

# Travel and Expense Management FIBF

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

## Version History

Version	Date	Change Description	Author of Change
2021.3.0	11/20/2020	Published baseline business standards (OMB Concurrence)	GSA
2022.1.0	10/3/2022	Updated business standards to submit to BSC and public review	GSA

## Use Case 100.TRT.L2.01 Canceled TDY Involving Special Needs Traveler

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

### Business Scenario(s) Covered

- L2.28 Special Needs Accommodations
- L2.37 Canceled Trip with Non-Refundable Ticket

### Business Actor(s):

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

### Synopsis

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 traveler 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 the traveler's 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 officials. 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 was canceled. The authorization status is marked canceled. 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 canceled 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 the amount to be paid to the Government travel card company. Disbursement of the payment is made, and the voucher is marked paid.

### Assumptions and Dependencies

#### General FIBF

- 1.1 There is no presumption as to which events are executed by which business actor.
- 1.2 There is no presumption as to which events are automated, semi-automated, or manual.
- 1.3 There may or may not be automated (near/real-time or batch) interfaces between service areas/functions/activities and between provider solutions/systems.
- 1.4 All predecessor events required to trigger the Initiating Event have been completed.

#### Business Use Case Specific

- 2.1 Travel budget has been established.
- 2.2 A travel personnel profile has been set up for the traveler.
- 2.3 A Government travel card has been issued to the traveler.
- 2.4 The travel documents associated with the trip are not selected for audit.

#### Federal Records Management

- 3.1 In accordance with National Archives General Records Schedules (GRS) and other Federal records management standards, the types of digital objects received or created during TRT events (Business Use Case Inputs or Outputs) that are considered TRT Federal records (ERM.010.010, ERM.010.020) are specified with a superscript (FR).

- 3.2 For each type of TRT Federal record, a retention period is established (ERM.010.030) and, if special circumstances occur such as an order, law, or business justification, a temporary Federal record retention period is changed (ERM.030.040) or a permanent Federal record retention period is extended (ERM.040.040).
- 3.3 During the retention period of a TRT Federal record: appropriate access levels are maintained (ERM.020.010); associated metadata (e.g., record identifier, creator, creation date, security classification, access rights) and an audit trail of changes to Federal record content, metadata, and access level are maintained (ERM.020.020); if a litigation hold is placed, the Federal record is locked down until the litigation hold is lifted to ensure no changes can be made (ERM.020.030); if needed to satisfy a Freedom of Information Act, Congressional, or e-discovery request, the Federal record is made available (ERM.020.040); and if needed because of technology obsolescence, the Federal record is migrated to another repository to serve out its retention period (ERM.020.050).
- 3.4 Once a TRT Federal record has met its record retention period, it is disposed (ERM.030.010, ERM.030.020, ERM.030.030) or transferred to NARA (ERM.040.010, ERM.040.020, ERM.040.030).

#### Initiating Events

A Government employee with special needs is requested to travel for mission support purposes.

#### USE CASE 100.TRT.L2.01 CANCELED TDY FOR 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 officials (TRT.010.010 Travel Personnel Profile Set-up and Maintenance)		<ul style="list-style-type: none"> <li>Special needs information and supporting documentation</li> <li>List of approvers</li> </ul>	<ul style="list-style-type: none"> <li>Submitted special needs accommodation(s) request with supporting documentation</li> </ul>
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"> <li>Submitted special needs accommodation(s) request with supporting documentation</li> <li>Traveler profile</li> </ul>	<ul style="list-style-type: none"> <li>Approved special needs accommodation(s) request</li> <li>Traveler notification of special needs accommodation(s) approval</li> </ul>
3	a. Receive notification of special needs accommodation(s) approval b. Update traveler profile with special needs accommodation(s) and supporting documentation		<ul style="list-style-type: none"> <li>Traveler notification of special needs accommodation(s) approval</li> </ul>	<ul style="list-style-type: none"> <li>Updated travel personnel profile with supporting documentation</li> </ul>

	(TRT.010.010 Travel Personnel Profile Set-up and Maintenance)		<ul style="list-style-type: none"> <li>Special needs information and supporting documentation</li> </ul>	
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"> <li>Traveler profile information</li> <li>Trip date, location, and trip purpose information</li> <li>Transportation, lodging, and local transportation search information</li> <li>Government-wide and approved agency-specific travel policies</li> <li>Government-wide travel programs</li> </ul>	<ul style="list-style-type: none"> <li>Available Government-negotiated and non-Government-negotiated common carrier schedule and fare, and lodging and local transportation options and pricing</li> <li>Per diem rates for lodging</li> </ul>
5	<p>a. Receive available Government-negotiated and non-Government-negotiated common carrier schedule and fare, and lodging and local transportation options and pricing</p> <p>b. Select common carrier 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>		<ul style="list-style-type: none"> <li>Available Government-negotiated and non-Government-negotiated common carrier schedule and fare, and lodging and local transportation options and pricing</li> <li>Per diem rates for lodging</li> <li>Government-wide and approved agency-specific travel policy and associated compliance checks</li> <li>PNR documentary guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Validated reservation/ PNR information with ticketing date</li> <li>Traveler reservation information</li> </ul>

	(TRT.010.020 Travel Reservation Assistance and Processing)			
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 traveler profile</p> <p>d. Determine and document estimated meals and incidental expenses (M&amp;IE) per diem</p> <p>e. Document estimated lodging expenses</p> <p>f. Document estimated common carrier fare</p> <p>g. Determine and document miscellaneous and other expenses, including taxi fares to and from the airport</p> <p>h. Determine and document planned lines of accounting (LOA) code(s) from traveler profile and/or other available codes, document allocation, and determine dollar amounts for each code</p> <p>i. Evaluate travel authorization information for completeness, errors, and compliance with policy; and record results with no issues identified</p> <p>j. Document, submit, and route travel authorization for review by appropriate officials</p> <p>(TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing)</p>		<ul style="list-style-type: none"> <li>Validated reservation/ PNR information</li> <li>Traveler profile information with special needs accommodation(s)</li> <li>Per diem rates</li> <li>Historical/default miscellaneous and other expense information</li> <li>Available LOA code(s)</li> <li>Government-wide and approved agency-specific travel policy and associated compliance checks</li> <li>List of approvers</li> </ul>	<ul style="list-style-type: none"> <li>Submitted travel authorization with supporting documentation<sup>(FR)</sup></li> </ul>
7	<p>a. Receive submitted travel authorization with supporting documentation</p> <p>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</p> <p>c. Request funds availability check for obligation</p>		<ul style="list-style-type: none"> <li>Submitted travel authorization with supporting documentation<sup>(FR)</sup></li> <li>Government-wide and approved agency-specific travel policy and associated compliance checks</li> </ul>	<ul style="list-style-type: none"> <li>Request for funds availability check for obligation</li> </ul>

	(TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing)			
<b>8</b>		a. Receive and process request for funds availability check for obligation b. Provide response to funds availability check for obligation (FFM.010.020 Fund Allocation and Control)	<ul style="list-style-type: none"> <li>Request for funds availability check for obligation</li> </ul>	<ul style="list-style-type: none"> <li>Funds availability response for obligation</li> </ul>
<b>9</b>	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"> <li>Submitted travel authorization with supporting documentation<sup>(FR)</sup></li> <li>Funds availability response for obligation</li> </ul>	<ul style="list-style-type: none"> <li>Approved travel authorization with supporting documentation<sup>(FR)</sup></li> <li>Traveler notification of approval</li> <li>Funds obligation request for travel authorization</li> </ul>
<b>10</b>		a. Receive funds obligation request for travel authorization b. Obligate funds for travel authorization (FFM.030.020 Obligation Management)	<ul style="list-style-type: none"> <li>Funds obligation request for travel authorization</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate general ledger entries created with reference to source information</li> </ul>
<b>11</b>	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"> <li>Approved travel authorization with supporting documentation<sup>(FR)</sup></li> <li>Validated reservation/PNR information with ticketing date</li> <li>Ticketing documentary guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Issued traveler ticket</li> <li>Trip itinerary</li> </ul>

<b>12</b>	<ul style="list-style-type: none"> <li>a. Update travel authorization status to canceled</li> <li>b. Receive notification of trip reservation cancellation in TMC</li> <li>c. Request, receive, and document unused non-refundable ticket value for future travel (TRT.010.040 Travel Ticketing)</li> </ul>		<ul style="list-style-type: none"> <li>• Updated travel authorization status</li> <li>• Canceled trip reservation information</li> <li>• Unused non-refundable ticket value</li> </ul>	<ul style="list-style-type: none"> <li>• Request for unused non-refundable ticket value</li> <li>• Documented unused non-refundable ticket value for future travel</li> </ul>
<b>13</b>	<ul style="list-style-type: none"> <li>a. Receive notification of trip reservation cancellation in TMC</li> <li>b. Request, receive, and document unused non-refundable ticket value for future travel (TRT.010.040 Travel Ticketing)</li> </ul>		<ul style="list-style-type: none"> <li>• Canceled trip reservation information</li> <li>• Unused non-refundable ticket value</li> </ul>	<ul style="list-style-type: none"> <li>• Request for unused non-refundable ticket value</li> <li>• Documented unused non-refundable ticket value for future travel</li> </ul>
<b>14</b>	<ul style="list-style-type: none"> <li>a. Retrieve travel authorization information with supporting documentation to include in travel voucher</li> <li>b. Document airfare expense for canceled non-refundable ticket</li> <li>c. Determine and document payment method(s) for expense(s)</li> <li>d. Document receipt for airfare expense</li> <li>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</li> <li>f. Evaluate voucher with supporting documentation for completeness, errors, and compliance with policy; and record results with no issues identified</li> <li>g. Document traveler signature, and submit and route voucher with supporting documentation for canceled trip for review by appropriate parties (TRT.010.060 Temporary Duty [TDY] and Local Travel Voucher Processing and Audit)</li> </ul>		<ul style="list-style-type: none"> <li>• Approved travel authorization with supporting documentation<sup>(FR)</sup></li> <li>• Canceled trip reservation information</li> <li>• Receipt for airfare expense</li> <li>• Available LOA code(s)</li> <li>• Government-wide and approved agency-specific travel policy and associated compliance checks</li> <li>• Travel personnel profile information</li> <li>• List of approvers</li> </ul>	<ul style="list-style-type: none"> <li>• Submitted voucher with supporting documentation for canceled trip<sup>(FR)</sup></li> </ul>

15	<p>a. Receive submitted voucher with supporting documentation for canceled trip</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"> <li>Submitted voucher with supporting documentation for canceled trip<sup>(FR)</sup></li> <li>Government-wide and approved agency-specific travel policy and associated compliance checks</li> </ul>	<ul style="list-style-type: none"> <li>Request for funds availability check for voucher payment</li> </ul>
16		<p>a. Receive and process request for funds availability check for voucher payment</p> <p>b. Provide response to funds availability check for voucher payment</p> <p>(FFM.010.020 Fund Allocation and Control)</p>	<ul style="list-style-type: none"> <li>Request for funds availability check for voucher payment</li> </ul>	<ul style="list-style-type: none"> <li>Funds availability response for voucher payment</li> </ul>
17	<p>a. Receive funds availability response for voucher payment</p> <p>b. Approve and sign voucher with supporting documentation for canceled trip</p> <p>c. Notify traveler of voucher approval</p> <p>d. Request disbursement of voucher payment to Government travel card</p> <p>(TRT.010.060 Temporary Duty [TDY] and Local Travel Voucher Processing and Audit)</p>		<ul style="list-style-type: none"> <li>Submitted voucher with supporting documentation for canceled trip<sup>(FR)</sup></li> <li>Funds availability response for voucher payment</li> <li>Government-wide and approved agency-specific travel policy and associated compliance checks</li> </ul>	<ul style="list-style-type: none"> <li>Approved voucher with supporting documentation</li> <li>Traveler notification of approval</li> <li>Request for disbursement of voucher payment to Government travel card</li> </ul>
18		<p>a. Receive and process disbursement request for voucher payment to Government travel card</p>	<ul style="list-style-type: none"> <li>Request for disbursement of voucher payment to traveler</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate general ledger entries created with reference to source information</li> </ul>



		(FFM.030.050 Payment Processing – Travel Temporary Duty (TDY) and Local Payments)		<ul style="list-style-type: none"> <li>• Payment disbursement Government travel card</li> </ul>
<b>19</b>	a. Match voucher payment disbursement 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"> <li>• Approved voucher and supporting documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Paid voucher<sup>(FR)</sup></li> </ul>