ETS FAQ - Updated as of 24 August 2023
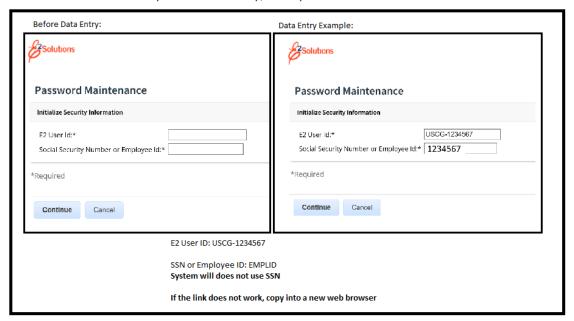
1. **Q. How do I login? What is my user name/password?**

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 (Chrome works best)
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.

- Travelers will ensure their profile is up to date in the new system. New users will need to setup travel preferences to have a TMC Profile ID created that will allow them book reservations.

Related Quick Reference Cards and Guides:

LOGIN PASSWORD RESET QUICK REFERENCE CARD UPDATED

FIRST LOG ON AND PROFILE UPDATES

2. **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. 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. This is locked to what is current at the time authorization is started, not when it is sent for approval. The Authorization will need to be cancelled and recreated after the minor customer change is made, if any reservations were made, move them to Held Reservations before cancelling to prevent reservation being cancelled as well.

4. **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 CG-83. Please see the Finance Manager for the Unit.

5. **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. airfare reservations, expenses, etc. If hotel/rental car reservations were booked, you will need to call the hotel to cancel the reservation with them. 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

6. **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:
- Access the trips from the trips tab.
- From the trip dashboard, click Cancel Trip.
- Select the option to indicate if you have expenses or not.
- Select to Move the Reservation to my Held Reservation List and confirm

7. **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.

If a record locator can not be found it could be for the following reasons:

- The reservation has dependents on it. ETS will not be able to retrieve these reservations and will need to be added manually and attach all receipts/itinerary documentation. The Approved authorization may need to be emailed to the TMC to ensure tickets are issued and not cancelled.
- The TMC Profile ID, located in the users profile, was not associated with the reservation. If the reservation is for the member only, please call the TMC to ask for the TMC Profile ID to be added. (1-800-753-7286 or El Sol, Alaska Based Travelers, 1-844-977-1157)

8. **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.

9. **Q: PCS Travel UPDATED**

A: Reference ALCGPSC 089/23, PCS travel claims will be calculated in mLINQS by an AO/Admin. Once the mLINQS process has been completed the voucher will be entered into ETS for payment processing using the Open Authorization created by the DA orders. ETS will still be used to process advances. Members can check the PPC mLINQS page for guides and FAQ regarding this process.

10. **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 or AO 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.

11. **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

12. **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.

13. **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.

14. 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)

15. Q: Who has the authority to adjust a MBR's profile from a traveler to an approver? UPDATED
A: A ticket to PPC will need to be submitted to give approver permissions. To be an approver the member must be a GS-7/ E5 or above, gone through the ETS approver training, recorded sessions available on the PPC Website, and been appointed by a supervisor or superior. A CG_7421a will need to be completed and included with the ticket. On the form the following remark needs to be included:

"I' (First MI Last), certify that I have completed *both* the required AO and Funds Approver official mandated ETS training IAW ALCOAST 361/21 on (date)."

16. 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.

17. 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**

18. 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.

19. 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.

20. Q: My authorization status is in "approved pending obligation"

A: A PPC Ticket will need to be submitted in order to Troubleshoot the issue. Ticket will need to include the Trip ID and any error that may have been received.

21. **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. 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 in the USCG options for Supplier Maintenance Request function.

22. **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: The impacted expenses will need to be manually modified 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.

23. **I have advances/prior advances from TPAX, how do I liquidate these in ETS?**

A: Advances/prior payments are not able to be liquidated in ETS that occurred before the switch. Any outstanding advances will be liquidated through other debt collection processes. These processes are still being coordinated with FINCEN.

24. **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.**

25. **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: The member or POC will need to contact FINCEN by submitting a SNOW ticket, https://dhs.servicenowservices.com/fsms or calling their Customer Service Helpdesk at (757) 523-6940.

26. **Q: Who oversees 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.

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

A: *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) - $9.58
- *Hotel and/or car (without any air reservation) - $7.44*

Agent-Touched TMC Transaction Fee Amounts

- Domestic air reservation (addition of hotel and car is no cost) - $40.48
- International air reservation (addition of hotel and car is no cost) - $42.66
- Hotel and/or car (without any air reservation) - $18.36

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) - $16.50
- FTR TDY travel vouchers (civilian) - $15.94
- Local Vouchers - $6.96

28. **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 and minor customer updated in the ETS user settings.
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.

When Traveler is ready to be switched back to Civilian regulations the Travelers AO can repeat the process to reverse the changes.

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

A: A PPC Trouble ticket will need to be submitted for troubleshooting.

30. **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. If a Trip has already been created, once the amended Open Authorization has been received, the trip will need amended to update the change that were made, prior to vouchering.

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

A: Yes, if 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. The following are types of dependent travel that can be created in ETS: EVAC, MEDICAL, YELLOW RIBBON. If travel reservations are needed, the member must call in to SATO to make reservations, the online booking is not able to make dependent reservations.

32. 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. AOs have the ability to create ETS accounts, please use the guide on the PPC website on how to create the account, Creating New ETS Accounts.pdf (uscg.mil)

Auxiliary members will need to work with their AUX Admin for account creation.

33. 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.

34. 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**.**

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

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.

36. 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.

37. 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%.

38. Q: How do funds from DA generated orders (PCS, RESERVE) 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

39. 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.

40. 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

41. 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.

42. When trying to approve a voucher the page refreshes and does not approve or produce an error?

A: The system has identified an inconsistency with the accounting. There are multiple reasons for the inconsistency that will need to be troubleshooted, a PPC Trouble Ticket will need to be submitted. This is a known defect with ETS where an error is not produced and CWTSato is aware and working on a fix.

43. The Open Authorization approval keeps getting returned to me, why?

A: In accordance with 087-23 ALCGPSC, ETS created Open Authorizations are no longer authorized for use, due to known issues with processing them in FSMS and funds account management. The only open authorizations allowed to be used are ones that were created from DA orders, these are identified by the Open Authorization document number beginning with 70Z0PCS, 70Z0RSV, 70Z0TAS. All other travel will be processed using a standard Trip/Authorization.