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E-Travel Online Profiles

Profiles are records set up in E-Travel Online containing travel information used to book travel, create itineraries, and communicate with travel agency personnel. There are two types of Profiles:

1. **Traveler Profiles**—Traveler profiles are established for the traveler who may travel more than once. Some of the information contained in a traveler profile includes the legal name of the traveler, Secure Flight data, State credit card number, e-mail addresses, and a section for personal air, hotel, and car preferences.

2. **Generic Profiles**—Generic profiles are established for each department division and used for division employees without a profile and for other groups such as clients, inmates, and witnesses. Generic profiles are also used as templates to create the traveler profiles. Some of the information contained in a generic profile include fax numbers, email addresses, and CTS accounts. Profiles for confidential travelers can be set up to include a fax number, but exclude the email addresses.

The process to create profiles has changed and most of it is now done electronically. Travel Administrators (Travel Coordinator or designee) will be responsible to create and maintain profiles in E-Travel Online.

In order for Travel Planners to book travel for other travelers, they need to be “attached” as a travel planner to traveler and generic profiles by their department Travel Administrator. Question 9 on the [E-Travel FAQs](#) has more information on profile updates.



Exit Row Seating

Due to special requirements imposed by FAA, emergency exit row seating will need to be requested directly with the airlines and not in E-Travel Online. Exit row seating may be reserved in advance on the airline website by MVP and MVP Gold members, and travelers with Full Flex tickets. Other travelers who meet the requirements may request exit row seating at airport check-in.

E-Travel Online Training

Contact your [Department Travel Coordinators](#) to sign up for E-Travel Training.

Dec 1 10:00am & 2:00pm
Dec 2 10:00am & 2:00pm
Dec 3 10:00am & 2:00pm

Additional training
to be announced.

Profile Information

Generic Profile Bookings

Booking travel using a generic profile and knowing where to enter the traveler’s name is a crucial step in completing the process. One should **never** go to the Profile tab to change the name or enter any personal information in the generic profile.

Changing information in the generic profile “corrupts” the profile and prevents the next user from accessing the profile to make another booking.

To get to the correct place to enter traveler information, continue the booking process under the Travel tab. After making travel selections, click either the 24-hour hold or purchase button, accept fare rules, and then the Variable Traveler Information page will be available. Enter traveler information and continue with the booking process.

Remember to stay on the Travel tab when using a generic profile and do not go to the Profile tab to change anything.

Mileage Numbers

Traveler profiles have two areas to enter mileage number information. The Mileage / Membership Numbers section is where each airline, car, and hotel membership number is input. To use a mileage number on a partner carrier (for example, to use Alaska Airlines mileage on a Delta flight) enter that information in the “Additional Air Preference” box located on the Traveler Preference page. Frequent flyer status (MVP) is also stored in this area.



E-Travel Office

UStavel

E-Travel Online Help Desk

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Email: e-travelhelp@ustravel.us

Reservation Call Center

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Sunny Israelson
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<http://statetravel.alaska.gov>



Travel E-Q's



There will be a random drawing for a prize from the answers submitted by: December 15, 2009 to: doa.dof.e-travel@alaska.gov

1. Who is responsible to create profiles in E-Travel Online?
2. Where is the correct place to enter traveler information using a generic profile when making a reservation?
3. How is a mileage ticket booked?
4. What does "churning" mean?
5. How does a travel planner view a list of all travel profiles for which they are able to book travel?

Contest prize winnings are considered non-cash compensation, and will be included as W2 earnings

24-Hour Hold and Churning

Travel Planners and travelers (in some departments) have the ability to place reservations on a 24-hour hold. A reservation should only be placed on a 24-hour hold when it is **certain** it will be purchased within that time frame. If the held reservations can not be purchased within 24 hours, the reservation **must** be cancelled.

Hotel and car bookings made with the 24-hour hold option are treated as a booking and if not cancelled will result in no-show fees. Hotel cancellation policies are available in E-

Travel Online and should be read prior to booking in order to be aware of their policy.

Canceling and rebooking the same itinerary in the same or different class of service is referred to as "churning." Churning is not permitted for any reason including, without limitation, to circumvent or extend ticketing time limits, to hold inventory, or to find a fare.

Multiple or duplicate 24-hour hold reservations are not allowed and run the risk of the ticketed reservation being can-

celled by the airlines as a duplicate booking.

If purchase is not certain within a 24-hour period, it is best to save the reservation as research. Once the reservation is approved for purchase, go to the traveler's trip list to "view" the reservation. Submit as a 24-hour hold to revalidate the availability, airfare, and seats; then submit for purchase.



Special Instruction Box

The Travel Preferences section under the Profile tab is a place for travelers to record their preferred airline, hotel, car, seating preference, and to provide instructions for special assistance needed during travel.

The Special Instruction box, also known as the "cost-you box," is used to request travel agent assistance that will result in a higher fee at time of purchase. Anything entered in this box, including "N/A" or "Enjoy your day!" causes the reservation to move out of the auto-ticketing process and then requires manual entry by agent assistance.

The Special Instruction box is located in two places. One is under the Travel tab and is used to request one-time assistance for the current trip being booked. The other location is

in the traveler profile and is used to request special assistance for every trip booked for that traveler.

Some traveler profiles contain information in the Special Instruction box that is not pertinent for special assistance. It is the traveler's responsibility to remove information such as air, hotel, car, and mileage preferences from the Special Instruction box and enter it in the appropriate section of the profile.

UStavel will be contacting travelers to remove unnecessary comments from the Special Instructions box that belong elsewhere to avoid being charged a higher fee. Travelers are encouraged to review their profiles and update their preferences.

Mileage Tickets

Tickets that will be purchased using mileage should be booked by calling UStavel and not booked in E-Travel Online.

When booked in E-Travel Online, UStavel agents have to cancel the booking and start over to utilize the mileage.

Tips & Tricks

How do travel planners view a list of all travelers they are attached to for booking travel?

Click on "Select Another User" (hover mouse over name in upper right corner) to display the search box. Do not enter anything in the search box, simply leave it blank and click "Search." This will display a list of profile names to which the travel planner is attached allowing the planner the ability to book their travel. Contact the department [Travel Coordinator](#) to add or delete names as travel can not be booked for a traveler who is not on that list.

