

**UNITED STATES DEPARTMENT OF AGRICULTURE**  
**OFFICE OF THE CHIEF FINANCIAL OFFICER**  
WASHINGTON, D.C. 20250

TO: All USDA Travelers, Travel Managers, and Approving Officials

FROM: Jon M. Holladay  
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SUBJECT: Improving GovTrip

On October 15, 2009, the Office of the Chief Financial Officer (OCFO) created a team to address the many concerns voiced across the Department of Agriculture (USDA) about GovTrip. A special thanks goes out to all who shared their issues and ideas. The new GovTrip Team strives to improve customer satisfaction, reduce travel costs, and support effective management by improving processes, policies, and training opportunities.

To date, the team has gathered and analyzed data from more than 100 stakeholders across USDA. This group includes the Office of the Secretary, the Subcabinet, the USDA Travel Policy User Group (TPUG), and OCFO subject matter experts, as well as employees who commented on the CostSavings.USDA.gov Web site. The team has assessed issues and developed solutions based on whether an issue is:

- Within USDA's control to resolve;
- Being resolved in the new GovTrip 2.0 to be released in June 2010;
- One which USDA can influence by working with the General Services Administration, which controls the GovTrip system, support services contract, and its users group; or
- Outside the GovTrip contract scope.

The good news is that the majority of the issues are within USDA's control to resolve. The team is moving rapidly to implement changes. Attached is a summary of the key issues the team heard, what it is doing about them, and where it will need your help to be successful. Please note that some agencies may have already addressed these issues. This effort is designed to implement solutions USDA-wide. Also attached is a set of frequently asked questions and answers (Q&As) in which we try to address a number of these concerns. This information is posted on the OCFO Controller Operations Division's (COD) Web site (<http://cod.nfc.usda.gov/>) -- and will be updated periodically as part of our

soon-to-be-launched Web site, which will provide one-stop access to training, policies, points of contact (POC), Q&As, news, etc.

We'll keep you regularly informed of the team's progress via e-mails like this until our Web site is launched; then post updates there. For further information or questions about GovTrip, please contact your agency's or office's travel staff (*see attached travel staff POC list*). For help resolving problems, please click on the link to the GovTrip Help Desk Web page (<http://www.govtrip.com/govtrip/site/index.jsp>) for points of contact for your agency or office. You can register for GovTrip training classes at <http://www.aglearn.usda.gov/>, and soon, you will also be able to view a self-service training webinar on COD 's Web site. For comments or new ideas for improving GovTrip, please visit the USDA Costsavings.gov Web site (click on <http://costsavings.usda.gov/> and log in via USDA e-Authentication).

By working together across USDA, we hope to make our travel system and processes much more effective. Thank you in advance for helping us where you can.