

## Panel Discussions During 2004 APC Conference (Travel Card)

Panel Participants: Capt. Joseph Murphy (eBOO)  
Dave McDermott (FMO)  
Dan Smalley (DTS)  
Louis Goodson (BoA)  
Jay Darnell (BoA)  
Steve Johnson (DFAS)

- Q. Can anyone other than the traveler fill in the split disbursement box on a travel voucher?  
A. No. The voucher is for a travel entitlement that is certified with the traveler's signature. If there is no selection in Block 1, the default amount will be sent to the bank. If there is no amount entered or an incorrect amount entered, it cannot be added/changed by the approving official. It must be returned to the traveler as "not approved". (Steve Johnson)  
Also, do not assume the payment was made to the bank – confirm it. (CAPT Murphy)
- Q. Is there a way for cardholders to get EAGLS access without adding to the workload of the APC?  
A. A cardholder can check balance information by phone at no charge. Balance information will be available within DTS as well. (Steve Johnson)
- Q. A participant recommended a proactive approach to misuse and abuse by capturing data for actions taken.  
A. eBUSOPSOFF is working on a way to capture disciplinary action data.(CAPT Murphy)  
Civilian HR has a system that can be used for disciplinary actions. There is no agreement for the military side. (Steve Johnson)
- Q. Several participants complained of quick time outs in EAGLS.  
A. BoA representatives will research the issue, but a lot of the problems have been linked to NMCI.
- Q. Several participants complained that they no longer get a drop down list when entering a name in EAGLS.  
A. BoA representatives will research the issue.
- Q. At what point should a cardholder's delinquency be reported to the security manager and then sent to DON for adjudication? (Mike Ashkenas)  
A. Please send more details to research the issue. (Dave McDermott)
- Q. Can the refund of a credit on a travel card account be sent by EFT yet?  
A. No, the bank is still processing checks for account credits, but is researching the possibilities of using EFTs.

- Q. Another complaint was made regarding EAGLS timing out during reports.
- A. Other people have indicated having problems when in NMCI, but no problems when trying to do the same thing from a home computer. (Jay Darnell) Dave McDermott volunteered work as a liaison between BoA and NMCI to try to get the issues resolved.
- Q. When you do time out in EAGLS, you must back all the way out and log in again, why can't you just re-enter your password.
- A. That is under consideration for an EAGLS enhancement. (Louis Goodson)
- Q. An APC advised that they just transitioned to NMCI. DB Sign is required for DTS, will that prevent them from transitioning to DTS?
- A. N41 is trying to get DB Sign approved by NMCI, but until that time, people on NMCI will not be able to implement DTS. (Dan Smalley)
- Q. An APC expressed a problem with getting an emergency application processed for a traveler. The application was sent in on 17 FEB and the travel was scheduled for 27 FEB. The card was not received until 23 FEB. When the APC called, the BoA rep advised the application process was delayed by three days due to a credit check. This is not meeting what is stated in the FMR.
- A. BoA should be meeting what is stated in the FMR. Please provide more detail after the panel discussion in order to research the issue. (Louis Goodson)
- Q. An APC indicated that the CBA support from eBUSOPSOFF has been great, but is there any possibility of getting travel order numbers incorporated into EAGLS?
- A. There are no such plans in the works. If this is something APCs would like to have, they should work through the eBusiness office to bring up that suggestion to BoA. (Louis Goodson)
- Q. An APC advised that regarding CBA, if she waits for the hardcopy she couldn't make the 12-day timeframe. She has been using the EAGLS electronic copy.
- A. You must have something to send in. Please give more detail after the panel discussion. (Dave McDermott)
- Q. When going into STARS and accepting a receipt, what date should be used?
- A. The date of the hardcopy. (Dave McDermott)
- Q. If it's wrong, whom do I contact?
- A. The rep at your payment office. (Dave McDermott)

- Q. APCs have been experiencing a problem with CHs not receiving new cards before their old cards expire. This puts them in a time crunch and they have to pay \$20 to have the card sent by FedEx. Also, BoA is sending mail to zip+6 digits and the postal service only supports zip+4 digits.
- A. New cards should be mailed by the 10<sup>th</sup> of the month of expiration. Please give more detail after the discussion. Zip+6 is a mechanism used for routing, but the zip+4 should be printed on the envelope. (Louis Goodson)
- Q. Can an evaluation checklist for APCs to self-audit programs be created?
- A. eBUSOPSOFF has created training, desk guides and checklists to prepare for audits. We will look into the self-audit checklist. (CAPT Murphy)
- Q. Some CHs with closed or deactivated accounts have been calling the bank to have them reopened even though they are not on TDY. What can be done to prevent this?
- A. The APC should be making the request. If it is not a legitimate travel expense, notify the commander. (Steve Johnson) Not leaving someone stranded is the most important thing. Does anyone have suggestions? (Dave McDermott)
- Q. Shouldn't BoA contact the APC when the CH makes the request?
- A. The APC POC information may be incorrect in EAGLS or it may be outside of business hours.
- A. One APC advised they had similar problems. They have their CHs contact the duty officer who then contacts the APC. The APCs are on call 24/7.
- Q. Will cards be activated and deactivated through DTS?
- A. Not at this time. DTS will eventually have that capability, but the APC will still have the ability as well. With DTS, the APCs can be notified by e-mail. (Dan Smalley)
- Q. Can the hierarchy structure forms be submitted electronically directly to BoA instead of going through eBUSOPSOFF first?
- A. Please continue to go through eBUSOPSOFF to keep us in the loop and we can help with any problems that may arise. (John DePasque)
- Q. With implementation of DTS, the DTA only receives 3 days of training and then is expected to train the masses. Is there any plan to create a mobile training team to train DTS users?
- A. It is being discussed. (Dan Smalley)

- Q. An APC indicated that during DTS training, it was said that a CBA account must be used for tickets. Is that true?
- A. That is incorrect, and IBA account can be used. (Dan Smalley)
- Q. Some CHs have had problems when their new card has been sent but not yet received, sometimes their old card won't work.
- A. The old card should operate on the old expiration date until the new card is called in and verified. Please give more detail after the discussion. (Louis Goodson)
- Q. If IBA accounts will not be used for tickets through DTS, what do you do with a new employee who doesn't have a travel card and will not travel again in the future?
- A. Use the current travel method – Travel Manager, ATOS, etc. (Dan Smalley)
- Q. Will credit limits need to be raised to accommodate higher charges with airline tickets on IBA accounts with DTS?
- A. In most case the \$5,000 limit should be sufficient. Please do not go out and automatically raise everyone's limits. If DTS works as it should, travelers will be getting their reimbursement back in a much shorter timeframe. (Dave McDermott)
- Q. Has anyone let the PSDs know that SDO is mandatory? There have been several instances where PSDs did not do SD, the traveler received the full reimbursement and then went delinquent.
- A. The traveler is responsible to confirm that the SD has taken place and the account is not delinquent. (Dave McDermott)
- Q. When an APC closes an account, is it possible to make a note that the account is "closed due to PCS, transferring to another hierarchy" so it will not be reopened at the request of the CH?
- A. If this is something APCs would like to have, they should work through the eBusiness office to bring up that suggestion to BoA. (Louis Goodson)
- Q. Travel Manager and SAP are currently in use, when the switch is made to DTS and IBAs are used for tickets – how can we distinguish between flights and per diem?
- A. Use different lines of accounting to track amounts. (Dave McDermott)
- Q. If travel doesn't occur – how will reimbursement be made?
- A. The charge is on the IBA and credited there, it will not impact the financial record. (Dave McDermott)

- Q. Why does it take so long for BoA to credit airline tickets?  
 A. BoA takes 2 days – the airlines take their time. (Louis Goodson)
- Q. Naval Hospital Guam – Many doctors and nurses get orders through the Army or Air Force and then must file vouchers through the Navy but the PSD won't process them. This causes delayed reimbursements and delinquencies. How can this be handled?  
 A. Have the person ask for a reimbursable order to have the line of accounting issued through your command.
- Q. If PSDs at remote sites go away with the implementation of DTS, how can tickets be returned?  
 A. Typically the PSDs give the tickets to passenger transportation who then returns the ticket to SATO or a CTO. Even if remote PSDs go away, there will still be contracts with CTOs.
- Q. Is there any way to have a training stand down with all travel card participants?  
 A. No disagreement regarding training, everyone is pushing from the command side. Instead of having everyone do it, perhaps the focus should be placed on commands with particular difficulty. FMO has been sending out P4s. (Dave McDermott)  
 eBUSOPSOFF is working on automating training statistics to capture data. (CAPT Murphy)

Comments/suggestions made by APCs during the panel discussion:

- Several requests were made for representatives of the eBUSOPSOFF to support conferences planned by NAVEUR. Requests were made by Joe Harris and others.
- Can a link to the DTS website be added to the eBUSOPSOFF website? **DTS link has been added to the eBUSOPSOFF website under the CBA tab.**
- Can the language regarding frequent & infrequent travelers in documentation be changed to read 12 months instead of year?
- Only one CBA award was given, and that was to a NAVPTO. More CBA awards should be given.
- Why not start the conferences on Tuesday because non-exempt personnel must be paid overtime to travel on Sunday?
- Can the SDO box on the voucher be made bigger so it is easier to spot during the process?
- Please do not forget those APCs overseas. They have unique situations. They generally have e-mail access with an advantage – no NMCI.
- NAVSEA has zero tolerance for misuse and will be making training mandatory for all NAVSEA activities.