**Registration and Travel for R&D – Routing Help and FAQs**

**This document is a helpful guide on conference registrations and/or travel.** Processes continue to change but one thing that hasn’t is **starting early**! Please read this carefully and keep in mind that this doesn’t cover every travel question you might have like multi-city travel or go into specifics on setting up your Authorization or completing your Voucher (see the Help section).

**You need to follow the VA travel process, even if travel is fully donated, anytime you are traveling on VA time, even if it’s local travel.**

Contents

[Travel Sharepoint and Forms 2](#_Toc162874769)

[I’m new to travel – how do I get started? 2](#_Toc162874770)

[Get Vendorized 2](#_Toc162874771)

[Get a Concur Account 2](#_Toc162874772)

[What if I’ve traveled before, but my home address has changed? 2](#_Toc162874773)

[TMS Training 3](#_Toc162874774)

[Mandatory Documents 3](#_Toc162874775)

[How do I get registered for a conference and get travel approved? 3](#_Toc162874776)

[Using **VA Funds** for Travel 3](#_Toc162874777)

[Using non-VA Funds for Travel (**Donated Travel**) 3](#_Toc162874778)

[What if my travel is **Cross-funded** at VA (paid for by another station or CO)? 4](#_Toc162874779)

[What if my travel is **Reimbursable** (paid for upfront by our VA Station 648 but then reimbursed)? 4](#_Toc162874780)

[Next steps after Tuition Approval 5](#_Toc162874781)

[VA pays for Registration 5](#_Toc162874782)

[Self-registration and Reimbursement 5](#_Toc162874783)

[I have a Concur Account. I’m traveling but don’t need to register for a conference and I have no conference/attendance fees. What do I do? 5](#_Toc162874784)

[I don’t need to travel. I only need to register for a conference/training. What do I do? 5](#_Toc162874785)

[Using VA Funds for Registration 5](#_Toc162874786)

[Using PVARF Funds for Registration/Travel 6](#_Toc162874787)

[I’ve been approved for travel (i.e., all my documents have been fully signed). Now what? 6](#_Toc162874788)

[Get Authorized! 6](#_Toc162874789)

[Using non-VA Funds for Travel (Donated Travel) 6](#_Toc162874790)

[Cross-funded Travel 6](#_Toc162874791)

[What about local travel? 6](#_Toc162874792)

[OF-165 and Local Voucher 6](#_Toc162874793)

[After Travel 6](#_Toc162874794)

[Car Rental 7](#_Toc162874795)

[My travel is over. Now what? 7](#_Toc162874796)

[FAQs 7](#_Toc162874797)

[Where do I find the travel accounting (LOA or Line of Accounting) information? 7](#_Toc162874798)

[What if I’m paying for someone else to travel to Portland? 7](#_Toc162874799)

[What should I do if I need a higher lodging per diem? 7](#_Toc162874800)

[What about combining travel with annual leave? 7](#_Toc162874801)

[What if multiple people are attending the same conference or training? 8](#_Toc162874802)

[What about international travel? 8](#_Toc162874803)

[Help 8](#_Toc162874804)

# Travel Sharepoint and Forms

* Forms are located on the Travel Sharepoint (**do not use combined tuition/travel form**): [Employee Travel and Tuition - Home (sharepoint.com)](https://dvagov.sharepoint.com/sites/VHAPORFiscal/Travel/SitePages/Home.aspx?xsdata=MDV8MDF8fDY0Nzc5NzMyM2YzMjQ2NGFmNzA4MDhkYTg1M2ZlMmIxfGU5NWYxYjIzYWJhZjQ1ZWU4MjFkYjdhYjI1MWFiM2JmfDB8MHw2Mzc5Njg4MDY2NTkwOTQyODB8R29vZHxWR1ZoYlhOVFpXTjFjbWwwZVZObGNuWnBZMlY4ZXlKV0lqb2lNQzR3TGpBd01EQWlMQ0pRSWpvaVYybHVNeklpTENKQlRpSTZJazkwYUdWeUlpd2lWMVFpT2pFeGZRPT18MXxNVGs2YldWbGRHbHVaMTlhVkZVeVRVUkdhazE2VVhSUFZFSnBUWGt3TUUxcWFHeE1WMGswVFcxUmRGcEVXbTFPYlZVd1dXcFdhRnBFVlhkQWRHaHlaV0ZrTG5ZeXx8&sdata=WEJRZ29kWmo1UG1uZFU4a1dNNjJmUDR2YU5hZzdwNndONEhTVnZZdHlkND0%3D&ovuser=e95f1b23-abaf-45ee-821d-b7ab251ab3bf%2CAlison.Eckhardt%40va.gov&OR=Teams-HL&CT=1661283870961&clickparams=eyJBcHBOYW1lIjoiVGVhbXMtRGVza3RvcCIsIkFwcFZlcnNpb24iOiIyNy8yMjA3MzEwMTAwNSIsIkhhc0ZlZGVyYXRlZFVzZXIiOmZhbHNlfQ%3D%3D).

# I’m new to travel – how do I get started?

## Get Vendorized

* Go to the [Vendorizing Self-Service Portal](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fvaww.cpm.fsc.va.gov%2Fprweb%2FPRWebLDAP1%2FDrBbxuwfn6I9W0w5VcIP-PdAMUN-Xn9rb_V0RFD3y3o%255B*%2F!STANDARD&data=05%7C01%7C%7C6255bdb799c447d6b06008dbdf141d8d%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638349049707498060%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=vsDHnDbIHQUqOOR0pnpHeyLNfy6CViVfhCHeaHeo800%3D&reserved=0).
* Go to Forms-> Employee Form-> Vendor File Forms.
* Complete VA FORM 10091 EMPLOYEE VENDOR FILE by following prompts.
* You will need to provide bank name, routing number, bank account number, SSN, home address, and phone number.
  + You will not be charged; this will go on your personal file and is needed for reimbursement.
* Station “648”.
* You will then receive an email with a Vendor ID#.

## Get a Concur Account

* Email [VHAPOR-EMPTravel@med.va.gov](mailto:VHAPOR-EMPTravel@med.va.gov) and write that you need to be set up with a Concur account and make sure to include your Vendor #.
  + **Note**, if you try to login and your account is disabled due to non-use, likely will need to start over and get Vendorized again/get a Concur account set up again. Start with the above.

## What if I’ve traveled before, but my home address has changed?

* If you’ve moved, be sure to keep your vendorizing service portal updated with most current home address.
  + If the address listed on your OF-165 Tuition form doesn’t match your home address in the portal, it will slow down [VHAPOR-EDUTuition@va.gov](mailto:VHAPOR-EDUTuition@va.gov). They will ask you to update it in the portal before Fiscal can approve your form.

## TMS Training

* Everyone who is planning to travel must complete **TMS Course VA 2052511: Basic Travel Authorization and Travel Claim.**
  + What is it? It’s an introductory course for travelers and travel arrangers claiming reimbursement for travel expenses.

# Mandatory Documents

* [OF-165 Travel Request form](https://dvagov.sharepoint.com/sites/VHAPORFiscal/Travel/SiteAssets/SitePages/Home/OF165%20Travel%20Request%20and%20Definitions.pdf)
* [OF-165 Tuition Request form](https://dvagov.sharepoint.com/sites/VHAPORFiscal/Travel/SiteAssets/SitePages/Home/OF-165%20Tuition%20Request.pdf) (Required for all travel events if there are conference/registration fee, regardless of who is funding)
* [0893 Form](https://dvagov.sharepoint.com/sites/VHAPORFiscal/Travel/SiteAssets/SitePages/Home/VA%20Form%200893.pdf) (Only for donated travel)
* Supporting documents saved as PDFs:
  + Event flyers, itinerary
  + Abstract/proposal acceptance
  + TMS certificate
  + TWX or ITT (if cross-funded)

# How do I get registered for a conference and get travel approved?

## Using **VA Funds** for Travel

* If traveling and registering for a conference, download and complete the following two forms from the Travel SharePoint (see above) (do not use the combined form since the routing is different). If you need help, including figuring out what your SBU is or your accounting information, see below for getting help.
  + Complete the [OF-165 Travel Request form](https://dvagov.sharepoint.com/sites/VHAPORFiscal/Travel/SiteAssets/SitePages/Home/OF165%20Travel%20Request%20and%20Definitions.pdf) and sign as Employee.
  + Complete the [OF-165 Tuition Request form](https://dvagov.sharepoint.com/sites/VHAPORFiscal/Travel/SiteAssets/SitePages/Home/OF-165%20Tuition%20Request.pdf) and sign as Employee.
    - [Instructions to complete OF-165 Tuition Form](https://dvagov.sharepoint.com/sites/VHAPORFiscal/Travel/SiteAssets/SitePages/Home/Instructions%20and%20Routing%20for%20OF-165%20Tuition.pdf)
  + If you need help with the LOA in Concur, see [FAQ.](#_FAQs)
* You can start your Authorization in Concur to get cost estimates and reserve travel. However, until you get the forms, you can’t submit it for Authorization.
* Forward completed forms to your Supervisor to sign.
* Compile signed OF-165s in one email and attach all supporting documents **as PDFs** (not links). This includes event flyers, TMS certificate, ITT, something showing event details, and any other information pertinent to the travel to Robb White ([Robert.White2@va.gov](mailto:Robert.White2@va.gov)).
* The SBU will approve/disapprove the OF-165s and return documents to Robb who will then forward them to you (note: the OF-165 Tuition form will be signed through the SBU with the Fiscal signature missing, i.e., this form is not approved yet!)
  + You will then forward the packet (both OF-165s and all supporting documents) to the [VHAPOR-EDUTuition@va.gov](mailto:VHAPOR-EDUTuition@va.gov) for Fiscal review and approval.
  + If you do not send all supporting documents to [VHAPOR-EDUTuition@va.gov](mailto:VHAPOR-EDUTuition@va.gov), you will delay your request – they will not sign off without these supporting documents.
* Once Fiscal approves the OF-165 for Tuition they will return a copy of the approved OF-165 for Tuition to you.
  + But you’re not done yet! What happens next depends on whether you selected the VA pays for Registration or Self-Registration on the OF-165 for Tuition. See next steps after tuition approval.

## Using non-VA Funds for Travel (**Donated Travel**)

* Complete the [OF-165 Travel Request form](https://dvagov.sharepoint.com/sites/VHAPORFiscal/Travel/SiteAssets/SitePages/Home/OF165%20Travel%20Request%20and%20Definitions.pdf) and sign as Employee.
  + If your travel is fully donated, do not fill out the LOA boxes on the OF-165 for Travel.
* Complete the [OF-165 Tuition Request form](https://dvagov.sharepoint.com/sites/VHAPORFiscal/Travel/SiteAssets/SitePages/Home/OF-165%20Tuition%20Request.pdf) and sign as Employee.
  + [Instructions to complete OF-165 Tuition Form](https://dvagov.sharepoint.com/sites/VHAPORFiscal/Travel/SiteAssets/SitePages/Home/Instructions%20and%20Routing%20for%20OF-165%20Tuition.pdf)
  + If the VA is paying for it, be sure to get the correct account information for that form.
* Complete [0893 Form](https://dvagov.sharepoint.com/sites/VHAPORFiscal/Travel/SiteAssets/SitePages/Home/VA%20Form%200893.pdf) (donated travel form)
  + If you’re using non-VA funds for travel either fully or partially, you need to complete a 0893 form.
    - If your travel is covered by two non-VA sources, such as PVARF and OHSU, then you need two 0893 forms.
  + Be sure that your donated form(s) correctly identify who is paying for what. Only include the costs
    - For example, if PVARF is paying for the lodging only but the airfare is being paid for with VA funds, only put the lodging on the 0893 (that’s what’s being donated by PVARF). If lodging is being paid by PVARF and the airfare by OHSU, then you want two separate 0893s: one form showing lodging paid for by PVARF and one showing airfare paid by OHSU.
  + You must start your Concur Authorization before you can route the OF-165s with the 0893. The 0893 asks for the TA# or Travel Authorization # which you get when you set up the Authorization in Concur.
* Once all the forms have been filled out and signed by supervisor send the packet (OF-165s, 0893, and supporting documents (event brochure, TMS certificate, etc.) to Robb White ([Robert.White2@va.gov](mailto:Robert.White2@va.gov))
* The SBU will approve/disapprove the OF-165s and return documents to Robb who will then forward them to you (note: the OF-165 Tuition form will be signed through the SBU with the Fiscal signature missing, i.e., this form is not approved yet!).
  + You will then forward the packet (both OF-165s and all supporting documents) to the [VHAPOR-EDUTuition@va.gov](mailto:VHAPOR-EDUTuition@va.gov) for Fiscal review and approval.
  + If you do not send all supporting documents to [VHAPOR-EDUTuition@va.gov](mailto:VHAPOR-EDUTuition@va.gov), you will delay your request – they will not sign off without these supporting documents.
* Once Fiscal approves the OF-165 for Tuition they will return a copy of the approved OF-165 for Tuition to you.
  + But you’re not done yet! What happens next depends on whether you selected the VA pays for Registration or Self-Registration on the OF-165 for Tuition. See next steps after tuition approval.

What if my travel is **Cross-funded** at VA (paid for by another station or CO)?

* Be sure to set up your Authorization as cross-funded. If you do not select this option first, you will not be able to select the cross-funded accounting info. You’ll have to cancel your Authorization and start over.
* On the OF-165, cross-funded LOA is not needed, instead in notes section write TWX memo (assuming you were provided one).
* Be sure to review the *Creating a Cross-Funded Reservation and Authorization* on the Sharepoint.
* Follow same process of “Using VA Funds” above for routing.

What if my travel is **Reimbursable** (paid for upfront by our VA Station 648 but then reimbursed)?

* On the OF-165, be sure to select the appropriate “Reimbursing Entity” (either VACO, VISN, Research, Other) and list the contact information for the person at the reimbursing entity (so not someone at Station 648).
* You do not need to list a Line of Accounting (LOA) if selecting reimbursing entity. That LOA will be added by the SBU when the signed OF-165 comes back. You’ll use that LOA for Concur.
  + Note: Research doesn’t have its own LOA for reimbursable travel. This must be added by the SBU.

# Next steps after Tuition Approval

### VA pays for Registration

* If tuition is approved and the employee chose the option to have the **VA pay** for the learning activity in advance in Section IV, when [VHAPOR-EDUTuition@va.gov](mailto:VHAPOR-EDUTuition@va.gov) returns OF-165 they will provide instructions to begin payment process.

### Self-registration and Reimbursement

* **Important: If you pay before OF-165 Tuition form is approved by the** [**VHAPOR-EDUTuition@va.gov**](mailto:VHAPOR-EDUTuition@va.gov) **, it is an unauthorized purchase. You will not be reimbursed.**
* If tuition is approved and the employee chose the option to **self-register and pay** for the learning activity option in Section IV, the employee may then register and pay for tuition. The employee should gather the receipt for the learning activity and complete the [SF1012](https://dvagov.sharepoint.com/sites/VHAPORFiscal/Travel/SiteAssets/SitePages/Home/SF%201012%20-%202020.pdf) (form is on the Travel Sharepoint) to claim reimbursement for the learning activity.
  + Directions for how to submit for reimbursement will be sent by Fiscal in the email approving your OF-165 Tuition.

# I have a Concur Account. I’m traveling but don’t need to register for a conference and I have no conference/attendance fees. What do I do?

* This works very similar to the processes above, except you do not need an OF-165 for Tuition. The routing will work the same way. Remember to attach relevant documentation along with your OF-165 for Travel for routing.
  + When you get your OF-165 signed from Robb, you can upload that to Concur and submit your Authorization for approval.

# I don’t need to travel. I only need to register for a conference/training. What do I do?

## Using VA Funds for Registration

* If registering for a conference, download and complete the following form from the Travel SharePoint (see above). If you need help, including figuring out what your SBU is or your accounting information, see below for getting help.
  + Complete the OF-165 Tuition Request form and sign as Employee.
* Fiscal still wants each person attending a training (even if a group) to have individual approval so will need to submit an OF-165 Tuition form for each person attending the training.
* Forward to your Supervisor to sign.
* Compile signed OF-165 in one email and attach all supporting documents as PDFs (not links). This includes event flyers, ITT, something showing event details, and any other information pertinent to the event to Robb White ([Robert.White2@va.gov](mailto:Robert.White2@va.gov)).
* The SBU will approve/disapprove the OF-165 and return documents to Robb who will then forward them to you (note: the OF-165 Tuition form will be signed through the SBU with the Fiscal signature missing, i.e., this form is not approved yet!)
  + You will forward the packet (the OF-165s and all supporting documents) to the [VHAPOR-EDUTuition@va.gov](mailto:VHAPOR-EDUTuition@va.gov) for Fiscal review and approval.
  + If you do not send all supporting documents to [VHAPOR-EDUTuition@va.gov](mailto:VHAPOR-EDUTuition@va.gov), you will delay your request – they will not sign off without these supporting documents.
* Once Fiscal approves the OF-165 for Tuition they will return a copy of the approved OF-165 for Tuition to you.
  + But you’re not done yet! What happens next depends on whether you selected the VA pays for Registration or Self-Registration on the OF-165 for Tuition. See next steps after tuition approval.

## Using PVARF Funds for Registration/Travel

* You can use PVARF funds for conference registration. PIs can request up to two scientific meetings per calendar not to exceed $2,000 (registration and/or travel). See the PVARF website for the process on how to request these funds and requesting permission from the R&D Deputy ACOS: [Special Foundation Programs - Portland VA Research Foundation (PVARF)](https://www.pvarf.org/forms-and-policies/special-foundation-programs/).
  + If you also elect to use some portion of the $2,000 towards travel costs, you will follow the process for donated travel listed above.

# I’ve been approved for travel (i.e., all my documents have been fully signed). Now what?

## Get Authorized!

* See the Sharepoint ([*Creating a Reservation/Authorization*](https://vaww.fscdirect.fsc.va.gov/FSCDIRECTFSC/docs/Travel/eGov/ETS/JobAidReservationAuthorization.pdf)) for detailed instructions on creating your authorization in Concur
* Travel packet (signed OF-165S, 0893 if needed, and all supporting docs) will need to be uploaded in Concur to submit.

## Using non-VA Funds for Travel (Donated Travel)

* If your trip is fully donated, your OF-165 for Travel will come back from the SBU with a non-HSRD accounting number. That’s okay! Use that information to look up the accounting information in Concur.
  + Even if your trip is fully donated, there is a still $14.50 Concur charge for each trip in Concur that must be paid for.

## Cross-funded Travel

* If travel is Cross-funded, you **MUST** select cross-funding when you set up authorization or you will be unable to select cross-funding account info.
  + There is no way to change this; you will need to start over.

# What about local travel?

* See the Sharepoint for Creating a Local Voucher.
* Local travel is within 50 miles of the VAMC.

## OF-165 and Local Voucher

* You need to fill out an OF-165 for Travel and route along with all supporting documentation.
  + If the employee is going to more than one site, each location and its mileage must be listed on that form.
  + Employee will need to get LOA to cover the $14.50 fee and possible reimbursement if you used your own vehicle.
* Once you receive the OF-165 back signed from Robb, a Local Voucher can then be created in Concur. The Local Voucher still needs to be approved before your trip just like any other government travel. (This is to cover in case anything should happen while employee is traveling locally.)

## After Travel

* Employee will still need to submit a no cost Travel Voucher after their trip.

## Car Rental

* Employee must have an email from Facilities stating that there is no GSA Vehicle available for use ([VHAPOR-FMSVehicles@va.gov](mailto:VHAPOR-FMSVehicles@va.gov)). If there is, and the employee elects not to use it, they will be reimbursed at the Government Vehicle-Refused Rate.
* Once that form is signed, a local voucher can then be created in Concur with the OF-165 and any other supporting documentation uploaded to that voucher.

# My travel is over. Now what?

* When you return from your travel, submit the Travel Voucher in Concur (this should be done immediately after travel), but you MUST submit the Travel Voucher **within 5 days** (see link for [*Creating a Voucher*](https://vaww.fscdirect.fsc.va.gov/FSCDIRECTFSC/docs/Travel/eGov/ETS/JobAidVoucher.pdf)).
  + You need receipts from hotel, taxi/Lyft/uber (max tip rate-$5), rental car, flights (Duluth itinerary).
  + You do not need food receipts; you will get the MI&E per diem.

# FAQs

Where do I find the travel accounting (LOA or Line of Accounting) information?

* Reach out to your Service AO and/or Service’s travel coordinator and indicate what funds you’re using (HSRD, RRD, CSRD, or Rural Health). They can help you with that information for your OF-165 and Concur.

What if I’m paying for someone else to travel to Portland?

* The OF-165 is unique to Portland; travelers using your grant funds need to abide by their own local travel process and whatever form they’re using whether it’s LEAF or an OF-165 equivalent and upload that to their Authorization. You’ll need to send them our accounting info.
* Make sure the traveler sets up their Authorization as cross-funded.

What should I do if I need a higher lodging per diem?

* Option #1, you can request 150% per diem on the OF-165, it will require justification as well as a cost comparison form showing why this hotel option would be overall cheaper for the trip. When filling out the form you will need to include rideshare estimates, essentially showing why that particular hotel is cost effective. A good site for looking up ride estimates is [RideGuru - Fare Estimates, Uber, Lyft, Taxis, Limos, and more](https://ride.guru/).
  + Conveniency isn’t taken into consideration so Travel will want you to book a hotel within your per diem allowance even if it is a distance away from the conference (reasonable distance is considered up to 10 miles).
* Option #2, ask for an exemption, but there are only specific exemptions they allow. This is typically if you have a NTE form that restricts you from going over budget, conference is reserving rooms for specific hotel, travel arrangements are provided by non-fed source, etc. <https://department.va.gov/financial-policy-documents/financial-document/chapter-01-travel-administration/> (Section 010504).

## What about combining travel with annual leave?

* This is a more complicated process and requires a few extra steps, it is recommended to reach out to your travel coordinator.
* Any flight pertaining to your leave cannot be booked through Concur, per regulations, you can only fly to and from your duty station.
* [A 10079A cost comparison form](VA10079a.pdf) would need to be filled out for reimbursement, full procedure can be found [here](https://department.va.gov/financial-policy-documents/financial-document/chapter-01-travel-administration/#toc_Appendix_C_Procedures_for_Personal_Travel_in_Conjunction) (Appendix C).

## What if multiple people are attending the same conference or training?

* Reach out to [Heather.Marsh1@va.gov](mailto:Heather.Marsh1@va.gov). If the cost exceeds $10,000 you might need a contract.

## What about international travel?

* Reach out to [Robert.White2@va.gov](mailto:Robert.White2@va.gov) and [Heather.Marsh1@va.gov](mailto:Heather.Marsh1@va.gov).
* Note: If travel costs exceed 3k then it will need to be signed by the VISN 20 Director. Please allow for more time to route forms.

# Help

* [Employee Travel and Tuition - Home (sharepoint.com)](https://dvagov.sharepoint.com/sites/VHAPORFiscal/Travel/SitePages/Home.aspx?xsdata=MDV8MDF8fDY0Nzc5NzMyM2YzMjQ2NGFmNzA4MDhkYTg1M2ZlMmIxfGU5NWYxYjIzYWJhZjQ1ZWU4MjFkYjdhYjI1MWFiM2JmfDB8MHw2Mzc5Njg4MDY2NTkwOTQyODB8R29vZHxWR1ZoYlhOVFpXTjFjbWwwZVZObGNuWnBZMlY4ZXlKV0lqb2lNQzR3TGpBd01EQWlMQ0pRSWpvaVYybHVNeklpTENKQlRpSTZJazkwYUdWeUlpd2lWMVFpT2pFeGZRPT18MXxNVGs2YldWbGRHbHVaMTlhVkZVeVRVUkdhazE2VVhSUFZFSnBUWGt3TUUxcWFHeE1WMGswVFcxUmRGcEVXbTFPYlZVd1dXcFdhRnBFVlhkQWRHaHlaV0ZrTG5ZeXx8&sdata=WEJRZ29kWmo1UG1uZFU4a1dNNjJmUDR2YU5hZzdwNndONEhTVnZZdHlkND0%3D&ovuser=e95f1b23-abaf-45ee-821d-b7ab251ab3bf%2CAlison.Eckhardt%40va.gov&OR=Teams-HL&CT=1661283870961&clickparams=eyJBcHBOYW1lIjoiVGVhbXMtRGVza3RvcCIsIkFwcFZlcnNpb24iOiIyNy8yMjA3MzEwMTAwNSIsIkhhc0ZlZGVyYXRlZFVzZXIiOmZhbHNlfQ%3D%3D) (Daily Travel Helpline 2:00-2:30 pm) PST
  + This is a great resource. The folks who staff this call are in our Travel office and are the ones reviewing and signing off on your Authorizations. If you have complicated travel or need immediate assistance, it’s recommended that you join the Daily Travel Helpline.
* Contact Duluth 1-866-779-6612 for any flight issues after Authorization has been signed or actively traveling.
* Reach out to your Service AO and/or travel coordinator.