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## New E-Travel Contract

The new Travel Service Contract was recently awarded by Division of General Services to Corporate Travel Management. The initial term of the contract is two years with a three year and a five year renewal option. The new contract will go in effect November 2016.

Corporate Travel Management (CTM) has been a long time partner with the State of Alaska, providing a full suite of travel services with innovative technology and an

experienced team of agents available 24 hours a day, seven days a week.

Under the new contract, the fee structures for the Executive Branch will be driven by initial booking source, either in the booking tool or directly with an agent. There will be a mid-touch fee for those starting in the tool but need agent assistance to complete the reservation.

The State will continue to use the customized booking tool

powered by GetThere; however there will be an enhancement that will provide a more streamlined booking process for rural carrier reservations. The fees for rural reservations initiated in the booking tool will be at reduced rate.

More information regarding fees and program changes will be provided as we work on the implementation of the new contract.

### Per Diem Rates

A new document version of the State of Alaska Per Diem Rates has been posted for travel occurring on or after July 1, 2016. There are currently three versions of this document.

- ◆ [Travel on or after July 1, 2016](#) - Update affects ASEA employees
- ◆ [Travel between May 16, 2016 and June 30, 2016](#) - Update affects all except LTC and ASEA employees
- ◆ [Travel between July 1, 2015 and May 15, 2016](#)

These documents, and other important travel documents, can be found on the [Accounting tab](#) of the [Division of Finance Travel](#) website.

## American Air Mileage Program Change

Effective August 1, 2016, passengers flying on American Airlines will accrue mileage at a revenue-based rate.

The miles a flier accrues will be calculated using a combination of the percentage of distance flown and fare class. This means some fares will earn more or fewer miles than before.

Alaska Airlines Mileage members will still accrue miles when flying on American Airlines, but they will accrue at the new rate.

Delta and United switched to this revenue-based mileage model in 2015. Alaska Airlines does not currently have plans to change how miles are earned on Alaska flights.



## Traveling in Rural Alaska

Individuals that have traveled to a rural Alaska community may be familiar with the unique rules, restrictions, and check-in requirements. However, the requirements may vary, by carrier, destination, and time of year, so even a seasoned traveler may be caught in a situation that may cost the state money or interrupt business plans. Some travelers have been forced to find overnight accommodations, which can be a challenge in rural areas.

It is extremely important that travelers reconfirm flights directly with the carrier's regional hub at least 3 hours prior to the scheduled departure time. Please share these helpful tips with your travelers.



### Rural Travel Tips

- Upon arrival to a village, ask your pilot or a local person who the village agent will be. Stay in touch with the agent for the most up-to-date flight information.
- When departing from a village or small community, check-in at least 3 hours prior to the flight time on the itinerary.
- Once checked-in, stay in the terminal and listen to announcements as flights may leave earlier than scheduled.
- Dress appropriately for weather conditions. Not all village destinations have sheltered facilities.

- Carry-on baggage is usually not allowed on board.
- Checked baggage is subject to load restrictions and may not be transported on the same flight

### Rural Information

- Village agents are not responsible for providing airport transportation.
- Cellular service may be limited or unavailable.
- Many villages do not permit alcohol.
- Commercial lodging may not be available in some communities or villages.

### Attention State Travelers

Travelers are responsible for making sure State or local taxes are not charged when using a State issued charge card for purchases within Alaska.

## E-Travel Information

→ In some markets, Ravn has been offering lower non-refundable fares on their website and not publishing the fares in E-Traveling Online. Reservations on Ravn should continue to be booked via E-Travel Online at the rate the published in the tool. CTM has created special handling that stops the ticketing process so an agent can run a fare comparison against the carrier website. When the lowest fare is only available on their website, the agent will purchase the lower fare and a final will be sent as usual. There is a higher fee for this service; however, the State will have

purchased the lowest fare.

→ Travelers and planners are reminded to continue utilizing State Preferred Hotels in Anchorage, Fairbanks, Juneau, and Bethel. Below is the average savings per night for stays between April-June:

**Anchorage - \$24 per night**  
**Fairbanks - \$21 per night**  
**Juneau - \$27 per night**  
**Bethel - \$40 per night**

We will continue to monitor compliance as we prepare for the 2017 program.

Please take a few minutes to let us know how we are doing?

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E-Travel Program  
[Quarterly Survey](#)

### E-Travel Online

Rural Vendors and CTS: Aug 9 - 1:30  
 Basic Training: Aug 25 - 1:30  
 Search Function: Sep 8 - 10:30  
 Trip Change: Sep 20 - 10:30

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

On behalf of E-Travel and our amazing group of Travel Coordinators, we proudly thank

### Carmen Phelps

for 25 years of dedicated service. We will miss working with you, but wish you all the best as you settle into

**RETIREMENT!**

### E-Travel Management

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<http://statetravel.alaska.gov>

### Corporate Travel Management

Online Help Desk  
 877-500-4290 / 907-500-4290  
[e-travelhelp@travelctm.com](mailto:e-travelhelp@travelctm.com)

Reservation Call Center  
 866-762-8728 / 907-500-4290  
[e-travelaprvl@travelctm.com](mailto:e-travelaprvl@travelctm.com)