



**USAG Rheinland-Pfalz
Kaiserslautern and Baumholder
Military Communities**



SOLDIER SPONSORSHIP DUTIES CHECKLIST (for Sponsor)

Relocation is a stressful experience for Soldiers and their Families. 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 Germany, your garrison and your unit.

This checklist will assist you to execute your duties as an Army sponsor. Review this often during the sponsorship process to provide exceptional support to the incoming Soldier and Family members.

The checklist is divided into pre-arrival, arrival, and post-arrival tasks. Contact your unit sponsorship coordinator if you have questions or need assistance.

Arrival Information

Incoming Soldier's Name: _____

Contact Number: _____ Best Method of Contact: _____

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

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Leadership and Unit Updates

First Line Leader or Supervisor

Name: _____

Phone Number: _____

First Sergeant/Commander

Name: _____

Phone Number: _____

Correspondence with Chain of Command

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

Did your chain of command send a welcome email to new Soldier?

BN/BDE CSM/CDR: _____ 1SG/Company CDR: _____ PSG: _____

Date: _____ Correspondence With: _____

Notes: _____

Date: _____ Correspondence With: _____

Notes: _____

Date: _____ Correspondence With: _____

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Notes: _____

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Notes: _____

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PRE-ARRIVAL

Training and Appointment

- Complete approved sponsorship training IAW AR 600-8-8
 - ☐ Face-to-Face training
 - USAG Rheinland-Pfalz ISL or BDE/BN unit sponsorship coordinator
 - ☐ Total Army Sponsorship Training Course (1B-F43 (V))
 - Access ALMS course through AKO
 - ☐ eSAT
 - Access eSAT Course through Military One Source
- Ensure your command places you on sponsorship duty appointment orders
- Complete section three (unit information) of the Soldier's DA Form 5434 within 72 hours of receiving notice of sponsorship responsibilities
 - ☐ Access the DA Form 5434 on the sponsorship page within your Army Career Tracker (ACT)
 - <https://actnow.army.mil/>

Notes

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

DA 5434 Completion Date: _____

First Contact

- Contact the Soldier within 72 hours of receiving notice of sponsorship responsibilities (phone call is recommended); attain the Soldier's contact information from Section 2 of the DA 5434
 - ☐ 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
 - ☐ Ensure the Soldier received the ACT welcome letter
 - ☐ Determine the best communication method (i.e. phone, WhatsApp, Facebook Messenger, email, etc.)
 - The Soldier is likely not to have access to government email during the transition
 - Do not send PII information via unencrypted methods
 - ☐ Ask the Soldier if this is his/her first time to Germany
 - ☐ Ask the Soldier if this is his/her first time to Vilseck

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- Ask the Soldier about his/her needs and the needs of his/her Family; confirm the information on the DA Form 5434
 - Anticipated arrival date
 - Is the Soldier promotable
 - Single, married, married with children, single parent, dual military, other Family members
 - Confirm every Family member is command sponsored and are on the orders
 - If Family members are not on PCS orders, did the Soldier complete the Exceptional Family Member Program (EFMP) process
 - Will any Family members travel on deferred travel
 - Do any Family members have special needs or circumstances (i.e. pregnancy, physical limitations, etc.)
 - 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 a 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 the Soldier 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, 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/>
 - Are any of the pets service animals
 - Explain the difference between US and German service animal laws
 - Ramstein Arrivals: Inform Soldier that all pets must be carried in a hard-sided pet crate to transport on the sponsorship bus
 - Commercial Travel: Soldier must contact airline for current rules and regulations
 - Note: Soldier must register all pets at the Wiesbaden Veterinary Clinic (on post) within two weeks of arriving to Germany
 - 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
- Provide information for the following as applicable
 - Housing, lodging, and billeting arrangements
 - Single Soldiers, E-6 and below: Inform them they will live in barracks
 - They will have to store most or all furniture Stateside
 - They are not authorized to have any pets in the barracks
 - Spouse sponsorship; explain benefits and recommend
 - If interested, can ACS contact the spouse (attain the spouse's email address and provide to the ACS Relocation Readiness Program)
 - Soldier and Family Readiness Group (SFRG) is a great source for spouse and family sponsorship

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- Child/youth sponsorship – initiated through the School Liaison Officer
- Childcare (installation, home day care, and other options) – did the Family register in MCC (Military Child Care)
 - <https://militarychildcare.com>
- German laws requiring car seats and booster seats
 - Contact the Post Military Police for current law and guidance
- Cost of living in Germany
- 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
- Installation housing
 - Share installation rules and requirements for on- and off-post housing
- Local community housing (home/apartment rentals)
- Security deposit for off post housing – typically two to three months of rent
- Electronics – 110V versus 220V, 110V in on-post housing, and transformers
- USAREUR-AF driver's license
 - JKO training program and exam
 - USAREUR-AF 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 Soldier about ACS and encourage them to make use of the ACS relocation program
 - Can the ACS Relocation Readiness Program contact them directly; if yes, provide Soldier information to ACS
- Spouse/Family member employment – ACS
- Suggest Soldier 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 Soldier have a Government Travel Credit Card (GTCC)
 - The Soldier should contact the losing unit's Agency Program Coordinator (in the unit'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 Soldier's travel voucher is settled and paid
 - The Soldier should apply for a GTCC if they do not possess one
- BOSS Program
- ☐ Provide local community and host nation information
- ☐ Create a communication plan with the Soldier

Notes

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Initial Contact Date: _____ Method of Contact: _____

Welcome Packet Email

- Send “Welcome Packet” email to the Soldier (complete after the initial contact)
 - ☐ Request a copy of the Soldier’s PCS orders and flight itinerary
 - ☐ Provide Needs Assessment Checklist
 - Request the Soldier and Family complete and return it
 - ☐ Provide the USAG Rheinland-Pfalz “For Newcomers” link
 - <https://home.army.mil/rheinland-pfalz/usag-rheinland-pfalz/newcomers>
 - Highlight aspects of the website
 - ☐ Provide the USAREUR-AF “Newcomers” link
 - <https://www.europeafrica.army.mil/Newcomers/>
 - Highlight aspects of the website
 - ☐ Provide the USAG Rheinland-Pfalz Facebook link
 - ☐ <https://www.facebook.com/army.rp/>
 - ☐ 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-AF driver’s license requirements to the Soldier
 - Provide link to JKO and explain Soldiers 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-AF driver’s license
 - <https://jkodirect.jten.mil> – Family members must register for a dependent account
 - Provide link to the USAREUR-AF Practice Test & Study Guide
 - <http://www.usareurpracticetest.com>
 - Recommend the Soldier and Family members renew their stateside driver’s license if it is close to expiration
 - ☐ Provide additional information not previously discussed

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- ☐ Provide ACS Relocation Readiness Program information; stress the importance
 - DSN 314-531-2871/2850
 - usarmy.rheinland-pfalz.id-europe.mbx.dfmwr-acs@army.mil
- ☐ Provide personal contact information to Soldier

Notes

Email Date: _____ Received PCS Orders: Y _____ N _____

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

CMR Box

- Contact the community mailroom (CMR) to reserve a post office box for the Soldier (you will need the Soldier's PCS orders)
 - ☐ Provide CMR box information and shipping details to the Soldier
 - ☐ 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

Notes

Date Reserved: _____ APO Address: _____

Date Information Provided to Soldier: _____

Housing / Lodging / Barracks

- Make housing, lodging, or barracks arrangements for the Soldier and Family (complete after initial contact)
 - ☐ Single Soldiers, Airmen, Marines, and Sailors, E-6 and below, and Active-Duty Operational Support (ADOS) Soldiers, E-5 and below: Contact the unit to assign a barracks room
 - ☐ Service Members with command sponsored dependents: The Service Member or sponsor will contact the Housing Office for a direct housing assignment at least ten business days prior to arrival

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- If a home is not available, the newcomer or sponsor will contact the Ramstein or Lagerhof Inn to reserve lodging; the Service Member will remain housed in the Lodge until the USAG On-Post Housing Office assigns permanent government housing
- The sponsor must actively assist the Service Member to select a home and communicate with the USAG On-Post Housing Office
- ☐ Single Active Duty (AD) Service Members, E-6(P) and above: The Service Member or sponsor will contact the Ramstein or Lagerhof Inn to reserve lodging
 - If the Service Member wishes to live in a SEBQ/BOQ during their tour in KMC/BMC, the sponsor will contact the USAG On-Post Housing Office, prior to arrival, for a direct assignment to a SEBQ/BOQ
 - If the Service Member wishes to live off-post, they must visit the housing office Building 202 on Vogelweh, near the Commissary.
- ☐ Unaccompanied AD Service Members (geographical bachelor), E-6(P) and above: The sponsor will contact the USAG On-Post Housing Office for a direct assignment to a SEBQ/BOQ; if not available, the newcomer or sponsor will contact the Wiesbaden Army Lodge to reserve lodging
 - The Service Member will remain housed in the Army Lodge until the USAG On-Post Housing Office assigns a SEBQ/BOQ or issues a CNA
 - The Service Member is required to live in a SEBQ/BOQ if receiving BAH for Family members elsewhere, unless a SEBQ/BOQ is not available

Notes

Housing: _____ Location: _____ Installation: _____

POC / Phone Number: _____

Lodging: _____ Location: _____ Date Reserved: _____

Reservation Dates: Check In: _____ Check Out: _____

Barracks: _____ Building Number: _____ Room Number: _____

POC / Phone Number: _____

Flight Confirmation

- Confirm arrival information 45 and 15 days prior to Soldier's anticipated departure
 - ☐ Arrival location
 - Ramstein or Frankfurt
 - ☐ Is the Soldier or Family arriving on a commercial flight
 - Ensure they possess a USAREUR-AF G1-approved ETP to utilize commercial air
 - ☐ Flight date
 - Distinguish between departure date and arrival date
 - Note: The USAG Rheinland-Pfalz ISL provides the Ramstein flight arrival time and updates to unit sponsorship coordinators/S1, 48 hours prior and on the day of arrival
 - ☐ Confirm the number of individuals, bags, pets, and size of pet crates

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- Remind Soldier all pets must be carried in a hard-sided pet crate to transport on the sponsorship bus
 - Soldier should contact the airline prior to departure to confirm the crate requirements and if the airline will ship the crate(s)
- ☐ Is the Soldier taking in-country leave following arrival

Notes

Date: _____ Notes: _____

Transportation Upon Arrival

- Reserve adequate transportation if transporting the Soldier (and Family members) to housing, barracks, or commercial lodging, or if the Soldier (and Family members) will arrive at Frankfurt International Airport
 - ☐ Consider the number of individuals and bags, and the number and size of pet crates, when arranging transportation
 - ☐ Major and below (and their Family) are required to ride the sponsorship bus from Ramstein to the Baumholder IAW Ramstein Army Reception Center (RARC) policy.
 - ☐ Due to inadequate transportation from commercial airports, commanders may authorize non-tactical vehicles (NTV) transportation IAW AER 58-1
 - Pets may be transported in an NTV when an incoming Soldier or Family is being transported; pet transport alone is not justification to use an NTV

Notes

Transportation Needed: Y _____ N _____ Date Reserved: _____

Notes: _____

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Other Pre-Arrival Duties

- Confirm (prior to departure) whether there was a change of marital status since receiving orders or signing out from losing unit
 - ☐ If so, provide command sponsorship information to the Soldier
 - ☐ Inform unit leadership
- Inform unit sponsorship coordinator and the In-processing office if the Soldier is arriving via Frankfurt Airport. The In-processing office for KMC is in Kleber Kaserne, Bldg. 3245, Room 207, DSN: 541-1011/25/26/27 and for BMC is in Smith Barracks, Bldg 8660, 2nd Floor, DSN: 531-2409/10.
- Remind Soldier to hand carry important personal documents (i.e. orders, leave form, etc.) and ample prescribed medications
- Make contact with the Soldier on the day of departure to ensure the Soldier and Family is manifested
 - ☐ Inform the Soldier, you will meet them upon arrival.
 - ☐ Provide the name and contact information of the reactionary sponsor, if used, to the incoming Soldier
- Obtain a unit shoulder sleeve insignia (SSI) from the unit supply office
 - ☐ To provide to the Soldier upon arrival

Note: Maintain regular contact with the Soldier. Brief your supervisor and chain of command regularly about sponsorship progress and discuss any challenges or encountered problems.

Notes

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ARRIVAL

Initial Meeting

- Meet the Soldier and Family upon arrival
 - ☐ The USAG Rheinland-Pfalz ISL provides the sponsor report time to the unit sponsorship coordinator on the day of arrival
 - ☐ 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 Soldier and their Family on the day of arrival, contact your unit sponsorship coordinator to assign a reactionary sponsor
- If the Soldier flies into the Frankfurt Airport, bring the Soldier directly to the Garrison In-Processing Office, for KMC is in Kleber Kaserne, Bldg. 3245, Room 207, DSN: 541-1011/25/26/27 and for BMC is in Smith Barracks, Bldg 8660, 2nd Floor, DSN: 531-2409/10. Opening Hours are 0800-1200 and 1300-1600 M-F, including on Training Holidays.
- Provide your local contact information to the Soldier
- Discuss medical and emergency services and contact information with the Soldier
 - ☐ Military police, hospital, clinic, and patient liaison information provided in the ACS welcome packet
 - ☐ For medical emergencies, the Soldier should go to a hospital or contact the military police station
 - ☐ If not an emergency, the Soldier 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
- Present a unit SSI to the Soldier
- Transport the Soldier to his/her barracks; transport Soldier and Family to their commercial lodging if not staying at the Ramstein Inn or Lagerhof Inn.
- Assist the Soldier and Family to obtain food

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- Create a transportation plan for first day of in-processing (i.e. bus, NTV, 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
 - ☐ RMV: <https://www.rmv.de/c/en/homepage>
 - ☐ DB: <https://www.bahn.com/en/view/index.shtml>
- Provide local taxi phone numbers

Note: Remain positive and helpful when meeting the Soldier and Family; you are the Soldier's first impression of your unit and the Rheiland-Pfalz military community.

Notes

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

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POST-ARRIVAL

In-Processing

- Accompany the Soldier to the USAG In-Processing Office on the first day of in-processing
- Mark the arrival date within “Arrived, Made Physical Contact” section on the sponsorship page within your ACT

Notes

Marked “Arrived, Made Physical Contact” date: _____

Unit, Installation, and Local Area Information

- Provide assistance and need to know information to the Soldier and Family members during in-processing
 - ☐ Getting settled
 - ☐ Vehicle Registration
 - ☐ Transportation needs
 - ☐ House hunting (housing briefs are part of the Soldier’s in-processing)
 - ☐ Schools and childcare
- Assist Soldier obtain assistance if facing financial challenges (do not loan money to the incoming Soldier)
 - ☐ Finance office (advance pay)
 - ☐ Army Emergency Relief (loans and grants)
- Accompany the Soldier to the ACS Relocation Readiness Program Office
- Provide dates and information for the ACS Spouse Orientation
- Provide unit BOSS Program representative contact information to single Soldiers
- Schedule an appointment to introduce the Soldier to his/her supervisor, the Company 1SG and Commander, key personnel, and fellow co-workers
- Provide the Soldier (and Family members, if possible) a tour of each Kaserne; show them the base facilities (i.e. commissary, BX, fitness center, chapels, ACS, etc.)

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- Provide Soldier (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.)
 - ☐ Soldiers on their first tour to Germany are required to attend the host nation orientation as part of their in-processing; encourage Family members to attend
- Arrange a social gathering to allow the Soldier (and Family members, if possible) to meet coworkers and other families

Notes
