



SmartPay®

Supporting your mission

U.S. General Services Administration

Making Informed, Cost-Saving Travel Decisions and SmartPay Essentials

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GSA Mission, Vision, Values

- **Mission:** To deliver the best customer experience and value in real estate, acquisition, and technology services to the Government and the American people.
- **Vision:** Effective and efficient Government for the American people
- **Values:** Service, Accountability, and Innovation

What are GSA's Travel Programs?

- **Booking:** E-Gov Travel Services (ETS2)
 - *Civilian agencies use ETS2 and will kickoff migration to ETSNext in 2025*
 - *As a note, DoD uses Defense Travel System (DTS)*
- **Air:** City Pair Program (CPP)
- **Rideshare:** Governmentwide Rideshare/Ride-Hail
- **Lodging:**
 - FedRooms® for official Temporary Duty Travel: 1–29 night(s)
 - Long-Term Lodging: 30+ nights
 - Emergency Lodging Services: Lodging for planned and unplanned events



How do GSA's Travel Programs Benefit Me and My Agency?

- **GSA Travel Programs' Goal:** Provide agencies with programs and services that are efficient and effective in managing travel
- The Governmentwide Travel Category has five Best-in-Class (BIC) Solutions: City Pair Program, TDY Lodging, Emergency Lodging Services, Car Rental, and Employee Relocation Home Sales
- Supports Governmentwide Category Management Goals, specifically Spend Under Management and Cost Avoidance
- SmartPay® provides uniform forms of payment for purchase of travel services

Smart Travel Planning

- We are going to follow a Federal traveler who uses GSA's Travel Programs to complete their mission
- We will highlight the benefits using GSA's Travel Programs
- Let's meet our Federal traveler!

Smart Travel Planning with Rob



- Rob is a Contracting Officer for the Department of Transportation
- Let's follow Rob as he prepares for a trip to his Regional Office in New York



Rob Uses E-Gov Travel Services (ETS2)

- **ETS2** is an end-to-end web-based Travel and Expense solution that provides travelers with a one-stop shop including:
 - Online reservations for air, rail, lodging, and rental car
 - Travel Management Center (TMC) support when necessary
 - Authorization for TDY travel
 - Voucher and expense processing upon completion of TDY travel
 - Quick reimbursement of approved expenses



- **ETS2 Vendors**
 - CWTSato Travel (E2 Solutions)
 - SAP Concur (ConcurGov)

ETS2 Benefits for Rob

- ✓ **Simple:** Book all travel needs (air, hotel, rental car, rail) at once
- ✓ **Cost savings:** Travelers save approximately \$25 per transaction when completed online versus agent-assisted
- ✓ **Federal Travel Regulation (FTR) compliance:** Government-specific configurations ensure travelers are compliant with agency policy
- ✓ **Quick Reimbursement:** ~4 days

Rob Books GSA's FY24 City Pair Program (CPP) for his Flights

- CPP provides discounted air transportation services for Federal travelers Governmentwide
- 8 contract carriers
- 13,391 markets in FY24 (10,398 domestic and 2,993 international)
- Over 2,000 awarded markets with nonstop service, where available



CPP Contract Fares

Fare Code	ConcurGov Fare Label	E2 Solutions Fare Label	Description
YCA	Govt. Contract	Govt. Contract Fare	Last Seat Availability in Coach
_CA	Govt. Contract Discounted	Govt. Contract Fare Limited Availability	Deeply Discounted in Coach—availability based on Supply and Demand of flight
_CB	Govt. Contract Business	Govt. Contract Fare Business Class	Business Class
_CP	Govt. Contract Premium Economy	Govt. Contract Fare Premium Economy Class	Premium Economy Class available on select international flights

CPP Benefits to Rob

- ✓ Fully refundable tickets
- ✓ No advance purchase required
- ✓ No change fees or cancellation penalties
- ✓ Stable prices which enables accurate travel budgeting
- ✓ No blackout dates
- ✓ Fares priced on one-way routes, permitting agencies to plan multiple destinations
- ✓ May use loyalty membership to get points/miles for redemption on personally expensed upgrades, airfare, and ancillary fees

Rob Should Choose the _CA Fare

- Deeply discounted fare code is called _CA ("Dash CA")
 - Airlines control inventory of _CA fares and availability is limited
- Available in 78.6 percent of markets
- Example: Washington (DCA) to NYC (JFK) on Delta Air Lines

YCA Fare Each Way	_CA Fare Each Way	Savings by Using _CA Fare Each Way
\$173	\$87	\$86

Book and approve travel early to take advantage of _CA fares!

Rob Should Consider Alternate Airports

- Alternate airports may have lower fares—weigh the pros and cons

Origin ↑	Destination ↔	Airline ↔	Service ↔	One-way airfare ⓘ ↔	Effective date ↔	Expiration date ↔
WASHINGTON, DC - BWI	NEW YORK, NY - JFK	Delta	Non-stop	YCA: \$101 _CA: \$51	10/01/2023	09/30/2024
WASHINGTON, DC - DCA	NEW YORK, NY - JFK	Delta	Non-stop	YCA: \$173 _CA: \$87	10/01/2023	09/30/2024
WASHINGTON, DC - DCA	NEW YORK, NY - LGA	Delta	Non-stop	YCA: \$98 _CA: \$49	10/01/2023	09/30/2024
WASHINGTON, DC - DCA	NEW YORK, NY - EWR	United Airlines	Non-stop	YCA: \$331 _CA: \$0	10/01/2023	09/30/2024
WASHINGTON, DC - IAD	NEW YORK, NY - EWR	United Airlines	Non-stop	YCA: \$452 _CA: \$0	10/01/2023	09/30/2024
WASHINGTON, DC - IAD	NEW YORK, NY - JFK	Delta	Non-stop	YCA: \$106 _CA: \$53	10/01/2023	09/30/2024


Rob Books the FedRooms® Rate

Enjoys Benefits and Protections At or Below Per Diem

- FedRooms® provides hotel accommodations at or below per diem to Government travelers on official business with standard amenities like:
 - ✓ 4 p.m. day-of-arrival cancellation policy (in the United States) and 24-hour cancellation policy for international
 - ✓ No hidden service or resort fees
 - ✓ No early check-out fees
 - ✓ No minimum stay requirements
 - ✓ Complimentary guest room Wi-Fi
 - ✓ Americans with Disabilities Act (ADA)- and FEMA-certified
 - ✓ Earn brand loyalty points

How Rob Books a FedRooms® Rate in ETS2

- Select a FedRooms® property from the search results in your ETS2 booking tool
- Click "View Rooms" and select a "FedRooms" rate, clearly labeled with a green checkmark, indicating it is within policy



3. Hotel Indigo NYC Downtown Wall Street
120-122 Water St, New York, NY 10005 [Map it](#)

📍 0.35 miles ★★★★★

\$189

[Hide Rooms](#)

FedRooms Hotel [Hotel details](#)

Room Options

FedRooms - 1 Queen Bed Standard Comm Accessible 210 Sq Ft Room With Minifridge (Sabre) Rules and cancellation policy	✓	\$189
FedRooms - 1 Queen Bed Standard 215 Sq Ft Room With Minifridge (Sabre) Rules and cancellation policy	✓	\$189
FedRooms - 1 Queen Premium Mobil Access Tran Shower 260 Sq Ft Room With Minifridge Balcony (Sabre) Rules and cancellation policy	✓	\$189



How Rob Books a FedRooms® Rate in DTS

- If you are traveling to a location where DoD Preferred is not available, select a FedRooms® rate from the display

The screenshot displays the Defense Travel System (DTS) interface. At the top, the header includes the DTS logo, the text "Defense Travel System", and navigation icons for notifications, user profile, and status. Below the header, a navigation bar contains links for "Home", "Trips", "Travel Tools", "Message Center", and "Administration". The main content area shows a "Select Room" section for a "Hilton Garden Inn San Diego Downtown/Bayside, CA". It lists "Commercial Lodging" and a phone number "+619-696-6300". A "Lodging Details" link is provided. Below this, the "FedRooms Rates" section is expanded, showing a "1 King Bed" room. The room features include "Wi-Fi" and "Accessible". The rate is listed as "\$161.00 per night". A blue "Select" button with a right arrow is positioned next to the rate. A red arrow points to this button from the right side of the screen.

Defense Travel System

Home Trips Travel Tools Message Center Administration

[Return to search results](#) [Skip booking](#)

Select Room

Hilton Garden Inn San Diego Downtown/Bayside, CA
Commercial Lodging +619-696-6300
[Lodging Details](#)

^ FedRooms Rates

1 King Bed
Wi-Fi Accessible
[Room Details](#)

\$161.00 per night [Select](#)

FedRooms® Has You Covered Globally!

- In 2024, 10,000+ properties in 3,000 markets globally
- Some of our participating hotel chains:



BUYER BEWARE!:

The FedRooms® Rate is NOT the GOV Rate

- The FedRooms® Rate is negotiated by the Federal Government, providing you protections and amenities you won't get by booking another rate, like a GOV rate.

GOV Rate
Rates are determined by individual hotels
May or may not meet per diem
Hidden charges may apply, like: <ul style="list-style-type: none">• Resort or destination fees• 1–5-day cancellation fees

FedRooms®
Rates are negotiated by the Federal Government
<i>Always</i> at or below per diem
No hidden fees

One Last Solution for Rob's Longer Stays

- Long-Term Lodging (LTL)
- 30+ nights
 - For individuals or groups
- Fully furnished, serviced apartments with the comforts of home
 - Many with added amenities
- Available under the GSA MAS, Category L—Lodging, SIN 531110
- Ideal for:
 - Long-term TDY
 - Extended training and job assignments
 - Rotational assignments at agency regional offices
 - Relocation

Benefits of Long-Term Lodging (LTL) for Rob

- Provides easy access to prequalified suppliers to help support Federal agency travel management needs
- Streamlines the acquisition process by using GSA contracts
 - For buys under \$10K, the traveler can purchase directly with a travel card
- Schedule rates are ceiling prices
 - Deeper discounts can be negotiated at the task order level



What if Rob Needs Lodging for an Emergency related event?

- Emergency Lodging Services (ELS)—A Best-in-Class (BIC) Lodging Solution
- Lodging for emergency situations or for planned emergency-related events (ex: National Guard drill weekends)
 - For individuals or groups
- Hotels/Motels/Apartments
 - Ancillary services can be provided: Food, Laundry, Meeting Space, Airport Shuttle Service
- BPA Available under the GSA MAS, Category L—Travel, L02/Lodging, SIN 561599
- Ideal for:
 - Natural or manmade disasters
 - Training and readiness exercises—emergency preparedness
 - Displaced disaster/emergency victims
 - Refugee resettlement missions
 - COOP Events
 - National Special Security Events
 - Pandemic mission-related events
 - Relief/emergency support personnel

Rob needs transportation from JFK to his Regional Office in NYC

- For TDY between 1–3 days, and especially in a large city, it may be more cost-effective to use GSA's Rideshare/Ride-hail BPA instead of a POV or rental car
- GSA awarded the Governmentwide Rideshare/Ride-hail Blanket Purchase Agreements (BPAs) to Lyft and Uber with a Period of Performance of 5 years
- Coverage: Top 50 domestic markets
- Agency Benefits
 - Full commercial capability managed by GSA
 - Up-front pricing
 - Negotiated discounts
 - Traceable transactions
 - Sustainable options (EV and Hybrids)
 - Data tracking to inform smart travel decisions (incl. spend and CO2 emissions)
 - Streamlined procurement process
 - Additional rebates via SmartPay® travel card

How Rob Books a Rideshare/Ride-hail

1. Create a business profile by clicking on the invite link in email communication from vendors
2. Open commercial Uber/Lyft app
3. Toggle to "Business Profile"
4. Enter SmartPay® travel card into the payment method for rideshare/ride-hail trips
5. Enter origin and destination
6. Evaluate economy v. Green ride options
7. Book a ride!

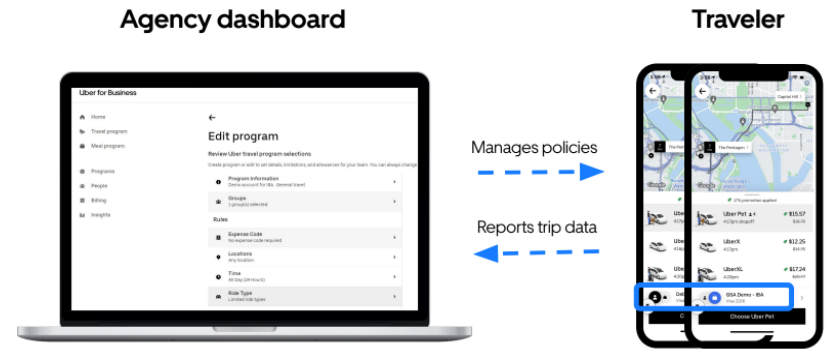


Business Portals—Setting up an Agency-wide Program

- **Program in action:** Agency dashboards will strengthen compliance, streamline travel management, and offer robust data reporting
- Set parameters and govern profile options
- Set program funding sources
- Prompt safeguards for accurate booking
- Dedicated account managers

How it works


Synchronized travel and travel management at your fingertips



U.S. Government Rental Car Solution

- Defense Travel Management Office (DTMO) operates a Governmentwide car rental program that negotiates Government discounts.
- Travelers must use the least expensive compact car available, unless an exception for another class of vehicle is approved (FTR 301-10.450)
- Agency Benefits
 - Unlimited mileage (except one-way)
 - No minimum rental period (except one-way)
 - No additional cost for Loss Damage Waiver (LDW)/Collision Damage Waiver (CDW)
 - Liability insurance coverage
 - No additional fees for additional authorized drivers or drivers under the age of 25

Government Savings—Rob's Trip (DC to NY)

Trip Cost Category	Maximum Trip Costs	Minimum Trip Costs	Potential Savings over 3 Nights
Airfare (roundtrip)	\$346 YCA fare	\$174 _CA fare	\$172 using _CA fare
Lodging (3 nights)	\$774 (\$258 per night) per diem	\$567 (\$189 per night) FedRooms®	\$207 using FedRooms®
Transportation (3 days)	\$322* car rental	\$70** rideshare	\$252 using rideshare
Total	\$1,442	\$811	 \$631

*avg. rental car costs according to OGP trip report

*estimate only, assuming two rides during the trip at average rideshare cost

Thank you!

GSA Travel Program	Point of Contact
E-Gov Travel Service	michael.cooley@gsa.gov
City Pair Program	jennifer.burdette@gsa.gov
FedRooms®	jennifer.miller@gsa.gov
Long-Term Lodging	trevor.edwards@gsa.gov
Emergency Lodging	marcus.witowski@gsa.gov
Rideshare	rideshare.ridehail@gsa.gov

