

# State Travel Office News



## In The Spotlight

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Test your STO Knowledge  
April Winner  
Receiving a Gift Certificate to  
Embassy Suites

Kathy Atkinson  
DCCED Anchorage

Memorial Day  
May 25



### Upcoming Travel Desk Training

Date: May 28, 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](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)

## TSA Secure Flight Program

The Transportation Security Administration (TSA) announced the implementation of the Secure Flight program, which shifts pre-departure watch list matching responsibilities from individual aircraft operators to TSA and carries out a key recommendation of the 9/11 Commission.

"The implementation of Secure Flight is a critical step towards mitigating threats we know exist in our aviation system," said TSA Acting Administrator Gale Rossides. "Secure Flight improves security and protects passenger privacy and civil liberties by ensuring the confidentiality of government watch list matching protocols."

Under Secure Flight, airlines will gather a passenger's full name, date of birth, and gender when making an airline

reservation to determine if the passenger is a match to the No Fly or Selectee lists.

By providing the additional data elements of gender and date of birth, Secure Flight will more effectively help prevent misidentification of passengers who have similar names to individuals on the watch list.

In preparation for implementation, profiles are being redesigned to accommodate the required personal data. Travelers and / or travel planners will update their profiles with their personal data.

ResX is being updated to add a pop-up screen to enter the personal data when it is not in a profile.

The Booking Request Form (BRF) is being updated to



provide space to enter the new data. It will not be a required field, so travel planners will need to be sure that either the traveler's profile or the BRF has the required information before submitting the BRF. It must be on the BRF when using a generic profile and for profiles not yet updated.

More information will be forthcoming when profiles are ready to update.

Additional information about the Secure Flight Program is available on the [TSA web site](#).

## Coast Guard Requires Identification Number

The U.S. Coast Guard is now requiring the Alaska Marine Highway System (AMHS) and the Inter-Island Ferry Authority to collect the number on a government-issued photo identification when booking ferry reservations.

This information is in addition to the previously required traveler's full name (including middle name or initial), date of birth, and citi-

zenship. Travelers under 18 years of age are excluded from the ID requirement, but not from the rest of the required information.

The STO is updating the BRF to accommodate the required ID information. To avoid having to put this information repeatedly on the BRF, customers can contact AMHS to update the information in their AMHS profile.

Once updated, all that would be needed on the BRF is the AMHS customer identification number assigned by AMHS.

### Special Point of Interest:

*When requesting a reservation for a car on the ferry, please remember to record the vehicle length on the BRF in the Other Travel Special Request box.*

# Farewell to Debbie

## STATE TRAVEL OFFICE

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1-866-762-8728 outside of Juneau  
FAX: (907) 465-8288

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Email:

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See us on the Web!  
<http://fin.admin.state.ak.us/dof/sto/index.jsp>

To subscribe - sign up at:  
<http://list.state.ak.us/guest/RemoteListSummary/travelofficeinfo>

*A mother is she who  
can take the place  
of all others  
but whose place no one  
else can take.*



Cardinal Mermillod

## Test Your STO Knowledge

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

1. What additional traveler information is required under the TSA Secure Flight program?
2. What four pieces of information are required for travel on AMHS?
3. When does Delta expect to have a single operating certificate?
4. During an airline weather delay, who besides the airline can you call for help?
5. In what circumstance would you email STO Research?

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

Debbie Williams joined the State side of the STO management team in June 2006 as the State Travel Office Assistant.

Many of you in Juneau know her personally from the monthly Process Improvement Meetings, while some of you only know her voice. She has been the one leading the meetings and going over the notes she has com-

plied from previous meetings. Or you may know her from the STO training class that is offered each month.

Debbie has done an outstanding job assisting the State Travel Manager improve the State's travel management program. Now she wants to spend more time fishing and on her beautiful stained glass artwork.

Kathy Adair joined the office in October 2008 and has spent the past several months learning everything that Debbie does to make the transition appear seamless to STO customers.

Please join us in bidding Debbie goodbye, and in welcoming Kathy.

*Fee changes effective  
May 4, 2009*

*Booking Request form— \$20  
ResX online booking tool— \$13*

## Delta-Northwest Merger

The Delta-Northwest merger has become visible to the public with the introduction of combined domestic products.

One of the first outwardly visible signs that the two airlines are now one is Northwest employees wearing Delta uniforms.

Delta signage is replacing Northwest signage at several airports with the expectation to have all domestic airports

transformed by the end of the year.

Travelers will notice the dual-airline functionality on [delta.com](http://delta.com) and [nwa.com](http://nwa.com) and via Delta and Northwest airport check-in kiosks.

Customers will also notice changes to their Delta and Northwest mileage programs as they merge into one.

By the end of the year, Delta expects to have all North

west aircrafts repainted and redesign the interiors.

Delta is continuing its progress to achieve a single operating certificate by the end of 2009.

### Special Point of Interest:

*When experiencing any kind of airline delay; weather, mechanical, or otherwise, during a trip call the STO to help resolve problems  
1-866-762-8728*

## STO Research vs. Problems vs. Complaints

What is the difference between requesting research, reporting a problem or filing a complaint?

**STO Research** is used when assistance is needed with billing questions such as hotel or airline charges that do not match up with the final itinerary.

The STO cannot research charges that did not originate with the STO. The billing vendor for those charges should be contacted directly.

Research can be done up to 90 days after travel and a response should be ex-

pected within seven business days of the request.

When requesting STO to research, send an email to [storesearch@ustravel.us](mailto:storesearch@ustravel.us). Email address is located on the [STO website](#) in the [STO Customer Service Standards](#).

**Problems** consist of anything that is going wrong with a trip **before or during** that trip. If an itinerary is not correct, contact the travel desk and the travel desk will contact the STO. The email to reply to is [stoaprvl@ustravel.us](mailto:stoaprvl@ustravel.us).

For help once in travel status, travelers can contact

the STO directly.

**Complaints** consist of unsatisfactory travel experiences, dissatisfaction due to loss of State dollars, accuracy of itineraries or travel arrangements, problems with travel vendors, customer service, or other issues.

Use the [on-line complaint form](#) found on the State Travel Office web site to report complaints **after** travel is complete.

Remember there is a [positive comment](#) form to report the good experiences.