

ESC E2 Frequently Asked Questions (FAQ's)



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I. General Information

Q. Who should I contact if I need E2 support?

The ESC E2 Helpdesk is available to help with the E2 system and completing E2 administrative request documents. The ESC E2 Helpdesk can be contacted by phone or email during the hours of 7am-6pm CST.

- Phone Number: 1-866-641-3500 opt 7
- Email: 9-amc-ettravel-helpdesk@faa.gov
[ESC: E2 Help Desk Contact Information](#)

Q. Where can I find E2 User Guides and training?

E2 User Guides and training materials are located on the ESC Travel Services Branch website: [ESC: FAQ's for ETravel](#) [ESC: User Guides](#) [ESC: Training](#)

- Select ESC: FAQ's, User Guides or Training



Q. How can I find online help?

E2 has an Online Help section called Find Answers. Online Help/Find Answers is extremely helpful and can provide user guides and quick reference cards. The Online Help/Find Answers section is available by accessing the drop-down menu under your profile name in the top right-hand corner of the E2 home page. Select Online Help/Find Answers, type your question or key word(s) into the advanced search engine. You can also access Online Help / Find Answers within an authorization or voucher. Within an authorization or voucher, you'll see an  icon next to the step. Select the question mark to see additional details concerning the steps for that screen.

Q. How do I login to E2?

You can login to E2 with either an E2 user id and password you created or Single Sign-On (SSO) using your PIV card if your agency offers this option. The E2 link to login with user id and password is <https://e2.gov.cwtsatottravel.com/ThinkCAP/jsp/login>. The E2 user id is your government email address. If your agency has Single Sign-On (SSO) enabled, you can login to E2 with your government PIV card.

Please see single sign on links for DOT, FAA, SEC, and CFTC below.

DOT SSO Link: [MyAccess - Sign in using MyAccess \(faa.gov\)](#)

FAA SSO Link: [MyAccess - Sign in using MyAccess \(faa.gov\)](#)

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SEC SSO Link: <https://E2Travel.sec.gov>

CFTC SSO Link: <https://launcher.myapps.microsoft.com/api/signin/43a84aa2-1716-4235-ae43-f6e15293286a?tenantId=ff902a63-4837-4fa7-905b-52887c7f3cff>

Q. How do I reset my E2 password?

Select the Forgot Password link on the E2 login screen. Enter your E2 user id (government email address) and primary email address (government email address). You will need to correctly answer your security questions to reset your password. The answers are not case sensitive.

Q. How many characters do my E2 password and Security question answers need to be?

Password length must be 12 characters or more.
Security question answers must be 4 characters or more.

Q. What if I don't remember my Security Questions to reset my password?

Contact the ESC E2 helpdesk at 1-866-641-3500 opt 7 or 9-amc-ettravel-helpdesk@faa.gov for assistance.

Q. If I have multiple User ID's for different agencies, which one can I use my PIV card to login to E2 with?

You will use your PIV card to log into the E2 account with the user id that matches your government email address. The other account will require your E2 user id and password.

Q. What is the At A Glance tab?

This tab provides information regarding authorization and vouchers that need to be completed under the To Do List. You will also find Bulletins that the agency feels are important.

II. E2 Administrative Request documents

Q. Where can I find the E2 administrative request documents?

You can find the E2 administrative access requests and instructions on the ESC Travel Services Branch website: [ESC: ETS Access Requests](#)

These request documents include, ETS new profile, modification to profile, routing pool modifications to add and remove approvers and the FAA reorganization request. You will also find the Confidential Travel Vendor Request used for updating your banking and address in the financial system.

- Select ETS Access Requests



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The ETS eTravel access requests are:

- Confidential Travel Vendor Request
- eTravel New User Profile Request (request system access)
- eTravel Modification Request (update profile with a new minor Customer and/or access levels)
- Routing Pool Add or Remove Request (add/remove approvers from routing pools)
- FAA Reorganization Spreadsheet (spreadsheet must be approved by AFR before sending to ESC Travel)

If you're unsure which request document should be used, contact the ESC E2 helpdesk at 1-866-641-3500 opt 7 or 9-amc-etravel-helpdesk@faa.gov or contact your agency's Travel POC for assistance.

A list of Travel POC's by agency can be found here: [ESC: E2 FAA and Agency Administrative Approvers](#)

Q. How do I complete the E2 eTravel New Profile Request?

eTravel New Profile Request must include the following:

- User's full name
- Government email address (*include the arrangers government address for invitational travelers*)
- Organization information; E2 Hierarchy and Routing Template Name
- Approver's signature

The request must be approved by an agency approver within your organization. See the [What is an Agency Administrative Approver](#) section for more information on E2 Agency Approvers.

Once the document is approved it can be emailed to 9-amc-etravel-helpdesk@faa.gov for processing.

The eTravel New Profile Request and full instructions can be found on the ESC Travel Services Branch website under the [ESC: ETS Access Requests](#) link.

Q. How do I update my name and/or banking information?

DOT, IMLS, AND STB will use the employee's payroll bank account and name information established by the employee in Employee Express for both payroll and non-payroll deposits.

If an employee of the above-mentioned agencies would like to change their bank account for non-payroll/misc. reimbursements, they can by using the EBRT link.

[Employee Banking Request Tool \(EBRT\)](#)

Non-Payroll/Miscellaneous payments include Travel Reimbursement, Professional Liability, Medical/Physical fees, wellness, office supplies and airport badge fees.

If you are not an employee of DOT, IMLS and STB and are an employee of another agency, invitational traveler or require a secondary E2 profile you will follow the instructions below.

The Confidential Travel Vendor Request is used to update your name or banking information for travel payments. If you are requesting a name change a W-9 must accompany the Confidential Travel Vendor Request to update the financial system

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(Delphi).

ESC Travel Services Branch website: [ESC: ETS Access Requests](#)

The Confidential Travel Vendor Request and the W-9 require email encryption before sending to 9-AMC-KINTANA-Supplier-Setup@faa.gov. A specific passphrase for encryption must be used.

The [W-9 Form](#) is only needed if this is a [Name Change](#). Link to [W-9 About Form W-9, Request for Taxpayer Identification Number and Certification | Internal Revenue Service \(irs.gov\)](#)

Please contact 9-amc-ettravel-helpdesk@faa.gov for the passphrase.

Q. How do I complete an eTravel Modification Profile Request?

The eTravel Modification Profile Request is used to update organizational information (agency/major/minor customer/routing template) and access levels. Only fill out the sections that require updates. This request can be emailed to 9-amc-ettravel-helpdesk@faa.gov. The eTravel Modification Profile Request and full instructions can be found on the ESC Travel Services Branch website under [ESC: ETS Access Requests](#). The request must be approved by a designated agency approver within your organization. See the [What is an Agency Administrative Approver](#) section for more information on E2 Agency Approvers.

Q. How do I complete Routing Pool Add or Remove Approver Request?

The Routing Pool Add or Remove Request should be used when approvers need to be removed or added to an existing routing pool. Provide the full routing pool name (to include REVIEWED, CERTIFIED or APPROVED). Use the RTG004I report if you are unsure of the routing pool name. Provide the action requested to add or remove the approver. This request can be emailed to 9-amc-ettravel-helpdesk@faa.gov. The Routing Pool Add or Remove Request can be found on the ESC Travel Services Branch website under the [ESC: ETS Access Requests](#)

The request must be approved by a designated agency approver within your organization. See the [What is an Agency Administrative Approver](#) section for more information on E2 Agency Approvers.

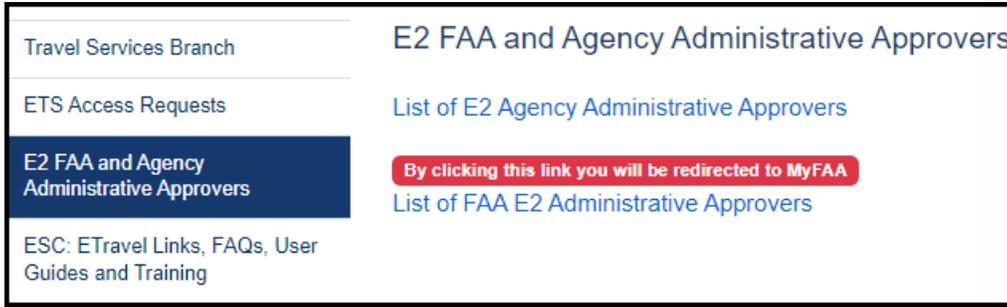
***FAA requires that Fund Certifiers be listed on the AFCA website before they can be added to routing pools. Please ensure AFCA training and approvals are completed prior to sending the Routing Pool Add or Remove Approver request to ESC for processing.

Q. What is an Agency Administrative Approver?

Each Agency/Organization has authorized certain individual to approve specific E2 access requests and updates to hierarchy routing pools and templates. The list of approvers is on the ESC Travel Services Branch website: [ESC: E2 FAA and Agency Administrative Approvers](#)

- List of E2 Agency Administrative Approvers (DOT and all other ESC supported customers)
- List of FAA E2 Administrative Approvers (FAA Only)

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III.E2 User Profile

Q. How can I update my reservation name?

TSA requires that the E2 reservation name match your legal id. If your E2 reservation name doesn't match your legal id, you will need to update your reservation name. The user or travel arranger can update the email address and reservation name within the E2 profile.

1. Click the User Option menu on the upper right-hand side of the E2 home screen (your name drop down)
2. Select Profile from the drop down list.
3. Click the Edit Profile link on the rights side of the Personal Profile section.
4. Make appropriate changes to the reservation name and save.
5. Once the reservation name is updated and saved, you should select Edit Travel Preferences with the user's profile. This ensures that the name change will be reflected on new reservations created. If Edit Travel Preferences is not selected, the user's old name will be shown on future reservations.

Q. How do I add or update my government issued travel card information?

The instructions to add or update your government issued travel card information can be found on the ESC Travel Services Branch website: [ESC: User Guides](#)



[E2 Adding or Updating Travel Charge Card Within Your E2 Profile](#)

Q. How do I disable a profile in E2?

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The requestor must first ensure that the user has completely separated from government service and all outstanding trips for the traveler have been completed or canceled. In addition to needing the former employee's name, at least one of the three elements below is also required:

- E2 user id
- Government email address associated with the user's E2 account
- Employee ID (Delphi supplier number. Nine numbers beginning with 100)

All of the details above can be obtained by running the USR002I User Settings and Profile (Interactive) report.

- *If the employee still works for your agency (DOT/FAA or any other agency), the E2 profile will remain enabled. An eTravel Modification Profile Request would be needed to align the user with their new office, this is normally sent in by the office who gained the employee.*

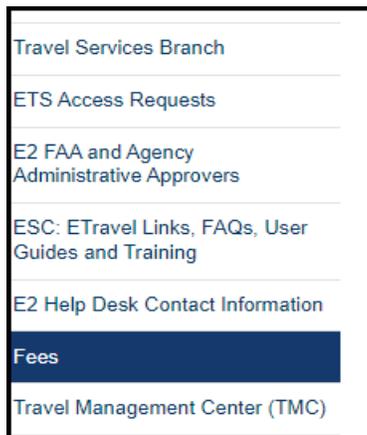
IV. E2 Authorization

Q. Can I use the Group Authorization and Open Authorization Tab to create travel authorizations in E2 Solutions?

No. DOT, FAA and all other ESC supported customers do not use Group Authorizations and Open Authorizations at this time. E2 will allow you to create documents under these tabs, but they will not route for approval. If you create a document under either of these tabs, delete the document and go to the Trips tab to create the authorization.

Q. Where can I find a list of TMC fees?

The list of TMC fees on the ESC Travel Services Branch website: [ESC: TMC and Voucher Fees](#)



Select the appropriate TMC fees list for your agency. If you are unsure which TMC to select, contact the ESC E2 Help Desk or a travel POC for your agency.

Q. If I have multiple E2 user ID's under different Major/Minor customers are my reservations transferable between the user ID'S?

No. You will need to cancel and rebook the reservations under the Major/Minor customer you are traveling under or call the TMC to help. You will incur a full service TMC fee if you contact the TMC for assistance.

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Q. How do I cancel an authorization?

The instruction to cancel an authorization can be found on the ESC Travel Services Branch website: [ESC: User Guides](#)



Canceling a Document

Q. What steps do I complete if I have created hotel/rental car reservations in E2, and my trip is cancelled?

When reservations are made through E2, action is required. If the authorization is not approved, the reservations will need to be cancelled if the reservations are no longer needed. If the authorization is approved, and reservations are no longer needed, the reservations will need to be cancelled through E2. A TMC fee will be charged to the travel charge card when the authorization receives final approval. This fee is non-refundable and can be claimed on a voucher for reimbursement. The authorization and reservations can be cancelled in E2 through the Cancel Trip link located on the Trip Dashboard. **Traveler is responsible for ensuring they're within the hotel cancellation policy window. Check itinerary to confirm hotel cancellation policy.** If cancellation is being processed after the hotel cancellation policy timeframe, travelers will be charged first night's stay from the hotel. If approved by manager/supervisor, the one-night lodging can be claimed on a voucher for reimbursement.

When hotel reservations are made in E2, but not approved, the reservation process is similar to booking with the hotel chain directly. The reservation must be cancelled to ensure no charges or fees are incurred. ESC Highly encourages travelers to call the hotel and ensure cancellation of the reservation.

Q. How can I create a favorite line of accounting?

Complete the following steps in the authorization or voucher to create a favorite line of accounting.

1. Go to the Accounting Step
2. Select the accounting code.
3. Click the Add link in the "Add to Favorites" column to add the account code to your favorites list.

After adding the account code to your favorites list, you can view the information, change the description, or delete the account code from your favorites list via your E2 profile.

Q. What should I do if I receive an over or under allocated message while processing my authorization?

Go to the accounting step and select save and next. Go to the accounting step and verify that the percent allocated is 100% under the accounting section. Once the accounting allocation is correct on the summary page, the issue will be resolved. (This issue can be corrected by

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the traveler/arranger, or any level of approver within the routing process. E2 will allow the traveler/arranger, reviewer, and fund certifier to submit the document for approval. However, the final approver will not be able to approve the document until the issue is resolved.)

Q. If I have multiple E2 user ID's under multiple different Major/Minor customers will my favorite lines of accounting show on each E2 profile?

No. The favorite lines of accounting are specific to each E2 profile. They cannot be accessed across multiple E2 accounts. You will need to follow the steps above to create a new favorite line of accounting.

Q. When submitting a document for approval, should I select an approver from the drop-down list when viewing the routing path?

No. Do not select a specific approver. Each approver in the routing pool will receive an email notification that your document is awaiting approval. Any of those approvers can lock your document and approve it. If you select one approver from the list, the document is locked to that person and no one else will receive an email or be able to act. This causes delays when the person you selected is out of the office.

Q. Who should I contact if my authorization is stuck in pending obligation status?

Provide the travelers name and Trip ID send an email to 9-amc-etravel-helpdesk@faa.gov

V. E2 Vouchers

Q. How can I create a favorite line of accounting?

Complete the following steps in the authorization or voucher to create a favorite line of accounting.

1. Go to the Accounting Step
2. Select the accounting code.
3. Click the Add link in the "Add to Favorites" column to add the account code to your favorites list.

After adding the account code to your favorites list, you can view the information, change the description, or delete the account code from your favorites list via your E2 profile.

Q. What should I do if I receive an accounting or funds validation error?

Make sure that you entered the correct line of accounting by searching for each segment in the select account codes section. You will receive no results if the segment hasn't been established in Delphi. Confirm the line of accounting is correct and funds are available with your budget analyst/officer. Lines of accounting must be active and funds available in Delphi otherwise error messages will be received. If you receive an error message and are sure you are using the correct account code have your organization's budget office, contact the Delphi GL Team to research the problem.

E2 will validate any active line of accounting that is in Delphi.

Q. What should I do if I receive an over or under allocated message while processing my voucher?

Go to the accounting step and select save and next. Go to the accounting step and verify that the percent allocated is 100% under the accounting section. Once the accounting allocation

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is correct on the summary page, the issue will be resolved. (This issue can be corrected by the traveler/arranger, or any level of approver within the routing process. E2 will allow the traveler/arranger, reviewer, and fund certifier to submit the document for approval. However, the final approver will not be able to approve the document until the issue is resolved.)

Q. If I filed a final voucher, how do I claim additional expenses?

Go to your Trips list, show the trip that requires additional expenses. Go to the Trip Dashboard, choose Create Voucher, you will see that the voucher type is now supplemental. You may add your additional expenses on this voucher. Do not add previously paid expenses. Only add the new expenses. If previously paid expenses populate, do not remove them.

Q. Will a local voucher, regular voucher, or supplemental voucher process if the dollar amount is less than \$1.00?

E2 will allow the document to process, however Delphi, the financial system, will not pay any amount less than \$1.00.

Q. What is split pay and how does it work?

Split pay functionally allows a traveler to “split” their reimbursement between the government travel charge card, Agency Billed (CBA card) and the traveler’s personal bank account. This feature is available when creating and completing a voucher for most of ESC’s customers but not all.

Navigate to Step 2: Voucher Expenses within the voucher. Select Modify for the expense you would like modify. The Edit Expenses screen appears. The Pay To dropdown determines where reimbursement is sent for the expense.

The Pay To options are:

- Traveler – direct reimbursement to the traveler’s bank account
- Travel Charge Card (TCC) – direct reimbursement to the government travel charge card vendor.
- Agency Billed – no reimbursement. Use when the government pays for the expense directly. Airfare and TAV Fee are normally the only expenses that can be Agency Billed.

The instructions for split pay can be found on the ESC Travel Services Branch website:

[ESC: User Guides](#)

- E2 Split Pay User Guide

Q. Can I pay more towards my government travel card than listed under expenses?

Yes. After the Pay To has been updated for an expense, and the expense has been saved, select Override Pay To under the OTHER ACTIONS menu on the left hand side of the screen. Enter the additional payment amount to the travel charge card in the Override Amount. Click Save and Close. (The maximum additional amount that can be paid to the travel charge card cannot exceed the amount of M&IE you’re entitled to for the trip.)

The instructions for split pay can be found on the ESC Travel Services Branch website:

[ESC: User Guides](#)

- E2 Split Pay User Guide

Q. How do I know when I’ve been paid?

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Go to your Trips Tab and click Show for the trip in question. From the Trip Dashboard, go to the Voucher and choose Show; Under Other Actions (left side of the screen) and select View Payments. The paid amount and paid date will display.

You should also check your bank account to ensure funds were received. The date funds are received in your bank account may differ by a day or two from the paid date/payment issued shown in E2.

Q. Who should I contact if my voucher is stuck in awaiting payment status?

Send an email with the travelers name and Trip ID to 9-amc-etravel-helpdesk@faa.gov

Q. How do I repay a travel overpayment?

The repayment instructions can be found on the ESC Travel Services Branch website: [ESC: Travel Overpayment – Repayment Guidance](#)