

# CASESTUDY

## GLOBAL FINANCIAL SERVICES



## EFFICIENT & EFFECTIVE SOLUTIONS

### CHALLENGE

As part of our support to the Global Financial Systems Support Directorate (GFSS), MIL provides the U.S. Department of State (DoS) with functional and technical e-Travel/E2 expertise and respond to over 14,000 Global e-Travel/E2 users. The E2 travel system allows for the creation of travel authorizations (TAs), travel vouchers, amendments, and advances.

GFSS is the system administrator of the domestic Global e-Travel/E2 system for the Department. During the TA part of the process, DoS relies on bureau budget officers to review and correct all system-rejected TA Obligations. Left uncorrected, rejected TAs cause E2 vouchers to reject, delaying payment to the customer. Because of the number of transactions processed, Bureau budget officers often had trouble keeping up with the volume of rejects, thereby compounding the rejected voucher volume on the E2 helpdesk personnel.

### SOLUTION

MIL staff worked with SharePoint developers to create a website that consolidated and grouped, by bureau, all E2 rejected obligations and vouchers. The site sends an automated email to any budget officers whose bureau has rejected TAs and the budget officer can click a link to view their reject details. The site is sourced from a data warehouse report uploaded daily and tracks the rejects aging by day and displays resolved items for 30 days prior to archiving records.

### BENEFIT

This new approach allows budget officers to quickly scan their bureau's rejections without having to click into individual Global Financial Management System records and weed through multiple forms to determine specific bureau related issues. It also permits viewing of the corresponding rejected vouchers by bureau thereby streamlining the correction of related documents. This streamlining of corrections reduces delayed payments to travelers as well as unnecessarily long obligated funds that may be removed by the Unliquidated Obligations process.