



Customer Service Notification

Enterprise E-government Travel System

SUBJECT: Fiscal Year 2021 Per Diem Rates Update - Enterprise E-government Travel System (“ConcurGov”)

DATE: Monday, October 5, 2020

NOTICE #: ETS CSN 2020-5

AUDIENCE: Lead Federal Agency Travel Administrators and ETS Administrators

The Program Support Center (PSC) would like to inform you that the Fiscal Year 2021 per diem rates were loaded into all HHS ConcurGov environments on Wednesday, September 30, 2020.

The upload process is transparent to users and the new rates were made available to all customers as of Thursday, October 1, 2020.

ConcurGov users may update documents to apply the new per diem rates by following the steps below:

1. Access the authorization or voucher in edit mode.
2. Navigate to the General tab in your document.
3. Click Save Changes.
4. Go to Expenses & Receipts tab to review any automatic adjustments to the per diem expenses. Users should also review any expenses previously marked with the Actuals per diem condition.

Please note that the common HHS configuration has the PERDIEM RATES audit set to trigger as a “screen” (requires a justification) when the document’s per diem rates do not match the latest updated per diem rates. No configuration changes were made as the PERDIEM RATES audit is a common configuration that is set to “screen” as part of HHS’s normal consolidated configuration. If the audit is triggered, the above steps can be followed to resolve the audit.

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 contact PSCAccountMgmtSupport@psc.hhs.gov.

Thank you.