



Implementation Readiness Playbook

This is a step-by-step guide to assist departments and agencies with the transition to the new Government of Canada Designated Travel Card, Designated Responsibility Centre Travel Card, on-line self-service booking tool and travel agency services.

January 2004

What's in this binder

Implementation Readiness Playbook

The purpose of the Implementation Readiness Playbook is to provide you with many of the details required to implement the new Government of Canada Designated Travel Card (DTC), Designated Responsibility Centre Travel Card (DRCTC), traveller's cheques, self-service booking tool (SSBT) and Travel Agency Services within your department. It complements the support you will receive from the Government Travel Modernization Office (GTMO) and the new Contractor, and it will facilitate the smooth transition from the current Government Travel Services contract to the new contract.

Throughout the transition you will receive the communication materials referenced in this document. After the transition and implementation is complete, you will be notified of on-going communications and activities that will require your support. This information will be provided from the new Contractor and GTMO.

This step-by-step playbook summarizes many of the activities that must be completed by the SFTO and/or their departmental contacts prior to the implementation of the new Government of Canada DTC, DRCTC, traveller's cheques, SSBT and Travel Agency Services. This playbook outlines the time period from January 2004 to end of April, 2004 (approximately four weeks following the launch of Travel AcXess Voyage on April 1, 2004).

CD

The CD enclosed in this binder contains electronic versions of many of the forms, lists, FAQs, fee schedule, and samples of the early communications you will require to communicate the transition and launch of the new Government of Canada DTC, DRCTC, SSBT and Travel Agency Services to the employees within your department. Throughout this playbook you will find references made to these files and details regarding when and how you should use each one.

Cardmember Lists

There are seven lists in this binder. They include:

- Conversion list
- Zero Billers list
- Spend Limits Exceptions list
- Special Status list
- Application Optional list
- Department Travel Account (to be replaced with DRCTC)
- Responsibility Centre Travel Card (to be replaced with DRCTC)

For a more detailed explanation of the lists, and how you will be required to use them, please see the cover page to the Cardmember list section as well as Section 3 of the Implementation Readiness Playbook. Copies in electronic format of all of the lists can be found on the CD at the back of this binder.

Forms

The 'forms' section of this binder contains paper copies of a number of forms that you will need either to complete yourself or to distribute to employees in your department for completion.

- Employee Announcement

- Travel Transition Data Requirements form
- Card Application form
- Designated Responsibility Centre Travel Card – Plastic
- Designated Responsibility Centre Travel Card – Non-Plastic

An electronic copy of all of the forms is also included on the CD that you will find at the back of this binder. This will allow you to email or post the forms on your intranet.

Presentation

You will find here a copy of the presentation that was used at the SFTO working session. This presentation includes information on the Designated Travel Card, Designated Responsibility Centre Travel Card, traveller's cheques, self-service booking tool, and travel agency.

Implementation Readiness Playbook

TABLE OF CONTENTS

| | |
|--|----|
| Introduction..... | 5 |
| Implementation Overview..... | 6 |
| Implementation Activities..... | 6 |
| Transition Stage..... | 6 |
| Information Collection and Analysis..... | 7 |
| Design..... | 8 |
| Roll-Out..... | 8 |
| Post-Transition Stage..... | 9 |
| Status Updates..... | 9 |
| Implementation Activities Checklists..... | 10 |
| Next Steps..... | 13 |
| Contact Info..... | 13 |
| Appendix A – Terms and Acronyms..... | 14 |
| Appendix B – Frequently Asked Questions..... | 15 |
| Appendix C – Weekly Checklists..... | 19 |
| Appendix D – Fee Schedule..... | 33 |
| Appendix E – List of Deliverables from SFTO Kick-Off Session December 5..... | 36 |

Introduction

The Shared Travel Services Initiative (STSI) is a Government of Canada initiative jointly led by the Treasury Board of Canada Secretariat and Public Works and Government Services Canada. The suite of new travel services that are being introduced to modernize travel services include:

- Government of Canada Designated Travel Card (DTC)
- Departmental Responsibility Centre Travel Card (DRCTC)
- On-line self-service booking tool (SSBT)
- Travel agency services
- Expense claims management system
- Financial data feed to departmental financial systems
- Access to business intelligence

Collectively, these services will be known as Travel AcXess Voyage. The Government Travel Modernization Office will oversee the STSI as well as the implementation of Travel AcXess Voyage services by Accenture with its team of sub-contractors American Express, Bell Canada and Concur Technologies.

This Implementation Playbook is a follow-up to the Departmental Preparedness Guide that was distributed at the launch session December 5, 2003. It includes an overview of all the activities to be completed by departments and agencies during the transition stage from January 2004 to end of March, 2004, as well as some of the activities to be completed post-transition in April 2004.

The playbook has been prepared to assist all government departments and agencies involved in the implementation of the STSI as we embark on the transition from the existing government travel services contract to the new contract.

The transition activities outlined in this playbook relate specifically to the new Government of Canada Designated Travel Card, the Departmental Responsibility Centre Travel Card, Traveller's Cheques, the on-line self-service booking tool (SSBT) and the travel agency services. The expense claims management system, financial data feed and access to business intelligence will be introduced government-wide following a pilot with ten departments this year.

A copy of the presentation that was used at the SFTO working session is available in Section 1 of this binder. It provides more details on the new services. In addition, a copy of this playbook as well as additional information on the various services included in the new solution is available at gtmo.gc.ca in the SFTO section.

We would like to thank you for your collaboration to date in preparing for implementation of the Shared Travel Services Initiative.

Implementation overview

| | | |
|---|---|--|
| <p>January 1 – March 31, 2004</p> | <p>Transition stage All Departments and Agencies</p> | <ul style="list-style-type: none"> • Transition to the new DTC, DRCTC, SSBT, and Agency • New travel card and card agreement to all existing card holders and new applicants • Traveller profile collection from all travellers • New TINs issued to all existing travellers • Communication and marketing to employees |
| <p>April 1 – 30, 2004</p> | <p>Post-transition stage All Departments and Agencies</p> | <ul style="list-style-type: none"> • Follow-up Card and Travel Agency Services meetings with Travel AcXess Voyage implementation team • Train-the-trainer sessions for departmental Power Users • Ongoing communications and marketing to employees |
| | <p>Post-transition stage Vanguard Departments and Agencies</p> | <ul style="list-style-type: none"> • Activities related to electronic services for Vanguard pilot Departments underway, e.g. electronic travel authorization and approval as well as pilot of electronic expense solution |

Implementation activities

Transition stage

During the transition stage, many activities must be completed within each department in order to ensure a successful launch. These activities will be completed by the SFTO and/or their departmental contacts, as well as employees in the department during the period from January 1st until March 31st, 2004.

To ensure that all of the required activities are coordinated, the transition stage is broken out into three major components:

1. Information Collection and Analysis
2. Design
3. Roll-out

Each component will last approximately one month to coincide with the April 1, 2004 launch; however, some information collection will occur in each of the three months.

Below is a brief explanation of each of these components and some of the related activities.

Information Collection and Analysis (January-March)

During the months of January to March, the GTMO and Travel AcXess Voyage implementation team including an American Express account manager, will work with you to detail the information requirements specific to your department or agency. This will include the information that was requested at the December 5 kick-off meeting, and any take-aways from that meeting, as well as any additional information requirements that are identified from the analysis completed. Some of the information we will require includes:

Traveller Profile / Traveller Identification Number (TIN)

All travellers will receive a new TIN (the old BTI TIN will be discontinued April 1, 2004) before the new travel agency comes into effect. In addition, all travellers must fill out a new traveller profile before they can make a reservation with American Express. Early March, approximately 80,000 government employees who are listed in the existing travellers' database will receive a secure e-mail from the Travel AcXess Voyage implementation team providing them their new TINs and asking them to fill out their new traveller profile. The e-mail will include a hyperlink to the profile completion web-form. A 2nd e-mail will be sent to each traveller containing their initial password to log into the profile completion site. Travellers (and/or contractors) who do not have access to the web form, and/or do not have an X400 address will be provided a paper option for manual submission by fax.

Traveller Authorization Number (TAN)

New TANs will be issued. The former BTI-issued TANs will discontinue on March 31, 2004. New blocks of TANs will be issued to the TAN holders mid-March to be used when you begin booking with the new contractor on April 1st. The traveller's profile, and the selection made by the traveller on the profile with respect to Departmental Division, will drive the TAN and DRCTC relationships for airfare/rail billing purposes, and in the future, the RC relationships to the TAN and DRCTC. Further details with respect to this process are contained in the FAQs and will continue to be available in greater detail in March once American Express has developed its TAN database and all DRCTCs are issued.

Cardmember lists

In Section 3 of this binder, you will find a number of lists:

- Conversion list
- Zero Billers list
- Spend Limits Exceptions list
- Special Status list
- Application Optional list
- Department Travel Account (to be replaced with DRCTC)
- Responsibility Centre Travel Card (to be replaced with DRCTC)

At the top of each list, there is a paragraph describing the purpose of the list and what you need to do to complete the list or verify/enhance the information it contains. For example, the Zero Billers list contains all of the Cardmembers in your department that have not used their Designated Travel Card in the last 13 months. If you would like these Cardmembers to automatically receive new Cards, please follow the instructions provided on the Cardmember list.

All of the lists are sorted by Basic Control Account (BCA) and contain all of the necessary details to identify each Cardmember.

The majority of the existing Cardmembers in your department will automatically receive a new Designated Travel Card with a \$3,000 monthly spending limit and a \$1,500 monthly cash advance limit to replace their current card. There may be some exceptions to this. The Cardmember lists attached will help you to clarify those exceptions to American Express.

Please read through all of the lists in detail and identify all Cardmembers that fall into an exception category. It is very important that these lists be completed quickly and accurately and returned to American Express.

You will also be required to send out employee communications to your department or agency to announce the launch of Travel AcXess Voyage, and to ensure that the necessary Card applications and individual Traveller Profiles are completed. The attached CD includes the initial launch communication. The Travel AcXess Voyage implementation team will be providing you with more communication tools via e-mail in February.

Design (February)

During the month of February, the GTMO and the Travel AcXess Voyage implementation team will continue to work with you to finalize the program requirements you will be completing in your department or agency. There will continue to be on-going communications to remind employees to complete the necessary paperwork (traveller profiles, applications) to ensure a smooth transition. You will receive the appropriate communications tools through weekly e-mail reminders.

Roll-out (February - March)

During the months of February and March, employees will be reminded to complete the necessary forms (traveller profiles, new applications). In March, travellers will receive their new TIN that will ask the traveller to complete their new profile on-line. Completion of the individual Traveller Profile is an integral part of the Travel Operations servicing. You will also receive the new Designated Travel Cards and card agreements for signature by your employees. Departments will receive their new block of TANs mid-March for use for new bookings effective April 1st.

The new full-service travel agency will provide bilingual travel booking services 24/7/365 through three call centres in Canada, located in Ottawa, Montreal, and Calgary through a single telephone number. The new agreement ensures a lowest available airfare guarantee, which includes the ability to book Air Canada web fares through the full-service agency. The full-service booking fee (see attached schedule in Appendix D) applies for these counsellor bookings.

The self-service booking tool, called "Corporate Travel On-line (CTO)", will replace the existing "AutoSelect" on-line booking tool on April 1, 2004. The SSBT is fully bilingual and will be available 24/7/365 and the contractor's lowest available airfare guarantee applies to bookings made through the SSBT as well. The Air Canada web fares are currently not available to be booked within the SSBT; however, the full-service agency will provide a back-end process to offer the traveller the Air Canada web fares to the traveller through a telephone consultation if the web fare parameters are similar to the request made through SSBT. The new contractor is continuing to work closely with Air Canada to provide a web fare booking solution within the SSBT. Please note that the SSBT transaction fee applies for all bookings initiated within the CTO tool, regardless of the fact that a full-service counsellor will intervene to assist with Air Canada web fares.

Throughout the month of March, you will be asked to assist with employee weekly marketing activities, which will include hanging posters and delivering e-mails and desk drops. The Travel AcXess Voyage

implementation team will be sending you weekly reminders as well as the marketing materials for you to use.

Post-transition Stage

To ensure a successful transition to the new Government of Canada DTC, DRCTC, SSBT and Travel Agency Services, some activities (such as ongoing communications and marketing with employees and attending post-implementation meetings) need to be completed directly following the April 1, 2004, launch. Please note that train-the-trainer sessions with your department or agency's power users will also take place at this time to help with the implementation of the self-service booking tool. The GTMO and the Travel AcXess Voyage implementation team will provide information and discuss these activities in detail with you in March.

Activities related to electronic services for Vanguard Departments will be in progress, e.g. electronic travel authorization and approval as well as pilot of electronic expense solution.

Status Updates (Ongoing)

Regular status updates will be very important to the success of this implementation. They will allow you to ask questions and assist your department or agency to ensure clarity around all of your requirements. The format of these status updates will vary depending upon the stage and complexity of your implementation. Your status updates for the Card and Travel Services will be on different days, as determined during your Implementation Workshop. It is the SFTO's responsibility to ensure regular status updates are received from their own internal Departmental Contacts.

Implementation activities checklists

There is a series of activities that must take place during the transition and post-transition phases to ensure a successful transition in your department. They include implementation management activities and communications/marketing activities. Week by week activities checklists are available in Appendix C.

The following tables outline the implementation management activities and communication and marketing activities. There are checkboxes located next to each activity under the week in which the activity must take place.

Please note that these activities are in addition to the list of preparedness activities presented to you at the SFTO Kick-off session in December. You will find a reminder of those items in Appendix E.

| Activity | Implementation Phase | | | | | | | | | | Post-Implementation Phase | | | |
|--|--------------------------|--------------------------|---------------|----------------|--------------------------|-----------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| | Jan 19 - Jan 23 | Jan 26 - Jan 30 | Feb 2 - Feb 6 | Feb 9 - Feb 13 | Feb 16 - Feb 20 | Feb 23 - Feb 27 | Mar 1 - Mar 5 | Mar 8 - Mar 12 | Mar 15 - Mar 19 | Mar 22 - Mar 26 | Mar 29 - Apr 2 | Apr 5 - Apr 9 | Apr 12 - Apr 16 | Apr 19 - Apr 23 |
| Communication | | | | | | | | | | | | | | |
| Distribute Card and Travel FAQ to all employees | <input type="checkbox"/> | | | | | | | | | | | | | |
| Distribute Card application as needed | | <input type="checkbox"/> | | | | | | | | | | | | |
| Distribute communication reminding Cardmembers to return applications to AMEX | | | | | <input type="checkbox"/> | | | | | | | | | |
| An automatic email will be sent to all travellers with a link to the traveller profile this email will also include their TIN. | | | | | | | <input type="checkbox"/> | | | | | | | |
| Distribute communication reminding Travellers to complete travel profile and submit to AMEX | | | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | | | | | |
| Hang posters and distribute other promotional material *To be provided by AMEX | | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Distribute weekly end user communications *To be provided by AMEX | | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Distribute travel contact information to Travellers/ Post travel contact information on Intranet | | | | | | | | | <input type="checkbox"/> | | | | | |
| Provide Cardmembers with Welcome FAQ sheet | | | | | | | <input type="checkbox"/> | | | | | | | |
| Provide Travellers with Welcome FAQ sheet | | | | | | | <input type="checkbox"/> | | | | | | | |

Next steps

- Your Travel AcXess Voyage implementation team will be in touch with you shortly to discuss the implementation activities.
- The implementation team from Travel AcXess Voyage (primarily the Card and Travel Services provider, American Express) will be in touch for a status update of the January activities.
- Information will be posted on gtmo.gc.ca to help you communicate this initiative to your employees.

Contact information

For any questions related to the Shared Travel Services Initiative, please contact your STSI account manager. Please see the contact sheet in this binder.

For specific implementation information on the implementation of the Designated Travel Card and Departmental Responsibility Centre Travel Card, please contact:

Roch Huppe

Huppe.roch@tbs-sct.gc.ca

(613) 941-7200

For specific implementation information on the Travel Agency Services and Self-service Booking Tool, please contact:

Joanne Berniquez

Berniquez.joanne@tbs-sct.gc.ca

(613) 957-3685

Appendix A – Terms and Acronyms

Use this list to help decipher any acronyms and terms encountered throughout the launch of Travel AcXess Voyage.

| | |
|--|---|
| BCA | Basic Control Account – Each BCA represents a group of Card accounts that share certain common features. |
| BTC | Business Travel Centre – The American Express office where your travel reservations are made. |
| C(L)DW | Collision (Loss) Damage Waiver – This car rental insurance is activated by paying for your rental with your Designated Travel Card |
| Contract Fare/Negotiated Discounts | Discounted fares and rates that have been negotiated between various vendors for Government of Canada employees to utilize. |
| CSO | Corporate Service Operations – The American Express department that services your Card requests. |
| CTO | Corporate Travel Online – This is the self service booking tool travellers can use to book travel on-line |
| DC | Departmental Contact – The individual within a department responsible for the card and/or travel implementation. |
| DRCTC | Designated Responsibility Centre Travel Card – A centrally billed account number that may be issued as a plastic card or ghost account. |
| DTC | Designated Travel Card – The individual charge card provided to travellers. |
| FAQ | Frequently Asked Questions |
| GoC | Government of Canada |
| Government of Canada Corporate Travel Card | A form of payment issued to a Government of Canada employee for use when charging a travel-related and other job related expenses. |
| Government Rate | A special hotel rate for the business traveller not available to the general public. |
| GTMO | Government Travel Modernization Office – The office within the Government of Canada that manages the Shared Travel Services Initiative |
| PIN | Personal Identification Number – This number will be provided to employees with Cash Access. |
| PNR | Passenger Name Record in the airline reservation system, otherwise known as travel reservation. |
| Profile | A form that communicates the traveller's personal preferences in addition to business unit/company information. |
| Published Fares | Airfares that are published within the computer reservation system. Rates are updated and changed daily by each airline's yield management department. American Express Travel counsellors will advise Government of Canada travellers of the current fares and advise of any rules associated with the type of ticket purchased. |
| SFTO | Senior Full-Time Travel Officer |
| SSBT | Self Service Booking Tool |
| STSI | Shared Travel Service Initiative – a jointly led initiative by TBS and PWGCS to provide a more efficient, streamlined, electronic-based travel service to employees throughout the travel cycle |
| TAI | Travel Accident Insurance – An insurance activated by using the Card to purchase common carrier tickets. |
| TAN | Travel Authorization Number – A randomly generated number that ensures the appropriate approvals are obtained prior to travel. |
| TIN | Traveller Identification Number – A unique number assigned to each traveller |

Appendix B – Frequently Asked Questions

In this section, you will find the answers to questions you may have as well as questions you may be asked by Cardmembers and travellers within your department. A more extensive list of FAQs is available at gtmo.gc.ca and <http://publiservice.gc.ca/services/icpsss-spicsn/travel/faq-e.html>. Additional FAQs will also be sent to you over the next three months.

Card FAQs for Travellers

Q1. When will I get a new card and what happens to my current balance?

A1. Your new American Express Government Travel Card will be delivered, before April 1, 2004, to your SFTO. To obtain your new Card you will have to bring your old Card to your SFTO and trade it for the new one. You also need to sign a new agreement with the Government of Canada. Upon receipt of the new Card you should activate it immediately by calling the telephone number found on the sticker located on the front of your Card. You will receive a final statement for your old card that must be paid off in full. This balance will not be transitioned to your new account. Once you receive your new Card you should immediately update your traveller profile with your new Card number. This number will be required to facilitate booking hotel and or car reservations.

Q2. Why do I have to sign a new card agreement with the Government of Canada?

A2. The liability of the government corporate card program has shifted from an individual liability to a full corporate liability program. The terms and conditions concerning the responsibilities of the cardholder, as outlined in the current card agreements, are no longer valid under a full corporate liability card program. Therefore, we require that you sign new agreement with the Government of Canada when you pick up your new card.

Q3. Until what date is my old Card valid?

A3. Your old card is valid until April 30, 2004. Your existing card will be de-activated as soon as you activate your new card.

Q4. What if my current American Express Corporate Travel Card expires before April 1, 2004?

A4. You will receive a replacement card for your existing American Express Corporate Travel Card.

Q5. What if I do not receive a new American Express Corporate Travel Card before April 1, 2004?

A5. You should contact your SFTO.

Q6. I already have an American Express Corporate Travel Card. Do I have to apply for another one?

A6. If you have an existing American Express Corporate Travel Card you will automatically be sent a new American Express Corporate Travel Card. You do not have to re-apply unless instructed to do so by your Senior Full-Time Travel Officer. You will, however, have to sign a new card agreement with the Government of Canada.

Q7. If a credit is due will it appear on the current Card account or my new Card account?

A7. If a credit is the result of a charge incurred on the current account number, the credit will appear on the same account number. This will not be transferred to the new account Card number. If a credit balance exists on the current account, once validated a refund cheque may be requested at that time.

Q8. Who is eligible to receive an American Express Corporate Travel Card?

A8. If your department has an agreement with American Express and if you have been identified by your department as an individual who incurs business expenses and is in need of an American Express

Corporate Travel Card, then you may apply for an American Express Corporate Travel Card. All applications must be signed by your SFTO.

Travel Agency FAQs for Travellers

Q1. Will the new contractor take my reservations for my frequent flyer program (e.g. Aeroplan)?

A1. No. Supplier loyalty programs are considered personal. The new Contractor will manage business travel for the Government of Canada and vacation travel (whether frequent flyer or individual vacation travel) must be managed personally.

Q2. Until the transition date, what happens with current reservations/tickets that have been started or ticketed with BTI?

A2. The traveller must plan to use all existing reservations/tickets with residual value that have been booked through BTI. BTI and Amex cannot share each other's reservations or tickets and are unable to make any kind of changes or offer support on each other's files. Therefore, any transactions touched by BTI, must continue to be serviced by BTI. BTI's telephone # is 1-800-586-9888 or (613) 780-1400.

Q3. What should I do if I have an unused ticket issued by BTI?

A3. Should you require a refund or have an unused non-refundable ticket with residual value, please contact BTI to make the appropriate arrangements to obtain a refund or use for your next reservation. These tickets are not transferable to American Express.

Q4. What should I do if I need to book a travel reservation for travel to commence after April 1, 2004?

A4. You should continue to make travel arrangement through BTI until March 31, 2004. Starting April 1, 2004 contact American Express to make any new travel reservations. American Express will be available to provide business travel agency services as of April 1, 2004. If you are required to travel soon after the April 1, 2004 transition date and are making reservations before the transition date, you should purchase your ticket with BTI. If you are required to travel later in the fiscal year, you should wait to make your reservation with Amex starting April 1st.

Q5. Why do I have to fill out a new traveller profile? Why do you need that information?

A5. Under the new laws of the Privacy Act, the two contractors cannot share the information related to an individual traveller, therefore, we must start new. Also, in order to establish optimum success conditions for the new Contractor, current information must be available for the new Travel Services solution (self-service booking tool and full-service counsellor). Many of the profiles maintained at BTI today are obsolete and out-of-date and require refreshed information. Further, Travel AcXess Voyage will include an electronic approval process later in 2004, which will require additional information to be collected from the user.

Q6. Can American Express obtain my profile information from the current agency?

A6. No. There are legal restrictions for transferring confidential information, such as your credit card and personal information between agencies; therefore, you will be required to complete a new profile.

SFTO FAQs

Q1. When is the implementation date and when does the transition occur?

A1. The implementation date is April 1, 2004. Transition begins at 12:01 am (NFLD) on April 1, 2004. The solution is 24/7/365, therefore, regardless of your time zone; assistance is available from the new contractor effective this time and date.

Q2. Is the Travel Administration Number (TAN) process changing?

A2. Yes the TAN process is changing. American Express will initiate a completely new TAN system and new numbers. All departmental TAN administrators will be issued new blocks of TANs in mid-March and will discontinue using the BTI-issued TANs effective 11:59 pm March 31, 2004. Additionally, Vanguard departments will begin testing the automated TAN system issuance as part of the pilot phase.

Q3. How will TINs be issued in the new solution?

A3. New TINs will be issued for all travellers under the new solution. It is important for employees to be aware of this fact, or they will not have the appropriate number available to begin the travel process since their legacy TINs issued by BTI will discontinue. American Express will issue an X400 secure email to the current traveller database, approximately 80,000 travellers, the first week of March 2004. This email will announce to the traveller that a new TIN number has been issued by American Express and will invite the traveller to complete their individual traveller profile. Please note there will also be a paper/manual process for travellers without an X400 secure email address. This will include the issuance of the paper profile to the SFTO of the departments who must use a manual process. These paper profiles must be distributed to the list of travellers, which will be provided to you from GTMO. The process for the manual routing, completion, and return of these paper profile will be determined by the department SFTO.

Q4. How do the new traveller profiles get populated?

A4. Privacy laws prevent the use of legacy data on the individual traveller profiles currently at BTI. Therefore, the GTMO team will populate the individual traveller's profile with a limited amount of information considered non-private (e.g. traveller name, X400 email address). This will allow for various data entry pieces to be completed by the traveller via drop-down lists. Sections such as medical information, dietary preferences, frequent flyer numbers, etc., must be completed by the traveller prior to April 1, 2004.

Q5. When do we need to have the new traveller profiles populated and submitted to the new Contractor?

A5. March 22, 2004. To get the process started, the Travel AcXess Voyage implementation team will send the traveller a secure x400 email, containing the traveller's new TIN number. Additionally, a second email will be sent to the traveller providing a temporary password to allow log-in to the Traveller Profile web-based form. These emails will provide a link to a web-based secure traveller profile form which must be completed by the traveller before any travel could commence.

Q6. What if a traveller hasn't completed their new profile before they need to make a reservation?

A6. When the traveller calls American Express to make a reservation they will be instructed by the travel counsellor to complete their profile prior to making their booking.

Q7. Is there a fee for making a reservation with American Express?

A7. Yes. Just as it is today with BTI, the new contractor will charge a travel booking fee for full-service agency and for on-line bookings as per the fee schedule in Appendix D and available at gtmo.gc.ca.

Q8. Are we going to be able to make travel bookings on-line, including web fares and rail? If so, when will it be available?

A8. The new Contractor is implementing a secure on-line self-serve booking tool capable of booking air, car, hotel, and rail. It will be available concurrent with the start-up of the full service travel agency on April 1, 2004. . The Air Canada web fares are currently not available to be booked within the SSBT; however, the full-service agency will provide a back-end process to offer the traveller the Air Canada web fares to the traveller through a telephone consultation if the web fare parameters are similar to the

request made through SSBT. The new contractor is continuing to work closely with Air Canada to provide a web fare booking solution within the SSBT

Appendix C – Weekly Checklists

The purpose of these weekly checklists is to assist you with the weekly tasks that you have committed to complete to make the new Government of Canada DTC, DRCTC, SSBT, and Travel Agency Services a success in your department.

Check List – January 19 – 23

| | |
|---|---|
| Attend workshop | Attend workshops with the Travel AcXess Voyage implementation team and the GTMO. |
| Review and revise the 7 Cardmember lists | Your Travel AcXess Voyage Implementation Manager has provided you with a package of Cardmember lists. These include Zero Billers, Special Status, Application Optional and Limits. Follow the instructions on the top of each list and return the completed lists in the courier envelope provided ASAP. |
| Distribute Card and Travel FAQ to all employees | Appendix B contains FAQs for the new Government of Canada DTC and Travel Agency Services -that are being implemented in your department. The accompanying CD contains copies of these FAQs. (filenames 'Card FAQ' and 'Travel Services FAQ' respectively). Distribute or email these to the Cardmembers and Travellers in your department along with the employee announcement regarding the Shared Travel Services Initiative. |

Check List January 26 - 30

Use this checklist during the week of Jan 26 – 30 to ensure completion of this week’s required activities. Once the activity is completed, check off the box in the Implementation Overview Section that corresponds with the completed activity.

| | |
|---|--|
| Return Cardmember lists to Amex | Return the completed Cardmember lists that were provided to you during the workshop. Use the Canada Post envelope that was included with this binder. |
| Return Travel Transition Data Requirements Form | Return the completed Travel Transition Data Requirements form that was provided to you during the workshop and can be found on your CD in one of the envelopes that was included with this binder. |
| Distribute Card application as needed | On the CD provided with your welcome binder you will find a file named “Application for Designated Travel Card. Distribute or email this application as needed. |

Check List – February 2 - 6

Use this checklist during the week of Feb 2 - 6 to ensure completion of this week's required activities. Once the activity is completed, check off the box in the Implementation Overview Section that corresponds with the completed activity.

| | |
|--|---|
| Provide information to Implementation Team as needed | During the transition stage you may be required to provide your Travel AcXess Voyage implementation team with additional information. Please make sure you have completed any requests you have received from your Implementation Team this week. |
| Participate in follow-up Card implementation meetings as needed | During the transition stage you may be required to meet or attend conference calls with your American Express Card Implementation Manager. Please make sure you have attended any meetings/calls for this week. |
| Participate in follow-up Travel Services implementation meetings as needed | During the transition stage you may be required to meet or attend conference calls with your American Express Travel Services Implementation Manager. Please make sure you have attended any meetings/calls for this week. |

Check List – February 9 - 13

Use this checklist during the week of Feb 9 - 13 to ensure completion of this week's required activities. Once the activity is completed, check off the box in the Implementation Overview Section that corresponds with the completed activity.

| | |
|--|---|
| Provide information to Implementation Team as needed | During the transition stage you may be required to provide your Travel AcXess Voyage implementation team with additional information. Please make sure you have completed any requests you have received from your Implementation Team this week. |
| Participate in follow-up Card implementation meetings as needed | During the transition stage you may be required to meet or attend conference calls with your American Express Card Implementation Manager. Please make sure you have attended any meetings/calls for this week. |
| Participate in follow-up Travel Services implementation meetings as needed | During the transition stage you may be required to meet or attend conference calls with your American Express Travel Services Implementation Manager. Please make sure you have attended any meetings/calls for this week. |

Check List February 16 - 20

Use this checklist during the week of Feb 16 - 20 to ensure completion of this week's required activities. Once the activity is completed, check off the box in the Implementation Overview Section that corresponds with the completed activity.

| | |
|--|---|
| Distribute communication reminding Cardmembers to return applications | Your Travel AcXess Voyage Implementation Manager will provide you with a reminder communication for Cardmembers to complete their Card Application. Distribute or email this communication to all of the Cardmembers in your department that were required to fill out card applications. |
| Provide information to Implementation Team as needed | During the transition stage you may be required to provide your Travel AcXess Voyage Implementation Team with additional information. Please make sure you have completed any requests you have received from your Implementation Team this week. |
| Participate in follow-up Card implementation meetings as needed | During the transition stage you may be required to meet or attend conference calls with your American Express Card Implementation Manager. Please make sure you have attended any meetings/calls for this week. |
| Participate in follow-up Travel Services implementation meetings as needed | During the transition stage you may be required to meet or attend conference calls with your American Express Travel Services Implementation Manager. Please make sure you have attended any meetings/calls for this week. |

Check List February 23 - 27

Use this checklist during the week of Feb 23 - 27 to ensure completion of this week's required activities. Once the activity is completed, check off the box in the Implementation Overview Section that corresponds with the completed activity.

| | |
|--|---|
| Provide information to Implementation Team as needed | During the transition stage you may be required to provide your Travel AcXess Voyage Implementation Team with additional information. Please make sure you have completed any requests you have received from your Implementation Team this week. |
| Participate in follow-up Card implementation meetings as needed | During the transition stage you may be required to meet or attend conference calls with your American Express Card Implementation Manager. Please make sure you have attended any meetings/calls for this week. |
| Participate in follow-up Travel Services implementation meetings as needed | During the transition stage you may be required to meet or attend conference calls with your American Express Travel Services Implementation Manager. Please make sure you have attended any meetings/calls for this week. |

Check List March 1 - 5

Use this checklist during the week of Mar 1 - 5 to ensure completion of this week's required activities. Once the activity is completed, check off the box in the Implementation Overview Section that corresponds with the completed activity.

| | |
|--|---|
| Traveller profile to be emailed to all travellers. | This week an automatic email will be sent to all travellers with a link to the traveller profile. This email will also include their TIN. |
| Distribute weekly end-user communications | Prior to this week, American Express will provide you with posters and other promotional material to help you communicate the upcoming launch of Travel AcXess Voyage. |
| Hang posters and distribute other promotional material | For the remainder of the implementation and post-transition stage you will be provided with weekly end-user communications that will assist you in the launch of Travel AcXess Voyage. Please follow the instructions on the package you receive to communicate to your department. |
| Provide information to Implementation Team as needed | During the transition stage you may be required to provide your Travel AcXess Voyage Implementation Team with additional information. Please make sure you have completed any requests you have received from your Implementation Team this week. |
| Participate in follow-up Card implementation meetings as needed | During the transition stage you may be required to meet or attend conference calls with your American Express Card Implementation Manager. Please make sure you have attended any meetings/calls for this week. |
| Participate in follow-up Travel Services implementation meetings as needed | During the transition stage you may be required to meet or attend conference calls with your American Express Travel Services Implementation Manager. Please make sure you have attended any meetings/calls for this week. |
| Provide Cardmembers with Welcome FAQ sheet | Prior to this week you will be provided with a Welcome Card FAQ sheet and communication. This will be provided to you on paper and electronically on a CD. These FAQs need to be distributed to all Cardmembers and Departmental Contacts in your department. |
| Provide Travellers with Welcome FAQ sheet | Prior to this week, you will receive a Welcome Travel FAQ sheet and communication. This will be provided to you on paper and electronically on a CD. These FAQs need to be distributed to all Travellers and Travel Arrangers in your department. |

Check List March 8 - 12

Use this checklist during the week of Mar 8 - 12 to ensure completion of this week's required activities. Once the activity is completed, check off the box in the Implementation Overview Section that corresponds with the completed activity.

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| Distribute communication reminding travellers to complete traveller profile and submit to AMEX | Prior to this week your Travel AcXess Implementation team will provide you with a communication to distribute to all travellers reminding them to complete and submit to Amex, the traveller profile that was emailed directly to all travellers. |
| You will receive Corporate Cards for central distribution | You will begin to receive, from AMEX, Corporate Cards for the employees in your department. Distribute these accordingly and ensure that each employee signs the card agreement. |
| Distribute weekly end-user communications | Prior to this week, American Express will provide you with posters and other promotional material to help you communicate the upcoming launch of Travel AcXess Voyage. |
| Hang posters and distribute other promotional material | For the remainder of the implementation and post-the transition stage you will be provided with weekly end-user communications that will assist you in the launch Travel AcXess.. Please follow the instructions on the package you receive to communicate to your department. |
| Provide information to Implementation Team as needed | During the transition stage you may be required to provide your Travel AcXess Voyage Implementation Team with additional information. Please make sure you have completed any requests you have received from your Implementation Team this week. |
| Participate in follow-up Card implementation meetings as needed | During the transition stage you may be required to meet or attend conference calls with your American Express Card Implementation Manager. Please make sure you have attended any meetings/calls for this week. |
| Participate in follow-up Travel Services implementation meetings as needed | During the transition stage you may be required to meet or attend conference calls with your American Express Travel Services Implementation Manager. Please make sure you have attended any meetings/calls for this week. |

Check List March 15 - 19

Use this checklist during the week of Mar 15 - 19 to ensure completion of this week's required activities. Once the activity is completed, check off the box in the Implementation Overview Section that corresponds with the completed activity.

| | |
|--|--|
| Receive TAN Register | More information regarding the TAN process will be provided to you by Team AcXess this week. |
| Distribute communication reminding travellers to complete traveller profile and submit to AMEX | Prior to this week your Travel AcXess Implementation team will provide you with a communication to distribute to all travellers reminding them to complete and submit to Amex, the traveller profile that was emailed directly to all travellers. |
| Distribute travel contact information to Travellers. | You will be provided with travel contact information – i.e. the phone number and the web address to make travel reservations with American Express – distribute or email this information to all Travellers and Travel Arrangers in your department |
| Hang posters and distribute other promotional material | For the remainder of the implementation and post-the transition stage you will be provided with weekly end-user communications that will assist you in the launch Travel AcXess.. Please follow the instructions on the package you receive to communicate to your department. |
| You will receive Corporate Cards for central distribution | You will begin to receive, from AMEX, Corporate Cards for the employees in your department. Distribute these accordingly and ensure that each employee signs the card agreement. |
| Distribute weekly end-user communications | Prior to this week, American Express will provide you with posters and other promotional material to help you communicate the upcoming launch of Travel AcXess Voyage. |
| Provide information to Implementation Team as needed | During the transition stage you may be required to provide your Travel AcXess Voyage Implementation Team with additional information. Please make sure you have completed any requests you have received from your Implementation Team this week. |
| Participate in follow-up Card implementation meetings as needed | During the transition stage you may be required to meet or attend conference calls with your American Express Card Implementation Manager. Please make sure you have attended any meetings/calls for this week. |
| Participate in follow-up Travel Services implementation meetings as needed | During the transition stage you may be required to meet or attend conference calls with your American Express Travel Services Implementation Manager. Please make sure you have attended any meetings/calls for this week. |

Check List March 22 - 26

Use this checklist during the week of Mar 22 - 26 to ensure completion of this week's required activities. Once the activity is completed, check off the box in the Implementation Overview Section that corresponds with the completed activity.

| | |
|--|--|
| Receive TAN Register | More information regarding the TAN process will be provided to you by Team AcXess this week. |
| Hang posters and distribute other promotional material | For the remainder of the implementation and post-the transition stage you will be provided with weekly end-user communications that will assist you in the launch Travel AcXess.. Please follow the instructions on the package you receive to communicate to your department. |
| You will receive Corporate Cards for central distribution | You will begin to receive, from AMEX, Corporate Cards for the employees in your department. Distribute these accordingly and ensure that each employee signs the card agreement. |
| Distribute weekly end-user communications | Prior to this week, American Express will provide you with posters and other promotional material to help you communicate the upcoming launch of Travel AcXess Voyage. |
| Provide information to Implementation Team as needed | During the transition stage you may be required to provide your Travel AcXess Voyage Implementation Team with additional information. Please make sure you have completed any requests you have received from your Implementation Team this week. |
| Participate in follow-up Card implementation meetings as needed | During the transition stage you may be required to meet or attend conference calls with your American Express Card Implementation Manager. Please make sure you have attended any meetings/calls for this week. |
| Participate in follow-up Travel Services implementation meetings as needed | During the transition stage you may be required to meet or attend conference calls with your American Express Travel Services Implementation Manager. Please make sure you have attended any meetings/calls for this week. |

Check List March 29 – April 2

This is the end of the transition stage and the beginning of the post-transition phase. By now your department should be ready to transition to the new Government of Canada DTC, DRCTC, SSBT and Travel Agency Services. Use this checklist during the week of Mar 29 – April 2 to ensure completion of this week's required activities. Once the activity is completed, check off the box in the Implementation Overview Section that corresponds with the completed activity.

| | |
|---|--|
| You will receive Corporate Cards for central distribution | You will begin to receive, from AMEX, Corporate Cards for the employees in your department. Distribute these accordingly and ensure that each employee signs the card agreement. |
| Distribute weekly post-implementation end user communications | Prior to this week, American Express will provide you with posters and other promotional material to help you communicate the launch of Travel AcXess Voyage. Distribute these to your department. |
| Attend post-implementation meeting | Your Travel AcXess Voyage implementation team may require you to attend a post-implementation meeting. |

Check List April 5 - 9

You are now in week two of the post-transition phase. The transition to the new Government of Canada DTC, DRCTC, SSBT and Travel Agency Services should now be complete. Use this checklist during the week of April 5 - 9 to ensure completion of this week's required activities. Once the activity is completed, check off the box in the Implementation Overview Section that corresponds with the completed activity.

| | |
|---|--|
| Distribute weekly post-implementation end user communications | Prior to this week, American Express will provide you with posters and other promotional material to help you communicate the launch of Travel AcXess Voyage. Distribute these to your department. |
| Attend post-implementation meeting | Your Travel AcXess Voyage implementation team may require you to attend a post-implementation meeting. |

Check List April 12 - 16

You are now in week three of post-transition. The transition to the new Government of Canada DTC, DRCTC, SSBT and Travel Agency Services should now be complete. Use this checklist during the week of April 12 - 16 to ensure completion of this week's required activities. Once the activity is completed, check off the box in the Implementation Overview Section that corresponds with the completed activity.

| | |
|---|--|
| Distribute weekly post-implementation end user communications | Prior to this week, American Express will provide you with posters and other promotional material to help you communicate the launch of Travel AcXess Voyage. Distribute these to your department. |
| Attend post-implementation meeting | Your Travel AcXess Voyage implementation team may require you to attend a post-implementation meeting. |

Check List April 19 - 23

You are now in week four of post-transition. The transition to the new Government of Canada DTC, DRCTC, SSBT and Travel Agency Services should now be complete. Use this checklist during the week of April 19 - 23 to ensure completion of this week's required activities. Once the activity is completed, check off the box in the Implementation Overview Section that corresponds with the completed activity.

| | |
|---|--|
| Distribute weekly post-implementation end user communications | Prior to this week, American Express will provide you with posters and other promotional material to help you communicate the launch of Travel AcXess Voyage. Distribute these to your department. |
| Attend post-implementation meeting | Your Travel AcXess Voyage implementation team may require you to attend a post-implementation meeting. |

Appendix D – Fee schedule

These rates are confidential in nature and should not be divulged, shared or discussed with any person, or organization outside of Government of Canada.

Fee Schedule

Period from April 1, 2004 to December 31, 2004

The Shared Travel Services Initiative begins on April 1, 2004, when the new Government-wide travel agency, self-service booking services and travel card services become available to all public service employees.

The fee schedule below represents the transaction and service costs to departments and agencies during the period April 1, 2004 to December 31, 2004. Subsequent updates for future years will be provided on an ongoing basis.

Service Fee Schedule

| Description | Cost |
|--|---------|
| Full service travel agency service fees (travel counsellor-assisted) | |
| 1. Travel bookings by travellers based in Canada, U.S.A., or Mexico | |
| Air, sea, train and/or car rental with or without hotel | \$42.84 |
| Hotel and/or car rental only | \$15.30 |
| 2. Travel bookings by travellers based outside Canada, U.S.A., or Mexico | |
| Air, sea, train and/or car rental with or without hotel | \$57.12 |
| Hotel and/or car rental only | \$15.30 |
| Self-service booking service fees (booking done by traveller) | |
| Note: The current generation of self-service booking tools have some functional limitations that may require counsellor assistance. There will be no surcharge for this counsellor assistance for access to web fares not in the tool, frequent flyer upgrades, seat selection, off-airport car rentals, application of unused ticket credits or cancellation of reservations. | |
| 1. Travel bookings by travellers based in Canada, U.S.A., or Mexico | \$20.50 |
| 2. Travel bookings by travellers based outside Canada, U.S.A., or Mexico | \$34.50 |
| Travel agency service fees for VIP (e.g. ADM and above) | |
| 1. Travel bookings by VIP travellers based in Canada, U.S.A., or Mexico | \$76.50 |
| 2. Travel bookings by VIP travellers based outside Canada, U.S.A., or Mexico | \$90.78 |
| Departmental surcharge on air and/or train bookings | |
| The air and rail transactions are subject to a surcharge in Years 1 through 4 of the contract. This surcharge is in place in order to repay a one-time cost for a pilot of integrated e-services and the data import to four financial systems. | \$15.00 |

These rates are confidential in nature and should not be divulged, shared or discussed with any person, or organization outside of Government of Canada.

Conference management service fees (hourly rate over and above transaction fees)

| | |
|--------------------------------|--------------|
| Junior travel counsellor | \$46.00/hour |
| Intermediate travel counsellor | \$55.00/hour |
| Senior travel counsellor | \$67.00/hour |
| Travel counsellor supervisor | \$72.00/hour |

Travel expense claim fee (coming in 2005)

| | |
|-----------------------------|---------|
| Per expense claim processed | \$15.25 |
|-----------------------------|---------|

NOTE: A lower fee is being negotiated for low-dollar value expense claims

Surcharges on Travellers' Cheques

American Express Travellers' Cheques will be available to government departments and agencies. The Shared Travel Services Initiative (STSI) offers flexibility at the department level through a number of innovative pricing options.

Option 1: DRCTC Option

All travellers' cheques are billed to the Designated Responsibility Centre Travel Card (DRCTC) with a minimum purchase requirement of **\$5,000.00 CDN** at the time of purchase. The Government of Canada is billed at **2.5%** of the total face value of the transaction.

Option 2: Prepayment Option

The department or agency purchases travellers' cheques in advance (e.g. via cheque, electronic funds transfer (EFT)) with a minimum purchase requirement of **\$5,000.00 CDN** at the time of purchase. There is no charge for this option. Settlement and reconciliation is assumed by the department or agency.

Option 3: Automated Consignment Option

Travellers' cheques are purchased through point-of-sale software (TMX automated solution). There is no minimum purchase. Pricing is based on annual purchase volume. At **\$50 million** or more, the cost is **.5%** of the total annual purchase. At less than **\$50 million**, the cost is **.55%**. Preferred settlement is electronic payment within five days. For each day of non-payment beyond the five-day settlement period, the cost increases by **.0275%**. Departments will be invoiced centrally (i.e. one consolidated invoice by department.)

Option 4: Manual Consignment Option

Same as Option 3, except that the travellers' cheques are purchased manually. The same costs apply.

Option 5: Central Consignment Option

The Government of Canada consolidates the purchase of travellers' cheques through a central point and settles with Amex Bank of Canada within three days. Pricing is based on annual purchase volume. At **\$50 million** or more, the cost is **.35%** of the total annual purchase. At less than **\$50 million**, the cost is **.4%**. For each day of non-payment beyond the five-day settlement period, the cost increases by **.0275%** (This option is not available to departments. This option is available only if the purchase of travellers' cheques becomes centralized.)

Fees for withdrawals completed with Designated Travel Cards (DTC)

Cardholders making cash withdrawals will be charged a fee of 2% of the withdrawn amount plus \$1.00 per transaction for each withdrawal completed with the DTC at ATM/ABM facilities.

These rates are confidential in nature and should not be divulged, shared or discussed with any person, or organization outside of Government of Canada.

Optional specialized professional services (at the maximum per diem rates listed below) are available to assist departments with implementation. Request for such services must be submitted to the STSI/GTMO who is responsible for negotiation with the contractor on behalf of departments and agencies.

| | |
|--|--------------------|
| Global travel expert | \$1375.00/day max. |
| Meeting and conference services manager | \$1240.00/day max. |
| Special events coordinator | \$720.00/day max. |
| Project manager | \$2075.00/day max. |
| Financial systems interoperation specialist | \$1925.00/day max. |
| Financial analyst | \$895.00/day max. |
| Implementation readiness specialist | \$1250.00/day max. |
| Project scheduler | \$1380.00/day max. |
| Technical writer | \$985.00/day max. |
| Procurement specialist | \$1925.00/day max. |
| Policy researchers, consultants, and program officer | \$1380.00/day max. |
| Focus group facilitator | \$1250.00/day max. |
| Communication specialist | \$1250.00/day max. |
| Instructor/trainer | \$1250.00/day max. |
| Internet e-business specialist | \$1535.00/day max. |
| Security PKI specialist | \$1250.00/day max. |
| Telecommunications specialist | \$1380.00/day max. |
| Portal technology specialist | \$1380.00/day max. |
| Data warehouse specialist | \$1380.00/day max. |
| Organization change specialist | \$2490.00/day max. |
| Business intelligence specialist | \$1380.00/day max. |

Appendix E - List of deliverables from SFTO Kick-off session in December

| | |
|-------------------------------|---|
| Organizational Profile | <ul style="list-style-type: none"> • Provide GTMO a list of Departmental Contacts. • Provide GTMO with a list of Power Users/ Trainers. • Verify and update list of Travel Arrangers. • Verify and update the Frequent Traveller list. • Review role of SFTO in implementation of STSI. • Consider how your department's travel is currently managed. Is it managed corporately or on a de-centralized basis? Will your department continue to operate in the same manner with the new solution? • Does your department have any internal business procedures or guidelines that are specific to your department? i.e. Does your department have special signing authority for international travel? • Determine if your department will require its own governance structure regarding decision-making during the STSI implementation or uptake. |
| Travel Cards | <ul style="list-style-type: none"> • Identify Departmental Travel Card Implementation contact. • Review and understand new card features and requirements (to be distributed by the Travel Card Implementation Manager at the travel card implementation meeting). <ul style="list-style-type: none"> ○ Departmental Travel Card (DTC) and Departmental Responsibility Centre Travel Card (DRCTC) ○ Insurance benefits ○ Loyalty programs ○ Liability of the new card ○ Collection of delinquent accounts ○ Other benefits and processes surrounding the card use • Review current departmental hierarchy (i.e. central management of card program versus decentralization to regional offices, etc.) • Review current list of cardholders and current limits to ensure problems are flagged before the replacement of the travel cards takes place. • Customize (where necessary) and disseminate communication materials. These materials will inform departmental employees of new card program and what they can expect from the transition to the new travel cards. Communication materials will be provided to the Departmental Travel Card Implementation contact throughout the course of implementation. |
| Travel Agency | <ul style="list-style-type: none"> • Departments who currently have an on-site travel agency service will be required to incur the cost of this service if they decide to continue with this option. A costing analysis of current infrastructure costs, such as real estate, telephones, furniture, hours of operation etc. will need to be prepared. <p>NOTE: GTMO will assist the departments with a full financial analysis for the various servicing options:</p> <ol style="list-style-type: none"> 1. Keep on-site agency 2. Remove on-site agency - use a travel counsellor and SSBT 3. Dedicated Service Configuration – dedicated individual(s) at call centre designated to that department |

Recommended Departmental Preliminary Preparedness Activities Continued

| | |
|---|--|
| On-Line Self Service Booking Tool (SSBT) | <ul style="list-style-type: none"> • Departments to examine, consult and determine the extent of targets for e-tickets and on-line self-service booking tool usage. This exercise is necessary since the usage of the SSBT will have a direct financial impact. |
| IT / IM | <ul style="list-style-type: none"> • Who is your department's primary IT contact? • What is your department's primary mail protocol (X400, SMTP)? • What is your department's networking system (GENet, Browser)? Do all users have browser and Internet access? • What official tools are standard within your department (Word, Excel, Lotus Notes, Word Pro, WordPerfect, Quatro Pro, Other)? |

Vanguards Departments

| | |
|------------------------------|--|
| Business Intelligence | <ul style="list-style-type: none"> • Who should have access to corporate travel reporting tools and data? • What type of travel data analysis is currently performed in your department? What type of travel reporting data analysis will your department require? i.e. What type of reports are you producing now versus what you will be requiring from the new solution. |
| Financial Management | <ul style="list-style-type: none"> • Who is your department's financial system contact? • Confirm financial system in use (SAP, Oracle, GMX)? • What financial mechanisms does your department use most often to reimburse employees for travel? <ul style="list-style-type: none"> ○ Petty cash ○ DBA's ○ PWGSC cheque ○ Direct Deposit • The DFMS contact from the four departments participating in the piloting of the financial data feed to departmental financial systems (ACOA, NEB, INAC, Health Canada) will work with their respective financial cluster group and the GTMO to draft a Project Charter to outline how the pilot will be managed. |