

## **FREQUENTLY ASKED QUESTIONS (FAQs)**

1. Does Andersen AFB honor “Trusted Traveler” Program processes?
  - No, Andersen AFB does not utilize the “Trusted Traveler” Program
2. Who can escort guests onto the installation?
  - Active Duty, Guard, Reserve, Retirees, and their Dependents (18 y/o and older)
  - Service-Connected Veterans and Veterans Health Information Card (VHIC) Holders
3. How many people can I escort onto the installation?
  - Active Duty, Guard, Reserve, Retirees, and their Spouses (7)
  - Service-Connected Veterans/Veterans Health Information Card (VHIC) Holders (7)
  - Active Civilian Employees (7)
  - Landowners (7)
4. Which documents are accepted for installation access requests?
  - Real ID’s/Enhanced ID
  - Passports
  - Drivers Licenses/State ID with a copy of your Birth Certificate
  - Green Card
  - Naturalization Certificate
5. What do I need if I am sponsoring a foreign national?
  - Copy of their Passport
  - Leisure Foreign Visitor Request
6. How long do visitor requests or contracts take to get approved?
  - All passes will take up to 5-7 business
7. How early should I submit my visitor requests or contracts? Why?
  - We recommend submitting all items at least 2 weeks prior to start date
  - To prevent further delays
8. What if I want to Sponsor one more than 7 people at once?
  - Fill out a Special Event Pass Application
  - Fill out the Interstate Identification Index Log
  - Provide photocopies of each guest’s Acceptable form of ID

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9. What if my guests stay is longer than 3 days?
  - Fill out a Special Purpose Pass application
  - Provide a photocopies of your guests ID
10. Can my guest shop at the BX and Commissary?
  - No, they cannot.
11. What if my guest lands on the island after office hours and is staying on base?
  - Go to the Pass and ID office and let them know of the situation beforehand to create a Special Purpose Pass Application.
12. What forms can I sent over email and why?
  - We only accept Special Purpose Passes, Weekend Work requests, and BARs for companies located off island
  - Why? Limited resources and catch mistakes spot on
  - To avoid miscommunication over email
13. Is the VCC opened on the weekend?
  - The VCC is opened on Saturdays 0800-1100 [LUNCH] 1200-1600.
  - Saturdays are only for regular base passes
  - No contractors on Saturdays
14. How old do you have to be to get a pass?
  - 16 or older
  - Children 15 and under do not need a visitors pass
15. What happens if I leave my guest on base?
  - If your guest is left alone on base without an unescorted pass it will result in a sponsorship violation and your sponsorship privileges will be provoked.

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18. Who can sponsor guests onto Andersen and how many at once?

- Active Duty, Guard, Reserve, and Retirees and their spouses = 7
- Service-Connected Veterans/Veteran's Health Information Card (VHIC) holders = 7 \*\*\***Must register at each installation to gain access**\*\*\*
- Active Civilian Employees (CAC Card Holders Only and no spouses) = 7

19. What should I do if my brand-new CAC/Military ID isn't working at the gate?

- It usually takes 24 hours for new IDs to get into the system. Get a stamp from MPF stating that you just got a new ID.
- If you still cannot get access onto the base within a week, contact MPF at 366-4812

20. Are there any other methods to escort my guests onto the installation after the VCC closes?

- Yes, we have two methods to meet your installation access needs
- The Pass and ID Office (adjacent to main gate)

21. Where can I get the appropriate form and information for all my installation access needs?

- Scan the QR Code below (**NOTE: Ensure all information is typed out on each form. ONLY Landowners are exempt from this and are allowed to turn-in handwritten III Logs.**)

