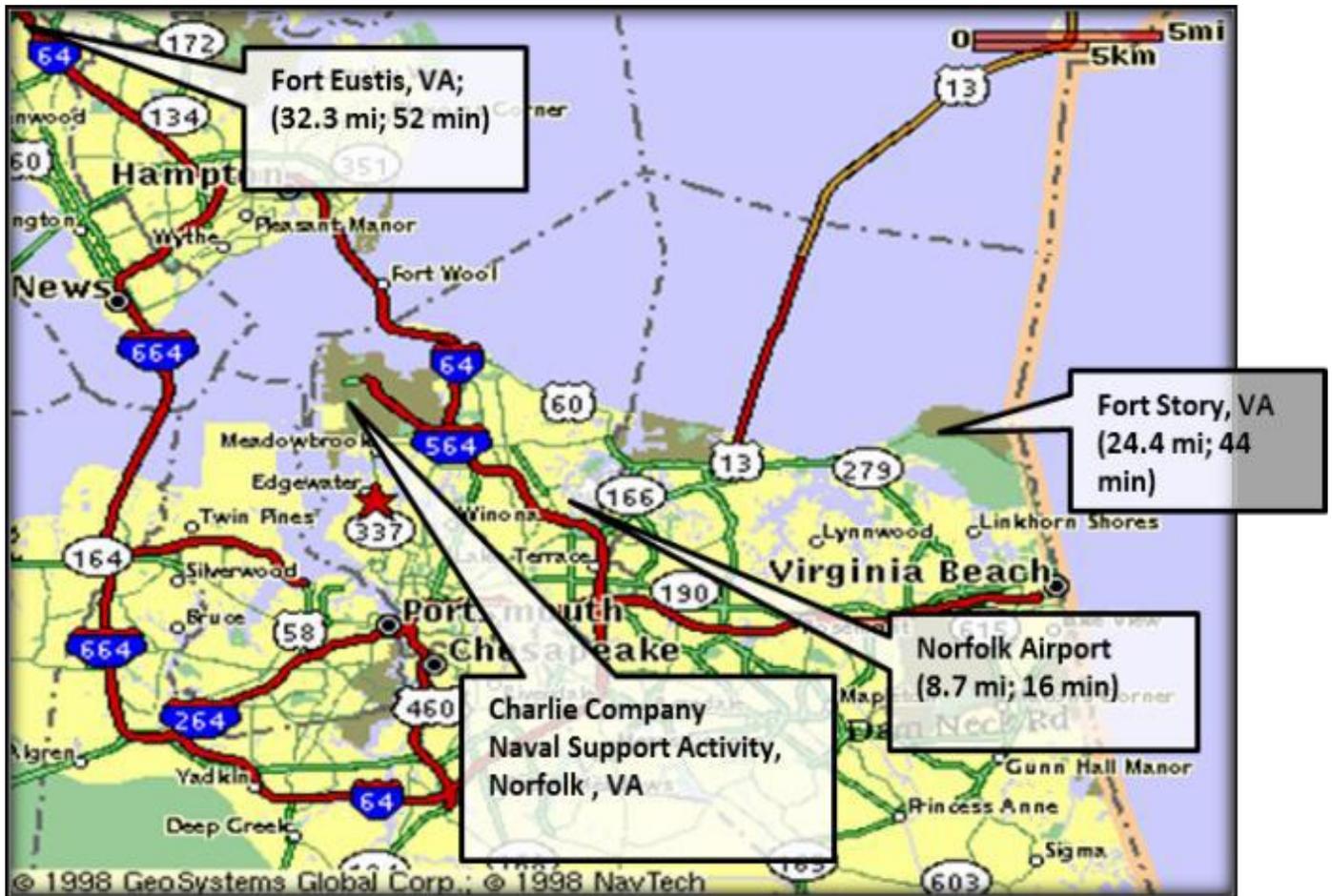


Norfolk, VA

Headquarters, Supreme Allied Command Transformation (HQ SACT)

Admin Agent and New Comers Support Guide

(Last Updated 2021)



Contact Information

C Co Commander: DSN 312-488-4103 CIV (757) 747-4103
C Co 1SG: DSN 312-488-4131 CIV (757) 747-4131

Welcome

Dear “Cobra Nation” Soldier,

On the behalf of Charlie Company “Cobra Nation”, Allied Forces Command South (AFSOUTH) Battalion, US Army North Atlantic Treaty Organization (USANATO), I would like to extend my personal and warmest welcome to you and your family. Either please let the Company Commander or First Sergeant know how the Command can assist in anyway during your transition to and around Hampton Roads.

The “Cobra Nation” Company mission is to provide training, administrative and personnel support; coordinate all logistical support; and oversee operational readiness for all US Army Soldiers assigned to Headquarters Supreme Allied Command Transformation (SACT), NATO Communications and Information Agency (NCIA), and Joint Force Command Norfolk of Naval Support Activity Norfolk, VA. Above all, our Company’s job is simple: to support, train and maintain the readiness needs for our Soldiers.

We accomplish these tasks by training and working around your primary NATO mission and schedule, as best as possible. We coordinate with multiple, nearby Joint Base and agencies, which enable us to complete all necessary readiness and training requirements. Our end state is that individual Soldiers and Family Members are provided excellent support; maintain mission and training readiness, while maintaining Joint and Multinational partnerships.

Attached you will find maps of the Naval Support Activity, Norfolk and Fort Eustis/Joint-Base Langley-Eustis (JBLE). All Soldiers are required to conduct in processing at the company and at Fort Eustis. Also, provided are some helpful contact information, in/out processing, online training requirements, and fact sheets for any emergencies or issues prior or signing in, please use these resources to help ensure your arrival is smooth, easy and as stress free as possible.

Again, Welcome to the Charlie Company “Cobra Nation” family. I look forward to you and your family joining this great USANATO organization. I believe you will find your assignment here to be challenging, yet rewarding and enjoyable experience. May you be safe on your travels and your transition into your new assignment.

RESOURCES

Location

The NATO Supreme Allied Command Transformation (SACT) is located on Naval Support Activity (NSA) Hampton Roads, Norfolk, Virginia. The nearest Army installation is Fort Eustis in Newport News, Virginia about 31 miles away. Soldiers assigned to SAC-T, NCIA and JFC-Norfolk fall under Charlie Company, AFSOUTH Battalion, USANATO Brigade.

While the Battalion HQs is located in Naples, Italy, the Company HQs is located on NSA Hampton Roads. The Brigade HQ is located in Sembach, Germany.

Due to our location, the CG of the Center for Initial Military Training (CIMT) at Fort Eustis has GCMCA authority.

Port Call

If flying, you'll arrive at Norfolk International Airport (ORF) which is approximately 10 miles from NSA Hampton Roads. Coordinate with your sponsor for transportation from the airport to the installation.

In-processing

Report to Charlie Company first. After initial in-processing at the Company your sponsor will take you to the Soldier Support Center at Fort Eustis. From there they will direct you and your sponsor through the rest of the in-processing procedures. You will have to in-process the company, Fort Eustis, and if assigned to a NATO position the SACT HQ.

Soldiers should arrive with the following documents:

- PCS Orders
- Leave Form
- Driver's License
- Medical and Dental records
- Wills and Powers of Attorney
- CIF printout
- Copy of Last Evaluation (if applicable)
- APFT/ACFT within the past six months of arrival on DA Form 705
- Mandatory 350-1 training completion certificates
 - SERE
 - Information Security
 - Cyber Awareness
 - OPSEC
 - AT Level 1
 - TARP
 - Leaders Safety and Occupational Health
- Weapons qualification, within the past six months of arrival. Bring your current weapons card with you for in-processing.
- Dental status Category I or II PHA up to date
- Family Care Plan
- Immunizations up to date
- All personnel must bring a copy of their security clearance certificate.
- All personnel will be briefed on security regulations and procedures upon arrival. The National Liaison Representative (NLR) will ensure your security clearance is up to date. The NLR will also help you renew your security clearance if it out of tolerance.

Temporary lodging

Military lodging is available on Norfolk Naval Station. However, if space is not available you can stay at a local hotel in the Norfolk area after being issued a Statement of Non-availability by the Norfolk Naval Station Navy Lodge.

Norfolk Naval Station Navy Lodge
7811 Hampton Blvd
Norfolk, VA 23505
757-489-2656

Econo Lodge Naval Station Norfolk
805 Hampton Blvd
Norfolk, VA 23505
757-451-0000

Hampton Inn Norfolk-Naval Base
8501 Hampton Blvd
Norfolk, VA 23505
757-489-1000

Coordinate with your sponsor for room reservations before your arrival. TLA is authorized as a reimbursable expense for no more than 10 days after your arrival. During that time, you must find a place to live. If you stay in the hotel past 10, please be aware that you will have to pay that expense out of pocket. DO NOT USE your GTC card to pay for your stay past 10 days.

Medical/Dental

The nearest military treatment facility is Charette Naval Health Center in Portsmouth, VA (informally known as Portsmouth Naval Medical Center - NMCP) 10 miles from NSA Hampton Roads. The NMCP can be contacted at 757- 953-5129 and the Branch Dental Clinic contacted at 757-953-8635 to make appointments. The nearest Army medical treatment facility is McDonald Army Community Hospital (MACH) at Fort Eustis, VA. Call 757-314-7500 for appointments. Fort Story Medical Clinic is also available for medical and Dental appointments. Call 757-422-7822 to make an appointment for PHA and 757-422-7077 to make an appointment for Dental.

IT Support

NCIA supports all personnel assigned to Charlie Company when using NATO Unclassified. The NEC assigned to 93rd Signal Brigade at Fort Eustis, supports all NIPR IT requests/issues.

Reassignments

When a Service Member out-processes from Charlie Company their main POC is the Charlie Company HQs. The Company coordinates issuance of PCS orders from the STB S1 at Fort Eustis.

Request for replacement of PE and MOU personnel is coordinated between the Senior National Representative (SNR) / the Senior Army Officer (SAO) with ECJ1 Strength Management Division.

Clearance

The NATO Secret, SF86 renewals, and other clearances are process by the NLR or AFSOUTH Battalion S2 through the NSE at Charlie Company HQs in Norfolk, Virginia. If fingerprints are required, the Service Member must travel to the PMO on base.

Hand Receipts

The Company Commander at Charlie Company HQs Norfolk, Virginia controls the property books.

UCMJ

The Company Commander at Charlie Company HQs Norfolk, Virginia holds UCMJ Company Grade authority. The AFSOUTH Battalion Commander in Naples, Italy holds UCMJ Field Grade authority. The CG of the Center for Initial Military Training (CIMT) at Fort Eustis has GCMCA authority. The AFSOUTH Battalion Commander in Naples, Italy will hold SCMCA for E1 through E7. SCMCA E8 and above will be held at CIMT at Fort Eustis.

Casualty Reporting

In case of casualty or serious injury, contact the Company Commander of First Sergeant immediately. They will provide instruction on how to properly report the casualty and request all necessary information needed to submit a CCIR. Recommend SAO/SNR review the Brigade and Battalion Casualty SOPs for more guidance that is detailed.

Schools

There are no DODs schools on post. Below are surrounding school districts:

- Norfolk Public Schools [[Commercial Link](#)]
- Virginia Beach Public Schools [[Commercial Link](#)]
- Chesapeake Public Schools [[Commercial Link](#)]
- Portsmouth Public Schools [[Commercial Link](#)]
- Suffolk Public Schools [[Commercial Link](#)]

Child Care

Norfolk Child and Youth Programs provide child development and recreational services for children 6 weeks to 12 years of age. The Child Development Center provides full and part day care for children 6 weeks to Kindergarten. The School Age Center provides before and after school care and Day Camp experiences for children. Currently the waiting time for infants is 8-11 months and children 2+ years the wait time is 5-7 months. Contact the NSA Child and Youth Programs at 757- 444-3379 or 866-628-9232.

Fort Eustis Child Development Center offers full-day, before/after-school services, preschool and hourly programs, for children 6 weeks to kindergarten age and can be contacted at 757-878-4025.

Family Child Care (FCC) homes are available.

Passports

Passports are not required at this duty location. Dependent on your position/job assignment TDY travel may be required for you to travel overseas to one of the outlining NATO countries. Service Members that do have a current passport may travel freely for these TDY routines. Service Members that do not have a current passport will report to the National Liaison Representative (NLR) Office prior to your departure date and receive NATO Orders. More information may be obtained by contacting the NLR Office at 757-747-3314 or 757-747-3581.

Housing

Single soldier barracks are not available. Military family housing is available and information can be found at the following website: <http://www.lincolnmilitary.com> or call 757-369-8335 or visit the Fort Eustis Housing Office web site at <http://www.fteustishomes.com/>. Generally, all E6 and above will be directed to stay off post in private housing.

Shopping

Exchange: NSA Norfolk has a large NEX mall complex and multiple Shoppettes around the station. Fort Eustis has a large PX, a mall and one Shoppette.

Commissary: NSA Norfolk and Fort Eustis both have commissaries.

MWR Facilities: Recreation at NSA Norfolk and Fort Eustis include bowling, library, auto hobby, recreation facilities, golf, gym, tennis, swimming, outdoor activities, fishing, and stables.

Banks: The most commonly used bank in the area is Navy Federal Credit Union. More information is available at <https://www.navyfederal.org/>.

Mail

Mail is delivered through the US Postal System. Mail is handled at the Registry Office of SACT HQs. The Charlie Company mailing address is:

ATTN: Charlie Company
7857 Blandy Road, Suite 100 Bldg. NH-23
Norfolk, VA 23551-2490

Vehicles

The minimum age for driving in the United States is 16 years. Personnel must pass the State driving and theory test to obtain a US Driver's License. The nearest vehicle-processing center (VPC) is Norfolk VPC. More information is available at <https://www.pcsmypov.com/Locations/Norfolk%20VPC> or by phone at 757-320-4254; toll free 1-855-389-9499.

Additional Local Area Information

Additional useful information can be found at <http://www.militaryinstallations.dod.mil/>

Casualty Reporting/SHARP/MEO/EEO

Any and all Casualty, SHARP, MEO, or EEO should be reported to the chain of command within 24hrs of the incident. When reporting the incident, the command needs to know the following information to write up a CCIR:

DTG of report

Location of the incident

Description of the incident

Who

What

When

Where

Detailed Summary

MOS

Age

DODID