



OSAN AIR BASE, REPUBLIC OF KOREA

FORCE

SUPPORT SQUADRON

Marketing Request Ticket System Training

Presented to you by the 51st Force Support Squadron
Marketing Department

Table of Contents

- Type of Submissions/Features.....3-4
- Web Link/Main Page.....5-6
- Resolve Internet Explorer Display Issue.....7-11
- How to Submit a Marketing Request.....12-23
- Remove Future Emails from Junk Mail.....24-29
- Proofing Process.....30-34
- Retrieve Tracking IDs.....35-39
- Rush Orders.....40-44

Types of Submissions

- Print Requests
 - Banners
 - Posters
 - Flyers
 - Invitations
 - Full list price list available on:
<https://www.51fss.marketing/>

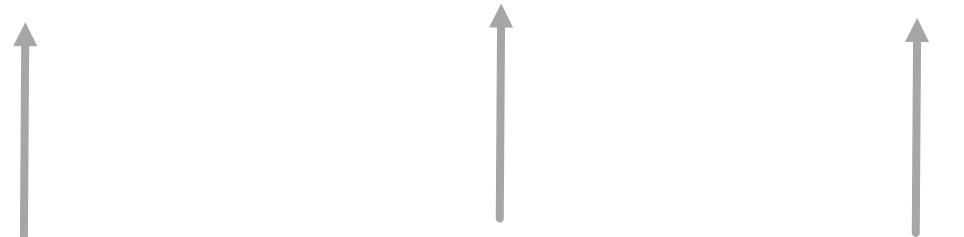
Features

- E-mail confirmations/alerts
- Ticket ID to view/track orders
- Proofs emailed through the system

Web link

- <https://www.51fss.marketing/>

Submit requests here



Mobile Viewing is remarkable!

When displaying on NIPR computers recommend opening in Google Chrome to display and function correctly. To display on Internet Explorer ensure to add 51fss.marketing to “Websites added to Compatibility View” from the Internet Browser Settings.

Main Page

Marketing Department

Home

Ticket

Contact Webmaster

Sponsorship Request

After Action Report

Marketing Request

The Marketing Department - 51st Force Support Squadron / Marketing Department

View ticket

Ticket tracking ID:

View ticket



Submit Marketing Request Ticket

Marketing requests are due three months prior to event date



Calendar

View FSS Events Calendar



Submit After Action Report

After Action Reports are due FIVE days after the event



Submit Large Scale Event Request Ticket

Large scale event requests must be submitted THREE MONTHS prior to the event date



View my open tickets

View tickets you submitted in the past



Submit Webmaster Request Ticket

Regular requests will be processed within 48 business hours. Emergency requests (<2 business days) will only be processed after approval by the Marketing Director.



Submit Sponsorship Request Ticket

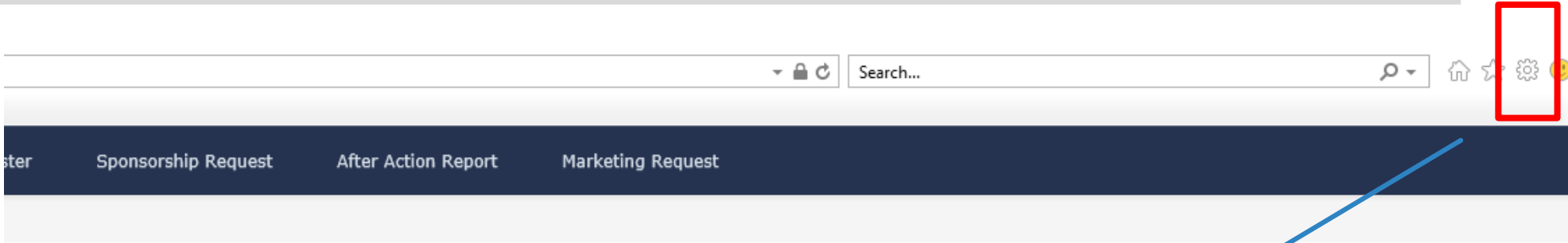
Sponsorship requests are due FOUR months prior to event date



Submit Magazine Content Request Ticket

Magazine content submissions are due TWO MONTHS prior from the magazine publishing date

Resolve Internet Explorer Display Issue



 **Submit Marketing Request Ticket**
Marketing requests are due three months prior to event date








Ca
Vi

St
Af

 **View my open tickets**
View tickets you submitted in the past

Master Request Ticket
Requests will be processed within 48 business hours.
Requests (<2 business days) will only be processed at the Marketing Director.

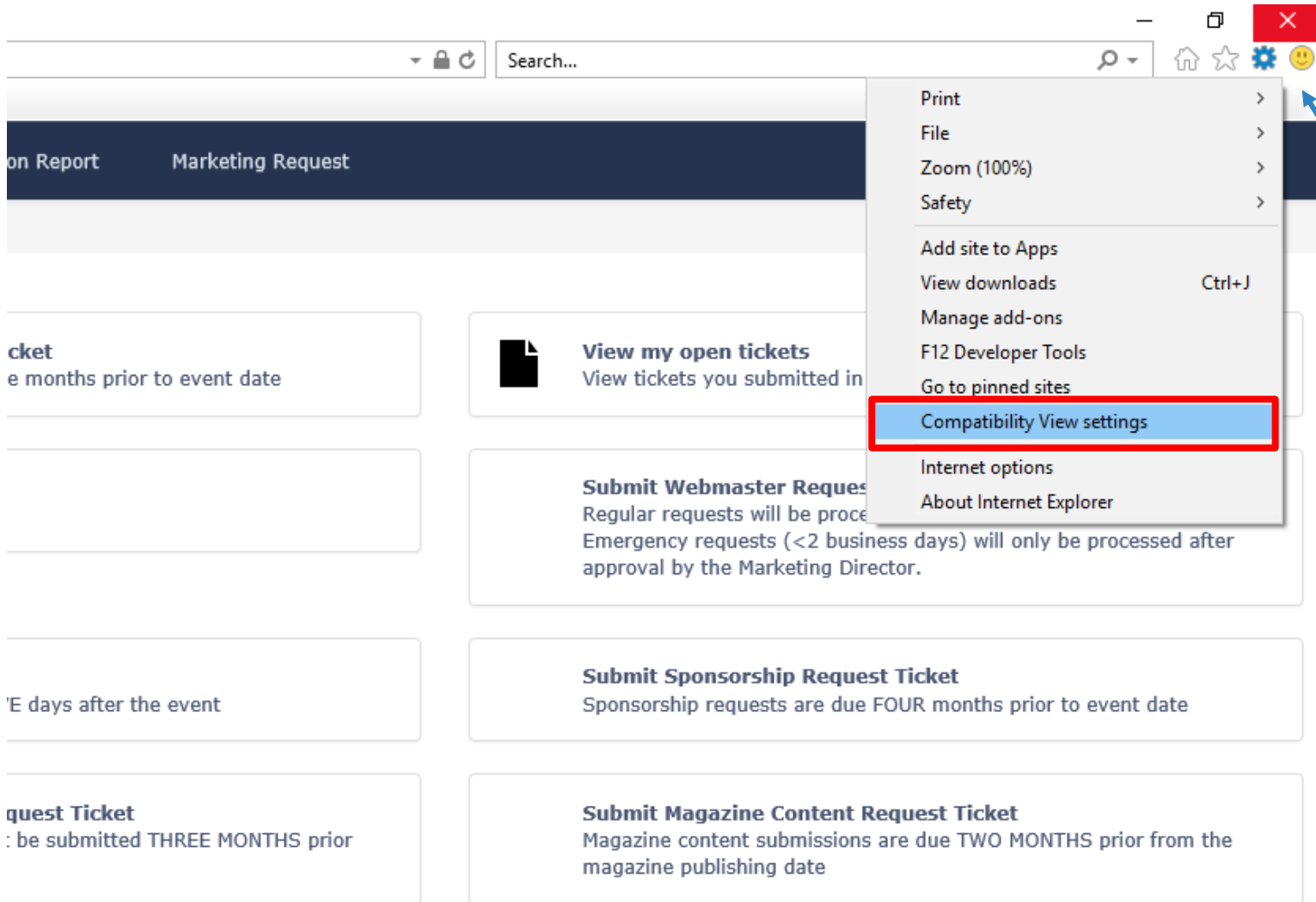
Sponsorship Request Ticket
Requests are due FOUR months prior to event date

Submit Large Scale Event Request Ticket
Large scale event requests must be submitted THREE MONTHS prior to the event date

Submit Magazine Content Request Ticket
Magazine content submissions are due TWO MONTHS prior from the magazine publishing date

Open 51fss.marketing in Internet Explorer.
Click on the wrench icon in the top right corner of the window.

Resolve Internet Explorer Display Issue



The screenshot shows the Internet Explorer browser interface. The address bar contains a search field. The main content area displays a grid of cards for submitting various request tickets. A context menu is open over the browser's toolbar, with the 'Compatibility View settings' option highlighted in blue and enclosed in a red rectangular box. A blue arrow points from this box to a text box on the right side of the image.

on Report Marketing Request

Search...

Print >
File >
Zoom (100%) >
Safety >

Add site to Apps
View downloads Ctrl+J
Manage add-ons
F12 Developer Tools
Go to pinned sites

Compatibility View settings

Internet options
About Internet Explorer

cket
e months prior to event date

View my open tickets
View tickets you submitted in

Submit Webmaster Request
Regular requests will be processed within 2 business days.
Emergency requests (<2 business days) will only be processed after approval by the Marketing Director.

Submit Sponsorship Request Ticket
Sponsorship requests are due FOUR months prior to event date

Submit Magazine Content Request Ticket
Magazine content submissions are due TWO MONTHS prior from the magazine publishing date

'E days after the event

quest Ticket
: be submitted THREE MONTHS prior

From the drop-down menu select "Compatibility View Settings"

Resolve Internet Explorer Display Issue

The screenshot shows the 'Compatibility View Settings' dialog box in Internet Explorer. The 'Add this website:' field contains '51fss.marketing'. The 'Add' button is highlighted with a red box. A blue arrow points from the 'Add' button to a text box on the right side of the page. The background shows a website with a navigation bar containing 'Contact Webmaster', 'Sponsorship Request', and 'After Action Report'. Below the navigation bar is a 'Marketing Department' section with several links: 'Submit Marketing Request Tic', 'Calendar', 'Submit After Action Report', and 'Submit Large Scale Event Req'.

Add 51fss.marketing to "Websites you've added to Compatibility View"

Resolve Internet Explorer Display Issue

Compatibility View Settings

Change Compatibility View Settings

Add this website:

51fss.marketing

Remove

Display intranet sites in Compatibility View

Use Microsoft compatibility lists

Learn more by reading the [Internet Explorer privacy statement](#)

Close

Contact Webmaster Sponsorship Request After Action

Marketing Department

Submit Marketing Request Tick
Marketing requests are due three

Calendar
View FSS Events Calendar

Submit After Action Report
After Action Reports are due FIVE

Submit Large Scale Event Requ
Large scale event requests must t
to the event date

Once 51fss.marketing is added to “Websites you’ve added to Compatibility View” click the “Close” button

Resolve Internet Explorer Display Issue

Marketing Department Home Ticket ▾ Contact Webmaster Sponsorship Request After Action Report Marketing Request

The Marketing Department - 51st Force Support Squadron / Marketing Department

View ticket

Ticket tracking ID:

Ticket tracking ID

View ticket

Submit Marketing Request Ticket
Marketing requests are due three months prior to event date

View my open tickets
View tickets you submitted in the past

Submit Webmaster Request Ticket
Regular requests will be processed within 48 business hours.
Emergency requests (<2 business days) will only be processed after approval by the Marketing Director.

Submit After Action Report
After Action Reports are due FIVE days after the event

Submit Sponsorship Request Ticket
Sponsorship requests are due FOUR months prior to event date

Submit Large Scale Event Request Ticket
Large scale event requests must be submitted THREE MONTHS prior to the event date

Submit Magazine Content Request Ticket
Magazine content submissions are due TWO MONTHS prior from the magazine publishing date

Calendar
View FSS Events Calendar

ticket system
CUSTOMER SUPPORT SOLUTION

51fss.marketing should properly display and function on a Internet Explorer browser.

How to Submit a Marketing Request


Marketing Department | Home | Ticket | Contact Webmaster | Sponsorship Request | After Action Report | Marketing Request


The Marketing Department - 51st Force Support Squadron / Marketing Department


View ticket


Ticket tracking ID:


View ticket


 **Submit Marketing Request Ticket**
Marketing requests are due three months prior to event date


 **Calendar**
View FSS Events Calendar

 **Submit Magazine Content Request Ticket**
Magazine content submissions are due TWO MONTHS prior from the magazine publishing date

 **View my open tickets**
View tickets you submitted in the past

 **Submit Webmaster Request Ticket**
Regular requests will be processed within 48 business hours. Emergency requests (<2 business days) will only be processed after approval by the Marketing Director.

 **Submit After Action Report**
After Action Reports are due FIVE days after the event

 **Submit Sponsorship Request Ticket**
Sponsorship requests are due FOUR months prior to event date

Click on "Submit Marketing Request Ticket"

How to Submit a Marketing Request

Marketing Department [Home](#) [Ticket](#) [Contact Webmaster](#) [Sponsorship Request](#) [After Action Report](#) [Marketing Request](#)

The Marketing Department - 51st Force Support Squadron / [Marketing Department](#) / [Submit a Ticket](#)

Please choose your facility

Studio 51 Print Shop Customers

Click to continue

Select your facility or the option that best applies to you using the drop down menu

Studio 51 Customers select “Studio 51 Print Shop Customers”

How to Submit a Marketing Request

General Information

POC Name *

Kevin

Your Email , Flight Chief Email *

kevin.dorn@us.af.mil, chun_yong.hong.kr@us.af.mil

Direct Phone Number *

784-4007

Target Audience *

- Military Personnel
- Spouses
- Civilians
- Families
- Singles
- Couples
- Men
- Women
- 21+ Only
- Retirees
- Youth 12 Years & Under
- Youth Teens
- All of the Above

To list more than one email address separate by commas

On this screen as seen to the left you will enter all of the pertinent information regarding your facilities event. a. POC Name/ This is the person who will approve all submissions (One approver/POC please only)

For the email, FOR BEST COMMUNICATION, IT IS ADVISED YOU USE YOUR FACILITY ORG BOX AND ADD YOUR PERSONAL EMAIL IF DESIRED.

ALLOWS FOR COMMUNICATION SHOULD YOU BE OUT OF THE OFFICE, **ensure to have your supervisor and/or flight chief's or other POCs email on the ticket in the case you are out at any point.**

How to Submit a Marketing Request

Further Details

Event Name / Request Subject *

Request Details *

Event Date

Date Required
Date required must be at least ten business days for submission.

Event Time

Event Location

Cost to Customer
Is there also a Member/Special Price?

Media Option 1

Qty Option 1

Further Details: Event Name, How you want the event to be known. These details would be what the event is and any additional information you would like to be present on your advertising. The : WHEN, WHERE, WHAT, & WHY WOULD THEY ATTEND OR BE INTERESTED. Include a location. This is usually one of the top questions we receive on Facebook. Time? Ensure to include if there is any cost to the customer.

When do you need your request?

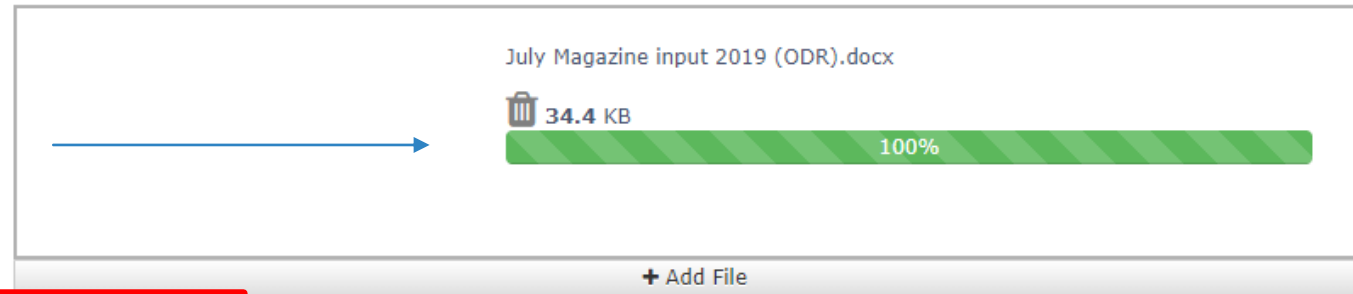
Select what you need printed i.e. posters, flyers, banners etc.

State how many items you need printed

How to Submit a Marketing Request

Upload attachments here

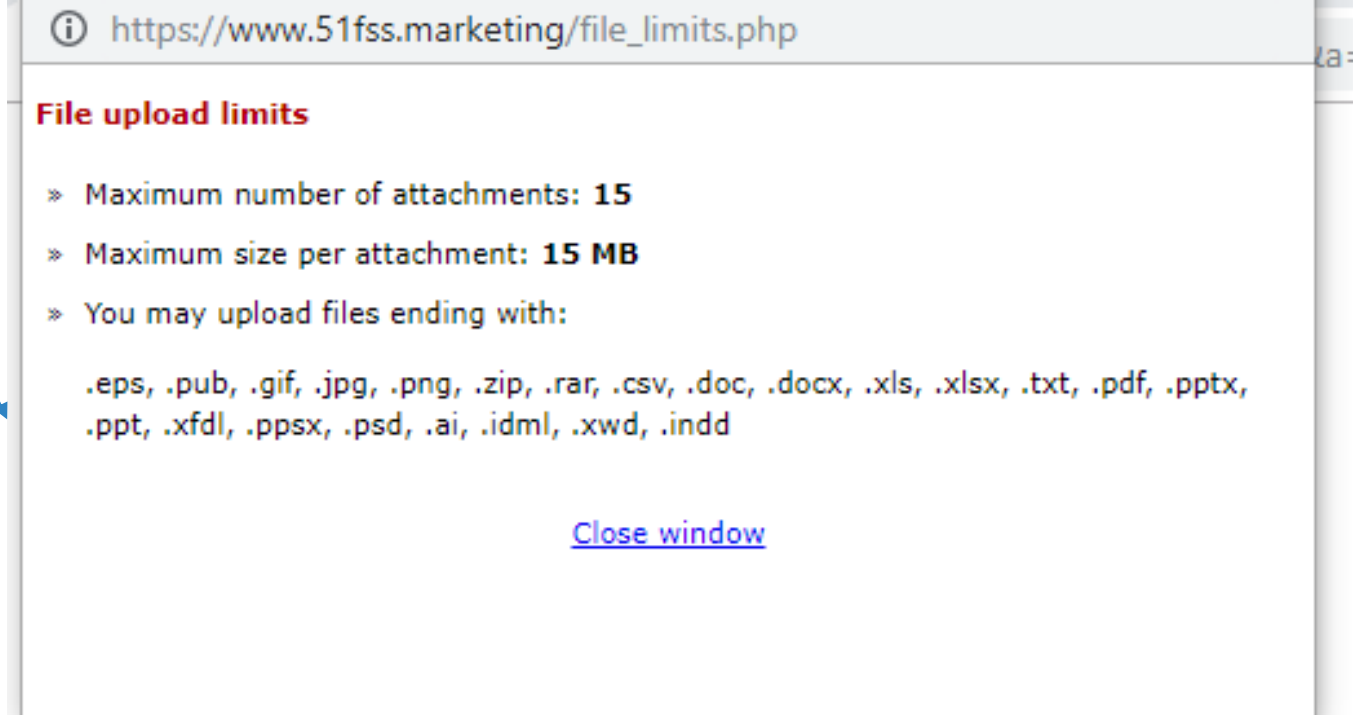
Attachments :



July Magazine input 2019 (ODR).docx
34.4 KB
100%

+ Add File

File upload limits



https://www.51fss.marketing/file_limits.php

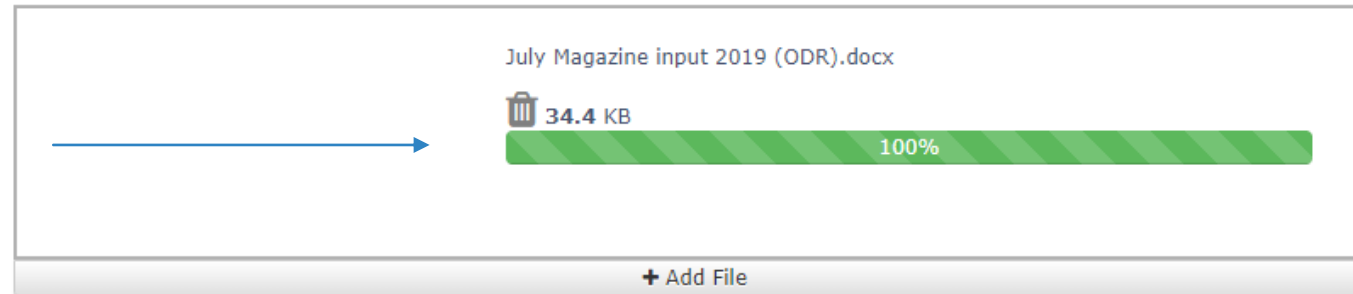
File upload limits

- » Maximum number of attachments: **15**
- » Maximum size per attachment: **15 MB**
- » You may upload files ending with:
.eps, .pub, .gif, .jpg, .png, .zip, .rar, .csv, .doc, .docx, .xls, .xlsx, .txt, .pdf, .pptx, .ppt, .xfl, .ppsx, .psd, .ai, .idml, .xwd, .indd

[Close window](#)

How to Submit a Marketing Request

Attachments :

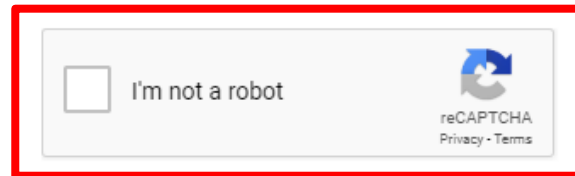


July Magazine input 2019 (ODR).docx
34.4 KB
100%

+ Add File

File upload limits

SPAM Prevention: *



I'm not a robot

reCAPTCHA
Privacy - Terms

Ensure you check the box "I'm not a robot"

Before submitting please make sure of the following

- All necessary information has been filled out.
- All information is correct and error-free.
- If this request is not submitted by an FSS facility; I understand this is a fee based service.

We have:

- 132.61.176.129 recorded as your IP Address
- recorded the time of your submission

Submit ticket

How to Submit a Marketing Request

Attachments :

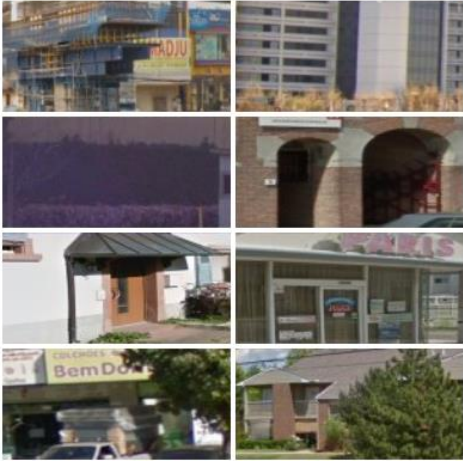
July Magazine input 2019 (ODR).docx
34.4 KB
100%

+ Add File

File upload limits

Select correct images

Select all images with a store front




of the following
filled out.
-free.
an FSS facility; I understand this is a fee based service.

IP Address
ion

Submit ticket

VERIFY



How to Submit a Marketing Request

Attachments :

July Magazine input 2019 (ODR).docx
34.4 KB
100%

+ Add File

File upload limits

SPAM Prevention: *

I'm not a robot

reCAPTCHA
Privacy - Terms

Before submitting please make sure of the following

- All necessary information has been filled out.
- All information is correct and error-free.
- If this request is not submitted by an FSS facility; I understand this is a fee based service.

We have:

- 132.61.176.129 recorded as your IP Address
- recorded the time of your submission

Submit ticket

Then, click "Submit Ticket"

How to Submit a Marketing Request

Marketing Department [Home](#) [Ticket](#) [Contact Webmaster](#) [Sponsorship Request](#) [After Action Report](#) [Marketing Request](#)

The Marketing Department - 51st Force Support Squadron / [Marketing Department](#) / [Tracking ID sent](#)

Success: Ticket submitted

Your ticket has been successfully submitted! Ticket ID: **DB8-GSA-H6TH**

No confirmation email?
We sent a confirmation message to your email address. If you do not receive it within a few minutes, please check your Junk, Bulk or Spam folders. Mark the message as **Not SPAM** to avoid problems receiving our correspondence in the future.

[View your ticket](#)



Save your Ticket ID!

You can track your ticket by searching for the email address of the facility, by facility name, by the tracking code emailed to you after submission.

How to Submit a Marketing Request

Marketing Department [Home](#) [Ticket](#) [Contact Webmaster](#) [Sponsorship Request](#) [After Action Report](#) [Marketing Request](#)

The Marketing Department - 51st Force Support Squadron / Marketing Department / Tracking ID sent

Success: Ticket submitted

Your ticket has been successfully submitted! Ticket ID: **DB8-GSA-H6TH**

No confirmation email?
We sent a confirmation message to your email address. If you do not receive it within a few minutes, please check your Junk, Bulk or Spam folders. Mark the message as **Not SPAM** to avoid problems receiving our correspondence in the future.

[View your ticket](#)



CHECK YOUR JUNK - CLICK NOT JUNK !!!

It is a good idea to write this down or print it.

Save your Tracking confirmation emails. This tracking ID is also the easiest way to search for tickets, whether past, current, open or closed.

How to Submit a Marketing Request

Marketing Department [Home](#) [Ticket](#) [Contact Webmaster](#) [Sponsorship Request](#) [After Action Report](#) [Marketing Request](#)

The Marketing Department - 51st Force Support Squadron / Marketing Department / Tracking ID sent

Success: Ticket submitted

Your ticket has been successfully submitted! Ticket ID: **DB8-GSA-H6TH**

No confirmation email?

We sent a confirmation message to your email address. If you do not receive it within a few minutes, please check your Junk, Bulk or Spam folders. Mark the message as **Not SPAM** to avoid problems receiving our correspondence in the future.

[View your ticket](#)



Click "View your ticket" to view submitted ticket

Make Changes to Request

View ticket: DB8-GSA-H6TH (Ticket number: 292)

R4R Banner Refresh this page			
Created: 12-Jun-2019 1:29pm		Updated: 12-Jun-2019 1:29pm	
STATUS	LAST REPLIER	FACILITY	REPLIES
New	Kevin Dorn	Outdoor Recreation	0

Add reply

Message : *

Attachments :

Drag files here or click the 'Add File' button below to select files to upload.

+ Add File

File upload limits

Submit reply

ALL CHANGES MUST BE SUBMITTED THROUGH THE SYSTEM. NO EMAILS SENT DIRECTLY TO MARKETING. NO PHONE CALLS.

Submit changes here

Add any additional attachments here

Click "Submit reply" to send revisions

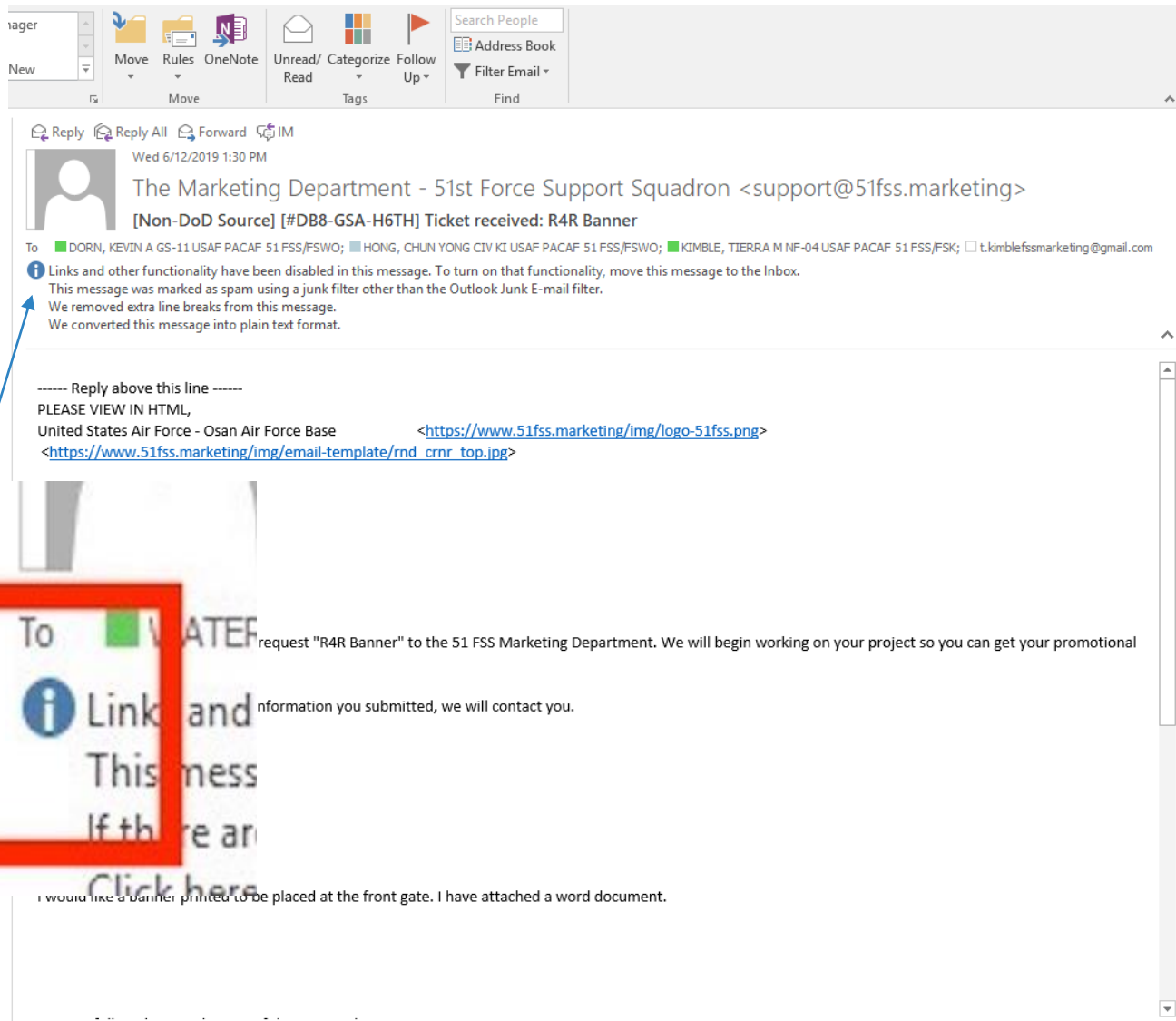
Remove Future Emails From Junk Folder

The screenshot shows the Microsoft Outlook interface. On the left, the navigation pane lists folders for 'tierra.kimble.1@us.af.mil', including 'Inbox 4', 'Drafts [1]', 'Sent Items', 'Deleted Items 286', 'Archive', 'Conversation History', 'Junk E-Mail [1]', 'Outbox', 'RSS Feeds', 'Search Folders', 'Groups', 'Kimble', 'Deleted Items 3339', 'Sent', 'Search Folders', 'Sent Emails', 'Sent (2) 9', 'Deleted Items', and 'Search Folders'. The 'Junk E-Mail [1]' folder is highlighted with a red box, and a blue arrow points from it to a text box. The main window shows an email from 'The Marketing Department - 51st Force Support Squadron <support@51fss.marketing>' with the subject '[Non-DoD Source] [#DB8-GSA-H6TH] Ticket received: R4R Banner'. The email content includes a warning about disabled links and functionality, a request for a reply, and a thank you message for submitting a work request. The tracking ID is DB8-GSA-H6TH.

Can't find your confirmation email?
Check your spam/junk folder

NIPR Computer Issue

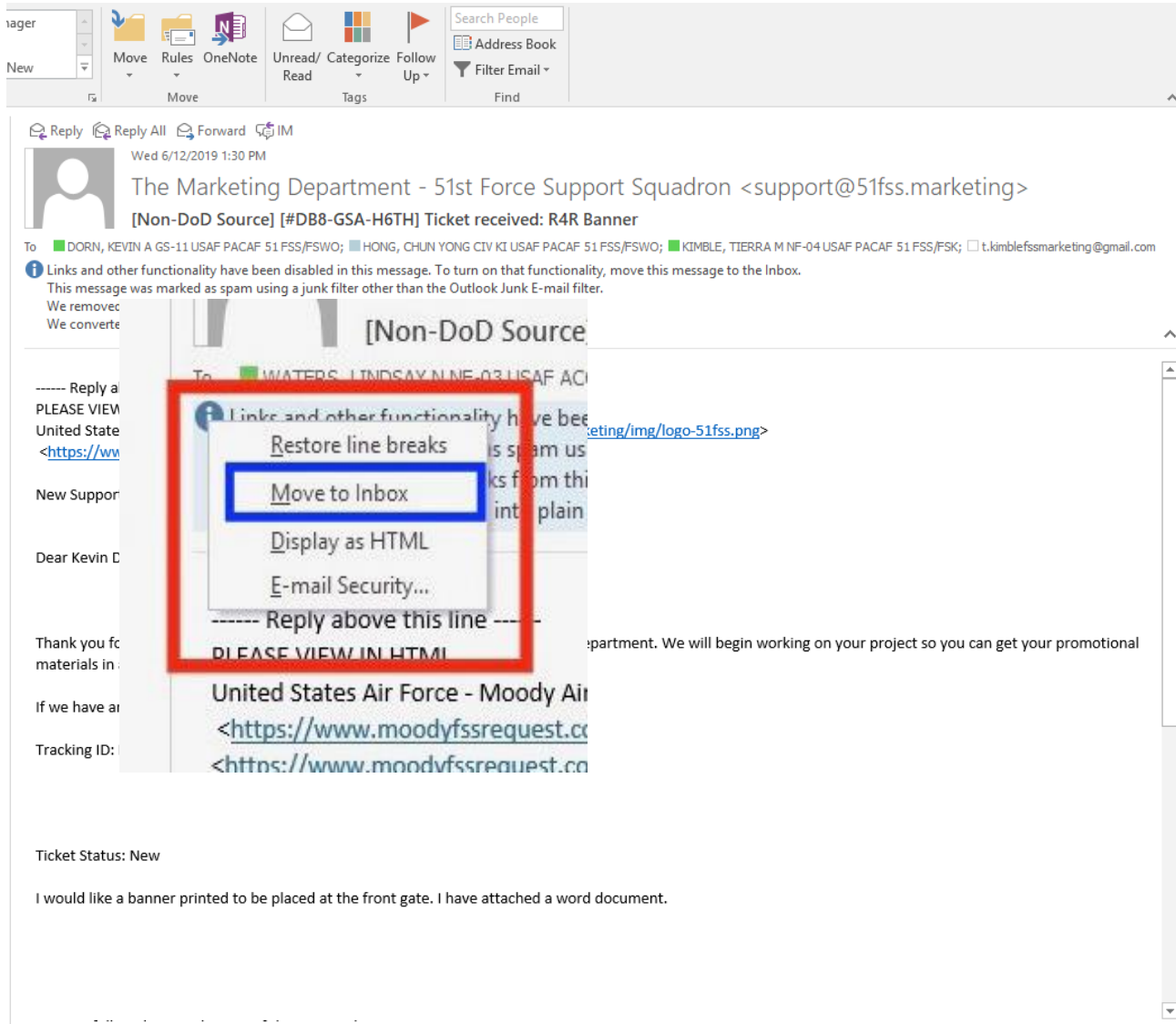
Remove Future Emails From Junk Folder



Find the “i” blue circle icon located at the top of the email near the subject line.

Click this icon.

Remove Future Emails From Junk Folder



A drop-down menu will appear as seen in the image to the left.

Click “Move to Inbox”

Remove Future Emails From Junk Folder



Wed 6/12/2019 1:30 PM
The Marketing Department - 51st Force Support Squadron <support@51fss.marketing>
[Non-DoD Source] [#DB8-GSA-H6TH] Ticket received: R4R Banner

To: DORN, KEVIN A GS-11 USAF PACAF 51 FSS/FSWO; HONG, CHUN YONG CIV KI USAF PACAF 51 FSS/FSWO; KIMBLE, TIERRA M NF-04 USAF PACAF 51 FSS/FSK; t.kimblefssmarketi

Download Pictures
Change Automatic Download Settings...
Add Sender to Safe Senders List
Add the Domain @51fss.marketing to Safe Senders List
View in Browser

----- Reply above this line -----

PLEASE VIEW IN HTML.
United States Air Force - Osan Air Force Base

New Support Request

Dear Kevin Dorn,

Thank you for submitting a work request "R4R Banner" to the 51 FSS Marketing Department. We will begin working on your project so you can get your promotional materials in a timely manner.

If we have any questions on the information you submitted, we will contact you.

Tracking ID: DB8-GSA-H6TH

Ticket Status: New

I would like a banner printed to be placed at the front gate. I have attached a word document.

You can follow the actual status of this request here:

[Actual Status / History](#)

Once the email has been moved to your inbox, then, click on the “i” blue circle icon again.

Another drop-down menu will appear as seen in the image to the left.

In the drop down menu you will choose the option, “ Add Sender to Safe Sender List.”

Remove Future Emails From Junk Folder


Reply Reply All Forward IM
Wed 6/12/2019 1:30 PM
The Marketing Department - 51st Force Support Squadron <support@51fss.marketing>
[Non-DoD Source] [#DB8-GSA-H6TH] Ticket received: R4R Banner

To: DORN, KEVIN A GS-11 USAF PACAF 51 FSS/FSWO; HONG, CHUN YONG CIV KI USAF PACAF 51 FSS/FSWO; KIMBLE, TIERRA M NF-04 USAF PACAF 51 FSS/FSK; t.kimblefssmarketing@gmail.com

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

July-Magazine-input-2019-ODR.docx
34 KB

Microsoft Outlook

 The sender of the selected message has been added to your Safe Senders List.

Don't show this message again

OK

Support Request

Dear Kevin Dorn,

Thank you for submitting a work request "R4R Banner" to the 51 FSS Marketing Department. We will begin working on your project so you can get your promotional materials in a timely manner.

If we have any questions on the information you submitted, we will contact you.

Tracking ID: DB8-GSA-H6TH

Ticket Status: New

I would like a banner printed to be placed at the front gate. I have attached a word document.

You can follow the actual status of this request here:

[Actual Status / History](#)


When the pop-up box generates, click "Don't show this message again." (As seen in the image to the left)





All emails regarding the ticketing system will show in your inbox for easier access.


Confirmation Email


Reply Reply All Forward IM

Wed 6/12/2019 1:30 PM


 The Marketing Department - 51st Force Support Squadron <support@51fss.marketing>
[Non-DoD Source] [#DB8-GSA-H6TH] Ticket received: R4R Banner

To:  DORN, KEVIN A GS-11 USAF PACAF 51 FSS/FSWO;  HONG, CHUN YONG CIV KI USAF PACAF 51 FSS/FSWO;  KIMBLE, TIERRA M NF-04 USAF PACAF 51 FSS/FSK;  t.kimblefssmarketing@gmail.com

 If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

 July-Magazine-input-2019-ODR.docx
34 KB

PLEASE VIEW IN HTML,
United States Air Force - Osan Air Force Base

 Right-click or tap and hold here to download pictures. T...

New Support Request

Dear Kevin Dorn,

Thank you for submitting a work request "R4R Banner" to the 51 FSS Marketing Department. We will begin working on your project so you can get your promotional materials in a timely manner.

If we have any questions on the information you submitted, we will contact you.

Tracking ID: DB8-GSA-H6TH

Ticket Status: New

I would like a banner printed to be placed at the front gate. I have attached a word document.

You can follow the actual status of this request here:

Actual Status / History

<https://www.51fss.marketing/ticket.php?track=DB8-GSA-H6TH&Refresh=79398>

View in HTML

In the confirmation email you have the ticket tracking ID as well as a link to view any changes or replies to your ticket.

Again ensure to keep this information for tracking purposes

Proofing Process

Reply Reply All Forward IM

Thu 6/13/2019 1:20 PM



The Marketing Department - 51st Force Support Squadron <support@51fss.marketing>

[Non-DoD Source] [#DB8-GSA-H6TH] New reply to: R4R Banner

To: DORN, KEVIN A GS-11 USAF PACAF 51 FSS/FSWO; HONG, CHUN YONG CIV KI USAF PACAF 51 FSS/FSWO; KIMBLE, TIERRA M NF-04 USAF PACAF 51 FSS/FSK; t.kimblefssmarketing@gmail.com

If there are problems with how this message is displayed, click here to view it in a web browser.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

LibertyGolf_2018.jpg
708 KB

----- Reply above this line -----

PLEASE VIEW IN HTML,
United States Air Force - Osan Air Base

Right-click or tap and hold here to download pictures. T...

New Reply By Marketing

Dear Kevin Dorn,

Marketing has updated the work request with the subject "R4R Banner".

Tracking ID: DB8-GSA-H6TH

Ticket Status: Waiting reply

please approval

Thanks,

Mr. Sang Uk Yi

Visual Media Specialist
51st Force Support Squadron
DSN: 315-784-5609/8061
COMM: 031-661-5609/8061

Customer will receive email from the system with the proof attached.

Proofing Process

The screenshot shows the Outlook interface with a list of messages on the left and a preview of an image attachment on the right. The message list includes:

- YOU, YONG H NF-04 USAF PACAF ... RE: Sponsorship on Super Smash Bros Tour... Thank you . Ma'am 1:25 PM
- The Marketing Department - 51st ... [Non-DoD Source] [#DB8-GSA-H6TH] New re... ----- Reply above this line ----- PLEASE VIEW 1:21 PM
- YOU, YONG H NF-04 USAF PACAF ... Sponsorship on Super Smash Bros Touram... Ma'am The Community Center hosting 1:14 PM
- Marketing Magazine Documents - July Ms. Yi.docx Marketing 1:08 PM
- COLON, BENITO JR SMSgt USAF P... RE: ITEMS TO BE REPURPOSED 12:56 PM
- SMITH, CAROLYN S GS-12 USAF P... RE: ITEMS TO BE REPURPOSED SMSgt Colon, I want all the scanners. I have 12:39 PM
- COLON, BENITO JR SMSgt USAF P... RE: ITEMS TO BE REPURPOSED Good afternoon FSS leaders! 12:37 PM
- CHOI, DUCK Y CIV USAF PACAF 51... Member's Only Dollar Day Breakfast Tierra, 12:29 PM
- 51 FW/PA INVITE// 51 FW Change of Command Mustangs, Please join us Tuesday, 18 June at 12:26 PM
- BETZ, DEBORAH A CMSgt USAF P... FW: June Job Shadow Opportunities T, A1C Thompson (CC'd above) from the Post 11:35 AM
- Marketing Magazine Documents - Jul_EClub 19.docx Marketing 11:21 AM
- GARCIA, KATHERINE M NF-03 US... RE: Ticket Test Oh my goodness! I forgot to check junk mail 11:11 AM

The image attachment is titled "LibertyGolf_2018.jpg" (708 KB) and shows a promotional poster for the "LIBERTY FEST GOLF TOURNAMENT". The poster features the Statue of Liberty and text including:

- LIBERTY FEST GOLF TOURNAMENT**
- Thursday, 4 July**
- Two Shotgun Starts: 0730 & 1300
- Format: 4-Person Rider Cup Format
- Free to all SOFA Status assigned to Osan AB!
- Free: green fee, carts, snack, free lunch or dinner! Gifts & prizes!
- Sign up at The Lakes at Osan Pro Shop, or call 784-4128 for more information.
- Sponsored by LGU+ (The Lakes at Osan)
- NO FEDERAL ENDORSEMENT OF SPONSORS IMPLIED OR INTENDED
- For more information, call 784-4128 or www.51fss.com

Customer will view proof.

Proofing Process

Pop Out ✕ Discard

The following recipient is outside your organization: **The Marketing Department - 51st Force Support Squadron** ✕

From: tierra.kimble.1@us.af.mil

To: The Marketing Department - 51st Force Support Squadron <support@51fss.marketing>

Cc:


Subject: RE: [Non-DoD Source] [#DB8-GSA-H6TH] New reply to: R4R Banner

Looks great! Please print. 😊

From: The Marketing Department - 51st Force Support Squadron <support@51fss.marketing>
Sent: Thursday, June 13, 2019 1:20 PM
To: DORN, KEVIN A GS-11 USAF PACAF 51 FSS/FSWO <kevin.dorn@us.af.mil>; HONG, CHUN YONG CIV KI USAF PACAF 51 FSS/FSWO <chun_yong.hong.1.ki@us.af.mil>; KIMBLE, TIERRA M NF-04 USAF PACAF 51 FSS/FSK <tierra.kimble.1@us.af.mil>; t.kimblefssmarketing@gmail.com
Subject: [Non-DoD Source] [#DB8-GSA-H6TH] New reply to: R4R Banner

----- Reply above this line -----

PLEASE VIEW IN HTML,
United States Air Force - Osan Air Base

 The linked image cannot be displayed. The file may have been moved, renamed, or deleted. Verify that the link points to the correct file and location.

New Reply By Marketing

Dear Kevin Dorn,

Marketing has updated the work request with the subject "R4R Banner".

Tracking ID: DB8-GSA-H6TH

Ticket Status: Waiting reply

please approval

Thanks,

Activity Manager will response **directly to the ticket email** with any revisions or a confirmation that the proof is correct to print.

ALL CHANGES MUST BE SUBMITTED THROUGH THE SYSTEM. NO EMAILS SENT DIRECTLY TO MARKETING. NO PHONE CALLS.

Proofing Process

[#DB8-GSA-H6TH] New reply to: R4R Banner Inbox x



The Marketing Department - 51st Force Support Squadron
to kevin.dorn, chun_yong.hong.1.ki, tierra.kimble.1, me ▾

4:19 PM (6 minutes ago)

----- Reply above this line -----

PLEASE VIEW IN HTML,
United States Air Force - Osan Air Base



New Reply By Marketing

Dear Kevin Dorn,

Marketing has updated the work request with the subject "R4R Banner".

Tracking ID: DB8-GSA-H6TH

Ticket Status: Waiting reply

Dear Kevin Dorn,

Your marketing request has been completed and your materials are ready for pick up in Studio 51 in Bldg 937 Room 106.

Marketing Department
51st Force Support Squadron
DSN 784-5609 | (031) 661-8061
Office Hours: Mon - Fri 7:30 a.m. to 4:30 p.m.

Thank you,

Tierra Kimble

Marketing Director
51st Force Support Squadron
DSN: 315-784-5609/8061
COMM: 031-661-5609/8061

Activity Manager will receive an email once materials are ready for pick-up.

Ticket Complete

The screenshot shows an Outlook email window. The top ribbon includes 'Move', 'Rules', 'OneNote', 'Unread/Read', 'Categorize', 'Follow Up', 'Search People', 'Address Book', and 'Filter Email'. The email header shows it is from 'The Marketing Department - 51st Force Support Squadron <support@51fss.marketing>' with the subject '[Non-DoD Source] [#DB8-GSA-H6TH] Ticket closed/resolved'. The email body contains the following text:

PLEASE VIEW IN HTML.
United States Air Force - Osan Air Base

Work Request Completed

Dear Kevin Dorn,

If you have any further questions or concerns, please do not hesitate to contact us. Just simply reply to this message to RE-OPEN your ticket.

Tracking ID: DB8-GSA-H6TH

Ticket Status: Completed

I would like a banner printed to be placed at the front gate. I have attached a word document.

You can follow the actual status of this request here:

[Actual Status / History](#)

<https://www.51fss.marketing/ticket.php?track=DB8-GSA-H6TH&Refresh=74973>

The status 'Completed' and the 'Actual Status / History' link are highlighted with a red box in the original image.

At the bottom of the Outlook window, it says 'All folders are up to date. Connected to: Microsoft Exchange' and the system tray shows '1:47 PM 6/13/2019'.

When the ticket is closed out the Activity Manager will receive an email.

Retrieve Tracking IDs



Submit Marketing Request Ticket

Marketing requests are due three months prior to event date



Calendar

View FSS Events Calendar



Submit After Action Report

After Action Reports are due FIVE days after the event



Submit Large Scale Event Request Ticket

Large scale event requests must be submitted THREE MONTHS prior to the event date



View my open tickets

View tickets you submitted in the past



Submit Webmaster Request Ticket

Regular requests will be processed within 48 business hours. Emergency requests (<2 business days) will only be processed after approval by the Marketing Director.



Submit Sponsorship Request Ticket

Sponsorship requests are due FOUR months prior to event date



Submit Magazine Content Request Ticket

Magazine content submissions are due TWO MONTHS prior from the magazine publishing date

Click “View my open tickets”

Retrieve Tracking IDs

View my open tickets

Ticket tracking ID

View ticket

View my open tickets

Click "View my open tickets"



Retrieve Tracking IDs

View my open tickets

Ticket tracking ID

GQY-9J2-MXRA

View ticket

[View my open tickets](#)

Please enter your **Email address** and we will send you a list with open tickets and your tracking ID right away:

Your Email , Flight Chief Email

katherine.garcia.5@us.af.mil

- Send me only open tickets
- Send me all my tickets

Send me my tracking ID

Type in your email associated with your ticket IDs

Retrieve Tracking IDs

View my open tickets

Ticket tracking ID

GQY-9J2-MXRA

View ticket

[View my open tickets](#)

Please enter your **Email address** and we will send you a list with open tickets and your tracking ID right away:

Your Email , Flight Chief Email

katherine.garcia.5@us.af.mil

- Send me only open tickets
- Send me all my tickets

Send me my tracking ID

Select one of the following options “Send me only open tickets” or “Send me all my tickets”

Retrieve Tracking IDs

View my open tickets

Ticket tracking ID

GQY-9J2-MXRA

View ticket

[View my open tickets](#)

Please enter your **Email address** and we will send you a list with open tickets and your tracking ID right away:

Your Email , Flight Chief Email

katherine.garcia.5@us.af.mil

Send me only open tickets

Send me all my tickets

Send me my tracking ID


Click "Send me my tracking ID" to retrieve your ticket ID which will be sent to your email


Rush Orders

View ticket


Ticket tracking ID:

View ticket

 **Submit Marketing Request Ticket**
Marketing requests are due three months prior to event date


 **Calendar**
View FSS Events Calendar

 **Submit Magazine Content Request Ticket**
Magazine content submissions are due TWO MONTHS prior from the magazine publishing date

 **View my open tickets**
View tickets you submitted in the past

 **Submit Webmaster Request Ticket**
Regular requests will be processed within 48 business hours. Emergency requests (<2 business days) will only be processed after approval by the Marketing Director.

 **Submit After Action Report**
After Action Reports are due FIVE days after the event

 **Submit Sponsorship Request Ticket**
Sponsorship requests are due FOUR months prior to event date

Click "Submit Marketing Request Ticket"

Rush Orders

Please choose your facility or most applicable

Rush Order ▾

Click to continue

Select "Rush Order"

Rush Orders

Marketing Department

Home

Ticket

Knowledgebase

Contact Webmaster

Sponsorship Request

After Action Report

Marketing Request

The Marketing Department - 51st Force Support Squadron / Marketing Department / Submit a Ticket

Please choose your facility or most applicable

Rush Order

Click to continue

Click the “Click to continue” button

Rush Orders

The form is exactly the same as the other Marketing Request form except the following options:

Marketing Director Approved?

Rush Date Required

General Information

POC Name *

POC Name

Please enter your name

Your Email , Flight Chief Email *

Your Email , Flight Chief Email

Direct Phone Number *

784-4007

Marketing Director Approved? *

Please select

Has this marketing request been approved by the Marketing Director?

Rush Date Required *

Rush Orders

Marketing Director Approved? *

Please select

Has this marketing request been approved by the Marketing Director?

Marketing Director Approved? *

Please select

Please select

Yes, It has been approved

No, It has NOT been approved

Rush Date Required *

Activity Manager must contact Marketing Director via phone or email for approval of rush orders.

Marketing Director can be can be contacted via email at tierra.kimble.1@us.af.mil or phone DSN 784-5609 or COM 031-661-5609/8061.