Subject: GATES (Surface) Updated Trouble Ticket Submission Process

Purpose: To inform users of a new process for submitting trouble tickets.

Be Advised: GATES (Surface) has implemented an updated process for the submission of trouble tickets for GATES (Surface) account holders.

1. Effective Date: Starting 1 Mar 2025, GATES (Surface) account holders must submit trouble tickets using the form below for functional matters. For account-related requests (ex. creation, deletion, unlocking, and updates), users should send their requests to the SDDC GATES Functional Management (FM) Team: usarmy.scott.sddc.mbx.g3-gates-functional-management@army.mil and may be reached by phone at 618-409-5047.

2. SDDC GATES FM Team will continue providing support for functional GATES-related concerns and requirements. Hours of Operation: Monday-Friday, 0730 to 1730 (Closed on weekends and holidays).

3. For any questions or concerns regarding this advisory, contact the SDDC GATES FM Team at: usarmy.scott.sddc.mbx.g3-gates-functional-management@army.mil

POC: usarmy.scott.sddc.mbx.g3-gates-functional-management@army.mil

Expiration: N/A

Category: Systems

Please fill in **ALL fields** in the **USER INFORMATION** section as well as **AIR INFORMATION** or **WATER INFORMATION** section as required. Email the form to the help desk (transcom.scott.rsrcmgmt.mesg.tcaq-gates-operations-support-mbx@mail.mil) once completed. If you have any questions, please contact the GATES Help Desk at DSN: 322-817-9621, or Commercial: 618-817-9621.

USER INFORMATION	
Last Name:	
First Name:	
Rank:	
Organization:	
Base or Water Port Location:	
Indicate actual URL, IP or server name that you are accessing: example: https:// https://gatesea.transport.mil/ -or- 192.168.1.1 -or- RD17_C1	
Userid:	
Role:	
SITE NAME:	
Email Address:	
DSN Phone #:	
Comm Phone #:	
Shop Hours (Zulu time):	
User Hours (Zulu time):	
Priority:	
Computer Operating System:	
Executable/Window in GATES:	
AIR INFORMATION	
Mission ID (12 Characters):	
Manifest Number:	
TCN Number (17 Characters):	
Pallet ID (6 Characters):	
Bay Location:	
Truck Number:	
Chalk Number:	
APC that has physical possession of Cargo (verified):	
Manifest Number (if user is looking for mission in Inbound Shipment Unit Processing dropdown):	
UCN Number (14 Characters):	
Report Name/Number:	
Channel(s):	
Date & Time of Departure:	
Date & Time of Arrival	
Error Message	
WATER INFORMATION	
VOYDOC+POE+POD+VSTAT:	
PCFN:	
VAN NUMBER:	
TCN:	

BVOY:	
RECNO (n/a central site):	
VSNR/POSTNO (n/a central site):	
Error Message	
PROBLEM DESCRIPTION:	
ACTION USER WANTS TAKEN:	