

RTC Great Lakes – Chicago O’Hare International Airport (ORD)

The last bus to RTC Great Lakes departs from Chicago O’Hare International Airport at 01:30 AM Central Standard Time. Travel time from gates to USO is 15 minutes. Flights need to arrive by 12:45 AM CT to make the last bus

Departures:

- Check-in with airline representative or use kiosk.
- Use spelling of your name and confirmation number on itinerary.
- **DO NOT** use your credit card.

Travel Interruptions:

- **Start with airline representative.** If flight is cancelled or delayed, work with airline to reschedule flight.
- If asked to pay change fee, inform airline representatives you have a GSA City Pair fare.
- **ONLY** report travel delays arriving O’Hare International Airport after **10:30 PM CT**.

Meals:

- MOST restaurants are in secured area of airport. Exiting this area requires security screening for reentry.
- **ORD airport is last chance to use debit card.** Next meal may not be until the morning.
- DO NOT give debit card to anyone (e.g. friend, driver, reception, etc.).
- Debit cards will automatically deactivate upon arrival.
- Debit cards: Do not activate, no PIN needed, swipe instead of tap, do not exceed dollar amount.
- Debit cards are not the responsibility of DTMO Recruit Assistance Center

Arrivals (ORD):

- Report to the USO in Terminal 2 on the Mezzanine Level.
- Arrivals outside of Monday through Thursday after 11:00 PM CT o Non-Prior Service
- Friday, Saturday, Sunday, or holiday between 5:00 AM – 5:00 PM CT **(847) 561-6383**
- Friday, Saturday, Sunday, or holiday between 5:00 PM – 5:00 AM CT **(847) 561-6360**
- Prior Service arriving after 11:30 PM CT: **(847) 688-2872 ext. 732**

DTMO Recruit Assistance Center:

- Expect long wait times during inclement weather.
- Contact if:
 - o Flight will arrive after the last bus departure time.
 - o Flight is cancelled and airline is not able to assist.
 - o Airlines provides hotel accommodations.
 - o Stranded at the airport and require hotel, meals, or transportation.
 - o Other travel issues (lost ID, sick, meals, etc.)

Chat: https://dtmo.cx.defensetravel.dod.mil/app/chat/chat_launch_ra - Monday-Thursday 9:00 AM – 10:00 PM ET

Call: **(877) 563-7746** - Monday-Thursday 6:00 AM – 3:00 AM ET, Friday 6:00 AM – 8:00 PM ET