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## CIVILIAN SPONSORSHIP DUTIES CHECKLIST

Relocation is a stressful experience for Civilians 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 Wiesbaden.

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 Family members.

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

### Arrival Information

Incoming Civilian Employee'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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**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: \_\_\_\_\_

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Date: \_\_\_\_\_ Correspondence With: \_\_\_\_\_

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**PRE-ARRIVAL**

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**Training and Appointment**

- Obtain sponsorship training
  - Face-to-Face training: USAG Wiesbaden ISL 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:

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**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 is likely not to 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 Wiesbaden
  - 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.)

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- 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, 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 transport on the sponsorship bus
  - Commercial Travel: Employee must contact airline for current rules and regulations
  - Note: Employee must register all pets at the Wiesbaden 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.
  - Child care (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 USAG Wiesbaden Military Police at DSN 314-548-7777/7778 for current law and guidance
  - 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)
  - 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

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- 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 transformers
- USAREUR driver's license
  - 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 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: \_\_\_\_\_

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**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 Soldier and Family complete and return it
  - Provide the USAG Wiesbaden “For Newcomers” link
    - <https://home.army.mil/wiesbaden/index.php/my-fort/newcomers>
    - Highlight aspects of the website
  - Provide the USAG Wiesbaden Facebook link
    - <https://www.facebook.com/usagwiesbaden>
  - Provide the USAG Wiesbaden Herald Union link
    - <https://www.herald-union.com>
  - 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
    - DSN 314-548-9201
    - <https://wiesbaden.armymwr.com/programs/relocation-readiness-program>

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**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)**

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**Lodging**

- Does the employee want to stay at the Wiesbaden Army Lodge or commercial lodging; if the employee chooses Army Lodge, arrange lodging for the employee
  - Make temporary lodging arrangements at the Wiesbaden Army Lodge
    - Provide reservation and Lodge information to the employee via email
      - Army Lodge Phone: DSN 314-548-9707 or 0611-723-760 ext.6005
      - Army Lodge Email: wag-lodge-reservations@mail.mil
    - If the Army Lodge is full, assist the employee to secure commercial lodging
    - Provide the Army Lodge statement of non-availability to the employee
    - Contact the Army Lodge 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

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**Notes**

Date Reserved: \_\_\_\_\_ APO Address: \_\_\_\_\_

Date Information Provided to Employee: \_\_\_\_\_

\_\_\_\_\_

**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 sponsorship bus
      - 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 Wiesbaden ISL two days prior to employee’s arrival
      - Provide your contact information
      - Determine what time you should meet the employee at the Wiesbaden Army Lodge
      - USAG Wiesbaden ISL DSN: 314-548-1615

**Notes**

Date: \_\_\_\_\_ Notes: \_\_\_\_\_

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**Transportation Upon Arrival**

- Reserve adequate transportation if transporting the employee (and Family members) from Ramstein, Frankfurt International Airport, or to commercial lodging (if the employee rode the sponsorship bus to the Wiesbaden Army Lodge)
  - 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



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- 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
- The sponsor should contact the USAG Wiesbaden ISL to determine seat availability on the Sponsorship Bus from Ramstein

**Notes**

Transportation Needed: Y \_\_\_\_\_ N \_\_\_\_\_ Date Reserved: \_\_\_\_\_

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**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
- 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 Wiesbaden 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 Wiesbaden Army Lodge
  - 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**

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## ARRIVAL

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### Initial Meeting

- Meet the employee and Family upon arrival to the Wiesbaden Army Lodge 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 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 Wiesbaden Army Lodge 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

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- 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 number
  - 0611-444-444

Note: Remain positive and helpful when meeting the employee and Family; you are the employee's first impression of your organization and the Wiesbaden military community.

**Notes**

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

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**POST-ARRIVAL**

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**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**

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**In-Processing**

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

**Notes**

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**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 child care
  - Note: The supervisor may determine the organization representative does this
- Provide dates and information for the ACS spouse orientation

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- 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, 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**

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