

**National Institutes of Health
RELOCATION SERVICES
Relocation Contractor Company (RCC) Processing Procedures
For FTE Persons
New Appointees & Transferees**

PURPOSE: To provide relocation travel procedures for First Official Duty Station Travel (New Appointees) and Permanent Change of Station Travel (PCS) for Transferees.

HHS POLICY 571-1 Payment of Travel and/or Transportation Relocation Expenses

Limits the payment travel expenses for new appointees who are reporting to their first official duty station to individuals who are being appointed to positions at the GS-13 grade level or above and equivalent level positions in other pay systems.

FTR 302-3.4 New Appointee & FTR 3.101 Transferee

When IC decision is made to pay or reimburse relocation expenses, ALL mandatory relocation allowances MUST be paid or reimbursed.

POLICY:

The Institute and Center (IC), Administrative Official (AO), or Relocation Services Coordinator (RSC) forwards the following properly completed and signed documents to the Relocation Contractor Company (RCC) for First Duty Station Travel (New Appointees) or Permanent Change of Station Travel (Transferees) to initiate relocation services:

- Form NIH 2028 “Request for Permanent Change of Station Orders”
- Form HHS 355, HHS 355B or HHS 355A “Service Agreement Form”
- Personnel Action (SF 50 / SF 52) or Offer Letter
- Order for Supply or Services BPA/ROC (\$289 Entitlement Counseling, \$375 Voucher Review/Preparation, and \$550 Move Management Fee)
- Form 2926-1 NIH Travel Waiver Request for Discretionary Allowances

NOTE: Relocation orders maybe cancelled within seven (7) days with no service fee charge. On the eighth (8) day, the IC will incur the service fee.

For a copy of the NIH 2028, please reference the following website address:

https://oma.od.nih.gov/Lists/DMSFormsList/Attachments/421/NIH-2028_03-30-17.pdf

Move Management Services

A manual version Travel Authorization will be prepared by the RCC with properly authorization for:

- New Appointees relocation travel move situations that include:
 1. Travel and per diem (employee only)
 2. Shipment of household goods (18,000 lbs.)

3. Temporary storage (60 days, extension may be granted for an additional 90 days not to exceed 150 days max.)
4. Privately owned vehicle (POV) (discretionary)
- Transferees' relocation travel moves situation that include:
 1. Travel and per diem (employee/dependents)
 2. Shipment of household goods (18,000 lbs.)
 3. Temporary storage (60 days, extension may be granted for an additional 90 days not to exceed 150 days max.)
 4. Miscellaneous Expense Allowance
 5. Sell & buy residence transaction expenses
 6. POV, Temporary Quarters or House Hunting Trip (discretionary)

RCC/RSC RESPONSIBILITIES:

1. The RCC assigns an Entitlement Counselor to support and coordinate the relocation of the FTE Person and to serve as liaison to both the FTE Person and the AO/RSC.
2. The Entitlement Counselor will advise the FTE Person to retain all applicable receipts in support of his/her Travel Voucher claim(s).
3. The RCC selects the carrier best suited for the move, utilizing applicable governing regulations, and begins preparations for the move.
 - Centralized Household Goods Traffic Management Program (CHAMP) carrier is used, all Industrial Funding Fees (IFF) paid to GSA by both the carrier and the RCC will be assessed to the NIH.
4. The RCC's Entitlement Counselor will coordinate moving dates and arrangements with the individual and will provide any consultation required throughout the process.
5. The RCC transmits a copy of the Travel Authorization to AO/RSC to obtain Authorizing Official's signature.

NOTE: Any changes in allowances or benefits which necessitate an Amended Travel Authorization must be initiated by the AO/RSC in the form of written communication via email to the RCC. The RCC will prepare the Amended Travel Authorization and transmit a copy to the AO/RSC to obtain the Authorizing Official's signature.
6. AO/RSC will email a copy of an approved Travel Authorization (and any amendments) with the Authorizing Official's signature to RelocationandFreight@nih.gov for entries/obligation of funds into the NIH Business System (NBS).
7. The RCC will consolidate billing of all related move charges and transmit the invoice to the Project Officer, DLS for audit/review. Prior to the RCC issuing the invoice, the following steps will take place:
 - The RCC will notify the AO/RSC of receipt of an invoice from the Transportation Service Provider (TSP) and the need for the IC to complete a **"Receiving Report" (See below)**.
 - Within 3 working days following RCC notification, the appropriate IC official must sign and submit a completed "Receiving Report" to the RCC.

NOTE: Receiving reports do not forward to OFM.

 - Upon receipt of the signed and completed "Receiving Report", the RCC will submit: 1) an original invoice; 2) a copy of the "Receiving Report"; and 3) all supportive material to Project Officer, DLS.
8. Upon completion of the audit, Project Officer, DLS will forward the Invoice Package to the OFM Travel Office via email to relocationandfreight@nih.gov for initiation of payments to RCC.

TRAVEL VOUCHER PROCESS

1. Upon completion of the move, the relocating Person must provide the RCC with specific information to enable the RCC to finalize the Travel Voucher. A formatted request for this information is transmitted directly to the individual and is to include all applicable dates and times of travel and receipts.
2. Once the information is obtained from the traveler, the RCC prepares the Travel Voucher Package ensuring that the claim cites the proper common accounting number (CAN#) and oc codes with all allowable charges properly calculated.
3. The RCC forwards the Travel Voucher Package (along with a copy of the Travel Order and receipts) to the AO/RSC for claimant and approving official signatures.
4. The RSC forwards a copy of the signed Travel Voucher for notification to the RCC and the original signed Voucher Package (along with a copy of the Travel Authorization and any receipts) to Bashir.Ahmed@nih.gov Accounts Payable, OFM for payment.

NOTE: Any changes in allowances or benefits payable which necessitate: 1) an Amended Travel Voucher; or 2) an Amended Travel Authorization along with the original Travel Voucher, must be initiated by the IC in the form of written communication via email to RCC. The RCC will prepare the Amended Travel Authorization or Amended Travel Voucher accordingly and transmit a copy to IC AO/RSC to obtain the Approving Official's signature. All applicable receipts must be submitted to the RCC.

5. The OFM Travel Office reviews the Travel Voucher package and examines the claim in terms of; 1) Appropriately signed documentation (claimant and approving official); 2) Availability of funds; 3) Proper common accounting number; and 4) Appropriate allowances or benefits. Upon this review, payment is then made to the traveler.

EVALUATION FORMS

1. The RCC will provide via email the traveler with a Quality Assurance Evaluation (QAE) Form.
2. The RCC will advise the FTE person where to submit completed form.