

INSTRUCTIONS: JOB CORPS UNUSED TICKET LOG

GENERAL GUIDELINES

Uses of the Unused Ticket Log

The unused ticket log is a multi-purpose spreadsheet format that is used by centers and OA agencies to record and transmit information to account for unused tickets that are ordered for new enrollee input travel and other travel by Job Corps students. This way of entering and transmitting data is an interim measure that will be used until an enhanced ticket accountability system can be developed and implemented by the Job Corps Data Center.

Proficiency with Quattro Pro or Excel is Needed

Successful utilization of the unused ticket log will require that assigned OA and center staff have some proficiency with either Quattro Pro or Excel. Center operators and OA contractors should ensure that appropriate staff receive the necessary training. Some of the processes that need to be mastered include: saving files; saving files under new names; sorting rows by various criteria; selecting and copying rows from one spreadsheet to another, locking and unlocking titles to facilitate data loading.

Leave Columnar Structure As Is

It is important that those who use the spreadsheet maintain its columnar structure. That is, users should not insert or delete columns. If the columnar structure is not maintained "as is", those who receive reported information from centers or OA agencies will have serious problems with importing or downloading the reported data. Please note that it is OK to change column width.

Transmit Reports as E-Mail Attachments

Reporting of data to others (e.g., Regional Offices and CAMMAY) should be accomplished by transmitting copies of the Quattro Pro or Excel ticket logs as e-mail attachments to the recipients of the reports.

Ticket Information

Initial information about the unused tickets that are listed on the report needs to be supplied by whichever organization ordered the tickets, either the center or the OA agency. To illustrate, if an enrollee input ticket was ordered by a center, then the "no show" report that is transmitted to the OA agency will include information in columns A through U, and possibly entries in columns V, W, and X as well. On the other hand, if the ticket was ordered by the OA agency, then the "no show" report prepared by the center and transmitted to the OA agency will include entries only in columns A through E.

Maintenance of Permanent Log

It is recommended that OA agencies and centers maintain a permanent log that reflects all unused tickets that they ordered or become responsible for helping to recover. The various reports discussed below will contain data unused tickets that were purchased in the recent past. However, individual tickets are dropped from subsequent reports as they are resolved. This does not imply, however, that data about resolved tickets should be deleted from the data records maintained by the OA agency or the center.

REPORTS THAT ARE GENERATED WITH THE "UNUSED TICKET LOG"

CENTER "NO SHOW" NOTIFICATION REPORT TO OA AGENCY AND CAMMAY TICKET VERIFICATION UNIT

Purpose:

Notify OA agencies and CAMMAY Ticket Verification Unit of assignees who are "no shows" on their scheduled arrival dates. This is to alert OA agencies of instances where ticket retrieval/refund processing activities should be initiated.

Prepared By:

Job Corps Center where the "no shows" occurred.

- Transmit to:** OA Agency that recruited the individuals, with cc to CAMMAY and the cognizant regional office.
- Scope of Report:** After each new enrollee input day, a separate report should be prepared for each OA agency that had "no shows". For each OA agency, the report should list only those new assignees who failed to arrive on the appointed day. If all of an OA agency's new assignees arrived, then no report would be issued to that OA agency. All "no shows" must be reported, even those for whom no ticket was issued.
- Timeliness:** Reports should be prepared and transmitted within 2 working days after the scheduled enrollee input/arrival day.
- Negative Reports?** Negative reports are required even if there are no "no shows" to report. In this case, enter "Y" in negative report block.

CONTROL SHEET FOR TRANSCOR HARD-COPY TICKETS FORWARDED TO CAMMAY FOR PROCESSING OF RE-FUNDS

- Purpose:** To provide a control list of unused hard-copy Transcor tickets that OA agencies and centers transmit to CAMMAY for further processing and return to Transcor for refund. This applies only to Transcor tickets that were purchased with a DOL-paid Citibank group travel account. All other tickets that need to be returned to refund should be sent to the issuing travel agency or carrier.
- Prepared By:** OA agencies and Centers that have unused Transcor tickets on hand that need to be processed thru CAMMAY.
- Transmit to:** CAMMAY ticket verification unit. This list should be printed and included in the Fed-Ex or other courier envelope that is used to physically transmit the tickets to JACS.
- Scope of Report:** The report is simply a list of tickets being physically transmitted to CAMMAY. Negative reports are not required.
- Timeliness:** All on-hand unused Transcor tickets that need to be processed for refund and which were purchased with a DOL-paid Citibank group travel account need to be transmitted to CAMMAY each Monday.
- Negative Reports?** Not applicable. Generate and use this report only as needed.

MONTHLY UNUSED TICKET STATUS REPORT FOR NO SHOWS

- Purpose:** Provide CAMMAY with monthly updates on status of tickets that were issued for "no shows". This enables CAMMAY to monitor the credits that should be received for unused tickets that are returned for refund and to provide management information reports to DOL program managers.
- Prepared By:** OA agencies that recruited the assignees who failed to arrive at their centers on the date planned.
- Transmit to:** CAMMAY Ticket Verification Unit, with cc to the cognizant regional office.
- Scope of Report:** This report must reflect all tickets listed as unresolved on the prior month's report and all new no-shows that were reported to the OA agency by centers after the cut-off for the prior month's report. OA agencies may submit a consolidated monthly status report that covers activities under all of their contracts; or may submit separate reports for activities under each of their OA contracts.
- Note:** After a ticket has been reported "RESOLVED" on a monthly report, it should not appear on future reports.
- Timeliness:** Reports shall be prepared to reflect actions through and status as of the last day of each month and shall be submitted to CAMMAY to be received no later than the 7th day of the following month.
- Negative Reports?** Negative reports are required even if there are no tickets to report. In this case, enter "Y" in negative report block.

MONTHLY UNUSED TICKET STATUS REPORT FOR CENTER ORIGINATING TRIPS

- Purpose:** Provide CAMMAY with monthly updates on status of unused tickets that were issued for center-originated travel. This enables CAMMAY to monitor the credits that should be received for unused tickets that are returned for refund and to provide management information reports to DOL program managers.
- Prepared By:** Job Corps centers.
- Transmit To:** CAMMAY Ticket Verification Unit, with cc to the cognizant regional office.
- Scope of Report:** This report must reflect all tickets listed as unresolved on the prior month's report and all new unused tickets for center-originated travel that were identified since the cut-off for the prior month's report.
Note: After a ticket has been reported "RESOLVED" on a monthly report, it should not appear on future reports.
- Timeliness:** Reports shall be prepared to reflect actions through and status as of the last day of each month and shall be submitted to CAMMAY to be received no later than the 7th day of the following month.
- Negative Reports?** Negative reports are required even if there are no tickets to report. In this case, enter "Y" in negative report block.

Instructions for Heading Entries

- Report Being Submitted:** Enter an "X" in the block that reflects the particular type of report being submitted.
- Report for Period Ending:** For the report being submitted, enter the "as of" date in mm/dd/yyyy format.
- Name/Address of OA Agency or Center** Self-explanatory.
- Contact Person at OA Agency or Center** Enter name of person at OA agency or center who can answer questions about the report.
- Phone No. of Contact Person:** Self-explanatory.

Instructions for Column Entries

- A. Center Code:** Enter the code that is used to identify the center in CIS. Make this entry for each no-show or ticket that is listed. This might appear redundant, but it will facilitate later data handling tasks by OA agencies and CAMMAY.
- B. OA Agency Code:** Enter OASIS code of the OA agency that recruited the "no show" assignee. Again, this might appear redundant, but will facilitate later data handling tasks by the OA agencies and CAMMAY. No entry needed if this log is for tickets that were ordered for center-originating travel.
- C. Traveller Last Name:** Last name of assignee or student.
- D. Traveller First Name:** First name of assignee or student.
- E. Student ID Number** Enter traveller's Job Corp student ID number (which is generated in OASIS at time of application for enrollment).
- F. Planned Departure Date** Planned departure date of travel. If a no show for whom no ticket was issued, enter the date of the no show. Please enter in mm/dd/yyyy format. Ensure that date is entered as a value and not a label.

- G. Ticket Issued?** Enter YES or NO (if booked on charter, enter NO). If NO, then no further entries needed.
- H. Ordered By?** If ticket ordered by center, enter CENTER. If ordered by OA agency, enter OA.
- I. Departure City** Self-explanatory.
- J. Departure State** Self-explanatory. Use 2-letter postal service abbreviation.
- K. Arrival City** Self-explanatory.
- L. Arrival State** Self-explanatory. Use 2-letter postal service abbreviation.
- M. OneWay or Round Trip?** Self-explanatory.
- N. Paid DOL Citibank?** Enter YES only if the ticket was charged to a DOL-paid Citibank group travel account. Otherwise, enter NO.
- O. Transcor Ticket?** Enter YES only if the ticket was ordered thru the Transcor travel agency. Otherwise, enter NO.
- P. Ticket Type** Choices include: E-Ticket; Pre-Paid; Hard-Copy
- Q. Ticket Number** Enter serial number assigned to ticket by carrier.
- R. Mode** Enter mode of transportation (eg, AIR, RAIL, BUS)
- S. Carrier** Enter name of transportation carrier (eg, United, Greyhound, Amtrak)
- T. Dollar Amount** Enter cost of ticket, including any travel agency processing fees that were charged to the Citibank account.
- U. Amount Refundable** Enter the amount of the refund that can be obtained upon return of the ticket.
- V. Is Ticket Resolved?** Enter YES or NO.
- W. Date Resolved** If ticket has been resolved, enter date or approximate date (mm/dd/yyyy) when resolution occurred. Please ensure that the date is entered as a value and not as a label.
- X. Status Explanation** Listed below are the possible explanations for both RESOLVED tickets and UNRESOLVED tickets. These explanation statements should (as applicable) be copied verbatim into the Status Explanation column.
- Status Explanations for RESOLVED tickets.
- 01 Processed for re-fund.
02 Hardcopy ticket; recovered for re-use by same or other traveller.
03 Hardcopy ticket; not recoverable from traveller.
04 Ticket was misused.
05 Other (say what):
- Status Explanations for UNRESOLVED tickets.
- 06 Still attempting recovery of ticket from traveller.
07 Ticket status still being researched.
08 Other (say what):
- Y. Comments and Notes** For use by OA agency or center. May be used to make notes of attempts to recover hard-copy tickets.