ETS FAQ - Updated as of November 30, 2022.

Government Travel Charge Card (GTCC) Balances: Accounts in good standing will continue to be monitored and placed into a mission critical status (MC) until the end of Fiscal Year 2022. This status will keep accounts in an active status and prevent adverse impacts resulting from debt while travel reimbursements are being processed. Travelers shall retain receipts and be prepared to immediately submit vouchers when travel is complete. New GTCC cardholders will immediately be placed into mission critical status. This status is designed to protect cardholders who cannot voucher due to system issues and shall not preclude members who are able to complete vouchers from doing so within three business days of completing travel. Members should continue to monitor their GTCC using Citimanager online tools, applications and Direct Access.

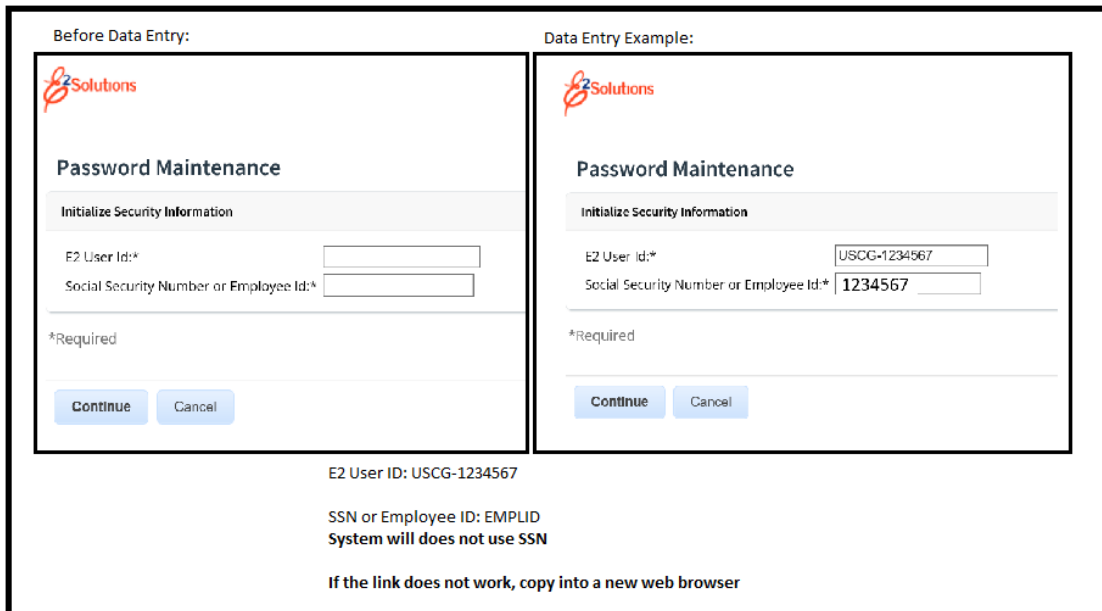1. **Q. How do I login? What is my user name/password?**

A. Your user ID is USCG-EMPLID, when prompted to input a SSN, we DO NOT USE SSN, you will enter your EMPLID. Below is an example…

A system generated initialization email has been sent to your Coast Guard account.

Example Initial Logon:
Notes:
1. **Link**: If the link does not work, copy and paste into another web browser.
2. **User Id:** will be USCG-member specific employee ID. Example USCG-1234567.
3. **Password**: Please use your EMPLID only, this system does not use SSN to validate accounts.

Before Data Entry:

e2Solutions

Password Maintenance

Initialize Security Information

E2 User Id:*   [   ]
Social Security Number or Employee Id:* [   ]

*Required

[Continue] [Cancel]

Data Entry Example:

e2Solutions

Password Maintenance

Initialize Security Information

E2 User Id:*   [USCG-1234567]
Social Security Number or Employee Id:* [1234567]

*Required

[Continue] [Cancel]

E2 User ID: USCG-1234567

SSN or Employee ID: EMPLID
System will does not use SSN

If the link does not work, copy into a new web browser

- Travelers will ensure their profile is up to date in the new system. Profiles from ADVTRAV – to include user names, passwords, frequent flier numbers, DoD ID numbers/Known Traveler Number, Secure Flight Data, etc., will be transferred to the new TMC.

Related Quick Reference Cards and Guides:
LOGIN PASSWORD RESET QUICK REFERENCE CARD
FIRST LOG ON AND PROFILE UPDATES

2. **Q: My FY21 TONO populated as an Open Authorization but the dates are wrong and it won't let me Amend the Open Authorization.**

A: If a traveler has already created a trip from the Open Authorization they will be unable to amend the dates. The traveler must delete the created trip and then they will be able to amend the Open Authorization. The Amendment will go through the members Funds and AO approvers. Once the dates have been updated in the Open authorization, they can create the trip and voucher.

   2a. Q: My PCS Orders populated as an Open Authorization, but the dates are wrong and it won't let me Amend the Open Authorization. *UPDATED*

A: PCS orders will need updated in DA for changes to be received by ETS. Date changes will also need a funding change to the member travel line to process successfully. This can be done by adding $1 to the funding line and re-submitting. This will communicate the dates and funding to FSMS and then onto ETS. Once the amendment is received in ETS the member will receive an email that an amendment has been processed and can then process according to the **PCS Advances & PCS Claims** guide.

3. **Q. If I created an authorization for my previous trip and I received a notification that an Open Authorization was generated for the same trip, which one would I submit?**

   A. Use the Open Authorization generated by the system. The Trip created by the member will need to be canceled if the member still needs to voucher for the travel completed. After cancelling the authorization that was created by the member then you should be able to "create trip" under the OA that has the ALREADY approved/obligated money on it.
   If member has already vouchered and been paid off of the member created authorization, you will need to go under the OA tab and CLOSE the OA to de-obligate the money attached to the original OA. *UPDATED*

4. **Q. I had my minor customer changed to the correct one, but the Authorization is still not showing up in the correct pool?**

A: If an Authorization was created prior to the minor customer being changed, it will not be pulled into the new minor customer pool. The member will need to recall the Authorization and create a new one. There is an option to Copy in the 'Trips' tab and will pull dates, destinations and expenses to make it easier to create and then will need to be submitted again to go to the correct Funds & AO approvers.

5. **Q: I am a Funds Approver and I do not know the POET line or there isn't the correct POET line in ETS.**

A: POETS are managed through FSMS and FINCEN. Funds approver will need to contact FINCEN for support.

6. **Q: I need to cancel my Authorization, is there anything I should be concerned about cancelling in ETS.**

A: First, when cancelling in ETS, always cancel from the trip dashboard. When a traveler cancels an Authorization prior to executing the travel, everything associated with the Authorization will be cancelled i.e. reservations, expenses, etc. Depending on the status/progress of the Authorization, there will be two options select which applies to the situation.

   - Cancel without expenses to claim- use if there are no expenses or fees needing to be reimbursed
   - Cancel with expenses to claim- will allow to voucher for any expenses or fees that could not be reimbursed

7. Q: I want to cancel my Authorization, but I want to keep my reservation?

A: If your Authorization is in a Reservation Booked or Revised status, In step 2 (Reservation) of the Authorization select MANAGE TRIP RESERVATIONS> SELECT THE RESERVATION AND CLICK MOVE TO HELD RESERVATIONS. This allows the traveler to cancel the Authorization but not cancel the reservation.

If your authorization is approved, to cancel the authorization but save the reservation:
1. Access the trips from the trips tab.
2. From the trip dashboard, click Cancel Trip.
3. Select the option to indicate if you have expenses or not.
4. Select to Move the Reservation to my Held Reservation List and confirm

8. Q: I made a reservation with SATO over the phone, how do I import the reservation to an Authorization.

A: In step 2 (Reservation) of the Authorization select MANAGE TRIP RESERVATIONS> type in the SATO record locator in the confirmation code box and select RETRIEVE> save and close window. Now your reservations are attached to the Authorization.

9. Q: Are all upcoming DA created orders going to auto populate in ETS?

A. Yes, DA orders will be sent to FSMS to obligate funding and then will be sent to ETS as an Open Authorization. The MBR will create a trip off of the Open Authorization populates from DA.

10. Q: PCS Travel

A. Reference ALCOAST 049/22, PCS travel claims should continue to be submitted using TPAX. Once reviewed by PPC auditors, travelers will receive an email from PPC directing actions to take prior to submitting DA orders and a Travel Voucher Summary to FINCEN. Members should check the see **PCS Advances & PCS Claims** guide**…**

11. Q: As an arranger, how can I submit a Voucher directly for approval and not go back to the traveler?
A. You will need to make sure that you have the permission to directly submit a voucher on behalf of the MBR. If you try to submit a voucher and it says "Sent to Traveler" you will need the MBR to go back into their profile and click on "Edit Arrangers". They will see your name and then "Permission to directly submit a voucher". There will be a "Y" or "N" under that. To change it, they will click on the Y or N and change it appropriately.

If the member is unable to make this change, a ticket to PPC can be submitted to request an arranger with permission to submit vouchers be added. This will require an email or other documentation from the member authorizing the arranger permission.

12. Q: When trying to submit the Authorization it is giving an error that the POET is under/over allocated, what does this mean?
A. This means not all the expenses have been associated with a POET to charge against, or the total equal more than the expenses. This often happens when the POET is added but did not select Next Step to save the accounting data.

This can be at any point before final approval by going to the expenses step, select Next Step to move into the accounting. If using a single POET, the amounts will automatically updated and will need to select Next Step to

save. If using multiple POETs, expenses will need to be assigned to which POET they are being charged against. Once the line "Remaining Amount to be allocated" equals $0.00 you can save by selecting Next Step

13. **Q: The City is not populating for a destination in the Site Details of the ETS Authorization. What do I enter?**

A. A search will need to be done to determine the primary destination that is used for the Per Diem of that location. ETS must have an exact match to the GSA Per Diem table, this search can be performed at the following link Per Diem Rates | GSA

Enter the Primary Destination as the location in ETS and in the remarks please identify the actual destination and the other destination was used due to the city not available in ETS directory.

If selecting an OCONUS country/city you will need to select "other" and add in the city/country. ETS does not have OCONUS locations in their system.

Additionally, if the city is being used as a start/end destination for mileage, use the actual city in the expenses. That field uses a different resource point to calculate mileage and will populate.

14. **Q: How to request a routing path specific to unit? For example: STA travel requests currently routes to SECTOR for Funds/ AO Approval. The request is to have STA travel requests route to STA Funds Certifier/ AO for approval.**

A: ETS Approver will submit PPC Trouble Ticket or email to HQS-SMB-CG-1332-TRAVELMANAGEMENTOFFICE@USCG.MIL with information to include:

Request for STA XXXX to have new routing template created and no longer route to SECTOR YYYY for travel approval.

Request to have STA XXXX FUNDS APPROVER POOL created with the following members listed as:

Approver: XPO Harry Potter, EMPLID   OIC Ron Weasley, EMPLID

Request to have STA XXXX AO POOL Created with following members listed as

Approver: XPO Harry Potter, EMPLID   OIC Ron Weasley, EMPLID

15. **Q: My minor customer is correct but my Voucher is going to the wrong AO pool**

A. Vouchers will use the minor customer at the time the authorization was created, for PCS that means it will always route to the departing unit AO Pool. The AO's, receiving unit if for PCS, will need to add themselves into the AO Approval pool and approve that claim, and then remove themselves after it is approved. For PCS orders, do not create a new authorization to process against, members need to use the OA generated from the DA Orders.

16. **Q: If another unit is paying for a member's travel, how does that work in ETS/FSMS?**

A. ETS is a travel system that has the capability to record travel obligations and expenditures through the interface with FSMS. Members that receive funding to travel at the request of a unit outside of their home unit must upload documentation supporting the use of the provided POET (e.g. CG-2070 or equivalent). Such travel authorizations and vouchers will be processed through the home unit's approval pools. Members traveling using their home unit's funds will not be required to upload justification. ETS funds approvers at the home units will ensure the justification is attached to the travel request and ensure proper selection of the provided funding

information. Funds approver should access FSMS or available ETS reports for tracking spending against POETs provided to members outside their unit.

See (ALCOAST 456/21 - DEC 2021 E-GOV TRAVEL SYSTEM (ETS) IMPLEMENTATION UPDATE TWO (govdelivery.com)

17. Q: Who has the authority to adjust a MBR's profile from a traveler to an approver?

A. At this time a ticket to PPC will need to be submitted to give approver permissions. To be an AO the member must be a GS-7/ E5 or above, gone through the ETS approver training and been appointed by a supervisor or superior.

18. Q: Can a MBR print approved/official orders from ETS?
A. Once approved, on the left of the screen there will be hyperlinks. The MBR can click on "Printable Authorization" to print out their official orders. This will replace the hard copy that the P&A shops used to provide.

19. Q: Can a Fund Manager approve their own travel or will an alternate Funds approver need to approve?

A. An Funds Approver/Authorizing Official cannot approve their own documents this is **CG POLICY**

20. Q: Can an approver be an arranger for a travel and then approve that travel?
A. No, an approver cannot approve a travel that they were an arranger for this is **CG POLICY**

21. Q: When I am completing a voucher, can I manually override where my reimbursement goes (i.e. GTCC, Traveler)?

A. There is an "Override Pay To" link under the Other Actions section in the voucher screen. This link is only available if you have Pay to Traveler M&IE expenses and a travel charge card. You will enter the amount of M&IE that are assigned as Pay to Traveler on the voucher that you want to divert to your travel charge card. That maximum amount that you can enter in the field is shown on in the text on the right side of the field.

22. Q: When I submitted the voucher, my lodging was reduced to $0.00, when I try to do a supplemental voucher lodging isn't available, how do I claim this expense?

A. Lodging and M&IE are two expenses that cannot be adjusted on supplemental vouchers. To add missed lodging expenses use the MISC-Other expense and ad remarks explaining what the expense is for. Please ensure receipts have been added to the supplemental expense.

System settings have been updated that will carry expenses entered on the authorization over to the voucher. Please be sure to review all expense to ensure they are correct and match the original authorization before sending the voucher to the AO for approval.

23. Q: My authorization status is in "approved pending obligation" and the POET is incorrect.

A. Member will need to cancel any trips/vouchers and the option to cancel that authorization will pop back up on the dashboard for that authorization.

- You will need to submit a PPC Trouble ticket with the error code and what has been done to the traveler/AO sides.

24. **Q: I am receiving this error when trying to submit my authorization/voucher "**Validation Error: Site Bank Account does not exist for site: TRAVELER" **how can this be fixed?**

A. The AO will need to submit a SNOW (Service Now) ticket through FSMS, here is that link. https://dhs.servicenowservices.com/fsms Create an incident and use the following screenshot to help complete that form. The verbiage "This requires both an HR record and a Supplier record be created so it has to be Tier 1 for doing the manual HR record step and then Tier 2 Vendor team to create the supplier based on the HR record" must be included to expedite the process. If more than one member is known to have the error, they can list multiple for FINCEN to update. ***This seems to impact RESERVISTS more than others. ***

UPDATE 16MARCH – *Reserve members are not categorized correctly between ETS and FSMS. This causes this an error. The TDY Claims end up in error because ETS lists them as "travelers" and FSMS lists them as "reserves". Reserve members will need to complete a Supplier Maintenance Form and send it to FSMS via a SNOW ticket.*

SupplierMaintenanceRequestForm.pdf (uscg.mil)

25. **Q: I am on long term TDY orders and travel temporary TDY, how do I enter these overlapping trips in ETS and account for all entitlements, like dual lodging?**
    A: You will have to manually modify the expenses to match the dates of the travel. You will create a new AUTH for the new trip, if you get a yellow banner, it is just making sure that the dates are correct, you will be able to proceed with the auth.
    Q: I have overlapping trips, and get a yellow warning banner when trying to submit…

    A. SATO has updated the configuration for overlapping trips and all overlapping trips will be allowed. When the members enter the TDY that overlaps another, they will receive a yellow warning letting them know dates overlap, this warning will not stop the trip from continuing to the next step it is just to prompt the member to make sure dates are correct. Funds approvers and AOs will see the same warning, but again it will not stop them from approving.

26. Q: I have advances/prior advances from TPAX, how do I liquidate these in ETS?

A: At this time advances that were not processed in ETS are not able to be added and applied in ETS. We are currently exploring options and process to give guidance on how to liquidate these payments from TPAX. Please check back later for updates.

27. Q: I have expenses that were charged to the CBA, do I need to include these on my claim?

A: Yes all expenses need to be reflected on the *authorization* and *voucher* regardless if paid by the traveler/GTCC or the CBA. **For expenses paid to the CBA, make sure the "Pay to " reads 'Agency Billed' and that amount will not be paid out to the member.**

28. Q: I am receiving the "USCG-FSMS:Error: Invalid value for element :Audit_ID: 86638 - Vendor Not Found - Vendor# Employee#xxxxxx VendorName----Invalid value for element :Audit_ID: 86638 - Vendor Site Not Found – TRAVELER " how do I get this fixed?

A: A SNOW Ticket will need to be submitted to have member data updated/created in FSMS. Please use this link https://dhs.servicenowservices.com/fsms and the following screenshot as a guide to submit that ticket.

* Component Requested

| ❶ | USCG | ✕ | ▾ |

* Short description ❓

Vendor Site Not Found – TRAVELER error

* Description ❓

Following member(S) is receiving this FSMS generated error in the travel system : Invalid value for element :Audit_ID: 86638 - Vendor Not Found - Vendor# Employee# xxxxxx VendorName----Invalid value for element :Audit_ID: 86638 - Vendor Site Not Found – TRAVELER in the travel system. Please create HR record.

Member Name -
EMPLID

* Application ❓

| ❶ | Interface | ✕ | ▾ |

* Module ❓

| ❶ | Travel System | ✕ | ▾ |

Other Impacts ❓

| -- None -- | ▾ |

29. Q. ETS says my voucher was paid out but I do not see it in my bank account or payment made to my GTCC?

A: If a member needs a payment status on their ET travel claim, please have them contact mailto:FIN-SMB-Customerservice@uscg.mil or the FINCEN Customer Service Helpdesk at (757) 523-6940

Customer Support
Team Hours:
8:00 AM to 5:00 PM

30. Q: Who is in charge of inputting the POET into the authorization?

A: If the POET is provided by the funding command (Funds Approver), the member can enter that in their Authorization to speed up review/approval. When not entered, the Funds Approver is typically the first-level approver who will need to add the accounting code to fund the trip. If accounting codes are not added by the Funds Approver, any other approver can add the POET details provided they have a CG-2070 or DA orders documenting the responsible Funds Approver has approved the financial obligation.

31. Q: What are all these fees I see on my authorization and voucher?

Transaction Fees – These are charged when the reservation is ticketed/invoiced (air reservations are ticketed, hotels and cars are invoiced). Travelers can book reservations but not incur a TMC transaction fee. Air reservation TMC fees are charged when the tickets are issued (usually three business days before departure). Hotels/cars are invoiced once the reservation is approved or the first day of travel (whichever is first). Therefore, travelers could book travel reservations but cancel enough in advance to avoid any TMC fees.

Online TMC Transaction Fee Amounts

- Air reservations (addition of hotel and car is no cost) - $9.35
- Hotel and/or car (without any air reservation) - $7.22

Agent-Touched TMC Transaction Fee Amounts

- Domestic air reservation (addition of hotel and car is no cost) - $37.63
- International air reservation (addition of hotel and car is no cost) - $39.19
- Hotel and/or car (without any air reservation) - $16.85

ETS Solutions Travel Vouchers – These are charged for each fully/final approved travel voucher. The travel authorizations do not incur a fee. The travel voucher fee amount is automatically listed on the 'Expenses' section of the travel authorization so the travel authorization obligates extra funds for the travel voucher fee. Once the voucher is processed, GTCC on file is charged for this fee however, this fee is automatically included as an expense item to be reimbursed. Due to timing of the processing for this fee, the charge against the card my come after the payment to the card has been received.

ETS Travel Voucher Fee Amounts

- JTR TDY travel vouchers (uniformed travelers) - $16.05
- FTR TDY travel vouchers (civilian) - $15.51
- Local Vouchers - $6.90

32. **Q: I have a member that is both USCG Reserve and a CG Civilian, what do I need to do to update their major/minor customer?**

A. Steps for Civilian/military regulation change

1. Member will contact authorizing official (CG or Civilian) PRIOR to any authorizations being created to get the travel regulations updated.
2. Traveler can then submit Authorization under the correct Travelers regulations and route to correct routing pool for JTR.
3. Once the traveler submits the travel authorization to a specific routing pathway it remains locked in that approval routing for authorization and vouchering.
4. When Traveler is ready to be switched back to Civilian regulations the Travelers AO (recommending that it's the Travelers civilian AO)calls into TAT or submits a trouble ticket to have it switched along with the minor customer back to the civilian status

33. **Q: My account is Disabled.**

A. You will need your AO/YN to get your account re-enabled. Also, once your account is enable you will need to check your profile to make sure all settings are as they should be, the GTCC information is removed when it is Disabled and will need to be added back onto the account.

34. **Q: My orders from DA still have not populated in ETS under Open Authorizations**

A. Please see ***ALCGPSC 011/22*** UPDATED 1 and submit a PPC Trouble Ticket

35. **Q: I need to amend my Open Authorization in ETS, but I get the error that they need to be corrected in DA first.**

A. The POC for the orders will need to be contacted and modify the orders. Once in DA, the funding line will need a minimal $1.00 increase, this will in turn push the update to ETS for the date changes.

This is the only work around at this time that we have found to work. This is only a short term work around. The Team is currently working the issue for better resolution.

36. **Q: Member received travel advances through TPAX for FY21 conducted travel, how does the member claim those…**

A. Solutions are being explored in how to liquidate advances in ETS that originated in TPAX. Please check back for updates

37. Q: Can the member file travel claims for dependents?

A. Yes, as long as the dependents are registered in DEERS, the member may complete travel authorizations on their behalf. Only the member can add dependents, this can be done by selecting the "Manage Dependents" option under the members name in the right hand corner of ETS.

B. The following are types of dependent travel that can be created in ETS: EVAC, MEDICAL, YELLOW RIBBON

38. Q: How does a member get an ETS account that does not have an EMPLID?

A. FINCEN will need to create a Supplier IDs in FSMS, for those member who do NOT have a CG EMPLID, AUX members, Invitational Travelers, etc. . Here is the process that needs to be followed for AOs creating these accounts.

1- Before ETS account can be created: Traveler needs to complete the Suppler Maintenance Request Form and submit to FINCEN, email is fin-smb-fsms-vendorsupport@uscg.mil

2- Once the requester has received the Supplier ID, they can submit a ticket to have the account created

3- Follow the SOP for creating the ETS account, it includes the difference between CG EMPLID and non-EMPLID accounts. Here are the Key Differences for the Non-EMPLID user
   a. USER ID format- USCG-'Supplier ID' i.e. USCG-123456
   b. Employee ID has 'S' prefix to the Supplier ID number i.e. S123456
   c. If traveler does not have a .mil or .gov email, will need to use the sponsor's email and they can coordinate with the traveler to complete the setup process

4- Link to the walk through guide for creating these accounts - Creating New ETS Accounts.pdf (uscg.mil)

There are several Chaplain Accounts that have been created in ETS already and will need to have the Employee ID field updated with the Supplier ID number, so please check if they have an account already before creating a new one.

For AUX members- Member will need to work with their local AUX ADMIN to get their accounts created.

39. Q: I'm getting this error when trying to submit an Open Authorization with an amendment "document cannot be processed because the open authorization is not approved".

A. Any trip that has been already attached to the original OA has to be cancelled and then a new trip has to be created under the amended on. If there are any reservations attached to the trip they will have to be moved to held reservations before the trip is cancelled and then added to the new trip.

40. Q: Why can I not delete/cancel and Authorization.

A. Members Authorization was fully approved by AO and Funds. Member was notified that trip was to be cancelled. Member went in and created Amendment to cancel trip. At that point is when member could not delete the authorization.

To resolve, the member needs to zero out all expenses and route amendment thru Funds and AO for approval. After approved then member can delete authorization.

41. Q: How do I get the funds increased on my orders?

A. The Funds Increase needs first to be complete in Direct Access by the creator of the orders (i.e. SPO, TQC). Once the Funds are increased in Direct Access, after 48 hours, member will have to go into ETS and Amend Authorization and Increase funding in the authorization.

42. Q: What status do orders need to be in for them to transmit through FSMS to ETS?

A: Our three order types generate funding at different points in their respective business process.

Reserve obligates funding from Proposed to Authorized

TAS obligates funding at the onset – Ready

PCS and SEP obligate funding from Authorized to Ready

The orders are put into Awaiting Funds during the obligation/calls to FSMS. If there is an issue, such as insufficient funds, invalid vendor, invalid Exp Org, or a connectivity issue, the orders stay in Awaiting Funds – i.e. they are stuck. The resolution depends on the issue.

If an order has already obligated but the funding amount is changed, the order goes to Awaiting Funds but upon successful Mod, returns to the current status. Ready would go to Awaiting Funds and then back to Ready.

43. Q. How long will my Hotel/rental car reservation be held?

A. A car and hotel reservation will not be cancelled by the system (ETS) and will hold until check-in/pickup time. It is the responsibility of the traveler to cancel the car or hotel if no longer needed.

44. Q. When is the hotel/rental car fees charged?

A. Hotel/Car Only Reservations – TMC fee is charged when the reservation is approved. If the reservation is not approved (but never cancelled) then the TMC charges on the first day of check-in/pick-up.

45. Q. When entering actual expense in the voucher, it keeps defaulting back to the daily per diem, how do I get the actual expense to stay?

A. You will have to amend the authorization for the actual expense, then click modify on the lodging, then when the new window opens, you will correct the hotel amount to actual, then in the bottom left of that window, you will click modify again and make that 300%.

46. Q: How do funds from DA generated orders (PCS, RESERVE,TQC) migrate to ETS?

A: In DA, Under Funding Tab of orders, Change Cost Total for travel POET line, click Save. Status of POET will now show as NEW. Next, click Approval Tab and route for Approval. Once approved, Status of POET will now show as OBLIGATED.

Simultaneously, Member will receive Auto Generated email from ETS stating Open Authorization Amendment has received final approval. Member will then have to create a Trip against the Amended OA.

POET must show OBLIGATED in DA, for funds to migrate into ETS

47. **Q: Urgent travel within 48hrs… process to book travel?**

A: Members traveling within 48 hours do not require ETS interaction prior to traveling. The ETS online booking tool cannot process and secure a reservation for travel within 48hrs. To secure travel, the traveler must call SATO and book a reservation. In these urgent circumstances, a member can secure a reservation without an approved authorization in ETS, however, an authorization is still required to be created and approved in ETS ASAP.

48. **Q: If I have questions about PCS outside of the normal process?**

A: For logistical issues involving planning, preparing for, and executing PCS orders beyond the scope of the standardized admin process, please reach out to the PCS Assist Team at PCSAssist@uscg.mil or 844-727-2022 , SATO - 800-753-7286
B. If you do not have a TPAX account you will need to submit a PPC Customer Care ticket to get that created.

49. **For member's who need to have a profile built in TPAX (i.e., recent graduates from Basic Training or CG Academy) to process a PCS advance or claim: The member's new AO will have to submit a PPC Customer Care ticket requesting the member be added to TPAX.**

   The ticket MUST include the following to build the profile:

   EMPLID
   FULL Name
   Rank or Paygrade
   Unit Name
   OPFAC
   Mailing Address
   Email Address (should be uscg.mil)
   Work Phone Number

50. **What does CBA and IBA mean and who pays what?**
A. **CBA (Agency Billed) –** Centrally Billed Account- That means that the CG pays for whatever reservations you book to that POET directly.
   Example: You book online with E2 do not input any credit card info, only the POET that is on your orders.

   IBA – Individually Billed Account – This means you are paying with your Government Travel Card (GTCC)
   Example: You book online in E2 and you enter you GTCC info or your profile already has it set up to pay with your GTCC.

52. **How do I complete a voucher for the recent TQC orders I finished?**

1. FORCECOM is continuing to experience multiple issues with Direct Access (DA) generated training administration system (TAS) orders. These issues have forced a change to the "C" school business processes for the remainder of FY22

to ensure students are able to travel without or with minimal manual intervention from SATO and the FC travel adjustment team. Current "C" school processes are unsustainable, while ensuring timely obligation and vouchering. FORCECOM is sending administration of orders to the local unit for initiation of the authorization, funds certification, and AO approval.

2. Effective immediately, FY22 "C" school travelers must review the options below and follow the scenario that most closely reflects the current travel status. These instructions do not apply to FY22 "A" school travelers.

a. Instructions for members that have <u>COMPLETED</u> travel WITH or WITHOUT a corresponding open authorization (OA) in ETS awaiting voucher.

Start a new authorization in ETS for the "C" school travel.
- · Under Basic information, select or enter the following.
    - o Type of Travel: Training.
    - o Specific Purpose of Travel: (Enter 6 digit "C" school course code, e.g. 100427), Course Name, & dates of travel.
- · Under Reservation, select "next step."
- · Under Site Details, enter the entire TDY itinerary for the total trip duration in this section, from beginning to end.
- · Under Expenses, enter all of the actual expenses (e.g. airfare, hotel, hotel taxes, parking, and any other authorized entitlements).
- · Under Accounting, enter the following for each field.
    - o Project: UCGITF0TAS
    - o Task: Enter one of six tasks (22SO, 22AO, 22CIO, 22CSO, 22EM, or 22MPS). In order to select the correct task, go to the following link (Advisories - Home (uscg.mil)). The link has a crosswalk tool to help you identify the correct task to use. The six digit course code corresponds to one of the six tasks listed above. It is VERY IMPORTANT to select the right task to ensure the travel voucher is processed correctly.
    - o Organization: In order to select the correct organization, go to the following link (Advisories - Home (uscg.mil)). The organization corresponds to the Course Code listed on the ETQC issued "C" school order.
    - o Expenditure Type: Copy and paste "2100E3" (without the quotes) into the box, click search, then click the expenditure type code.
- · Attach a copy of the DA generated "C" school order issued by ETQC. Travelers with a printed order displaying an order status of "Awaiting $", must go into DA and obtain the version posted as "Ready" or "Finished".
- · Review travel policy warnings.
- · Review summary of expenses and verify the itinerary.
- · Release for approval to the local unit funds certifier and AOs.
- · Once approved by the AO, submit a voucher ASAP in order to receive payment for travel expenses incurred.

b. Instructions for members currently in a travel status WITHOUT a corresponding OA in ETS, & members that have called and made flight and/or hotel arrangements with SATO that have yet to depart WITHOUT a corresponding OA in ETS.

Start a new authorization in ETS for the "C" school travel.
- · Under Basic information, select or enter the following.
    - o Type of Travel: Training.

- o   Specific Purpose of Travel: (Enter 6 digit "C" school course code, e.g. 100427), Course Name, & dates of travel.
- ·   Under Reservation, select "next step" if you already have airfare/hotel/car rental reservations. Otherwise, proceed to make the relevant reservations.
- ·   Under Site Details.
  - o   Enter the entire TDY itinerary for the total trip duration in this section, from beginning to end.
- ·   Under Expenses, enter all of the actual and estimated expenses (e.g. airfare, hotel, hotel taxes, parking, and any other authorized entitlements). Please include estimated hotel taxes as a MISC expense. Failure to do this has forced many travelers to amend the authorization, because the voucher expenses exceed the authorization by more than 10%.
- ·   Under Accounting, enter the following for each field.
  - o   Project: UCGITF0TAS
  - o   Task: Enter one of six tasks (22SO, 22AO, 22CIO, 22CSO, 22EM, or 22MPS). In order to select the correct task, go to the following link (Advisories - Home (uscg.mil)). The link has a crosswalk tool to help you identify the correct task to use. The six digit course code corresponds to one of the six tasks listed above. It is VERY IMPORTANT to select the right task to ensure the travel voucher is processed correctly.
  - o Organization: In order to select the correct organization go to the following link (Advisories - Home (uscg.mil)). The organization corresponds to the Course Code listed on the ETQC issued "C" school order.
  - o Expenditure Type: Copy and paste "2100E3" (without the quotes) into the box, click search, then click the expenditure type code.
- ·   Attach a copy of the DA generated "C" school order issued by ETQC. Travelers with a printed order displaying an order status of "Awaiting $", must go into DA and obtain the version posted as "Ready" or "Finished".
- • Review travel policy warnings.
- • Review summary of expenses and verify the itinerary.
- • Release for approval to the local unit funds certifier and AOs.
- • Once approved by the AO, submit a voucher immediately upon completion of travel in order to receive payment for travel expenses incurred.

c. Instructions for members awaiting travel or currently in a travel status WITH a corresponding OA in ETS (same process as previous group of travelers).

Start a new authorization in ETS for the "C" school travel.
- ·   Under Basic information, select or enter the following.
  - o   Type of Travel: Training.
  - o   Specific Purpose of Travel: (Enter 6 digit "C" school course code, e.g. 100427), Course Name, & dates of travel.
- ·   Under Reservation, select "next step" if you already have airfare/hotel/car rental reservations. Otherwise, proceed to make the relevant reservations.
- ·   Under Site Details.
  - o   Enter the entire TDY itinerary for the total trip duration in this section, from beginning to end.
- ·   Under Expenses, enter all of the actual and estimated expenses (e.g. airfare, hotel, hotel taxes, parking, and any other authorized entitlements). Please include estimated hotel taxes as a MISC expense. Failure to do this has forced many travelers to amend the authorization, because the voucher expenses exceed the authorization by more than 10%.
- ·   Under Accounting enter the following for each field.
  - o   Project: UCGITF0TAS
  - o   Task: Enter one of six tasks (22SO, 22AO, 22CIO, 22CSO, 22EM, or 22MPS). In order to select the correct task, go to the following link (Advisories - Home (uscg.mil)). The link has a crosswalk tool to help

you identify the correct task to use. The six digit course code corresponds to one of the six tasks listed above. It is VERY IMPORTANT to select the right task to ensure the travel voucher is processed correctly.
  o Organization: In order to select the correct organization go to the following link (Advisories - Home (uscg.mil)). The organization corresponds to the Course Code listed on the ETQC issued "C" school order.
  o Expenditure Type: Copy and paste "2100E3" (without the quotes) into the box, click search, then click the expenditure type code.
- Attach a copy of the DA generated "C" school order issued by ETQC. Travelers with a printed order displaying an order status of "Awaiting $", must go into DA and obtain the version posted as "Ready" or "Finished".
- Review travel policy warnings.
- Review summary of expenses and verify the itinerary.
- Release for approval to the local unit funds certifier and AOs.
- Once approved by the AO, submit a voucher immediately upon completion of travel in order to receive payment for travel expenses incurred.

d. Instructions for members anticipating receipt of "C" school travel orders for the remainder of FY22.

Upon receipt of a "C" school travel order, start a new authorization in ETS for the "C" school travel. Previous ETQC guidance to directly contact SATO to arrange travel (transportation, hotel, etc.) is rescinded. Travelers should follow PPC guidance on when to contact SATO directly.

- · Under Basic information, select or enter the following.
  o Type of Travel: Training.
  o Specific Purpose of Travel: (Enter 6 digit "C" school course code, e.g. 100427), Course Name, & dates of travel.
- · Under Reservation, make reservations IAW normal TDY procedures.
- · Under Site Details.
  o Enter the entire TDY itinerary for the total trip duration in this section, from beginning to end.
- · Under Expenses, enter all of the actual and estimated expenses (e.g. airfare, hotel, hotel taxes, parking, and any other authorized entitlements). Please include estimated hotel taxes as a MISC expense. Failure to do this has forced many travelers to amend the authorization, because the voucher expenses exceed the authorization by more than 10%.
- · Under Accounting enter the following for each field.
  o Project: UCGITF0TAS
  o Task: Enter one of six tasks (22SO, 22AO, 22CIO, 22CSO, 22EM, or 22MPS). In order to select the correct task, go to the following link (Advisories - Home (uscg.mil)). The link has a crosswalk tool to help you identify the correct task to use. The six digit course code corresponds to one of the six tasks listed above. It is VERY IMPORTANT to select the right task to ensure the travel voucher is processed correctly.
  o Organization: In order to select the correct organization go to the following link (Advisories - Home (uscg.mil)). The organization corresponds to the Course Code listed on the ETQC issued "C" school order.
  o Expenditure Type: Copy and paste "2100E3" (without the quotes) into the box, click search, then click the expenditure type code.
- · Attach a copy of the DA generated "C" school order issued by ETQC. Order status should reflect "Ready".
- Review travel policy warnings.
- Review summary of expenses and verify the itinerary.
- Release for approval to the local unit funds certifier and AOs.
- Once approved by the AO, submit a voucher immediately upon completion of travel in order to receive payment for travel expenses incurred.

3. This new process closely mirrors the old TPAX process for "C" school travel where the local unit supported processing member travel vouchers. All AOs are reminded to review member entitlements closely to ensure they align with the order and are in accordance with all applicable travel regulations. Local units must not make adjustments to the FSMS Training Admin Orders blocks in Direct Access. Total cost will be configured in ETS upon creation of the ETS Travel Authorization.

4. FORCECOM Business Operations will closely monitor the balances of the accounting lines daily and add funds as necessary. It is possible authorizations or vouchers may be rejected due to lack of funds. If an authorization is rejected due to lack of funds, please resubmit the authorization or voucher in one or two business days, and the problem should be rectified.

5. Guidance on FY23 "C" school orders will be forthcoming. The process is expected to closely or exactly mirror the unit driven practice where members initiate travel authorizations in ETS upon receipt of Direct Access generated "C" school orders.

6. ETQC requests the widest dissemination of this message, including distribution to subordinate commands, UTOs, and Servicing Personnel Offices (SPO).

7. Additional questions regarding these travel orders and the associated ETS travel authorizations and vouchers should be addressed with local unit AOs.