

Travel and Expense Management FIBF

Use Case 100.TRT.L1.06 New Employee Attending Conference

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.L1.06 New Employee Attending Conference

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

Business Scenario(s) Covered

- L1.5 Conference Travel
- L1.8 New Hire
- L1.14 Change in Travel Plans During Trip
- L1.15 Additional Trip Expense

Business Actor(s):

Traveler, Approver(s), Travel Management Center (TMC), Finance Office

Synopsis

A government travel personnel profile is established for a new hire traveling to a conference. Travel dates and the conference location are identified, and itinerary options are researched for the trip. Reservations are made using a centrally billed account (CBA) travel card for transportation fare, and the traveler personal credit card for lodging and rental car. 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, noting the airfare expense charged to the CBA and other expenses on the personal credit card. Per diem expenses, based on established rates, are estimated for the trip, deducting the value of conference meals provided. The travel authorization 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. While on travel, a change to the return flight reservation is required to schedule a later flight on the same day for mission purposes. The Travel Management Center (TMC) is contacted, reservations are changed, and approval is received and documented for the changed flight time and costs. An updated ticket is issued, and an updated trip itinerary reflecting the change is generated and sent. An amended travel authorization is prepared, submitted, routed, reviewed, and approved by appropriate parties. After the trip is completed, a travel voucher is prepared, including the additional expense for the airfare amount increase and per diem calculation with conference meal deductions. Expenses charged to the personal charge card are noted. The voucher information is checked for compliance. The voucher is submitted, routed, reviewed, and approved by appropriate parties. A payment request is submitted, identifying amounts to be paid to the traveler and CBA travel card company. 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
4. solutions/systems.
5. All predecessor events required to trigger the Initiating Event have been completed.
6. Travel budget has been established.
7. Agency allows use of a traveler's personal credit card for travel expenses.
8. The reconciliation of the CBA travel card statement and travel vouchers is conducted at a later time.
9. The CBA travel card account statement cost is paid in the Travel and Fleet Card Reconciliation Process.
10. The travel documents associated with the trip are not selected for audit.
11. Trip documentation is maintained for record retention purposes.
12. The travel documents associated with the trip are not selected for audit.

Initiating Events

New Government employee is requested to attend a conference for mission support purposes.

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Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
1	a. Identify demographic, agency, and contact information for travel personnel profile b. Identify designated approver(s) c. Document travel preferences and frequent traveler information d. Document payment and billing information e. Document lines of accounting (LOA) codes f. Establish Government travel personnel profile (TRT.010.010 Travel Personnel Profile Set-up and Maintenance)		<ul style="list-style-type: none"> • Traveler Human Resources (HR) and other information • List of approvers • Travel preferences and frequent traveler information • Payment and billing information • Available LOA code(s) 	<ul style="list-style-type: none"> • Travel personnel profile
2	a. Identify trip dates, official station/residence location, Temporary Duty (TDY) location, and trip purpose b. Document demographic information and preferences from travel personnel profile c. Search for information on available transportation, lodging, and rental car options (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 	<ul style="list-style-type: none"> • Available Government-negotiated and non-Government-negotiated transportation provider schedule and fare, and lodging and rental car options and pricing • Per diem rates for lodging

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Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
3	a. Receive available Government-negotiated and non-Government-negotiated transportation provider schedule and fare, and lodging and rental car options and pricing b. Select transportation provider, lodging and rental car reservations from available options c. 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 d. Establish and provide validated reservation and PNR information with ticketing date e. Provide traveler reservation information (TRT.010.020 Travel Reservation Assistance and Processing)		<ul style="list-style-type: none"> • Available Government-negotiated and non-Government-negotiated transportation provider schedule and fare, and lodging and rental car 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

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Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
4	<p>a. Receive and document validated reservation/PNR information</p> <p>b. Document trip purpose, official station/residence location, TDY location, and expected departure from and return dates from reservation information for travel authorization</p> <p>c. Document demographic, agency, contact, and payment 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 and rental car expense</p> <p>g. Determine and document miscellaneous and other expenses, including taxi fares to and from the airport</p> <p>h. Document centrally billed account (CBA) travel card as payment method for airfare and lodging</p> <p>i. Document traveler personal credit card as payment method for other expenses</p> <p>j. Determine and document planned LOA code(s) from travel personnel profile and/or other available codes, document allocation, and determine dollar amounts for each code</p> <p>k. Evaluate travel authorization information for completeness, errors, and compliance with policy, and record results with no issues identified</p> <p>l. 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 • Per diem rates • Historical/default miscellaneous and other expense information • CBA 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

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Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
5	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
6		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
7	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"> • Submitted travel authorization • Funds availability response for obligation 	<ul style="list-style-type: none"> • Approved travel authorization • Traveler notification of approval • Funds obligation request for travel authorization
8		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

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Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
9	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
10	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 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 • Validated reservation/PNR information with ticketing date • Ticketing documentary guidelines 	<ul style="list-style-type: none"> • Issued traveler ticket • Trip itinerary

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Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
11	a. Identify need for a flight change and contact Travel Management Center (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, and lodging and rental car 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"> • Travel personnel profile information • Trip reservation • Transportation option search information • Government-wide and approved agency-specific travel policy and associated compliance checks • Government-wide travel programs 	<ul style="list-style-type: none"> • Validated updated reservation/PNR information • Updated traveler reservation information

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Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
12	<p>a. Request, receive, and document approval for travel changes (TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing)</p> <p>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)</p> <p>c. Issue traveler updated ticket (TRT.010.040 Travel Ticketing)</p> <p>d. Generate and provide updated trip itinerary (TRT.010.040 Travel Ticketing)</p>		<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
13	<p>a. Retrieve existing travel authorization information</p> <p>b. Change travel authorization information (e.g., airfare, other expenses)</p> <p>c. Update and document estimated expenses and other information based on changes</p> <p>d. Update dollar amounts for planned LOA code(s) based on travel authorization changes</p> <p>e. Evaluate amended travel authorization information for completeness, errors, and compliance with policy; and record results with no issues identified</p> <p>f. Document traveler signature, and submit and route amended 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"> • Approved travel authorization • Validated updated reservation/PNR information • Per diem rates • Historical/default miscellaneous 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 amended travel authorization

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Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
14	a. Receive submitted amended travel authorization b. Evaluate amended 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 updated obligation (TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing)		<ul style="list-style-type: none"> • Submitted amended 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 updated obligation
15		a. Receive and process request for funds availability check for updated obligation b. Provide response to funds availability check for updated obligation (FFM.010.020 Funds Allocation and Control)	<ul style="list-style-type: none"> • Request for funds availability check for updated obligation 	<ul style="list-style-type: none"> • Response to funds availability check for updated obligation
16	a. Receive response to funds availability check for updated obligation b. Approve and sign amended travel authorization c. Notify traveler of amended travel authorization approval d. Request funds obligation update for amended travel authorization (TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing)		<ul style="list-style-type: none"> • Submitted amended travel authorization • Response to funds availability check for updated obligation 	<ul style="list-style-type: none"> • Approved amended travel authorization • Traveler notification of approval • Funds obligation update request for amended travel authorization

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Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
17		a. Receive funds obligation update request for amended travel authorization b. Update funds obligation for amended travel authorization c. Provide updated funds obligation confirmation (FFM.030.020 Obligation Management)	<ul style="list-style-type: none"> • Funds obligation update request for amended travel authorization 	<ul style="list-style-type: none"> • Appropriate general ledger entries updated with reference to source information • Updated funds obligation confirmation
18	a. Receive updated funds obligation confirmation b. Update amended travel authorization with obligation (TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing)		<ul style="list-style-type: none"> • Updated funds obligation confirmation 	<ul style="list-style-type: none"> • Updated amended travel authorization with obligation confirmation

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Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
19	<p>a. Retrieve amended travel authorization information to include in travel voucher</p> <p>b. Verify and update M&IE per diem, lodging expenses, transportation provider fare, rental car, and other expenses including taxi fares to and from the airport</p> <p>c. Determine and document conference meal deductions from M&IE per diem</p> <p>d. Verify and update payment method(s)</p> <p>e. Document receipts for expenses</p> <p>f. 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>g. Evaluate voucher with supporting documentation for completeness, errors, and compliance with policy; and record results with no issues identified</p> <p>h. 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 amended travel authorization • Per diem rates with conference meal deductions • Issued ticket information • Receipts for expenses • 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
20	<p>a. Receive submitted voucher with supporting documentation</p> <p>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</p> <p>c. Request funds availability check for voucher payment</p> <p>(TRT.010.060 Temporary Duty [TDY] and Local Travel Voucher Processing and Audit)</p>		<ul style="list-style-type: none"> • Submitted voucher 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 voucher payment

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Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
21		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
22	a. Receive funds availability response for voucher payment b. Approve and sign voucher with supporting documentation c. Notify traveler of voucher approval d. Determine voucher payment split between travel and CBA travel card company e. Request disbursement of voucher payment to traveler and CBA travel card company (TRT.010.060 Temporary Duty [TDY] and Local Travel Voucher Processing and Audit)		<ul style="list-style-type: none"> • Submitted voucher with supporting documentation • 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 traveler and CBA travel card company
23		a. Receive and process disbursement request for voucher payment to the traveler and CBA travel card company 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 and CBA travel card company 	<ul style="list-style-type: none"> • Appropriate general ledger entries created with reference to source information • Payment disbursement to traveler and CBA travel card company • Confirmation of voucher payment disbursement to the traveler and CBA travel card company

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Typical Flow of Events

#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
24	a. Receive confirmation of voucher payment disbursement to the traveler and CBA travel card company 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 the traveler and CBA travel card company 	<ul style="list-style-type: none"> • Paid voucher