From: Heckman, Dana (NIH/NCI) [E]
To: NCI DCTD Travel Planners;
Subject: FW: REVISION: URGENT!!!! Sponsored travels in GovTrip for tickets booked online--must submit Help Desk ticket
Date: Monday, January 25, 2010 8:22:21 AM

From: Carney, Deborah (NIH/NCI) [E]
Sent: Monday, January 25, 2010 8:13 AM
To: 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]
Cc: NCI ARC Deputy Managers; NCI ARC Managers; Martin, Jennifer (NIH/OD) [E]; Chiacchierini, Kathy (NIH/NBS) [C]
Subject: REVISION: URGENT!!!! Sponsored travels in GovTrip for tickets booked online--must submit Help Desk ticket

NCI HPOCS: please disseminate this revision to your planners and approvers.

NOTE: The **TRIP DEPARTURE DATE** should also be included in the NIH Help Desk ticket, along with the items listed below in my original email.

Deb

From: Carney, Deborah (NIH/NCI) [E]
Sent: Friday, January 22, 2010 3:23 PM
To: 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]

Cc: NCI ARC Deputy Managers; NCI ARC Managers; Martin, Jennifer (NIH/OD) [E]; Chiacchierini, Kathy (NIH/NBS) [C]
Subject: URGENT!!!! Sponsored travels in GovTrip for tickets booked online--must submit Help Desk ticket
Importance: High

NCI HPOCs: please disseminate this important information to your planners and approvers who **process sponsored travel.**

The NBS team has informed us that for all sponsored travels for which a ticket is booked online, the authorization is not automatically being pulled by Omega for quality control, and therefore, the authorization is sitting in the traveler's queue in the "SIGNED" status (i. e., certified by traveler) rather than proceeding through the CTO-Submitted--CTO-Booked status.

FOR ALL SPONSORED TRAVEL AUTHORIZATIONS THAT INCLUDE AN AIRLINE TICKET THAT WAS BOOKED ONLINE, YOU MUST SUBMIT AN NIH HELP DESK TICKET IN ORDER FOR THE AUTHORIZATION TO CONTINUE TO MOVE ALONG THE ROUTING PATH PROCESS.

When you submit the Help Desk ticket, make sure that you include the following information:

- Travel planner's name
- Traveler's full name
- Document number
- Description of problem

The NBS team is aware that this is a major issue, and they are working to solve it. It is one of their highest priorities, and as soon as it's resolved, I'll send a follow-up email.

Deb

Deborah L. Carney
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