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Special Note of Interest

The [AAM 60](#) has been updated effective July 1, 2010. State agencies and travelers are required to comply with these policies when traveling on State business. Be sure to check the new changes as soon as possible!

There are some new [FAQ's](#) on the [travel web site](#). This is a great resource for answers to many questions.

Check out the updated [E-Travel Pocket Guide](#); a handy quick reference to travel regulations.

July 1 thru July 31

★ E-TRAVEL TRIVIA ★

Win a GPS by answering all questions correctly!

E-Travel Online's New Look

E-Travel Online has changed! A new version was installed by TRX in June. It will continue to evolve over the next two months.

Following are some notable changes:

- A new color scheme that better matches the logo.
- Traveler Name / Select Another User has moved to the middle of the top blue bar.
- Profile super tab is no longer visible. Profile access is lo-

cated in the upper left-hand corner on the blue bar.

- A new link has been added to aid in navigating back to the travel preference page.
- The Modify button was removed from **ticketed** air reservations. Air reservations can not be changed in E-Travel Online once a ticket has been purchased. To change / reissue a ticket, either reply to the final or call the USTravel Reserva-

tion Call Center at 866-762-8728.

- Search mode displays new icons and unused ticket information.

If any problems are encountered with the new version, please call the E-Travel Online Help Desk at 877-500-4290.

E-Travel Online Training

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

July 8 10:00am
July 15 10:00am
July 22 10:00am

See E-Travel Online dashboard for more training opportunities.

Rate Rules

There are many published rates for air, hotel, and car, so how does a travel planner know which rate to choose? Every rate is governed by specific rules determined by the vendor. There are rates for the State contract, senior citizens, conventions, corporations, and web specials, just to name a few. Reading the rate rules will help determine which rate is most applicable to the traveler's needs.

E-Travel Online displays the lowest rate first, which may not always be the best option. Recently a younger traveler arrived at his hotel thinking he had a super rate. What a surprise to find out he was booked

with a senior citizen rate! It is important to view the rules prior to purchasing air travel or holding hotel and/or car reservations to avoid possible mishaps for the traveler. Rate rules, in E-Travel Online, are in a link next to each air, hotel, and car selection. When the rule will not display, it is because the vendor does not maintain this information in the Global Distribution System.

Some hotel rate rules contain a NO REFUND policy for cancellations. Remember, the 24-hour hold reserves the room. When an identical record is created and purchased, a duplicate hotel reservation will exist resulting in possible

no-show fees or no refund at all, depending on the rate rule.

The rate for air travel is designated by Cabin (First Class and Coach) and Class of Service. The Class of Service determines the price and is identified by an alpha code, for example: F, Y, L, M, and Q, each with its own unique rules.

When in doubt, call the E-Travel Online Help Desk at 877-500-4290.

**"If our country is worth dying for in time of war let us resolve that it is truly worth living for in time of peace."
Hamilton Fish**



E-Travel Office

USTRavel

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



E-Travel Online Fees Effective July 5-October 3

- Unassisted \$10.76
- Assisted \$19.72
- Change/Refund \$11.04

Travel E-Qs



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

1. How do you change or reissue a ticket?
2. Why is it important to read and understand rate rules?
3. How you identify State contract rates?
4. Does the State contract rate apply to published full coach, non-restricted fares?
5. What should you do if, immediately after making a reservation, you realize you forgot to make seat assignments?

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

Booking Travel with the Contract Rate



Alaska Airlines contract rates in E-Travel Online are depicted with an icon that appears like a document.  The air segment with the contract icon should be selected unless a lower fare of at least \$35 is available.

All Alaska Airlines' published fares are in E-Travel Online. The Alaska Airlines contract provides a flat discount on all published fare classes, **except specials** such as web specials, PFD, and constituent fares.

Travel preferences in E-Travel Online are defaulted to "Search for State Contract Fares," and will display those first unless there is a lower special fare available.

When air SEARCH is done by SCHEDULE, fares do not show next to the flight selections. When a flight is selected and placed in the cart, the system will grab lowest fare and display a fare comparison matrix box at the bottom of the screen. The matrix will display

the lowest fare, the contract fare, and the non-contract fare, providing another opportunity to choose a different fare.

When you MODIFY research, to verify a fare prior to purchase, contract and non-contract fares will show in the flight selection display. Select the contract fare, unless a lower fare applies. After placing a selection in the cart, the fare comparison matrix box will display.

Exception to the rule: Some city pair combinations do not offer a contract discount as the **lowest** fare. A good example is between Juneau and Kenai. The non-contract fare is cheaper because it is **one** combined joint fare between Juneau and Kenai on Alaska Airlines and an Alaska Airlines codeshare flight. If you break that fare into two separate fares (AS contract fare for JNU-ANC and a separate codeshare fare for ANC-ENA) the fare can be higher because of combining two one-way fares. Usu-

ally a joint rate or thru-fare (special rate agreed upon between two carriers) is cheaper.

If you have any questions please contact the ETMT at doa.dof.e-travel@alaska.gov or your department [travel coordinator](#).

Tips & Tricks

New Budget Phone Contact

To provide a CTS account number to Budget, call Ingrid Longerbone at 907-243-0728 (new direct line) or toll-free 800-248-0150. Please see the [May newsletter](#) for additional information on providing the CTS to car rental companies.

Submitting for Purchase

When a reservation is submitted for purchase, it takes 5-20 minutes for the auto-ticketing process to complete. Interrupting the process causes the ticket to be bumped out of auto-ticketing and generates error messages.

Wait until the itinerary shows the ticket has been processed before going back in to make changes or seat assignments. USTRavel tries to catch these and route the record back to auto-ticketing. When a final is not received or when in doubt that the ticket processed, call USTRavel at 877-500-4290 for verification.

Special Note of Interest

EVERY time a ticket is purchased in E-Travel Online a fee is **auto-generated**, even when the reservation is immediately cancelled. If a ticket was purchased by mistake, USTRavel can try to void the ticket for a \$11.04 fee. Call USTRavel or reply to the final to request the ticket be voided.

Meeting the Market Share

The Alaska Airlines contract provides a flat discount rate for travel on all published fares, except special fares. To benefit from the highest discount level, quarterly market share targets must be met which basically means that Alaska Airlines must be used as the primary carrier in the markets where they fly. Alaska Airline code-share flights also qualify.

The following markets are in jeopardy of not meeting the market share quota: ANC-BRW, ANC-FAI, ANC-SEA, ANC-OME, and ANC-CDV (see [World Airport Codes](#)). Although another carrier's time may seem more suitable, the Alaska Airlines contract provides exceptions to use another carrier only when:

- There is a one way cost difference of \$35
- The schedule would force an overnight stay
- The flight is sold out or cancelled

If the terms of the contract are not met, the discount level will decrease for all qualified travel for the following quarter. This could mean a loss to the State of approximately \$75,000 per calendar quarter.