

# State Travel Office News



## In the Spotlight

### AAM 60.100 Airline Delays, Rescheduling, and Overheading

When an airline assumes the cost of a traveler's lodging and/or meals due to airline delays or overheading, the traveler shall be paid a per diem allowance up to the originally scheduled arrival time.

the traveler shall be paid the per diem allowance that applies for the actual trip.

traveler must submit to the department any payment received for liquidated damages.

Involuntary denied boarding compensation is payable to the State, not to the individual employee. If a traveler is performing official travel and a carrier denies a confirmed reserved seat on a plane, the

The traveler must ensure the carrier shows the "State of Alaska" as payee on the compensation. Any such compensation must be submitted with the travel authorization.

When the airline does not assume the cost of a traveler's lodging and/or meals,

### Traveler Tips for Airline Delays or Cancellation

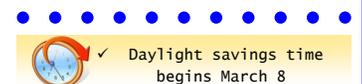
Air traffic congestion, severe weather, mechanical difficulties, or even delayed flight crews can cause flights to be delayed or cancelled.

Sometimes it may be more beneficial for the traveler to reschedule for another day or cancel and refund the ticket. In these cases, most airlines waive service fees associated with the ticket fare.

When flights are delayed or canceled due to circumstances beyond airline's control, such as weather, air traffic control decisions, natural disasters, or even crew shortages, related expenses are the responsibility of the traveler. Travelers should retain all travel receipts for processing with the travel authorization.

When a flight is delayed or cancelled, airlines will rebook on the next available flight. Most airlines will also contact connecting carriers to re-schedule, even when the traveler has a separate ticket for that portion of the trip, at no additional cost.

When a flight cancels, the traveler needs to have either the airline or STO document the cancelled flight on the ticket to establish a record for reconciliation purposes.



### Required Travel Identification

When checking in for a flight, travelers appearing to be over 18 years of age must present acceptable identification at the ticket counter to a Customer Service Agent, and/or at the Security Checkpoint.

Acceptable means unexpired government-issued photo identification. For domestic travel, this includes one of the following:

- Driver's license
  - State ID card
  - Military ID card
  - Passport
  - Resident Alien card
- Or

Two pieces of non-photo ID, one of which must be issued by a government such as:

- Social Security card and a credit card
- Government-issued birth certificate and health club membership card
- Voters registration card and check cashing card
- Airman's certificate and other airline ID

The name on the identification should match the name on the airline ticket.

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Test your STO Knowledge  
\$25 Starbucks Card  
February Winner

Darleen Beltz  
H&SS Anchorage



## Upcoming Travel Desk Training

Date: March 26, 2009  
From: 1:00 pm to 4:30 pm

In Juneau  
Sign up when posted at:  
<http://fin.admin.state.ak.us/dof/training/index.jsp>

Out of Juneau  
Conference line available,  
but limited.

Sign up by Email:  
[kathy.adair@alaska.gov](mailto:kathy.adair@alaska.gov)

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*A best friend  
is like a four leaf  
clover:  
hard to find and  
lucky to have..  
Author Unknown*

## Test Your STO Knowledge

There will be a random drawing for a prize from the answers submitted by March 15, 2009 to:  
[doa.dof.statetraveloffice@alaska.gov](mailto:doa.dof.statetraveloffice@alaska.gov)

1. Involuntary denied boarding compensation is payable to whom?
2. What should a traveler do when a flight cancels?
3. What is the most important thing to remember when booking a codeshare flight?
4. What airline company just became part of Frontier Alaska?
5. What rental car company was awarded the State contract?

Prize winnings from the contest are considered non-cash compensation, and will be included as W2 earnings.

## What is Airline Codesharing?

Codesharing is a partnership between airlines allowing one airline to sell a partner carrier's flight and operate using the partner carrier's name and flight number.

Airline codesharing provides travelers with a greater number of destinations and flight choices on multiple airlines that can be conveniently booked by one airline. For example, a ticket is purchased from Northwest Airlines with a Northwest flight number on it, but the flight is really operated by Alaska

Airlines with Alaska Airlines crew flying over Alaska's route system. Sometimes a trip may be on both carriers, but the ticket shows one carrier providing service for the whole trip.

Traveler benefits may include:

- Lower fares due to lower operational costs
- Receiving seat assignment and boarding passes to the final destination
- More flight choices with better connections

- Combining mileage awards in one account when flying on partner carriers
- Redeeming mileage earned on one carrier for a trip on a partner carrier

One drawback may be the inability to do web check-in.

The most important thing to remember when booking a codeshare flight is to find out which airline is operating the flight so airport check-in and curbside luggage check is with the correct carrier.



## Airlines in the News

### American Going Cashless

American Airlines plans to transition to cashless in-flight service this summer for markets within the United States, and to and from Canada. Major credit cards and debit cards will be the only acceptable forms of payment for in-flight purchases.

percent of the common stock of ERA.

ERA's airline operation will become part of HoTH Air Group Holdings currently doing business as Frontier Alaska.

### Frontier Purchases ERA

HoTH Inc, the parent company of Frontier Flying Service and Hageland Aviation Service has purchased 100

ERA's codesharing with Alaska Airlines allows Frontier Alaska broader access to more destinations and allows mileage members to earn miles on certain flight within Alaska.

## Rental Car News

The new rental car contract went into effect February 25, 2009. Budget Car Rental will continue providing rentals in Anchorage, Fairbanks, and Juneau.

- Fairbanks rates only increased for the AWD/SUV from \$44 to \$45.
- Juneau rates did not increase.

There were some changes in the contract.

- Anchorage rates increased for Mid-size from \$28 to \$31, Full-size from \$33 to \$35, and AWD/SUV from \$39 to \$42.

There were also changes to the quantity of certain size vehicles available for reservation for the State contract rates. The total number of cars available did not change for Anchorage, but went up from 43 to 44 in

### Special Note of Interest:

Have you ever wanted to find an old [newsletter article](#) and just can't remember which issue it was in?

Well, hunt no more! Search Terms, located at the bottom of the STO News Publications is there to help. Simply type a key word in the box and click on find. Check it out!

Fairbanks and from 40 to 43 in Juneau.

More information regarding the new [Budget Car Rental contract](#) is posted in the General Services Contract Award Manual.

Victor Leamer is the temporary contact regarding the Budget Rent-a-Car contract.