

TPAX AO April 11th Q & A

Q: When will some updates be added to WEBTPAX, I.E. SATO To AD TRAV Fee Etc?

A: TPAX next upgrade will occur on April 21st-24th.

Q: Are hand written amendments acceptable on orders?

A: There is a version of the 1351 that allows for handwritten amendments at the bottom of the form. This is the only handwritten amendment that is acceptable. 3PM has guidance.

Q: With the elimination of so many YN billets, when will language be changed in references for a traveler to see their "Travel AO" vs their "Yeoman"? The field mindset needs to be changed that travel is not just a YN job if PPPM states it can be ANY E6/GS7 and above or E5 with exceptions.

A: Still under review.

Q: Will those updates include being able to edit/delete uploaded images?

A: No, that is not part of this upgrade. However, if you erroneously upload a document, you can submit a trouble ticket to have PPC manually delete those.

Q: We were told by ADTRAV that handwritten amendments weren't accepted...any idea of why ADTRAV doesn't accept them?

A: Provide ADTRAV service concerns to

https://www.uscg.mil/psc/bops/govtrvl/TMC/ADTRAV/default_ADTRAV.asp.

Q: Will AO's be given permissions to edit members' claims, like they had had in the past, to minimize claim kick backs to members?

A: That functionality is not part of this upgrade, but it will be added to the suggestion list.

Q: When travelling on Southwest airlines, is it possible to use ADTRAV without speaking with a travel agent? That is, making airline plans just on-line. It would be cheaper.

A: Provide ADTRAV service concerns to

https://www.uscg.mil/psc/bops/govtrvl/TMC/ADTRAV/default_ADTRAV.asp.

Q: Even if we were not the AO for a traveler, can we still view a member's claims?

A: Yes, if you are an AO you have the access to view anyone's claim under history.

Q: When a member changes direct deposit information do they also need to update that with FINCEN or is it automatic? We've had students change their bank account information, file a travel claim, and the money be sent to the old account. On 5 occasions we've had to fill out new ACH forms with FINCEN so this may be something that needs to be further addressed as they don't seem to be pulling the information from DA

A: Members should also update their Direct Deposit information with FINCEN. Please complete and submit the EFT/ACH Member Enrollment Form, which is used for Electronic Fund Transfer and Automated Clearing (ACH) payments. Form link:

https://www.fincen.uscg.mil/secure/EFT_ACH%20Member%20Enrollment%20Form.pdf

FAX the completed form to (757)523-6769 OR Email as attachment (PDF Format) to:

FIN-SMB-VdrMaintTeam@uscg.mil with Subject of "EFT/ACH Form".

A member should be counseled to not close the old account until funds are received in the new account.

Q: Cost adjustment: When requesting cost adjustment to TQC orders I was asked to approve before receiving an approve e-mail from the HQS inbox, is this practice approved?

A: talked with BM1...A TVS can be printed before a claim is approved and that should be provided to TQC for cost adjustment needs.

Q: Why are the dependents previous addresses needed in remarks for DLA?

A: This is to show that the dependents actually moved with the member. The dependents previous address is being added to the Remit To tab with this latest upgrade, so it will no longer be required to be listed in the remarks.

Q: Is there any way to not use ADTRAV when making group arrangements? As per Par 2000 it states to save the Gov money as you would yourself and as we all know ADTRAV is more expensive than booking directly through the carrier. I have left a few minor details out.

A: The reason we use a contracting booking agent like SATO or ADTRAV is for trip insurance to cover us when our travel plans change. Otherwise you end up paying several expensive fees to make changes. This is also a DHS requirement.

Q: Are there any instructions on how to enter a TONO to TONO travel with an overnight flight?

A: There are currently 2 separate guides covering TONO to TONO travel. One deals with government entitlements and the other deals with commercial entitlements. We can look into adding this example.

Q: Known Issue? Have there been any reports of member's tpax accounts being locked after a member selects a new Proxy. If so is there a correction to this issue?

A: No. We are not aware of this issue. We have seen numerous different reasons for why a TPAX account gets locked (not selecting the correct certificate, not properly logging out, etc.) and sometimes it just seems to happen randomly.

Q: Are AMHS ferry cancellation fees authorized as reimbursement if the cancellation was due to mission ops?

A: Yes. This would need to be authorized on an amendment stating cancelled due to mission ops.

Q: Did I understand correctly that there may be circumstances that ADTRAV may NOT be used? If so can you repeat the POCS?

A: There are some exceptions. Matthew Ruckert and Carlene Curry are the POCs.

Q: I'm stationed in ACTEUR and I have a lot of members who remain have late flights so they remain in the hotel for the day. Should this be entered in reimbursables as lodging mandatory day or nonrefundable lodging?

A: This should be listed in the reimbursables as "lodging fees/daytime lodging charges" (how it will read in the update). This should be authorized either on the orders or an amendment.

Q: Is there anything in the works to align policy so that Coast Guard Civilians falls under the JTR like DoD Civilians?

A: FTR governs non DOD civilians. Don't look for that to change.

Q: Request to know if PPC is working on a priority system for kick back claims that were erroneously returned to members, to expedite the approval of their claim, once resubmitted.

A: Yes, CWO McElroy discussed this during the presentation.

Q: Based on last year's PCS season and delay with PCS travel claim payout is there a line of communication between PPC and FINCEN? Members were getting letters of indebtedness while waiting.

A: If a member receives a letter of indebtedness, the AO can submit a ticket to PPC advising of the member's debt letter. PPC can notate on the claim for FINCEN to stop debt. But FINCEN are also short-staffed and backlogged.

Q: Do you want us to contact PPC when a member gets notification from FINCEN regarding a possible indebtedness?

A: See question above.

Q: Is there a way to bypass the voice recording when calling PPC and go straight to the options?

A: We are currently looking at updating our phone system.

Q: Can we give the AO's the ability fix a returned claim and send back to PPC?

A: This is being looked at for a possible future upgrade.

Q: Daily expenses do not match the dates entered in the itinerary. Will that be corrected in the TPAX upgrade?

A: No. This is a programming issue that has not been fixed yet.

Q: Will the 1:12 ratio of one travel AO per 12 members at a unit ever be enforced by HQ's to units?

A: Still under review.

Q: Will there be a time when TPAX is accessible from home, like DA?

A: No.

Q: You've said there's training being looked at for AOs. Are you looking at optional training for travelers? AOs are performing this job as a collateral and we don't always have the time to walk everyone through a claim.

A: Getting courses added to the LMS is a very lengthy process. In the meantime, there are a multitude of user guides on the PPC Travel website that walk the traveler step-by-step through the different processes. Let your members know that they are out there.

Q: When my members travel from the US to Europe, it is a two day travel. Should they be receiving the 75% M&IE for both travel days or just the last travel day?

A: Yes. They will be reimbursed 75% for the area they are going to for both days.

Q: Can a detached member submit a ticket requesting a signature proxy if they do not have access to TPAX? Or are they required to visit a CG unit?

A: Yes. This is quite common.

Q: Many of the federal service Administrative Assistant positions who would Proxy claims for travelers have been replaced by Contractor positions. Can contractors have profiles established in TPAX for serving as Proxies on claims.

A: Current policy does not allow for contractors to be AOs. This is not something that will be changing in the near future.

Q: My question is if there is only one way to document when a person goes on leave in conjunction with TDY, either at the back or front end of a TDY. Does the leave need to be documented in the itinerary? I heard it could be done both ways--either in the itinerary or completely leave it out and just mention that leave was taken in the remarks section of the claim. Are we going to standardize that?

A: There is no need for standardization. It needs to be entered into the itinerary.

Suggestions for upgrades:

- Ability to drag and drop attachments into Manage Images.
- If AOs could correct a travelers claim in TPAX then send it back to them to confirm the changes it would save a lot of back and forth within TPAX.
- Modify TPAX to allow deletion of files uploaded in error from Manage Images.