From: Heckman, Dana (NIH/NCI) [E]
To: NCI DCTD Travel Planners;
Subject: Notes from GovTrip HPOC Meeting 1/15
Date: Thursday, January 21, 2010 9:39:47 AM

Nina Holden and I are HPOCs for the new GovTrip travel system (Amber Lowery is backup).
Every 2 weeks there is a phone conference for HPOCs where tips on GovTrip are presented – we will be summarizing our notes from the meeting and will send them to you as additional guidance.
If you have questions or problems with GovTrip, please do not hesitate to ask us.
Also, don't forget that you have Job Aids and your training book to use a reference materials.

Dana Heckman

GovTrip HPOC Meeting 1/15/10 Notes:

- As of cob 1/15 no new actions can be entered into Gelco. 2/1 – Gelco is turned off for new authorizations to all of NIH.
- For traditional booking (calling OMEGA) be sure to use the default form. You may have to reset it. Copies that have small print and bad spacing need to be addressed by our local desk support. Copy appears on as a web based document.
- NCI is trying to get routing done to the nearest Division – in the interim, use the instructions that Dana and Deb Carney sent out.
- For now Planners need to be sure the SAC codes (organization codes, "HNC") are correct on the traveler profile so the routing can be selected & seen
- If the Reviewer or Approver returns the authorization then only the traveler will receive an e-mail that the action has been returned – GovTrip recognizes the traveler only UNLESS The Planner enters their e-mail address into the profile for them to get the return notification.
- If the Reviewer/Approver wants to edit an action from the view only status, you can select the ADJUSTMENT from the tool bar and it becomes editable
- Itinerary will be sent by OMEGA 2 days prior to the departure date unless the date is manually changed in the authorization
- VirtuallyThere is where you get the itinerary but the name you enter must be identical to the name on the authorization to find it. You can also use the "PRN" number that appears on the authorization.
- Approvers need to be checking for duplicate bookings when they

review the authorizations. I don't know exactly how that should be done except we could double check that there isn't anything under the alternate travel section or ask the Planner to confirm that the traveler or another Planner hasn't contacted OMEGA. If OMEGA receives duplicate bookings, then the entire reservation is automatically cancelled by their system.

- As of 1/11 the NIH Helpdesk receives weekly notifications (OMEGA Helpdesk ticket) regarding double booked reservations. The Helpdesk tries to contact the Planner to tell them to take care of it.
- If flights are cancelled the flight information won't be removed from an approved authorization. The Helpdesk needs to be contacted and they will have Northrop-Grumman (GovTrip system owner) take them out. Then the planner can re-select new flights.
- OMEGA bookings via phone supersede on-line bookings but both could end up cancelled.
- For now DON'T book train tickets on-line – call OMEGA. Amtrack doesn't participate in the Sabre system, so we have seen problems with Train reservations.
- NCI has not made a determination as to whether we will need to keep original receipts or not. Deb Carney said as soon as it's determined she will let people know. Regs say to keep them but Helpdesk says from a GovTrip perspective they want us paperless. So regs haven't caught up to technology.
- Any Sponsored travel that uses the on-line booking feature will need to be manually forced to OMEGA for them to cut the tickets. At this point once the traveler has certified the checklist the action gets stuck in an awaiting CTO action status. You won't see CTO submitted. A Helpdesk ticket needs to be sent. If the travel is 2 weeks prior to the departure date – Don't mark the ticket urgent.
- On-line reservations for regular travel should never be in an "awaiting" CTO status after it's been signed. It should take at the maximum 1 hour maximum for the CTO status to change. If it doesn't, contact the HPOCs (Dana, Nina)
- OMEGA is no longer having someone review reservations since the number that came in after they started was overwhelming.
- If the method of reimbursement is JMPC card and the traveler doesn't have one then the voucher will not allow it to be signed. An error notice will come up and tell them to change it.
- Be sure all travelers have the TLS 1.0 clicked in their Internet options; otherwise, the GovTrip system will not work properly.
- Encourage Planners, etc to use the website job aids and HPOC slides on web. They have received a lot of questions about why traveler has to have

their address in the billing address.

- Next HPOC update meeting is 1/28.

Sincerely,

Nina Holden
Administrative Officer
NCI/OD/OM/OA/DCTD
6130 Executive Boulevard
EPN 8112, MSC 7450
Rockville, MD 20892-7450
P: 301-435-4880
F: 301-480-9392