

UNITED STATES MARINE CORPS MARINE AIR GROUND TASK FORCE TRAINING COMMAND MARINE CORPS AIR GROUND COMBAT CENTER BOX 788100 TWENTYNINE PALMS, CALIFORNIA 92278-8100

> CCO 1740.1G SJA

> > DEC 3 0 2015

COMBAT CENTER ORDER 1740.1G

From: Commanding General To: Distribution List

Subj: SOLICITATION AND COMMERCIAL ENTERPRISES ABOARD THE COMBAT CENTER

- Ref: (a) SECNAVINST 1740.2E (NOTAL)
 - (b) MCO 5110.1D
 - (c) DoDI 1344.07
 - (d) CCO 11101.12N
 - (e) MCO 5760.4C
 - (f) MCO P1700.27B W/Ch 1
- Encl: (1) General Conditions for Personal Commercial Solicitation aboard the Marine Corps Air Ground Combat Center, Twentynine Palms, California
 - (2) Statement of Understanding Concerning Personal Commercial Solicitation Aboard the Marine Corps Air Ground Combat Center, Twentynine Palms, California
 - (3) Special Conditions for the Solicitation of Insurance
 - (4) Guidelines for Family Housing Cleaning Services
 - (5) Authorization to Park Privately Owned Vehicles for Resale

1. <u>Situation</u>. Military installations provide lucrative markets for solicitors and commercial enterprises. This is particularly evident at the Combat Center where there exists relatively limited shopping, a high student population, and demographically dense family housing areas. Solicitors, and the firms they represent, provide a meaningful service to the residents of the Combat Center. However, experience has shown that some sales personnel are unscrupulous, or overly aggressive, and become a nuisance.

2. <u>Cancellation</u>. CCO 1740.1F. This Order has been revised to comply with the references and must be reviewed in its entirety.

 Mission. To provide rules and information regarding solicitation and other commercial enterprises aboard the Combat Center.

- 4. Execution
 - a. Commander's Intent and Concept of Operations

(1) <u>Commander's Intent</u>. This Order ensures that the best interests and welfare of Combat Center residents are protected, implements positive controls over solicitation, and ensures that residents of the Combat Center have access to goods and services not otherwise readily available.

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(2) <u>Concept of Operations</u>. This Order is for the internal management of the Combat Center and does not create any right or benefit, substantive or procedural, enforceable by any party against the United States, its agencies or instrumentalities, its officers or employees, or any person. This Order creates no benefits, entitlements, or rights.

b. Subordinate Element Missions

(1) Assistant Chief of Staff (AC/S) G-5

(a) Review all solicitation requests from newspaper and other media outlets.

(b) Sponsor, as appropriate, media personnel requesting to conduct solicitation activities aboard the Combat Center, in accordance with paragraph 4c(4)(d).

(2) AC/S G-7, Provost Marshal's Office (PMO)

(a) Conduct necessary background checks of all potential solicitors and affirm that the solicitors have been properly vetted per enclosure (2).

(b) Register the privately owned vehicles of approved solicitors.

(c) Issue installation passes for approved solicitors.

(d) Temporarily revoke the installation pass and vehicle registration of solicitors when violations of this Order are observed or reported, to include when the solicitor has been removed from the approved access list.

(e) Report all violations of this Order to the Office of the Staff Judge Advocate (OSJA) as soon as practical.

(f) Notify OSJA in all cases of revoked identification (ID)

cards.

(g) Maintain a list of approved solicitors.

(h) Verify that all solicitors have installation access and a sponsor before admitting them to the installation.

(3) Staff Judge Advocate (SJA)

(a) Recommend to the Chief of Staff (COS) approval or denial of solicitation privileges.

(b) Be guided in the performance of these duties by the references and the contents of this Order.

(c) Maintain records concerning personal commercial solicitations.

c. Coordinating Instructions

(1) Per reference (a), the following applies to personal commercial solicitation and commercial enterprises aboard the Combat Center.

(a) No person may enter the Combat Center to undertake personal commercial solicitation as a matter of right.

(b) Personal commercial solicitation will be permitted only when:

1. Authorized by the Commanding General (CG) or the COS.

 $\underline{2}$. The solicitor or person engaged in a commercial enterprise is duly licensed, accredited, and insured under applicable federal, state, and local law.

 $\underline{3}$. The solicitor or person engaged in a commercial enterprise has read this entire Order and complies with all Combat Center regulations.

 $\underline{4}$. The solicitor has made an appointment with the individual with whom he/she is intending to meet.

a. Appointments with accompanied noncommissioned officers (NCOs), staff noncommissioned officers (SNCOs), and officers may be conducted in family housing units.

b. Appointments with single SNCOs and officers residing in the bachelor enlisted quarters (BEQ) or bachelor officers quarters (BOQ) may be conducted at their residence.

c. Appointments with all personnel in the rank of Sergeant or below who reside in unaccompanied enlisted quarters will be conducted in areas designated in advance by their Commanding Officers.

(2) <u>Procedures</u>. All persons, including Service members, dependents, and civilian employees, seeking to undertake personal commercial solicitation or engage in a commercial enterprise aboard the Combat Center shall comply with the following procedures:

(a) Register their business or enterprise with the OSJA.

(b) The SJA will require the following facts to be presented:

1. The full name and address of the solicitor and the parent firm, including business and emergency telephone numbers. If the solicitor is an employee of the federal government or a dependent of a federal employee, a full statement of rank, unit, or place of employment and job description will be appended.

2. The solicitor is duly accredited with the parent firm. Evidence of accreditation may be an employee ID card, a formal letter of introduction issued by the parent firm, or a contractual document attesting to the solicitor's affiliation with the parent firm. Parent firms must

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update their lists any time they have a change that will affect access requests, such as termination or hiring of employees. Employees should be prepared to provide evidence of their employment with the firm when applying for renewal of access, or whenever requested by an authorized representative of the base.

 $\underline{3}$. The solicitor possesses the necessary licenses and legal qualifications to engage in the solicitation of that particular product or service.

4. The solicitor possesses the necessary insurance under federal or state law to engage in the solicitation of that particular product or service.

5. The solicitor must have been properly vetted by PMO prior to submission to the OSJA.

6. The solicitor possesses the approval of Marine Corps Community Services (MCCS) to engage in the solicitation of that particular product or service.

7. Sample order documents and contracts with evidence that federal, state, and local consumer protection laws and regulations are recognized and provided for therein.

 8. The solicitor has read enclosures (1) and (2), and has completed and submitted a copy of enclosure (2).

(c) Upon receipt of the completed copy of enclosure (2), the SJA will forward the form to the COS with a recommendation for approval or denial.

(d) Upon approval from the COS, the OSJA will provide the applicant with three photocopies of enclosure (2). The applicant will be directed to retain one copy for his or her own records, take one copy to the Pass and ID office to be issued an installation pass and to register the applicant's vehicle, and provide one copy to the applicant's parent company.

<u>1</u>. At the Pass and ID office, PMO will review the solicitation authorization along with the applicant's license, registration, and insurance documents. If all required documents are present, PMO will issue an installation pass.

 All vehicles to be used in commercial solicitation will be registered by PMO per reference (b). Vehicles already registered need not be re-registered.

(e) Registration expires no more than one year from the date of approval. Each solicitor and person who engages in a commercial enterprise aboard the Combat Center must re-apply for approval prior to the expiration of the issued access pass. Access for taxi service drivers will coincide with the expiration of their Morongo Basin Transit Authority permits, but no longer than one year. PMO will issue an installation pass for a 180 day (6 month) period. If no incidents are reported during the first 6 months, the second term will be issued for an additional 180 day (6 month) period. After one year of authorized installation access, a solicitor must repeat the authorization process of paragraph 4c(2).

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(f) If a person works for two different registered parent firms, the person must obtain approval and carry an installation pass for each firm. Installation passes must only be used while operating as a representative of the firm listed on the installation pass.

(3) Solicitors Who Reside in Combat Center Family Housing. Per reference (d), all persons who make products or provide services from government quarters, or operate their business from government quarters, must obtain approval from the family housing office prior to receiving COS approval to solicit. This requirement is separate from, and in addition to, the procedural requirements outlined in paragraph 4c(2) of this Order. Dependent applicants will submit Administrative Action (AA) forms directly to the family housing office. Active duty personnel will route their AA forms to the family housing office via their chain of command. A favorable endorsement by the applicant's battalion commander will be interpreted as the commander's approval.

(4) Special Conditions and Exceptions

(a) Special Conditions for the Solicitation of Insurance and Investment Products. Insurance agents desiring to solicit aboard the Combat Center must possess a current license issued by the Insurance Commissioner of the State of California. Investment salespeople must be licensed to sell securities by the State of California. In addition to the general conditions for solicitation aboard the Combat Center, as published in enclosure (1), insurance agents must comply with the specific conditions for the solicitation of insurance as published in enclosure (3). Those individuals seeking to solicit insurance, and investment products are advised that such applications will take longer to process due to procedural requirements contained in reference (a).

(b) Community Services and Youth Activities

1. Door-to-door sales of cookies, candy, and similar items are a popular means of raising funds among local youth activity organizations such as Scouts, school clubs, and church groups. Such solicitation activities are authorized and are exempt from the requirements of paragraph 4c(2) above, providing the following conditions are satisfied:

a. The organization sponsoring the sale is nonprofit in nature, service oriented, and aiding the cause the solicitor is purporting to support.

b. The salespersons are dependent children of active duty military personnel, or of civilian personnel residing in Combat Center family housing.

c. The product sold is less than \$25.00 per unit of

sale.

d. All solicitation of this nature is limited to family housing areas.

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e. Bake sales, bazaars, and other similar fund raising events promoted by civic or private social organizations may be conducted aboard the Combat Center at the discretion of the CG. Activities of this nature are governed by references (b), (e), and (f), and must be reviewed by the AC/S MCCS.

(c) Utility and Residential Services. Utility and residential services are those commercial activities furnished by nongovernmental entities at the request of the individual concerned. Persons or firms providing such services on a regular basis are required to register as solicitors per paragraph 4c(2) above. Utility and residential services include such activities as: telephone installation and service; cable and satellite television installation and service; major household appliance delivery installation and service; furniture delivery; carpet installation and service; and postal package delivery.

(d) <u>Newspaper Delivery</u>. No commercial delivery or use of publication dispensing units, including, but not limited to, self-service newspaper racks, will be permitted under the authority of this Order. Any firm, agency, or service wishing to engage in such commercial delivery must obtain written authorization from the G-5 directorate.

(e) <u>One-Time Sales</u>. The provisions of this Order do not regulate the one-time sale of property that was originally purchased for the personal use of the owner.

(f) <u>Garage Sales</u>. Reference (d) provides guidance concerning garage sales aboard the Combat Center.

(g) Active Duty Solicitors

1. Per reference (c), military personnel on active duty are prohibited from representing any insurer, dealing directly or indirectly on behalf of any insurer or any recognized representative of any insurer on the Combat Center, or as an agent, or in any official or business capacity with or without compensation.

2. Reference (c) prohibits commercial solicitation to personnel junior in rank.

3. All active duty personnel must be familiar with and understand the restrictions in references (b) and (c) before receiving approval from the COS to conduct business or solicitations aboard the Combat Center.

 $\underline{4}$. All Service members must obtain express consent from their commanding officers before engaging in any commercial enterprise or solicitation.

(h) <u>Taxi or Limousine Service</u>. Only the contracted taxi service through MCCS may perform "point to point" on base taxi services. All other taxi cabs and limousine services may operate aboard the Combat Center provided the following conditions are satisfied:

 $\underline{1}$. The firm, and each driver, is registered per paragraph 4c(2) above.

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 $\underline{2}$. Each vehicle and operator is licensed and inspected in accordance with all state and local laws.

3. Proof of insurance is provided at the time of registration and carried in each vehicle at all times.

 A copy of the rate schedule is prominently posted in each vehicle.

bench seat.

5. Vehicles do not carry in excess of three persons per

6. Parking in designated areas while waiting for potential customers is authorized only for the MCCS contracted taxi service. "Cruising" or waiting for potential customers by any non-contracted taxi or limousine service is prohibited. Non-contracted services are authorized to pick up or drop off for prearranged customers only.

(i) <u>Restaurant Delivery Services</u>. Restaurants may be authorized to deliver prepared meals to residents of the Combat Center per the provisions of this Order. Special conditions concerning the delivery of meals are:

<u>1</u>. Each restaurant must seek permission to deliver per paragraph 4c(2) above.

2. If the delivery service is a separate firm contracted by the restaurant to deliver meals aboard the Combat Center, the delivery service will be required to request solicitation privileges in its own right.

3. Only meals specifically ordered may be brought aboard the Combat Center for delivery. Delivery personnel are prohibited from bringing unordered items with the intention of generating unsolicited sales. Delivery personnel are likewise prohibited from attempting to solicit patrons for undeliverable items.

 $\underline{4}$. The delivery of meals in squad bay style barracks will be made in the Duty NCO room.

5. The delivery of meals to the BOQ and BEQ rooms or family housing units must be effected at the door. Delivery personnel are prohibited from entering BEQ rooms or family housing units.

6. Both the delivery vehicles carrying food and the food itself are subject to unannounced sanitation inspections aboard the Combat Center.

7. In the event a sanitation related complaint is registered with the Combat Center concerning a delivered meal, the restaurant management agrees to unannounced sanitation inspections of its facilities by Combat Center veterinary and environmental health personnel.

8. Before a restaurant delivery person will be permitted access to the Combat Center, the person requesting the delivery must call the front gate to sponsor the person providing the food delivery service.

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(j) <u>Personal Delivery Services</u>. Any business entity wishing to make personal deliveries to persons aboard the Combat Center must get permission according to the provisions of this Order. In addition, they must:

<u>1</u>. If seeking to deliver food, follow the provisions included in paragraph 4c(3)(i) above.

2. All persons making personal deliveries are prohibited from bringing onto the base any item which is harmful and otherwise detrimental to the operations aboard the Combat Center including, but not limited to:

- a. Weapons of any kind.
- b. Ammunition.
- c. Pornography in any form.
- d. Explosives.
- e. Alcohol.
 - f. Pharmaceuticals or illicit drugs.

(k) <u>Family Housing Cleaning Services</u>. Any business entity wishing to provide family housing cleaning services must comply both with the provisions of this Order, and with the special provisions provided for in enclosure (4).

(1) Parking Privately Owned Vehicles for Resale. Anyone wishing to park their personal vehicle on the Combat Center for resale must get permission, as detailed in enclosure (5).

(m) Marine Corps Exchange Concessions. The provisions of this Order are not applicable to Marine Corps Exchange concessions.

(5) Denial and Withdrawal of Solicitation Privileges

(a) Permission to solicit may be denied or withdrawn in any case in which the soliciting activity is determined to be in conflict with the best interest of the command. Other specific causes for withdrawal or denial of solicitation privileges include, but are not limited to:

<u>1</u>. Secretary of the Navy action extending denial or withdrawal of permission throughout the Department of the Navy.

 $\underline{2}$. Failure to meet or maintain licensing and other regulatory requirements of this Order.

3. Commission of any practices prohibited in this Order.

4. Substantiated complaints or adverse reports regarding quality of goods, services, or commodities, or the manner in which they are offered for sale.

 Personal misconduct by a solicitor while aboard the Combat Center.

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 $\underline{6}$. The applicant had been ordered not to enter the Combat Center by the CG, pursuant to the authority under Title 18, U.S. Code, Section 1382.

7. The business, store, or company which the solicitor represents was ruled "off limits" by the Armed Forces Disciplinary Control Board.

(b) If permission to solicit is denied, re-application may be considered as soon as the problem causing the denial is rectified.

(c) If permission to solicit is revoked for cause, re-application shall not be considered for two years after the date the permission is revoked.

(6) Term of Authorization or Renewal. COS permission to conduct personal commercial solicitation on the Combat Center shall be granted for a period of up to one year, subject to the registration requirements of paragraph 4c(2)(e). Renewal procedures shall not differ from the steps required for initial application, as described in paragraph 4c(2) above.

(7) Enforcement. Enforcement of this Order is the responsibility of all residents of the Combat Center, but in particular the occupants of family housing, unit commanders, and their representatives. Accordingly, commanding officers will ensure the widest possible dissemination of this Order. Complaints of a general nature concerning solicitors should be referred to the OSJA. Complaints of an immediate and specific nature should be directed to the provost marshal.

(8) Forms. Enclosures (2) and (5) can be obtained from the Naval Forms Online web site at https://navalforms.documentservices.dla.mil/. Use the forms tab to access the search page; enter the form number or the title name in the keyword search.

5. Administration and Logistics. Directives issued by this Headquarters are published and distributed electronically. Electronic versions of Combat Center directives can be found at http://www.29palms.marines.mil/Staff/G1Manpower/AdjutantOffice/Orders.aspx.

6. Command and Signal

a. <u>Command</u>. This Order is applicable to all active duty, reserve, civilian personnel, and family members aboard the Combat Center.

b. Signal. This Order is effective the date signed.

Chief of Staff

Distribution: A

General Conditions for Personal Commercial Solicitation Aboard the Marine Corps Air Ground Combat Center, Twentynine Palms, California

1. Solicitors shall not be permitted to address or attend meetings, classes, mass formations, or any other assembly of military personnel. It is immaterial that such assembly is for other purposes and the solicitor's appearance is incidental.

2. Solicitors shall not enter any storeroom, squad bay, billet, barracks, dining facility, recreation room, or sleeping quarters except as noted in paragraph 5 below.

3. Solicitors shall not canvas by means other than the U.S. Postal Service or by advertising in local newspapers. Specifically, canvassing is defined as door-to-door, sidewalk, telephone, or referral soliciting. Prohibited canvassing also includes distributing or posting fliers on automobiles and at living quarters.

4. Solicitors shall not confer with or call on residents of the Combat Center without a specific invitation or by an appointment with the individual concerned. The appointment shall be in writing for personnel in the rank of sergeant and below. Appointments may not interfere with military duties.

5. All appointments with military personnel in the rank of sergeant or below residing in unaccompanied enlisted quarters will be at a time and place designated by the unit commander. In arranging for a location to conduct appointments, solicitors shall initially contact the unit adjutant or executive officer.

6. Previously made appointments with married personnel and unaccompanied SNCOs/officers may be conducted at the individual's residence.

7. Solicitors shall carry their installation pass at all times when engaged in business aboard the Combat Center. The installation pass shall be presented upon request of a patron, military police person, or any duty personnel in the performance of their duty.

8. Retired, reserve, and dependent personnel are prohibited from using official military ID cards or vehicle stickers to gain access to the Combat Center for the purpose of soliciting.

9. The offering of unfair, improper, or deceptive inducements to purchase or trade is prohibited.

10. Any oral or written representation which suggests or implies that the U.S. Marine Corps or the Combat Center sponsors or endorses a company, its agents, or the goods, services, and commodities which it sells; is prohibited.

11. Solicitors who are residents of the Combat Center may not advertise their product by citing their residential address. This restriction does not preclude the use of business cards, personalized order forms, sales receipts, or brochures. Also, this restriction does not preclude the use of an offbase Post Office Box address by solicitors.

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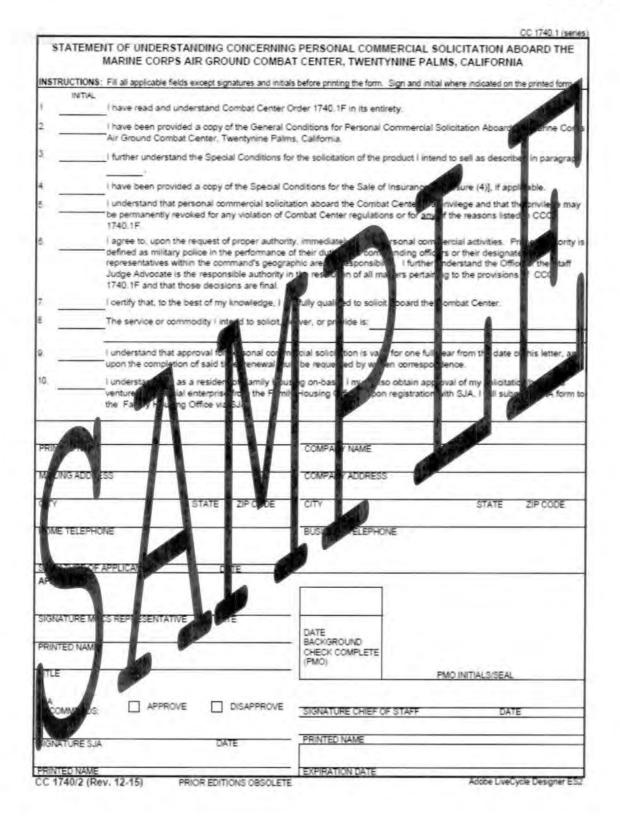
12. The use of any facility on the Combat Center, including family housing units, as a showroom or store for the sale of goods or services is prohibited. This restriction does not preclude the home party type of demonstration and ordering session.

13. Solicitors are prohibited from securing, or attempting to secure, roster-type listings of Combat Center personnel for the purpose of commercial solicitation, except pursuant to procedures implementing the Freedom of Information Act.

14. No person will supply or provide a solicitor with roster listings of Combat Center personnel. Any requests for such roster listings should immediately be forwarded to the Freedom of Information Act Officer (G-1 Adjutant).

15. One exception to paragraph 12 is that privately owned vehicles may be displayed for sale by the owner in the parking lot of the base commissary. This will be coordinated through the Provost Marshal's office Services section, at 830-5459/5461, by completing and submitting enclosure (5) to the PMO Traffic Court/Services office.

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Special Conditions for the Solicitation of Insurance

 Insurance agents are prohibited from assuming titles that imply command endorsement, e.g., Battalion Insurance Counselor, Servicemen's Group Life Insurance Conversion Consultant, etc.

Insurance agents are prohibited from displaying for public viewing any material announcing the name of the company while conducting interviews.

3. Promotional material may not be distributed to any person other than the individual being interviewed.

4. No military personnel may represent or act on behalf of any firm or agent, with or without compensation, aboard the Combat Center.

5. Insurance policies offered and sold to personnel of the Combat Center must:

a. Comply with the insurance laws of the State of California.

b. Not be restricted due to military service or Military Occupational Specialty, unless the restriction is clearly stated on the face of the policy.

c. Plainly indicate any extra premium charges imposed by reason of military service or military occupational specialty.

d. Not provide for any variation in the amount of death benefit or premium based upon the length of time the policy has been in force, unless any such variations are clearly described therein.

6. For the purposes of paragraphs 5b, c, and d above, an appropriate reference stamped on the face of the policy will be utilized to draw the attention of the policyholder to any extra premium charges imposed and to any variations in the amount of death benefit or premium based upon the length of time the policy has been in force.

7. Actual premiums payable for life insurance coverage shall be set forth separately.

8. Variable life insurance policies may be offered provided they meet criteria of the State of California.

9. Allotments of military pay for life insurance will be made per reference (a). Allotments are not authorized to be made to an insurer for the purchase of health, accident, or hospitalization insurance or other contracts which, as a secondary or incidental feature, include insurance on the life of the allotter. Allotments for insurance on the lives of an allotter's spouse or children are also not authorized, except under a family group contract which primarily provides insurance on the life of an allotter and, as a subordinate feature, includes insurance on the lives of the spouse and children. For personnel in pay grades E-1, E-2, and E-3, at least seven days should elapse between the signing of a life insurance application and the certification of an allotment. This is to be considered as a "cooling off" period in which to

Guidelines for Family Housing Cleaning Services

1. Hiring a cleaning service is a personal service contract between the resident and the cleaning service. The Combat Center assumes no liability for nonperformance by either party.

2. In the case of nonperformance by either party, the injured party may file a small claims action against the nonperforming party. Assistance with these matters is available for service members and their dependents at the Legal Assistance Branch of the Staff Judge Advocate's (SJA) office.

3. All family housing cleaning services are subject to this Order. Failure to comply with this Order may result in the suspension or removal of house cleaning privileges.

4. The Family Housing Office (FHO) does not provide cleaning gear, nor does it provide a list of addresses of departing occupants.

5. The FHO is prohibited from being involved in contracts between residents and cleaning service businesses. The FHO shall not have any financial connection to any cleaning service business.

6. Cleaning service flyers may be posted on the housing bulletin board located outside of the FHO, but only after the cleaning service has received authorization from the SJA office to conduct the activity aboard the Combat Center.

7. Failure of four final inspections during a 12 month period will be cause for removal of the flyer from the bulletin board for 12 months.

