From: Lowery, Amber (NIH/NCI) [E]
To: NCI DCTD Travel Planners;
Subject: FW: Solution for Problem with Sponsored Travel Vouchers being Rejected due to Sponsor Address
Date: Tuesday, August 17, 2010 1:24:46 PM

From: Carney, Deborah (NIH/NCI) [E]
Sent: Tuesday, August 17, 2010 1:21 PM
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NCI HPOCs: please disseminate this information to your planners and approvers regarding the rejection of sponsored travel vouchers for payment.

Thanks to Deb Dixon who noticed this issue first, if you're having the problem listed above, you can follow the steps below outlined by the NIH Help Desk:

Due to a customer merger by OFM, many sponsored vouchers are being rejected/failing the payment system. If a traveler receives an email stating that his sponsored voucher has been rejected due to an incorrect sponsor address, follow these steps:

Re-create a brand new authorization and voucher for this trip. **The rejected one will not pay the traveler**. Use the same sponsor and address (it will pass this time because it will have the new code in the background).

When creating the authorization, make all the Method of Reimbursement items the same as you have on the voucher that failed. When the authorization is approved, create the voucher and route. It will already be representative of the receipts, etc.

Deb

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