



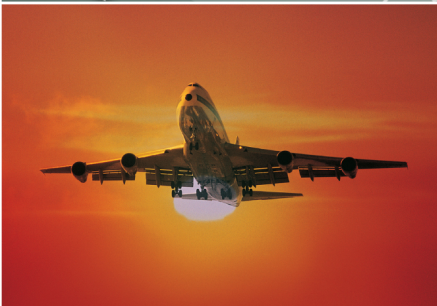
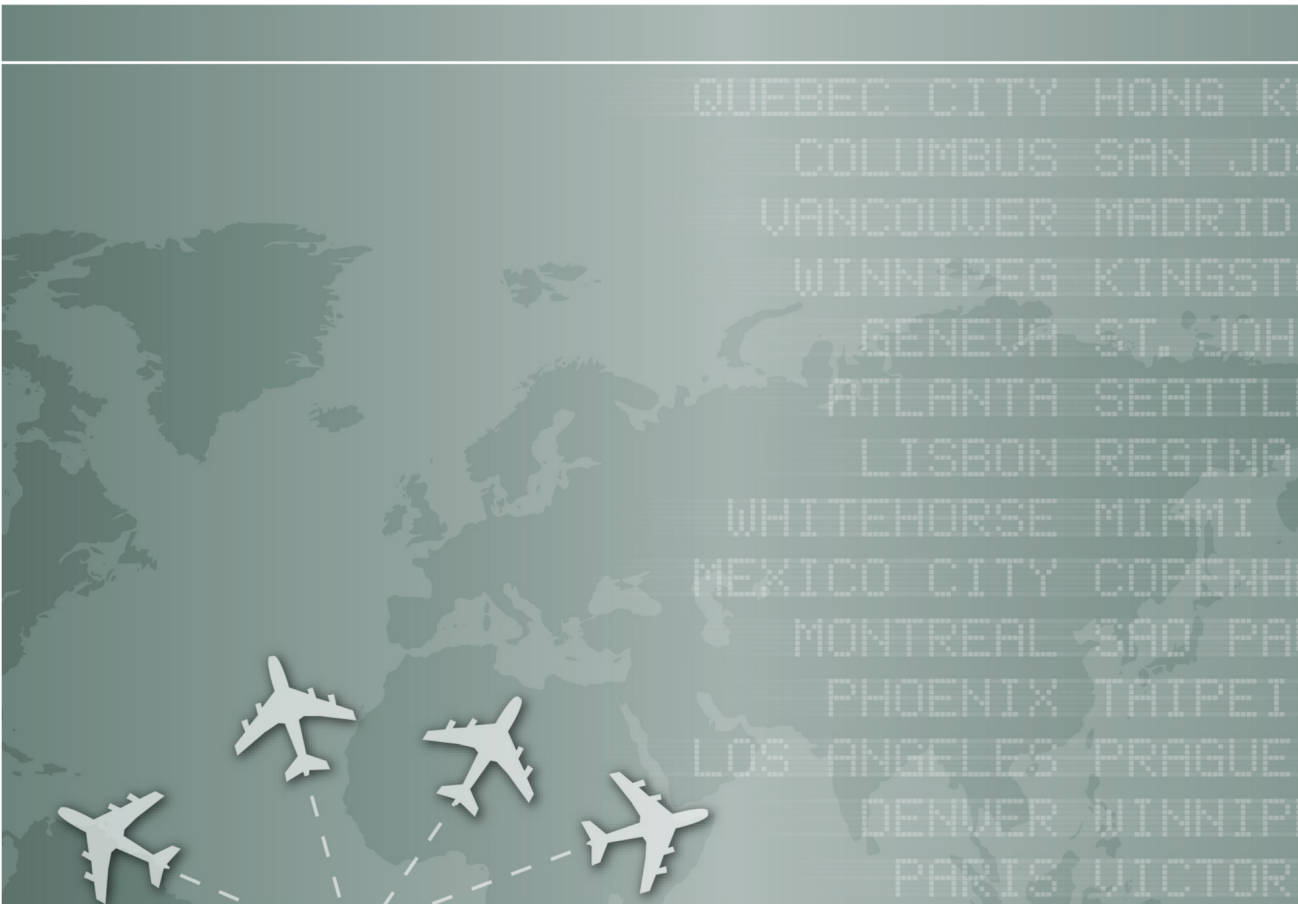
Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

A BETTER WAY TO MANAGE GOVERNMENT TRAVEL...

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>>>
>>>
**Travel
Access
Voyage**

EASIER. FASTER. SMARTER.



For complete information, visit: <http://travel-voyage.gc.ca>
<http://stsi.gc.ca>

Canada

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WELCOME TO A BETTER WAY TO MANAGE GOVERNMENT TRAVEL ...

Every day more and more Government of Canada (GC) employees are benefiting from integrated and automated modern travel services with the Shared Travel Services Initiative's (STSI) Travel AcXess Voyage (TAV) suite of travel services. With travel booking available on-line or by phone, a Government travel card that offers improved insurance coverage and a choice of loyalty programs, and an automated expense claims system, employees now have a one-stop-shop for all their travel needs.

In 1995, the Office of the Auditor General made a number of observations on the management of government travel:

- ✈ Reducing the cost of travel administration could make the "travel process" more efficient and help departments cope with budget reductions.
- ✈ The administration of travel is labour- and paper-intensive. While there is no widely-applicable methodology for the measurement of the cost of travel administration, various sources roughly estimate that the average cost would be between 25 and 35 percent of travel expenditures.
- ✈ Reducing the time people spend on the administration of travel would free employees to serve the public and meet other GC operational requirements. Automation and simpler ways of obtaining least-cost travel could make a sizable difference.

In April 2004, the STSI introduced TAV, an integrated travel service largely based on automation, while maintaining a focus on better service for the traveller. Since then, the Government of Canada has had a smarter travel system, employees have had an easier way of managing the travel process, and the administrative burdens of authorizations and manual claims processing are a thing of the past with the government-wide availability of the Expense Management Tool (EMT).

For GC departments and agencies, TAV delivers insight into where, when and how travel is occurring in their organizations. Until now, the Government of Canada has

For the Government of Canada, having a modern, automated and integrated travel service in place means we have the potential to achieve substantial savings on the \$1.4 billion we spend every year on government travel.

had cross-departmental detailed data on less than 30% of its annual travel spend, or \$330 million of the total \$1.4 billion annual spend. It is clear that there is a significant “untapped” savings potential within the unknown 70% travel expenditure. Increased business intelligence collected from booking information, travel card usage, and expense claims has already resulted in improved analysis and procurement.

In this era of accountability and transparency in government, it is more important than ever to know how taxpayer dollars are being spent. With the STSI’s reporting capabilities, valuable travel budgets can be managed better, and the GC can negotiate better deals on airfares, hotel room rates and car rentals based on intelligence. That’s good news for the government, for departments and agencies, and for taxpayers too.

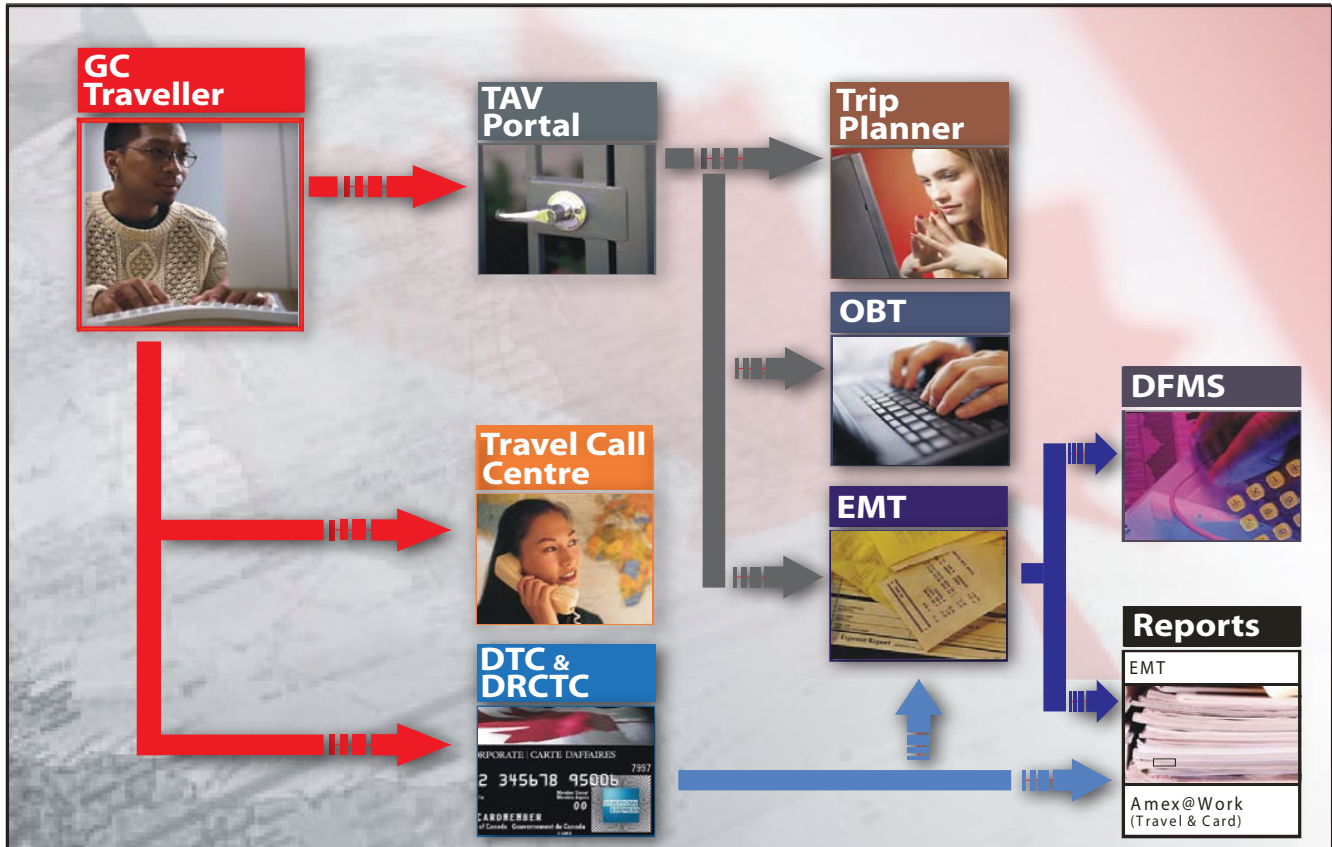
The STSI is leading one of the Government of Canada’s first shared services for employees.

The purpose of this information package is to provide a snapshot of how the STSI and TAV are making travel and travel management easier, faster and smarter for employees and for the Government of Canada.

Read on and learn more about the services we offer to make your life easier and your travel management smarter.

easier. faster. smarter.

TAV Solution



ABOUT THE SHARED TRAVEL SERVICES

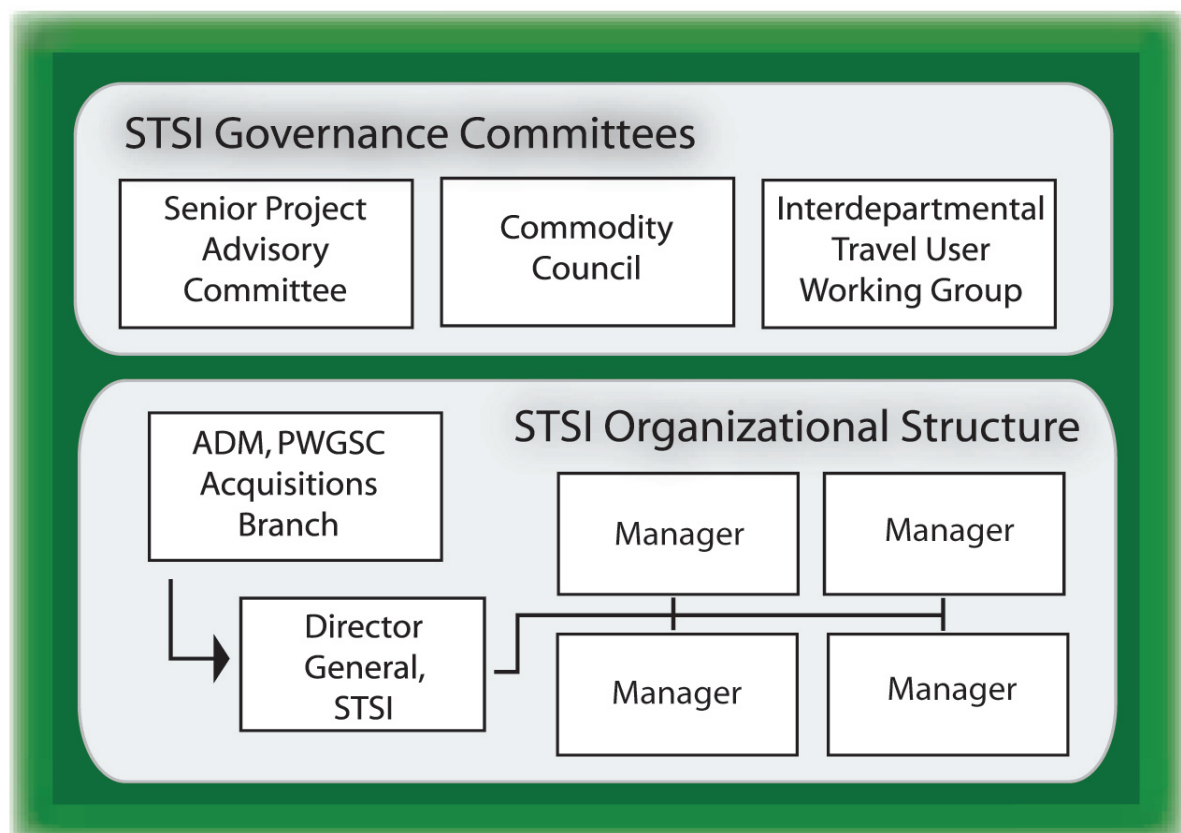
The STSI is a Government of Canada initiative, led jointly by Public Works and Government Services Canada (PWGSC) and the Treasury Board of Canada Secretariat (TBS). Through its suite of integrated travel tools and services known as Travel AcXess Voyage, the goal of the STSI is to improve the travel experience for employees by giving them easier, faster and smarter ways to make travel arrangements, manage the travel process, and reduce government travel costs.

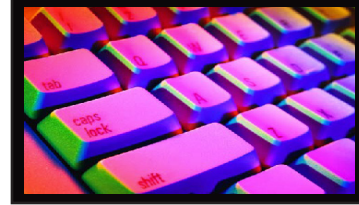
The STSI operates under the Acquisitions Branch of PWGSC and works closely with its supplier Accenture and its team of sub-contractors to deliver the suite of TAV services and tools.

A robust governance structure is in place to support and guide the STSI.

A Senior Project Advisory Committee (SPAC) oversees the government-wide implementation of services, the requirements for amendments and/or further system developments, travel service procurement review and ongoing operations for the duration of the contract. The SPAC comprises stakeholders from 10 major travel-spending departments, and is co-chaired by the Comptroller General of Canada, TBS and the Assistant Deputy Minister, Acquisitions Branch, PWGSC.

In addition, a Travel Commodity Council led by the Director General of the Shared Travel Services Initiative develops high level strategies and savings targets for travel spending. Four Travel Commodity Teams - Transportation Services, Accommodations, Travel Agency, and Travel Card – confirm and execute the Travel Commodity Council's strategies.





Travel AcXess Voyage Card Services



CARD SERVICES

The TAV system of tools and services includes two products from American Express designed expressly for the Government of Canada:

- ✈ A Government travel card for each GC business traveller (the Designated Travel Card, or DTC), used for all expenses incurred while travelling; and
- ✈ A credit account for each financial responsibility centre in a department (the Designated Responsibility Centre Travel Card, or DRCTC), used for all air and rail fares booked by GC travellers within the responsibility centre (may be referred to as a “ghost” card).

DESIGNATED TRAVEL CARD

The Government of Canada Designated Travel Card is a unique American Express card with best-in-class insurance benefits and a choice of reward programs designed specifically for GC travellers.

The use of the card helps ensure that:

- ✈ Travellers are covered under the insurance programs offered through the card;
- ✈ Spending data is collected and stored to help the Government of Canada benefit from the volume rebates offered by the card company; and
- ✈ Travel expenses are tracked and recorded, allowing for easier reporting and analysis, auditing, and use in negotiations with travel industry suppliers.

Benefits of the DTC include:

- ✈ A 24/7 support network;
- ✈ Cash advances available in multiple international currencies through ATMs worldwide;
- ✈ Broad international acceptance;
- ✈ Enhanced insurance coverage;
- ✈ Access to beneficial reward programs options; and
- ✈ Automated transaction feed to the Expense Management Tool.



When to use the Designated Travel Card (DTC)

✈ To cover expenses incurred while on business travel, including accommodations, car rental, meals, and any other incidental expenses.

When to use the Designated Responsibility Centre Travel Card (DRCTC)

✈ To book air and rail travel by using a Travel Authorization Number (TAN)



Insurance Coverage

Benefit	Current DTC and DRCTC Card	Previous DTC and DRCTC Card
Travel Accident Insurance	\$500,000	\$300,000
Lost or Stolen Luggage Limit	\$2,000	\$1,000
Flight and Baggage Delay Insurance	\$500	\$500
Hotel/Motel Burglary Insurance	\$500	\$500
Missed Connection Insurance	\$500	\$500
Car Rental Accidental Death and Dismemberment limits:		
Card Member	\$500,000	\$200,000
Passengers	\$500,000	\$400,000
Personal Effects Insurance	\$2,000/rental period	N/A
Entertainment Allowance	\$100	N/A
Unexpected Return Home	\$2,000/trip	N/A

For more information on the DTC's insurance coverage, please visit <http://travel-voyage.gc.ca>.

Acceptance Rates

The DTC is accepted at more than 650,000 ATMs worldwide. American Express has developed a Card Acceptance Unit in each country to react quickly to the needs and requests of cardholders. The DTC can be issued in, and maintained and supported by a range of currencies including the Euro (EURO); British Pound Sterling (GBP); U.S. Dollar (USD); Canadian Dollar (CAD); and many other currencies.



Theft

In the event of theft, call 1-800-514-2915 to cancel the stolen card and obtain a replacement. American Express assumes responsibility for fraudulent charges once the cardholder has provided notification of the theft. A replacement card can be obtained from American Express' network of more than 2,200 travel service locations, usually by the end of the next business day. If this is not an option, replacement cards can be obtained by overnight or regular mail, or will be delivered by a courier.

Support

For questions, and in case of emergency, please call American Express Government Services, toll-free, at 1-800-514-2915. Support for cardholders is available 24/7, in both official languages.

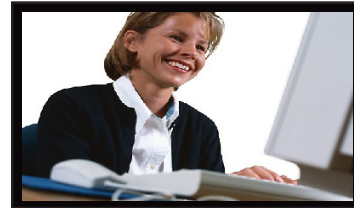
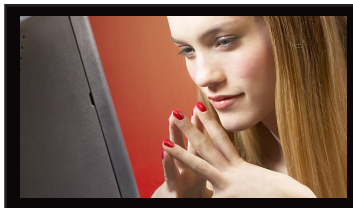
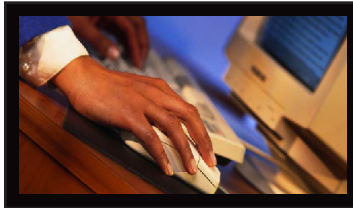
DESIGNATED RESPONSIBILITY CENTRE TRAVEL CARD

The Government of Canada Designated Responsibility Centre Travel Card is an American Express credit account to which transactions are applied – linked to a specific financial responsibility centre Travel Authorization Number code. This account is used automatically for all air and rail transactions by travellers within the responsibility centre.

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88,000 Designated Travel Cards
(DTC) and 3,500 Designated
Responsibility Centre Travel
Cards are in circulation





Travel AcXess Voyage
On-Line Travel Services



THE TRAVEL AcXESS VOYAGE (TAV) PORTAL

The Travel AcXess Voyage portal (<http://travel-voyage.gc.ca>) is the Web-based gateway to all of the TAV travel services and information. It allows GC travellers, travel arrangers, and those with responsibility for approving travel requests and expense reports to access the TAV on-line travel tools and services in a secure environment.

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When to use the TAV Portal

- ✈ Complete/update your user profiles
- ✈ Apply for a DTC
- ✈ Request Traveller Identification Number (TIN), which also act as user ID for single sign-on to on-line tools and services
- ✈ Plan a trip - research trips and obtain estimates
- ✈ Access the Accommodation and Car Rental Directory
- ✈ Access current travel information and advisories
- ✈ Access the On-Line Booking Tool and the Expense Management Tool

THE ON-LINE BOOKING TOOL (OBT)

The On-line Booking Tool (OBT) allows Government of Canada employees to book air, rail, accommodation, and rental vehicles securely from their own desktop. Other benefits include:



- ✈ Transaction fees approximately 50% lower than the Travel Call Centre;
- ✈ Research and plan travel and obtain estimates;
- ✈ Capability to view and compare airfares offered by multiple airlines for a particular trip, including lowest-fare and GC-negotiated rates;
- ✈ Reduced workload and time spent on the administration of travel; and
- ✈ Policy compliance notification based on the Government of Canada Travel Directive

In addition to helping employees save time and better manage their travel, the use of the OBT contributes to the Government of Canada's commitment to reduce employee travel costs.



When to use the OBT

- ✈ Simple travel within Canada and the U.S.
- ✈ Car rental and accommodation bookings
- ✈ Trips that occur more than 24 hours from time of departure



THE ON-LINE BOOKING TOOL (OBT)

Welcome Kylee Hillier
Home | My Trips | Help | Logout

Site: gocenglish
Site Language: English | Français (Canada)

Message

Government of Canada Travel Policies	Directives sur les voyages du gouvernement du Canada
Common Via Rail station codes	Codes des principales gares de VIA Rail
Common airport codes	Principaux codes d'aéroport
Important Information on Air Canada Seat Selection	Renseignements importants sur la sélection de places pour les vols Air Canada

WestJet now offers seat preference on all WestJet flights. Please proceed back to the portal if you have not indicated your seating preference within your traveller Profile.

To purchase this trip you must have selected or entered a valid TAN.

WestJet offre maintenant la présélection des places pour tous ses vols. Veuillez retourner au portail si vous n'avez pas déjà indiqué votre préférence en matière de place dans votre profil de voyageur.

Pour confirmer cet achat vous devez avoir sélectionné ou entré un NAV valide.

Begin Search

Select Trip Requirements

I need a (check all that apply):

Flight
 Hotel
 Car

Select Trip Type

round trip
 one way trip
 multiple destination trip

Enter Trip Details

Search Type: Schedule Price

From: [Find city/airport](#)

To: [Find city/airport](#)

Departure Date/Time: leaves

Cabin Class:

Return Date/Time: leaves

Choose Advanced Options

Ticket Type:

[Begin Search](#)

Arrival & Departure Information **Travel Tools**

Check status for: on:

Airline:

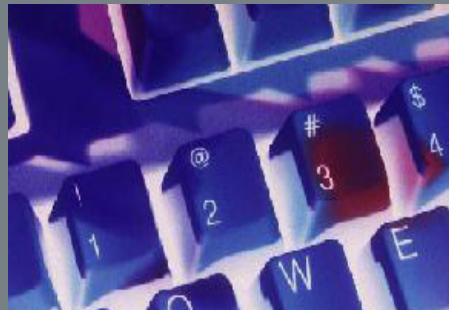
Flight:

[Check Flight Status](#)

[Need assistance?](#)
[Vous avez besoin d'aide?](#)

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Across government as of September 2006, more than 25% of GC travellers are logging into the portal to use the On-line Booking Tool to complete travel bookings.



THE EXPENSE MANAGEMENT TOOL (EMT)

The Expense Management Tool (EMT) was launched in June 2006.

The EMT provides numerous benefits to travellers and those involved with travel authorization and expense management processes, including:

- ✈ Consistent application of government travel and expense policies via built-in policy rules and links to travel policy information, including departmental rules;
- ✈ Automatic Travel Authorization Number issuance (TAN) upon supervisor's approval;
- ✈ Automatic calculation of travel allowances;
- ✈ Exchange rate conversion;
- ✈ DTC/DRCTC transaction feeds directly into expense reports, reducing potential for manual-entry errors and the time and effort for completion;
- ✈ Ability to compare travel requests and expense reports against policies and exceptions;
- ✈ Secure Web access to expense reports, anytime, anywhere;
- ✈ Notification to traveller of travel request and expense report status changes, allowing the user to monitor the progress of their request or report;
- ✈ E-mail notification to approvers and processors of travel requests and expense reports pending action; and
- ✈ Ability to automatically delegate travel requests and expense reports to another approver in case of absence.



When to use the Expense Management Tool

- ✈ Request and grant travel authorization
- ✈ Complete and process expense reports



THE EXPENSE MANAGEMENT TOOL (EMT)

The EMT also helps the Government of Canada and departments and agencies achieve cost savings, accountability, and transparency objectives through:

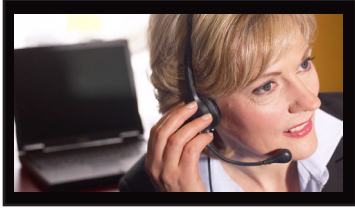
- ✈ Simplified processing;
- ✈ Selective, flexible, on-demand audit and reporting capabilities (spending thresholds, repeat offenders, policy exceptions, etc.);
- ✈ Improved collection of travel and expense data, allowing for better vendor analysis and negotiations and greater accountability among departments and agencies;
- ✈ Robust travel and expense management reporting functionality; and
- ✈ Direct data feeds to departmental financial management systems.

easier. faster. smarter.

The screenshot shows the Concur Expense Management Tool (EMT) web interface. At the top, it says "Welcome Kylee Miller" and includes "Log Off", "My Info", and "Help" links. The main content area is titled "Concur Central" and features the "Travel AcXess Voyage" logo. It is divided into several sections:

- Expense Reports:** Includes links for Trip Plans (View), Travel Requests (Create, View & Edit), Expense Reports (Create, View & Edit), Act as an Expense delegate, Advances (View), and Help for Concur Expense.
- Company Links:** Lists various links such as Mileage/Kilometre Rates for United States of America, Transaction Service Fee Schedule, Bank of Canada Exchange Rates, Allowances - Modules 1, 2 and 3 (Travel Directive - Appendix C), Learning Page, Allowances - Module 4 (Travel Directive - Appendix D), Bank of America Exchange Rates, Kilometre Rates for Locations Abroad, and Kilometre Rates for Canada (Travel Directive - Appendix B).
- How Do I?:** Provides links for Learn to work more efficiently, Navigate back to a previous screen, Reduce the amount of status email, Create an expense report, Get started using Concur Expense, Change my approver, and Switch to/from the helper pane.
- My Updates:** States "You currently have no updates."
- My Trip Plans:** Shows a table with columns for Item Description and Action. A single entry "Test 123" is listed with actions: Create Travel, Request, and Remove from List. Below the table, it shows Trip Plan ID 73LADA and Start Date: 15/10/2006.

At the bottom, it says "powered by concur" and includes copyright information: "©2004-2005 Concur Technologies, Inc., Redmond, WA U.S.A. All rights reserved. Version : 7.1.0.14".



Travel AcXess Voyage
Call Centre Services



TRAVEL CALL CENTRE

With a Travel Call Centre in operation 7 days a week, 24 hours a day, making travel arrangements and obtaining assistance is easier than ever before.

Other services offered by the Travel Call Centre include:

- ✈ Trip planning assistance
- ✈ Destination information and health and safety advisories
- ✈ Information regarding visa and passport requirements
- ✈ Lowest fare guarantee*
- ✈ Services for travellers with special needs
- ✈ Access to government-negotiated air, rail, hotel and car rental discounts and Web fares for major Canadian airlines

*The Travel Call Centre is obligated 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.

In addition to offering full service to employees, transactions completed through the Travel Call Centre provide invaluable information to the Government of Canada on where, when, and how employees are travelling, where they are staying, and what car rental services they are using. This information helps the government negotiate better rates with travel suppliers and assists departments and agencies to manage their travel programs more efficiently.

When to use the Travel Call Centre



- ✈ Last minute travel (i.e. within 24 hours)
- ✈ Travel outside North America or complex trips involving several carriers and/or legs

Group, Conference And Event Planning Service Desk

The Group Service Desk business hours are 08:00 to 20:00 EST, Monday to Friday. Travellers calling outside of these hours will be directed to the after hours team for assistance.

The Group Service Desk representatives assign one lead agent and a dedicated support team to respond to the specific needs of each group and to customize travel requirements. Thanks to this service, it is easier to ensure the best available rates and services are procured. Once travel plans have been established for a group, all requests and changes must be facilitated through the Group Travel Services department.



The Group Service Desk department also:

- ✈ Facilitates transportation (air, train, land transfers, limousine);
- ✈ Books hotel reservations;
- ✈ Books vehicle rentals;
- ✈ Secures meeting rooms;
- ✈ Facilitates on-site meeting coordination; and
- ✈ Manages flight manifests and provides rooming lists.

By booking through this group, Government of Canada travellers can obtain special group travel rates. This way, departments benefit, as do agencies and the Government of Canada as a whole. Savings can also be achieved through coordinated ground transfers and meeting packages.

Information about the fees associated with this service can be obtained by contacting the Travel Call Centre at 1-800-514-3798 and choosing the appropriate option for the Group Service Desk.



When to use the Group Service Desk

- ✈ Groups of 10 or more travelling on the same dates, to the same destination, for the same meeting or event

Remote Travel (North of 60) Service Desk

The Remote Travel Service Desk, which operates from 08:00 to 17:00 EST, Monday to Friday, is designed to provide travellers and/or travel arrangers with:

- ✈ Improved and consistent servicing for travel to, from, and within remote locations;
- ✈ Expertise and efficiency of a specially-trained pool of travel counsellors; and
- ✈ Expertise in travel options, including local air carriers and other local providers of travel-related services.

Travellers should first check the *North of 60 and Remote Canadian Locations* list – available on the STSI Web site at <http://stsi.gc.ca> to ensure that either the origin or destination of travel is within the defined regions*.

* VIP travellers should call the VIP service desk. VIP counsellors have also been trained to support North of 60 and remote travel.



The Remote Travel Service Desk can be reached by calling the Travel Call Centre at 1-800-514-3798 and choosing the appropriate option.

The Travel Call Centre takes an average of 40,000-plus calls every month. Our GC service level agreement sets a higher standard for service than industry benchmarks.

VIP Service Desk

The VIP Service Desk is open Monday to Friday, 08:00 to 18:00 EST. After 18:00 EST and on weekends, calls to VIP Services are immediately transferred to the Travel Call Centre and are given priority.

The VIP team provides a wide variety of specialized travel needs, including:

- ✈ Organizing complex, multi-city itineraries, including trips within and to remote Canadian locations;
- ✈ Securing airline seats or hotel space during heavily booked periods;
- ✈ Coordinating destination “meet and greet” services or limousine pick-up;
- ✈ Ensuring advance preparations for meeting facilities;
- ✈ Confirming air and hotel reservations directly with the vendor over the telephone to ensure special seating, meal or hotel room requests have been arranged; and
- ✈ Notifying airlines, hotels and other travel suppliers of the traveller’s VIP status in an effort to make available amenities such as upgrades, lounge access or complimentary drink/headset coupons.

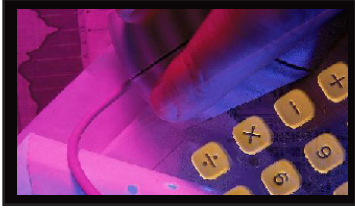
Because the VIP Service Desk counsellors serve a small and specialized group of travellers, they function almost as personal travel arrangers, quickly learning and accommodating the needs, preferences and scheduling constraints of their clients.

For the VIP Service Desk number or to be designated as a VIP, please contact your SFTO. The complete list of SFTOs can be found on the STSI Web site at <http://stsi.gc.ca>.



When to use the VIP Service Desk

- ✈ To book travel and accommodations for individuals who have been registered as VIPs through their organization’s Senior Full-time Travel Officer (SFTO)



Travel and Expense Management



TRAVEL AND EXPENSE MANAGEMENT

The overall goal of the STSI project is to:

- ✈ Provide better data for departmental and government-wide financial management of the travel budget;
- ✈ Provide better services and support for government business travellers, their travel arrangers, and travel and those responsible for travel and expense authorization; and
- ✈ Create a procurement environment that will lead to better vendor service level agreements and rates and greater savings to departments and the government as a whole.

With consolidation of travel and card information through the Travel Call Centre, the On-line Booking Tool, and the DTC and DRCTC, and the Expense Management Tool, departments and agencies can now, for the first time ever, have an accurate picture of travel spending in their organization.

AMERICAN EXPRESS @ WORK CARD AND TRAVEL REPORTING

The American Express @ Work (Amex@Work) reporting tool provides roughly 50 stock reports using data directly from the Amex billing system and itinerary bookings. Detailed information on every DTC and DRCTC transaction can be accessed in a variety of ways to help you actively manage the way your department travels.

Using Amex@Work to its maximum benefit requires specialized training. This training is facilitated by STSI on request.

By using Amex@Work, departments and agencies can generate pre-formatted English and/or French reports based on DTC and DRCTC transaction data for use with common spreadsheet applications such as Microsoft Excel. Use of the Amex@Work reporting tool ensures:

- ✈ Greater levels of accountability through the consistent application of Government travel and expense policies via built-in policy rules and links to travel policy information;
- ✈ Ability to compare travel requests and expense reports against policies and exceptions;
- ✈ Audit capability based on a variety of criteria (e.g. spending thresholds, repeat offenders, etc.);

- ✈ Better vendor analysis and negotiations and greater accountability among departments and agencies due to the ability to obtain travel and expense data; and
- ✈ Increased transparency.



Users can view up to 27 months of historical data by selecting sorting options, report frequency, and the kinds of data they want to analyze. This data not only enables departments to monitor travel costs and policy compliance, it provides leverage for the Government of Canada in its negotiations with suppliers.

Because some of the data collected for Amex@Work reporting may be sensitive, organizations should designate users with discretion. Only those with corporate financial or travel management roles will likely require access to travel reporting.

For more information on Amex@Work training, please contact your STSI Account Manager.

EMT REPORTS

In addition to Amex@Work, the EMT itself has approximately 45 reports available, showing metrics such as delinquent receipts, expense reports exceeding amount or exception thresholds, top travel spenders, and many more.

For more information on EMT reporting, please contact your STSI Account Manager.

KEY PHONE NUMBERS AND WEB ADDRESSES

Travel Call Centre
24 hour, toll free

Group travel services
8:00-20:00 EST, toll free

North of 60 (remote) travel services
8:00-17:00 EST, toll free

Travel AcXess Voyage Support Desk
24 hour, toll free

1-800-514-3798

American Express card services
24 hour, toll free

1-800-514-2915

VIP Services desk
8:00-18:00 EST, toll free

Number provided on
request to authorized personnel

Book travel

Authorizations and
Expense Management

<http://travel-voyage.gc.ca>

List of Senior Full-time Travel Officers,
by department

List of Departmental Training
Coordinators, by department

<http://stsi.gc.ca>

Travel Directive

http://publservice.tbs-sct.gc.ca/hr-rh/gtla-vgcl/index_e.asp