

## E2 FAQ's

### General Information

#### What is the ESC E2 Help Desk phone number?

ESC E2 Help Desk: 1 (866) 641-3500, option 7

#### Where do I find E2 Forms, such as direct deposit, E2 modification, new user and routing pool update forms?

<https://www.esc.gov/tsTravel.asp> > E2 ETravel forms

#### How do I submit E2 New User Forms or Direct Deposit forms to update my banking?

Please fax them to 405-954-5798

#### How do I submit all other forms, such as E2 Modification and routing pool update forms?

Please email these forms to [9-amc-ettravel-admin@faa.gov](mailto:9-amc-ettravel-admin@faa.gov)

#### Where do I find E2 User Guides and Training?

<https://www.esc.gov/tsTravel.asp> > E2 FAQ's, User Guides and Training, this is the third tab down when on the ESC Travel Services Branch webpage.

#### Where can I find TMC fees associated with reservations

Please go to the ESC Travel Services Website <https://www.esc.gov/tsTravel.asp> > Fees

#### Who is an agency admin approver?

These are specific approvers that are appointed by the Agency or Organization who can approve E2 new user forms, E2 modification forms, access level changes and routing pool updates. You can find a list of these approvers on the ESC Travel Services Branch webpage. <https://www.esc.gov/tsTravel.asp> > E2 FAA and Agency Administrative Approvers

#### Is Find Answers helpful with using E2? How do I find the Find Answers Link?

The Find Answers Link can be found on the top right hand side of the screen under the blue bar next to the Logout link.

Find Answers is extremely helpful and can guide you to instructions by typing in the search engine what you are looking for or you can click on User and Administrator guides or Quick Reference Cards for faster results.

While creating a document in E2, each Step of the Authorization and Voucher have question marks next to the Step number. If you click on the question mark it will take you straight to Find Answers and specifically to information for this step of the authorization or voucher.

### AT A GLANCE TAB

This tab provides information regarding authorizations and vouchers that need to be completed under the **To Do List**. You will also find **Bulletins** that the Agency feels are important and can be helpful when filing your documents.

#### Group and Open Authorization Tabs

#### Can I use the Group Authorization and Open Authorization Tab to create travel authorizations?

**No**, even though they look available in E2 they are non-functioning. If you create a document under either of these tabs, please delete it and go to the **Trips** tab to create your authorization.

## E2 Profile

### **Where do I change or update my Government Issued Travel Card Information?**

Click on Edit Credit Card Information

If you need to update your current card number or expiration date, you will need to first change the Online Booking Charge Card Defaults to no default (all three) and then click the Delete Card box to remove the current information. Once this is done you will need to click the ADD link and enter all of the credit card number and the expiration date and change the three drop down boxes to Travel Charge Card.

***TIP:** The new credit card information and default selections will apply to future reservations only. If you want these selections to apply to a pending reservation, contact your TMC for assistance.*

### **Can I change my credit card expiration date under Edit Travel Preferences?**

**No**, the credit card must be updated under Edit Charge Card, the existing card number will need to be deleted and re-entered with new card number and expiration date. Don't forget to change the three drop downs to Travel Charge Card before saving.

### **How do I change my E2 User ID/Name or address in E2?**

Financial System/Direct Deposit Form is required and should be faxed to the number on the form. The form can be found on the ESC Travel Website <https://www.esc.gov/tsTravel.asp> > E2 ETravel forms

Upon completion of E2 User ID change, the traveler will receive an email notification that they can use their new E2 User Id and existing E2 password.

### **How do I disable a profile in E2?**

The requestor must first ensure that the user has completely separated from government service. 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.

In addition to needing the former employee's name, at least one of the three elements below is also required:

- o E2 User ID
- o Government email address associated with the user's E2 account
- o 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.

### **How do I change my Organization, Major and/or Minor Customer, Routing Template, or any access levels for arranger, approver, viewing documents or reports?**

Submit an E2 Modification form with the updated information and email to [9-amc-etravel-admin@faa.gov](mailto:9-amc-etravel-admin@faa.gov). The forms can be found on the ESC Travel Website <https://www.esc.gov/tsTravel.asp> > E2 ETravel forms

## Multiple User ID's

### **If I have two E2 User ID's for different Organizations, which one can I use my PIV card to login to E2 with?**

You will use your PIV card to login to the E2 Account where your User ID matches your email address, the other

account will require a manual login as the User ID is different than your email address.

**If I have two E2 User ID's under two different Organization/Major/Minor customers will my favorite lines of accounting show up on the newest E2 profile?**

No, they won't. You will need to search and select the line of accounting within the travel authorization, validate the LOA and then add it to your favorites.

**If I have two E2 User ID's under two different Major/Minor customers are my reservations transferable between the two?**

No, they aren't. You will either need to cancel and rebook the flights under the Major/Minor Customer you are traveling under or call CWTsato to help you. You will incur the higher TMC fee if you call.

### [Travel Authorizations, Reservations, Travel Vouchers and Local Vouchers](#)

**When submitting a travel authorization or voucher for approval do I need to select an approver from the drop down lists available when viewing the routing path?**

**No**, you shouldn't select a specific approver. Each approver in the list when you view each step of 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 just one from the list only the one approver will receive notification and may cause a delay in authorization or voucher approval.

### **Can I cancel a travel authorization if it has been approved? What if I have expenses to file, but cancel the authorization?**

Yes, you can cancel the authorization from the Trip Dashboard or show the trip. If the trip has associated reservations, you can choose to cancel the reservations or move them to your held reservations list for future use. When you cancel the authorization you will be asked if you have expenses to file, if you say yes, a single voucher will be created for that purpose.

### **Can I delete a travel authorization if it is In Progress?**

Yes, you can delete the authorization under EXTRAS on the left hand side of your computer screen.

### **Can you remove reservations from an approved travel authorization?**

Yes, you can if you amend the authorization.

### **If I amend an approved travel authorization and remove the reservations, can I cancel the document?**

**Not right away**, if you remove the reservations the amended document will still require approval. You can zero out all expenses and put an explanation in Remarks as to what you are doing. (Ex. I had to remove the reservations, but the document requires re-approval, I have zeroed out all expenses.) Once the amended authorization has been approved you can then cancel the document.

### **What if I have a created hotel/car reservations in E2 and then my trip is cancelled?**

When reservations are made through E2, action is required. If the document remains unapproved, the reservations will need to be cancelled if they aren't being used. If the document is approved, and reservations no longer needed, the reservations will need to be cancelled through E2. TMC fee will be charged to the travel charge card when the authorization receives final approval. This fee is non-refundable and should 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 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. The one night lodging can be claimed on a voucher for reimbursement.

It's recommended that you call and cancel the hotel/car if you have reservations that are in an unapproved document or saved in Shop First, once reserving the hotel/car in E2 they hold that room/car for you until you cancel them and you will risk being charged for the hotel room if don't call or are outside of the hotel cancellation policy window.. The E2 hotel reservation process is similar to booking with the hotel chain directly.

### **If I have two E2 User ID's under two different Major/Minor customers are my reservations transferable between the two?**

No, they aren't. You will either need to cancel and rebook the flights under the Major/Minor Customer you are traveling under or call CWTSato to help you. You will incur the higher TMC fee if you call.

### **Common Accounting code error messages**

### **What do I do if I receive an over or under allocated message while processing my document?**

Go back to the expenses step and click on Save and go to the next page, you will do this through the accounting step. You will receive this error if an expense was updated or removed and the save button wasn't clicked on before moving to the next step. If the save button isn't clicked on the expense page the dollar amount applied to the Line of Accounting will not update.

### **What do I do if I receive an accounting or funds validation error?**

Read the error message. The message will generally tell you what the problem is with the Line of Accounting (LOA). You will want to make sure that you entered and searched for each segment of the LOA in all CAPS, double check that the code is correct with your budget officer and that funds are available. If the error message says that there is a problem with the Project Code or the dates of the auth/voucher aren't aligned with the project being used, you will need to go back to your budget officer and relay this message to them. They will need to contact their Delphi (financial system) representative and have the LOA updated or give you another LOA.

***TIP:** E2 will accept any valid line of accounting that is loaded in Delphi. Most errors received are mistakes entered during input, aren't loaded in Delphi, or there are no funds available these are not E2 problems.*

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

E2 will allow the document to process, however the financial system will not pay out anything less than \$1.00

#### **If I have filed a final voucher, how do I claim additional expenses?**

Go to your **Trips list**, show the trip that expenses were left off and then on 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.

### [SPLIT PAY](#)

#### **What is Split Pay and how does it work?**

Split Pay functionality allows cardholders to “split” their reimbursement between the credit card service provider and the traveler’s personal bank account. This feature is available when creating and completing a voucher.

- a. Navigate to **Step 2: Voucher Expenses** within the voucher. Select **Modify** for the expense you would like to use Split Pay for and reimburse to a different account.
- b. The **Edit Expense** screen appears. The **Pay To** dropdown determines where reimbursements for travel expenses will go when payment is issued. The options are:
  - **Traveler** – direct reimbursement to the traveler’s bankaccount
  - **Traveler Charge Card (TCC)**- make JP Morgan Chase credit card payments
  - **Agency Billed** – infrequent, direct payment to FAA

The Pay To default settings are configured according to FAA’s expense mapping and preferred payment types. For example, lodging expenses have a default Pay To method of TCC since the TCC is the preferred payment method. If the Pay To method is changed, E2 provides a warning message.

#### **Using Split Pay, can I pay more toward my credit card than listed under the expenses?**

Yes, you can. After completing the Pay To selections for all expenses, E2 allows travelers to redirect reimbursement of M&IE from Traveler to TCC. In order to do this, select **Override Pay To** under the **OTHER ACTIONS** menu on the left hand side of your computer screen.

- a. Enter the Override Amount. This is the amount of M&IE disbursements that you want to redirect to your TCC. Click Save and Close. The Override Pay To box will show you what the maximum amount of M&IE is available to have directed toward your credit card payment. You may select any amount up to the maximum.