



The New Travel Agency

Under the Shared Travel Services Initiative (STSI), the contract for the delivery of government travel services has been awarded to a new supplier, Accenture, and its team of subcontractors, American Express, Concur Technologies and Bell Canada. Collectively, the services provided by the new contractor are known as Travel AcXess Voyage.

When Travel AcXess Voyage is fully implemented, employees will benefit from an automated and integrated travel experience – from start to finish. With a new full-service travel agency, an on-line booking tool, a convenient government travel card, responsive 24/7 traveller support, and eventually, automated authorization and expense claims processes, employees will be able to manage travel simply and efficiently.

The travel agency services are now provided by American Express.

Benefits of the new travel agency

The new travel agency provides numerous benefits to travellers, and government departments and agencies. Among these benefits are the following:

- Worldwide services available and accessible 24/7;
- The travel agency is bound by contract to provide the lowest air and rail fares available at time of booking, including consolidators and Web fares agreed upon by the Government of Canada and Travel AcXess Voyage; and
- Use of the agency and on-line booking tool provides the government with information to leverage better rates with travel suppliers and to help departments and agencies to efficiently manage their travel programs.

Support for travellers

Support for travellers is a major component of the STSI. The new travel agency provides:

- A dedicated help desk/call centre, internationally accessible from a single number;
- An employee support line available 24/7 for travellers with questions and in case of emergency related to customs and currency restrictions, local climate, points of interest, business hours, etc.;
- Health and safety advisories and information regarding such issues as visa and passport requirements; and



- A network of over 1,700 travel service locations worldwide, which can help travellers with problems or unexpected events during travel, such as the need for additional travel.

All information and assistance is available in both English and French.

Additional services supplied by the agency

Under the STSI, the new travel agency also supplies:

- Conference Management Services (including travel, block space bookings, charter transportation accommodation, catering, meeting room arrangements and participant name tags, e-mail invitation). When compared to departmental planning of such events, planning by the agency can result in significant savings that are immediately recovered by the department;
- Group travel services for reservations of 10+ people;
- Specialized counsellors for international trips; and
- VIP and special needs services.

Implementation date – traveller information

The new travel agency became available to all government employees on April 1, 2004, and is now responsible for booking all travel arrangements.

Travellers who made arrangements with BTI prior to April 1, 2004 for travel later this year, should continue to communicate with BTI for those bookings. For example, BTI will support any changes or modifications required for a reservation made on March 15, 2004 for a trip that will take place June 30, 2004. American Express cannot support a transaction executed by BTI. American Express is only responsible for travel arrangements booked beginning April 1, 2004.

Transition to the new travel agency services

Before American Express can complete a reservation, travellers must complete a new Traveller Profile in accordance with the new Privacy Act of January 2004 and acquire a new Traveller Identification Number (TIN). The Traveller Profile form can be found at <http://gtmo.gc.ca>.

New traveller profiles / Traveller Identification Numbers (TINs)

Once American Express has received the new Traveller Profile, they will assign a new TIN and either phone the traveller with the new TIN or mail it to them. We strongly encourage travellers to complete this process in order to expedite their bookings.

Traveller Authorization Number (TAN)

With the new travel agency, TANs will also be new. TANs will continue to be 9 characters, with the 3 leading characters being Alpha to satisfy departments who electronically manage their TANs into other systems today. Although the format of the TAN numbers remains the same, departments are receiving new TAN codes relating to the Departmental Division.



About the STSI

The Shared Travel Services Initiative is a Government of Canada initiative jointly led by Public Works and Government Services Canada and the Treasury Board of Canada Secretariat.

More information on the STSI and Travel AcXess Voyage is available at <http://gtmo.gc.ca>.