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NEW ELECTRONIC TRAVEL SYSTEM

In a continuing effort to modernize standard governmental services, there will soon be a change in the way our Coast Guard travel needs are met. This change will result in the implementation of the Electronic Travel System (eTS), a mandated part of the President's Management Agenda that consolidates numerous governmental departments and agencies under one travel management system. The purpose of eTS is to increase service levels of administering and managing travel. Three vendors were recently awarded contracts for government-wide travel needs. These systems were thoroughly tested and certified for use. DHS recently selected Electronic Data Systems (EDS) as the provider for all Homeland Security Agencies. We were involved in the source selection.

Some of the benefits of eTS are:

- One-stop, self-service site for all travel needs.
- Self-service and assisted travel planning, reservation (phone in), and cost estimating capabilities.
- Comprehensive reservation and fulfillment services, both online and agent-assisted (phone in).
- Detailed itinerary and costing information that calculates estimated authorized per diem.
- Reservation booking that complies with travel policies.
- Creation and electronic routing of travel orders and vouchers.
- Availability anywhere the Internet can be accessed.
- Split disbursement with direct payment to government travel charge cards.
- Standard and ad hoc report generation capabilities.
- Interfaces with Citibank, Coast Guard Oracle Financial Core Accounting System and Direct-Access.

There will be an extensive user support infrastructure. Specifically, 24x7x365 days on-line and call center (telephone) support provided. There will be support for travel planning, order creation, vouchering and approval. Training needs will be met through a variety of training programs. The eTS vendor will provide Instructor-Led-Training, Computer-Based-Training, Web Cast Training and Train-The-Trainer assistance. On-site training will be provided regionally throughout the Coast Guard.

The GSA contracts that currently provide Travel Management Services throughout the Coast Guard will expire government-wide in the coming months and will not be renewed after the current task orders end. We are using a bridging strategy to the old DOT contract, FedTrip to continue Travel Management Services until we transition to the expected date when eTS is available (01 May 2005). FedTrip is operated by SATO and currently services a large part of the Coast Guard, thus most units will see very little change during

the transition period. Beginning in April '05, we intend to start moving geographic areas of the Coast Guard to the eTS reservation process both web and phone support. To our benefit, SATO will remain the Travel Management Services provider under eTS.

One of the primary objectives for eTS is an end-to-end web-based service with very little manual intervention. Once eTS is up and running, manual processes such as paper ticketing and onsite travel management services (people onsite) will be additional cost items that must be funded, if needed, by the unit/command.

The eTS Tentative Schedule is as follows:

- Dec 04 - DHS awards master task order to eTS vendor EDS. (Completed)
- Jan 05 - Commence testing of system for JFTR compliance
- Mar 05 - Begin to use FedTrip (SATO) web reservation process and phone services for TMC contracts expiring on 28 Feb.
- Apr 05 - Begin using the web reservations process, TMC phone services, orders, vouchering and split disbursement processes in a phased implementation based on unit availability and input.
- Sep 05 - Target Complete implementation (subject to change based on field input, progress and unit availability.)

As we learn more about the capability of eTS, we will provide more information to the field. We will work through the MLCs to schedule the installation and arrange training and address any command concerns or unique circumstances. We are actively seeking ways to mitigate any impact on afloat units and units that have less robust network access. If you have any questions, please contact Mr. Dave Swatloski on my staff. He can be reached at (202)267-2096 or by e-mail using the global address list.

Regards,

RADM Kenneth T. Venuto
Ken Venuto

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