



**NOAA**

**E2 FAQs**

**FY 2017**

**V 1.1**

***This page was intentionally left blank***



***This page was intentionally left blank***

## Table of Contents

Basic Information .....	1
Who uses E2 Solutions for travel? .....	1
Who is our E2 Help Desk and how do I contact them?.....	1
When will Integrated Travel Manager (ITM) go away? When is the last time I can enter documents into it? .....	1
Will any of the travel documents currently in ITM be transferred to the E2 system? .....	1
Will we still have group maintenance forms? .....	1
Is E2 accessible from anywhere? .....	1
Who will have access to the E2 System? .....	2
Will the profiles transfer over to E2?.....	2
Who is allowed to create reservations and travel authorizations and vouchers? .....	2
Are we still able to call SATO?.....	2
Do we still need to fax/email our approved authorizations to SATO? .....	2
Will E2 reimburse the government credit card directly?.....	2
Will bargaining unit members be using E2? .....	2
Do we need to still use Accellion? .....	3
Access, User Roles and Profiles.....	3
Will we be using the same User ID and password we currently use in ITM? .....	3
What is the maximum number of attempts to access E2 and what do I need to do if I exceed that or forget my password? .....	3
Is the User ID and Password case sensitive? How often do we have to change the password .....	3
What roles are available in E2 and what do they do exactly? .....	3
What is the TMC ID? .....	3
What is the purpose of the birth date? It is Personally Identifiable Information (PII)? Can we choose to enter the birthdate with each reservation rather than store it in the system?.....	4
Is the TSA pre-check and known traveler number the same thing?.....	4
There is a credit card number on the profile. Is that the centrally billed account or the travelers Government travel credit card?.....	4
I'm not receiving any of the itinerary information for my traveler why is that?.....	4
What does each of the alternate emails in the profile actually do?.....	4

Can travelers designate more than one arranger in their profile?.....	5
What address needs to be in the Traveler’s E2 Profile? .....	5
<b>Document Preparation .....</b>	<b>5</b>
On the Online Booking Engine (OBE) I get to the part to review my trip, but I don’t see where I can select my flights I wanted. How can I get that to show? .....	5
Where do I find the accounting codes and is there a way to set it as a default? .....	5
How do I search for an account code?.....	5
Am I allowed to work on an open document another arranger/traveler may have created?.....	6
Once I book the trip, may I make changes to the reservation and how long can I keep doing that without incurring a fee?.....	6
Will we still need our or logs MARS to get our authorization numbers? .....	6
How do I know what selection to make on the type of travel under Basic Information?.....	6
Once I book the trip, may I make changes to the reservation and how long can I keep doing that without incurring a fee?.....	7
Is there a way to ensure that those making reservations are selecting only the lowest cost fares?.....	7
Are we able to print the authorization or voucher? .....	7
Is a traveler able to make changes to a voucher an arranger created? .....	7
What are the differences between the types of vouchers? .....	7
What are the requirements on the number of days to voucher for local travel? .....	7
If you accidentally delete and expense, is there an undo feature?.....	8
When do I have to make an amendment versus just changing it on the voucher? .....	8
What are the threshold amounts?.....	8
Are the receipts supposed to be scanned separately and then added to the individual expense? What happens if we don’t have a scanner? .....	8
What if I don’t have a receipt for an expense, will it get rejected?.....	8
How do reimbursements work in E2?.....	8
Does E2 replace the hard copy 6 years 3 month record retention requirement for receipts and information? .....	8
<b>Fees .....</b>	<b>9</b>
Are the transaction fees for common carrier costs going to be charged to the agency or to the traveler?.....	9
If arrangements are made solely through the online booking system, are there still fees incurred? .....	9

What is the voucher fee, how much is it and is this new? .....	9
Routing and Approval .....	9
How does routing work in E2? .....	9
Will a Signature PIN be needed to route documents for approval?.....	9
Can a document be recalled once sent forth for approval? .....	10
Who gets the emails when documents are approved or rejected? .....	10
Why am I getting the error ACCS is under allocated? .....	10
Reports and System Information .....	10
Does the system give warnings if there are trips that need to be closed?.....	10
Are there reports in E2 that will allow me to run financial reports like obligations and actual or accounting data?.....	10
Is there a way to not view all non-active documents? .....	10
If a trip has been archived, are you still able to search for it?.....	10
Can you see a list of travelers instead of having to search individually every time? .....	11

## Basic Information

### Who uses E2 Solutions for travel?

The majority of the Department of Commerce has moved from other travel systems to E2 Solutions. NOAA is the last one to go live, which is scheduled for May 22, 2017.

### Who is our E2 Help Desk and how do I contact them?

The E2 Help Desk is the same as the ITM Help Desk. You can email them at [clientservices@noaa.gov](mailto:clientservices@noaa.gov) or call them at 301-444-3400 option 2 for Travel. Their hours of operation are 7 am - 5pm Eastern Time. If you're in the E2 system, you can also find the contact information under Find Answers – Contact Us.

### When will Integrated Travel Manager (ITM) go away? When is the last time I can enter documents into it?

Travel Advisory 17-2, talks about all of the cutover dates. However, ITM will fully retire on July 31, 2017 11pm Eastern Time.

### Will any of the travel documents currently in ITM be transferred to the E2 system?

No. If you have not been following your record retention policy and maintaining all documents from ITM, you must make sure you have all copies prior to the expiration of ITM.

### Will we still have group maintenance forms?

No. These forms will no longer exist. You will in the E2 system be able to prepare travel for others based upon your access (arranger) or level (major or minor). The only other way to prepare documents for others is if the traveler adds you to their profile. But that only needs to be done if they are not part of your access already.

### Is E2 accessible from anywhere?

As long as there is a computer and internet connection, you will be able to access E2. All browsers are compatible with E2 and no other requirements, like a CAC card, are needed. There is mobile capability; however, it's like viewing a website on the mobile device. If you need your text bigger, you can do that in the browser by making it more than 100%.

**Who will have access to the E2 System?**

All users of the current Integrated Travel Management (ITM) System will have access. The bargaining unit members who did not have access to ITM before, will now have access to E2 Solutions. Invitational travelers will not access the system.

**Will the profiles transfer over to E2?**

Anyone who had an ITM profile and recertified, will be moved automatically into the E2 Travel System. There is a process also set up for Invitational and Bargaining unit travelers to move over as well. Anyone that has not traveled prior to May 22nd and did not have a profile in ITM, will have to be added as a new user to the system. The SATO profile will not transfer over to the Online Booking Engine. A new profile will have to be set up there.

**Who is allowed to create reservations and travel authorizations and vouchers?**

Everyone in the system is considered a traveler, regardless of the role or permissions they have. As a traveler you are able to create reservations, authorizations and vouchers. Now, it will be dependent upon each office to determine what they want the traveler to do in the system. In some cases, the traveler will only review their voucher and then forward it to the approvers. In other cases, they may make their reservations and then review voucher and forward it to approvers. Then in some offices, the traveler does the whole process.

**Are we still able to call SATO?**

Yes; however there will be a higher TMC fee for agent assistance. This includes using the online booking engine and asking for agent assistance (like ticketing early).

**Do we still need to fax/email our approved authorizations to SATO?**

SATO will automatically get notification once the authorization has been final approved. Tickets will still be issued approximately 3 business days prior to the start date of the trip, unless otherwise noted.

**Will E2 reimburse the government credit card directly?**

No. DOC has decided not to implement that feature at this time. So the traveler is still responsible in paying the credit card.

**Will bargaining unit members be using E2?**

Yes. Bargaining unit members didn't utilize ITM however they will be using the E2 system.

### **Do we need to still use Accellion?**

For sending receipts and documents to Finance, the E2 system should have all that information included. However, there may be situations that arise where you may be asked to use it to send other documents.

## **Access, User Roles and Profiles**

### **Will we be using the same User ID and password we currently use in ITM?**

No. E2 Solutions (E2) is a different system. On May 22, 2017, you will receive 2 emails. One will contain the link to get to the website; the other email will contain the user credentials needed in order to set up your password to the new system.

### **What is the maximum number of attempts to access E2 and what do I need to do if I exceed that or forget my password?**

You have a maximum of three attempts to get logged into E2. If you exceed that or forget your password, you will need to contact Client Services help desk by emailing them at [clientservices@noaa.gov](mailto:clientservices@noaa.gov) asking them to either unlock or re-initialize your password. They are the only ones that will be able to do this for you.

### **Is the User ID and Password case sensitive? How often do we have to change the password?**

The User ID is not case sensitive, however the password is. The password will need to be changed every 90 days. You will be notified by E2 when it's time to change your password.

### **What roles are available in E2 and what do they do exactly?**

There are two roles NOAA will have in the system, Traveler and Approver. Arrangers are special permissions at different levels that have been requested. Anyone can be an arranger if the traveler has designated them as such in their profile. Travelers have permissions in the system to edit their profile, create reservations, create authorizations and vouchers and most importantly are the ones to review the voucher prior to submitting them for approval. Some offices have Arrangers set up in order to create travel reservations and documents (authorizations and vouchers) for travelers. Approvers are designated as such in the system in order to be put in approval pools in order to approve authorizations and vouchers; however, they are also considered a Traveler.

### **What is the TMC ID?**

The TMC Profile ID is the information that is captured by SATO. Each time you book online or with an agent, the information entered this is applied to that booking.

**What is the purpose of the birth date? It is Personally Identifiable Information (PII)? Can we choose to enter the birthdate with each reservation rather than store it in the system?**

Secure Flight is an airline passenger pre-screening program, implemented from August 2009 by the United States Transportation Security Administration (TSA). Secure Flight matches passenger information against watch lists maintained by the federal government. The date of birth and gender are part of the secure flight data. You can enter it with each reservation; however, if you have someone creating the arrangements on your behalf, they would have to know it in order to make the reservations.

**Is the TSA pre-check and known traveler number the same thing?**

Yes. In the profile you will have a Redress number; this is used if your name is similar to a name on the watch list. TSA will give you that number. The Known Traveler Number is on the TSA pre-check in.

**There is a credit card number on the profile. Is that the centrally billed account or the travelers Government travel credit card?**

In the E2 profile there is a section to enter either a traveler government travel credit card or a personal credit card. This is only needed if you are trying to reserve a hotel, as entering it here will push it to the Online Booking Engine profile so you wouldn't have to enter it every time you needed a hotel. The centrally billed account (CBA) is automatically set up to pay for the common carrier costs and fees. However, if the traveler bought the ticket you will have the option to change it from the CBA to the traveler. You don't have to keep credit card information in the profile; however, you will not be able to reserve a hotel without it.

**I'm not receiving any of the itinerary information for my traveler why is that?**

In the profile of the traveler, under *Email Information*, you will want to put your email address in the **Alternate Email Address 4** field. Then save it. Once the address is saved you'll want to go back to the traveler's profile and you will need to click on *Edit Travel Preferences*. This will open up the online booking engine profile information. To verify the email actually came over, click on *Personal Information* under the profile settings. Scroll down until you see *Travel Arranger Information*.

**What does each of the alternate emails in the profile actually do?**

The first three alternate emails will send all E2 notifications (including approvals – if approving official). It will also send all notifications from the Online Booking Engine (OBE). It will not however send any notification from the Travel Management Center (TMC). Alternate email address 4 will receive E2 and TMC notifications, but not OBE. OBE messages include notifications regarding bookings and changes to bookings. TMC messages include reservation information and invoices. If you need to have the same email address receive both OBE and TMC communications, you would need to put that address in both alternate 4 AND alternate 1, 2, or 3. There is currently a system edit in place that prevents putting the

same address in multiple **fields**; however, you can do it if you type the address in CAPS in one field and lowercase in the other.

### **Can travelers designate more than one arranger in their profile?**

Yes. As an arranger however, you'll be given access to all those that fall under the hierarchy you've been given permission to; usually to the minor level. The only reason the traveler would have to add you to their profile is if the arranger is not in their minor hierarchy.

### **What address needs to be in the Traveler's E2 Profile?**

It can be either the work or the home address. This will be the address where paper tickets would be sent and would normally show up on the documentation.

## **Document Preparation**

### **On the Online Booking Engine (OBE) I get to the part to review my trip, but I don't see where I can select my flights I wanted. How can I get that to show?**

On the screen where it will show your flights as well as other flights, you will need to click one of the "boxes" that shows your flight, this will expand the flights so the select button shows.

### **Where do I find the accounting codes and is there a way to set it as a default?**

Accounting codes (ACCS) will be loaded nightly from the Core Financial System (CFS) to the E2 Solutions system. A favorite account code can be set to a specific traveler or can be saved at a minor hierarchy level for the whole office to use. This has to be done at the document level under the Accounting. Once the accounting has been added to the document you'll have a link that will allow you to add it as a favorite.

### **How do I search for an account code?**

When creating an authorization, when you get to Step 5: Accounting do the following:

- 1) Click on the link *Select Account Code*
- 2) A new window will open with two tabs, select *Add Account Code*
- 3) There will be three fields to fill out. The first field (Project/Task) enters your project and task code in the field in capital letters. If you choose to search with project and task codes make sure to include a hyphen between them (i.e. R8KSDU7-P00). Once entered click Search.
- 4) A listing will appear based upon what you searched on. Select the code show in a blue font by clicking on it.

- 5) The second field (FCFY/Fund/Program) just leave blank and click Search.
- 6) A listing will appear tied to the program selected. Select the one by clicking on it.
- 7) The third field (Org Code), you can enter as many of the fields as you want, but remember to have hyphens between the numbers (i.e. 06-02-0005-04)
- 8) A listing will appear based off what you searched on. Select the Org Code you want by clicking on it.
- 9) Once all three fields are now filled out, click Add and Close (if done adding accounting) or Add and do the process over again.

### **Am I allowed to work on an open document another arranger/traveler may have created?**

Yes. If you have permission to view that traveler you can work on the same document. Unlike ITM, there is no edit lock. So who ever would save last those would be the changes that actually saved. So, if you're working on another's document, make sure to coordinate with the other person.

### **Once I book the trip, may I make changes to the reservation and how long can I keep doing that without incurring a fee?**

As long as the reservation has not been ticketed, you can make as many changes as you wish without incurring a fee. If you had called the Travel Management Center (TMC) to make the reservation, you would call them back to make changes. If you used the Online Booking Engine (OBE) to make the reservation, you would need to make changes by going into the Authorization, going to Step 2: Reservation and then clicking on *Change Existing Reservation*. If you click on *Make New Reservations* this will create a new reservation and thus have an additional fee.

### **Will we still need our or logs MARS to get our authorization numbers?**

E2 Solutions will be assigning authorization, voucher and trip numbers automatically. You will no longer need the log or MARS to generate number. The Trip number will be the main number you will need to refer to when asking for assistance as that is what groups the authorization and voucher together in the system.

### **How do I know what selection to make on the type of travel under Basic Information?**

The selections on the Basic information for the type of travel are taken directly from the Appendix C to Chapter 301—Standard Data Elements for Federal Travel. The descriptions listed there will help you with your selections. You can find them at:

<https://www.gsa.gov/portal/ext/public/site/FTR/file/Chapter301pAppC.html/category/21868/> .

**Once I book the trip, may I make changes to the reservation and how long can I keep doing that without incurring a fee?**

As long as the reservation has not been ticketed, you can make as many changes as you wish without incurring a fee. If you had called the Travel Management Center (TMC) to make the reservation, you would call them back to make changes. If you used the Online Booking Engine (OBE) to make the reservation, you would need to make changes by going into the Authorization, going to Step 2: Reservation and then clicking on *Change Existing Reservation*. If you click on *Make New Reservations* this will create a new reservation and thus have an additional fee.

**Is there a way to ensure that those making reservations are selecting only the lowest cost fares?**

Users who book a non-contract carrier will require a justification. The justifications are canned statement, so we've been telling those in training to also make sure they add remarks. It will be up to the approver to decide whether or not to approve those reservations.

**Are we able to print the authorization or voucher?**

Yes. There is a link on the left side that is available when in the authorization or voucher that will allow you to print the authorization. The printout in E2 will be different than the one you are used to seeing in ITM.

**Is a traveler able to make changes to a voucher an arranger created?**

Yes. There is nothing in the system that will stop a traveler from making changes as long as the trip is not in a pending approval status. Also, there is nothing in the system that will tell the arranger the changes were made. We're suggesting that if there are changes to be made, to contact the person who created the document in the first place. You should be able to find that in the Trip History.

**What are the differences between the types of vouchers?**

A final voucher is when it is the last voucher to be filed. A pre-trip voucher is where you have an expense that needs be claimed, like registration fee, prior to the trip actually happening. An incremental voucher is for those long term TDY travel vouchers that are filed every 30 days. A supplemental voucher is for claiming items left off the original voucher and that original voucher has been final approved (called reclaim in ITM). A Reclaim voucher in E2 is where a traveler can claim for an expense that was full or partially denied by the approving official.

**What are the requirements on the number of days to voucher for local travel?**

If a person knows they will be on multiple trips within a period of 60 days, they should wait until that period has ended to file a local voucher. Due to the new voucher fee, you'll want to group as many local trips into one voucher within a 60 day period as you can.

**If you accidentally delete and expense, is there an undo feature?**

No. Once deleted you'd have to re-add it.

**When do I have to make an amendment versus just changing it on the voucher?**

Amendments have to be made if (1) dates vary from authorization or voucher (2) accounting codes must be changed (3) threshold amounts are exceeded.

**What are the threshold amounts?**

E2 has a threshold amount of \$250. However, the Core Financial System (CFS) has threshold of 50% not to exceed \$75. Because of all the object class codes that have been added behind the scenes compared to ITM, figure if you didn't have an expense on the authorization and try to put it on the voucher, it will give you a threshold error.

**Are the receipts supposed to be scanned separately and then added to the individual expense? What happens if we don't have a scanner?**

No. Receipts should be scanned into one file and then added as an attachment under Other Actions. If you don't have a scanner there is the capability to have them faxed to a company that will do it. You can also use jpegs. However, there is a maximum file size of 10mb.

**What if I don't have a receipt for an expense, will it get rejected?**

The FTR requires all receipts that are \$75 or more. If you don't have a receipt for one of those expenses more than likely it will get rejected. However, it's a good policy to keep all receipts for everything you claim.

**How do reimbursements work in E2?**

After final approval, if a document is not selected for an audit, it should take 2-3 days to be reimbursed.

**Does E2 replace the hard copy 6 years 3 month record retention requirement for receipts and information?**

E2 will hold the information in the system for 6 years; however you will follow your regulations regarding retention. There will be a new policy drafted after we go live, but the thought is that E2 will house all the documents, including receipts) for record retention.

## Fees

### **Are the transaction fees for common carrier costs going to be charged to the agency or to the traveler?**

These fees are default to be billed to the Agency; however the travel document gives the option to change it to the traveler when it needs to be.

### **If arrangements are made solely through the online booking system, are there still fees incurred?**

Yes. The TMC fee will be lower if you use the online booking engine versus calling the TMC. All fee information can be found at: <http://www.corporateservices.noaa.gov/finance/RESERV.Airfare.html>

### **What is the voucher fee, how much is it and is this new?**

The Voucher transaction fee is a new fee that is being incurred for using the E2 system. It is only charged for every voucher actually processed for payment. The TDY voucher fee amount is \$15.10 and the Local Voucher fee is \$6.87.

## Routing and Approval

### **How does routing work in E2?**

Conditional routing that existed in ITM has been changed. The NOAA Travel Regulations have been changed to reflect the new routing for E2. Routing will have 1-4 levels depending upon how the office set it up. The FMC Travel Coordinators were initially tasked to set up their office routing. Routing maintenance will now be handled by Client Services Help Desk.

Level 1 is an optional level and is designated for a budget person. Level 2 is also an optional level and is designated for the immediate supervisor. Level 2.5 is only for Foreign Travel authorizations which will route to the NOAA Travel Office. Level 3 is the final approval which is designated for a Division Director that is a GS-14 level or higher. Each level will have a pool of people to draw from.

There are two types of pools, true or primary. A primary pool will have a primary person and at least 1-3 backups. The primary will be the only one who will get the email and the document will automatically lock to them. A True pool has a primary and 1-3 backups, but they will all get the email and the first one to get into the document will have to lock it in order to approve it.

### **Will a Signature PIN be needed to route documents for approval?**

No. For each level of the approval there is a button at the bottom of the summary that will allow you to approve or route for approval.

### **Can a document be recalled once sent forth for approval?**

Yes. Either a traveler or arranger has the ability to recall a document from the approval process as long as it hasn't been final approved.

### **Who gets the emails when documents are approved or rejected?**

Emails are sent to the traveler and the first approver of that document.

### **Why am I getting the error ACCS is under allocated?**

This error comes up when an accounting code is added and then another expense is added but the screen is not saved and next step. So the accounting was never updated to include the new expense. The error is usually not seen until the approver tries to approve. To fix it do the following:

- 1) Click on Step 3: Expenses
- 2) Click Next Step
- 3) This will take you to Step 4: Accounting
- 4) Verify the accounting is now at 100%, click Save and Next Step
- 5) Click on Step 7: Summary, scroll to the bottom and click Approve

## **Reports and System Information**

### **Does the system give warnings if there are trips that need to be closed?**

E2 have various emails that will be sent based upon various document statuses – e.g. Voucher is late, Approval is late, etc.

### **Are there reports in E2 that will allow me to run financial reports like obligations and actual or accounting data?**

E2 has many different reports if you have the proper access to run them. However, all financial data reporting should be done with the CFS reports (Data Warehouse, Discoverer, etc)

### **Is there a way to not view all non-active documents?**

Within E2 there is the capability to archive a document; it will filter out all of the documents you move to be archived. You can still view them by filtering to either Archived or All documents.

### **If a trip has been archived, are you still able to search for it?**

Yes. Archived is just filtering it off active trips list. It's still in the system.

**Can you see a list of travelers instead of having to search individually every time?**

Those travelers you have access to, in your major/minor, will display automatically. However depending upon the numbers in your major/minor, it may still be better to search for them.