VA Financial Policies and Procedures
Fiscal Procedures for Travel Savings Award Program

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0301 OVERVIEW

This chapter establishes the Department of Veterans Affairs (VA) fiscal procedures for the VA Travel Savings Award Program. In an effort to realize cost savings for official temporary duty (TDY) travel, the General Services Administration (GSA) issued guidelines encouraging Federal agencies to implement an incentive awards program as a means of rewarding employees who, through their own initiatives, save their agencies money while on official travel.

VA established a Travel Savings Award Program to reward VA employees who take the initiative to save the Department money while on TDY travel, including travel associated with training activities. These savings will result from the use of less expensive lodging or promotional benefits, such as frequent flyer miles, to obtain free coach class airline tickets for official travel.

030101 AUTHORITY FOR TRAVEL SAVINGS AWARD PROGRAM. The National Defense Authorization Act of 2002, Section 1116, allows Federal employees to retain for personal use certain promotional items obtained on official travel. Promotional items include frequent flyer miles, travel upgrades, travel club memberships (any costs for joining will be at employee's expense), hotel points and similar items. The Government Employees Incentive Awards Act (5 U.S.C. 4501-4507) authorizes VA to pay a cash award to an employee who, by his or her personal effort, contributes to the efficiency or economy of Government operations.

030102 IMPLEMENTATION OF TRAVEL SAVINGS AWARD PROGRAM. The Travel Savings Award Program covers all authorized travel costs, including reduced cost lodging and promotional travel benefits. Participation in the program by VA employees is optional and recordkeeping is the responsibility of the participating employee. All awards will be funded through the authorizing station.

0302 POLICIES

030201 PROGRAM COVERAGE.

A. Reduced Cost Lodging. Participating employees may apply for cash awards for incurring lodging expenses at a daily rate less than the maximum per diem lodging rate for the locality under the lodging plus method.

B. Promotional Travel Benefits. Employees who obtain a free coach class ticket with promotional travel benefits, such as frequent flyer miles earned on either official travel or personal travel, are eligible for the Travel Savings Award Program. Employees who use earned points, such as hotel rewards points, to reduce travel costs, are eligible for the Travel Savings Award Program. Promotional benefits or material received from a travel service provider in connection with official travel may be retained for personal use.

030202 ELIGIBILITY CRITERIA FOR PROGRAM PARTICIPATION.

A. VA will encourage program participation by employee travelers. Participation in the program will be the individual employee's option. Participating employees should review criteria for eligible TDY expenses for this program. Employees obtaining savings of $200 or more will be eligible for awards. There is no time limit to accumulate the minimum $200 savings for the award.

B. VA will provide an award of 50 percent of the approved travel savings.

C. VA's Travel Savings Program will encompass all TDY travel expenses, foreign and domestic, as well as travel incurred for training purposes.

030203 PROCESSING AWARD APPLICATION.

A. VA Form 0727, *Travel Savings Award Form*, will be completed and submitted by the employee for all trips that show lodging savings or redemption of promotional benefits.

B. The VA official who authorizes the award will submit VA Form 4659, *Incentive Awards Recommendations and Approval,* with supporting travel savings documents through the station's normal incentive awards approval and payment process.

030204 FUNDING.

A. When the traveler reaches the $200 savings threshold, the award can be submitted through local channels for payment.

B. Each funding station will provide funds for the awards.

030205 ACCOUNTING AND REPORTING.

A. To measure the savings and effectiveness of this program, awards must be recorded under Budget Object Code (BOC) 1134, *Travel Savings Award Program*.

B. Awards will initially be processed in the Personnel Accounting Integrity Data (PAID) system under BOC 1128, *Incentive Awards, Cash or Non Cash.* Once approved, the payment will be made via the Defense Finance and Accounting Service (DFAS) payments process.

0303 AUTHORITY AND REFERENCES

030301 National Defense Authorization Act of 2002, Section 1116, Retention of Travel Promotional Items

030302 5 U.S.C. Chapter 45, Incentive Awards

030303 5 U.S.C. Chapter 57, Travel, Transportation and Subsistence

030304 31 U.S.C. 1353, Acceptance of Travel and related Expenses from non-Federal Sources

030305 41 C.F.R. Subtitle F--Federal Travel Regulation System

030306 VA Directive 5017/3, Employee Recognition and Awards, June 8, 2006

030307 VA Handbook 5017/6, Employee Recognition and Awards, June 8, 2006

030308 National Archives and Records Administration (NARA), General Records Schedule, Transmittal No. 9, Travel and Transportation Records

030309 NARA, General Records Schedule 25, Ethics Program Records, Item 5, Non-Federally Funded Travel Files

030310 GAO Appropriation Law Manual, Volume 1, Chapter 4, Availability of Appropriations

0304 ROLES AND RESPONSIBILITIES

030401 The Assistant Secretary for Management/Chief Financial Officer (CFO) oversees all financial management activities relating to the Department's programs and operations, as required by the Chief Financial Officers Act of 1990 and 38 U.S.C. 309. Specific responsibilities include the direction, management and provision of policy guidance and oversight of VA's financial management personnel, activities and operations. The CFO establishes financial policy, systems and operating procedures for all VA financial entities and provides guidance on all aspects of financial management.

030402 Under Secretaries, Assistant Secretaries, Chief Financial Officers, Finance Officers, Chief Accountants and other key officials are responsible for ensuring compliance with the policies and procedures set forth in this chapter.

030403 The Office of Financial Policy (OFP) provides VA-wide financial policy and procedures guidance. Among its responsibilities, OFP's Travel Policy staff

develops, coordinates, issues, evaluates and reviews Departmental travel policies, systems and procedures for compliance with all financial laws and regulations.

030404 The employee's program office will inform their employees of this program, provide VA Form 0727, *Travel Savings Award*, and ensure VA Form 4659, *Incentive Awards Recommendation and Approval,* is readily available.

030405 The traveler's approving official must ensure the information the employee submits for the Travel Savings Award Program is complete and accurate and all necessary documents and receipts or travel card statements are submitted. The traveler or approving official must ensure that Personally Identifiable Information (PII) information has been removed from all documents prior to submission.

030406 Participating travelers must retain supporting documentation for six years and three months, as required by the General Records Schedule 9, National Archives and Records Administration.

0305 PROCEDURES

030501 PROGRAM COVERAGE.

The following authorized TDY expenses are eligible for this program:

A. Reduced Cost Lodging

1. Employees who participate in the program will receive cash awards for incurring lodging expenses at a daily rate less than the maximum per diem lodging rate for the locality under the lodging plus method.

2. VA will not make awards to individual employees on travel where lodging was prepaid or prearranged and lower hotel rates were the result of contractual arrangements with the hotel or from hotels that have agreed to offer reduced rates to Federal travelers through participation in the GSA "preferred property" program. This program provides a nationwide listing of hotels that have agreed to offer reduced rates to Federal travelers.

3. Awards for lodging savings must be reduced when the employee incurs additional reimbursable transportation expenses, such as taxicab expenses, while staying at a lodging more distant from the TDY site.

4. When a room is shared while on official travel, there will be a lodging savings. The employee should arrange to be billed separately. If this is not possible, a daily rate must be determined for each employee. Divide the total lodging costs by the number of employees and the number of nights to arrive at a daily rate for each employee.

5. Employees who stay with someone while on TDY or avoid a lodging expense through other means will be eligible to receive one half of the lodging rate for the assigned TDY location toward the savings award. Awards for lodging savings must be reduced if the employee incurs additional reimbursable transportation expenses, such as taxicab expenses.

6. Lodging costs incurred on personal time (i.e., annual leave) during official travel will not be counted as lodging savings under this program.

7. Hotels must be approved based on fire/safety requirements of the Federal Emergency Management Agency. These requirements can be located at http://www.usfa.fema.gov/hotel/index.cfm.

B. Promotional Travel Benefits

1. Employees who use, for official VA travel, a free coach class ticket with promotional travel benefits, such as frequent flyer miles or free nights, using hotel points earned on either official travel or personal travel, are eligible for the Travel Savings Award Program. Savings will be measured against the YCA contracted fare rate in effect at the time of the flight. If there is no YCA contracted fare rate, then the lowest available non-restricted coach/Government fare will be used as the basis for measurement. Employee use of a free ticket, obtained by relinquishing a seat on an overbooked flight, does not qualify for the Travel Savings Award Program.

Travelers will be required to travel from their selected home airport, unless they can demonstrate why there is a need to use an alternate airport.

2. Section 1116 of the National Defense Authorization Act of 2002 allows Federal employees to retain for personal use promotional benefits, including frequent flyer miles, earned on official Government travel. It is the employee's choice whether to use promotional benefits, such as frequent flyer miles obtained through official Government travel, to earn travel savings awards.

3. GSA has ruled it is the responsibility of each traveler to communicate directly with a service provider to establish his or her frequent travel promotional benefits account. Any associated costs are to be paid by the traveler and are not a reimbursable expense.

4. Any promotional benefits or material received from a travel service provider in connection with official travel may be retained for personal use if such items are obtained under the same conditions as those offered to the general public at no additional cost to the Government. This includes all benefits earned, including those earned before enactment of the NDAA.

030502 ELIGIBILITY CRITERIA FOR PROGRAM PARTICIPATION.

A. VA will encourage travelers to participate in the Travel Savings Award Program. It is the employee's option whether to participate in the program. If the employee chooses to participate, it is the employee's responsibility to join frequent traveler clubs, if necessary, to pay any fees for membership in such clubs and to maintain and submit any additional recordkeeping needed to measure the savings of the program.

B. Employees obtaining savings of $200 or more for VA are eligible to receive an award of 50 percent of the savings from reduced lodging expenses and/or the use of promotional benefits, such as frequent flyer miles, to obtain reduced airfares. Awards can accumulate; it is not mandatory they be submitted once the $200 threshold is reached. Appendix A contains an illustration of a travel savings/award computation, using a VA Form 0727.

C. All TDY travel with lodging expenses, foreign and domestic, will be covered under this program. Only the first 30 days of extended TDY travel can be counted as eligible for savings in this program.

030503 PROCESSING AWARD APPLICATION.

A. Completion of VA Form 0727, *Travel Savings Award Form*. The Travel Savings Award Form will be completed and submitted by the employee for all trips that show lodging savings or redemption of promotional benefits such as frequent flyer miles benefits and required recordkeeping is incumbent on the employee applying for an award.

B. Submission and Approval - VA Form 4659, *Incentive Awards Recommendations and Approval*. The employee will submit the appropriate voucher to the approving official for each trip. The employee and the travel approving official will initial each trip submission and sign each completed Travel Savings Award Form. See Appendix B for a sample of this form.

030504 FUNDING.

A. When the traveler reaches the $200 savings threshold and the award application has been approved, the completed Travel Savings Form with total cumulative savings of $200 or more and VA Form 4659, *Incentive Awards Recommendation and Approval*, will be submitted through local channels for payment.

B. All awards will be funded through the funding station.

030505 ACCOUNTING AND REPORTING

C. To measure the savings and effectiveness of this program, awards must be recorded under BOC 1134, Travel Savings Award.

D. Awards will initially be processed in PAID under BOC 1128, *Incentive Awards, Cash or Non Cash. A*n expenditure transfer must then be made in VA's financial accounting system to record awards under BOC 1134. Policies and procedures for expenditure transfers can be found in Volume I, Chapter 9A, *Expenditure Transfers, Adjustments to Expenditures and Reimbursable Agreements*.

0306 DEFINITIONS

030601 Award. A generic reference to the entire range of rewards available to recognize an employee under VA's Employee Recognition and Awards Program, including cash, non-monetary, honorary and time off awards.

030602 Budget Object Code (BOC). Categories in a classification system that present obligations by the items or services purchased by the Federal Government.

030603 Expenditure Transfer. Represents the shifting of funds between appropriations and involve an outlay. The shifting of funds applies equally to (1) transfers of expenditures from one Federal agency to another, (2) transfers from one appropriation to another within the same agency and (3) transfers to an inter-agency or intra-agency working fund. All transfers between Federal funds (general, special and non-trust revolving funds) and trust funds are also treated as expenditure transfers.

030604 Frequent Traveler Benefits. Mileage points earned using airline frequent flyer mileage programs, which results in free airline tickets. Hotel stay points earned using hotel chain frequent stay programs, which results in free hotel night stays.

030605 GSA Premier Lodging Program. Hotels that have agreed to provide lodging at lower than the per diem rate.

030606 Lodging Plus Method. Lodgings plus meals and incidental expenses.

030607 Personnel Accounting & Integrated Data (PAID). The PAID system is comprised of centralized payroll, personnel actions and reports, and a centralized general ledger and cost accounting system for personal services.

030608 Reduced Cost Lodging. Lodging expenses less than the daily maximum per diem lodging rate for the locality under the lodging plus method.

030609 Temporary Duty Travel (TDY). Official temporary duty travel that involves the movement of an employee from the official duty station to a temporary place (or places) of duty and return to the official duty station.

030610 YCA Fare. A highly discounted unrestricted fare.

0307 RESCISSIONS

030701 OF Bulletin 02GC3.02, Travel Savings Award Program

030702 OF Bulletin 02GA1.01, Accounting Procedures for the Travel Savings Award Program

0308 QUESTIONS

Questions concerning these financial policies and procedures should be directed as shown below:

VHA	VHA Accounting Policy (Outlook)
VBA	VAVBAWAS/CO/FINREP (Outlook)
All Others	OFP Accounting Policy (Outlook)

APPENDIX A

TRAVEL SAVINGS FORM

Department of Veterans Affairs

TRAVEL SAVINGS AWARD FORM

NAME OF EMPLOYEE: John T. Traveler

SOCIAL SECURITY NO: 123-45-6789

SAVINGS COMPUTATION	1ST NIGHT	2ND NIGHT	3RD NIGHT	4TH NIGHT	5TH NIGHT	6TH NIGHT	7TH NIGHT
DAY AND DATE	Sun 4/11/10	Mon 4/12/10	Tues 4/13/10	Wed 4/14/10	Thur 4/15/10		
1. MAXIMUM LODGING RATE	$310.00	$310.00	$310.00	$310.00	$310.00		
2. MINUS ACTUAL COST	$0.00	$0.00	$0.00	$0.00	$0.00		
3. MINUS EXCESS TRANSPORTATION	$5.00	$5.00	$5.00	$5.00	$5.00		
4. LODGING SAVINGS FOR VA	$305.00	$305.00	$305.00	$305.00	$305.00		
5. FREQUENT TRAVELER TRANSPORTATION SAVINGS ▶	CONTRACT OR LOWEST AVAILABLE NON-RESTRICTED COACH/GOVERNMENT FARE $ 272.00				SAVINGS BY USE OF MILES $ 0.00		
TRAVEL AUTHORIZATION NO: T99999				INITIALS OF EMPLOYEE: JTT		INITIALS OF TRAVEL APPROVING OFFICIAL: TJM	
DAY AND DATE	Mon 4/19/10	Tues 4/20/10	Wed 4/21/10	Thur 4/22/10	Fri 4/23/10		
1. MAXIMUM LODGING RATE	$310.00	$310.00	$310.00	$310.00	$310.00		
2. MINUS ACTUAL COST	$250.00	$250.00	$250.00	$250.00	$250.00		
3. MINUS EXCESS TRANSPORTATION	$6.00	$6.00	$6.00	$6.00	$6.00		
4. LODGING SAVINGS FOR VA	$54.00	$54.00	$54.00	$54.00	$54.00		
5. FREQUENT TRAVELER TRANSPORTATION SAVINGS ▶	CONTRACT OR LOWEST AVAILABLE NON-RESTRICTED COACH/GOVERNMENT FARE $ 272.00				SAVINGS BY USE OF MILES $ 272.00		
TRAVEL AUTHORIZATION NO: T88888				INITIALS OF EMPLOYEE: JTT		INITIALS OF TRAVEL APPROVING OFFICIAL: TJM	
DAY AND DATE	Mon 4/26/10	Tues 4/27/10	Wed 4/28/10	Thur 4/29/10	Fri 4/30/10		
1. MAXIMUM LODGING RATE	$310.00	$310.00	$310.00	$310.00	$310.00		
2. MINUS ACTUAL COST	$0.00	$0.00	$0.00	$0.00	$0.00		
3. MINUS EXCESS TRANSPORTATION	$0.00	$0.00	$0.00	$0.00	$0.00		
4. LODGING SAVINGS FOR VA	$310.00	$310.00	$310.00	$310.00	$310.00		
5. FREQUENT TRAVELER TRANSPORTATION SAVINGS ▶	CONTRACT OR LOWEST AVAILABLE NON-RESTRICTED COACH/GOVERNMENT FARE $ 272.00				SAVINGS BY USE OF MILES $ 0.00		
TRAVEL AUTHORIZATION NO: T77777				INITIALS OF EMPLOYEE: JTT		INITIALS OF TRAVEL APPROVING OFFICIAL: TJM	

SUMMARY DATA	1ST TRIP	2ND TRIP	3RD TRIP
6. TOTAL LODGING SAVINGS	$1,525.00	$270.00	$1,550.00
7. FREQUENT TRAVELER TRANS. SAVINGS	$0.00	$272.00	$0.00
8. TOTAL SAVINGS FOR VA	$1,525.00	$542.00	$1,550.00
9. AWARD AMOUNT TO EMPLOYEE	$762.50	$271.00	$775.00

SIGNATURE OF EMPLOYEE: DATE:

SIGNATURE OF TRAVEL APPROVING OFFICIAL: DATE:

VA FORM 0727 AdobeFormsDesign

INSTRUCTIONS FOR COMPLETING VA FORM 0727, TRAVEL SAVINGS FORM

Enter your name and your social security number at the top right corner of the form. Enter the travel authorization number for each trip reported on the form. The date and day of the week can be entered if this helps in recording the lodging expenses for each night. You can enter up to three separate trips on each form. Employees reporting savings for the first 30 days of extended TDY must use two forms. Initial the Travel Savings Form and submit it for each trip with lodging savings or redemption of frequent flyer benefits through the office channels to the Incentive Awards Office.

Line 1. Enter the maximum lodging rate for the TDY locality for each night's lodging (see attached Travel Savings Form example). For the first trip that began on Sunday, $310.00 for the first night was recorded.

Line 2. Enter the actual lodging cost for each night's lodging. For the first trip in the example, actual was $0.00, because the employee stayed with friends/family and incurred no lodging costs. For the second trip, the actual cost for reduced lodging was $250.00. For the third trip, the employee used points for hotel.

Line 3. Enter any additional reimbursable transportation expenses incurred while staying at a lodging more distant from the TDY site. A determination must be made by the reviewing official that the transportation expenses are excessive. These amounts must be deducted from the maximum hotel rate for the locality. For the first trip, the example shows an employee, who incurred additional transportation expense of $5.00 per day; for the second trip, $6.00 per day; and the last trip, $0.00.

Line 4. Subtract Lines 2 and 3 from Line 1 for each night's lodging from the maximum lodging rate. This will give you the lodging savings for VA. The first night's savings for the first trip was $305.00, the second trip was $54.00 for each night and the third was $310.00.

Line 5. When Frequent Flyer benefits are used to obtain free coach class airfare, find the Government contract fare amount for that date from http://policyworks.gov/org/main/mt/homepage/mtt/perdiem/continue.shtml. Enter the amount on Line 5 under the applicable trip. In the example, the round-trip fare was $272.00.

Line 6. Total the amount of lodging savings on Line 4 for each night and enter the amount in "Total Lodging Savings" boxes on Line 6 for each trip. For the first trip, the amount is $1,525.00. For the second trip, the amount is $270.00 and the third was $1,550.00.

Line 7. Total the amount of frequent traveler savings on Line 5 and enter on Line 7.

Line 8. Enter the totals from the "Summary data" boxes on Line 6 and Line 7 for each trip in the "Total Lodging Savings" box. The total savings was $3,617.00.

Line 9. Multiply each amount on Line 8 by 50 percent. This is the amount toward the travel savings cash award for each trip. In the example, the employee will accumulate a total amount of $1,808.50 for the three trips toward a potentially-approved travel savings cash award, made up of $762.50 for the first trip; $271.00 for the second trip; and $775.00 for the third trip.

APPENDIX B

INCENTIVE AWARDS RECOMMENDATION AND APPROVAL

Department of Veterans Affairs	INCENTIVE AWARDS RECOMMENDATION AND APPROVAL	DATE RECEIVED	OLDE RELEASE DATE

TYPE OF AWARD(S) RECOMMENDED *(check as appropriate)*

NOTE: Shaded area (Case Number) for Human Resources Use Only.

CASE NUMBER	X	AWARDS			
	☐	HONOR	SPECIFY TYPE		
	☐	SPECIAL CONTRIBUTION	TANGIBLE SAVINGS	INTANGIBLE VALUE *(See VA Handbook 5017, Part III, Appendix A, "Scale of Awards Based on Intangible Benefits.)* ☐ MODERATE ☐ EXCEPTIONAL ☐ SUBSTANTIAL	INTANGIBLE EXTENT *(See VA Handbook 5017, Part III, Appendix A, "Scale of Awards Based on Intangible Benefits.)* ☐ LOCAL ☐ REGIONAL ☐ GENERAL
			AWARD VALUE +	GROSS-UP *(if applicable)*	TOTAL AWARD AMOUNT *(Award Value + Gross-Up)* =
	☐	SUPERIOR PERFORMANCE (SP) AWARD	AWARD AMOUNT	% BASE ANNUAL SALARY *(if applicable)* %	
	☐	QUALITY STEP INCREASE	Attach written justification and performance appraisal.		
	☐	SPECIAL USE	☐ CASH AWARD ☐ CASH EQUIVALENT ☐ NON-CASH (greater than $25) ☐ DE MINIMUS NON-CASH	AWARD VALUE	GROSS-UP *(If applicable)* / TOTAL AWARD AMOUNT *(Award Value + Gross-Up)*
			CERTIFICATION: I certify that this item is not a cash equivalent and has a value of $25 or less.	SIGNATURE	
	☐	TIME OFF	TOTAL HOURS	VALUE OF CONTRIBUTION *(See VA Handbook 5017, Part III, Appendix F, "Scale of Time Off Awards.)* ☐ MODERATE ☐ SUBSTANTIAL ☐ EXCEPTIONAL	

CURRENT STATUS *(Provide justification on reverse or attach separate sheet)*

FACILITY NO.	NAME OF EMPLOYEE(S)	SOCIAL SECURITY NUMBER	AWARD AMT/ HOURS OFF	POSITION TITLE	PAY PLAN/ GRADE STEP	BASE SALARY

PERIOD COVERED BY RECOMMENDATION		PROMOTIONS, AWARDS, QUALITY STEP INCREASES, OTHER HONORS RECEIVED DURING LAST 12 MONTHS
SIGNATURE, TITLE AND ORGANIZATION OF RECOMMENDING OFFICIAL	DATE	

CONCURRENCE *(if required)*

SIGNATURE AND TITLE	DATE	SIGNATURE AND TITLE	DATE
SIGNATURE AND TITLE	DATE	SIGNATURE AND TITLE	DATE

APPROVAL

SIGNATURE OF TECHNICAL REVIEWER *(if required locally)*	DATE	SIGNATURE OF OFFICIAL AUTHORIZED TO MAKE INCENTIVE AWARDS DECISION	DATE

VA FORM NOV 2008 **4659** SUPERSEDES VA FORM 4659, NOV 2003, WHICH WILL NOT BE USED. Adobe LiveCycle Designer 8.0

JUSTIFICATION

Department of Veterans Affairs

AWARD JUSTIFICATION

INSTRUCTIONS: Use this form to provide the justification for awards as an attachment to VA Form 4659, Recognition of High Level Performance. Check the applicable type(s) of contribution in the first column and briefly describe the accomplishment in the corresponding box in the second column. The narrative statement should clearly describe the specific accomplishment and not merely paraphrase the type of contribution listed in the first column. Include information regarding the benefit of the contribution to the organization. See example below:

TYPE OF CONTRIBUTION	CITE SPECIFIC EXAMPLE OF EMPLOYEE'S (GROUP'S) EFFORT
Automation, modification or reengineering of work process, practices or procedures	The A team developed an automated system for submission and tracking of xyz work orders. This decreased the average time to deliver the service to our customers from 5 to 3 days.

CHECKLIST FOR SPECIAL CONTRIBUTION AWARD RECOMMENDATIONS

TYPE OF CONTRIBUTION	CITE SPECIFIC EXAMPLE OF EMPLOYEE'S (GROUP'S) EFFORT
☐ Unusual Initiative	
☐ Creativity and/or innovation in solving a problem or establishing a new procedure or practice	
☐ Unusual effort in completion of assignment, task or project	
☐ Unexpected benefits *(either tangible or intangible)* to the organization or beyond from employee's efforts	
☐ Demonstration of a high level of skill and ability in completion of assignment or task	
☐ Demonstration of exceptional teamwork or teambuilding	
☐ Exceptional courtesy or responsiveness to a customer	
☐ Preparation of exceptional written materials	
☐ Automation, modification or reengineering of work processes, practices or procedures	
☐ Other *(describe)*	
☐ Other *(describe)*	

ADDITIONAL COMMENTS

VA FORM MAR 1998 **4659a** AdobeFormsDesigner