CGE Training: Train-the-Trainer Scenarios

Due to the nature of how travel reservations are booked and ticketed in Train Stable it is very important that the guidelines below are followed. If the guidelines are not followed it could result in unintentional cost for your Agency.

• When the "Purchase Ticket" button is clicked at the end of the booking, and the **Finished** page is displayed, it will make a reservation in the GDS.

CGE TRAIN STABLE IS A LIVE SYSTEM WITH REAL INVENTORY.

- Full bookings should only be done by Agency or Assigned testers.
- Please do all testing from your company computer and through the company network duplicating what travelers/arrangers will be doing.
- To avoid potential charges from vendors request all availability items at least 3-6 months out.
- Review the Cancellation policy of the hotel you are testing, as well as make sure to Cancel the booking as soon as possible.
- If you are making a full booking, there are 3 checks we have in place to ensure that the booking is not fulfilled- Test Credit card number, auto cancel feature, and cancel the PNR prior to Ticketing. It is up to the tester to ensure that these measures are taken.
- Only do test bookings with the logins provided. These logins have a specific name and login structure that will be recognized as "test". These logins will also have test credit cards associated to them.
- Do not add Frequent Flyer Data or real credit cards to the Test Profiles. This could result in a booking error (Frequent Traveler Number validation) or an actual booking, respectively.
- You may get an error when trying to reserve a hotel with the test credit card. Simply click Try Again and choose a different hotel. Some hotels validate the credit card used for guarantee the reservation and since we are using a test credit card, it cannot be validated. (e.g., Holiday Inn)
- You will not be able to test Instant Purchase Carriers/Train- as these require real credit card information and are purchased at the time of booking. These can include Southwest, Delta, AirTran, Air Canada, Jet Blue, US Airways, Amtrak and Virgin Blue

During training, the user will be asked to use one of the following locations.

Seattle, WA Atlanta, GA Dallas, TX Washington, DC Orlando, FL Los Angeles, CA Chicago, IL San Francisco, CA Columbus, OH Salt Lake City, UT Baltimore, MD

AUTHORIZATIONS:

Exercise #1 - Change Profile Information

Profile Tab:

Instruct the user on making updates to profiles.

- Agency
- Residence City and State
- Duty Station and Duty Station Address
- Contact Information
- Emergency Contact
- Travel preferences
- Edit Credit Card Information
- Delegate Authority
- Change Password
- Selecting a Default Accounting in the Favorite Accounting Codes

Exercise #2 - Booking Hotel Outside the System

Travel Tab:

The user booked hotel reservations outside the system by either contacting the TMC or hotel. The traveler will need to create an authorization.

Authorization:

Document Type: Authorization Authorization number will automatically default. Type Code: Single Trip Select a Purpose Code: Conference External Document Description: Attending CGE Conference Trip Information: Trip Duration: Multiple Days Trip Information Tab: Enter Departure and Return Dates and Itinerary location.

Add Expenses:

Lodging Taxes POV Parking/Tolls

Accounting:

Exercise #3 – No Reservations -POV mileage – Trip less than 12 Hours

Travel Tab:

The user is going on a trip that is 12 hours or less.

Authorization:

Document Type: Authorization Authorization number will automatically default. Type Code: Single Trip Select a Purpose Code: Training External Document Description: GSA Training Trip Information Tab: Trip Duration: 12 hours or less Trip Information Tab: Enter Departure and Return Dates and Itinerary location.

Add Expenses:

POV Parking/Tolls

Accounting Tab:

Build Line of Accounting Add Accounting to the Favorites List Designate Accounting as Default Accounting

Exercise # 4 – Airline, Rental Car and Hotel Reservations – The Perfect Trip

The traveler needs to book airline, rental car and hotel reservations in the system.

Travel Tab:

Round Trip Air/Rail Tab Select single TDY Location (Reference Point) Departure and Arrival Cities Departure and Return Dates Select Pick up/drop off at airport Select Find hotel Class of Service: Economy

Air Reservations:

Select a Discounted Government Fare or Government Contract Fare (Green) Select Payment of Government IBA – Test Card

Car Reservations:

Select a Government compliant rental car

Hotel Reservations:

Choose a FedRoom hotel, at a FedRoom Rate at the per diem rate. Select Payment of Government IBA – Test Card

Trip Description: ETS2 Training

Trip Purpose: Training External

Confirm the Booking

Authorization:

Once the reservations are confirmed on the travel side, the reservations will create an authorization.

General Tab:

Document Type: Authorization Authorization number will automatically default. Select a Purpose Code: Training External Document Description: ETS2 Training Trip Duration: Multiple Days Trip Information Tab: Check Departure and Return Dates and Itinerary location.

Add Expenses:

Lodging Taxes Parking/Tolls Gas-Rental/Govt vehicle Taxi

Accounting:

Exercise # 5 – Booking a Non-FedRoom Hotel over the Per Diem rate (Actuals)

The Traveler/document preparer books hotel reservations but selects a non-FedRoom hotel over the per diem rate.

Travel Tab:

Round Trip Hotel Tab Select single TDY Location (Reference Point) Check - in date Check - out date Find hotel (Reference Point)

Hotel Reservations:

Choose a non - FedRoom hotel over the per diem rate. Select a reason code for selecting a room rate over the per diem rate. Select a reason code for selecting a non-FedRoom hotel. Type a brief explanation. Select Payment of Government IBA – Test Card

Trip Description: Travel Training

Trip Purpose: Training Internal

Confirm the Booking

Authorization:

Once the reservations are confirmed on the travel side, the reservations will create an authorization.

General Tab:

Document Type: Authorization Authorization number will automatically default. Select a Purpose Code: Training Internal Document Description: Travel Training Trip Duration: Multiple Days Trip Information Tab: Check Departure and Return Dates and Itinerary location.

Add Expenses:

Edit first night of Lodging

- Claim Actual Lodging
- Show Per Diem Conditions
- Select Actual Lodging
- Use Copy Per Diem Conditions through feature.

Lodging Taxes Parking/Tolls Passenger (No Claim) Taxi ATM Fee

Accounting:

Exercise # 6 - Multiple Segment Trip (2 TDY Locations)

The traveler/user books airline, rental car and hotel reservations in the system for multiple locations.

Travel Tab:

Muti-Segment Trip

1st TDY Location:

Air/Rail Tab Select TDY Location (Reference Point) Departure and Arrival Cities (Departure will be the home of record and the arrival will be the TDY location) Departure Date

2nd TDY Location:

Air/Rail Tab Select TDY Location (Reference Point) Departure and Arrival Cities (Change the Departure to the TDY location and the arrival to the 2nd TDY location) Departure Date

3rd Location (Returning Location - Home):

Air/Rail Tab Select TDY Location (Reference Point) Departure and Arrival Cities (Change the Departure to the TDY location and the arrival to the Home of Record) Departure Date

Air Reservations:

Select a Discounted Government Fare or Government Contract Fare (Green) Select Payment of Government IBA – Test Card

Once Itinerary for the airfare is reserved, the user will add in the rental car and hotel.

Car Reservations:

Select a Government compliant rental car

Hotel Reservations:

Choose a FedRoom hotel, at a FedRoom Rate at the per diem rate. (Add hotel in for each segment of the trip) Select Payment of Government IBA – Test Card

Trip Description: Conduct Training for CGE

Trip Purpose: Training External

Confirm the Booking

Authorization:

Once the reservations are confirmed on the travel side, the reservations will create an authorization.

General Tab:

Document Type: Authorization Authorization number will automatically default. Select a Purpose Code: Training External Document Description: Conduct Training for CGE Trip Duration: Multiple Days Trip Information Tab: Check Departure and Return Dates and Itinerary location.

Add Expenses:

Lodging Taxes Parking/Tolls Gas-Rental/Govt vehicle Taxi

Accounting:

Exercise # 7 – Airline, Rental Car and Hotel Reservations and Claim Annual Leave in the Authorization

The user books airline, rental car and hotel reservations in the system. Depending on when the user is taking annual leave, the user will select the departure/return dates he/she will be leaving/returning on their TDY location.

Travel Tab:

Round Trip Air/Rail Tab Select single TDY Location (Reference Point) Departure and Arrival Cities Departure and Return Dates Select Pick up/drop off at airport Select Find hotel Class of Service: Economy

Air Reservations:

Select a Discounted Government Fare or Government Contract Fare (Green) Select Payment of Government IBA – Test Card

Car Reservations:

Select a Government compliant rental car

Hotel Reservations:

Choose a FedRoom hotel, at a FedRoom Rate at the per diem rate. Select Payment of Government IBA – Test Card

Trip Description: CGE Training

Trip Purpose: External Training

Confirm the Booking

Authorization:

Once the reservations are confirmed on the travel side, the reservations will create an authorization.

General Tab:

Document Type: Authorization Authorization number will automatically default. Select a Purpose Code: External Training Document Description: CGE Training Trip Duration: Multiple Days Trip Information Tab: Check Departure and Return Dates and Itinerary location.

Traveler Decided to take 2 days of Annual Leave at the TDY location before attending the training.

Add Expenses:

Edit M&IE for the days the user is taking leave - On Leave (Select Annual and 8 hours)

- Once the user saves the leave under M&IE, the lodging and M&IE for that day will zero out in the system.
- The user will add a comment in the "Show Other Details Section" for each day by editing the expense. A comment example: Taking Approved Annual Leave.
- Click Save

Lodging Taxes Parking/Tolls Gas-Rental/Govt vehicle

Accounting:

Exercise # 8 – No Reservations – A Trip between 12 and 24 hours with no lodging.

The user is going on a trip that is between 12 and 24 hours.

Authorization:

Document Type: Authorization Authorization number will automatically default. Type Code: Single Trip Select a Purpose Code: Training External Document Description: GSA Training Trip Information Tab: Trip Duration: 12 – 24 hours no lodging Trip Information Tab: Enter Departure and Return Dates and Itinerary location.

Add Expenses:

POV Parking/Tolls

Accounting Tab:

Exercise # 9 – Airline, Rental Car and Hotel Reservations – Lunch Provided

The user books airline, rental car and hotel reservations in the system. The user has been notified that the conference will be providing lunch for all attendees.

Travel Tab:

Round Trip Air/Rail Tab Select single TDY Location (Reference Point) Departure and Arrival Cities Departure and Return Dates Select Pick up/drop off at airport Select Find hotel Class of Service: Economy

Air Reservations:

Select a Discounted Government Fare or Government Contract Fare (Green) Select Payment of Government IBA – Test Card

Car Reservations: Select a Government compliant rental car

Hotel Reservations:

Choose a FedRoom hotel, at a FedRoom Rate at the per diem rate. Select Payment of Government IBA – Test Card

Trip Description: Attending a FedRoom Conference

Trip Purpose: Conference External

Confirm the Booking

Authorization:

Once the reservations are confirmed on the travel side, the reservations will create an authorization.

General Tab:

Document Type: Authorization Authorization number will automatically default. Select a Purpose Code: Conference External Document Description: Attending a FedRoom Conference Trip Information: Trip Duration: Multiple Days Trip Information Tab: Check Departure and Return Dates and Itinerary location.

Add Expenses:

Edit M&IE for the 2nd day of travel and click on the Per Diem Conditions.

- Select meals provided
- Select Lunch
- The user will add a comment on the in the "Show Other Details Section" for each day by editing the expense. A comment example: Meal was provided at the conference.
- Save The system will deduct the amount of M&IE received.

Lodging Taxes Parking/Tolls Gas-Rental/Govt vehicle Taxi ATM Fee

Accounting Tab:

Exercise # 10 – Airline, Rental Car and Hotel Reservations – Request to Change Hotel Reservation after Reservations have been booked and authorization has been created.

The document preparer books airline, rental car and hotel reservations in the system. The traveler notifies the document preparer that he/she needs to book a different hotel.

Travel Tab:

Round Trip Air/Rail Tab Select single TDY Location (Reference Point) Departure and Arrival Cities Departure and Return Dates Select Pick up/drop off at airport Select Find hotel Class of Service: Economy

Air Reservations:

Select a Discounted Government Fare or Government Contract Fare (Green) Select Payment of Government IBA – Test Card

Car Reservations:

Select a Government compliant rental car

Hotel Reservations:

Choose a FedRoom hotel, at a FedRoom Rate at the per diem rate. Select Payment of Government IBA – Test Card

Trip Description: Training Internal

Trip Purpose: Agency Training

Confirm the Booking

Authorization:

Once the reservations are confirmed on the travel side, the reservations will create an authorization.

General Tab:

Document Type: Authorization Authorization number will automatically default. Select a Purpose Code: Training Internal Document Description: Agency Training Trip Information: Trip Duration: Multiple Days Trip Information Tab: Check Departure and Return Dates and Itinerary location.

Add Expenses:

Lodging Taxes Parking/Tolls Gas-Rental/Govt vehicle Taxi

Accounting:

Select Accounting

After the authorization is created, the traveler has requested to stay at a different hotel. The document preparer can open the authorization and click on the button to view/change reservation.

- Click on Travel Itinerary
- Click on Change Trip
- The system will take the document preparer to the Travel Tab. Scroll down the itinerary to find the hotel reservations. The itinerary will give you the option to change/cancel the reservation.
- Select Cancel.
- Add to your itinerary: Select Hotel
- Hotel options will populate. Select a hotel.
- Click Reserve
- Select payment method
- The new hotel will populate in the itinerary.

Reservation will update in the reservation details in the authorization.

Exercise # 11 - Booking Rental Car Reservations only

The traveler books rental car reservations in the system.

Travel Tab:

Car Tab Select single TDY Location (Reference Point) Pick up and Drop off Dates Pick up Car: Select Airport Terminal

Car Reservations:

Select a Government compliant rental car

Trip Description: GSA Training

Trip Purpose: External Training

Confirm the Booking

Authorization:

Once the reservations are confirmed on the travel side, the reservations will create an authorization.

General Tab:

Document Type: Authorization Authorization number will automatically default. Select a Purpose Code: External Training Document Description: GSA Training Trip Information Tab: Trip Duration: Multiple Days Trip Information Tab: Check Departure and Return Dates and Itinerary location.

Add Expenses:

Lodging Taxes Parking/Tolls Gas-Rental/Govt vehicle

Accounting:

Exercise # 12- Airline Reservations - Method of Payment - CBA

The traveler books airline, rental car and hotel reservations in the system. The user does not have a Government credit card.

Travel Tab:

Round Trip Air/Rail Tab Select single TDY Location (Reference Point) Departure and Arrival Cities Departure and Return Dates Class of Service: Economy

Air Reservations:

Select a Discounted Government Fare or Government Contract Fare (Green) Select Payment of Government CBA – Test Card

Trip Description: Union Meeting

Trip Purpose: Union Duties

Confirm the Booking

Authorization:

Once the reservations are confirmed on the travel side, the reservations will create an authorization.

General Tab:

Document Type: Authorization Authorization number will automatically default. Select a Purpose Code: Union Duties Document Description: Union Meeting Trip Duration: Union Duties Trip Information Tab: Check Departure and Return Dates and Itinerary location.

Add Expenses:

Parking/Tolls Taxi

Accounting:

Exercise # 13 – Airline, Rental Car and Hotel Reservations – Cancellation of Reservations and the Authorization

The user books airline, rental car and hotel reservations in the system. The user has to cancel the TDY trip.

Travel Tab:

Round Trip Air/Rail Tab Select single TDY Location (Reference Point) Departure and Arrival Cities Departure and Return Dates Select Pick up/drop off at airport Select Find hotel Class of Service: Economy

Air Reservations:

Select a Discounted Government Fare or Government Contract Fare (Green) Select Payment of Government IBA – Test Card

Car Reservations:

Select a Government compliant rental car

Hotel Reservations:

Choose a FedRoom hotel, at a FedRoom Rate at the per diem rate. Select Payment of Government IBA – Test Card

Trip Description: CGE Training

Trip Purpose: External Training

Confirm the Booking

Authorization:

Once the reservations are confirmed on the travel side, the reservations will create an authorization.

General Tab:

Document Type: Authorization Authorization number will automatically default. Select a Purpose Code: External Training Document Description: CGE Training Trip Information Tab: Trip Duration: Multiple Days Trip Information Tab: Check Departure and Return Dates and Itinerary location.

Add Expenses:

Lodging Taxes Parking/Tolls Gas-Rental/Govt vehicle Taxi

Accounting:

The user has booked reservations and has created an authorization. The traveler is notified that the TDY travel has been cancelled.

Cancel Reservations and Authorization:

- Go to the Confirmation tab
- Status to Apply: Cancelled
- Add a Comment in the remarks field
- Once the authorization is cancelled, the reservations are withdrawn (Cancelled).

Exercise # 14 – Airline, Rental Car and Hotel Reservations – Creating an Amendment

The user books airline, rental car and hotel reservations in the system. The user finds out that the TDY travel is going to be longer than what was initially authorized.

Travel Tab:

Round Trip Air/Rail Tab Select single TDY Location (Reference Point) Departure and Arrival Cities Departure and Return Dates Select Pick up/drop off at airport Select Find hotel Class of Service: Economy

Air Reservations:

Select a Discounted Government Fare or Government Contract Fare (Green) Select Payment of Government IBA – Test Card

Car Reservations:

Select a Government compliant rental car

Hotel Reservations:

Choose a FedRoom hotel, at a FedRoom Rate at the per diem rate. Select Payment of Government IBA – Test Card

Trip Description: New System Training

Trip Purpose: Training Internal

Confirm the Booking

Authorization:

Once the reservations are confirmed on the travel side, the reservations will create an authorization.

General Tab:

Document Type: Authorization Authorization number will automatically default. Select a Purpose Code: Training Internal Document Description: New System Training Trip Information Tab: Trip Duration: Multiple Days Trip Information Tab: Check Departure and Return Dates and Itinerary location.

Add Expenses:

Lodging Taxes Parking/Tolls Taxi

Accounting:

Creating an Amendment Once the authorization has been approved:

The user finds out that the TDY travel is going to be longer than what was initially authorized.

Authorization Tab:

- Click the paper and pencil to create amendment
- Add Comments
- Click Create Amendment
- Trip Information Tab Extend the departure date by 2 days.
- Create document

Change Reservations:

- Select view/change reservations
- Takes you to the itinerary
- Change the return date on the rental car.
- Change the checkout date for the hotel.
- Air Reservations needs to be cancelled and re-booked.
- Select Add to your itinerary and click on Air
- Select Flight and reserve
- Choose payment method IBA Test Card
- Pull in new air reservations
- Traveler/Document Preparer will sign the amendment to start the routing process

Exercise # 15 – Airline, Rental Car and Hotel Reservations – Book Reservations and request an advance

The traveler needs to book airline and hotel reservations in the system. Due to hotel policy, the traveler is charged immediately for the first night of lodging but his trip is a month away. To cover the expense of the first night of lodging, the agency has agreed to give the traveler an advance. Once the traveler/document preparer has made reservations and created the authorization, the travel contact will send an email to ARC Travel Services to request an advance to be entered in the authorization.

Travel Tab:

Round Trip Air/Rail Tab Select single TDY Location (Reference Point) Departure and Arrival Cities Departure and Return Dates Select Pick up/drop off at airport Select Find hotel Class of Service: Economy

Air Reservations:

Select a Discounted Government Fare or Government Contract Fare (Green) Select Payment of Government IBA – Test Card

Hotel Reservations:

Choose a FedRoom hotel, at a FedRoom Rate at the per diem rate. Select Payment of Government IBA – Test Card

Trip Description: CGE Training

Trip Purpose: Training Internal

Confirm the Booking

Authorization:

Once the reservations are confirmed on the travel side, the reservations will create an authorization.

General Tab:

Document Type: Authorization Authorization number will automatically default. Select a Purpose Code: Training Internal Document Description: CGE Training Trip Duration: Multiple Days Trip Information Tab: Check Departure and Return Dates and Itinerary location.

Add Expenses:

Lodging Taxes Parking/Tolls Taxi

Accounting: Select Accounting

Vouchering from Exercise #15:

Once the authorization is approved, the traveler/document preparer will create the voucher from an authorization and will need to verify that the advance has been liquidated and the correct reimbursement is being paid to the traveler.

Exercise #16- Booking Hotel Outside the System - Sending additional money to the Government Credit Card

The traveler booked hotel reservations outside the system. The traveler will create an authorization.

Authorization:

Document Type: Authorization Authorization number will automatically default. Type Code: Single Trip Select a Purpose Code: Conference External Document Description: Attending CGE Conference Trip Information: Trip Duration: Multiple Days Trip Information Tab: Enter Departure and Return Dates and Itinerary location.

Add Expenses:

Lodging Taxes POV Parking/Tolls

Accounting:

Select Accounting

Vouchering for Exercise #16:

Once the authorization has been approved, the traveler/document preparer can create the voucher from authorization. The traveler has charged meals to his/her Government credit card and would like to send additional money to the credit card to pay off these charges.

- Select the Totals Tab in CGE
- Scroll down to the "Total amount on charge card:"
- Find the "Additional payment to charge card"
- In the field, type in the additional amount needing to go to the credit card.
- Click 'Save and Calculate totals.'
- The maximum charge card reimbursement should increase.

Exercise #17 – No Reservations -POV mileage – Trip less than 12 hours – Change the Accounting on the Voucher.

The user is going on a trip that is 12 hours or less. The authorization is created and approved. The user is notified by the budget officer that the accounting used in the authorization is incorrect. The user does not want to create an amendment to the authorization but fixes the accounting in the voucher.

Authorization:

Document Type: Authorization Authorization number will automatically default. Type Code: Single Trip Select a Purpose Code: Training External Document Description: GSA Training Trip Information Tab: Trip Duration: 12 hours or less Trip Information Tab: Enter Departure and Return Dates and Itinerary location.

Add Expenses:

POV Mileage Parking/Tolls

Accounting Tab:

Select Accounting

Vouchering for Exercise #17:

Once the authorization has been approved, the user can create the voucher from authorization. The user needs to select a new accounting string in the voucher.

- Select the Accounting Tab in the system.
- Remove the old accounting
- Add in the new accounting

Exercise # 18 – Airline and Hotel Reservations – Allocating Travel Costs with two different lines of Accounting (by Percent)

The traveler makes airline and hotel reservations in the system. The traveler has two different accountings to allocate to in the authorization.

Travel Tab:

Round Trip Air/Rail Tab Select single TDY Location (Reference Point) Departure and Arrival Cities Departure and Return Dates Select Pick up/drop off at airport Select Find hotel Class of Service: Economy

Air Reservations:

Select a Discounted Government Fare or Government Contract Fare (Green) Select Payment of Government IBA – Test Card

Hotel Reservations:

Choose a FedRoom hotel, at a FedRoom Rate at the per diem rate. Select Payment of Government IBA – Test Card

Trip Description: System Training

Trip Purpose: Training External

Confirm the Booking

Authorization:

Once the reservations are confirmed on the travel side, the reservations will create an authorization.

General Tab:

Document Type: Authorization Authorization number will automatically default. Select a Purpose Code: Training External Document Description: System Training Trip Duration: Multiple Days Trip Information Tab: Check Departure and Return Dates and Itinerary location.

Add Expenses:

Lodging Taxes Parking/Tolls ATM Fee Taxi

Accounting:

Vouchering for Exercise #18:

Once the authorization has been approved, the user can create the voucher from authorization. The traveler has his/her favorite line of accounting saved. The traveler has to add an additional line of accounting to the authorization.

Select the Accounting Tab in the system.

- Add in the new accounting
- Click on Allocate
- Click on the 'Document level Allocation'
- Click on the link below Percent and Allocate each line by 50%
- Save Allocation changes

Local Vouchers: Do Not Require an Authorization

Exercise # 19 - Create a Local Voucher to Claim POV Mileage at a reduced rate and Parking/Tolls

Voucher Tab:

- Select New Voucher
- Document Type (Local Voucher)
- Create Document
- Add a Document Description
- Create Document

Expenses Tab:

Parking/Tolls POV - Avail Govt. Vehicle (reduced rate)

Accounting:

Exercise # 20 – Create a Local Voucher to Claim Public Transit for 2 weeks.

Voucher Tab:

- Select New Voucher
- Document Type (Local Voucher)
- Create Document
- Add a Document Description
- Create Document

Expenses Tab:

Public Transit (2 weeks of expenses)

Accounting:

Exercise # 21 - Create a Local Voucher - Create a Supplemental

Voucher Tab:

- Select New Voucher
- Document Type (Local Voucher)
- Create Document
- Add a Document Description
- Create Document

Expenses Tab:

Public Transit (2 weeks of expenses)

Accounting:

Select Accounting

Creating a Supplemental Local Voucher:

The Traveler needs to change the accounting.

Voucher Tab:

- Click the paper and pencil to create supplemental
- Add Comments
- Click Create Amendment
- Create document
- Go to the accounting tab and select a different accounting.
- Traveler/Document Preparer will sign the amendment to start the routing process