

Travel and Expense Management FIBF

Use Case 100.TRT.L2.04 Remote Foreign Travel with Family Emergency

Version History

Version	Date	Change Description	Author of Change
1.1	3/16/2018	Revised to address GSA feedback	MITRE
1.2	4/6/2018	Revised to address GSA feedback and incorporate revised business capabilities	MITRE
1.3	2/21/2020	Changed “transportation carrier” to “transportation provider”	MITRE

Use Case 100.TRT.L2.04 Remote Foreign Travel with Family Emergency

End-to-End Business Process: 100. Book to Reimburse

Business Scenario(s) Covered

- L2.27 Travel to Remote Location
- L2.33 Unexpected Travel
- L2.34 Traveler Family Emergency
- L2.38 Foreign Travel Where Travel Card Cannot Be Used

Business Actor(s):

Traveler, Approver(s), Finance Office, Travel Management Center (TMC), Department of State, Travel Arranger

Synopsis

Travel dates and the travel location are identified for unexpected Temporary Duty (TDY) travel to a remote foreign location. Non-traditional lodging accommodations and local transportation at the remote location are provided by another Government agency at no cost to the traveler. The Travel Management Center (TMC) is contacted and itinerary options are searched. Air transportation provider reservations are made using a Government travel card, and the information is checked for compliance with no issues identified. Approval is received and documented by the TMC. The ticket is issued, and the trip itinerary is generated and provided. During the trip, a travel authorization is prepared on behalf of the traveler, submitted, routed, reviewed, and approved by appropriate parties. News is received while traveling concerning a family emergency, and notification of the traveler's family emergency is provided. Instructions are provided to allow the traveler to return to his/her official station earlier than expected. The TMC is contacted, reservations are changed, and approval is received and documented for the trip changes. An updated ticket is issued, and an updated trip itinerary is generated and provided. After the trip is completed, a voucher is prepared, including updated expenses for the trip change and conversion of expenses paid in foreign currency because the travel card cannot be used in the remote location. The voucher information is checked for compliance with no issues identified. The voucher is submitted, routed, reviewed, and approved by appropriate parties. A payment request is submitted, identifying amounts to be paid to the Government travel card company and the traveler. Disbursement of the payment is made and confirmed, and the voucher is marked paid.

Assumptions and Dependencies

1. There is no presumption as to which events are executed by which business actor.
2. There is no presumption as to which events are automated, semi-automated, or manual.
3. There may or may not be automated (near/real-time or batch) interfaces between service areas/functions/activities and between provider solutions/systems.
4. All predecessor events required to trigger the Initiating Event have been completed.
5. Travel budget has been established.
6. The required Government passport and visa, if applicable, have been obtained, applicable foreign travel security requirements have been met, and the approval to travel abroad on official business has been received.
7. A travel personnel profile has been set up for the traveler.
8. A Government travel card has been issued to the traveler.
9. An amended authorization is not submitted due to the traveler emergency; changes to expenses are reflected on the voucher.
10. Trip documentation is maintained for record retention purposes.
11. The travel documents associated with the trip are not selected for audit.

Initiating Event

A Government employee is requested to travel on short notice.

USE CASE 100.TRT.L2.02 REMOTE FOREIGN TRAVEL WITH FAMILY EMERGENCY

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
1	a. Contact Travel Management Center (TMC) for assistance b. Identify trip dates, official station/residence location, Temporary Duty (TDY) location, and trip purpose c. Search for information on available transportation provider options d. Receive available Government-negotiated and non-Government-negotiated transportation provider schedule and fare options and pricing e. Select transportation provider reservation from available options f. Evaluate updated travel reservation information for completeness, errors, and compliance with policy; and record results with no issues identified g. Establish and provide validated reservation and PNR information with ticketing date h. Provide updated traveler reservation information (TRT.010.020 Travel Reservation Assistance and Processing)		<ul style="list-style-type: none"> • Travel personnel profile information • Trip date, location, and trip purpose information • Transportation, lodging, and rental car search information • Government-wide and approved agency-specific travel policies • Government-wide travel programs • Available Government-negotiated and non-Government-negotiated transportation provider schedule and fare options and pricing • Government-wide and approved agency-specific travel policy and associated compliance checks • PNR documentary guidelines 	<ul style="list-style-type: none"> • Validated reservation/ PNR information with ticketing date • Traveler reservation information •

USE CASE 100.TRT.L2.02 REMOTE FOREIGN TRAVEL WITH FAMILY EMERGENCY

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
2	a. Request, receive, and document approval for trip (TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing) b. Evaluate ticket information for completeness, errors, and compliance with documentary guidelines and policy; and record results with no issues identified (TRT.010.040 Travel Ticketing) c. Issue traveler ticket (TRT.010.040 Travel Ticketing) d. Generate and provide trip itinerary (TRT.010.040 Travel Ticketing)		<ul style="list-style-type: none"> • Validated updated reservation/PNR information • Ticketing documentary guidelines 	<ul style="list-style-type: none"> • Documented approval for trip • Issued ticket • Trip itinerary

USE CASE 100.TRT.L2.02 REMOTE FOREIGN TRAVEL WITH FAMILY EMERGENCY

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
3	<p>e. Receive and document validated reservation/PNR information</p> <p>f. Document trip purpose, official station/residence location, TDY location, and expected departure from and return dates from reservation information for travel authorization</p> <p>g. Document demographic, agency, contact, and payment information from travel personnel profile</p> <p>h. Determine and document estimated meals and incidental expenses (M&IE) per diem</p> <p>i. Document non-traditional lodging expenses</p> <p>j. Document estimated transportation provider fare</p> <p>k. Determine and document miscellaneous and other expenses, including taxi fares to and from the airport</p> <p>l. Document Government travel card as payment method</p> <p>m. Determine and document planned lines of accounting (LOA) code(s) from travel personnel profile and/or other available codes, document allocation, and determine dollar amounts for each code</p> <p>n. Evaluate travel authorization information for completeness, errors, and compliance with policy, and record results with no issues identified</p> <p>o. Document travel arranger signature, and submit and route travel authorization for review by appropriate parties</p> <p>(TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing)</p>		<ul style="list-style-type: none"> • Validated reservation/ PNR information • Travel personnel profile information • Per diem rates • Historical/default miscellaneous and other expense information • Government travel card information • Available LOA code(s) • Government-wide and approved agency-specific travel policy and associated compliance checks • List of approvers 	<ul style="list-style-type: none"> • Submitted travel authorization

USE CASE 100.TRT.L2.02 REMOTE FOREIGN TRAVEL WITH FAMILY EMERGENCY

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
4	a. Receive submitted travel authorization b. Evaluate travel authorization information to verify travel is necessary/mission essential, compliant with applicable regulations and policies, including documentation requirements, and references appropriate budget resources; and record results with no issues identified c. Request funds availability check for obligation (TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing)		<ul style="list-style-type: none"> • Submitted travel authorization • Government-wide and approved agency-specific travel policy and associated compliance checks 	<ul style="list-style-type: none"> • Request for funds availability check for obligation
5		a. Receive and process request for funds availability check for obligation b. Provide response to funds availability check for obligation (FFM.010.020 Funds Allocation and Control)	<ul style="list-style-type: none"> • Request for funds availability check for obligation 	<ul style="list-style-type: none"> • Funds availability response for obligation
6	a. Receive funds availability response for obligation b. Approve and sign travel authorization c. Notify traveler of travel authorization approval d. Request funds obligation for travel authorization (TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing)		<ul style="list-style-type: none"> • Funds availability response for obligation • Government-wide and approved agency-specific travel policy and associated compliance checks 	<ul style="list-style-type: none"> • Approved travel authorization • Traveler notification of approval • Funds obligation request for travel authorization

USE CASE 100.TRT.L2.02 REMOTE FOREIGN TRAVEL WITH FAMILY EMERGENCY

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
7		a. Receive funds obligation request for travel authorization b. Obligate funds for travel authorization c. Provide funds obligation confirmation (FFM.030.020 Obligation Management)	<ul style="list-style-type: none"> • Funds obligation request for travel authorization 	<ul style="list-style-type: none"> • Appropriate general ledger entries created with reference to source information • Funds obligation confirmation
8	a. Receive funds obligation confirmation b. Update travel authorization with obligation confirmation (TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing)		<ul style="list-style-type: none"> • Funds obligation confirmation 	<ul style="list-style-type: none"> • Updated travel authorization with obligation confirmation
9	a. Receive news of traveler family emergency b. Prepare and submit traveler family emergency notification (TRT.010.050 Traveler Emergency Assistance Request Processing)		<ul style="list-style-type: none"> • News of family emergency 	<ul style="list-style-type: none"> • Family emergency notification information
10	a. Receive traveler family emergency notification b. Evaluate family emergency notification information and record results c. Provide traveler instructions to return to official station (TRT.010.050 Traveler Emergency Assistance Request Processing)		<ul style="list-style-type: none"> • Family emergency notification information 	<ul style="list-style-type: none"> • Traveler instructions to return to official station

USE CASE 100.TRT.L2.02 REMOTE FOREIGN TRAVEL WITH FAMILY EMERGENCY

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
11	a. Contact the TMC for assistance b. Receive traveler request for reservation assistance in TMC c. Retrieve existing reservation/PNR information d. Search for information on available updated transportation options e. Receive available Government-negotiated and non-Government-negotiated transportation provider schedule and fare options and pricing f. Select updated transportation provider reservation from available options g. Evaluate updated travel reservation information for completeness, errors, and compliance with policy; and record results with no issues identified h. Establish and provide validated updated reservation and PNR information i. Provide updated traveler reservation information (TRT.010.020 Travel Reservation Assistance and Processing)		<ul style="list-style-type: none"> • Traveler instructions to return to official station • Travel personnel profile information • Trip reservation information • Transportation option search information • Government-wide travel programs • Available Government-negotiated and non-Government-negotiated transportation provider schedule and fare options and pricing • Government-wide and approved agency-specific travel policy and associated compliance checks • PNR documentary guidelines 	<ul style="list-style-type: none"> • Validated updated reservation/PNR information • Updated traveler reservation information

USE CASE 100.TRT.L2.02 REMOTE FOREIGN TRAVEL WITH FAMILY EMERGENCY

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
12	a. Request, receive, and document approval for travel changes (TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing) b. Evaluate ticket information for completeness, errors, and compliance with documentary guidelines and policy; and record results with no issues identified (TRT.010.040 Travel Ticketing) c. Issue traveler updated ticket (TRT.010.040 Travel Ticketing) d. Generate and provide updated trip itinerary (TRT.010.040 Travel Ticketing)		<ul style="list-style-type: none"> • Validated updated reservation/PNR information • Ticketing documentary guidelines 	<ul style="list-style-type: none"> • Documented approval for travel changes • Issued updated ticket • Update trip itinerary

USE CASE 100.TRT.L2.02 REMOTE FOREIGN TRAVEL WITH FAMILY EMERGENCY

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
13	<p>a. Retrieve travel authorization information to include in travel voucher</p> <p>b. Verify and update M&IE per diem, transportation provider fare, and other expenses (e.g., taxi fares to and from the airport), including expense for trip changes due to family emergency</p> <p>c. Verify and update M&IE per diem</p> <p>d. Verify and update payment method(s)</p> <p>e. Document receipts for expenses</p> <p>f. Document cash advance fee expense from Government travel card</p> <p>g. Document foreign currency exchange rate and fees for miscellaneous expenses paid in foreign currency</p> <p>h. Verify and update appropriate LOA code(s) from travel personnel profile and/or other available codes, document allocation, and determine dollar amounts for each code</p> <p>i. Evaluate voucher with supporting documentation for completeness, errors, and compliance with policy; and record results with no issues identified</p> <p>j. Document traveler signature, and submit and route voucher with supporting documentation for review by appropriate parties</p> <p>(TRT.010.060 Temporary Duty [TDY] and Local Travel Voucher Processing and Audit)</p>		<ul style="list-style-type: none"> • Approved travel authorization • Per diem rates • Issued ticket information • Receipts for expenses • Cash advance information • Foreign currency exchange rate • Available LOA code(s) • Government-wide and approved agency-specific travel policy and associated compliance checks • Travel personnel profile information • List of approvers 	<ul style="list-style-type: none"> • Submitted voucher with supporting documentation

USE CASE 100.TRT.L2.02 REMOTE FOREIGN TRAVEL WITH FAMILY EMERGENCY

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
14	a. Receive submitted voucher and supporting documentation b. Evaluate voucher and supporting documentation for compliance with policies and LOA codes, and record results with no issues identified c. Request funds availability check for voucher payment (TRT.010.060 Temporary Duty [TDY] and Local Travel Voucher Processing and Audit)		<ul style="list-style-type: none"> • Submitted voucher and supporting documentation • Government-wide and approved agency-specific travel policy and associated compliance checks 	<ul style="list-style-type: none"> • Request for funds availability check for voucher payment
15		a. Receive and process request for funds availability check for voucher payment b. Provide response to funds availability check for voucher payment (FFM.010.020 Funds Allocation and Control)	<ul style="list-style-type: none"> • Request for funds availability check for voucher payment 	<ul style="list-style-type: none"> • Funds availability response for voucher payment
16	a. Receive funds availability response for voucher payment b. Approve and sign voucher c. Notify traveler of voucher approval d. Determine voucher payment split between Government travel card company and traveler e. Request disbursement of voucher payments to Government travel card company and traveler (TRT.010.060 Temporary Duty [TDY] and Local Travel Voucher Processing and Audit)		<ul style="list-style-type: none"> • Funds availability response for voucher payment • Government-wide and approved agency-specific travel policy and associated compliance checks 	<ul style="list-style-type: none"> • Approved voucher • Traveler notification of approval • Request for disbursement of voucher payments to Government travel card company and to traveler

USE CASE 100.TRT.L2.02 REMOTE FOREIGN TRAVEL WITH FAMILY EMERGENCY

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
17		c. Receive and process disbursement request for voucher payments to Government travel card company and to the traveler d. Confirm disbursements of voucher payments e. Provide confirmation of voucher payment disbursements (FFM.030.050 Payment Processing – Travel TDY and Local Payments)	<ul style="list-style-type: none"> Request for disbursement of voucher payment to Government travel card company and to traveler 	<ul style="list-style-type: none"> Appropriate general ledger entries for current fiscal year created with reference to source information Payment disbursements to Government travel card company and traveler Confirmation of voucher payment disbursements to Government travel card company and to the traveler
18	a. Receive confirmation of voucher payment disbursements to Government travel card company and to the traveler b. Match voucher payment disbursements confirmation to voucher and document voucher as paid (TRT.010.060 Temporary Duty [TDY] and Local Travel Voucher Processing and Audit)		<ul style="list-style-type: none"> Approved voucher and supporting documentation Confirmation of voucher payment disbursements to Government travel card company and to the traveler 	<ul style="list-style-type: none"> Paid voucher