From: Heckman, Dana (NIH/NCI) [E]
To: NCI DCTD Travel Planners;
Subject: FW: On-line Booking Issues in GovTrip from March 10 EAMC Mtg
Date: Wednesday, March 31, 2010 5:03:53 PM

From: Carney, Deborah (NIH/NCI) [E]
Sent: Wednesday, March 31, 2010 1:37 PM
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Cc: NCI ARC Managers; NCI ARC Deputy Managers
Subject: On-line Booking Issues in GovTrip from March 10 EAMC Mtg
Importance: High

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

At the March 10 EAMC meeting, the NBS team provided a list of common questions and issues regarding on-line booking for GovTrip which are below:

Questions

What if I cannot find a hotel?

- Change the parameters of your search by increasing the mileage or search by the hotel name
- Switch to the non-government tab and re-initiate your search

Where do I record my reservation if it was made directly with the hotel?

- You do not need to 'record' this reservation. If necessary, adjust the lodging rate on the Per Diem Entitlements screen.
- DO NOT record the off-line reservation in the booking tool under the Hotel tab.

Why can't Omega help me with on-line reservations?

- Omega cannot access GovTrip.
- Omega cannot cancel online reservations.
- This is a self-booked reservation and any assistance they give you such as providing an itinerary or confirming the reservation will require a full fee.
- Omega can access the reservation, but again any assistance they offer will require payment of the full fee. Insist on being helped. They are there to service NIH.

Can I change my reservation after the Authorization has been Approved?

- Yes. You must amend the document, remove the original reserved legs (outbound and/or inbound) and select a new flight.

Do I have to re-stamp the document "Signed" if I change (add, update, remove) the reservation?

- Yes! This is very important. Stamping signed sends the PNR to the Omega queue. If a reservation is changed and not re-stamped, the traveler will lose the flight.
- For sponsored documents, if the reservations are changed, the planner re-stamps the document "Auth Prepared." This routes the document to the traveler who will need to re-certify the Ethics Checklist. For sponsored documents, the traveler certification process sends the PNR to the Omega queue.

How do I change the return flight if the trip has already started?

- Call Omega to make the change. On the voucher, leave the original ticket as-is. Enter the new cost of the return flight in the OTHER TRANSPORTATION screen and any associated fees in the EXPENSE screen.

Do I need to worry if my document is in CTO Amendment status?

- When you see the status CTO Amendment, check the Document History on the Digital Signature screen:
  a) If there is a status of CTO Ticketed prior to the CTO Amendment

status, ticket has been issued successfully.

b) If there is a status of CTO Booked prior to CTO Amendment status (after Approved), there may be an issue with the reservations. Call Omega and provide them with the Passenger Name Record (PNR) Locator and ask what changes were made to the reservations.

Issues

On-line booking on Sponsored Documents

- The issue with on-line reservations in a sponsored document has been resolved and documents created **after February 20** will route successfully. Sponsored Documents with reservations booked on-line **before February 20** still need to be address via a Help Desk ticket.

Non-Contract Fares

- Non-contract fares often have advance purchase requirements that necessitate the approval of the authorization by a specific date. When booking non-contract flights in GovTrip, the authorization must be approved by the advance purchase date or the reservation will be cancelled.

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

Deb

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