

Job Aid

# **TPO – Recording Itineraries in the Umoja Travel Solution**





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### **TPO – Recording Itineraries in the Umoja Travel Solution**

Job Aid



### **Overview**

This Job Aid documents how the Travel Processing Officer (TPO) should enter itineraries in different scenarios such as Estimated Costs, Lump Sum Quotation, etc.

# **Objectives**

This Job Aid will walk the Travel Processing Officers through the process of entering itineraries lines in the Umoja Travel Solution for different scenarios including split ticketing and amendment and cancellation of Travel Requests.

### **Enterprise Roles**

Travel Processing Officer (TPO)



# **Itinerary in Estimated Costs**

The Itinerary column in the Estimated Costs grid is used for three purposes:

- a) To record the ticketed itinerary for invoice reconciliation
- b) To record the actual flown sectors for the ICAO Carbon Emissions Calculator
- c) To record traffic data in conjunction with Validating Carrier information to produce usage reports for airline contract negotiation.

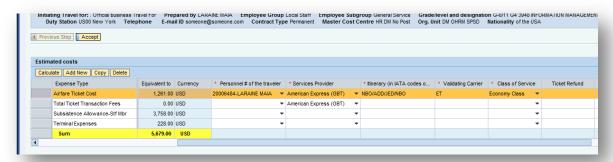
Travel Processing Officers should enter the complete itinerary including connecting points using IATA three letter city codes (<a href="http://www.iata.org/publications/Pages/code-search.aspx">http://www.iata.org/publications/Pages/code-search.aspx</a>) separated by a slash "/" or a slash and a dash "/-" to denote surface segments as follows:

- **Itinerary**: Nairobi/Addis Ababa/Jeddah/Nairobi

#### **Entry in Umoja:**

NBO/ADD/JED/NBO

**NOTE:** PLEASE DO NOT SPELL OUT THE NAME OF AIRPORTS, as the respective TPOs will be requested to update all the incorrectly recorded itineraries to make the ICAO Carbon Emissions Calculator extract work. This would result in avoidable work for you and your team.





### **Itinerary with Split Ticketing**

In this scenario there will be two different tickets:

- Ticket 1: Nairobi/Addis Ababa and Jeddah/Nairobi

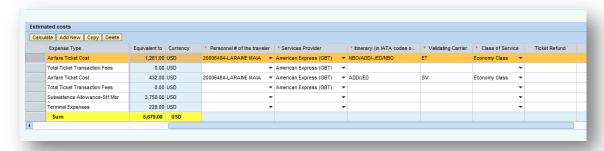
- Ticket 2: Addis Ababa/Jeddah

#### Entry in Umoja:

Ticket 1: NBO/ADD/-JED/NBO

• Ticket 2: ADD/JED

Entering ticket 1 without the '-' would result in the ICAO calculator to include the leg ADD to JED.





### **Entries in Amended Travel Requests with Reissued Ticket**

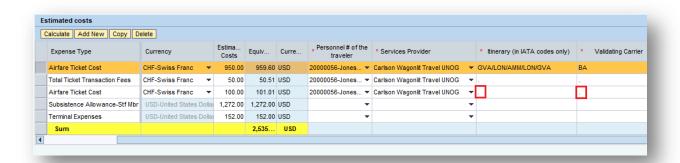
### Scenario 1

The Travel Request must be amended to change the return date and the TPO needs to modify the *Itinerary* accordingly and add rebooking fees. In this particular case, the itinerary will be as follows:

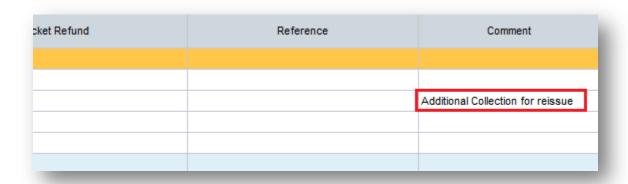
- Original Itinerary (one ticket): Geneva /Amman (via London) Amman/Geneva (via London)
- **Amended Itinerary**: Amman/Geneva (via London) one day later. In this scenario the return trip date is one day later than originally ticketed.
- Additional Collection for rebooking: CHF100.00

#### **Entry in Umoja**

- Ticket Line 1: GVA/LON/AMM/LON/GVA (as per original entry)
- Ticket Line 2:
  - a. Enter cost of rebooking fee and a period (.) in all the other mandatory fields since the data needed for reporting will be read from line 1.



b. Type 'Additional Collection for reissue' (or similar comment) in the Comments field.





### Scenario 2

The Travel Request must be amended to change the return date via a different connecting point and the TPO needs to modify the *Itinerary* accordingly and add an additional collection for rerouting. In this particular case, the itinerary will be as follows:

- Original Itinerary (one ticket): Geneva /Amman (via London) Amman/Geneva (via London)
- Amended Itinerary: Amman/Geneva (via Madrid) two days later. In this scenario the returning trip is two days later than originally ticketed since there is no flight available via London.
- Additional Collection for rerouting: CHF200.00

#### **Entry in Umoja**

• Ticket Line 1: .GVA/LON/AMM/LON/GVA
A period (.) must be entered at the beginning of the itinerary.

**Note**: The original itinerary cannot be altered because it is used for invoice settlement. In order to avoid including unused flight segments in the CO2 report, a period must be entered to disregard a complete itinerary (as in this case ) or where a new itinerary will begin for a ticket being replaced (as in the case below). All the information listed to the right of a period will not be read by the system when the report is run.



- Ticket Line 2:
  - a. Enter cost of reissue and new complete itinerary: GVA/LON/AMM/MAD/GVA. This entry will now show the complete final itinerary for accurate reporting.



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b. Type 'Additional Collection for reissue' (or similar comment) in the Comments field.

cket Refund	Reference	Comment
		Additional Collection for reissue



### **Entries in Amended Travel Requests with Replacement Ticket**

In this scenario a Travel Request is being amended and the TPO needs to modify the *Itinerary* accordingly. In this particular case, the itineraries will be:

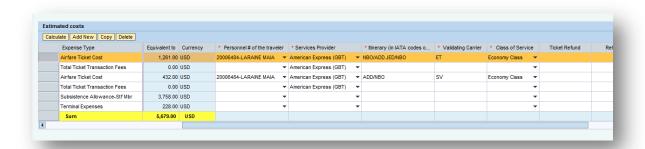
- Original Itinerary: Nairobi/Addis Ababa/Jeddah/Nairobi
- **Amended Itinerary**: Nairobi/ Addis Ababa/Nairobi (in this scenario traveller is no longer going to Jeddah and is provided a one way return Addis/Nairobi while in Addis)

#### **Entry in Umoja**

• Ticket 1: NBO/ADD.JED/NBO

Ticket 2: ADD/NBO (Replacement Ticket)

**Note**: The original itinerary cannot be altered because it is used for invoice settlement. In order to avoid including unused flight segments in the CO2 report, a period must be entered where the new itinerary begins. All the information listed to the right of a period will not be read by the system when the report is run.





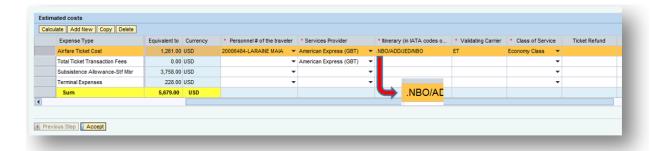
## Entries in Cancelled Travel Requests after a ticket has been issued

In this scenario, a Travel Request is being cancelled and the TPO needs to modify the *Itinerary* accordingly. In this particular case, the itinerary was:

- **Original Itinerary**: Nairobi/Addis Ababa/Jeddah/Nairobi
In this scenario, complete cancellation has been requested after the tickets were issued

### **Entry in Umoja:**

.NBO/ADD/JED/NBO





# **Itinerary in Lump Sum Quotation**

Travel Processing Officers should enter the complete itinerary <u>used in the calculation of the lump</u> <u>payment including connecting points</u> using IATA three letter city codes separated by a slash "/" as shown in the following example:

Itinerary: New York/Abidjan/New York

#### **Entry in Umoja:**

NYC/PAR/ABJ/PAR/NYC

(In this scenario the lump sum payment was based on the least restrictive published fare which was offered by a carrier via Paris)

