



## E2 INVITATIONAL TRAVELER PROCESS

### **Purpose**

This SOP documents the E2 invitational travel process.

### **Background**

The Department of Commerce (DOC) Travel Handbook authorizes invitational travelers to travel as DOC employees, yet the DOC IT Security policy only authorizes system access to DOC employees and contractors. In order to ensure compliance with IT Security policies, maintain proper access control levels and implement a separation of duties, E2 user accounts for invitational travelers will:

- Be treated as temporary accounts
- Be authorized, monitored and disabled when no longer required
- Not be activated or logged in to by any user.

### **Responsibility**

It is the responsibility of the Servicing Bureau's Tier 1 Help Desk / System Administrator to set up the invitational traveler's user profile in an invitational minor in E2 and designate a travel arranger.

It is the responsibility of the designated travel arranger to process the invitational traveler's trips such as creating the travel documents in E2, including both travel authorizations and travel vouchers.

It is the responsibility of the invitational traveler to provide trip information, receipts, and any other supporting documentation to the arranger. The invitational traveler must also sign and return the supplemental CD-370 form (DOC Travel Voucher) in order for their claim to be submitted for approval.

It is the responsibility of the approver to ensure that the arranger has attached the required supporting documentation (including the CD-370) and that the documentation has all required signatures.

### **Pre-Requisite: CFS Vendor Number**

A CFS vendor number is required before a profile can be added to E2 as it serves as the E2 Employee ID. If the invitational traveler does not have a CFS Vendor Number, then complete the Bureau-specific vendor request form and submit the vendor request form to the appropriate servicing Bureau vendor support staff (Tier 1 Help Desk). Vendor support staff contact information is provided below.

Census: Phone: (301) 763-1213; Fax: (301) 763-4622

NIST: Fax: (301) 975-5691

NOAA: Email: [Vendor.Support@noaa.gov](mailto:Vendor.Support@noaa.gov); Fax: (301) 427-3061



### When is a New E2 User Required?

An invitational traveler is defined as someone who is **not** employed by the Department of Commerce. A new E2 User is defined as someone who does not already exist in E2 with the correct servicing Bureau's CFS Vendor Number as the E2 Employee ID and the correct Servicing Bureau Code in the invitational traveler formatted E2 User ID.

The CFS Vendor Number is specific to each servicing Bureau. Likewise, the Servicing Bureau Code is generated uniquely by each servicing Bureau Finance Office. Invitational travelers could travel for multiple Bureaus across the DOC. Thus, a new profile is required each time an invitational traveler travels under a different servicing Bureau. There can be up to three (3) DOC user profiles established in E2 for the same invitational traveler, one representing each of the three (3) DOC servicing Bureaus.

### Adding a New E2 User that is an Invitational Traveler

When it is determined that the invitational traveler needs a new user profile in E2, the sponsoring office/ travel arranger will submit a Traveler Access Request form to the servicing Bureau Tier 1 Help Desk.

The Tier 1 Help Desk will open a Tier 1 Help Desk ticket and create the new E2 user profile following the standard "New E2 User" process. The following variations apply when creating a new invitational traveler's profile in E2:

- Select Invitational from the **Traveler Type** dropdown.
- Use the invitational traveler format below to create an **E2 User ID** (instead of using a DOC email address).  
<Servicing Bureau Code><First Initial><Last Name><[Optional Sequential Number]>
  - Example 1: 57JSmith
  - Example 2: 57JSmith2 (in the event a user profile already exists for a different invitational traveler with a similar name)
- Enter a DOC email account as the **Primary Email Address**.
  - The **Primary Email Address** should be populated with the DOC email address determined by the servicing Bureau. For internal control purposes, a centralized email account such as the Tier 1 Help Desk email is suggested.
  - The email in the **Primary Email Address** field is the only email address to which account initialization and password reset information is sent and therefore this information should never be directed outside the realm of help desk support. Filtered folders can be established in the centralized email account to divert traffic from the Inbox.
- Enter the arranger's email address in any of the **Alternate Email Address** fields based on the desired email communications:
  - Alternate emails 1 through 3 will receive email communications from E2 and the Online Booking Engine (OBE).
  - Alternate email 4 will receive email communications from the TMC for agency assisted arrangements.



**Note:** The system will not allow the same email address to be entered more than once in the Alternate Email Address fields.

- The servicing Bureau may decide to add the invitational traveler's email as an **Alternate Email Address** as a means to provide travel information and document status in the Alternate Email Address field 2 or 3.
- Assign the invitational traveler to the appropriate **Minor Customer** that is specifically for invitational travelers.

**Note:** The invitational traveler minor configurations will allow travel arrangers to submit invoices on behalf of the traveler, without explicit traveler approval.

- Check the **Invitational Traveler?** indicator under Miscellaneous Settings.
- After the new user is saved and the initialization email is sent, ensure the appropriate **Approval Routing** is set up using one of the following options.
  - Do nothing and the travel documents will follow the default routing assigned to the minor customer for invitational travelers that was selected.
  - Create a personal approval routing template for the invitational traveler and apply it to their profile.
  - Apply an existing approval routing template that has been designated for invitational travelers for the sponsoring office.
- Add the sponsoring office / travel arranger as a **Travel Arranger** for the invitational traveler.
  - Search for the travel arranger and add to the invitational traveler's profile.
  - Update the **Permission to directly submit voucher** setting to Y to enable the arranger to submit invoices on behalf of the traveler.

### **What if the Invitational Traveler Already Exists as an E2 User?**

An existing user profile is one that is already in E2 with the correct servicing Bureau CFS Vendor Number (Employee ID) and formatted E2 User ID.

**Note:** If the invitational traveler was previously a DOC employee, they will not have the invitational traveler formatted E2 User ID and still requires a new profile to be an invitational traveler. See the section on "Adding a New E2 User that is an Invitational Traveler".

When it is determined that the invitational traveler has an existing user profile in E2 with the correct Employee and User IDs, and thus is traveling for a Bureau or office within the same CFS instance as before, then the sponsoring office/ travel arranger will continue to check the existing user profile to determine if any changes need to be made.

Once change(s) have been identified, the sponsoring office / travel arranger will contact the servicing Bureau Tier 1 Help Desk with the following information:

- Correct E2 invitational minor customer
- New Travel Arranger Email Address
- New Invitational Traveler Email Address (if applicable)



The Tier 1 Help Desk will open a Tier 1 Help Desk ticket and update the E2 user profile following the standard E2 user account maintenance process. The Tier 1 Help Desk will verify the following items in the invitational traveler's profile in E2 and make corrections as necessary:

- If the invitational traveler needs to be moved to a different invitational traveler minor customer, then click **Move User to New Minor Customer** and select the invitational minor that was provided by the sponsoring office / travel arranger.
- Update the **Alternative Email Address(es)**.
  - Remove the previous travel arranger's email address.
  - Enter the new travel arranger's email address in the appropriate Alternate Email Address field to allow the travel arranger to receive emails from E2 and the OBE or the TMC.
- Add the new sponsoring office / travel arranger as a **Travel Arranger**.
  - Search for the travel arranger and add to the invitational traveler's profile.
  - Update the **Permission to directly submit voucher** setting to Y to enable the arranger to submit invoices on behalf of the traveler
  - If there are previous arrangers assigned that are no longer required, change the permission setting to N.
- Verify that the **Primary Email Address** is still populated with the centralized email address determined by the servicing Bureau, the **Traveler Type** is still Invitational, and the **Invitational Traveler?** checkbox is still checked.

### Travel Procedure

1. The arranger makes the travel arrangements for the invitational traveler through the "Travel for Others" feature in E2.
  - a. Create the travel booking in E2 for airline/rail/car/hotel using the OBE.
  - b. Create the trip authorization complete with all trip details, expenses, policy justifications, and required attachments.
  - c. When complete, submit the trip authorization to the approval chain.
2. The invitational traveler submits a paper travel voucher to the travel arranger/sponsoring office following the existing Bureau business process.
3. The arranger creates the trip final voucher in E2 using the information provided by the invitational traveler.
  - a. Create the trip voucher in E2.
  - b. Print the completed trip voucher from E2 or save it as a PDF file. The Printable Voucher will show exactly what the traveler should expect to be paid.  
**Note:** The traveler mailing address indicated on the Printable Voucher should show only the Bureau Headquarters address. The invitational traveler's personal mailing address should not be listed or emailed due to PII regulations.
4. The arranger prepares the CD – 370 form.
  - a. Download the CD – 370 form from the [commerce connection website](#).
  - b. Complete the following fields on Page 1 of the form:



- i. Section A: IDENTIFICATION
  - 1. **Name:** Enter the invitational traveler’s Last, First and MI, if applicable
  - 2. **CD-29 Travel Order:** Enter the E2 Trip ID
  - 3. **Dates for Travel Expenses:** Enter the Begin and End Dates of Travel
- ii. Section D: CLAIMS
  - 1. **Line 11:** Total Claim
  - 2. **Lines 12-15:** if a travel advance was provided
  - 3. **Line 16:** Net To Traveler
- 5. The arranger delivers the Printable Voucher and the first page of the form CD – 370 to the invitational traveler for their review, approval, and signature via emailed PDF files or printed paper copies in the mail.
  - a. The E2 Printable Voucher is used to provide a detailed account of all expenses related to their claim submission.
  - b. The CD – 370 form is used to obtain the invitational traveler’s signature which acknowledges they have been informed of Federal Laws and Regulations related to their claim submission.
- 6. The invitational traveler reviews the E2 Printable Voucher, signs the CD – 370 form certifying statement, and sends the CD – 370 back to the travel arranger / sponsoring office.
- 7. The arranger attaches the signed voucher to the trip voucher in E2. If received via mail, scan the signed CD – 370 form in order to attach it to the trip voucher in E2.
- 8. Once all supporting documents have been attached, the arranger submits the trip voucher to the approver chain in E2.

**Determining Servicing Bureau and CFS Instance**

<b>Servicing Bureau</b>	<b>Census (04)</b>	<b>NIST (57)</b>	<b>NOAA (14)</b>
<b>Serviced Bureau(s)</b>	Census	NIST	NOAA
		MBDA	BIS
		ITA	EDA
		OS	
		NTIA	
		BEA	
		OIG	
		NTIS	



### Revision History

Date	Name	Version Number	Description of Changes
3/25/2016	E. Del Valle	.05	Initial Draft
3/31/2016	L. Rump	.06	Additional Edits
4/4/2016	L. Rump	.07	Additional Edits
4/11/2016	E. Del Valle	.08	Integrated bureaus comments
10/27/2016	E. Del Valle	.09	Integrated interface objects (Traveler Type), known issue (email cannot be used twice in alternate email) and FTR update (Invitational Traveler Type)
11/15/2016	K. McPartland	2.0	Template
11/18/2016	L. Rump	2.1	Submitted for final approval
11/25/2016	L. Rump	3.0	Final for publication
4/14/2017	K. McPartland	4.0	Proofread for clarity + update for new minor setting + preparation for NOAA go live