**GSA Travel Timing Behavioral Map**

**CURRENT STATE**

**PHASES**
- Discovery + Green Light
- Travel Arrangements
- Travel
- Post-trip

**POLICIES & DATA**
- TRAVELER'S JOURNEY
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**TIMING**
- Start of FY
- T- 30 days
- T- 2 days
- T + 2 weeks

**TRAVELER QUESTIONS**
- Discover a conference you want to attend/speak at.
- Share conference request with supervisor.
- Find (or create) the event in Event Tracker.
- Get notification for each authorization.
- Get notification when authorization is ticketed.
- Get final notification of voucher approval.

**BEHAVIORAL BOTTLENECKS**
- Planning Fallacy
- Hassle Factor
- Lack of Incentive

**SYSTEMS**
- Event Tracker (Salesforce)
- Concur

**SUPERVISOR & SYSTEM ACTIONS**
- Supervisor signs off on traveler's attendance/role
- Approval requests sent to Sup, HSSO, + Comms.
- Supervisor, HSSO, + Comms give approval.
- Approval requests sent to Sup and HSSO.
- Supervisor + HSSO give approval.
- Concur automatically ticketed the trip 2 days prior.

**IDEAL (w/ proposed intervention)**

**PROPOSED INTERVENTION**
- Email Notice
  - You are allowed to create a Concur authorization before receiving Salesforce attendee approval.
- Concur System Reminder
  - Create an authorization now – you'll have more options & lock in better rates (Then submit after your attendee ticket is approved in Salesforce)
- Email Reminder
  - Don’t wait for Salesforce approval to create an authorization.

**Key Terms**
1. Attendee Request (Event Tracker/Salesforce) – first formal request to attend or speak at an event
2. Travel Authorization (Concur) – written permission required to incur specific travel expenses
   - Travel reservations (air, hotel, etc) flow into the authorization
   - When authorizations are approved, airfares are ticketed:
     - 2 days before travel for City Pair fares
     - Within 24 hours of approval for restricted fares
   - If an authorization is not yet approved, reservations are self-cancelled:
     - 3 days before travel for City Pair fares
     - 24 hours after making the reservation for non-City Pair fares (aka restricted fares)
3. Travel Voucher (Concur) – the traveler’s post-trip request for reimbursement of travel expenses

**BEHAVIORAL BOTTLENECKS**
- How should I weigh my own convenience vs. cost savings?
- If I book now, will making changes be a hassle or cost me money?
- Concur stinks.
- Why can't this be like Kayak?
- Is there a guideline for how early I should book travel?
- What are all these different rates? Are government rates even cheaper?