UG10: Application Overview

What is E2?
Release 21.1 | April 2021

CWT SatoTravel

Table of Contents

1   Introduction

This document contains overview information for E2 Solutions users utilizing both Federal Travel Regulations (FTR) and Joint Travel Regulations (JTR). Features and options specific to JTR functionality will be indicated when possible. Additionally, many FTR and JTR features and functionality may be subject to your agency's configurations.

2   Welcome to E2

E2 Solutions (E2) is a web-based, end-to-end travel and expense management tool. It offers you a convenient and user-friendly way to create and track your travel authorizations, get approvals, submit vouchers, receive reimbursements, and book travel reservations. E2 simplifies and streamlines the entire travel authorization and approval process.

When combined with E2's common data exchange and application integration environment (E2i), it allows implementation of an end-to-end solution with any client's financial and other business systems through the use of a broad set of integration standards. E2 treats the client's systems as an integrated component using a common message format with translation and transformation services provided by E2i.

Originally designed to meet the requirements of the federal government's eTravel initiative, E2 continues to innovate and improve capabilities to meet continually evolving agency travel needs.

3   Fundamental Concepts

E2 integrates user actions with request types (documents) to provide an integrated workflow for travel planning and reservations, official travel requests, approvals, vouchers, final reimbursement, and payment.

3.1   About User Types and Roles

3.1.1   Types

Each user has access to features and functions appropriate to a specific user type:

- Traveler
- Approver
- Auditor

Users are assigned a user type during the initial user configuration process. All users have access to traveler features and functions; users assigned a user type of *Traveler* are limited to those features and functions only.

The following table outlines the actions available to each user type:

User Type	Actions
Traveler	Create, modify, delete, route, and print travel documents for yourself and for any other travelers who have given you permission to arrange their travel. Any user, regardless of user type, can perform traveler or designated travel arranger actions.
Approver	Approve, revise, route, and print travel documents and vouchers (including local travel claims, partial payments, and travel advances).
Auditor	Approve travel vouchers (with comments). If the audit is performed before payment, an auditor can also revise the voucher.

3.1.2   Roles

User roles provide users of any type with access to additional features and functions. E2 roles are:

- Arranger
- Charge card manager
- Self registration validator
- Travel policy manager (system administrator)

User roles are assigned to a user of any type during the initial user configuration process. For example, a user with the user type of *Approver* can also have the role of *Travel policy manager*.

The following table outlines the actions available to each user role:

User Type	Actions
Arranger	Arrange travel for any other user to whom you have access without having to be a designated travel arranger for that user.

User Type	Actions
Charge Card Manager	Add and maintain credit cards associated with centrally billed accounts, and used for reservation and voucher transaction fee (VTF) payments. A charge card manager may also perform travel charge card maintenance, including updating expiration information, status, and restricted usage.
Self Registration Validator	Reviews and validates Self Registration requests for E2 user access. The Self Registration application allows users to apply for access to E2. Validators review the information and validate the request for E2 access.
Travel Policy Manager	Modify a wide variety of settings at the system level. This role may include the ability to: • Create, delete, and manager user accounts and profiles • Define office and work group settings, as well as settings at other hierarchical levels • Manage agency hierarchy • Manage document approval routing via routing pools, template, and rules • Manage overdue advances, documents pending approval, and documents rejected by a financial system • Manage financial systems, accounting codes, non-federal sponsor information, and funds to pay for travel • Manage customized messaging, email templates, bulletins, and news links

3.2 About Document Types

Documents are the primary objects in E2. Users take action on documents, such as create, open, cancel, or change (amend). In general terms, pre-travel documents are *authorizations*, while post-travel documents are *vouchers*.

3.2.1 Pre-travel Documents

The following table lists the various pre-travel documents utilized in E2.

Document Type	Description	Available Actions
Authorization	A request to travel. An authorization may be for a specific trip (TDY), or a request to travel under a group or blanket (open) authorization.	Traveler or arranger: • Create • Make reservations • Request a travel advance • Submit for approval • Recall document pending approval • Change (amend) approved authorization • Cancel or delete (based on document status) Approver: • Approve • Return for revision

Document Type	Description	Available Actions
Group Authorization (GA)	Request for multiple people to travel, such as to a conference or work site.	Traveler or arranger: • Create • Submit for approval • Recall document pending approval • Cancel or delete (based on document status) Approver: • Approve • Return for revision
Open Authorization (OA)	A blanket request to travel for up to 365 days. An open authorization includes specific or general site selections, and may include individual trip or total expense limitations. A user may create multiple authorizations under an OA.	Traveler or arranger: • Create • Submit for approval • Recall document pending approval • Change (amend) approved OA • Cancel or delete (based on document status) Approver: • Approve • Return for revision
Travel Advance	Request for funds in advance of travel. Depending on travel policy, a travel advance may be requested as part of an authorization, or as a separate request before or during travel.	Traveler or arranger: • Create • Submit for approval • Recall document pending approval • Change • Cancel or delete (based on document status) Approver: • Approve • Return for revision
Pre-trip Voucher	Request for reimbursement for pre-trip expenses, such as conference fees or other items that require payment before travel occurs. (Travel policy may prevent access to this document/function.)	Traveler or arranger: • Create • Submit for approval • Recall document pending approval • Cancel or delete (based on document status) Approver or auditor: • Approve • Return for revision (only available to auditors if pre-payment audit is enabled)

3.2.2 Post-travel Documents

The following table lists the various post-travel documents utilized in E2.

Document Type	Description	Available Actions
Incremental Voucher	Request for travel expense reimbursement for a specific trip. A trip can have multiple incremental vouchers.	Traveler or arranger: • Create • Submit for approval • Recall document pending approval • Cancel or delete (based on document status) Approver or auditor: • Approve • Return for revision
Reclaim Voucher	Request for reconsideration of a reduced or denied travel expense.	Traveler or arranger: • Create • Submit for approval • Recall document pending approval • Cancel or delete (based on document status) Approver or auditor: • Approve • Return for revision (only available to auditors if pre-payment audit is enabled)
Final Voucher	Final request for travel expense reimbursement for a specific trip.	Traveler or arranger: • Create • Submit for approval • Recall document pending approval • Cancel or delete (based on document status) Approver or auditor: • Approve • Return for revision (only available to auditors if pre-payment audit is enabled)
Supplemental Voucher	Request for additional travel expense reimbursement after a final voucher for the trip has been submitted. (Travel policy may prevent access to this document/function.)	Traveler or arranger: • Create • Submit for approval • Recall document pending approval • Change • Cancel or delete (based on document status) Approver or auditor: • Approve • Return for revision (only available to auditors if pre-payment audit is enabled)

Document Type	Description	Available Actions
Local Travel Claim	Submit local travel expenses for reimbursement. May include expenses for up to 60 days.	Traveler or arranger: • Create • Submit for approval • Recall document pending approval • Delete • Archive closed local travel claims Approver: • Approve • Return for revision

3.3   About the E2 Workflow

E2 business processes cover the complete travel lifecycle, from pre-trip planning and shopping for reservations, through final reimbursement and auditing. For the traveler, the application appears to be split into two major phases: pre-travel (including approval) and post-travel (including approval and audit).

3.3.1   Pre-travel

In the pre-travel phase, travelers (or travel arrangers) plan trips, make reservations, and submit official requests to travel (authorizations) for approval. Authorizations are assigned a trip identification (trip ID) number. The trip ID is the key identifier for the traveler's trip and spans all associated documents.

During authorization approval, designated agency personnel review the authorization based on customized rules and dynamic document routing functions, and either approve the request to travel or return the authorization for revision. After an authorization to travel has been approved, other pre-trip functions become available, such as creating a standalone advance request or a pre-trip voucher to cover expenses that must be paid prior to actual travel.

3.3.2   Post-travel

In the post-travel phase, travelers (or travel arrangers) submit vouchers for reimbursement of travel expenses.

During voucher approval, designated agency personnel review the voucher based on customized rules and dynamic document routing functions, and either approve the request for reimbursement or return the voucher for revision. After a voucher has been approved, it is processed for payment. A voucher is closed after payment is made.

Vouchers can also be audited, based on customizable agency-specific rules.

3.3.3   Quick Reference

The following table provides a quick look at the different phases, their documents, and corresponding actions.

Phase	Documents	Actions
Pre-travel	Authorization Travel advance Pre-trip voucher	• Shop for reservations online (includes purchase) • Create authorization (request to travel) • Associate existing reservations with an authorization, or make reservations online or via the travel management center (TMC) • Estimate anticipated expenses and assign accounting • Request travel advance with authorization • Submit for approval • Create pre-trip voucher (expenses incurred before travel) and submit for approval • Amend approved authorization to reflect changes to travel plans • Create standalone advance request and submit for approval (after authorization approval)
Post-travel	Incremental voucher Reclaim voucher Final voucher Supplemental voucher Local travel claim	• Create voucher (request for reimbursement) • Enter or update final expenses • Assign expenses to accounting • Identify who is to be repaid for travel expenses (disbursements) • Submit incremental and final vouchers for approval and payment • Submit reclaim voucher to cover expenses reduced or denied on previously filed vouchers • Submit supplemental voucher to cover items missed on original vouchers • Create and submit local travel claims for reimbursement of actual expenses involved with local travel activities

4   Revision History

Date	Description	Release
04/2021	Added section 1 (Introduction)	21.1
10/2019	Updated title page graphic and copyright information	19.3
03/2019	Copyright and logo updates	19.1
12/2017	Document formatting and layout changes	17.4
06/2017	Updated language in sections 2.2 (About Document Types) and 2.3 (About the E2 Workflow) to better reflect the options available to an approver	17.2
06/2015	Updated information related to audit functions	15.3
09/2014	Updated description for Travel Policy Manager role	14.3
06/2014	Combined sections 2.1 and 2.2	14.2
05/2013	Updated section 2, new roles	13.2
06/2012	Minor updates	12.1
02/2012	Publication	11.3

5   Trademark and Copyright