



# Travel AcXess Voyage Transition Working Session

- Shared Travel Services Initiative (STSI) Overview
- Government of Canada's new Travel Solution Partners
  - Travel AcXess Voyage
- Implementation Plan
- Introduction and review American Express
  - DTC, DRCTC & Traveller's Cheques
  - Full Service Travel and Self Service Booking Tool
  - Management Information
- Expense Reporting
- Next Steps



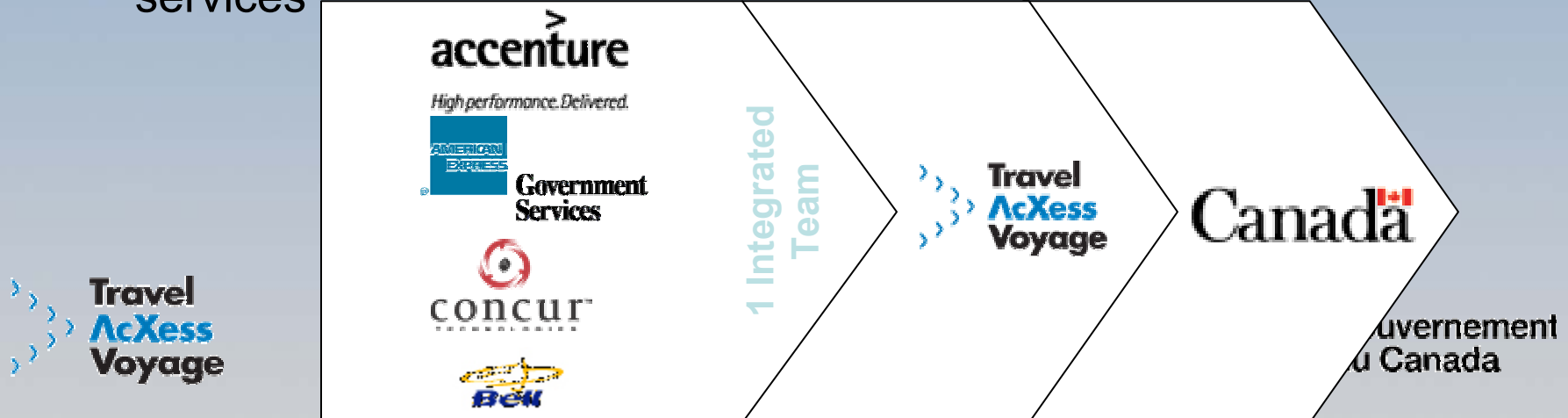
# The Shared Travel Services Initiative

- The STSI is a Government of Canada Initiative jointly led by TBS and PWGSC
- The key objectives of the STSI are to:
  - Provide a more efficient, streamlined, electronic-based travel service to employees throughout the travel cycle;
  - Provide greater cost efficiencies and economies of scale;
  - Improve travel support and services and increase the security and well-being of traveling employees.
- The Government Travel Modernization Office (GTMO) will oversee the STSI and the implementation of the Travel AcXess Voyage solution

- Accenture and its team of sub-contractors have partnered to provide the Government of Canada an integrated travel management solution – Travel AcXess Voyage
- Accenture is the Prime Contractor and will provide project management and integration expertise, portal development, and deployment support

# Travel AcXess Voyage

- American Express will provide:
  - Full Service Travel Agency
  - Self-Service Booking Tool (SSBT)
  - Designated Travel Cards (DTC) and Designated Responsibility Centre Travel Cards (DRCTC)
  - Traveller's Cheques
- Concur Technologies will provide an automated expense claims system and reporting tool
- Bell Canada will provide network and application hosting services



# STSI Implementation Strategy

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2005		2006					
<b>IMPLEMENTATION STRATEGY – PHASE 1</b>												<b>IMPLEMENTATION STRATEGY – PHASE 2</b>							
<p><b>TRANSITION STAGE –</b> All departments and agencies</p> <ul style="list-style-type: none"> <li>• New travel cards</li> <li>• New travel agency</li> <li>• New On-line SSBT</li> </ul>												<p><b>ROBUST STAGE –</b> All departments and agencies</p> <ul style="list-style-type: none"> <li>• eTravel Services Implementation                             <ul style="list-style-type: none"> <li>• Integrated expense claim management service</li> <li>• Electronic authorizations</li> <li>• Financial data feed</li> <li>• Travel data reporting and business intelligence</li> </ul> </li> <li>• Travel agency services to DND</li> <li>• Business Intelligence</li> </ul>							
<p><b>LITE STAGE –</b> Vanguard Departments</p> <ul style="list-style-type: none"> <li>• 10 vanguards pilot integrated eTravel and expense management (July)</li> <li>• 4 vanguards pilot financial data feed (Nov)</li> </ul>																			

# American Express Services

- Designated Travel Cards (DTC)
- Designated Responsibility Centre Travel Cards (DRCTC)
- Traveller's Cheques
- Full Service Travel Agency
- Self-Service Booking Tool (SSBT)





# Designated Travel Card and Designated Responsibility Centre Travel Card

- Key Features – Designated Travel Card
  - Custom Card Design
  - No Annual Card Fee
  - Comprehensive Insurance Coverage (available only to those that have and use the DTC/DRCTC)
  - Exceptional Loyalty Options
  - Favourable Foreign Exchange Conversion Rate
  - Worldwide Acceptance



- New Full Corporate Liability for Designated Travel Cards and Designated Responsibility Centre Travel Cards
  - Will NOT affect personal credit
  - Employee responsible to pay full balance of statement on due date (all legitimate charges)
  - Department or agency responsible for any outstanding balance after 90 days
  - Departments will be able to initiate recovery of unpaid balances



# Comprehensive Insurance Coverage

- A Portfolio of Insurance Coverage – Up to:
  - \$500,000 Travel Accident Insurance
  - \$500 Flight and Baggage Delay Insurance
  - \$500 Hotel/Motel Burglary Insurance
  - \$500 Missed Connection Insurance
- Only for Government of Canada Employees – Up to:
  - \$2,000 Lost or Stolen Baggage
  - \$500,000 Car Rental Accidental Death and Dismemberment Coverage
  - Car Rental Theft and Damage Insurance (CDW/LDW)
  - \$2,000 Car Rental Personal Effects Insurance
  - \$2,000 Unexpected Return Home Insurance

# Exceptional Loyalty Options

- Choice of custom Loyalty Program for Designated Travel Cards:

- Membership Rewards – *Club Level*
- AIR MILES Reward Program



- Earn points on virtually every dollar spent
  - 1 point for every \$1 spent with Membership Rewards – *Club Level*
  - 1 point for every \$40 charged with the AIR MILES option



- Redeem Membership Rewards – *Club Level* points for retail rewards, get-aways, dining, charity and other great rewards!
- Redeem AIR MILES Reward Miles for travel, retail rewards, get-aways and other great rewards!



# Cash and Traveller's Cheques

- Standard Credit Limit - \$3000
- Cash Advance Program
  - ExpressCash – worldwide ATM program
  - Standard monthly \$1500 cash advance limit
- Traveller's Cheques are used to complement the DTC
  - Refundable if lost or stolen, usually within 24 Hours
  - Available in variety of denominations and currencies
  - Accepted worldwide and never expire

- Traveller Identification Numbers (TIN)
  - New unique individual TIN linking traveller to personal travel profile and agency services
- Custom Traveller Profile
  - Prerequisite for completion prior to transition and making reservations
  - Online accessibility with individual control of traveller information
  - Ensures traveller preferences and needs are met
  - Personalized service utilizing traveller profiles contribute to the speed and accuracy of reservations
- Travel Authorization Numbers (TAN)
  - Issued to ensure appropriate approvals are obtained prior to travel

- Worldwide Savings
  - Lowest logical airfares guaranteed
  - Utilization of government preferred rates for air, rail, hotel and car offered according to travel directive
  - Automated Low Fare Search System
- Services while travelling abroad
  - Worldwide Customer Care (1,700 Travel Service Offices)
  - International Rate Desk
  - International Travel Advisory
  - Visa and passport advisories
- International Travellers
  - Call Canadian call centre
  - Canadian ticketing where possible

- Choice of Booking Options
  - Utilize online self service booking tool or telephone servicing options
  - Use of the online self-service booking tool reduces transaction fees for the department
  - Maximize efficiency and results
  - Optimize service and performance


- Full Service Travel
  - 24x7x365 bilingual service
  - Dedicated Call Centres
  - Highly Trained Travel Counsellors
  - E-mail and Fax Reservations
  - VIP and special needs services
  - Group and conference planning
  - Specialized counsellors for international trips



# Self Service Booking Tool

- Online Self-Service Booking Tool
  - New, cost effective online travel site customized to the Government travel directive and preferred suppliers
  - Accessible 24 X 7 X 365 worldwide
  - User-friendly with easy navigation to search and book air, car and hotel reservations
  - Book travel for others and create Trip Templates for frequent trips
  - Link to additional travel related information such as: policy, preferred supplier programs, other useful links
  - Critical flight information notification to the travellers
  - Employee Help Desk available to support end users
  - Power User Training will be provided for travel arrangers
  - Air Canada web fares will not be viewable on-line. A traveller will be able to request via the SSBT that a counsellor search for an applicable web fare

- American Express @ Work – Reporting will provide you with the reporting you need to manage your Card and Travel services
- Key Card Reports include:
  - Cardmember listings
  - Delinquency reports
  - Industry reports
- Key Travel Reports include:
  - Industry reports
  - Pre-trip information
  - Out of policy reports



# Future Enhancements – Expense Reporting and Financial Data Feed

- In 2005, an Automated Expense Reporting Tool will be made available to all departments and agencies
- Benefits of Automated Expense Reporting:
  - on-line approvals
  - simpler expense reporting
  - faster reimbursement
  - more detailed and accurate expense information

\*Vanguards Departments will pilot this component in 2004



# Future Enhancements – Expense Reporting and Financial Data Feed

- In 2005, a one-way financial data feed will be made available to all departments and agencies\* (the data feed feature will only be available for those that have and use their DTC)
- Benefits include:
  - better reporting and tracking of travel spend
  - improved visibility to manage compliance
  - timely access to a consolidated view of travel spend
  - reduced costs associated with physical handling and verification of expense information
- \*Vanguards Departments will pilot this component in 2004

- Ten Vanguard departments and agencies have volunteered to pilot the Expense Claim Management
- Two months after the Card and Travel launch, up to 500 employees in each of the Vanguard departments will have access to an automated expense management system
- Four of the Vanguard departments and agencies will test the financial data feed capability (SAP, Freebalance, Oracle and G/X)

- Review Implementation Playbook
- Complete checklists as outlined in Implementation Playbook
- Follow-Up with your GTMO Account Manager or Travel AcXess Voyage Implementation Team with your questions (see contact sheet for details)