



# U.S. Coast Guard FSMS Job Aid

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## How To Submit a SNOW Ticket for a Travel Payment Issue

- Version 1.0
- 21Feb2023
- This resource is subject to change as we adjust to incoming information. For the most recent version, please click [here](#).

# HOW TO SUBMIT A SNOW TICKET FOR A TRAVEL PAYMENT ISSUE

- This Job Aid goes over how to complete a SNOW Ticket for a Travel Payment Issue. A Travel Payment Issue refers to any problems or issues with Travel Payment
- Prior to submitting a SNOW Ticket for a Travel Payment Issue, reference the PPC or SNOW Ticket Job Aid to see whether a PPC Customer Care Ticket or SNOW Ticket is required for your issue

# HOW TO SUBMIT A SNOW TICKET FOR A TRAVEL PAYMENT ISSUE

- 1. Navigating to the FSMS Service Center**
2. Completing a SNOW Ticket For a Travel Payment Issue
3. Adding an attachment to a SNOW Ticket
4. Submitting a SNOW Ticket



# Navigating to the FSMS Service Center – Steps 1 - 3

**Step 1:** Navigate to the [FSMS Service Center Home Page](#)

**Step 2:** Select USCG

**Step 3:** Click the [Travel Payment Issues](#) button

The screenshot shows the FSMS Service Center homepage. A blue circle with the number '1' is next to the 'FSMS Service Center' header. A dropdown menu is open, showing options: CWMD, TSA, USCG (highlighted with an orange box and a blue circle with '2'), and Other. Below the dropdown, the 'USCG' section is visible, including 'FSMS Services for USCG Customers', 'View Additional USCG Service Information', and a 'Browse Services' section with buttons for 'Create an Incident', 'FSMS SUPPLIER REQUEST FORM', 'Reclass Request', and 'Travel Payment Issues' (highlighted with an orange box and a blue circle with '3'). An image of a USCG cutter with a helicopter is also present.

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# Completing a SNOW Ticket for a Travel Payment Issue – Step 1

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**Step 1:** Enter the following:

1. Traveler Name – Put the full name of the traveler, to include the middle initial
2. Employee ID of Traveler – Put the EMPLID of the traveler that the ticket is for

1

1

Traveler Name

2

Employee ID of Traveler



# Completing a SNOW Ticket for a Travel Payment Issue – Step 2

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**Step 2:** Enter the Supplier Number of the Traveler

**Note:** Use the [How To Search For Traveler Supplier Numbers in FSMS Job Aid](#) to get the supplier number for the traveler you are submitting the ticket for

2

\*Supplier Number of Traveler



# Completing a SNOW Ticket for a Travel Payment Issue – Step 3

**Step 3:** Enter the information for the following:

1. PO Number – This will be the FSMS Award Number for the Travel (Example: 70Z0TDY221008550) (**Note:** This can be found on the Travel Authorization)
2. Invoice Number – This will be the invoice number of the travel payment (**Note:** If the invoice is unknown or the issue is related to a travel authorization please enter 'N/A' into this field)
3. E2 Trip ID Number – This will be the E2 Trip ID Number for the travel being performed

**3**

<b>1</b>	PO Number	<input type="text"/>
<b>2</b>	Invoice Number	<input type="text"/>
<b>3</b>	E2 Trip ID Number	<input type="text"/>





# Completing a SNOW Ticket for a Travel Payment Issue – Step 4

**Step 4:** Enter the information for the following:

1. Fiscal Year – Use the dropdown menu to select the Fiscal Year for the travel orders
2. Military Component – Select the appropriate military component for the traveler (I.e., Active Duty, Reservist, Auxiliarist, Civilian)
3. E2 Error Message – This will be where the ticket submitter can enter the E2 Error Message if applicable (**Note:** If the error message is unknown, Enter 'N/A' for this field)

**4**

**1** Fiscal Year Issue  
FY22

**2** Military Component  
Active Duty

**3** E2 Error Message if applicable



# Completing a SNOW Ticket for a Travel Payment Issue – Step 5

**Step 5:** Enter the Point of Contact information for the ticket submitter

**5** Point of Contact

\* Full Name

\* Best way to Contact:

\* Phone

\* Email

\* Detailed Description of issue

Additional Comments

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# Adding an Attachment to a SNOW Ticket – Step 1

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**Step 1:** Click the *Add Attachment\** link

**Note** – While attachments are not a requirement for SNOW tickets, they are encouraged as they provide more detail for what the issue is that the user is encountering

1

Submit



Add attachments

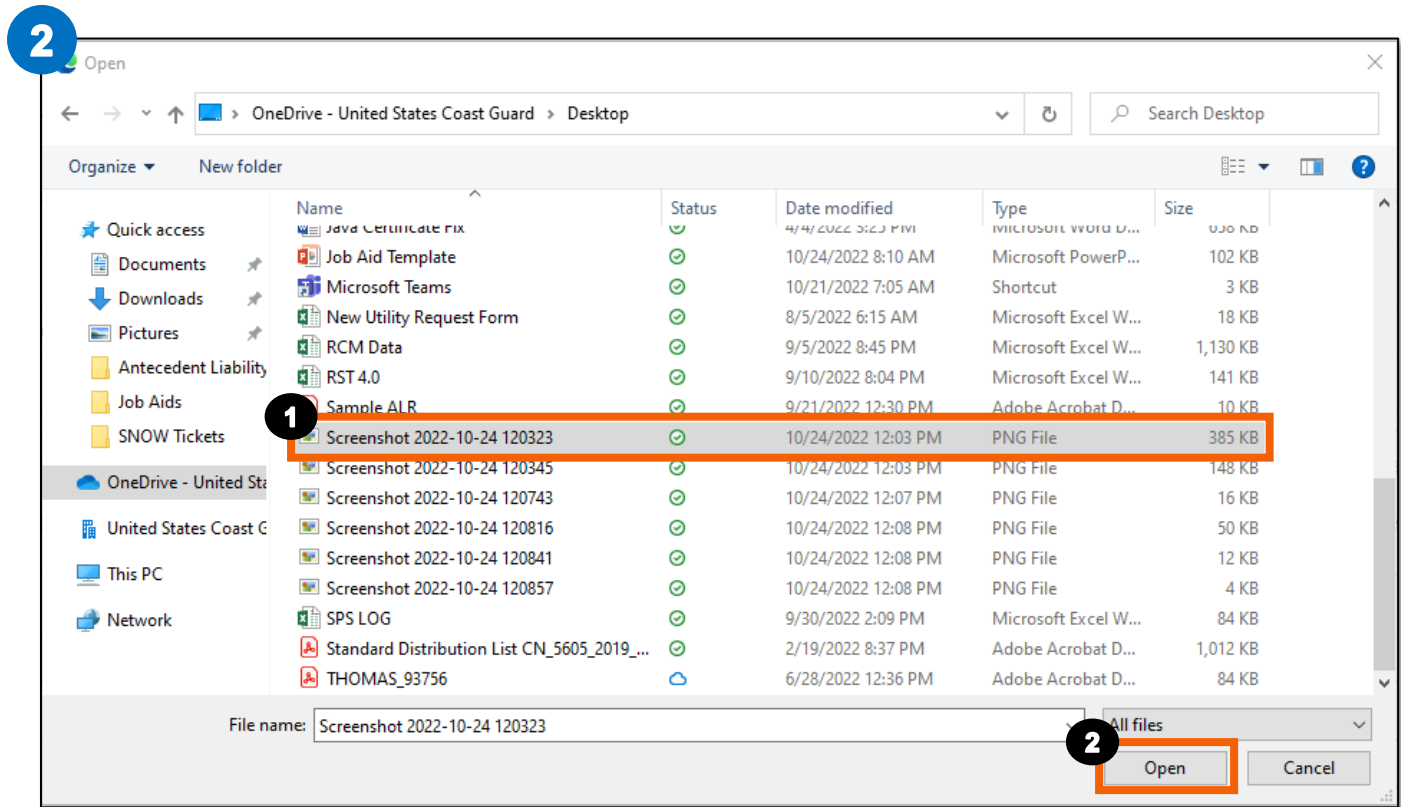
# ATTACHMENT REQUIRED FOR TRAVEL PAYMENT SNOW TICKETS

- A combo of the following attachments are required for travel payment SNOW Tickets:
  - E2 Printable Authorization, E2 Error Message
  - TPAX Voucher Summary for PCS Travel
  - DA Complete PCS Orders in Finished Status (Includes screenshot of the funding tab to show all columns of the POET Details)
  - TDY/PCS Orders
  - TDY/PCS Advances and Travel Dates



# Adding an Attachment to a SNOW Ticket – Step 2

**Step 2:** Select the file you want to attach, then click the *Open* button






# Adding an Attachment to a SNOW Ticket – Step 3

**Step 3:** The attachment will now display, if you want to add additional attachments, follow steps 1-2 of this section of the job aid

3

Screenshot 2022-10-24 120323.png (385 KB)✎ ✕

just now

 Add attachments

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# Submitting a SNOW Ticket – Step 1

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**Step 1:** Click the *Submit* button

1

Screenshot 2022-10-24 120323.png (385 KB)  
just now

Add attachments




# Submitting a SNOW Ticket – Step 2

**Step 2:** A confirmation of submission will display. The FSMS Ticket number will also display

2

Request Confirmation



Thank you for submitting request: **FSMS0094079**

GO HOME

NEXT

# NEXT STEPS & AVAILABLE TRAININGS

You have reviewed Version 1.0. For the latest Job Aid versions, please click [here](#).

You may access any **available trainings, if applicable**, on the [Common Core Learning Platform](#).

Stay informed on the latest FSMS-related updates by visiting the [FMPS Homepage](#) and subscribing to [The FSMS Fix](#).