

Request for Orders (RFO) and Line of Accounting (LOA) Authorization Process: Soldiers must receive orders from their State in order to perform a new casualty mission, in addition, traditional M-Day Soldiers must receive approved LOA from ARNG

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
1	Determine Soldier's status?	All Soldiers receiving CNO/CAO Training need to receive travel orders. If Soldier is traditional M-Day, Soldier needs to receive duty (pay and entitlement orders) orders for CNO/CAO duties and training. Tasking CAC will pay for CNO/CAO duties.				Traditional M-Day Soldiers receive payment and travel orders, while Title 32 AGR/Title 10 will only receive travel orders. All Soldiers receiving DA mandated casualty certification training must complete this whole process.
2	Receive approved orders from State	Traditional M-Day Soldier receives approved orders from the State Orders Publishing Authority.				This process varies State by State.
3	Access Full Time Support Management Control System (FTSMCS) website	State Casualty Operations Manager or designated personnel opens a new webpage and enters the FTSMCS website, https://ftsmcs.ngb.army.mil/ .				Designated personnel is determined by State policy.
4	Click on "CAC Login" (FTSMCS)	State Casualty Operations Manager or designated personnel clicks on "CAC Login" on the FTSMCS module row.			FTSMCS	Designated personnel is determined by State policy.
5	Click on "Casualty Assistance" (FTSMCS)	State Casualty Operations Manager or designated personnel clicks on "Casualty Assistance" on the left hand side of the page.			FTSMCS	Designated personnel is determined by State policy.
6	Click on "ADOS" (FTSMCS)	State Casualty Operations Manager or designated personnel clicks on "ADOS" under 'Request' on the left hand side of the page.			FTSMCS	Designated personnel is determined by State policy.

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7	Click on "Add" (FTSMCS)	State Casualty Operations Manager or designated personnel clicks on "Add" to add a new Request for Orders (RFO).			FTSMCS	Designated personnel is determined by State policy.
8	Enter SSN (FTSMCS)	State Casualty Operations Manager or designated personnel enters Soldier's SSN located on the left hand side of the page.			FTSMCS	Designated personnel is determined by State policy.
9	Click on "Search" (FTSMCS)	State Casualty Operations Manager or designated personnel clicks on "Search" located on the left hand side of the page.			FTSMCS	Designated personnel is determined by State policy.
10	Input data into appropriate fields (FTSMCS)	State Casualty Operations Manager or designated personnel enters the zip code, selects the type of orders, and enters the start and end date of the mission. In the comments block, State Casualty Operations Manager or designated personnel enters the tasking Casualty Assistance Center (CAC) and CAC POC. Casualty Operations Manager or designated personnel uploads all pertinent documents to justify the Line of Accounting (LOA) authorization request.		DA Form 1156	FTSMCS	<p>Pertinent documents may include: DA Form 1156 (Casualty Feeder Form), Serious Incident Report (SIR), and CAC instructions to State.</p> <p>In cases where request for LOA pertains to training, input one request for LOA and include comment on total number of participants to be attending.</p> <p>State orders need to be emailed to ARNG-Casualty Operations NCOIC as soon as possible.</p> <p>Designated personnel is determined by State policy.</p>

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11	Click on "Save" (FTSMCS)	State Casualty Operations Manager or designated personnel clicks on "Save" to submit LOA authorization request to ARNG-Casualty Operations NCOIC for approval.			FTSMCS	Designated personnel is determined by State policy.
12	Review LOA authorization request (FTSMCS)	ARNG-Casualty Operations NCOIC reviews the LOA authorization request.			FTSMCS	ARNG-Survivor Services Branch Personnel may also perform this step.
13	Approve LOA authorization request?	LOA authorization request must be approved by ARNG-Casualty Operations NCOIC in FTSMCS for the Soldier to perform a new mission. Additionally, ARNG-Casualty Operations NCOIC confirms that it was a reportable casualty.				ARNG-Survivor Services Branch Personnel may also perform this step.
14	Select "Disapprove" (FTSMCS)	If the LOA authorization is denied, ARNG-Casualty Operations NCOIC selects "Disapprove" in FTSMCS. State Casualty Operations Manager or designated personnel receives an automatic email notification stating the LOA authorization request was disapproved. The comments box indicates why the request was disapproved.			FTSMCS	ARNG-Survivor Services Branch Personnel may also perform this step. Designated personnel is determined by State policy.
15	Select "Approve" (FTSMCS)	If the LOA authorization is approved, ARNG-Casualty Operations NCOIC selects "Approve" in FTSMCS.			FTSMCS	ARNG-Survivor Services Branch Personnel may also perform this step.
16	Receive approved LOA request (FTSMCS)	State Casualty Operations Manager or designated personnel receives an automatic email notification stating the LOA authorization request was approved.			FTSMCS	Designated personnel is determined by State policy.

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17	Publish orders	State Orders Publishing Authority publishes orders for new mission/training.		DD Form 1610		<p>This process varies State by State.</p> <p>Tasking CAC publishes travel orders on DD Form 1610 (Request and Authorization for TDY Travel of DoD Personnel).</p>
18	Receive orders	Soldier receives their orders.				This process varies State by State.