



The On-line Booking Tool (OBT)

Travel AcXess Voyage launched its on-line automated solutions on November 24, 2004, with the introduction of a new Web-based portal. A key component of the portal is the new On-line Booking Tool (OBT) for air, rail, car and hotel reservations. The OBT allows users make reservations over a secure network and manage travel at their convenience, at much lower transaction fees. The OBT does not replace, but rather complements existing telephone and on-site travel agency services. For booking international travel, it is recommended that users contact the full service travel agency.

The new on-line Travel AcXess Voyage solution is the latest addition to the suite of integrated travel services that includes your new government travel card and full service travel agency.

Employee Benefits

The OBT provides numerous benefits to travellers including:

- Capability to view and compare the airfares offered by multiple airlines for a particular trip
- Greatly simplified travel booking processes;
- Reduced workload and time spent on the administration of travel;
- A trip template feature for travellers who frequently repeat the same trips; and,
- User notification when travellers book outside of the Treasury Board Travel Directive

As part of the implementation of the new OBT, training will be provided to departmental trainers to help them train employees in departments and agencies. More information on this train-the-trainer approach is available in the training fact sheet. Additional training documentation will be available in English and French on the Travel AcXess Voyage portal by selecting the Learning link in the header navigation bar.

Government of Canada Benefits

The On-line Booking Tool provides several key benefits to federal government organizations, including:

- Transaction fees which are approximately 40% lower than the full service agency fee;
- Access to government-negotiated airfare discounts;
- Ability to access web-fare content and,
- Discounts on accommodation and car rental.



Security and Privacy Considerations

The On-line Booking Tool complies with all security provisions specified by the Government of Canada. The Web-enabled service uses a secure server to ensure that employee data is protected. The service is highly reliable and available at a user's desktop by accessing the ScNET, the Government of Canada secure network, and logging on to the Travel AcXess Voyage portal.

In addition, the information users are required to provide for booking travel must meet International Air Transport Association (IATA)* travel requirements. After information is gathered in the system, it is transmitted and stored in encrypted format for security and privacy purposes. Departments and agencies will keep this information in confidence and will restrict access to the information for audit and business intelligence requirements.

In order to serve travellers better, personal information is being collected to establish the Traveller Profile in the Travel AcXess Voyage portal. Only those employees of American Express, who are required and authorized, will have access to customer information. The Government of Canada will ensure privacy requirements are always met.

Travel AcXess Voyage

The On-line Booking Tool is being offered as part of the Travel AcXess Voyage suite of services. 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.

***Note:** *The IATA is the association that oversees safety and security matters for the airline industry.*