DEPARTMENT OF THE NAVY
NAVY PAY AND PERSONNEL
SUPPORT CENTER
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NPPSCINST 4650.2A
N4
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NAVY PAY AND PERSONNEL SUPPORT CENTER INSTRUCTION 4650.2A

From: Director, Navy Pay and Personnel Support Center

Subj: PROCEDURES FOR OBTAINING GOVERNMENT TRANSPORTATION DURING NON-WORKING HOURS

Ref: (a) Naval Official Travel Services Contract
(b) JFTR/JTR Vols. 1 and 2

Encl: (1) Travel Arrangement Procedures during Non-Working Hours

1. Purpose. It is recognized that unexpected travel requirements may occur during non-working hours which will not allow for delay of airline ticket procurement until the next regular working day. This instruction provides all Navy Pay and Personnel Support Center (NPPSC) customers with emergency travel arrangement procedures for official travel required outside of regular working hours.

2. Discussion. Reference (a) directs that all reservations and ticketing of official government travel be accomplished through the appropriate Navy Passenger Transportation Office (NAVPTO) and gives the Commercial Travel Office (CTO) exclusive rights to ticket all Navy official travel. Reference (b) amplifies this and mandates the use of the Government Travel Charge Card (GTTC) for all ticketing when available.

3. When emergency travel requirements arise after normal working hours, follow the procedures outlined in enclosure (1). When the NAVPTO determines that the request is a bona fide emergency and cannot wait until the next workday, travel arrangements will be made. If the required after hours service could have been avoided, procedural abuse is suspected, the NAVPTO will notify the parent command of its responsibility and provide a breakdown of any overtime costs to be reimbursed by the parent command.

4. Action. Addressees are requested to promulgate this information to personnel within their commands. These procedures

will be used only when travel requirements occur that necessitate travel must commence in a time frame which prohibits processing during normal working hours.

L. A. CASON
By direction

Distribution: (NPPSCINST 5216.1A)
Lists I and II
NPPSC Customer Commands (World-wide)

TRAVEL ARRANGEMENT PROCEDURES DURING NON-WORKING HOURS

The following procedures are applicable for all NPPSC customers who require official transportation arrangements during non-working hours:

1. Call the SatoTravel Emergency Help Desk toll-free, at 1 (800) 359-9999. SatoTravel will contact the Duty Transportation Assistant (DTA) at the office where the transportation arrangements will be processed for you (typically your servicing NAVPTO).

2. Provide a signed copy of your official travel orders to the DTA. Once the DTA confirms through your command that your official transportation requirements are emergent (i.e., that you cannot wait until the following working day), the DTA will make the transportation arrangements. Under no circumstances can transportation be arranged without a valid copy of travel orders.

3. Transportation arrangements include issuance of airline tickets and lodging/rental car reservations. Unless it is not possible (e.g., due to requirement for foreign travel), the DTA will arrange for electronic ticketing.

Note: The DTA is available only to assist in emergent travel requirements that arise after normal working hours. Travelers that arrive at the airport with prior reservations, but have not been ticketed due to non-receipt of orders by the NAVPTO or PSD Transportation Office during normal working hours, will be required to use their personal Government Travel Charge Card (GTCC) to purchase their ticket at the airport or reschedule their flight for the following work day and process their orders accordingly. Ticket reimbursement will not exceed the cost of a ticket procured at government rates during regular working hours.