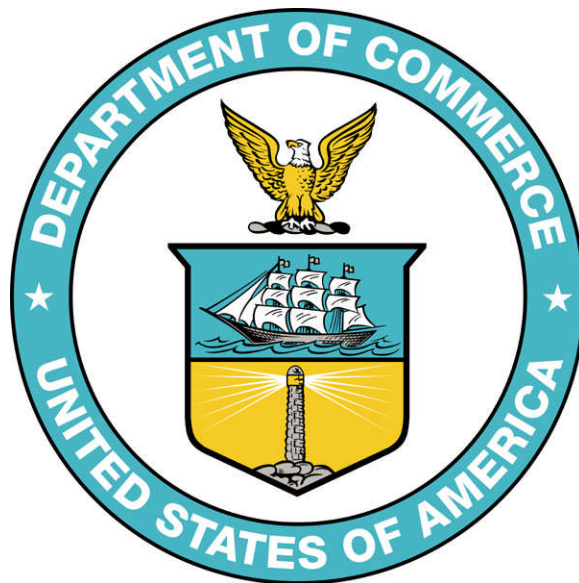


OFFICE OF ADMINISTRATIVE SERVICES

(<http://home.osec.doc.gov>)



HERBERT C. HOOVER BUILDING CUSTOMER SERVICE GUIDE

OCTOBER 2008

09-1

TABLE OF CONTENTS

Introduction	3
Building Operation and Maintenance	4
Child Care Center	5
Conference Room(s), Auditorium, Lobby Scheduling and Services... ..	5
Audiovisual Support Services.....	8
Courier Services	8
Credit Union	9
Excess/Surplus Property.....	9
Facilities Services	10
Fleet Management	11
Foreign Gift Reporting.....	11
Mail Operations.....	12
Metrocheks and SmartCard Transit Benefits	15
Moving Services.....	15
Parking.....	18
Personal Property Management	19
Printing and Graphic Services	20
Property Passes.....	21
Space Alterations.....	21
Travel	22

INTRODUCTION

This guide is a reference source for administrative services available to all personnel in the Herbert Clark Hoover Building (HCHB). The guide provides a directory of services and how they can be obtained.

For further information and details go to <http://home.osec.doc.gov>. The office responsible for each service is listed. Please contact that office if further information is needed.

BUILDING OPERATION AND MAINTENANCE

SERVICE

The Office of Space and Building Management is responsible for the following services:

- Air Conditioning
- Custodial Services
- Electric power/lights
- Insect/Rodent Control
- Trash Removal and Recycling
- Landscaping
- Heat
- Plumbing
- Elevators
- Painting
- Carpentry

PROCEDURE

You can submit your maintenance and service request by accessing the web site <http://hchbservicerequest.commerce.gov>. In the event of an emergency or a critical issue, such as a water leak or electrical problem, do not log the problem through the web portal. In an emergency, always call the Building Management Service Center at 202-482-1340.

For detailed projects, such as assembling furniture, hanging pictures/bulletin boards, as well as requested overtime Heating, Ventilation, and Air Conditioning services, the office requires that you complete a CD-410, *Building Management Division Work Request* (located on the DoC website www.doc.gov/forms) and submit the form to Room 1317. Upon receipt, the request will be distributed to the appropriate repair shop. A member of maintenance will evaluate the project and return the CD-410, with a cost estimate to the Agency Contact for authorization. The approved CD-410 must be returned to Room 1317 in order for the work to be completed.

CONTACT

Office of Space and Building Management, Room 1317, 202-482-1340.

CHILD CARE CENTER

SERVICE	The Commerce Department Child Care Center, <i>Commerce Kids</i> , specializes in childcare for children from 12 weeks of age through Pre-K. The Center is a non-profit, incorporated child care center managed by a parent-elected board.
PROCEDURE	Applications must be submitted directly to the Center. If space is available when the applications is accepted, the child's name will be placed on a waiting list for the appropriate age group. Tuition is based on the child's age and is paid directly to the Center.
CONTACT	To obtain additional information about space availability and tuition costs, call the Center Director at 202-482-1587.

CONFERENCE ROOM(S), AUDITORIUM, LOBBY SCHEDULING AND SERVICES

SERVICE	<p>Conference rooms, the Auditorium and Lobby are available for official meetings and special events to all employees of the DoC. All rooms are equipped with the following standard resources: telephone, conference phone and video screen.</p> <p>The Facilities Services Division provides assistance for special requirements needed for special events or conferences scheduled in the HCHB. We will provide pipe and draping, risers, skirting, tables and chairs. If we don't have all the necessary resources, we will assist you in finding the contractor to rent the resources (such as tents, extra chairs, tables, skirting, etc.) <u>Internet connection services are provided through the Information Technology Help Desk at 202-482-5010.</u></p>
PROCEDURE	For reservations, please call the telephone number listed below. Please be prepared to give the following information so that we may initiate the scheduling process and other support services.

Information Needed:

- Name/Office/Bureau
- Contact Person / Internet Address
- Phone / Fax Numbers
- Event Date / Description / Time / Number of Persons
- Alternate Dates / Times
- Additional Resources
- A CD-410 is needed for all Auditorium and Lobby events

Confirmation: Please visit the Facilities Services Division website to reserve conference rooms online at <http://home.osec.doc.gov>. An email confirmation will be sent to you. This email will state a confirmation number, date, room assigned, and contact person's name.

If you do not need a room previously reserved, please call 482-3460 to cancel your reservation so that other offices may use it. You may also email a notice to cancel your reservations.

All rooms are to be left neat and orderly after each meeting. Please do not remove audiovisual equipment (LCD, microphones, etc) or chairs from any conference room.

If you need additional information about reserving conference room space, please contact one of the reservationists at the number listed.

CONTACT

Please call 202-482-3460; Fax: 202-482-3784
Email: Roomreservations@doc.gov

The following facilities/rooms are managed by the Office of Administrative Services and are available for use by DoC operating units.
The rooms may be viewed at <http://home.osec.doc.gov/oas/rooms.htm>.

Conference Rooms/Facilities

Room Number	Capacity	Notes On Use [e.g. Setup options]
1410	15 people 20 people	Conference style Theater style
1411	15 people 20 people	Conference style Theater style
1412	40 people 45 people	I-shaped Theater style
1414	45 people 48 people	I-shaped Theater style
4830	60 people	I-shaped (no theater style) Caution: Subject to being preempted by the Office of the Secretary. Reservations may be cancelled at any time prior to the scheduled meeting.
6029	50 people	U-shaped Caution: Subject to being preempted by the CFO/ASA for the Office of Secretary. Reservations may be cancelled at any time prior to the scheduled meeting.
6057	35 people 50 people	U- shaped Theater style
6059	35 people 50 people	U- shaped Theater style
6057/6059	50 people 80 people	U-shaped Theater style
B841A	35 people 50 people	U-shaped Theater style
B841B	25 people 40 people	U-shaped Theater style
Auditorium	489 seats	CD-410 must be completed
Lobby	350 people	Formal reception CD-410 must be completed

AUDIOVISUAL SUPPORT SERVICES

SERVICE

All conference rooms are equipped with the following standard resources: telephone, conference phone, and video screen. Requests must be made for the following types of equipment or service:

- LCD Projector
- Video Cassette Recorder (VCR)
- DVD Player
- TV monitor
- TV/VCR Combo
- Microphones
- Podiums with or without microphone/speakers
- Flipchart

The following services are provided by the Facilities Services Division:

- Sound Equipment
- Consultative Services

Note: We do not provide video teleconferencing services.

PROCEDURE

Request audiovisual services and other requirements when making your reservation. ***Please do not call a specific specialist;*** instead, make the request to any reservationist who answers the call. This will assure a prompt, efficient response by staff.

CONTACT

Facilities Services Division, 202-482-3460 or fax 202-482-3784.

COURIER SERVICE

SERVICE

The Courier Center, located in Room 1874 of the HCHB, is operated by the Mailroom contractor. The hours of operation are 7:30 a.m. to 5:30 p.m., Monday through Friday. The Courier Center handles both incoming and outgoing letters and packages that are scheduled for same day service.

Upon receipt of incoming items, Courier Center personnel log in the material and contact the recipient to schedule pick-up or delivery of the item. For outgoing items, the originating office is responsible for calling the courier and bringing the item to the Courier Center

CONTACT

Courier Center: 202-482-4021 or 202-482-5270.

CREDIT UNION

SERVICE

The DoC Federal Credit Union is located on the basement level in Room B-818. The hours of operation are 9:00 a.m. to 3:00 p.m., Monday-Friday. The following services are available:

- Savings Accounts
- Lending
- ATM Services
- CD and Money Market Accounts
- Audio Teller “Banking” by Phone
- Web Site with Home Banking
- Checking Accounts
- Deposit Services
- VISA
- IRA Accounts
- Money Orders
- Travelers Checks

CONTACT

For additional information, please call 202-482-4134 or visit www.docfcu.org on the internet.

EXCESS/SURPLUS PROPERTY

SERVICE

To remove excess/surplus personal property from offices in the HCHB, please follow the procedures listed below:

- Inform the Property Accountability Officer (PAO) or Property Custodian (PC) of the request.

- PAO and/or PC will initiate an electronic request for excess to Moving and Logistical Services in the Personal Property Management System
- Movers should pick up excess equipment or furniture within 72 hours of receiving the request.

All computers should be wiped by the bureau's information technology staff prior to being reported as excess. Do not leave any personal property in the hallways. This is considered a safety hazard.

Please note that safes must be reset to factory settings, classified documents removed, and the appropriate security database records updated before they are reported as excess. Contact the Office of Security Service Center at 482-8355 for more information on safes.

CONTACT

Personal Property Management Division, Room 2859, 202-482-5054 or fax 202-482-5440.

FACILITIES SERVICES

SERVICE

The Facilities Services Division oversees contracts for the HCHB for cafeteria operation; concessions; cleaning; landscaping; pest control; recycling; trash removal; conference room, auditorium and lobby reservations.

PROCEDURE

To request special services associated with any of the services listed above, please contact Facilities Services. The office staff will ask several general questions, including the issue, location, caller's name and telephone number. This information will be forwarded to the Contracting Officer's Technical Representative (COTR) responsible for oversight of the contract specific to the caller's concern.

CONTACT

Facilities Services Division, 202-482-3555.

FLEET MANAGEMENT

SERVICE	The Personal Property Management Division (PPMD) provides advice to all DOC offices and bureaus on fleet management and consolidated reporting to General Services Administration, Department of Energy, and the Office of Management and Budget on number of vehicles, types of vehicles and fuel consumption. PPMD controls the issuance of all fleet credit cards for Commerce-owned and Commerce-leased vehicles.
PROCEDURE	Requests for purchase of vehicles are submitted in writing to the Department Fleet Manager, who then in turn forwards them through appropriate channels for approval. Requests for new fleet credit cards are submitted in writing or by email to the Department Fleet Manager, who orders them from the appropriate credit card company.
CONTACT	Personal Property Management Division, Room 2859, 202-482-5054 or fax 202-482-5440.

FOREIGN GIFT REPORTING

SERVICE	The following procedures apply for reporting gifts and decorations received from foreign governments by DoC officials and/or their families. In all circumstances, employees are discouraged from accepting items unless it is ungracious to decline. Prior approval is required before accepting items when an official is aware of possible presentation of a gift. Employees traveling to foreign countries or receiving foreign government delegations are directed to read Department Administrative Order 202-739, <i>Gifts and Decorations from Foreign Governments and to Foreign Individuals</i> .
PROCEDURE	All gifts and decorations must be reported to the Personal Property Management Division, Office of Administrative Operations, Room 2859, on form CD-342, "Record of Gifts and Decorations from Foreign Governments." The following guidelines must be followed:

- Gifts of minimal value (\$335 or less) received must be reported within 30 days of acceptance. No more than one gift of minimal value may be accepted without written approval from the head of the employee's organizational unit. If the employee intends to use the gift for official purposes, the declaration must be stated in the comments portion of form CD-342.
- Gifts received of more than minimal value must be reported within 30 days of acceptance. Within 60 days after receipt, the employee shall send the gift for disposal or official use to the Personal Property Management Division, Room 2859.

CONTACT

Personal Property Management Division, Room 2859, 202-482-5054, or fax 202-482-5440.

MAIL OPERATIONS

SERVICE

Mail is collected and delivered two times each day, once in the morning and again in the afternoon. The U.S. Postal Service (USPS) provides daily pickup and delivery of official mail to the HCHB. The HCHB Mail Center, Room 2500 hours of operation are 7:00 a.m. to 5:00 p.m. Outgoing mail must be in the Mail Center by 3:00 p.m. to be included in the daily pick-up.

The Mail Center provides pickup areas for couriers providing overnight or urgent delivery services. Express services, such as Federal Express and Express Mail and "DHL" are also used to provide urgent delivery of international shipments, see below for more information.

The HCHB mail system is for official use only. Use of Government envelopes for personal mail is prohibited under penalty of law. All outgoing official mail, unless sent to a contractor, must be processed through the Mailroom. Federal mail must not be placed in USPS boxes.

PROCEDURE

Outgoing and Inter-Departmental mail must be deposited in the designated “out” box at each office mail stop for pick-up. All outgoing (USPS) mail must include the name and mail routing code (“H “followed by room number and mail stop) of the sender immediately above the Department’s return address. All outgoing mail must also include the assigned two-digit office mail code in the upper right corner of the envelope. Mail will not be collected without this code as it is used to charge postal costs to the sending office.

Mail Stops

Mail stops will not normally be established below the division level. Arrangements for additional stops can be made on a case-be-case basis by calling 482-4447. The Mail Center should be notified two weeks in advance of office moves or reorganizations by completing the Mail Stop Update form. The form can be requesting by calling 482-4447.

Envelopes

Inter-Departmental mail or Intra-Governmental mail should be dispatched in SF 65 series under U.S. Government Envelopes or unprinted envelopes. Materials covered under the Privacy Act should be dispatched in closed body, opaque, and sealable envelopes, not 65 series.

Special Services

Certified Mail- This service should be used when tracking is needed but protection or control is not required. Certified mail provides the sender a record of mailing and receipt by the post office of delivery. Obtain a PS Form 3800 from the Mailroom, complete and retain the receipt, attach the certified sticker to the envelope to be mailed and returned to the Mail Center for processing.

Registered Mail- This service provides added protection for valuables or important mail. It is receipted by a postal representative when it is mailed and accounted for each time it changes hands enroute to its destination. It is transported in sealed, locked containers and if lost, can be traced.

Registered mail is more expensive than certified mail and should be used only if extra security and protection is required. Obtain PS Form 3806 from the Mail Center. Complete and retain the receipt, attach the “registered” sticker to the envelope to be mailed, and forward to the Mailroom for processing.

Return Receipt- This service can be used when proof of delivery is required by the sender for certified and registered mail. Obtain a return receipt card (PS Form 3811) from the Mail Center, complete the card and attach it to the mail piece.

Federal Express Ground Service- Federal Express provides daily pickup of all package and parcel ground shipments. Items for pickup must be in the Mail Center by 2:30 p.m. for same day pickup.

Overnight and International Express Service- These services should be used for time sensitive items where additional cost is clearly required to meet agency needs. Items for overnight courier pickup must be in the Mail Center by 3:00 p.m. for same day pickup. There is a 6:00 p.m. pickup from a courier drop box in the main HCHB lobby.

USPS Express Mail airbills (Label 11-B) can be obtained from the Mail Center. Federal Express and DHL airbills are available in the Mail Center for Office of the Secretary. Bureaus should obtain airbills from the bureau Administrative Officer. All airbills should be completely filled out (address, return address, phone numbers of both sender and recipient, account number, and appropriation number). All express items are the sole responsibility of the sender.

Newspapers-The Mail Center contractor provides newspaper delivery to HCHB offices. All papers are delivered by 9:00 a.m. or 2 hours after receipt.

CONTACT

Mail Center, 202-482-4447; Mail and Services Division, 202-482-4099.

METROCHEKS and SMARTCARD TRANSIT BENEFITS

SERVICE	Employees who use mass transit to commute to and from work qualify for mass transit benefits (Metrocheks). Metrocheks or SmartTrip benefits may be used to ride most mass transit systems in the Washington, D.C. area, e.g., Metrorail, Metrobus, MARC and VRE. Many privately owned bus and van companies accept Metrocheks as well.
PROCEDURE	To request transit benefits, submit a CD-543 form, "DOC Application for Transit Benefit," to your Operating Unit's transit point of contact. For points of contact and additional information, please refer to http://www.osec.doc.gov/oas/questions_and_answer_s2.htm . SmartTrip benefits can be downloaded electronically to program participants' SmartTrip cards each month. Metrocheks are distributed in the HCHB on a quarterly basis to those who use a mode of transportation that does not accept the SmartTrip card.
CONTACT	Management Resource Division, Room 2872, 202-482-6339.

MOVING SERVICES

SERVICE	Office of Administrative Services has a labor force to assist HCHB employees with office moves and furniture relocations. Assistance with small scale moves or furniture rearrangement may be requested by email in accordance with the instructions below. For major office moves, a checklist, "Planning Your Office Move," is provided following this section. This checklist identifies the actions that need to be taken, the office responsible for each action, and the recommended leadtime required for a smooth and successful office move.
PROCEDURE	The following information should be submitted to Moving Services by email at oas-movers@doc.gov , in order to schedule the move:

- Date and time of move

- Room numbers for present location and destination
- Amount of furniture to be moved
- Name and phone number of person in charge of move

The contents of bookcases and items on top of all furniture should be removed and placed in packing boxes prior to the move. The destination (room number) should be marked on each piece of furniture with masking tape and, if possible, its location in the new office.

All file cabinets and desk drawers should be taped closed. Ensure that safes are properly marked. All security containers must be personally escorted by an office employee. If equipment is to be moved, it should be disconnected prior to the move.

CONTACT

Personal Property Management Division, Room 2859, 202-482-5054, or fax 202-482-5440.

PLANNING YOUR OFFICE MOVE

	Point of Contact- Identify one point of contact within your office to coordinate the logistics of the move. On the actual day of move, arrange to have a Point of Contact (POC) in both the old and new locations. The POC stationed in the new location will direct the movers where the materials are to be placed.
	Schedule Date of Move- Email oas-movers@doc.gov to schedule your office move. Schedule the move at least three days in advance to avoid any scheduling delays.
	Request Packing Boxes- Call Moving and Shipping Services at 482-6215 to order your estimated number of packing boxes. Once boxes are packed, clearly label each box with the owner's name and the room number to move.
	Request Dumpster- Call Facilities Services at 482-3555 to request a dumpster for disposal of any unwanted office materials. The dumpster will be delivered outside of your office and will remain there until you call for a pick-up.
	IT Help Desk- Contact the IT Help Desk at 482-5010 to schedule the disconnect and reconnect of your office's computers. The disconnect service should be scheduled for the day prior to your scheduled move.
	Telephone Services- Contact the Telephone Support Office contractors at 482-5010 to arrange transfer and/or establishment of office telephone lines. A representative of this office will meet with your POC to determine telephone line placement.
	Furniture Labeling- Clearly label each piece of furniture and computer equipment with the owner's name and the room number to which it is to be delivered. Vertical file cabinets and desks must be locked; if the item(s) cannot be locked, the contents must be removed and packed in packing boxes. Lateral file cabinets must be emptied due to damage caused to the cabinets during moving.
	Excess Furniture and Equipment- The office's Property Accountability Officer or Property Custodian must initiate an electronic request for excess to Moving and Logistical Services in the Sunflower Personal Property Management System. Movers should pick up excess equipment or furniture within 48 hours of receiving the request. For additional information, call the Personal Property Management Division at 482-5054, in room 2859.
	Office Entry/Workstations Signs- Submit a completed form SF-1 to the Publications and Graphics Customer Service Center in room 2856. Upon receipt, the requested work will be completed in three to five business days. For additional information, call the Printing and Graphics Branch at 482-3061.
	Obtain New Office Keys- Supervisors must send an email to security_hchb@doc.gov . The email must include the names of individuals requiring new office keys; the room numbers the individuals are moving <i>from</i> and <i>to</i> ; provide as much information as possible on keying like doors, individual offices, etc. For additional information, call Office of Security at 482-8355.
	Update Mail Services- Supervisor must send an email to cmister@doc.gov . The email must include the names of individuals requiring a change in mail services; the room numbers the individuals are moving from and to. For additional information, call the Mail Room at 482-4447.
	Cleaning Services- Please call the Facilities Services Division at 482-3555 to schedule a cleaning of the office you are vacating.

If your move is part of a construction project, steps in addition to those listed above will need to be taken. Once the Space Management Division receives your completed CD-410 Work Request, the assigned construction coordinator will inform you of the additional steps, and the procedures to follow.

PARKING-CARPOOL AND HCHB

SERVICE Commerce employees who carpool to work qualify for a subsidized parking space within one mile of the Hoover Building. A minimum of three employees are required for a carpool, at least one of which must be a full-time Department employee.

PROCEDURE To request a carpool parking space, you need to submit a CD-307, *Carpool Application Form*, (located on the DoC website www.doc.gov/forms) to the Hoover Building Carpool Manager, Room 2858.

CONTACT Office of Management Support Services, Executive Services Division, Room 2858, 202-482-4846.

VISITOR AND TEMPORARY PARKING

SERVICE A limited number of visitor and temporary parking spaces are available on a first come, first serve basis. These spaces are located on the 14th Street South Courtyard Apron. Requests will be approved for official business only; requests for personal reasons will be disapproved.

All requests must include the following information:

- Name of driver
- Purpose of visit
- Name, phone number, and room number of person to be visited, or employee
- Date and time of visit (e.g., 6/18/04, 1-3 p.m.)

CONTACT Parking Coordinator, Office of Management Support Services, Executive Services Division, Room 2858, 202-482-4846.

PERMANENT PARKING FOR SENIOR OFFICIALS

SERVICE All permanent spaces are allocated to the operating units. The heads of the operating units control the use of their allocated spaces.

To ensure safety and access to the HCHB parking areas, it is essential that all drivers obey the following rules:

- Display a valid parking permit (issued only by the Office of Administrative Services).
- Do not leave open spaces in the stack areas and pull completely forward.
- Park in the area designated on your parking permit.
- If you must leave your vehicle for an extended period of time, park in such a way that does not block access to other parking spaces. You must also leave a key to your car with someone in your office so that your vehicle can be moved in case of an emergency or for security reasons.

DRIVERS WHO VIOLATE THESE RULES WILL BE CITED AND MAY LOSE THEIR PARKING PRIVILEGES.

CONTACT

Parking Coordinator, Office of Management Support Services, Executive Services Division, Room 2858, 202-482-4846.

PERSONAL PROPERTY MANAGEMENT

SERVICE

The Personal Property Management Division is responsible for developing, implementing, and overseeing Department policies and setting standards for the management of personal property. The following services are provided:

- Personal Property Lifecycle Management (acquisition, maintenance, transfer, disposal)
- DOC Personal Property Database Management (Sunflower Systems)
- DOC Sunflower Helpdesk Support
- Federal Personal Property Management Planning
- Department Physical Inventories

- Department Property Officials Training Certification Program
- HCHB central receiving/excess disposition

PROCEDURE

For assistance with the Sunflower Personal Property Management System, please contact the Sunflower Helpdesk at 202-482-4110.

CONTACT

Personal Property Management Division, Room 2859, 202-482-5054 or fax 202-482-5440.

PRINTING AND GRAPHIC SERVICES

SERVICE

The Multimedia Division provides pre-planning, technical assistance, estimates and the procurement of graphics, printing, and binding. In-house digital printing in black and white or color, along with in-house graphic services are also provided.

PROCEDURE

To schedule an appointment to discuss your project, please call 482-8200. Submit an SF-1 to Room 2846 for all requests, including printing, stationery, business cards, electronic publishing, demand printing, copying and graphics work, such as door signs, tent cards and name badges. Please provide complete instructions and explanations for special requirements.

CONTACT

Multimedia Division, Room 2846, 202-482-8200.

PROPERTY PASSES

SERVICE	A properly completed and approved Property Pass, Optional Form 7 (OF-7), is required to remove property (including accountable and non-accountable equipment and material) from the HCHB.
PROCEDURE	The Property Accountability Officer or Property Custodian for the office or operating unit with custody of the property should prepare and authorize a Property Pass (OF-7). The pass must be authorized (signed) by the Property Accountability Officer or Property Custodian designated for that office or operating unit with custody of the property. A copy of the signed pass must be kept by the authorizing Property Accountability Officer or Property Custodian. The original form is surrendered to the guard when leaving the building.
CONTACT	Personal Property Management Division, Room 2859, 202-482-5054, or fax 202-482-5440.

SPACE ALTERATIONS

SERVICE	The Space Management Division (SMD) provides ongoing tenant services for space assignment, space planning, office alterations, and procurement of carpet, furniture, and draperies.
PROCEDURE	<p>To obtain services of the SMD, a Work Request, CD-410 (located on the DoC website www.doc.gov/forms) must be submitted to Room 6026. Upon receipt, your request will be assigned to a specialist who will contact you as soon as possible to discuss your requirements.</p> <p>The specialist assigned to your project will be your primary contact throughout the process. Depending upon the scope of your project, more than one member of our staff may assist you with your request. Should your project require construction work, one of our construction coordinators will monitor the</p>

progress and work with you and the contractor to ensure that a quality job is accomplished.

Note: Expenses to improve, redecorate or furnish the office area of political appointees is limited to \$5,000 without Congressional approval. For more detailed information, please contact SMD.

CONTACT

Space Management Division, Room 6026,
202-482-1348.

TRAVEL

SERVICE

The Travel Management Division (TMD), in the Office of Management Support Services, provides Department-wide travel policy and oversight and assists the Executive Services Division with travel services for the Office of the Secretary. In addition, the Travel Division works with AdTrav's passport service to obtain official U.S. Government passports through the State Department. TMD also provides convenience check services to offices in the HCHB, and is the point of contact in the Office of the Secretary for all travel card activities. TMD manages the travel management and travel services website, providing DOC travelers with reliable, current travel information. The site can be found at <http://www.osec.doc.gov/oas/travel/default.htm>.

PROCEDURE

Contact the Travel Division for guidance on Federal and DOC travel policy and for assistance in obtaining travel services.

CONTACT

Travel Management Division, Room 2062,
202-482-1818 or fax 202-482-2632.