

**GIPSA-FAQ**  
**GovTrip/TDY Travel**  
**August 10, 2010**

**Do I have to use the GovTrip system for my authorizations and vouchers?**

Yes, if you are an employee of an agency as defined in the Federal Travel Regulation Section 301-1.1, you must use an E-Gov Travel Service when your agency makes it available to you. USDA has selected GovTrip (E-Gov Travel Service) as the official travel system for all its agencies. The use of an E-Gov Travel Service is mandated by the Federal Travel Regulation, Section 301-50.3.

All travel authorizations and their related vouchers must be created and paid through the GovTrip System. GovTrip must be used to purchase all common carrier transportation tickets, including air and train tickets. GovTrip must also be used to reserve rental cars under the government rental car agreement. For lodging, those employees who hold an individually-billed travel card (government issued travel credit card) must make reservations thru GovTrip.

**Using GovTrip**

**How do I change the GovTrip application from the General Version to the Department of Agriculture?**

Once you have logged into GovTrip:

1. Select the Tab titled "Change Edition" from the drop down menu.
2. Select "Department of Agriculture" and check the box.
3. Check the box "Remember my Agency Selection".
4. Click on Set Version.

**What do I need to do if I have forgotten my password to login to GovTrip?**

1. Select Sign-in.
2. Click on I Agree.
3. Type User ID.
4. Click on Forgot your Password?
5. You will be prompted to answer questions.
6. An e-mail will be sent to you with instructions on how to reset your password.

**Can I update my government issued travel credit card information in GovTrip?**

Yes, updates can be made. Once the traveler has logged into GovTrip:

1. Select the Tab titled "Traveler Setup".
2. Select travel profile.
3. Select "My Account Information".
4. Select the tab titled "Edit EFT and Credit Cards".
5. Complete the updates.
6. Select the tab "Save Permanent" for the changes to be saved.

**However, you must contact the Agency's Federal Agency Travel Administrator (FATA) to have the initial credit card information added in the traveler's GovTrip profile. The Agency FATA is responsible for creating and maintaining user profiles. GIPSA's FATA is Rose Alexander and can be reached by phone at (202) 690-0881 or e-mail [Rose.D.Alexander@usda.gov](mailto:Rose.D.Alexander@usda.gov).**

### **Making Reservations/Authorizations**

#### **What do the different color bars stand for when making air line selections?**

- **Green** indicates General Services Administration (GSA) city pair contract flights.
- **Yellow** indicates GSA city pair contract flights with a capacity limit. (Normally at a lower rate but still under the GSA contract) .
- **Blue** indicates "matching" rate flights. These are not GSA contract fares but are fares issued by airlines to match the contract fares and the fare rules on these flights may be subject to change. These flights may only be used under very specific conditions, such as when contract flights are not available or the available contract flights will not meet mission requirements.
- **White** indicates restricted non-contract fares

#### **Can I use non-refundable (non-contract) fares?**

The option for using non-refundable tickets is available; however, there are a number of restrictions related to its use. To purchase non-refundable tickets one of the following exceptions needs to be met:

1. Space is not available on the contract carrier.
2. The flight is available to the general public and lower cost than the contract carrier.
3. The contract carrier's schedule is inconsistent with GIPSA's explicit written policies related to scheduling travel during normal working hours.

Please contact your specific program/regional FATA (administrative officer/contact) to discuss the applicable use of non-refundable fares and the procedures that will need to be followed.

#### **How do I check to see whether my authorization or voucher has been approved?**

The current status of GovTrip documents and any pending routing actions can be seen from the Digital Signature page. You will be able to see the routing list as well as the document history. If you have any questions regarding whether the authorization or voucher has been approved, please contact your specific program/regional FATA.

#### **I have not received my travel itinerary. How can I obtain this?**

You can obtain your itinerary by going to <http://www.virtuallythere.com>. Have your reservation code (PNR Locator) ready to enter. The PNR Locator can be obtained from your travel authorization in GovTrip.

### **When can I use USDA Boersma Travel and what is their telephone number?**

All official government travel must be booked through GovTrip, the Department's E-Gov Travel Service, which incorporates the reservation process in the authorization. USDA Boersma Travel is the Department's Travel Management Center (TMC).

In the event that a situation occurs that warrants a call to USDA Boersma Travel, such as to make reservations for a last minute trip or to change existing reservations, please be advised that you will be charged the higher (full service) TMC fee for this transaction which is currently \$28.25 versus the GovTrip reservation process fee which is \$4.35. The number for USDA Boersma Travel is 888-291-6705.

### **Preparing Vouchers**

#### **How many days after returning from travel status do I have to prepare my voucher?**

Travelers must submit a travel voucher to their designated approving official, as required by the Agriculture Travel Regulation, Section 9, within 5 working days after completion of the trip or period of travel. Travelers in a continuous travel status must submit a travel voucher, at a minimum, every 2 weeks.

#### **How do I attach my receipts to my travel voucher electronically?**

There are two options. The first option is faxing your receipts. Click the "Receipts" tab on your voucher. Print the fax cover sheet and fax to the number shown on the sheet. Be certain your fax machine resolution is set to "Best/Fine/High Resolution" (not standards or photo). Failure to use the high resolution setting could cause the upload to fail at GovTrip even if it appears successful on your end. It will take approximately 15 minutes for the faxed receipts to show up in your voucher.

The second option is to scan and upload your receipts. GovTrip will accept files with the extension .jpg, .jpeg, .pdf, .bmp, and .tiff and will only accept file sizes of 2MB or less. With this option the scanned receipts will show up in your voucher immediately.

### **Special Circumstance**

#### **As a traveler/travel preparer, what are the procedures for preparing an authorization in GovTrip when traveling for another office that will be funding the trip, whether it is for another office within GIPSA or another agency?**

The traveler will need to be DETACHED by originating office and RECEIVED by the funding office.

#### **Steps to DETACH a traveler**

DETACH (select the following tabs)

1. Administrative
2. TA Maintenance Tool
3. TA Maintenance Home – Select People
4. Search People
5. Include Sub-Organizations

6. Enter Last Name – Search
7. Detach
8. Copy Unique ID (give to receiving office)
9. Detach Person
10. Ok

### **Steps to RECEIVE a traveler**

1. Administrative
2. TA Maintenance Tool
3. TA Maintenance Home – Select People
4. Receive Person
5. Unique ID
6. Look Up
7. Search
8. Select Organization Code
9. Search
10. Receive Person
11. Ok
12. Update
13. Continue
14. Select Routing List
15. Save

Once the receiving office has completed the RECEIVING of the employee, the authorization can be prepared, either by the RECEIVING office OR Traveler.

When the authorization has been approved, the RECEIVING office must now DETACH (using the procedures above) and call the employees office so that the travel preparer can RECEIVE (using the procedures above) the employee back into their originating office.

### **Miscellaneous Expenses**

#### **Some airlines charge for seat selection, is this a reimbursable expense?**

Seat selection is a reimbursable expense. It can be included as part of the ticket cost or as a miscellaneous expense. Employees requesting an upgrade for comfort due to longer legs must request approval by approving official.

#### **When serving on Jury Duty how is the daily reimbursement fee handled to return to the Agency?**

The payments should go the GIPSA Lockbox. You can find the form at J:\GIPSA Specific\Master Budget and Tracking Information\Forms.