Contents

GetThere Supported Browser Versions .................................................................................. 3
Connectivity and Response Time ......................................................................................... 3
Introduction ......................................................................................................................... 4
Logging In ............................................................................................................................. 4
Travel Arranger Homepage ................................................................................................. 5
Trips Tab – List View ........................................................................................................... 7
Trips Tab – Calendar View ................................................................................................... 8
Traveler’s Tab ....................................................................................................................... 9
Traveler Homepage ............................................................................................................... 10
Search .................................................................................................................................. 11
Flight Availability (Search by Price) .................................................................................... 13
Flight Availability (Search by Time) ..................................................................................... 15
Lower Fare Option ............................................................................................................... 16
Travel Policy ....................................................................................................................... 17
Seat Selection ....................................................................................................................... 18
Hotel Search ....................................................................................................................... 19
Car Search ............................................................................................................................ 23
Completing the Reservation ............................................................................................... 24
Add to Trip ............................................................................................................................. 25
Purchase the Trip .................................................................................................................. 26
Duplicate a Trip ..................................................................................................................... 27
Booking for a Non-Profiled Traveler ................................................................................... 27
Profiles ................................................................................................................................ 29
Trip Templates ..................................................................................................................... 31
Saving Trip Research .......................................................................................................... 33
Manage Trips ........................................................................................................................ 35
Cancellations, Voids, and Refunds ..................................................................................... 35
Online Exchanges ............................................................................................................... 37
Unused Tickets on File .......................................................................................................... 41
CTS Authorization .............................................................................................................. 42
Rural Air Online Request ................................................................................................... 43
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.

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 that can be saved outside of the booking tool and accessed by their travel planners.

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.
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.
Travel Arranger Homepage

The Travel Arranger homepage enables arrangers to quickly view their list of travelers and start a booking with one click. It also allows them to quickly view their frequent travelers’ upcoming trips and any required profile updates.

The Traveler tab enables the arranger to quickly view active trips and profile alerts, access profile settings and templates, and book travel for that traveler.

The Travel Arranger tab is composed of two different panes. The left pane contains a list of all travelers assigned to the arranger. The right pane is dedicated to a new category of travelers, Frequent Travelers. This pane contains three tabs, Frequent Travelers, Trips – List View, and Trips – Calendar View.

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 (name becomes bold). A maximum of 10 may be checked.
4. Message advising how to add to the Frequent Traveler list. The message will display until at least one frequent traveler has been assigned.

More Than 50 Travelers

When the arranger has more than 50 travelers, a search box displays.

➢ Enter the traveler’s name and click Search.

The, My travelers, area is populated and the arranger is able to click the checkbox to select/de-select the traveler as a frequent traveler. To search for a generic profile, use the last name box to enter the three-letter division code.
If the arranger clicks *Search* without entering a first or last name, an error message displays.

If the search did not find any matching names, an error message displays.

When the search finds results, the area is populated, and the arranger can click the checkbox to select/de-select the traveler as a frequent traveler (name becomes bolded).

**Frequent Travelers Tab**

The right pane of the Travel arranger tab is dedicated to frequent travelers. This pane includes three tabs containing frequent traveler information and frequent traveler trip information in a list and calendar view.

1. Travelers selected (checked) in My travelers. A maximum of 10 traveler names display. Click the traveler’s name to book travel for that traveler.
2. Profile Alerts - when the icons are active, hover over and pop-up text will provide detail.
3. Traveler’s email address hyperlink – click the hyperlink to send an email to the traveler.
4. The day/business phone number listed in the traveler’s profile.
5. Click the `x` icon to remove a traveler from the Frequent Travelers list. When the icon is clicked, the following warning message displays:

If *OK* is selected, the traveler will be removed from the Frequent Travelers list and their trips will be removed from the Trips – List View and Trips – Calendar View tabs, the traveler’s name will return to normal text in the My Travelers list, and the checkmark will be removed from the box in the My Travelers list.
Trips Tab – 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. The primary sort is in bold.

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.

If the Traveler Arranger has removed the checkmarks from all checkboxes in the Frequent Travelers section, the following text displays: To view details for frequent travelers, check the box next to the name.
Trips Tab – Calendar View

1. Click the Legend link to display a definition of each icon status.
   - Indicates an active trip that has not yet been ticketed (in the process of being ticketed)
   - Indicates an upcoming ticketed trip
   - Indicates a trip in progress

2. The calendar is viewable for a 2-week period from today’s date (the current date and time of the user).

3. Travelers selected (checked) in My Travelers. Click the name to book travel for that traveler.

4. A date bar with the trip status icon, destination, and outbound and return dates of the trip. The bar begins on the first date of the trip and continues until the last day of the trip. Click the destination name to view the trip details. Putting your mouse over the text displays the complete trip name and trip status. If the traveler has overlapping trips, a second calendar row displays listing the second trip. The name of the traveler is not repeated in the traveler column.

   The date bar will also be color-coded based on the status of the trip:
   - **Active** – Green
   - **Ticketed** – Blue
   - **In Progress** – Pink

If the Traveler Arranger has removed the checkmarks from all checkboxes in the Frequent Travelers section, the following text displays: *To view details for frequent travelers, check the box next to the name.*

**Note:** Modified trips may not be reflected in the calendar.
Traveler’s Tab

Upon logging in to the site, the Travel Arranger window displays. In the example below, Vernon Planner is the Travel Arranger.

Checking the box next to the travel profile will move the profile to your list of frequent travelers. To book travel, click the hyper link on the travel profile you wish to arrange travel for.

A webpage pop-up message will appear and click ok.
Upon selecting the traveler name, the traveler view displays.

![Traveler View](image)

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

After logging in, the Home page displays. The home page is where you begin planning your trip. You also have access to trips, templates, and profile pages. You may also view company announcements, access other travel related tabs, and link to various travel tools to assist in planning travel. Links to various travel forms are available on the grey bar at the top of the page.

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 displays one of five screens in rotating succession. You can click on ![carousel icon] to display information. Click on the View Full Message link to display detailed information.
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.
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.

➢ 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 type 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 any policies have not been met.

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.
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 if necessary 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. 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. 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 View rates button (from either the list or map view) to review available rates and room types.

The View rates page displays all available rates and a link to More rate details. There are also links to the property Description, Amenities, Directions, and Photos on the top of the page.

➢ Click the Select button or select the More rate details link for the details and cancellation policy.
➢ 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](#)).
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 noted as a Company preferred, but there is no 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

billing information verify form of payment
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.
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.

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.
You can now log out or start a new trip.

In addition to the displayed confirmation, a Booking Confirmation is emailed. The Booking Confirmation page contains all travel details.

**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. For example, if the car is not needed 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**

Select 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.

Checking the box next to the travel profile will move the profile to your list of frequent travelers. To book travel, **click** the hyper link under the *generic* travel profile.
Once the *generic* profile is selected, follow the Profiled Traveler procedures to book a trip.

The only difference 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.
➢ 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.

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** - 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
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.

➢ 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.

Note: A confirmation displays confirming the template has been shared.

Saving Trip Research

Trip research cannot be saved in the booking tool but may be saved by using Microsoft XPS Document Writer, a printing option found on all computers using Microsoft programs. You can use Document Writer to store the copy of the itinerary in a travel folder pre-established by each department, and then, if desired, attach a copy to an email to send to a selected recipient.

After building the itinerary for air, car, and/or hotel, the Trip Review & Checkout screen displays.
➢ Using the File option at the top of the screen, click on **Print**.

➢ Locate and select the Microsoft XPS Document Writer.

➢ Click on **Save the file as**.
➢ Save in a folder location determined by your department.
➢ To send in an email, locate the saved itinerary and attach to the email.

**Note:** Depending on how the computer is set up, either the **Save the file as** screen with folder options, or a flashing icon in the task bar will display.
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 is able to 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.

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**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.**

**Manage trips**

<table>
<thead>
<tr>
<th>Active trips (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vernon Bear</td>
</tr>
<tr>
<td>Seattle</td>
</tr>
<tr>
<td>May 31, 2019 - 6:00 AM</td>
</tr>
<tr>
<td>Ticketed</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ANC to SEA - Non-stop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depart: Anchorage, AK (ANC) 6:00 AM Thu, May 30, 2019</td>
</tr>
<tr>
<td>Class: Coach</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SEA to ANC - Non-stop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depart: Seattle, WA (SEA) 5:55 PM Fri, May 31, 2019</td>
</tr>
<tr>
<td>Class: Coach</td>
</tr>
</tbody>
</table>

**Change this flight**
➢ 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.

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**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 ZPANCINU0YAK0CDV0 XF ANC3JNU4.5
Penalty: NON-ENDORSAABLE/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-ENDORSAABLE/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.

![Image of ALASKA E-Travel interface]

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.

![Image of unused ticket table]

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.
To apply an unused ticket on file towards a new trip, insert the unused ticket number in the special instruction box on the Trip review and checkout page, prior to purchasing.

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 same CTS Authorization process applies for rentals with Budget in designated locations (Anchorage, Fairbanks, Juneau, and Kenai).

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 and designated Budget Rental Car locations. 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/JOHNX.
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 traveler's 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.
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.

### Duplicate Trip / Book Again:

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