

ESC E2 Frequently Asked Questions (FAQ's)



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Table of Contents

I.	General Information	4
Q.	Who should I contact if I need E2 support?	4
Q.	Where can I find E2 User Guides and training?	4
Q.	How can I find online help?.....	4
Q.	How do I login to E2?	4
Q.	How do I reset my E2 password?	5
Q.	What if I don't remember my Security Questions to reset my password?.....	5
Q.	If I have multiple User ID'S for different agencies, which one can I use my PIV card to login to E2 with?	5
Q.	What is At A Glance tab?.....	5
II.	E2 Administrative Forms.....	5
Q.	Where can I find the E2 administrative forms?	5
Q.	How do I complete the E2 eTravel New Profile Request form?	6
Q.	How do I update my name and/or banking information?	6
Q.	How do I complete an eTravel Modification Profile Request Form?.....	6
Q.	How do I complete Routing Pool Add or Remove Form?	7
Q.	What is an Agency Administrative Approver?	7
III.	E2 User Profile	8
Q.	How can I update my reservation name?	8
Q.	How do I add or update my government issued travel card information?	8
Q.	How do I disable a profile in E2?	8
IV.	E2 Authorization	8
Q.	Can I use the Group Authorization and Open Authorization Tab to create travel authorizations?	8
Q.	Where can I find a list of TMC fees?	9
Q.	If I have multiple E2 user ID'S under different Major/Minor customers are my reservations transferable between the user ID'S?	9
Q.	How do I cancel an authorization?.....	9
Q.	What steps do I complete if I have created hotel/rental car reservations in E2,	9
	and my trip is cancelled?	9
Q.	How can I create a favorite line of accounting?.....	10

ESC E2 Frequently Asked Questions (FAQ's)

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?.....	10
Q. What should I do if I receive an over or under allocated message while processing my authorization?	10
Q. What should I do if I receive an accounting or funds validation error?.....	10
Q. When submitting a document for approval, should I select an approver from the drop down list when viewing the routing path?.....	10
Q. Who do I contact if my authorization is stuck in pending obligation status?.....	10
V. E2 Vouchers	11
Q. How can I create a favorite line of accounting?.....	11
Q. What should I do if I receive an over or under allocated message while processing my voucher?	11
Q. What should I do if I receive an accounting or funds validation error?.....	11
Q. If I filed a final voucher, how do I claim additional expenses?	11
Q. Will a local voucher, regular voucher or supplemental voucher process if the dollar amount is less than \$1.00?	11
Q. What is split pay and how does it work?	11
Q. Can I pay more towards my government travel card than listed under expenses?	12
Q. How do I know when I've been paid?	12
Q. Who do I contact if my voucher is stuck in awaiting payment status?.....	12
Q. How do I repay a travel overpayment?.....	12

ESC E2 Frequently Asked Questions (FAQ's)

I. General Information

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

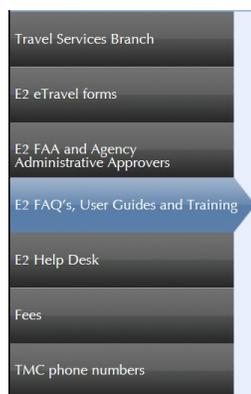
The ESC E2 Helpdesk is available to provide assistance with the E2 system and completing E2 forms. The ESC E2 Helpdesk can be contacted by phone or email during the hours of 7am-6pm CST.

- Phone Number: 1-866-641-3500 opt 7
- Email: 9-amc-etravel-helpdesk@faa.gov

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: <https://www.esc.gov/tsTravel.asp>.

- Select E2 FAQ's, User Guides and Training



Q. How can I find online help?

E2 has an online help section called Find Answers. Find Answers is extremely helpful and can provide user guides and quick reference cards. The Online Help section by accessing the drop down menu 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 or Single Sign-On (SSO) using your PIV card. The E2 link to login with user id and password is <https://e2.gov.cwtsatotravel.com>. 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.

DOT SSO Link:

<https://sso.e2.gov.cwtsatotravel.com/sp/startSSO.ping?PartnerIdpld=IDP:dotfed-satotravelProd>

FAA SSO Link: https://my.faa.gov/tools_resources/travel/travel_system/login.html

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

ESC E2 Frequently Asked Questions (FAQ's)

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. 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-etravel-helpdesk@faa.gov.

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 At A Glance tab?

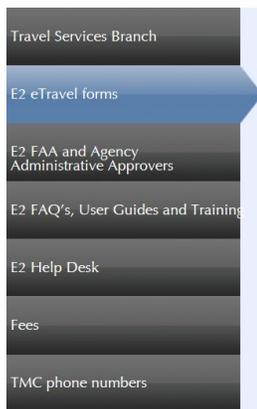
This tab provides information regarding authorization and vouchers that need to be completed under the To Do List. You will also find Bulletins that the agency feels are important.

II. E2 Administrative Forms

Q. Where can I find the E2 administrative forms?

You can find the E2 administrative forms and instructions on the ESC Travel Services Branch website: <https://www.esc.gov/tsTravel.asp>.

- Select E2 eTravel forms.



The E2 eTravel forms are:

- eTravel New User Profile Request Form (request system access)
- Financial System/Direct Deposit Form for Travel Payments (update banking or name change)
- eTravel Modification Form (update Minor Customer and/or access levels)
- Routing Pool Add or Remove Form (add/remove approvers from routing pools)

If you're unsure which form 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.

ESC E2 Frequently Asked Questions (FAQ's)

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

eTravel New Profile Request Form must include the following:

- User's full name
- Government email address (*include the arrangers government address for invitational travelers*)
- Full Social Security Number
- Mailing address
- Organization information; E2 Hierarchy and Routing Template Name
- Banking information
- Traveler/User and Approver's signature

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

This form must be faxed to 405-954-5798. Due to security requirements, documents containing SPII data cannot be emailed. The eTravel New Profile Request Form and full instructions can be found on the ESC Travel Services Branch website under the E2 eTravel forms tab.

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

The Financial System/Direct Deposit Form for Travel Payments is used to update direct deposit information and request name change for E2 and the financial system. Financial System/Direct Deposit Form for Travel Payment must include the following:

- Select agency (if travel is performed for multiple agencies, select all that apply)
- Full Social Security Number
- Full name
- Mailing address
- Government email address
- If form is being used for a name change, include the previous name
- Banking information
- Traveler signature

This form must be faxed to 405-954-5798. Due to security requirements, documents containing SPII data cannot be emailed.

The Financial System/Direct Deposit form can be found on the ESC Travel Services Branch website under the E2 eTravel forms tab.

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

The eTravel Modification Profile Request Form is used to update organizational information (agency/major/minor customer/routing template) and access levels. Only fill out the sections that require updates. This form can be emailed to 9-amc-ettravel-admin@faa.gov. The eTravel Modification Profile Request Form and full instructions can be found on the ESC Travel Services Branch website under the E2 eTravel forms tab. The form 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.

ESC E2 Frequently Asked Questions (FAQ's)

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

The Routing Pool Add or Remove Form should be used when approvers need to be removed or added to a routing pool. Provide the full routing pool name (to include REVIEWED, CERTIFIED or APPROVED for FAA). Use the RTG004I report if you are unsure of the routing pool name. Provide the action requested to add or remove the approver. This form can be emailed to 9-amc-etravel-admin@faa.gov. The Routing Pool Add or Remove Form can be found on the ESC Travel Services Branch website under the E2 eTravel forms tab.

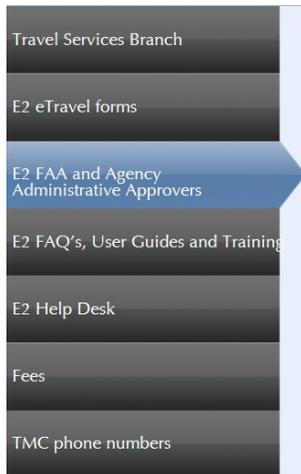
The form must be approved by a designated agency approver within your organization. See the [What is an Agency Administrative Approver](#) section for more information on E2 Agency Approvers.

***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 Form to ESC for processing.

Q. What is an Agency Administrative Approver?

Each Agency/Organization has authorized certain individual to approve specific E2 forms. The list of approvers is on the ESC Travel Services Branch website: <https://www.esc.gov/tsTravel.asp>.

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



ESC E2 Frequently Asked Questions (FAQ's)

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 has the ability to 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 right 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: <https://www.esc.gov/tsTravel.asp>.

- E2 FAQ's, User Guides and Training
- E2 Adding or Updating Travel Charge Card Within Your E2 Profile

Q. 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:

- E2 user id
- Government email address associated with the user's E2 account
- Employ 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.

IV. E2 Authorization

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

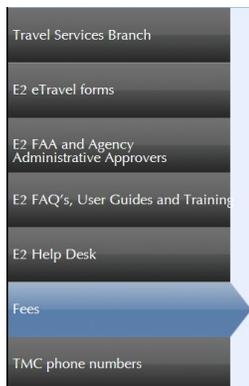
No. DOT, FAA and all other ESC supported customers do not use Group Authorizations and Open Authorizations at this time. E2 will allow you to create documents under these tabs. If you create a document under either of these tabs, delete the document and go to the Trips tab to create the authorization.

ESC E2 Frequently Asked Questions (FAQ's)

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

The list of TMC fees on the ESC Travel Services Branch website:
<https://www.esc.gov/tsTravel.asp>.

- 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 the 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 provide assistance. You will incur a full service TMC fee if you contact the TMC for assistance.

Q. How do I cancel an authorization?

The instruction to cancel an authorization can be found on the ESC Travel Services Branch website: <https://www.esc.gov/tsTravel.asp>.

- E2 FAQ's, User Guides and Training
- 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 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 E2 Frequently Asked Questions (FAQ's)

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. 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. 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 summary page 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 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. 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.

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 can take action. This causes delays when the person you selected is out of the office.

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

Send an email to 9-amc-etravel-admin@faa.gov.

ESC E2 Frequently Asked Questions (FAQ's)

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 over or under allocated message while processing my voucher?

Go to the accounting step and select save and next. Go to the summary page 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 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.)

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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.

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 no 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 DOT, FAA and CFTC.

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.

ESC E2 Frequently Asked Questions (FAQ's)

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

<https://www.esc.gov/tsTravel.asp>.

- E2 FAQ's, User Guides and Training
- 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:

<https://www.esc.gov/tsTravel.asp>.

- E2 FAQ's, User Guides and Training
- E2 Split Pay User Guide

Q. How do I know when I've been paid?

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 click 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 may differ from the date shown in E2.

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

Send an email to 9-amc-ettravel-admin@faa.gov.

Q. How do I repay a travel overpayment?

The repayment instructions can be found on the ESC Travel Services Branch website:

<https://www.esc.gov/tsTravel.asp>.

- Travel Info: Policy, Per Diem, Cost Comparisons
- Repayment Instructions