



U.S. General Services Administration

Travel Solutions

Your one-stop-shop for destinations everywhere



One Country. One Mission. One Source.

Keeping Your Mission on Course

Every day, thousands of government employees take off in pursuit of diverse missions for our country. Whether they're aiming for five cities in five days or taking on long-term temporary assignments in destinations afar, every employee deserves easy access to reliable travel support. And every agency needs effective tools to manage travel. At the **General Services Administration (GSA)**, we offer a total travel management solution including **E-Gov Travel Service**, airline, lodging, travel agency support, and other travel-related services that are essential to keeping your mission on course. With **GSA**, a full array of resources is only a mouse click away. We back our efforts with a team of dedicated professionals and support programs so nothing can ground you or your travelers. When your mission calls you away from home, turn to us. We make travel a world-class experience.





GSA provides easy access to a variety of travel resources offering preferred pricing and a range of contracting options that help federal agencies stay compliant with regulations.

Travel Services

E-Gov Travel Service (ETS), is a collaborative government-wide initiative for managing travel services that realizes operational efficiencies and maximizes cost savings. This model combines all GSA travel programs, including air, lodging and policy into an integrated platform of shared services to better serve travelers during trips to and from their assigned mission.

The ETS initiative gives agencies the ability to manage their travel from end-to-end through a common, web-based, government-wide service that integrates the following offerings:

Travel Planning and Cost Estimating—Self-service and assisted travel planning, reservation and cost-estimating capabilities are available. Government rates are provided for services such as airline flights, hotel rooms and rental cars.

Travel Authorization—The Federal Travel Authorization for Temporary Duty (TDY) travel includes a detailed itinerary, cost estimate and calculates estimated authorized per diem in accordance with the Federal Travel Regulation (FTR).

Reservations—Self-service and assisted reservation booking capabilities create reservations that comply with appropriate federal and agency travel policies.

Fulfillment Services—Comprehensive reservation and fulfillment services, both online and agent-assisted, accommodate travel management centers that are under direct contract to federal agencies.

Filing, Processing and Approving Official Travel Claims—Includes support services for the creation and electronic routing of travel vouchers used to claim reimbursable expenses for official travel.

Travel Reimbursement Data—Standard data output can be used to connect agency financial systems in order to reimburse travelers through direct payments to individually billed and centrally billed accounts.

Reporting, Data Exchange and More—Standard reports include those listed in the FTR Section 300-70 and Chapter 304. There is also the option of ad-hoc and stored queries for all travel data elements.

Convenient Online Access

GSA makes it easy and convenient to manage your travel plans. Under the E-Gov Travel initiative, GSA awarded competitively bid ETS contracts to CW Government Travel's E2 Solutions, HP's FedTraveler.com and Northrop Grumman Mission System's GovTrip.

GSA Travel Management Information Services (MIS) gives customers a tool for data reporting to manage policy compliance, internal controls, and travel spending at their agencies. It includes a Scope 3 Greenhouse Gas Emissions report for federal business air travel that meets the requirements of Executive Order 13514.



GSA's City Pair Program is another way to get federal travelers the best-value in the sky. Covering more than 5,000 city pairs, the airfares offered under this program are discounted considerably off comparable commercial fares with dual fares in over 2,400 markets providing deeper discounted capacity-controlled fares – saving the federal government billions of dollars annually. In addition to tremendous price savings, the program sets airfares priced on one-way routes permitting agencies to plan multiple destinations, requires no advance purchases or minimum/maximum lengths of stay, has no blackout periods, and offers fully refundable tickets and last seat availability. The City Pair Program is limited to federal or military employees on official travel who have access to an appropriate form of payment, such as the government travel charge card or centrally-billed account.

Air Charter—GSA offers two types of Air Charter Services under Travel Services Solutions Schedule 599. Agencies can choose from a full range of owner operated or broker charter services. Both include passenger, medical/patient transport, emergency, agriculture and prisoner transportation.

GSA's SmartPay® Travel Card

One Source Covers the World

The Travel & Transportation Reform Act of 1998 (Public Law 105-264) mandates federal employees who travel more than five times a year (or less-see agency policy) must use the federal government travel charge card for all official domestic and international travel expenses. GSA provides best-value contracts with three banks for travel charge card services. These contracts streamline the travel process, simplify financials, improve accountability, provide access to Airline City Pair rates, and reduce agency administrative costs associated with travel.

Housing and Lodging Services

Turn to GSALodging® when your mission requires overnight accommodations that comply with the Federal Travel Regulation. We'll help you procure housing or lodging within per diem allowance for selected high-volume travel destinations. Our innovative solutions include:

FedRooms®—This program includes more than 11,000 quality hotel properties world-wide that offer rates at or below per diem allowance. Travelers using FedRooms can cancel a reservation up to 4 p.m. on the day of their arrival without incurring any penalties or hidden costs, and there is no charge for early

check-out. To fully realize these benefits you must ask for the FedRooms rate by name or book your reservation through E-Gov Travel Service or FedRooms.gov. In addition, by using FedRooms, you no longer have to search and compare hotels to ensure they are compliant. FedRooms also offers an easy to use market research tool, powered by Cvent, for agencies that are looking at various cities for hotel properties that will meet their group and meeting needs.

Emergency Lodging Services—We also provide both temporary and emergency lodging accommodations to support federal travelers when an emergency or disaster occurs.

Long Term Lodging Services—GSA provides temporary housing accommodations for 30 plus days when government employees are relocating duty assignments or conducting extended training. In such cases, customers can access these services directly through GSA Multiple Award Schedule 48.

Conference, Events and Tradeshow Planning Services—GSA also offers management services for handling arrangements at conferences, seminars and tradeshows. Through GSA's Multiple Award Schedule 541-D, you can access services that include researching venue options, making facility reservations, managing exhibit booths and much more.

Travel Consulting/Support Services/ Training

Federal customers need the right tools to keep pace with change in the travel industry. Often, changes are driven by dynamic technology initiatives such as GSA's E-Gov Travel Service and the Defense Travel System. GSA customers can access a broad range of services to capitalize on new trends and improve travel management. These services include:

Travel Consulting Services—Specialists are available to help you make strategic decisions about meeting your travel needs for temporary duty (TDY) travel and temporary/permanent change of station/relocation. (Schedule 599)

Travel Agent Services—Professional travel agents located on- or off-site are also available to provide customer assistance for all kinds of domestic and international travel. (Schedule 599)

Travel Training—GSA's Professional Development and Training Office provides comprehensive training courses including a new offering, Online Federal Travel Regulation training. For a list of offerings and to register for a class visit www.gsa.gov/traveltraining.

Simple, Streamlined Procurement

Based on your needs, you can order various travel services directly from our pre-qualified vendors through GSA's Multiple Award Schedules (MAS) Program. All products and services under the GSA MAS Program are pre-negotiated with "ceiling" pricing, enabling you to negotiate pricing to meet your unique needs. As always, compliance with federal laws, policies, and regulations is guaranteed. GSA also offers Blanket Purchase Agreements (BPAs) for customers with recurring needs. BPAs, which can be established in connection with any Schedule under GSA's MAS Program, offer volume discounts and a faster buying process to minimize paperwork.

Powerful Online Resources

Before making a purchase through GSA's MAS Program, be sure to explore our innovative collection of online resources. Easy to use tools such as our Schedules eLibrary and eBuy streamline the purchasing process and ensure compliance with federal laws, including Executive Orders, management agendas, socioeconomic goals, and competitive requirements.



Quick Reference Buying Guide

Travel Services

E-Gov Travel Service and City Pair Program

Housing and Lodging Services

E-Gov Travel Service and FedRooms® Program

Emergency Lodging Services

FedRooms® Program, GSA MAS 599

Long Term Lodging Services

GSA MAS 48

Conference, Event and Tradeshow Planning Services

GSA MAS 541-D

Travel Consulting/Support Services

GSA MAS 599

Want to Learn More?

For more information about GSA's Travel Solutions, contact a customer service representative at **(703) 605-5600**, send an email to **travel.programs@gsa.gov** or visit **www.gsa.gov/travel**

For general information on purchasing travel-related products and services under GSA's Multiple Award Schedules Program, visit GSA's Schedules eLibrary **www.gsa.gov/elibrary** or eBuy **www.gsa.gov/ebuy**



Smarter Solutions

Proudly Serving America's Needs

The General Services Administration (GSA) is the only federal agency whose sole purpose is to help government acquire products and services to support our national priorities. From securing the homeland, controlling wildfires, and protecting the environment to helping government operate more efficiently, GSA is a catalyst for nearly \$66 billion in federal spending. We also influence the management of federal assets valued at nearly \$500 billion, including more than 8,500 government-owned and leased buildings, an interagency fleet of more than 200,000 vehicles, and technology programs and products ranging from laptop computers to network systems.

As an integral part of GSA, the Federal Acquisition Service (FAS) possesses unmatched capabilities to support any given mission across government. We accomplish this through dedication and teamwork, regardless of the size of the challenge. With unmatched government procurement experience and unequalled purchasing power, we provide access to a continuum of solutions ranging from products and services to technology, motor vehicle management, travel and transportation. Combined with myriad methods of procurement and powerful online resources, we consistently deliver exceptional value to our customers, partners, and taxpayers alike.

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