

E-Gov Travel Service (ETS) Frequently Asked Questions (FAQs)

September 28, 2021

FAQs for ETS

Q. What does ETS stand for?

- A. ETS stands for E-Gov Travel System. This will be our one-stop-shop application for booking travel, creating and approving orders, and submitting travel claims.

Q. Why did the Coast Guard decide to change to a new Travel System?

- A. Due to Federal Regulations, GSA, and DHS mandated the Coast Guard migrate to a new system. On August 30, 2019, the ETS master contract was awarded to CWTTSATO to implement ETS.

Q. When does the new travel system take effect?

- A. The Go-Live of ETS will take effect October 1, 2021.

Q. What should we expect with the implementation?

- A. The implementation to ETS will be a major change in how the Coast Guard manages and executes employee travel. Teams are working very hard to make the roll-out as easy as possible. We highly encourage everyone to participate in our upcoming webinars and training sessions.

Q. How user friendly is ETS?

- A. The system is very easy to use! And as a one stop shop system, we are hopeful this will ease the administrative burden of your members and units.

Q. How will I access ETS?

- A. Like many of your non-government travel sites, ETS is a fully web-based site that can be accessed outside of the Coast Guard Network. Additionally, you can even access the site from your phone or other device.

Q. I'm currently a government employee with a different agency that uses SATO, is this the same system?

- A. Yes, it is, however, the Coast Guard has customized ETS for our use!

Q. Will we be provided training before the go-live of October 1st?

- A. Yes! You can access our training schedule at <https://www.dcms.uscg.mil/ppc/travel/ets/training>. Additionally, we are in the process of developing job aides, user guides (*user guides and quick reference cards are online at <https://www.dcms.uscg.mil/travel/ets/guides>*) and online support for Authorizing Officials (AOs) on the service's [learning management system \(LMS\)](#). In addition, we plan to support your travel needs via our Travel Assist Teams (TAT), which will also be available for you as a resource. (*Read more about TATs; [Travel Assist Teams are Here to Help you Learn the New Electronic Travel System](#), and ALCOAST 347/21 - [E-Gov Travel System \(ETS\) Travel Assist Team](#)*)

Q. Do I need to have orders prior to booking travel?

- A. ETS is a one stop shop for order creation, an authorization will come before orders are issued. However, that does not mean you can't make changes to your travel if you need to, it will just need

to be routed back to the Funds Manager for an additional level of approval. Any expense resulting in an 10% deviation will be routed back for approvals.

Q. What if I book my trip and my command does not approve right away? Will the price of the fare go up, potentially starting the booking process over again?

- A. One of the great features of ETS is the price lock feature, which will hold expenditures for three days. This will give your unit AOs and Funds Managers enough time to respond and approve your orders.

Q. Is T-PAX going away or can we still use it?

- A. The Coast Guard contract with T-PAX is not due to expire until the end of fiscal year 2022, however, T-PAX will no longer be compatible with our new Financial Management System (FSMS) which launches October 1, 2021. Thus, T-PAX will not be able to be used for travel vouchering.

Q. Will ADTRAV still be available for us to book travel?

- A. No, in July, 2021, the CG started transitioning from ADTRAV to SATO. After the go-live of October 1, 2021, CG members must use the web-based system ETS for booking travel.

This contract requires the contractor to deliver 24x7 support to CG travelers on both the online booking tool (Get There) and the contractor's Call Center.

All reservations and travel ticketed prior October 15, 2021, by ADTRAV will be executed as is. Travelers should no longer contact ADTRAV and only contact CWTsato starting on September 30, 2021.

See: [New Travel Management Center \(TMC\) For Travel Reservations And Ticketing- ALCGPSC 088/21](#)

Q. How will ETS work with FSMS to match documents and ensure funding is available?

- A. The ETS system and the new FSMS system will be linked. All booking, inputting of TONOs, creating orders and authorization will happen within ETS.

Q. I heard I will no longer be able to call-in my reservation and I must book online?

- A. Yes, that is correct. Members must first book travel and file a travel claim using the online booking tool. If members need assistance, they will need to contact their admins or call the Travel Assistance Teams (TAT) for help. Members are discouraged to call SATO directly, unless after hours, or in an emergency circumstance. See: [New Travel Management Center \(TMC\) For Travel Reservations And Ticketing- ALCGPSC 088/21](#).

Q. ETS is a web-based service, however, I am a member assigned to a cutter. There are times when we have connectivity issues while underway. Is there going to be a work around for our cutters to book travel and process claims?

- A. We will continue to provide the same level of service to our cutter fleet and plan to provide the same work arounds to book travel and complete travel claims.

Q. How will ETS affect CG Reserves?

A. Mobilization of our reserve workforce in times of contingencies is a top priority. Active duty and reserve leaders are encouraged to ensure CG reserves meet and comply with all Coast Guard policy related to obtaining and maintaining Government Travel Charge Cards (GTCC) prior to the go-live date of Oct. 1, 2021. Members without a GTCC will not be able to meet readiness standards for mobilization.

Q. I'm a reservist coming off orders Sept. 30, will I be able to file my final travel claim?

A. Unfortunately, no. Due to the cut-over period of the FSMS implementation, no travel claims will be able to be filed until this period ends. It is very important for reserves on orders to use their GTCC to avoid having to pay off large personal balances. We are currently working to delay all GTCC payments until after the cut period ends. (See "[How To Use Your Government Travel Card During the FSMS Cutover Period](#)")

Q. How will ETS affect CG Auxiliary travel?

A. Similar to the CG Reserve, the CG Auxiliary will also use ETS for CG-business related travel.

Q. When is the blackout period and can I still submit a travel claim voucher?

A. The blackout period is scheduled to run from October 1 to November 15. ETS can still be used as a booking tool, but it will be unable to voucher due to the configuration of the new financial management system (FSMS). (See "[How To Use Your Government Travel Card During the FSMS Cutover Period](#)")

Q. Follow up question: If I am expected to use my GTCC for all travel, but will not be reimbursed during the blackout period, will I be expected to pay my GTCC out of my own funds? And how soon can I expect to see a travel reimbursement?

A. Members are strongly encouraged to submit travel claims prior to Sept. 17th to avoid an outstanding balance going into the cut over period Oct. 1st. However, for those members who cannot avoid a balance, your GTCC payments will be placed on a hold with Citi bank until the end of the cutover period. Payment should be expected after the cutover period has ended around mid-Nov. (See "[How To Use Your Government Travel Card During the FSMS Cutover Period](#)")

Q. Will I be able to submit a travel voucher during the cut over period?

A. No, all travel claim **REIMBURSEMENTS WILL BE DELAYED** for travel between Sept. 10 through the end of transition period (likely November).

Q. What should I do if I know I'll be traveling between September 1 and November 15, 2021 and I need a travel advance?

A. If you expect to travel between these dates, submit advances in T-PAX prior to September 10 for this travel. (See "[How To Use Your Government Travel Card During the FSMS Cutover Period](#)")

Q. When is the last time I can use T-PAX for a voucher?

A. T-PAX will send its last file for payment on September 21. PPC will do its last import from T-PAX the morning of the September 20. Therefore, if you travel prior to these dates, you need to have your claim filed **AND APPROVED by the AO** in T-PAX no later than on Sept. 17.

Q. I have travel schedule around the go-live date of October 1, 2021, should I still use ADTRAV to book my travel?

A. ADTRAV will be able to be used up until the go-live of October 1, 2021, however, we are suggesting that members who know they have upcoming travel book prior to September 15, 2021.

Q. What are the Travel Assist Teams (TAT) I keep hearing about?

A. It is the Coast Guard's goal that this implementation of ETS happens as smoothly as possible. Our TAT are SMEs for all things travel and will be assisting in a customer service capacity to help book, approve orders and create authorizations. They will be available to take calls from our workforce regionally on the new travel system and assist in training the workforce on ETS. (*Read more about TATs; [Travel Assist Teams are Here to Help you Learn the New Electronic Travel System](#), and ALCOAST 347/21 - [E-Gov Travel System \(ETS\) Travel Assist Team](#)*)

Q. I'm already a GTCC holder, do I need to do anything prior to go –live?

A. Yes, new and existing GTCC card holders will need to ensure they complete the DHS Mandated Travel Card training course in the Coast Guard Learning [Portal](#). Card holders will need to ensure that no delinquent balances exist on their account prior to October 1, 2021.

Q. When do I need to have my GTCC paid?

A. All claims for travel completed prior to September 10 **must be submitted by Sept. 17** to ensure payment by the end of September. (See "[How To Use Your Government Travel Card During the FSMS Cutover Period](#)")

Q. Will PPC accept paper claims after August 31, 2021?

A. PPC's travel will accept paper claims for retirement, separations, dependent medical, invitational, decedent affairs and Yellow Ribbon. All other paper claims received will be returned to the traveler to work with their admin office for processing.

Q. What happens if I get an advance in T-Pax and it gets shut off prior to me doing a voucher.

A. We are looking into solutions for this particular situation. More information will be available at a later date.

Q. What should I do if I know I'll be traveling between September 1 and November 15, 2021?

A. If you expect to travel between these dates, submit advances in T-Pax prior to September 10 for this travel.