



U.S. General Services Administration

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

Frank Robinson  
ETS Program Manager  
Office of Travel & Transportation Services

February 20, 2013

The top of the slide features a close-up of the American flag, showing the stars and stripes. Below the flag is a solid red horizontal bar. The main body of the slide is a solid blue color.

# Today's Agenda

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



# State of Transformation

Foundation

Adoption

Transformation

Optimization

- 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

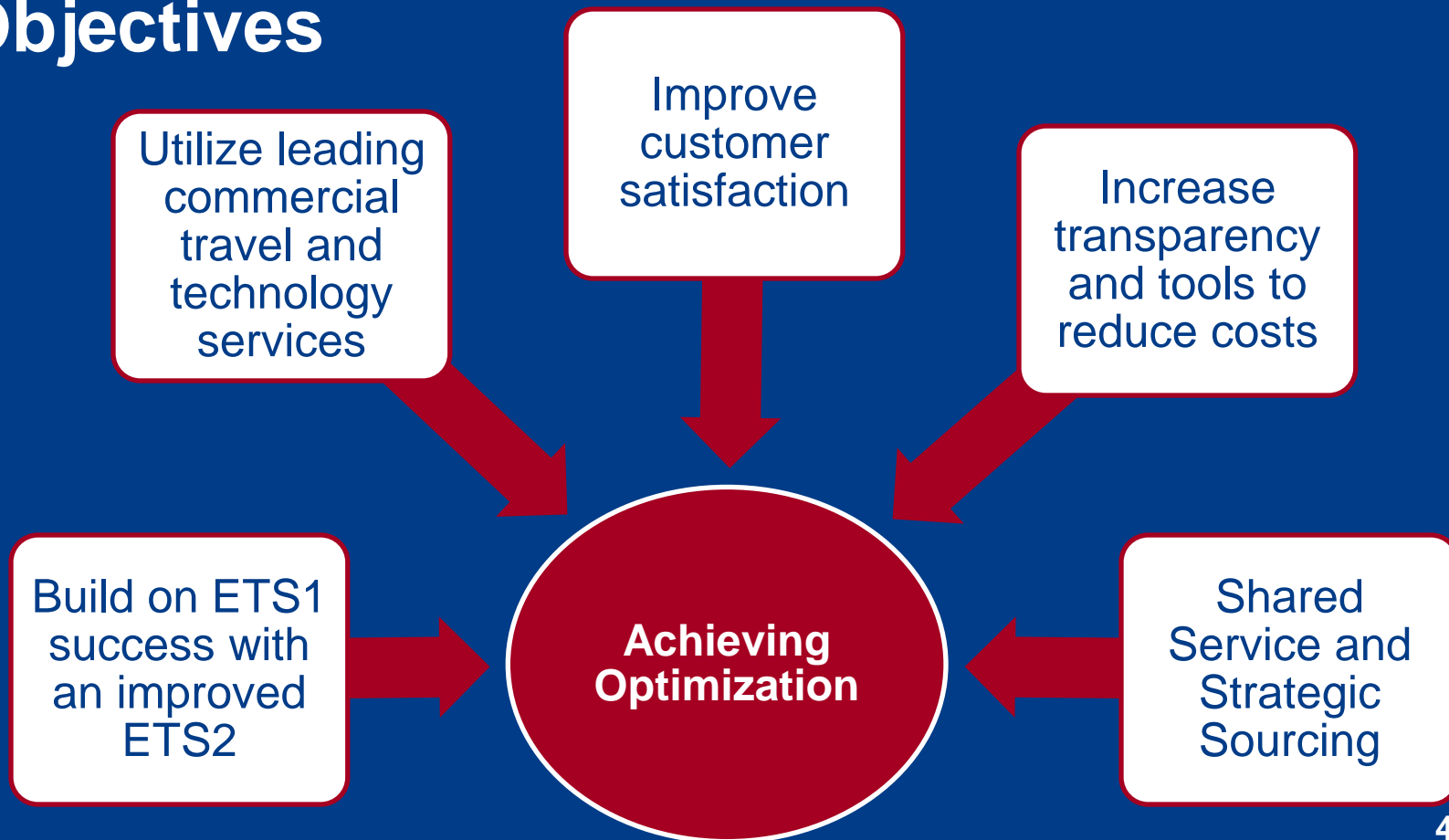
- Further Consolidation
- 90% online booking
- 100% online vouchering
- < 3 days to reimburse
- Supply chain optimization
- Strategic Sourcing\cost containment
- Data transparency
- Integrated technologies supporting sustainability
- Commerciality
- Electronic collaboration
- GSA as the Shared Services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

Pre-ETS  
Before 2003

ETS 1  
2004 - 2013

ETS 2  
2011 - 2026

# ETS2 Performance Improvement Objectives





# ETS2 Enhancements & Benefits

**Improved Usability and  
Workflow Features**

**Authorization and Voucher  
Enhancements**

**Optimized Online  
Travel Planning**

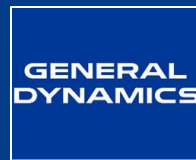
**Cost Reduction Management**

**Data Management and  
Reporting**

# 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



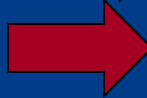
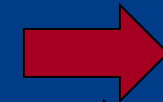
# FTR policy and gov't discount program controls

- ETS2 provides users with FTR-compliant government preferred programs and lowest-priced commercial alternatives

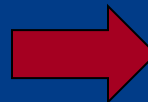
- Very configurable per agency policy

**City Pair Program (CPP)**

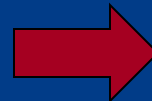
**Lowest Available Airfare**



**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

The screenshot displays a flight search interface. At the top, there is a row of airline logos: Delta, AirTran, United, US Airways, American, JetBlue, Spirit, Continental, Air Canada, Multiple Airlines, and Bahamasair Holdings, Limited. Below this is a price matrix table:

	Delta	AirTran	United	US Airways	American	JetBlue	Spirit	Continental	Air Canada	Multiple Airlines	Bahamasair Holdings, Limited
All flights											
Nonstop	From \$305	--	--	--	--	--	--	--	--	--	--
1 stop	From \$312	From \$319	--	From \$407	From \$409	From \$444	From \$491	From \$533	From \$803	From \$1,287	From \$1,410
2 stops	--	--	From \$323	From \$414	--	--	--	--	--	--	--

Below the matrix is a section for "Flight 1: New York to Nassau". It includes filters for PRICE, AIRLINE, DEPART, ARRIVE, DURATION, FROM/TO, STOPS, and ADVISORY. The flight list shows three options:

PRICE	AIRLINE	DEPART	ARRIVE	DURATION	FROM/TO	STOPS	ADVISORY
From \$305	Delta	8:45am Mar 2	12:16pm	3h 31m	LGA to NAS	--	
From \$312	Delta	7:00am Mar 2	2:53pm	7h 53m	LGA to NAS ATL		
From	Delta	7:00am	4:35pm	9h 35m	LGA to NAS ATL		





## Enables managed use of low cost commercial airfares


Feature	Benefit
<b>Lowest Available Airfare</b>	Reduces travel costs by identifying the lowest available fare that complies with policy requirements.
<b>Fares displayed from multiple airports</b> (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
<b>Unused commercial tickets feature</b>	Saves money by enabling the use of the residual value of unused commercial tickets for future travel




# Online 'audits' strengthen internal controls

Feature	Benefit
<b>Internal Controls</b>	<ul style="list-style-type: none"><li>• Captures lower fares not selected by the traveler</li><li>• Internal controls provide transparency into lower cost alternatives not selected</li></ul>
<b>Per diem justification</b>	<ul style="list-style-type: none"><li>• Saves money by alerting travelers and approving officials of lodging costs that are in excess of FTR-approved per diem rates</li></ul>
<b>Error and audit checking features</b>	<ul style="list-style-type: none"><li>• Alerts travelers with color coded warnings and prompts</li></ul>


# Compares “green” virtual meeting alternatives to travel

Feature	Benefit
<p data-bbox="131 632 904 732"><b>Sustainability Options and Virtual Alternatives to Travel</b></p>  A close-up photograph of a person's hand holding a small, glowing green globe of the Earth. The globe is translucent and shows the continents in a darker shade of green. The hand is positioned in the lower-left quadrant of the table's content area.	<ul data-bbox="977 632 1760 1075" style="list-style-type: none"><li>• Provides a carbon footprint calculator for air travel</li><li>• Saves money by comparing ‘virtual meeting’ costs to the cost of a trip</li><li>• Ensures prudent travel and aligns with OMB memos</li></ul>

# Optimized Online Travel Planning

Feature	Benefit
<b>Reservation information populates authorizations, which populates vouchers</b>	<ul style="list-style-type: none"><li>• Saves time, eliminates key stroke error and improves usability</li></ul>
<b>E-Receipts</b> 	<ul style="list-style-type: none"><li>• Pre-populates expense vouchers and data through digital receipts and ensures that ancillary fees and surcharges are captured</li></ul>
<b>Self-service reservation changes without cancelling entire reservation</b>	<ul style="list-style-type: none"><li>• Saves money and time</li><li>• Flexibility to make online air reservation changes at self-service fee</li></ul>

# 'Smart' platform technology to optimize travel authorization, approval and planning

Feature	Benefit
<p><b>ETS2 supports mobile platforms</b></p> <ul style="list-style-type: none"><li>• <b>Blackberry</b></li><li>• <b>iPhone</b></li><li>• <b>Android</b></li></ul> 	<ul style="list-style-type: none"><li>• Travelers can book travel, manage itineraries, approvals, and expenses on mobile device</li><li>• Approvers can review, approve/reject travel authorizations</li><li>• Flexible on the go travel management</li></ul>

# Multi-data source management information to support travel spend management

## Feature


### Concur's Business Intelligence – Government



## Benefit

- 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
<p data-bbox="146 629 672 672"><b>Continuous Innovation</b></p> 	<ul data-bbox="991 629 1721 962" style="list-style-type: none"><li>• Government benefits from commercial innovations</li><li>• ETS2 fuses commercial best practices with federal regulations and policy</li></ul>
<p data-bbox="146 1105 649 1148"><b>Shared Service Model</b></p>	<ul data-bbox="991 1051 1734 1208" style="list-style-type: none"><li>• Enables enhancement implementation at the lowest cost government-wide</li></ul>

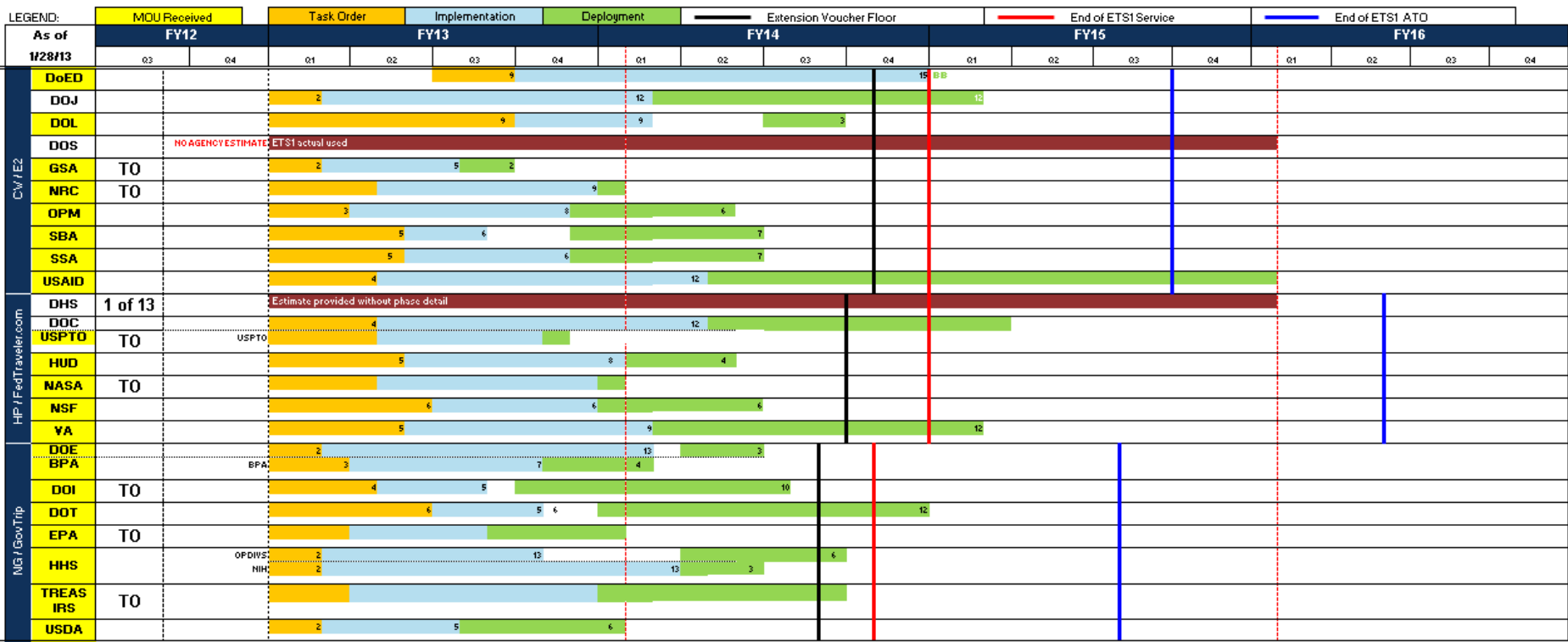


The top of the slide features a close-up of the American flag, showing the stars and stripes. Below the flag is a solid red horizontal bar. The main body of the slide is a dark blue background with white text.

## ETS2 and SmartPay<sup>®</sup>

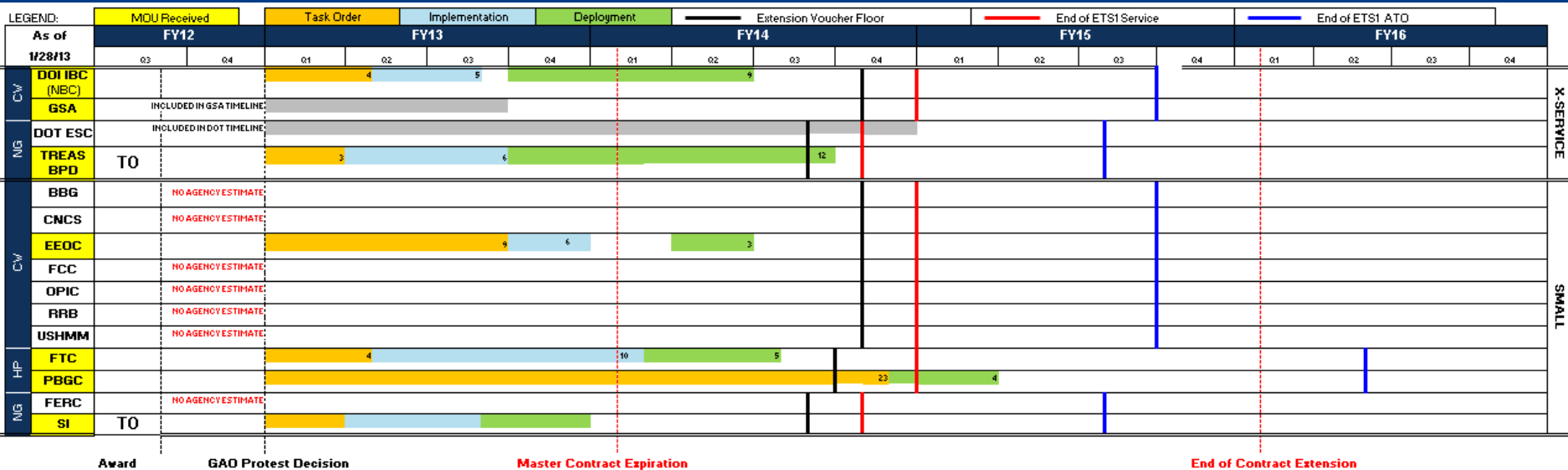
- Agencies encouraged to obtain new CBAs for use in ETS2
  - Management control for transaction fee reconciliation
  - Concur must provide reconciliation reports
- Concur Government Edition will import SmartPay<sup>®</sup> transaction data, enabling “drag & drop” in voucher
  - A Memorandum of Understanding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

# ETS2 Transition Schedule – CFO Act Agencies



Award      GAO Protest Decision      Master Contract Expiration      End of Contract Extension

# ETS2 Transition Schedule – Small Agencies





## Cross Service Providers

### **Dept of Interior/IBC**

Name: Lake Gardner

Email: lake\_gardner@nbc.gov

Phone: (303) 969-5322

### **Dept. of Treasury/BFS**

Name: Julie Gilchrist

Email: julie.gilchrist@bpd.treas.gov

Phone: (304) 480-5561

### **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

The top of the slide features a close-up, slightly blurred image of the American flag, showing the stars and stripes. Below the flag is a solid red horizontal bar. The main content of the slide is on a dark blue background.

## 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

The top of the slide features a close-up, slightly blurred image of the American flag, showing the stars and stripes. Below the flag is a solid red horizontal bar. The main body of the slide is a solid dark blue color.

## Contacts

- Keith Smiley, ETS2 Contracting Officer  
(703) 603-8328, [keith.smiley@gsa.gov](mailto:keith.smiley@gsa.gov)
- Ted Croushore, ETS2 Contract Specialist  
(703) 605-9804, [kenneth.croushore@gsa.gov](mailto:kenneth.croushore@gsa.gov)
- Spenser Sams, Contracting Officer's Representative  
(703) 605-9084, [spenser.sams@gsa.gov](mailto:spenser.sams@gsa.gov)
- John Potocko - Customer Experience Team Lead  
& ETS2 Transition Planning Lead  
(703) 605-2155 or [john.potocko@gsa.gov](mailto:john.potocko@gsa.gov)