



## E-Travel Online User Guide December 2016



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## GetThere Supported Browser Versions

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GetThere uses web technologies to enhance the traveler's experience and provide increased functionality. To maximize traveler usability of the application, GetThere recommends using the latest non-beta browser version from the list of supported browser versions below. Other browsers may function, but are not fully supported. The list will be reviewed annually and updated as needed upon review.

### Supported Browser Versions:

- Chrome (latest stable)
- Firefox (latest stable)
- Internet Explorer 11 (from a Windows 8 Desktop without the touch interface\* from 14.06)
- Internet Explorer 11 (from a Windows 7 Desktop)
- Internet Explorer 10 (from a Windows 7 Desktop)
- Internet Explorer 9
- Internet Explorer 8
- Safari (latest stable)

*\* NOTE: Windows 8 offers a touch interface in addition to the regular interface. GetThere is certified only using the regular interface and NOT with the touch interface*

When accessing GetThere with a supported browser, the following browser settings are enabled by default:

### Cookies

A cookie is a file that is sent from a Web site to store information about the user and his/her preferences. GetThere can use session cookies to customize the application based on the user's previous actions. To function correctly, the traveler's browser must have session cookies enabled. By default, each browser enables session cookies.

### JavaScript

JavaScript is a programming language used to create specific site functionality. JavaScript must be enabled for the application to function correctly. By default, each browser enables JavaScript.

### Cascading Style Sheets (CSS)

CSS controls the look of a Web page (for example, positioning, font, font size, and color). GetThere uses CSS to control the look of each item on a page and to enhance system performance. CSS must be enabled for the application to function properly. By default, each browser enables CSS.

### HTML Frames

The ability to load the GetThere application inside of HTML frames has been disabled in Internet Explorer (IE) 6 due to security vulnerabilities with that browser version. If an IE 6 user visits a page that loads the GetThere application inside frames, the application will overtake the parent window.

### **Site Administration in Multiple Tabs**

When working in Site Administration and making changes for different sub-sites, it is best practice to NEVER open multiple tabs within the same browser. If you are copying data (like strings) the recommendation is to cut and paste it from the first sub-site into something like Notepad before you close that sub-site and move to the next one. Or, if you're making configuration changes, it is recommended to open a new browser session. This does not mean a new "tab" within the same browser but a separate browser instance (window).

The issue is that when using multiple tabs to simultaneously modify multiple sub-sites this is known to cause cross site conflicts as browsers are designed to maintain state fullness when new tabs are opened. For example, if you were working on the Sabre Inc. site in Tab 1 and on Tab 2 you opened the ABC Corp site, when you go and save the changes in Tab 2 (ABC Corp site), it actually saves the changes you made on Tab 1 (Sabre Inc. site).

## Connectivity and Response Time

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GetThere is a web-based tool and is subject to connectivity slowdowns. This tool is configured with company policy and contracts, and “eye candy” is kept to a minimum to help reduce bandwidth requirements. However, there are other reasons that may cause slower than normal internet speeds.

- Connection to internet (modem or broadband connection)
- Network traffic
- Network maintenance
- Browser compatibility – Refer to the previous section of the user guide for suggested browsers. If possible, try different browsers. If one seems to be slow, switch to another.

There is no maximum amount of users the server can handle and data uploads will not interfere with site performance. If you are experiencing frequent issues with speed, check the above items including switching browsers. To report slow response times, document the browsers used, date, time of day, and the action you are performing. Send this information to the E-Travel Management Team (ETMT) at [doa.dof.e-travel@alaska.gov](mailto:doa.dof.e-travel@alaska.gov).

## Introduction

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Beginning November 9, 2009, the State Travel Office was replaced with E-Travel Services under the State's new travel management contract.

In 2013, the online booking tool, ResX, was replaced with the new tool GetThere.

Travelers can use this tool to research air, hotel, and car options that can be saved outside of the booking tool and accessed by their travel planners.

This guide provides instructions on how to perform the following tasks:

- Login to E-Travel Online
- Navigate E-Travel Online
- Complete a booking using:
  - Air
  - Car
  - Hotel
- Exchange, Cancel, Void, and Refund
- Book travel with a generic profile
- Send a CTS Authorization Form
- Request to book Rural Air/Ferry Travel

## Logging In

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1. To access E-Travel Online, enter the following URL into the web browser:  
<https://dof.doa.alaska.gov/dof/sabre/login>.
2. Enter your **Enterprise User ID** in the User ID text box.
3. Enter your **Password** in the Password text box.
4. Click on the **Login** button.

### Login

To login, please use your Enterprise email User ID and password (just as if you are logging into your Microsoft Outlook email account or the State of Alaska Web Mail application). Your email User ID usually consists of your first and middle initials and your last name, you may verify your user ID using the [State Employee Directory](#) .

If you are having trouble with your password please contact your department's assigned [Enterprise Directory Password Administrator](#) . If you experience any other technical difficulties please contact the Division of Finance [webmaster](#).

This application is provided as a service to state employees by the Division of Finance and is intended for state business use only. Unauthorized access/tampering is punishable under Alaska Criminal Statutes AS 11.46.200, AS 11.46.484, AS 11.46.740.

Please enter your User ID:

Password:

[SOA Password Change](#) 

[Forgot password?](#)

To change or retrieve your password, click on the *SOA Password Change* link or the *Forgot password* link on the login page.

**Note:** Your username and password cannot be changed by the travel agency or in E-Travel Online.

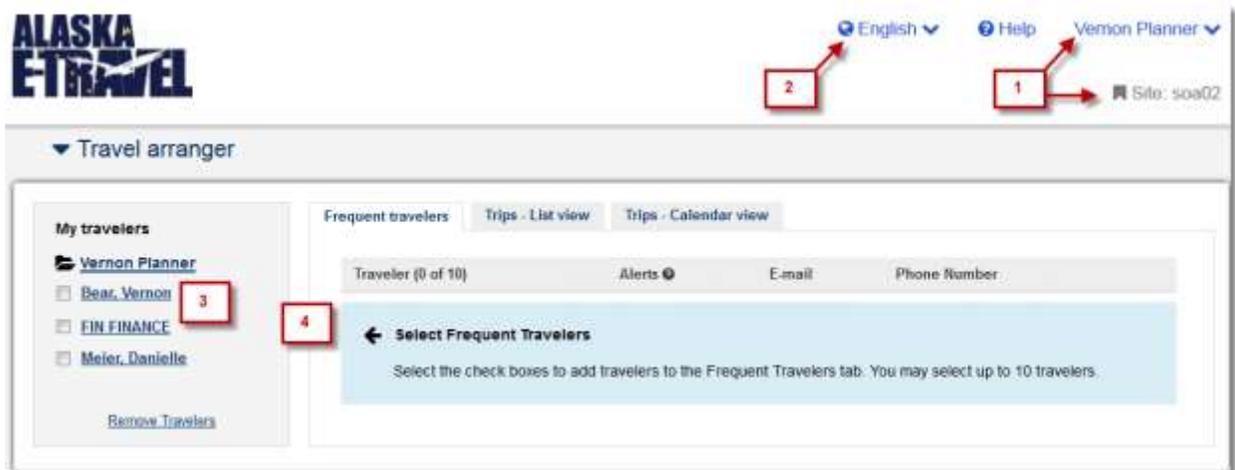
**Note:** Your session will time out after 15 minutes of no activity.

## Travel Arranger Homepage

The Travel Arranger homepage enables arrangers to quickly view their list of travelers and start a booking with one click. It also allows them to quickly view their frequent travelers' upcoming trips and any required profile updates.

The Traveler tab enables the arranger to quickly view active trips and profile alerts, access profile settings and templates, and book travel for that traveler.

The Travel Arranger tab is composed of two different panes. The left pane contains a list of all travelers assigned to the arranger. The right pane is dedicated to a new category of travelers, Frequent Travelers. This pane contains three tabs, Frequent Travelers, Trips – List View, and Trips – Calendar View.



1. Travel arranger's name and site name.
2. Languages available –click the v and select from the dropdown, to change.
3. List of the arranger's travelers - click the checkbox to select/de-select a traveler as a frequent traveler (name becomes bold). A maximum of 10 may be checked.
4. Message advising how to add to the Frequent Traveler list. The message will display until at least one frequent traveler has been assigned.

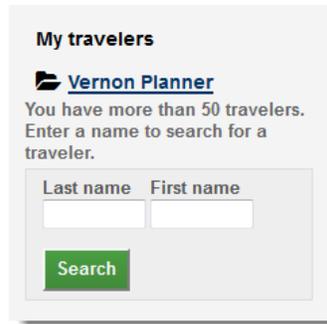
## More Than 50 Travelers

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When the arranger has more than 50 travelers, a search box displays.

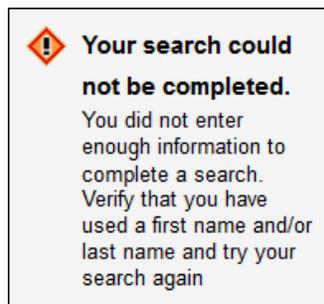
- Enter the **traveler's name** and click **Search**.

The, My travelers, area is populated and the arranger is able to click the checkbox to select/de-select the traveler as a frequent traveler. To search for a generic profile, use the last name box to enter the three-letter division code.

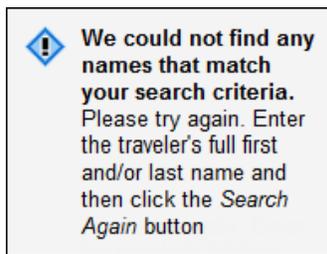


The screenshot shows a web interface titled "My travelers" with a "Vernon Planner" logo. Below the logo, it states "You have more than 50 travelers. Enter a name to search for a traveler." There are two input fields labeled "Last name" and "First name". A green "Search" button is located below the input fields.

If the arranger clicks *Search* without entering a first or last name, an error message displays.



If the search did not find any matching names, an error message displays.



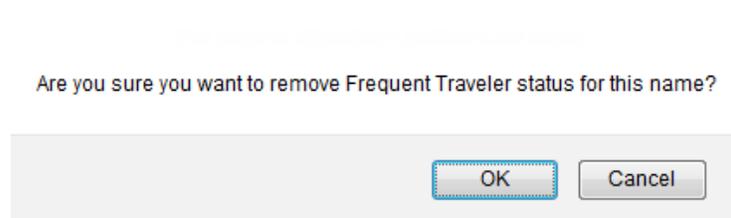
When the search finds results, the area is populated and the arranger is able to click the checkbox to select/de-select the traveler as a frequent traveler (name becomes bolded).

## Frequent Travelers Tab

The right pane of the Travel arranger tab is dedicated to Frequent travelers. This pane includes three tabs containing frequent traveler information and frequent traveler trip information in a list and calendar view.



1. Travelers selected (checked) in My travelers. A maximum of 10 traveler names display. Click the traveler's name to book travel for that traveler.
2. Profile Alerts - when the icons are active, hover over and pop-up text will provide detail.
3. Traveler's email address hyperlink – click the hyperlink to send an email to the traveler.
4. The day/business phone number listed in the traveler's profile.
5. Click the **X** icon to remove a traveler from the Frequent Travelers list. When the icon is clicked, the following warning message displays:



If **OK** is selected, the traveler will be removed from the Frequent Travelers list and their trips will be removed from the Trips – List View and Trips – Calendar View tabs, the traveler's name will return to normal text in the My Travelers list, and the checkmark will be removed from the box in the My Travelers list.

## Trips Tab – List View

Frequent travelers		Trips - List view	Trips - Calendar view			
Traveler	Location	Date	Trip Type	Record #	Status	
<a href="#">Bear, Vernon</a>	Anchorage	09/11/16 - 10/01/16	✈️ 🏨	<a href="#">HYWXGX</a>	In progress	
<a href="#">FIN FINANCE</a>	Juneau	10/02/16 - 10/04/16	✈️	<a href="#">CKGFUY</a>	Ticketed	
<a href="#">Meier, Danielle</a>	Juneau	10/02/16 - 10/04/16	✈️ 🏨	<a href="#">HBTJQV</a>	Ticketed	

The trip information is only viewable for a two-week period. If one or more trips have been modified, the list may not reflect the changes. To update the information, view the trip. To view all the trips for a traveler, click on the traveler's name and select View All Trips from the Active Trips tab.

- Sort the list by clicking the links: Traveler, Location, Date, Trip Type, Record #, or Status. The default sort is Traveler (in alphabetical order) with a secondary sort of Date. The primary sort is in bold.
- Traveler – The list of travelers (from the Frequent Traveler Tab) with upcoming trips. Click the name to display the Home page for that traveler and book their travel. Only one traveler may be accessed at a time.
- Location – The traveler's destination. For trips in progress, the current location of the traveler will display.
- Date – The outbound and return travel dates. Trips occurring within the next fourteen days from today's date will display. Trips that have already begun are included in the display.
- Trip Type – The components of the itinerary. The icon only displays once for each component in the trip.
  - There is a **flight** segment in the itinerary.
  - There is a **hotel** segment in the itinerary.
  - There is a **car** segment in the itinerary.
- Record # – The travel agency record locator. If multiple record locators exist, they will make up one link. Click the link to view the trip details.
- Status - The current itinerary status.
  - Active** – The trip has been purchased, but has not yet been ticketed.
  - Ticketed** – The trip has been purchased and ticketed. Travel has not yet started.
  - In Progress** – The trip has started, but not yet ended.

If the Traveler Arranger has removed the checkmarks from all checkboxes in the Frequent Travelers section, the following text displays: *To view details for frequent travelers, check the box next to the name.*

## Trips Tab – Calendar View

The screenshot shows the 'Trips - Calendar view' interface. At the top, there are three tabs: 'Frequent travelers', 'Trips - List view', and 'Trips - Calendar view'. Below the tabs is a legend with three status icons: a green checkmark for 'Active', a blue ticket icon for 'Ticketed', and a pink circular arrow for 'In progress'. The main area is a calendar for 'September 2016 - October 2016'. The calendar grid shows dates from 30 to 13. Below the calendar, there are two rows of trip information. The first row is for 'FIN FINANCE' with a green checkmark icon, 'Anchorage (C)', and 'Juneau (10/02/16 - 1)'. The second row is for 'Bear, Vernon' with a blue ticket icon, 'Juneau (10/02/16 - 1)', and 'Sitka (10/09/16 - 10/13/16)'. Red boxes and arrows point to the legend (1), the calendar (2), the traveler name 'FIN FINANCE' (3), and the trip status icon (4).

The trip information is only viewable for a two-week period. If one or more trips have been modified, the list may not reflect the changes. To update the information, view the trip. To view all the trips for a traveler, click on the traveler's name and select View All Trips from the Active Trips tab.

1. Click the Legend link to display a definition of each icon status.

-  Indicates an active trip that has not yet been ticketed (in the process of being ticketed)
-  Indicates an upcoming ticketed trip
-  Indicates a trip in progress

2. The calendar is viewable for a 2-week period from today's date (the current date and time of the user).
3. Travelers selected (checked) in My Travelers. Click the name to book travel for that traveler.
4. A date bar with the trip status icon, destination, and outbound and return dates of the trip. The bar begins on the first date of the trip and continues until the last day of the trip. Click the destination name to view the trip details. Putting your mouse over the text displays the complete trip name and trip status. If the traveler has overlapping trips, a second calendar row displays listing the second trip. The name of the traveler is not repeated in the traveler column.

The date bar will also be color-coded based on the status of the trip:

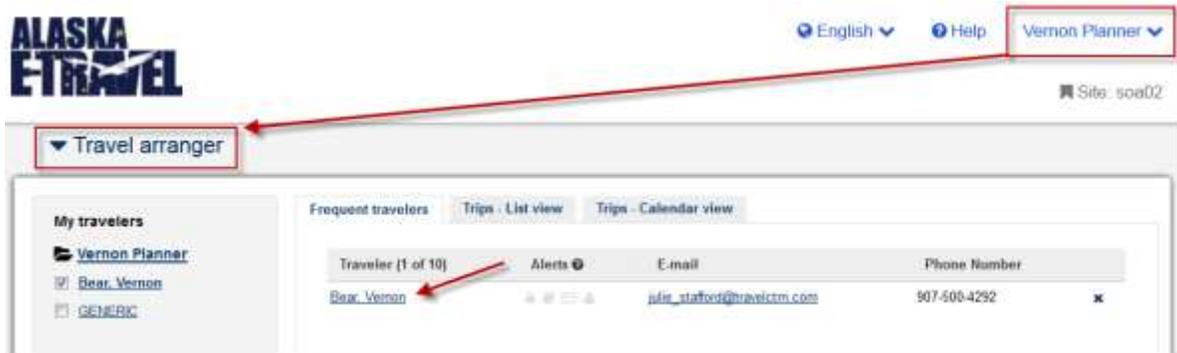
- Active** – Green
- Ticketed** – Blue
- In Progress** – Pink

If the Traveler Arranger has removed the checkmarks from all checkboxes in the Frequent Travelers section, the following text displays: *To view details for frequent travelers, check the box next to the name.*

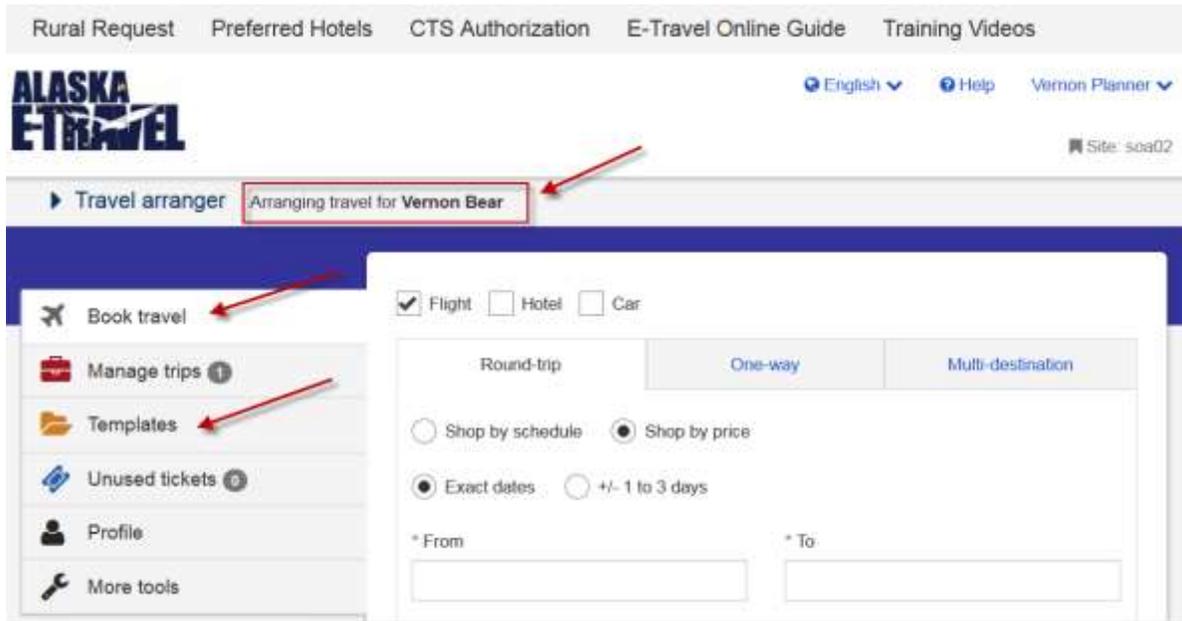
**Note:** Modified trips may not be reflected in the calendar.

## Traveler's Tab

Upon logging in to the site, the Travel Arranger window displays. In the example below, **Vernon Planner** is the Travel Arranger.



Upon selecting the traveler name, the traveler view displays.

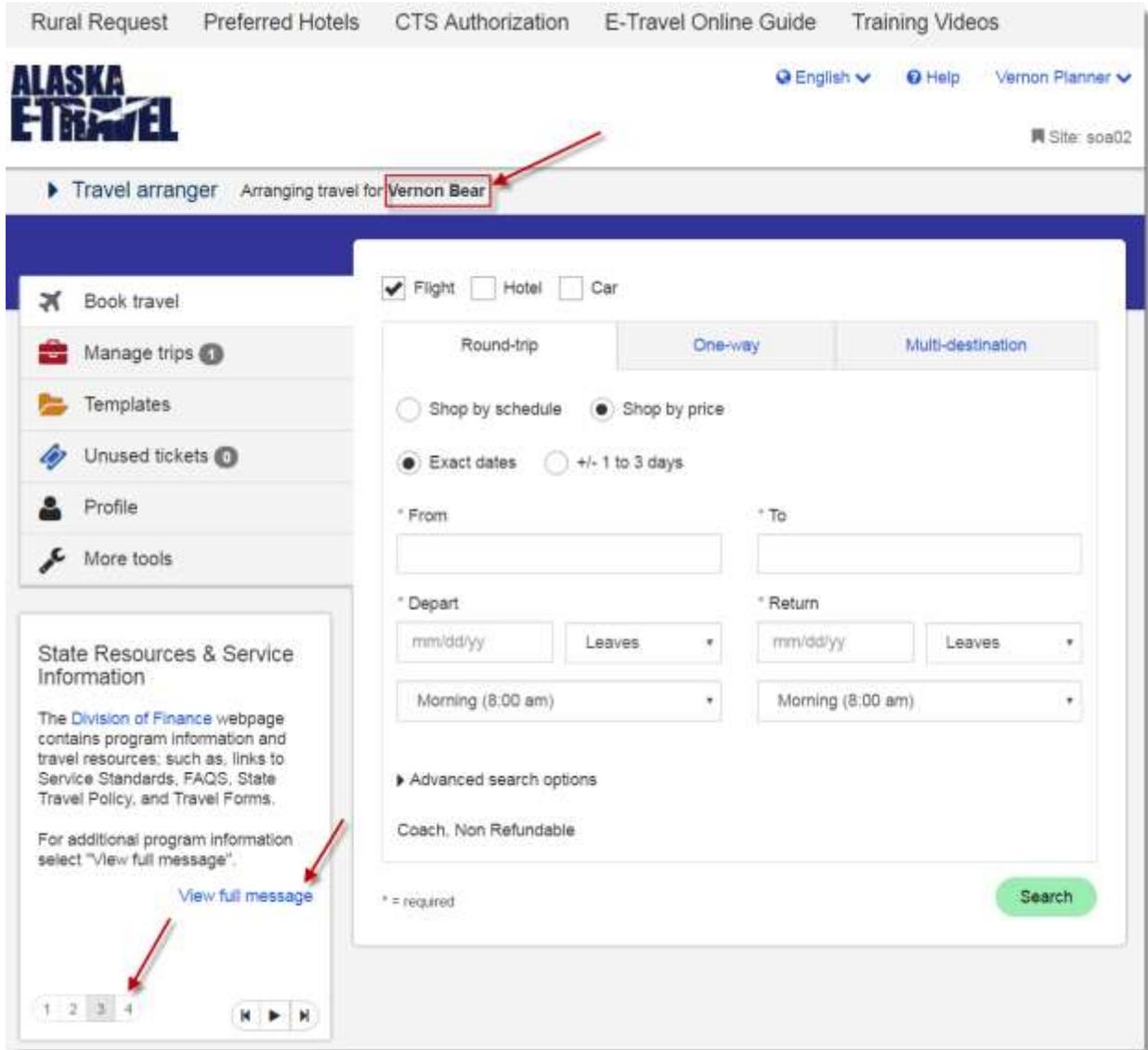


From here the arranger can quickly view active trips and profile alerts, access profile settings and templates, and book travel. Links to travel forms are available at the top of the page.

## Traveler Homepage

After logging in, the Home page displays. The Home page is where you begin planning your trip. You also have access to trips, templates, and profile pages. You may also view company announcements, access other travel related tabs, and link to various travel tools to assist you in planning your travel. Links to various travel forms are available on the grey bar at the top of the page.

To return to this page at any time, click the **Home** tab on the menu bar.



A carousel containing E-Travel information is located at the bottom left side of the screen. The carousel displays one of four screens in rotating succession. You can click on **1-4** to display information. Click on the **View Full Message** link to display detailed information.

## Search

1. Check the desired **trip components** (Flight, Hotel, and/or Car) that you wish to book.
2. Select your **trip type** (Round-trip, One-way, or Multi-destination).
3. Choose how you want to shop for flights, by **schedule** or by **price**.

**Note:** When shopping by price, you have the option of comparing fares at surrounding airports or viewing fares up to 3 days around the dates you selected.

4. Enter **departure and destination cities, dates, times**, and other flight availability options.
5. Click on the **Search** button.

**Tip:** Use the Morning, Afternoon, and Evening options to get flights to display 8 hours both ways from the time shown. Using specific times is sometimes too restrictive.

**Tip:** If there is more than a 4-hour layover time in a connecting city the Multi-destination search option may return better results.

The screenshot shows a flight search form with the following elements:

- At the top, there are checkboxes for **Flight** (checked), **Hotel**, and **Car**.
- Below that are three tabs for trip type: **Round-trip**, **One-way**, and **Multi-destination**.
- Under the trip type tabs are two radio buttons: **Shop by schedule** and **Shop by price** (selected).
- Below the radio buttons are two radio buttons: **Exact dates** (selected) and **+/- 1 to 3 days**.
- There are two input fields for **\* From** and **\* To**.
- Below the input fields are two sections for departure and return:
  - \* Depart**: Includes a date input (mm/dd/yy), a **Leaves** dropdown menu, and a time dropdown menu currently set to **Morning (8:00 am)**.
  - \* Return**: Includes a date input (mm/dd/yy), a **Leaves** dropdown menu, and a time dropdown menu currently open, showing options: **Morning (8:00 am)** (highlighted), **Afternoon (1:00 pm)**, **Evening (6:00 pm)**, **12:00 am**, **1:00 am**, **2:00 am**, and **3:00 am**.
- At the bottom left, there is a section for **Advanced search options** with a dropdown arrow and the text **Coach, Non Refundable**.

- The Advanced Search Options area can be expanded to select more options, such as Refundable and Non Refundable tickets.

The screenshot shows the **Advanced search options** section expanded, with the following elements:

- A dropdown arrow next to the section title **Advanced search options**.
- A **Class of service** dropdown menu currently set to **Coach**.
- A **Fare type preference** dropdown menu currently set to **Non Refundable**.
- At the bottom left, there is a note: **\* = required**.
- At the bottom right, there is a green **Search** button.

## Uncertain City

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If you type in a city name and the system is unsure which city/airport you want, a list displays for you to select the correct city/airport. A list also displays if a city has no airport.

▶ Your trip so far

### Select an airport

**⚠** Sorry, but you cannot book online reservations for a trip to this location "null".

Your site administrator has restricted online booking to or from this destination. Companies may restrict travel to or from specific locations because of travel policies, international pricing issues, or government travel recommendations or restrictions. Please enter an alternate location and try your request again or contact your travel manager or travel agency for more information.

More than one location found matching atlanta, us

▶ Modify search

Airport name (location)	State/province	Country
<input type="radio"/> Hartsfield-Jackson (ATL)	GA	USA
<input type="radio"/> Athens Municipal (AHN)	GA	USA
<input type="radio"/> Garden Harris County (PIM)	GA	USA

## Flight Availability (Shop by Price)

The Shop by Price page displays a matrix with the lowest fares available based on the original search criteria. You can sort by airline, number of stops, or fare.

The flight options (based on the original search criteria) will display below the matrix.

- Click the **Select** button to choose the flight(s) you would like.

**Note:** You can choose to **Search by Schedule** by clicking on the link if there is no itinerary option that will meet your needs.

The screenshot shows the 'Shop by Price' interface. At the top, there is a matrix of fares categorized by airline (Alaska, Delta, Mixed carrier) and number of stops (Non-stops, 1 stop, 2+ stops). Below the matrix is a 'Filters' section with options for flight times, stops, and price. The main area displays flight options for Alaska Airlines, including flight numbers, departure/arrival times, and prices. A 'Select' button is visible next to the \$154.00 fare for Flight 002. Red arrows point to the 'Mixed carrier' column header and the 'Select' button.

Other links include additional pages of itinerary options, airport information, equipment details, fare rules, and seat map. The seat map will display available seats to select from prior to selecting the flight.

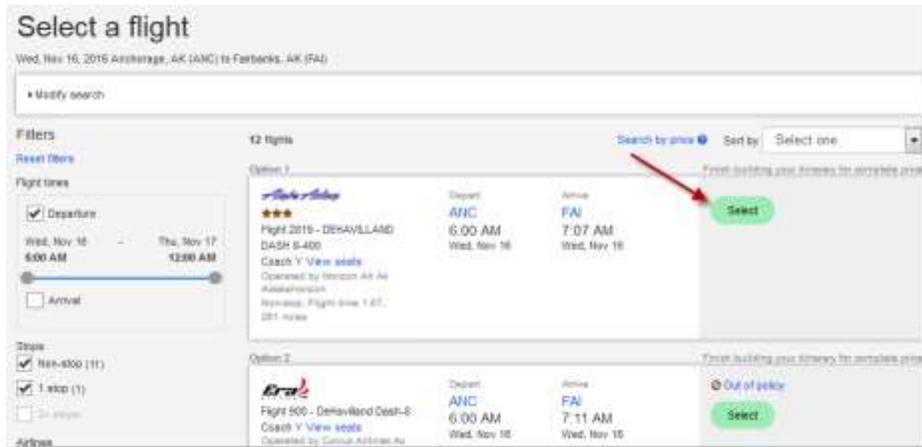
Looking from left to right you can view:

- departure times
- arrival times
- airline, codeshare information if applicable, flight number, equipment type, class of service
- number of stops, flight time, flight mileage, on-time percentage, seat map
- company preferred indicator
- price estimate

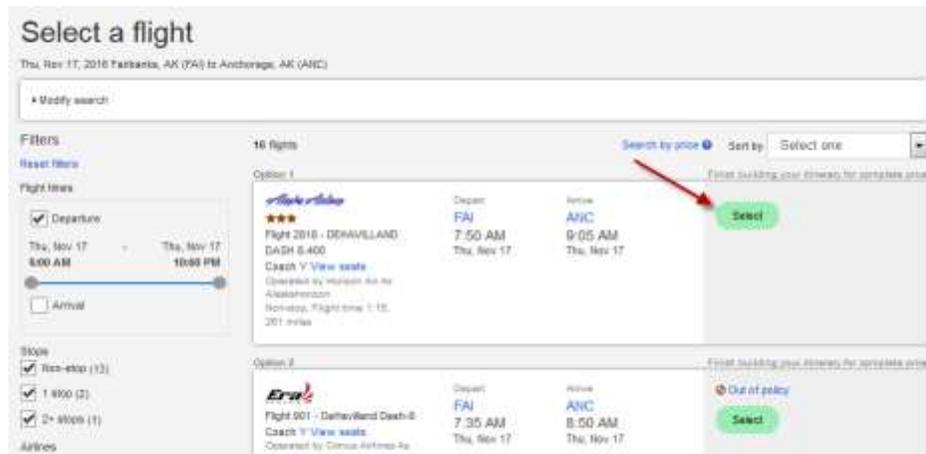
## Flight Availability (Shop by Schedule)

The Shop by Schedule displays options for each leg of travel. The price is displayed when all segments have been selected.

- Click the **Select** button to choose the flight(s) you would like.



- Once you select the departure, the return options display. Click the **Select** button to choose the flight(s) you would like.



Other links on the page include airport information, equipment details, and a page of additional flight options.

Looking from left to right you can view:

- departure times
- arrival times
- airline, codeshare information if applicable, flight number, equipment type, class of service
- number of stops, flight time, flight mileage, on-time percentage, seat map
- company preferred indicator
- price estimate (not currently enabled when shopping by schedule)

## Lower Fare Option

Once the outbound and return flights have been selected, the screen displays the price for your original selection and alternative itineraries with the same or lower price.

- Select your preferred flight option.

### Your selected itinerary

 ★★★ Flight 2803 - DEHAVILLAND DASH 8-400 Coach <a href="#">View seats</a> Operated by Horizon Air As Alaskahorizon Non-stop, Flight time 1:03, 261 miles <a href="#">Fare rules</a>	Depart <b>ANC</b> 9:40 AM Wed, Nov 16	Arrive <b>FAI</b> 10:43 AM Wed, Nov 16	 <b>Negotiated</b> <b>166.22 USD</b> <span style="background-color: #4CAF50; color: white; border-radius: 5px; padding: 5px 10px; display: inline-block;">Select</span>
 ★★★ Flight 2818 - DEHAVILLAND DASH 8-400 Coach <a href="#">View seats</a> Operated by Horizon Air As Alaskahorizon Non-stop, Flight time 1:15, 261 miles <a href="#">Fare rules</a>	Depart <b>FAI</b> 7:50 AM Thu, Nov 17	Arrive <b>ANC</b> 9:05 AM Thu, Nov 17	

### Low fare options

The following itineraries, including nearby airports, may also fit your schedule and budget.

**Filters**

[Reset filters](#)

**Flight times**

Departure  
 Wed, Nov 16 - Wed, Nov 16  
 6:00 AM - 10:00 AM  
 Arrival

Return - FAI to ANC  
 Departure  
 Thu, Nov 17 - Thu, Nov 17  
 6:00 AM - 4:00 PM

**11 flights**

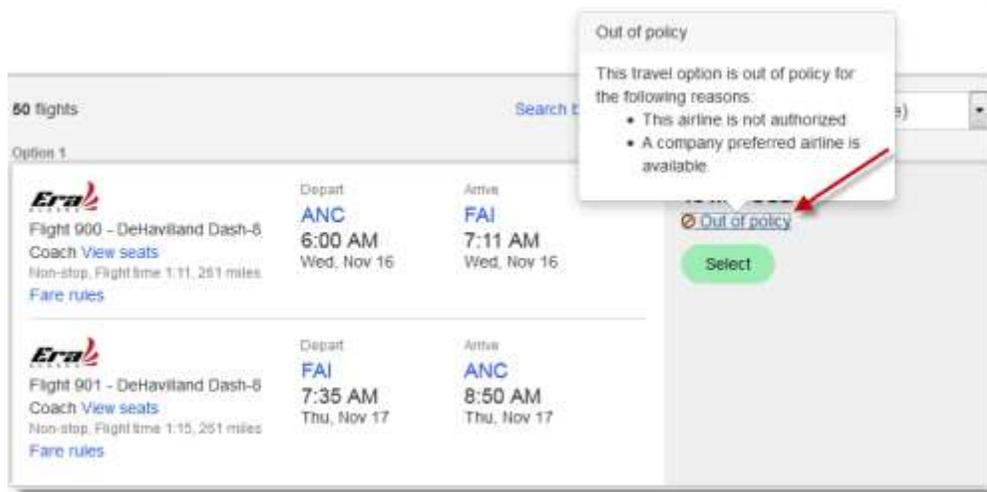
Sort by Price (estimate)

<b>Option 1</b>			
 Flight 900 - DeHavilland Dash-8 Coach <a href="#">View seats</a> Non-stop, Flight time 1:11, 261 miles <a href="#">Fare rules</a>	Depart <b>ANC</b> 6:00 AM Wed, Nov 16	Arrive <b>FAI</b> 7:11 AM Wed, Nov 16	<b>154.00 USD</b>  <b>Out of policy</b> <span style="background-color: #4CAF50; color: white; border-radius: 5px; padding: 5px 10px; display: inline-block;">Select</span>
 Flight 901 - DeHavilland Dash-8 Coach <a href="#">View seats</a> Non-stop, Flight time 1:15, 261 miles <a href="#">Fare rules</a>	Depart <b>FAI</b> 7:35 AM Thu, Nov 17	Arrive <b>ANC</b> 8:50 AM Thu, Nov 17	

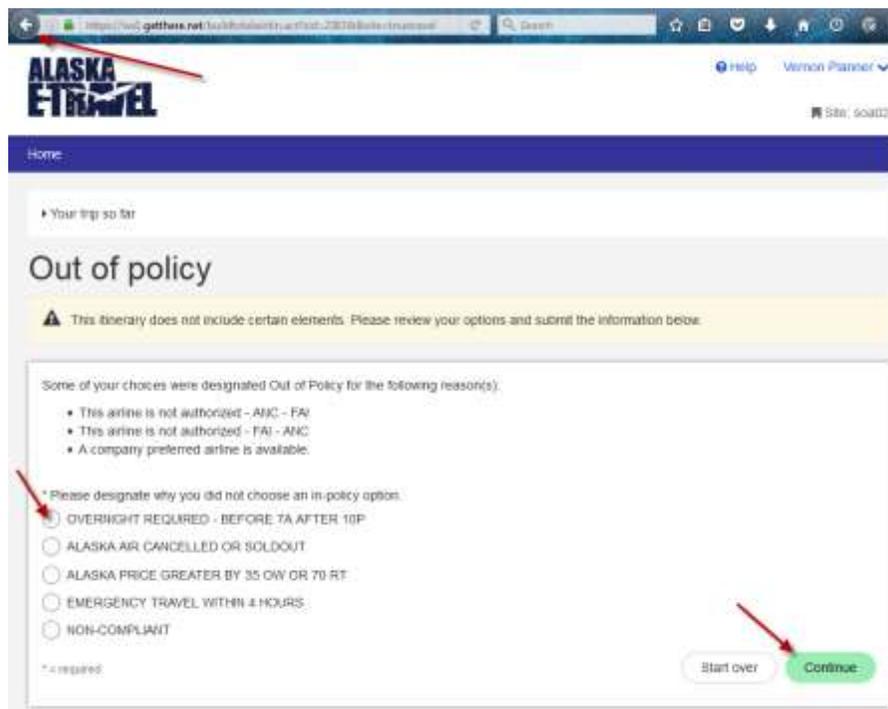
## Travel Policy

You can use the out-of-policy information in choosing your itinerary options to assist in achieving the state's cost management objectives.



If you choose flights that are out of policy, the following screen displays. You can perform one of the following actions:

- **Choose a reason** for non-compliance from the drop down list to continue.
- **Start over** based on state travel policy.
- **Click the back button** on your browser bar to return to the list of flights and select a flight that is not out of policy.



## Seat Selection

After the itinerary has been selected, a seat map displays for the first air segment. You can scroll to the front and back of the plane if necessary to see more seats. Exit row seats cannot be confirmed at this time.

- Referring to the legend, **click on an available seat** to select it.
- Click the **Select** button to go to the next seat or the next step in the booking process.

Please note that **Vernon Bear** prefers a **window seat**.

Wed, Nov 16

*Alaska Airlines*  
Flight 2619 (ANC - FAJ)  
DEHAVILLAND DASH 8-400  
Coach (remaining seats: 44%)

E	!	*	*																	
D	!	*	*																	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
B	!	*	*																	
A	!	*	*																	

Passenger 1  
Select a Seat

Fight 1:  
Fight 2:

Legend

Available seat	Available exit row seat	Seat unavailable
Premium seat (for qualifying frequent travelers)	Premium exit row seat (for qualifying frequent travelers)	Seat taken
Premium seat (fee)	Premium exit row seat (fee)	Exit row seat (must be reselected at airport)

Skip seat selections **Select**

**Note:** If the **Skip seat selections** button is selected and you have a seat preference in your profile, the tool requests a seat according to what is saved in the profile based on seat availability. If there is no preference in the profile, the tool first requests an aisle seat and then window starting from the rear of the plane.

**Note:** Seat assignments are not guaranteed but are a request to the participating airline. Exit row seating will not be confirmed in this tool due to carrier restrictions and preferred seating is reserved for MVP travelers and may not be confirmed if selected, due to carrier restrictions.

**Note:** The blue bar displays the traveler's seating preference. If the traveler's seating preference does not display, go to the Travel Preferences, Flight Preferences screen and make sure that the **Show detailed seat availability information** box is checked.

## Hotel Search

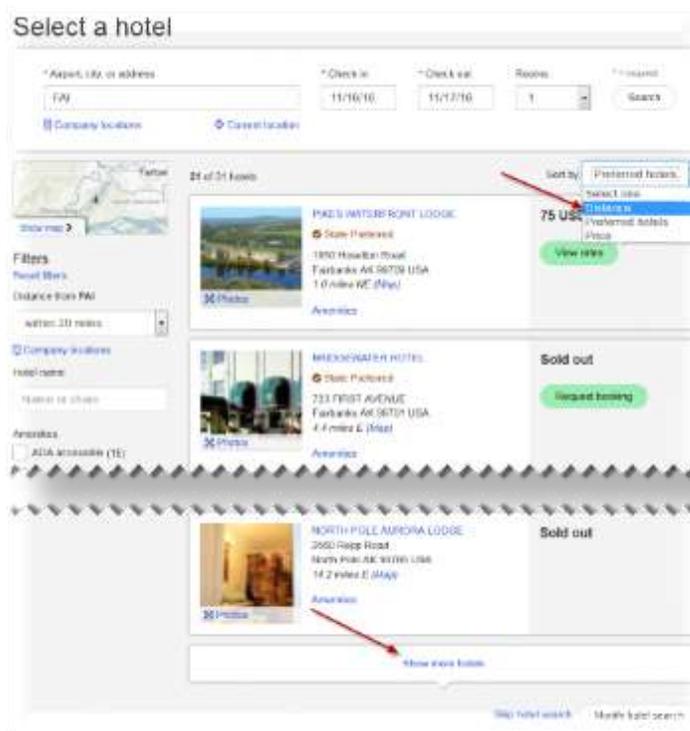
The hotel search defaults the check in and check out dates to the dates of the booked flights. The property results display in the **List View**. The view can be changed by selecting the **Show map** link on the left side above the filters.

Both views provide the same filtering options. There are three filter options to choose from Distance, Hotel Name, and Amenities.



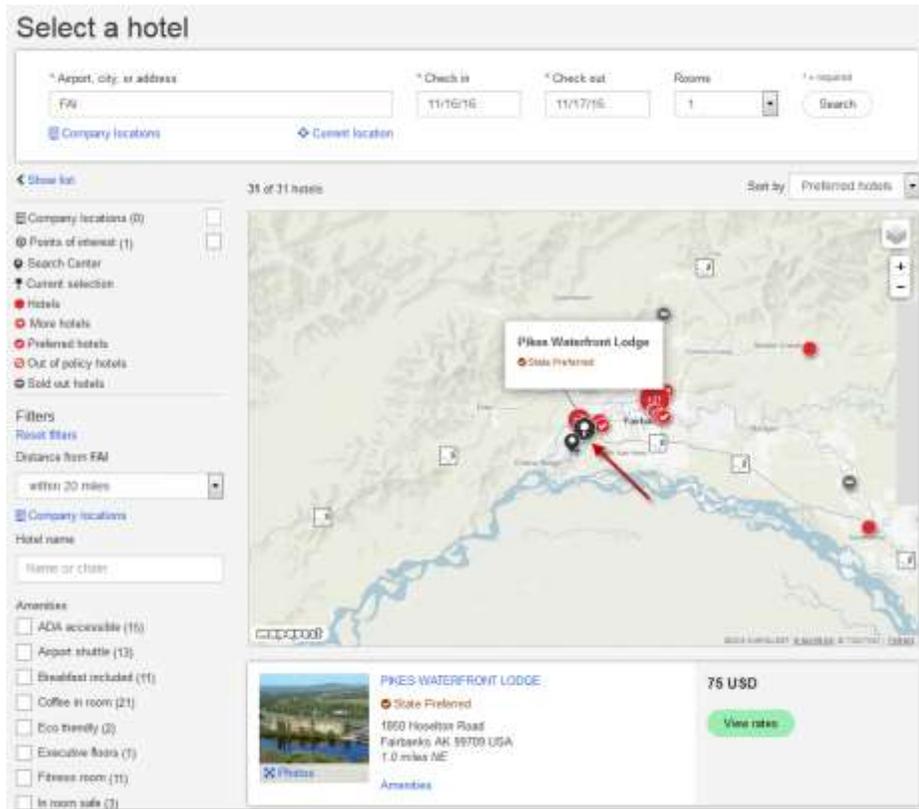
The **List View** of properties provides a list of properties that met the search criteria. The list can be extended by selecting the **Show more hotels** link on the bottom of the page.

The filters can be used to reduce the property options displayed and the **Sort By** (on the right side of the page) allows the user to re-sort by Distance or by Preferred Hotels.

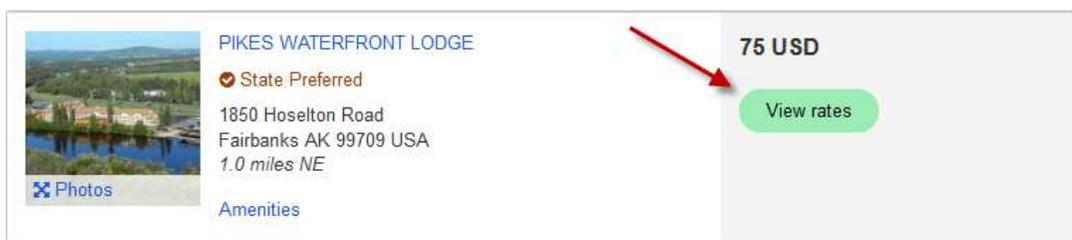


The **Map View** provides icon overlays for individual hotels and hotel clusters that met the search criteria. The property results can be filtered to reduce the property results.

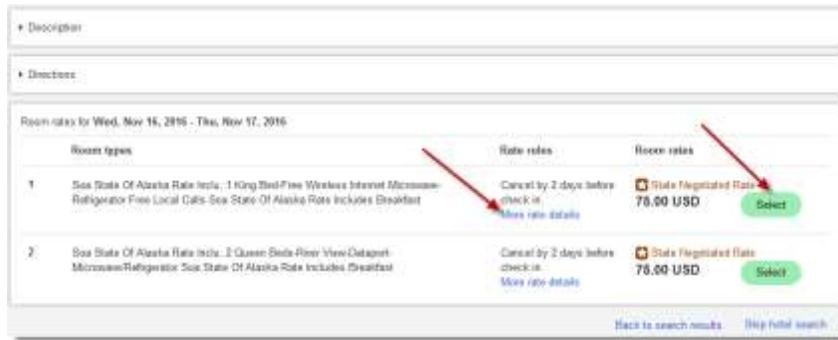
To view individual properties or clusters, hover over the icon. This is a great option for metropolitan areas when a preferred hotel is not available or exceeds the \$300 per night policy.



- Click the **View rates** button (from either the list or map view) to review available rates and room types.

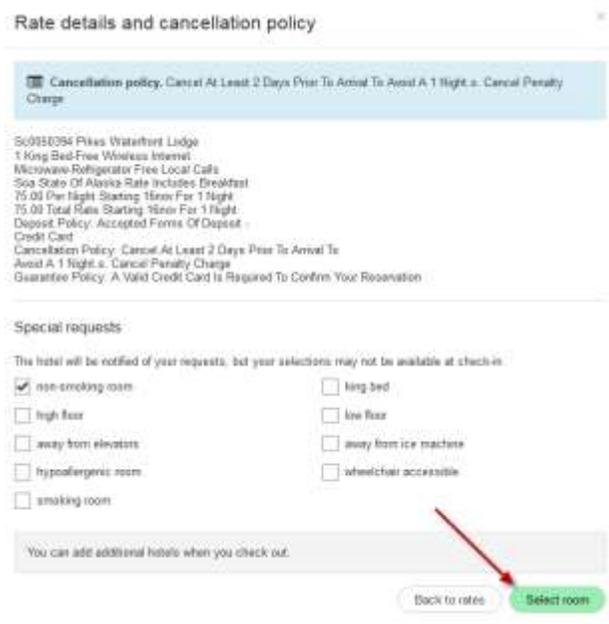


The **View rates** page displays all available rates and a link to **More rate details**. There are also links to the property *Description*, *Amenities*, *Directions*, and *Photos* on the top of the page.



- Click the **Select** button or select the **More rate details** link for the details and cancellation policy.

The Rate Details & Cancellation Policy page.



- Select up to three *Special Requests* then click **Select room** or select **Back to rates**.

Once the room has been selected, the Trip Review & Checkout page displays. If a car has been requested, the Car Search page displays.

**Note:** Out-of-policy options are indicated with the red circle icon. Actual lodging expenses that exceed \$300 room rate per night, excluding taxes, must be approved in advance by the department commissioners or designee ([AAM 60.240](#)).



## Car Search

---

The pick-up location defaults to your flight destination airport and the pick-up and return dates and times default to the dates and times of the flights you booked. You may also choose to book a car near your selected hotel or at a specific address.

- Click the **Airport** or **Address** button to open the applicable page.

The image displays two screenshots of the car search interface. The left screenshot shows the 'Search cars' page with the 'Pick-up location' section highlighted by a red arrow pointing to the 'Address' button. The right screenshot shows the 'Pick-up location' form with a red arrow pointing to the 'Address' button. The form includes fields for Address, City, State/province (N/A - Not Applicable), Zip/postal code, Country (USA), and Distance from address (Within 10mi/15km). There is also a checkbox for 'Drop off at a different location'.

The following may be options when booking a car (based on company policy):

- Pick up and drop off location
- Type of car
- Fuel type, transmission type, 4WD/AWD
- Special equipment

Using the **Express Booking** button will automatically book the lowest car contract rate available based on the traveler car preference (the default is set to Intermediate) and the Trip Review & Checkout page will display.

Using the **Search** button will display car availability.

A horizontal bar containing three buttons: 'Skip car search' (blue text), 'Express booking' (white text on a light blue button), and 'Search' (white text on a green button).

The state preferred car companies are marked with stars. Three stars indicate the **preferred contract vendors**. Select your preferred car option by clicking on the link that indicates the Total Price.

**Select a car**

Pick-up: 11:00 AM, Nov 16, 2018 Fairbanks, AK (FAI)  
Drop-off: 7:00 AM, Nov 17, 2018 Fairbanks, AK (FAI)  
[Modify search](#)

Sort by: Company preference

**Budget** ★★

Fairbanks, AK (FAI)  
6400 Airport Way Ste 6  
907-474-0955

Company	Compact	Intermediate	Full-size	Intermediate SUV
Total price 34.89 USD	Total price 34.89 USD	Total price 40.24 USD	Total price 42.58 USD	Total price 57.24 USD
<a href="#">Car details</a>				
<a href="#">Select</a>				

**Avis** ★★★

Fairbanks, AK (FAI)  
4800 Dale Rd  
1-807-452-4000

Company	Compact	Intermediate	Full-size	Intermediate SUV
Total price 39.28 USD	Total price 39.28 USD	Total price 41.63 USD	Total price 44.81 USD	Total price 68.13 USD
<a href="#">Car details</a>				
<a href="#">Select</a>				

**Hertz** ★★

Fairbanks, AK (FAI)  
6400 Airport Way Suite 10  
907-452-4444

Company	Compact	Intermediate	Full-size	Intermediate SUV
Total price 48.44 USD	Total price 35.12 USD	Total price 39.97 USD	Total price 43.60 USD	Total price 139.28 USD
<a href="#">Car details</a>				
<a href="#">Select</a>				

Once the rate has been selected, the Trip Review & Checkout page will display.

## Completing the Reservation

After selecting your car, the **Trip Review & Checkout** screen displays. At this point modifications can be made prior to purchasing the trip.

**Note:** Important information displays at the top of the **Trip Review & Checkout** screen. Information stored in your profile pre-populates in the appropriate corresponding fields of the checkout page. If the mandatory fields in a section on this page are completed (pre-populated from the profile or site settings where applicable), the section is collapsed even when non mandatory fields are empty.

If any required field (marked with a red asterisk) is empty, then the entire section is displayed expanded and a message displays in the section's top bar stating: *Please complete the mandatory fields marked with an asterisk*. The only exception to this rule is the **Trip Details and Estimated Trip Cost** sections which are always expanded by default as they contain the itinerary and cost details.

**Note:** Any section can be expanded or opened by clicking on the section title or expand all sections by clicking the **Expand All** link in the upper right corner.

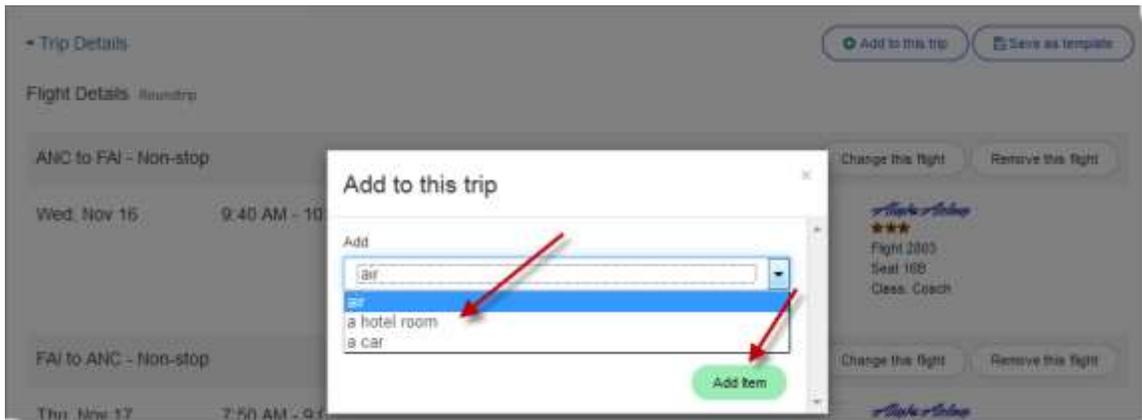
- Complete and verify all information, then click **Purchase Trip** to complete your booking or you can select **Start Over** and you will be directed to the home page.

## Add to Trip

- Click the **Add to Trip** link in the upper right corner on the Trip Details line if you need to add to this trip. The **Add to Trip** light box displays.



- Select from the drop down list the trip element you wish to add.
- Click the **Add Item** button.



## Purchase the Trip

---

After clicking **Purchase Trip**, a pop-up window appears to advise that your credit card will be charged if you continue.

- Click **OK** once to confirm the purchase.



An itinerary confirmation displays.



You can now log out or start a new trip.

In addition to the displayed confirmation, an itinerary confirmation is emailed to you similar to the one below.

## Booking Confirmation

Your reservation confirmation appears below. A final itinerary will be sent shortly. For car and hotel modifications, this is your final confirmation. Thank you for making your travel reservation through our site.

This confirmation is for notification purposes only, do not respond to this email.

### CONFIRMATION NUMBERS

SABRE Record Locator #: QOUYTD  
 Airline Record Locator #: AS-JGOLEB (Alaska Airlines)  
 Car Rental Confirmation #: ET-1H1514887COUNT (Enterprise)  
 Hotel Confirmation #: 9C-KHFLVDF1A (Sceptre Hospitality Resources)

### NAME(S) OF PEOPLE TRAVELING

Name: Vernon Bear  
 Meal: standard

### AIR

Flight/Equip.: Alaska Airlines 2802 DEHAVILLAND DASH 8-400  
 Depart: Wednesday, Nov 16 9:46 AM Anchorage (ANC)  
 Arrive: Wednesday, Nov 16 10:43 AM Fairbanks (FAI)  
 Stops: non-stop  
 Class: Coach  
 Status: Confirmed  
 Seats Requested: 18B

### CAR

Vendor: Enterprise  
 Pick-up: Wednesday, Nov 16 11:00 AM Fairbanks Airport  
 Address: 4900 Dale Rd  
 Tel.: 1-907-452-4900  
 Drop-Off: Thursday, Nov 17 7:00 AM Fairbanks Airport  
 Address: 4900 Dale Rd  
 Tel.: 1-907-452-4900  
 Car size: Intermediate  
 Confirmation #: 1H1514887COUNT  
 Rate: 33.70 USD/daily Unlimited Mileage; Extra Day: 33.70; Extra Hour: 10.95  
 Total Car Cost: 41.03 USD  
 Special Requests:

### HOTEL

Name: Pikes Waterfront Lodge  
 Location: Fairbanks, AK  
 Address: 1850 Hazelton Road, Fairbanks, AK 99709 USA  
 Check-in: Wednesday, Nov 16 3:00 PM  
 Check-out: Thursday, Nov 17 11:00 AM  
 Hotel Confirmation #: KHFLVDF1A  
 Number of Rooms: 1  
 Phone: 1-807-4564500  
 Fax: 1-807-4564515  
 Average Rate: 81.00 USD (per night/room)  
 Special Requests: non-smoking room

### AIR

Flight/Equip.: Alaska Airlines 2818 DEHAVILLAND DASH 8-400  
 Depart: Thursday, Nov 17 7:50 AM Fairbanks (FAI)  
 Arrive: Thursday, Nov 17 9:05 AM Anchorage (ANC)  
 Stops: non-stop  
 Class: Coach  
 Status: Confirmed  
 Seats Requested: 17D

### FARE INFORMATION

Base Airfare (per person): 129.78 USD  
 Total Taxes and/or Applicable fees (per person): 36.44 USD  
 Total Flight (per person) excluding Air Extras: 166.22 USD

Flight segments must be ticketed by close of business on Tuesday, Oct 4, 2016

Fare Details: ANC AS FAI04.89AS AN064.89USD129.78END ZPANCEAIJFANC3FAI4.5  
 Penalty: NON-ENDORSABLE/VALID ON AS ONLY /

### AGENCY INFORMATION

Agency: Corporate Travel Management  
 Jensen, Alaska, US  
 Phone: 907-500-4282

### DELIVERY INFORMATION

Deliver To:  
 Name: Vernon Bear  
 Address: PO Box 110204  
 JUNEAU AK 99811  
 Phone: 907-500-4282  
 Email: [jake\\_stafford@travelnetta.com](mailto:jake_stafford@travelnetta.com)  
 Shipment: E-Ticket

### PAYMENT INFORMATION

Visa Card Number: 1111

### SPECIAL REQUESTS

General Requests or Special Needs: text

HAVE A GREAT TRIP

## Duplicate a Trip

The Duplicate Trip functionality may be used to expedite the booking process when you have multiple travelers with similar travel arrangements. This functionality is only available immediately after a trip is purchased.

**Note:** The name in the drop down defaults to *Myself*.

- Select the correct traveler profile from the drop down menu.
- Click **Duplicate Trip**.

This will recreate the entire previously booked trip with all the components (air, car, and hotel). Any component can be modified. For example, if the car is not needed it can be removed. If the traveler wants a different hotel, it can be modified.

Review all components and prices and proceed to purchase. Follow these steps for each traveler.

The screenshot displays the 'Estimated Trip Cost Breakdown' section with the following data:

Fight Total	166.22 USD
Fairbanks, AK - Hotel Total	81.00 USD
Fairbanks, AK - Car Total	41.63 USD
<b>Trip Total</b>	<b>288.85 USD</b>

Below the table, a note states: "Please note that this total is based on available information. The estimated cost may not include taxes and fees."

The 'Trip Synchronization' section lists the following components:

- Hotel stay in Fairbanks at the Pikes Waterfront Lodge from Nov 16 to Nov 17
- Car rental at FAI with Enterprise from Nov 16 to Nov 17

An 'E-mail Itinerary' button is present, with a sub-note: "Send a copy of your itinerary by e-mail. Calendar attachments are included to integrate in a calendar program."

The 'Duplicate trip' section asks "Duplicate this exact trip for another person?" and features a dropdown menu with the following options: Myself, Myself, Eric, Vernon, and GENERIC. A 'Duplicate trip' button is located to the right of the dropdown. Red arrows in the image point to the dropdown menu and the 'Duplicate trip' button.

## Non-Profiled Traveler Booking

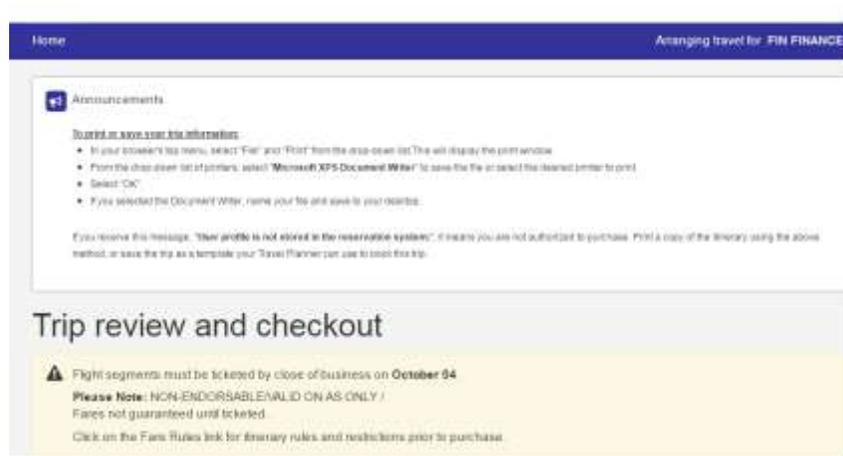
Select the *generic* profile from the My Travelers list to begin booking travel for a non-profiled traveler. In the example below, FIN FINANCE is the name of the *generic* profile.



Once the *generic* profile is selected, follow the Profiled Traveler procedures to book a trip.



The only difference will be a few required entries on the final Trip Review & Check Out page in Section 2 and Section 4.



- Section 2, Traveler Information - ENTER the traveler's first name and middle name or initial in the First Name field box. REMOVE THE GENERIC PROFILE NAME from the Last Name box and ENTER the traveler's last name.

**Traveler Information**  
**FOR GENERIC PROFILES** Remove generic last name and insert **FIRST** and **LAST** name in correct boxes

Who is traveling?  
\* First and Middle Name:  \* Last Name:  **remove and enter traveler's last name**

Provide TSA information For Faster Check-in  
\* Date of birth: Month  Day  Year   
\* Gender:  Redress number:   
Any special requests?  
Special Needs:   
Meal Requests (when possible):

Provide frequent traveler numbers if available.  
Loyalty Partners Disclaimer  
Traveling on: Alaska  
Loyalty Program:  Frequent Flyer Number:

- Section 4, Traveler Contact Information – It is not necessary to remove the GENERIC profile name from this section. DO ENTER the traveler's email and phone number here.

**Traveler Contact Information**

\* Recipient:  **Do NOT remove the generic name**

\* Address Line 1:   
Address Line 2:

Ticket Type:

\* City:  \* State/Province:   
\* Zip Code:   
\* Country:

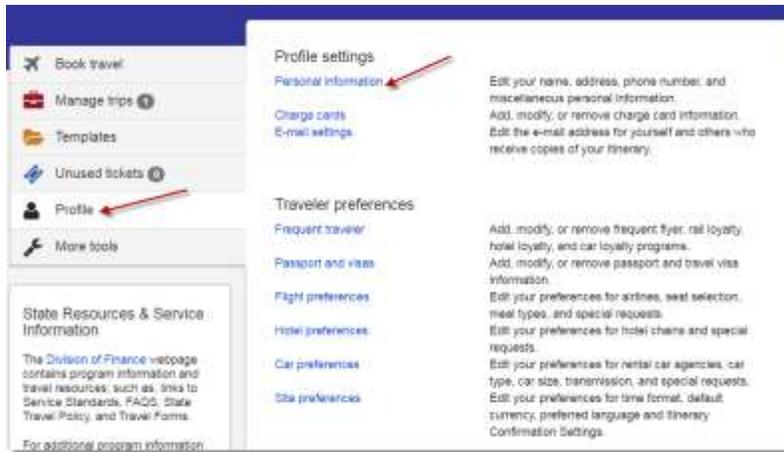
E-mail Address:   
\* Telephone #:

Continue by following the same steps used for a profiled traveler to complete this booking.

# Profiles

From the Home page, you can click on the Profile option on the left menu bar to update your profile.

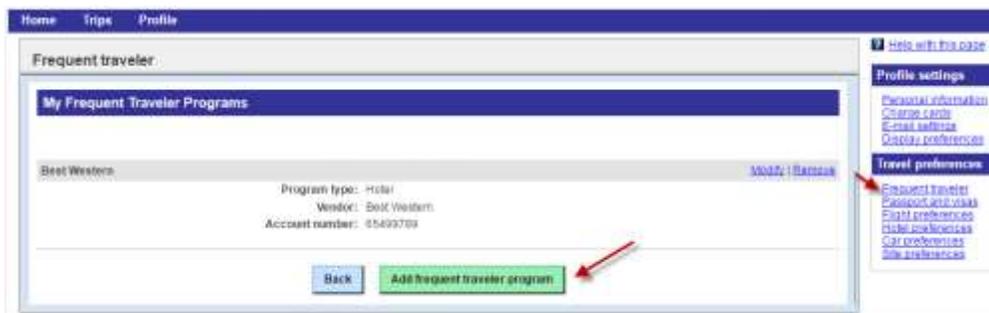
- Click on the link containing the information you would like to update.



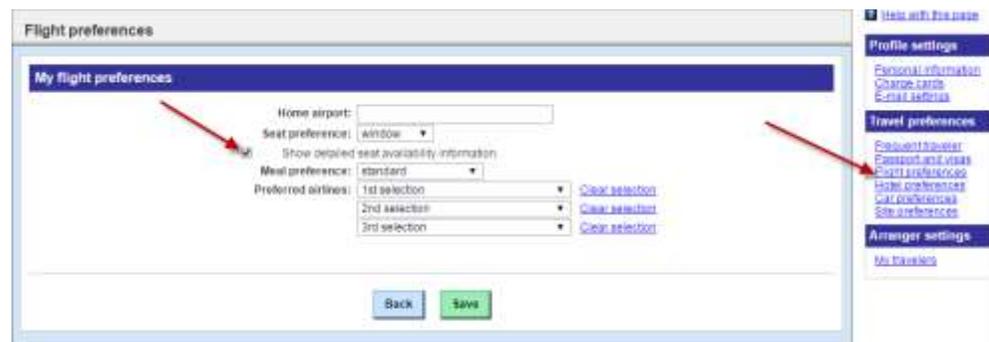
**Note:** Be sure to click the Save button at the bottom of each screen being modified to save your changes.

**Note:** Below are a two profile sections that are important to review.

- **Frequent Traveler** - Mileage numbers should be entered in this section of the profile.



- **Flight Preferences** - To have the seat preference display on the seat map, check the box.



- **TSA Pre-check** – Insert your global know travel number (KTN) provided by TSA in the **additional TSA Information** field. Typically, the KTN will begin with two letters. Ex: XX123456

The screenshot shows a 'Personal information' form. The 'Traveler's Identification' section includes fields for Name (Vamon Bear), Work phone (907-509-4292), and Email (julia\_stafford@travelctm.com). The 'Name, address, and phone number' section has a note: 'For your security, information stored in your profile may be masked.' Below this is the 'Emergency Contact Phone' section. The 'Additional TSA Information' section is highlighted in yellow and contains a field for 'Known Traveler Number (if applicable)' with the value 'XX123456'. A red arrow points to this field. Below are 'Travel Memberships' with a note 'Please note this is informational only', and dropdown menus for 'Airline Status' (Alaska: AS MVP GOLD 75K) and 'Delta/Other' (select).

Below is an example of the Personal Information page.

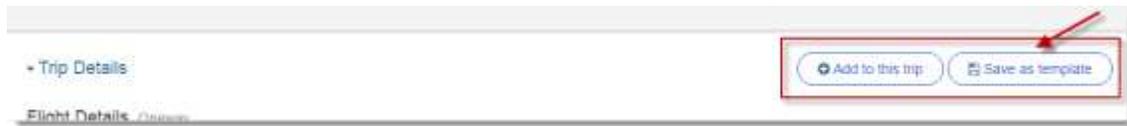
The screenshot shows a more detailed 'Personal information' form. It includes sections for 'Name, address, and phone number' with fields for First name (Vamon), Middle name (Bear), Last name (Bear), E-mail address (julia\_stafford@travelctm.com), Gender (male), Date of birth, and Address number. There are also fields for Department (DOA) and Division. A note states: 'NOTE: Call 1-800-894-5888 to have the name on your Alaska Airlines mileage account match the name on your Department issued picture ID.' Below this is the 'Agency Purposes Only - Please do not edit these fields' section, which includes fields for Country (USA), Address (PO Box 110204), Address 2, City (JUNEAU), State or province (AK), Postal code (99811), Work phone (907-509-4292), Home phone (907-555-1237), Mobile Phone (907-555-1234), and Expiration date reminder (all). The 'Emergency Contact Fields' section includes fields for Emergency Contact Name and Emergency Contact Phone. The 'Additional TSA Information' section has a field for 'Known Traveler Number (if applicable)' with the value '1234567'. The 'Travel Memberships' section includes a note 'Please note this is informational only', a dropdown for 'Airline Status' (Alaska: AS MVP GOLD 75K), a dropdown for 'Delta/Other' (select), and fields for 'Other Membership (Ex: AAA - 123 1234 123)' and 'Other Membership (Ex: AARP - 123 1234 123)'. The 'Additional Seat Preference' section includes a dropdown for 'Select Secondary Seat Request from Drop-Down List' (Esk Row - M-PGOLD only) and a checkbox for 'Alaska Air Auto-Upgrade' (Select YES to decline for MVP Gold or Qualified MVP) with the value 'Yes, I decline the upgrade'.

## Create a Trip Template

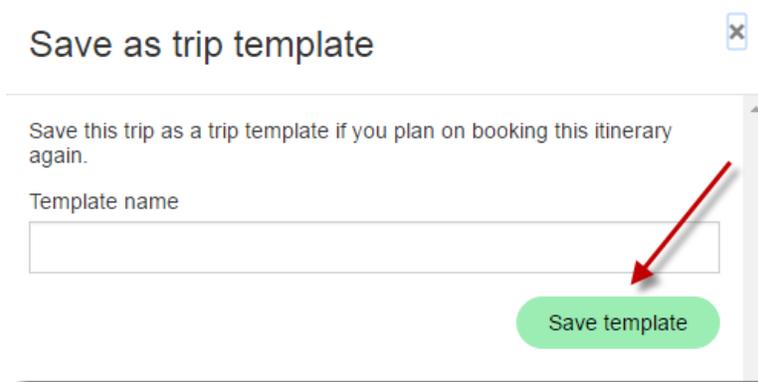
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You can create a template from a researched trip or from a purchased trip to use to purchase future travel. A template can be used to book recurring travel very quickly and easily.

- Click the **Save as Template** link in the upper right corner.

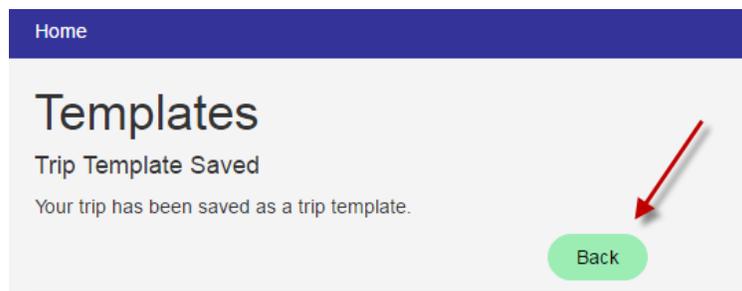


- Enter the template name and click the **Save Template** button.



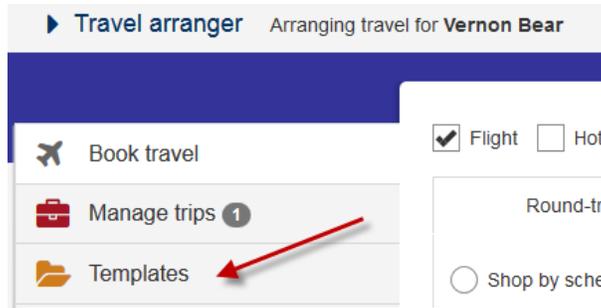
A message displays indicating your template is saved.

- Click the **Back** button to return to your booking.



## Access a Trip Template

- Click on the **Templates** option to use a saved template.



- Click on the **View All Templates** link. All templates display.



- Select the template you wish to use.

Template name	Locations	Duration	Trip type	Template type	
JNU-ANC 13-16MAR	Juneau International Airport (JNU) Anchorage Ted Stevens Intl Apt (ANC)	3 day	Flight	Acquired from Vernon Bear	Select
UAF	Fairbanks International (FAI) Anchorage Ted Stevens Intl Apt (ANC)	2 day	Flight Hotel Room Rental Car	Acquired from Vernon Bear	Select

- Enter your new trip dates and click the **Price Itinerary** button.

### Template details

Template name: JNU-ANC 13-16MAR  
To delete this trip template, click the Delete button.

**Flight details** Roundtrip

JNU to ANC

Travel date (Begin) 10 05 AM - Wed, Mar 13, 2015  
1 40 PM

Juneau, AK (JNU) to Anchorage, AK (ANC)

*Delta*  
Alaska Airlines  
Flight 61  
Check, Over

---

**Use this trip template**

To use this trip template to create a new reservation, select your travel dates and then click the Price Itinerary button.

Depart 10/05/15

Depart 10/06/15

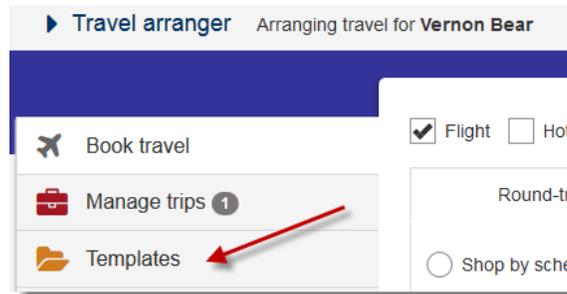
Cancel Delete Price Itinerary

- To delete a template, select the template and click the **Delete** button at the bottom of the display.

## Share a Trip Template

Once saved, a template can be shared with another user.

- On the **Home** page, click on **Templates**.



- Locate the template you want to share.
- Click on **Share Template**.



- Enter the last name of the person that you want to share the template.
- Click on **Search**.

The screenshot shows the 'Share your template with a traveler' form. The 'First name' and 'Last name' input fields are highlighted with red arrows. The form includes a 'Search' button and a 'Cancel' button.

- **Select** the desired Traveler's Name.

The screenshot shows the 'Templates' page with a table of travelers to share the template with. A red arrow points to the 'Select' button for the first traveler.

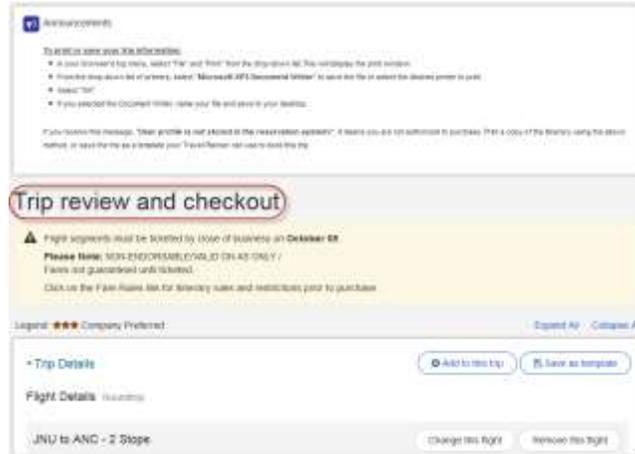
Traveler's name	Phone	E-mail	
Bear, Vernon		kath.miles-smartlane@sabre.com	Select
Bear, Vernon	907-500-4292	julie_stafford@traveicm.com	Select
Bear, Vernon		na_online@traveicm.com	Select

**Note:** A confirmation displays confirming the template has been shared.

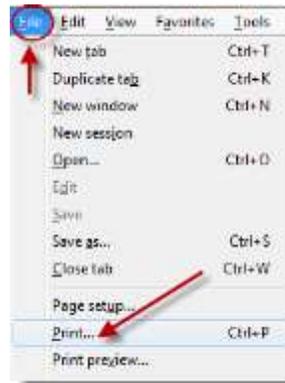
## Saving Trip Research

**Trip research** cannot be saved in the booking tool but may be saved by using Microsoft XPS Document Writer, a printing option found on all computers using Microsoft programs. You can use Document Writer to store the copy of the itinerary in a travel folder pre-established by each department, and then, if desired, attach a copy to an email to send to a selected recipient.

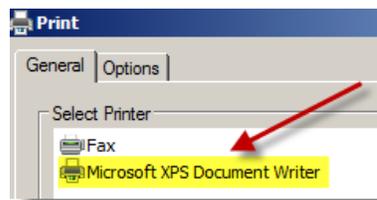
After building the itinerary for air, car, and/or hotel, the **Trip Review & Checkout** screen displays.



- Using the File option at the top of the screen, click on **Print**.



- Locate and select the Microsoft XPS Document Writer.



- Click on **Save the file as**.
- Save in a folder location determined by your department.
- To send in an email, locate the saved itinerary and attach to the email.

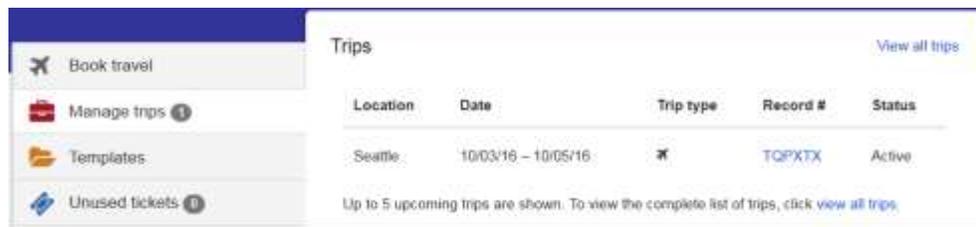
**Note:** Depending on how the computer is set up, either the **Save the file as** screen with folder options or a flashing icon in the task bar displays.

## Manage Trips

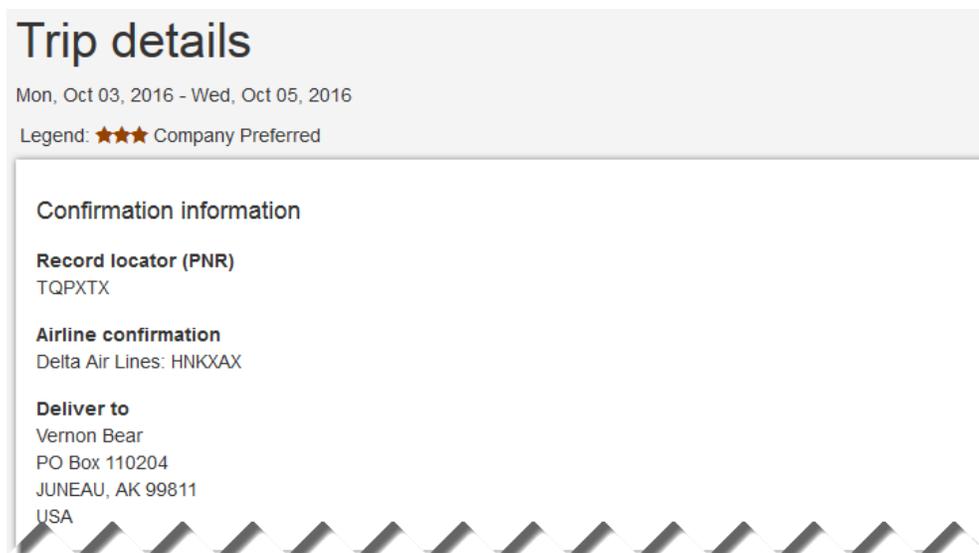
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From the **Manage trips** option on the left menu bar, you can view trips on hold, upcoming trips, past trips, and cancelled trips.

- Click anywhere on the booking you want to view, modify, or cancel.



The following is an example of a previously booked trip.



## Cancellations, Voids, and Refunds

---

- To cancel a trip, display it from Trips and click **Cancel Trip**.

The Cancellation Information page requires a step to reconfirm the request.

- If you still wish to cancel this trip, **click the check box** that you agree to cancel this trip and click the **Cancel Trip Now** button.

Announcements  
Canceling your trip during ticketing processing, may cause errors. Prior to cancelling, verify your trip has been ticketed by checking your trips.

Your trip so far

### Cancel trip

All items within the itinerary will be canceled.

#### Air cancellation details

All segments within this itinerary will be canceled. If the fare is eligible, a refund request will be processed according to the fare rules for this ticket.

#### Hotel cancellation details

If the hotel has a cancellation policy, you may be charged additional penalty fees for canceling your hotel reservations.

I have read the information above and agree to canceling this trip.

\* required

Back Cancel trip now

You may receive different messages when cancelling a trip. The system will determine if you are within the airline's grace period and if the ticket is eligible for a refund.

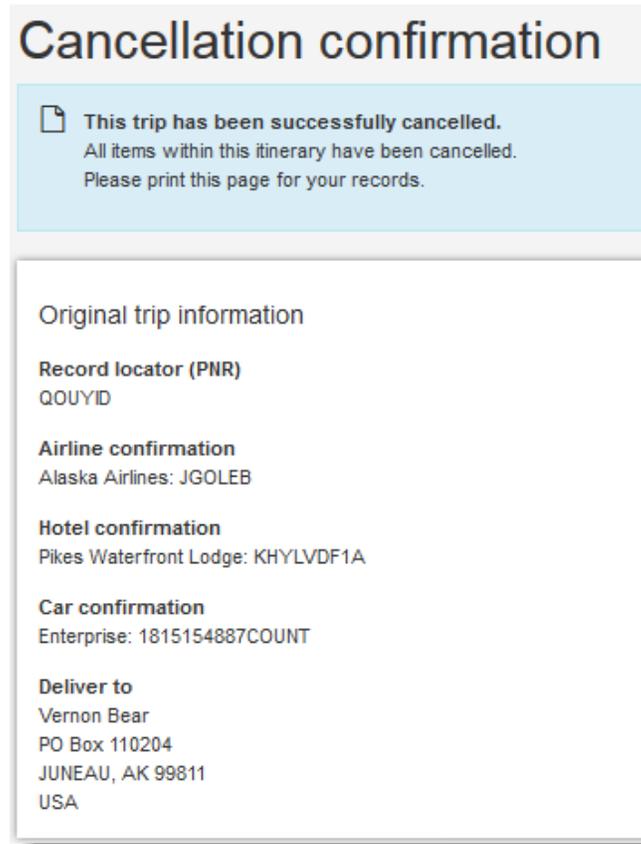
Canceling within the airline's grace period:

- You may be eligible for a credit. This means that if you cancel within the airlines' grace period, the system will automatically void the ticket and credit the value back to the original form of payment.

Canceling outside of the airline's grace period:

- If your ticket is non-refundable, the value of that ticket will be available as a credit to use towards a new trip.
- If your ticket is refundable, the value will be credited back to the original form of payment.

The Cancellation Confirmation page advises what action has taken place. The standard cancellation email is sent with additional information. Additional text includes refund/void breakdown information, text, and ticket number. If the ticket is non-refundable, no additional text will be included.



There may be times when the system is not able to determine the amount of the refund and the following message will display:

*All items within this itinerary have been cancelled. Please contact your travel agency to determine your refund amount or if there are any penalties associated with this cancellation. Please print this page for your records.*

When the tool is able to give you a refund amount but agent intervention is required, the system may display the following message:

*All items within this itinerary have been cancelled and a credit request for {0} has been submitted to your travel agency for processing. After the agency submits the request to the airline, it may take up to two billing cycles for the credit to appear on the statement of the card used to purchase this trip. Please print this page for your records.*

In addition to the displayed cancellation, an itinerary cancellation notice is emailed to you. The following is an example of a cancelled trip notice.

**Note:** The Record Creation Time is Pacific Standard Time.

## Booking Cancellation

THIS RESERVATION HAS BEEN CANCELLED

SOA02 Record Identifier: 1475507379.98867 tnustravel.dir/soa02  
Record Creation Time: 2016-10-03 15:12:15.0  
This PNR was queued to: SABRE

### CONFIRMATION NUMBERS

SABRE Record Locator #: QOUYID  
Airline Record Locator #1: AS-JGOLEB (Alaska Airlines)  
Car Rental Confirmation #1: ET-1815154887COUNT (Enterprise)  
Hotel Confirmation #1: SC-KHYLVDF1A (Sceptre Hospitality Resources)

### NAME(S) OF PEOPLE TRAVELING

Name: Vernon Bear  
Meal: standard

### AIR

Flight/Equip.: Alaska Airlines 2803 DEHAVILLAND DASH 8-400  
Depart: Wednesday, Nov 16 9:40 AM Anchorage (ANC)  
Arrive: Wednesday, Nov 16 10:43 AM Fairbanks (FAI)

### CAR

Vendor: Enterprise  
Pick-up: Wednesday, Nov 16 11:00 AM Faifai Fairbanks Airport  
Drop-Off: Thursday, Nov 17 7:00 AM Faifai Fairbanks Airport  
Car size: Intermediate  
Confirmation #: 1815154887COUNT

### HOTEL

Name: Pikes Waterfront Lodge  
Location: Fairbanks, AK  
Check-in: Wednesday, Nov 16 3:00 PM  
Check-out: Thursday, Nov 17 11:00 AM  
Hotel Confirmation #: KHYLVDF1A  
Number of Rooms: 1  
Average Rate: 81.00 USD (per night/room)  
Special Requests: non-smoking room

### AIR

Flight/Equip.: Alaska Airlines 2818 DEHAVILLAND DASH 8-400  
Depart: Thursday, Nov 17 7:50 AM Fairbanks (FAI)  
Arrive: Thursday, Nov 17 9:05 AM Anchorage (ANC)

### FARE INFORMATION

Base Airfare (per person): 129.78 USD  
Total Taxes and/or Applicable fees (per person): 36.44 USD  
Total Flight (per person) excluding Air Extras: 166.22 USD

Flight segments must be ticketed by close of business on Tuesday, Oct 4, 2016

Penalty: NON-ENDORSABLE/VALID ON AS ONLY /

## Online Exchanges

---

E-Travel Online allows travelers to modify and exchange existing air reservations. Travelers will be able to view the complete exchange calculation with price differences and penalties.

**Note:** This process is only applicable to pending trip changes.

It is important to understand the system capabilities. In order for a request to process seamlessly, the ticket and reservation must be eligible. Here is a brief list of situations to consider:

### Eligible for online changes

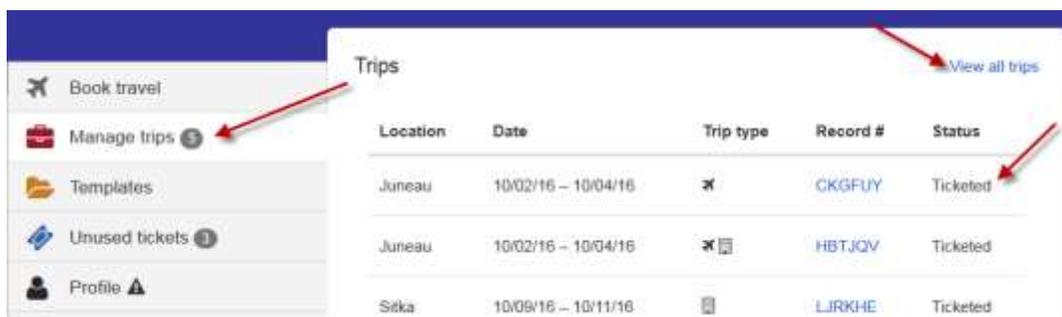
- Reservations that have not previously been changed, refunded, or voided.
- Reservations containing one-way, round-trip, or multiple destinations.
- Reservations with a single ticket (single carrier or mixed carrier).
- Reservations for pending travel.

### Ineligible for online changes

- Reservations containing split tickets (more than one ticket).
- Reservations containing rural carriers.
- Reservations with waitlisted segments.
- Reservations containing unconfirmed segments that have not been processed: for example, airline schedule changes and unconfirmed upgrades.

To exchange an existing reservation, complete the following steps:

- Click on the **Trips** tab, and then select **View All Trips**.
- Select the trip to be changed.



- Click **Modify this flight**.

Flight details (Multi Destination)

SIT to ORD - 1 Stop Change this flight

Online Check-in is available 24 hours before the scheduled departure time.

Flight	Class	Depart	Arrive
Alaska Airlines Flight 02 Seat 24C	Coach	Sitka, AK (SIT) 11:52 AM Sat, Oct 15	Seattle, WA (SEA) 4:20 PM Sat, Oct 15
Alaska Airlines Flight 28 Seat 29C	Coach	Seattle, WA (SEA) 5:30 PM Sat, Oct 15	Chicago, IL (ORD) 11:16 PM Sat, Oct 15

ORD to SEA - Non-stop Change this flight

- Enter new information and click **Begin Search**.

### Modify flight

From: SIT To: ORD

Depart: 10/15/16 Leaves: 11:00 am

Cabin class: Coach

Fare type: Non-Refundable

Search

- Flight options will appear. Click **Select** on the desired flight.

### Select a flight

Sitka, AK (SIT) to Chicago, IL (CHI)

Sort by: Select one

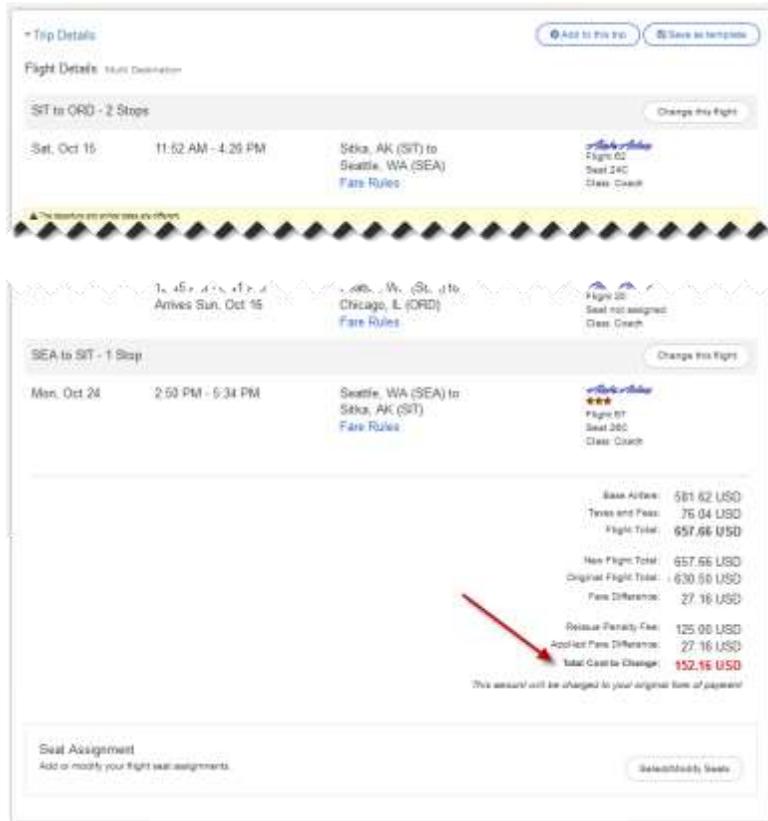
Alaska Airlines 82 - Boeing 737-400 Coach View seats 1 Stop, Flight time 3:28, 828 miles Fare Rules	Depart: SIT 11:52 AM Sat, Oct 15	Arrive: SEA 4:20 PM Sat, Oct 15	<input checked="" type="checkbox"/> Negotiated Original total <b>630.50 USD</b> Cost to change <b>152.16 USD</b> <span>Select</span>
Alaska Airlines 20 - Boeing 737-900 Coach View seats Non-stop, Flight time 3:00, 1715 miles Fare Rules	Depart: SEA 12:45 AM Sun, Oct 16	Arrive: ORD 6:41 AM Sun, Oct 16	<span>Different date</span>

ORD - SEA Same as original ticket

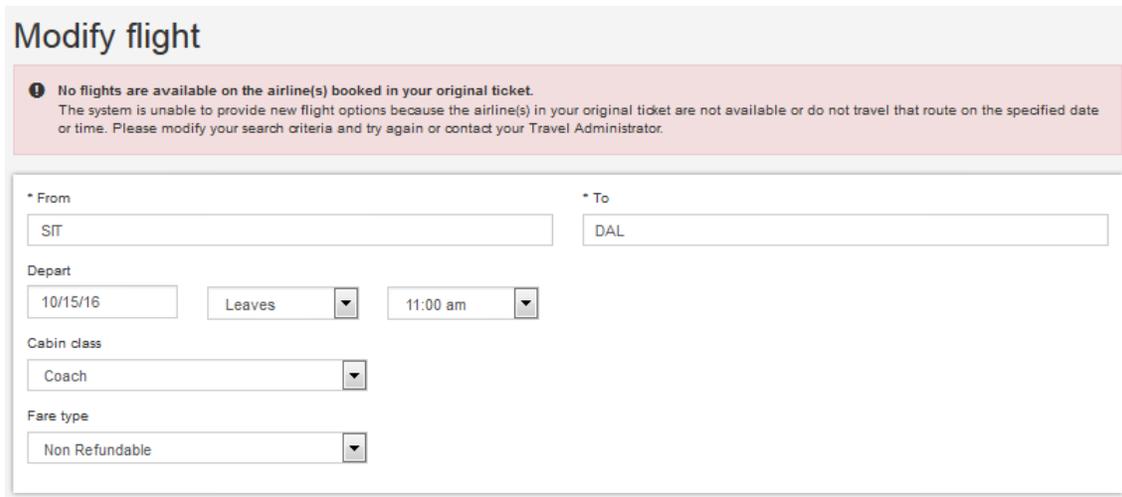
SEA - SIT Same as original ticket

- Review the trip and continue with the normal booking process.

**Note:** Be sure to review the cost to change.



If the tool is unable to determine whether you can use the original value, the message below will display above the seat map.



Once the modification is complete, the Reservation Complete page will display.

A confirmation email will be sent with the modification(s) information. A final itinerary will follow with the new flights, ticket numbers, and prices.

The reservation confirmation appears below. The Final itinerary is sent within 30 minutes.

This confirmation is for notification purposes only, do not respond to this email.

\*\*\*\*\*

CONFIRMATION NUMBERS  
SABRE Record Locator #: GUCFZT  
Airline Record Locator #1 AS-MFEAHB (Alaska Airlines)  
\*\*\*\*\*

Name(s) of people Traveling  
Name: Vernon Bear  
Meal: standard  
Fare Details: ANC AS JNU251.86AS ANC251.86USD503.72END ZPANCJNU0YAK0CDV0 XF ANC3JNU4.5  
Penalty: NON-ENDORSABLE/VALID ON AS ONLY /  
\*\*\*\*\*

ITINERARY

AIR  
Flight/Equip.: Alaska Airlines 64  
Depart: Anchorage (ANC) Monday, Aug 19 12:45 PM  
Arrive: Juneau (JNU) Monday, Aug 19 2:19 PM  
Stops: non-stop; Miles: 568  
Class: Coach  
Status: Confirmed  
Seats Requested:

AIR  
Flight/Equip.: Alaska Airlines 61  
Depart: Juneau (JNU) Wednesday, Aug 21 10:05 AM  
Arrive: Anchorage (ANC) Wednesday, Aug 21 1:50 PM  
Stops: 1; Miles:  
Class: Coach  
Status: Confirmed  
Seats Requested:  
\*\*\*\*\*

Base Airfare (per person) 503.72 USD  
Total Taxes and/or Applicable fees (per person) 54.18 USD Total Flight (per person) 557.90 USD Flight segments must be ticketed by close of business on Thursday, May 23, 2013

Penalty: NON-ENDORSABLE/VALID ON AS ONLY /,

**New Flight Total (including taxes and/or applicable fees): 557.90 USD Original Flight Total (including taxes and/or applicable fees): 557.90 USD Fare Difference: 0.00 USD Reissue Penalty Fee: 0.00 USD Applied Fare Difference: 0.00 USD Total Cost to Change: 0.00 USD**

\*\*\*\*\*

PAYMENT INFORMATION  
Original ticket number: 0277230424070

Name on charge card: Vernon J Bear

Visa Card Number: 1111  
\*\*\*\*\*

## Unused Tickets on File

Unused tickets display in the main menu of the traveler's profile and in air search results.

After selecting the unused ticket tab, unused tickets will display in the right pane with the Airline, Expiration and Original Fare Information.

- Highlight and select the air carrier to display ticket information.

**Unused tickets**

If possible, book on the carriers listed below. Our travel agency may apply a credit on your behalf.

Airline	Expiration	Original fare
Delta Air Lines	06/06/17	\$369.80
Alaska	09/17/17	\$151.00
<b>Alaska</b>	<b>09/17/17</b>	<b>\$551.00</b>

This information is valid as of 10/05/16.

Carrier: Alaska  
Expiration date: 09/17/17  
Passenger name: BEAR/VERNON  
Ticket number: 0271234567891  
Issue date: 09/09/16  
Original fare: \$551.00  
Estimated value: \$  
Ticketed itinerary: 09/17/16

Unused ticket information will display in air carrier results and only for the carrier it can be applied to.

Option 1

**Alaska Airlines**  
★★★★  
Flight 86 - Boeing 737-900  
Coach [View seats](#)  
Operated by Alaska Airlines  
Non-stop, Flight time 3:25, 1446 miles  
[Fare rules](#)

Depart: **ANC** 8:05 AM Wed, Oct 12  
Arrive: **SEA** 12:30 PM Wed, Oct 12

**Negotiated**  
**507.02 USD**

[Select](#)

[Unused tickets may apply](#)

**Alaska Airlines**  
★★★★  
Flight 121 - 73Q  
Coach [View seats](#)  
Operated by Alaska Airlines  
Non-stop, Flight time 3:37, 1446 miles  
[Fare rules](#)

Depart: **SEA** 12:30 AM Thu, Oct 13  
Arrive: **ANC** 3:07 AM Thu, Oct 13

- Select the **Unused tickets may apply** link, to bring up a pop up window, displaying ticket information.

### Your unused tickets

If you book the carrier with which you have an unused ticket, your travel agency may credit the value of that unused ticket.

<b>BEAR/VERNON</b> <i>Alaska Airlines</i>	Ticketed itinerary Sat, Sep 17, 2016 Ticket # 0271234567891 Issued Fri, Sep 09, 2016 Expires Sun, Sep 17, 2017	Estimated value — Original fare <b>551.00 USD</b>
--	---	--

This information is valid as of Wed, Oct 05, 2016

To apply an unused ticket on file towards a new trip, insert the unused ticket number in the special instruction box on the Trip review and checkout page, prior to purchasing.

## Trip review and checkout

**⚠** Flight segments must be ticketed by close of business on **October 05**.  
**Please Note:** NON-ENDORSABLE/VALID ON AS ONLY /  
Fares not guaranteed until ticketed.  
Click on the Fare Rules link for itinerary rules and restrictions prior to purchase.

Legend: ★★★ Company Preferred Expand All Collapse All

▶ Trip Details Add to this trip Save as template

---

▶ Reporting Information

Special Instructions   
▼ (Optional - Additional E-Mail Address for Travel Planner)

Send a copy of your reservation to the following e-mail address(es).  
Additional E-mail Address 1:

General Needs or Special Requests: (390 characters maximum)  
**NOTE:** Any request for travel agent assistance will result in a higher fee at time of purchase.

Corporate Travel Management is not authorized to proceed with ticketing if the ticket entered in this box is not eligible for reissue. You may provide additional approval in this box if you want to ensure this itinerary is purchased without the unused ticket value applied.



## CTS Authorization

When a SUPER CTS or HOTEL CTS is used as payment for a hotel, the vendor will require an authorization in order to charge the card. Travel arrangers booking for a traveler that does not have a One Card will need to initiate the request to send an authorization to the vendor. The form will be faxed to hotels in state and out-of-state, provided the hotel has a valid fax number. The In-State hotels will receive a form that includes the State's Tax Exempt number.

To initiate the authorization request, the arranger must select "Yes, Send Authorization" on the billing page prior to submitting for purchase. This is a required field.

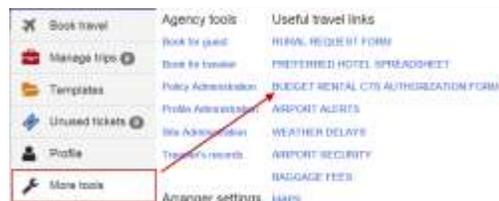
\* Send CTS Authorization to Hotel Vendor?

(select)
No, Thank You
Yes, Send Authorization

The CTS Authorization is sent to the vendor within 3 days of check-in. A copy of the submitted form is stored in CTM's database with the charge card information masked. Travel Coordinators will have access to SmartBill, which is view only access to check the status of CTS forms submitted by Travel Arrangers.

**Note: This process only applies to hotel authorizations. Travel arrangers will still need to complete the CTS Authorization for Budget rental car in Anchorage, Fairbanks, and Juneau when applicable.**

The Budget CTS Authorization can be found in three places when using E-Travel Online: under More Tools on the Home Page, on the header of the Car Search page, and at the top of the Reservation Complete Page.



## Rural Air Online Request

Rural carriers do not have full access to a Global Distribution System (GDS) and therefore cannot be booked in E-Travel Online along with mainline carriers. A rural air online request tool is available for users that need to research or purchase travel not available in E-Travel Online.

Links to the rural air online request tool are located at the top of the page and on the bottom left of the Traveler/Travel Arranger home page (under More Tools).



### Accessing a Traveler or Generic profile:

The system will need to know if travel will be booked using a Travelers profile or a Generic profile. All fields with an asterisk \* are required. **Select Yes or No.**

- \* If the Traveler has a travel profile select, **Yes** from the drop-down menu.
- \* If using a Generic profile select, **No** from the drop-down menu.

**If Yes,** Enter the Traveler Profile Information to Log in.

**Traveler or Generic profile information is required in order to access this system.  
Please enter the profile information below.**

Does the traveler have a Travel Profile?

\* Department

\* Traveler Profile Name (Note some traveler profiles contain the middle initial. Please see the Personal Information in the E-Travel Profile)  
 LAST / FIRST or FIRSTX (ie DOE/JANE or DOE/JANEX)

\* Employee ID (6-digits)

\* Travel Arranger Information  
 FULL NAME / PHONE

1. **Department** – Select your department from the drop-down list.
2. **Traveler Profile Name** - LAST/FIRST or if the traveler has a middle name or initial LAST/FIRST(MI) EX: SMITH/JOHN or SMITH/JOHNX. See the Personal information in E-Travel Profile to verify middle name or initial is present.
3. **Employee ID** - Traveler's employee number.
4. **Travel Arranger Information** – Enter the traveler arranger's full name and phone number.
5. **Log In**

If No, Enter the Generic Profile Information and travelers name to log in.

The screenshot shows a login form titled "Traveler or Generic profile information is required in order to access this system. Please enter the profile information below." The form includes a dropdown menu for "Does the traveler have a Travel Profile?" set to "No". Below this are fields for "Department" (callout 1), "Generic Profile Name" (callout 2) with the value "DIVGENERIC", "Legal Name of the traveler" (callout 3) split into "LAST" and "FIRST" fields, "Travel Arranger Information" (callout 4) split into "FULL NAME" and "PHONE" fields, and a "Log in" button (callout 5).

1. **Department** – Select your department from the drop-down list.
2. **Generic Profile Name** – This is the name of the generic profile with no spaces. The profile information is found in E-Travel Online under My travelers. If you have more than 50 travelers, enter the division code in the last name field.

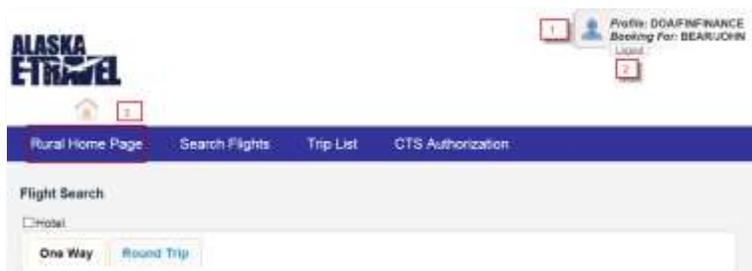
Example in E-Travel Online



3. **Enter the Legal Name of the traveler** – Enter the traveler’s last name and first name.
4. **Travel Arranger Information** – Enter the traveler arranger’s full name and phone number.
5. **Log in** to access the rural air search function.

**Rural Home Page:**

The Rural Home page is where you begin booking rural travel (Search Flights). This page also includes access to Trip Lists (past and pending trips) and the CTS Authorization Form.



- Travel profile information used for this booking. Profile information will include the correct payment and email addresses upon final.
- Log out will close the current profile and will take you back to the original log in page.
- To return to the Rural Home page at any time, click the Rural Home Page link in the blue bar.

**Flight Search:**

The screenshot shows a 'Flight Search' form with the following elements:
 

- 1**: A checked 'Hotel' checkbox.
- 2**: The 'Round Trip' button, which is highlighted in blue.
- 3**: A red double-headed arrow pointing between the '\* From' and '\* To' dropdown menus.
- 4**: The '\* Depart' date field, which is set to 10/20/2016.
- 5**: The 'Search' button.

1. To add a hotel to the itinerary, check the Hotel box. The system will prompt for the check-out date for a one-way trip or a return date for a round-trip.
  - a. **Note:** Request a car on the purchase page.
2. Select your trip type (Round-trip or One-way).
  - a. **Note:** Multiple Destination trips can be created by using the one-way search function and selecting the **Add to this Trip** button in the Trip Details page.
3. Select city names from the drop-down list in the **From** and **To** Fields.
4. Enter/Select the dates and time preferences for travel.
5. Select **Search**.

**Itinerary Selection:**

The departure options will display.

To modify the search options, use the Modify Search function. This will redisplay a flight search box on the Rural Home Page for changes.

The screenshot shows the 'Itinerary Selection' page. At the top, there is a 'Modify Search' button. Below it, the 'Departure' section is expanded to show 'Option 1', which is selected with a radio button. A red arrow points to this radio button with the number '1'. Below the selection, a table displays flight details:

Carrier on Request	Depart	Arrive	One Way Estimate
	JUNEAU Morning 10/20/2016	HAINES Morning 10/20/2016	\$189.00

1. Select the desired flight option.

The screenshot shows a web form for hotel booking. At the top, there are tabs for 'Modify Search' and 'Departure Option 1 JNU - HNS'. Below these is a 'Hotel' section. A red box labeled '2' highlights a dropdown menu labeled 'Select Hotel: Property Not Listed'. Below this is a 'Hotel Information' section with fields for 'Property Name', 'Address' (with sub-fields for Street, City, State, and Zip), and 'Phone'. A red box labeled '3' points to a 'Return' button at the bottom left of the form.

2. If you have selected to book a hotel, the Hotel menu will appear below your selected flight. Select a hotel from the drop-down list. If a hotel is not listed, enter the requested hotel information in the Property Name field.
  - Enter the Property Name (require field),
  - Enter the Address and Phone Information (optional fields).
3. Click on the Return tab to view return flight options.

The screenshot shows a 'Return' section with a table of flight options. A red box labeled '4' highlights a radio button next to 'Option 1'. Below the table is a 'Make Request' button, also highlighted with a red arrow.

<i>Carrier on Request</i>	Depart	Arrive	One Way Estimate
	HAINES Morning 10/21/2016	JUNEAU Morning 10/21/2016	\$189.00

4. Select the desired flight.
  - Select **Make Request** to continue to the Trip Details page.

**Trip Details:**

Review the Trip Details prior to submitting your request.

**Trip Details**

[Add to this trip](#) [Cancel Current Request](#)

**JNU to HNS - Non-stop** [Remove this flight](#)

Travel Date	Travel Time	City Pairs	Requested Air	*Estimated Fare
10/20/2016	Morning	JUNEAU to HAINES	Carrier On Request	\$189.00

**Captain's Choice 108 2nd Avenue North, Haines, AK 99827** [Remove this hotel](#)

Check-In	Check-Out	Property Phone
10/20/2016	10/21/2016	

**HNS to JNU - Non-stop** [Remove this flight](#)

Travel Date	Travel Time	City Pairs	Requested Air	*Estimated Fare
10/21/2016	Evening	HAINES to JUNEAU	Carrier On Request	\$189.00

**Trip Questions**

- This trip will include non-rural segments
- Finalize trip
- Apply credit on file
- Purchase fully refundable ticket
- Traveler is allowed to make changes
- Rural car needed if available

**Special Instructions**

Trooper or Escort Travel (Enter travelers names in Special Instructions)

\*All fares and inventory are estimated. Actual costs and flight times will be reflected on the final itinerary. The State travel office will secure the lowest fare offered at the time of booking, unless refundable fares are requested above.

[Submit Request](#)

- Add trip elements via the **Add to this trip** button. (Note: Multi-destination)
- **Cancel Current Request** takes you back to the Flight Search page. No trip is submitted or saved.
- To remove trip elements, select the **Remove this** button.

## Trip Questions:

**Trip Questions**

**This trip will include non-rural segments** 1  
Record Locator:

**Finalize trip** 2  
Approved By:

**Apply credit on file** 3  
Tkt/Confirm #:   
Estimated Value:

**Purchase fully refundable ticket** 4

**Traveler is allowed to make changes** 5

**Rural car needed if available**

**Special Instructions** 6  
 7  
Trooper or Escort Travel (Enter travelers names in Special Instructions)

\*All fares and inventory are estimated. Actual costs and flight times will be reflected on the final itinerary. The State travel office will secure 8 lowest fare offered at the time of booking, unless refundable fares are requested above.

8

- **This trip will include non-rural segments** – Selecting this option prompts a box for a *Record Locator*. If you are combining your rural request with a trip booked online, insert the record locator.
- **Finalize trip** – If the trip has been approved, provide the approvers name and a final itinerary will be sent. If no approver's name is provided, a preliminary itinerary will be sent.
- **Apply credit on file** - To apply an unused ticket on file, insert the unused ticket number or confirmation number and estimated value of the ticket.
- **Purchase fully refundable ticket** – Select this option for a refundable ticket.
- **Traveler is allowed to make changes** – By default traveler is not allowed to make changes, selecting this confirms traveler is allowed to make changes.
- **Rural car needed if available** – Insert car vendor information in the special instruction box below, if you have a preference. If no preference is entered, the agent will confirm an intermediate size at the lowest rate available at the time of booking.
- **Special Instructions** – Enter hotel, car, ferry, or special information needing to be associated with the rural request in the box. **Example:** Enter car information for ferries or hotel/car vendors.
- Select the **Submit Request** button. You will be directed to a confirmation page.

**Request Submitted**

Your request has been submitted, you will receive a confirmation itinerary once confirmed or a response advising of availability.

Request Date: 10/7/2016 4:32:15 PM  
Request Confirmation Code: FMMRLG  
Request Status: Pending

1 Flight 10/20/2016 JNU to HNS YY  
2 Hotel 10/20/2016 – 10/21/2016 Captain's Choice 108 2nd Avenue North, Haines, AK 99827  
3 Flight 10/21/2016 HNS to JNU YY

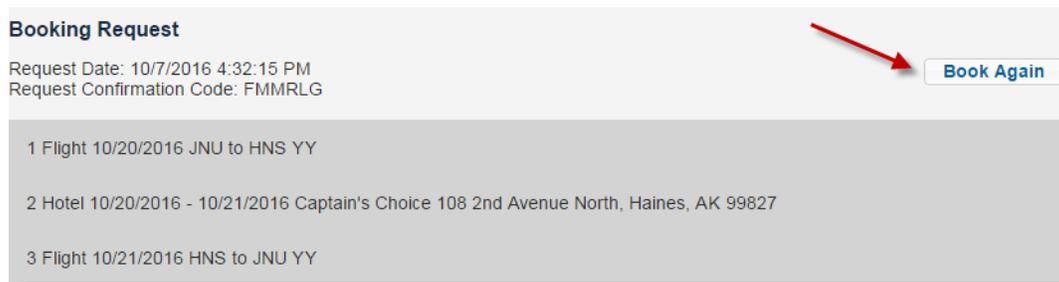
**Trip List:**



- To view current and past trips, select **Trip List** from the top menu.



- You can View Details of a trip or book your trip again.



**Book Again:**

- Select your **Dates, Times** and Click **Make Request**.

This will take you to the Trip Details page, where you can submit your new trip.

