



E-Travel News

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Travel Deviation Policy Change

The April 1 update to the Alaska Administrative Manual made sweeping policy changes for travel which involves a deviation for the convenience of the traveler. Deviations may be either a routing change or an extended stay at some point in State-authorized routing. In either case, the new language of AAM 60.080 makes it clear that travelers are not automatically entitled to deviations for personal convenience and approvals must consider the State's interest.

Once approval has been granted for such travel, travel planners are responsible for

only the State-authorized itinerary. Planners should always obtain a State-authorized fare quote (AAM 60.080 #3) and may purchase the airfare if the department opts to do so for extended stay deviations. Planners should also make hotel and car arrangements for only the State portion of the travel. The traveler is responsible, on personal time, to research and purchase airfare for the entire trip (if the department does not opt to purchase it), as well as car and lodging for the personal portion of the trip. The traveler will be reimbursed the lesser amount of the

ticket purchased or the State-authorized fare quote.

The policy also changes the per diem due the traveler to the minimum itinerary that is required to conduct State business. This will simplify the calculations required to finalize the travel authorization by eliminating the need to track when travel status changes between business and personal.

It is important that travelers and travel planners understand this policy, so please read [AAM 60.080](#) and the related Personal [Travel FAQs](#) on the travel website.

MOTHER –
The bank where we deposit all our hurts and worries.
T. DeWitt Talmage



Special Note of Interest

CHURNING DEBIT MEMOS are starting to come in from airlines. USTravel has been able to negotiate the cost of some by half, but may not always be able to do so.

Avoid churning by NOT placing a reservation on 24-hour hold unless it is certain to be purchased **as held** and within the 24-hour time frame. **Save as Research** is the best practice.

Some carriers, including Delta will apply churning fees for each segment changed in the held reservation and for each cancelled and re-booked confirmed segment.

E-Travel Online Training

Contact your [Department Travel Coordinators](#) to sign up.

May 13 10:00am
May 20 10:00am
May 27 10:00am

See E-Travel Online dashboard for more training opportunities.

Car Rentals and CTS Accounts



Most car rental agencies do not require a credit card at the time of booking. Since it is not a requirement, rental car agencies are not able to pull credit card numbers into their reservations.

When filling Booking Request Forms, USTravel agents entered the CTS in car reservations, but now that the State is using E-Travel Online, USTravel only adds the CTS when requested to. Following are ways to provide the CTS to State contract agencies, Budget, Hertz and National/Enterprise:

- After booking in E-Travel Online, call USTravel at 866-

762-8728 to request they provide the CTS to the rental agencies. \$4 surcharge applies.

- Enter the request to USTravel in the Special Instruction box. \$19.14 fee applies.
- Reply to the final to request USTravel provide the CTS. \$4 surcharge for un-assisted booking applies, but no additional charge for an existing \$19.14 assisted booking.
- For Budget only - Call Budget **after** booking in E-Travel Online to provide the CTS and reservation confirmation number to Ingrid Longerbone at 800-248-0150.

Never send a FAX with CTS to car rental agencies.

Special Note of Interest

The State contracts with Hertz and National/Enterprise are a great deal and include \$1 million worth of insurance. In addition, when there are problems with customer service or fuel issue, General Services or USTravel can assist in trying to remedy problems that may occur.

Some rental companies, not under the State contract, will not waive insurance fees. Just because the daily rate may be cheaper than State contract rates, it may cost more in the end due to insurance or other issues.

E-Travel Office

USTRavel

E-Travel Online Help Desk
 (907) 500-4290 / 877-500-4290
 Email: e-travelhelp@ustravel.us

Reservation Call Center
 (907) 500-4292 / 866-762-8728
 FAX: (907) 465-8288
 Email: e-travelaprvl@ustravel.us

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 Email: soaresearch@ustravel.us

ETMT

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See us on the Web!
<http://statetravel.alaska.gov>



Travel E-Qs

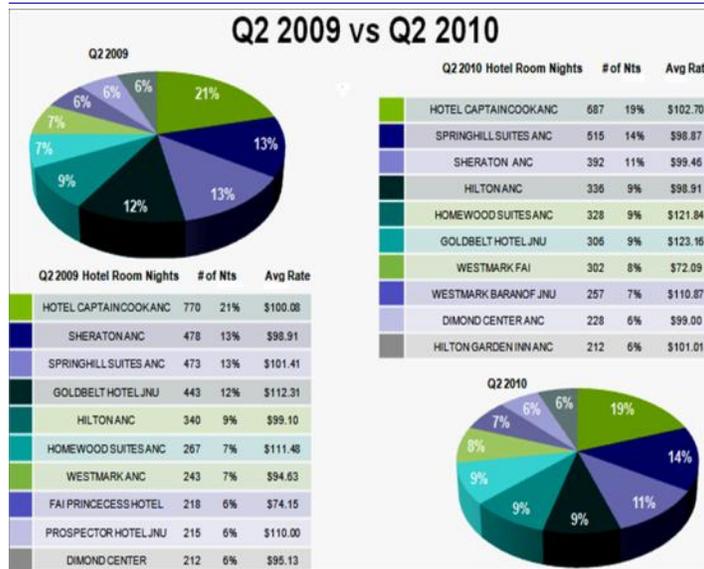


There will be a random quarterly drawing in **July** for a prize from answers submitted by May 15, 2010 to: doa.dof.e-travel@alaska.gov.

1. What are the traveler's responsibilities for arrangements when personal deviation is combined with business travel?
2. How can you avoid churning fees?
3. Does USTRavel automatically provide the CTS to rental car agencies?
4. When is the Alaska Airlines' change fee waived for ticket reissues?
5. Although it is best to contact USTRavel, under what circumstances can tickets be changed by Alaska Airlines' agents at the airport?

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

Top Hotel Spend by Vendor



The data above shows the top 10 properties booked by the State via USTRavel and is a comparison from FY2009 to FY2010 for the months of October to December. All of the properties listed in FY2010 are preferred hotels; this speaks a lot to the preferred hotel program. One of the benefits is the average hotel cost for the State which was \$107 in the 2nd

Quarter FY2010, whereas the average cost for USTRavel company-wide was \$133.

As we approach the high season for hotel rates there are a few important things to keep in mind: If the preferred hotel choice is not available in the tool, please contact USTRavel to secure the room. Limited availability and the level of par-

icipation that the hotel has will directly affect what is available in the tool. If a property offers "last room availability" to the State under the preferred hotel program, the hotel should be able to secure the reservation. If they don't they can be removed from the list of preferred vendors. Another thing that is important during high season is location of where business will be conducted versus transportation costs as well as parking. Some properties may have a higher rate but they may include breakfast or free parking. The [preferred hotel list](#) posted in E-Travel Online as well as the State website is a great reference point to quickly locate a property and view the features. Again, please let USTRavel know when there is a discrepancy with the price that is posted on the preferred hotel list versus what has been booked or offered.

Special Note of Interest

Alaska Airline representatives at the airport check-in counter are only allowed to make reservation changes when it is due to an involuntary reason such as weather delays or a cancelled flight.

Alaska Airlines can make other changes either on-line or via their call center. The best option and lowest cost is to contact USTRavel's Reservation Call Center at 866-762-8728 to make changes.

Reissue Rule Change

Alaska Airlines tickets that are purchased on or after March 24, 2010 will be processed differently when they need to be reissued. This new rule applies to published one-way fares, including codeshare fares.

Each segment that is reissued will be re-priced to the lowest qualifying fare available at the time of the reissue. Unchanged segments will be protected at their original fare.

The \$75 change fee will be waived only when reissuing a segment for cities solely within the State of Alaska that are fared point-to-point. (For example: SIT/JNU, ANC/FAI.)

The process and fee for changing round trip (excursion) fares has not changed. The fee to reissue tickets due to a name change still applies.

ERA tickets purchased on or after April 1, 2010, for travel within the State of Alaska, will no longer be subject to change fees. The difference in fare will still be charged accordingly. Change fees will still apply to promotional/sales fares, such as web specials. Name change fee of \$35 per ticket still applies.

For more information contact USTRavel's Reservation Call Center at 866-762-8728.

Tips & Tricks

E-Travel Online Error Message

When an E-Travel Online error message displays advising you to **contact the administrator**, you should contact USTRavel's Online Help Desk at 877-500-4290.