



E-Travel News

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Delayed or Cancelled Flights

As winter approaches with the cold wind blowing, snow falling, and low visibility, air travel can test the patience of even the most seasoned traveler. The winter and holiday season often generates slower traffic, numerous travelers, long lines, and congested airports. The last thing anyone wants to hear over the loud speaker, after finally making it to the gate, is unexpected news that their flight has been delayed or, worse yet, cancelled.

Travelers in travel status encountering weather delays or cancellations will most often need to make flight changes directly with the carrier should they choose to continue their trip. Keep in mind, when this happens, that USTravel will no longer have control of viewing the traveler's current reservation. Any subsequent changes cannot be made through USTravel.

Travelers who elect to cancel their trip should immediately contact USTravel to document the carriers' weather cancellation as unused portions of the ticket may qualify for a refund.

Although airlines do have policies and rules in place regarding delays and cancellations, weather issues are not something a carrier can control. Carriers, as well as travelers, often suffer from the inconvenience caused by weather delays and cancellations.

Not all carriers offer the same compensation or the same rules. To find out about a carrier's obligation to you, see the carrier's Contract of Carriage. Most contracts can be found by a "Google" search. (Example: [Alaska Airlines Contract of Carriage](#))

Special Note of Interest

The TSA PreCheck security lane at Seattle Tacoma International Airport has moved from the North Checkpoint to the Central Checkpoint. Look for airport signage that will guide you to the new location. For more information on the PreCheck program, visit the official [TSA Pre✓™ program](#) website.

Veterans Day

Veterans Day, November 11, is a holiday set aside to honor the bravery and sacrifice of all United States veterans. Ceremonies and parades are held in many communities as a way to honor and thank those who have served in



the United States Armed Forces. Each year on November 11, at precisely 11:00 a.m. in Arlington, VA, a wreath is laid at the Tomb of the Unknowns, followed by a parade of colors and remarks from dignitaries.

Veterans Day is always observed on November 11, but when Veterans Day falls on Saturday or Sunday, government employees take the day off on Friday or Monday, respectively.

The holiday is often confused with Memorial Day, which is the day to honor those who have died while serving. Veterans Day, however, is the day to honor all American veterans, whether living or passed.

On November 11, remember to honor and thank our veterans and their families for their dedicated service to our country.

Inside this issue:

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As we express our gratitude,
we must never forget that
the highest appreciation
is not to utter words,
but to live by them.

John Fitzgerald Kennedy



E-Travel Online Training

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

November 20 9:45 a.m.
November 27 9:45 a.m.

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

Holiday Travel Tips

Thanksgiving and Christmas holidays are the busiest travel times of the year. Some simple planning in advance can help minimize holiday travel stress and make your journey more enjoyable.

Check in online before arriving at the airport. Alaska Airlines web check-in is available 1 to 24 hours before flight departure allowing you to check your seat assignment and print your boarding pass. Just remember to grab your boarding pass before leaving or you'll find yourself joining in the long line at the airport.



Know [what items are allowable](#) in checked and carry-on bag-

gage. Pack extra essentials in carry-on bags, including extra clothing, snacks, and all medication, in case checked luggage is delayed.

Although wrapped gifts are permitted, they may have to be opened for security inspections. Unless you enjoy re-wrapping gifts, wait and wrap them at your destination.

Plan to arrive at the airport early. Everyone is traveling, so expect traffic jams and long lines at the airport. Allowing some extra time could mean the difference between a missed flight or a little time to relax with a nice latte prior to boarding.

Check your flight status frequently before departing to the airport and while at the airport. Delayed flights may cause frequent gate changes. Gate change announcements may be hard to hear. Don't get caught boarding the wrong flight.

Notify your hotel when you are arriving late to avoid your room being given away before you arrive.

Carry extra cash for unexpected expenses. Hotel and food expenses are the responsibility of the traveler when flights are delayed or cancelled due to circumstances beyond the carriers' control, such as weather or air traffic control.

Traveler Contact Cards

Travelers, did you know that you can call US-Travel the moment you experience trouble with your reservation or with any vendor who says they do not hold a reservation that was confirmed through E-Travel? USTravel can speak with the vendor and usually, within a few minutes, resolve the issue so the traveler is not stranded. Their phone number is on each Final itinerary. Traveler Contact Cards are available on the travel website at <http://doa.alaska.gov/dof/travel/traveler.html>. Print one to keep in your wallet in case you need assistance during your next trip.

Medical Travel Tips

Pack medications in their original pharmacy-labeled bottles to avoid problems with Customs and be sure to **never** pack medications in checked baggage. Carry a pocket-size medical care guide for emergencies containing:

- A brief medical history with specific diagnosis.
- A list of all current medications and their scheduled dosage.
- Any food or drug allergies.
- If you're a heart patient, a copy of your most recent electrocardiogram (EKG).
- Your physician's full name, address, and telephone number.

- Your medical insurance policy number and their phone number.
- If necessary, a note from your physician giving clearance to travel by all modes of transportation.

Make sure you pack enough medications to cover you for the entire trip, plus extra for any unforeseen delays. Let your doctor know if you are traveling out of the country. Some-



times they may wish to write out prescriptions using generic names, as brand/trade names may vary between countries.

Travel E-Qs



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

1. What should a traveler do when they elect to cancel their trip due to a flight delay or cancellation?
2. Can travelers make flight changes directly with the carrier if their flight cancelled?
3. How far in advance can you check in with Alaska Airlines?
4. What is the best practice for packing medications?

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



**Fall Back
November 4**

We're on the Web!

<http://statetravel.alaska.gov>

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