

Society of Government Travel's AnCon 2010

Meeting Agenda

April 6, 2010
2:30pm – 4:30pm

Type of Meeting: GSA/TMC Forum

Meeting Facilitator: Susan Ford GSA

Invitees: TMC, s

- I. Call to order Susan Ford
- II. Topics: Update on GSA(FTR) Federal Travel Regulations, City Pair Program, Travel Service Program and Debit Memo's
 - A. GSA (FTR) Federal Travel Regulations – Rick Miller & Patrick O'Grady
 - Current FTR requires TMC to report on First Class/Business Class use.
 - Look up FTR on the GSA website, **FTR Chapters 300-304**
www.gsa.gov/Portal/gsa/ep/home.do?tabId=0
 - GSA FTR states employees who perform official business travel, both domestic and international, must use coach-class accommodations with the following exceptions. Exceptions must be documented
 1. 24 hour rule, flight must be reasonably available.
 2. Medical Disability
 3. Security Reasons
 4. Agency Mission
 - Updated FTR can be found online
 - GAO Audit changing in 2011
 - GSA Patrick O'Grady elaborated on GAO Audit Changes
 - Change: TMC's will need to capture purpose codes by class of service 2011.

- **Question TMC: If tracked what do the TMC'S have to do? Need more clarification on reporting exceptions. Suggest meeting with GSA auditors before policy is released by GSA. Pending action item.**
- **Question TMC: Are up fares excluded?**
- **GSA, yes if booked in Coach Class.**

B. GSA Jerry Bristow – City Pair Program

- (FAC) Federal Acquisition Service has been made easier
- New web site see above, overview of new web site.
 1. City program calculator
 2. Updated information
 3. Down loadable excel file
 4. Fact sheet fuel surcharges and auxiliary fees
 5. 2 years worth of city pair data
 6. Fairs listed in one way
 7. Service members who are on military orders will not be accessed a baggage fee
- Benefits of City Pair Program
 1. Last seat availability at contract price – adding frequent flyer number will help.
 2. No blackout dates
 3. Dual Fare
- Changes to City Pair Program in 2011
 1. Connect times from 90 minutes to 100 minutes
 2. No churning, excessive changes, rebooking debit memo's if booked on contracted fares.
- **Questions TMC: Does last seat availability apply to direct connect carriers as well.**
- **GSA comment: hold debit memos if you get any.**
- **Contract/Questions GSA FAS Travel Program website
travel.program.gov
onthego@gsa.gove
888 472-5585**

- FTR Federal Travel Policy
travel.policy@gsa.gov

C. Travel Service Program Manager – Delia Peng

- Making procurement easy
- Specialty Item # 2
- CPP exception codes other than coach class travel TMC will need to capture data.
- CCR registration must be renewed every 12 months
- GSA Advantage – Easy way for GSA to procure services, make sure your pricing is up to date. Vendor support web site.

D. Open discussion on Debit Memo's – Jerry Bristow

- **GSA comment: Debit memo's by various TMC'S are being reviewed for cause. ie. Online Booking Software etc.**
- **Question TMC: Debit Memo churning problem using the DTS software? Duplicate bookings as well.**
- **GSA comment: Fly America Act – Airlines are suspending debit memo's needing further clarification.**
- **Question TMC: What changed in the booking engine to result in churning?**
- **GSA comment: No changes in churning for 2010. Executive travel CFO committee setup to meet quarterly to discuss debit memo issues.**
- **GSA comment: TMC, ETS vendor and Government agency need to work together to develop business rules to stop debit memo's from occurring**
- **Question: How can TMC's get paid for Debit Memo's that are caused by GSA's passengers or booking software?**
- **GSA comment: TSS TMC possibly add to TASK order. ETS would have to be included in CLINE#. Problem is ETS vendor is not getting the Debit Memo. More needs to be done with this.**
- **Many Question from various TMC on below:**

Government Agencies order → **ETS Vendor Software**



TMC's Hold Ticketing Agreement

with Airlines Reporting Corp and are legally responsible for resolving all debit memo's for any reason.

- **GSA comment: Install ticketing time limits, current average reservation is held 4 days before ticketing.**
- **Question TMC: Issue tickets when order?**
- **GSA comment: Payment issue for tickets purchased months in advance, government must pay credit card bill when ticket is issued and government travel will not submit expense report until after travel has occurred. Timing issues:**
- **Question TMC: How is GSA going to educate travelers on debit memo issues? TMC suggest software change by ETS vendors. How can GSA to pay for their Debit Memo's.**
- **GSA comment: Step up training, DTMO has developed an approval process for software changes. Some GSA agencies can pay debit memos via centrally billed credit card. CTO can arrange this with TMC.**
- **Question TMC: Can TMC go back and recoup prior money paid for Debit Memo's?**
- **GSA comment: Submit above suggestion in writing, presently no vehicle to go back. ETS has established a non emergency Clin? DTS does not have a vehicle to charge.**

GSA recap on what the Focus Group is working on.

- **Question TMC: What Debit Memo's? Charge back for HK segments that are not cancelled? More discussion was needed. Comment was made that COTAR's need to be educated on travel, many are not familiar with the industry.**
- **GSA comment: FTR will except Non Government fare if lower exist.**

Meeting adjourned: