavel for resolving service and billing issues.**
- **No deposit or early departure fees.**
- **Discounted room rates with no blackout dates.**

New E-Travel Training

UStavel/CTM has been in the process of building a new customized training video that will be available by the end of the year.

The training is module based, with closed captioning capability, covering all of the topics in the Online User Guide. The topics include quick tips and a detailed module that covers the complexities of booking rural travel.

This training will not replace the instructor lead training, but will reduce the length of the current sessions.

The new training will provide participants the opportunity to learn at their own pace because the modules can be paused or replayed as often as needed.

Stand by for more exciting information on E-Travel training.

Introducing Corporate Travel Management



UStavel is pleased to announce that effective November 1, 2014, the company will complete its name change to match its acquiring firm, Corporate Travel Management (CTM).

The same people you know and trust to handle your travel are still behind the wheel. The quality service you have come to rely on will only get better as UStavel expands its global network as CTM.

Quarterly Survey

Your comments and suggestions are important to UStavel and the E-Travel Management team as they help bring enhancements to the booking tool and help maintain a high quality of customer service. Please take a moment to complete the [current survey](#) that ends on December 1.