



# E-Travel News

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## Alaska Airlines Self-Bag Tagging Service

Alaska Airlines is debuting self-bag tagging for customers traveling out of Seattle-Tacoma International Airport. The process allows customers to print and attach their own luggage tags from a self-service kiosk in the airport lobby. Customers then, in one step, show their identification and drop their bag off with an airline representative for security screening and loading onto an aircraft.



Following a successful trial at Redmond/Bend Airport in Oregon last year, the airline intends to implement self-bag tagging at other

airports where Alaska Airlines and Horizon Air operate, later this summer.

Self-bag tagging is part of the airline's customer-focused initiative toward making travel easier.

Alaska Airlines launched a new mobile website last month that allows customers to access their boarding pass from any mobile device. Recently, Alaska Airlines also began offering expedited security screening for their 'known travelers' at Seattle and Portland airports in a partnership with the TSA.

## Sea-Tac Rental Car Facility

In mid-May, hundreds of individuals attended a ceremonial grand opening of the new Rental Car Facility near the Seattle-Tacoma (Sea-Tac) International Airport. The Rental Car Facility (RCF) was built to meet the current and future demands of the traveling public by centralizing all airport-related rental car operations to one convenient location. Moving the car rental operation away from the airport opens up two additional floors of public parking space in the airport garage and reduces some of the traffic surrounding the airport terminal.



Rental car companies that were operating at Sea-Tac Airport have moved their customer service counters, rental vehicles, and related activities to the new facility. The airport has several new natural gas powered busses scheduled to shuttle travelers from the airport terminal to the RCF every few minutes, twenty-four hours a day. There is no need to call for pickup.

All rental car companies, with the exception of Rent-A-Wreck, will occupy the new facility. Rent-A-Wreck customers will need to ride the shuttle from the airport to the RCF and then transfer to a smaller van to the Rent-A-Wreck service location.

Upon arrival at Sea-Tac Airport, travelers should exit near baggage carousel #1 or #15 in the main terminal and walk to one of the two designated shuttle bus pickup areas. The facility is located near the intersection of International Boulevard and Highway 518, northeast of the Sea-Tac Airport.

### Special Note of Interest

The E-Travel CC Authorization form is to be used only for bookings made through E-Travel, either with E-Travel Online or USTravel. The form is designed for intercommunication between vendors and E-Travel. Appropriate assistance cannot be provided to vendors that are booked outside of E-Travel when billing issues occur.

### Inside this issue:

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It's not only children who grow. Parents do too. As much as we watch to see what our children do with their lives, they are watching us to see what we do with ours.

~Joyce Maynard



Happy Fathers Day June 15

### E-Travel Online Training

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

June 05 9:45 a.m.

June 19 1:45 p.m.

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

## Lost Savings Analysis

When a ticket is purchased in E-Travel Online and a lower fare is available, a prompt displays on the reporting page that asks why the lowest fare was not purchased. The selected reason is recorded to track potential savings opportunities. There is no right or wrong answer, but it is important to consider the most applicable reason that applies to your situation for potential lost savings analysis.

The best ways to determine which selection to make is to be aware of the prices that are available while planning a trip and being familiar with the reasons for choosing a higher fare. When searching by **Price**, a fare matrix displays at the top of the flight selection page displaying the lowest available fare for each carrier.

Following are the available reasons in the dropdown box and a brief description:

**Penalty or Restrictive Fare Declined** - use when a higher fare is purchased to avoid restrictions (non-refundable, change fees, etc.).

**First Class/Business Class** - use when premium seating is purchased in place of a lower coach fare.

**Declined Carrier with Lower Fare** - use when other reasons do not apply or when there is an objection to choosing the carrier with the lowest fare.



## E-Travel Online Sort Options

The market share applies to most cities served by Alaska Airlines. Exceptions for choosing other carriers are noted in the [Alaska Airlines Fare Agreement](#).

E-Travel Online has been updated with a *Sort Options* drop down menu located on the lower left panel on the flight selection screen. To help find flights to city destinations that meet the Alaska Airlines Fare Agreement, select "Alaska Airlines Market Share" in the dropdown menu. Flight display is based on your initial search parameters. In addition, a STAR icon now displays next to the price to indicate market share destinations. If the "Alaska Airlines Market Share" selection is not listed in the drop down menu or the STAR icon is not displayed, that destination is not a market share requirement and a ticket may be purchased on any carrier with a lower fare.

**Time Does not Fit with Schedule** - use when the lower fare was at a time that did not work with the traveler's business schedule.

**Higher Fare to Allow Upgrade** - use when a higher fare class is purchased to allow for an upgrade.

**Routing / Layover not Acceptable** - use when a higher fare is paid to avoid a routing, long layover, or multiple connections.

**Paid More to Use State Contract Fare** - use only when a higher fare is purchased on a contract carrier to comply with market share requirements. The higher fare difference must not be more than \$35 one-way or \$70 roundtrip to use this exception. If the fare difference is greater, this reason does not apply because a different carrier with a lower cost could be used.

## Accident FAQ

What happens when you are in a rental car accident while on state business and you are asked for proof of insurance?

Do not provide your personal insurance provider information. If the vehicle is rented through E-Travel with a contract vendor, such as Budget, proof of insurance should be in the rental car or with the rental agreement. If the vehicle is not covered by contract, then the State of Alaska, Division of Risk Management is the primary for coverage.

## Wings of Alaska Cancellation Policy

Wings of Alaska, a carrier operating in Southeast Alaska, is beginning to enforce a cancellation policy they have had for some time.

Flights on Wings of Alaska must be cancelled or changed at least twelve hours prior to departure to avoid a \$25 no-show fee.

If the ITB contract rate is purchased, the fee is waived. As a courtesy to other passengers, please contact Wings to advise if a traveler is not going to be traveling as scheduled.

The ITB contract rate is not mandatory and lower rates may be purchased. If you are not sure what rate you are purchasing, ask USTravel at the time of purchase.

## Travel E-Qs



There will be a random quarterly drawing in June for a prize from the answers submitted by June 15, 2012 to: [doa.dof.e-travel@alaska.gov](mailto:doa.dof.e-travel@alaska.gov).

1. In what airport can you self-tag your luggage on Alaska Airlines?
2. Which rental car company is not located at the Sea-Tac Rental Car Facility?
3. A ticket costs \$75 more than the lowest available and is on a contract carrier. Can you use "Paid More to use State Contract Fare" as the reason you paid more?
4. What E-Travel Online enhancement helps to locate market share cities?
5. What is Wings of Alaska's no-show policy?

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



We're on the Web!

<http://statetravel.alaska.gov>

## E-Travel Office

### ETMT

Kathy Adair  
State Travel Manager  
(907) 465-6534

Carmen Phelps  
Accountant IV  
(907) 465-2447

FAX: (907) 465-3798

**Email:**  
[doa.dof.e-travel@alaska.gov](mailto:doa.dof.e-travel@alaska.gov)

### USTravel

**E-Travel Online Help Desk**  
(907) 500-4290 / 877-500-4290  
Email: [e-travelhelp@ustravel.com](mailto:e-travelhelp@ustravel.com)

**Reservation Call Center**  
(907) 500-4292 / 866-762-8728  
FAX: (907) 465-8288  
Email: [e-travelaprvi@ustravel.com](mailto:e-travelaprvi@ustravel.com)

**Research**  
Email: [soaresearch@ustravel.com](mailto:soaresearch@ustravel.com)