From: Heckman, Dana (NIH/NCI) [E]
To: NCI DCTD Travel Planners;
Subject: FW: URGENT!! Questions about GovTrip process and issues
Date: Thursday, January 21, 2010 11:57:22 AM

THIS IS IMPORTANT – please do not contact Deb Carney directly with questions without going through the DCTD HPOCs (Dana, Nina, Amber) first!!!

From: Carney, Deborah (NIH/NCI) [E]
Sent: Thursday, January 21, 2010 11:56 AM
To: NCI ARC Deputy Managers; NCI ARC Managers; 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]
Subject: URGENT!! Questions about GovTrip process and issues
Importance: High

NCI HPOCs, ARC Managers, and Deputy ARC Managers: please disseminate this information to your planners and approvers.

Since the GELCO system has become no longer available for travel planners to create new authorizations as of Friday, Jan 15th, I have been receiving many, many phone calls and emails regarding how to process travel authorizations in GovTrip. Please make sure that your planners and approvers are asking the **ARC HPOCs** the questions first before emailing me, which is the entire purpose of having multiple HPOCs in each ARC. Since I'm only one person, I can only respond as quickly as I can, and in the meantime, planners are calling me multiple times instead of first asking their HPOCs to resolve the issue, or waiting until their HPOC is available. I really need your help with this if we're going to make this a seamless transition.

If there is a problem that can't be resolved by the HPOC, most likely, I don't know how to resolve it either, since I've had the same training and have attended the same meetings and stabilization calls that the HPOCs have. In this case, please tell all of your planners to send me an email with the specific question and a detailed

description of what is occurring, or not occurring, in the GovTrip system. Screenshots are also very helpful. I will send these questions and issues to the NBS management team, or I will ask the planner/approver to submit an NIH Help Desk ticket.

Also, please make sure that the HPOC is cc'd on all of these questions/issues to me so that we can ensure our HPOCs are being brought into the loop as well.

Thank you.
Deb

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