AGENT CARD PROGRAM GUIDELINES

The Agents' Card Program is a Services based program designed to extend Commissary, Exchange benefits and pharmacy pick-up to an authorized person when the military member is unable to be physically present to purchase goods for themselves or their dependents. In AFI 34-262 paragraph 3.2, gives the installation commander the right to extend use of facilities to an agent of an authorized user but the guidelines are, at best, vague and vary from base to base.

Guidelines the Customer Service Section follow to manage the Agents' Card program:

-There are two types of Agent Cards:
--Accompanying Agent – member or dependent is able to accompany the Agent
--Designated Agent - member or dependent must be unable to accompany the Agent
Ex: handicap, incapacitated
-Duration of Agent Cards based on provided documentation (Doctors letters, Orders, Power of Attorney)

Issue of any Agent Card

--Authorized ID card holder needs to be present or a doctor's statement describing the circumstances of the member's incapacitation is required
--Documentation/memorandum must be on official letterhead and state the extent of the member's disability and the expected time-frame of incapacitation
--Member and Agent are advised to maintain the letter until expiration of Agent card
--Current documentation may be needed to reissue an Agent card upon expiration

--Official orders for a military member
--Agent Card will only be issued for the time stated on the orders
--This scenario would apply to single-parents or military members married to military when both are TDY/deployed
--Power of Attorney
--Issue an Agent Card for stated privileges in effect under a Power of Attorney only through the expiration date on the document.
--Private Agencies (Example: Nursing home, Assisted Living Communities, etc)
--Documentation from the authorized ID card holder must state the circumstances, if a member of an agency is to have access to base facilities.
--The signature has to be notarized on the provided documentation
--Agents Cards will only be issued to a specific caregiver for a limited amount of time
--Current documentation upon reissue of expired Agent Card
--In the case of divorce
--Agent Card made be issued to the custodial parent, if that parent does not have the Commissary or Base Exchange privileges
--Agent Card will not be designated for a child who has attained the age of 16.Upon the age of 16, the dependent child is entitled by AFI to shop on their own behalf.

-Note: In case of extenuating circumstances, with proper documentation, the NCOIC of Customer Service will make the final determinations as to eligibility for an Agent Card.

Fleming, Julianna M TSgt USAF ACC 55 FSS/FSMPM

From: Vaughn, Emily B SSgt USAF ACC 55 MSS/MPE-DPMPS
Sent: Thursday, April 03, 2008 10:06 AM
To: Fleming, Julianna M TSgt USAF ACC 55 MSS/MPE
Cc: Carter, Corinne L SSgt USAF ACC 55 MSS/MPE
Subject: FW: AGENT CARD PROGRAM GUIDELINES JUL 05

Ma'am,
Email for the Agent Card program as requested. Thank you so much for your assistance in advance.

v/r SSgt Vaughn

-----Original Message-----
From: Hunke, Bernard C MSgt USAF ACC 55 MSS/MPE
Sent: Friday, March 07, 2008 10:07 AM
To: Vaughn, Emily B SSgt USAF ACC 55 MSS/MPE
Subject: FW: AGENT CARD PROGRAM GUIDELINES JUL 05

-----Original Message-----
From: Price Miranda M SSgt 55 MSS/DPMPS
Sent: Friday, March 23, 2007 9:57 AM
To: Wilson Kevin R AB 55 MSS/DPMPS; Makela Michael J AB 55 MSS/DPMPS; Jenniges Cassandra A SrA 55 MSS/DPMPS; Bloom Jennifer L TSgt 55 MSS/DPMA; Bryant Turquoise N A1C 55 MSS/DPMPS; Santiago Ana C Amn 55 MSS/DPMPS; Bradley Melissa D A1C 55 MSS/DPMPS; Hunke Bernard C MSgt 55 MSS/DPMP
Subject: AGENT CARD PROGRAM GUIDELINES JUL 05

AGENT CARD PROGRAM GUIDELINES

The Agents' Card Program is a Services based program designed to extend Commissary, Exchange benefits, and pharmacy pick-up to an authorized person when the military member is unable to be physically present to purchase goods. In AFI 34-262, para 3.2, gives the installation commander the right to extend use of facilities to an agent of an authorized user but the guidelines are, at best, vague and vary from base to base.

Guidelines the Customer Service Section follow to manage the Agents' Card program:

- There are two types of Agent Cards

  -- Accompanying Agent - member is able to accompany the Agent

  -- Designated Agent - member must be unable to accompany the Agent in order to issue the "Designated

     Agent" card

- Duration of Agent Cards base on provided documentation (Doctors letter, Orders, Power of Attorney, etc)

  -- 1 month, 6-weeks, 6-months, 1-year

Documentation for issuance of an Agent Card

- Authorized ID card holder needs to be present or the Agent must present a doctor's statement describing the circumstances of the member's incapacitation is required

-- Documentation/memorandum must be on official letterhead and state the extent of the member's disability

and expected time-frame of incapacitation

--- Member and Agent are advised to maintain the letter until expiration of Agent Card

--- Current along with any new documentation may be needed to reissue an Agent Card upon expiration

Commissary/Base Exchange

- The installation commander can extend use of these facilities to an agent in an authorized user, when the user is not capable of shopping (usually up to a year). Services organizations document the authorizations using a letter of appointment. Base Exchange and Commissary have policies in place for Agents to follow

Pharmacy

- Agents are allowed to pick up prescriptions from the pharmacy on base with the members actual ID card or a copy

Circumstances for issuance of an Agent Card

- Official orders for a military member

-- Agent Card will only be issued for the time stated on the orders

-- This scenario would apply to Single-parents, military members married to military when both are

TDY/deployed

- Power of Attorney

-- Issue an Agent Card for stated privileges in effect under a Power of Attorney only through the expiration

date on the document

- Private Agencies (Example: Nursing Home, Assisted Living communities, etc)

-- Documentation from the authorized ID card holder must state the circumstances if a member of an agency is

to have access to base facilities

--- The signature has to be notarized on the provide documentation

--- Agents' Card will only be issued to a specific caregiver for a limited period of time

--- Current documentation upon reissue of expired Agent Card

- In the case of divorce

-- Agent Card may be issued to the custodial parent, if that parent does not have Commissary or Base

Exchange privileges

--- Agent Card will not be designated for a child who has attained the age of 16

--- Upon the age of 16, member is entitled by AFI to shop on their own behalf

Note: In case of extenuating circumstances, with proper documentation, the NCOIC of Customer Service will make final determinations as to eligibility for an Agent Card

Chapter 3

USE ELIGIBILITY

3.1. Program Eligibility and Use Priority. Attachment 2 provides general eligibility and use priority for Services programs. In addition, some programs have more restrictive eligibility or differing priorities, which are listed in the following AFIs:

AFI 34-239, *Food Service Management Program*, for dining facilities and flight kitchens.

AFI 34-242, Air Force Mortuary Affairs Program, for mortuary services.

AFI 34-246 for lodging and transient lodging facilities.

AFI 34-248, Air Force Child Development Program, for child development centers and family day care programs.

3.1.1. The base Services organization uses the eligibility and use priority information contained in **Attachment 2**, and the AFIs listed above, to help develop local policies and market strategies.

3.1.1.1. Eligibility information helps determine the target market for programs and helps ensure market strategies focus programs towards appropriate groups.

3.1.1.2. Priority use policies are most important during periods when demand exceeds supply, and when reservations (such as golf course tee times) are needed to ration access.

3.1.2. Guests have the same priority as their sponsors who must accompany them and be responsible for their conduct. Installation commanders approve local rules governing the number of guests permitted and the frequency of use at specific facilities. Guest participation should not inhibit use by eligible customers.

3.1.3. Community agreements may be established with local governments for use of similar Category A and B Services MWR activities when it is in the best interest of the Air Force and when the provisions of such agreements are otherwise in compliance with applicable laws and regulations. These agreements must be approved by SECAF. When existing Category C activities have capacity excess to authorized patron requirements, SECAF may grant waivers for local community use on a case-by-case basis. Authorized patrons are in **Attachment 2**.

3.2. Use of AAFES and Commissary facilities. AFJI 34-210, *Army and Air Force Exchanges Services (AAFES) Operating Policies*, and DoD 1330.17-R, *Armed Services Commissary Regulations,* April 1987, with Change 1, provide eligibility and use priority information for these facilities.

3.2.1. The installation commander can extend use of these facilities to an agent of an authorized user, when the user is not capable of shopping (usually up to a year). Services organizations document the authorization using a letter of appointment. (Refer to the AFJI and DoD regulation listed above for appropriate circumstances for extending privileges to an agent.)

3.3. Suspension, Termination, and Denial of Privileges. Patronage privileges can be suspended, terminated, or denied by the installation commander for cause. Personnel will be notified by letter. Abuses for which privileges may be suspended or terminated include, but are not limited to, the following:

3.3.1. Using Services facilities to make or repair items for personal gain.