

GSA's eTRAVEL SOLUTION

Unresolved Supplier Concerns-NDTA Car Rental Committee

- **Pricing**-Inaccurate rates in the availability/display screen. "Penny ending rates" not allowed by SDDC; also, no rates above ceiling. Liability issues for vendor incorrect loading.
- **Formatting and display of rates**-Some vendors allow only 3 RACs on 1st screen (where 80% of bookings are made). Adopt GDS system of one line per RAC.
- **Listing of non-SDDS approved RACs in the rate/availability display**-This is wrong, and may expose travelers/government to substantial liability.
- **Payment from car rental companies to eTS providers**-There should be no preferred program.
- **eTravel awards notification**-eTravel PMO needs to provide timelines and schedules to suppliers. Post this on a user-friendly website within 5 days of award, (linked to SGTP's!). List the Implementation Schedule; users; and agency travel volume. Update at every task order award.
- **In conclusion**-GSA/eTravel must work with the travel industry as partners. GSA needs to address these key issues in a timely fashion.

As of 6/17/2004