



USAG Rheinland-Pfalz Kaiserslautern and Baumholder Military Communities



CIVILIAN SPONSORSHIP DUTIES CHECKLIST

Relocation is a stressful experience for Civilians and their family. Your role as a sponsor is extremely important to assisting your new teammate and their family, reducing their anxieties, and creating a smooth transition to USAG Rheinland-Pfalz.

This checklist will assist you to execute your duties as a sponsor. Review this often during the sponsorship process to provide exceptional support to the incoming employee and their family members.

The checklist is divided into pre-arrival, arrival, and post-arrival tasks. Contact your supervisor or the USAG-RP Installation Sponsorship Liaison (ISL) (DSN: 541-1010) if you have questions or need assistance.

Arrival Information

Incoming Civilian Employee's Name: _____

Contact Number: _____ Best Method of Contact: _____

Best Method of Contact during Travel: _____

Personal Email Address: _____

Arrival Date: _____ Arrival Location: _____

Airline and Flight Number: _____ Arrival Time: _____

Number of: Personnel: _____ Bags: _____ Pet Crates: _____

Note: Update this section as needed, including prior to the newcomer's arrival.

Sponsor Notes

USAG Rheinland-Pfalz
Department of the Army Civilian Sponsorship Duties Checklist

Supervisor and Organization Updates

Supervisor

Name: _____

Phone Number: _____

Organization Representative

Name: _____

Phone Number: _____

Correspondence with Supervisor or Organization Representative

Brief the supervisor and the directorate chain of command regularly about sponsorship progress and discuss any challenges or encountered problems.

Date: _____ Correspondence With: _____

Notes: _____

Date: _____ Correspondence With: _____

Notes: _____

Date: _____ Correspondence With: _____

Notes: _____

Date: _____ Correspondence With: _____

Notes: _____

Date: _____ Correspondence With: _____

Notes: _____

Date: _____ Correspondence With: _____

Notes: _____

USAG Rheinland-Pfalz
Department of the Army Civilian Sponsorship Duties Checklist

PRE-ARRIVAL

Training and Appointment

- Obtain sponsorship training:
 - Face-to-Face training: Army Community Service (ACS) or organizational sponsorship coordinator

- Complete section three (Gaining Organization/Activity Information) of the sponsorship information sheet.

Notes

Sponsor Training Date: _____ Appointment Orders: Y _____ N _____

Sponsorship Information Sheet Completion Date:

First Contact

- Contact the employee within 72 hours of receiving notice of sponsorship responsibilities – phone call is recommended:
 - Introduce yourself and explain the sponsorship process.
 - Explain that you will send an informative email following the phone call; it will provide links and answers to questions discussed during the phone call.
 - Explain that you will send the sponsorship information sheet to obtain more information and to provide organization and your contact information.
 - Obtain the employee's personal email address.
 - Determine the best communication method (i.e. phone, WhatsApp, Facebook Messenger, email, etc.)
 - The employee may not have access to government email during the transition.
 - Do not send PII information via unencrypted methods.
 - Ask the employee if he/she is transitioning from another civilian position.
 - Ask the employee if this is his/her first time to Germany.
 - Ask the employee if this is his/her first time to KMC/BMC.
 - Ask the employee about his/her needs and the needs of his/her family.
 - Anticipated arrival date?
 - Single, married, married with children, single parent, other family members?
 - Confirm every family member is command sponsored and are on the orders?
 - Will any family members travel on deferred travel?
 - Do any family members have special needs or circumstances (i.e. pregnancy, physical limitations, etc.)?

USAG Rheinland-Pfalz

Department of the Army Civilian Sponsorship Duties Checklist

- Is each family member a US citizen or possess a Green Card?
 - If not and they are traveling from outside the US, is each family member an European Union citizen or do they have an approved USCIS I-130 (Petition for Alien Relative) letter?
 - If they do not possess an approved USCIS I-130, did they visit the State Department website to begin the process?
- Are the children interested in things such as youth sports, Boy Scouts, Girl Scouts, etc.; provide local information for each interest.
- Does each Family member possess a no-fee passport?
 - Did each Family Member apply for a no-fee passport?
 - Did they allow ample time prior to departure?
- Does each Family member possess a tourist passport?
 - Is the expiration date more than one year after projected arrival date?
 - Discuss travel opportunities throughout Europe.
 - Does the employee have pets? They must visit USDA Animal and Plant Health Inspection Service (APHIS) for requirements for travel to Germany.
<https://www.aphis.usda.gov/aphis/pet-travel>
 - Website provides details and the time requirements for obtaining a health certificate, International ID Chip, updating vaccinations, diagnostic testing, and administration of medications/ treatments (must be proactive).
 - Provide URL to Ramstein Pet page.
<https://www.ramstein.af.mil/About/FactSheets/Display/Article/303601/pets>
 - Ramstein Arrivals: Inform employee that all pets must be carried in a hard-sided pet crate to be transported by aircraft.
 - Commercial Travel: Employee must contact airline for current rules and regulations.
 - Note: Employee must register all pets at the USAG-RP Veterinary Clinic (on post) within two weeks of arriving to Germany.
- Provide information for the following as applicable:
 - Billeting/temporary lodging.
 - EFMP screening for family members.
 - Strongly recommended; not having the screening can affect school registration, special care, etc.
 - Childcare (installation, home day care, and other options) – did the family register in MCC (Military Childcare)? <https://militarychildcare.com>
 - German laws requiring car seats and booster seats.
 - Contact the USAG-RP Military Police at DSN 314-489-6060/7070/8005/8006 for current law and guidance.
 - Spouse sponsorship: explain benefits and recommend participation.
 - If interested, can ACS contact the spouse (attain the spouse's email address and provide to the ACS Relocation Readiness Program).
 - Child sponsorship – initiated through the School Liaison Officer.
 - Update DEERS prior to leaving the United States.
 - Ensure correct family members are entered in DEERS.
 - Discuss overseas CACs/dependent IDs and the entitlements linked to them.
 - Health and Dental Insurance.
 - Ensure they check if current providers are accepted overseas.
 - Discuss providers and plans for overseas.
 - Cost of living in Germany.

USAG Rheinland-Pfalz
Department of the Army Civilian Sponsorship Duties Checklist

- Household goods – discuss home/apartment sizes.
 - Discuss advantages and disadvantages of bringing certain personal items (large US appliances, lawnmower, swing sets, oversized furniture, etc.).
- Discuss shipping unaccompanied baggage.
 - Explain ACS Lending Closet loans items for 30 days (basic kitchenware, small appliances, baby/toddler items, etc.).
 - Discuss linens and pillows; shipping versus purchasing upon arrival.
- Firearms – not authorized in HHGs; must be pre-approved to ship.
- Local community housing (home/apartment rentals).
- Security deposit for off post housing – typically two to three months of rent.
- Electronics – 110V versus 220V and the proper use of transformers.
- USAREUR driver's license requirements.
 - JKO training program and exam.
 - USAREUR Practice Test & Study Guide.
- International driver's license.
 - Obtaining it in the United States versus in Germany.
- Schools and preregistering for school.
 - Pre-school.
 - Department of Defense Education Activity (DoDEA) elementary, middle, and high schools.
 - Private schools.
- Inform employee about ACS and encourage them to make use of the ACS Relocation Readiness program.
 - Can the ACS Relocation Readiness Program contact them directly; if yes, provide employee information to ACS.
- Suggest employee notify their banks (including GTCC) about the overseas move, to allow credit and debit card use outside the United States.
- Transporting their vehicle:
 - Benefits of shipping vehicle early to have upon arrival.
<https://www.pcsmypov.com>
 - Provides information and shipping timeline from the departure to gaining location.
- Does the employee have a Government Travel Credit Card (GTCC)
 - The employee should contact the losing organization's Agency Program Coordinator (in the organization's DTS office) to discuss placing their GTCC in PCS and mission critical status; this delays the requirement of paying the credit-card balance until the employee's travel voucher is settled and paid.
 - The employee should apply for a GTCC if they do not possess one.
- Spouse/family member employment – ACS.
- Provide local community and host nation information.
- Create a communication plan with the employee.

Notes

Initial Contact Date: _____ Method of Contact: _____

USAG Rheinland-Pfalz
Department of the Army Civilian Sponsorship Duties Checklist

Welcome Packet Email

- Send “Welcome Packet” email to the employee (done after the initial contact):
 - Request a copy of the employee’s orders and flight itinerary.
 - Confirm every family member is on the employee’s orders.
 - The sponsor will complete section three of the *Incoming Employee Worksheet*
 - Employee will complete sections one, two, and four and return it to the sponsor; the sponsor will provide a completed copy to the organization’s HR Office.
 - Provide Needs Assessment Checklist.
 - Request the new employee and family complete and return it.
 - Provide the USAG-RP “For Newcomers” link.
 - <https://home.army.mil/rheinland-pfalz/usag-rheinland-pfalz/newcomers>
 - Highlight aspects of the website.
 - Provide the USAG-RP Facebook link.
 - <https://www.facebook.com/army.rp/>
 - Provide USAG-RP Employee resource page.
 - <https://home.army.mil/rheinland-pfalz/usag-rp/employees>
 - Provide the sponsorship information sheet.
 - Request the employee completes sections one, two, and four and return the form to you promptly.
 - Provide the Army Civilian Acculturation Handbook link.
 - <https://caccapl.blob.core.usgovcloudapi.net/web/repository/brochures/army-civilian-acculturation-handbook.pdf>
 - Reiterate key points discussed during the phone conversation.
 - Provide the DODEA online registration URL.
 - <https://dodea-registration.hosted.src-solutions.com>
 - Once completing the online registration, the sponsor or parent should send an email to school registrar.
 - Reiterate the USAREUR driver’s license requirements to the employee.
 - Provide link to JKO and explain employees and family members can take training (U.S. Forces Driver’s Training Program for Europe / USA-007) and complete the exam (U.S. Forces Driver’s Training Program for Europe - Final Course Exam / USA-007-B) online prior to arrival; individuals will bring both certificates to the driver’s office to attain USAREUR driver’s license.
 - <https://jkodirect.jten.mil> – family members must register for a dependent account.
 - Provide link to the USAREUR Practice Test & Study Guide.
 - <http://www.usareurpracticetest.com>
 - Recommend the employee and family members renew their stateside driver’s license if it is close to expiration.
 - Provide additional information not previously discussed.
 - Provide ACS Relocation Readiness Program information; stress the importance.
 - KMC – DSN: 314-541-9000 or 0049-0611-143-541-9000
 - BMC – DSN: 314-531-2850 or 0049-611-143-531-2850
 - https://home.army.mil/rheinland-pfalz/application/files/7616/4560/5815/IRAP_27_JAN_2022_RACC.pdf

USAG Rheinland-Pfalz
Department of the Army Civilian Sponsorship Duties Checklist

Notes:

Email Date: _____ Did you receive employee's orders: Y _____ N _____

Did employee complete/return sponsorship information sheet: Y _____ N _____

Follow Up Date: _____ Any Follow Up Questions: Y _____ N _____

Notes (Continued)

Lodging

- Does the employee want to stay at the on-post lodging facilities or commercial lodging; if the employee chooses on-post lodging, arrange lodging for the employee.
- Make temporary lodging arrangements at the following:
 - Provide reservation and Lodge information to the employee via email.
 - Central Reservations office: Phone: DSN 314-480-4920 or 0049-6371-47-4920
 - Email: ramstein.lodging@us.af.mil or at www.86fss.com
 - If the lodging is full, assist the employee to secure commercial lodging.
 - Provide the lodging statement of non-availability to the employee.
 - Contact the lodging regularly as rooms do come available.

Notes

Location: _____ Date Reserved: _____

Reservation Dates: Check In: _____ Check Out: _____

CMR Box

- Contact the community mailroom (CMR) to reserve a post office box for the employee (you will need the employee's orders).
- Provide CMR box information and shipping details to the employee.
- Explain that he/she can mail items to the CMR address, and the post office will hold the mail until his/her arrival.
- Recommend for those with children that each child send himself/herself a box with items they will want the first day of arrival.

Date Reserved: _____ APO Address: _____

Date Information Provided to Employee: _____

USAG Rheinland-Pfalz
Department of the Army Civilian Sponsorship Duties Checklist

Flight Confirmation

- Confirm arrival information 30 and 15 days prior to employee's anticipated departure.
 - Flight date:
 - Distinguish between departure date and arrival date.
 - Confirm the number of individuals, bags, pets, and size of pet crates.
 - Remind the employee all pets must be carried in a hard-sided pet crate to transport on the aircraft.
 - Employee should contact the airline prior to departure to confirm the crate requirements and if the airline will ship the crate(s).
 - Arrival location – Ramstein or Frankfurt:
 - If flying into Ramstein, contact the USAG-RP Installation Sponsorship Liaison (ISL) two days prior to employee's arrival for link up information and a Ramstein Terminal Map.
 - Provide your contact information.
 - Determine what time you should meet the employee at the Ramstein Terminal
 - USAG-RP ISL DSN: 314-541-1010

Notes

Date: _____ Notes: _____

Transportation Upon Arrival

- Reserve adequate transportation if transporting the employee (and family members) from Ramstein, Frankfurt International Airport, or to commercial lodging.
 - Consider the number of individuals and bags, and the number and size of pet crates, when arranging transportation.
 - Due to inadequate transportation for employee from Ramstein and commercial airports, commanders may authorize non-tactical vehicles (NTV) transportation IAW AER 58-1.
 - Pets may be transported in an NTV when an incoming employee or family is being transported; pet transport alone is not justification to use an NTV.

Notes

Transportation Needed: Y _____ N _____ Date Reserved: _____

Other Pre-Arrival Duties

- Confirm whether there was a change of marital status since receiving orders.
 - If so, inform the employee to contact CPAC.
 - Inform supervisor.

USAG Rheinland-Pfalz
Department of the Army Civilian Sponsorship Duties Checklist

- Remind employee to hand carry important personal documents (i.e. orders, etc.) and ample prescribed medications.
- Obtain an ACS welcome packet to provide to the employee upon arrival.
 - Contact the ACS Relocation Readiness Program or the USAG-RP ISL.
- Make contact with the employee on the day of departure to ensure the employee and family is manifested/ticketed.
 - Inform the employee you will meet them upon arrival to the Frankfurt Airport or the Ramstein AB terminal.
 - Provide the name and contact information of the reactionary sponsor, if used, to the incoming employee.

Note: Maintain regular contact with the employee. Brief the supervisor regularly about sponsorship progress and discuss any challenges or encountered problems.

Notes

USAG Rheinland-Pfalz
Department of the Army Civilian Sponsorship Duties Checklist

ARRIVAL

Initial Meeting

- Meet the employee and family upon arrival to the Ramstein AB terminal or Frankfurt airport.
 - Clear your schedule for the day of arrival; remain flexible in the event of arrival time changes.
 - If for any reason you are unavailable to meet the employee and their family on the day of arrival, contact the supervisor to assign a reactionary sponsor.
- Provide your local contact information to the employee.
- Provide an ACS Welcome packet, Stars and Stripes Welcome to Europe packet and The Find It Guide to the employee.
- Discuss medical and emergency services and contact information with the employee.
 - Military police, hospital, clinic, and patient liaison information provided in the ACS welcome packet.
 - For medical emergencies, the employee should go to a hospital or contact the military police station.
 - If not an emergency, the employee can contact the sponsor to assist with transportation to the hospital.
- Provide emergency phone numbers.
 - Medical On Post: 117 / Medical Off Post: 112
 - Fire On Post: 117 / Fire Off Post: 112
 - Police On Post: 114 / Police Off Post: 110
- Provide local and installation maps.
- Provide current installation bus schedule.
- Transport employee and Family to the on-post or commercial lodging.
- Assist the employee and Family to obtain food.
- Create a transportation plan for first day of in-processing (i.e. bus, TMP, etc.).
- Provide information about VAT forms.
- Provide information about Ration Cards.
- Provide information about the train and bus system; provide URLs and discuss phone apps.
- Provide local taxi phone number.
 - Taxi Centrale Kaiserslautern: 0631-366-777 or 0631-698-00 Mobile: 0170-339-8423
 - Ramstein Yellow Cab: 0631-732-1783 Mobile: 0176-6499-8292
 - Taxi Service Ramstein: 06371-50510 or 0800-589-1395
 - Taxi Service Bay: 06371-2121 or 06372-1600

Note: Remain positive and helpful when meeting the employee and their family; you are the

USAG Rheinland-Pfalz
Department of the Army Civilian Sponsorship Duties Checklist

employee's first impression of your organization and the Kaiserslautern / Baumholder Military Community (KMC/BMC).

Notes

Date of Arrival: _____ Time to be at hotel (or Frankfurt Airport): _____

USAG Rheinland-Pfalz
Department of the Army Civilian Sponsorship Duties Checklist

POST-ARRIVAL

Introduction to Organization

- Assist employee to transition into the organization.
 - Introduce the employee to his/her supervisor and the organization representative.
 - Prearrange the meeting prior to the employee's arrival.
 - Discuss "hand-off" to organization representative with the employee and supervisor.
 - Provide updates to organization representative and supervisor.

Notes

In-Processing

- Accompany the employee to the USAG-RP In-Processing Office on the first day of in-processing; the new employee will receive a USAG-RP in-processing schedule of mandatory briefings and begin in-processing the military community.
 - Note: The supervisor may determine the organization representative does this

Notes

Organization, Installation, and Local Area Information

- Provide assistance and need-to-know information to the employee and family members during in-processing.
 - Getting settled.
 - Vehicle registration.
 - Transportation needs.
 - House hunting (a housing brief is part of the employee's in-processing).
 - Schools and childcare.
 - Note: The supervisor may determine the organization representative does this.
- Provide dates and information for the ACS spouse orientation.

USAG Rheinland-Pfalz
Department of the Army Civilian Sponsorship Duties Checklist

- Accompany the employee to the ACS Relocation Readiness Program.
 - Note: The supervisor may determine the organization representative does this.
- Provide the employee (and Family members, if possible) a tour of each Kaserne; show them the base facilities (i.e. Commissary, BX/PX, fitness center, chapels, ACS, etc.).
 - Note: The supervisor may determine the organization representative does this.
- Provide employee (and family members, if possible) a tour of, or information about, the local German communities (i.e. provide local highlights, available shopping, geographical orientation, local transit, and taxis, etc.).
 - Encourage the employee (and family members, if possible) to attend the host nation orientation.
 - Note: The supervisor may determine the organization representative does this.

Notes
