



Volume 4

From the TMVCS Assistant Commissioner

Customers are an important part of any business, probably the most important. Our Administrator shares in the belief of customer importance and it shows in her strategic goals, one of which happens to be Customer Intimacy. TMVCS also sees customers as one of the most important parts of our portfolio and that is why we strive to understand what their needs are and how we can best help them meet their missions.

Each Program Office within the portfolio provides innovative solutions to help our customers. From meetings, to educational conferences, to specialized IT systems, and more. We strive to support our customers day to day and in times of emergency.

I encourage you all to continue to work hard and to think of new and better ways to do what we do .

William F. Webster



Save Money. Work Better.

What does TMVCS offer it's customers in terms of savings?

GSA SmartPay

- \$1.5 to \$1.8 billion annually in administrative cost avoidance.
- Customers who used SmartPay1 received \$1 billion in rebates.
- During GSA SmartPay2's first two years, agencies received \$581 million in refunds.

Motor Vehicle Management

- Leasing customers save money by utilizing MVM rather than managing their own fleets. In FY09, agency-owned fleets averaged \$0.8476/mile whereas MVM only averaged \$0.5659/mile.
- Vehicle contracts are now available 365 days a year; this now allows customers to take advantage of the substantial savings year-round.

Travel and Transportation

- ETS1 ,with 70% online utilization, is saving the government over \$30 million annually.
- The CityPair Program offers an average savings of 68% below commercial fares. Projected savings for 2011 are up to \$6.3 billion.
- Domestic Delivery Service (DDS) 1 saved the government \$47 million in FY09 and DDS2 saved \$44 million in FY10.
- In FY10, Transportation Audits recovered \$14 million in overcharges to the government.



Customers Are In Good Hands With Motor Vehicle Management

The Office of Motor Vehicle Management (MVM) supports customers in many ways. From innovative IT systems to help manage fleets to making sure customers are meeting legal mandates, MVM is there for its customers.

Customers can look to MVM for all their purchasing and leasing needs. On the buying side, although Automotive is a mandatory source for federal government agencies, they deliver excellent customer service. MVM offers a variety of vehicles, options and related products at significant discounts. The online ordering system, AutoChoice, is state of the art and allows customers to choose and compare vehicle makes, models, and prices. On the leasing side, each year MVM meets with customer agencies to discuss their vehicle needs for the upcoming year. For example, MVM assists customers in going green by ensuring they are compliant with alternative fuel vehicle (AFV) legislation and helping them find the right vehicles to meet their mission needs. This is accomplished through downsizing as well as exchanging conventionally fueled vehicles for hybrids and other AFVs.

MVM leasing customers also have a variety of services available to them to help manage their fleets. Things like CRASH to manage vehicle accidents and repairs, GORP for mileage submission, Report Carryout for inventory reports, and even an online Defense Driving Course to increase driver awareness and promote safe driving.

The Office of Motor Vehicle Management is continually trying to improve the way it does business and support its customers by looking at innovative solutions, emerging technologies, and finding ways to further green the fleet. Customers can count on MVM for the right vehicle at the right price with great customer service.



Your Government Credit Card... Don't be a Fed without it.



The Office of Charge Card Management (OCCM) strives to support their customers everyday. From making sure new policy is shared, to offering classes on card use, and of course the always well received and well attended SmartPay conference held each year. Customers appreciate what is being done for them and that is reflected in their comments such as “Customer service is prompt and helpful.” And “The program is convenient and easy to use.”

Charge Card Management continually improves communications with customers and make sure information is being shared. Agency/Organization Program Coordinators (A/OPCs) meet quarterly to discuss relevant charge card policies, legislation and initiatives. There are also monthly “Discussions with Dave” which are informal teleconferences to discuss current issues and hot topics. Lastly, there are numerous brochures available from fraud prevention to innovative solutions.



And as with any business there is always room for improvement and for innovation. Charge Card Management not only shares information with its customers, but also listens to the customer’s needs and suggestions. Some of which have resulted in the launch on a new, more intuitive SmartPay website, <https://smartpay.gsa.gov/>. With the new website, the SmartBlog was also launched. During the month of February, the OCCM will be blogging on a variety of topics from new trends in the industry to how to overcome program challenges. This venue will provide customers with an informal venue to communicate with the OCCM team.



A recent example of expanding our services to customers is our partnership with the Integrated Technology Services (ITS) portfolio. GSA is installing telepresence systems in several of the central office and regional headquarters offices. These systems allow for real-time, face-to-face communication and collaboration with colleagues while reducing travel costs and greenhouse gas emissions associated with travel. The GSA SmartPay purchase card was recently approved as a payment method for this service allowing customers to quickly and easily utilize this new offering.

The Office of Charge Card Management has over 350 agencies/ organizations participating in the program, using over 3 million cards to spend approximately \$30 billion annually. Customers can feel good about using their cards to purchase supplies, services, fuel and to cover their travel expenses, knowing that they can count on a high level of knowledge, support, and professionalism.

Travel and Transportation are There When You Need Them

Office of Travel & Transportation Services (T&T) offers integrated, government-wide, solutions and provides a strong focus on service excellence.

Collaboration with customers is key, T&T has established “communities” of customers across the federal government; including the Travel Programs Executive Governance Council, Travel Managers Excellence Team, industry and customer forums for air, lodging, relocation, freight and domestic delivery.

The result, established programs continue to steadily grow; ETS was up 680,000 vouchers to 2.48M in FY10, FedRooms reported 558,000 room nights utilized, up 28% from FY09. New business models like the Employee Relocation Resource Center (ERRC) were launched to support agencies so they can continue to move mission critical employees through challenging economic times. Bringing customers together, the ERRC was able to create a new pricing option for the selling of homes; savings are estimated at \$100M for 2010. ERRC was awarded a 2010 Excellence in Partnership Award for its work.

This collaboration has also provided the opportunity to help customers meet government-wide data calls like the Executive Order to report Scope 3 GHG emissions for air and car. The Travel Management Information Service (MIS) supported 89 agencies in meeting the reporting requirement. Collaboration was critical for the Domestic Delivery Service (DDS) 2 team to efficiently assist 50 agencies in converting from their DDS1 vendor, FedEx, to UPS in 6 months.

When T&T was contacted by the National Park Service to transport a shipment of furniture for the Pearl Harbor Day Memorial Service, it went into action. The purchase was complex, 17,683 lb. from 14 different third-party vendors and the furniture was to be received no later than two weeks before the event. This order required coordination and connectivity, but with the assistance of T&T it arrived three weeks before the event. The ceremony took place as planned with 120 Pearl Harbor survivors, 600 family members and several hundred members of the public in attendance. T&T strives to find innovative ways to meet the changing needs of our customers.



Helpful travel links (click below):

[Airline City Pair Program \(baggage fees\)](#)

[Airline City Pair Program \(seat choice\)](#)

[FedRooms hotels](#)

[Per Diem](#)

[Federal Travel Regulation](#)

[GSA Travel Policy](#)



Acquisition Operations Supports Customers Worldwide

Customer agencies turn to TMVCS to find fast and simple solutions. Acquisition Operations (AO) can be counted on to support TMVCS programs. As of December 2010, AO managed 707 active contracts for the TMVCS portfolio and processed 972 contract modifications in FY10. AO helps the portfolio and our customers by providing high quality contracts, skilled acquisition and technical expertise, and innovative tools that lead to world-class acquisition support.

AO is constantly demonstrating their ability to act as the customer's trusted business partner and advisor. Currently, the Automotive Acquisition (Light Vehicles) Support Division (QMAA) is in the process of supporting an international vehicle acquisition for sedans and other light vehicles for use in Europe. Through this acquisition, the Office of Motor Vehicle Management will be in a position to support customer agencies with vehicle lease requirements within the European theater.

In another example, the Charge Card Management Acquisition Support Division (QMAB) has been working with Defense Energy Support Center (DESC), now called DLA Energy, regarding the use of the GSA SmartPay2 contract to meet their requirements for the Sea Swipe Card. This card is used by smaller vessels in the Navy and Coast Guard to purchase fuel and associated sundries. QMAB met with the customers and came to an agreement that the DESC could use GSA SmartPay2 to meet their needs. Currently, DESC is working on the task order requirements and has elected to handle their own evaluation and award.

AO offers customers with multiple channels to market and varying levels of support, from pre-positioned solutions to managing the full acquisition. This poises AO to deliver a myriad of creative solutions to meet customer mission needs.



TMVCS Gets Cooking for a Good Cause

FAS held its first ever Chili Cook off on December 13, 2010 in support of the Combined Federal Campaign (CFC). Chili competitors came with their best chili recipes to be judged by coworkers and a panel of distinguished judges.

TMVCS made the competition sweat with our most talented chili cooks taking two of the three FAN Favorites. Congratulations to Shizua Oliver in Travel and Transportation for taking 2nd place and Becky Koses from Acquisition Operations for placing 3rd.

The Combined Federal Campaign is the world's largest and most successful annual workplace charity campaign, raising millions of dollars each year through pledges from military and federal employees like you each year.



Employee Relocation Resource Center Makes it's Move... to the Top

TMVCS' own Employee Relocation Resource Center (ERRC) has been awarded the 2010 Excellence in Partnership Award for GSA's Most Active Marketing Organization.

The ERRC team maximized and improved the use of existing services as well as developed new products with solutions to better serve GSA customers. They launched the ERRC in 2009 and really moved the needle in 2010 as they capitalized and improved the ERRC marketing efforts to educate, help customers and increase business.

The team's dedication and passion helped them to develop a strong customer and industry centric approach to fixing many of the problems that had resulted from the Real Estate crisis over the past few years. Their efforts have been a real tribute to FAS, TMVCS, and Travel and Transportation. It has resulted in viable services and business for the long term. Congratulations ERRC!

