



# E-Travel News

## Inside This Issue:

*E-Travel Online Implementation*

*New Names*

*New Features in E-Travel Online*

*E-Travel Offers Traveler Options*

*Travel Web Site*

### Email Address Changes

Effective November 9, 2009, email correspondence with USTravel will change.

For correspondence with travel requests and approvals use: [e-travelaprvl@ustravel.us](mailto:e-travelaprvl@ustravel.us)

To request research, use: [soaresearch@ustravel.us](mailto:soaresearch@ustravel.us)



### New Names

The implementation of the new travel contract brings new names to the travel office.

- E-Travel - Executive Branch Managed Travel Program
- E-Travel Online - New online booking tool
- ETMT - State E-Travel Management Team
- USTravel - State Contracted Travel Management Company

### E-Travel Pilot Winners

The participant in each department who booked the most tickets during the pilot has been awarded a \$25 Starbucks gift card. The winners are:

HSS—Robin Baxter  
DFG—Susan Aspelund  
DOA—Chuck Johnnie

## E-Travel Online Implementation

The State E-Travel Management Team (ETMT) and USTravel are currently gearing up for the November 9th launch of the new E-Travel Online booking tool, a substantially enhanced version of RESX, as part of the new contract with USTravel.

The implementation of E-Travel Online started several months ago when the State of Alaska awarded its new travel management contract to USTravel. As part of this new contract the ETMT and USTravel wanted to create something totally new, exciting, and useful for both travelers and travel planners, which is the basis for the new E-Travel Online booking tool design. This new system places the management of the booking process directly into the hands of State of Alaska travelers and travel planners, and will allow each department greater control and visibility over their reservations. Substantially lower fees are charged on bookings where no agent assistance is needed.

This is a major initiative for the ETMT and USTravel. The project team included members from a variety of disciplines and senior level participation

from TRX, the selected technology partner. The goal was simple: create a best-class booking tool that would allow State of Alaska travelers to research, hold, and purchase travel options, including some additional services and benefits that have been termed by the team as “WOW” factors.

The ETMT is pleased to report that the new travel program is ready for launch after a successful three-week pilot with representatives from Departments of Health and Social Services, Fish and Game, and Administration.

*“It’s very intuitive and easy to use. Most folks should find it much simpler than the Booking Request Forms for making travel arrangements. I appreciate having the opportunity to test drive it.”*

**Sue Aspelund**  
*Fish & Game pilot participant*

The pilot test program provided valuable insight as participants provided feedback on functionality, including cosmetic likes and dislikes, so that the project team could create something unique and user-friendly.

*“I love this new way of setting up travel. You have so many choices and you can directly pick what the*

*traveler likes and wants, and you get it displayed and choosing prices and listings are great! Good Idea!”*

**Dawn Palmateer**  
*Fish & Game pilot participant*

The new E-Travel Online tool will provide departments with a new profile and policy management structure. Training on the booking tool is being provided by USTravel and TRX.

### E-Travel Online Training

Contact your [Department Travel Coordinators](#) to sign up for one of following webinars:

Nov 4 10:00am & 2:00pm  
Nov 6 10:00am & 2:00pm

Additional training to be announced.

### MVP Gold Warning

If a travel profile indicates MVP Gold status which no longer applies, it is the traveler’s responsibility to correct the status in the profile.

USTravel receives debit memos of \$125 from Alaska Airlines for processing ticket changes for non-valid MVP Gold declaration. The \$75 change fee and \$50 processing fee will be charged to the traveler’s State form of payment. The additional cost for the \$50 processing fee may be recovered from travelers if their MVP status is not corrected.

## E-Travel Office

### UStavel

#### E-Travel Online Help Desk

(907) 500-4290 / 877-500-4290

#### Reservation Call Center

(907) 500-4292 / 866-762-8728

FAX: (907) 465-8288

### ETMT

Sunny Israelson  
State Travel Manager  
(907) 465-8281

Kathy Adair  
State Travel Assistant  
(907) 465-6534

Carmen Engen  
Accountant IV  
(907) 465-2447

Terra Serpette  
Intern  
(907) 465-2905

FAX: (907) 465-6057

Email:

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

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<http://statetravel.alaska.gov>

"Where ever you go,  
no matter what the  
weather,  
always bring  
your own sunshine

Anthony J. D'Angelo

### Travel E-Q's



1. What is the launch date for E-Travel Online?
2. What is the new email address for sending correspondence and approvals to UStavel?
3. When MVP Gold status in a profile no longer applies what must a traveler do?
4. E-Travel Online offers all travelers the ability to do research. What research do you think will be the most beneficial to you?
5. If you have the ability to "24-Hour Hold" a reservation, what precaution must be observed?

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

## New Features in E-Travel Online

E-Travel Online brings to the user new processes, features, services, and functionality that includes:

- Single point of entry using State Enterprise Username and password.
- Cosmetic changes, including a new logo and screen color.
- The configuration of custom text content such as communication page, headers, footers with "how to information" and references to US-Travel help desks.
- Hotel rates and validity dates have been updated.
- Inclusion of the hotel credit card authorization form for non-One Card holders.
- Auto-ticketing functionality as allowed by departments.
- Ability to request reservations for rural carriers and ferry transportation.
- Unused ticket tracking.
- Quick reference guides and on-line tutorials.
- Links to State references, policy, and procedures and the State travel web site.

- Extended hours and lower transaction fees for automated reservations and ticketing.

The ETMT is interested in user feedback on the tool for potential future enhancements. Please send your ideas to [doa.dof.e-travel@alaska.gov](mailto:doa.dof.e-travel@alaska.gov).



### 24-Hour Hold

Those who have the ability to place a reservation on a 24-hour hold should only use the function if they intend to purchase within that time frame.

If the purchase will not occur within 24 hours, use the "save as research" option.

24-hour holds on hotel and ferries must be cancelled if not ticketed to avoid no-show fees.

## E-Travel Offers Traveler Options

E-Travel provides three options for which travelers may be authorized. The authority level is determined by each department.

### Ability to "Research"

- Travelers are able to view their trip list to see the trips that have been booked by their travel planner.
- Travelers are able to research to choose air, car, hotel options, and save the research for their travel planner.
- Travelers are able to review seat maps in advance.
- The traveler can email this research to their supervisor and/or travel planner for approval.

The travel planner can then access this research and complete the transaction.

### Ability to "24-Hour Hold"

- Travelers are able to put their research on a 24-hour hold, and email their supervisor and/or travel planner for approval and purchase of

the reservation.

- Travelers are able to hold specific seats.
- Travel planners can access this held reservation and complete the transaction.

### Ability to "Purchase"

- Travelers become their own travel planners and are able to purchase their own reservations.
- Travelers are able to confirm their held seats.
- There is a mandatory requirement to enter an approver's name.
- If a traveler, or travel planner, chooses a fare higher than the lowest fare offered, the tool requires a reason.

All travelers' email addresses will be added to their profiles to allow them access to their trip lists.

OCTOBER NEWSLETTER  
CONTEST WINNER

Linda Kilbourne  
DFG—Anchorage

## Travel Web Site

The Department of Administration, Division of Finance, Travel web site is undergoing a major overhaul with a brand new look. The remodel will make it much easier to find information, much of which has been updated for the new E-Travel program.

Button tabs at the top of the page are labeled for Traveler / Travel Planner, Accounting, Coordinator/Administrator, Policy, and Contract providing quick access to information specific to each category.

Within each category is a sidebar containing additional informational links under the titles Quick Links, Of Interest, and Additional Resources.