



GovTrip Frequently Asked Questions

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General eTravel Questions

1. What is eTravel?

eTravel is a key part of the President's Management Agenda. The eTravel initiative focuses on creating a government-wide, web-based, end-to-end travel management system. eTravel aims to automate and consolidate travel processes through self-service functions, such as travel planning, and creation of authorizations, reservations, and vouchers. Users will be able to prepare and submit travel information electronically using a PC or laptop, thereby putting an end to the paper trail and saving the Government time and money.

2. How was eTravel implemented?

The Department of the Interior named Northrop Grumman as the exclusive Department-wide eTravel vendor. Within the U.S. Fish and Wildlife Service, eTravel was implemented in two phases. The first phase consisted of the implementation of the GovTrip Stand-Alone Online Booking Engine. The second phase consisted of the implementation of the GovTrip Travel Authorization and Vouchering System.

3. Now that eTravel is implemented, are FWS employees allowed to bypass the GovTrip system to book government travel?

No, Service employees must use GovTrip to book their temporary duty government travel. Temporary duty applies to all trips that exceed 12 hours in length or that include airfare. FWS grants authorized exceptions to employees booking a block of hotel rooms, booking lodging at hotels not listed in GovTrip, and booking emergency travel. Your Regional Travel Administrator can provide additional information on these exceptions.

4. Can I still submit a paper Travel Voucher (SF-1012) for TDY travel?

For all trips ending on or after July 28, 2008, you are required to use GovTrip to prepare an electronic Travel Voucher. For trips ending prior to July 28, 2008, you may prepare a paper Travel Voucher (SF-1012).

5. Does the National Business Center (NBC) still review Travel Vouchers before payment is submitted through the Federal Financial System (FFS)?

No. NBC no longer reviews Travel Vouchers before payment is submitted through FFS. Supervisors are responsible for reviewing electronic Travel Vouchers and ensuring compliance with the Federal Travel Regulations, and DOI and FWS policy.

6. What is the National Business Center's (NBC's) new role after the implementation of GovTrip?

NBC's primary role is to provide helpdesk services to travelers using GovTrip. Furthermore, NBC will perform a post-audit on a random sample of approved Travel Vouchers to ensure compliance with the Federal Travel Regulations, and DOI and FWS policy.

7. What situations qualify as emergency travel?

Emergency travel is travel that must occur as soon as possible (e.g., within 72 hours) and may be undertaken without prior supervisory approval. For more information about FWS policy related to emergency travel, please refer to 265 FW 2, "Travel Authorizations" or contact your Regional Travel Administrator.



8. How do I book and voucher emergency travel?

You must call SATO travel to book emergency travel or any other travel that must occur within three business days. Upon your return, you must create an Authorization and then complete your Voucher in GovTrip.

9. What actions taken in GovTrip will cause me to incur higher Travel Management Center (TMC) fees?

Within your Authorization in GovTrip, there are boxes and/or buttons that offer you assistance in completing your bookings. Entering information into these boxes and then signing your Authorization will result in a message being sent to a SATO travel agent. If you make reservations (i.e., an airline ticket is issued, a hotel or rental car is reserved) with the assistance of a SATO travel agent, you will incur a higher TMC fee. Generally, your fee will increase from the \$4.60 that is charged for booking accommodations online to \$27.75, which is the charge for booking domestic accommodations including airfare with the assistance of a SATO travel agent.

10. Will GovTrip be used for invitational travel?

Yes. Invitational travelers require a travel profile in GovTrip before travel can be booked for them and they can receive reimbursement from the Federal Financial System (FFS). However, invitational travelers will not log in to GovTrip themselves. Travel arrangers will electronically create the invitational traveler's Travel Authorization and Voucher within GovTrip. Invitational travelers are required to sign a hardcopy of their Voucher to acknowledge the incurred expenses. You should contact your Regional Travel Administrator for details regarding this process.

11. Will Northrop Grumman complete agent assisted booking?

Northrop Grumman has subcontracted with SATO for agent-assist booking. For emergency travel or assistance booking reservations call SATO at 1-866-486-6135 and select option 2 if you live within the continuous 48 States, option 3 if you live in Alaska, and option 4 if you live in Hawaii.

Migration to GovTrip TAVS

1. Why did the U.S. Fish and Wildlife Service (FWS) implement the GovTrip Travel Authorization and Vouchering System (TAVS)?

As part of the President's Management Agenda the Department of the Interior is required to implement an automated travel management system. As part of this implementation, FWS was required to transition to Northrop Grumman's GovTrip TAVS system.

2. Where did my reservations from the GovTrip Stand-Alone Online Booking Engine (SABE) go?

Reservations made in GovTrip SABE may not be viewed from the GovTrip Travel Authorization and Vouchering System (TAVS). The reservations were not cancelled during the data transition, however you cannot view any reservations created in GovTrip SABE from GovTrip TAVS. You may view updated reservation information by performing the following steps:

- Open the email GovTrip sent you to confirm your travel reservation.



- Retrieve the reservation code (PNR locator) within the email confirmation.
- Navigate to www.virtuallythere.com and enter in your reservation code and last name.
- Click "Submit" to view your travel reservation.

3. How do I complete a Voucher for reservations previously made within the GovTrip Stand-Alone Online Booking Engine (SABE)?

Create an electronic Travel Authorization and Voucher using GovTrip TAVS. Although you already will have a signed and approved Travel Authorization, GovTrip requires you to create an electronic version of the Travel Authorization before you can create an electronic voucher. You must then attach the signed Travel Authorization to the voucher to demonstrate your supervisor's approval of the trip.

4. Why is the information I entered into my GovTrip SABE profile (e.g., frequent flyer numbers, loyalty program numbers) not in GovTrip TAVS?

User data included under the "My Preferences" portion of your Travel Profile could not be transferred from GovTrip SABE to GovTrip TAVS. For assistance with re-entering this information, refer to user GovTrip Step-by-Step User Guide "1.2 Creating a Travel Profile" available at dfm.fws.gov/etravel.html.

Accessing GovTrip

1. Why do I keep getting a 'pop-up blocked' notification while using GovTrip?

To function properly, GovTrip requires your 'pop-up blocker' to be turned off. For specific information on disabling your pop-up blocker, refer to the help file within your internet browser. Travelers using Internet Explorer may disable the pop-up blocker, by clicking Tools in the menu bar and selecting Internet Options. In the Internet Options window, click on the Privacy tab. The Block pop-ups box should be unchecked if you want to disable the pop-up blocker.

2. How do I activate my GovTrip Travel Authorization and Vouchering System (TAVS) user account?

If you setup your GovTrip Stand-Alone Online Booking Engine (SABE) user account by creating a Username and Password, you can use the same Username and Password to log in to GovTrip TAVS.

- If you did not setup your GovTrip SABE user account, you should reference the GovTrip Step-by-Step User Guide "1.0 Activating a GovTrip Account" available at dfm.fws.gov/etravel.html.
- If you're a new employee, you should contact your Regional Travel Administrator to have your profile established in GovTrip TAVS. Once your Regional Travel Administrator has established your profile, you should reference the GovTrip Step-by-Step User Guide "1.0 Activating a GovTrip Account" available at dfm.fws.gov/etravel.html.

3. When I setup my GovTrip account, what is my "unique ID"?

You will only need to use your unique ID the first time you set up your GovTrip user account. Your unique ID should adhere to the following naming convention: "FWSXYYYYZZZ," where



"FWS" is the abbreviation for the U.S. Fish and Wildlife Service, "X" is the first initial of your first name, "YYYY" are the first four letters of your last name, and "ZZZZ" are the last four digits of your social security number. If you need assistance with this, refer to the GovTrip Step-by-Step User Guide "1.0 Activating a GovTrip Account" available at dfm.fws.gov/etravel.html.

4. Why does GovTrip not recognize my previously used Username and Password?

You may be viewing the wrong edition of GovTrip. To correct this, click the "Change Edition" link located near the top center of your webpage. A small browser window will open with a drop down menu. From the drop down menu, select "Department of the Interior - Full GovTrip" and click "Set Version." Once you've selected this edition, click the green "Log In" button under "Login to GovTrip."

5. Who should I contact if I have forgotten my GovTrip Username?

If you forget your Username, you must call your Regional Federal Agency Travel Administrator (FATA). Your Regional FATA's contact information is listed at the end of this document.

6. Who can I contact if I have forgotten my GovTrip password, or have been locked out of the system?

If you forget your password, you can click the "Forgot Your Password?" link on the GovTrip login screen. If you need additional assistance with this, refer to the Step-by-Step User Guide "1.1 Accessing GovTrip" available at dfm.fws.gov/etravel.html. If you continue to have problems accessing the system, you should call the Northrop Help Desk at 1-866-486-6135 and select option 1.

7. I have "timed out" of GovTrip. How do I re-enter the system?

Exit all internet browser windows associated with GovTrip. You may then re-open your internet browser and navigate to www.govtrip.com. You should be able to log back into the system using your Username and Password.

Reservations and Ticketing

1. How do I view and update my Travel Profile?

To view and update your Travel Profile, from your GovTrip welcome page, click "Traveler Setup," then "Travel Profile." From there, you will be able to edit each of the four areas of the Travel Profile: (1) "My Profile," (2) "My Preferences," (3) "My Additional Information," and (4) "My Account Information." For assistance with this, refer to the GovTrip Step-by-Step User Guide "1.2 Creating and Updating a Travel Profile" available at dfm.fws.gov/etravel.html.

2. Can I make rail bookings (e.g., Amtrak) in GovTrip?

Although you can view the Amtrak train schedule from GovTrip, you cannot make rail bookings online. Instead, you may either contact SATO or make reservations directly at www.amtrak.com.

3. How can I determine the different airfare types (e.g., City-pair, Me Too fare) and fare rules while making an airfare reservation?

FWS has color coded the different types of fares to make them easier for users to identify. Currently, the color coding scheme is as follows:



- Green - City-pair Fare
- Yellow - City-pair Fare with Capacity Limits
- Blue - Me Too or Matching Fare
- Red - Penalty or Restricted Fare

Of these fares, all except Penalty or Restricted are fully refundable. If you change or cancel a Penalty or Restricted fare, you will incur a change fee plus any difference in fare price.

4. How do I tell whether my airline reservation has been ticketed?

You can determine whether your reservation has been ticketed by logging into GovTrip and clicking "view" or "view/edit" by the appropriate Travel Authorization. If you clicked "view/edit" you will be given the option of un-checking "view only." You should not uncheck the "view only" box. Once on the Preview Trip screen, click the Digital Signature link on the menu bar. On the Digital Signature page, scroll to the "Document History" table to review your document's status. If your reservation is ticketed, you will see a line item named "PNR TICKET" in the "Status" column.

5. How do I change flight legs before I have signed my Travel Authorization?

To change flight legs, click the "Remove" link by each flight segment. This will remove the flight segment and allow you to search for alternate one-way flights. If you need additional assistance with this, refer to Step-by-Step User Guide "2.1.0 Booking Airfare" available at dfm.fws.gov/etravel.html. Clicking the "Edit" link allows you to change your seat selections.

6. Can I change my airfare, lodging, or rental car reservations after I have signed my Travel Authorization?

You may change your airfare, lodging, or rental car reservations after you have signed your Travel Authorization using the following methods:

- Completing an "Adjustment" for changes to a signed Travel Authorization before it has been approved.
- Completing an "Amendment" for changes to a signed Travel Authorization after it has been approved. After you have completed this, the Travel Authorization will re-route for approval.
- Calling SATO travel for any changes to your travel reservation within three business days of travel. Such changes must be documented and approved within the Travel Voucher.

7. Why did my GovTrip reservation fail?

GovTrip reservation failures are often the result of improper profile information. Verify the following information in your travel profile:

- Home Phone and Emergency Phone - Entering enter periods, slashes, parentheses, or letters within "Home," "Phone," or "Emergency Phone" can cause your GovTrip reservations to fail. You should only enter numbers and/or spaces into these fields.
- Government Charge Card Information - An incorrect Government "Charge Card Number" or "Expiration Date" will cause your GovTrip reservations to fail.



- Frequent Flyer Number or Hotel Loyalty Program Number - Entering an incorrect frequent flyer or hotel loyalty program membership number(s) can cause your GovTrip reservations to fail.

If you continue to have problems after verification of this information, contact your Regional FATA.

Travel Authorizations and Vouchers

1. What is "Autobook"?

"Autobook" is a setting in each user's profile that is controlled by Regional Travel Administrators. "Autobook" may be either enabled or not enabled in each traveler's profile. If "autobook" is enabled, the traveler's authorizations are not routed to his/her supervisor for review and approval. Instead, the authorization is automatically approved and the reservations made with SATO. If "autobook" is not enabled, the traveler's authorizations are routed to his/her supervisor for review and approval. The traveler's reservations will not be booked with SATO until the traveler's supervisor logs into GovTrip and electronically approves the authorization. Travelers may check this setting by going to the Traveler Setup menu on their GovTrip welcome page and clicking Travel Profile in the drop down menu. In Travel Profile, click the "My Additional Information" link at the top of the profile information. Within the "My Additional Information" screen there is a line called "Self TA approval." A "Y" by "Self TA approval" means "autobook" is enabled; a "N" by "Self TA approval" means "autobook" is not enabled. Travelers wishing to change this setting should consult their supervisor (i.e., travel approver) for permission. If the supervisor agrees that the setting should be changed, the supervisor should send an email to his/her Regional Travel Administrator requesting the change be applied to the profile.

2. How can I determine if my profile has "Autobook" enabled?

To view the status of "autobook" in a traveler's profile go to the Traveler Setup menu on the GovTrip welcome page and click Travel Profile in the drop down menu. In Travel Profile, click the "My Additional Information" link at the top of the profile information. Within the "My Additional Information" screen there is a line called "Self TA approval." A "Y" by "Self TA approval" means "autobook" is enabled; a "N" by "Self TA approval" means "autobook" is not enabled. Travelers wishing to change this setting should consult their supervisor (i.e., travel approver) for permission. If the supervisor agrees that the setting should be changed, the supervisor should send an email to his/her Regional Travel Administrator requesting the change be applied to the profile.

3. After my Travel Voucher has been approved, do I have to complete any additional tasks to be reimbursed for out-of-pocket expenses?

After your Travel Voucher has been approved, you will not have to complete any additional tasks to be reimbursed. Approved out-of-pocket expenses will be transferred to and paid through FFS. This process typically takes three to five business days.



4. How do I complete a Travel Voucher for travel authorized and reserved outside of GovTrip Travel Authorization and Vouchering System (e.g., emergency travel, travel made in the GovTrip Stand-Alone Online Booking Engine, but vouchered through GovTrip TAVS)?

To complete a Travel Voucher for travel authorized and reserved outside of GovTrip TAVS, the system will require you to create an electronic Travel Authorization. You must enter transportation and lodging costs in the appropriate windows within GovTrip before you can sign off on the Travel Authorization. Once the authorization is signed, it will re-route for approval. Once approved, the traveler may begin to create his/her Travel Voucher. For more information about how to enter costs for transportation reserved outside of GovTrip TAVS, please refer to the Step-by-Step User Guide "2.1.1 Other Transportation" available at dfm.fws.gov/etravel.html.

5. Will I be reimbursed for the fee that some airlines now charge for checked bags?

Per FWS policy, you will be reimbursed for up to two checked bags, provided they are at or under the weight limit as prescribed by the airline. Additional and/or overweight baggage requires supervisory approval on the Travel Authorization.

6. How do I fax documentation into GovTrip in order to attach it to my Travel Authorization or Voucher?

To fax documentation to the correct travel document, navigate to "Documentation/Receipts" under "Expenses" while editing your Travel Authorization or Voucher. Then, click "Print Fax Cover Sheet." GovTrip will display a screen with a fax cover letter that has a bar code linked to your travel document. Fax this cover letter to the number listed at the top of the fax cover letter. Remember to print and use a different fax cover letter when attaching documents to another travel document. For more information about how to attach documentation to GovTrip, please refer to the GovTrip Step-by-Step User Guide "2.4 Estimating Expenses" available at dfm.fws.gov/etravel.html.

7. What is the "TAV FEE" I see on my voucher?

The \$13.50 TAV fee is the fee charged by Northrop Grumman for processing a Travel Voucher through the GovTrip system. The fee is automatically added to the Travel Authorization, but not charged until the voucher is transferred across the interface to the Federal Financial System (FFS).

8. What is the "TMC FEE" I see on my voucher?

The "TMC FEE" is the amount paid to SATO for using their travel management services to book airline, lodging, and/or rental car reservations online or by phone. Fees are applied to traveler's vouchers as follows:

Reservation Type	Fee
Self Service Domestic or International with Air/Rail	\$4.60
Self Service Domestic or International without Air/Rail	\$4.00
Non-Self Service Domestic with Air/Rail	\$27.75
Non-Self Service International with Air/Rail	\$36.25
Non-Self Service Domestic or International without Air/Rail	\$17.25
Paper Ticket with U.S. Delivery	\$3.75



Reservation Type	Fee
Paper Ticket with Express Delivery	\$10.50
Paper Ticket with Courier Delivery	\$16.75

9. How many temporary duty (TDY) locations should I list if I incur expenses in one location on the way to my final TDY location (e.g., incur M&IE and hotel expense in Washington, DC before traveling to the National Conservation and Training Center (NCTC))?

When completing your Travel Authorization, you should list all TDY locations in which you expect to draw per diem. For example, if you anticipate an overnight stay in Washington, DC before traveling the next morning to NCTC, you should list Washington DC and Shepherdstown, WVA as TDY locations.

10. How do I account for special per diem circumstances (e.g., travel to NCTC, lodging over or under per diem, annual leave) while creating my Travel Authorization?

You may edit your per diem amounts to account for special circumstances (e.g., travel to NCTC, lodging over or under per diem, annual leave) on the "Per Diem Entitlement" page, which is located under "Additional Options." For more information about this, please refer to Step-by-Step User Guide "2.5 Updating Per Diem Entitlements" available at dfm.fws.gov/etravel.html.

11. How do I determine the status of my travel document?

Open the relevant travel document and navigate to the "Digital Signature" screen under "Review/Sign". Note the "Pending Routing Actions" box to determine the stamp (e.g., reviewed, approved) and signature the document is awaiting.

12. Where can I look up GSA per diem rates?

To look up GSA per diem rates, you may perform either of the following steps:

- Visit the General Services Administration's website at www.gsa.gov/perdiem.
- After logging into GovTrip, choose "Rates Lookup", under "Traveler Setup."

13. What do the status codes under "Document History" mean?

The most common codes under "Document History" are as follows:

- **CREATED** - The travel document has been created, but not yet signed.
- **CTO SUBMIT** - The Travel Authorization has been routed to the Travel Management Center (TMC) for verification. You may not make any edits to the Travel Authorization at this time. However, if it remains in CTO SUBMIT status for more than an hour and you would like to make a change to the document, contact the Northrop Grumman Help Desk at 1-866-486-6135.
- **CTO BOOKED** - The Travel Authorization's reservations have been made and confirmed. Airfare reservations will be held until 4 business days before travel until the Travel Authorization has been approved.
- **AUTH 24 HOUR PASS** - Notes that an authorization has not yet been vouchered.



GovTrip TAVS Training and Help Resources

1. Where can I find training and/or user guidance for GovTrip TAVS?

There are several resources available online for GovTrip TAVS, including:

- The U.S. Fish and Wildlife Service's Division of Financial Management eTravel website, which includes:
 - a. GovTrip User Guides
 - b. GovTrip Handouts
 - c. GovTrip Training Webcasts
- The Department of the Interior's Policy, Management, and Budget, Office of Financial Management website, which includes:
 - a. GovTrip User Guides
 - b. E-Gov Frequently Asked Questions
 - c. DOI Travel Policy
- Northrop Grumman's GovTrip website, which includes:
 - a. Training Manuals (including the GovTrip Document Processing Manual)
 - b. Web-based Training
 - c. Handouts
 - d. Demonstration Clips

2. What is a FATA?

A Federal Agency Travel Administrator (FATA) is an individual, who has special knowledge and permission levels in the GovTrip system. Typically, a Region's FATA is also the Region's Travel Administrator.

3. Who can I contact if I have questions on Service policy as it relates to GovTrip?

If you have questions on Service policy as it relates to GovTrip, you should contact your Regional Travel Administrator or your Regional Federal Agency Travel Administrator.

4. How do I contact my Regional Federal Agency Travel Administrator (FATA)?

You may contact your Regional FATA via the email address provided below:

Region 1: FW1andFW8GovTripRequests@fws.gov

Region 2: FW2_DBF_GovTrip_Request@fws.gov

Region 3: Lyn_Grillo@fws.gov

Region 4:

- Regional FATA: Karmen_Nicholson@fws.gov
- Refuges FATA: Laura_Maloof@fws.gov



- Law Enforcement FATA: Sandra_Craig@fws.gov
- Endangered Species FATA: Belinda_Johnson@fws.gov

Region 5: Sharon_Woodin@fws.gov

Region 6: FW6_GovTrip@fws.gov

Region 7: R7_B&F@fws.gov

Region 8: FW1andFW8GovTripRequests@fws.gov

Region 9: GovTripSupport@fws.gov