



## UNITED STATES MARINE CORPS

MARINE FORCES RESERVE  
2000 OPELOUSAS AVENUE  
NEW ORLEANS, LOUISIANA 70146-5400

IN REPLY REFER TO:

4000

G-4

FEB 02 2012

### FORCE POLICY LETTER 04-12

From: Commander, Marine Forces Reserve

To: Distribution List

Subj: AFTER HOURS EMERGENCY COMMERCIAL TRAVEL ASSISTANCE

Ref: (a) COMMARFORRES G4 081309Z Apr 10 MARFORRES Official Individual and Small Group Travel (SGT) Procedures  
(b) Marine Forces Reserve Distribution Management Office Handbook  
(c) Joint Federal Travel Regulation (JFTR)

Encl: (1) After Hours Emergency Commercial Travel Assistance Checklist

1. The purpose of this policy letter is to reinforce and clarify the published policies and procedures contained in the references.

2. References (a) and (b) are posted on the MARFORRES G4 Share point site located at <https://portal.marforres.usmc.mil/sites/mfr/hq/g4/DMO1/default.aspx> under the Distribution Management Office (DMO) tab.

3. Marine Forces Reserve (MARFORRES) Commercial Travel Office (CTO) provides after hours service to individuals traveling via commercial means only under emergency situations. Reference (a) defines after hours emergency situations. After hours is defined as the hours after normal working hours (0800-1630), while the traveler is in a commercial travel status and the traveler is scheduled to travel prior to 1000 the next business day. The CTO after-hours emergency service can be contacted at (800) 639-7955.

4. Per reference (c), examples of emergencies are: Injury to traveler or injury or death of a family member; natural disasters, airline/airport/industry issues; and command directed change in orders/itinerary. After hours emergency service is

DISTRIBUTION STATEMENT A: Approved for public release, distribution is unlimited.

Subj: AFTER HOURS EMERGENCY COMMERCIAL TRAVEL ASSISTANCE

not to be used to make initial reservations, change previously existing reservations, or to check on the status of travel itinerary or ticketing.

5. Orders not correctly routed and approved in time for ticketing does not constitute an emergency. The traveler will be re-scheduled for travel later in the day if time allows or the following business day. When travelers have an after-hours travel issue, and are traveling prior to 1000 the following day, and it is a legitimate emergency situation as defined above, the traveler should call the after-hours DMO Passenger Travel Office (PTO) duty at (817) 542-3022 for assistance.

6. The traveler must obtain command (unit approving/funding official) approval for changes that increase the cost of the ticket. The traveler will provide the name, rank and billet of the command approving authority to the DMO clerk.

7. The MARFORRES DMO duty phone number and the After Hours National Call Center phone numbers are listed on the traveler's itinerary accessed from the [www.mytripandmore.com](http://www.mytripandmore.com) Web Site. These phone numbers are also found in the Marine Reserve Orders Writing System (MROWS) orders for those individuals traveling with MROWS commercial travel orders. Travelers are directed to print and keep a copy of their orders (Defense Travel System (DTS) or MROWS) and their itinerary. They are also directed to be familiar with the call sequence contained in the enclosure.

8. This policy pertains to all travelers within MARFORRES.



R. E. BRAITHWAITE  
Executive Director

DISTRIBUTION D: All MARFORRES Assets (To include HQ Staff, MSC's RSU's, and MCD's)

Directives issued by this Headquarters are published and distributed electronically. Electronic versions of the Force Directives can be found at:

<http://www.marines.mil/unit/marforres/MARFORRESHQ/G1/Adjutant/G-1%20Adjutant%20Directives/index.aspx>

## After Hours Emergency Commercial Travel Assistance Checklist

### Prior to Traveling:

- Print e-ticket from [WWW.MYTRIPANDMORE.COM](http://WWW.MYTRIPANDMORE.COM)
  - Requires last name and record locator code (for DTS travelers it is found on second page of the original orders under description). For travelers on MROWs orders, traveler must have a copy of their official orders and travel itinerary from their parent unit prior to commencement of travel.
  - Verify that e-ticket has been paid for and issued by close of business 3 days prior to traveling (click expense tab in MYTRIPANDMORE).
  - Last page of itinerary also lists phone numbers below.

### Directed Sequence of Calls for After Hours Assistance while Traveling:

- 1. **Airline Reservation Assistance**
  - Date change
  - Time change
  - Must be **YCA** fare (Government City-Pair Fare)
- 2. **After Hours National Call Center (800-639-7955)**
  - Date change
  - Time change
  - Change airlines
  - Must be **YCA** fare
  - Call Center obtains approval for price increases exceeding government rate from DMO after hours duty clerk for command directed changes
- 3. **DMO After Hours Clerk (817-542-3022)**
  - Authorizes issuance of ticket for cost changes that exceed the ticketed **YCA** fare
  - Change must be Command directed
  - Traveler must obtain command approval by contacting their parent unit/order writing activity
  - Once approval is obtained, traveler must provide name of approving authority to DMO clerk
  - DMO clerk will then finalize the ticket change with the National Call Center
- 4. **Use of GTCC for After Hours Travel Emergency**
  - Must be command directed/approved change
  - Traveler must ask for **YCA** fare if available
  - Note: If GTCC is used, the itinerary will not be visible to DMO