51st Fighter Wing

Section 2
Osan Air Base Newcomers’ Information

OPR: 51 MSG/CCC, 784-5104
OCR: 51 FW/DS, 784-7442
Executive Summary

The following information provides information that all newly assigned members should have to manage expectations and set them up for success during their first 10 days at Osan Air Base.

COVID-19 mitigation measures vary widely based on location, and many members will find that measures required in the ROK are more restrictive than many locations. Members should prepare themselves to be in strictly enforced quarantine until released by their command team (length of quarantine depends on each individual’s vaccination status and COVID-19 test results).

This information packet should be provided to inbound personnel as soon as possible to allow them to prepare for their PCS or TDY to Osan AB. Unit Command Teams and sponsors should familiarize themselves with this information, as units are the primary source of information for inbound members.

Make contact with your sponsor as soon as possible to ensure you have up to date information on quarantine and arrival procedures. We recommend you establish multiple communication channels including phone, email, and messaging apps to ensure you can contact your sponsor while traveling.
COVID-19 Testing Requirements

All personnel in-bound to the Republic of Korea, including PCS travel, Leave and TDY, flying on Commercial Air or the Patriot Express require a negative COVID-19 PCR test result certificate dated within 72 hours prior to takeoff from the international departure point. Outbound personnel also require negative COVID-19 test results prior to travel. Effective 15 July 2021 COVID-19 testing will no longer be provided at Seattle Tacoma Airport to personnel traveling on the Patriot Express. Accepted tests vary depending on type of travel and type of flight. The Polymerase Chain Reaction (PCR) Test is the only test accepted by the Republic of Korea Government. Approved COVID-19 PCR tests include; Biofire/Cepheid, Abbott ID NOW, LAMP test PCR (DNA test), Nucleic Acid PCR, Real Time PCR (RT-PCR), Quantitative (real time) PCR, Real time fluorescent PCR, Amplified probe technique PCR, Rapid PCR, Isothermal PCR, and NAAT by PCR. **All Antigen/Antibody Tests are not approved for entry by the ROKG.**

**In-bound to the Republic of Korea:**
- Must hand carry the original negative PCR test lab report and at least 5 copies to immigrate to Korea. Results must say “NEGATIVE” or “Not Detected.”
- Must have personal identification documented on the PCR test certificate to match an ID such as DOB, DoD ID #, or Passport # — Not just traveler’s name.
- Must have PCR test results dated within 72 hours of their international leg (verify date/time on test result)—ensure layovers & delays are accounted for
- Must have a PCR test certificate in English and/or Hangul. If the result cannot be issued in these languages, personnel must get the test results translated, and then notarized at the ROK Embassy in their country of origin. A ROKG notarized certificate must be presented with the original PCR test result.
- Must submit their negative PCR test certificate to the quarantine authorities upon arrival in the ROK or the member will be denied entry to the country.

**Outbound from the Republic of Korea:**
- Personnel on a commercial flight for official travel & leave – negative PCR or Antigen test 3 days prior to takeoff for vaccinated members. Un-vaccinated members 2yrs & older must test NLT 24 hrs prior to takeoff.
- Personnel on a Patriot Express flight for official travel – negative PCR or Antigen test within 72 hours of the rotators departure for vaccinated members. Un-vaccinated members 2yrs & older must test NLT 24 hrs prior to takeoff.

**Passports Requirements**

Effective 1 October 2021, official travel must be conducted with a Special Issuance Passport (SIP). This requirement applies to command sponsored dependents and DoD civilian employees on government funded travel to Korea, Japan, and Germany. A No-Fee Regular Passport is a type of SIP and is what will apply to the majority of dependents and civilians arriving to and departing from the Republic of Korea on official travel.

As a temporary measure, a memorandum from a DoD Passport Agent stating that a SIP application was submitted prior to departure from the point of origin can be accepted along with a Regular Passport (Tourist). The memorandum must identify each applicant, date of submission, country of travel for PCS, TDY or TAD, and DoD VPAS ID. Official travel conducted with a Regular Passport (Tourist) with memorandum (in lieu of a SIP), will expire on 30 September 2021.

**Korea Electronic Travel Authorization**

Effective 1 September 2021, all dependents, DoD Civilians, and DoD Contractors must comply with Korean Electronic Authorization (K-ETA) requirements. Personnel requiring a K-ETA certificate must register and create an account at [https://www.k-eta.go.kr/](https://www.k-eta.go.kr/) A Korean address is required in the registration process. Personnel on official travel to Osan Air Base should use this address; Zip 17759, 55 Sinjang Ro, Pyeongtaek.

**CONTACT YOUR CHAIN OF COMMAND FOR ADDITIONAL GUIDANCE**

**THIS GUIDANCE IS SUBJECT TO CHANGE**
Arriving in the Republic of Korea
Personnel arriving at Incheon Airport are required to use contracted bus transportation provided by the Joint Personnel Processing Center. Contact the JPRC service desk located at:

- Terminal 1: At the end of Terminal 1, make a right when departing the baggage claim or a left when entering the passenger terminal
- Terminal 2 Gate A: Take a right when exiting Gate A, the JPRC desk is at the end
- Terminal 2 Gate B: Take a left when exiting Gate B, the JPRC desk is past the elevators on the left

Departing the Republic of Korea
Unless superseded by interim guidance, during HPCON A and HPCON B, individuals are authorized to use public transportation, POV, or 51 FSS ITT Shuttle for travel to Incheon or PCS, TDY, or leave. The 51 FSS ITT Shuttle will be available for personnel on official travel in all HPCONs.

Common Terms: Isolation, Quarantine, and Restriction of Movement
**Isolation:** For persons verified as positive for COVID-19 or medical quarantine for Person Under Investigation (PUI) pending COVID-19 test results. PUIs are individuals who become symptomatic from any status category and meet COVID-19 testing criteria utilized by 51 MDG. PUI status will be determined by 51 MDG pending COVID-19 test results.

**Quarantine:** Quarantine is used at Osan Air Base for personnel who have had close contact with a positive COVID-19 case or any international flight arrival via Incheon International Airport or Patriot Express.

**Restriction of Movement (ROM) to Quarters:** Applies to non-vaccinated personnel awaiting Day 10 test results, fully vaccinated personnel awaiting Day 1 test results or any other member told to ROM to prevent or diminish the transmission of a communicable disease. All inbound personnel arriving in the Republic of Korea on an international flight will ROM pending the required negative COVID-19 test results. Personnel will not leave their temporary lodging or residence, visit public areas on or off installation, or use public transportation, to include taxis, on or off installation, unless executing mission essential movement as described below.

- Anyone experiencing a medical emergency should go directly to the nearest emergency department
- Walking dogs
- Disposing of trash
- Washing and drying laundry
- Additional medical screening, if directed by 51 MDG
- Smoking cigarettes and vaping in designated smoking areas

Applies to fully vaccinated personnel with a negative Day 1 COVID-19 test. Personnel on must comply with Day 6 COVID-19 testing and track their health their quarantine cycle. Personnel on are authorized all activities on installation and the following mission essential activities off base.

- All duty activities including combined training on USFK and ROK MND installations
- Use of public transportation for mission essential activities
- Use of off-installation health, life and safety activities and services
- Purchasing food, clothing and essential needs (indoor malls and department stores are prohibited)
- Take-out, delivery and drive-thru from restaurants (sit-down dining is prohibited)
- Outdoor hiking, walking, biking, running (follow ROK rules for group sizes)

CONTACT YOUR CHAIN OF COMMAND FOR ADDITIONAL GUIDANCE
THIS GUIDANCE IS SUBJECT TO CHANGE
Osan Air Base

QUARANTINE PROCEDURES IN MILITARY FAMILY HOUSING AND DORMITORIES

Prelude
All personnel in-bound to the Republic of Korea, including PCS travel, Leave and TDY, flying on Commercial Air, Military Air, or the Patriot Express require a negative COVID-19 PCR test result certificate dated within 72 hours prior to takeoff. Quarantine is used at Osan Air Base for all international arrivals, as well as personnel who have had close contact with a positive COVID-19 case.

The 51 FW has approved the use of on base Military Family Housing and Permanent Party Dorms as a quarantine location for inbound arrivals.

Checklist
The following actions must be taken to minimize the potential spread of COVID-19 to

1) Members will not utilize elevators to reside in their quarantine location. Members must utilize staircases as identified by their facility manager.

2) Members must have a sign published onto their hallway door which identifies the presence of a quarantined member.

3) Units and Sponsors are responsible for ensuring food is delivered and other basic needs are met. Members in quarantine can utilize delivery services from AAFES concessionaires and FSS.

Restriction of Movement (ROM) to Quarters
Applies to non-vaccinated personnel awaiting Day 8 test results, fully vaccinated personnel awaiting Day 1 test results or any other member told to ROM to Quarters to prevent or diminish the transmission of a communicable disease. All inbound personnel arriving in the Republic of Korea on an international flight will ROM to Quarters pending the required negative COVID-19 test results. Personnel residing in MFH will not leave their temporary lodging or residence, visit public areas on or off installation, or use public transportation, to include taxis, on or off installation, unless executing mission essential movement as described below.

- Anyone experiencing a medical emergency should go directly to the nearest emergency department
- Walking dogs
- Disposing of trash
- Washing and drying laundry
- Additional medical screening, if directed by 51 MDG
- Smoking cigarettes and vaping in designated smoking area

CONTACT YOUR CHAIN OF COMMAND FOR ADDITIONAL GUIDANCE
### Packing List

**Must Bring**

- Basic toiletries
- Sock and underwear (7-day supply recommended)
- Comfortable clothes
- Snacks
- Leadership Contact Numbers
- Cash (recommend $250 to cover initial expenses)
- Face mask
- Childcare supplies (30 days recommended – if applicable)
- Medication
- Thermometer
- Towel (PCS only)
- Wash cloth or loofah (PCS Only)
- Blanket (PCS Only)
- Full-sized sheets (PCS Only)
- Pillow w/case (PCS Only)
- Note: Vacuum Seal linens to make them easier to pack

**Recommended**

- Knife/fork/spoon
- Microwavable cup
- Laundry detergent
- Games
- Electronic devices (Smartphone, game system, laptop, etc.)
- Books/reading material
- Phone with International calling
- Laptop with CAC reader

NOTE: Inbound members must coordinate with their sponsor to buy a Korean SIM card or set up WiFi in their room (prior to arrival). There is WiFi in lodging and the quarantine dorms, but further connectivity will need to be worked out with your sponsor/unit.
Telephone Dialing Instructions for Osan AB

From ROK commercial
To Local DSN
050-5XXX-XXXX
To US commercial #
001-1-(XXX)-XXX-XXXX
To ROK commercial #
XXX-XXXX-XXXX
To Non-US commercial #
001-(country code)-XXXX-XXXX

Calling from US commercial
To Local DSN
011-82-50-5XXX-XXXX
To ROK commercial (Typical format: 0XX-XXX-XXXX or 0XX-XXXX-XXXX)
011-82-XX-XXXX-XXXX (drop the first digit of the area code)
Osan AB Dorm Application
Access by hovering camera app over associated phone QR Code below and follow prompt to the Osan Dorm App.
MENTAL/SPRITUAL FITNESS

Chapel 784-5000
Chapel After-hours 784-7000
Local MFLC (Adult) 010-2599-2296
MFLC (Adult) 070-4732-5008
MFLC (Child/Youth) 070-4372-0453
Airman & Family Readiness Center 784-5440

MEDICAL

Appointment Line 784-3627
Mental Health/ADAPT 784-2148/2149
Public Health 784-2515
Family Advocacy 784-5010
Emergency Room 784-2500

EMERGENCY SERVICES

LE Desk (Police & Fire) 784-5515
OSI 784-1800/1852
Command Post 784-7000
SAPR Hotline 784-7272

ONLINE RESOURCES

Military One Source
https://militaryonesource.mil

Military OneSource connects you to programs, services and products such as Confidential Help, Military Life Cycle, Family & Relationships, Financial, Legal, and Health & Wellness

Calling from a Korean cell phone dial:
0505-784-xxxx

Download the “Osan Air Base” app for additional resources and information.

You are not in this alone.
Quarantine can add stress to an already stressful situation. Utilize these resources, your wingmen, family and friends, and your chain of command if you are feeling overwhelmed.
On-Line Classes!

STRESS MANAGEMENT WEDS 0930-1030
HTTPS://FBCH.ACMS.COM/OSANSTRESSGROUP/

HEALTHY THINKING WEDS 1030-1130
HTTPS://FBCH.ACMS.COM/OSANHTGROUP/

Join us!
CALL MENTAL HEALTH AT 0505-784-2148 for more info.

CLASSES ARE OPEN TO OSAN AB
ACTIVE DUTY AND ADULT
DEPENDENTS/CIVILIANS/CONTRACTORS

QUICK REFERENCE NUMBERS
Dialing instructions: 96+0505+122-XXXX
9+0505+784-XXXX

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<th>Phone</th>
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<td>Family Support Center</td>
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<tr>
<td>Finance / Military Pay</td>
<td>764-8181</td>
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<td>Health And Wellness Center (HAWC)</td>
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<tr>
<td>Immunizations / Allergy Clinic</td>
<td>764-2523</td>
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</tbody>
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Information/ Base Operator     | 764-110 |
Information, Tickets & Travel  | 764-4254 |
Kennel                        | 764-4214 |
Legal Office                   | 764-4131 |
Library                        | 764-8611 |
Lift Skills Clinic (Mental Health) | 764-2148 |
Military Clothing Sales        | 0505-122-6321 |
Military Ross / Opportunity Office | 764-4040 |
MPF Customer Service           | 764-1846 |
OB/GYN Clinic                  | 764-3286 |
OSAN Protocol Office           | 764-5659 |
Officer's Club                 | 764-5530 |
Omnis Shoppette (Main Gate)    | 764-4164 |
Orienta House                  | 764-3906 |
Ouiat Checkaties               | 764-5965 |
OSI                             | 764-1852 |
Pass & ID / Ration Control Office | 764-4441/764-5896 |
Pediatric Clinic               | 764-2689 |
Pharmacy                       | 764-2185 |
Popeye's Chicken               | 764-2488 |
Post Office                    | 764-1014 |
PSAP                            | 764-7227/2132 |
Safety Office                  | 764-5109 |
School Age Care                | 764-8930 |
Security Forces                | 764-5515 |
Skills Development Center      | 764-3091 |
SOFIA                          | 764-8710 |
Teen Center                    | 764-1402 |
Theater                        | 0506-122-1069 |
TMO                            | 764-6966 |
TRICARE Office                 | 764-2588 |
Turrito Lodge Dry Cleaning     | 764-7-002 |
Vehicle Registration Office    | See Pass & ID |
Youth Center                   | 764-1492 |

EMERGENCY – 911

General Manager                | DSN 763-0400 |
Astr. Manager                  | DSN 763-5491 |
Guest Reception Desk – 0 (Front Room) | 764-1846 |
Guest Reception Desk – 2 (Front Room) | 764-1846 |
Accountant                     | 028-763-6496 |
On-Line Classes!

STRESS MANAGEMENT WEDS 0930-1030
https://fbch.acms.com/osanstressgroup/

HEALTHY THINKING WEDS 1030-1130
https://fbch.acms.com/osanhtgroup/

CALL MENTAL HEALTH AT 0505-784-2148 for more info.

CLASSES ARE OPEN TO OSAN AB
ACTIVE DUTY AND ADULT
DEPENDENTS/CIVILIANS/CONTRACTORS

QUICK REFERENCE NUMBERS
Dialing instructions: 9+0505+122-XXXX
9+0505+784+XXXX

AAFES Laundry & Dry Cleaners 784-3144
Auto Hobby Shop 784-4767
AAFES Barber Shop 0605-122-5111
AAFES Barber Shop (Mustang Club) 784-6021
AAFES Barber Shop (Officers’ Club) 784-2255
AAFES Base Exchange 0505-122-5000
AAFES Beauty Shop 0505-122-5112
AAFES Garage & Gas Station 784-3213
AAFES Tail Service 1544-6080
AAFES Alterations 0505-122-5219
Airline Ticket Office 784-8097
AMC Terminal 784-1845/8834
American Red Cross 784-1855
Bank 784-3006
Bowling Center “M” Alley 784-4220
Burger King 0505-122-5115
Bus Terminal 784-5623
Center Store 784-4185/5000
Checkers Pizza 784-2257
Child Development Center 784-4996
Child’s Play 784-7271
Class A / Shopette 0505-122-5081
Command Pool 784-7000
Commissary 784-4403
Community Center 784-3123
Credit Union 784-3895
Dental Clinic 784-2108/2250
Car Rental 784-5773
Education Center 784-4220
Elementary School 784-5912
Entitled Club “E-Club” 784-3900
Entitled Club “Mustang” 784-4311
Emergency Rooms 784-2560
Family Advocacy 784-5510
Family Support Center 784-5440
Finance / Military Pay 784-8181
Fitness Center 784-5506
Golf Course 784-1410
Health And Wellness Center (HANC) 784-5568
High School 784-5068
Hospital Appointments 784-3239/2287
Housing Office 784-1400
Human Resource Office 784-1408
IA 784-4986
Immunizations / Allergy Clinic 784-2523

Information / Base Operator 784-1109
Information, Tickets & Travel 784-4254
Kennel 784-4214
Legal Office 784-1431
Library 784-6611
Lift Skills Clinic (Mental Health) 784-2148
Military Clothing Sales 0505-122-5321
Military Legal Office 784-4040
MPF Customer Service 784-1845
OB/GYN Clinic 784-3299
OSAN Protocol Office 784-5869
Officer’s Club 784-5530
Omi Shopette (Main Gate) 784-4164
Oriental House 784-4926
Outpost Checktails 784-5965
OSI 784-1452
Pass & ID / Ration Control Office 784-4419/784-5868
Pediatric Clinic 784-2269
Pharmacy 784-2185
Pradee’s Chicken 784-2488
Post Office 784-1014
SARP 784-772/2132
Safety Office 784-5169
School Age Care 784-8830
Security Forces 784-5515
Skills Development Center 784-3091
SOFRA 784-6710
Teen Center 784-1469
Theater 0505-122-1068
TMO 784-6966
TRICARE Office 784-2583
Turtle Lodge Dry Cleaning 784-2792
Vehicle Registration Office 784-2792
Youth Center 784-1490

EMERGENCY – 911
General Manager DSN 783-9490
Asst. Manager DSN 783-5491
Guest Reception Desk – 0 (Front Room) 784-1864
Accountant DSN 783-6486
On behalf of the 51st Comptroller Squadron, welcome to the Team Osan Family. We know you’ve been doing a lot of traveling, you haven’t had a good night sleep, are hungry, and have a lot of questions.

Good news. We are here to help.

This is meant to give you a basic understanding of entitlements and your new duty station.

In-processing
Finance provides one-on-one briefing to the inbound personnel during the Base In-Processing briefing at Mustang club. Your travel voucher will be filed during this briefing. Please contact your CSS to sign up

Additional questions?
Finance no longer uses Org box email communication except for separation/requirement, please use the CSP (info shown below)

The Comptroller Services Portal (CSP)
CPTS customer service, where and when you need it on a fully-secured, PII-protected platform

Pay Inquiries
Submit all Regular Air Force military pay, travel pay, and civilian pay inquiries on your schedule

Inquiry Tracking
Track your inquiry from start to finish with notifications alerting you of status changes

Self-Service
Find answers to your most pertinent questions all in one place, without the wait

Visit the Comptroller Services Portal (CSP) and set up your profile today at USAF.DPS.MIL/TEAMS/saffmCSP/portal

CAC-enabled device required
Only accessible through Google Chrome.
Do not use Internet Explorer

Questions?
Military Pay - DSN: 784-2330
Commercial: 050-5784-2330
Travel Pay - DSN: 784-1829
Commercial: 050-5784-1829
Customer Service Hours
M-F 0830-1530 in Building 938 (Behind the Enlisted Club)

Scan the QR code above to copy the link to CSP
Travel Voucher Payment Checklist

You need these to get voucher payment!

- PCS Orders (2 copies: Front and Back)
- Airfare Receipts
- Lodging Receipts
- Receipts of $75+

You might need these based on situations

- “Memo in-Lieu of PCS Amendments”
- Exception to Policy (ETP) letter
- Vehicle Port Center (VPC) diagram
- Recruiter Assistance Program letter (RAP)
- PCS Amendments (2 copies: Front and Back)
- Any documents last duty station said “IMPORTANT GIVE TO FINANCE”

Memo in lieu of PCS Amendments is required for personnel who were placed into a Restriction of Movement. It must be typed with all fields complete and signed by the losing Military Personnel Flight! (This has held up a lot of travel payments). A sample memo is listed below:

You don’t get BAH anymore…

IF Single and in dorms = nothing
IF Accompanied, in government quarters = nothing
IF Off base = OHA
IF unaccompanied, dependent elsewhere = w/ dependent housing allowance authorized

$ Leave and Earning Statement will change, make sure the ADSN says “4019” when you are done in-processing. When correct, you will get Osan payments.

$ Your COLA locality is KRxxx (Osan AB = 025)

$ You are authorized Hardship Duty Pay, ask about it when you in-process.

$ Post quarantine you may need TLA, this is approved by CES housing while you look for a place to live.

The other things you need to know (for your tour here) ————————————>

Check to see if you have everything to file your voucher! Missed anything? You have 14 days of quarantine time to prepare these documents!
https://www.afmc.af.mil/News/Article-Display/Article/2084654/dha-helps-personnel-stay-missionfit/
On Base Meal Delivery Options

Ordering meal delivery to your quarantine room is authorized, and most restaurants on base will deliver. Delivery personnel will leave the items outside your door, and knock to let you know they have delivered your order. Do NOT open the door until you are certain they have left.

For your convenience, pictures of the below restaurant menus are available in the photo albums of the Osan Quarantine Support Group on Facebook.

Checkertails - 784-5865/1581
   Delivery Sun thru Thurs (0700-2300) and Fri & Sat (0700-0100)

Chili's - 784-7271
   Delivery Sun thru Thurs (1030-2130) and Fri & Sat (1030-2230)

Par & Char - 784-4926
   Delivery daily from 1030-1400

MiG Alley - 784-6868/7630
   Delivery Sunday thru Thursday (1030-2100) and Friday/Saturday (1030-2330)

Visit https://aafesprem.imenu360.com/index.html to order delivery from the following restaurants online:

- Osan Manchu Wok - 0505-122-5010
- Osan Subway - 0505-122-5052
- Osan Anthony's Pizza - 784-4164
- Osan Popeyes - 0505-122-1420/1421 or 784-2448
- Osan Pizza Hut - 0505-122-5050/5051
To Our Valued Customers:

Quarantine Orders

Stay Safe and Be Positive

Osan Main Store now offers delivery to quarantine building starting 6/19:

How to Order Online

Step by Step

- Visit shopmyexchange.com and log in or create an account.
- Add items to your cart and select "Pick Up In Store". Choose Osan Main Exchange as your store.
- Click on "Check availability" first.
- Submit your order.
- If order is placed by 1400, it is available for same day delivery.
- After you receive your confirmation e-mail, e-mail us at xxpacOsanROMassistance@aafes.com with below information:
  - Order number
  - Customer name
  - Building and room number

Our Mission

We go where you go to improve the quality of your lives through goods and services we provide

Family Serving Family