From: Lowery, Amber (NIH/NCI) [E]
To: NCI DCTD Travel Planners;
Subject: FW: Known Issues, General Q&A, & Service Desk Ticket Information from Oct 5 HPOC meeting
Date: Wednesday, October 13, 2010 4:22:45 PM

From: Carney, Deborah (NIH/NCI) [E]
Sent: Wednesday, October 13, 2010 1:32 PM
To: Bishop, Jamie (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 (NIH/NCI) [E]; Gabossy, Andrea (NIH/NCI) [E]; Grove, Linda (NIH/NCI) [E]; Guyton, Vanessa (NIH/NCI) [E]; 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]; Moon, Annie (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]
Cc: NCI ARC Managers; NCI ARC Deputy Managers
Subject: Known Issues, General Q&A, & Service Desk Ticket Information from Oct 5 HPOC meeting
Importance: High

NCI HPOCS: please forward this information from the Oct 5 HPOC meeting to your planners and approvers.

KNOWN ISSUES

Issue: Double TMC Fees

§ This past month, a number of AOs notified the Service Desk that an extra TMC Fee ($5.64, $23.55, or $29.07) was being charged for each of their travel documents. This double obligation has been linked to the new GTA Reconciliation process OFM began using on April 30. The double obligations occur when the program fails to find a TMC Fee cost 'match' in a line of accounting. When a matched cost is not found, that cost is created. Since the current program code is reading to the wrong line for the TMC Fee match, it creates another TMC Fee. The program error has been identified by NBS and will be corrected immediately after the financial system comes back on-line on October 15.

Resolution: The resolution will be two-fold:

- The NBS will identify all the TMC Fee charges that have been created on the incorrect accounting line and de-obligate these charges. This will re-instate the funds and remove the cost item from your reports.
- The GTA Reconciliation program will be fixed to code the TMC Fee match to the correct distribution line in the document accounting.

GENERAL Q&A

Q: Does passport information need to be stored in GovTrip?
A: No. TSA does not require passport information to be transmitted in the PNR for a reservation nor is it possible for the information be stored there. Passports can be used as an official form of identification at the airport.

Q: Why am I receiving the following error? Is this a funds checking error?

Error Page

GovTrip received errors from the NIH Business System (NBS) and could not validate the following Line(s) of Accounting. Please review the error(s) and return to the Accounting page to take corrective action.

Number	Name	Task	Type	Date	Org ID	Status
101618	8321436	1	2121	2010-06-17	3294	One or more elements are invalid. Unable to Check Funds.

OK

A: This is not a funds checking error. This error occurs if trip dates (or receipt dates on a local voucher) predate the start date for the traveler. If this error occurs, contact the Service Desk for assistance.

SERVICE DESK TICKET INFORMATION

In order to expedite the processing of Service Desk Tickets, be sure to include the following information with all help desk requests:

- ü **Traveler Name**
- ü **Traveler EIN**
- ü **TA Number (i.e., 0Q1A2B)**
- ü **Trip Start Date**
- ü **Issue Description (with screenshots when possible)**
- ü **What screen are you working on?**
- ü **For profile updates, such as requests for alternate email address addition, also include SFPD information (DOB, gender, middle name). The Help Desk can't update the profile information without all of these fields being filled in.**

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

Deb

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