



SOLDIER SPONSORSHIP DUTIES CHECKLIST

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 Wiesbaden.

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 or the Wiesbaden Installation Sponsorship Liaison (ISL) 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

USAG Wiesbaden
Soldier Sponsorship Duties Checklist

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: _____

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Date: _____ Correspondence With: _____

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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 Wiesbaden 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 Wiesbaden

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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 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 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
 - Billeting/temporary lodging
 - 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 pets in barracks

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- 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
- Child sponsorship – initiated through the School Liaison Officer
- 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
- 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 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 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.

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- 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

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 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>
 - 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 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 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>

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- Recommend the Soldier 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
 - usarmy.wiesbaden.id-europe.mbx.mwr-acs@mail.mil
 - <https://wiesbaden.armymwr.com/programs/relocation-readiness-program>
- 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: _____

Lodging / Billeting

- Arrange lodging or billeting for the Soldier and Family (complete after the initial contact)
 - Married Soldiers, Soldiers with Families, and Single Soldiers E-6(P) and above: make temporary lodging arrangements at the Wiesbaden Army Lodge
 - Provide reservation and Lodge information to the Soldier 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 Soldier to secure commercial lodging

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- Provide the Army Lodge statement of non-availability to the Soldier
- Contact the Army Lodge regularly as rooms do come available
- Single Soldiers: Contact the Company orderly room to assign a barracks room

Notes

Lodging or Barracks

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 G1-approved ETP to utilize commercial air
 - Flight date
 - Distinguish between departure date and arrival date
 - Note: The USAG Wiesbaden ISL provides the Ramstein flight arrival time and updates to unit sponsorship coordinators 48 hours prior and on the day of arrival
 - Confirm the number of individuals, bags, pets, and size of pet crates
 - 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 after arrival

Notes

Date: _____ Notes: _____

Date: _____ Notes: _____

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Transportation Upon Arrival

- Reserve adequate transportation if transporting the Soldier (and Family members) to commercial lodging or barracks, 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
 - Colonels and below (and their Family) are required to ride the sponsorship bus from Ramstein to the Wiesbaden Army Lodge IAW the following references
 - AER 58-1
 - ÚSAG Wiesbaden *Mandatory use of the Sponsorship Bus and 10-day In-processing Schedule Requirements* memorandum
 - 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: _____

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 USAG Wiesbaden ISL if the Soldier is arriving via Frankfurt Airport
- Remind Soldier to hand carry important personal documents (i.e. orders, leave form, etc.) and ample prescribed medications
- Provide your current cell phone number and contact information to the unit sponsorship coordinator prior to the arrival of the Soldier; the unit coordinator will provide your information to the USAG Wiesbaden ISL who will inform you of flight arrival time changes

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- 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 to the Wiesbaden Army Lodge
 - 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 to the Wiesbaden Army Lodge
 - The USAG Wiesbaden 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 USAG In-Processing Office (Building 1023W, Room 106, Clay Kaserne)
 - This must be done prior to checking into the Wiesbaden Army Lodge or commercial lodging for the Soldier to receive all entitlements
 - Provide an ACS welcome packet to the Soldier
 - Obtain from the USAG Wiesbaden ISL or the ACS Relocation Readiness Program
- 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 Wiesbaden Army Lodge
- Assist the Soldier and Family to obtain food
- Create a transportation plan for first day of in-processing (i.e. bus, TMP, etc.)

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- 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 number
 - 0611-444-444

Note: Remain positive and helpful when meeting the Soldier and Family; you are the Soldier's first impression of your unit and the Wiesbaden 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 child care
- 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
- 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, PX, 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
