



U.S. COAST GUARD



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E-Travel Update

This is an update on our bridging strategy to provide travel services as we move to implement the eTravel program mandated government wide. The bridging travel service is being provided by a SATO online booking engine, QualityAgent. It is available to all members currently using the Coast Guard-wide TMC SATO contract including Century Travel, except for those members serviced out of Ketchikan who have another TMC service. There were approximately 3,000 personal travel profiles migrated from several SATO databases to the QualityAgent database. On 16 May, QualityAgent sent e-mails to all of those individuals who had a profile that was migrated to their database. Individuals who wish to use QualityAgent but did not receive an e-mail can create a QualityAgent profile and account using the self-registration process. Instructions for self-registration and use of QualityAgent can be found at: [HTTP://WWW.USCG.MIL/HQ/PSC](http://www.uscg.mil/hq/psc). From the menu option at the top of the page, select "Travel". Self-registration instructions are in the left hand column.

ALCOAST 249/05 provides additional information on QualityAgent. If you have questions about reservations made in QualityAgent, please direct them to the toll free number(s) included on your itinerary. During normal business hours, contact 1-800-753-7286. For emergency and after hours service, contact 1-800-827-7777 for assistance. 1-800-824-1565 is the toll free number for questions about using QualityAgent. Please use this number if you are unable to find answers to your questions using the web documentation.

Although the SATO telephone reservation option is still available, I encourage all of you to use QualityAgent to the fullest extent possible. It is much cheaper to use QualityAgent than make telephone reservations. The cost on line is \$11 per web booking versus \$27 per travel booking by the telephone. Over time, this can have a significant positive impact on your travel account. QualityAgent also provides you the flexibility to plan, review, and coordinate your travel at your convenience.

Moving on to the final eTravel solution, here are some facts and an update on our progress towards implementation.

- FedTraveler, the Department of Homeland Security eTravel system is a complete end-to-end solution for travel. It will provide:
 - orders preparation and authorization
 - accounting system integration for accounting and funds authorization
 - travel planning and reservations based on authorizations in the orders
 - telephone support for travel planning and reservations is an option
 - voucher preparation and approval
 - payment and accounting

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- Training – Instructor lead regional training will be provided. Web-based training will be provided on an ongoing basis. Different training is provided for travelers and approvers to target specific needs. We will provide training on how the orders and authorization processes are changing in addition to the FedTraveler specific training .
- Contractor operated help desk services will be in place for answering questions and walking people through the entire end-to-end process.
- PSC customer support staffed by Coast Guard members will be available to assist with Coast Guard specific issues.
- FedTraveler will be available over the internet. You will not need to be inside the Coast Guard firewall to use FedTraveler. FedTraveler is accessed over the web. There is no software required on the workstation and no configuration required by IT staffs.
- Split disbursement will be implemented. Reimbursement will be made on behalf of the member direct to their travel charge card account. Transportation charges will be paid on behalf of the member to a centrally billed charge account. The remaining balance will be sent by direct deposit into the member's financial account.

Tentative Schedule:

July/August 2005 - task order award

September 2005 - interfaces with Finance and Procurement Desktop (FPD) and Direct Access

September/October 2005 - process reengineering

October/November 2005 - operational test

November to January 2006 - begin deployment training after successful operational test (This could slip based on what we learn during the operational test.)

The implementation schedule will be built regionally with input from the field. I intend to use the MLCs to build the implementation schedule providing them full visibility into the workings of FedTraveler to help with the implementation planning. Operational schedules will be a key consideration in scheduling when a unit transitions to FedTraveler.

As we gain more knowledge about FedTraveler and firm up the schedule, I will keep you informed.

Regards,

RADM Kenneth T. Venuto
Ken Venuto

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