From: Heckman, Dana (NIH/NCI) [E]
To: NCI DCTD Travel Planners;
Subject: FW: Known GovTrip Issues from March HPOC meeting on 3/23
Date: Thursday, March 25, 2010 3:14:59 PM

From: Carney, Deborah (NIH/NCI) [E]
Sent: Thursday, March 25, 2010 12:57 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]; 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); Haller, Denise (NIH/NCI) [E]; Holden, Nina (NIH/NCI) [E]; Hunter, Sabrina (NIH/NCI) [E]; Knight, Karen (NIH/NCI) [E]; Lowery, Amber (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]; Wilcox, Jessica (NIH/NCI) [E]; Williams, Rashida (NIH/NCI) [E]
Cc: NCI ARC Managers; NCI ARC Deputy Managers
Subject: Known GovTrip Issues from March HPOC meeting on 3/23

NCI HPOCs: please distribute this information to your planners and approvers.

Below a few known issues regarding GovTrip are listed:

- **Fed-Rooms**

Issue: When a user attempts to book a Fed Room reservation, an error message appears stating that GovTrip could not complete the reservation process and to make an alternate choice. ***This issue has been resolved.***

- **Name Changes**

Issue: When a user changes his/her name in Capital HR and/or NED, he/she received a Web Sign-on error and is no longer able to log into GovTrip.
Solution: There is no workaround for this situation. A Help Desk Ticket must be submitted through an HPOC to have the name updated in GovTrip's database.

- **Vouchers defaulting to T-entered instead of Vouch Prepared**

Issue: When a voucher is returned to a planner, the signature stamp defaults to T-entered instead of Vouch Prepared. Documents are skipping the traveler.
Solution: Planner needs to be sure to pick **Vouch Prepared from the drop-down menu for employees' vouchers** if it does not default to this selection. The stamp "T-entered" should only be selected for travelers who cannot electronically certify

their documents, such as non NIH-affiliated travelers.

v **Deleted Traveler Profiles**

Issue: When a traveler's organization is changed, the profile is detached and should then be re-attached in GovTrip; however the profiles are not being re-attached correctly. This results in the error message that the Traveler profile has been deleted and the document cannot be edited. In some cases, the error message is not appearing, but if the user can select the EDIT link, but the document can only be seen in "VIEW" mode even though the document is in "Created" or "Adjusted" status, a deleted profile is also the reason for this discrepancy. For a local voucher, if all of the fields on the document are blank, a deleted traveler profile is also the culprit.

Solution: There is no workaround for this situation. A Help Desk Ticket must be submitted through an HPOC to have the traveler profile restored in GovTrip's database.

NOTE: A Northrop Grumman representative should restore the profile within 24 hours. If you have travelers who are leaving on the weekend whose profiles have not been restored, please try to make sure that the Help Desk is contacted at least 24 workday hours before the trip departure date. For example, if a traveler is leaving for a trip on Saturday, and the profile has not been restored by Thursday afternoon even though a Help Desk ticket has already been submitted, the HPOC should contact the Help Desk again and explain that the trip is imminent and identify the date of travel, which will increase the urgency of the request in the Help Desk's queue.

If you have any questions, contact me at 301-496-2678.

Deborah L. Carney
NCI Travel Specialist
Bldg 31/3B44
phone: 301-496-2678
fax: 301-480-0517