E-Travel Online User Guide
September 2021

Contents

GetThere Supported Browser Versions

GetThere uses web technologies to enhance the traveler's experience and provide increased functionality. To maximize traveler usability of the application, GetThere recommends using the latest non-beta browser version from the list of supported browser versions below. Other browsers may function but are not fully supported. The list will be reviewed annually and updated as needed upon review.

Supported Browser Versions:

Chrome (latest stable on Windows 7)

Mozilla Firefox (latest stable on Windows 7)

Internet Explorer 11 (latest stable on Windows 8 Desktop without the touch interface)

Internet Explorer 11 (latest stable on Windows 7 Desktop)

Microsoft Edge (latest stable on Windows 10 without a touch interface)

Safari (latest stable on macOS)

* NOTE: Windows 8 and 10 offer a touch interface in addition to the regular interface. GetThere is supported for the regular interface only.

*NOTE: GetThere has been manually tested using Microsoft Edge and no issues were found. But this browser has not completed formal automated testing and is therefore not yet officially supported by GetThere. If you encounter an issue that is specific to the Microsoft Edge browser, please report this through the normal issue reporting process.

When accessing GetThere with a supported browser, the following browser settings are enabled by default.

Cookies
A cookie is a file that is sent from a Web site to store information about the user and his/her preferences. GetThere can use session cookies to customize the application based on the user's previous actions. To function correctly, the traveler's browser must have session cookies enabled. By default, each browser enables session cookies.

JavaScript
JavaScript is a programming language used to create specific site functionality. JavaScript must be enabled for the application to function correctly. By default, each browser enables JavaScript.

Cascading Style Sheets (CSS)
CSS controls the look of a Web page (for example, positioning, font, font size, and color). GetThere uses CSS to control the look of each item on a page and to enhance system performance. CSS must be enabled for the application to function properly. By default, each browser enables CSS.

HTML Frames
The ability to load the GetThere application inside of HTML frames has been disabled in Internet Explorer (IE) 6 due to security vulnerabilities with that browser version. If an IE 6 user visits a page that loads the GetThere application inside frames, the application will overtake the parent window.

Connectivity and Response Time

GetThere is a web-based tool and is subject to connectivity slowdowns. This tool is configured with company policy and contracts, and "eye candy" is kept to a minimum to help reduce bandwidth requirements. However, there are other reasons that may cause slower than normal internet speeds.

- ➢ Connection to internet (modem or broadband connection)
- ➢ Network traffic
- ➢ Network maintenance
- ➢ Browser compatibility – Refer to the previous section of the user guide for suggested browsers. If possible, try different browsers. If one seems to be slow, switch to another.

There is no maximum number of users the server can handle, and data uploads will not interfere with site performance. If you are experiencing frequent issues with speed, check the above items including switching browsers. To report slow response times, document the browsers used, date, time of day, and the action you are performing. Send this information to the E-Travel Management Team (ETMT) at doa.dof.e-travel@alaska.gov.

Introduction

Beginning November 9, 2009, the State Travel Office was replaced with E-Travel Services under the State's new travel management contract.

Travelers can use this tool to research air, hotel, and car options and create a template to share with their Travel Arranger to expedite the purchase process once approved.

This guide provides instructions on how to perform the following tasks:

- Login to E-Travel Online
- Complete a booking using:
    - Air
    - Car
    - Hotel
- Exchange, Cancel, Void, and Refund
- Book travel with a generic profile
- Send a CTS Authorization Form
- Request to book Rural Air/Ferry Travel

Logging In

1. To access E-Travel Online, enter the following into the web browser: **https://dof.doa.alaska.gov/dof/sabre/login.**
2. Enter your **Enterprise User ID** in the User ID text box. This is your LDAP ID, not Employee ID.
3. Enter your **Password** in the Password text box.
4. Click on the **Login** button.

To change or retrieve your password, select the ***SOA Password Change*** or the ***Forgot password*** link on the login page.

Note: Your username and password cannot be changed by the travel agency or in E-Travel Online.
Note: Your session will time out after 15 minutes of no activity.

Depending on system access your department grants you, the Home page will either be the Travel Arranger homepage, or the Traveler homepage.

Please contact your Department Travel Administrator if you need access to the system.

Travel Arranger Homepage

Upon logging in to the site, the Travel Arranger window displays.

In the example below, **Vernon Planner** is the Travel Arranger. On this page, the Arranger can select a profile and begin booking travel or manage profiles, pending travel, unused tickets, trip templates, or access other Travel resources.
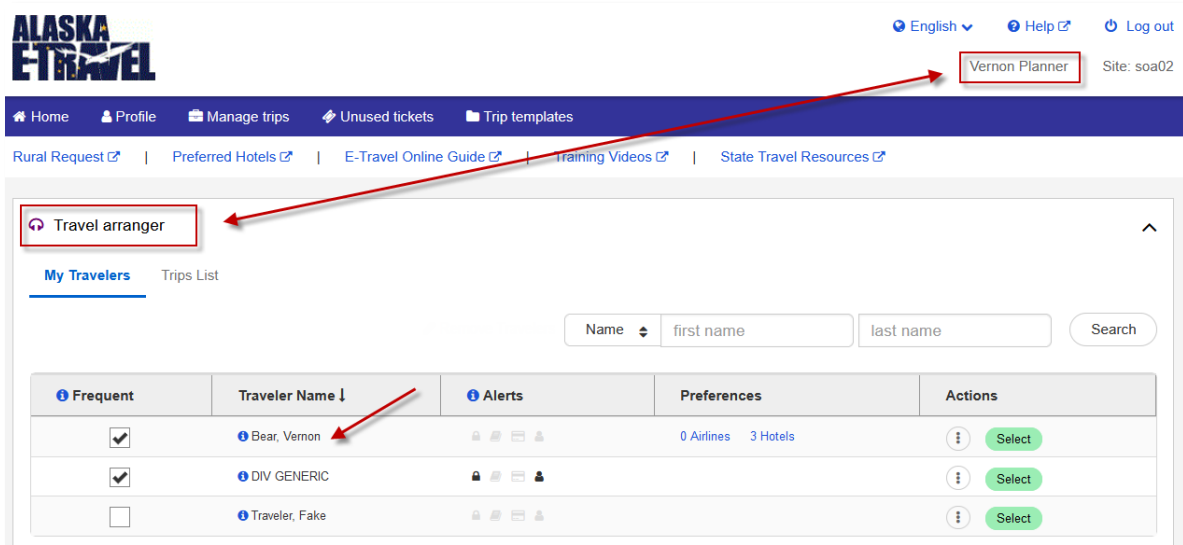

Up to 50 profiles will be listed in the table. Arrangers can use either the scroll or search feature. Arrangers assigned to more than 50 profiles will use either feature as well. However, using the Frequent traveler feature may be helpful. Arrangers can check up to 50 profiles as Frequent and they will display in the table.

> ➢ To use the Search feature, Enter the **traveler's last name** and click **Search**. To search for generic profiles, enter the three-letter division code to the last name field.
> TIP: Using the User ID option to search and enter the travelers Employee ID.
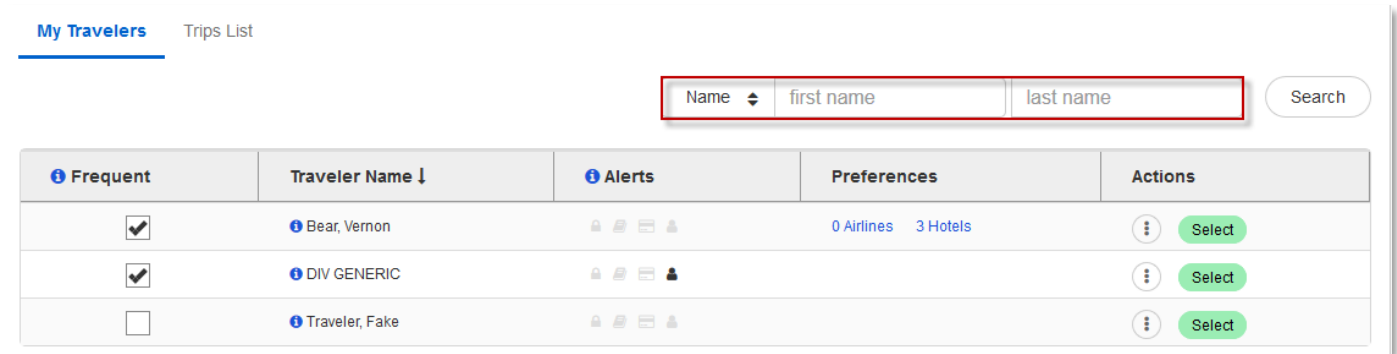
When results are found the options are populated in the table. The arranger can click the Select button to book travel or select/de-select the box under Frequent to manage their frequent traveler list.

If the search did not find any matching names, an error message displays. Check the spelling of the name or try entering the Employee ID using the User ID search option.
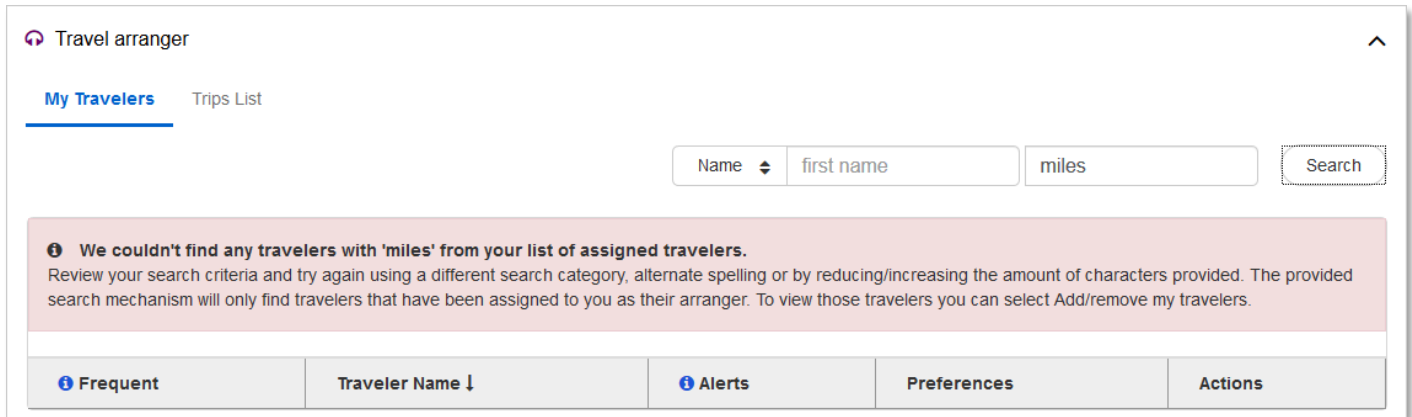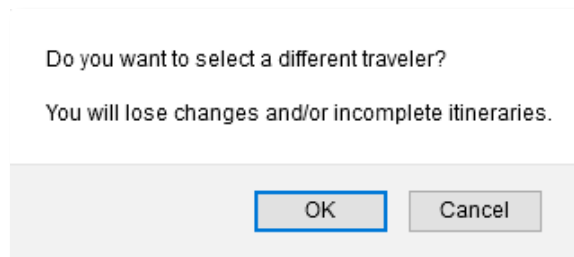

To Book Travel:

Search for the profile using the scroll or search feature and click the Select button on the travel profile you wish to arrange travel for. This can be a travel profile or a Generic profile, which is used when the traveler does not have a personal profile.
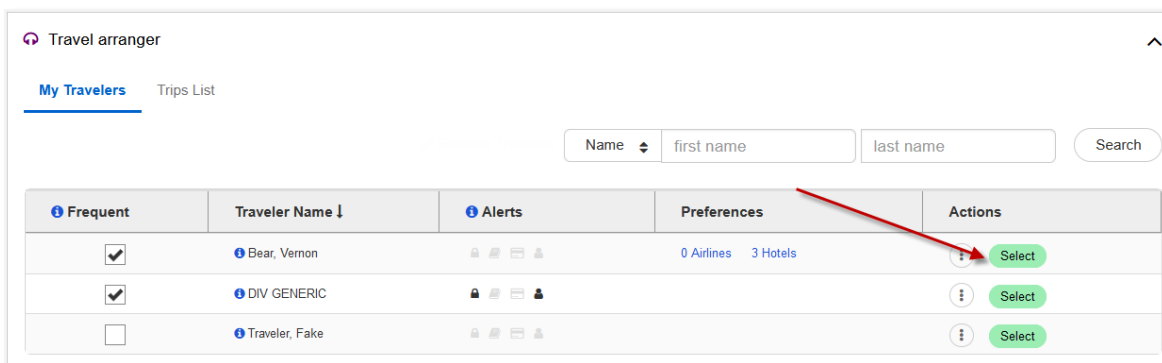

A webpage pop-up message will appear, click OK.

Upon selecting the profile name, the traveler view displays, and you may begin the booking process.

To Manage the Travel Arranger Homepage:

The Travel Arranger homepage is composed of two tabs, which will allow arrangers to quickly view their list of frequent travelers or search for other profiles and start a booking or view frequent travelers' upcoming trips.

The My Travelers tab reflects the list of travelers and travel groups that are assigned to the arranger. Up to 50 profiles will display in the table and the arranger can use the scroll or search function to find a specific profile.
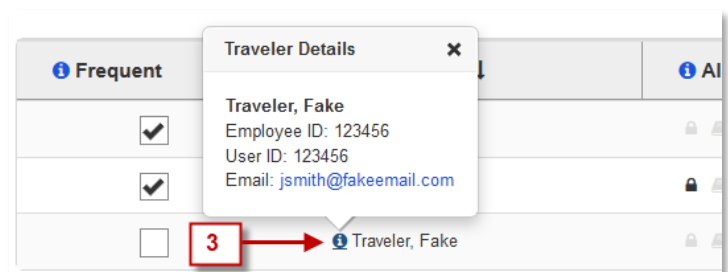
The Trips List tab allows the arranger to quickly manage travel that has already been booked including travelers currently in Travel Status; however the travel will only be listed here if the profile has been checked as "Frequent" (see #3 below).
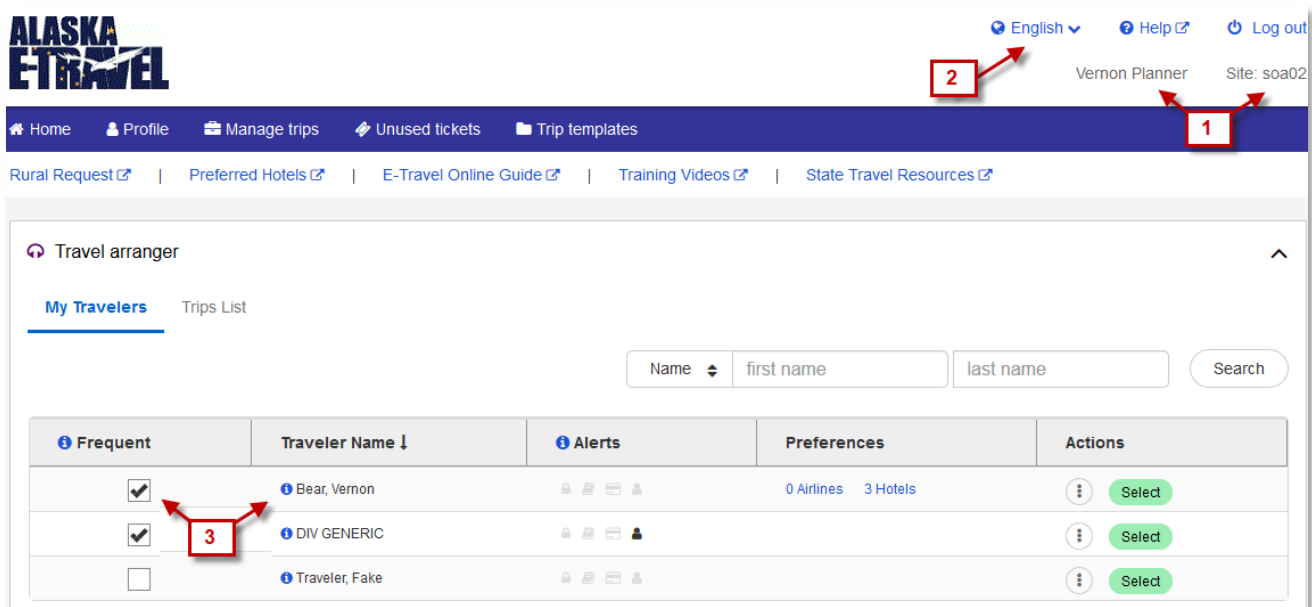
1. Travel arranger's name and site name.
2. Languages available –click the **v** and select from the dropdown, to change.
3. List of the arranger's travelers - click the checkbox to select/de-select a traveler as a frequent traveler. A maximum of 50 Frequent Travelers may be checked.
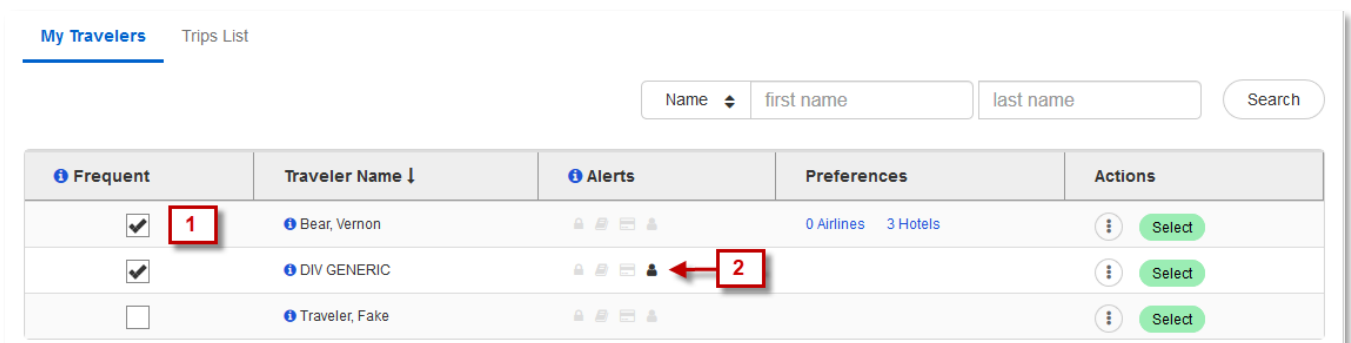
1. Travelers selected (checked) in My travelers. A maximum of 50 traveler names display. Click the traveler's name to book travel for that traveler. Re-click the checkbox to remove a traveler from the Frequent Travelers list.
2. Profile Alerts - when the icons are active, hover over and pop-up text will provide detail.
3. Traveler details -– click the email hyperlink to send an email to the traveler.

Trips List View

1. Sort the list by clicking the links: Traveler, Location, Date, Trip Type, Record #, or Status. The default sort is Traveler (in alphabetical order) with a secondary sort of Date.

2. Traveler – The list of travelers (from the Frequent Traveler Tab) with upcoming trips. Click the name to display the Home page for that traveler and book their travel. Only one traveler may be accessed at a time.

3. Location – The traveler's destination. For trips in progress, the current location of the traveler will display.

4. Date – The outbound and return travel dates. Trips occurring within the next fourteen days from today's date will display. Trips that have already begun are included in the display.

5. Trip Type – The components of the itinerary. The icon only displays once for each component in the trip.
    • There is a **flight** segment in the itinerary.
    • There is a **hotel** segment in the itinerary.
    • There is a **car** segment in the itinerary.

6. Record # – The travel agency record locator. If multiple record locators exist, they will make up one link. Click the link to view the trip details.

7. Status - The current itinerary status.
    • **Active** – The trip has been purchased but has not yet been ticketed.
    • **Ticketed** – The trip has been purchased and ticketed. Travel has not yet started.
    • **In Progress** – The trip has started, but not yet ended.

Traveler's Tab
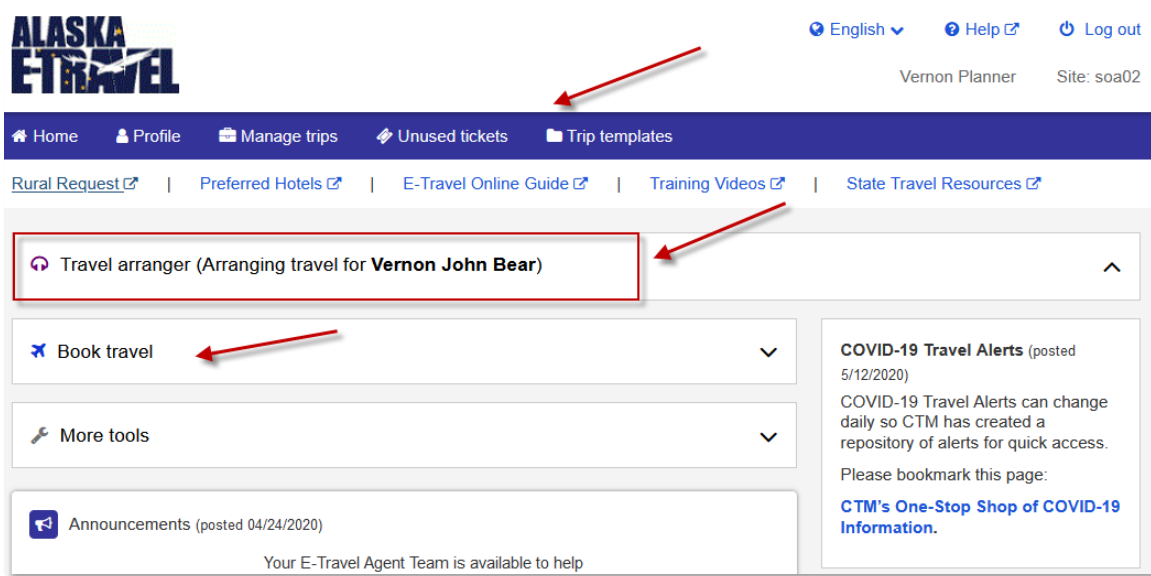
From here the arranger can quickly view active trips and profile alerts, access profile settings and templates, and book travel. Links to travel forms are available at the top of the page.

Note: If you have "Purchase Authority" in E-Travel Online and attempt to use your profile for another traveler, you will purchase a ticket for yourself not the person you intended. A Generic Profile must be used for any traveler that does not have their own travel profile. **Never use your profile and change the name on the purchase page.** Contact your Department Travel Administrator if an employee needs a travel profile.

Traveler Homepage

The home page is where you begin planning your trip. You also have access to manage your profile, pending travel, view unused tickets, trip templates, and a link to other Travel resources that may aid in compliance to Statewide policy and procedures.

To return to this page at any time, click the **Home** tab on the menu bar.

A carousel containing E-Travel information is located at the right side of the screen. The carousel may have multiple pages that will rotate. These pages will contain Travel Alerts and other important info.

Search

1. Check the desired **trip components** (Flight, Hotel, and/or Car) that you wish to book.
2. Select your **trip type** (Round-trip, One-way, or Multi-destination).
3. Choose how you want to shop for flights, by **time** or by **price**.

Note: When shopping by price, you have the option of comparing fares at surrounding airports or viewing fares up to 3 days around the dates you selected.

4. Enter **departure and destination cities**, **dates, times**, and other flight availability options.
    a. Selecting the Hotel toggle displays the required ***Hotel search location box at the bottom**.
5. Click on the **Search** button.

Tip: Use the Morning, Afternoon, and Evening options to get flights to display 8 hours both ways from the time shown. Using specific times is sometimes too restrictive.

Tip: If there is more than a 4-hour layover time in a connecting city the Multi-destination search option may return better results.

Note: The *Hotel search location* field will allow travelers to choose a different location than the arriving city airport. Insert the airport, city, or address location prior to selecting the green search button. This will populate hotels based on the search criteria. Ex: WWA will display hotel results in Wasilla.

If multiple hotels are needed, start with entering the first hotel stay on the search page. Then on the **Trip Review & Checkout** page, select the *Add to this trip* button on the top right of the page.

➢ The Advanced Search Options area can be expanded to select more options, such as Refundable and Non-Refundable tickets.

Note: If you type in a city name and the system is unsure which city/airport you want, a list displays for you to select the correct city/airport. A list also displays if a city has no airport.

Flight Availability (Search by Price)

The Search by Price page displays a matrix with the lowest fares available based on the original search criteria. You can sort by airline, number of stops, or fare.

The flight options (based on the original search criteria) will display below the matrix.

Note: You can choose to search by time by clicking on the link **Edit Search** if there are no flight options that will meet your need.

Collapsed View – Each flight option provides an overview of that flight and can be easily compared to other flight results.

Collapsed view includes:

➢ airline, codeshare information if applicable, flight number and equipment type
➢ departure and arrival times
➢ number of stops and flight time
➢ company preferred indicator
➢ price estimate

Expanded View includes:

- airline and company preferred indicator
- departure and return cities, dates of travel
- departure and arrival times for the flight's origin and destination
- codeshare information if applicable, flight number, equipment types and class of service
- flight mileage, flight time and seat map

Click the **Select** button to choose the flight(s) you would like.

Flight Availability (Search by Time)

The Search by time displays options for each leg of travel. The price is displayed when all segments are selected.

➢ Expand the flight choice and click the **Select** button to choose the flight(s) you would like.

➢ Once you select the departure, the return options display. Expand the flight choice and click the **Select** button to choose the flight(s) you would like.

Lower Fare Option

Once the outbound and return flights have been selected, the screen displays the price for your original selection and alternative itineraries with the same or lower price.

➢ Select your preferred flight option.

Travel Policy

You can use the Out of Policy information in choosing your itinerary options to assist in achieving the state's cost management objectives.

The booking tool is configured to alert users when a segment of travel is Out of Policy with a preferred airline or when a lower fare is offered.

The system alerts users when a lower fare is available in air results.

If you choose flights that are Out of Policy, the following policy messaging displays.

The reason(s) the selected flight(s) is considered "Out of Policy" is displayed above the list of exceptions.

You can perform one of the following actions:

1. **Start over** and book a state compliant itinerary.
2. **Click the back button** on your browser bar to return to the list of flights and select a flight that is not out of policy.
3. **Choose a reason** from the list to continue.

A prompt will also display in Reporting Information on the Trip and Review check out page, if you have not selected Alaska Airlines.

Choose a reason from the list.

The reason code selected is reported to the E-Travel Management and the Department Travel Coordinators. When the lowest fare is not selected, it is reported monthly.

Branded Fares

Branded fares (Basic Economy) are the bundling of features that are related to price, service tiers, or levels. These types of fares may offer a lower price than the lowest unbranded fare but may have costly restrictions.

Basic Economy fare attributes include, **but are not limited to**, the following types of restrictions: refunds, changes, priority boarding, reserved seating, and the restriction of mileage accrual. These types of restrictions are not ideal for business travelers and therefore are blocked from purchase in E-Travel Online.

If an agency wishes to purchase a basic economy fare, they may contact CTM directly and the reservation will be documented with approval of the fare restrictions.

Seat Selection

After the itinerary, has been selected, a seat map displays for the first air segment. You can scroll to the front and back of the plane to see more seats. Exit row seats cannot be confirmed at this time.

> ➢ Referring to the legend, **click on an available seat** to select it.
> ➢ Click the **Select** button to go to the next seat or the next step in the booking process.

Note: If the **Skip seat selections** button is selected and you have a seat preference in your profile, the tool requests a seat according to what is saved in the profile based on seat availability. If there is no preference in the profile, the tool first requests an aisle seat and then window starting from the rear of the plane.

Note: Seat assignments are not guaranteed but are a request to the participating airline. Exit row seating will not be confirmed in this tool due to carrier restrictions and preferred seating ⭐ is reserved for MVP travelers and may not be confirmed if selected, due to carrier restrictions.

Note: The blue bar displays the traveler's seating preference. If the traveler's seating preference does not display, go to the Travel Preferences, Flight Preferences screen and make sure that the **Show detailed seat availability information** box is checked.

Hotel Search

The hotel search defaults the check in and check out dates to the dates of the booked flights, unless you are selecting a different airport, city, or address location on the original search page. The property results display in the **List View**. The view can be changed by selecting the **Show map** link on the left side above the filters.

If multiple hotel nights are needed, use the *Add to this trip* button on the **Trip Review & Checkout** page before purchasing. In addition to multiple hotel nights in different locations, the system allows up to 3 rooms to be booked.

Both views provide the same filtering options.

➢ There are five filtering options to choose from: Hide Sold out, Hide out of policy, Distance, Hotel Name, and Amenities.
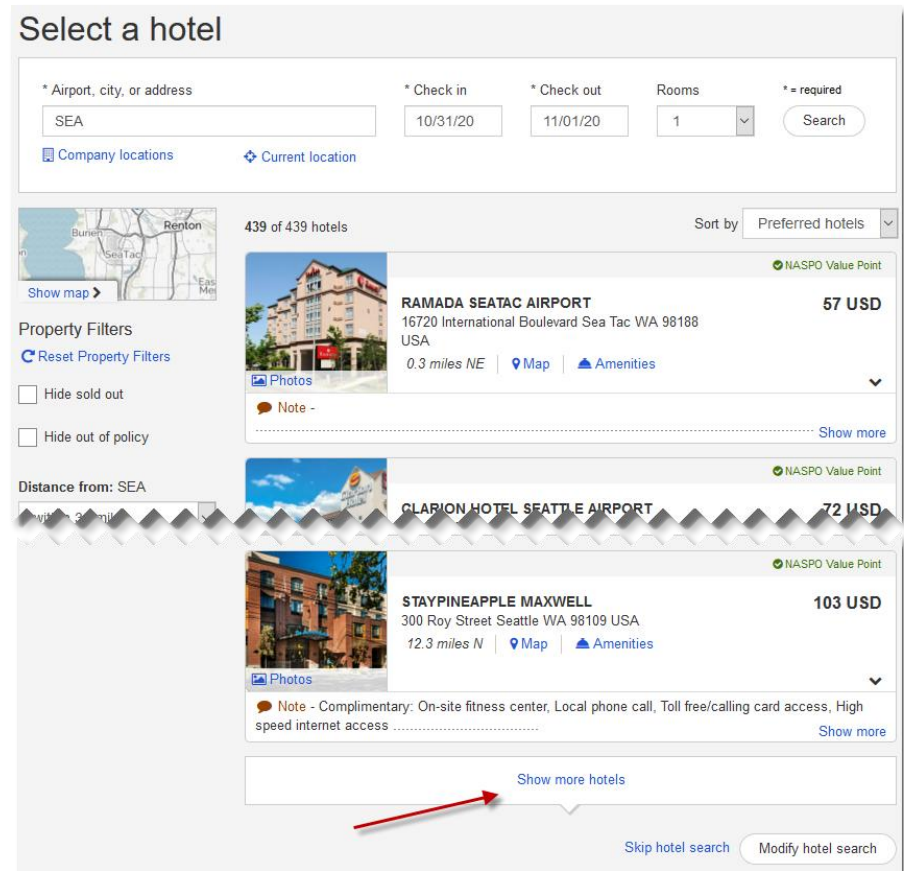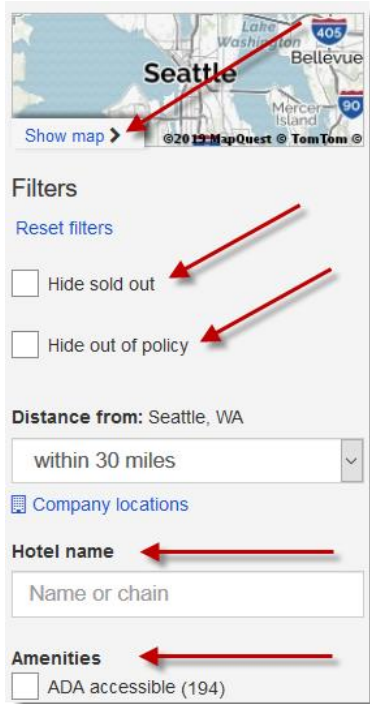
The List View of properties provides a list of properties that met the search criteria. The list can be extended by selecting the Show more hotels link on the bottom of the page.

The filters can be used to reduce the property options displayed and the Sort By (on the right side of the page) allows the user to re-sort by Distance or by Preferred Hotels.

The **Map View** provides icon overlays for individual hotels and hotel clusters that met the search criteria. The property results can be filtered to reduce the property results.

To view individual properties or clusters, hover over the icon. This is a great option for metropolitan areas when a preferred hotel is not available or exceeds the $300 per night policy.

➢ Click the ⌄ button (from either the list or map view) to review available rates and room types.

This expanded page displays all available rates. There are also tabs to the property *Details, Amenities,* and *Map* on the top of the page.

➢ Click the **Select** button or select the **+ rate details** link for the details and cancellation policy.

The Rate Details & Cancellation Policy page.

Rate details and cancellation policy ✕

📋 **Cancellation policy.** Cancel By 4pm One Day Prior To Arrival To Avoid 1 Night Charge

Mu0009843 Lakefront Millennium
Deluxe 2 Queen ACC - 33sqm - Free Internet -
Coffee Maker - Mini Fridge - In Rm Safe
Government - Valid Us Id Required- Valid Us
Government Id - Government Employees Only.non
94.00 Per Night Starting 23oct For 1 Night
94.00 Total Rate Starting 23oct For 1 Night
Deposit Policy: Accepted Forms Of Deposit –
Credit Card
Cancellation Policy: Cancel By 4pm One Day Prior To Arrival To
Avoid 1 Night Charge
Guarantee Policy: Valid Credit Card Required*. A Valid Credit Card Is Required T

Special requests

The hotel will be notified of your requests, but your selections may not be available at check-in. Please select up to three.

☑ non-smoking room   ☐ king bed

☐ high floor   ☐ low floor

☐ away from elevators   ☐ away from ice machine

☐ hypoallergenic room   ☐ wheelchair accessible

☐ smoking room

You can add additional hotels when you check out.

Back to rates   Select room

➢ Select up to three *Special Requests* then click **Select room** or select **Back to rates**.

Once the room has been selected, the Trip Review & Checkout page displays. If a car has been requested, the Car Search page displays.

Note: Out-of-policy options are indicated with the red circle icon. Actual lodging expenses that exceed $300 room rate per night, excluding taxes, must be approved in advance by the department commissioners or designee (AAM 60.240).

Stay For Breakfast, Stay For Breakfast Rate, Includes See Rate Rules, Guest Room, 1 King Or 2 Double

Cancel by 2 days before check in.
More rate details

359.95 USD
⊘ Out of policy

Select

Car Search

The pick-up location defaults to your flight destination airport and the pick-up and return dates and times default to the dates and times of the flights you booked. You may also choose to book a car near your selected hotel or at a specific address.

  ➢ Click the **Airport** or **Address** button to open the applicable page.

The following may be options when booking a car (based on company policy):

  ➢ Pick up and drop off location
  ➢ Type of car
  ➢ Transmission type
  ➢ Special equipment

Using the **Express Booking** button will automatically book the lowest car contract rate available based on the traveler car preference (the default is set to Intermediate) and the Trip Review & Checkout page will display.

Using the **Search** button will display car availability.

The contracted car companies are noted as Company preferred. Select your preferred car option by clicking on the link that indicates the Total Price.

Note: National may not be flagged as a Company preferred, but it is not Out of Policy. Book National over any vendor noted as Out of Policy as insurance and liability are offered under the contract rate.

Once the rate has been selected, the Trip Review & Checkout page will display.

Completing the Reservation

After selecting your car, the **Trip Review & Checkout** screen displays. At this point modifications, can be made prior to purchasing the trip.

Note: Important information displays at the top of the **Trip Review & Checkout** screen. Information stored in your profile pre-populates in the appropriate corresponding fields of the checkout page. If the mandatory fields in a section on this page are completed (pre-populated from the profile or site settings where applicable), the section is collapsed even when non-mandatory fields are empty.

If any required field (marked with a red asterisk) is empty, then the entire section is displayed expanded and a message displays in the section's top bar stating: *Please complete the mandatory fields marked with an asterisk.* The only exception to this rule is the **Trip Details and Estimated Trip Cost** sections which are always expanded by default as they contain the itinerary and cost details. Permanently

Note: Any section can be expanded or opened by clicking on the section title or expand all sections by clicking the **Expand All** link in the upper right corner.

Complete and verify all information, then click **Purchase Trip** to complete your booking or you can select **Start Over,** and you will be directed to the home page.

Add to Trip

➢ Click the **Add to Trip** link in the upper right corner on the Trip Details line if you need to add to this trip. The **Add to Trip** light box displays.
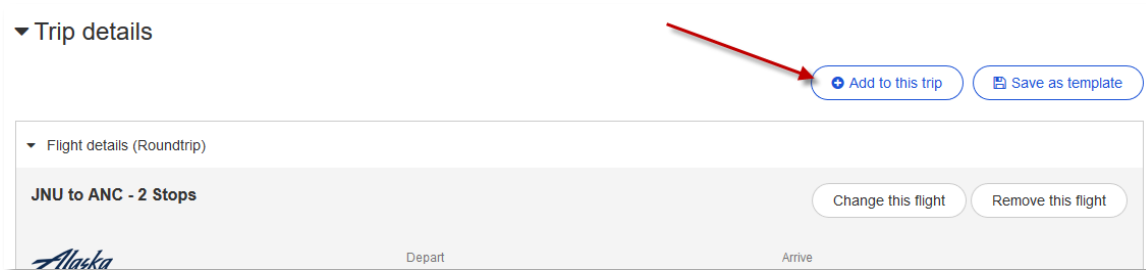
➢ Select from the drop down list the trip element you wish to add.

➢ Click the **Add Item** button.
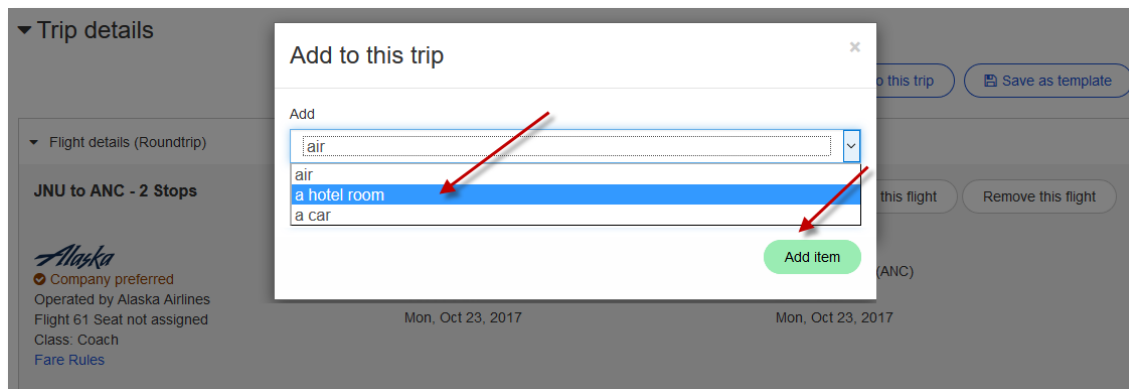
This feature is helpful when multiple hotels in different locations are needed, also when using the Template feature.

Purchase the Trip

Note: If you have "Purchase Authority" in E-Travel Online and attempt to use your profile for another traveler, you will purchase a ticket for yourself not the person you intended. A Generic Profile must be used for any traveler that does not have their own travel profile. **Never use your profile and change the name on the purchase page.** Contact your [Department Travel Administrator](#) if an employee needs a travel profile.

After clicking **Purchase Trip**, a pop-up window appears to advise that your credit card will be charged if you continue.

➢ Click **OK** once to confirm the purchase.

You are about to purchase a reservation. If you choose to proceed, you accept all applicable rules and your charge card will be billed. Click OK to confirm your purchase or click CANCEL.

Cancel   OK
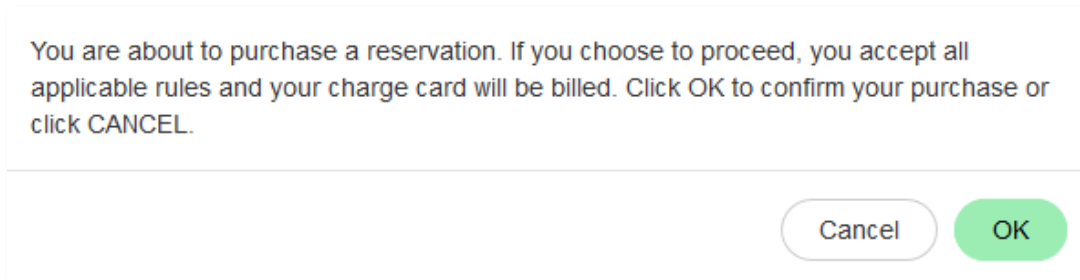
An itinerary confirmation displays.

Reservation Complete

The **Reservation Complete** screen provides all the booking details. A copy of the itinerary can be printed or downloaded. In addition to the displayed confirmation, a Booking Confirmation is emailed. The Booking Confirmation page contains all travel details. You can now log out or start a new trip.
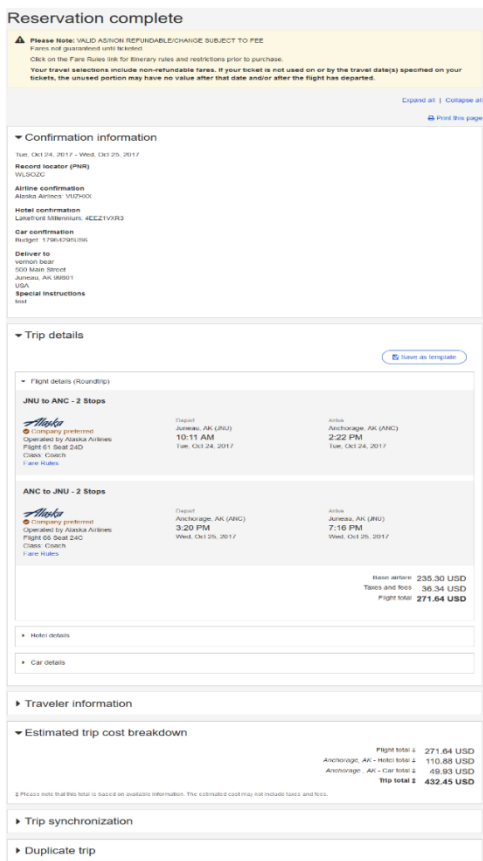
Duplicate a Trip

Duplicate Trip functionality may be used to expedite the booking process when you have multiple travelers with similar travel arrangements. This functionality is only available immediately after a trip is purchased.

Note: The name in the drop-down defaults to *Myself*.

➢ Select the correct traveler profile from the drop-down menu.
➢ Click **Duplicate Trip**.

This will recreate the entire previously booked trip with all the components (air, car, and hotel). Any component can be modified on the **Trip Review and Checkout** by using either the Add to this trip button (at the top of the page) or remove the segments that are not needed. For example, if the car is not needed on the duplicated itinerary, it can be removed. If the traveler wants a different hotel, it can be modified.

Review all components and prices and proceed to purchase. Follow these steps for each traveler.

Booking for a Non-Profiled Traveler

Click the Select button next to the *generic* profile from the My Travelers list to begin booking travel for a non-profiled traveler. In the example below, FIN FINANCE is the name of the *generic* profile.   You will enter the traveler name and TSA information on the purchase page.

TIP: If you frequently book for non-profiled travelers, check the box under "Frequent" to keep the generic in the table of travel profiles and easy to find.

Once the *generic* profile is selected, follow the Profiled Traveler procedures to book a trip.

The only difference in the booking process will be a few required entries on the final Trip Review & Check Out page in Section 2 and Section 4.

➢ Section 2, Traveler Information - REMOVE THE GENERIC PROFILE NAME from the Last Name box and ENTER the traveler's last name.

Traveler Information
FOR GENERIC PROFILES Remove generic last name and insert FIRST and LAST name in correct boxes

Who is traveling?

* First and Middle Name: * Last Name:
    Enter First Name   FIN FINANCE   ← remove and enter traveler's last name

Provide TSA Information For Faster Check-in

* Date of birth:
    Month ▾   Day ▾   Year ▾   Provide frequent traveler numbers if available.

* Gender: Redress number: Loyalty Partners Disclaimer
    Select one ▾   Traveling on: Alaska
                                            Loyalty Program: Frequent Flyer Number:
Any special requests?   Alaska ▾

Special Needs:
    No information entered ▾

Meal Requests (when possible):
    standard ▾

➢ Section 4, Traveler Contact Information – It is not necessary to remove the GENERIC profile name from this section. DO ENTER the traveler's email and phone number here.

▾ Traveler Contact Information

* Recipient: * Address Line 1:
    FIN FINANCE ← Do NOT remove the generic name   PO Box 110204

Ticket Type: Address Line 2:
    E-Ticket ▾

E-mail Address: * City   * State/Province:
    Enter Traveler Email   JUNEAU   AK

                                            * Zip Code:
                                            99811

                                            * Country:
                                            USA ▾

* Telephone #:
    Enter Traveler Phone

Profiles

From the Home page, you can click on the Profile option on the top menu bar to update your profile.
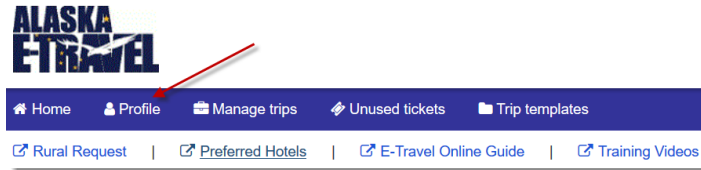
➢ Click on the link containing the information you would like to update.
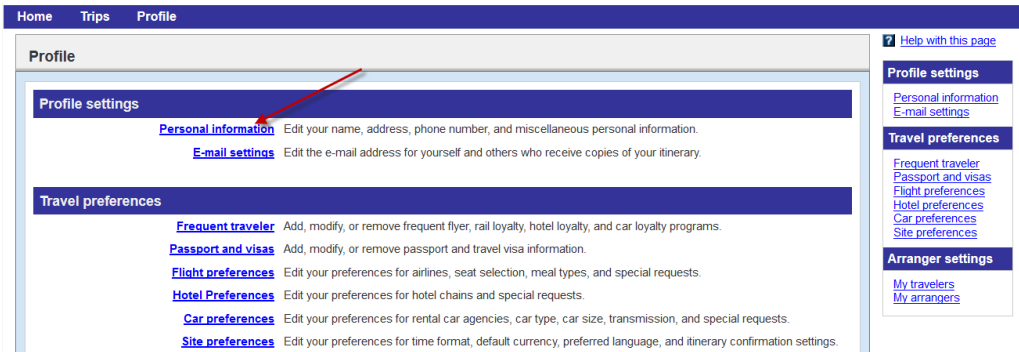
Note: Be sure to click the Save button at the bottom of each screen being modified to save your changes.

Note: Below are a two profile sections that are important to review.

➢ **Frequent Traveler** – Airline mileage numbers should be entered in this section of the profile.
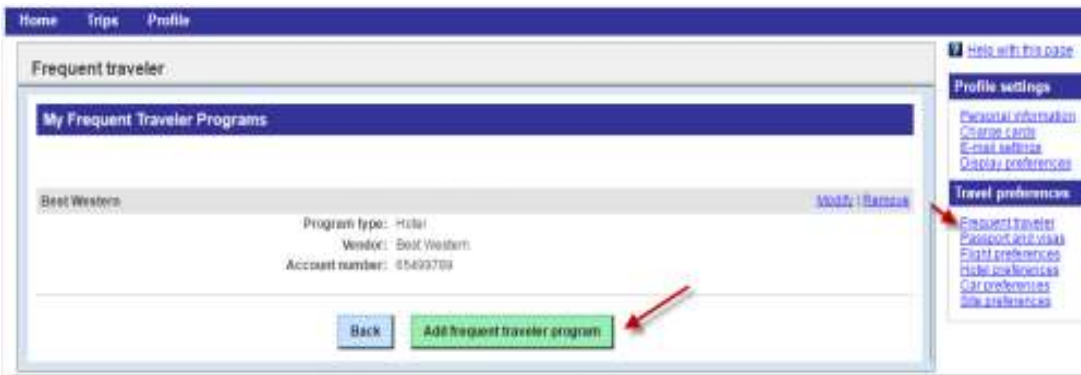
➢ **Flight Preferences** - To have the seat preference display on the seat map, check the box.
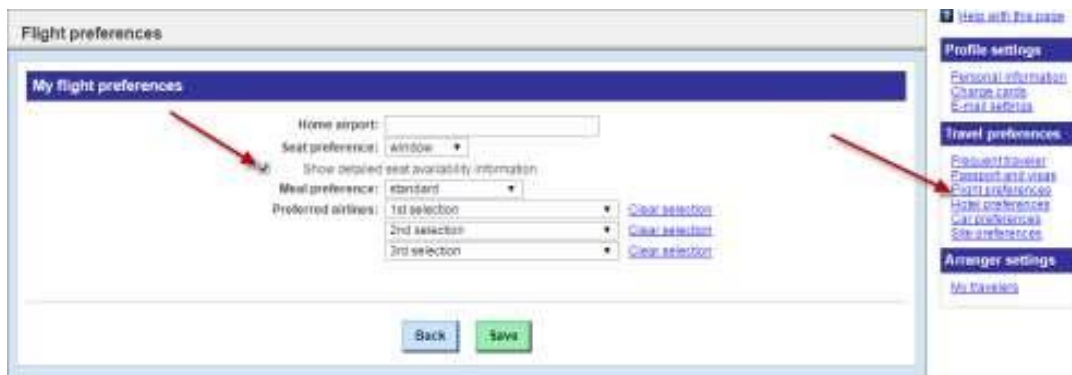
➢ **TSA Pre-check** – Insert your global Known Traveler Number (KTN) provided by TSA in the **Known Traveler Number** field. Typically, the KTN will begin with two letters. Ex: XX123456

Personal information

	* = required

Traveler's Identification

Name: Vernon Bear

Work phone 907-555-5556

Email: v_bear@fakeemail.com

Name, address, and phone number

For your security information stored in your profile may be masked.

Do Not Enter Frequent Traveler Numbers In This Section.

Known Traveler Number (KTN):

(Ex: TT11XX1XX): [XX123456]

Elite Travel Membership Information:

Elite status must be updated annually

Alaska Airlines Elite Status: [AS MVP GOLD 75K ∨]

Delta Elite Status: [DL Silver ∨]

Trip Templates

You can create a template from a researched trip or from a purchased trip to use to purchase future travel. A template can be used to book recurring travel very quickly and easily. This feature is helpful for obtaining a state-authorized fare quote for travel approvals not included in the Annual Travel Plan and for deviated travel. Travel that deviates from a State authorized itinerary, including dates, fare type, or destination must have a proper quote attached to the final travel packet. If the quote is missing or not obtained in E-Travel Online, there may be financial consequences to the Traveler. [Refer to AAM 60.080 Interruption or Deviation of Travel for Traveler Convenience]

➢ Click the **Save as Template** link in the upper right corner.
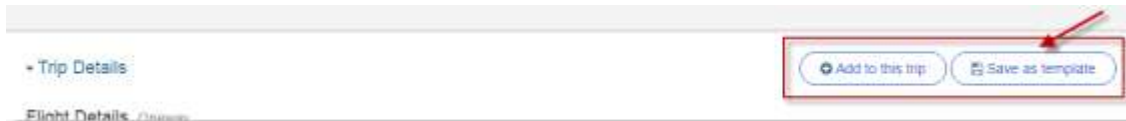
➢ Enter the template name and click the **Save Template** button.
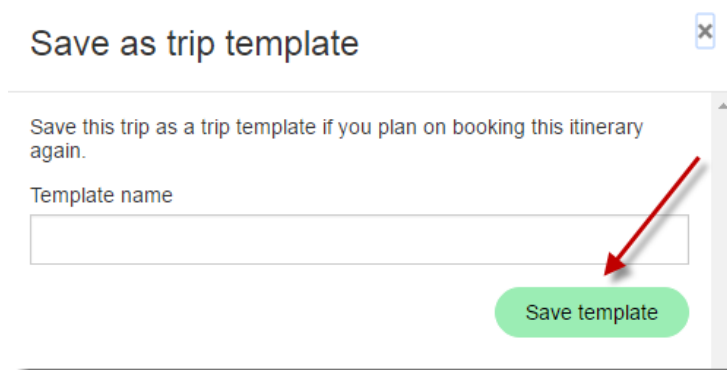
A message displays indicating your template is saved.

➢ Click the **Back** button to return to your booking.
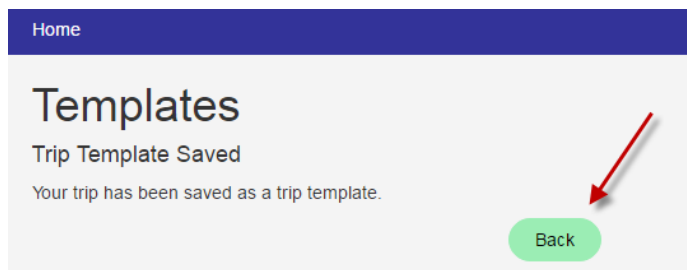
Access a Trip Template

➢ Click on the **Templates** option to use a saved template.
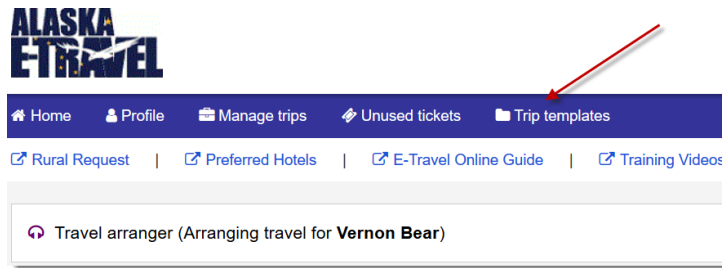
➢ All templates display. Select the template you wish to use.
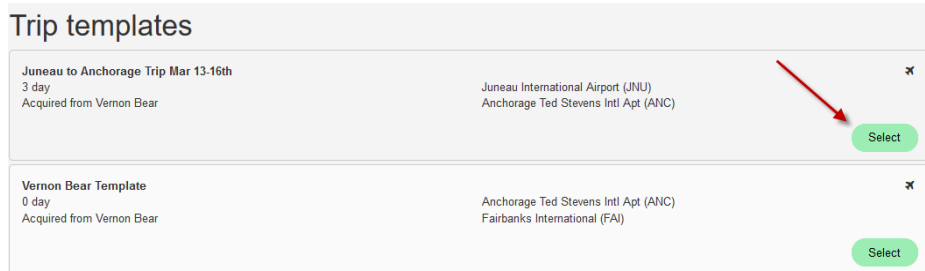
➢ Enter your new trip dates and click the **Price Itinerary** button.
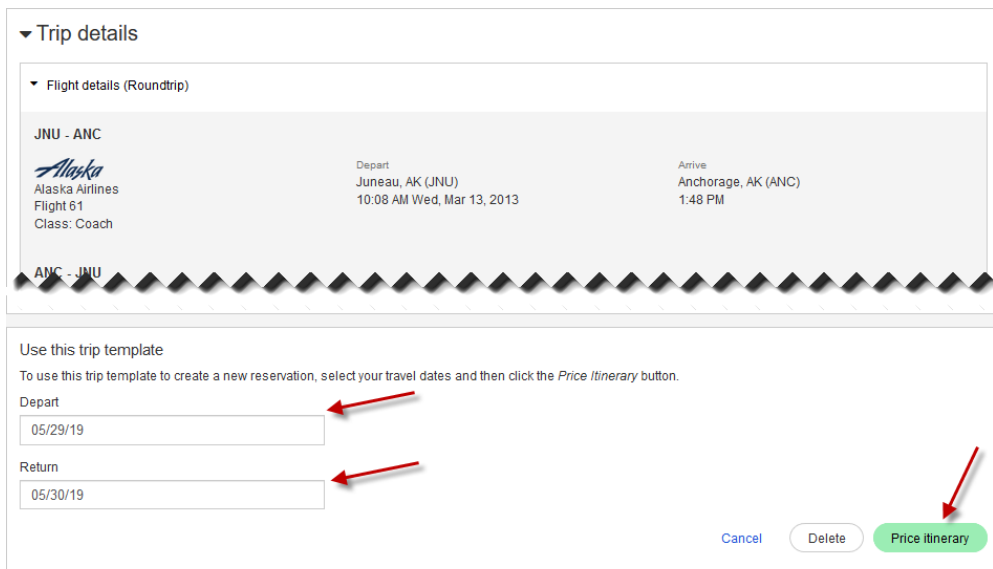
➢ To delete a template, select the template and click the **Delete** button at the bottom of the display.

Share a Trip Template

Once saved, a template can be shared with another user.

➢ On the **Home** page, click on **Templates**.
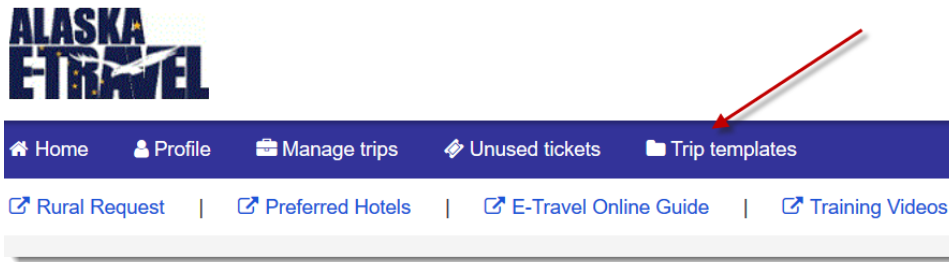
- ➢ Locate the template you want to share.
- ➢ Open the Template.
- ➢ Click on **Share Template**.
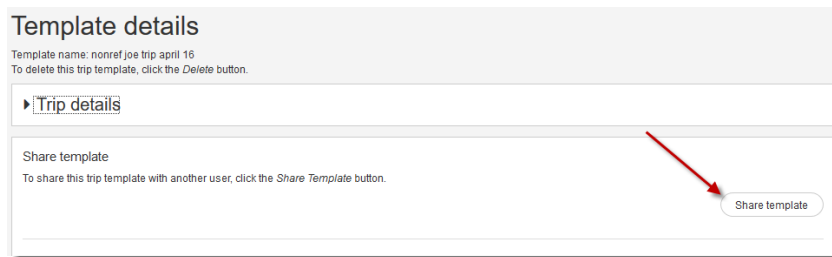
- ➢ Enter the last name of the person that you want to share the template.
- ➢ Click on **Search**.
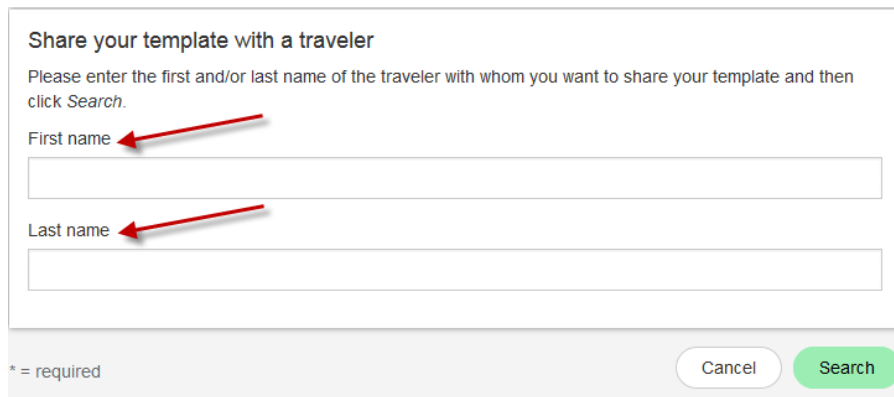
- ➢ **Select** the desired Traveler's Name.
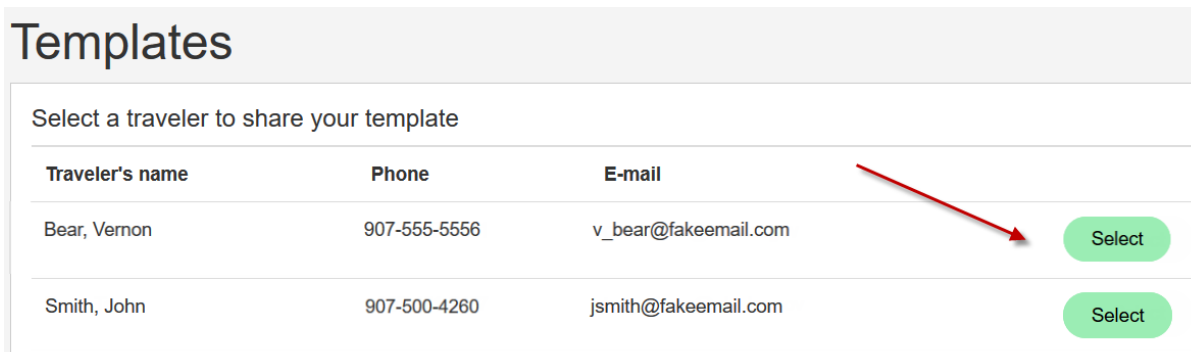
Saving Trip Research

Trip research cannot be saved in the booking tool, but the itinerary and cost can be saved to your desktop. You can use Adobe PDF or Document Writer to save a copy of the itinerary in a travel folder pre-established by your agency. Please note that travel that deviates from the state-authorized travel plan, including dates, destination, or fare, must have an official quote from E-Travel in order for the traveler to be reimbursed. If a proper quote is missing in the final travel packet, there may be financial consequences to the Traveler. [Refer to AAM 60.080 Interruption or Deviation of Travel for Traveler Convenience]

After building the itinerary for air, car, and/or hotel, the **Trip Review & Checkout** screen displays.
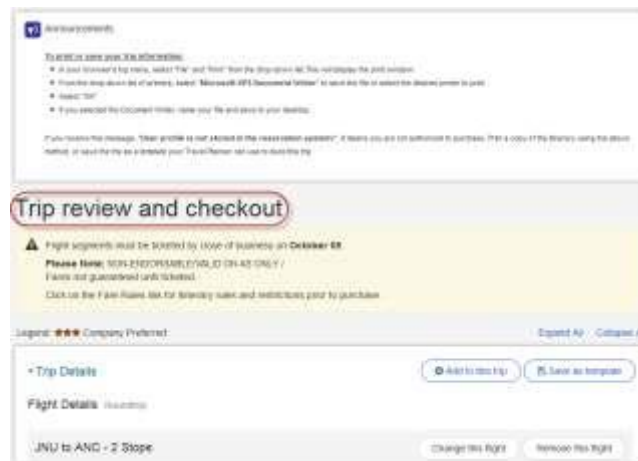
> **Announcements**
>
> **To save your trip information:**
>
> - From your browser's top menu, select "File" and "Print" from the drop-down list. This will display the print window.
> - From the list of printers, select "**Adobe PDF**" and select Print.
> - Save PDF File AS (name file) and select an appropriate folder to save. Click Save.
> - The document will be saved and will open in PDF. You can print if necessary.
> - This fare quote is required for the authorization and reimbursement of deviated travel.
> - To expedite the purchase, once approved, go back to E-Travel and Save as Template. Do not submit for purchase.

Manage Trips

From the **Manage trips** option on the top menu bar, you can view trips on hold, upcoming trips, past trips, and cancelled trips.
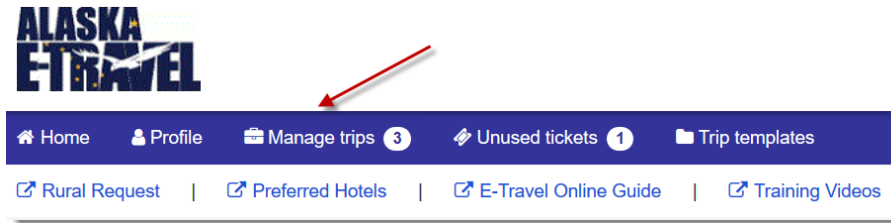
➢ Select the booking you want to view, modify, or cancel.
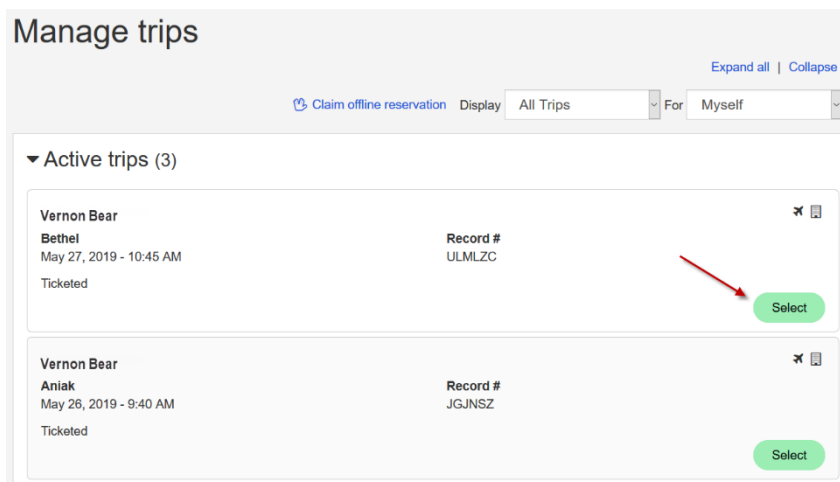
The following is an example of a previously booked trip.
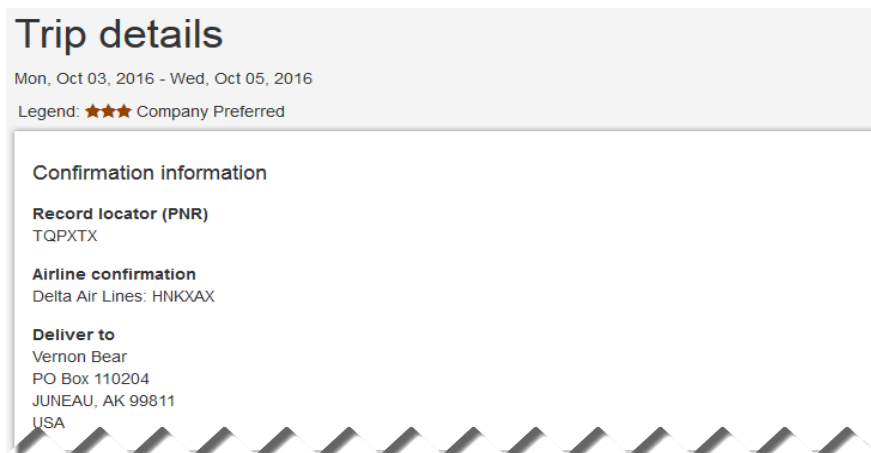
Cancellations, Voids, and Refunds

➢ To cancel a trip, display it from Trips and click **Cancel Trip**.

The Cancellation Information page requires a step to reconfirm the request.

➢ If you still wish to cancel this trip, **click the check box** that you agree to cancel this trip and click the **Cancel Trip Now** button.

You may receive different messages when cancelling a trip. The system will determine if you are within the airline's grace period and if the ticket is eligible for a refund.

Cancelling within the airline's grace period:

➢ You may be eligible for a credit. This means that if you cancel within the airlines' grace period, the system will automatically void the ticket and credit the value back to the original form of payment.

Cancelling outside of the airline's grace period:

➢ If your ticket is non-refundable, the value of that ticket will be available as a credit to use towards a new trip.

➢ If your ticket is refundable, the value will be credited back to the original form of payment.

The Cancellation Confirmation page advises what action has taken place. The standard cancellation email is sent with additional information. Additional text includes refund/void breakdown information, text, and ticket number. If the ticket is non-refundable, no additional text will be included.

There may be times when the system is not able to determine the amount of the refund and the following message will display:

> *All items within this itinerary have been cancelled. Please contact your travel agency to determine your refund amount or if there are any penalties associated with this cancellation. Please print this page for your records.*

When the tool can give you a refund amount, but agent intervention is required, the system may display the following message:

> *All items within this itinerary have been cancelled and a credit request for {0} has been submitted to your travel agency for processing. After the agency submits the request to the airline, it may take up to two billing cycles for the credit to appear on the statement of the card used to purchase this trip. Please print this page for your records.*

In addition to the displayed cancellation, an itinerary cancellation notice is emailed to you. The following is an example of a cancelled trip notice.

Note: The Record Creation Time is Pacific Standard Time.

Booking Cancellation

THIS RESERVATION HAS BEEN CANCELLED

SOA02 Record Identifier: 1475507379.98867 tnustravel.dir/soa02
Record Creation Time: 2016-10-03 15:12:15.0
This PNR was queued to: SABRE

CONFIRMATION NUMBERS
SABRE Record Locator #:   QOUYID
Airline Record Locator #1:   AS-JGOLEB (Alaska Airlines)

NAME(S) OF PEOPLE TRAVELING
Name: Vernon Bear
Meal: standard

AIR
Flight/Equip.: Alaska Airlines 2803 DEHAVILLAND DASH 8-400
Depart: Wednesday, Nov 16 9:40 AM Anchorage (ANC)
Arrive: Wednesday, Nov 16 10:43 AM Fairbanks (FAI)

AIR
Flight/Equip.: Alaska Airlines 2818 DEHAVILLAND DASH 8-400
Depart: Thursday, Nov 17 7:50 AM Fairbanks (FAI)
Arrive: Thursday, Nov 17 9:05 AM Anchorage (ANC)

FARE INFORMATION
Base Airfare (per person):   129.78 USD
Total Taxes and/or Applicable fees (per person):   36.44 USD
Total Flight (per person) excluding Air Extras: 166.22 USD

Flight segments must be ticketed by close of business on Tuesday, Oct 4, 2016

Penalty: NON-ENDORSABLE/VALID ON AS ONLY /

Online Exchanges

E-Travel Online allows travelers to modify and exchange existing air reservations. Travelers will be able to view the complete exchange calculation with price differences and penalties.

Note: This process is only applicable to pending trip changes.

It is important to understand the system capabilities. In order for a request to process seamlessly, the ticket and reservation must be eligible. Here is a brief list of situations to consider:

Eligible for the unassisted fee

- Reservations that have not previously been changed, refunded, or voided.
- Reservations containing one-way, round-trip, or multiple destinations.
- Reservations with a single ticket (single carrier or mixed carrier). ⏑ Reservations for pending travel.

Ineligible for the unassisted fee

- Reservations containing split tickets (more than one ticket).
- Reservations containing rural carriers.
- Reservations with waitlisted segments.
- Reservations containing unconfirmed segments that have not been processed: for example, airline schedule changes and unconfirmed upgrades.

To exchange an existing reservation, complete the following steps:

➢ Click on the **Manage Trips** tab.
➢ Select the trip to be changed.
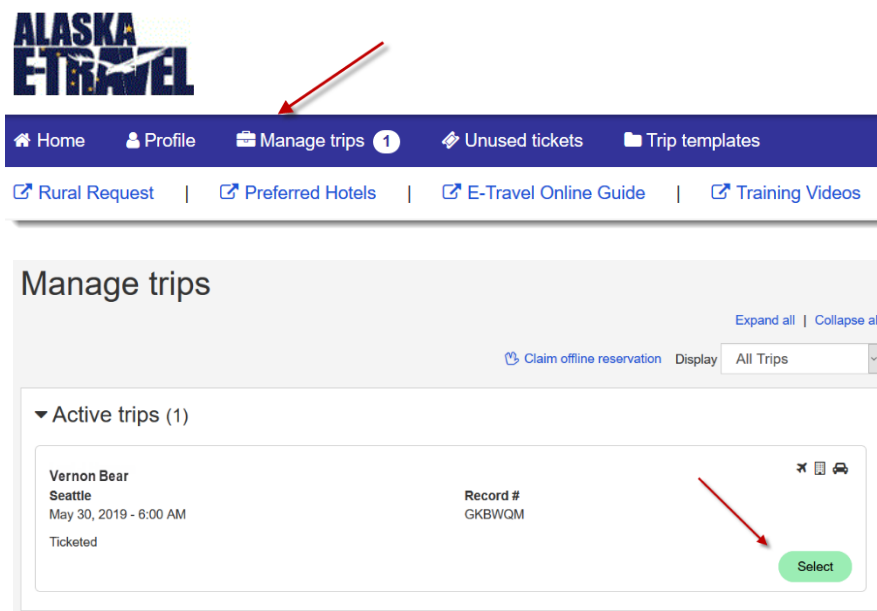
➢ Click **change this flight.**

Flight details (Roundtrip)

ANC to SEA - Non-stop   [Change this flight]

Alaska
Flight 88 Seat 16A

Depart
Anchorage, AK (ANC)
6:00 AM
Thu, May 30, 2019

Arrive
Seattle, WA (SEA)
10:30 AM
Thu, May 30, 2019

Class: Coach

SEA to ANC - Non-stop   [Change this flight]

Alaska
Flight 95 Seat 12F

Depart
Seattle, WA (SEA)
5:55 PM
Fri, May 31, 2019

Arrive
Anchorage, AK (ANC)
8:30 PM
Fri, May 31, 2019

Class: Coach

➢ Enter new information and click **Begin Search**.

➢ Flight options will appear. Click **Select** on the desired flight.

➢ Review the trip and continue with the normal booking process.

Note: Be sure to review the cost to change.

If the tool is unable to determine whether you can use the original value, the message below will display above the seat map.

Once the modification is complete, the Reservation Complete page will display.

A confirmation email will be sent with the modification(s) information. A final itinerary will follow with the new flights, ticket numbers, and prices.

The reservation confirmation appears below. The Final itinerary is sent within 30 minutes.

This confirmation is for notification purposes only, do not respond to this email.

****
CONFIRMATION NUMBERS
SABRE Record Locator #: GUCFZT
Airline Record Locator #1 AS-MFEAHB (Alaska Airlines)
****
Name(s) of people Traveling
Name: Vernon Bear
Meal: standard
Fare Details: ANC AS JNU251.86AS ANC251.86USD503.72END ZPANCJNU0YAK0CDV0 XF ANC3JNU4.5
Penalty: NON-ENDORSABLE/VALID ON AS ONLY /

```
*********************************************************************
```

ITINERARY

AIR
Flight/Equip.: Alaska Airlines 64
Depart: Anchorage (ANC) Monday, Aug 19 12:45 PM
Arrive: Juneau (JNU) Monday, Aug 19 2:19 PM
Stops: non-stop; Miles: 568
Class: Coach
Status: Confirmed
Seats Requested:

```
*********************************************************************
```

Base Airfare (per person) 503.72 USD
Total Taxes and/or Applicable fees (per person) 54.18 USD Total Flight (per person) 557.90 USD Flight segments must be ticketed by close of business on Thursday,
May 23, 2013

Penalty: NON-ENDORSABLE/VALID ON AS ONLY /,

New Flight Total (including taxes and/or applicable fees): 557.90 USD Original Flight Total (including taxes and/or applicable fees): 557.90 USD Fare Difference: 0.00 USD Reissue Penalty Fee: 0.00 USD Applied Fare Difference: 0.00 USD Total Cost to Change: 0.00 USD

```
*********************************************************************
```

PAYMENT INFORMATION
Original ticket number: 0277230424070

Name on charge card: Vernon J Bear

Visa Card Number: 1111

Unused Tickets on File

Unused tickets display in the main menu of the traveler's profile and in air search results.
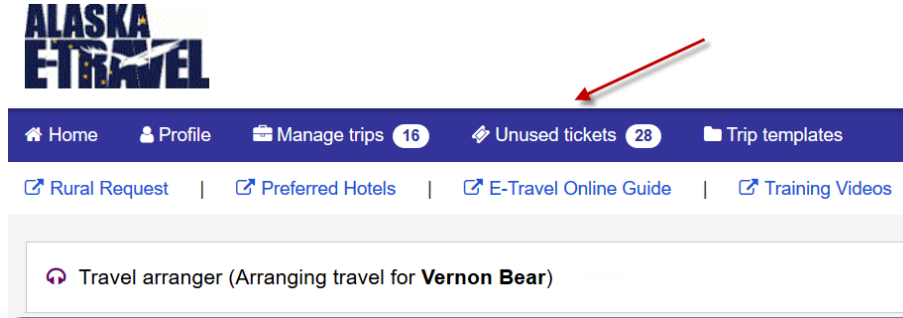
After selecting the unused ticket tab, unused tickets will display in the main pane with the Airline, Expiration and Original Fare Information.

➤ Highlight and select the air carrier to display ticket information.

Unused ticket information will display in air carrier results and only for the carrier it can be applied to.
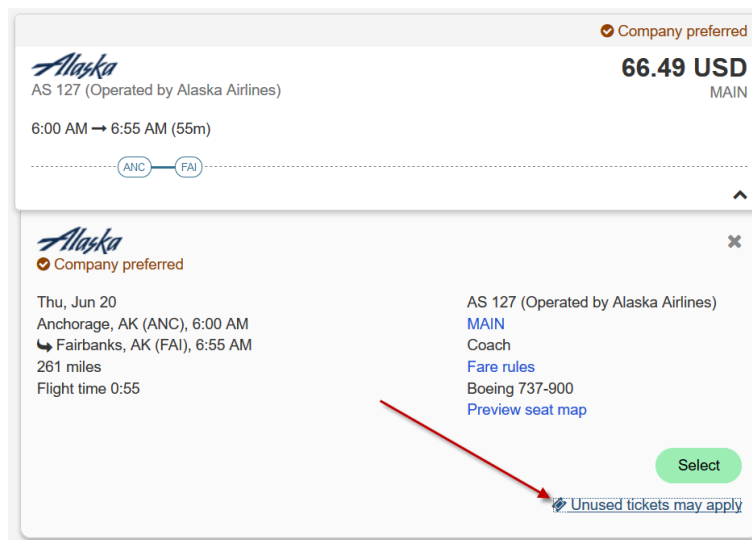
➤ Select the **Unused tickets may apply** link, to bring up a pop-up window, displaying ticket information.

Your unused tickets

If you book the carrier with which you have an unused ticket, your travel agency may credit the value of that unused ticket.

BEAR/VERNON *Alaska*	Ticketed itinerary Mon, Nov 12, 2018 Ticket # 0277217642366 Issued Mon, Oct 22, 2018 Expires Tue, Nov 12, 2019	Estimated value — Original fare **592.22 USD**

This information is valid as of Tue, May 28, 2019

To apply an unused ticket on file towards a new trip, select a ticket number from the list provided on the Trip review and checkout page, prior to purchasing.

Trip review and checkout

⚠ Flight segments must be ticketed by close of business on **September 23**.

Your travel selections include non-refundable fares. If your ticket is not used on or by the travel date(s) specified on your tickets, the unused portion may have no value after that date and/or after the flight has departed.

Please Note: NONREF/FAREDIF/CXL BY FLT TIME OR NOVALUE/VALID AS/
Fares not guaranteed until ticketed.

Click on the Fare Rules link for itinerary rules and restrictions prior to purchase.

Expand all | Collapse all

▶ Trip details

▶ Reporting Information *= Required*

▼ Special Instructions

Send a copy of your reservation to the following e-mail address(es).

Additional e-mail address 1

NOTE: Any request for travel agent assistance will result in a higher fee at time of purchase.

If you have rural segments enter them in the special instructions below. If you have an unused ticket not listed below you may enter it here.

General Needs or Special Requests

390 characters remaining

▼ Estimated trip cost breakdown

Ask travel agency to apply balance of unused ticket(s) to airfare

Your travel agency may not be able to apply some or all of your unused ticket balance.

☐ Ticket # 0277497372892 :   190.12 USD
☐ Ticket # 0277548169823 :   1,289.00 USD
☐ Ticket # 0277663125313 :   246.98 USD

Flight total ‡   135.90 USD
Trip total ‡   **135.90 USD**

‡ Please note that this total is based on available information. The estimated cost may not include taxes and fees.

CTS Authorization

When a SUPER CTS or HOTEL CTS is used as payment for a hotel, the vendor will require an authorization in order to charge the card. Travel arrangers booking for a traveler that does not have a One Card will need to initiate the request to send an authorization to the vendor. The form will be faxed to hotels in state and out-of-state, provided the hotel has a valid fax number. The In-State hotels will receive a form that includes the State's Tax-Exempt number.

To initiate the authorization request, the arranger must select "Yes, Send Authorization" on the billing page prior to submitting for purchase. This is a required field.


The CTS Authorization is sent to the vendor within 3 days of check-in. A copy of the submitted form is stored in CTM's database with the charge card information masked. Travel Coordinators will have access to the database.

Note: This process only applies to hotel authorizations. Travel arrangers will need to contact any other vendor that is not listed to make billing arrangements.

Rural Air Online Request

Rural carriers do not have full access to a Global Distribution System (GDS) and therefore cannot be booked in E-Travel Online along with mainline carriers. A rural air online request tool is available for users that need to research or purchase travel not available in E-Travel Online.

Links to the rural air online request tool are located at the top of the page and on the bottom left of the Traveler/Travel Arranger home page (under More Tools).
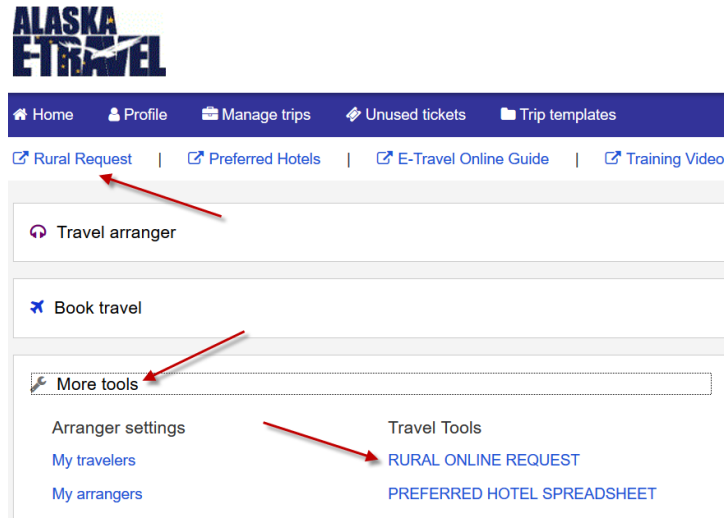
Accessing a Traveler or Generic profile:

The system will need to know if travel will be booked using a Travelers profile or a Generic profile. All fields with an asterisk * are required. **Select Yes or No**.

> ➢ If the Traveler has a travel profile select, **Yes** from the drop-down menu.
> ➢ If using a Generic profile select, **No** from the drop-down menu.

If Yes, Enter the Traveler Profile Information to Log in.

1. **Department** – Select your department from the drop-down list.
2. **Traveler Profile Name -** LAST/FIRST or if the traveler has a middle name or initial LAST/FIRST**(MI)** EX: SMITH/JOHN or SMITH/JOHN**X**.
3. **Employee ID -** Traveler's employee number.

4. **Travel Arranger Information –** Enter the traveler arranger's full name and phone number.
5. **Log In**

➢ See the Personal information in E-Travel Profile to verify middle name or initial is present.


If No, Enter the Generic Profile Information and travelers name to log in.

1. **Department** – Select your department from the drop-down list.
2. **Generic Profile Name –** This is the name of the generic profile with no spaces. The profile information is found in E-Travel Online under My travelers. If you have more than 50 travelers, enter the division code in the last name field.

<u>Example in E-Travel Online</u>
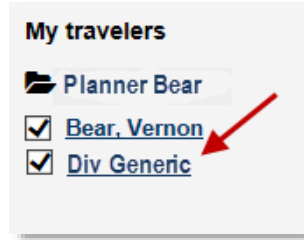
3. **Enter the Legal Name of the traveler –** Enter the traveler's last name and first name.
4. **Travel Arranger Information –** Enter the traveler arranger's full name and phone number.
5. **Log in** to access the rural air search function.

Rural Home Page:

The Rural Home page is where you begin booking rural travel (Search Flights). This page also includes access to Trip Lists (past and pending trips) and the CTS Authorization Form.
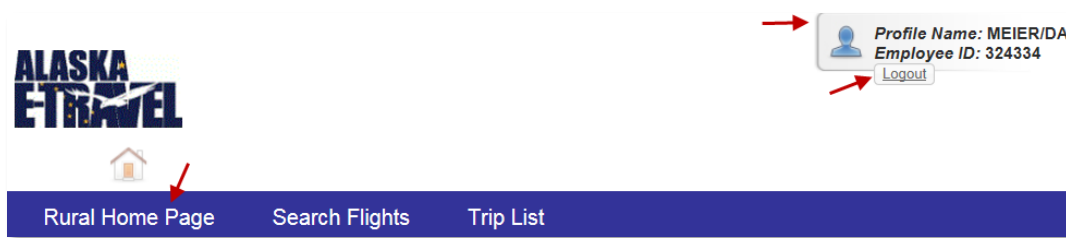
➤ Travel profile information used for this booking. Profile information will include the correct payment and email addresses upon final.
➤ Log out will close the current profile and will take you back to the original log in page.
➤ To return to the Rural Home page at any time, click the Rural Home Page link in the blue bar.

Flight Search:

1. To add a hotel to the itinerary, check the Hotel box. The system will prompt for the check-out date for a one-way trip or a return date for a round-trip.
   Note: Request a car on the purchase page.
2. Select your trip type (Round-trip or One-way).
   Note: Multiple Destination trips can be created by using the one-way search function and selecting the **Add to this Trip** button in the Trip Details page.
3. Select city names from the drop-down list in the **From** and **To** Fields.
4. Enter/Select the dates and time preferences for travel.
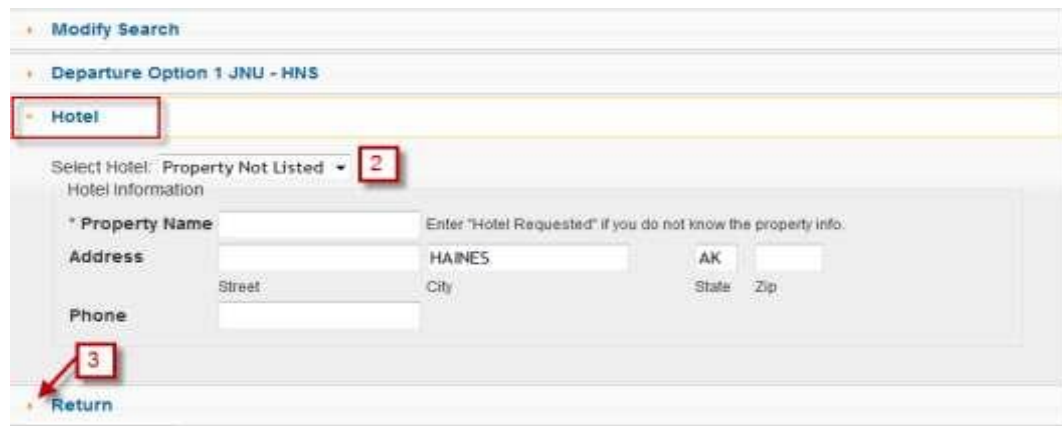5. Select **Search.**

**Itinerary Selection:**

The departure options will display.

To modify the search options, use the Modify Search function. This will redisplay a flight search box on the Rural Home Page for changes.
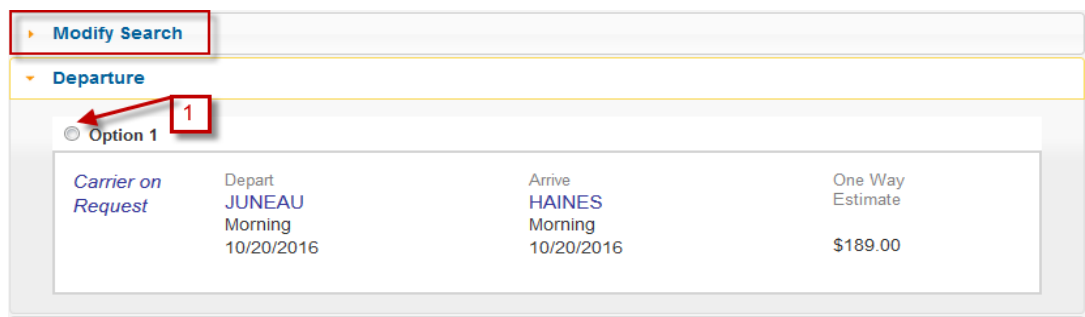
1. Select the desired flight option.

2. If you have selected to book a hotel, the Hotel menu will appear below your selected flight. Select a hotel from the drop-down list. If a hotel is not listed, enter the requested hotel information in the Property Name field.

➢ Enter the Property Name (require field),
➢ Enter the Address and Phone Information (optional fields).
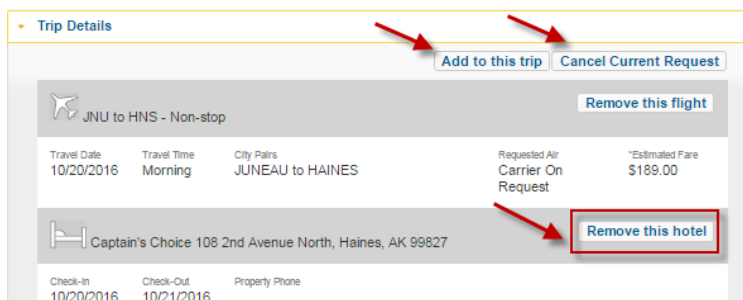
3. Click on the Return tab to view return flight options.
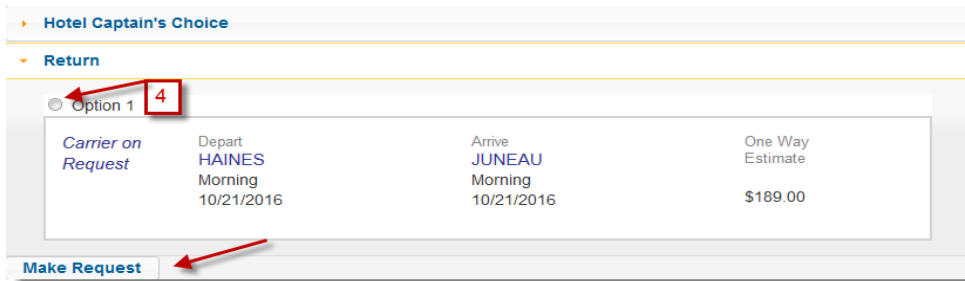
4. Select the desired flight.

➢ Select **Make Request** to continue to the Trip Details page.

Trip Details:

Review the Trip Details prior to submitting your request.

➢ Add trip elements via the **Add to this trip** button. (Note: Multi-destination)
➢ **Cancel Current Request** takes you back to the Flight Search page. No trip is submitted or saved.
➢ To remove trip elements, select the **Remove this** button.

Trip Questions:

- ➢ **Approved By:** - If the trip has been approved, provide the approvers name and a final itinerary will be sent. Do not submit the request if the trip has not been approved.
- ➢ **This trip will include non-rural segments** – Selecting this option prompts a box for a *Record Locator*. If you are combining your rural request with a trip booked online, insert the record locator.
- ➢ **Apply credit on file** - To apply an unused ticket on file, insert the unused ticket number or confirmation number and estimated value of the ticket.
- ➢ **Purchase fully refundable ticket** – Select this option for a refundable ticket.
- ➢ **Traveler is allowed to make changes** – By default traveler is not allowed to make changes, selecting this confirms traveler is allowed to make changes.
- ➢ **Rural car needed if available** – Insert car vendor information in the special instruction box below, if you have a preference. If no preference is entered, the agent will confirm an intermediate size at the lowest rate available at the time of booking.
- ➢ **Send CTS Authorization to Hotel or Car Vendor** – To have CTM assist with rural billing, check the box.
- ➢ **Special Instructions –** Enter any unused ticket request, hotel, car, ferry, or special information needing to be associated with the rural request in the box. *Example:* Enter car information for ferries or hotel/car vendors.
- ➢ Select the **Submit Request** button. You will be directed to a confirmation page.

Trip List:

- ➢ To view current and past trips, select **Trip List** from the top menu.

➢ You can View Details of a trip or book your trip again.

Booking Request

Request Date: 10/7/2016 4:32:15 PM
Request Confirmation Code: FMMRLG

Book Again

1 Flight 10/20/2016 JNU to HNS YY

2 Hotel 10/20/2016 - 10/21/2016 Captain's Choice 108 2nd Avenue North, Haines, AK 99827

3 Flight 10/21/2016 HNS to JNU YY

Duplicate Trip / Book Again:

➢ Select your **Dates, Times** and Click **Make Request**. This will take to you to the Trip Details page, where you can submit your new trip.

Re-Book Request

Original Request Date: 10/7/2016 4:32:15 PM
Original Request Confirmation Code: FMMRLG

Seg#	Date	Time	Carrier	Origin		Destination
1		Morning ▾		JUNEAU	To:	HAINES
2			Captain's Choice	108 2nd Avenue North, Haines AK 99827		
3		Evening ▾		HAINES	To:	JUNEAU

Make Request