

# RECRUIT AIR TRAVEL BRIEF



## J-3/MEOP-CO-RTMB

Effective: March 9, 2020 - Western Sector  
March 16, 2020 – Eastern Sector





# RECRUIT AIR TRAVEL BRIEF



*Freedom's Front Door*

- Usage: This brief will be provided to all shippers if the standardized recruit travel video cannot be provided for any reason.
- MEPS staff is encouraged to add their local specific travel information to this brief but are not to exclude any information already included.



Freedom's Front Door

# ***WELCOME TO THE "YOUR MEPS"***

## ***Military Entrance Processing Station***

*A JOINT SERVICE ORGANIZATION*





# AIR SHIPPERS TRAVEL BRIEF



*Freedom's Front Door*

Good morning and congratulations as you begin your military career. I am (STATE NAME), the Transportation Assistant here at (NAME OF MEPS), I will be providing you travel procedures while enroute to your Bootcamp/RTC (Basic Training). The information that I'll be providing is very important so listen attentively. Feel free to ask questions after the brief.



# SEXUAL ASSAULT



*Freedom's Front Door*

Before we go any further, we would like to discuss with you what is Sexual Assault.

- “Sexual assault is intentional sexual contact characterized by use of force, threats, intimidation, or abuse of authority or when the victim does not or cannot consent. The term includes a broad category of sexual offenses consisting of, but not limited to the following: rape, sexual assault, aggravated sexual contact, abusive sexual contact, forcible sodomy (forced oral or anal sex), or attempts to commit these acts.”
- Sexual assault is a crime and does not have a place in the U.S. Armed Forces. Reporting a sexual assault does not disqualify you from joining the Military.



# SEXUAL ASSAULT (CONT'D)



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- If you have been sexually assaulted or harassed at any time while processing for the U.S. Armed Forces, you are encouraged to report the incident to any MEPS employee (Military or Civilian). That employee should immediately contact the MEPS Commander or someone in the Chain of Command. All complaints will be investigated.
- For your information we have posters located throughout the MEPS that also contain contact information for the National Sexual Assault Hotline and DoD Safe Help Line.



# BEFORE YOU TRAVEL



*Freedom's Front Door*

Individuals reporting to the same reception training center will be placed together in a group and a leader will be assigned. An alternate group leader may be assigned as well.

- (NAME OF GROUP LEADER) has been assigned as the group leader and will be responsible for keeping the group together and getting all the members of the group to the appointed destination.
- The group leader is the only authorized spokesperson for the group. If something goes wrong during travel, the group leader is the one who will speak to a travel representative for assistance.



# MILITARY RECORDS ENVELOPE



*Freedom's Front Door*

The military records envelope provided to you contains your personal enlistment documents. While traveling, each recruit is responsible for their own record and must adhere to the following:

- Keep the records envelope in your possession.
- Do not put the records inside airlines checked bags.
- Do not open the envelope at any time.
- Each recruit will give the military records envelope to the staff at the reception/training center upon arrival.



# YOUR AIRLINE ITINERARY



*Freedom's Front Door*

You will receive an itinerary outlining your travel. Review the itinerary and ensure that:

- Your name is spelled correctly.
- The date of travel is correct.
- There is a ticket number displayed.

Point out any errors prior to leaving for the airport.



# ARRIVING AT THE AIRPORT



*Freedom's Front Door*

Upon arrival at the airport, your group must proceed immediately to the airline ticket counter of the airline you will be traveling on (printed on your itinerary).

You need to check in for your flight at the airline ticket counter at least two hours prior to departure. That will ensure that you arrive at the gate prior to boarding time.

As a member of the military you are now covered under the Servicemember's Group Life Insurance (SGLI), so there is no need to buy additional insurance at the airport unless you want to pay for it.



# ARRIVING AT THE AIRPORT (CONT'D)



*Freedom's Front Door*

You must have in your possession a Transportation Security Administration (TSA) approved Photo ID to present at the airline ticket counter. (BRIEFER ensure all shippers have an approved TSA Photo ID in their possession).

You can carry a small piece of luggage with you on the plane or you can check your luggage in while at the ticket counter.

You are not required to pay for any checked luggage. If the airline personnel ask you for a baggage fee, present your military orders to waive the fee. If you check-in luggage, you will be given a claim ticket. Keep that ticket. You will need it in order to retrieve your luggage at your final destination.



# ARRIVING AT THE AIRPORT (CONT'D)



*Freedom's Front Door*

The last step at the airline ticket counter is for you to receive boarding pass(es) and gate information. Please note the information and proceed to the correct TSA security check point for your respective gate number.

If your flight involves a connecting flight and you checked in luggage, the airline will take your luggage off the first plane and put it on the next plane and send it forward to your final destination airport. So, when you get off your first plane, go directly to the gate where the next plane will depart. On your boarding pass you will see a gate number and boarding time for your flight.



# AIRPORT SECURITY



*Freedom's Front Door*

Between the ticket counter and your departure gate, you will have to pass through a security checkpoint. You need to display both, your boarding pass and your TSA approved photo ID to enter the airport security area.

You and your bags will be security screened. The Transportation Security Administration (TSA) determines what items are permitted through security.

Failure to meet TSA's requirements is illegal and can result in fines and/or imprisonment.



# AIRPORT SECURITY (CONT'D)



*Freedom's Front Door*

Once you get through the security checkpoint, ensure you retrieve your personal items and enlistment packet after they have been screened.

Group Leaders: Make sure everyone in your group has made it through security before proceeding to the departure gate.



# WHILE AT THE AIRPORT



## *Freedom's Front Door*

You must wait in the boarding area and do not leave the airport. If you leave the airport and miss your flight, you will be considered absent without leave/unauthorized absence (AWOL/UA).

There are monitors (screens) throughout the airport displaying flight departure times and gates. Routinely, airlines change departure gates and times. Check the monitors to ensure you know your departure gate.

You can use the restrooms near the waiting area and you are not allowed to drink alcoholic beverages on the plane or at any other time.



# WHILE AT THE AIRPORT (CONT'D)



*Freedom's Front Door*

You may be traveling alone on a plane for the first time. Safeguard your belongings. Every precaution must be taken to prevent the loss of airline boarding passes, meal check(s), enlistment packet, and personal belongings.

Do not leave any of these important documents or personal belongings including luggage and/or bags unattended at any time.



# PROBLEMS WHILE TRAVELING



*Freedom's Front Door*

If you encounter any problems while traveling you should contact the Defense Travel Management Office (DTMO). DTMO will assist you in the following instances:

- Your flight is delayed 2 hours or more.
- Your flight is cancelled.
- You miss your connecting flight and you are given a new departure time.
- You lost your boarding pass, airline ticket, or meal check(s).
- You are stranded or delayed overnight.
- You have other travel issues (lost ID, sick, need meal voucher, etc.)

DTMO will provide you with lodging (hotels), meals, and ground transportation whenever required.



# HOW TO CONTACT THE DTMO RECRUIT TRAVEL ASSISTANCE CENTER



*Freedom's Front Door*

REMEMBER: Remain calm; you will not be disciplined if you did not cause the delay. If you are not having a problem, do not contact DTMO. Just go to your departure gate and check in for your flight.

## **Contact DTMO Recruit Travel Assistance Center by Live Chat for Immediate Assistance**

**Live Chat:** [www.defensetravel.dod.mil/rtachat](http://www.defensetravel.dod.mil/rtachat) (Accessible by mobile device or computer)

NOTE: If Warning "THIS CONNECTION IS NOT PRIVATE" appears, scroll down and select "Visit the Site Anyway". If you do not have this option on your mobile device, adjust your security settings so they are not so restrictive.

Once the CHAT SCREEN appears, answer ALL questions with and asterisk "\*" and hit SUBMIT. The system will say "Waiting for an available agent" and tell you your number in queue (line). Remain in the queue until an agent assists you.

If you lose WI-FI signal during your chat session, RESUBMIT your chat session and tell the agent you lost internet connection.

Chat hours of operations: Monday-Thursday: 0630 to 0300 Eastern Standard Time (EST); Friday: 0630 to 1400 EST. Excludes federal holiday



# HOW TO CONTACT THE DTMO RECRUIT TRAVEL ASSISTANCE CENTER



*Freedom's Front Door*

## Contact DTMO Recruit Travel Assistance Center by Phone

Dial: 1-877-563-7746

Contact via phone if you: if you do not have access to the internet, lose internet connection or need assistance outside of **Chat** hours of operation.

When calling DTMO, listen to the recorded message and follow the directions. Stay on the line and someone will help you. Be persistent and continue to call if no one answers.

Be aware that you may encounter time zone changes as you travel to your destination. Always go by the local time at the airport. Stay inside the airport and stay together if traveling as a group.



# OVERBOOKED FLIGHTS



## *Freedom's Front Door*

Occasionally, flights might be overbooked and the airline staff may ask for volunteers to give up their seats.

Do not voluntarily give up your seat at any time. If you are denied boarding, the airline should give you a check made payable to the Treasury of the United States.

You must give any unused checks to the Training Center personnel upon arrival at the final destination.

Although the group leader is responsible for keeping the group together, occasionally, space limitations on the carrier may require splitting the group. If this occurs, the group leader will travel with the first part of the group and the alternate group leader will assume responsibility for the other group.



# FLIGHT DELAYED OR CANCELLED



*Freedom's Front Door*

## IF YOUR FLIGHT IS DELAYED MULTIPLE TIMES:

After reporting the initial flight delay to the Recruit Travel Assistance Center (***you are not required to call to report additional delays***), continue to stand-by for your flight's departure and continue traveling until you reach your final destination. You or your group are accounted for after the first delay was reported.

## IF YOUR FLIGHT IS CANCELLED:

Speak to a customer service representative for the airline in which you are traveling and request to be re-scheduled on the next available ***flight leaving out TODAY***; to include any stand-by flights, and continue travelling until you reach your final destination. Contact Recruit Travel Assistance Center to advise AFTER you receive your new flight number(s) and time of departure.



# TRAVELING AS A GROUP OR BY YOURSELF



*Freedom's Front Door*

**IF YOU ARE TRAVELING AS PART OF A GROUP:** The group leader should contact the Recruit Travel Assistance Center to report the travel issue on behalf of the group. If your group leader has **ALREADY** reported it, you are not required to contact Recruit Travel Assistance.

**IF YOU ARE TRAVELING BY YOURSELF:** contact Recruit Travel Assistance Center directly to report your travel issue.



# MISSING GROUP MEMBER



*Freedom's Front Door*

If a member of the group is absent without authority, the group leader will make a reasonable effort to find him or her by using the airport paging system if one is available.

Group Leaders: **DO NOT ALLOW** any other members of the group to miss their scheduled transportation while searching for a missing member. If the missing member is not located by boarding time, the group shall continue their travel and the group leader will report the individual's absence upon reaching the reception/training center.

Keep traveling. The individual who is lost has a copy of the travel instructions, which contains information on what to do.



# RECRUIT ILLNESS



*Freedom's Front Door*

In the event you become ill and require medical attention or hospitalization, contact the airline carrier's representative and request assistance in obtaining medical care. (If in a group, the group leader is responsible for contacting the airline carrier representative.)

In the event the group leader is hospitalized in a civilian hospital, the alternate group leader will assume responsibility for the group and will contact DTMO to inform them of the situation.

If medical attention is not required but the individual will miss connecting transportation, contact the airline carrier for assistance in arranging onward transportation.



# RECRUIT ILLNESS (CONT'D)



*Freedom's Front Door*

If the individual is hospitalized, the group leader will obtain the individual's name, address and the telephone number of the hospital and then continue traveling. If traveling in a group or alone, contact DTMO and inform them of the situation.

Group Leaders: **DO NOT DELAY** the group's onward movement. Upon arrival at the reception/training center, the group leader will give the hospital information and name of the recruit to the Reception/Training Center Personnel.



# AIRPORT SOLICITATIONS



## *Freedom's Front Door*

At airport terminals, you may encounter religious groups, con artists, or panhandlers who may attempt to solicit money from you in the form of an outright gift or in exchange for a gift of some sort, such as a book or a flower. While there may be nothing illegal about the solicitation, you are under no obligation to contribute and should not feel pressured to do so. No one can preclude or prevent you from speaking with the people you encounter, but you are encouraged to be cautious about your dealings with people you meet or who approach you at transportation terminals.



# APPROPRIATE BEHAVIOR



*Freedom's Front Door*

While you travel, you are representing the U.S. Armed Forces.

Please conduct yourself in a mature and professional manner.

Misconduct on common airline carriers and in transportation terminals could result in your arrest by civilian police.

You are reminded that interference with a flight crewmember is a federal offense, and that misconduct can lead to prosecution under federal law.



# APPROPRIATE BEHAVIOR (CONT'D)



*Freedom's Front Door*

Do not use the words “hijack,” “gun,” “bomb,” “explosive,” etc., even in a joking manner.

Law enforcement officials consider this to be a serious matter; they will be contacted, and an investigation will be conducted.

Arrest and confinement by civilian authorities does not excuse your failure to report to the training center on time.



# MEAL CHECK



*Freedom's Front Door*

Before you leave MEPS today, you will be provided a meal check(s) to pay for your meal(s) while you are traveling. You may eat at the originating airport, connecting flight airport and/or at the final destination airport.

Meal checks are provided depending on your travel times: Meal hours are as follows:

- (1) Breakfast: 0600 through 0730 (\$11.00)
- (2) Lunch: 1130 through 1300 (\$12.00)
- (3) Dinner: 1700 through 1830 (\$23.00)

This is the meal check [VISUAL AID]. (BRIEFER: Show the meal check and Inform recruits of restaurants that accept them).



# MEAL CHECK (CONT'D)



*Freedom's Front Door*

Several airport dining facilities will accept the government meal checks. However, ask first just to be sure. You will provide proper ID to the restaurant vendor, if requested.

Once your purchase is complete, you will print, in ink, the name of the restaurant and the dollar value in numbers of the actual meal cost.

No change will be given if your meal is under the authorized amount printed on the check. Do not allow anyone else to fill out your meal check. This is your responsibility. If you exceed the maximum amount, you will be responsible to pay the difference.



# MEAL CHECK (CONT'D)



*Freedom's Front Door*

Upon arrival at your final destination, if you have not use your meal check(s), use them prior to reporting to your respective military representative, military reception center desk, USO, etc., if time permits.

Be advised this may be your last opportunity for a meal until tomorrow.



# UNITED SERVICES ORGANIZATION (USO)



*Freedom's Front Door*

Many USOs or United Service Organizations have lounges in major airports. The mission of the USO is to provide morale, welfare and recreation-type services to military personnel.

You are allowed to use the USO at the airport only if time permits.

Although, the USO is chartered by congress as a non-profit charitable corporation and is endorsed by the President of the United States and the Department of Defense, the USO is not part of the United States Government.



# THE UNIFORM CODE OF MILITARY JUSTICE (UCMJ)



*Freedom's Front Door*

As a member of the Armed Forces of the United States of America, you are now subject to the Uniform Code of Military Justice, and you will conduct yourself in accordance with military standards of conduct and bearing.

Infractions of these standards will subject you to disciplinary action.



# CONGRATULATIONS!



*Freedom's Front Door*

Best wishes to you as you begin your military journey.

What can we do for you before you depart today?

***Let's get your questions answered.***



# POINT OF CONTACT



*Freedom's Front Door*

**J-3/MEOP-CO-RTMB**

**Commercial Phone: (847) 688-3680, Ext. 7848**

**DSN: 792-3680, Ext. 7848**

e-mail [osd.north-chicago.usmepcom.list.hq-j3-meop-co-rtmb@mail.mil](mailto:osd.north-chicago.usmepcom.list.hq-j3-meop-co-rtmb@mail.mil)

