

**BY ORDER OF THE USAG  
GARRISON COMMANDER**

**USAG-D MANUAL 600**

**20 June 2019**



***Employee Integration Program (EIP)***

**COMPLIANCE WITH THIS STANDARD OPERATING PROCEDURE IS MANDATORY**

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ACCESSIBILITY: This manual is available for downloading and can be located on the U.S.Army Garrison Daegu website at <https://www.army.mil/Daegu>.

RELEASABILITY: There are no restrictions on Public Release of this Manual.

OPR: IMCOM, HQ USAG-Daegu

Certified by:

A handwritten signature in blue ink, appearing to read 'Robert P. Mann, Jr.'.

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Robert P. Mann, Jr.

Colonel, US Army

Commanding

Total Pages: 24

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## Section 1 – Purpose, Background, and Coverage

**1. Background.** The Installation Management Command (IMCOM) Service Culture Campaign is designed to ensure our employees are prepared for and empowered to deliver services in the best possible manner given available resources. The campaign also ensures that those we support understand and acknowledge IMCOM's commitment to serving them and our contribution to Army readiness. IMCOM has implemented policy and directives under this program to ensure newly arriving Civilian employees complete the onboarding process in a more smooth and streamlined process. Organizations will follow these new guidelines to ensure arriving employees are ready to become productive members of the Garrison team. USAG Daegu leadership provides assistance to newly-assigned personnel so they can clearly become effective contributors to their mission in a short period of time. The commander is responsible for this program and must establish procedures to ensure the program is administered effectively. Each newly-assigned personnel requires timely and accurate information about their new duty assignment and orientation and integration assistance prior to and upon their arrival to ensure they are recognized as a valuable member of the organization. All personnel are entitled to maximum assistance – considering available resources – to minimize distractions or obstacles that may arise during the relocation process. The sooner personnel settle into their new duty station, the sooner they are integrated into the Garrison Team and can begin to “Make a Difference”.

**2. Purpose.** Provide guidance to standardize the Team Member Onboarding Program in order to welcome, orientate and integrate newly assigned Civilian employees to IMCOM as valued employees and teammates in accordance with IMCOM's Service Culture Campaign. Proactive sponsorship and supervisor involvement are the foundations for continuous engagement and providing information and assistance to incoming personnel and their Family Members from the time they receive their new duty assignment until they are settled into their new Community. USAG Daegu will facilitate the permanent change of station (PCS) moves by welcoming and assisting newly arrived Civilian personnel IAW this SOP. IMCOM leadership must help reduce the stress and anxiety that often accompanies a PCS move through positive, open and honest communication by all leaders, sponsors, supervisors, and committee greeting members.

**3. Applicability.** This publication is applicable to Civilian employees in the General Schedule pay system, within pay plans General Schedule (GS) and Korean General Schedule (KGS), and those employees in Appropriated Fund (APF) and Non-Appropriated Fund (NAF) positions.

## Section 2 – Role and Responsibilities

### 2. Roles and Responsibilities.

**2.1. Garrison Commander.** Serves as overall Responsible Officer providing guidance, direction and oversight for matters pertinent to Civilian Employee Onboarding Program.

**2.2. Director of Human Resources (DHR).** Provides both administrative and guidance oversight of the Employee Integration Program. DHR administrative support staff are responsible for tracking and completion of initial, mid-term, and annual counseling sessions. DHR administrative support staff tracks the completion of the onboarding Supervisor Checklist by the supervisor of the newcomer within the first 90 days of arrival.

**2.3. Directors.** Directs, develops, coordinates, and executes Garrison Commander's policy and provides essential procedural guidance for the management of the Civilian Employee Onboarding Program.

**2.4. Civilian Personnel Administrative Center (CPAC).** Provides management advice and employee pre-arrival administrative support with regards to the administration of the IMCOM Civilian Employee Onboarding Program.

**2.5. Supervisor/Rating Official.** Assists in the transition and facilitates the training aspect of the new employee into the organization. Provides constant guidance and resolves obstacles and challenges which can hinder a smooth transition into the organization. Utilizes and completes the Supervisor Checklist to ensure all actions are accomplished for organizational in-processing and throughout the employee's entire tenure of employment. Supervisor will provide new employees on-duty training time to complete all professional development and job-related training courses. Supervisors incorporate specific expectations of Customer Service Performance Standards into Performance Standards and communicated during feedback sessions to newcomer.

**2.6. Sponsor.** Establishes initial contact and provides continuous support over the initial period of assignment and transition to USAG Daegu. Develops a relationship with the newcomer to answer all questions and provides timely follow-up to requests. Ensures the newcomer is introduced to their organization upon arrival into South Korea and provides a 3-day follow up afterwards.

**2.7. New Civilian Employee.** Provides constant updates to the sponsor before and after the transition to a new assignment. New employees should request assistance from the supervisor and/or Newcomers Engagement Committee after the sponsor completes all of the required actions upon his/her arrival.

**2.8. Newcomers Engagement Committee.** Group of volunteers appointed by the Garrison Commander who serve as a continuous support model for newcomers and their Family Members over the next 30-90 days of the transitional period.

**Section 3 – Pre-Arrival of Newcomer**

**3.1 Pre-Arrival of Newcomer.**


**3.2.** The pre-arrival focuses on setting the conditions for the arrival and successful on-boarding of the new team member. The process involves administrative oversight by organizations who will implement a standardized slideshow format which will be briefed monthly to leadership.

**3.3.** Pre-Arrival: Organizational/Hiring Review Board standardized slide format.

**3.3.1.** Directors (Flight Chiefs) monitor newcomer’s arrival dates and ensure sponsor assignment by utilizing a standardized slideshow format. DHR is the responsible office for tracking assignment of sponsors.

**3.3.2.** Directors (Flight Chiefs) use the slideshow format to track inbounds and ensure an assigned sponsor is properly identified and the welcome package has been sent in the mail and/or emailed electronically to the new employee.

**3.3.3. (Fig. 1).** Inbound Slideshow Format. (Optional).

Title	Document	Purpose
Inbound Slideshow Format for All Organizations and/or Hiring Review Board	 InboundArrivalsSlide.pptx	Inbound slideshow is a standardized format for organizations to monitor and track timely sponsor assignment of newcomers and confirmation of mailing/emailing welcome package.

## **Section 4 – Sponsorship**

### **4. 1. Sponsorship.**

**4.1.1.** The appropriate sponsor is selected by the Hiring Review Board (and/or gaining organization) and is responsible to make initial contact with the newcomer within 3 duty days of being assigned as the sponsor by either via email and/or telephone. Consideration is made by the Hiring Review Board (and/or organization) when selecting a sponsor for the newcomer to ensure the individual is highly motivated, reliable, and dedicated to fulfilling all sponsorship duties.

**4.1.2.** The sponsor will make all efforts to ensure the newcomer's needs are met prior to arrival. The inquiry performed by the sponsor includes researching about Family needs, whether the newcomer has children, newcomer's interests of living on or off base, pets, housing assistance, postal mail box, and other specific requirements.

**4.1.3.** The sponsor will be organized and prompt in all of his/her duties to allow the newcomer time to plan and prepare themselves.

**4.1.4.** The sponsor will collect flight plans and departure dates to greet the newcomer in person upon their arrival to South Korea. If the sponsor is unable to meet the newcomer due to prior engagements, then arrangements will be made for someone else to greet the newcomer.

**4.1.5.** The sponsor will utilize the USAG-Daegu Sponsor Checklist to complete all required sponsorship actions involving computer access forms and common access card applications within the predetermined 3 days of being assigned as a sponsor. Other actions involving billeting reservations and post office mailing box will be completed within 15-20 days of sponsorship appointment or immediately upon receipt of the newcomer's permanent change of station orders.

**4.1.6.** The sponsor will mail out (or email electronically) the welcome package to the newcomer within 1 week of being assigned as the sponsor.




**4.1.6.1.** Sponsor will include the following documents inside the Newcomers Welcome Package:

- Garrison Commander's Welcome Letter
- Additional information on local attractions, school and childcare, hospitals, religious information, transportation, restaurants, maps, MWR calendar, and CD-ROM information (if applicable).

- Any job related forms or information (unclassified) which may have not been previously sent in the first 3 days of initial contact.

**4.1.7.** The sponsor will ensure the newcomer receives a sincere welcome, immediate sense of belonging, and assistance in making informed decisions about settlement.

**4.1.8. (Fig. 2).** Sponsor Appointment Letter, Sponsor Checklist, and Garrison Commander’s Welcome Letter.

USAG Daegu Sponsorship		
Title	Document	Purpose
Sponsor Appointment Letter	 SponsorAppointmentLetter_Unsigned.c	This letter is delivered by DHR administration to the appointed sponsor and includes an attached “Sponsor Checklist”. Both the appointment letter and checklist outlines all of the sponsor’s duties expected from the Deputy Garrison Commander.
Sponsor Checklist	 SponsorChecklist_20Jun2019.pdf	Assigned sponsor completes all sponsorship actions in the checklist. Sponsor signs the bottom of checklist for accountability. 3-day follow up action by the Sponsor. Sponsor turns over completed checklist to new employee’s Supervisor.
Garrison Commander Welcome Letter	 GC Welcome Letter for Newly Assigned	Pre-signed, no edit letter which is printed and placed inside the Welcome Package for mailing or attached in email to new employee.

## **Section 5 – Newcomers Engagement Committee**

### **5.1. Newcomers Engagement Committee.**

**5.1.1.** The Newcomers Engagement Committee are individuals who volunteer from the GS/KGS/APF/NAF U.S. Army Garrison Daegu workforce to assist the new employee during the transition period of arrival to South Korea.

**5.1.2.** Newcomers Engagement Committee members will be notified by the assigned sponsor and/or supervisor if the new employee desires to be contacted by the committee for any assistance.

**5.1.3.** Committee members will provide support over the next 30 to 90 days after the initial arrival of the new employee to South Korea. Exceptions to this support period of time may apply in some cases due to unforeseen circumstances.

**5.1.4.** The Newcomers Engagement Committee will maintain a minimum of 5 members assigned to the committee at all times. Positions in the committee will be voted in under established charter rules and bylaws which is reviewed and approved by the Director of Human Resources.

**5.1.5.** The Newcomers Engagement Committee will periodically brief senior leadership on a quarterly calendar schedule of the successes/challenges, status of committee's endeavors, and other feedback as deem necessary.

**5.1.6.** The Newcomers Engagement Committee members will be integrated and maintained in the Garrison Volunteer Management Information System (VMIS). Members will receive credit in VMIS for all time spent working in a voluntary role on the committee.



**5.1.7.** Newcomers Engagement Committee quarterly meetings will be held in the Camp Walker, Soldiers Support Center, Bldg. 330, at a time and place determined by the board of directors. Notices shall be emailed at least thirty (30) days before the meeting to committee members.

**5.1.8.** Committee members will provide timely and efficient answers to questions from new employees after arrival. If a committee member is unable to support the request for assistance of a new employee, the committee member will find another committee member to continue the needed support.

**5.1.9.** Encourage Newcomers and Family Members to feel welcomed and valued members in the USAG Daegu Community.

**5.1.10. (Fig. 3).** Newcomers Engagement Committee charter/bylaws and advertisement flyer for volunteers.



USAG Daegu Sponsorship		
Title	Document	Purpose
Newcomers Engagement Committee Charter and Bylaws	 NewcomersEngagementComittee_Char	Provides guidance to the Newcomers Engagement Committee. Reviewed and approved by DHR. Appoints key positions.
Newcomers Engagement Committee Advertisement Flyer	 NewcomerEngagementflyer.pdf	Advertisement flyer of the Newcomers Engagement Committee. This flyer is used for soliciting volunteers for the committee.

## **Section 6 – In-Processing Checklist and Supplemental Guide**

### **6.1. In-Processing Checklist and Supplemental Guide.**

#### **6.1.1. Purpose.**

The dynamics of in-processing will vary for each new employee. An employee serving in an unaccompanied status will not have as many service providers to in-process. However, employee accompanied by Family Members would in-process service providers for all services for which Members of their Family would be a Customer too; therefore, this section attempts to orientate the employee on what, where and how to in-process a majority, if not all, the services provided for the USAG Daegu Community. We have tried to cover every service a new employee and their Family may have to in-process or provide documents for processing of entitlements to as part of in-processing. The hyperlinks and documents embedded in this document provide additional instructions, maps, and other relevant information to simplify the in-processing experience.











#### **6.1.2 Applicability.**










The checklist that follows encompasses a myriad of services that may require an employee or Family Member to visit as part of in-processing or as otherwise needed to facilitate other requirements. The actual CPAC in-processing checklist must be completed by all employees and it is embedded in the supplemental form that follows. As processes, procedures and locations change the supplement will be updated accordingly.

**Note:** CPAC may develop an In-Processing Survey to assist with adjusting the in-processing process to ensure continual improvement of the process. The survey will be completed by new employees after they have completely in-processed to include receipt of household goods and POV if applicable.






#### **6.1.3. (Fig. 4). USAG Daegu Garrison Civilian In-Processing Supplemental Guide.**

“Service Now” is an enterprise HR system that allows for a better customer service experience through the automation of submitting and tracking the status of various requests, automatic employee notifications and updates, and the ability to communicate within the system. In the past, much of this communication was done through enterprise email which came with its own limits in regards to tracking progress and data management. Please see the attachments for detailed instructions on how to gain access to the Service Now system, submission of inquiries/claims, and samples of required forms. Effective 22 October 2018, CHRA FER has implemented Service Now for new GS employees to submit various requests, to include overseas benefits and entitlement claims. “Service Now” website: <https://service.chra.army.mil>.



USAG Daegu CPAC				
Action	Documents / Information	Phone	Location	Notes
Installation Maps	Walker, George, Henry, Carroll  MAPS.pdf			
CPAC In-briefing and Oath	 OathofOfficeState ment.docx	768-6627	Camp Henry CPAC Bldg. 1621	
CPAC checklist DAC and EEC	 1EA Form 67-1-E Suppl in-Proces Orien  1EA Form 67-E In-Proces Orientation		Camp Henry CPAC Bldg. 1621	
CPAC checklist for KN	 1EA_Form_69EK_KN_ Orientation_and_Job_I		Camp Henry CPAC Bldg. 1621	
Employee Benefits	<a href="https://www.opm.gov/">https://www.opm.gov/</a>  <a href="https://home.army.mil/daegu/index.php/about/Garrison/civilian-personnel-advisory-center">https://home.army.mil/daegu/index.php/about/Garrison/civilian-personnel-advisory-center</a>	768-8048	Camp Henry CPAC Bldg. 1621	
File Travel Voucher	Via email based on CPAC instructions  TRAVEL SETTLEMENT (UPDATED).doc  Direct deposit form-SF 1199a.pdf  FTA Form Fillable.pdf  dd1351-2 (2011).pdf  [Sample]DD1351-E.pdf		Camp Henry CPAC Bldg. 1621	

USAG Daegu CPAC				
Action	Documents / Information	Phone	Location	Notes
“Service Now” Portal Website for uploading TQSA; NTS; Advance Pay; Post Allowance; LQA and Separate Maintenance Allowance.	<a href="https://service.chra.army.mil">https://service.chra.army.mil</a>		Camp Henry, CPAC Bldg. 1621	Only utilized by GS and KGS personnel.  All <b>NAF/APF</b> personnel will submit forms <b><u>manually</u></b> to NAF CPAC.
Instructions for Uploading Documents in the “Service Now” Portal.	 Instructions for Service Now - TQSA.  Instructions for Service Now - NTS.PI  Instructions for Service Now - Adv o  Instructions for Service Now - PA.PD  Instructions for Service Now - LQA.P  Instructions for Service Now - SMA.F		Camp Henry, CPAC Bldg. 1621	Only utilized by GS and KGS personnel.  All <b>NAF/APF</b> personnel will submit forms <b><u>manually</u></b> to NAF CPAC.
File Post Allowance / Post Differential	 SF1190.pdf  Statement of Understanding (Pos  SF1190 Instructions_.pdf		Camp Henry CPAC Bldg. 1621	



## USAG Daegu In-processing Supplemental Guide

Action	Documents / Information	Phone	Location	Notes
US Army Garrison in process checklist	 Daegu In-Process Checklist.docx			New Civilian employee returns to Supervisor within 30 days
Common Access Card (CAC)	<a href="https://home.army.mil/daegu/index.php/about/Garrison/directorate-human-resources/military-personnel-division/deersid-cards">https://home.army.mil/daegu/index.php/about/Garrison/directorate-human-resources/military-personnel-division/deersid-cards</a>	763-4879	Camp Walker, Bldg. 330, Soldier Support Center	
Installation Access (DBIDS) and Ration Control		768-7518	Camp Henry, Bldg. S1712	
NIPR access	  Blank form DD FORM 2875 NIPR.pdf    Sample DD2875.pdf	768-8065	Camp Henry IMCOM HQ IMO, bldg. 1211	
Housing	<a href="https://home.army.mil/daegu/index.php/about/Garrison/directorate-public-works/housing-services-office">https://home.army.mil/daegu/index.php/about/Garrison/directorate-public-works/housing-services-office</a>	768-7009	Camp Walker, Bldg. 330, Soldier Support Center	
SOFA Stamp/A3 Visa		768-6631	Camp Henry Legal Office, Bldg. S1805	
Transportation/ Household Goods	DPS <a href="https://move.mil/">https://move.mil/</a>	768-6794	Camp Henry, Bldg. S1845	
USFK Driver's License (Appointment needed)	To study: USFK Pamphlet 385-2 (2012)  USFK Pamphlet 385-2.pdf	768-7455	Camp Henry, Bldg. 1208B	
Vehicle Registration	 Daegu Vehicle Registration Guide.pdf	CP Henry: 768-6108 CP Carroll:	Camp Henry, Bldg. 1712	

**USAG Daegu In-processing Supplemental Guide**

Action	Documents / Information	Phone	Location	Notes
		765-8575	Camp Carroll, Bldg. S-941	
Vehicle Inspection		764-4364	Camp Walker AAFES Car Care Center, Bldg. S200	
DoD Community Bank – All Locations	<a href="https://www.dodcommunitybank.com/">https://www.dodcommunitybank.com/</a>	Camp Henry, 768-7449  Camp Carroll, 765-8513	Camp Henry Bldg. S410  Camp Carroll Bldg. S203	
Navy Federal Credit Union	<p align="center">Camp Henry <a href="http://ncuso.org/va/navy-federal-credit-union-5536/51579.html">http://ncuso.org/va/navy-federal-credit-union-5536/51579.html</a></p> <p align="center">Camp Carroll <a href="http://ncuso.org/va/navy-federal-credit-union-5536/51583.html">http://ncuso.org/va/navy-federal-credit-union-5536/51583.html</a></p>	Camp Henry, 825-347-0650  Camp Carroll, 011-825-4970	Camp Henry Bldg. S1220 Camp Carroll, S-203	
Newcomer Briefing	 Walker Newcomers Agenda.DOCX  Carroll Newcomers Agenda.DOCX	763-4497	<p align="center">Camp Walker, Bldg. 330, Rm. 202, Soldier Support Center</p> <p align="center">Camp Carroll, Community Activity Center, Bldg. S-319, Auditorium</p>	<p>Separate location briefs at Camp Walker and Camp Carroll</p> <p>POC: Camp Walker, Soldier Support Center</p>
KTAM's Timesheets and System	<a href="https://knpayonpost.korea.army.mil/">https://knpayonpost.korea.army.mil/</a>			KNs, KGS, APF and NAF

**USAG Daegu In-processing Supplemental Guide**

Action	Documents / Information	Phone	Location	Notes
				personnel only.
EPAY Timesheets	<a href="https://www.mwr.army.mil/">https://www.mwr.army.mil/</a> (Select EPay link)			NAF US employee only.
Postal Services Center in-processing	PSC Box registration		Camp Walker, Bldg. S409	
DTS	<a href="https://www.defensetravel.dod.mil/site/dts.cfm">https://www.defensetravel.dod.mil/site/dts.cfm</a>		Camp Henry IMCOM HQ RMO, Bldg. 1211	GS/KGS and APF only.  NAF does manual Orders (unless attended CES course, then DTS can be used).
Travel Card	For additional information on the Travel Card, refer to your APC and the DoD GTCC Regulations ( <a href="http://www.defensetravel.dod.mil/Docs/regulations/GTCC.pdf">http://www.defensetravel.dod.mil/Docs/regulations/GTCC.pdf</a> ).   Individually Billed Account Travel Card  GTCC SOU Mar 16.pdf		Camp Henry IMCOM HQ RMO, Bldg. 1211	
ADPAAS	<a href="https://adpaas.army.mil">https://adpaas.army.mil</a>			Update information
CHRTAS	<a href="https://www.atrrs.army.mil/channels/chrtas/student/main.aspx">https://www.atrrs.army.mil/channels/chrtas/student/main.aspx</a>			Update information and supervisor
DPMAP	<a href="https://compo.dcpds.cpms.osd.mil/">https://compo.dcpds.cpms.osd.mil/</a>	763-4338	Camp Henry IMCOM HQ DHR, Bldg. 1211, Rm 105	GS Only

<b>USAG Daegu In-processing Supplemental Guide</b>				
<b>Action</b>	<b>Documents / Information</b>	<b>Phone</b>	<b>Location</b>	<b>Notes</b>
Length of Service	DD Form 214 (if applicable)	763-4338	Camp Henry IMCOM HQ DHR, Bldg. 1211, Rm 105	GS Only
ATAAPS – TimeSheets	<a href="https://ataaps.csd.disa.mil/">https://ataaps.csd.disa.mil/</a>	763-4338	Camp Henry IMCOM HQ DHR, Bldg. 1211, Rm 105	GS Only
Mandatory Training List	GS/KGS/NAF/APF Garrison - DPTMS Training Officer  NAF/APF Must Complete IMCOM Academy Site Training Requirements: <a href="https://www.mwr.army.mil/">https://www.mwr.army.mil/</a>			NAF/APF Must Complete IMCOM Academy Site (Learning Managem ent System)
NEO Briefing	<a href="https://army.deps.mil/army/cmds/imcom_pac-usag/daegu/dptms/Pages/ContingencyPlans.aspx">https://army.deps.mil/army/cmds/imcom_pac-usag/daegu/dptms/Pages/ContingencyPlans.aspx</a>		Camp Henry IMCOM HQ DPTMS, Bldg. 1211	NEO SharePoint Site for Binder Creation and Accounta bility
Emergency Notification System	DPTMS <a href="https://army.deps.mil/army/cmds/imcom_pac-usag/daegu/dptms">https://army.deps.mil/army/cmds/imcom_pac-usag/daegu/dptms</a>		Camp Henry, Bldg.1211	
Security In-processing			Camp Henry, DPTMS Security Office Bldg. 1211	
HHC (Appointment needed)	Protective Mask (DA Civilians only)		Camp Henry HHC, Bldg. 1208	
Library in-processing	Camp Walker <a href="https://daegu.armymwr.com/programs/camp-walker-library">https://daegu.armymwr.com/programs/camp-walker-library</a>	Camp Walker: 763-2274		



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<b>Action</b>	<b>Documents / Information</b>	<b>Phone</b>	<b>Location</b>	<b>Notes</b>
	Camp Carroll <a href="https://daegu.armymwr.com/programs/camp-carroll-library">https://daegu.armymwr.com/programs/camp-carroll-library</a>	Camp Carroll: 736-2433	Camp Walker Library, Bldg. S335 Camp Carroll. Bldg.S139	
Voting	<a href="https://www.fvap.gov/">https://www.fvap.gov/</a>			
Tax Requirement (overseas)	<a href="http://www.afsa.org/taxguide">http://www.afsa.org/taxguide</a>			
DoDEA Middle/High School	<a href="https://www.dodea.edu/DaeguMHS/">https://www.dodea.edu/DaeguMHS/</a>	764-4645	Camp Walker, Bldg. 170	
DoDEA Elementary School	<a href="https://www.dodea.edu/DaeguES/">https://www.dodea.edu/DaeguES/</a>	768-9531	Camp George, Bldg. S3000	
CYS (if applicable)	<a href="https://daegu.armymwr.com">https://daegu.armymwr.com</a> (Select childcare)	768-9241	CYS central registration office, Bldg. 223	
ACS Lending closet (if needed)		763-4497	Camp Walker ACS, Bldg. 330, Rom 202	
CIF (Appointment needed)	Protective Masks (Dependents only)		Camp Carroll CIF, Bldg. S502	CBRNE Equipment/Mask
Medical	Retired military, EEC, DA Civilians and dependents can be seen based on availability		Camp Walker Wood Clinic, Bldg. 221	
Tricare (if applicable)	<a href="http://www.tricare-overseas.com/">http://www.tricare-overseas.com/</a> *Dialing instructions for 877-563-9228 Customer Service toll-free number: dial the AT&T Direct Code first and then the toll-free number. If the Direct Code does not work sometimes you may have to dial the Country Code (in parenthesis) after the Direct Code, as well, before the toll-free number.	+(65) 6339-2676 (Regional Direct)  Customer Service Toll Free 080-429-0880		Change Tricare Prime to Tricare overseas

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<b>Action</b>	<b>Documents / Information</b>	<b>Phone</b>	<b>Location</b>	<b>Notes</b>
Vet Services	<a href="https://phc.amedd.army.mil/organization/Pages/VtfDetails.aspx?VtfID=138">https://phc.amedd.army.mil/organization/Pages/VtfDetails.aspx?VtfID=138</a>	764-4708	Camp Walker Bldg. S341	
Pet Shipping to Korea	<a href="https://www.aphis.usda.gov/aphis/pet-travel/by-country/pettravel-korea">https://www.aphis.usda.gov/aphis/pet-travel/by-country/pettravel-korea</a>			

<b>Actions for EEC</b>	<b>Documents / Information</b>	<b>Phone</b>	<b>Location</b>	<b>Notes</b>
EEC In-processing	DPTMS <a href="https://army.deps.mil/army/cmds/imcom_pac-usag/daegu/dptms">https://army.deps.mil/army/cmds/imcom_pac-usag/daegu/dptms</a>	763-6684	Camp Henry, Bldg. 1211	
CIF (Appointment needed)	TA50		Camp Carroll, CIF, Bldg. S502	
HHC (Appointment needed)	Protective gear		Camp Henry HHC, Bldg. 1208	CBRNE Equipment/Mask
EEC Physical	EEC personnel only		Camp Walker Clinic, Bldg. 221	
Uniform	AAFES		Camp Walker AAFES, Bldg. 208	Memo required
Optical Prescription Mask Inserts			Camp Walker Wood/Optical Clinic. Bldg. 221	

## **Section 7 – New Employee Orientation**

### **7.1. New Employee Orientation.**

**7.1.1.** The new employee will be oriented to IMCOM policies and directives specific to United States Army Garrison Daegu.

**7.1.2.** The New Employee Orientation must be completed within 45 days of arrival.

### **7.2. Orientation Schedule for New Employees.**

**7.2.1.** The position of responsibility is the Workforce Development Manager.

**7.2.1.1.** The Workforce Development Manager will give critical information to IMCOM Directorates with need to know information.

**7.2.1.2.** The Workforce Development Manager will include briefing content which contains a visual introduction (i.e., slideshow) of the overall IMCOM mission, vision principles, Army values, and pledges.

**7.2.1.3.** The mandatory brief will be scheduled/offered 1<sup>st</sup> Friday of every month.

**7.2.1.4.** Senior leadership will participate with introductions at the beginning of the IMCOM orientation briefing.

#### **Other Recommended Orientation for Employees and Families (not mandatory).**

### **7.3.1. Army Community Services Spouse Orientation.**

**7.3.1.1.** The position of responsibility is the Army Community Services Generalist.

**7.3.1.2.** The Army Community Services Generalist will provide participants with the basic information and resources to assist with the PCS process to OCONUS/CONUS. This brief covers important documents needed for travel, housing, transportation, finance, and moving expenses.

**7.3.1.3.** This brief is scheduled 2<sup>nd</sup> Thursday of every month.

### **7.4.1. Army Community Services Newcomer's Orientation.**

**7.4.1.1.** The position of responsibility is the Army Community Services Generalist.

**7.4.1.2.** The Army Community Services Generalist will provide important documents needed for Travel, Housing, Transportation, Finance, Moving Expenses and other topics focused on the Soldier.

**7.4.1.3.** This brief is scheduled every other Tuesday 1000-1500 Camp Walker; 1000-1500 Camp Carroll.

## Section 8 - Supervisory Roles

### 8.1. Supervisory Roles.

**8.1.1.** The new employee's chain of command is directly responsible in accomplishing tasks which are outlined in the Supervisor Checklist after the newcomer has accepted his/her position in the organization. Exceptions to tasking timelines may apply, depending on the circumstances of each case.

**8.1.2.** Supervisors must ensure all tasks identified on the checklist are completed in accordance to the designated timelines. The supervisor will ensure all prior arrival actions identified in the Supervisor Checklist involving the work area are accomplished prior to 1 week of newcomer arrival.

**8.1.3.** Supervisors must completed all work center actions by providing newcomers the tools, equipment, office supplies, and other identified items in the Supervisor Checklist within the predetermined timeframe of the first duty day at the work center.

**8.1.4.** Supervisors will begin from the first day of the newcomer's arrival to personalize the experience and capture the culture of membership into the organization with office décor (i.e., name plate) and expedient introduction to the Newcomers Engagement Committee, if elected.

**8.1.5.** Supervisors will maintain the checklist and periodically check off each item over the next full year. Barring unforeseen circumstances, supervisors are responsible to complete all identified actions within the first 29 days (i.e., IDP, feedback sessions, counseling, meet senior rater leadership, etc.), 90 days (Army doctrine, continued feedback/training/counseling, etc.), 180 days (CES course/supervisor, mid-term feedback, counseling and continued mentoring, etc.), and within 1 year (development activities, annual appraisal, counseling etc.). At the **90 day** arrival point of the new employee, Supervisors will turn-in a copy of the Supervisor Checklist to DHR administrative support staff for accountability of actions up to this period. The Supervisor will continue to use a copy of the checklist at his/her discretion over the next year in completing all of the remaining identified actions.


**8.1.6.** Supervisors will ensure all newcomers enroll and complete the Operation Excellence (OPEX) Customer Service Training, either four-hour classroom course onsite at the HQ IMCOM and/or online OPEX course upon the first 30-90 days of employment. The critical training factor is identified in the Supervisor's Checklist for oversight of completion by the supervisor.

**8.1.7.** In the event the supervisor permanently changes stations or retires/separations, then the checklist will be given to the new supervisor for full completion. Completed checklist will be maintained by the Supervisor for review and follow-up actions.


**8.1.8.** The Supervisor Checklist (Ref: Section 8, Para 8.1.10, Fig. 1) will be tracked for completion by DHR administrative support staff. All Supervisors (GS/KGS/NAF/APF) will return the completed checklist to the DHR administrative support staff (Bldg. 1211, Camp Henry) within the suspense date of 90 days after arrival of the new employee. Supervisors maintain a copy of the checklist in their possession to complete all chronologically remaining tasks throughout the first year of the new employee’s assignment.

**8.1.9. ADDITIONAL INSTRUCTIONS FOR NAF SUPERVISORS ONLY:** NAF Supervisors are required to complete the DA Form 7428, “NAF Supervisor’s Orientation Checklist – Supplemental” (Ref: Section 8, Para 8.1.11, Fig 6.) in addition to completing the Supervisor Checklist (See Para 8.1.10, Fig 5). NAF Supervisors will turn-in the DA Form 7428, NAF Supervisor’s Orientation Checklist – Supplemental to CPAC Personnel Office, Bldg. 1621, Camp Henry) upon completion.

**8.1.10. (Fig 5.). Supervisor Checklist (All GS/KGS/NAF/APF Supervisors).**

USAG Daegu Director and Supervisor Roles		
Title	Document	Purpose
Supervisor Checklist	 SupervisorChecklist _20Jun2019.pdf	A list of tasks completed by all Supervisors (GS/KGS/NAF/APF) over the next year of the employee’s assignment to the organization. Exceptions may apply to some cases. Supervisors will turn checklist into DHR administrative support staff (Camp Henry, Bldg.1211) at the 90 day point after arrival of the new employee.

**8.1.11. (Fig. 6).** DA Form 7428, NAF Supervisor’s Orientation Checklist – Supplemental (NAF Supervisors Only).

USAG Daegu Director and Supervisor Roles		
Title	Document	Purpose
DA Form 7428. NAF Supervisor’s Orientation Checklist - Supplemental <b>(NOTE:</b> This checklist is completed in addition to the standardized Supervisor Checklist seen in in Para 8.1.10. Fig. 1.	 NAF Supervisor Orientation Checklist	<b><u>Only applicable to NAF Supervisors.</u></b> NAF Supervisors will turn this checklist form into the CPAC Personnel Office (Camp Henry, Bldg. 1621)

## Section 9 – Out-processing



### 9.1. Out-processing.

**9.1.1.** The out-processing of Civilian employees must be completed in accordance with all actions and required section signatures identified on the Employee Clearance Record.

**9.1.2.** Departing employees will visit each section to adhere to required actions and receive the clearance signature.

**9.1.3.** Korean employees will use the Hangul translated version of the clearance checklist to clear all identified sections.

**9.1.4. (Fig. 7).** Out-processing Checklist, CIF Turn-In, and Protective Gear.

Out-processing Actions	Location	Phone	Location	Notes
DAC Out-processing Checklist	 OutProcess_DAC_EMPLOYEE CLEARANC			
KN Out-processing Checklist	 KN Outprocessing Checklist 한인직원5			
CIF Turn-in (Appointment needed)	TA-50		Camp Carroll CIF, Bldg. S502	TA-50
HHC Turn-in (Appointment needed)	Protective Gear		Camp Henry HHC, Bldg. 1208	CBRNE Equipment/Mask

## Section 10 – The In-processing and Exit Survey

### 10.1. In-processing and Exit Surveys.



**10.1.1.** The In-processing and Exit Surveys allow the Garrison Commander and other senior leaders to determine the success of an employee’s assignment and how effective the onboarding program is with meeting the needs of the newcomers and their Family Members.

**10.1.2.** The employee’s supervisor will administer the In-processing survey to the new employee.

**10.1.3.** DHR will administer the Exit Survey to the departing employee.

**10.1.4.** The employee will complete the questions and return to the DHR for disposition to the Garrison Command.

**10.1.5. (Fig. 8).** In-processing Survey and Exit Survey.

<b>USAG Daegu Director and Supervisor Roles</b>		
<b>Title</b>	<b>Document</b>	<b>Purpose</b>
In-processing Survey	 DHR_InprocessSurvey.docx	To determine the level of success of the new employee settle down process to USAG Daegu.
Exit Survey	 DHR_ExitSurvey.docx	To determine the level of success of the new employee during their assignment to USAG Daegu.



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