



Monthly User Group Meeting: Agencies Migrating from Treasury to IBC

May 2026



IBC.DOI.GOV

Meeting Purpose

- Share information in one collaborative setting between IBC & Agencies migrating from Treasury to IBC for Charge Card, eTravel, & TDY voucher audit support
- Org Chart
- Level set terminology
 - eTravel (ETR) – Travel Help Desk Support
 - TDY – Voucher Audit
 - Charge Card Support Center (CCSC) – Support of purchase/travel/fleet cards
- Continue monthly cadence until more frequent contact is necessary

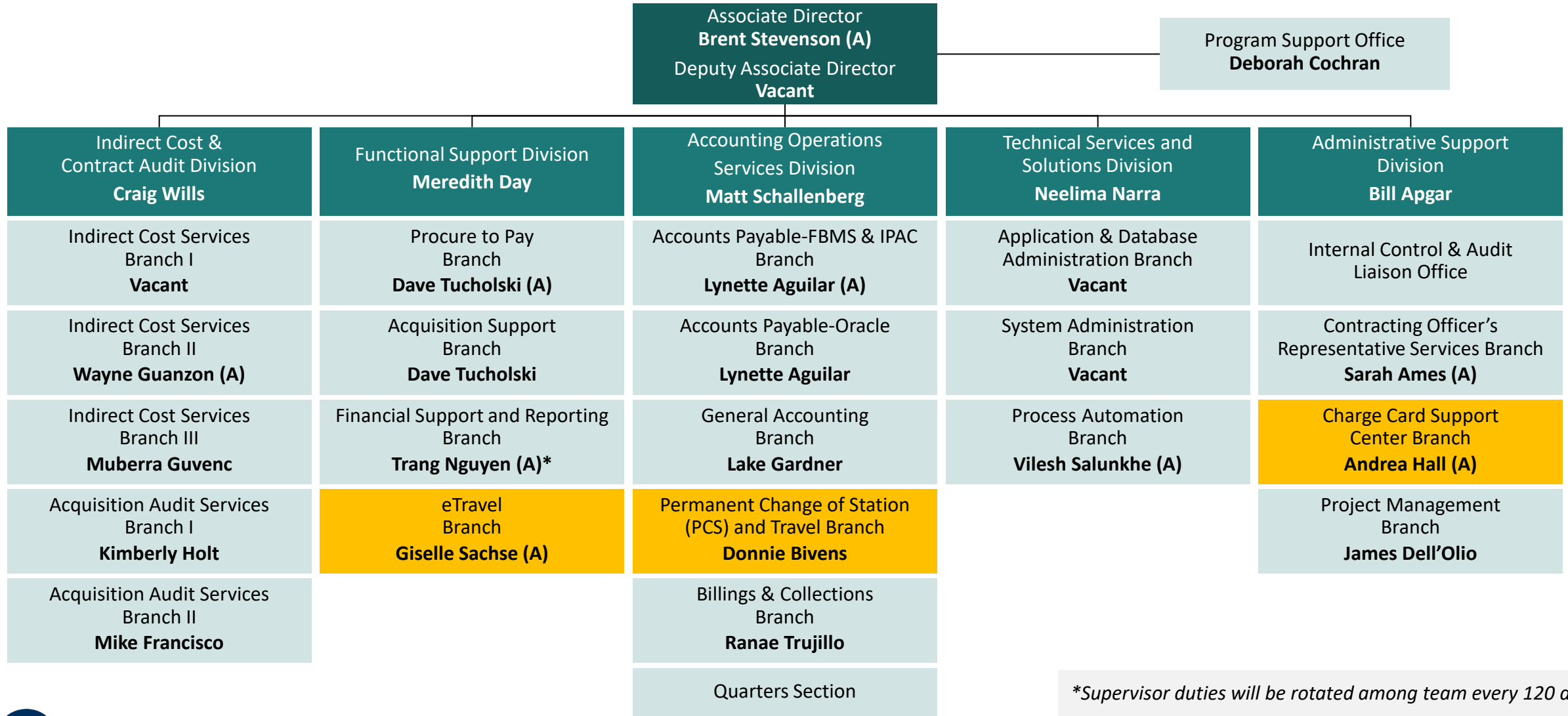


5/14 Agenda

Topic	Time	Presenter
Welcome/Meeting Purpose/Agenda	11:00 a.m. ET	Brent Stevenson, FMD Associate Director (A)
Org Chart/Overarching Updates	11:05 a.m. ET	Brent Stevenson, FMD Associate Director (A)
eTravel Updates	11:10 a.m. ET	Meredith Day, FSD Division Chief
TDY Updates	11:30 a.m. ET	Donnie Bivens, TDY/PCS Branch Chief
Charge Card Support Center Updates	11:35 a.m. ET	Bill Apgar, ASD Division Chief
Q&A	11:55 a.m. ET	All



IBC-FMD Org Chart



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



Agencies IBC will be Supporting

- Transitioning from Treasury to IBC for CCSC/ETR/TDY services (9 as of 5/13/26)
 - Armed Forces Retirement Home
 - Denali Commission
 - Farm Credit Administration
 - Federal Maritime Commission
 - Gulf Coast Ecosystem Restoration Council
 - Inter-American Foundation
 - National Endowment for the Humanities
 - Office of Government Ethics
 - U.S. Privacy & Civil Liberties Oversight Board
- In discussions with a dozen + other agencies



Overarching Updates

- Regular discussions with GSA/TCSC/CFM
- Still several unknowns
- Partnership for success
- Looking for pilot agency for CCSC to start transitioning support prior to 10/1/26



eTravel Updates

- TCSC customers are currently scheduled to transition to GO.gov on August 3, 2026. TCSC is responsible for the migration activities and will be supporting agencies until 9/30/26
- TCSC, IBC, and GSA are participating in discussions with IBM on a migration strategy. Waiting for updates from GSA.
- Treasury CFM will be responsible for supporting the interface between the CFM financial management solution and GO.gov.
- CFM and the eTravel SSPs will need to establish communication approach and processes to support items such as LOA updates, etc.
- Per GSA, CI Travel is the TMC that was selected for TCSC customers
 - 5-year contract period



IBC eTravel Support

- IBC is in the process of working with GSA to understand how the changes to the eTravel program impact IBC services.
- Key features of support IBC will provide:
 - Dedicated customer support representative
 - Assist/provide support with the following:
 - understanding system configurations
 - troubleshooting issues with travel documents
 - submitting tickets to GO.gov (e.g. profiles, workflows, accounting strings, etc.)
 - reports
 - Provide quarterly training to all customers
 - Coordinate with customer agency and Treasury CFM regarding issues/errors related to the financial system interface.



TDY Updates

Service Overview

- Post-payment review of TDY travel transactions
- Ensures compliance with travel regulations and policy
- Validates accuracy of payments and supporting documentation
- Focus on accountability and financial integrity



TDY Updates

Core Post-Audit Activities

- Review authorizations, vouchers, and amendments after payment
- Analyze voucher schedules and system reports for errors or trends
- Identify discrepancies, improper payments, and unsupported costs
- Coordinate corrective actions and process necessary adjustments
- Support audit readiness and financial compliance



Charge Card Support Center

Services Overview

- Engagement with contracting bank regarding new services of offerings that deviate from the existing services or standards
- Process applications and changes to existing accounts
- Provide a program coordinator to support the customer agency during normal business hours
- Provide assistance with OMB inquiries concerning travel card activity
- Manage training program for cardholders and A/OPCs



Charge Card Support Center

Services Overview (cont'd)

- Provide assistance to resolve issues with the charge card vendor
- Distribute monthly delinquency reports
- Perform a monthly syncing charge card numbers expiration dates in the travel system to the charge card vendor



Charge Card Support Center Updates

Status Updates

- Working to develop target system architecture for pilot.
- Working with CFM to identify transition activities.
- Confirmed with GSA/Citi that same contract/task order will be utilized. This means there is no need to reissue cards or modify existing hierarchies.



IBC POC's by Service Line

- eTravel: Giselle Sachse (giselle_sachse@ibc.doi.gov)
- TDY Voucher Audit: Donnie Bivens (dewey_bivens@ibc.doi.gov)
- Charge Card: Andrea Hall (andrea_hall@ibc.doi.gov)



Q&As

