U.S. General Services Administration

E-Gov Travel Service 2 (ETS2)
An Overview and Update

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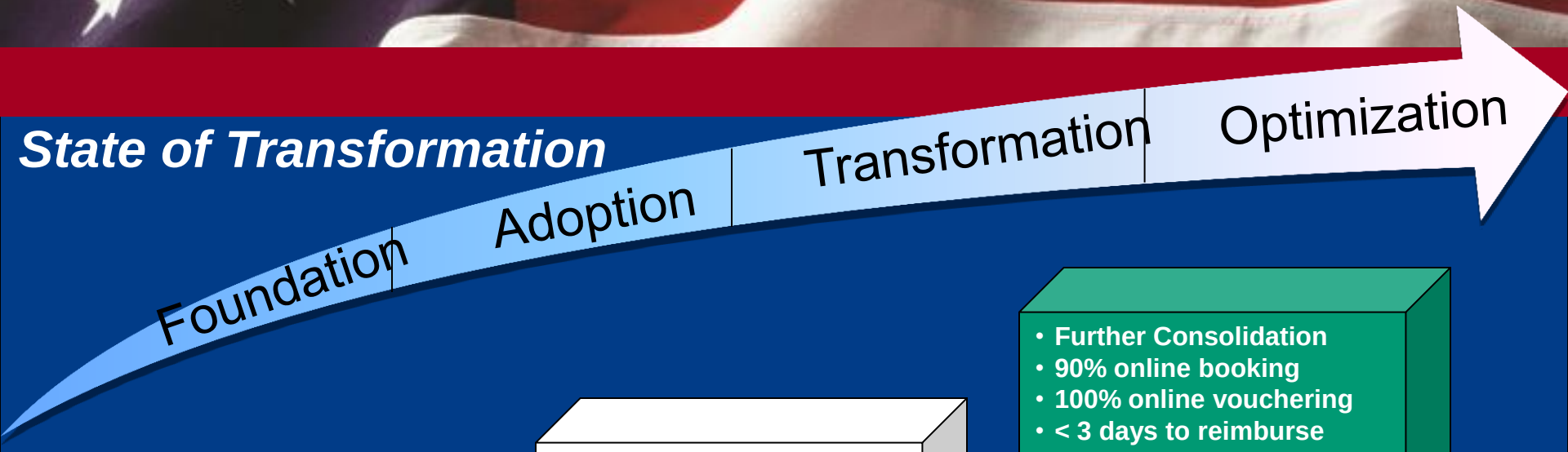
Today's Agenda

- ETS legacy knowledge
- ETS2 Objectives
- Who is Concur Technologies, Inc.?
- Optimized Online Travel Planning
- ETS2 and SmartPay®
- Agency Transition Schedules

State of Transformation



- Decentralized
- 250 custom stove-pipe systems
- < 3% online
- Paper-intensive
- 28 days to reimburse
- Lacked data and reporting capabilities
- No transparency

- Consolidated to 3 common services
- 69% online booking
- 100% online vouchering
- 3-5 days to reimburse
- Integrates all GSA travel programs – air, lodging and travel agencies
- Reduces capital investment
- Minimizes cost per transaction
- Policy compliant
- Utilizes consolidated data
- Management Information Service

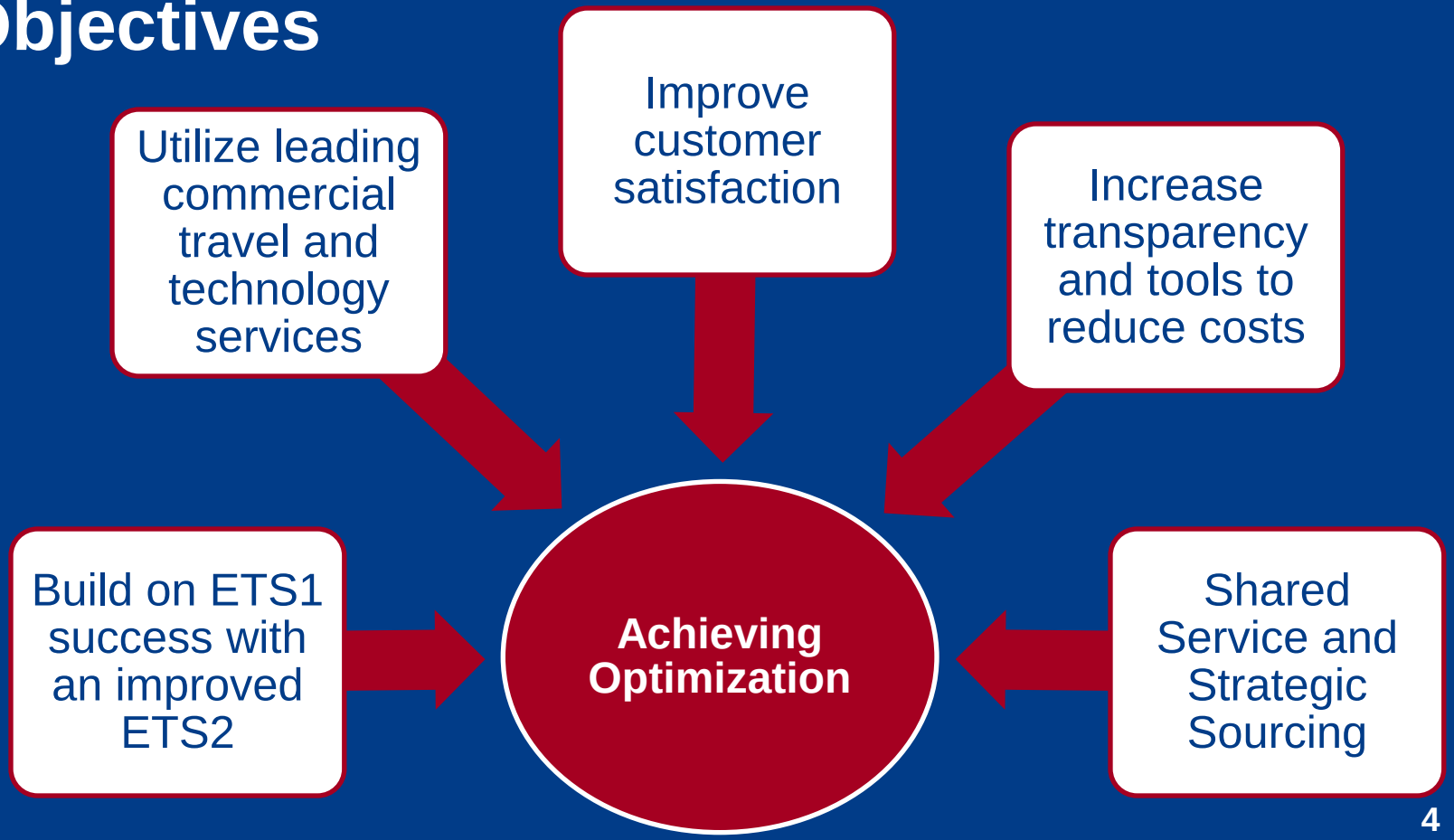
- Further Consolidation
- 90% online booking
- 100% online vouchering
- < 3 days to reimburse
- Supply chain optimization
- Strategic Sourcing\cost containment
- Data transparency
- Integrated technologies supporting sustainability
- Commerciality
- Electronic collaboration
- GSA as the Shared Services provider

Pre-ETS
Before 2003

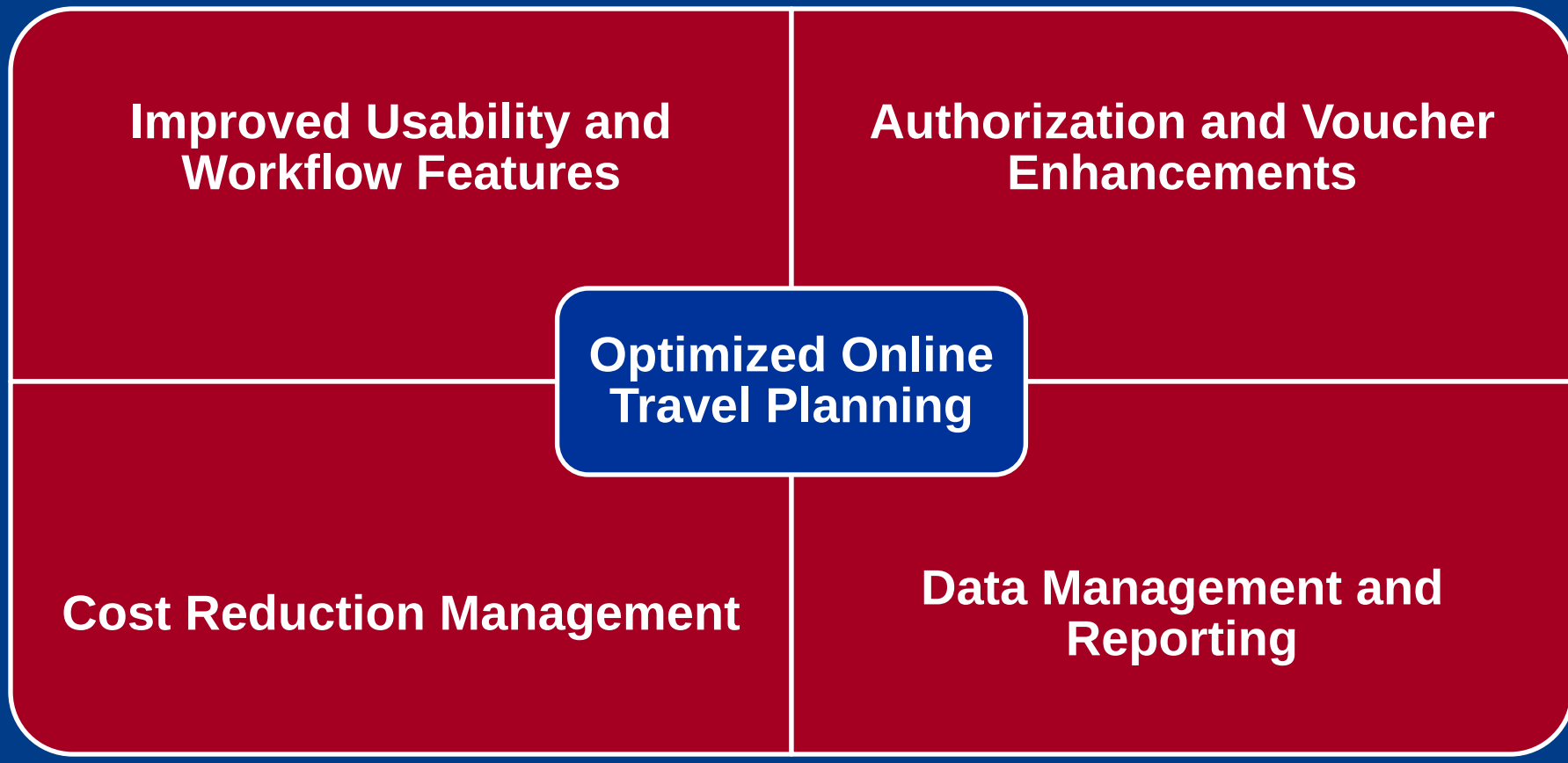
ETS 1
2004 - 2013

ETS 2
2011 - 2026

ETS2 Performance Improvement Objectives



ETS2 Enhancements & Benefits



Who is Concur Technologies, Inc.?

- Leading travel technology services provider
  - Web-based expense reporting, online booking tools, management reporting, mobile applications
- Corporate Clients:

- Government Clients:

NIST

FTR policy and gov't discount program controls

- ETS2 provides users with FTR-compliant government preferred programs and lowest–priced commercial alternatives
  - Very configurable per agency policy

City Pair Program (CPP)

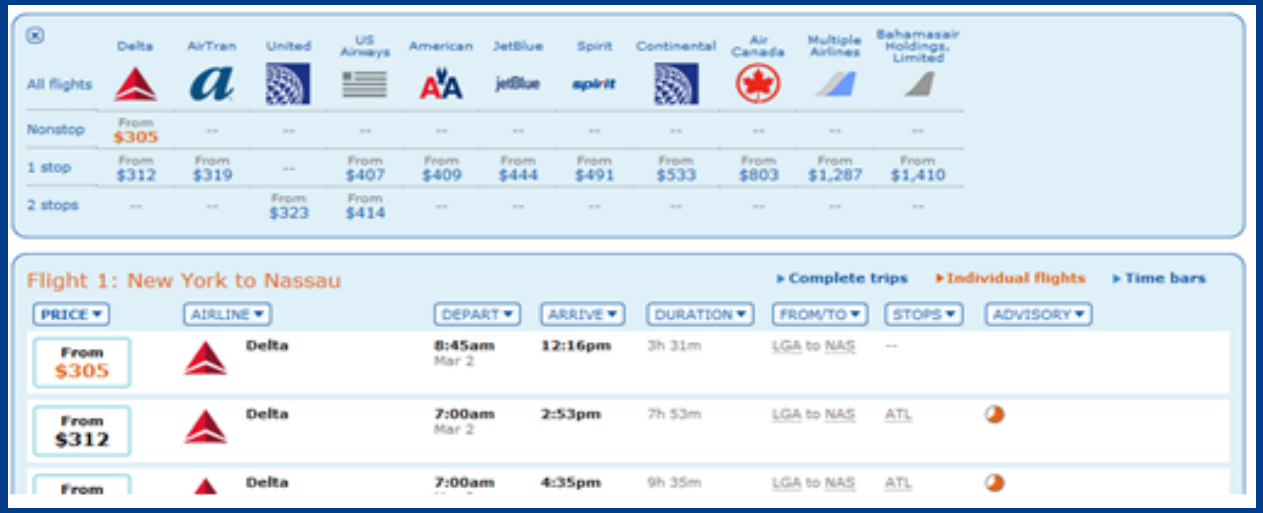
Lowest Available Airfare

FedRooms ® Lodging Program

DTMO Rental Car Program

Point-of-sale controls direct travelers to lowest cost agency-compliant choices

Feature	Benefit
Commercial-like inventory (airfare, rail, hotel, and rental car) matrix displays and screen layouts	Delivers a familiar consumer appearance, decreasing the time it takes to book a simple trip



Enables managed use of low cost commercial airfares

Feature	Benefit
Lowest Available Airfare	Reduces travel costs by identifying the lowest available fare that complies with policy requirements.
Fares displayed from multiple airports (Comprehensive travel includes Southwest and Amtrak)	Saves money by displaying fares from multiple airports (e.g. BWI, DCA, IAD) so lowest airfare alternative is clearly visible to users
Unused commercial tickets feature	Saves money by enabling the use of the residual value of unused commercial tickets for future travel

Online ‘audits’ strengthen internal controls

Feature	Benefit
Internal Controls	• Captures lower fares not selected by the traveler • Internal controls provide transparency into lower cost alternatives not selected
Per diem justification	• Saves money by alerting travelers and approving officials of lodging costs that are in excess of FTR-approved per diem rates
Error and audit checking features	• Alerts travelers with color coded warnings and prompts

Compares “green” virtual meeting alternatives to travel

Feature	Benefit
Sustainability Options and Virtual Alternatives to Travel	• Provides a carbon footprint calculator for air travel • Saves money by comparing ‘virtual meeting’ costs to the cost of a trip • Ensures prudent travel and aligns with OMB memos

Optimized Online Travel Planning

Feature	Benefit
Reservation information populates authorizations, which populates vouchers	• Saves time, eliminates key stroke error and improves usability
E-Receipts	• Pre-populates expense vouchers and data through digital receipts and ensures that ancillary fees and surcharges are captured
Self-service reservation changes without cancelling entire reservation	• Saves money and time • Flexibility to make online air reservation changes at self-service fee

‘Smart’ platform technology to optimize travel authorization, approval and planning

Feature	Benefit
ETS2 supports mobile platforms • **Blackberry** • **iPhone** • **Android**	• Travelers can book travel, manage itineraries, approvals, and expenses on mobile device • Approvers can review, approve/reject travel authorizations • Flexible on the go travel management

Multi-data source management information to support travel spend management

Feature	Benefit
Concur's Business Intelligence – Government	• Provides hundreds of real-time travel management reports and consolidated data online • Draws data from vouchers, credit cards, TMC's, OBE and travel charge cards to identify waste, abuse and fraud • Enables agencies to capture ancillary fees (resort, luggage fees, etc.)

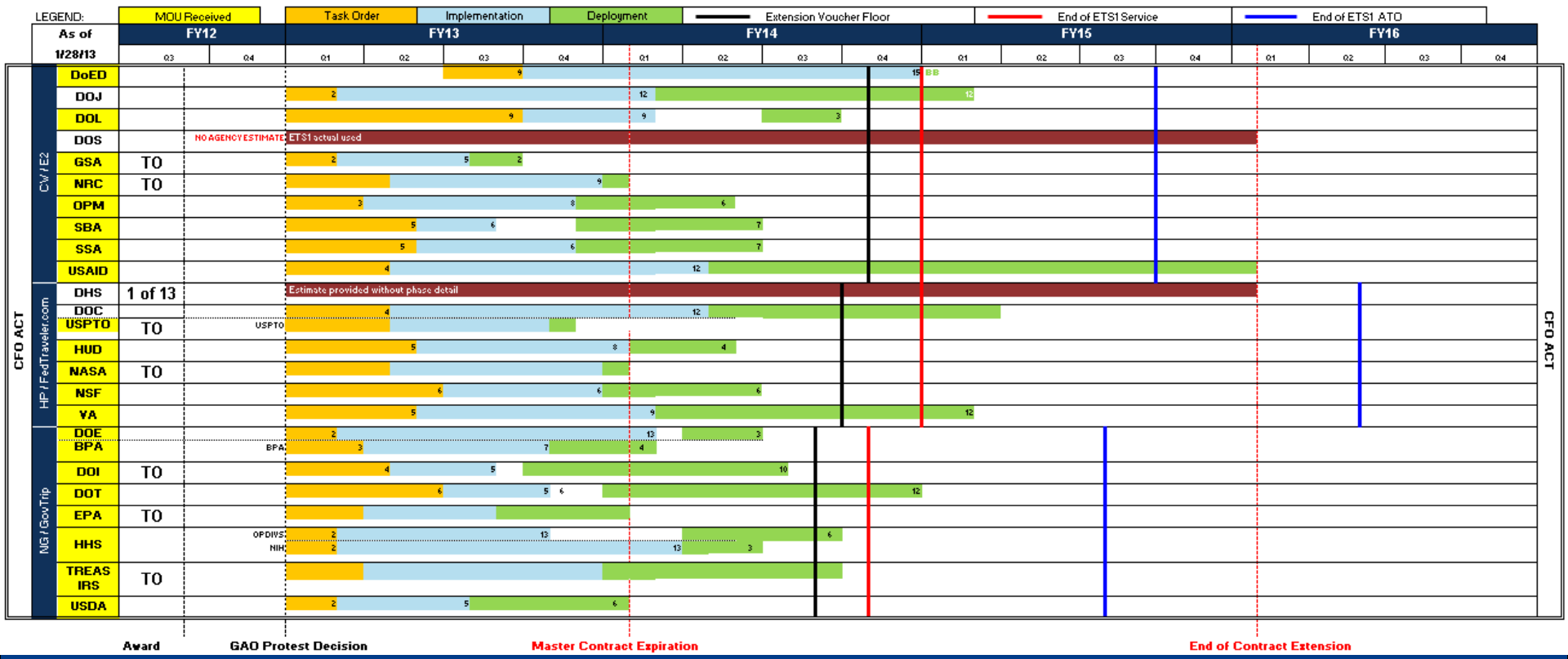
Commercial innovation fuels gov't enhancements

Feature	Benefit
Continuous Innovation	• Government benefits from commercial innovations • ETS2 fuses commercial best practices with federal regulations and policy
Shared Service Model	• Enables enhancement implementation at the lowest cost government-wide

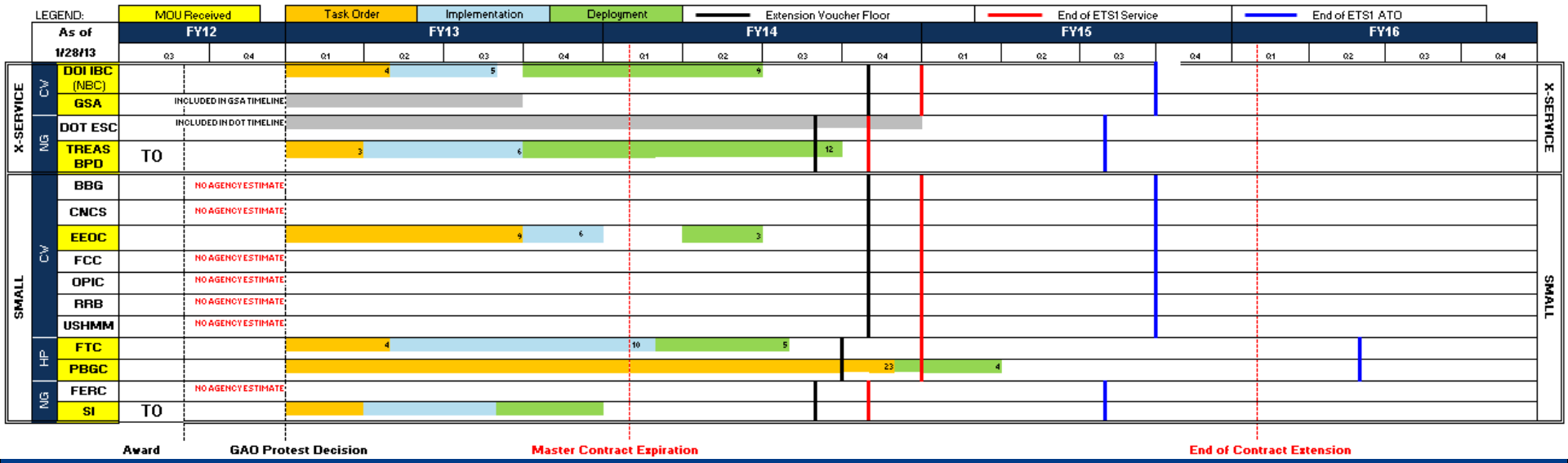
ETS2 and SmartPay®

- Agencies encouraged to obtain new CBAs for use in ETS2
  - Management control for transaction fee reconciliation
  - Concur must provide reconciliation reports
- Concur Government Edition will import SmartPay® transaction data, enabling “drag & drop” in voucher
  - A Memorandum of Understanding and an Interconnection Security Agreement will be required to document each agency’s bank interface

ETS2 Transition Schedule – CFO Act Agencies



ETS2 Transition Schedule – Small Agencies



Cross Service Providers

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Dept. of Transportation/ESC Name: Jeff Karth Email: jeff.karth@faa.gov Phone: (405) 954-8337	**GSA** Name: Scott Royster Email : scott.royster@gsa.gov Phone: (816) 926-5072

How the ETS2 PMO Can Help Your Agency's Transition to ETS2

- Transition Tool Kit
  - Key transition personnel
  - Budget planning tool
  - Notional transition schedules
- Task Order Support
  - Task order guides and sample task order
  - Task order boot camps
- Transition Managers Meetings

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