

Job
Aid

TPO – Recording Itineraries in the Umoja Travel Solution



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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:

- To record the ticketed itinerary for invoice reconciliation
- To record the actual flown sectors for the ICAO Carbon Emissions Calculator
- 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 (<http://www.iata.org/publications/Pages/code-search.aspx>) 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.

Expense Type	Equivalent to	Currency	* Personnel # of the traveler	* Services Provider	* Itinerary (in IATA codes o...	* Validating Carrier	* Class of Service	Ticket Refund
Airfare Ticket Cost	1,261.00	USD	20006484-LARAINÉ MAIA	American Express (GBT)	NBO/ADD/JED/NBO	ET	Economy Class	
Total Ticket Transaction Fees	0.00	USD		American Express (GBT)				
Subsistence Allowance-Stf Mbr	3,758.00	USD						
Terminal Expenses	228.00	USD						
Sum	5,679.00	USD						

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.

Estimated costs									
Expense Type	Equivalent to	Currency	Personnel # of the traveler	Services Provider	Itinerary (in IATA codes o...	Validating Carrier	Class of Service	Ticket Refund	
Airfare Ticket Cost	1,261.00	USD	20006484-LARAIN MAIA	American Express (GBT)	NBO/ADD/-JED/NBO	ET	Economy Class		
Total Ticket Transaction Fees	0.00	USD		American Express (GBT)					
Airfare Ticket Cost	432.00	USD	20006484-LARAIN MAIA	American Express (GBT)	ADD/JED	SV	Economy Class		
Total Ticket Transaction Fees	0.00	USD		American Express (GBT)					
Subsistence Allowance-Stf Mbr	3,758.00	USD							
Terminal Expenses	228.00	USD							
Sum	5,679.00	USD							

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.

Estimated costs									
Calculate Add New Copy Delete									
Expense Type	Currency	Estima... Costs	Equiv...	Curre...	Personnel # of the traveler	Services Provider	Itinerary (in IATA codes only)	Validating Carrier	
Airfare Ticket Cost	CHF-Swiss Franc	950.00	959.60	USD	20000056-Jones...	Carlson Wagonlit Travel UNOG	GVA/LON/AMM/LON/GVA	BA	
Total Ticket Transaction Fees	CHF-Swiss Franc	50.00	50.51	USD	20000056-Jones...	Carlson Wagonlit Travel UNOG	.	.	
Airfare Ticket Cost	CHF-Swiss Franc	100.00	101.01	USD	20000056-Jones...	Carlson Wagonlit Travel UNOG	.	.	
Subsistence Allowance-Stf Mbr	USD-United States Dollar	1,272.00	1,272.00	USD					
Terminal Expenses	USD-United States Dollar	152.00	152.00	USD					
Sum			2,635...	USD					

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

Ticket Refund	Reference	Comment
		Additional Collection for reissue

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.

Estimated costs								
Calculate Add New Copy Delete								
Expense Type	Currency	Estima... Costs	Equiv...	Curre...	Personnel # of the traveler	Services Provider	Itinerary (in IATA codes only)	Validating Carrier
Airfare Ticket Cost	CHF-Swiss Franc	950.00	959.60 USD		20000056-Jones...	Carlson Wagonlit Travel UNOG	GVA/LON/AMM/LON/GVA	BA
Total Ticket Transaction Fees	CHF-Swiss Franc	50.00	50.51 USD		20000056-Jones...	Carlson Wagonlit Travel UNOG		
Subsistence Allowance-Stf Mbr	USD-United States Dolla	1,272.00	1,272.00 USD					
Terminal Expenses	USD-United States Dolla	152.00	152.00 USD					
Sum			2,636...	USD				

- 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.

Estimated costs								
Calculate Add New Copy Delete								
Expense Type	Currency	Estima... Costs	Equiv...	Curre...	Personnel # of the traveler	Services Provider	Itinerary (in IATA codes only)	Validating Carrier
Airfare Ticket Cost	CHF-Swiss Franc	950.00	959.60 USD		20000056-Jones...	Carlson Wagonlit Travel UNOG	GVA/LON/AMM/LON/GVA	BA
Total Ticket Transaction Fees	CHF-Swiss Franc	50.00	50.51 USD		20000056-Jones...	Carlson Wagonlit Travel UNOG		
Airfare Ticket Cost	CHF-Swiss Franc	200.00	202.02 USD		20000056-Jones...	Carlson Wagonlit Travel UNOG	GVA/LON/AMM/MAD/GVA	BA
Subsistence Allowance-Stf Mbr	USD-United States Dolla	1,272.00	1,272.00 USD					
Terminal Expenses	USD-United States Dolla	152.00	152.00 USD					
Sum			2,636...	USD				

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

Ticket 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.

Estimated costs										
Expense Type	Equivalent to	Currency	Personnel# of the traveler	Services Provider	Itinerary (in IATA codes o...	Validating Carrier	Class of Service	Ticket Refund	Ref	
Airfare Ticket Cost	1,261.00	USD	20006484-LARAIN MAJA	American Express (GBT)	NBO/ADD.JED/NBO	ET	Economy Class			
Total Ticket Transaction Fees	0.00	USD		American Express (GBT)						
Airfare Ticket Cost	432.00	USD	20006484-LARAIN MAJA	American Express (GBT)	ADD/NBO	SV	Economy Class			
Total Ticket Transaction Fees	0.00	USD		American Express (GBT)						
Subsistence Allowance-Stf Mbr	3,758.00	USD								
Terminal Expenses	228.00	USD								
Sum	5,679.00	USD								

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**

Expense Type	Equivalent to	Currency	Personnel # of the traveler	Services Provider	Itinerary (in IATA codes o...)	Validating Carrier	Class of Service	Ticket Refund
Airfare Ticket Cost	1,261.00	USD	20006484-LARANE MAIA	American Express (GBT)	.NBO/ADD/JED/NBO	ET	Economy Class	
Total Ticket Transaction Fees	0.00	USD		American Express (GBT)				
Subsistence Allowance-Stf Mbr	3,758.00	USD						
Terminal Expenses	228.00	USD						
Sum	5,679.00	USD			.NBO/AC			

Itinerary in Lump Sum Quotation

Travel Processing Officers should enter the complete itinerary used in the calculation of the lump payment including connecting points 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)

Additional itinerary lines can be created by clicking icons on the far right.

Authorized travel destination:

Itinerary Details: Mr. INER INER, 19 Dec 1977, 20009868

Departure Date/Time	Departure City/Country	Mode of Travel	Arrival Date/Time	Arrival City/Country	Applicable Subsistence	Subsistence Country	Subsistence
23.03.2015 00:00	NEW YORK,NY,USA	01 Commercial Aircraft	23.03.2015 00:00	ABIDJAN,COTE D'IVOIRE	2 DSA/MSA Not Payable	United Nations	Subsistence
31.03.2015 00:00	ABIDJAN,COTE D'IVOIRE	01 Commercial Aircraft	31.03.2015 00:00	NEW YORK,NY,USA	2 DSA/MSA Not Payable	United Nations	Subsistence

Lumpsum to established place	Lumpsum to requested place	Lumpsum Payable	Route/Itinerary of Lump Sum calculation (in IATA codes only)
1,750.00	0.00	1,750.00	NYC/PAR/ABJ/PAR/NYC

Total Lumpsum payable USD