From: NBS Management Center
To: List GOVTRIP_APPROVERS;
Subject: NBS Alert: Submitting GovTrip Issues to IC Travel HPOCs
Date: Wednesday, February 24, 2010 9:05:50 AM
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Attention: All Travel Users

Subject: Submitting GovTrip Issues to IC Travel HPOCs

As many users are aware, the IC Help Point of Contact (HPOC) is your first line of assistance when experiencing difficulties with the NBS Travel systems, GovTrip and Gelco. It has long been a requirement of the NBS to have users first contact their HPOCs then as necessary, the HPOC would submit a Help Desk Ticket to the NBS for assistance on behalf of the user. When the resolution is returned to the HPOC, their knowledge is increased so that the next time the issues arises, the HPOC is in a better position to assist the user.

During the implementation of GovTrip, NBS relaxed this requirement. As we move forward into the stabilization period of the GovTrip implementation, NBS will once again enforce the requirement for all tickets to be submitted by HPOCs in order to address system issues faster and more comprehensively.

A listing of HPOCs for your IC is available on the NBS GovTrip Community portal page, middle column in the GovTrip Support Resources portlet:

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Frequently Asked Questions regarding the HPOC requirement:

Q: What if the issue is only something the Help Desk can do like adding an alternate email address or updating the profile? Can we go straight to the Help Desk in those situations?
A: Although the HPOC may not be able to resolve the issue, they are able to track the issue, be sure that a ticket has not already been submitted for the same issue, and consolidate issues for discussions during NBS Travel HPOC meetings.

Q: What if the issue is an emergency? Can we go straight to the Help Desk?
A: Even for emergency cases, it is important to send the issue through the HPOC, again so the HPOC can track the issue, be sure the issue is not a duplicate and to verify that all the necessary steps have been taken at the IC level before submitting as an urgent or critical ticket.

Q: What if my HPOC is out? Can we go straight to the Help Desk?
A: Almost all ICs have multiple HPOCs. If your HPOC is unavailable refer to the HPOC listing and select another HPOC.

Q: Can I submit a ticket with my HPOC as a point of contact on the ticket?
A: Submitting a ticket and cc:ing the HPOC does not give the HPOC the opportunity to review and potentially resolve user issues, so the HPOC should actually submit the ticket to the Help Desk as the requestor.

Thank you,

The NBS Management Center

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