From: Lowery, Amber (NIH/NCI) [E]
To: NCI DCTD Travel Planners;
Subject: FW: NBS Alert: Gov Trip Problems with Processing ADVANCES
Date: Tuesday, August 17, 2010 10:15:27 AM

From: Carney, Deborah (NIH/NCI) [E]
Sent: Thursday, August 12, 2010 12:08 PM
To: Bishop, Jamie (NIH/NCI) [E]; Brooks, Pamela O. (NIH/NCI) [E]; Canty-Collins, Roberta (NIH/NCI) [E]; Condon, Aaron (NIH/NCI) [E]; Corey, Christopher (NIH/NCI) [E]; Corum, Ashley (NIH/NCI) [E]; Culley, Nicole (NIH/NCI) [E]; Curington, Christina (NIH/NCI) [E]; Daley, Leonie (NIH/NCI) [E]; Davis, Brett (NIH/NCI) [E]; Dixon, Debra (NCI OM ARC); Guyton, Vanessa (NCI OM ARC); Haggerty, Kelly (NIH/NCI) [E]; Haller, Denise (NIH/NCI) [E]; Heckman, Dana (NIH/NCI) [E]; Holden, Nina (NIH/NCI) [E]; Hunter, Sabrina (NIH/NCI) [E]; Kapinos, Kathryn (NIH/NCI) [E]; Knight, Karen (NIH/NCI) [E]; Lowery, Amber (NIH/NCI) [E]; Meredith, Kristin (NIH/NCI) [E]; Muhammad, Maryam (NIH/NCI) [E]; Peigh, Alan (NIH/NCI) [E]; Perkins, Josephine (NIH/NCI) [E]; Richardson, David (NIH/NCI) [E]; Robinson, Carrie (NIH/NCI) [E]; Smith, Pritee (NIH/NCI) [E]; Stewart, Nichole (NIH/NCI) [E]; Wilkins, Becky (NIH/NCI) [E]; Williams, Rashida (NIH/NCI) [E]
Subject: FW: NBS Alert: Gov Trip Problems with Processing ADVANCES

NCI HPOCs: please forward the email below to your planners and approvers regarding advances.

Deb

From: NBSCM
Sent: Tuesday, August 10, 2010 4:06 PM
To: List GOVTRIP_APPROVERS
Subject: NBS Alert: Gov Trip Problems with Processing ADVANCES

ATTENTION: Travel Planners, Reviewers, Approvers and HPOCs

The GovTrip Travel System is currently experiencing a problem with processing travel ADVANCES when the travel documents are processed as described in **Scenario # 1** below. Please read the **Action** to be taken temporarily until we have resolved the issue. Scenario # 2 and # 3 may continue normally.

Scenario # 1-

- An advance is requested on the original authorization and the authorization is now in POSACK OBLIGATION or CTO AMENDMENT

status.

- The Advance has NOT been paid to the traveler's bank
- IC AMENDS the authorization.
- GovTrip is processing this information as a 'second' ADVANCE and thus ***NO ADVANCE*** is processed or paid to the traveler.

Action: Please DO NOT amend an authorization with an advance in the system awaiting payment – make any necessary changes on the voucher.

Scenario # 2 –

- An advance is requested on the original authorization and the authorization is now in POSACK OBLIGATION or CTO AMENDMENT status
- The Advance has been **paid** to the traveler's bank
- IC AMENDS the authorization
- GovTrip will process the amendment appropriately and it does not affect the paid advance

Scenario # 3-

- An original authorization was prepared and approved ***without an advance.***
- Authorization is in POSACK OBLIGATION or CTO AMENDMENT status
- IC AMENDS the authorization and makes changes and/or requests a first ADVANCE
- GovTrip will process the amendment appropriately and the advance will be paid to traveler.

If you have any questions, please contact the: NIH IT Service Desk.

Thank you,

NBS Travel Team

Please do not reply to this email. This mailbox is only for outgoing messages to the NIH user community.