

State Travel Office News



In The Spotlight

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Special Point of Interest:

Rental Cars require that a credit card or Onecard be used when paying for a rental.

The only exception which allows the use of a CTS to pay for a car is with Budget and only in Anchorage, Fairbanks, and Juneau.

**Test your STO Knowledge
\$25 Starbucks Card
July Winner**

**Sonya Young
H&SS Anchorage**

**Travel Desk Training,
Travel Coordinator, and
Process Improvement Meetings
will not be scheduled for
August.**

Secure Flight / Traveler Profiles

Homeland Security/Transportation Security Administration (TSA) has mandated the Secure Flight program that requires all travelers on commercial airlines to provide their legal name, date of birth, and sex when booking a reservation. Airlines have been requested to comply with Secure Flight and provide this information by August 15, 2009 with a mandatory implementation date of January 1, 2010.

Traveler's legal name on the identification used at airport check-in should match the name in the traveler profile and the name on the reserva-

tion. Profiles have been enhanced to allow the use of a full middle name if one is on the ID.

The STO is preparing to upload a file from the State payroll system, AKPAY, to populate the Secure Flight fields in all traveler profiles. In preparation, an email will be sent to all travelers from travel coordinators allowing travelers three options:

- 1) Allow the auto-update each time a reservation is made
- 2) Supply the information
- 3) Refuse to supply the information

Option 3 will result in the inability to make reservations / check in online or in advance, delays at airport check-in and security check points, or the possibility of missed flights.

Travelers need to contact their [travel coordinator](#) or travel planner no later than August 7, 2009 to prevent their profile update from AKPAY if they choose option 2 or 3.

Secure Flight data will be loaded in profiles by August 15, 2009.

State of Alaska Signs New Contract with Delta Airlines

The State of Alaska entered into a new contract with Delta Airlines, effective June 1, 2009 through September 30, 2010.

Similar to the Alaska Airline's contract, tickets purchased through the STO provide the

State with a savings over the published fare. The discount varies between markets.

The contract rate is also available on Delta Airlines codeshare partners ticketed under the Delta (DL) code,

including flights operated by Northwest and Continental.

As a reminder, the contract with Alaska Airlines remains the primary contract over the Delta contract when booking flights in markets served by both airlines.

Unused Tickets

UStavel has implemented a new tool to help travel desks better manage the usage of potentially unused tickets.

The tool allows the STO agents to view a pop-up display when booking a trip for a traveler who may have a potentially unused electronic ticket. It does not include

tickets that were issued in EasyBiz. The STO agent will contact the travel desk to confirm the use of the unused ticket. If they are unable to reach the travel desk, the STO agent will add the unused ticket information to the preliminary fare remarks. An approval must be sent to the STO confirming the use of the

unused ticket. When in doubt, the agents will not exchange the unused ticket.

This option will not replace the monthly unused ticket report. Travel desks should continue to use the reports as the main source of data to track and use unused tickets.

STATE TRAVEL OFFICE

Department of Administration
Division of Finance
400 Willoughby Avenue, 3rd floor
PO Box 110232
Juneau, AK 99811-0232

STO USTravel agents
(907) 465-8208 in Juneau
1-866-762-8728 outside of Juneau
FAX: (907) 465-8288

Sunny Israelson
State Travel Manager
(907) 465-8281
FAX: (907) 465-6057

Email:
doa.dof.statetraveloffice@alaska.gov

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<http://fin.admin.state.ak.us/dof/sto/index.jsp>

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*A good word
is like a good tree
whose root is firmly fixed
and whose top is
in the sky.*
The • Koran

Test Your STO Knowledge

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

1. What information is required under TSA's Secure Flight program?
2. When can a CTS be used to pay for car rentals?
3. What is the main source for tracking unused tickets?
4. What is the definition of a trip reservation number used to log into ViewTrip?
5. Whose responsibility is it to upgrade to first class?

Prize winnings from the contest are considered non-cash compensation, and will be included as W2 earnings.

Travelport ViewTrip

Travelers and travel desks can access their travel reservation details directly from the Internet at their convenience via [Travelport ViewTrip](#) (ViewTrip) for reservations made through the STO APOLLO system. ViewTrip itineraries not only show air travel, but also include hotel and car bookings.

This travel website displays real-time travel information 24 hours a day, including waitlist confirmations and schedule changes as the STO is notified by the airlines. Reservations that are made outside the APOLLO system, where STO agents have to input the data, such as reservations with Rural

Carriers, are not guaranteed to be in real-time.

Travelers and travel desks may find ViewTrip most useful when an itinerary is not available to them by email or fax, or when a traveler in travel status has made itinerary changes and would like to print a new itinerary.

ViewTrip features also include weather and travel updates, links to FAA and DOT web sites, and the ability to download itineraries to calendars, web-enabled wireless, and handheld devices.

To view a reservation, go to www.viewtrip.com and enter

the trip reservation number and the traveler's last name in the log-in box. Note the reservation number is the booking locator (a six character alpha-numeric field) from the STO APOLLO reservation system, NOT the airline confirmation code. If the reservation number is not available, contact the STO and ask the agent for the booking locator of the itinerary.

Airports are identified as three-letter character codes in ViewTrip. If the airport code is not familiar, go to www.ustravelak.com/citycodes to search the city name.

Alaska Airlines Upgrades

The State of Alaska does not pay our travel management company USTravel to upgrade travelers. Travelers desiring upgrades on State travel must make these arrangements on their own.

MVP and MVP Gold members can [reserve or waitlist a seat](#) in First Class on Alaska Airlines subject to availability.

Complimentary upgrades are booked in "U" Class and are not available when traveling on award tickets, including the Money & Miles (AS50) Award. Upgrades are subject to availability as "U" Class may not be available on all flights.

The following chart provides additional requirements for upgrading and additional information can be found at Alaskaair.com

	MVP	MVP Gold
Unlimited First Class Upgrades	<ul style="list-style-type: none"> Anytime on Y or YAS fares (Full Flex Fares) 48 hours prior to departure on other fares 	<ul style="list-style-type: none"> Anytime on qualifying fares booked in Y, S, B, M, H, or Value and Full Flex fares 72 hours prior to departure on other fares
Unlimited ability to upgrade one person into First Class when traveling with you	No	Yes
Paper Complimentary Upgrades awarded annually	No	Yes - 4 one-ways per year

Alaska Airlines MVP and MVP Gold members can request an upgrade on [Northwest Airlines](#) operated and marketed flights by simply placing their Elite Mileage Plan number in the reservation. Upgrading is available on Y or YAS fares or 24 hours prior to departure on other fares.