

# 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
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.L2.04 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. Common carrier 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 officials. 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 their official station earlier than expected and the authorization status is marked discontinued due to personal emergency. 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 officials. 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 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 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.
- 2.3 A travel personnel profile has been set up for the traveler.
- 2.4 A Government travel card has been issued to the traveler.
- 2.5 An amended authorization is not submitted due to the traveler emergency; changes to expenses are reflected on the voucher.
- 2.6 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 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	<ol style="list-style-type: none"> <li>a. Contact Travel Management Center (TMC) for assistance</li> <li>b. Identify trip dates, official station/residence location, Temporary Duty (TDY) location, and trip purpose</li> <li>c. Search for information on available common carrier options</li> <li>d. Receive available Government-negotiated and non-Government-negotiated common carrier schedule and fare options and pricing</li> <li>e. Select common carrier reservation from available options</li> <li>f. Evaluate updated travel reservation information for completeness, errors, and compliance with policy; and record results with no issues identified</li> <li>g. Establish and provide validated reservation and PNR information with ticketing date</li> <li>h. Provide updated traveler reservation information</li> </ol>		<ul style="list-style-type: none"> <li>• Traveler profile information</li> <li>• Trip date, location, and trip purpose information</li> <li>• Common carrier, lodging, and rental car search information</li> <li>• Government-wide and approved agency-specific travel policies</li> <li>• Government-wide travel programs</li> <li>• Available Government-negotiated and non-Government-negotiated common carrier schedule and fare options and pricing</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)		<ul style="list-style-type: none"> <li>● Government-wide and approved agency-specific travel policy and associated compliance checks</li> <li>● PNR documentary guidelines</li> </ul>	
<b>2</b>	<p>a. Request, receive, and document approval for trip (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 ticket (TRT.010.040 Travel Ticketing)</p> <p>d. Generate and provide trip itinerary (TRT.010.040 Travel Ticketing)</p>		<ul style="list-style-type: none"> <li>● Validated updated reservation/PNR information</li> <li>● Ticketing documentary guidelines</li> </ul>	<ul style="list-style-type: none"> <li>● Documented approval for trip</li> <li>● Issued ticket</li> <li>● Trip itinerary</li> </ul>
<b>3</b>	<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 traveler profile</p> <p>d. Determine and document estimated meals and incidental expenses (M&amp;IE) per diem</p> <p>e. Document non-traditional 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>		<ul style="list-style-type: none"> <li>● Validated reservation/PNR information</li> <li>● Traveler profile information</li> <li>● Per diem rates</li> <li>● Historical/default miscellaneous and other expense information</li> <li>● Government travel card 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<sup>(FR)</sup></li> </ul>

	<ul style="list-style-type: none"> <li>i. Evaluate travel authorization information for completeness, errors, and compliance with policy, and record results with no issues identified</li> <li>j. Document, submit, and route travel authorization for review by appropriate officials</li> </ul> <p>(TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing)</p>			
<b>4</b>	<ul style="list-style-type: none"> <li>a. Receive submitted travel authorization</li> <li>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</li> <li>c. Request funds availability check for obligation</li> </ul> <p>(TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing)</p>		<ul style="list-style-type: none"> <li>• Submitted travel authorization<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>
<b>5</b>		<ul style="list-style-type: none"> <li>a. Receive and process request for funds availability check for obligation</li> <li>b. Provide response to funds availability check for obligation</li> </ul> <p>(FFM.010.020 Fund Allocation and Control)</p>	<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>6</b>	<ul style="list-style-type: none"> <li>a. Receive funds availability response for obligation</li> <li>b. Approve and sign travel authorization</li> <li>c. Notify traveler of travel authorization approval</li> <li>d. Request funds obligation for travel authorization</li> </ul> <p>(TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing)</p>		<ul style="list-style-type: none"> <li>• Funds availability response for obligation</li> <li>• Government-wide and approved agency-specific travel policy and associated compliance checks</li> </ul>	<ul style="list-style-type: none"> <li>• Approved travel authorization<sup>(FR)</sup></li> <li>• Traveler notification of approval</li> <li>• Funds obligation request for travel authorization</li> </ul>
<b>7</b>		<ul style="list-style-type: none"> <li>a. Receive funds obligation request for travel authorization</li> <li>b. Obligate funds for travel authorization</li> </ul>	<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>

		(FFM.030.020 Obligation Management)		
<b>8</b>	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"> <li>News of family emergency</li> </ul>	<ul style="list-style-type: none"> <li>Family emergency notification information</li> </ul>
<b>9</b>	a. Receive traveler family emergency notification b. Evaluate family emergency notification information and record results c. Provide traveler instructions to return to official station d. Update travel authorization status to discontinue travel due to personal emergency (TRT.010.050 Traveler Emergency Assistance Request Processing)		<ul style="list-style-type: none"> <li>Family emergency notification information</li> </ul>	<ul style="list-style-type: none"> <li>Traveler instructions to return to official station</li> </ul>
<b>10</b>	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 common carrier schedule and fare options and pricing f. Select updated common carrier 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"> <li>Traveler instructions to return to official station</li> <li>Traveler profile information</li> <li>Trip reservation information</li> <li>Transportation option search information</li> <li>Government-wide travel programs</li> <li>Available Government-negotiated and non-Government-negotiated common carrier schedule and fare options and pricing</li> <li>Government-wide and approved agency-specific travel policy and associated compliance checks</li> </ul>	<ul style="list-style-type: none"> <li>Validated updated reservation/PNR information</li> <li>Updated traveler reservation information</li> </ul>

			<ul style="list-style-type: none"> <li>• PNR documentary guidelines</li> </ul>	
<b>11</b>	<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"> <li>• Validated updated reservation/PNR information</li> <li>• Ticketing documentary guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Documented approval for travel changes</li> <li>• Issued updated ticket</li> <li>• Update trip itinerary</li> </ul>
<b>12</b>	<p>a. Retrieve travel authorization information to include in travel voucher</p> <p>b. Verify and update M&amp;IE per diem, common carrier 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&amp;IE per diem</p> <p>d. Determine and document payment method(s) for expense(s)</p> <p>e. Document receipts for expenses</p> <p>f. Document 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 traveler 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>		<ul style="list-style-type: none"> <li>• Approved travel authorization<sup>(FR)</sup></li> <li>• Per diem rates</li> <li>• Issued ticket information</li> <li>• Receipts for expenses</li> <li>• Cash advance information</li> <li>• Foreign currency exchange rate</li> <li>• Available LOA code(s)</li> <li>• Government-wide and approved agency-specific travel policy and associated compliance checks</li> <li>• Traveler profile information</li> <li>• List of approvers</li> </ul>	<ul style="list-style-type: none"> <li>• Submitted voucher with supporting documentation<sup>(FR)</sup></li> </ul>

	j. Document traveler signature, and submit and route voucher with supporting documentation for review by appropriate parties (TRT.010.060 Temporary Duty [TDY] and Local Travel Voucher Processing and Audit)			
<b>13</b>	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"> <li>Submitted voucher and 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 voucher payment</li> </ul>
<b>14</b>		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 Fund Allocation and Control)	<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>
<b>15</b>	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"> <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<sup>(FR)</sup></li> <li>Traveler notification of approval</li> <li>Request for disbursement of voucher payments to Government travel card company and to traveler</li> </ul>
<b>16</b>		k. Receive and process disbursement request for voucher payments to Government travel card	<ul style="list-style-type: none"> <li>Request for disbursement of voucher payment to Government</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate general ledger entries for current fiscal year created with</li> </ul>



		company and to the traveler (FFM.030.050 Payment Processing – Travel Temporary Duty (TDY) and Local Payments)	travel card company and to traveler	reference to source information <ul style="list-style-type: none"> <li>• Payment disbursements to Government travel card company and traveler</li> </ul>
<b>17</b>	a. Match voucher payment disbursements 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"> <li>• Approved voucher and supporting documentation<sup>(FR)</sup></li> </ul>	<ul style="list-style-type: none"> <li>• Paid voucher<sup>(FR)</sup></li> </ul>