



DFRC Travel Manager User Group Meeting

May 19, 2004



Agenda

- Introductions
- Updates
 - Action items from last TM User Group Meeting
 - eTravel
 - Travel Manager 8.2 Upgrade
- Hot Topics
 - Common Errors
 - Document Naming Convention
 - Adjustments to documents
 - Preparing Travel Authorizations
 - Travel Handbook
 - Centralized Travel Office
- Questions
- Wrap up



Updates

- Action items from last TM User Group Meeting
 - eGov Demonstrations
 - Job Aides
 - Flash notice - leave process

- eTravel

- Travel Manager 8.2 Upgrade



eTravel

"Simplifying End to End Travel for the Federal Employee"

Providing World-Class Travel Management
For the Federal Traveler

GSA

egov
My Government. My Terms.

DFRC Team Members

- Rob Binkley – DFRC CIO
- Val Zellmer – Project Lead
 - Jim Walker – Deputy Project Lead
- Joe Ayers – DFRC IFM Project Manager
 - Lisa Gardner – ITPOC
 - Cathy Freudinger – Interfaces
 - Jaime Fernandez – Change Management
 - Dave Vivian – Project/Risk Management
- Functional Team Members (Proposed)
 - BISS Help Desk Members
 - Travel Office

eTravel Goals & Objectives

- Vision:
 - To deliver a unified, simplified service that delivers a cost-effective travel experience, supports excellent management, and results in superior customer satisfaction
- Centralized travel operations result in:
 - Consistent processes and procedures.
 - Eliminates duplicative and frustrating tasks.
 - Eliminates redundant systems on a stand-alone basis.
 - Improves the ability to effectively monitor and manage the travel function at the agency level.
- Reservation, voucher and approval systems are connected.

-
- Consolidation
 - One-stop, single sign-on, self-service site for all travel needs
 - Consistent customer care by internet, phone, anytime, anywhere
 - Accurate, timely authorization and voucher processing
 - Accountability
 - Standardized travel data enables tracking of expenditures across government
 - Performance based management
 - Simplified and enforceable travel policies across government
 - Cost Savings
 - Approximately \$450 million savings over ten years – Not measured for NASA DFRC.
 - Economies of scale through a consolidated and aggregated eTravel service
 - Commercially hosted Web service reduces government's technology costs and eliminates the burden of maintenance and upgrades.

-
- Web-based service with end-to-end functionality and customer support
 - Common, on-line, self-service environment
 - Includes on-line booking engine & accommodates FedTrip
 - Automated travel authorizations & travel claims
 - Single point of contact for customer service



eTravel Tasks & Schedule

- **NASA to complete implementation by September 2006**



eTravel Contact Information

- **Web:** <http://egov.gsa.gov> (Look for “eTravel News”)
- **E-mail:** etravel@gsa.gov



Why Upgrade to TM 8.2?

- TM 8.0 is no longer supported by the vendor
- Changes in appearance on the login screen
- Use of Quick Expense screen for expense entry
- Prohibit itinerary for more than 12 months
- Online help menu with search capability
- Known TM 8.0 software problems resolved with TM 8.2
 - Email Notification issues with Authorizations and Vouchers
 - Expense allocation by date
 - No cost trip types



Training Aides Updates

- Training Manuals
- Agency Standards & Procedures Guide
- Web sites (local and agency)
- Checklists will be updated



Common Errors

- Routing List
- Vouchering prior to authorization or amendments completion
- Invitational Travel
 - Traveler's payment information goes to the travel office
- Accounting Information
 - Ensure the internal order and object class are correct
 - Do not edit the pre-existing information



Naming Convention & Adjustments

- Standard: 24-XX051904KMF
 - 24 = Center
 - XX = Assigned Org
 - Travel Date (e.g. 051904)
 - Initials of Traveler (e.g. KMF)

- Any documents named incorrectly will be returned to the preparer

- Preparer will need to recreate the document with the correct naming convention and resubmit

- Adjustments to documents must have comments in the remarks sections



Tips for Preparing Travel Authorizations

- Travel Dates: Make sure they make sense.
- Travel Purpose: Should be clear
- Remarks (block 8): Should have detailed descriptions for mode of travel (i.e. POV to/from airport), if meals are to be provided at a conference, passenger in POV and/or rental car, if annual/personal leave is taken
- Block 11 GTR/Ticket: This block is used to identify the amount of ticket and the airport. The airport is not always entered in this block. It would be helpful for those reviewing the authorization to see this information.
- Group Travel: When there are 5 or more persons traveling to the same place a group letter is required. We ask that our pilot offices attach this to their questionnaire.



Tips for Preparing Travel Authorizations

- **Personal Leave/Annual Leave:** NASA policy is one day of leave for each day on TDY, this does not include travel days, unless the employee is attending to business the day they are traveling. If the traveler goes on leave at another site other than the TDY site, they will be responsible for transportation to and from the leave site back to the TDY site or home. NASA is only responsible for their transportation to and from the TDY site.
- **Contract Quarters:** Only in the DC area, must be used if available. When a contract hotel is used the name of the hotel, contract number, and confirmation number should be included in the remarks section. If contract quarters are not available, must state this in the remarks section of the authorization.
- **Actual Lodging:** When lodging is not available within the per diem rate, three hotel rates must be cited in the remarks section.
- **Stay-overs or returns:** How do you decide? If the employee is returning home from a TDY and cannot make it home by 10:00pm, the employee is allowed to stay in a hotel at the airport location. If the employee is leaving on TDY and have a flight prior to 12:00pm, the employee is allowed to stay in a hotel at the airport location the night before.



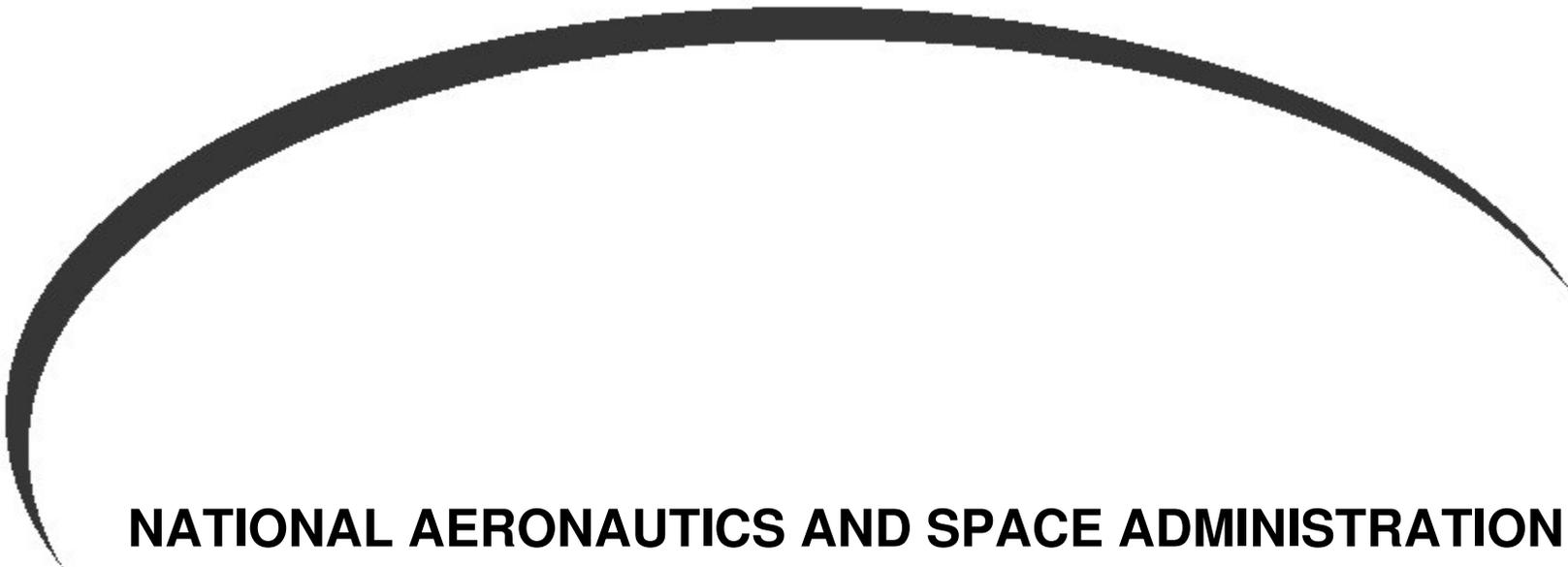
Tips for Preparing Travel Authorizations

- **Leave the day after return from TDY:** If an employee decides to return home after a TDY and it is late, i.e. 12:00 am etc, their supervisor is allowed to approve admin leave for that employee. This is not to be stated on the TDY authorization.
- **Conferences/Meetings:** If the employee is to be attending a conference or a meeting, we are going to ask that the pilot offices attach their agenda to the pre travel questionnaire. This way we can catch if meals are going to be provided.
- **NASA 7 Travel:** If an employee flies to Ames on the NASA 7, make sure they indicate how they will be returning.



Travel Forms and Handbook

- NASA / DFRC Travel Regulations
- Pre-Travel Request for Authorization
- DCTO Travel Voucher



NATIONAL AERONAUTICS AND SPACE ADMINISTRATION

DRYDEN FLIGHT RESEARCH CENTER

Travel Office Consolidation



Agenda

- Objective – Dryden Central Travel Office (DCTO)
- Expected Benefits
- Who’s Involved in Travel
- Proposed Pilot Organizations & Volumes
- Services Dedicated to Travel
- Streamlining Travel Processes
- Next Steps



DCTO Objective

- Better service to the traveler
- Do it right the first time
- More effective use of admin support



DCTO Expected Benefits

- Improved Service
- Process Simplification
- Flexibility in Implementation
- Frees Up Administrative Support
- Improved Accuracy & Proficiency
- Frees Up BISS Resources



Who's Involved in Travel

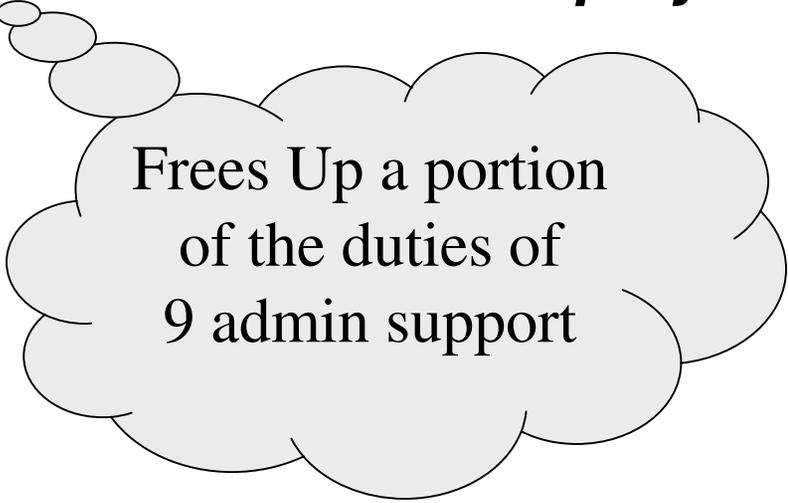
Current – Supporting Staffs

- A - Chuck Simmons
- C – Sylvia Dolber
Kristy Carlson
- M – Pam Jensen
Gail Russell (IFMP)
- X - Carmen Arevalo
Rosemary Sanchez
Dennie Gonia
- H - Krista Shipley
- O/E – Emily Boyd
- CI Travel -Mary Kennedy
- Travel Office
Taryn Wilson
Yvonne Schmidt
Olivia Carte 50%

13 1/2 Employees Engaged

Proposed – Supporting Staff

- *CI Travel - Mary Kennedy*
- DCTO - Pilot
Taryn Wilson
Yvonne Schmidt
Olivia Carte <100%
Gina Hibpshman
- **4 1/2 - 5 Dedicated Employees**



Frees Up a portion
of the duties of
9 admin support



Proposed Pilot Organizations & Volumes

Organization Name	Code Letter Designation	NASA Headcount	Travel
Acquisition Management Office	Code A	22	59
Office of the Chief Financial Officer	Code C	41	87
Office of Equal Opportunity Employment	Code E	3	27
Office of Facilities Engineering and Asset Management	Code F	18	42
Human Resources Management and Development Office	Code H	14	62
Security Office	Code J	9	53
Office of the Chief Counsel	Code L	4	23
Research Systems Directorate	Code M	101	243
Office of Academic Investments	Code N	5	25
Flight Operations Directorate	Code O	141	179
Aerospace Projects Directorate	Code P	34	648
Research Engineering Directorate	Code R	159	285
Office of Safety and Mission Assurance	Code S	32	117
Public Affairs, Commercialization	Code T	13	47
Executive	Code X	22	206
Airborne Science Directorate	Code Y	13	115
Dryden Flight Research Center	Totals	631	2218

■ Pilot Participants = 30% of total trips taken in 2003



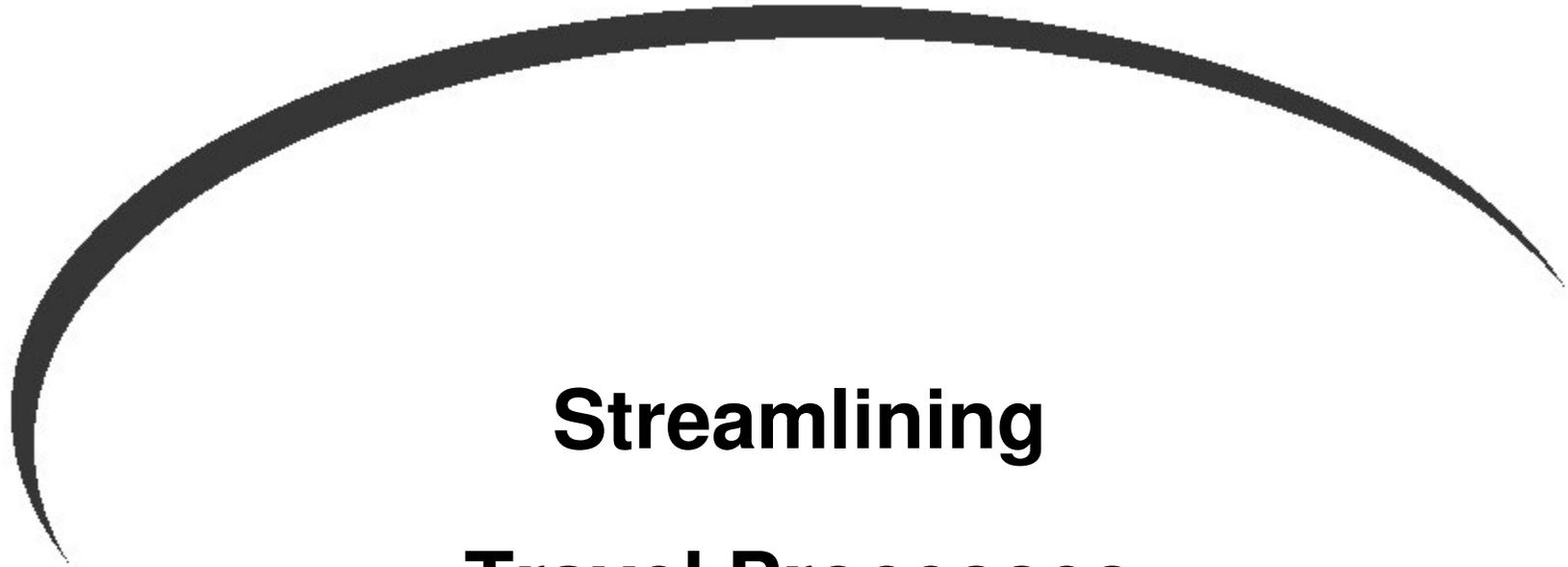
Services Performed by DCTO

CI Travel Agent Services

- Reservations and itinerary planning
- Traveler profiles
- Traveler preferences
- Regulatory awareness
- Bookings and reservations
- Enroute rescheduling
- Prepares traveler packet

Preparer Services

- Collects traveler's requirements, prepares and enters travel authorization and voucher documents for processing, submits and tracks through completion
- Monitor regulation compliance
- Monitor and report on quantity of documents processed and quality of travel process



**Streamlining
Travel Processes**



Pilot -- Travel Authorization

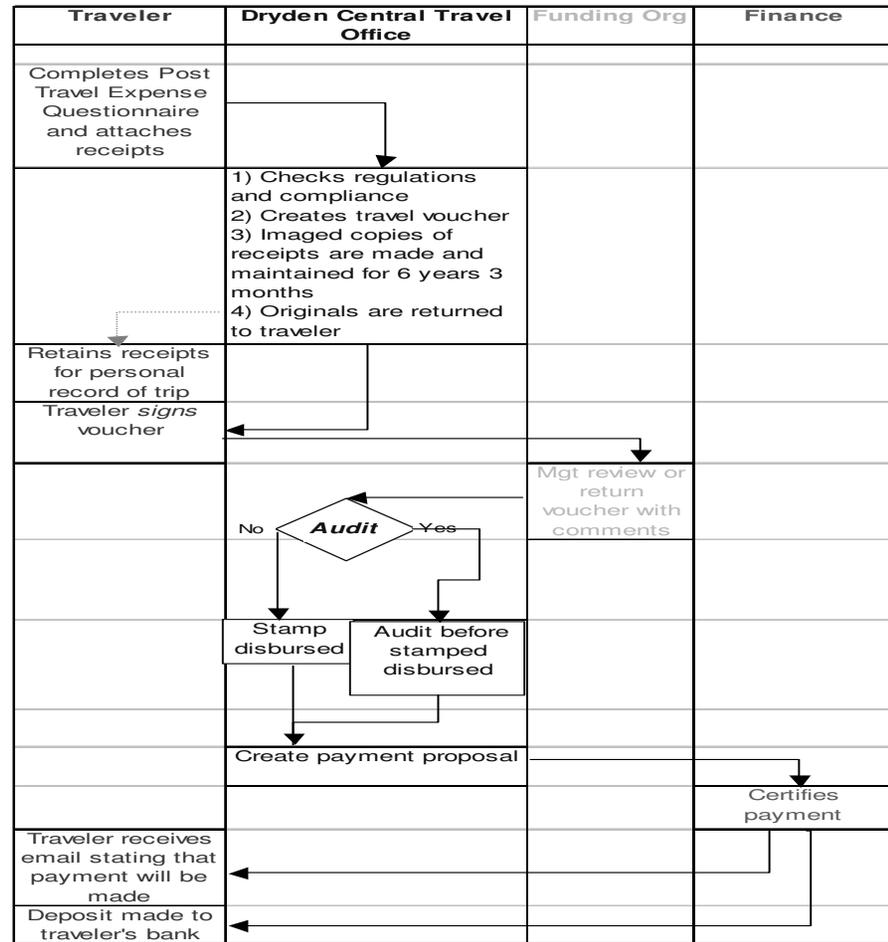
12 Steps in Current Process
7 Steps in Pilot Process
 5 Step Reduction

Traveler	Dryden Central Travel Office	Resource Analyst	Funding Org	Finance
Completes Travel Questionnaire specifying travel dates, locations and preferences				
	1) Makes reservations 2) Checks regulations 3) Create travel authorization 4) Proof audit of the document for accuracy			
		Review funds and accounting codes		
			Mgt review travel purpose & funds usage	
				1) Center Director Designee approval or reject with comments 2) Audit and Certify funds availability
Notified of approval via email				
	1) Finalizes itinerary 2) Creates travel packet and notifies traveler to pick up			
Traveler receives travel packet			Checks Weekly Funds Manager Report prior to trip starting and may cancel	



Pilot -- Travel Voucher

10 Steps in Current Process
8 Steps in Pilot Process
 2 Step Reduction





Measurements of Success

Dryden Consolidated Travel Office - Performance Measures					
		Baseline			
	Performance Measures for Pilot	Jan-04	Feb-04	Mar-04	Base
1	Proficiency - Fewer dedicated resources result in faster document preparation resulting in fewer "Travel" calls to the Help Desk and fewer introduced errors and omissions.				
	Number of calls per month	129	135	125	129.7
	Application "usage and functional" questions	2	2	2	2
	Authorization	9	10	12	10.3
	Document cancel/delete/return	35	39	25	33
	Routing list	20	26	14	20
	System Admin (>90%=Password Changes)	44	32	44	40
	Voucher	3	6	7	5.3
	Other	16	20	21	19
2	Improved Service - Travel approval and voucher process will be streamlined which will result in faster turnaround times for approvals and voucher payment.				
	Average time to prepare documentation				
	- Travel Authorizations (Minutes)	42	42	42	42
	- Travel Vouchers (Minutes)	34	34	34	34
	Average turnaround for authorization (days)	3.7	7.8	6.9	6.1
	Average turnaround for voucher (days)	6.7	6.2	4.4	5.8
	- Average turnaround within Traveler's Org (days)	1.8	1.8	1.3	1.7
	- Average turnaround in Travel Office (days)	3.9	3.4	2.1	3.1
	- Average Treasury payment processing time (days)	1	1	1	1
3	Process Simplification - Streamlined approvals are possible and management reporting has been added while implementing accounting best practices such as statistical sampling.				
	Number of Pilot Vouchers	38	43	102	61
	- Average time to audit a voucher (minutes)	50	35	40	42
	- Total time auditing Pilot vouchers (hours)	32	25	68	42
	Pilot -- Processing Steps				
	- Authorizations (steps x Number of Authorizations)	540	888	792	740
	- Vouchers (steps x Number Vouchers)	450	740	660	617



Measurements of Success

Dryden Consolidated Travel Office - Performance Measures					
		Baseline			
Performance Measures for Pilot		Jan-04	Feb-04	Mar-04	Base
4	Improved Accuracy - Better trained and proficient staff will lower the error & omissions rate that is currently experienced during processing.				
	BISS Help Calls -- Document cancel/delete/return	35	39	25	33
	- Errors in Document Preparation	23	13	10	15
	BISS Help Calls -- Routing list	20	26	14	20
	- Errors in routing	9	13	7	10
	Rework Rate	58%	40%	44%	47%
5	Flexibility in Implementation - Funds managers can select "their way" in approval process				
	Number of steps in the approval process?	22	22	22	22
	Number of Managers in Direct Approval Process?	6	6	5	5.66
	Management time saved -- indirect approval process (Code M Pilot Report) (hours)			6	
6	Frees Up BISS Resources - Reduced number of HELP calls will make time available to support future applications, e.g., IAM, e-Gov initiatives, etc.. Without an existing staffing levels.				
	Average number of changes in preparers	1	2	1	1.33
	- Average hours spent training	8	16	8	10.66
	Number of Pilot travel related calls	129	135	125	129.7
	- Average Per Call Time spent on Pilot issues (hours)	3.47	1.23	1.62	2.1
	- Total hours spent on Pilot issues (hours)	437.54	157.98	183.08	259.50
7	Frees Up Administrative Support - Staffing within the codes that currently do travel authorizations and voucher will no longer spend time supporting the travel activities of staff. Time can be used by the code for other tasks.				
	Number of trips in Pilot	45	74	66	61.7
	Average Preparation time per-trip ((TA+TV) hours)	1.3	1.3	1.3	1.3
	Total time spent by pilot code administration (hours)	59	96	86	81



Summary

- Streamlined Process
- Improved Service
- Frees Up Administrative Support
- Reduction in Errors
- Single Face to Customers



Next Steps

- Go-Live – May 24, 2004

