



Customer Service Notification

Enterprise E-government Travel System

SUBJECT: Configuration Change Notice - Enterprise E-government Travel System (“ConcurGov”)

DATE: Thursday, September 17, 2020

NOTICE #: ETS CSN 2020-4a

AUDIENCE: Senior Travel Officials, Lead Federal Agency Travel Administrators, and ETS Administrators

The Program Support Center (PSC) will implement several ETS configuration changes in order to rectify the issue commonly referred to as “flipping,” whereby the TMC fee form of payment on the Travel Authorization, the method of reimbursement on the Travel Expense Voucher, and the actual account charged (Individually Billed, Centrally Billed, or Personal) are incongruent. After exhaustive research, PSC has determined that “flips” result from payment method errors that can be avoided by making the following changes:

1. Enplace a restriction that allows only Govt-issued cards beginning with “4486” to be entered

Test Preview: Tuesday, Aug. 25, 2020; Production/Stable: Friday, Sept. 25, 2020

2. Remove personal cards as the default payment method for both airfare and rail

Test Preview: Tuesday, Sept. 11, 2020; Production/Stable: Sunday, Oct. 11, 2020

3. Remove all personal credit cards

Test Preview: Thursday, Oct. 1, 2020; Production/Stable: Monday, Nov. 16, 2020

4. Change all Expense Category payment method defaults from CBA to IBA where necessary

Test Preview: Thursday, Oct. 1, 2020; Production/Stable: Monday, Nov. 16, 2020

5. Change the payment default setting for TMC fees and Voucher fees from “Same as Reservation” to “IBA with CBA backup”

Test Preview: Thursday, Sept. 17, 2020; Production/Stable: Monday, Nov. 16, 2020

Note: Dates listed are approximate and may change based on ConcurGov availability and/or other factors.