

**28 JUNE 1999**

**Security**



**AGENT CARDS FOR COMMISSARY AND BASE  
EXCHANGE PRIVILEGES**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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OPR: 375 SFS/SFOXI (SSgt Eddy)

Certified by: 375 SFS/SFO  
(Capt William C. Cannon, Jr.)

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This instruction establishes the procedures for determining eligibility and issuing of SAFB Form 10, **Commissary-Exchange Entry/Purchase Authorization**, for the Commissary and Base Exchange; applies to all personnel authorized access to the Commissary and/or Base Exchange.

**SUMMARY OF REVISIONS**

Updated to add guidelines for the issuance of designated agent card, paragraph **2.4**.

**1. General.** The SAFB Form 10 is used to allow otherwise ineligible persons to assist active duty, retired, dependent, or authorized veteran personnel with their shopping in the Commissary and/or Base Exchange. The requester is the person who needs assistance shopping. The agent is the person who will be assisting the requester.

**2. Eligibility.** While each case must be reviewed individually, the following is a basic guideline for determining eligibility:

2.1. Active duty personnel with TDY or unaccompanied PCS orders. Single parents or military married to military, may have an adult with a power of attorney for dependent children issued an agent card for the period of TDY (minimum 30-day period) or PCS, not to exceed 2 years. If PCS extends beyond 2 years, a new card may be issued providing the power of attorney is still current. These cards will be marked "designated agent."

2.2. Dependent Children. A nonmilitary custodial parent with no authorization to shop in the Commissary or Base Exchange can be issued an agent card. Individual must have proof of custody, power of attorney/child's birth certificate, marriage license (if parent has been remarried and the child's last name is different then the parent getting the agent card), and a copy of the divorce decree or other

legal documentation that states the requester has legal custody and shows a court signature or seal). In situations where the military member is in the process of a divorce, the child's identification (ID) card will have both commissary and BX privileges. Once the divorce is final, the sponsor will retrieve the nonmilitary parent ID card for turn in, bring the final divorce decree, and take the children to the nearest Defense Enrollment Eligibility Reporting System (DEERS) office for issue of new ID cards. Normally, the child's ID card will have BX and no Commissary privileges. Be aware that some dependent children will not have Commissary privileges because the military member may normally have primary custody of dependent. These cards will be marked "designated agent." An agent card will not be authorized once a dependent child has reached his or her eighteenth birthday, unless there is a medical reason. If there is a medical reason for continuing the agent, then the requirements of paragraph 2.4. apply.

2.3. Children Born Out of Wedlock. In the case of a dependent child whose birth parents have not married and who is living with the nonmilitary parent, the following documents are required:

2.3.1. Child's ID card.

2.3.2. Child's birth certificate.

2.3.3. Parent's marriage certificate if the child's name is different than the parent or the parent's birth certificate if the parent's name is different than what is listed on the child's birth certificate. These cards will be marked "designated agent."

2.4. Persons with a Medical Disability. If a person with a medical disability requires assistance with his or her shopping, a letter signed by the physician is required (**Attachment 1**). This letter will give the reason for the required assistance (i.e., visually impaired, recent surgery or permanent disability, etc.) and the expected duration of the patient's disability. If the doctor's letter states assistance, this means the sponsor and agent need to be together to do the shopping and the agent card will be marked "accompany patron." If the disability is permanent, the physician should state this fact on his or her letter. A legible handwritten note on a prescription pad is acceptable; however, a typed letter is preferred, to include the doctor's phone number. The agent card may be issued for a maximum of 2 years, but will be based upon the duration of the disability. If permanently disabled, the agent card will be issued for 2 years. These cards will be marked "designated agent." (The agent is the only one that needs to be present to do the shopping.) The following rules will apply:

2.4.1. The requester and agent must come together for the agent card. (**Exception:** If the requester is bedridden, the agent needs to have either a power of attorney or other legal notarized documentation stating this fact.)

2.4.2. The requester, military member, needs to present his or her military ID card.

2.4.3. The requester may choose up to two people to be an agent.

2.4.4. The doctor's letter is only good for 2 years. Once the 2 years is up, a revised doctor's letter is required and the whole process will need to be accomplished again.

2.4.5. The agent will need to bring some type of photo identification and, if a vehicle pass is required, the agent will need to bring the following:

2.4.5.1. Drivers license.

2.4.5.2. Current vehicle registration.

2.4.5.3. Current proof of insurance for each vehicle.

2.5. Foreign Exchange Students. Military families are eligible and authorized to sponsor foreign exchange students. These students live with the military families for approximately 1-year; however, they are not afforded the same privileges that foster children are authorized. To assist the sponsor in making the student feel part of the family, an agent card may be issued. The military member will need to bring his or her military ID card and student, along with visa or passport, and the documentation signed by the student's parents that authorizes the military member a power of attorney. These cards will be marked "accompany patron."

**3. Proper Identification.** Before issuing an agent card ensure that:

3.1. The person who is receiving an agent card has a picture ID card, social security number or passport number, if a foreign national. A state drivers license is preferred, but not required. Ensure the ID card or driver's license has not expired.

3.2. The requester has a current military ID card, i.e., DD Form 2 (RET), **United States Uniformed Services Identification Card Stock (Retired)** or a DD Form 2 (ACT), **Armed Forces of the United States-Geneva Convention Identification Card , (Active)**; and DD Form 1173, **Uniformed Services Identification and Privilege Card**, for dependents.

**4. Justification.** Justification for an agent card can be:

4.1. PCS/TDY orders with a power of attorney for guardianship.

4.2. A copy of the medical letter or statement from the requester's doctor that clearly states whether assistance or designation is needed.

4.3. A divorce decree that clearly states nonmilitary parent is the primary custodial parent. For file purposes only, 375 SFS/SFOXI will keep a copy of first page, which shows custody of the children and signature page.

**5. Issuing SAFB Form 10:**

5.1. All information on the agent card can be either handwritten or typed. Items 1-5 are self-explanatory. Item 6 should be name of requester and/or sponsor's name, rank, branch of service, and social security number. Item 7 should be squadron, year, and control number, i.e., 375 SFS 99-001. Item 8 is the agent's signature. Item 9 is the squadron's address. Item 10 is the issuing authority's signature within 375 SFS/SFOXI.

5.2. Once the card is complete, including signatures, make a copy of the agent card, all identification cards, and the supporting documentation. Information will be entered into the computer database as soon as possible.

5.3. Before the agent and requester leave the office, ensure both understand the program and what can and cannot be purchased. Express the fact that liquor and cigarettes are not part of the authorized purchases. Have the agent sign a copy of the privilege letter (**Attachment 2**) and give them a copy to keep. Keep the original copy for file.

5.4. No more than two agents per requester will be authorized. If a new agent is required, the old card must be returned.

**6. Renewal of Cards.** To renew an agent card, paragraphs 3. and 4. still apply. Ensure the justification, i.e., power of attorney has not expired. Medical statements must be renewed every 2 years. If a person comes in for a renewal card without proper justification, they may be given a temporary card not to exceed 30 days (one time only). Inform them of what will be needed to receive a card for 1 or 2 years. When issuing the temporary card, the agent has to be present with the proper ID as specified in paragraph 3. Agent cards will not be issued or renewed through the mail.

**7. Lost or Stolen Agent Cards.** In the event of a lost or stolen agent card, send a letter of the incident to the Base Exchange, Commissary, and the Security Forces. Include in the notification the agent card control number, expiration date, names of the requester and the agent. Also include when the card was reported as lost or stolen and by whom.

**8. Commissary and Exchange Responsibilities.** To ensure requester and their agents comply with the guidelines and requirements of the Agent Card Program, the Commissary and Exchange Managers will direct cashiers to check for expiration dates of agent cards, whether it is for unlimited or limited privileges, if they are authorized as a designated agent or accompany patron. When an agent accompanies the requester, they should go through the line together. If the agent has violated any of the above requirements, the agent card will be confiscated and returned to 375 SFS/SFOXI. If the violation warrants, detain the sponsor and agent and contact the Security Forces.

**9. Sponsor Casualties.** Casualty Affairs will send copies of printouts showing deceased retirees and their dependents to the 375 SFS/SFOXI. This listing will be used to check for agent cards that have been issued to assist these sponsors. If a match is found, a letter will be sent to the agent requesting that they return the agent card to the 375 SFS/SFOXI. In accordance with paragraph 7., a letter identifying these former agents, will be sent to the Commissary, Exchange and Security Forces by Casualty Affairs.

**10. Form Prescribed: SAFB Form 10.**

BARRY R. J. CHEYNE, Major, USAF  
Chief, Security Forces

**Attachment 1**

**SAMPLE--DOCTORS LETTER**

(Current date)

MEMORANDUM FOR 375 SFS/SFOXI

201 West Winters St

Scott AFB IL 62225-5361

FROM: 375 MDOS/SGOL (Enter Requesting Physician's Organization and Office Symbol)

SUBJECT: Request for (Accompanied or Unaccompanied) Commissary and Base Exchange Privileges on Behalf of (First, MI, Last Name of Military Beneficiary) (Sponsor's SSN: 000-00-0000)

**A1.1.** (First and last name of military beneficiary) suffers from (state medical condition/disability be specific). If medical condition is temporary, please state. This is a temporary condition and is expected to last approximately (enter number of months). If permanent medical condition, please state. This is a permanent condition—improvement is not expected. Please allow (agent's first and last name—may designate a maximum of two individuals to serve as agents) to be a designated agent and do the shopping for him or her or to be an accompanied patron to assist with his or her shopping.

**A1.2.** If you have any questions or concerns, please contact me at the physician's telephone number and extension. Thank you.

Requesting Physician's First and Last Name, Rank, USAF, MC

Family Practice Physician (Title)

**Attachment 2**

**PRIVILEGES LETTER--THE AGENT CARD PROGRAM**

**A2.1.** As an agent, you are authorized to make purchases for (or accompany) the requester to the Base Exchange and/or Commissary. When requested, you agree to show additional identification.

**A2.2.** You and the requester are advised that established federal laws and regulations govern purchases made in all military exchanges and commissaries. You are authorized to make purchases for the personal use of the requester. Failure to comply will necessitate suspension of the agent card and possibly the requester's privileges, then legal action will be taken.

**A2.3.** You are prohibited from purchasing goods for the purpose of any resale, exchanging purchased goods with unauthorized personnel, or transferring purchases to unauthorized personnel. Please use these goods for your own personal use. Even if the requester uses these items, alcohol and tobacco products cannot be purchased by "designated agents." "Designated agents" who accompany patrons may assist the requester to purchase these items.

**A2.4.** If your status as an agent changes, you must surrender your card by either reporting in person, Monday through Friday, to Building 1970, Room 102, between the hours of 0800-1500, or by mailing the agent card to 375 SFS/SFOXI, 201 West Winters St., Scott AFB IL 62225. Applications for the renewal of the agent card require a personal visit to this office. Please bring required supporting documentation to justify the request. A renewal for unaccompanied dependent children must have a current power of attorney. A renewal for medical reasons must have a new physician's statement every 2 years. If you have any additional questions concerning the agent cards, please contact us at (618) 256-2709.

**A2.5.** I understand and acknowledge the above instructions.

\_\_\_\_\_  
Agent Signature

\_\_\_\_\_  
Date