

# ARMY EMERGENCY RELIEF

**BULLETIN DATE:** 20 MAY 2022

**EFFECTIVE DATE:** 20 MAY 2022

**ASSISTANCE BULLETIN NUMBER:** 03-2022

**SUBJECT:** INFANT FORMULA SHIPPING COSTS  
ASSISTANCE GUIDANCE



## 1. **APPLICABILITY.**

These instructions apply to AER Headquarters, Army AER Sections, Other Military Aid Society Offices, and the American Red Cross.

## 2. **BACKGROUND.**

The infant formula shortage in the U.S. has received widespread national attention. A national shortage of infant formula is undoubtedly alarming for Army families. AER stands ready to assist! AER Officers should assist for expenses related to shipping costs of baby formula. TRICARE will cover formulas and vitamins for infant enrollees with metabolic disorders, however, TRICARE will not cover regular baby formula for otherwise-healthy infants. AER Officers should assist eligible Soldiers and Families as necessary to validate shipping cost expenses.

## 3. **ELIGIBILITY.**

- a. Soldiers on **Active Duty** and their eligible Family Members;
- b. Soldiers **Retired from Active Duty because of longevity** and their eligible Family Members;
- c. **Retired Army Reserve and National Guard** Soldiers receiving retired pay and their Family Members;
- d. **Medically Retired** Soldiers and their dependents, including both those placed on the Permanent Disability Retired List (PDRL) or Temporary Disability Retirement List (TDRL);
- e. **Surviving Spouses and Children** of Soldiers who died while on Active Duty (including those on Title 10 Orders) or in an eligible Retired status;

## ARMY EMERGENCY RELIEF

- f. **Members of the Reserve Component** of the Army (National Guard and Army Reserve **under Title 10 U.S.C**) on continuous Active Duty **for more than thirty (30) consecutive days** and their eligible Family Members.

### 4. GENERAL GUIDELINES.

- a. Assistance will be considered for infant formula shipping expenses **only**.
- b. Assistance is “needs based” and there are no dollar caps or limits.
- c. **This is a reimbursable category of assistance.** Applicants will be required to provide receipts for shipping costs to be reimbursed.
- d. Assistance will be provided as a Loan. Grants or a combination of Loan and Grant may be considered when repayment will cause a financial hardship.
- e. AER Form 57, Budget Planning Sheet (BPS) or local BPS is required for all assistance requests.
- f. By exception, Soldiers may be assisted upfront for infant formula shipping costs. If assistance is provided upfront, Soldiers are required to return to the AER Section within 14 business days to provide proof of paid shipping expenses.
- g. Repayment may be deferred for sixty (60) days.
- h. Repayment of a loan will not exceed (6) months, except when approved by HQ AER.
- i. A loan must be repaid sixty (60) days prior to ETS, end of the Title 10 Active-Duty commitment or within six months after the first scheduled repayment, whichever comes first.
- j. Soldiers who find themselves in a situation where repayment of a loan is causing a financial hardship should contact the HQ AER Loan Management Section for further guidance.

### 5. PROCEDURE.

- a. Soldiers and eligible Family members will contact the nearest AER Section or other service Military Aid Society (Air Force, Navy/Marine Corps or Coast Guard)
  - a. within a fifty (50) mile commuting radius for application processing instructions. Applicants will forward AER application with supporting documentation

## ARMY EMERGENCY RELIEF

- b. listed in Paragraph 6 below to the nearest AER Section or Military Aid Society Office for review, evaluation, and assistance consideration.
- b. If outside the fifty (50) mile commuting radius of any military installation, applicants will contact the American Red Cross at 1-877-272-7337 and select Option 1 for financial assistance. The American Red Cross will provide a secure link to transmit application information listed in Paragraph 9 below, conduct case intake on behalf of AER Section and forward case information to HQ AER for review, evaluation, and assistance consideration/decision.
- c. AER Officers will input the following case information in ARMS on the **“Application Tab”**:
  1. Enter Special Event Code **“Infant Formula Assistance.”**
  2. Under **“Assistance Reasons”** select **“Unforeseen / Unbudgeted / Known OTHER expenses.”**
  3. Under **“Disbursement Category”** on the Transaction Tab select **“Food”** as the Disbursement category and select **“Food”** as the Disbursement sub-category.

### 6. MANDATORY DOCUMENTS.

- a. AER FORM 101, Application for AER Assistance
- b. AER Form 57, Budget Planning Sheet (BPS)
- c. AER Form 575, Electronic Funds Transfer (EFT) Authorization Form for ACH transactions, as applicable
- d. Leave and Earning Statement (LES) and other earning statements for Soldier and/or Spouse, as applicable
- e. Receipt for infant formula shipping expenses or a hard copy estimate of the shipping expenses, as applicable

### 7. This bulletin will remain in effect until 1 September 2022.

### 8. The points of contact for this bulletin are:

- a. Assistance Section - SGM(R) Glen Wellman or CSM(R) Charles Durr at (571) 389-7137/ Extension #1 or via email at [assistance@aerhq.org](mailto:assistance@aerhq.org).
- b. Loan Management Section - SGM(R) William Hagzan at (571) 389-7137/Extension #2 or via email at [repayments-allotments@arehq.org](mailto:repayments-allotments@arehq.org).
9. If additional guidance is required during non-business hours, please contact the HQ AER caseworker toll free at 1-866-878-6378 and enter extension **1942**.