Travel Strategic Account Management Plan (SAMP)
What It Means To You

Amy Stemple

May 10-11, 2017

SAMP- What is the SAMP?

Travel Strategic Account Management Plan **(SAMP)** is a dashboard look at an agency's travel program from a big picture perspective to help provide insight into travel habits and possible opportunities for cost savings. The SAMP provides averages and statistics on other agencies that ARC Travel Services manages which provides a comparison for key travel statistics.

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SAMP- What is the SAMP?

❖ The SAMP will be in a standard format and at the same level of data for every agency.

❖ SAMP data is provided at the highest organizational level for each agency.

❖ The intended audience includes travel program coordinators, high level managers, and/or executives

❖ The SAMP will be distributed around mid- November 2017 and will include fiscal year 2017 information.

❖ The SAMP will be distributed to the primary travel point(s) of contact for each agency.

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SAMP - Topics

❖ **Travel Expenditure Summary**

❖ **Travel Expenditures By Trip Purpose**

❖ **Travel Top 10 Locations and Travelers**

❖ **Actual Lodging**

❖ **Travel Reservation Information**

❖ **Document Processing**

❖ **Travel Charge Card**

❖ **Travel Help Desk**

❖ **Post Payment Audit Information**

❖ **Advances and POV Usage**

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SAMP - Benefits

In government travel the benefits of an effective SAMP include:

❖ Establishing overall travel program performance goals

❖ Capturing key metrics, benchmarking, and analyzing agency travel

❖ Tracking and reporting relevant metrics at the executive level

❖ Measuring performance to establish goals and policies

❖ Identifying and evaluating cost saving opportunities

❖ Identifying possible training needs within your Agency

Go

Drive (D)   Drive (E)   Drive (C)   Stop

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SAMP - Expenditures

❖ **Displays Temporary Duty Travel (TDY) and Local Voucher expenditures separately.**
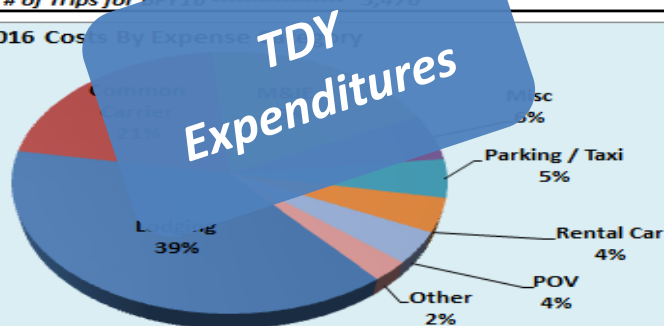
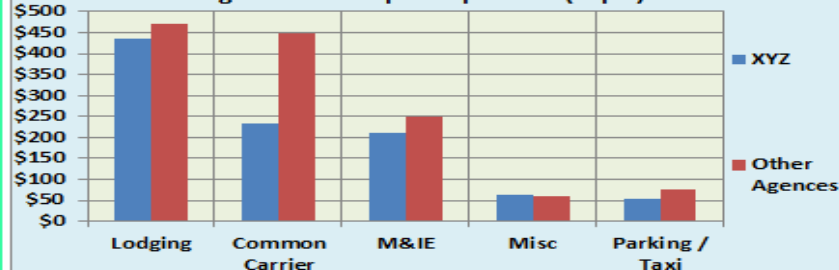**Strategic Account Management Plan:** *FY 2016 Travel Expenditure Summary* — *Customer: XYZ*

TDY Trip Expense Totals For FY 2016

Expense Category	Totals	% of Total	Avg Cost Per Trip	Avg per Trip By Other Agencies
Total Cost (All)	**$3,881,218**		**$1,117**	**$1,433**
Lodging	$1,510,138	38.9%	$434	$471
Common Carrier	$808,172	20.8%	$233	$449
M&IE	$734,555	18.9%	$211	$251
Misc	$219,896	5.7%	$63	$61
Parking / Taxi	$184,563	4.8%	$53	$76
Rental Car	$164,559	4.2%	$47	$39
POV	$157,388	4.1%	$45	$37
TAV Fee	$52,489	1.4%	$15	$15
TMC Fee	$32,058	0.8%	$9	$13
Gas (Rental/Govt)	$17,000	0.4%	$5	$3
Non-Travel	$0	0.0%	$0	$19

Total # of Trips for FY16 — *3,476*

FY 2016 Costs By Expense Category

TDY Expenditures pie chart:
- Lodging 39%
- Common Carrier 21%
- M&IE
- Misc
- Parking / Taxi 5%
- Rental Car 4%
- POV 4%
- Other 2%

Average Cost Per Trip Comparison (Top 5)

Bar chart comparing XYZ and Other Agencies: Lodging, Common Carrier, M&IE, Misc, Parking / Taxi

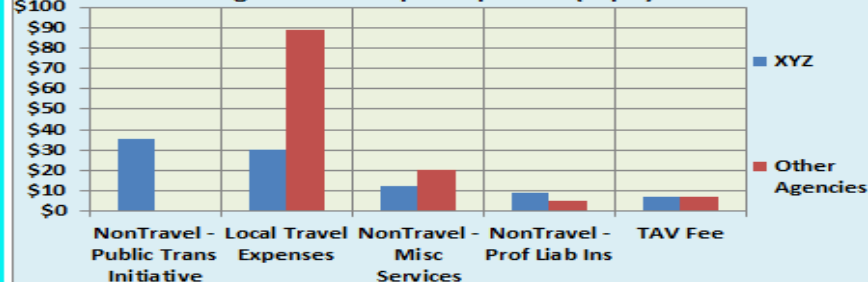### Local Voucher Expense Totals For FY 2016

Expense Category	Totals	% of Total	Avg Cost Per LV	Avg per Trip By Other Agencies
Total Cost (All)	**$42,722**		**$110**	**$170**
NonTravel - Public Trans Initiative	$13,736	32.2%	$35	$1
Local Travel Expenses	$11,712	27.4%	$30	$89
NonTravel - Misc Services	$4,750	11.1%	$12	$20
NonTravel - Prof Liab Ins	$3,478	8.1%	$9	$5
TAV Fee	$2,734	6.4%	$7	$7
NonTravel - Other	$2,591	6.1%	$7	$34
TMC Fee	$2,557	6.0%	$7	$1
Misc Travel	$1,165	2.7%	$3	$5

Total # of LVs for FY16 — *389*
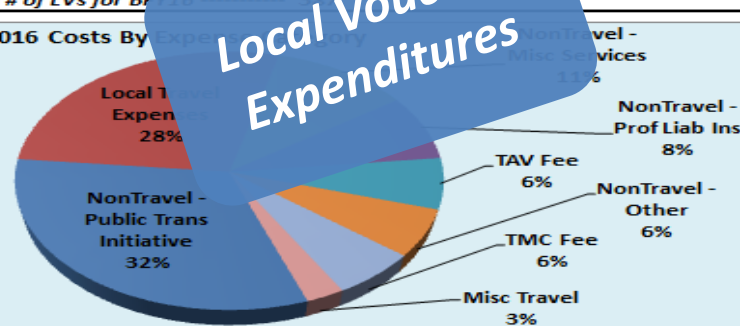
FY 2016 Costs By Expense Category

Local Voucher Expenditures pie chart:
- NonTravel - Public Trans Initiative 32%
- Local Travel Expenses 28%
- NonTravel - Misc Services 11%
- NonTravel - Prof Liab Ins 8%
- TAV Fee 6%
- NonTravel - Other 6%
- TMC Fee 6%
- Misc Travel 3%

Average Cost Per Trip Comparison (Top 5)

Bar chart comparing XYZ and Other Agencies: NonTravel - Public Trans Initiative, Local Travel Expenses, NonTravel - Misc Services, NonTravel - Prof Liab Ins, TAV Fee

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Total # of Trips for BFY16 ----------------	*3,476*			

Local Voucher Expenditures

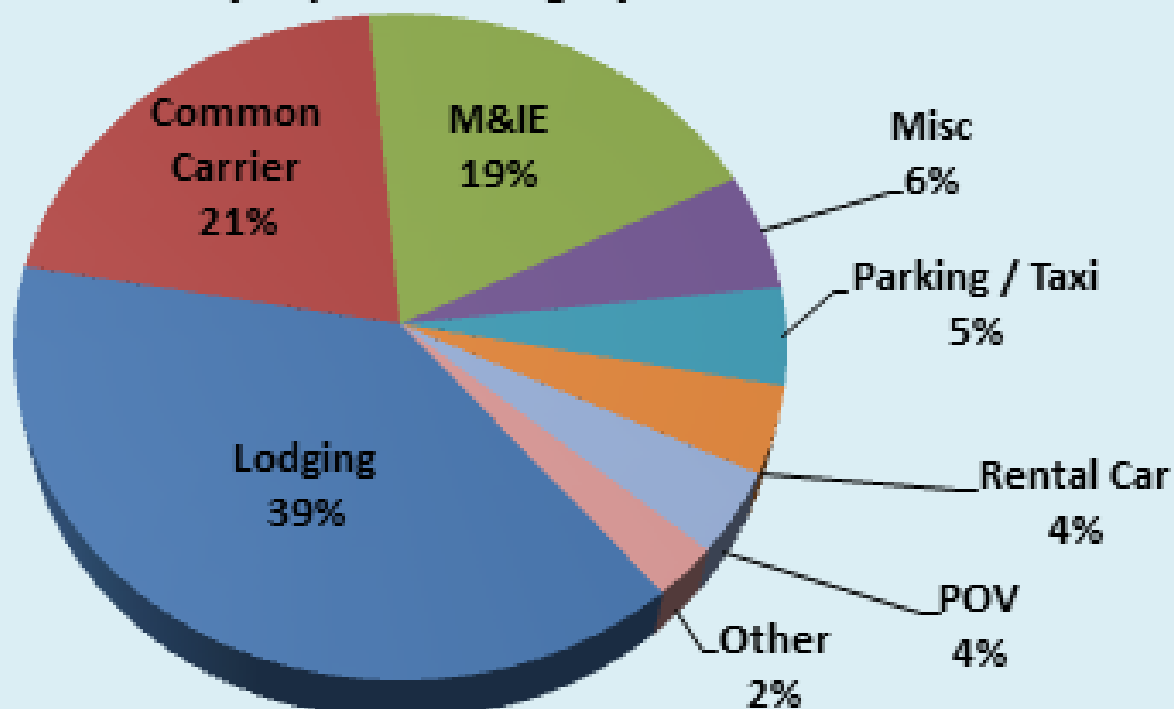❖Breaks down prior year travel expenditures by expense type.

- Provides a percent of each expense category to total cost.

- Provides the average cost per trip for each expense category.

- Provides an average cost per trip for each expense category for all other agencies serviced by ARC.

- Provides the total number of trips for your agency.

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SAMP - Expenditures

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Lodging	$1,510,138	38.9%	$434	$471

❖A pie graph provides a visual of your travel expenditure distribution.

FY 2016 Costs By Expense Category

- Common Carrier 21%
- M&IE 19%
- Misc 6%
- Parking / Taxi 5%
- Lodging 39%
- Rental Car 4%
- POV 4%
- Other 2%

...se type.

...or all other agencies serviced by ARC.

▪Provides the total number of trips for your agency.

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❖A pie graph provides a visual of your travel expenditure distribution.

❖A bar graph displays the top 5 expense categories based on the cost per trip for your agency. Also included is the average cost per trip in those same categories for all other agencies serviced by ARC.

FY 2016 Costs By Expense Category

Average Cost Per Trip Comparison (Top 5)

Legend: XYZ (blue), Other Agences (red)

Categories: Lodging, Common Carrier, M&IE, Misc, Parking / Taxi

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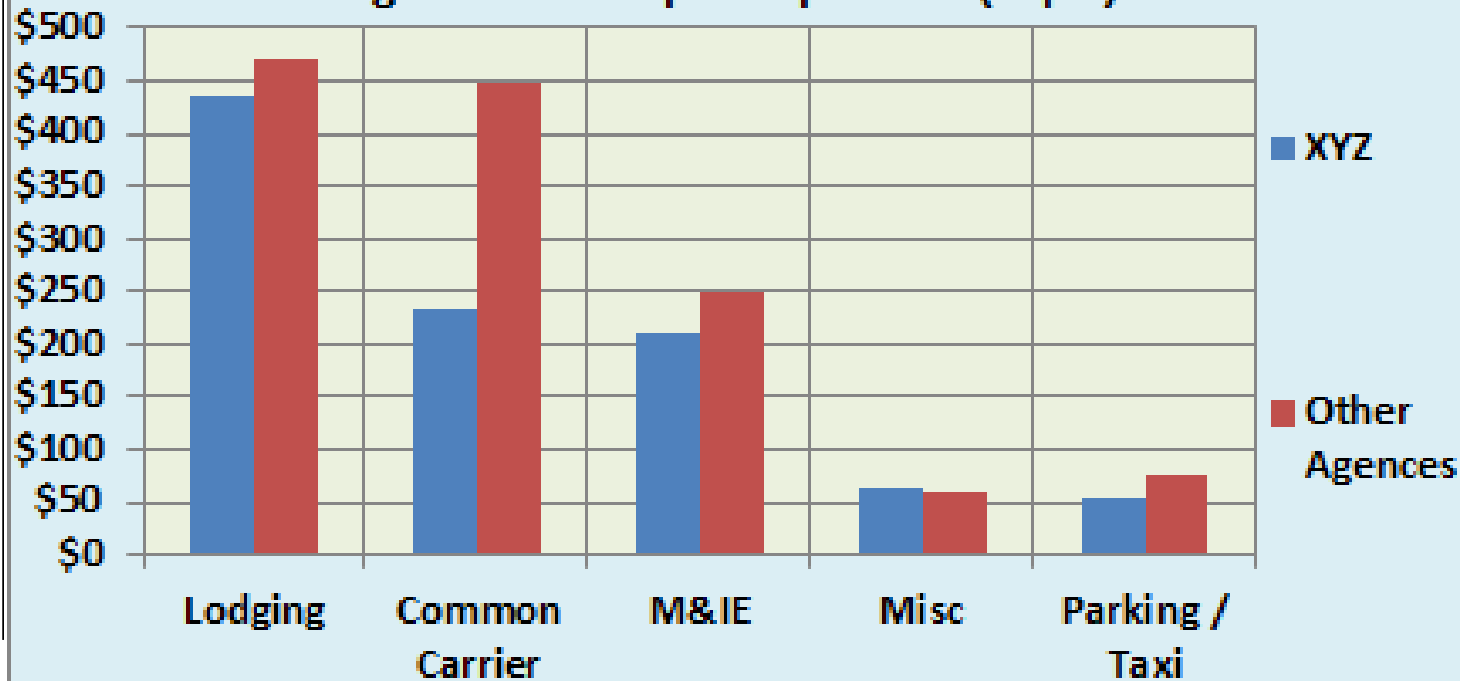
SAMP – Expenditures By Trip Purpose

Trip Purposes	Total Cost	% of Totals	# of Trips	Avg Cost Per Trip	Avg Cost Per Trip For Other Agencies
CONFERENCE EXTERNAL	$302,896	7.72%	231	$1,311.24	$1,808.09
CONFERENCE INTERNAL	$74,472	1.90%	64	$1,163.62	$1,598.25
EMPLOYEE EMERGENCY	$0	0.0%	0	$0.00	$1,219.42
EXAMINATION	$10,382	0.26%	7	$1,483.21	$1,422.58
HEARING	$12,334	0.31%	11	$1,121.31	$989.18
INFORMATION MEETING	$1,735,220	45.29%	1,737	$998.98	$1,453.43
INVESTIGATION	$4,084	0.10%	4	$1,020.88	$970.23
OTHER TRAVEL PURPOSE	$67,694	1.73%	64	$1,057.71	$1,172.99
SITE VISIT	$858,428	21.88%	719	$1,193.92	$2,607.54
SPECIAL AGENCY MISSION	$64,512	1.64%	31	$2,081.03	$1,159.80
SPEECH OR PRESENTATION	$110,976	2.83%	111	$999.79	$997.31
TRAINING EXTERNAL	$457,511	11.66%	349	$1,310.92	$1,361.01
TRAINING INTERNAL	$182,709	4.66%	148	$1,234.52	$1,330.37
NON-FED SOURCE	$0	0.0%	0	$0.00	$800.04
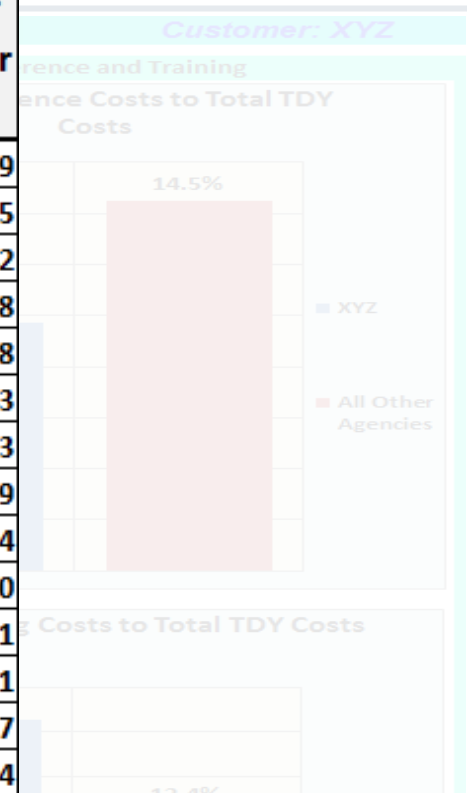
❖This table provides a summary of expenditures, trip count, and average cost per trip by trip purpose for your agency.

❖Also provided in this table is the average cost per trip under each trip purpose for other agencies serviced by ARC.

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FY 2016 Costs By Trip Purpose

- Site Visit 22%
- Training 16%
- Conference 10%
- Info Meeting 45%
- Speech or Pres 3%
- Spec Agency Mission 2%
- Other 2%
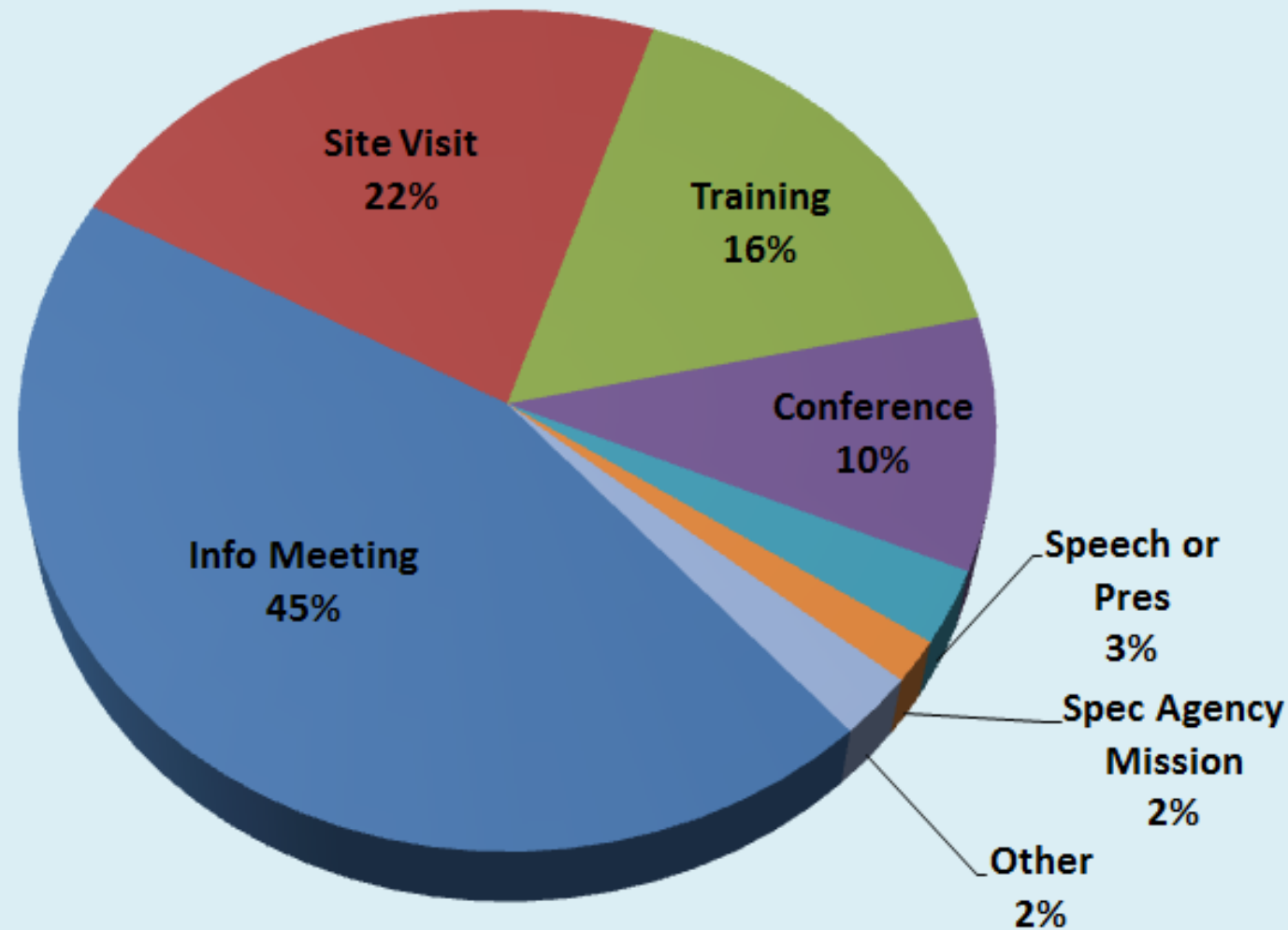
❖A pie graph provides a visual of your travel expenditure distribution by trip purpose.

...p count, and

...rip under each

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FY 2016 Costs By Trip Purpose

% of Conference Costs to Total TDY Costs

❖This bar graph displays the percent of Conference trip costs to your agency's total travel expenditures in comparison to that of other agencies serviced by ARC.
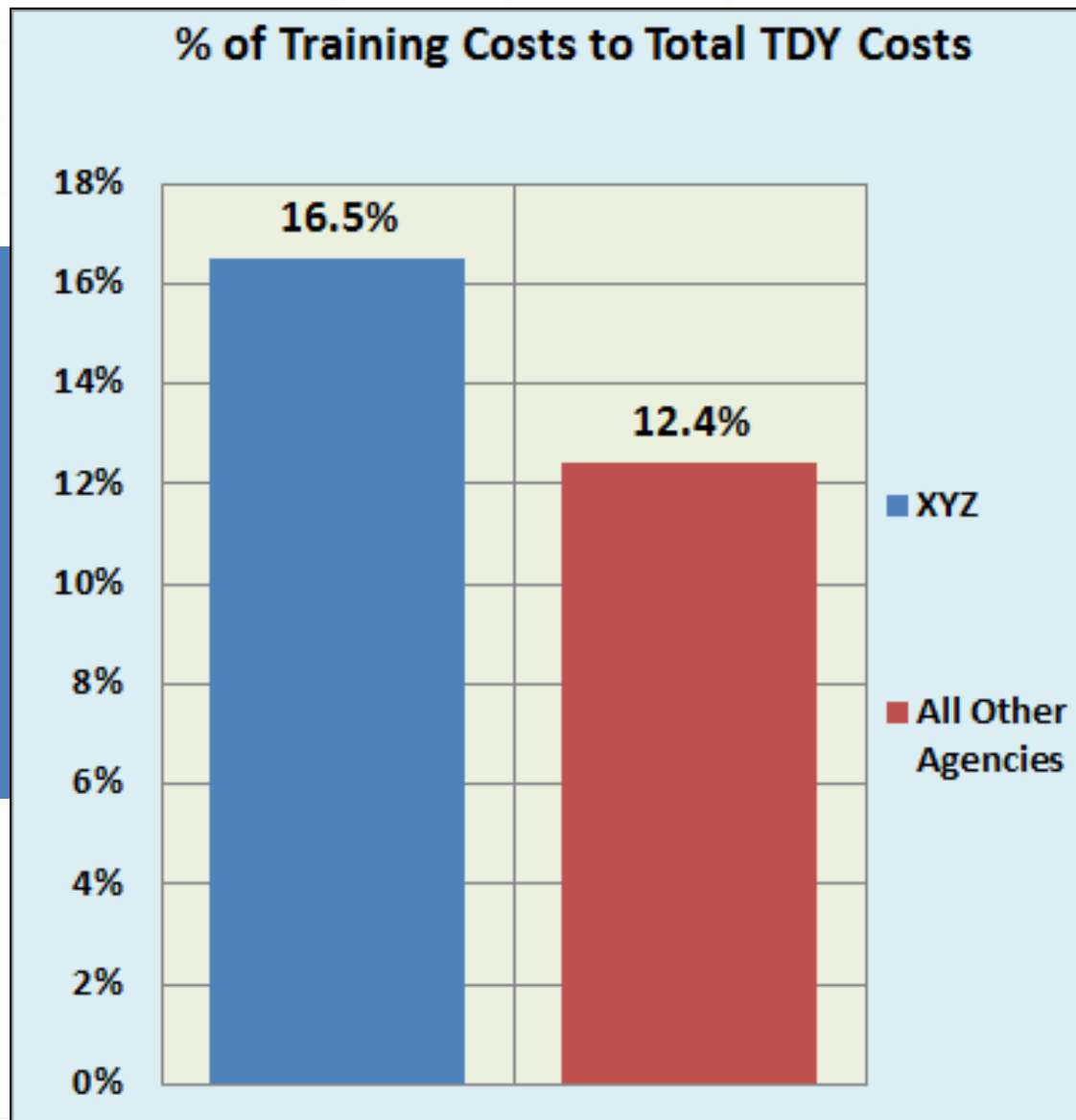

- 14.5% — All Other Agencies
- 9.7% — XYZ

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❖This bar graph displays the percent of Training trip costs to your agency's total travel expenditures in comparison to that of other agencies serviced by ARC.

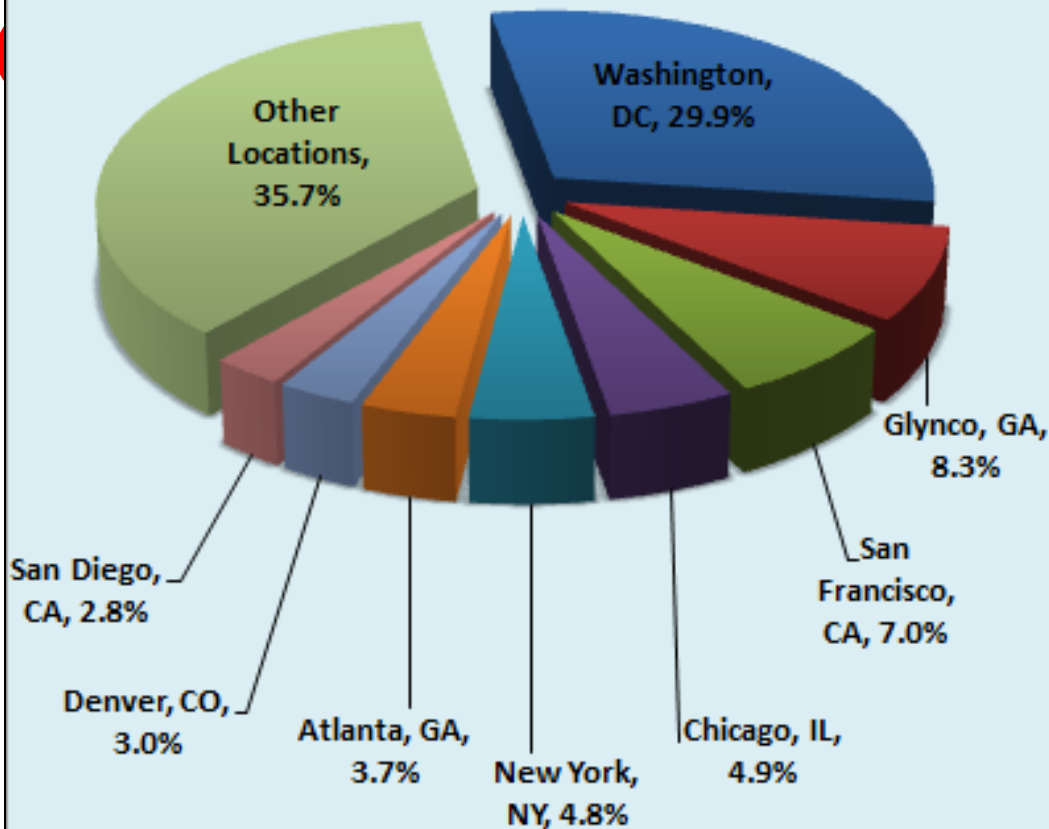**% of Training Costs to Total TDY Costs**

16.5%

12.4%

■ XYZ

■ All Other Agencies

18%
16%
14%
12%
10%
8%
6%
4%
2%
0%

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SAMP – Top 10

Rank	Locations	# of Nights for Each Location	Cost For Each Location	% of Total TDY Travel Cost
1	Washington, DC	2,898	$1,158,781	29.9%
2	Glynco, GA	799	$322,351	8.3%
3	San Francisco, CA	990	$270,086	7.0%
4	Chicago, IL	464	$190,640	4.9%
5	New York, NY	537	$187,144	4.8%
6	Atlanta, GA	337	$143,378	3.7%
7	Denver, CO	245	$117,931	3.0%
8	San Diego, CA	289	$106,866	2.8%
9	Philadelphia, PA	169	$79,691	2.1%
10	Kansas City, MO	202	$66,497	1.7%

Possibly consider alternative communication methods in high travel locations to reduce costs.

- ❖ **Displays the cost of each location.**
- ❖ **Displays the number of nights at each of the locations.**
- ❖ **Displays the percentage of each location's cost to total TDY costs.**

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Locations By % of Total TDY Costs

		% of Total TDY Travel Cost
	81	29.9%
	51	8.3%
		4.8%
		2.8%
		2.1%
	97	1.7%

Washington, DC, 29.9%
Other Locations, 35.7%
Glynco, GA, 8.3%
San Francisco, CA, 7.0%
San Diego, CA, 2.8%
Denver, CO, 3.0%
Atlanta, GA, 3.7%
New York, NY, 4.8%
Chicago, IL, 4.9%

Possibly consider alternative communication methods in high travel locations to reduce costs.

❖A pie graph provides a visual of your travel expenditure distribution per location.

locations.

ost to total TDY costs.

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SAMP – Top 10

- ❖ **Ranks the top 10 travelers by cost.**

- ❖ **Provides the total number of nights out for each traveler.**

- ❖ **Provides the total cost of each traveler.**

- ❖ **Provides a percentage of traveler total cost to the total TDY costs.**

- ❖ **Provides average cost per night for each traveler.**

- ❖ **Provides the top three locations traveled to for each traveler.**

Rank	Traveler	# of Nights out Total	Cost	% of Agency Total TDY Costs	Avg Cost Per Night Out	Top 3 Locations Traveled to
1	Paul Monteal	115	$55,248	1.42%	$480	Washington, DC San Francisco, CA Dallas, TX
2	Carl Raddision	98	$49,856	1.28%	$509	Chicago, IL Washington, DC Amman, JOR
3	Gil Jones	65	$42,598	1.10%	$655	Washington, DC Philadelphia, PA Kansas City, MO
4	Emma Stout	74	$37,564	0.97%	$508	Washington, DC Denver, CO Philadelphia, PA
5	Rodney LeMans	68	$35,265	0.91%	$519	Fort Worth, TX Washington, DC Atlanta, GA

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SAMP – Top 10

- ❖ **Ranks the top 10 travelers by cost.**

- ❖ **Provides the total number** of nights out for each traveler.

This traveler's cost per night appears to be much higher than other travelers in the top 10 listing. This is something this agency may want to investigate further. total TDY costs.

- ❖ **Provides average cost per night for each traveler.**

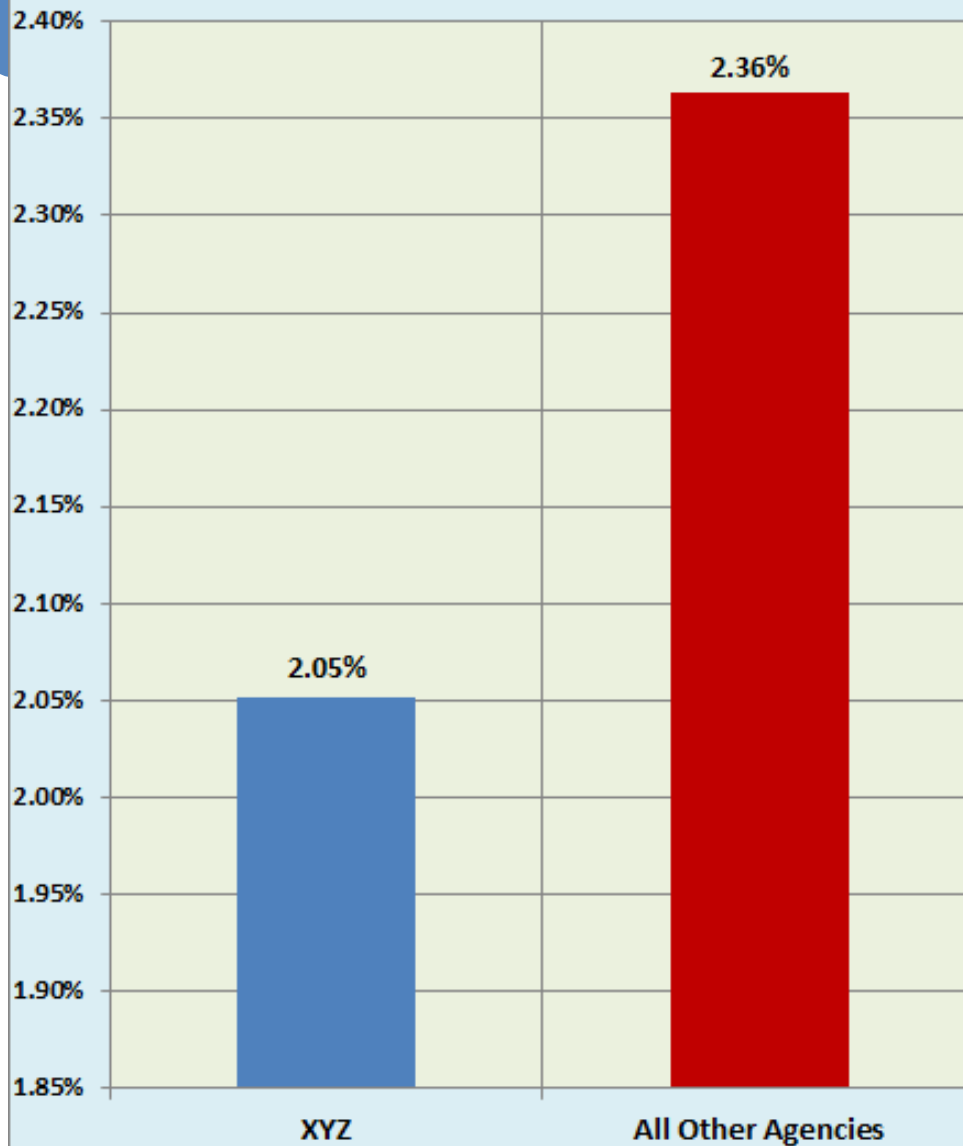- ❖ **Provides the top three locations traveled to for each traveler.**

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If all travelers would have booked a government rate, this agency would have saved appx. $31,000.

Customer	Total Lodging Claimed	# of Trips with Lodging Above the Govt. Rate	Total Amount Above Govt Rate	% of Actual Lodging Cost of Total Lodging
XYZ	$1,510,138	217	$30,985.59	2.05%

❖ **Displays the total lodging cost for the agency.**

❖ **Displays the total number of trips where the traveler claimed a rate that was above the government per diem rate.**

❖ **Displays the total lodging amount that exceeded the government per diem rate.**

❖ **Displays the percentage of the amount exceeding per diem to the total lodging costs (this will be used to compare to other agencies).**

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% of Actual Lodging Cost of Total Lodging

	XYZ	All Other Agencies
	2.05%	2.36%

❖ **The bar graph displays your agency's amount exceeding per diem of total lodging cost percentage to that of other agencies that ARC services.**

❖ *This agency appears to have a little lower rate than that of other agencies – that is good, the lower the better.*

...$30,985.59   2.05%

...exceeded the government per diem

xceeding per diem to the total
re to other agencies).

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This table shows the allocation of the amount spent on the lodging that exceeded the government per diem rate between offices within your agency.

For this agency, it appears the first four offices listed in this table make up the majority of the $31,000 that exceeded the government per diem rate.

% of Actual Lodging Cost of Total Lodging

2.40%

Agency Offices	# of Trips	Total Amount	% of Total
Information and Security Services	39	$6,383.03	20.6%
Office of Management	18	$5,019.67	16.2%
Legislative and Public Affairs	21	$4,647.84	15.0%
Office of Inspector General	22	$4,492.91	14.5%
Project Management and Security	29	$1,952.09	6.3%
Communications and Promotion	17	$1,673.22	5.4%
Office of Equal Employment Opportunity and Diversity	17	$1,394.35	4.5%
Office of CIO	8	$1,084.50	3.5%
Office of CFO	19	$929.57	3.0%
Office of the Chief Counsel	7	$898.58	2.9%

2.10%

1.85%

XYZ   All Other A

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If only using coach fares, it is estimated that this agency could have saved around $30,000 for the prior fiscal year.

Customer: XYZ	# of Premiun Class Trips	Cost of Premiun Class	Cost of Coach Fare	Amount Spent over/above the Coach Fare
AIR	12	$90,284	$59,943	$30,341
RAIL	1	$164	$108	$56

❖ **The table displays any air or rail premium class tickets used in the prior fiscal year. This table includes:**

- **The number of trips where a premium class ticket was booked.**

- **The actual cost of the premium class fare.**

- **The cost of the coach fare for the same leg -- this does not mean the coach fare was actually available at the time the trip was booked. This is the general cost of a coach fare for the same leg as the premium fare.**

- **The difference between the estimated cost for the coach fare and the actual cost of the premium fare.**

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> If using only city pair fares, it is estimated that this agency could have saved around $27,700 for the prior fiscal year.

| Customer	Total # of Trips with Air	Total # of Trips with Non-Contract Fares	Potential Savings or (Cost)	% of Non-Contract Usage Rate
XYZ	1,157	352	($27,699)	30.4%

❖ **The table displays any non-contract fares booked during the last fiscal year. This table includes:**

- **The number of trips that used air as a mode of transportation.**

- **The number of trips where a non-contract fare was booked.**

- **A sum total of the potential cost or savings compared to a government city pair fare for the same leg as the non-contract fare.** *Note -This does not mean that a city pair fare was definitely available at the time of booking.*

- **The percent of trips with a non-contract fare to the total number of trips that included airfare as a mode of transportation.**

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% of Non-Contract Usage Rate
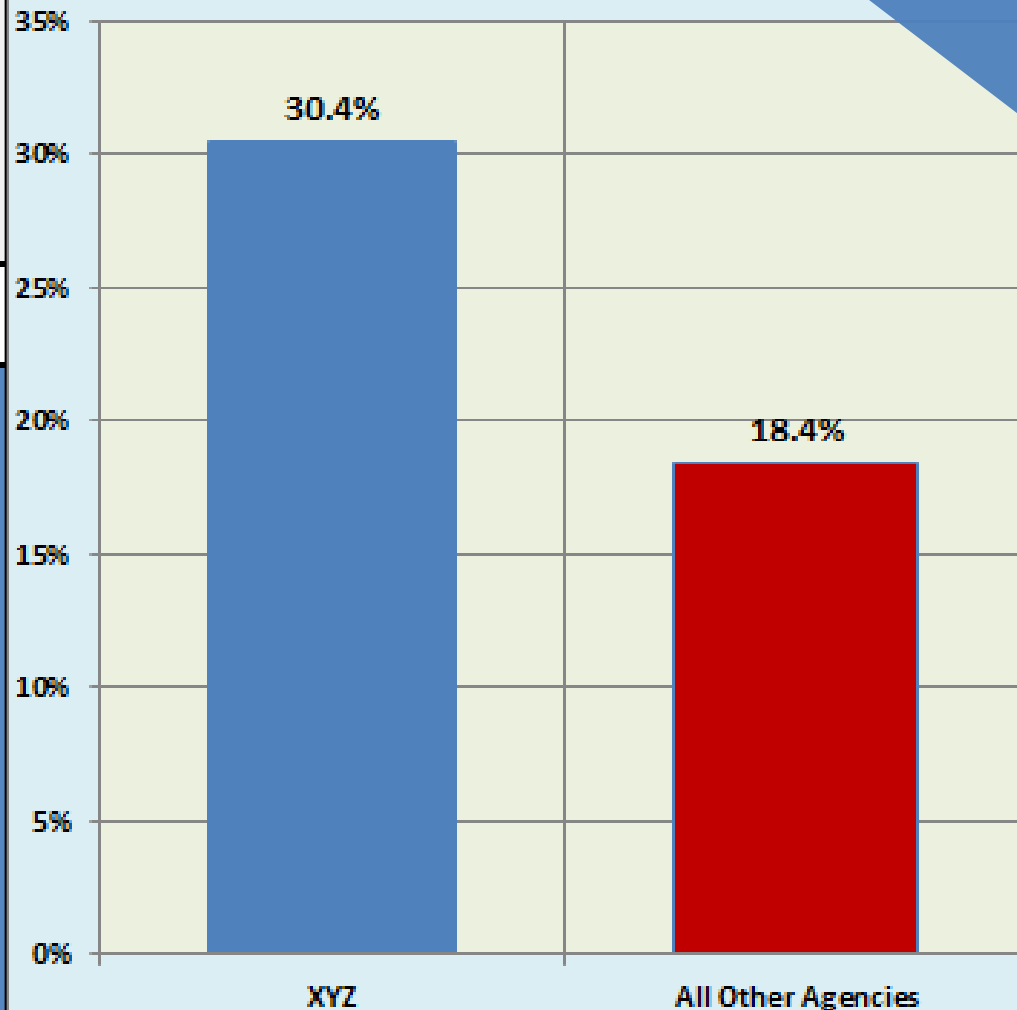
❖ **This graph displays the percentage of trips that use a non-contract fare for this agency compared to the average percentage for all other agencies that ARC services.**

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If all reservations were booked online, it is estimated that this agency could have saved around $9,000 in TMC fees for the prior fiscal year.

% of Non-Contract Usage Rate

| Customer	# of Trips: Self Service	% of Self Service	# of Trips: Agent Assisted	% of Agent Assisted	Potential Savings if using only Self Service
XYZ	1,938	80.2%	477	19.8%	$8,940

❖ **This table displays the number of trips where travelers book reservations online through the system and the number of trips where travelers call the Travel Management Center (TMC) to book reservations.**

- ▪ **The columns designated as "Self Service" are all the trips where reservations were booked online in the travel system.**

- ▪ **The columns designated as "Agent Assisted" are all the trips where the traveler called the TMC to book the reservations.**

Note – The TMC fee for agent assisted booking is much higher than the TMC fee for self service booking.

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This agency's online booking rate is higher than that of the average for other ARC customers. That is good! The more online booking, the lower the overall cost in TMC fees.
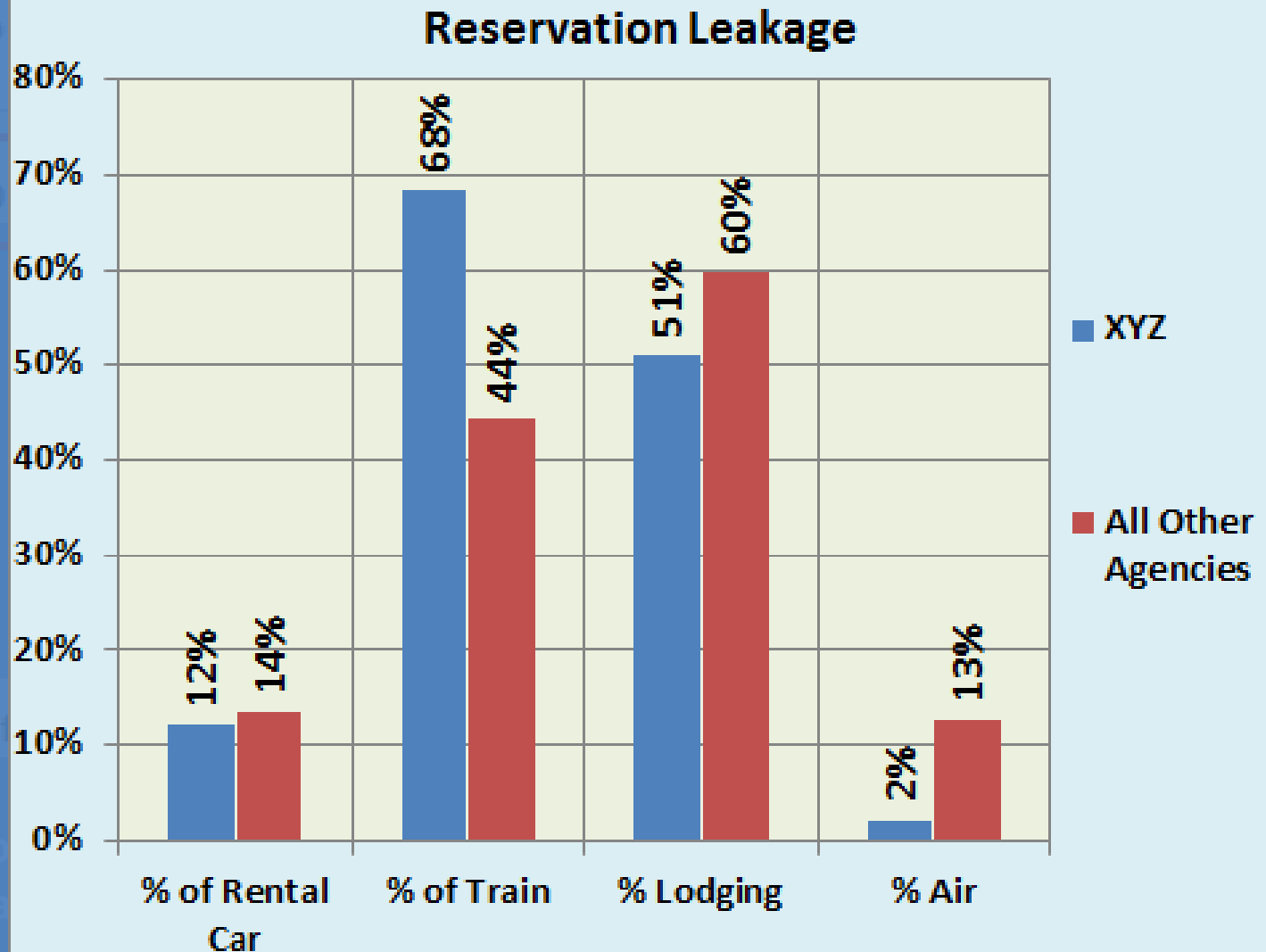

% of Agent Assisted vs Self Service

- % of Self Service: XYZ 80.2%, All Other Agencies 71.1%
- % of Agent Assisted: XYZ 19.8%, All Other Agencies 28.9%
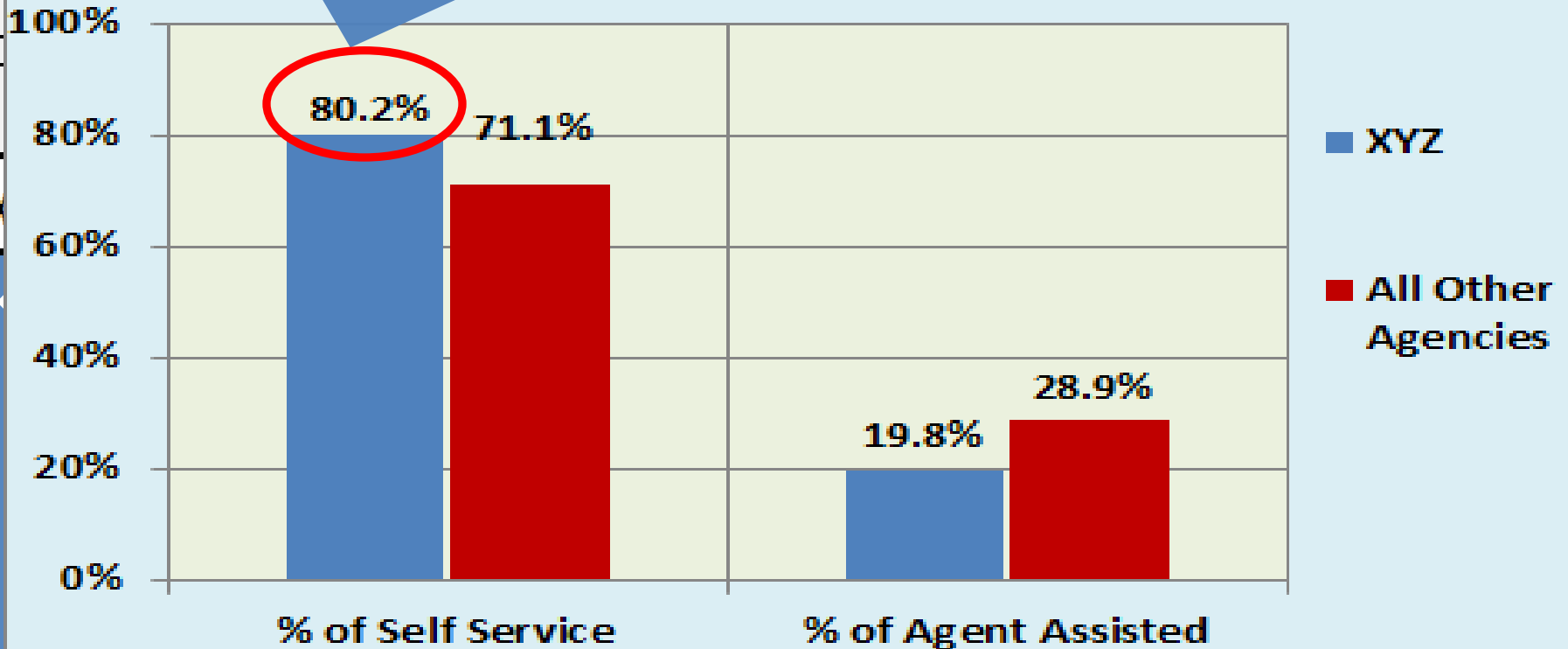
❖ **This graph shows the percentage of self service and agent assisted bookings compared to all the other agencies serviced by ARC.**

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Reservation leakage is referring to reservations that are made completely outside the travel system and TMC.

❖ **The graph displays reservation leakage rate for this agency compared to that of other agencies that ARC services.**

Reservation Leakage

Category	XYZ	All Other Agencies
% of Rental Car	12%	14%
% of Train	68%	44%
% Lodging	51%	60%
% Air	2%	13%

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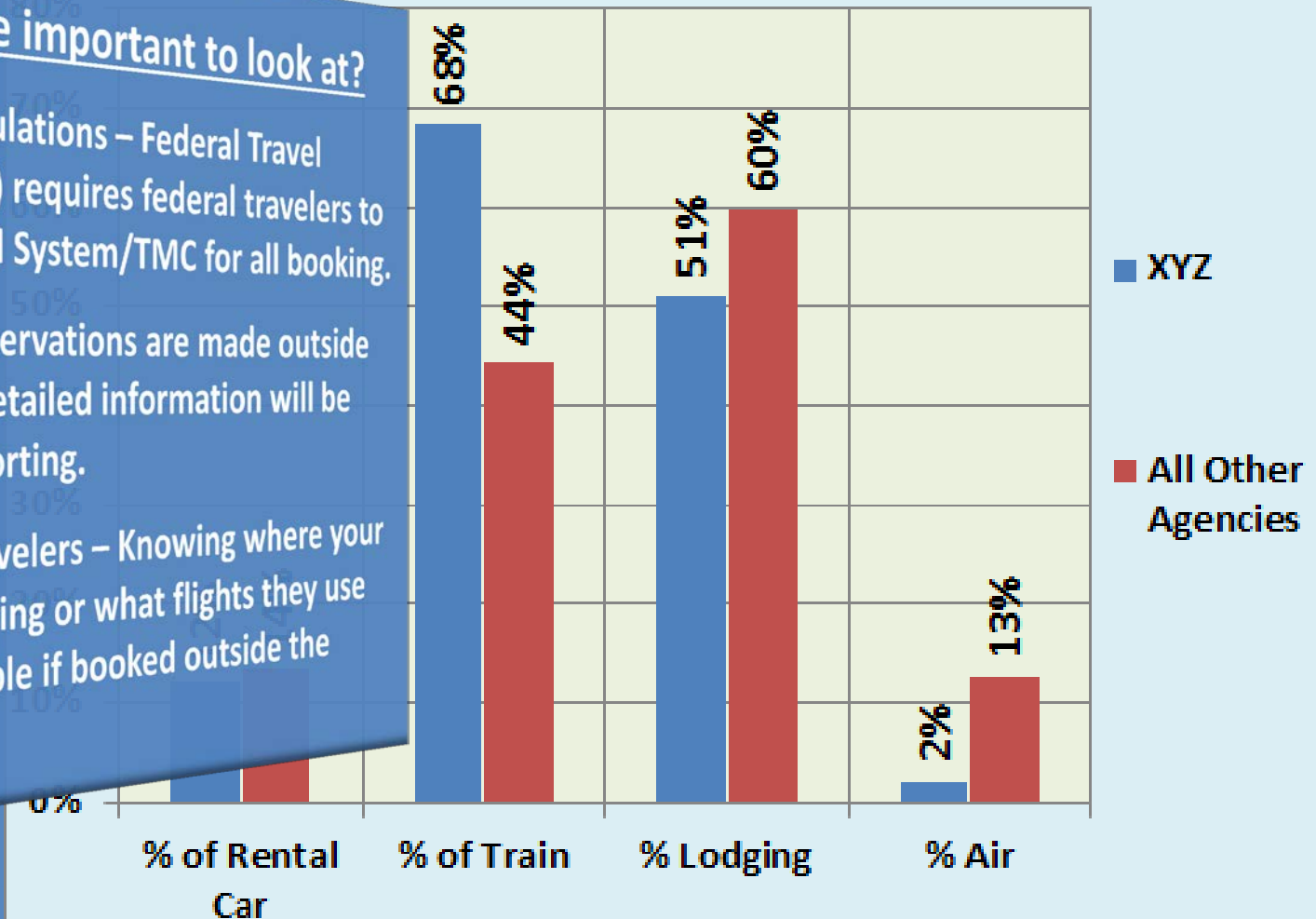U.S. DEPARTMENT OF THE TREASURY

Reservation leakage is referring to reservations that are made completely outside the travel system and TMC.

Why is Leakage important to look at?

❖ Comply with regulations – Federal Travel Regulations (FTR) requires federal travelers to utilize an E-Travel System/TMC for all booking.

❖ Reporting – If reservations are made outside the system, no detailed information will be available for reporting.

❖ Locating your travelers – Knowing where your travelers are staying or what flights they use will not be possible if booked outside the system/TMC.

Reservation Leakage

	% of Rental Car	% of Train	% Lodging	% Air
XYZ		68%	51%	2%
All Other Agencies		44%	60%	13%

Legend: ■ XYZ ■ All Other Agencies

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SAMP – Document Processing

TDY Document Processing For FY 2016

Processing Time - Authorizations for FY 2016

Auths

XYZ – Days from Auth Creation to Travel Date

XYZ – Days from Auth Creation to Approval

Baseline for Creating Auth before Travel

Baseline for Auth Creation to Approval
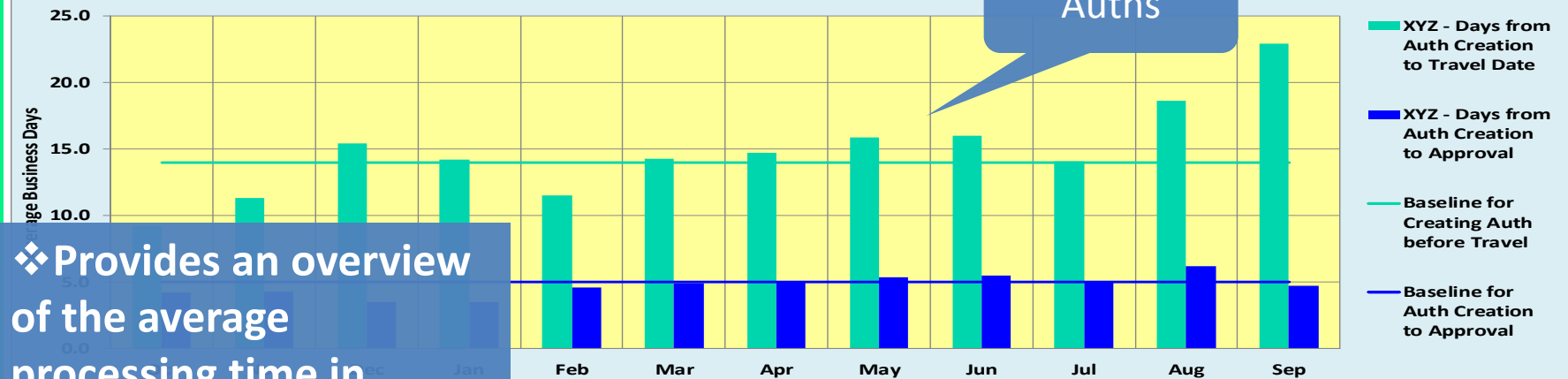
❖**Provides an overview of the average processing time in business days by month for TDY authorizations and vouchers.**

Processing Time - Vouchers for FY 2016

Vouchers

XYZ – Days from End Trip Date to Voucher Creation

XYZ – Days from Voucher Signed Date to Voucher Approval

Baseline for End Trip Date to Voucher Creation

Baseline for Voucher Signed Date to Voucher Approval

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SAMP – Document Processing

Processing Time - Authorizations for FY 2016

- ❖ **Average business days from the authorization creation to travel date.** *(The higher the better)*
- ❖ **Baseline for creating authorization before Travel.** *(Recommend 14 or more business days – Greater selection of inventory, more cost saving options, etc.)*

- ❖ **Average business days from the creation of the authorization to approval. (The lower the better)**
- ❖ **Baseline for authorization creation to approval.** *(Recommend 5 or less business days for time to approve auth – Ensure tickets are issued, money is obligated, etc.)*

Legend:
- XYZ - Days from Auth Creation to Travel Date
- XYZ - Days from Auth Creation to Approval
- Baseline for Creating Auth before Travel
- Baseline for Auth Creation to Approval

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Processing Time - Authorizat...

25.0

How is this agency doing with auths?

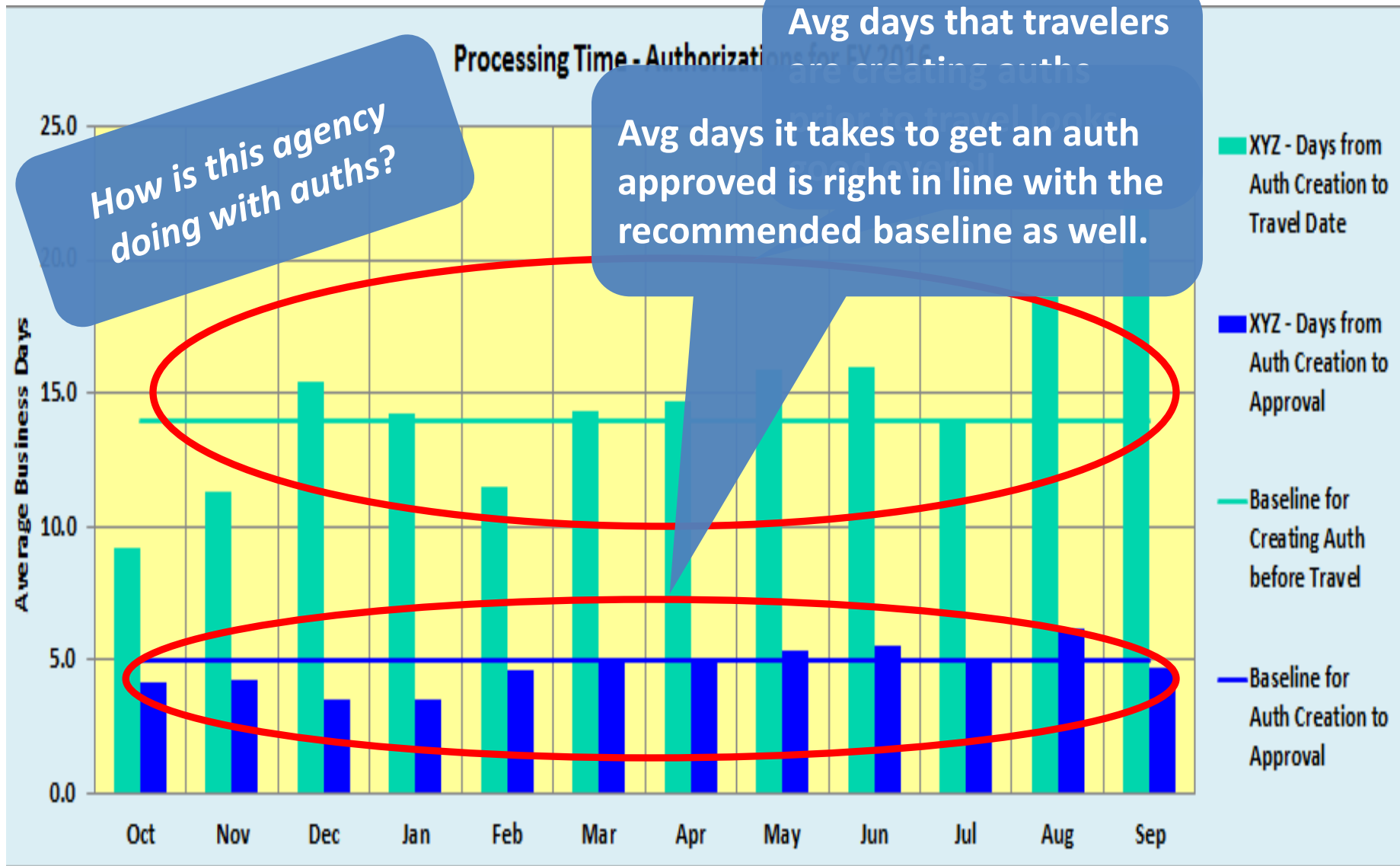**Avg days that travelers are creating auths prior to travel looks good overall.**

❖ Average business days from the authorization creation to travel date. *(The higher the better)*

❖ Baseline for creating authorization before Travel. *(Recommend 14 or more business days – Greater selection of inventory, more cost saving options, etc.)*

❖ Average business days from the creation of the authorization to approval. (The lower the better)

❖ Baseline for authorization creation to approval. *(Recommend 5 or less business days for time to approve auth – Ensure tickets are issued, money is obligated, etc.)*

XYZ – Days from Auth Creation to Travel Date

XYZ – Days from Auth Creation to Approval

Baseline for Creating Auth before Travel

Baseline for Auth Creation to Approval

0.0

Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Jul

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SAMP – Document Processing

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SAMP – Document Processing

Processing Time - Vouchers for FY 2016

- ❖ **Average business days from the end of the trip to the voucher creation date.** *(The lower the better)*
- ❖ **Baseline for creating voucher after travel is complete.** *(FTR requires traveler to submit voucher within 5 business days from the end of the trip.)*

- ❖ **Average business days from the time the voucher is signed by the traveler to approval. (The lower the better)**
- ❖ **Baseline for voucher approval process.** *(Recommend 3 or less business days to ensure timely reimbursement – reduces charge card delinquency, keep your travelers happy, etc.)*

XYZ - Days from End Trip Date to Voucher Creation

XYZ - Days from Voucher Signed Date to Voucher Approval

Baseline for End Trip Date to Voucher Creation

Baseline for Voucher Signed Date to Voucher Approval

8.0

0.0

Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Jul

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SAMP – Document Processing

How is this agency doing with Vouchers?

Appears travelers are generally creating vouchers 4 to 5 days after travel, that's good!!

❖ Average business days from the end of the trip to the voucher creation date. *(The lower the better)*
❖ Baseline for creating voucher after travel is complete. *(FTR requires traveler to submit voucher within 5 business days from the end of the trip.)*

❖ Average business days from the time the voucher is signed by the traveler to approval. *(The lower the better)*
❖ Baseline for voucher approval process. *(Recommend 3 or less business days to ensure timely reimbursement – reduces charge card delinquency, keep your travelers happy, etc.)*
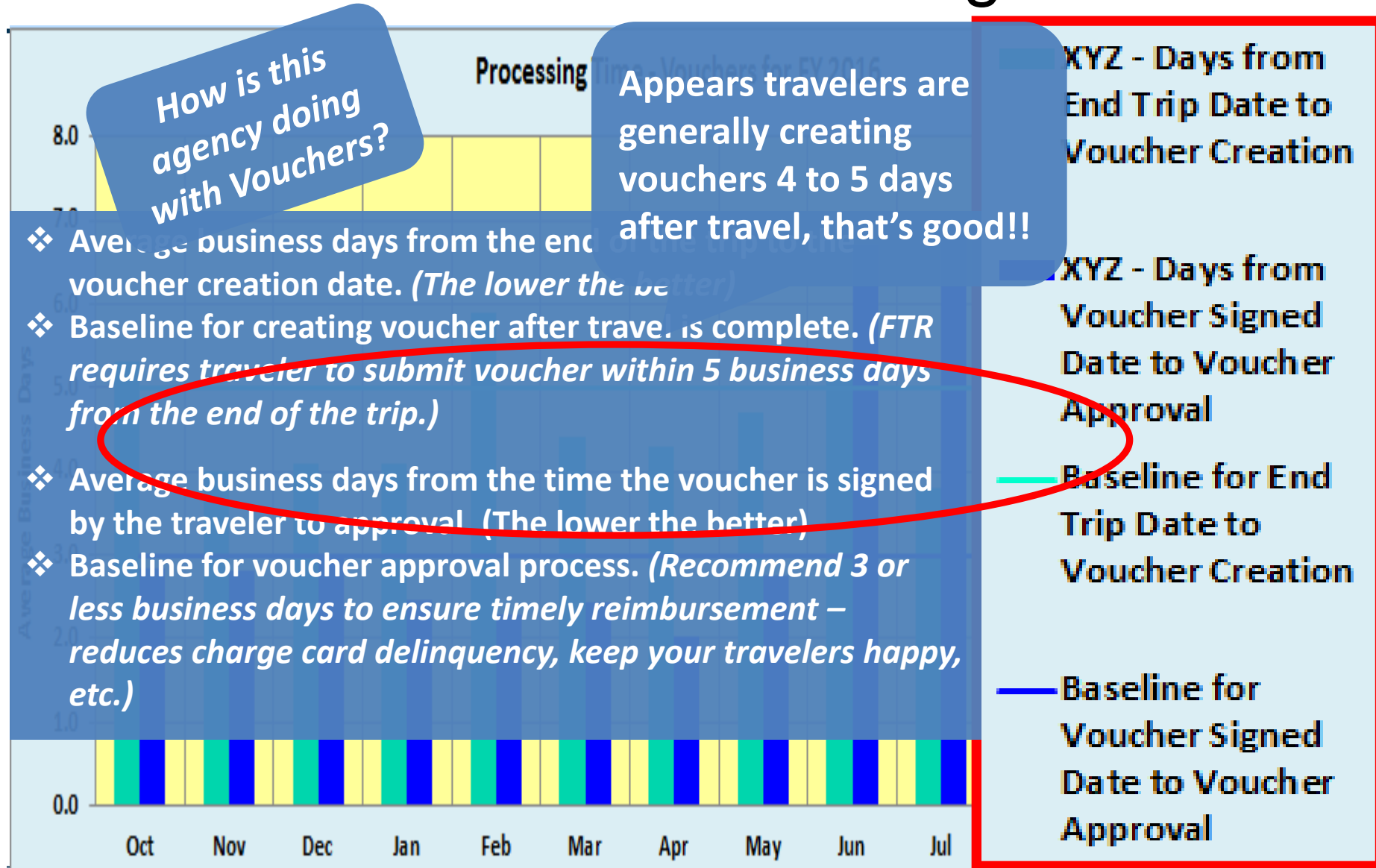
Legend:
- XYZ - Days from End Trip Date to Voucher Creation
- XYZ - Days from Voucher Signed Date to Voucher Approval
- Baseline for End Trip Date to Voucher Creation
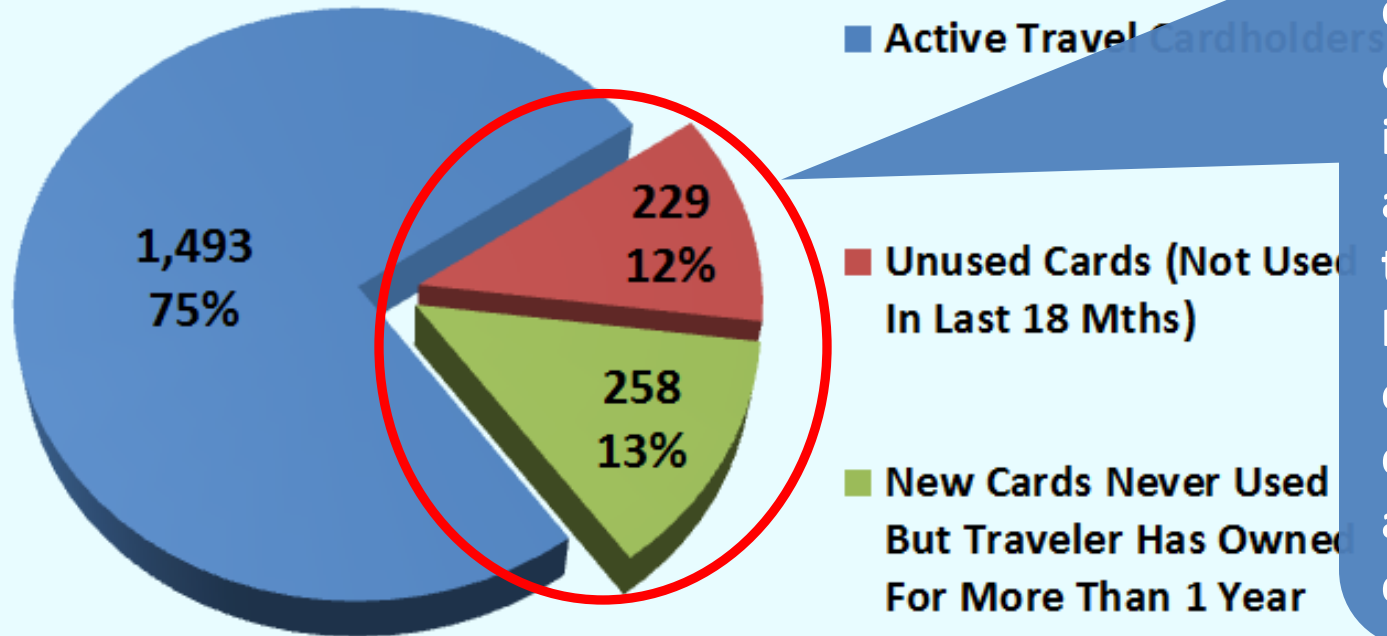- Baseline for Voucher Signed Date to Voucher Approval

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SAMP – Document Processing

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SAMP – Charge Card

All Cardholders

1,493
75%

229
12%

258
13%

■ Active Travel Cardholders

■ Unused Cards (Not Used In Last 18 Mths)

■ New Cards Never Used But Traveler Has Owned For More Than 1 Year

This agency should consider closing some cards used infrequently and/or those that have never been used in order to save on charge card administrative costs.

❖ **This pie graph displays a breakdown of your cardholders by active users, people that have not used their card in the past 18 months, and people that have been issued a card but have never used it for 1 year or more.**

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SAMP – Charge Card

All Cardholders

> **Individuals who do not respond to the initial notification receive a 2nd, then a 3rd, then a 4th. Each notification sent after the first increases the charge card administrative costs for your agency.**

> **This agency should consider closing some cards used infrequently and/or those that have never been used in order to save on charge card**

75%

258
13%

| Customer	Total Notifications Sent	# of 2nd Notifications Sent	# of 3rd Notifications Sent	# of 4th Notifications Sent
XYZ	410	146	62	16

❖ **This table shows the number of charge card refresher training notifications sent to card holders in the past fiscal year.**

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Cardholders for this agency appear to be less responsive than that of other agencies. This agency should consider educating cardholders on the importance of promptly responding to these cardholder refresher training notifications to help reduce administrative costs.

Each notification sent after the first increases the charge card administrative costs for your agency

Additional Notifications Sent: Comparison of XYZ vs All Other Agencies
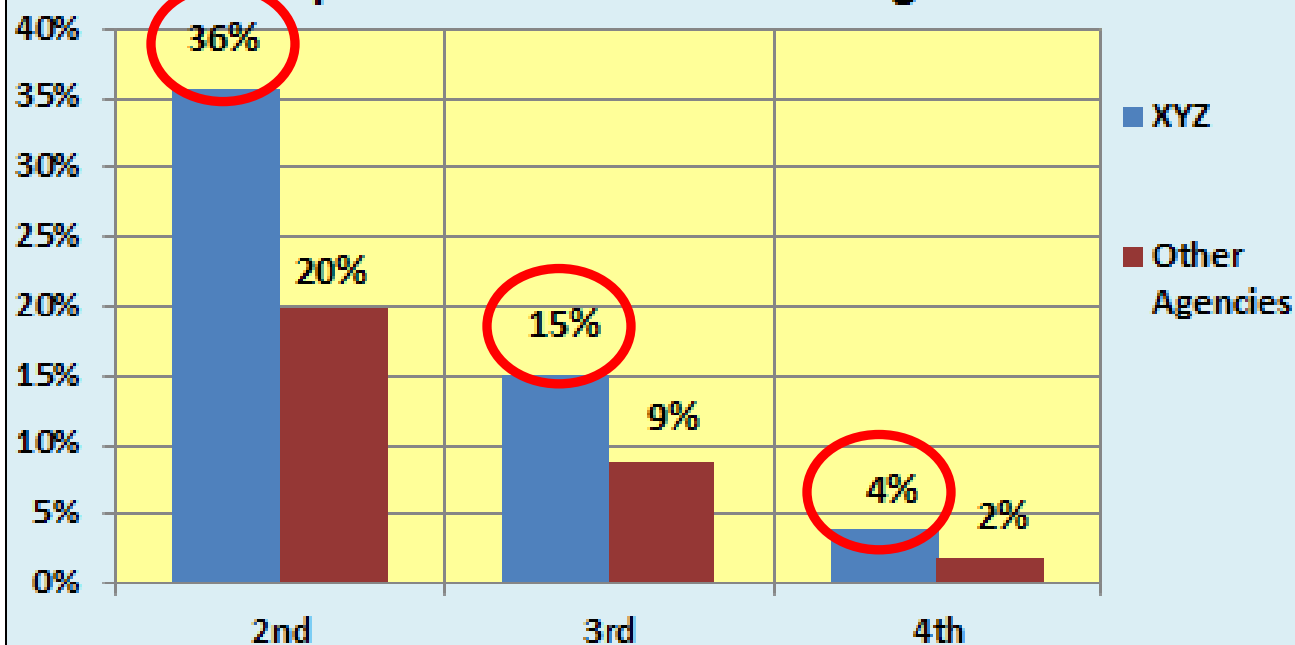
❖ **Graph displays the percentage of 2nd, 3rd, and 4th notifications sent along with the average percentage for other agencies serviced by ARC.**

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Cardholders for this agency appear to be less responsive than that of other ... **the in** ... **traini**

Delinquencies as of September 30, 2016			
Delinquency Buckets	Total Amt	# of Card Holders Del	% of All Card
Total Past Due or Deliqt	$3,599	33	1.7%
Past Due - 1 - 30 Days	$2,165	19	1.0%
Delinquent - 31-60 Days	$849	9	0.5%
Delinquent - 61-90 Days	$432	4	0.2%
Delinquent - 91-120 Days	$0	0	0.0%
Delinquent - 121-150 Days	$153	1	0.1%
Delinquent - 151 + Days	$0	0	0.0%

❖ **This table shows the amount and number of cardholders either past due and/or delinquent as of the end of the fiscal year.**

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SAMP – Charge Card

This agency would likely request the identity of the cardholders who repeatedly had balances showing up as past due and/or delinquent over the past year.

Delinquency Buckets	Total Amt	Holders Del	% of All Card
Total Past Due or Deliqt	$3,599	33	1.7%

❖ This table displays the number of cardholders who are "repeat offenders" for being late or delinquent.

❖ This agency, for example, has 40 cardholders that had a balance that was 1-30 days past due 3 to 5 times during the last fiscal year.

Number of Cardholders Showing Up Repeatedly On Monthly Delinquency Reports				
	Times Showing Up On Delinquency Report			
Delinquency Buckets	3 to 5 Times	6 to 8 Times	9 to 10 Times	11 to 12 Times
01 - 30 Days	40	5	0	1
31 - 60 Days	4	2	1	0
61 - 90 Days	2	1	0	0
91 - 120 Days	1	0	0	0
121 - 150 Days	0	0	0	0
151 Days+	0	0	0	0

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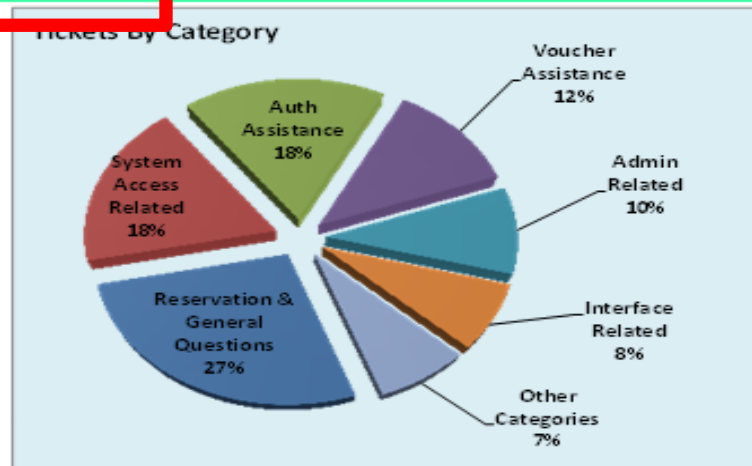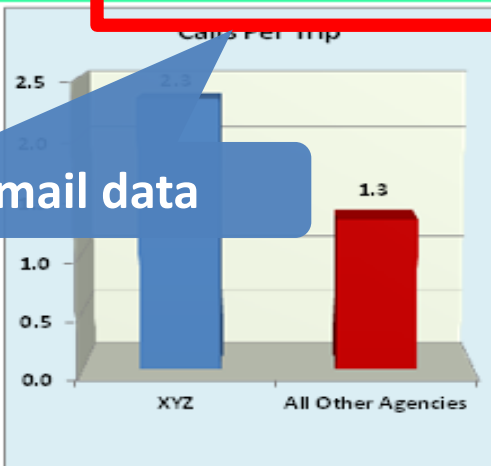# The help desk information is broken into two sections.

Strategic Account Management Plan: FY 2016 Travel Help Desk And Travel Interface   **Customer: XYZ**

Travel Help Desk Ticket Review For FY 2016

Help Desk Ticket Summary	
	XYZ
Total Ticket Count	**8,116**
Calls Per Trip	2.33

Tickets By Category For XYZ

Category	Count	% of Total
Reservation & Gen Questions	2,213	27.3%
System Access Related	1,475	18.2%
Authorization Assistance	1,432	17.6%
Voucher Assistance	969	11.9%
Administrative Related	784	9.7%
Interface Processing Related	625	7.7%
Report Related	348	4.3%
Charge Card Related	210	2.6%
Accounting Related	47	0.6%
Policy Related	10	0.1%
Audit Related	3	0.0%

Calls Per Trip

- XYZ: 2.3
- All Other Agencies: 1.3

Tickets By Category

- Voucher Assistance 12%
- Admin Related 10%
- Interface Related 8%
- Other Categories 7%
- Reservation & General Questions 27%
- System Access Related 18%
- Auth Assistance 18%

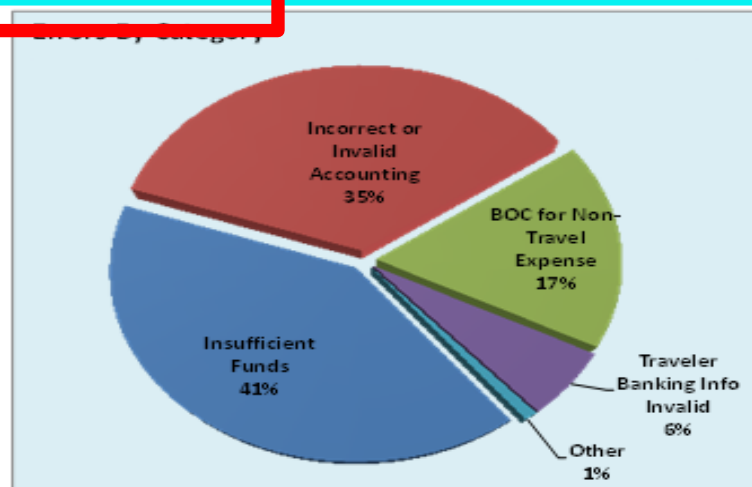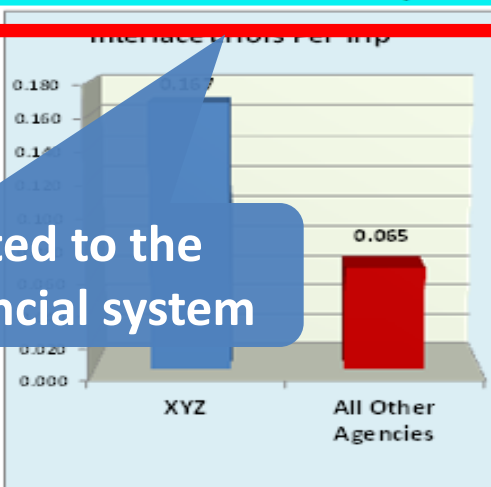**Help desk calls/email data**

Travel Interface To The Financial System Error Review For FY 2016

Travel Interface Processing Errors	
	XYZ
Total Error Count	**582**
Interface Errors Per Trip	0.167

Errors By Category For XYZ

Category		
Insufficient Funds	238	40.9%
Inc...		
BOC for Non-Travel Expense	102	17.5%
Traveler Banking Info Invalid	35	6.0%
Other	5	0.9%

Interface Errors Per Trip

- XYZ: 0.167
- All Other Agencies: 0.065

Errors By Category

- Incorrect or Invalid Accounting 35%
- BOC for Non-Travel Expense 17%
- Traveler Banking Info Invalid 6%
- Other 1%
- Insufficient Funds 41%

Issues/errors related to the interface to the financial system

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The help desk information is broken into two sections.

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Tickets By Category For XYZ

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Report Related	348	4.3%
Charge Card Related	210	2.6%
Accounting Related	47	0.6%
Policy Related	10	0.1%
Audit Related	3	0.0%

❖ **Provides the total ticket count along with the number of calls per trip.**

❖ **Provides a breakdown of the calls by the type of call along with the percentage of each type to the total ticket count.**

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SAMP – Help Desk

2.3 Calls per trip is a little high.

Help Desk Ticket Summary

Total Ticket C	
Calls Per Trip	

Tickets By Cat

Category
Reservation & Ge
System Access Re
Authorization Ass
Voucher Assistan
Administrative Re
Interface Processi
Report Related
Charge Card Relat
Accounting Relat
Policy Related
Audit Related

Calls Per Trip

- XYZ: 2.3
- All Other Agencies: 1.3

❖ **Bar graph provides a visual of the number of trips per call in comparison to that of other agencies that ARC services.**

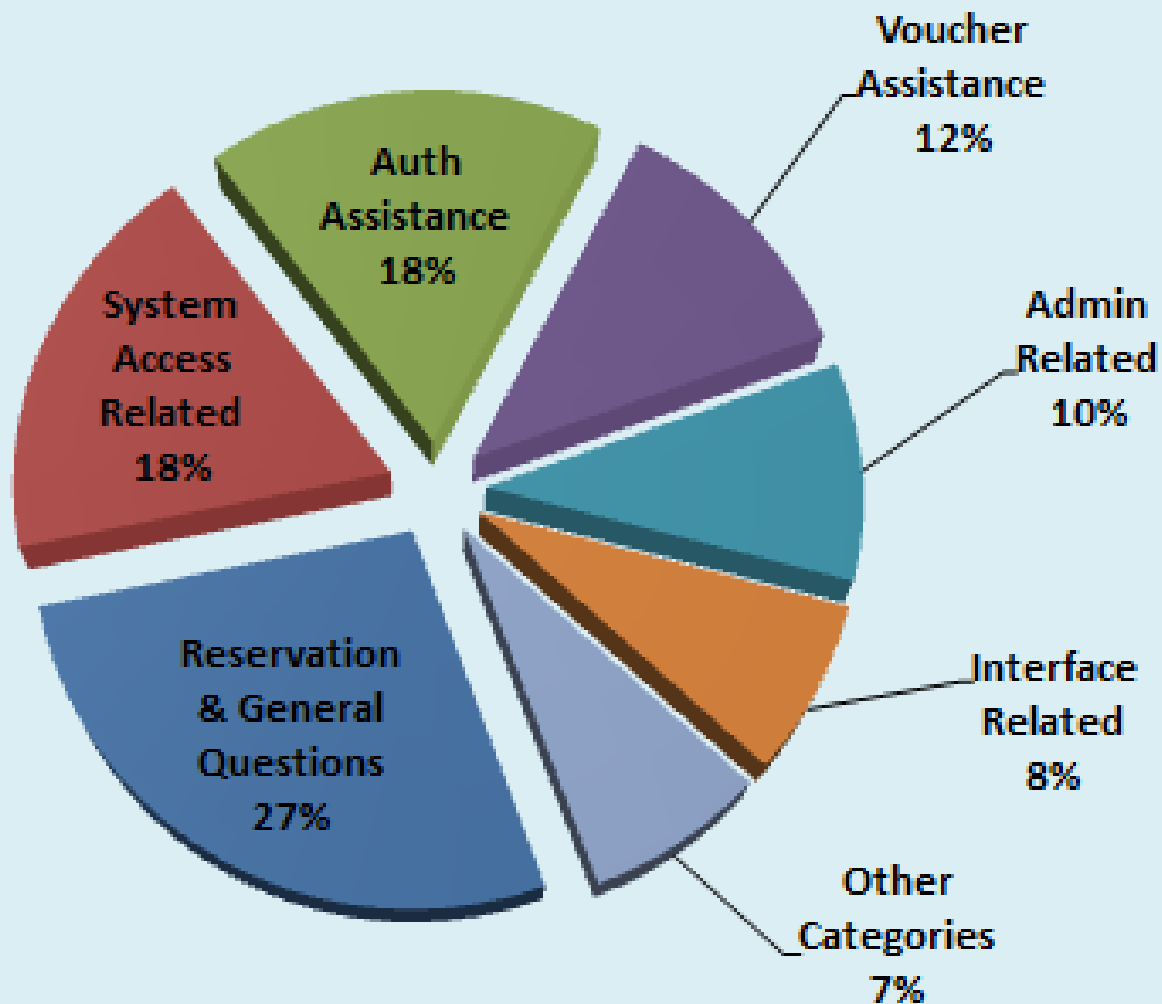...e total...t along ...mber of calls per trip.

...reakdown of the calls by ...call along with the ...of each type to the total

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❖ **Pie graph provides a visual of the help desk calls by category.**

This display would help you easily identify specific areas to focus on for additional training in order to reduce help desk calls.
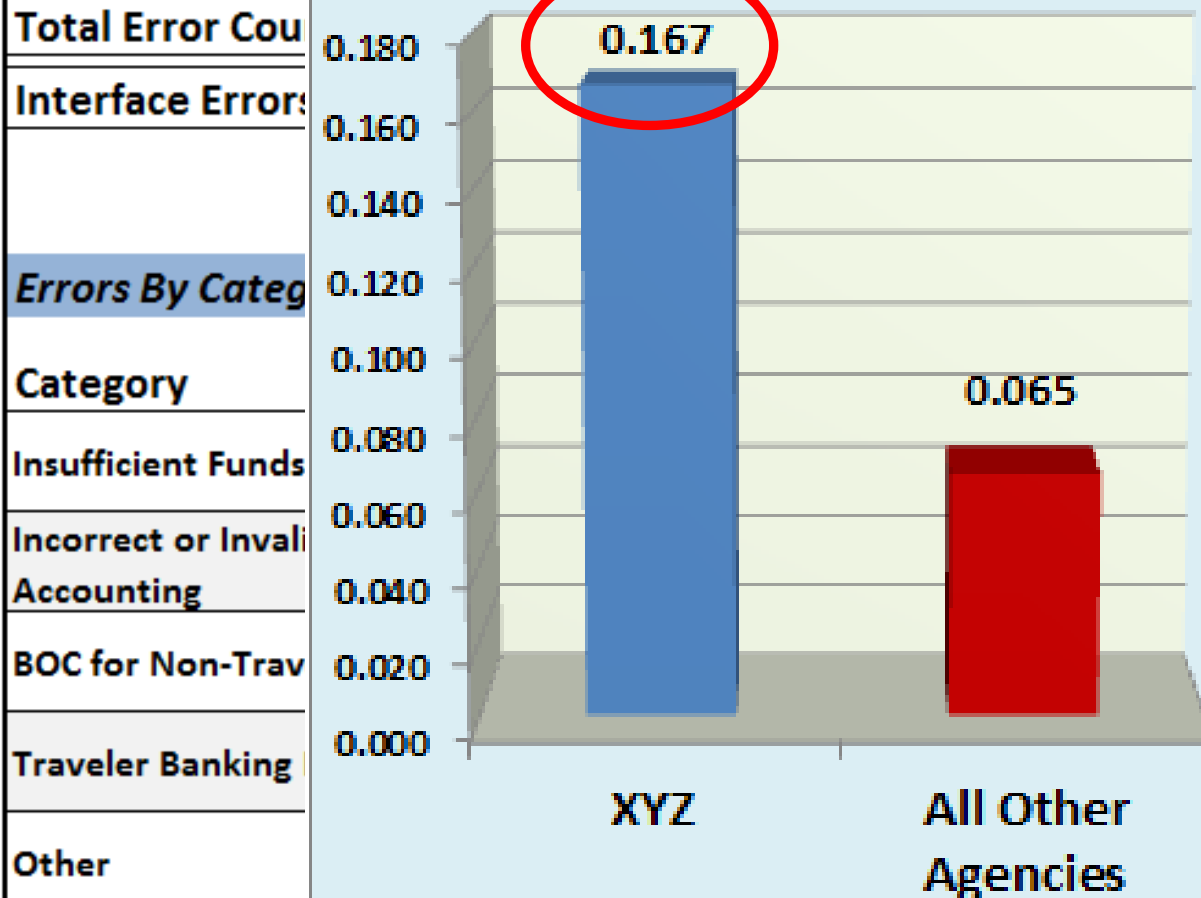
Tickets By Category

- Voucher Assistance 12%
- Auth Assistance 18%
- Admin Related 10%
- System Access Related 18%
- Interface Related 8%
- Reservation & General Questions 27%
- Other Categories 7%

2.0

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Travel Interface Processing Errors	
	XYZ
Total Error Count	582
Interface Errors Per Trip	0.167

Errors By Category For XYZ

Category	Count	% of Total
Insufficient Funds	238	40.9%
Incorrect or Invalid Accounting	202	34.7%
BOC for Non-Travel Expense	102	17.5%
Traveler Banking Info Invalid	35	6.0%
Other	5	0.9%

❖ **Table displays the total number of interface errors encountered along with the number of errors found per trip.**

❖ **The table also breaks down the errors by category or type.**

Errors could possibly be reduced by looking further into why, for example, funding issues are encountered. Reducing errors will save your agency the cost of manually recording the transactions into the financial system.

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This agency has a relatively higher error rate than that of other agencies.

Interface Errors Per Trip

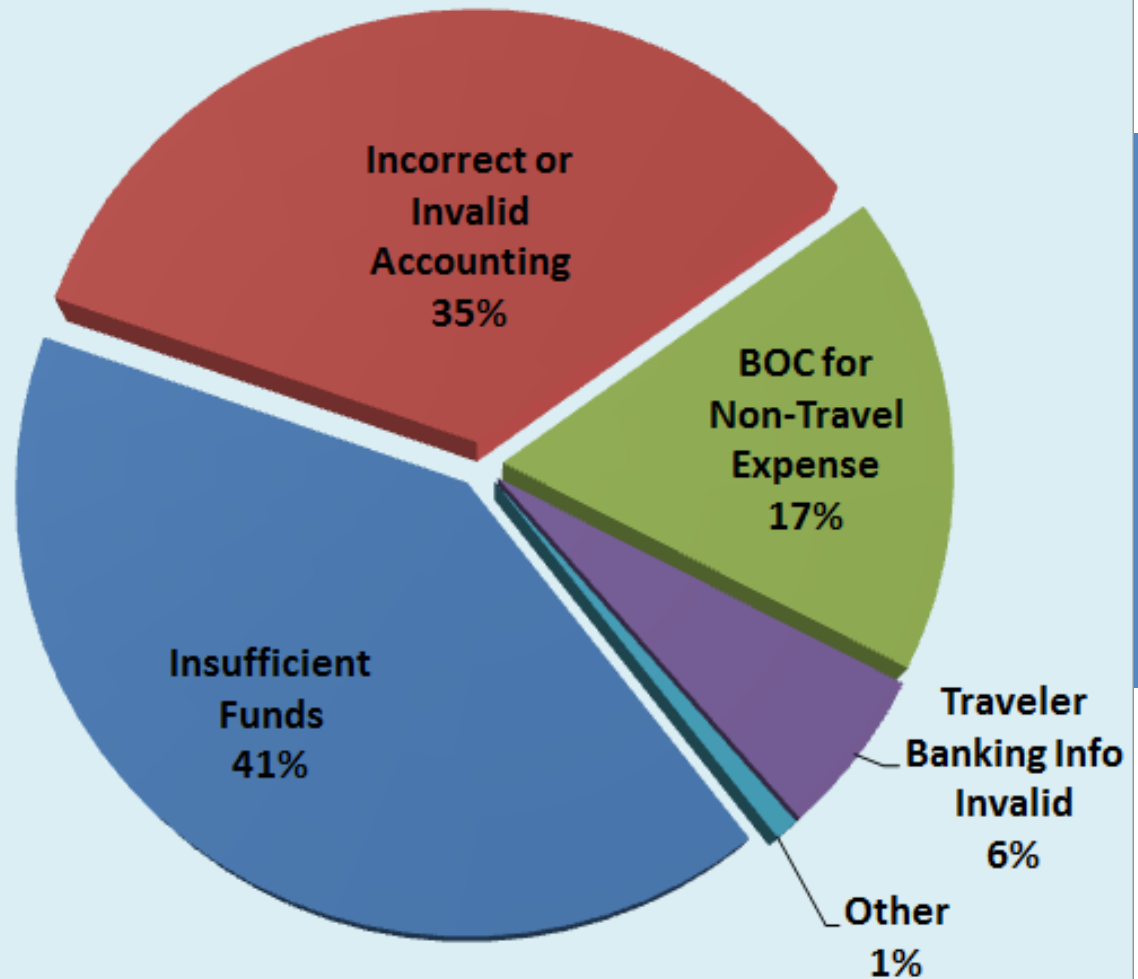the total number of ... rs encountered along ... ber of errors found per ...

❖ **Graph displays a comparison between this agency and all other agencies ARC services based on a error per trip basis.**

...ed. Reducing errors will ... agency the cost of ... ecording the ... ns into the financial

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This agency has a relatively higher error rate than that of other agencies.

❖ **Pie graph provides a visual of the breakdown of interface errors by the error type or category.**
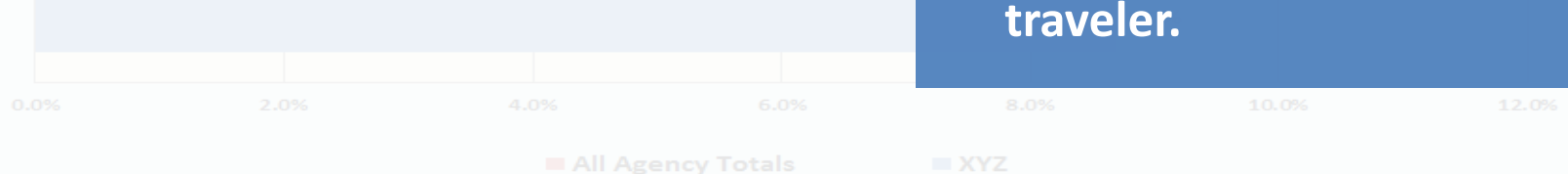
Errors By Category

Incorrect or Invalid Accounting
35%

BOC for Non-Travel Expense
17%

Insufficient Funds
41%

Traveler Banking Info Invalid
6%

Other
1%

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SAMP – Post Payment Audits

Summary of Audit Results		
	Totals	% of Total Audited
Total Documents Audited	138	
Documents with Errors	11	8.0%
Receipts Had to be Requested	14	10.1%
Total # of Errors	12	8.7%
Noncompliance	4	2.9%
Overpayment	7	5.1%
Underpayment	1	0.7%
Information Only	0	0.0%

❖ **This table displays the total number of documents audited and a summary of the errors found.**

❖ **This table also shows the number of occurrences where no receipts were attached to the voucher in ConcurGov and ARC had to request the receipt(s) from the traveler.**

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Summa...	Noncompliance Finding Details	Total
	Noncompliance Total	4
Total Documents A...		
Documents with E...	No Justification for use of Non-contract carrier	0
Receipts Had to be...	Required receipt not provided	0
Total # of Errors	Justification for actuals not provided	0
Noncompliance	Non-Foreign lodging taxes not expensed correctly	1
Overpayment	Foreign lodging taxes not expensed correctly	0
Underpayment	Mode of Transportation not selected	3
Information Only	TMC/ETS System was not used for reservations	0

❖ **This table shows the detailed audit findings for any noncompliance related errors.**

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❖ **This table shows the detailed audit findings for any overpayments discovered.**

Overpayment Finding Details		
	Total Count	Overpaid Amt
Overpayment Totals:	7	$802.30
Overpayment due to data entry error	6	$722.30
Expense not allowed	0	$0.00
Foreign laundry not expensed correctly.	0	$0.00
Overpayment due to no receipt provided	1	$80.00

❖ This table shows the errors.

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❖ **This graph compares two audit related items to that of other agencies serviced by ARC:**

1. **The percentage of the number of documents not containing the appropriate receipts and ARC contacted the traveler for the receipts.**

2. **The percentage of errors found for the total documents audited.**

% of Errors Found (Error Rate) and % of Receipts Requested For FY 2016

	All Agency Totals	XYZ
% Receipts Requested to Total Docs Audited	5.3%	10.1%
% of Error To Total Docs Audited	6.6%	8.7%

■ All Agency Totals   ■ XYZ

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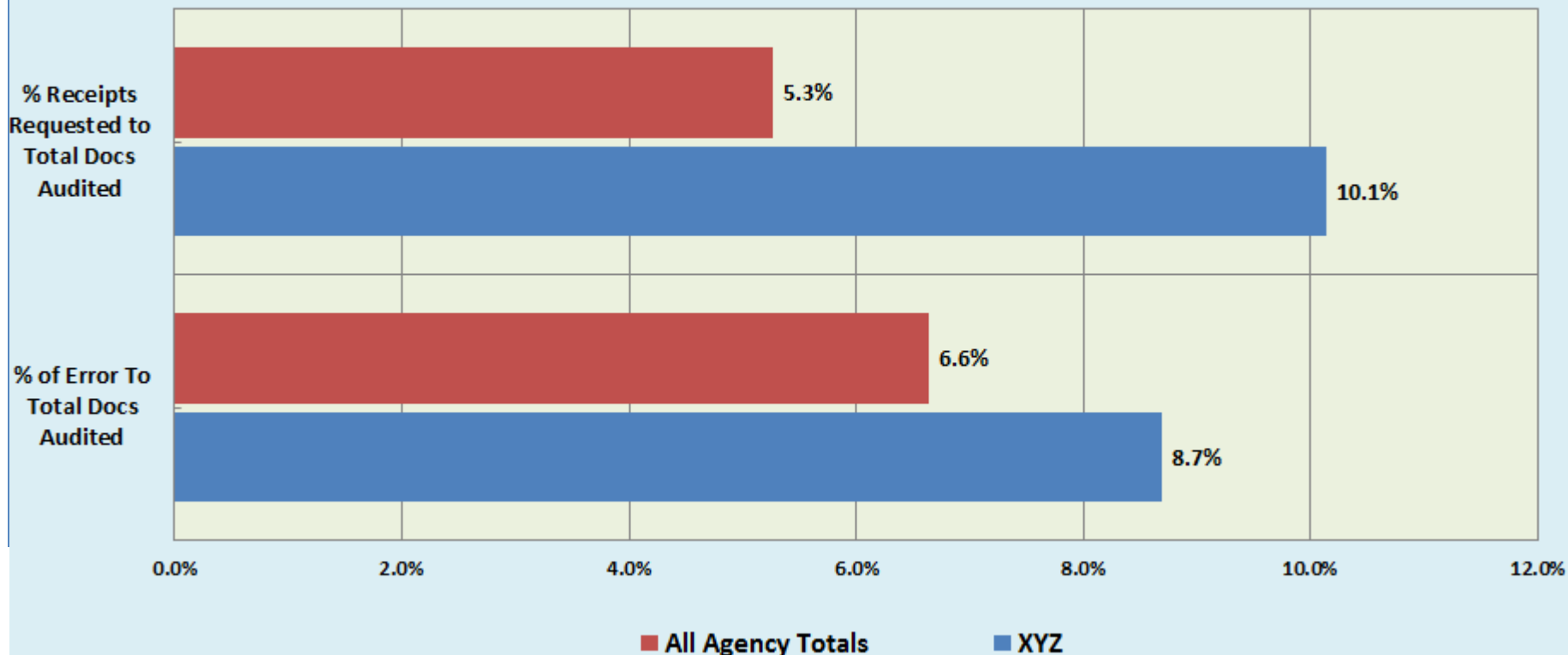
Looking at the receipts requested percentage, the number of occurrences that the appropriate receipts are not attached to the voucher for this agency was double of that found with other agencies.

It would be advisable for this agency to provide training for approving officials as well as travelers regarding the necessary receipt requirements for voucher submission.
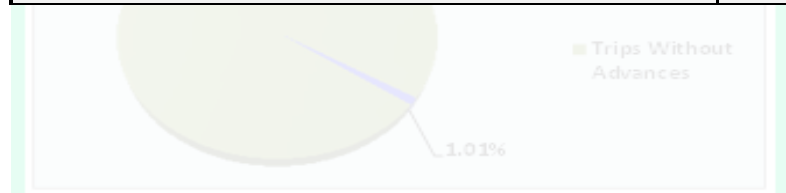
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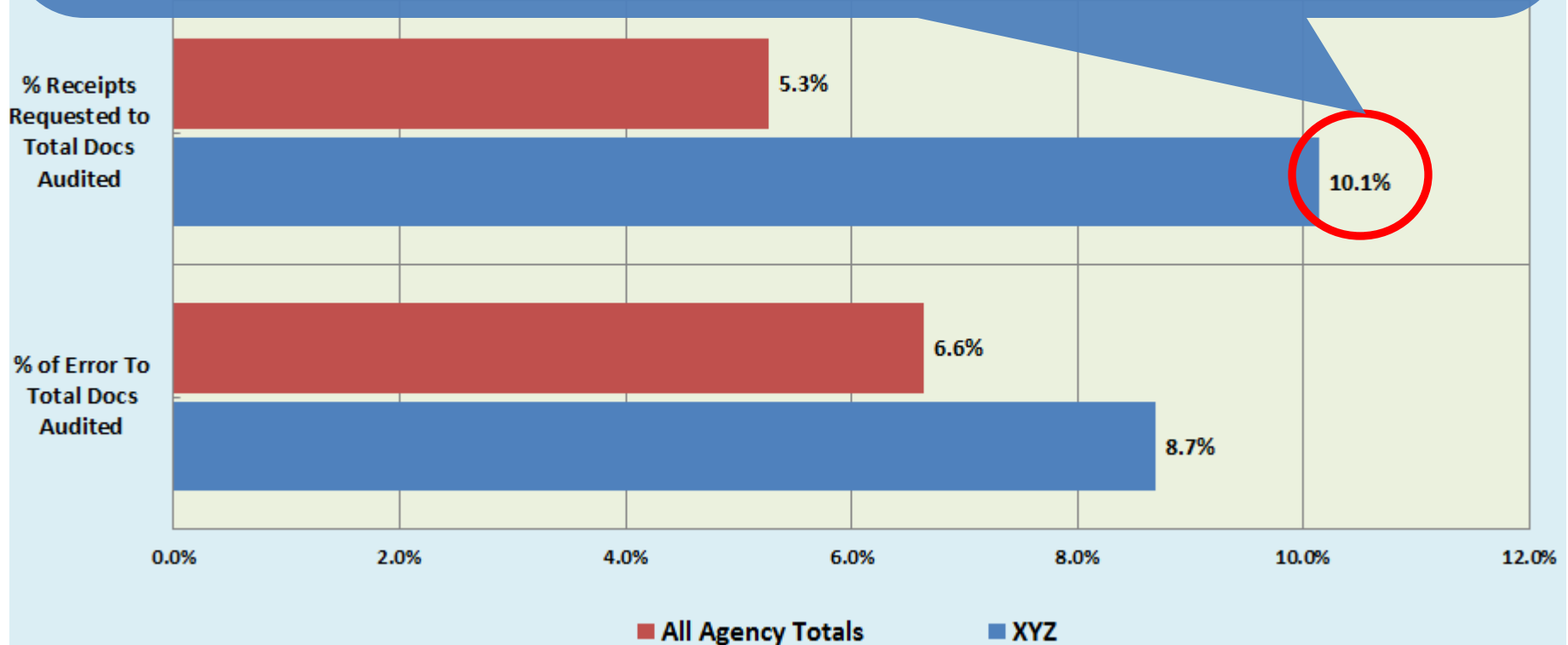
SAMP – Advances and POV Usage

Advance Aging As Of 09/30/2016	Open Advance Amount
Total Open Amount	$1,350
30 Days	$0
60 Days	$0
90 Days	$0
120 Days	$0
150 Days +	$0

❖ **This table shows open advances with aging as of the end of the prior fiscal year.**

This agency currently has no advances past due. That's good!!

Trips Without Advances

1.01%

| 14 | Kissimmee, FL | Columbia, SC | 1,070 | $578 | $247 | $633 |
| 15 | Birmingham, AL | Indianapolis, IN | 1,040 | $562 | $244 | $865 |

Rental Car estimates $50/per for entirety of the trip and gas (24.8 miles per gallon on average 2016 fuel price of $2.25)

**Air estimates are airfare and $9.14 avg daily parking rate (no consideration for POV /taxi/rental car).*

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❖ **This table displays information regarding advances issued in the prior fiscal year. The information includes:**

- **The number of advances issued.**
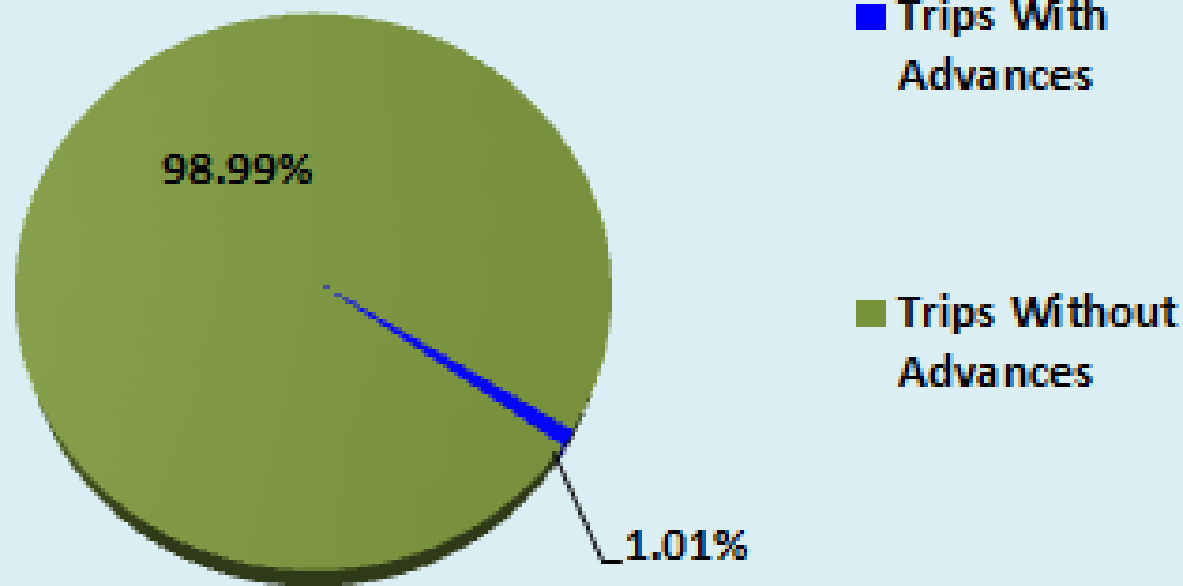- **The sum total of advances issued.**
- **The average amount per advance issued.**

Advance Detail For FY 2016	Totals
Issued advances in FY 2016	35
Total Amount of Advances Issued	$24,200
Average Advance Amount Issued	$691.43

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❖ **This pie graph provides a visual of the number of trips containing an advance for an agency.**

❖ **Only 1% of the trips for this agency's had advances issued.**

BFY 2016 % of Trips with Advances Issued

■ Trips With Advances

98.99%

■ Trips Without Advances

1.01%

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❖ **This pie** for an a

❖ **Only 1%**

BFY 2010

Top 15 POV High Mileage Trips In FY 2016					
			Actual Costs		**Est Alt Costs**
	Traveled From	**Traveled To**	**POV Miles**	**POV Cost**	***Rental Car**	****Air**
1	Kansas City, KS	Washington, DC	2,152	$1,162	$445	$496
2	Parkersburg, WV	Orlando, FL	1,760	$950	$410	$526
3	Birmingham, AL	Austin, TX	1,640	$886	$599	$454

❖ **This table displays the top 15 travelers based on the number of Privately Owned Vehicle (POV) miles driven for a single trip. This includes:**

- **Traveler From and To locations along with the number of miles claimed and the actual cost (or what was reimbursed to the traveler).**
- **Rental car estimated alternative cost**
- **Air estimated alternative cost**

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Top 15 POV High Mileage Trips In FY 2016					
			Actual Costs		**Est Alt Costs**
	Traveled From	**Traveled To**	**POV Miles**	**POV Cost**	***Rental Car**	****Air**
1	Kansas City, KS	Washington, DC	2,152	$1,162	$445	$496
2	Parkersburg, WV	Orlando, FL	1,760	$950	$410	$526
3	Birmingham, AL	Austin, TX	1,640	$886	$599	$454

Rental Car Alternative Cost Estimate

This is an attempt to estimate the cost of acquiring a rental car instead of driving a POV for the trip.

To calculate the estimate, a charge of $50 per day is used for the rental car cost. Gas is estimated at $2.25 per gallon at a rate of 24.8 miles per gallon.

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Top 15 POV High Mileage Trips In FY 2016					
		Actual Costs		**Est Alt Costs**	
Traveled From	**Traveled To**	POV Miles	POV Cost	*Rental Car	**Air
1 Kansas City, KS	Washington, DC	2,152	$1,162	$445	$496
2 Parkersburg, WV	Orlando, FL	1,760	$950	$410	$526
3 Birmingham, AL	Austin, TX	1,640	$886	$599	$454

Air Alternative Cost Estimate

This is an attempt to estimate the cost if air was used as a mode of transportation instead of POV.

To calculate the estimate, the ticket cost of a contract fare for the closest major airport is used. An average daily rate of $9.14 is used to calculate the cost of airport parking.

Items not included in the cost estimate are POV for driving to the airport and public transportation costs while on location.

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SAMP – Advances and POV Usage

Top 15 POV High Mileage Trips In FY 2016					
			Actual Costs		**Est Alt Costs**
	Traveled From	Traveled To	POV Miles	POV Cost	*Rental Car	**Air
1	Kansas City, KS	Washington, DC	2,152	$1,162	$445	$496
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3	Birmingham, AL	Austin, TX	1,64		$599	$454

Air Alternative Cost Estimate

This is an attempt to estimate the cost if air was used as a mode of transportation instead of POV.

To calculate the estimate, the ticket cost of a contract fare for the closest major airport is used. An average daily rate of $9.14 is used to calculate the cost of

Looking at the first trip, it appears that either using a rental car or using air would have been more economical than driving 2,000+ miles in a POV.

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SAMP - Summary

❖ The SAMP will include a data dictionary for reference.

❖ Upon receiving your SAMP, we would be happy to schedule a conference call to go over any questions you may have.

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General Questions

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Contact Information

Visit us in the Networking Hall for more information.

THANK YOU
FROM TRAVEL SERVICES

For questions or more information, please contact Travel Services Help Desk - (304) 480-8000, option 1, or send an email to travel@fiscal.treasury.gov.

Travel Services Help Desk hours are 7:00 a.m. to 6:00 p.m. EST.

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