



Monthly User Group Meeting: Agencies Migrating from Treasury to IBC

July 2026



IBC.DOI.GOV

7/20 Agenda

Topic	Presenter
Intro/IBC Updates	Brent Stevenson
ETravel updates	Meredith Day/Giselle Sachse
TDY Updates	Donnie Bivens
PCS Updates	Donnie Bivens
Charge Card Support Center Updates	Andrea Hall/Bill Apgar
Q&A	All



Overarching Updates

- Coordination w/ GSA/TCSC on details of Go.Gov transition
 - Many factors being driven by GSA/TCSC decisions



IBC Customer Central for Go.Gov

- IBC Customer Central Resources
- GSA/IBC Events
- Additional Resources coming soon

Interior Business Center
CUSTOMER CENTRAL

Home Accounting Financial Systems Charge Card eTravel COR Services PM Services Quarters

Home > IBC Financial Management > eTravel Support

eTravel Resources +

Additional Resources

- [SLA Metrics](#)
- [Internal Controls](#)
- [SSAE Audit Reports](#)
- [IBC Customer Bulletins](#)
- [IBC Financial Management Organizational Chart](#)

Need Assistance?
[Contact Information and Helpful Telephone Numbers](#)

GO.gov Resources (former Treasury customers)

Treasury customers transitioning to IBC for eTravel services

Treasury Common Services Center (TCSC, formerly known as BFS-ARC) is in the process of implementing GO.gov for their non-Treasury customers and will go live on August 3, 2026. TCSC will continue to provide eTravel support to non-Treasury customers on GO.gov through September 30, 2026. Starting October 1, 2026, IBC will provide eTravel support to non-Treasury agencies transitioning to IBC. This page provides resources, events, and announcements for future IBC customers.

GSA Resources

Coming soon.

IBC Resources

Coming soon.

GSA Events

To access the presentation slides and session recordings (if available) for each meeting, click the link provided in the **Meeting Topic** column of the table below. Each link will direct you to the relevant materials for that session.

Date/Time	Meeting Topic
Jun 24, 2026 (1:00 p.m. ET)	June 2026 GO.gov All Agency Meeting
Jul 8, 2026 (1:00 p.m. ET)	GSA-TCSC Travel Services Working Group

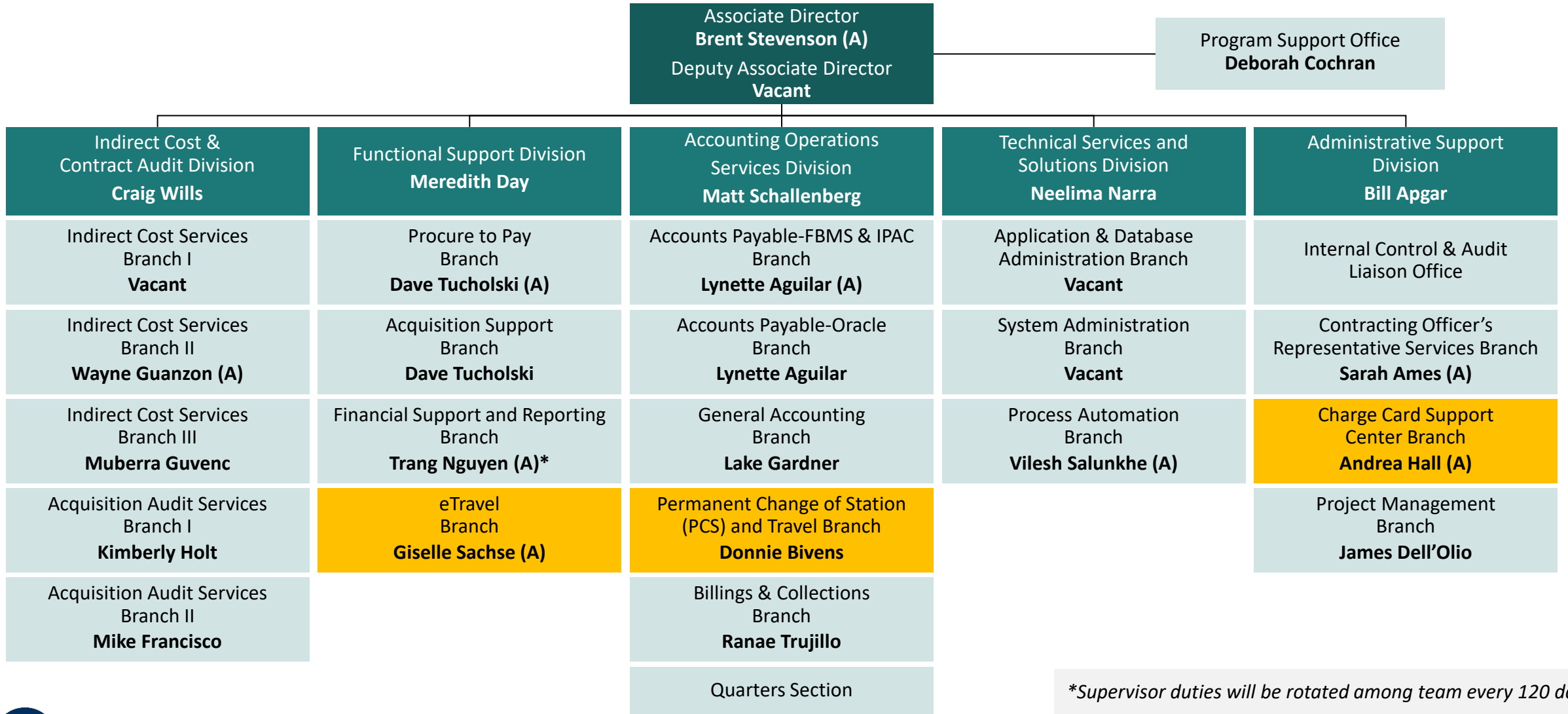
IBC Events

To access the presentation slides and session recordings (if available) for each meeting, click the link provided in the **Meeting Topic** column of the table below. Each link will direct you to the relevant materials for that session.

Date/Time	Meeting Topic
Jul 14, 2026 (2:00 p.m. ET)	Monthly Meeting for Treasury Customer Agencies Transition to IBC
June 16, 2026 (1:00 p.m. ET)	Monthly Meeting for Treasury Customer Agencies Transition to IBC



IBC-FMD Org Chart



**Supervisor duties will be rotated among team every 120 days*



Etravel Updates

- Treasury CFM shared draft process flows for transactions flowing from GO.gov to FM system. Please review the SSP model to understand your role as the agency vs our role as the Shared Service Provider.
- Other security documentation NOT required of TCSC non-treasury customers for transition:
 - IEA (Information Exchange Agreement). This is for FM integration which will not change after 9/30/26
 - TMC (Travel Management Company) Authorization. GSA CISO confirmed that all non-Treasury customers are covered by Treasury's TMC Authorization
- IBC Customer Central with GO.gov resources:
<https://ibc.doi.gov/FMD/eTravel/GoGov-Treasury>



TDY Post-Audit

Program Status:

- Post-audit framework remains focused on a tiered, risk-based review approach.
- High-risk vouchers continue to receive targeted review based on identified risk factors.
- Additional reporting capabilities are being evaluated to enhance audit selection criteria and improve risk identification.



TDY Post Audit

Enhancements / Next Steps:

- Leverage available agency reporting to identify trends and areas requiring additional review.
- Expand targeted audits based on:
 - Agency-specific risk indicators
 - Historical audit findings
 - Common voucher errors and processing trends
 - Client requests and areas of concern
- Continue refining audit criteria to ensure resources are focused on the highest-risk transactions.



PCS Relocation

Current Relocation Program Activities

- Relocation services continue to be provided to multiple client agencies, including those serviced through IBC payroll and NFC payroll providers.
- Coordination with CFM is ongoing to establish processes for integrating relocation financial data into agency financial management systems.
- Work continues on relocation reporting and accounting workflows to support financial transparency and audit readiness.



Charge Card Management Center (CCMC) Updates: Operational Readiness

- Finalizing the External Agency Pilot Implementation Plan to validate operational processes prior to broader customer onboarding.
- Continuing coordination with Treasury CFM, GSA, Citi, and IBC stakeholders to align transition activities.
- Developing standardized operational documentation, including workflows, governance, escalation procedures, and knowledge management resources to support a consistent and positive customer experience.
- Advancing customer intake, service requests, and reporting capabilities in preparation for pilot.



CCMC Updates – Upcoming Milestones

July	August	September
Finalize Pilot Implementation Plan	Execute Pilot with Selected Agency	Validate Pilot Results
Complete Operational Documentation	Refine Processes Based on Lessons Learned	Prepare for FY27 Customer Onboarding
Continue Stakeholder Coordination	Develop Customer Portal Resources	Expand Customer Readiness Activities



Q&As

