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 reservation. 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
2) Supply the information each time a reservation is made
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.

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

USTravel 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.
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

<table>
<thead>
<tr>
<th></th>
<th>MVP</th>
<th>MVP Gold</th>
</tr>
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<tbody>
<tr>
<td>Unlimited First Class Upgrades</td>
<td>● Anytime on Y or YAS fares (Full Flex Fares)</td>
<td>● Anytime on qualifying fares booked in Y, S, B, M, H, or Value and Full Flex fares</td>
</tr>
<tr>
<td></td>
<td>● 48 hours prior to departure on other fares</td>
<td>● 72 hours prior to departure on other fares</td>
</tr>
<tr>
<td>Unlimited ability to upgrade one person into First Class when traveling with you</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Paper Complimentary Upgrades awarded annually</td>
<td>No</td>
<td>Yes - 4 one-ways per year</td>
</tr>
</tbody>
</table>

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.

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