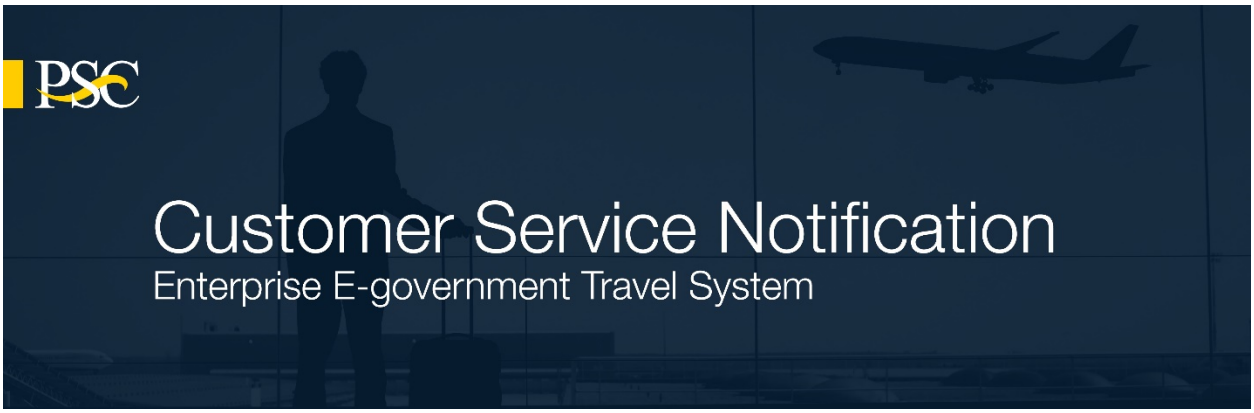

SUBJECT: Configuration Change Notice - Enterprise E-government Travel System ("ConcurGov")
DATE: Tuesday, June 16, 2020
NOTICE #: ETS CCN 2020-2a
AUDIENCE: Operating Division Lead Federal Agency Travel Administrators and local ETS System Administrators

The Program Support Center (PSC) will make a global configuration change to the enterprise E-government Travel System to reduce risk of conflict with United States Code (U.S. Code or U.S.C.) and the Federal Travel Regulation (FTR) by employees having travel system administrative permissions that would allow them to improperly sign and submit other employees' travel expense vouchers, which are claims to the Government.

This change will apply to all three configured instances of the enterprise ETS that are aligned to the HHS Core Financial System: UFMS, HIGLAS and NBS.

Specifically, PSC will elevate the permission "Signed on Behalf" to the System Administrator role (the former "FATA 5/6" role). The permission is presently set to where anyone may sign and submit a travel expense voucher claim on behalf of another employee.

Review of the setting as currently configured has determined that it is an insufficient control activity for preventing loss of internal (management) control of financial operations. Specifically, if improperly used it would enable claims to be submitted contrary to basic, long-standing control activities established in law and regulation.

SAP Concur Tier 2 made the configuration change in the ETS Test Preview environment on Monday, June 15, 2020 and will implement the change in the Production Stable environment on Monday, June 29, 2020. This is an additional week from the original PSC notice and will afford Operating Division Lead Federal Agency Travel Administrators and System Administrators sufficient time to become familiar with the permission level, while allowing PSC to mitigate the risk in a timely fashion.

Operating Divisions should communicate the change and train personnel as necessary.

The following are the U.S. Code and FTR cites associated with this configuration change:

31 U.S. Code §3702. “Authority to settle claims,” sub-paragraph (b)(1): “A claim against the Government presented under this section must contain the signature and address of the claimant or an authorized representative. The claim must be received by the official responsible under subsection (a) for settling the claim or by the agency that conducts the activity from which the claim arises within 6 years after the claim accrues except—…”

Federal Travel Regulation §301-52.3: “Am I required to file a travel claim in a specific format and must the claim be signed? As soon as your agency fully deploys the E-Gov Travel Service (ETS), you must use the ETS to file all your travel claims. (Agencies are required to fully deploy the ETS no later than September 30, 2006.) Until that time, you must file your travel claim in the format prescribed by your agency. If the prescribed travel claim is hard copy, the claim must be signed in ink. Any alterations or erasures to your hardcopy travel claim must be initialed. If your agency has electronic processing, use your electronic signature where required.”

The following functional guidance is provide for Lead Federal Agency Travel Administrators and E-government Travel System Administrators:

In general, System Administration privileges shall not be used to apply the “Signed on Behalf” stamp to apply an electronic signature on a travel expense voucher and submit a claim on behalf of a claimant.

System Administrator privileges may be used to apply the “Signed on Behalf” stamp to a travel expense voucher when:

1. the voucher claim is a replica of a previously submitted one that failed due to an ETS technical defect that cannot be resolved by the Program Support Center travel system technicians or by the SAP Concur Tier 2 Help Desk technicians, or

2. there is a "wet" pen signature of the claimant on an original claim that has been scanned into or uploaded to the ETS.

The Program Support Center Travel Account Manager will include this topic in upcoming Customer Concerns Meeting with Operating Divisions. If you have any questions, please respond directly to this email via the PSC Customer Support Queue at PSCAccountMgmtSupport@psc.hhs.gov.

Thank you,

Program Support Center

PSC