

**Attachment 1**  
**Information Welcome Packet**  
(Current as of 14 September 2020)

**TRAFFIC MANAGEMENT**

- Household Goods Delivery Information
  - For Household Goods tracking and delivery arrangements, contact Transportation Service Provider (TSP) listed the top of your Government Bill of lading or through email traffic received throughout your move process.
  - Your required delivery date can vary with each type and weight of shipment. If shipment does not arrive by your Required Delivery Date please contact our JPPSO inbound 907-552-2708 for further assistance.
    - Contact Quality Assurance if you have problems or need assistance during delivery at [qa.jppso@us.af.mil](mailto:qa.jppso@us.af.mil); 907-552-4002 or 907-229-7022/4482.
- General COVID Information
  - Service/DoD personnel are encouraged to review and follow the State of Alaska (<https://covid19.alaska.gov/faq/>) and USTRANSCOM guidance ([www.move.mil](http://www.move.mil)) when looking to schedule a delivery and/or preparing for a Household Goods (HHGs) shipment.
  - Local HHGs agents are applying a combination of Alaska and Anchorage guidance to ensure a safe working environment upon arrival to the member's residence (on or off base) to conduct HHGs delivery/pick up.
  - Personnel should use discretion when arranging HHGs delivery/pick up within 14-days of return/arrival to Alaska. If the member has not completed the 14-day self-quarantine and/or does not have a COVID test result, local agents may defer delivery/pick up until the quarantine is complete, unless other measures are possibly arranged to ensure the safety of companies' employees as well as our service/DoD members.
    - **\*\* Masks and/or face coverings are required for all family members and moving company employees during delivery\*\***
- Personally Procured Moves (PPM)
  - Vouchers/receipts (orders, weight tickets, DD 2278, DD1351-2 and Expense Sheet) can be provided virtually by emailing [edftravel@us.af.mil](mailto:edftravel@us.af.mil) or calling Elmendorf Travel Center at 552-5242/1797/1798 or Ft. Richardson Travel Center at 384-1814/1813/1763.
- Claims
  - The Notice of Loss and Damage Form must be filed in DPS through [www.move.mil](http://www.move.mil) or with your TSP NLT 75 days after the date your household goods are delivered
  - Your Actual Claim must be filed in DPS within 9 months after delivery to receive Full-Replacement-Value (FRV)

- POVs
  - o Refer to [www.pcsmypov.com](http://www.pcsmypov.com) for status/estimated arrival
  - o Arrange for pickup from the Anchorage VPC
    - 300 LaTouche St, Anchorage AK
    - M-F 0800-1600 by appointment only (907-277-1020)

## **LODGING**

Inbound personnel staying in base lodging should remain in their room as much as possible during the 14-day ROM. The room will be stocked with 14 days of linen and amenities. Currently, base lodging is not accepting any space available reservations, even from Alaska residents. Please contact our Lodging front desk for more information, at 907-552-2454.

Until dormitory rooms are available, new airmen are authorized to utilize TLA at base lodging under the following ROEs:

- CES Unaccompanied Housing Office will provide airmen a non-availability letter.
- FSS Lodging will allow airmen, even First Duty Station airmen without a Government Travel Card (GTC), to reside in lodging until a dorm room becomes available. Upon checkout, lodging will provide the airman without a GTC an outstanding balance receipt to take to CPTS. Prior to visiting CPTS, the member must complete the attached PCS advance document (DD Form 2560). Members complete sections 1, 6, 13, and 14. Commanders complete sections 15-22.
- CPTS will utilize the outstanding balance receipt and completed DD Form 2560 to process a PCS advance for airmen to settle their outstanding lodging bill. Advances normally process within 2-3 business days.
- After the lodging balance is paid in full, airmen will need to take the zero balance receipt to CES Unaccompanied Housing Office to process their TLA reimbursement.

## **SCHOOLS**

School Liaison Officers: Adele Daniels and Holly Warners (907-384-1505/7500)

For Anchorage and JBER schools, please visit the Anchorage School District (ASD) website ([www.asdk12.org](http://www.asdk12.org)) for more information on the Back to School Start Plan, COVID updates, and links to learning options.

For Matanuska-Susitna schools, visit the MSBSD homepage ([www.matsuk12.us](http://www.matsuk12.us)) for School information, COVID updates, and District news.

## **CHILDCARE**

JBER's Child Development Centers (CDCs) and School Age Care Programs (SACs) are still open and accepting new children as space becomes available. JBER follows the same procedures as other installations, and those looking for care should sign up on [www.militarychildcare.com](http://www.militarychildcare.com). JBER is currently providing care for children of dual-military couples, single military parents, C&Y Direct Care Employees, and case-by-case exceptions

based on staff availability. The Youth Centers, along with instructional classes and sports, are closed at this time. We also have an active Family Childcare (FCC) program and are always looking for new providers! We encourage you to visit [www.JBERLife.com](http://www.JBERLife.com) or join the “JBER CYP” group on Facebook for more information.

## **FOOD**

IAW JBER COVID-19 Installation Policy Memorandum dated 17 Aug 20, domestic travelers from outside of Alaska may not enter any storefronts on the installation for 14 days upon entering the state. This memorandum lists all available meal options on the installation during the mandatory ROM period.

- Drive-thru dining is available through Burger King (building 9, JBER-Richardson, building 1830, JBER-Elmendorf) and Taco Bell (building 560, JBER-Richardson). Delivery is available through Domino's Pizza (907-337-3377 or [www.dominos.com](http://www.dominos.com)).
- Ground support meals are available through the Iditarod Dining Facility (JBER-Elmendorf). Ground support meals must be ordered a minimum of three hours in advance, but may be available sooner dependent on customer demand. Orders can be placed by calling DSN 315-552-3114 or COMM 907-552-3114. All ground support meals cost \$5.50 regardless of meal choice and must be paid for with cash at the time of receipt of each meal. Customers may pick up their meals from rear entrance of the Iditarod without entering the building. Face masks are required.

## **LENDING LOCKER**

- Located in Military & Family Readiness Center--Army Community Service, Bldg 600 to check-out items while waiting for household goods. Contact information: 907-384-1517

## **HOUSING**

- It is recommended that inbound personnel, who wish to reside on base, submit a housing application as early as possible to Aurora Military Housing. Contact the Housing Office at 907-552-4439 for any questions or concerns.
- Temporary furnishings are available for personnel in a housing unit and waiting for HHGs to arrive. Contact Tunista at 907-552-2740 or 907-384-7887 to arrange temporary furnishings.

### **IN-PROCESSING (Air Force Personnel Only)**

- All inbound personnel are encouraged to reach out to their unit, through their assigned sponsor, for installation contact information prior to arrival, while also ensuring the unit has their personal contact information
- Notify Unit Commander's Support Staff (CSS) upon arrival in the local area and coordinate unit specific instructions for information required and coordinate safe hand-off of paperwork (i.e. sponsor drop off/pick-up in front of lodging room)
- Upon arrival, personnel should work with their units to determine Restriction of Movement (ROM) requirements. During the first 14 days, if personnel or dependents develop symptoms of COVID-19, they should contact the 673 MDG at 907-580-2778, option 1. Installation COVID guidance is posted on JBER's webpage at <https://www.jber.jb.mil/Coronavirus/>
- Unit CSS will schedule Day 1 True-North consolidated in-processing after ROM is complete. Consolidated processing is a one-stop shop for the following (not all inclusive):
  - o Finance Voucher, Medical (TriCare), AtHoc registration, Housing, TMO, and IPE

### **FINANCE (Air Force Personnel Only)**

Comptroller Service Portal is online as of 14 Sep and is ready to support AF personnel assigned to JBER. You can access the service here: <https://usaf.dps.mil/teams/SAFFMCSP/portal>. The system provides Airmen a one stop shop for all customer service related items and is available 24 hours a day.

673 CPTS continuously updates travel entitlements on the 673d CPTS SharePoint (<https://jber.eis.pacaf.af.mil/673ABW/CPTS/FMF/Customer%20Service/Forms/AllItems.aspx>). Please refer to the "PCS Entitlement" briefing for the most up to date information.

- Temporary Lodging Allowances (TLA)
  - o Authorized an initial 30 days of lodging/per diem (quarantine days are included).
  - o The Housing Office is the approving authority for additional days if needed.
  - o Airmen without the Government Travel Card (GTC) are entitled to Base Pay Advances to cover the lodging expense until TLA is reimbursed.
- COVID-19 Testing Reimbursement
  - o Per the Defense Travel Management Office, COVID-19 testing is reimbursable only when required for OCONUS travel (Alaska is considered OCONUS), and only when the testing cannot be obtained (at no cost) through a Federal dispensary.
  - o Only the cost of the testing is reimbursable. The cost of the office visit, travel to the office visit, or other associated costs are NOT reimbursable. The traveler is required to provide a line-item receipt to show the total cost breakdown with break out of the test only cost.