



The Travel AcXess Voyage Solution

The goal of the Shared Travel Services Initiative (STSI) is to improve the travel experience for employees by giving them better tools to make travel arrangements, manage the travel process, and reduce government travel costs. 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).

The suite of new travel services that have been introduced to modernize travel services include:

- Government of Canada Designated Travel Card (DTC);
- Departmental Responsibility Centre Travel Card (DRCTC);
- On-line booking tool (OBT);
- Travel agency services; and
- E-travel services.

Collectively, these services are known as Travel AcXess Voyage. The Shared Travel Services Initiative project team is managing the implementation of the travel AcXess Voyage services, which are being provided by Accenture Inc. and its team of sub-contractors – American Express, Bell Canada and Concur Technologies.

Transition

The new government travel card and travel agency services became available on April 1, 2004. The Web portal and the online-booking tool (OBT) are scheduled to be launched this winter. All departments and agencies will have access to the full suite of integrated travel services once the E-travel services have been pilot tested in 10 departments and agencies.

The STSI and Travel AcXess Voyage – What's in it for you

Government Travel Card

With the new government travel card, you benefit from:

- A custom travel card;
- A choice of two loyalty programs;
- Access to cash advances and travellers cheques through ATMs;



- Improved insurance coverage; and
- Electronic statements and automatic downloads to the expense claims system.

Full-Service Travel Agency

The new full-service travel agency provides all the benefits of a traditional travel agency, including a bilingual employee travel support network, worldwide, 24/7. The agency also offers:

- A 24/7 traveller support line accessible from a toll-free international telephone number;
- Trip planning assistance;
- Group, conference and event planning services;
- Destination information and health and safety advisories;
- Information regarding visa and passport requirements;
- Services for travellers with special needs; and
- Government travel card insurance information.

On-line Booking Tool

From a secure Intranet site, the new on-line booking tool (OBT) will provide:

- The ability to plan your trip and book travel (air, rail, car and hotel) on-line; and
- 24/7 technical support.

E-Travel Services

Once the integrated travel service is implemented government-wide, it will offer a new suite of electronic travel services, including:

- On-line approval and pre-trip authorization;
- Expense claim processing, management and settlement;
- E-mail notification of status, authorizations and payment completion;
- Embedded automated common travel policies, such as mileage rates and meal allowances;
- Better information on travel patterns to help managers make sound travel decisions based on facts; and
- Single sign-on portal to access all of the services of the STSI.

The STSI — What's in it for your organization

In short, the new government travel service will save your department or agency time and money. Automation and integration will reduce administrative overhead, maximize rebates and discounts, control spending and provide managers with better information on when, how and why travel takes place to enable fact-based decision making.

Departments can expect to see additional savings because:

- Fees for on-line transactions are significantly lower than those for counsellor-assisted transactions;
- Increased use of the government travel card will result in increased volume rebates, and decreased use and processing of traveller's cheques will result in further savings;



- Common travel policies, such as mileage rates and meal allowances will be programmed into the expense claims system. As a result, costly audits will only be required for exceptional situations;
- Departments will be able to better manage their travel budgets with the data feed to departmental financial systems; and
- Improved travel information will be used to negotiate improved rates for all departments and agencies.

The STSI — What's in it for the Government of Canada

The STSI will support the delivery of quality programs and services to all Canadians, and will enhance employees' work environments, thus helping attract and retain the best employees for the federal public service.

The STSI will also help the Government of Canada manage costs by:

- Allowing the government to take advantage of significant usage rebates and discounts based on larger travel volumes — employees should realize that, by using the new travel service, they contribute to increased rebates and discounts;
- Reducing the amount of paper-based processes related to travel;
- Gathering better information about where and how travel dollars are spent, in order to negotiate better deals with the travel industry; and
- Supplying improved transparency of transaction costs and a simplified process for carrying out rapid audits, when required.

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>.