



DEPARTMENT OF THE TREASURY

ETRAVEL IMPLEMENTATION STATUS REPORT

This report provides information concerning the status of the migration to eTravel including the status of identified end user issues. This report will be updated and provided to the stakeholders monthly.

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GovTrip Key Measures for August 2005

GOVTRIP DOCUMENTS

Document Type	Authorizations	Vouchers	Local Vouchers	Total
Documents for the month	2,456	2,116	332	4,904
Total Documents (Oct – August)	9,883	7,181	1,214	18,278

RESERVATIONS

Reservations	Documents with Reservations Processed through GovTrip	On-Line Reservations	Agent Assisted Reservations
Completed Vouchers with Reservations for the month	1,623	1,159	464
Percentage for the month	77%	71% ↑	29% ↓
Completed Vouchers with Reservations (Oct – August)	5,676	4,158	1,518
Percentage Total (Oct – August)	79%	73% ↓	27% ↑

USERS

Users	Self-Registered	Users Trained	Number of Treasury Organizations	*Number of Non-Treasury Organizations
New users for the month	384	90	1	0
Totals (Oct – August)	4,400	1,545	9	15

*Agencies that are serviced by ARC.



GovTrip Key Measures (cont'd)

ISSUE STATUS

Issues	On-Line Booking	Software Deficiency	System	Usability	Other	Totals
Resolved	11	7	18	6	2	44
*Workaround Developed	12	9	13	8	1	43
Totals	23	16	31	14	3	87

*Not all workarounds require a system resolution.

HELP DESK STATISTICS FOR THE MONTH

Category	Training	Passwords & Self Registration	Document/Payment Status	Reservations	Database Administration	Misc.	Totals
Phone	2,919	791	45	88	263	1,277	5,383
E-mail	151	996	186	62	595	430	2,420
Totals	3,070	1,787	231	150	858	1,707	7,803

CUMULATIVE HELP DESK STATISTICS

Category	Training	Passwords & Self Registration	Document/Payment Status	Reservations	Database Administration	Misc.	Totals
Phone	11,907	7,196	447	697	1,122	6,111	27,480
E-mail	349	5,535	454	205	2,003	1,572	10,118
Totals	12,256	12,731	901	902	3,125	7,683	37,598



Treasury Travel Systems

Agency	Pre-GovTrip System	GovTrip Implementation Start Date	Converted to GovTrip and Retired Previous System
FinCEN	Customs In-House	October 2004	Yes
TTB	Manual	October 2004	Yes
BPD/ARC	Travel Manager	March 2005	Yes
FMS/TAS	Travel Manager	April 2005	Yes
OIG	Travel Manager	June 2005	Yes
TIGTA	Travel Manager	June 2005	Yes
DCP	Travel Manager	July 2005	
DO	Travel Manager	July 2005	
CDFI	Travel Manager	August 2005	
MINT	Manual	January 2006	
BEP	Manual	April 2006	
IRS	Web TRAS	During FY06	
OCC	Manual	During FY06	
OTS	In-House	During FY06	



Treasury Deployment Costs

Dollars Shown in Thousands

Bureau	Vendor		Interface/ EAI		Adm/Setup		Training		Overhead	
	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual	Planned*	Actual YTD
CORP	0		0		0		0		250	115
BPD/ARC	125	125	10	10	21	21	15	15	250	115
BEP	0		0		15		11		50	
CDFI	0		0		8		6		1	
DCP	0		0		1		1		1	
DO	0		0		45		32		5	
FinCEN	0		0		5	5	4	4	5	5
FMS/TAS	0		0		51	37	36	33	5	5
IRS	1,500		7,000		1,200		1,500		400	
OCC	0		200		150		105		150	
OTS	0		0		24		17		150	
TTB	0		0		16	16	11	11	5	5
TIGTA	0		0		29		20		5	
TOIG	0		0		3		2		1	
USMINT	0		0		21		15		150	
TOTAL	1,625	125	7,210	10	1,589	79	1,775	63	1,428	244

Costs exclude on-going support such as help desk and database administration

*Projected over period of 10/1/04 - 9/30/06



Top 10 Issues And Resolution Status

ISSUE	STATUS
ON-LINE BOOKING	
1. When making hotel reservations, some hotels are not available for selection.	STATUS: Reported to Northrop Grumman, American Express and GSA. ⁽¹⁾ WORKAROUND: Book reservations directly with hotel or call the TMC.
2. When making airline reservations, there are some flights that are not being returned for selection.	STATUS: Reported to Northrop Grumman, American Express and GSA. ⁽¹⁾ WORKAROUND: Call TMC directly.
3. The system is not automatically creating an amendment when the ticket price has increased at the time of ticketing. (Added March 2005)	STATUS: Reported to Northrop Grumman WORKAROUND: Create a manual amendment with the associated costs in Other Transportation.
4. There have been several instances where the adjusted ticket price has not been updated and reflected correctly in the system.	STATUS: Reported to Northrop Grumman. WORKAROUND: A new authorization can be created and the airline cost entered in Other Transportation.
OTHER	
5. Some travelers feel that it takes too long to book international trips with the American Express agents.	STATUS: International reservations are now handled through SATO Travel. WORKAROUND: Call SATO Travel directly to make international reservations. Airline costs will be entered in the Other Transportation section in GovTrip.
SOFTWARE DEFICIENCY	
6. Approving officials would like the capability to turn off the automatic emails generated for routing notification. (Added January 2005)	STATUS: We have requested that Northrop Grumman turn this on at the traveler level to enable those who do not want to receive notification emails to turn them off. WORKAROUND: Delete routing notifications from email.
7. Long-term taxable travel.	STATUS: Working with GSA and IRS on requirements for the eTravel systems. WORKAROUND: Calculate LTTT manually.
SYSTEM	
8. Dynamic Routing. The capability to select individual reviewers and/or approvers throughout the routing process. Traveler can choose to send the document to the primary or backup official eliminating some of the duplicate emails.	STATUS: Reported to Northrop Grumman. Dynamic routing requirements are to be provided to NG by Transportation and HHS. WORKAROUND: Current routing functionality meets GSA requirements. Training issue, approving officials needs to be aware of their responsibility as the primary or backup approver.
USABILITY	
9. Include a drop down project code field on the accounting page for reporting purposes.	STATUS: Working on the requirements with Northrop Grumman. WORKAROUND: Select the line of accounting with the appropriate reporting category/project code.
10. Travelers cannot allocate expenses by date on a local voucher.	STATUS: Reported to Northrop Grumman. WORKAROUND: Allocate costs by closest percentage.



Other Issues And Resolution Status

ISSUE		STATUS
ON-LINE BOOKING		
11.	Users would like the capability to search for non-stop flights available throughout the day. (Added April 2005)	STATUS: An enhancement request has been sent to Northrop Grumman. WORKAROUND: Change the search time criteria to see additional options.
12.	Sometimes the user will receive an error message when adjusting or amending the return flight. (Added March 2005)	STATUS: Reported to Northrop Grumman WORKAROUND: Call American Express directly and tell them the situation. Request that the fee not be increased due to a limitation in GovTrip.
13.	It would be nice to see the type of train (Metroliner, Acela, etc.) when booking Amtrak reservations. (Added February 2005)	STATUS: Enhancement request has been sent to Northrop Grumman. WORKAROUND: Since all Amtrak reservations are currently touched transactions, you can call American Express directly and ask for the train information.
14.	Currently, on-line reservations for rental cars can only be made using the airport code. This needs to be expanded to also include searching by city and allowing for one-way car rentals.	STATUS: Reported to Northrop Grumman. WORKAROUND: Call TMC or rental company directly.
15.	When making reservations for foreign locations, some known flights and hotels do not show up for selection.	STATUS: For the normal metropolitan areas, on-line booking is sufficient. However, there are several reasons that the TMC should be contacted for foreign travel. ⁽²⁾ WORKAROUND: Call TMC for international trips.
16.	Cities that begin with abbreviations (St. Ft. Mt.) have problems when trying to locate hotels using the search by city.	STATUS: Reported to Northrop Grumman. WORKAROUND: Change the criteria to search near an airport or by hotel name.
17.	Users would like to have the capability to search by address when looking for a hotel.	STATUS: Reported to Northrop Grumman. WORKAROUND: Search for hotels using other methods.
18.	Selecting flights needs to be more intuitive. We have suggested that GovTrip highlight the penalty fares in red and say "Non-Contract or Penalty Fare - Justify".	STATUS: Northrop Grumman is still working on incorporating the statement along with differentiating between refundable me-too fares and penalty fares. WORKAROUND: Traveler must be careful to select the appropriate fare.
19.	Some airline costs (mainly the airlines that American Express has to call ex. Independence Air, Jet Blue, etc) do not always pull into the document.	STATUS: Resolved. (June 2005)
20.	Customers would like to see the 4 hour time window filled with all of the GSA city pairs first and then the rest can be me-too fares.	STATUS: Resolved. You can now see multiple city pair flights in the same search. (March 2005)
21.	The entire credit card number used to purchase the airline ticket is listed in the "Comments to the Approving Official."	STATUS: Resolved. Only the first six digits of the credit card are now displayed. (February 2005)
22.	When an airline ticket is purchased using the Centrally Billed Account (CBA), the associated TMC fee should also be charged to the CBA.	STATUS: Resolved. (February 2005)
23.	GovTrip should not allow the traveler to make reservations for dates outside of their trip dates.	STATUS: Resolved. Northrop added an edit that displays a pop-up box stating that "The entered date is too high" or "The entered date is too low". (February 2005)
24.	On one occasion, GovTrip displayed a lower rental car fee than what the traveler was charged.	STATUS: Resolved. (February 2005)



Other Issues And Resolution Status

ISSUE		STATUS
ON-LINE BOOKING (cont'd)		
25.	Traveler requested Amtrak reservation, but no reservation appears to have been made when they got to the terminal. Traveler had to pay for Amtrak ticket once at the terminal.	STATUS: Resolved . American Express made courtesy reservation through Sabre. American Express states that if Amtrak cancelled the ticket they did notify them. Amtrak gave American Express a confirmation number and a hold date. The issue rests with Amtrak. Amtrak confirmation #10FB7D, Hold Date 22 Oct 04. (February 2005)
26.	Reservation has been dropped. (This appears to only be courtesy reservations)	STATUS: Resolved . There were two reported cases. 1) Foreign location traveler was told by American Express ticket charge was \$100 but leg of trip was personal so traveler elected to have courtesy reservation. Amex made courtesy reservation plane was full and sent Traveler email notification. 2) Traveler reported that Amtrak cancelled the reservation. A courtesy reservation was made and traveler had to pay at the terminal. ⁽³⁾
27.	When an authorization with reservations has been cancelled, it needs to reflect the CTO Cancelled status to ensure all reservations have been cancelled.	STATUS: Resolved .
28.	On some occasions, after American Express booked the reservations, they were not updated in GovTrip.	STATUS: Resolved . Reservation server had to be restarted.
29.	When a reservation is processed with only a hotel reservation, the TMC charge should only be \$4.00.	STATUS: Resolved . American Express corrected TMC fee.
OTHER		
30.	The TAV Fee charged to Citibank needs to have more information attached to the charge such as the document name or date. (Added February 2005)	STATUS: Resolved . The 6 digit authorization number is now part of the transaction description on the credit card. (June 2005)
31.	Many travelers feel that they get too much e-mail.	STATUS: Resolved . Unnecessary emails have been turned off. Travelers will receive e-mails when the document is cancelled, CTO Booked, e-mail from American Express about the itinerary, and when the voucher is paid.
SOFTWARE DEFICIENCY		
32.	Approving Officials are having problems when trying to review the details of a section and then return to the preview screen. (Added June 2005)	STATUS: Reported to Northrop Grumman. WORKAROUND: Click Adjustments and sign into the document to review details of each section.
33.	Approving Officials should not receive email notifications when the document is auto-approved. (Added May 2005)	STATUS: Reported to Northrop Grumman. WORKAROUND: Delete notifications.
34.	Only the last TMC Fee that is charged for the trip is displayed in GovTrip. (Added April 2005)	STATUS: Reported to Northrop Grumman. WORKAROUND: Additional TMC Fees can be added in the Non-Mileage Expense section.
35.	Once a flight has been selected in the document, the system will not let you make rail reservations. (Added January 2005)	STATUS: Reported to Northrop Grumman. WORKAROUND: If you need to make both types of reservations, you will need to enter the rail reservations first and then select your flights.



Other Issues And Resolution Status

ISSUE	SOFTWARE DEFICIENCY (cont'd)	STATUS
36.	There have been some occasions where the TAV Fee is displayed twice on the document. (Added February 2005)	STATUS: Reported to Northrop Grumman. WORKAROUND: Call ARC Travel Services to have one of them removed.
37.	The continue button at the bottom of the screen should take you to the next logical screen instead of the preview screen.	STATUS: Reported to Northrop Grumman. WORKAROUND: Use the tabs at the top of the screen working from left to right.
38.	Constructed Voucher does not work properly.	STATUS: Reported to Northrop Grumman. WORKAROUND: Calculate a cost comparison on a separate document and attach in the receipt section. ARC Travel Services can assist with the process.
39.	The Returned stamp for Approving Officials is not currently working. (Added February 2005)	STATUS: Resolved. (June 2005)
40.	Some travelers are being charged an extra TAV Fee when processing a second amendment. (Added April 2005)	STATUS: Resolved. (June 2005)
41.	Temporary delegation of authority does not currently work.	STATUS: Resolved. (May 2005)
42.	The TAV Fee is associated with the payment method of Personal instead of GovCC. (Added March 2005)	STATUS: Resolved. There will still be a few vouchers that will pull the Personal payment method in from the authorization. All new authorizations created will be correct. If doing split disbursement, the traveler might need to add the additional amount that should be paid to the credit card. (April 2005)
43.	The POV rate is not pulling in correctly. (Added February 2005)	STATUS: Resolved. (February 2005)
44.	The second page of the voucher (SF 1012) does not print correctly.	STATUS: Resolved. (February 2005)
45.	Email that should have only gone to the foreign approver (next one in the routing list) went also to the approving officials that should receive the message after the foreign approver signs the document.	STATUS: Resolved.
SYSTEM		
46.	Users would like to have an "Apply through Date" on the expense screen. (Added May 2005)	STATUS: An enhancement request has been sent to Northrop Grumman. WORKAROUND: Enter each expense individually.
47.	Approving officials would like to see the associated trip purpose on the Preview screen. (Added April 2005)	STATUS: An enhancement request has been sent to Northrop Grumman. WORKAROUND: The trip purpose can be viewed from the itinerary screen.
48.	Users would like to have an audit that would inform them if they have only selected one flight. (Added April 2005)	STATUS: Reported to Northrop Grumman. WORKAROUND: Closely review the Preview screen to verify selected information.
49.	Backup approving officials would like to be notified only if the main approving official has not taken action within 24 hours. (Added April 2005)	STATUS: Enhancement request sent to Northrop Grumman. WORKAROUND: The primary approving official should notify the backup approving official of their absence.



Other Issues And Resolution Status

ISSUE		STATUS
SYSTEM (cont'd)		
50.	Approving Officials would like to have an audit that will notify them if a traveler has picked a rental car above the Intermediate size. (Added January 2005)	STATUS: Reported to Northrop Grumman. WORKAROUND: Approving officials can view the rental car details when approving the document.
51.	Users would like the answer to the challenge question to not be case sensitive. (Added February 2005)	STATUS: Request sent to Northrop Grumman WORKAROUND: Users must type their answer exactly as they entered it the first time.
52.	During the self registration process, some users erroneously selected the wrong org.	STATUS: An enhancement request has been sent to Northrop Grumman WORKAROUND: ARC Travel Services will correct the organization when accepting new users.
53.	Some users feel that it takes too long to create documents.	STATUS: Training issue. Once a user is familiar with the software, a normal authorization will take about 10-15 minutes to prepare. WORKAROUND: Call ARC Travel Services for assistance in creating the document.
54.	The system will allow two authorizations to be created for the same traveler for the same dates.	STATUS: System was designed to allow for this. Asked FinCen for some examples to research. Requested that NG add an audit to show overlapping trip dates on the authorization. WORKAROUND: When the vouchers are processed, the second voucher will fail the "Trip overlapping dates" audit. Approving officials will see this audit during the approval process.
55.	The audits that determine if laundry can be claimed are not working correctly.	STATUS: Reported to Northrop Grumman. WORKAROUND: Approver to make sure if laundry is claimed the TDY was at least 4 nights.
56.	There have been a couple instances where the time and status of the document history has been out of order.	STATUS: Reported to Northrop Grumman. WORKAROUND: Call ARC Travel Services for clarification on the document.
57.	Some people cannot make adjustments to their documents after they are signed.	STATUS: Reported to Northrop Grumman. Problem happens sporadically. WORKAROUND: Call ARC Travel Services and they will make the adjustment for you.
58.	Northrop Grumman needs to provide a fax number to use when attaching receipts to a document outside of the continental US.	STATUS: Resolved. (June 2005)
59.	The travelers SSN should not be viewed by the document preparer at any time.	STATUS: Resolved. (February 2005)
60.	FinCen would like for the system to have the flexibility to accommodate conditional foreign routing at the end of the routing process.	STATUS: Resolved. Current routing functionality meets GSA requirements. Any change to the conditional routing is considered an enhancement and will cost extra. (January 2005)
61.	Some approving officials received a PNR error because the comments field is too long due to American Express comments.	STATUS: Resolved. (January 2005)
62.	Auto-approval (the travelers' authorization automatically approves and does not require a separate approving official) does not work correctly with conditional foreign routing and routing lists with budget reviewers.	STATUS: Resolved.



Other Issues And Resolution Status

ISSUE		STATUS
SYSTEM (cont'd)		
63.	When rail is selected as the mode of transportation there are two audits that require justification. We have asked for these to be turned off.	STATUS: Resolved.
64.	The link to print the fax coversheet needs to remain active after the document has been approved to attach any additional information.	STATUS: Resolved.
65.	During the self-registration process, some account tokens could not be found.	STATUS: Resolved with the new self-registration process.
66.	During the self-registration process, some people were unnecessarily getting the error message "User already exists".	STATUS: Resolved with the new self-registration process.
67.	A document was not in an Approving Official's in-box to review.	STATUS: Resolved. Four potential reasons: 1) Traveler selected wrong routing list, 2) Back-up approved before primary approval, 3) Logged on under the wrong ID, or 4). Reservations have not been "booked".
68.	Approving Official can approve a document without an accounting strip being selected.	STATUS: Resolved. A pop-up box has been added and will not allow the document to be approved until an accounting strip is added.
69.	Customize the content of the automatic e-mails that are sent from the system.	STATUS: Resolved.
70.	During the self-registration process, some users received an error message "Invalid E-Mail Value".	STATUS: Resolved. Northrop Grumman fixed parameters to accept e-mails with one initial.
71.	ARC Travel Services could not accept a user into the system. Received error message "Character string buffer too small."	STATUS: Resolved. Northrop Grumman has limited the address field line to 26 characters during self-registration so that it won't be a problem.
72.	An approving official received a Passenger Name Record (PNR) processing error when trying to approve a document with reservations.	STATUS: Resolved. Northrop Grumman fixed the parameter causing the problem.
73.	A couple users received a blank screen when trying to log onto GovTrip.	STATUS: Resolved. Users could log on successfully at another person's computer. Their IT staff fixed settings on their computers.
74.	Centrally billed account numbers need to be added into GovTrip for each organization.	STATUS: Resolved. All CBA accounts have been added to the system.
75.	Some small cities do not have a separate GSA per diem rate. These cities are added to the system on an as needed bases.	STATUS: Resolved. Northrop Grumman has a new process that enables a NG help desk person to add locations directly into the system.
USABILITY		
76.	When users are "timed out" of GovTrip they receive a 500 Servlet error. It would be nice if the message could be more user friendly and describe that the user simply needs to log in again. (Added March 2005)	STATUS: Reported to Northrop Grumman. WORKAROUND: Close your internet connection and log in again.
77.	The audit descriptions need to be in an administrative table and not hard coded so that they can be more explicit and customized.	STATUS: Reported to Northrop Grumman. WORKAROUND: Call ARC Travel Services for any questions concerning audits.



Other Issues And Resolution Status

ISSUE		STATUS
USABILITY (cont'd)		
78.	When Passenger is the only expense selected, it does not appear to save correctly, but it is saved and can be seen on the accounting and preview pages.	STATUS: Reported to Northrop Grumman. WORKAROUND: Use the accounting & preview page information.
79.	Users would like to have a button on each screen that will take them back to the previous screen.	STATUS: Reported to Northrop Grumman. WORKAROUND: Within the same version of the document, you can use the backspace button to go to the previous screen.
80.	When a user has 3 unsuccessful logon attempts, their account becomes locked. The account is automatically reset in 1 hour.	STATUS: Reported to Northrop Grumman. Currently, the automatic reset time has been reduced to 1 hour. The minimum time is a security requirement and we will see if this can be reduced. WORKAROUND: Wait 1 hour for the account to be automatically reset or call ARC Travel Services to start the reset process.
81.	Approving Officials would like to have an audit to show if there are not any attachments (receipts) with the document.	STATUS: Reported to Northrop Grumman. WORKAROUND: Check for attachments.
82.	The pending routing actions in the document history section should be in chronological order by Level # and not alphabetically.	STATUS: Resolved. (July 2005)
83.	The civilian/grade field in personal information is not necessary and should not be required.	STATUS: Resolved. (March 2005)
84.	A direct link to the attached receipts is needed on the preview page for approving officials to quickly review attachments.	STATUS: Resolved.
85.	Everyone should have the capability to cancel his or her own documents. Also, approving officials should have the capability to return a document to the traveler if needed.	STATUS: Resolved.
86.	Add a "Save and Proceed to Pre-Audit" button on the bottom of the local voucher preview screen to match the authorization and voucher.	STATUS: Resolved.
87.	Accounting label is limited to 12 characters, which limits how descriptive they can be.	STATUS: Resolved. Accounting label has been lengthened to 30 characters and updates can be made to the accounting strips.



Footnotes

1. The on-line booking component of the eTravel system uses one of four Global Distribution Systems, or GDS. A GDS is a legacy system used by all travel suppliers (airlines, hotels and car vendors) to automatically book travel. The GDS is separate from the Internet commercial booking sites, although there is some overlap, as some commercial travel websites use GDS information to offer information to their users and to take bookings. American Express uses SABRE, the largest and most prevalent in the government marketplace. Not all airlines and hotels use a GDS as the GDS charges travel suppliers to display inventory. If a supplier uses a GDS(s), it is the responsibility of the carrier or hotel to update the GDS with current information. Amtrak is displayed using a static schedule. Small airlines such as Independence Air and Southwest do not use a GDS. For cases such as these, the TMC must be contacted directly either by phone or by entering a comment to request assistance on-line. The TMC then contacts the non-GDS travel supplier for reservations.
2. It is best if foreign travel be booked directly by contacting the TMC due to the following reasons: some foreign carriers require paper tickets, the TMC can offer advice about Visa requirements and the fly America Act, or if foreign carriers and flights are limited or unavailable in the GDS and require TMC assistance.
3. Amtrak courtesy reservations can be made using the on-line booking, but the traveler will have to pay for the ticket when they arrive at the terminal. Amtrak tickets can be purchased through the TMC but at the higher TMC fee and cancellation fees also apply.