



E-Travel News

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Carrier Class of Service

Airline fare types are identified by letter codes, commonly called the “class of service” or “booking codes.” Carriers have several class-of-service codes, which vary from one carrier to another and by domestic or international routes. The same class-of-service code may also have slightly different rules, fares, and change fees between carriers. Class-of-service codes are noted in booking tools and on tickets, itineraries, and boarding passes.



The class-of-service code tells a little story about your ticket to airline representatives. The code lets agents know if the traveler is seated in First Class, Business Class, or Coach; if the ticket is refundable, exchangeable, or upgradable; if the ticket is an advance purchase fare or a mileage ticket; and what restrictions and fees apply.

Typically, First Class is identified by F or U; Business Class (on some carriers) by C, J, or D; and Coach by Y, S, B, H, K, L, M, or V (not all inclusive). On most carriers “Y” indicates a full coach,

non-restrictive, no penalty fare, while various restrictions and penalties apply to the other Coach codes. ERA uses “S” for the contract rate, which is the equivalent to the “Y” class, while restrictions apply to “S” on other carriers.

So, how is one able to figure this all out? Since carriers have their own set of rules that may apply to the same code, it is very difficult to compile a list of what each code means. The best advice is to read the rules before purchasing to ensure the ticket rules and restrictions are the best choice for the travel requirements. Rules are accessible in E-Travel Online with each flight selection and during the purchase process. The rules next to the flight selections are laid out by category to make them easier to read.

Purchasing the lowest fare may not always be the best choice due to many restrictions that may apply. Sometimes it is more cost efficient to purchase a higher fare that has no restrictions and is fully refundable, especially if it is anticipated that the traveler or trip may change.



Alaska Airlines PFD Sale



Alaska Airlines launched its Permanent Fund Dividend (PFD) sale featuring savings on air fares, vacation packages, and 25 percent off freight shipping within the State of Alaska. PFD rates are offered on routes from Alaska to the Continental United States, and to Hawaii and Mexico for travel purchased by October 30, 2012. Travel is valid from October 9, 2012 through August 19, 2013.

Although the sale provides great rates, please read the rules very carefully prior to purchase. Travel requires a 14-day advance purchase with restricted day of travel. Tickets are non-refundable and several additional restrictions and blackout dates apply. Visit Alaskaair.com for additional information.

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There are no such things as limits to growth, because there are no limits on the human capacity for intelligence, imagination and wonder.

Ronald Reagan



Alaska Day - October 18

E-Travel Online Training

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

October 09 - 9:45 a.m.

October 23 - 1:45 p.m.

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

Reservation Cancellations

E-Travel offers resources for obtaining a cancellation confirmation through USTravel or an invoice through Virtually There.

USTravel provides an email confirmation when they receive a request to cancel a reservation.

When travel arrangers cancel a reservation in the booking tool, USTravel, upon request, will send an email confirmation. If the reservation was booked in E-Travel Online without agent assistance, a \$4 surcharge applies. Additional fees do not apply if the reservation required agent assistance to book, since it falls under the full-service fee already paid.

Virtually There is a “free-service” tool offered by USTravel that provides travelers and travel planners access to reservations created through E-Travel Online and USTravel. Login information is located in E-Travel Online on the user Home Page.

In Virtually There, reservations show current, up-to-date changes. When a reservation is canceled in E-Travel Online, the reservation drops

off the main page in Virtually There. The only record of a canceled trip in Virtually There is the elnvoice.

The elnvoice does not have cancellation numbers, but can be used for reconciliation purposes. Click on the elnvoice link located mid-page on the right side to print an invoice that provides the itinerary, record locator, ticket numbers, and amounts.

When canceling a reservation, remember the following facts:

- Reservations may be canceled directly in the booking tool or by calling USTravel.
- E-Travel Online does not generate email cancellation notices when a trip is canceled in the booking tool.
- Once canceled, the itinerary becomes unavailable to view and drops off the trip list.
- There is no fee to cancel the reservation in E-Travel Online or to utilize an invoice from Virtually There.

Credit Card Scam Alert

An old credit card scam targeting hotels has resurfaced. Travelers should be aware of this type of scam and take caution.

People are randomly calling hotel rooms and claiming to be the front desk. These scam artists indicate that there is a problem with the credit card number used to pay for the room. They may take it a step further and pretend to transfer a call which they say is from the hotel’s central reservation desk. These callers advise that there is a problem with the guest’s credit card and ask guests to repeat their card information in order to confirm the information held in their system. They may also ask for personal credit card information, stating that no charges will be made to the card while the issue is being resolved. These scammers can be very insistent. After they obtain the information, they are able to place charges



on the card within a matter of minutes from any location.

Travelers should always be cautious when asked for credit card information over the phone. Travelers should simply hang up and then check with the front desk to confirm the validity of the call. Never provide credit card information to anyone whose identify is uncertain.

E-Travel Satisfaction Survey

The quarterly [E-Travel Satisfaction Survey](#) is posted on the travel website and will remain open until December 8, 2012 for your comments and feedback. This survey is used to evaluate customer service provided by USTravel and the online booking tool. Comments provide an opportunity for USTravel and the state to make enhancements and to bring clarity to the travel program.

All state employees who have contacted US-Travel for travel arrangements, either by phone or in E-Travel Online in the past three months, are encouraged to partake in this survey.

Travel E-Qs



There will be a random quarterly drawing in December for a prize from the answers submitted by October 15, 2012 to: doa.dof.e-travel@alaska.gov.

1. What information is important to know about a ticket before purchasing it?
2. Why might the PFD tickets NOT be the best option to purchase for state travel?
3. Once a trip is canceled in E-Travel Online, where would you find an invoice for the trip ?
4. What should you do if you receive a call asking for your credit card number?

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



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Travel E-Qs Quarterly Winner of a Starbucks gift card
Bob Mattson, DEC- Juneau