



E-Travel News

April 2012
Volume 4, Issue 4

You Asked, We Listened

The E-Travel Satisfaction Survey responses and suggestions are taken seriously by the E-Travel Management Team and USTravel (ETMT). The ETMT would like to implement as many suggestions as possible to improve travel planning.

Booking tool enhancement requests have been submitted to see if it is possible to add a "Back" button, to search by flight number, to delete the Research itinerary after booking the reservation, and to have the ability to modify car bookings without having to cancel and rebook. These are program related requests and implementation is dependent on nuTravel's (RESX) time, resources, and priority.

Some of your suggestions that the ETMT has been able to implement are:

- Removed the "Off-site location" requirement for booking Budget car rentals.

Delta Air Lines Baggage Allowance

Delta Air Lines changed their [free baggage allowance policy](#) for travel within the United States and Canada.

Effective for travel after March 1, 2012, Alaska Airlines MVP members may check **one** bag up to 70 pounds at no charge in **Economy** class. (Alaska Airlines MVP Gold members may check two free bags.)

Fees and free baggage allowance vary and are based on flight destination. For details, visit [Delta.com](#) / Baggage.

- Added a car option to the CC Authorization form for Budget.
- Added all of the Preferred Hotels in the dropdown list on the CC Authorization form.
- Re-ordered the Alaska Airlines reason codes listed in the dropdown menu (when prompted with the question "Why was Alaska Airlines not selected?") to match the same order as shown in the [Alaska Airline Fare Agreement](#).



- For Hotel or Car Only bookings, the following "warning" was added at the last Continue button that reserves the booking: "For Hotel or car ONLY reservations - Pressing Continue reserves your reservation. Please Continue for air travel."

- Added quick links to the Preferred Hotel Program, CC Authorization form, and Rural Request form in the Travel Preference box.
- Scheduled more Advanced E-Travel Training classes.
- Displayed the service fees on the travel dashboard.
- Displayed Research information and email address on the travel dashboard.
- Added the unused ticket numbers in the booking tool.

Results from the previous quarterly survey and the new quarterly survey will be posted to the Travel website later this month.

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*Spring is when
you feel like whistling
even with a shoe
full of slush.*

Doug Larson



Travel E-Qs 3rd QTR Winner
Starbucks gift card



Jay Childers

DOL - Juneau

E-Travel Online Training

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

April 24 - 9:45 a.m.

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

E-Travel Online Air Preference Settings

Air Preferences allow users the ability to choose different price options. *Search for State Contract Fares* and *Search for Lower Fares* are permanent settings that allow contract fares and lower rates to display.

Accept Penalty Fares, *Accept Connections*, and *Search for Fares Using Multiple Airports* are default settings that can be unselected for different price options.

Accept Penalty Fares allows **lower** priced penalty fares to display in the flight selection box. Penalty fares are identified by the *Penalty: YES* indicator shown directly above the *View Rules* link on the right side of the screen. Click on *View Rules* to see the applicable penalties.

Unselecting *Accept Penalty Fares* allows non-penalty **higher** fares to display. Most often, the class of service is **Coach (Y)** and the indicator display is *Penalty: NO*.

Accept Connections can be unselected to narrow the flight search to display only direct

flights. Be sure to leave the box checked for flights that **DO** require a connection, otherwise an error will appear and flight options will not display.

Search for Fares Using Multiple Airports broadens the search to display airports within close proximity. For example, a search in the Washington DC area will display 3 airports: Dulles (IAD), Baltimore (BWI), and Reagan (DCA).

Air Preference settings are located in the Profile tab and in the Travel tab. The Profile contains the **default** settings and should not be changed. The Travel tab settings match the default settings, and these are the settings that should be changed on a trip-by-trip basis when necessary. Once a trip is booked, the Travel tab settings, if changed, will revert back to the default setting.

When a substantial lower fare is found outside of E-Travel Online, check the Air Preference settings under *View My Preferences*. The *Accept Penalty Fares* box may be unchecked. If lower fares are the primary search choice, the *Accept Penalty Fares* box must be checked in the Profile/Travel Preferences. The Helpdesk, [Travel Coordinators](#), or the ETMT can assist with preference settings.

Travel E-Qs



There will be a random quarterly drawing in June for a prize from the answers submitted by April 16, 2012 to: doa.dof.e-travel@alaska.gov

1. What E-Travel changes have helped you the most?
2. What Delta Airlines policy change affects Alaska Airlines MVP members?
3. Which preference setting displays low fares?
4. Who is responsible to arrange vendor billing for CTS payments?

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



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Providing a CTS Form of Payment to Vendors

Preferred Hotel/Car Vendors - Hotels in the Preferred Hotel Program and Budget in Anchorage, Fairbanks, Juneau, and Kenai will accept the CC Authorization form for a CTS form of payment. Travel planners are responsible to provide the CTS Authorization form to vendors after booking in E-Travel Online. The form must either be faxed to the vendor or a request may be sent to USTRavel asking them to send it. (A \$4 surcharge applies.) USTRavel will provide the CC Authorization to vendors for reservations they initiate as part of the agent assist fee.

Non-Preferred Hotel/Car Vendors - Travel planners must pre-arrange billing with the hotel or car vendors. USTRavel is not author-

ized to make billing arrangements for the state. They can provide One Card payment information to any vendor, but can only provide the CTS information to Preferred Hotel vendors and to Budget.

Some in-state non-preferred vendors will accept a CTS form of payment, while most out-of-state vendors may not. Travel planners need to inquire directly with the vendor to arrange billing.

Some rental car companies allow the state to set up billing arrangements with a CTS by joining their clubs. Hertz allows this option for frequent travel to the same city. Further details are available by contacting the ETMT or the department [Travel Coordinator](#).