

FT Jackson - Atlanta Hartsfield-Jackson Airport (ATL) and Columbia Metropolitan Airport (CAE)

The last bus to FT Jackson departs Atlanta Hartsfield-Jackson Airport at 9:00 PM Eastern Time (ET). Travel time from gates to atrium is 20 minutes. Flights need to arrive by 8:40 PM ET to make the last bus.

The last bus to FT Jackson departs Columbia Metropolitan Airport 12:00 AM ET. Travel time from gates to bus is 15 minutes. Flights need to arrive by 11:45 PM ET to make the last bus.

Departures:

- Check-in with airline representative or use kiosk.
- Use spelling of your name and confirmation number on itinerary.
- **DO NOT** use your credit card.

Travel Interruptions:

- **Start with airline representative.** If flight is cancelled or delayed, work with airline to reschedule flight.
- Inform airline representative that either arrival airport will support your arrival.
- If asked to pay change fee, inform airline representatives your fare is a GSA City Pair.
- **ONLY** report travel delays arriving Atlanta Hartsfield-Jackson Airport after **8:40 PM ET** or Columbia Metropolitan Airport after **11:45 PM ET**.

Meals:

- MOST restaurants are in secured area of airport. Exiting this area requires security screening for reentry.
- **ATL/CAE airport is last chance to use debit card.** Next meal may not be until the morning.
- DO NOT give debit card to anyone (e.g. friend, driver, reception, etc.).
- Debit cards will automatically deactivate upon arrival.
- Debit cards: Do not activate, no PIN needed, swipe instead of using chip, do not exceed dollar amount.
- Debit cards are not the responsibility of DTMO Recruit Assistance Center

Arrivals (ATL):

- Follow airport signs to Atrium.
- Find a FT Jackson representative.
- Be mindful FT Moore travelers also meet in same area.
- Report to USO if there is no Army representative or call **(803) 751-7713**.

Arrivals (CAE):

- Report to Military Assistance Desk located in the baggage claim area, near car rental companies.
- Report to USO if there is no Army representative or call **(803) 751-7713**.

DTMO Recruit Assistance Center:

- Expect long wait times during inclement weather.
- Contact if:
 - Flight will arrive after the last bus departure time.
 - Flight is cancelled and airline is not able to assist.
 - Airlines provides hotel accommodations.
 - Stranded at the airport and require hotel, meals, or transportation.
 - Other travel issues (lost ID, sick, meals, etc.)

Chat: https://dtmo.cx.defensetravel.dod.mil/app/chat/chat_launch_ra - Monday-Thursday 9:00 AM – 10:00 PM ET
Call: **(877) 563-7746** - Monday-Thursday 6:00 AM – 3:00 AM ET, Friday 6:00 AM – 8:00 PM ET