

## 2012 PPC YN Symposium Travel

*Speakers: YNC Ferrer/YNC Stevens/YN1 Jerry Roush/Patty Hanser*

### Travel Questions:

- Q: What should we do for members on DLA in Hawaii and they can't find housing for up to 60 days?  
A: Put a remark about it in block 29. If it still gets kicked back, highlight block 29 and re-submit.
- When you certify that funds have been obligated, but you kick it back for whatever reason, it does NOT ask you to re-certify, even though the amounts have changed. This is a problem.
- What do you do for an evacuation claim if the member is a single parent and the dependent child is too young to provide a signature?
- What's the turn-around for a debt collection to be stopped if a package was submitted after the collection began?
- Q: In regards to PCS, how long should we wait before checking with PPC to see if the claim is received?  
A: A week or two you should see it as received in Web TPAX.
- Q: Why is an electronic signature not allowed on a 1351?  
A: Once it's printed, the electronic signature is no longer valid. Think of it as a binding legal contract.
- Q: Can't we just scan and email documents to fix a ticket and make it a paperless system?  
A: We are working on storage space to house all scanned receipts and documents. Web TPAX has that capability, but it's currently not turned on.
- Q: What happens to a payment once a member is separated?  
A: A check is mailed to their last known address.
- A CGIS agent purchased an item while trailing a suspect on assignment. Can he receive reimbursement for that?
- Q: When will we be able to put PCS claims in Web TPAX?  
A: It's coming, but no frame yet.
- Who owns the policy on how travel claims are processed?
- Is there a standard (besides the 3PM) which tells how to fill out orders properly?
- Q: Are the audit requests being sent via email and how long does the process take?  
A: Yes, they are sent via email. From the time the first request is sent and the money is actually taken out of the member's pay check is approximately 5 months.

- Q: Local travel claims for auxillarists – why are they getting forwarded to FINCEN or kicked back?  
A: This appears to be an issue that YNC Ferrer will be looking in to.
- Q: Can members use Travelocity to make reservations, it's usually cheaper?  
A: NO! Whenever possible, SATO is the only site that should be used for Reservations.
- Q: If a member has an audit and a debt is built, what happens if they comply and find their receipts or other supporting documentation?  
A: The debt will be zeroed out and FINCEN will refund the money.
- Q: For the address on the 1351-2, if it doesn't match the current address in DA, will it not get paid?  
A: No, it will not get paid. Make sure the member has their correct/current address updated in DA.
- New messages have recently come out regarding reserve orders and travel entitlements. Starting October 1<sup>st</sup>, Reserves on Title 10 will only receive 55% per diem and their claims must be sent in on paper, no Web TPAX.
- Q: In regards to audits, if the same AOs keep making the same mistakes over and over again, can their AO role be taken away?  
A: This hasn't happened yet. Usually if the problem keeps reoccurring, a phone call is made to the AO, and if that continues, it goes up the chain. Who wants to be the first AO to be stripped of their duties?
- Q: There are lots of contradictions between the FTR, DHS policies, and GSA policies in regards to civilian travel. Who is the final authority?  
A: The FTR is law, the others are policy.
- Q: We've been having issues with SATO refusing to email prices, specifically Craig at SATO.  
A: Be polite. If they're being jerks, ask to speak to a manager.
- Q: Why do we have to pick YCA flights in SATO, even when they cost more?  
A: That is the contracted rate and you must pick that one so you don't incur any extra fees if you need to cancel or change your flight.
- Q: There are a lot of isolated locations in Alaska that you cannot book through SATO. What should we do for those?  
A: Use the lowest cost commercial carrier, but NEVER charter a flight. That is NOT covered, per the JFTR.
- Q: Can auxillarists use Web TPAX for their travel claims?  
A: No, since they do not have a CAC card, they have to do a paper claim. As long as it is complete, original and signed in blue ink, it should be paid.
- Q: We've been having issues combining personal travel with official CG travel. Any suggestions?  
A: The easiest way to do that is make sure the official CG travel is charged to your government charge card and your personal travel items are charged on your personal card.
- Q: When can we start emailing travel audit packages in to cut on postage?

A: Members should be mailing those in. Postage cost is not the unit's responsibility. In the future you will be able to scan all of your receipts in Web TPAX so no paper will be required. But until we find adequate storage space for all of those documents, that functionality is turned off in Web TPAX.

- Q: If you receive an audit from 3 years ago, what address should be put on the claim?  
A: Your current address.
- Q: What address should be put in the home address block if a member has just reported and has not found a home yet?  
A: Put the unit's address down and explain the situation in the Remarks block.
- Q: If a member is authorized a rental car, why is it not included in the cost of the GTR?  
A: You only get money to get to the travel location and back, not to travel around once you get there, per the JFTR.
- Q: Why can't you do PCS claims in Web TPAX?  
A: PCS is very complex and the dollar amounts are very high and there is no way to double check them. The paper claims ensure the member doesn't get overpaid.
- Q: Is it true that there can only be 2 AOs per unit?  
A: No. However, there are currently 2600 AOs in the CG and headquarters is trying to reduce the amount of AOs in the organization.
- Q: Are AOs required to keep travel documents for 6 years, 3 months?  
A: It is primarily the member's responsibility to keep docs, but per the ALCOAST, the AO must also keep copies as well.
- Q: We've noticed that Yorktown seems to be charging different prices for their meals than the other TRACENs. What's up with that?  
A: Patty will look into that.
- Comment: YNs need to be careful about picking deductible meals vice government messing when a member is assigned to a unit where they are not paying for meals.
- BEST PRACTICE:
  - DO NOT advance TLE! It causes lots of debt!
  - If member married to member, send PSC travel claims together to make it easier on the team.
  - Check TPAX to see if your PCS travel claim has been logged in. If not received in a month...CALL PPC!