



# E-Travel News

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### Special Note of Interest

The **E-Travel Online Help Desk** is available for immediate assistance from 7am to 7pm, seven days a week. USTravel has specially trained agents to answer questions regarding E-Travel Online.

If you simply need some "how to" guidance or need some extra assistance due to an error message, **call the help desk at 877-500-4290.**

There is no fee to call for help as long as agent assistance is not required to make or finish a booking.

### E-Travel Online Training

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

- Sept 6 9:45 am - Basic
- Sept 9 9:45 am - Advanced
- Sept 20 9:45 am - Basic
- Sept 22 9:45 am - Advanced

See E-Travel Online's User Home Page for more training opportunities by USTravel.

## Traveling with Pet Allergies

The Federal Aviation Administration (FAA) allows each airline to govern their own policy on whether or not to allow pets in the passenger cabin.

Even though some airlines do not allow pets in the cabin, all U.S. airlines are required to allow travelers to fly with their service animals in the cabin. Service animals are not considered "pets" and there is no limit to the number of service animals allowed in the cabin.

Travelers with pet allergies can never be sure that their flight

will be animal-free. Even animal-free flights may carry a slight risk of exposure, because most allergens are carried into the cabin on the clothes of other travelers.

To reduce the risk of traveling on the same flight as animals, call the airline to find out if any travelers have



made reservations to travel with animals. Once at the airport, ask again. If pets are on the flight, the airlines may re-accommodate you by moving you to a seat

further away from the animal or may offer travel on a different flight.



If a reaction should occur during the flight, [FAA](#) recommends that travelers follow their doctor's treatment instructions and to ask a flight attendant for assistance.

To find out if an airline allows pets to travel in the cabin and what their policies and procedures are, you can call the airline's reservations line, or research on the airline's website.

## Changes to Upgraded Tickets

State travelers are allowed to travel in first or business class when it is offered to the traveler on a complimentary basis because of frequent flyer status. Travelers desiring upgrades on state travel must make these arrangements on their own with the carrier involved.

When changes are made to a ticket after upgrading to first class, airline policy requires the ticket to be rebooked in the appropriate class of service that it was purchased in. A first class upgrade does not automatically carry over from one flight to another. Each time a

ticket change is made, the traveler will need to re-qualify for the upgrade on the new flight (i.e., USTravel is not responsible for upgrades during the exchange process).

If a change is made to the return portion only, **before** travel has commenced, airline policy requires that the entire ticket be exchanged. Since the exchange removes the first class status from the entire ticket, there is a risk that the first class status on the origin portion

(that did not change) may no longer be available.

Alaska Airlines has an auto-upgrade service for MVP Gold and qualifying MVP mileage plan members. The Auto-Robot seeks qualifying reservations and almost instantly performs the upgrade to first class. After a change has been made to a ticket that was previously upgraded, the Auto-Robot may upgrade qualifying tickets or it may be up to the traveler to make their upgrade arrangements.



**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

**Research**  
 Email: soaresearch@ustravel.us

**ETMT**

Kathy Adair  
 State Travel Manager  
 (907) 465-6534

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 Accountant IV  
 (907) 465-2447

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 doa.dof.e-travel@alaska.gov

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

*The foliage has been losing its freshness through the month of August, and here and there a yellow leaf shows itself like the first grey hair amidst the locks of a beauty who has seen one season too many.*

Oliver Wendell Holmes

**Travel E-Qs**



There will be a random quarterly drawing in **September** for a prize from the answers submitted by September 15, 2011 to: doa.dof.e-travel@alaska.gov

1. Who should be called first when help is needed in E-Travel Online?
2. How can you find out if an airline allows pets in the passenger cabin or not?
3. Prior to travel, if a request is made to change only the return leg of an upgraded ticket, why does the upgrade need to be requested again for the entire ticket?
4. What should you do if you plan to be late checking into a hotel?
5. What clues might indicate that a ticket number is for a cargo shipment?

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

*What is that Ticket Number?*

**Help! I've searched everywhere and I cannot identify that ticket number!**

Unknown ticket numbers occasionally show up on a traveler's bank statements. Before sending a research request to US-Travel, check through the Final itinerary emails, or check with department Travel Coordinators to see if they can determine what the charge is for. If the charge cannot be found in the Final itinerary email or in an iBank report (accessible by Travel Coordina-



tors), it is possible that the charge may be for a cargo shipment.

Alaska Airlines cargo ticket numbers are very similar to air travel ticket numbers shown on bank statements. The difference is in the number. The last two digits of cargo ticket numbers end with two zeros (027-1234123400). The bank statements will also reference an Origination Airport CD followed by the three-alpha city

code (KTN—Ketchikan) designating the city of origin of the cargo shipment.

Alaska Airlines has a cargo tracking system on their website that will very quickly confirm whether or not the ticket number is for a cargo shipment. Go to the Alaska Airlines cargo tracking page and enter the ticket number in the cargo tracking box. Enter only the eight digits (12341234) without the two ending zeros. If it is a cargo shipment, the cargo itinerary will display.



*My Hotel is Oversold*

The practice of hotel overbooking (also known as overcommitting or overselling) is not illegal. In fact, it is a common practice based on historical averages of no-shows for a particular date.

**For all hotel reservations, the E-Travel Office will:**

- Guarantee the reservation with a state credit card. This creates a contract with the hotel to provide a room.
- Intervene on your behalf by contacting hotel management in the event an issue arises with the reservation.

**The traveler should:**

- Call the front desk if you are going to be late so that

the hotel does not assume you are a no-show and give away your room.

- Carry your itinerary with you that shows the hotel has been confirmed.
- Contact USTRavel if a hotel advises you that they have no record of your reservation or if they could not find a room for you elsewhere.

**Generally, when you have a reservation that the hotel will not honor, you are entitled to the following:**

- The hotel must find comparable accommodations for you.
- The original hotel should pay for the night(s) at another hotel if the room

was paid for in advance. In the event the alternate hotel is more expensive, the hotel with which you were booked should pay for the cost difference.

- The hotel may provide free phone service so you are able to let others know of your change of plans.

