



E-Travel News

Inside This Issue

*Award for Outstanding
RESX Site*

EDI Electronic Payments

Travel E-Qs

Getting the Best Hotel Rates

E-Travel Online Updates

Tips & Tricks

Dad,
Your guiding hand
on my shoulder
will remain
with me
forever.



Author Unknown

Special Note of Interest

E-Travel Online is a booking tool for new reservations. It is **not programmed for users to reissue or modify airline tickets**. Once a ticket is issued, changes to the air reservations must be made by replying to the final or by calling USTravel.

Car and hotel bookings may be modified in the tool.

E-Travel Online Training

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

June 10 2-3:30pm

June 17 2-3:30pm

June 24 2-3:30pm

See E-Travel Online dashboard for more training opportunities.

Award for Outstanding RESX Site

Two members of the E-Travel Management Team, Sunny Israelson, and Carmen Engen, as well as two employees of USTravel, attended the TRX World 2010 Global User Conference in Dallas, Texas from April 26 – 28, 2010. TRX is the parent company of RESX, which powers the State of Alaska's E-Travel Online booking tool and profile maintenance system.

The conference provided excellent opportunities to share experiences and to learn more about RESX and other tools and ideas to make managed

travel a greater success for State of Alaska travel.

The attendees included such notable organizations as Proctor & Gamble, Teva Pharmaceuticals, Oracle, Hewlett Packard, MasterCard Worldwide, GSA, Orbitz, Expedia, American Express, General Dynamics, Macy's, Japan and American Airlines, Nokia, and Apple to name a few.

The E-Travel Management Team, USTravel, and those booking travel during the pilot invested a great deal of time and energy making the E-Travel Online site as complete

as possible with online tutorials, custom text, and links to important tools and information to make the booking process easier for travel planners and travelers.

It was a great honor to USTravel and the State of Alaska to receive the award for the Most Outstanding RESX Site. USTravel also received a Reseller Award Nominee for providing the State of Alaska with the use of RESX as our online booking tool.

Thank you to everyone who participated in making these awards possible.

EDI Electronic Payments



State employees are encouraged to receive travel per diem and reimbursements electronically. The [form](#) to accomplish this is available at the following links:

- Division of Finance's Travel Forms listing at: <http://fin.admin.state.ak.us/dof/main/forms.jsp#trav>
 - > Click "Direct Deposit Auth – Per Diem & Reimbursements"
- The State of Alaska Employee web page at: <http://www.alaska.gov/employeeHome.html>
 - > Under "Current Employee," click "Per Diem & Reimb Direct Deposit Auth"

- Division of Personnel's HR Forms listing at: <http://doa.alaska.gov/dop/resources/hrforms>

> Under "Alphabetical Listing – D," click "Direct Deposit Authorization – Per Diem & Reimbursement"

Fill out the form on the screen, print, sign, and fax it to 465-3798.

A couple of notes to keep in mind:

1. There must be an active Vendor Record (PVN) in AKSAS to set up electronic payments. Only submit the form once there is an active

PVN for an employee.

2. Employees not receiving payments often enough to keep their AKSAS PVN active are not good candidates for EDI. PVNs are inactivated after 13 months of inactivity, so consider the frequency of per diem and/or reimbursement payments when determining if EDI is a good payment method for an employee.

Questions regarding our form can be directed to DOA/Finance EDI Contacts at doa.dof.edi.contacts@alaska.gov or you may call 465-5622.

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
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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 the answers submitted by June 15, 2010 to: doa.dof.e-travel@alaska.gov

1. Once a ticket is issued in E-Travel Online, how do you change the reservation?
2. Which comes first—PVN or EDI form?
3. How would you get a preferred hotel rate not shown in E-Travel Online?
4. What should you do if you booked another carrier in Alaska Airlines markets and none of the verifiable reasons apply?
5. Does the Car Matrix show when the Budget contract rate is booked?

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

Getting the Best Hotel Rates

Some hotels in Alaska do not keep up with maintaining their rates in the global online reservation system (GDS). In previous summers, USTRavel agents were required to contact the hotel directly to book the correct rate when the hotel had the wrong rate in the system.

This will be the first summer that the majority of hotel bookings will be done by travelers or travel planners using E-Travel Online. Those booking travel should know the correct rate from the Preferred Hotel List.

The [Preferred Hotel List](#) is available on the [Traveler/Travel Planner](#) tab of the

Travel homepage, under Lodging. In the spreadsheet:

- Find the destination area on a tab
- Find a hotel/hotels in the city a hotel is needed
- Find the negotiated rate by checking the dates of travel with the appropriate column (be sure to check the amenities to see if they meet the traveler's needs)

If the chosen hotel does not have the same rate as the spreadsheet, these are the options:

- Book the hotel at the higher rate and do nothing (cost difference can be as much as \$99 per night)

- Book the hotel at the higher rate and put a remark in the special instruction box to have USTRavel adjust the rate (save as much as \$99 per night for an additional \$8.64 for the assisted by agent fee)
- Book the hotel at the higher rate and call USTRavel or reply to final itinerary asking USTRavel to adjust the rate (save as much as \$99 per night for an additional \$4 surcharge for the assistance)

Tips & Tricks

View Ticket Fare Rules

It is good practice to view ticket fare rules before buying a ticket. Rules will tell you if penalties apply and if the ticket is refundable or non-refundable.

A link to the rules is located above the "Add to Cart" button prior to selecting a flight and next to the "More Options" button after selecting flights. The rules displayed here are arranged by category allowing the user to easily find a particular rule and are easier to read.

After selecting "Purchase" the rules automatically display with a prompt asking you to accept or decline the rules. The rules here are displayed in a different, harder-to-read format.

Special Note of Interest

Alaska Airlines and Horizon Air will change their baggage fees effective June 16, 2010 for tickets purchased on/after May 1, 2010. They will charge \$20 each for the first three checked bags and \$50 for the fourth. Exemptions do apply. Visit Alaskaair.com for more details.

The carriers are also changing their [baggage service guarantee](#) from 25 minutes to 20 minutes. Travelers with late bags will receive their choice of either 2,000 bonus mileage plan miles or \$20 off a future flight.

E-Travel Online Updates

Several enhancements have been loaded into E-Travel Online:

1. To comply with market share programs, a dropdown box has been added to document verifiable reasons why another carrier was used in Alaska Airlines markets. The reasons are:
 - Schedule would force overnight
 - Alaska Airlines flight sold out or cancelled
 - Price cheaper by \$35 one-way/\$70 round trip
 - Destination not served by Alaska Airlines

If none of the reasons apply you must rebook on Alaska Airlines.

2. When you have to choose Alaska Airlines because the fare is up to \$35 more one way, "Paid more to use State contract fare" has been added to the "Reason for not taking the lowest fare" drop-

down box for documentation.

3. A Car Matrix now displays for all car rentals at the top of screen when searching for car vendors and prices; similar to the Air Matrix display.

The matrix will not display when selecting Budget Off Airport Location for the State contract rate in Anchorage, Fairbanks, and Juneau.

4. Unused ticket information will display in air availability, saved research, and trip itineraries not submitted for purchase, with this new text and icon:



Available Exchange
Tickets: 750.00 USD

"The best executive is the one who has sense enough to pick good men to do what he wants done, and self-restraint to keep from meddling with them while they do it."

Theodore Roosevelt