

Information Welcome Packet

(Current as of 23 June 2021)

TRAFFIC MANAGEMENT

- Household Goods Delivery Information
 - o For Household Goods (HHGs) tracking and delivery arrangements, contact the Transportation Service Provider (TSP) listed the top of your Government Bill of lading or through email traffic received throughout your move process.
 - o Your required delivery date can vary with each type and weight of shipment. If shipment does not arrive by your Required Delivery Date (RDD) please contact our JPPSO inbound (907)552-4366 for further assistance.
 - o Contact Quality Assurance if you have problems or need assistance during delivery at qa.jppso@us.af.mil; (907)552-4002 or (907)229-7022/4482.
- General COVID Information
 - o Service/DoD personnel are encouraged to review and follow the State of Alaska (<https://covid19.alaska.gov/faq/>) and USTRANSCOM guidance (www.move.mil) when looking to schedule a delivery and/or preparing for a HHGs shipment.
 - o 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.
 - **** Masks and/or face coverings are required for all unvaccinated family members and moving company employees during delivery****
- Personally Procured Moves (PPM)
 - o Vouchers/receipts (orders, weight tickets, DD 2278, DD1351-2 and Expense Sheet) can be provided virtually by emailing edftravel@us.af.mil or calling Elmendorf Travel Center at (907)552-5242/1797/1798 or Ft. Richardson Travel Center at (907)384-1814/1813/1763.
- Claims
 - o The Notice of Loss and Damage Form must be filed in DPS through 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 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

Unvaccinated inbound personnel from international travel staying in lodging both on and off the installation should remain in their room as much as possible during the 10-day Restriction of Movement (ROM). On-base lodging will be stocked with 10 days of linen and amenities. Currently, base lodging is now accepting any space available reservations, to include Alaska residents. Please contact our Lodging front desk for more information, at (907)552-2454.

Until dormitory rooms are available, new Airmen/Guardians are authorized to utilize Temporary Lodging Allowance (TLA) at base lodging under the following ROEs:

- 673 CEG Unaccompanied Housing Office will provide Airmen/Guardians a non-availability letter
- 673 FSS Lodging will allow Airmen/Guardians, including First Duty Station Airmen/Guardians without a Government Travel Card (GTC), to reside in lodging until a dorm room becomes available. Upon checkout, lodging will provide the Airman/Guardian without a GTC an outstanding balance receipt to take to the 673d Comptroller Squadron (CPTS). Prior to visiting the 673 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
- 673 CPTS will utilize the outstanding balance receipt and completed DD Form 2560 to process a PCS advance for Airmen/Guardians to settle their outstanding lodging bill. Advances normally process within 2-3 business days.
- After the lodging balance is paid in full, Airmen/Guardians will need to take the zero balance receipt to 673 CEG 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) for more information on the Back to School Start Plan, COVID-19 updates, and links to learning options.

For Matanuska-Susitna schools, visit the MSBSD homepage (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 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. 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 sports, are open at this time. Instructional classes remain closed. We also have an active Family Childcare (FCC) program and are always looking for new providers! We encourage you to visit www.JBERLife.com or join the "JBER CYP" group on Facebook for more information.

FOOD

IAW JBER COVID-19 Installation Policy Memorandum dated 14 Jun 21, unvaccinated travelers who have returned from international travel may not enter any storefronts on the installation for 10 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.
- 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 over 50 ground meals must be placed 24-48 hours in advance. Orders can be placed by calling DSN (317)552-3114 or COMM (907)552-3114. All ground support meals cost \$6.00 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 for unvaccinated personnel.

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)384-7485

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 Aurora Military Housing at (907)753-1023. 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. Members must contact Government Housing at (907)551-4439 prior to get approved for loaner furniture. Contact Tunista at (907)552-2740 or (907)384-7887 to arrange temporary furnishings.

IN-PROCESSING (Department of the 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) within 24 hours 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 ROM requirements. If personnel or dependents develop symptoms of COVID-19, they should contact the 673 MDG at (907)580-2778, option 1. Installation COVID-19 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 (if applicable). Consolidated processing is a one-stop shop for the following (not all inclusive): Finance Voucher, Medical (TriCare), AtHoc registration, Housing, TMO, IPE, etc.

FINANCE (Department of the Air Force Personnel Only)

Comptroller Service Portal is online as of 14 Sep 21 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/Guardians 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 673 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/Guardians without the 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.