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Meeting the Market Share

The primary goal for a travel arranger is to procure travel reservations that achieve the travelers business objective at the lowest cost. This can be challenging when there are also contract requirements and traveler preferences to consider.

Eighty percent of the top ten markets the State of Alaska travels to are served by Alaska Airlines. The agreement with Alaska Airlines is important because it provides a discount at the point of sale in all of their destinations, which saves over \$1.6 million annually in Executive Branch and Medicaid airfare (see [Fiscal Year 2014 Reports](#)).

To benefit from the highest Alaska Airlines discount level and achieve the savings potential in all destinations, market share targets must be met in designated cities.

To help the arranger determine when market share is required E-Travel Online will prompt an out of policy notification.

There are specific exceptions

for when another airline can be booked over Alaska Airlines. One of the below exceptions must be selected from the drop-down list in the booking tool.

- Cost differential in excess of \$35 one-way/\$70 round-trip
- Schedule requires an additional overnight (Flight departures before 7:00 a.m. or arrives after 10:00 p.m.)
- Inadequate capacity (Sold-out)
- Emergency travel departing within 4-hours

The [Department Travel Coordinator](#) will receive a notification if the exception selected can not be validated by the

E-Travel Management Team.

When the policy notification is not displayed, the arranger can select the most suitable itinerary on any airline.

It is important to consider fees and restrictions when selecting other airlines.

- Baggage Fee Costs
- Change Fee Costs
- Name Change Restrictions
- No-Show/Cancellation Restrictions

The contracts with Delta Air, Ravn Alaska, and several small rural air carriers waive some fees and restrictions, and provide air savings at the point of sale. When procuring travel, these airlines should be considered over other airlines.

STATE OF ALASKA
DEPARTMENT OF ADMINISTRATION
DIVISION OF FINANCE

ALASKA
E-TRAVEL

Memorial Day May 25

We cherish too, the poppy red that grows on fields where valor led; it seems to signal to the skies that blood of heroes never dies.

~ Moina Michael ~

Expedited TSA Screening

TSA recently announced changes to the expedited screening program.

Travelers that “opted-in” to TSA Pre✓ via a frequent flier program, will notice a reduction in the frequency in which they are chosen if they have not completed a program application and paid a membership fee.

There are a couple of [trusted travel programs](#) to chose

from depending on traveler eligibility. Once successfully enrolled in one of the programs a Known Traveler Number (KTN) is issued.

- [TSA Pre Application Program](#) will issue a KTN that will usually begin with the two letters TT.
- [CBP Global Entry, Nexus, Senti](#) will issue a KTN that consists of nine digits usually beginning with 98.

The KTN can be saved in the Personal Information section of the E-Travel profile and will append to each reservation. This does not guarantee expedited screening and travelers that do not have a KTN may no longer be randomly selected for expedited TSA screening.

Travelers are encouraged to contact TSA for guidelines and questions www.tsa.gov.

Understanding Codeshare Agreements

Codeshare, in simple terms, is when a reservation is made on one airline and the flight is flown by another airline.

The intent is to provide a wider selection of destinations than an individual airline can offer on its own.

There are a few benefits to purchasing codeshare tickets; the traveler is protected by both carriers in the event of a flight cancellation or delay, baggage is transferred between cities, and mileage is automatically accrued to a single airline account.

The disadvantages are that voluntary ticket changes can be expensive and carry heavy restrictions. In addition, many travelers are confused as to which airline to check-in with. For more on checking in for codeshare flights visit alaskaair.com.

How do codeshare tickets affect market share and other State business needs?

Travel arrangers should consider using the codeshare flight when there is a policy icon (as shown in the image below) and when the fare

difference is less than \$35 one-way or \$70 roundtrip.

If there is no policy notification displayed the recommendation is to purchase the ticket on the operating airlines flight, unless there is a substantial savings to book as a codeshare.

The challenge for the State is that unused tickets with a codeshare flight can not be applied to any other traveler; (they are nontransferable) therefore, the funds are lost if the original traveler is unable to use the value on a future reservation.

7:30 AM - Wed, May 27 Anchorage, AK (ANC)	8:42 AM - Wed, May 27 Kodiak, AK (ADQ)	 Flight 886 - DeHavilland Dash-8 Class: Coach Fare Rules	Non-stop Flight time 1:12 252 miles N/A on-time View seats	 164.00 USD Select
7:30 AM - Wed, May 27 Anchorage, AK (ANC)	8:42 AM - Wed, May 27 Kodiak, AK (ADQ)	 Operated by Era Aviation Flight 4886 - DeHavilland Dash-8 Class: Coach Fare Rules	Non-stop Flight time 1:12 252 miles N/A on-time View seats	 164.60 USD Select

E-Travel Information

Employees can now enroll in shorter E-Travel topic-specific sessions in LearnAlaska. The courses will rotate each month. The current full-length session will continue to be offered every other month.

→ **Search Functionality and Policy Overview:** Covers the basic booking process with a focus on market share and policy notifications.

→ **Trip Changes and Cancellations:** Covers the basic process for cancelling or changing a trip in the tool with an overview on adding components to an existing reservation, duplicating a trip, and using templates.

→ **Rural Vendors and CTS Authorization:** Covers booking rural vendors with an overview of the CTS authorization process.

E-Travel Online Training Enrollment And Quarterly Survey

Search Function: May 12 - 10:30
Trip Changes: May 28 - 10:30
Rural Vendors: Jun 9 - 10:30
Full Basic Training: Jun 25 - 9:30

- Login to [LearnAlaska](#)
- Enter *etravel* in the search box.
- Select desired training course
- Select desired training date
- Select [Enroll](#)

To access the WebEx and phone bridge on training day, login to LearnAlaska within 15 minutes of the start of the session.

Please take a few minutes to let us know how we are doing.
E-Travel Program - [Quarterly Survey](#)

Test your E-Travel Knowledge!

Send your response to the [ETMT](#) by May 22, and your name will be entered into the quarterly drawing.

1. Why is the Alaska Airlines agreement important to the State of Alaska?
2. When booking in E-Travel, how does a travel arranger know when Alaska Airlines should be purchased?
3. Besides the point of sale savings, what other benefits do air contracts provide?
4. If a traveler has a KTN where should it be stored?
5. What are the benefits of purchasing codeshare tickets?
6. What are the challenges with purchasing codeshare tickets?

Happy Mother's Day ~ May 10



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