

# Travel and Expense Management FIBF

Use Case 100.TRT.L3.01 Domestic Trip When a Traveler Dies

## Version History

Version	Date	Change Description	Author of Change
2022.1.0	10/3/2022	Developed baseline business standards to submit to BSC	GSA

## Use Case 100.TRT.L3.01 Domestic Trip when a Traveler Dies

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

### **Business Scenario(s) Covered**

- L1.1 Domestic Travel
- L1.19 Traveler with Travel Card
- L1.23a Traveler Profile

### **Business Actor(s):**

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

### **Synopsis**

Travel dates and the travel location are identified for a domestic Temporary Duty (TDY) trip, and itinerary options are searched. Reservations are made using a centrally billed Government travel card and Government-wide travel program (e.g., City-Pair Program), and 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. At the TDY location, the traveler dies. Notification of the traveler's death is made to the traveler's family and supervisor. Payment of expenses related to preparation and transportation of the deceased employee is authorized. The TDY travel authorization status is changed to discontinued to end the TDY assignment. It is determined that an escort is needed to return the deceased employee's remains to the traveler's home. Travel dates and the travel location are identified for the escort and the return of the remains. Reservations are made using a centrally billed Government travel card and Government-wide travel program (e.g., City-Pair Program), and 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 created for an escort to return the remains to the official duty station by common carrier. The information is checked for compliance with no issues identified. The travel authorization is submitted, routed, reviewed, and approved by the appropriate officials. The ticket is issued by the PNR, and the trip itinerary is generated and provided. After the trip is completed, a travel voucher is prepared for the escort, and the information is checked for compliance with no issues identified. The escort's voucher is submitted, routed, reviewed, and approved by appropriate officials. A payment request is submitted on the deceased traveler's behalf, identifying amounts to be paid to the Government travel card company and the traveler's estate. Disbursement of the payment is made, and the voucher is marked paid. Trip documentation is maintained for record retention purposes.

### **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).

<b>Initiating Event</b>	A Government employee is requested to travel to a domestic location for mission support purposes. While on TDY, the traveler dies.
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USE CASE 100.TRT.L3.XX DOMESTIC TRIP WHEN A TRAVELER DIES				
Typical Flow of Events				
#	TRT Event	Non-TRT Event	Input(s)	Output(s) / Outcome(s)
1	a. Identify trip dates, official station/residence location, Temporary Duty (TDY) location, and trip purpose b. Document demographic information and preferences from traveler profile c. Search for information on available common carrier, lodging, and rental car options (TRT.010.020 Travel Reservation Assistance and Processing)		<ul style="list-style-type: none"> <li>Traveler profile information</li> <li>Trip date, location, and trip purpose information</li> <li>Transportation, lodging, and rental car 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 rental car options and pricing</li> <li>Per diem rates for lodging</li> </ul>

2	<ul style="list-style-type: none"> <li>a. Receive available Government-negotiated and non-Government-negotiated common carrier schedule and fare, and lodging and rental car options and pricing</li> <li>b. Select common carrier, lodging and rental car reservations from available options</li> <li>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</li> <li>d. Establish and provide validated reservation and PNR information with ticketing date</li> <li>e. Provide traveler reservation information (TRT.010.020 Travel Reservation Assistance and Processing)</li> </ul>		<ul style="list-style-type: none"> <li>• Available Government-negotiated and non-Government-negotiated common carrier schedule and fare, and lodging and rental car 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>
3	<ul style="list-style-type: none"> <li>a. Receive and document validated reservation/PNR information for travel authorization</li> <li>b. Document trip purpose, official station/residence location, TDY location, and expected departure and return dates</li> <li>c. Document demographic, agency, contact, and payment information from traveler profile</li> <li>d. Determine and document estimated meals and incidental expenses (M&amp;IE) per diem</li> <li>e. Document estimated lodging expenses</li> <li>f. Document estimated common carrier fare and rental car expense</li> <li>g. Determine and document miscellaneous and other expenses, including taxi fares to and from the airport</li> <li>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</li> <li>i. Evaluate travel authorization information for completeness, errors, and compliance with policy; and record results with no issues identified</li> </ul>		<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>• 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>

	j. Document, submit, and route travel authorization for review by appropriate officials (TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing)			
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"> <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>
5		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>
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"> <li>Submitted travel authorization<sup>(FR)</sup></li> <li>Funds availability response for obligation</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>
7		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>8</b>	<p>a. Notification of the traveler's death is made to the traveler's family and supervisor</p> <p>b. The travel authorization status is changed to discontinued to end the TDY assignment</p>		<ul style="list-style-type: none"> <li>• Traveler death notification</li> <li>• Discontinued trip information</li> </ul>	<ul style="list-style-type: none"> <li>• Request discontinue TDY assignment</li> <li>• Request for escort</li> </ul>
<b>9</b>	<p>c. Identify escort to return the deceased employee's remains back to the traveler's home</p> <p>d. Search based on new trip dates and receive available Government-negotiated and non-Government-negotiated common carrier schedule and fare, and lodging and rental car options and pricing</p> <p>e. Select common carrier , lodging, and rental car reservations from available options</p> <p>f. Evaluate escort 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>g. Establish and provide validated reservation and PNR information</p> <p>h. Provide escort reservation information (TRT.010.020 Travel Reservation Assistance and Processing)</p>		<ul style="list-style-type: none"> <li>• Identify escort</li> <li>• Traveler profile information</li> <li>• Available Government-negotiated and non-Government-negotiated common carrier schedule and fare, and lodging and rental car reservation 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> </ul>	<ul style="list-style-type: none"> <li>• Validated new reservation/PNR information</li> <li>• Escort reservation information</li> </ul>
<b>10</b>	<p>a. Receive and document validated reservation/PNR information for travel authorization (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>• Travel personnel profile information</li> </ul>	<ul style="list-style-type: none"> <li>• Submitted new travel authorization<sup>(FR)</sup></li> </ul>
<b>11</b>	<p>a. Receive submitted escort travel authorization</p> <p>b. Evaluate escort travel authorization information to verify travel is compliant with applicable regulations and policies, including documentation requirements, and references appropriate budget resource; and record results with no issues identified</p> <p>c. Request funds availability check for new obligation (TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing)</p>		<ul style="list-style-type: none"> <li>• Submitted new 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 new obligation</li> </ul>

12		a. Receive and process request for funds availability check for new obligation  f. Provide response to funds availability check for new obligation  (FFM.010.020 Fund Allocation and Control)	<ul style="list-style-type: none"> <li>Request for funds availability check for new obligation</li> </ul>	<ul style="list-style-type: none"> <li>Response to funds availability check for new obligation</li> </ul>
13	a. Receive response to funds availability check for new obligation b. Approve and sign escort travel authorization c. Notify escort of travel authorization approval d. Request funds obligation update for new travel authorization (TRT.010.030 Temporary Duty [TDY] and Local Travel Authorization Processing)		<ul style="list-style-type: none"> <li>Submitted escort travel authorization<sup>(FR)</sup></li> <li>Response to funds availability check for new obligation</li> </ul>	<ul style="list-style-type: none"> <li>Approved escort travel authorization<sup>(FR)</sup></li> <li>Escort notification of approval</li> <li>Funds obligation update request for new travel authorization</li> </ul>
14		a. Receive funds obligation update request for new travel authorization b. Update funds obligation for new travel authorization (FFM.030.020 Obligation Management)	<ul style="list-style-type: none"> <li>Funds obligation update request for new travel authorization</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate general ledger entries updated with reference to source information</li> </ul>
15	a. Receive escort travel authorization approval and notification to issue escort 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 escort ticket d. Generate and provide trip itinerary (TRT.010.040 Travel Ticketing)		<ul style="list-style-type: none"> <li>Approved escort travel authorization<sup>(FR)</sup></li> <li>Validated new reservation/PNR information</li> <li>Ticketing documentary guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Issued escort ticket</li> <li>Trip itinerary</li> </ul>

15	<ul style="list-style-type: none"> <li>a. Retrieve escort travel authorization information to include in travel voucher</li> <li>b. Verify and update M&amp;IE per diem, lodging expenses, common carrier fare, rental car, and other expenses, including taxi fares to and from the airport</li> <li>c. Determine and document payment method(s) for expense(s)</li> <li>d. Document receipts for expenses</li> <li>e. Verify and update appropriate LOA code(s) from traveler profile and/or other available codes, document allocation, and determine dollar amounts for each code</li> <li>f. Evaluate voucher and supporting documentation for completeness, errors, and compliance with policy; and record results with no issues identified</li> <li>g. Document, submit, and route voucher with supporting documentation for review by appropriate parties</li> </ul> <p>(TRT.010.060 Temporary Duty [TDY] and Local Travel Voucher Processing and Audit)</p>		<ul style="list-style-type: none"> <li>• Approved escort travel authorization<sup>(FR)</sup></li> <li>• Per diem rates</li> <li>• Issued ticket information</li> <li>• Receipts for expenses</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 voucher with supporting documentation<sup>(FR)</sup></li> </ul>
16	<ul style="list-style-type: none"> <li>a. Receive submitted voucher with supporting documentation</li> <li>b. Evaluate voucher information to verify travel is 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 voucher payment</li> </ul> <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<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>
17		<ul style="list-style-type: none"> <li>a. Receive and process request for funds availability check for voucher payment</li> </ul>	<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. Provide response to funds availability check for voucher payment (FFM.010.020 Fund Allocation and Control)		
<b>18</b>	a. Receive funds availability response for voucher payment b. Approve and sign voucher with supporting documentation c. Notify escort of voucher approval d. Determine voucher payment split between Government travel card company and traveler's estate e. Request disbursement of voucher payment to Government travel card company and traveler's estate (TRT.010.060 Temporary Duty [TDY] and Local Travel Voucher Processing and Audit)		<ul style="list-style-type: none"> <li>Submitted voucher with supporting documentation<sup>(FR)</sup></li> <li>Funds availability response for voucher payment</li> </ul>	<ul style="list-style-type: none"> <li>Approved voucher with supporting documentation<sup>(FR)</sup></li> <li>Escort notification of approval</li> <li>Request for disbursement of voucher payment to Government travel card company and to traveler's estate</li> </ul>
<b>19</b>		a. Receive and process disbursement request for voucher payments to Government travel card company and the traveler's estate (FFM.030.050 Payment Processing – Travel Temporary Duty (TDY) and Local Payments)	<ul style="list-style-type: none"> <li>Request for disbursement of voucher payment to Government travel card company and to traveler's estate</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate general ledger entries created with reference to source information</li> <li>Payment disbursement to Government travel card company and traveler's estate</li> </ul>
<b>20</b>	a. Match voucher payment disbursement to voucher and mark voucher as paid b. Prepare trip documentation for record retention purposes (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> <li>Trip documentation prepared for retention<sup>(FR)</sup></li> </ul>