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Unused Tickets

Shopping for airfares can be a difficult process when each airline has different fare rules that are constantly changing.

Here are a few tips to help choose the best fare type for the traveler while taking into consideration the best use of their unused ticket should the trip be cancelled.

- For nonemployee out-of-state travel, try booking solely on Alaska Airlines or Delta Air. These are contract carriers and offer more flexibility to change dates, times, or travelers.
- Consider the cost of a refundable ticket vs. a nonrefundable ticket. Most carrier change fees exceed \$150 plus the additional cost of the new ticket.
- When booking on Ravn, consider selecting the contract rate as the fares are refundable.

In determining the reusability of partially and fully unused tickets, each ticket must be researched. Different rules and restrictions apply depending on the fare type and the carrier.

Following are some exchange tips:

- Never exchange a refundable ticket for a nonrefundable ticket as the new ticket will then be nonrefundable.
- Try to apply unused transferable tickets to an MVP Gold member. There will be no change fee, only the cost difference of the fare.
- Never exchange a ticket that is solely on Alaska Airlines, Delta Air or Ravn with a multi-carrier reservation. When booked independently, these tickets allow transfer of value. If the ticket is exchanged to include multi-carriers, the value becomes nontransferable.
- Be aware of the ticket expiration date which varies by carrier. Alaska Airlines tickets expire one year from the original date of departure. Most other carrier tickets expire one year from the original date of issue. **Exchanged tickets retain the original ticket expiration date.**
- The unused ticket report and the tickets shown in E-Travel Online are potential unused tickets. Some tickets may have been handled directly with the carrier

Travel Arranger Homepage Redesign

Mid July, the travel arranger homepage in E-Travel Online will be integrated with the traveler homepage.

The redesign will include a single page with expandable

and collapsible views making it easy to manage multiple travelers.

All of the arranger functionality will remain the same. Arrangers will continue to



and should be researched and removed from the report if the status is used.

- When exchanging an unused ticket for a less expensive fare, the remaining funds will be issued in the form of a residual credit voucher. The voucher carries the same expiration date as the ticket, but the value can be applied toward other travelers. Unused credit vouchers will be reported to the department [Travel Coordinators](#) monthly. Request to use vouchers by providing the certificate information in the special instructions box or directly to a CTM agent.

Tracking unused tickets and appropriately exchanging the value saves the State over \$800K per fiscal year. Statewide savings reports are posted on the [E-Travel website](#) quarterly.

click on the travelers name and be directed to the travelers "book travel" section.

The E-Travel Online User Guide and training will be adjusted accordingly.



One Card Chip Technology

Effective July 1, when USBank One Cards (PCards) expire or when a new card is issued, the cardholder will receive a new card with chip technology. The new cards will have a four-year expiration date instead of a three-year. Chip technology will improve security of the card.

The cardholder will insert their card into a chip-enabled terminal instead of swiping the card.

If you would like to know more about chip card technology, please visit the following link: <https://www.usbpayment.com/emv> or contact: doa.dof.onecard.support@alaska.gov.



Airline Industry News

Alaska Airlines has started service between Seattle and Milwaukee and Seattle and Oklahoma City. The expanded service is operated by SkyWest Airlines.

In addition to the new service, Alaska Airlines announced it is removing the

standard fee for the first checked bag for all Alaska Airlines Signature Visa cardholders.

JetBlue has ended its current “First Bag Free” program, leaving Southwest Airlines the only major US carrier to offer “Bags Fly Free”.

Seasonal bag fees and smaller carry on luggage is the “word in the air” for the near future.

For break-time reading, here is a recent article about [air travel predictions](#) that have come true.

E-Travel Information

→ On July 20 the Traveler Reviews in E-Travel will be sunset. GetThere’s partnership with an external vendor has ended, but other partnership opportunities are being evaluated to replace the functionality. Please pass this on to travelers.

→ The Travel Authorization form and the Mileage form posted on the Division of Finance website have been updated to accommodate IRIS coding.

→ IRIS reminder: The required accounting element to post CTM service fees is Object 3069.

→ Effective August 1, The E-Travel Office hours of operation will change to:

Monday through Friday from 8:00 a.m. to 5:00 p.m. The emergency after-hours line will still be available between 5:00 p.m. and 8:00 a.m.

→ E-Travel Online will remain open 24-hours a day.

E-Travel Online Training Enrollment And Quarterly Survey

Search Function: Jul 14 - 1:30
Trip Changes: Jul 23 - 1:30

- 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.

Test your E-Travel Knowledge!

Send your response to the [ETMT](#) by **Jul 31** and your name will be entered into the quarterly drawing.

1. Why are the contract air carriers recommended for out-of-state travel?
2. Why should refundable tickets not be exchanged?
3. What is a “residual credit voucher”?
4. What is different about newly issued One Cards?
5. What is the IRIS Object code used to post CTM service fees?
6. What are the new hours of operation for Corporate Travel Management?



E-Travel Management

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