



# Procedure for



## Obtaining an Emergency/Disaster Pass

- The retailer must provide basic, but specific information on the **Re-Entry Validation List** (spreadsheet format) for the **headquarters** and for **each store** and **each distribution center/warehouse** located within North Carolina. Information should be completed on the attached spreadsheet and returned **electronically** to **both** John Dorman at **[jdorman@ncem.org](mailto:jdorman@ncem.org)** and to Steve Davis at NCEM, **[sdavis@ncem.org](mailto:sdavis@ncem.org)**.

- Retailers Submitting an **Initial Application**:

- Complete the information on **page one, paragraph one** of the Memorandum of Agreement (MOA) (print or type) as well as on page **four**, the signature page, **sign** and mail. (It is recommended that the retailer retain a copy of the signed MOA for his records before mailing it.)
- Send the completed spreadsheet data **electronically** and send the signed MOA via **snail mail**.

**NOTE:** You may choose to also scan and e-mail the signed MOA with the spreadsheet to ensure that the MOA is not separated from the other data, but you **must snail mail the original MOA**.

**Latitude and Longitude:** Retailers are **not required** to include the latitude and longitude for each store, but if you have the information include it on your spreadsheet.

**The agency must “check off” receipt of both the MOA and the spreadsheet before** a retailer pass can be issued. In order to ensure that NCEM can connect the two documents, the retailer should include the **date and time** the spreadsheet was e-mailed to NCEM on the signature page of the MOA.

- A **hard-copy** of the signed MOA should be **sent to John Dorman, NCEM**.

Mr. John Dorman  
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- Retailers Submitting **Renewal** Application:

- Retailer must complete, sign and return a **new MOA annually**. It is **best** to resubmit a new spreadsheet each year. If your software makes this difficult you may simply send notice of changes to **name** and/or **contact information for home office personnel, new stores added and old stores closed** (store number and physical address).

- Within two weeks receipt of **BOTH** the Re-Entry List (electronic spreadsheet) and the signed MOA, the retailer will receive the pass (valid through 5/31/11) electronically. If you have **not received the pass** within **two weeks**, contact **both** NCRMA and Mr. Davis.
- The pass **may** be:
  - Printed and stored in **hard copy** at the home of key employees,
  - Maintained at the **store level, or**
  - The retailer may **distribute** it **via e-mail** as needed in the time of an event.
- During or after an emergency/disaster event, NCEM (in conjunction with local/county emergency managers and/or law enforcement) will assess and notify registered retailers via e-mail when a specific area is approved for re-entry.
- NCRMA will be simultaneously alerted and will also provide updates and reports.
- The retailer will **print the pass** and place it on his **dashboard** and upon request present the pass to local law enforcement or highway patrol.

## Re-Entry Validation List Instructions

(Instructions for Completing the Spreadsheet)

To obtain a pass, each company must complete the attached Re-Entry Validation List (in spreadsheet format) and **return** it to both **John Dorman** at [jdorman@ncem.org](mailto:jdorman@ncem.org) and **Steve Davis** via e-mail [sdavis@ncem.org](mailto:sdavis@ncem.org). Both Mr. Dorman and Mr. Davis are happy to respond to questions via e-mail or phone **(919) 715-5711 x104**. Passes will be issued **two weeks** after **both** the Re-Entry Validation List and signed MOA are received by NCEM.

At the bottom of the Re-Entry Validation List spreadsheet are **tabs** labeled **Company Information, Store Location** and **Corporate Profile**; complete each of these spreadsheets.

Click on the **Company Information Tab** and complete the following for **store or warehouse**:

**NOTE: You do not need to include the store manager's name or contact information.**

- Company Name
- Industry/Service Category, check all that apply (Grocery, Pharmacy, Home Improvement, Convenience, Gas Station, Bank, Utilities, Debris Management, Insurance Claims, Conventional Drug, Food/Drug Combo, Conventional Mass Merchandiser, General Merchandise Store, Variety Store, Wholesale Club, Distribution Center, Super Store)
- Facility Name (store # and street address; **not** a PO Box)
- **Category of Significance**, check all that apply (see criteria below)
- Justification (why your organization is the chosen category of significance)
- Facility Point of Contact (DC manager, assistant manager, etc.)
- Facility Point of Contact Phone Number (DC, home or cell numbers)
- Facility Point of Contact Fax (DC)
- Facility Point of Contact E-mail (can be personal and/or company)
- Facility Phone Number (DC)
- Facility address, City, County, State, Zip (North Carolina DC's only)
- Facility Longitude and Latitude (if available)
- Mode of Re-entry (choose all that apply: car, truck, train, multiple passenger vehicle)
- List the location of each of your stores

Click on the **Store Location Tab**

- For each North Carolina store list the complete store address:  
**Street Address, City and Zip Code (no PO Box); longitude and latitude are optional.**

Click on the **Corporate Profile Tab** and complete the information for the **headquarters**

- Company Headquarters (name of company)
- Address, City, County, State, Zip
- Category of Significance
- 24/7 Point of Contact Name(s) (may be multiple people)
- 24/7 Point of Contact Title(s)
- 24/7 Point of Contact Phone (office, home and/or cell phone)
- 24/7 Point of Contact Alternate Phone (for off-hours emergencies)
- 24/7 Point of Contact E-mail
- 24/7 Point of Contact Fax

To determine each store's **Category of Significance**, check **all** that apply for each store:

Category	Type	Example
Life	Power (lighting and fuel)	Power utilities, gas stations
Life	Water	Public water supply, not bottled water
Life	Communications	Telecommunications (cable, phone)
Life	Shelter	FEMA shelters, hotels and motels
Life	Food	Grocery store, super store
Health & Safety	First Responders	Police, fire department
Health & Safety	Public Health & Healthcare	Drugstores
Health & Safety	Debris Clearance & Removal	Hardware and home improvement stores
Economic Well-being	Large employers' facilities	Emergency Assessment Teams
Economic Well-being	Financial Institutions	Banks, ATMs in your store

# Frequently Asked Questions

1. Must I submit the **longitude and latitude** for each store location, and do I have to submit the **store manager's name** and contact data?

A: This information is **no longer required**; you must include the street address for each store (no PO Box).

2. **Are passes automatically renewed each year or must a retailer re-submit the entire application?**

A: The retailer must complete and sign a **new MOA annually**, and he must send notice to the agency of any changes in **corporate personnel** and **contact information** as well as the **address** of any **new stores** and the address of any stores that have been **closed**.

If a retailer chooses to distribute passes to employees, service personnel and/or common carriers, it is **imperative** that the retailer make the pass restrictions clear to those who have received a pass. Retailers may choose to forward the Memorandum of Agreement to a common carrier, a landlord or service personnel to whom a pass will be distributed.

3. **Are the passes specific to each emergency/disaster?**

A: No. The passes will be issued **annually** and will be good for the entire year. The 2010 passes will be valid from the time it is received (**July 1, 2010**) through **May 31, 2011**. In subsequent years retailers will apply from **March-May** and passes will be issued by **June 1**.

4. **How many passes does each retailer get?**

A: Each retailer is issued **one pass annually**. The retailer may make **unlimited copies** but the retailer is PROHIBITED from utilizing a pass for any purpose unrelated to his business. The retailer may distribute passes to **employees, service/repair personnel or product providers**. The Memorandum of Agreement makes it clear that the **state** is **absolved** of responsibility during the emergency/disaster event.

5. **My company often uses common carriers to deliver product. How do I make sure they have a pass?**

A: When completing the spreadsheet, list the names of each common carrier with which you contract. We recommend as a **"Best Practice"** that you provide any common carrier with a copy of the Memorandum of Agreement in advance of the emergency and ask that he sign the Memorandum and return the copy to the **retailer to be maintained** in your files. During an event, the retailer may e-mail the pass to a specific common carrier service provider as needed.

6. **Following an event, my store may need immediate repairs/restoration. How can I ensure my repairmen can gain access to the store?**

A: The retailer can **fax** or e-mail a pass to his service provider.