

World Class Travel Management





Travel Management

Bringing Commercial Best Practices to Government

GSA's Center for Travel Management can help federal agencies manage their travel. And it's as easy as 1-2-3. GSA's World Class Travel Management (WCTM) program offers tools promoting cost savings and flexibility through an online travel reservation service for air, lodging and car rentals.

Government agencies are always looking for ways to control costs, improve operations and gain greater access to key business information. Let GSA help you!

This program adopts best practices from the public and private sectors while complying with White House mandates.

President's Executive Order Promoting Efficient Spending

Cutting waste and promoting efficient and effective spending, as described in Executive Order (EO) 13589, "Promoting Efficient Spending," is a top priority for government.

EO 13589 requires agencies to submit a plan reducing costs associated with combined travel, IT, printing, executive fleet, and promotional items by at least 20% below FY2010 levels by FY2013.

The EO further directs each agency to develop strategic travel alternatives, such as teleconferencing and videoconferencing.

Additionally, in May of 2012, The Office of Management & Budget (OMB) signed a memorandum requiring federal agencies to spend at least 30 percent less on travel expenses beginning FY2013 through FY 2016.

Make efforts to conduct business as well as host or sponsor conferences in Federal government controlled space wherever practical and cost effective

GSA's Center for Travel Management can help you comply with EO 13589 through its World Class Travel Management program.

Achieving World Class Travel Management

What is World Class Travel Management?

World class travel management is a practice to help

- support your mission
- meet cost, convenience, quality and policy requirements
- give users easy and reliable access to travel services
- enable travel excellence, integrity and innovation
- offer reporting capabilities to monitor improvements and savings

How will my agency benefit from adopting a World Class Travel Management program?

Your agency will

- save money
- streamline its processes
- improve compliance with Federal Travel Regulation (FTR)
- keep your travelers (federal employees) happy

How can we do this?

Here's what you need to do:

- Designate a travel manager to oversee all travel-related programs and data analysis for your agency. This person will also serve as a customer liaison.
- Maximize technology by using online reservation systems and data management and reporting tools. This will increase productivity and efficiency.
- Continue to maintain good relationships with travel-related vendors.
- Develop policies to ensure compliance with your organizational mission, the FTR and related EOs. Support from your senior managers is crucial, as is communicating these policies with your travelers.
- Implement a business strategy, including setting goals, assigning a budget and monitoring customer service performance.



GSA: Your Travel Management Advisor and Resource

Does GSA offer access to travel consulting services, professional development training and support materials?

GSA's Center for Travel Management has advisors, resources and tools ready to help your agency

- define the role of a travel manager
- develop training for your employees
- improve its travel management knowledge
- achieve overall world class travel management

GSA's Online Resource Library at www.gsa.gov/travelmanager includes:

Travel Manager Tool Box

- Detailed travel position descriptions
- The travel manager's role
- Regulations and FTR and OMB circulars
- Communication and messaging strategies
- Educational opportunities for travel managers and staff
- Performance metrics
- Leading practices and winning strategies
- GSA travel programs fact sheets

Handbook for Business Travel Buyers

- Examples of a structured travel program
- A tutorial on establishing travel policies
- Guide on how to select a Travel Management Center (TMC)
- Travel automation evaluations
- A guide on selecting payment system(s)

GSA's Travel Services Schedule SIN 599-2

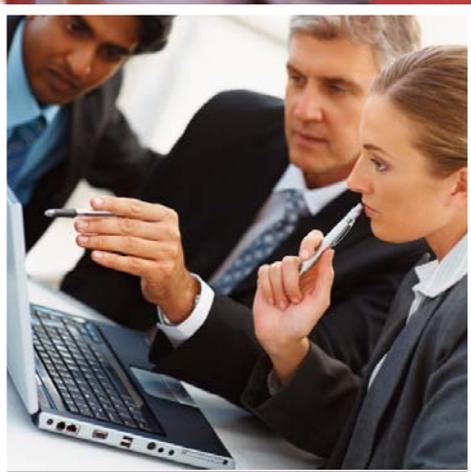
- Helps agencies move to a forward-thinking travel management program

Industry Educational Opportunities

- Global Business Travel Association (GBTA) Academy
- National Travel Forum (NTF)
- Society of Government Travel Professionals (SGTP)
- GBTA webinars and other local conferences

GSA's Professional Travel Training

- Web-based training and in-class lectures
- Travel overviews and in-depth analysis
- Approving officials' policies and responsibilities
- Department of Defense offerings



Cost-Savings Tools at Your Fingertips

GSA also offers discounted travel services:

- **FedRooms®** offers easy to book pre-negotiated rates at or below per diem with participating FEMA and ADA compliant hotels. FedRooms offers government travelers their choice of more than 13,000 hotels (more than 140 hotel brands) in 3,300 cities worldwide; with no early checkout fees. [www.fedrooms.gov]

Customer Testimonial — “The FedRooms rate was \$56 below per diem. My travel policy expert said I was required to buy at per diem. I chose to save my agency over \$200 for the week and still got to stay at the hotel of my choice.”

- **City Pair Program (CPP)** provides discounted airfare between more than 6,500 cities, without cancellation or change fees. With a two-tier fare structure in selected markets, the average savings is 68% below commercial full fares. Selecting the right CPP fare can save up to \$108 each way. The OMB Memo M-12 requires that travelers identify the Lowest Logical Airfare (LLA) through CPP or commercial fares to meet their agency's mission. If a commercial fare is lower than a City Pair fare after evaluating taxes and fees, book it! [www.gsa.gov/portal/content/105401]

Did You Know? — The federal government saves almost \$385M annually by using the preferred CPP fare (-CA) that offers an even deeper discount.

- **E-Gov Travel Service (ETS)** is an end-to-end online travel reservation, voucher and reimbursement service helping agencies efficiently manage travel. Your agency can expect an average savings of \$15 - 25 per trip by booking reservations online rather than calling a travel agent. **ETS2**, in which agencies will begin deployment in late 2012, builds on the success of the first generation ETS to help the government further consolidate online travel booking services and expense management platforms, driving additional cost-savings and efficiencies while delivering a transparent service for improved accountability and reduced waste. [www.gsa.gov/egovtravel]

Did You Know? — Using the ETS online booking engine has already saved the government more than \$21M annually. If all federal agencies participated, savings would nearly double to \$40M.

- **FedRooms Groups and Meeting Planning Tool** helps federal agencies consolidate its market research for meetings and small conferences to help find the best facility for offsite events. Within 5 business days of submitting meeting requirements, a market research report that includes available hotels, guest room rates, meeting room charges, estimated food and beverage costs, and sustainability offerings is returned to the conference coordinator. Meetings using this tool save an average of 5% below per diem. [www.gsa.gov/fedrooms]

Customer Testimonial — “What took weeks now takes hours.”

- **Travel Management Information System (MIS)** provides data for cost-effective travel decisions. Travel MIS has more than 50 reports, tools and dashboards offering cost-saving analyses in airfare reporting, conference planning and annual travel reporting. [www.gsa.gov/travelMIS]

Did you Know? — By using Travel MIS airfare reporting tools, you'll be able to assess your travelers' behaviors and guide them to lower airfare options.



Value, Service and Execution — Every Time

We provide cost-saving strategies and value-added business models that support your agency's mission. We can help you achieve your travel management goals by

- showing you how to make small changes resulting in a big impact
- changing the way your agency and its employees look at government travel
- providing guidance on organizational structure, purpose and responsibilities
- providing examples of short, mid and long-term initiatives
- helping you comply with EO mandates/memorandums
- improving your agency's bottom line through cost savings

GSA's Center for Travel Management Office wants to hear from you!

If you have any questions, please contact Karen Van Buskirk at (703) 605-2157 or karen.vanbuskirk@gsa.gov.



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