



The New Government Travel Card

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.

As part of the STSI, a new government travel card was issued to all existing cardholders on April 1, 2004. On June 30, 2004, the cards from the previous government card program were de-activated. The benefits of activating the new card include:

- A 24/7 employee support network;
- Cash advances available in multiple international currencies through ATMs worldwide;
- Broad international acceptance;
- Enhanced and new insurance options;
- Access to beneficial loyalty programs;
- Opportunities for great rebates for the Government of Canada; and
- Better information for management decisions.

Support

There is a toll-free employee support number available 24/7 for cardholders with questions and in case of emergency. Information is available in both English and French.



New and enhanced insurance highlights

Benefit	The New Card	The Old 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 per rental period	n/a
Entertainment Allowance with Flight Delay Benefit	\$100	n/a
Unexpected Return Home	\$2,000 per trip	n/a

Theft

In the event of theft, employees have access to 24/7 toll-free number to cancel the stolen card and obtain a replacement. The contractor assumes responsibility for fraudulent charges once the cardholder has provided notification of the theft. A replacement card can be obtained from the contractor’s network of over 1,700 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.

Liability

The new travel card has no effect on personal credit. Employees are responsible to pay the contractor the entire balance (all legitimate charges) within the required due date. After 90 days, the department or agency is responsible for any outstanding balance. Departments will be able to initiate recovery of any sum of money that is owed by Canada to the employee – including set-off against wages – to be remitted to the contractor for the settlement of unpaid invoices. A “Legitimate Charge” means a charge made by the cardholder or authorized person. To acknowledge the change in liability from the previous contract, each cardholder received a new card agreement when they picked up their new card.

Loyalty programs

Under the new contract for the STSI, employees are able to collect points when they use their government travel card. This means employees are allowed to collect and redeem points for personal use. In the context of the STSI, the card loyalty program is also an incentive to encourage employees to use the card as often as possible while on government travel. Increased usage helps ensure that:

- Employees are covered under the insurance programs offered through the card;
- The Government of Canada benefits from the volume rebates offered by the contractor; and
- Travel expenses are tracked, recorded and automatically transferred into the automated expense management system.

The new contractor provides a choice of two basic loyalty programs available at no cost to employees.



Cash advances and acceptance rates

The new card is accepted at over 650,000 ATMs worldwide. The contractor has developed a Card Acceptance Unit in each country to quickly react to the needs and requests of cardholders. The new government travel card will be issued in, and maintained and supported by a range of currencies including the Euro (EUR); British Pound Sterling (GBP); U.S. Dollar (USD); Canadian Dollar (CAD); and many other currencies.

The new government travel card also carries a standard credit limit of \$3,000 and a \$1,500 monthly cash advance limit. If you find you require a higher limit on your card, please contact your Senior Full-time Travel Officer (SFTO). He or she can request this adjustment to your travel card.

Traveller's cheques

Traveller's cheques complement the use of the government travel card. They are available in a number of denominations and currencies. American Express traveller's cheques are accepted worldwide and never expire.

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>.