Subject: UPDATED MARINE FORCES RESERVE DMO TICKETING PROCEDURES POLICY

UNCLAS FOUO

UPDATED MARINE FORCES RESERVE DMO TICKETING PROCEDURES POLICY

Originator: COMMARFORRES G THREE G FIVE

DTG: 272245Z Mar 17 Precedence: R DAC: FOUO

To: CG FOURTH MARDIV, CG FOURTH MARDIV G THREE, FORCE HQ GP, FORCE HQ GP G

THREE, CG FOURTH MAW, CG FOURTH MAW G THREE, CG FOURTH MLG, CG FOURTH MLG G

THREE, MAG FOUR NINE, MAG FOUR ONE, MACG FOUR EIGHT, MATSG FOUR TWO, CLR

FOUR, CLR FOUR FIVE, DPC RSU EAST, DPC RSU WEST, MCIRSA, COMMARFORRES

COMPTROLLER, COMMARFORRES G EIGHT, COMMARFORRES G FOUR, COMMARFORRES G ONE,

COMMARFORRES G SEVEN, COMMARFORRES G SIX, COMMARFORRES G TWO, COMMARFORRES

HSS, COMMARFORRES PAO, FOURTEENTH MAR, TWO THREE MAR, TWO FIVE MAR, FIRST

CIVAFFAIRSGRU, FOURTH CIVAFFAIRSGRU, SECOND CIVAFFAIRSGRU, THIRD

CIVAFFAIRSGRU, COMMARFORRES FAC, HQBN MARFORRES Less...

CC: COMMARFORRES G THREE G FIVE

Message

ATT 1 exemption waiver flow chart.pptx

RAAUZATZ RUJIAAA0436 0862259-UUUU--RUJIAAA.

ZNR UUUUU ZDH

R 272245Z MAR 17

FM COMMARFORRES G THREE G FIVE

TO RUJIAAA/CG FOURTH MARDIV

RUJIAAA/CG FOURTH MARDIV G THREE

RUJIAAA/FORCE HQ GP

RUJIAAA/FORCE HQ GP G THREE

RUJIAAA/CG FOURTH MAW

RUJIAAA/CG FOURTH MAW G THREE

RUJIAAA/CG FOURTH MLG

RUJIAAA/CG FOURTH MLG G THREE

RUJIAAA/MAG FOUR NINE

RUJIAAA/MAG FOUR ONE

RUJIAAA/MACG FOUR EIGHT

RUJIAAA/MATSG FOUR TWO

RUJIAAA/CLR FOUR

RUJIAAA/CLR FOUR FIVE

RUJIAAA/DPC RSU EAST

RUJIAAA/DPC RSU WEST

RUJIAAA/MCIRSA

RUJIAAA/COMMARFORRES COMPTROLLER

RUJIAAA/COMMARFORRES G EIGHT

RUJIAAA/COMMARFORRES G FOUR

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RUJIAAA/COMMARFORRES G SIX

RUJIAAA/COMMARFORRES G TWO

RUJIAAA/COMMARFORRES HSS

RUJIAAA/COMMARFORRES PAO

RUJIAAA/FOURTEENTH MAR

RUJIAAA/TWO THREE MAR

RUJIAAA/TWO FIVE MAR

RUJIAAA/FIRST CIVAFFAIRSGRU

RUJIAAA/FOURTH CIVAFFAIRSGRU

RUJIAAA/SECOND CIVAFFAIRSGRU

RUJIAAA/THIRD CIVAFFAIRSGRU

RUJIAAA/COMMARFORRES FAC

RUJIAAA/HQBN MARFORRES

INFO RUJIAAA/COMMARFORRES G THREE G FIVE BT

UNCLAS F O U O

SUBJ/UPDATED MARINE FORCES RESERVE DMO TICKETING PROCEDURES POLICY

SUBJ/UPDATED MARINE FORCES RESERVE DMO TICKETING PROCEDURES POLICY REF/A/

MARFORRES MSG/112243Z FEB15 ATT/1/EXEMPTION WAIVER FLOW CHART NARR/ REF A IS

THE ANNOUNCEMENT OF THE MARINE FORCES RESERVE MARFORRES) TRAINING EXERCISE

AND EMPLOYMENT PLAN TEEP)/TRANSPORTATION OF PEOPLE (TOP)/TRANSPORTATION OF

THINGS (TOT) DATABASE UPGRADE PROJECT AND INTERIM POLICY GUIDANCE.//

POC/FLYNN P.S./CAPT/COMMARFORRES G-3/5 FORCE MANAGEMENT OFFICER/COMM:(504)

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RMKS/

1. SITUATION. DUE TO A MULTITUDE OF EXTERNAL REASONS, THE MARFORRES DMO

OFFICE IS ONLY ABLE TO TICKET COMMERCIAL AIRLINE TRAVELERS BETWEEN 72 AND 12

HOURS PRIOR TO TRAVEL. THE CURRENT PROCESS DOES NOT ALLOW DEPENDABLE

TICKETING NECESSARY FOR MISSION SUCCESS. IT IS IMPORTANT TO UNDERSTAND THE

DESIGN OF THE DMO TICKETING SECTION IS NOT TO OFFER THE SAME STANDARD OF

FLEXIBILITY AS A CIVILIAN TRAVEL AGENCY. DUE TO CHALLENGES OF TICKETING

LARGE NUMBERS OF MARINES INTO SINGLE AIRPORTS AT THE SAME TIME, THE DMO

CONTRACT AND REQUIREMENTS FROM HQMC, DMO REQUIRES MORE PREDICTABILITY FROM

ITS TRAVELERS THAN A CIVILIAN AGENCY. MORE IMPORTANTLY, IF MARFORRES DOES

NOT IMPLEMENT CHANGES TO THE POLICY NOW, THE FAILURE RATE WILL REACH

UNACCEPTABLE LEVELS BY THE PEAK ANNUAL TRAINING SEASON. TO IMPROVE THE

SITUATION, MARFORRES WILL ENFORCE THE DTS, T3 AND MROWS TIMELINES

ESTABLISHED IN REF A.

2. THE PURPOSE AND END-STATE OF THIS POLICY IS TO INCREASE THE DEPENDABILITY

OF TRAINING OPPORTUNITIES THAT REQUIRE COMMERCIAL TICKETING WHICH IMPROVES

THE OVERALL READINESS OF MARFORRES.

3. REQUIREMENTS. THE FOLLOWING TIMELINESS REQUIREMENTS APPLY TO ALL

POPULATIONS THAT REQUIRE MARFORRES DMO TICKETING (SMCR, AR, AC AND IMA)

SERVICES:

3.A. WHEN APPLICABLE, MARFORRES G-3 WILL ENSURE AVAILABILITY OF

SUPERVISORY-LEVEL T3 REQUIRED INFORMATION NLT 60 DAYS PRIOR TO TRAVEL. THIS

INFORMATION COMES IN A VARIETY OF SOURCES TO INCLUDE TIME-PHASED FORCE

DEPLOYMENT DATA (TPFDD) AND GUIDANCE FROM MID-TERM PLANNING CONFERENCE

(MPC). MARFORRES G-3 WILL ENSURE, WHEN APPLICABLE, BASIC MROWS ORDERS

WRITING DIRECTIONS AND ACCESS TO REQUIRED FUNDING NLT 30 DAYS PRIOR TO

TRAVEL.

3.B. UNITS, MAJOR SUBORDINATE COMMANDS (MSCS) AND MARFORRES WILL DISAPPROVE

INITIAL T-3 REQUESTS IF INSIDE OF 45 DAYS FOR OCONUS TRAVEL AND IF INSIDE OF

30 DAYS FOR CONUS TRAVEL.

3.C. MARFORRES G-3 AND G-4 WILL ADJUDICATE TIMELY T3 REQUESTS WITHIN 3

WORKING DAYS OF RECEIPT.

3.D. ALL TICKETING REQUIRES APPROVED DTS REQUESTS OR AUTHENTICATED MROWS

ORDERS NLT 15 DAYS PRIOR TO TRAVEL WITH THE EXCEPTION OF GROUP-CHARTER

REQUESTS.

3.E. NO INDIVIDUAL, UNIT OR STAFF OTHER THAN THE MARFORRES G-3 OR G-4 MAY

CONTACT DMO DIRECTLY. ON A CASE BY CASE BASIS, THE MARFORRES G-3 OR G-4 MAY

AUTHORIZE DIRLAUTH WITH DMO TO THE MSCS G-3 OR G-4 IN COMPLEX TRAVEL

SITUATIONS.

3.F. DMO WILL PROCESS ALL VALIDATED REQUESTS WITHIN 3 WORKING DAYS. THIS

MEANS ONCE THE PROCESS STABILIZES, DMO WILL TICKET MARINES TRAVELING ON

MROWS ORDERS NLT 12 DAYS PRIOR TO TRAVEL. THE STANDARD FOR TICKETING

TRAVELERS ON DTS ORDERS IS NLT 72 HOURS PRIOR TO TRAVEL.

3.G. DMO OR MARFORRES G-3 WILL NOTIFY UNITS AND STAFFS OF ALL DISAPPROVED

TRAVEL REQUESTS VIA THE T-3 OR DTS SYSTEMS. UNITS MUST NOTIFY MEMBERS WHEN

THEIR TRAVEL IS DISAPPROVED AS SOON AS POSSIBLE. MEMBERS ARE REMINDED NEVER

TO ATTEMPT TICKETED TRAVEL WITHOUT A PAID TICKET AND NEVER TO PERSONALLY PAY

FOR TICKETED TRAVEL.

3.H. DURING THE REGULARLY SCHEDULED THURSDAY TEEP SYNCHRONIZATION MEETING,

EACH MSC HAS THE OPPORTUNITY TO ADDRESS TRAVELERS WHO ARE NOT TICKETED IN

ACCORDANCE WITH THE STANDARD.

4. EXCEPTIONS AND WAIVERS.

4.A. GENERAL EXEMPTIONS. EXEMPTIONS INCLUDE MEDICAL EMERGENCIES, WEATHER

CANCELLATIONS, CHANGES TO MISSION END-DATE, IMMEDIATE "ON-THE-ROAD"

MAINTENANCE REQUIREMENTS, SHORT-NOTICE CMC DIRECTED BOARDS AND CONFERENCES

AND EMERGENT ACTIVATIONS. EXEMPTIONS ALSO INCLUDE GENERAL OFFICER AND CHIEF

OF STAFF TRAVEL. EXEMPTIONS DO NOT INCLUDE ADDING OR DROPPING MARINES FOR

OPERATIONAL NEEDS.

4.A.1. EXEMPTION PROCEDURE. DURING NORMAL WORKING HOURS AND IF THE REQUEST

IS FUNDED THROUGH T-3; UNITS, MSCS AND MARFORRES STAFF SECTIONS WILL ROUTE

EXEMPTION REQUESTS AS A T-3 CHANGE REQUEST TO THE MARFORRES TEEP OFFICE. IF

OUTSIDE OF NORMAL WORKING HOURS OR IF THE REQUEST IS NOT FUNDED THROUGH T3

(AS IN A DTS ORGANIC LOA); UNITS, MSCS AND MARFORRES STAFF SECTIONS WILL

ROUTE REQUESTS VIA EMAIL OR PHONE (LEAST PREFERRED METHOD) THROUGH THE

OPERATIONAL CHAIN OF COMMAND TO THE MARFORRES COC. WHEN ROUTING REQUESTS

THROUGH EMAIL OR VOICE, INCLUDE THE NATURE OF THE EMERGENCY OR EXEMPTION,

FLIGHT RELATED INFORMATION AND COMMAND AND INDIVIDUAL CONTACT INFORMATION.

MARFORRES WILL DETERMINE IF THE REQUESTS MEETS THE EXEMPTION STANDARD OR IF

A WAIVER TO THE POLICY IS NEEDED.

4.A.2. WHEN UNITS OR STAFFS USE ANY MEANS OF COMMUNICATION OTHER THAN T-3 OR

DTS, THE UNITS OR STAFFS MUST UPDATE T-3 OR THE DTS THE NEXT BUSINESS DAY.

4.B. WAIVERS. TO MAINTAIN SOME ELEMENT OF FLEXIBILITY, EACH MSC AND THE

MARFORRES STAFF SECTIONS RECEIVE A NUMBER OF CARTE BLANCHE WAIVERS PER

MONTH. CARTE BLANCHE WAIVERS DO NOT REQUIRE JUSTIFICATION TO MARFORRES ONCE

APPROVED BY THE MSC OR STAFF SECTION. THE WAIVERS ENABLE THE MSC OR STAFF

SECTION TO PRIORITIZE CRITICAL EVENTS WITHOUT OVERWHELMING THE TICKETING

SYSTEM.

4.B.1. TO SUBMIT A WAIVER, FOLLOW THE PROCEDURES IN PARA 3.A.1. HOWEVER,

INSTEAD OF JUSTIFYING THE EXEMPTION THE REQUESTOR WILL INCLUDE IN THE

REQUEST THE WORDS "CARTE BLANCHE WAIVER: (INSERT NAME OF MSC OR STAFF

SECTION)". THE MARFORRES TEEP OFFICER AND COC WILL TRACK EACH CARTE BLANCHE

WAIVER. THE MARFORRES TEEP OFFICER AND COC WILL NOT FORWARD ANY REQUEST,

OTHER THAN EXEMPTIONS, ONCE THE STAFF SECTION HAS REACHED ITS CARTE BLANCHE

LIMIT.

4.B.2. CARTE BLANCHE ALLOCATIONS. TOTAL ALLOCATIONS FOR THE FORCE MUST

REMAIN BELOW 150 PER MONTH OTHERWISE THE EFFORT IS INEFFECTUAL AND THE

SITUATION DOES NOT IMPROVE. MARFORRES BASES THE FOLLOWING MONTHLY

ALLOCATIONS ON THE OVERALL PERCENTAGE OF MARFORRES TICKETED TRAVELS PER

FISCAL YEAR. THE ALLOCATION RESETS THE 1ST OF EACH MONTH.

4.B.2.A MSCS ALLOCATIONS: DIV (30), MAW (30), MLG (30), FHG (20)

4.B.2.B MARFORRES STAFF SECTIONS ALLOCATIONS: EACH STAFF SECTIONS RECEIVE

(2) CARTE BLANCHE WAIVERS. MARFORRES G-3 TRAINING WILL HAVE (10) ALLOCATIONS

TO PRIORITIZE SCHOOL SEATS CRITICAL TO MARFORRES.

4.B.2.C. ALLOCATIONS DO NOT "ROLL-OVER" OR ADD TO THE NEXT MONTH'S

ALLOCATION.

4.B.3. WHETHER TRAVELING AS AN INDIVIDUAL OR IN A GROUP, EACH INDIVIDUAL

COUNTS AS A SINGLE WAIVER.

4.B.4. FOR GROUP COMMERCIAL TICKETING, DROP AND ADDS REQUIRE CHANGE REQUEST.

DROPS DO NOT REQUIRE WAIVERS. ADDS REQUIRE WAIVERS.

4.B.5. WHEN UNITS OR STAFFS USE ANY MEANS OF COMMUNICATION OTHER THAN T-3 OR

DTS, THE UNITS OR STAFFS MUST UPDATE T-3 OR THE DTS THE NEXT BUSINESS DAY.

4.C. TICKETING MISTAKES BY DMO. MISTAKES INCLUDE FLIGHTS TO OR FROM THE

WRONG AIRPORT OR WRONG DATES. MISTAKES GENERALLY DO NOT INCLUDE DEPARTURE OR

ARRIVAL TIMES ON THE SAME DAY AS TICKETS ARE DRIVEN BY THE COMMERCIAL

AVAILABILITY AND DATA IN THE T3 REQUEST. DMO MISTAKES DO NOT REQUIRE

WAIVERS AND SHOULD BE ADDRESSED THROUGH THE CHAIN OF COMMAND TO THE

MARFORRES G-4 DURING NORMAL WORKING HOURS. IF THE SITUATION DOES NOT ALLOW

WAITING FOR NORMAL WORKING HOURS, SUBMIT CHANGE REQUESTS VIA THE CHAIN OF

COMMAND TO THE MARFORRES COC.

5. TO IMPROVE THE EFFECTIVENESS OF THIS POLICY, MARFORRES G3 WILL NOTIFY

MEFS, MARFORS, AND MARFORCOM VIA AMHS THAT SIGNIFICANT CHANGES TO EXERCISE

DATES OR PERSONNEL CANNOT BE ACCOMMODATED INSIDE OF 60 DAYS DUE TO THE

UNIQUE NATURE OF THE RESERVE COMPONENT.

6. MARFORRES WILL ENACT THIS POLICY FOR TRAVEL STARTING ON 30 APRIL 2017.

7. MARFORRES G-3 WILL REVIEW THIS POLICY FOR EFFECTIVENESS ON 1 JUNE 2017.

8. THIS MESSAGE ADDRESSED TO MARFORRES STAFFS, MSC AND ALL COLONEL-LEVEL

COMMANDS. COLONEL-LEVEL COMMANDS MUST NOTIFY SUBORDINATE UNITS OF THE NEW

POLICY AND ENACT INTERNAL PROCEDURES TO MEET THE STANDARDS.

9. COMMAND AND SIGNAL. REACH THE MARFORRES AT (MARFORRESCDO@USMC.MIL) OR

(504.607.7371)

10. MSG AUTH REL BY COL R.W. MANTZEL, MARFORRES OPS AND PLANS OFFICER.

BT

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