

Travel and Expense Management FIBF

Use Case 100.TRT.L2.01 Cancelled TDY for Special Needs Traveler

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.L2.01 Cancelled TDY Involving Special Needs Traveler	
End-to-End Business Process: 100. Book to Reimburse	
Business Scenario(s) Covered	
<ul style="list-style-type: none"> • L2.28 Special Needs Accommodations • L2.37 Cancelled Trip with Non-Refundable Ticket 	
Business Actor(s):	
Traveler, Approver(s), Travel Management Center (TMC), Finance Office	
Synopsis	
<p>A special needs accommodation(s) request is prepared and submitted for a traveler with a condition requiring a wheelchair who is going on a domestic Temporary Duty (TDY) trip. The request is evaluated and approved, and notification of the approval is provided. The special needs accommodation(s) is added to the travel personnel profile. Travel dates and the travel location are identified for the TDY trip, and itinerary options are searched, including airport and airline accommodations, wheelchair accessible lodging and local transportation options (e.g., van with wheelchair access). Reservations, including a non-refundable ticket, are made using a Government travel card. The reservation information is checked for compliance with no issues identified. The reservation and passenger name record (PNR) information is provided with the ticketing date. A travel authorization is prepared, and the information is checked for compliance with no issues identified. The travel authorization is submitted, routed, reviewed, and approved by appropriate parties. The ticket is issued on the ticketing date established by the PNR, and the trip itinerary is generated and provided. After the ticket is issued and the window for ticket changes has expired, the traveler is informed that the event that he/she was planning to attend was cancelled. Notification is provided of the trip cancellation, and the unused ticket is documented for later use by the traveler. A travel voucher is prepared, including the incurred airfare expense for the cancelled ticket. 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 amount to be paid to the Government travel card company. Disbursement of the payment is made and confirmed, and the voucher is marked paid.</p>	
Assumptions and Dependencies	
<ol style="list-style-type: none"> 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. A travel personnel profile has been set up for the traveler. 7. A Government travel card has been issued to the traveler. 8. Trip documentation is maintained for record retention purposes. 9. The travel documents associated with the trip are not selected for audit. 	
Initiating Events	A Government employee with special needs is requested to travel for mission support purposes.

USE CASE 100.TRT.L2.01 CANCELLED TDY INVOLVING SPECIAL NEEDS TRAVELER

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
1	a. Prepare special needs accommodation(s) request for traveler with a lifelong condition requiring a wheelchair b. Submit special needs accommodation(s) request with supporting documentation for review by appropriate parties (TRT.010.010 Travel Personnel Profile Set-up and Maintenance)		<ul style="list-style-type: none"> • Special needs information and supporting documentation • List of approvers 	<ul style="list-style-type: none"> • Submitted special needs accommodation(s) request with supporting documentation
2	a. Receive submitted special needs accommodation(s) request with supporting documentation b. Evaluate special needs accommodation(s) request with supporting documentation and record results c. Approve special needs accommodation(s) and provide notification of approval (TRT.010.010 Travel Personnel Profile Set-up and Maintenance)		<ul style="list-style-type: none"> • Submitted special needs accommodation(s) request with supporting documentation • Travel personnel profile 	<ul style="list-style-type: none"> • Approved special needs accommodation(s) request • Traveler notification of special needs accommodation(s) approval
3	a. Receive notification of special needs accommodation(s) approval b. Update travel personnel profile with special needs accommodation(s) and supporting documentation (TRT.010.010 Travel Personnel Profile Set-up and Maintenance)		<ul style="list-style-type: none"> • Traveler notification of special needs accommodation(s) approval • Special needs information and supporting documentation 	<ul style="list-style-type: none"> • Updated travel personnel profile with supporting documentation

USE CASE 100.TRT.L2.01 CANCELLED TDY INVOLVING SPECIAL NEEDS TRAVELER

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
4	<p>a. Identify trip dates, official station/residence location, Temporary Duty (TDY) location, and trip purpose</p> <p>b. Document demographic information and preferences from travel personnel profile</p> <p>c. Search for information on available wheelchair accessible transportation, lodging, and local transportation options</p> <p>(TRT.010.020 Travel Reservation Assistance and Processing)</p>		<ul style="list-style-type: none"> • Travel personnel profile information • Trip date, location, and trip purpose information • Transportation, lodging, and local transportation search information • Government-wide and approved agency-specific travel policies • Government-wide travel programs 	<ul style="list-style-type: none"> • Available Government-negotiated and non-Government-negotiated transportation provider schedule and fare, and lodging and local transportation options and pricing • Per diem rates for lodging
5	<p>a. Receive available Government-negotiated and non-Government-negotiated transportation provider schedule and fare, and lodging and local transportation options and pricing</p> <p>b. Select transportation provider reservation with non-refundable ticket from available options and provide exception/justification</p> <p>c. Select lodging and local transportation reservations from available options to accommodate special need and provide exception/justification</p> <p>d. Evaluate travel reservation information for completeness, errors, and compliance with passenger name record (PNR) documentary guidelines and policy; and record results with no issues identified</p> <p>e. Establish and provide validated reservation and PNR information with ticketing date</p> <p>f. Provide traveler reservation information</p> <p>(TRT.010.020 Travel Reservation Assistance and Processing)</p>		<ul style="list-style-type: none"> • Available Government-negotiated and non-Government-negotiated transportation provider schedule and fare, and lodging and local transportation options and pricing • Per diem rates for lodging • 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.L2.01 CANCELLED TDY INVOLVING SPECIAL NEEDS TRAVELER

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
6	<p>a. Receive and document validated reservation/PNR information for travel authorization</p> <p>b. Document trip purpose, official station/residence location, TDY location, and expected departure and return dates</p> <p>c. Document demographic, agency, contact, payment, and special needs accommodation(s) information from travel personnel profile</p> <p>d. Determine and document estimated meals and incidental expenses (M&IE) per diem</p> <p>e. Document estimated lodging expenses</p> <p>f. Document estimated transportation provider fare</p> <p>g. Determine and document miscellaneous and other expenses, including taxi fares to and from the airport</p> <p>h. Document Government travel card as payment method for expenses</p> <p>i. 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>j. Evaluate travel authorization information for completeness, errors, and compliance with policy; and record results with no issues identified</p> <p>k. Document traveler 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 with special needs accommodation(s) • Per diem rates • Historical/default miscellaneous and other expense 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 with supporting documentation

USE CASE 100.TRT.L2.01 CANCELLED TDY INVOLVING SPECIAL NEEDS TRAVELER

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
7	a. Receive submitted travel authorization with supporting documentation 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 with 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 obligation
8		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
9	a. Receive funds availability response for obligation b. Approve and sign travel authorization with supporting documentation 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"> • Submitted travel authorization with supporting documentation • Funds availability response for obligation 	<ul style="list-style-type: none"> • Approved travel authorization with supporting documentation • Traveler notification of approval • Funds obligation request for travel authorization

USE CASE 100.TRT.L2.01 CANCELLED TDY INVOLVING SPECIAL NEEDS TRAVELER

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
10		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
11	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
12	a. Receive travel authorization approval and notification to issue traveler ticket b. Evaluate ticket information for completeness, errors, and compliance with ticketing documentary guidelines and policy; and record results with no issues identified c. Issue traveler ticket d. Generate and provide trip itinerary (TRT.010.040 Travel Ticketing)		<ul style="list-style-type: none"> • Approved travel authorization with supporting documentation • Validated reservation/PNR information with ticketing date • Ticketing documentary guidelines 	<ul style="list-style-type: none"> • Issued traveler ticket • Trip itinerary
13	a. Receive notification of trip reservation cancellation in TMC b. Request, receive, and document unused non-refundable ticket value for future travel (TRT.010.040 Travel Ticketing)		<ul style="list-style-type: none"> • Cancelled trip reservation information • Unused non-refundable ticket value 	<ul style="list-style-type: none"> • Request for unused non-refundable ticket value • Documented unused non-refundable ticket value for future travel

USE CASE 100.TRT.L2.01 CANCELLED TDY INVOLVING SPECIAL NEEDS TRAVELER

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
14	a. Receive notification of trip reservation cancellation in TMC b. Request, receive, and document unused non-refundable ticket value for future travel (TRT.010.040 Travel Ticketing)		<ul style="list-style-type: none"> • Cancelled trip reservation information • Unused non-refundable ticket value 	<ul style="list-style-type: none"> • Request for unused non-refundable ticket value • Documented unused non-refundable ticket value for future travel
15	a. Retrieve travel authorization information with supporting documentation to include in travel voucher b. Document airfare expense for cancelled non-refundable ticket c. Verify and update payment method(s) d. Document receipt for airfare expense e. 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 f. Evaluate voucher with supporting documentation for completeness, errors, and compliance with policy; and record results with no issues identified g. Document traveler signature, and submit and route voucher with supporting documentation for cancelled trip for review by appropriate parties (TRT.010.060 Temporary Duty [TDY] and Local Travel Voucher Processing and Audit)		<ul style="list-style-type: none"> • Approved travel authorization with supporting documentation • Cancelled trip reservation information • Receipt for airfare expense • 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 for cancelled trip

USE CASE 100.TRT.L2.01 CANCELLED TDY INVOLVING SPECIAL NEEDS TRAVELER

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
16	a. Receive submitted voucher with supporting documentation for cancelled trip b. Evaluate voucher 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 voucher payment (TRT.010.060 Temporary Duty [TDY] and Local Travel Voucher Processing and Audit)		<ul style="list-style-type: none"> • Submitted voucher with supporting documentation for cancelled trip • 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
17		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
18	a. Receive funds availability response for voucher payment b. Approve and sign voucher with supporting documentation for cancelled trip c. Notify traveler of voucher approval d. Request disbursement of voucher payment to Government travel card (TRT.010.060 Temporary Duty [TDY] and Local Travel Voucher Processing and Audit)		<ul style="list-style-type: none"> • Submitted voucher with supporting documentation for cancelled trip • 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 with supporting documentation • Traveler notification of approval • Request for disbursement of voucher payment to Government travel card

USE CASE 100.TRT.L2.01 CANCELLED TDY INVOLVING SPECIAL NEEDS TRAVELER

Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
19		a. Receive and process disbursement request for voucher payment to Government travel card b. Confirm disbursement of voucher payment c. Provide confirmation of voucher payment disbursement (FFM.030.050 Payment Processing – Travel TDY and Local Payments)	<ul style="list-style-type: none"> • Request for disbursement of voucher payment to traveler 	<ul style="list-style-type: none"> • Appropriate general ledger entries created with reference to source information • Payment disbursement Government travel card • Confirmation of voucher payment disbursement Government travel card
20	a. Receive confirmation of voucher payment disbursement to Government travel card b. Match voucher payment disbursement confirmation to voucher and mark 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 disbursement to Government travel card 	<ul style="list-style-type: none"> • Paid voucher