1. Can the person I sponsor shop at the commissary without the sponsor being present?

**No. Only those with commissary privileges (Active duty military, reserve/guard, veterans, retired military, dependents with a valid ID, etc.) are able to shop in the commissary. Guests should remain with their sponsors.**

1. How long can you make the long-term visitor pass for?

**Long term passes cannot extend one year.**

1. What are the procedures if my visitor comes after the welcome center closes?

**If a long term visitor request form is present and has been signed by the sponsor’s unit commander, the sponsor and the guest listed on the form can go to any gate to be processed and get a 24 hour pass until the visitor’s center opens the next morning. Then the sponsor and guest can come back to the welcome center, have the approved form signed and a pass can be extended for the dates approved.**

1. How can I become a Civic Leader or who can I speak to about the civic Leader Program?

**The Welcome Center only process’s approved Civic Leaders when they are given the approved paperwork. The initial process begins with Public Affairs Community Engagements. They can be contacted at 609-754-2104 for Public Affairs Main Office Line**

1. What are the commissary hours?

**Contact the base operator at (609) 754-1100**

1. How far in advance must I submit my Contractor/Visitor/Special Event request form?

**72 hours prior to the event or expected arrival of guests/contractors.**

**72 hours for less than 25 guests or 5 days for 25 or more on a special event request.**

1. How many people can be sponsored at a time?

**During COVID conditions, Unit Commanders/Directors approve and decide visitor limits**

1. Does my visitor have to drive in my car to get on base?

**No. If said visitor has a visitor’s pass, they may drive their own vehicle as long as their registration and insurance are current and valid.**

1. What documents must I bring to get my wife on base? (VHIC)

**Original marriage certificate and she must provide a valid form of identification (license, state ID, passport).**

1. What gates are opened and what are the times?

**All gates are open on a regular basis. McGuire, 68 and Browns Mills are open 24 hrs. Wrightstown gate opens at 0600 and closes at 2200. (Routine maintenance dates are posted through Public Affairs)**

1. What are the procedures for retirees who reside on base and want to have a visitor come to their residence on the installation?

**Retirees and residents living on base that do not work for a unit or function on the installation must fill out the long term visitor request form and submit it to the visitor’s center. That form will be routed up to EOC commander for approval or denial. The retiree/non-base affiliated resident will be contacted regarding approval or denial of request. Currently, retirees/non-base affiliated residents are only authorized to get 90 day passes for their guests. Longer requests are handled case by case.**

1. What procedures must I go through to have a special event on base?

**A sponsor requesting the event must contact the welcome center to obtain an Access Request Special Event form. Form must be filled out entirely and routed to their unit commander for approval before submitting the EAL back to the visitor center. Please ensure this is done at least 72 hours prior to the event and five days prior if the number of guests exceeds 25 guests.**

**Currently Base Commander approved for gatherings of 26 visitors or less to be approved by unit commanders. If the request is for 26-100 visitors Commanders in rank of 0-6 may approve the event. Anything exceeding 100 or more visitors must be approved by the Installation Commander.**

1. When are retirees and disabled veterans allowed on base?

**Retirees and disabled vets with a “service connected” (VHIC) Veteran Health Identification Card, are authorized 24 hour access to the installation. They may not bring guests who do not have a retiree ID as well. Care providers assisting Retirees or VHIC holders, must come with VA or Medical documentation**

1. Can I bring the long term and get my visitors passes without them being with me.

**No. Sponsors should provide the long term passes either in person or via email prior to guest’s arrival. Visitors must come to the welcome center to receive their pass.**

1. If the retiree accessing the base and cannot drive how do I get a pass to take them to the commissary?

**Care providers assisting Retirees or VHIC holders, must come with VA or Medical documentation to the welcome center to be approved and issued a pass.**

1. What are the procedures for getting movers onto a base? What if the movers aren’t in a commercial vehicle?

**If the move is related to a PCS (departing or arriving), and the movers are in a commercial vehicle, movers must go through the commercial gate located on Sailor’s Pond Road. If movers are in a POV, a copy of the sponsor’s orders must be provided at the visitor’s center when the movers arrive. Sponsor must be present. If not a PCS move, then additional movers are considered guests and must be approved by the sponsor’s commander on a visitor from request. (Sponsor should notify moving companies to ensure they all come in commercial vehicles).**

1. Where do commercial vehicles go?

**If on McGuire/Dix side, they must go through Checkpoint 9 located on Sailor’s Pond Road. If on Lakehurst, Checkpoint 10.**

1. Can I renew my golf ID, and sponsor people on the base to play golf?

**No. Currently, golf passes are not being issued and regular sponsorship has been revoked due to the pandemic. All visitors must be authorized access through a commander on JBMDL.**

1. Where do you update your CAC?

**DEERS in any of the personnel offices.**

1. How can I get on base for the credit union?

**The credit union representative/manager must provide an EAL to the visitor’s center with the guest’s information on it (name, DOB, SSN).**

1. Can we bring visitors and just get passes?

**No. All visitors must be authorized access through a commander on JBMDL. This can be achieved with a long term visitor request form.**

1. Will my car be towed if I leave it in the VCC parking lot over night?

**Yes. No vehicles are to be left in the VCC parking lot overnight.**

1. What forms of identification must I bring to get my background processed?

**If you are a U.S. citizen, a current and valid driver’s license, state ID, or passport. If you are not a U.S. citizen, a passport, visa, or permanent resident card must be present with a photo ID as well (passport alone is acceptable, or state ID/license and permanent resident card).**

1. Can I get my pass made before I am required to work on base?

**The Welcome Center can only issue a pass based on the approved dates of visitation or length covered in contractor paperwork submitted to the welcome center.**

1. Can someone drop off an EAL that did not digitally sign the EAL?

**Yes, but if a wet signature is provided, the sponsor must sign the form in from of a clerk at the visitor’s center and provide the DoD number on the form.**

1. Can I bring my firearm onto base?

**Personally owned weapons must be registered with the 87th Security Forces Armory if you are stationed at JB-MDL. Any further questions with regards to personally owned weapons for visitors, please contact the 87th Security Forces Armory at (609)-754-0715.**