

# Responder e-Learn Response Readiness

NC 2020 – Administrative & Travel

# Introduction

This module provides an overview of the HHS/NDMS policies and requirements relative to the establishment and maintenance of team employee personnel records, administration of time and attendance, maintenance of bank account information, HHS credit card regulations, authorized travel guidance and payment of travel expenses.

## Module Objectives

After completing this module, learners should be able to:

- Discuss the core HHS/NDMS personnel action requests.
- Recognize Federal Travel Regulations for Temporary Duty (TDY) travel, NDMS Travel requirements and reimbursement process for authorized government travel.
- Identify HHS credit card policies and regulations.
- Recognize HHS Integrated Time and Attendance System (ITAS) and process for submission of hours worked.
- List self service capabilities of the MyPay and PaymentNet web based systems.

## Why This Matters to You

It is important that team employees report changes promptly so that their personnel files are kept up to date. Advance warning of a disaster is not always possible. When team employees are activated by NDMS to respond to a disaster, there is little time to update bank account information or request a replacement HHS ID Badge.

Team employees are traveling on official federal business when responding to a disaster scene or attending a mandated field training exercise. Understanding Federal Travel Regulations, HHS credit card policies, and leave/earnings statements will improve overall response performance and individual travel experiences.

## Team Employee Address Change – Record of Home Address

- Team employees work with the Team Administrative Officer to report all home address changes. The Administrative Officer will provide to you a Record of Home Address form.
- Team employee completes and signs a Record of Home Address form.
- Be sure to review the form for accuracy and legibility, then forward to Administrative Officer.
- It is also the responsibility of the team employee to keep their address current in My Pay.
- Team Employee is responsible for contacting JP MorganChase Bank to update address for travel card statements.

## Team Employee Address Change – Record of Home Address (continued)

If a team employee experiences a lost or stolen badge, he/she should:

- Report it to the local Police Department.
- Contact the Team Administrative Officer or Team Commander.
- Request and complete a Lost/Stolen or Damaged ID Badge Incident Report.
- Submit a new PIV form with a copy of two forms of ID.
- Give all documents to Administrative Officer to submit to HHS HQ.

## Team Employee Name Change

- Team employees work with the Administrative Officer to request a name change. It is important that team employees report changes promptly so their personnel files are kept up to date.
- When an employee has a name change, he/she will receive an updated HHS Identification Badge and HHS Travel card.
- The Administrative Officer will guide you through the name change process.
- Review the forms and copies for accuracy and legibility, then forward to Administrative Officer for further processing.

## Team Employee Name Change – continued

- Required forms:
  - Copy of Official Name Change Document (i.e., Marriage Certificate, Court Order, etc).
  - Copy of the updated social security card.
  - Copy of letter/email from team employee requesting name change.
  - Completed PIV (Personal Identification Verification) form.
  - Copy of second form of updated ID (drivers License, passport, etc).

## Team Employee Bank Change – Direct Deposit Form

- It is important that a team employee's banking information is current for salary and travel pay.
- Report changes promptly to keep personnel files up to date.
- The Administrative Officer will provide to you Direct Deposit Form – SF 1199A.

## Team Employee Bank Change – Direct Deposit Form (continued)

- Team employee completes and signs the SF 1199A – Be sure to complete Section 1 – Box A, B, C (social Security number), D, E and F. A voided check should also be attached.
- Review the form for accuracy and legibility, then forward to Administrative Officer.
- It is also the responsibility of the team employee to keep their banking information current in My Pay for accurate and timely salary deposits.

## Team Employee Resignation

- A team employee may become so busy with work and family commitments that he/she no longer desires to continue federal employment.
- A team employee is responsible for submitting a “signed” and “dated” letter of resignation.
- The resignation letter must have the words “resign from Federal Employment” in it.
- The HHS Identification Badge is turned into the Administrative Officer.
- The team employee destroys the HHS credit card.
- The HHS credit card account is canceled by HHS headquarters staff.

## Team Employee Termination

- A team employee may be terminated for the following reasons:
  - License expiration.
  - Non compliance with conditions of employment.
  - Lack of team participation “Dead Wood”.
  - Unable to contact by phone or email.
  - Disciplinary Action.
- If a team employee is inactive, has not met the conditions of employment, including updating licensure, completing e-QIP, etc., the Command Staff can submit the name to NDMS HQ to start the termination process.

## Team Employee Termination – continued

- When the name is submitted, the team employee will be placed in inactive status while HHS Rockville Human Resources Center (RHRC) Division of Labor and Employee Relations (LER) completes the termination process.
- The team employee will be removed from HR/Payroll system if no response from inactive employee after three attempts from RHRC Division of Labor and Employee Relations.

## Team Employee Team Transfer

- There are times when a team employee moves to another region and may desire to transfer to a different team.
- The team employee is responsible for sending a letter or email to the current Administrative Officer requesting the transfer.
- The Team commanders of receiving and current teams send a letter or email to the Administrative Officer concurring with the transfer.
- The Administrative Officer forwards all documents to NDMS HQ for review and process.
- If the Team member has relocated, he will need to complete the change of address process, bank change (if applicable), and new ID Badge request.

## Team Employee Job Posting Change

- The Team Commander and Administrative Officer determine the vacancy of positions within the team and need for that position to be filled.
- If a position is determined to be vacant, the team employee needs to have the skills and experiences to fill the vacancy.
- Discuss interest in a new position with the Team Commander and Administrative Officer.
- A job position change requests requires these forms: Job Title/Grade Level Change Request Form, Resume, OF 612 Optional, Copy of Medical License (if applicable) and Copy of Educational Document (if required).

# Integrated Time and Attendance System (ITAS) Timesheet

- Team employees may earn salary hours while responding to disasters, participating in approved team training exercises or in support of day-to-day team operations.
- Earned salary hours are recorded on the NDMS Integrated Time and Attendance System (ITAS) timesheet.
- Team Administrative Officer will assist you completing a timesheet.
- Retain a copy of all timesheets for your personal records.

## myPay – Defense Finance and Accounting Service

- myPay is the federal web-based system which allows you to manage your pay information, leave and earning statements, W-2s and more.
- Web site <https://myPay.dfas.mil>.
- Login ID is SSN.
- If you have forgotten PIN, click on New PIN at bottom of screen.
- Centralized Customer Support Unit will also provide support for establishing and changing your PIN.
- Team employees are encouraged to log into this web site at least four times each year to ensure that your information is kept current.

## myPay – Defense Finance and Accounting Service (continued)

- For problems using myPay, or with your myPay PIN, contact the DFAS Centralized Customer Support Unit toll-free at 1-888-DFAS411 or 1-888-332-7411. This support line is available Monday through Friday, 7:00 A.M. to 6:30 P.M. Eastern Standard Time.
- The Centralized Customer Support Unit can provide assistance on how to use the options available to you in myPay.
- Use this site to make a change in the bank account used for salary deposits. Be sure to also inform your Team Administrative Officer of any bank account changes.
- Contains access to all salary deposits and payroll information.

## Federal Travel Regulations (FTR) Temporary Duty (TDY) Travel

- When Team Employees are activated by NDMS to respond to a disaster or attend a mandated field training exercise, they are traveling on official federal business.
- Individual's travel to, during and from the event is governed by Federal Travel Regulations (FTR).
- Generally, a team employee must receive written or electronic travel authorization PRIOR to travel.

## Federal Travel Regulations (FTR) Temporary Duty (TDY) Travel – continued

- Approved travel expenses include transportation, lodging, per diem and expenses essential to the transaction of official business.
- Please review FTR Section 301 for specific guidance on Temporary Duty (TDY) travel.
- You are responsible for any expenses over the reimbursement limits or excess costs resulting from luxury accommodations or services unnecessary in the performance of official business.

## NDMS Travel Voucher Worksheet for Authorized Government Travel

- Team Administrative Officer will assist you obtaining a copy of the current NDMS Travel Voucher Worksheet.
- This form is used to record personal information, dates of travel, POV mileage, lodging information, taxi/shuttle expenses and other reimbursable expense information.
- During travel, be sure to retain copies of hotel receipts with zero balance, taxi/shuttle receipts, flight itineraries, airline excess baggage receipts and any unusual expense incurred in the transaction of official business.

## NDMS Travel Voucher Worksheet for Authorized Government Travel – continued

- NDMS Travel Voucher Workbook includes a worksheet (tab 1) with specific instructions on how to complete the voucher worksheet.
- Your Travel Voucher Worksheet must be submitted to your team Administrative Officer within five working days upon completion of travel.

## Reimbursement Process for Authorized Government Travel

- Immediately upon returning to duty station from authorized government travel, the traveler is required to submit a travel worksheet with required supporting receipts to the Team Administrative Finance Officer.
- The Team AO is your primary point of contact for travel or travel reimbursement questions.
- Before traveling, it is important to verify with Team AO that the bank account on record is accurate. Incorrect bank account information will cause delays in traveler reimbursements.
- TRAVEL VOUCHER WORKSHEET MUST BE SUBMITTED WITHIN 5 DAYS OF TRAVEL.

## Reimbursement Process for Authorized Government Travel – continued

- Traveler completes NDMS Travel Worksheet.
- The travel worksheet and all required receipts are sent to AO.
- AO reviews the documents for completeness and accuracy.
- AO creates travel voucher in GovTrip, federal government's travel system.
- AO uploads all receipts into GovTrip or faxes all receipts to NDMS HQ.
- AO sends a copy of the travel voucher to traveler for review.
- If travel voucher is accurate, traveler signs and dates on page 1 of travel voucher.

## Reimbursement Process for Authorized Government Travel – continued

- Traveler sends a copy of signed travel voucher to AO.
- Traveler retains a copy of signed travel voucher for personal records.
- AO uploads signed voucher into GovTrip or faxes signed voucher to NDMS HQ.
- NDMS HQ personnel review signed travel voucher for completeness, accuracy and authorized expenditure.
- NDMS HQ approves and submits for traveler reimbursement.
- Traveler receives deposit.

## HHS Credit Card Policies and Regulations

Each employee authorized to have a Government contractor-issued travel charge card is personally responsible for ensuring that the card is used properly. This means that the travel card must only be used by the employee-cardholder for authorized, official Government business expenses associated with temporary duty travel. The card may be used for local travel expenses only when authorized in advance for certain limited purposes explained in section 9-00-10-I of the 2005 HHS Travel Manual.

## HHS Credit Card Policies and Regulations – continued

Use of the card in any other circumstances could result in disciplinary and/or adverse action up to and including removal from Federal service. Employees may also be subject to discipline for failure to appropriately secure the card, resulting in unauthorized charges by any other person, if the employee failed to act in a reasonable and prudent manner.

## HHS Credit Card Policies and Regulations – continued

Failure to pay bills incurred while on official travel on time is also misuse of the travel charge card, even if the employee has yet to receive reimbursement for the charges incurred from the agency. If an employee's account becomes past due, the travel charge card contractor-bank may suspend or cancel the card and may ultimately report the delinquent account to national credit bureau(s). This may have an unfavorable effect in the employee's personal credit.

## HHS Credit Card Policies and Regulations – continued

Employees are reminded that disciplinary and/or adverse action, from an official reprimand, to a suspension from duty without pay, up to and including removal from the Federal service, may be taken against any employee for misuse of his/her Government travel charge card. Any improper use is strictly prohibited. All employees must diligently adhere to all established rules and policies concerning use of their Government travel charge cards.

## HHS Credit Card Policies and Regulations – continued

Any questions about the proper use of the Government travel charge card should be directed to the employee's immediate supervisor or designated NDMS IBA Program Coordinator. For more information on this subject, visit the GSA web page at <http://www.gsa.gov>.

## HHS Credit Card Proper Use

- Use **ONLY** by employee to whom it is issued. Employees are held responsible for acting reasonably and prudently to secure the card to prevent its use by others.
- Use only for authorized official Government business expenses associated with temporary duty travel, and authorized relocation expenses (e.g., en-route travel and house-hunting trip), subject to exemptions below.
- Must be used for **ALL** travel expenses associated with temporary duty travel, unless an exemption applies.

## HHS Credit Card Misuse

- Use of the travel charge card for local travel expenses is considered misuse, except when authorized in very limited circumstances addressed in section 9-00-10(I) of the 2005 HHS Travel Manual.
- No personal credit card or personal funds may be used for official business travel unless the employee is exempt from having a Government travel charge card or a particular use of it comes within an established exemption.
- Using the card for any personal purchase, other non-travel related expenses, and/or ATM withdrawals unrelated to official travel is prohibited.

## HHS Credit Card Misuse – continued

- Failure to pay travel charge card bills in a timely manner constitutes misuse of the card, even in the absence of receipt of reimbursement for travel expenses after submitting a proper travel voucher for processing.
- A payment made to the travel charge card contractor-bank that is returned for non-payment due to insufficient funds, may also be considered misuse of the card.

## HHS Credit Card – Examples of Possible Consequences of Misuse

- Official reprimands, suspension from duty without pay, and removal from the Federal service are actions that may be taken for misuse of the Government-issued travel charge card.
- The issuing travel charge card contractor-bank may suspend or cancel the card and may ultimately report the cardholder's delinquency to credit bureau(s). This may have unfavorable effects on personal credit reports.

# HHS Credit Card Penalty Guide for Intermittent Employees

The following guidelines have been developed to deal with delinquencies and misuse of the JP Morgan government issued charge cards, referred to as Individually Billed Accounts (IBA). This guide incorporates tracking of charge card activities, employee counseling and disciplinary guidelines for Intermittent Employees.

## HHS Credit Card Penalty Guide for Intermittent Employees – continued

Type of Delinquency of Misconduct	Penalty for first offense	Penalty for subsequent offense	Third Offense
Failure to act on a notice of delinquency within 30 days of receipt.	Written Warning	Written Reprimand	
Notice of delinquency greater than 60 days without proof of payment or approved repayment agreement.	Written Warning	Written Reprimand	Removal

## HHS Credit Card Penalty Guide for Intermittent Employees – continued

Type of Delinquency of Misconduct	Penalty for first offense	Penalty for subsequent offense	Third Offense
Notice of delinquency greater than 90 days without proof of payment or approved repayment agreement.	Written Warning	Written Reprimand	Removal
Unauthorized use of card for charges other than official purposes.	Written Reprimand to Removal	Removal	

## HHS Credit Card Penalty Guide for Intermittent Employees – continued

Type of Delinquency of Misconduct	Penalty for first offense	Penalty for subsequent offense	Third Offense
Unauthorized use of card in excess of \$500.	Written Reprimand to Removal	Removal	
Authorizing a cardholder to use the IBA for unauthorized purchase.	Removal		

## HHS Credit Card PaymentNet

- PaymentNet is the JP MorganChase web-based system which allows you to manage your HHS Travel Card for account balance, payment information, transactions, statements and more.
- Web site <https://gov1.paymentnet.com>.
- HHS Travel Cardholder Guide contains specific information on functions and navigation of PaymentNet.

## HHS Credit Card PaymentNet – continued

- The Cardholder Support Team is available 24 hours a day for assistance at 1-888-297-0781 to report lost/stolen cards, balance inquiry or fraud inquiry.
- Team employees are encouraged to log into this web site to ensure that your information is kept current.
- Contact your Team Administrative Officer to assist in updating your contact information or help with navigation of PaymentNet.

## Conclusion

To ensure that individual personnel information is accurate:

- Report changes promptly so that personnel files are kept up to date.
- Request a replacement HHS ID Badge immediately if one is lost or stolen.
- Maintain accurate bank account information.
- Log into MyPay and PaymentNet frequently.

## Conclusion – continued

To ensure that travel expenses are reimbursed:

- Review FTR Section 301 for specific guidance on Temporary Duty (TDY) travel.
- Submit a travel worksheet with required supporting receipts to the Team Administrative Officer within 5 days.

## Conclusion – continued

To ensure proper use of HHS travel credit card:

- Use your HHS travel credit card ONLY for official Government business expenses associated with temporary duty travel.
- Do not let anyone use your credit card.
- Pay travel charge card bills in a timely manner.