How to create a AFMCSP Travel Portal Ticket Work Request

Basics:

1. Subject: Traveler's First Name; Traveler's Last Name; Date of Travel; Destination (John Smith 100118 Spain)
2. Description: Explain what is needed. Or if long explanation, add a note below in the Attachment category.
3. Body of the Work Request suggests or reminds of the attachments required. Check the box and then once the ticket is entered, attach the forms.
4. The OPAR is a fillable document and TPSB wants it in that form to cut and paste into another program. Do not scan that one, upload from your documents.
5. If the OPAR is a DRAFT, then name it 'Smith – OPAR DRAFT'. If it is a FINAL, name it OPAR FINAL.
6. Name attachments for what they are - FTIS, UPS RETURN, OPAR DRAFT, OPAR FINAL, etc.
7. All portal tickets requiring a passport be sent to TPSB, need to have a RETURN UPS label.
8. Both eCC only and visa trips need to have a copy of the passport.
9. Do NOT password protect any documents in the portal ticket.
10. The person creating the ticket will receive the automatic notification emails: When a note has been added or edited, and when the document is assigned to someone else. Please read the automatic NOTE email and re-assignment email. Once it has been assigned to Michele Williams at TPSB, the documents have been proof read and the work request is believed to be ready for HQ processing.
11. Check the status of your tickets on the Travel Tab (home page).
12. Approvals will be uploaded to the portal ticket before it is closed.
13. Because the FTIS may be created well before the CGE authorization, the Travel Arranger will need to download the approval and attach to CGE.
14. When the work on the ticket is complete a Resolution will be entered and the ticket closed. The person closing the ticket is the only one that can re-open the ticket.

Portal Ticket Travel Categories & Their Use:

1. Foreign Travel
   Foreign Travel Requests.
   - Upload FTIS for AD approval,
   - Upload copy of Passport, OPAR DRAFT or OPAR FINAL, visa applications and other required documents for a particular country (photos, red seal, money order copy, etc.).

2. Conference Additions/Attendee Modifications
   Late Request to add a conference or attendee. Requests to remove or swap an attendee.

3. Conference/Training Pre-Approval
   Conference/Training meetings needing pre-approval.

4. Domestic Contributed
   Domestic travel with sponsored fund component.
   - Upload the AD-1101, Acceptance Letter, Offer Letter, Meeting Itinerary for SES.

5. FMMI – Vendor/Customer Request/Profile
   Enter vendor requests, changes, or updates.
   - Add profiles to CGE (Non-Gov & Gov Travelers forms)

6. Foreign Travel with Contributed Funds
   International travel requests with sponsored fund component.
   - Upload the AD-1101, Acceptance Letter, Offer Letter, Meeting Itinerary for SES.
   - Upload FTIS for AD approval
   - Upload copy of Passport, OPAR DRAFT or OPAR FINAL, visa applications and other required documents for a particular country (photos, red seal, money order copy, etc.)

7. Other
   - Anything that doesn't fit in another category. If it is determined another category fits better, the TS can change it.

8. Passport
   - DS-82 Application Renewals, **INCLUDE** copy of passport, photos, OPAR and UPS return label
   - Cancel & Destroy
   - Cancel & Return (for souvenir), **INCLUDE** UPS return label
   - Cancel Passport, Please indicate why cancellation (i.e. retired xx/xx/xxxx; left Agency xx/xx/xxxx).

9. Relocation
   - Locations don't generally use this category, unless they are providing a copy of the REE form.

10. Travel Card
    - Applications, **INCLUDE** training Completion Certificate and signed IBA Acknowledgement Form
    - Limit Changes
    - Open/Close accounts

11. e-Travel
    - CGE problem to investigate
    - Change Routing Lists in CGE
    - Manual Payment Requests