

# GovTrip FAQs

## Getting Started:

### *How do I log in to GovTrip as a first-time user?*

You must self-register in GovTrip. Please contact your Travel Administrator for GovTrip self-registration instructions.

### *What are the rules when creating a password in GovTrip?*

Passwords must:

- be at least eight characters long
- contain one upper case and two lower case letters
- contain at least one number and at least one special character (!@#\$%^&\*)

### *Can I change/reset my password? If so, how?*

Yes.

- Go to the GovTrip login page,
- Enter your user name in the User Name field and click on the “Change Your Password” link.
- Enter your old password once and then your new password twice.
- If you have *forgotten your password*, go to the GovTrip login page, enter your user name in the User Name field and click on the “Forgot Your Password” link. You must answer your challenge question correctly in order to establish a new password. **The answer to your challenge question is case sensitive.**

### *How often will my password expire?*

Every 90 days.

### *Is there a notification that my password has or will expire?*

You receive an “Invalid Credential” message. When you receive this message, you need to enter your user name, answer your challenge question correctly (**the answer is case sensitive**), establish a new password, and save.

### *Is there a limit on the number of times I can try to log in to GovTrip with the wrong password before being locked out?*

Yes. You have three attempts to log in to GovTrip. On the third unsuccessful attempt, your account is locked.

### *If I lock my account, how long must I wait until I can log in to GovTrip?*

You must wait at least 60 minutes before attempting to log back in to GovTrip.

### ***What if I have forgotten both my password and challenge question answer?***

If you forgot your password challenge question answer, contact the ARC Travel Help Desk by submitting an email to [Travel@bpd.treas.gov](mailto:Travel@bpd.treas.gov) or by calling 304-480-8000 (Option 1).

### ***Is there a limit on how long a password remains in the password history?***

Yes. You are not permitted to use your last four GovTrip passwords.

## **Document Processing—Authorization:**

### ***How do I create an authorization?***

- Click on Official Travel – Authorizations/Orders.
- Select “Create New Authorization/Order.”

### ***How do I make online reservations?***

Click Travel on the menu bar.

- **AIR** – Round Trip is the default (Multi-Destination is the default if more than one TDY location listed in the itinerary). Travelers have the option of changing the search criteria to One Way and they can adjust the search time according to their travel plans. Enter Departure Airport code if known or City name. Click Nearby Airports link to view nearest airport to your arrival city, or enter Arrival Airport code if known, or City name. Search flights. Price flights. Save flights. You receive a booking process of either successful or unsuccessful.
- **LODGING** – Check-In and Check-Out dates default according to itinerary. Search by airport name, near a city, or near an airport. Click Hotel Info and Pricing of the hotel you want to price. Select a room and save.
- **RENTAL CAR** – Pick-Up dates/times and Drop-Off dates/times default. Enter airport code. Economy class car defaults. Search rental cars. Select rental car. Save rental car.
- **RAIL** – All online rail reservations are charged a “touched” (agent-assisted) transaction fee. **Your agency may allow you to contact Amtrak directly. Please check with your agency’s travel contact to verify what your agency’s policy states.**

### ***How do I indicate leave on an authorization?***

Annual or other leave can be indicated on the Per Diem Entitlements screen. On the menu bar click:

- Additional Options and select Per Diem Entitlements.
- After the screen refreshes, click on the edit link next to the day in which you want to show leave.
- Scroll down to the Other Per Diem Entitlements section and check the box indicating Leave
- After the screen refreshes, click on the circle to indicate your leave type as Annual or Other leave.
- scroll down to the bottom of the screen and click on Save These Entitlements.

When Leave is indicated, the lodging and M&IE will be zeroed out. (Note: Leave indicated in GovTrip does not coordinate with your agency's HR system, and your agency's existing policy for taking leave still applies).

### ***Can I claim above per diem for lodging?***

Yes, with an appropriate justification and approval from your approving official. If you are charged in excess of per diem, then 'actuals' (actual expenses) for lodging can be selected. Approving officials must review and approve the justification that has been entered in the pre-audit section of the document in GovTrip.

### ***How long does it take to approve a travel authorization/order?***

This depends on the amount of time it takes each role in the routing list (traveler, TMC, examiner, reviewers, approving officials, others) to review the document and sign it to send it on through the routing process.

### ***What is a TAV fee?***

TAV stands for Travel Authorization Voucher. This is a fee assessed by Northrop Grumman (NG) on an individual transactional basis for services rendered by the GovTrip system, e.g., document processing.

### ***How much is the TAV fee?***

The TAV fee for both an authorization and voucher is \$13.50. There is not an additional charge should a supplemental voucher be processed. The TAV fee for a local voucher is \$6.25.

### ***What charge card will the TAV fee be charged to?***

The TAV fee is charged to your individual government credit card as listed in your profile. If you do not have an individual government credit card listed in your profile, the TAV fee is charged to the agency's centrally-billed account.

### ***When is the TAV fee assessed?***

The TAV fee is added and obligated to an authorization once the authorization is stamped "Signed." The TAV fee is charged when the voucher is stamped "Approved."

### ***What does the status AUTH 24 HOUR PASSED mean?***

The AUTH 24 HOUR PASSED status is the status an authorization must be in before a voucher can be created from the authorization. This status is system generated shortly after the authorization is stamped "Approved."

### ***Who should I contact if my authorization is rejected?***

If your authorization rejects, contact your travel administrator so that the problem can be resolved.

### ***Can I receive a cash advance?***

If an advance is required and you have an individual government charge card, use your ATM access to obtain a cash advance. If you do not have an individual government charge card, you may obtain an advance if requested by email to [Travel@bpd.treas.gov](mailto:Travel@bpd.treas.gov). The advance is by direct deposit only and must be requested at least seven days prior to travel.

## **Document Processing—Voucher/Local Voucher:**

### ***How do I create a voucher?***

**Vouchers** - click on Official Travel – Vouchers. Click on “Create New Voucher From Authorization/Order.”

**Local Vouchers** - click on Official Travel – Local Vouchers. Next click on “Create New Local Voucher.”

### ***How do I attach my receipts to my voucher/local voucher?***

There are two ways to attach receipts before signing the voucher/local voucher.

- **Faxing** - Under the Expenses tab, click the Receipts tab. Click “Print Fax Cover Sheet.” Fax the cover sheet and receipts to the fax number listed on the fax cover sheet. The receipts attach to the voucher/local voucher within a few minutes.
- **Scanning** - If you have access to a scanner, you may scan your receipts into your document by browsing and uploading the receipts from where you saved them when scanned.

### ***Can I attach my receipts after I sign my voucher/local voucher?***

Yes. Receipts may be faxed anytime.

- **Open** the voucher/local voucher in view only mode
- **Print** the fax cover sheet
- **Fax** the cover sheet and receipts to the fax number listed on the fax cover sheet

The receipts attach to the voucher/local voucher within a few minutes. You can also scan receipts and upload them into the voucher/local voucher at anytime *before* the document is stamped approved.

### ***Can a document preparer create and sign my voucher/local voucher?***

No. A document preparer can create your voucher/local voucher for you but cannot sign the voucher/local voucher for you. A voucher/local voucher can only be signed by you in order to start the routing.

### ***Who should I contact if my voucher/local voucher is rejected?***

If your voucher/local voucher rejects, contact your travel administrator so that the problem can be resolved quickly and not delay payment/reimbursement.

### ***How long does it take for reimbursement of a voucher/local voucher?***

Reimbursement is normally made within three to five business days of when the voucher/local voucher is stamped approved. If you have an individually billed government credit card, the amount indicated on the Payment Totals section on your voucher/local voucher is paid directly to your credit card account and the remaining is deposited into the bank account that you have designated.

***How do I know how much will be paid to my individual government credit card and how much I will be reimbursed from the voucher/local voucher?***

In your voucher/local voucher, under Additional Options – Payment Totals, is the payment distribution. This screen shows the amount paid to the individual government charge card and the amount paid to you.

If you need assistance in adjusting any of these amounts, please call ARC Travel Services at 304-480-8000 (Option 1).

If you do not have an individual government credit card, the total amount claimed (excluding non-reimbursable expenses) is reimbursed to you; however, the Payment Totals page does not reflect this and looks as if a payment is being made to the government credit card.

**Travel Arrangements And Online Booking:**

***When are my airfare reservations booked?***

Airfare reservations are booked at the time you save your airfare selections. You receive a successful or failure notification as to whether the reservations were booked or not. You must sign the document to start the routing process. Reservations are not transmitted to the TMC for further processing until you have signed the authorization. Once you sign the authorization, it routes to the TMC for addition of the TMC fee and to generates an email to you with the itinerary attached. **NOTE: If the document is not signed at least four calendar days prior to departure, the entire document including reservations is automatically cancelled. The traveler receives a GovTrip-generated email stating that the document has been cancelled.**

***When are my airfare reservations ticketed (charged)?***

On approved authorizations containing Government contract city pair fares, airfare reservations are ticketed two to three business days prior to departure date. On unapproved authorizations containing Government contract city pair fares, airfare reservations are ticketed 24 business hours prior to departure date. For any nonrefundable fares booked, airfare reservations are ticketed immediately.

***When are my hotel and /or rental car reservations booked?***

Hotel and/or rental car reservations are not booked until you sign the authorization, it has routed to the TMC, and the document is stamped “CTO Booked.” An email notification and an itinerary is sent to you once the document is stamped CTO Booked.”

***How can you tell which airfares are contract city pairs?***

In the air travel module, next to prices, there is a display for GSA City Pair or GSA City Pair w/capacity limits. GSA City Pair fares are highlighted in green and the capacity limits fares are highlighted in yellow.

***How do I add a return flight to a document I just stamped “Signed” that is now in “CTO Submit” status?***

GovTrip automatically defaults to a round-trip search. If you have more than one TDY location listed, it defaults to Multi-Destination. If you search by One Way, you will see this. To fix, wait until the document is stamped “CTO Booked” by the TMC.

Select the view/edit hyperlink to make an adjustment to the document, select the appropriate return flight, and stamp it “Signed” again. If an FSTA has already stamped the document “Approved,” then an Amendment is needed.

***How do I see the approved version of a document that has a CTO amendment? Is the travel ticketed?***

When you select 'View' to open the document, always open the last adjustment made to the document by clicking the top view link. When the document opens, go to the Digital Signature page and click “Display Full History.” If ticketed, you see the “CTO Ticketed” status stamp.

***If an authorization is cancelled, can the voucher still be created to request reimbursement of the TMC fee?***

No, if the cancelled stamp is used. If a voucher is created from a cancelled authorization, it goes to a “Pay Process Ignore” status. To claim the TMC fee, the traveler checks with their agency contact to see which of the following two solutions is appropriate:

- Add the TMC fee expense to the next authorization/voucher and include comments; or
- Claim the TMC fee on a local voucher.

***If the TMC already booked travel on an authorization, should that authorization be adjusted if the travel will be extended an additional week?***

Yes. If the travel on an authorization which has not been stamped “Approved” has been extended, an adjustment should be created, signed, and routed back to the TMC to modify the reservations.

***The TMC created an amendment to my authorization. How do I continue the process so it can be stamped “Approved?”***

You must open the amendment to the one that the TMC created and sign it so it will reroute. Make sure you do not touch the reservations portion of the document.

***What needs to be done to fix an authorization that was amended by the TMC and is in “CTO Ticketed” status?***

As long as the authorization has been approved and went to “Auth 24 Hours Passed” status, nothing needs to be done.

***Why do some hotels not show up in GovTrip?***

All hotel and hotel chains that have supplied their information to the Global Distribution System (GDS) are displayed in GovTrip. It is the hotel and/or the hotel chain’s option/responsibility to list their information with GDS. If you cannot locate a particular hotel, try altering your search criteria.

***How do I make my reservation for a rental car in a city vs. the airport?***

- Request assistance for the rental car by clicking on the "Request Assistance" button in GovTrip, or
- Call your TMC directly to make that arrangement. Either way, this is a “touched” transaction fee.

## Adjustments/Amendments:

### *What is the difference between an adjustment and an amendment?*

An **adjustment** is a change made to an authorization, voucher, or local voucher before the approved stamp is applied to the document. An **amendment** is a change made to an authorization or voucher after the approved stamp is applied to the document.

### *How do I make an adjustment to an authorization, voucher, or local voucher?*

- Click on Official Travel and then Authorizations/Orders, Vouchers, or Local Vouchers.
- Click on the view/edit link next to the document you want to adjust. If there are “adjustment” levels in your document, you will need to click on the view/edit on the top version/level. Uncheck the box beside “Open Document View Only.” Click OK. Click Accept. Make the adjustment(s).
- Go to the Digital Signature screen under Review/Sign.
- Click View Adjustments at the bottom of the screen.
- Click Comments. Add comments to indicate why you made the adjustment.
- Click Save Comments.
- Click Return to Signature.
- Sign the document to start the routing.

### *How do I make an amendment to an authorization or voucher?*

- Click on Official Travel and then Authorizations/Orders or Voucher.
- Select the amend link next to the document you want to amend.
- Enter a comment in the comments box to indicate why an amendment is being processed. Click OK. Proceed with the modifications to the document.
- Re-sign the document to start the routing process. (Note: DO NOT create an amendment to a voucher to DECREASE the dollar amount already paid. If you have a situation in which you were overpaid, send an email to [Travel@bpd.treas.gov](mailto:Travel@bpd.treas.gov) with all appropriate information.)

## Security:

### *Are credit card numbers masked in GovTrip?*

Yes. All centrally billed accounts (CBAs) and individual Government credit cards are masked in GovTrip.

### *Is the SSN masked in GovTrip?*

Yes. Only the last four digits appear. The first five digits are Xs.

## Miscellaneous:

### *How can I check on the status of my authorization/order?*

- As the traveler, click on Official Travel and then the document type (authorization, voucher, or local voucher).
- Select the view/edit hyperlink next to the document in which you wish to verify the status. If there are “adjustment” levels in your document, you need to click on the view/edit of the top version/level.

- You are prompted to the "View only" screen. Make sure the "Open Document View-Only" box is checked and then click Ok.
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- Select the Digital Signature tab. The "Pending Routing Actions" indicates who needs to take action on your document. The "Document History" indicates what action has already taken place on your document. (Note: If you are a document preparer, click on Official Travel, Others and follow the same steps as above.)

### ***What is a pre-audit?***

A pre-audit is a flagged item that requires a justification. When a pre-audit appears, you are required to enter a justification. Common pre-audit justifications:

- Use of a non-contract carrier,
- Actual expenses exist/Lodging over per diem,
- Special expenses exist, or
- Leave taken.

### ***How can I print a document?***

There is a "print" hyperlink with each document. At your list of documents, simply click on print and the document opens in Adobe Acrobat to print.

### ***How many characters are allowed in the "Comments to the Approving Official/Comments for Travel Order" box?***

This box holds up to 4000 characters.

### ***How many characters are allowed in the "Remarks" box?***

This box holds up to 2000 characters.

### ***How many characters can be typed in the comment boxes for reservations?***

The airfare, lodging, and rental car comment boxes hold up to 256 characters.

### ***In what format should the dates be entered into the itinerary?***

Dates entered into the GovTrip itinerary must be entered in the format of MM/DD/YY. Dates can also be selected by using the calendar tool.

### ***When do per diem rates get updated in GovTrip?***

NG updates the per diem rates table as soon as they become available from GSA.

### ***If I lose or misplace my itinerary or invoice, can I get a second copy? Can my document preparer get a copy?***

Yes. You can go to [www.virtuallythere.com](http://www.virtuallythere.com) and print an itinerary or an invoice. You need the traveler's last name, the reservation code, and the email address listed in the traveler's profile. The itinerary is no

longer available once the departure date has passed. The invoice is available for up to 90 days from the date of issue.