

United States Army Installation Management Command, Europe Region, Sponsorship Handbook



IMCOM

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United States Army Installation Management Command, Europe Region Sponsorship Handbook

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SECTION I. INTRODUCTION

1. THE IMCOM-EUROPE SPONSORSHIP PROGRAM

a. The intent of the IMCOM-Europe Sponsorship Program is to make newcomers feel at home in their new unit and community. Newcomers who feel at home quickly become contributing members to the workplace and the community.

b. This handbook is intended to be used by sponsors primarily of personnel who will be stationed at IMCOM-Europe headquarters in Germany. The information in this pamphlet may be used at other locations with modifications for those specific locations. Additionally, because there are very few military personnel at IMCOM-Europe headquarters, this handbook is directed primarily toward sponsoring civilian personnel who are coming from the United States or other overseas area.

c. Each situation is different, and no handbook could provide all information for every possible situation. This handbook, however, will help sponsors meet their responsibilities. Questions about unusual circumstances or other things that come up that are not listed in this pamphlet should be directed to the supervisor or civilian personnel advisory center (CPAC) point of contact (POC). This handbook should be used with the useful references listed in paragraph 2.

d. AE Regulation 600-8-8 requires that military and civilian sponsors are appointed in writing.

(1) The supervisor will appoint a sponsor in writing within 5 calendar days after receiving DA Form 5434 (Sponsorship Program Counseling and Information Sheet) from the CPAC or other notification of a new employee's pending arrival. Paragraph 10 provides a sample appointment memorandum.

(2) Sponsors must complete Army Community Service (ACS) sponsorship training (para 3a(1)). Supervisors are responsible for coordinating with ACS to schedule sponsorship training for their employees.

NOTE: Personnel who will be sponsoring military personnel must also complete the USAREUR Sponsor Training at <https://www.updb.hqusareur.army.mil/portal/default.asp>.

(3) When possible, the sponsor will be in a grade equal to or higher than the incoming employee. When possible, sponsors will be of the same sex, marital status, and occupational series as the person they sponsor. Sponsors should be familiar with their organization or activity and the community.

(4) Only individuals who represent the organization in a positive manner should be selected as sponsors. Group sponsorship is prohibited. Sponsors will sponsor only one person at a time. Individuals specifically excluded from being sponsors are those—

- (a) Being replaced by the incoming person.
- (b) Outprocessing or within 60 days before a change of station.
- (c) Undergoing administrative separation.
- (d) Projected to be absent during parts of the inprocessing period.

e. Persons scheduled to be absent during the first 60 days after a new employee's arrival generally should not be appointed as a sponsor. If a sponsor must be absent during the first 60 days after the new employee arrives, the sponsor will ensure the needs of the new employee are met in advance or arrange for a substitute sponsor to assist the incoming employee. Supervisors will appoint trained "reactionary sponsors" to help incoming employees whose sponsors go on emergency leave or other unexpected long-term absences, and when an appointed sponsor can no longer provide adequate sponsorship for other reasons.

f. Appointed sponsors—

(1) Are responsible for the initial integration of new personnel and their Families into the unit and community.

(2) Must complete ACS sponsorship training (para 3a(1)). (Personnel who will be sponsoring military personnel must also complete the USAREUR Sponsor Training at <https://www.updb.hqusareur.army.mil/portal/default.asp>.)

2. USEFUL REFERENCES

Listed below are publications and websites that are referenced in this handbook, as well as other help references that sponsors should be familiar with.

a. Publications. All publications listed below are available in html and pdf formats from the Army in Europe Library and Publishing System website at <https://aepubs.army.mil/ae/public/index.aspx>.

AE Regulation 58-1, Management, Acquisition, and Use of Nontactical Vehicles.

AE Regulation 600-8-8, Military and Civilian Sponsorship.

AE Regulation 600-10, IMCOM-Europe Orientation of New Civilian Employees.

AE Pamphlet 190-34, Drivers Handbook and Examination Manual for Germany.

AE Pamphlet 600-8-8, How To Be a Good Sponsor.

AE Pamphlet 608-75, What You Need To Know About the Exceptional Family Member Program.

AE Miscellaneous Publication 600-17, Germany Fuel-Ration Card.

b. Websites.

ACS Sponsor Training: <http://apps.mhf.dod.mil/ESAT>

USAREUR Sponsor Training: <https://www.updb.hqusareur.army.mil/portal/default.asp>

ACS eSponsorship Duties Checklist:

<http://cs.mhf.dod.mil/content/dav/mhf/qol-library/project%20documents/esat/sponsor%20checklist.pdf>

ACS relocation readiness website:

<http://www.mwrgermany.com/hd/acs/rr.htm>

Civilian Human Resource Agency, Europe Region, Living and Working Overseas website:

<http://cpolrhp.belvoir.army.mil/eur/overseas/index.htm>

Vehicle registration and drivers license information:

http://www.bw.eur.army.mil/Newcomer_Information/vehicles_and_licensing.html

<https://aepubs.army.mil/pdfpubs/AEP190-34.htm>

https://aepubs.army.mil/pdfpubs/AEP190-34_1000477.pdf

3. SPONSOR RESPONSIBILITIES

a. General. Sponsors will—

(1) Attend sponsorship training provided by ACS. This training may be completed online at <http://apps.mhf.dod.mil/ESAT> or by calling the Heidelberg ACS at DSN 370-6883/6975.

(2) Review AE Pamphlet 600-8-8 and other community sponsorship guidance.

(3) Provide timely and accurate information, be available to provide assistance, and make new personnel and their Families feel welcome.

b. Before the New Employee Arrives. The sponsor will—

(1) Initiate telephone or e-mail contact within 72 hours after being notified of sponsorship duties. Emphasize the importance of the employee sending his or her orders to you as soon as they are published and applying for passports as soon as possible.

(2) Send the newcomer a follow-up welcome letter and welcome packet within 10 calendar days. Paragraph 5 (pages 8 and 9) provides a sample welcome letter from the supervisor and a follow-up letter from the sponsor. Welcome packets are available from the ACS.

(3) Refer the newcomer to the Civilian Human Resources Agency, Europe Region (CHRA-E), website (<http://cpolrhp.belvoir.army.mil/eur/overseas/index.htm>) for information about inprocessing, relocation benefits, overseas entitlements, and other information about living in Europe.

(4) Find out about specific needs and concerns the newcomer may have. Sponsors should try to determine sponsorship needs and meet them. For example, sponsors should ask whether the new employee—

(a) Is bringing pets. Sponsor should let them know that pets may not be able to stay in billeting and help make alternate pet-lodging arrangements if necessary.

(b) Is shipping a vehicle. Sponsor should provide information about public transportation, shuttlebus routes, and rental cars.

(c) Will be accompanied by school-age children. Sponsor should provide information about Department of Defense Dependents Schools (DODDS).

(d) Will need to place children in childcare. Sponsor should provide information about availability and waiting lists.

(e) Plans to arrive on a weekend. Sponsors are strongly encouraged to advise new personnel to arrive on a duty day. If this is not possible, sponsor must provide hints and realistic expectations of what to do in the community without having inprocessed (for example, they will not be able to use military facilities without an ID card).

(5) Promptly provide information requested by the newcomer. Sponsors should ask for assistance when they need it.

(6) Provide details about the organization, its mission and duties, and inprocessing.

(7) Provide specific local housing and cost-of-living information.

(8) Sponsor the entire Family and initiate contact between spouses and children when appropriate. This includes—

(a) Contacting ACS for spouse-employment information for Federal employment opportunities in the geographic area.

(b) Checking with Youth Services and DODDS to see if a youth sponsorship program is available.

(c) Checking with ACS to see what newcomer-orientation programs are available for Family members.

(9) Provide driver's license information. If the incoming employee is a Government employee, provide a link to the drivers pamphlet at <https://aepubs.army.mil/pdfpubs/AEP190-34.htm>. If not, download the pamphlet from https://aepubs.army.mil/pdfpubs/AEP190-34_1000477.pdf and send it to the employee by e-mail. Vehicle registration and drivers license information is also available from the USAG Baden-Württemberg website at http://www.bw.eur.army.mil/Newcomer_Information/vehicles_and_licensing.html.

(10) Tell newcomers where they will be met when they arrive.

(11) Send information on billeting accommodations and local hotels, get input from the incoming employee, and arrange temporary lodging and transportation based on the desires of the incoming employee.

(12) Inform the chain of command and CPAC of any change of status for the incoming person, such as—

(a) Travel status changed from “deferred” to “accompanied.”

(b) Change in marital status.

(c) Sudden changes in medical condition or illness.

(d) Change in Family status (for example, sudden illness, death, or emergency).

(13) Promptly follow-up with the newcomer and answer all correspondence and e-mail.

(14) Discuss travel plans, arrival date and number in party, confirmation of lodging, local currency, and pet arrangements.

(15) Locate the appropriate office to help the newcomer acquire a Government credit card or transfer an existing card when appropriate.

(16) Assist in determining up-front costs (such as housing, utilities, telephone, and similar expenses). The housing office can provide the latest average costs.

(17) Set up a mailbox account for the incoming employee and provide the employee with the mailing address and new office telephone number. Use the sample employee information sheet on page 18.

(18) Set up CPAC and housing appointments.

c. When the New Employee Arrives. The sponsor will—

(1) Welcome the new civilian employee at the airport (including Family members when appropriate). Sponsors will dispatch an NTV to travel to and from the airport to pick up new civilian employees and their Families. Because most new employees will arrive on a weekend, it is important that sponsors reserve the NTV as early as possible. If the sponsor does not have an NTV license, the supervisor may appoint another employee to be the driver. Supervisors will ensure that sponsors and drivers (when used) are compensated appropriately for the nonduty time spent for this travel. For the region staff, only the IMCOM-Europe Chief of Staff may approve using other than an NTV for picking up new employees.

(2) Escort the new employee and Family to temporary lodging and ensure immediate basic needs are met (meals, currency, pets, and emergency contact numbers).

(3) Assist with locating temporary transportation (for example, public transportation, carpool) until other means are established.

NOTE: Civilian personnel and their Family members are not authorized to drive rental vehicles in Germany until they get a U.S. Forces Certificate of License (AE Form 190-1F) or an exception to policy in accordance with AE Regulation 190-1.

(4) Be prepared for the unexpected. For example—

(a) If a Family member is ill, know which medical facility will treat the Family member.

(b) If a pet becomes ill, know which veterinary facility can provide service. Know how to contact an emergency host-nation veterinary service if a problem comes up during non-duty hours.

(5) Help newcomers make telephone calls to let their Family know they have arrived safely. Do this by explaining the local telephone system (for example, how to dial calls to the United States and how people in the United States dial to the overseas location).

(6) Ensure Family members know how to contact the sponsor or organization in case of emergency while the employee is inprocessing.

(7) Ensure the newcomer has local contact information (home and work). Encourage newcomers to provide information to relatives in the United States in case the Red Cross needs to contact them.

(8) Encourage newcomers to establish an account with the community bank or credit union to make financial transactions.

(9) Escort the new employee to inprocessing locations.

(10) Introduce the new employee to the immediate chain of command, supervisors, and coworkers.

(11) Provide a tour of essential post and community locations.

(12) Escort new personnel and their Families to billeting and other support agencies.

(13) Assist in POV registration and obtaining a U.S. Forces POV drivers license.

(14) Keep in touch with the newcomer. Remember to help newcomers settle in and take care of immediate needs.

SECTION II. SAMPLES

4. WELCOME LETTER

a. The supervisor must send a welcome letter within 5 days of being notified about a new employee. The first letter is a sample welcome letter to the new employee about his or her sponsor.

b. The sponsor must contact the incoming employee by letter or e-mail within 72 hours after being notified of sponsor duties. The sponsor must send the incoming employee a followup welcome letter and welcome packet within 10 calendar days after the initial contact. The letter on page 9 is a sample letter for sponsors.

c. Depending on whether the incoming employee is new to the Army, IMCOM-Europe, or living overseas, sponsors may want to provide additional information and enclosures. Some items that sponsor's may want to provide to incoming personnel are shown under paragraph 5.



DEPARTMENT OF THE ARMY
UNITED STATES ARMY INSTALLATION MANAGEMENT COMMAND
EUROPE REGION
UNIT 29353, BOX 200
APO AE 09014-0200

Date

Name
Address
City, State, ZIP

Dear *Name*

On behalf of the Soldiers, civilian employees, and Family members of the United States Army Installation Management Command, Europe Region (IMCOM-Europe), I welcome you to the IMCOM-Europe Family. I have assigned (*full name*) as your sponsor. *He/She* will assist you during your transition and answer any questions you may have about your new assignment and IMCOM-Europe.

(*Sponsor's name*) will contact you before your arrival to help you and answer any questions you may have. You can reach your sponsor at civilian 011-49-XXXXX-XXXX or DSN (314) XXX-XXXX, or e-mail: *sponsor.name@eur.army.mil*. Once you arrive, your sponsor will help you with local transportation, walk you through inprocessing, help set up any required appointments, and introduce you to your chain of command and coworkers.

Your assignment as a member of the IMCOM-Europe team will be professionally and personally challenging and rewarding. We have a vital mission in the Army to provide for the equitable, effective, and efficient management of Army installations in Europe. Our role is essential to supporting the Army's mission readiness and execution. We do this by ensuring Soldiers, civilian employees, and Family members have the best quality of life we can provide, and by improving the Army's infrastructure and preserving our Nation's environment.

We look forward to your arrival and want to do everything possible to help you in your new assignment.

Sincerely,

Supervisor's Signature Block



DEPARTMENT OF THE ARMY
UNITED STATES ARMY INSTALLATION MANAGEMENT COMMAND
EUROPE REGION
UNIT 29353, BOX 200
APO AE 09014-0200

Date

Name
Address
City, State, ZIP

Dear *Name*

I have been appointed as your sponsor and will be your point of contact here. As soon as you have your orders, please send them to me.

Once I get your orders, I can get a post office box set up for you. I will be making temporary housing arrangements for you and your Family. I'll do everything on this end that I can do to help make the move as smooth as possible. Are there any special needs that you know of that I need to plan for? Are you bringing any pets? (There are restrictions on some kinds of dogs here in Germany, though the country is VERY dog friendly.)

The Heidelberg community website (<http://www.bw.eur.army.mil/>) has a lot of information about Heidelberg and the facilities and services provided here. Another good site is the city's official website (http://www.heidelberg.de/servlet/PB/menu/1088101_12/index.html). I am sure that you will love it here. There is so much to do in this area! We are at the crossroads of the Romantic Road and the Castle Road. Heidelberg's castle is one of the largest and most famous. Did you know Mark Twain used to live here?

I am sure that you have a lot of questions, and I will do everything I can to answer them as you think of them. I don't want to overload you with information. If you have time, you may want to check out the USAREUR homepage (<http://www.hqusareur.army.mil/>), the IMCOM-Europe homepage (<http://www.imcom-europe.army.mil/webs/index.html>), and the Military Homefront website (http://www.militaryhomefront.dod.mil/portal/page/mhf/MHF/MHF_HOME_1?section_id=20.40.500.398.0.0.0.0). They all have information that you want to check out.

Before I close this, I want to let you know that you must have a valid U.S. drivers license to get an Army in Europe (AE) license. If your license is anywhere close to expiring, it would be a good idea to get it renewed (if that is possible). Also, most countries in Europe require you to have an international license, so would suggest doing that while you're in the States as well (you can get one at AAA). I have attached a copy of the drivers pamphlet that you should start studying. The questions on the actual test are the same as those in the practice test in the pamphlet, so the better you know those questions and the signs (half of the test will be identifying road signs), the easier the test will be.

I will be sending some other information and a "welcome to Europe" CD. I'll write more later—just wanted to welcome you and let you know how eager we are to meet you! Please write with any questions you may have. My e-mail is *sponsor.name*@eur.army.mil and my phone number 011-49-6221-578910.

Sincerely,

Sponsor's Signature Block

5. INFORMATION AND REFERENCES FOR THE SPONSORED PERSON

Welcome to the United States Army Installation Management Command, Europe Region



Since October 2002, the United States Army Installation Management Command, Europe Region, has been supporting Soldiers, civilian employees, and Family members at Army garrisons in Germany, Belgium, the Netherlands, and Italy. Our mission is to provide the best possible training facilities, power-projection platforms, Family housing, and base operations support services.

With services ranging from childcare to force projection, we enable tactical units in Europe to focus on operations, training, and deployments.

Our support for Families is a primary readiness function, enabling Soldiers to deploy with the assurance that their loved ones are well cared for.

Establishment of the United States Army Installation Management Command represents the Army's continued commitment to doing business the best way possible. We are fully engaged in the transformation of Army garrisons in Europe to provide support for America's premier fighting force through standardized base operations, streamlined procedures, and service excellence.

The IMCOM-Europe website has many links to Army installations, services, facilities, and people: <http://www.imcom-europe.army.mil/webs/index.html>.

We stand ready to answer your questions and connect you with a team of professionals dedicated to supporting America's Army.

Diane M. Devens
Director, IMCOM-Europe

IMCOM-Europe Mission, Vision, and Goals

Mission

The IMCOM Europe mission is to provide the Army the installation capabilities and services to support expeditionary operations in a time of persistent conflict, and to provide a quality of life for Soldiers and Families commensurate with their service.

Vision

We are the Army's home. We provide a source of balance that ensures:

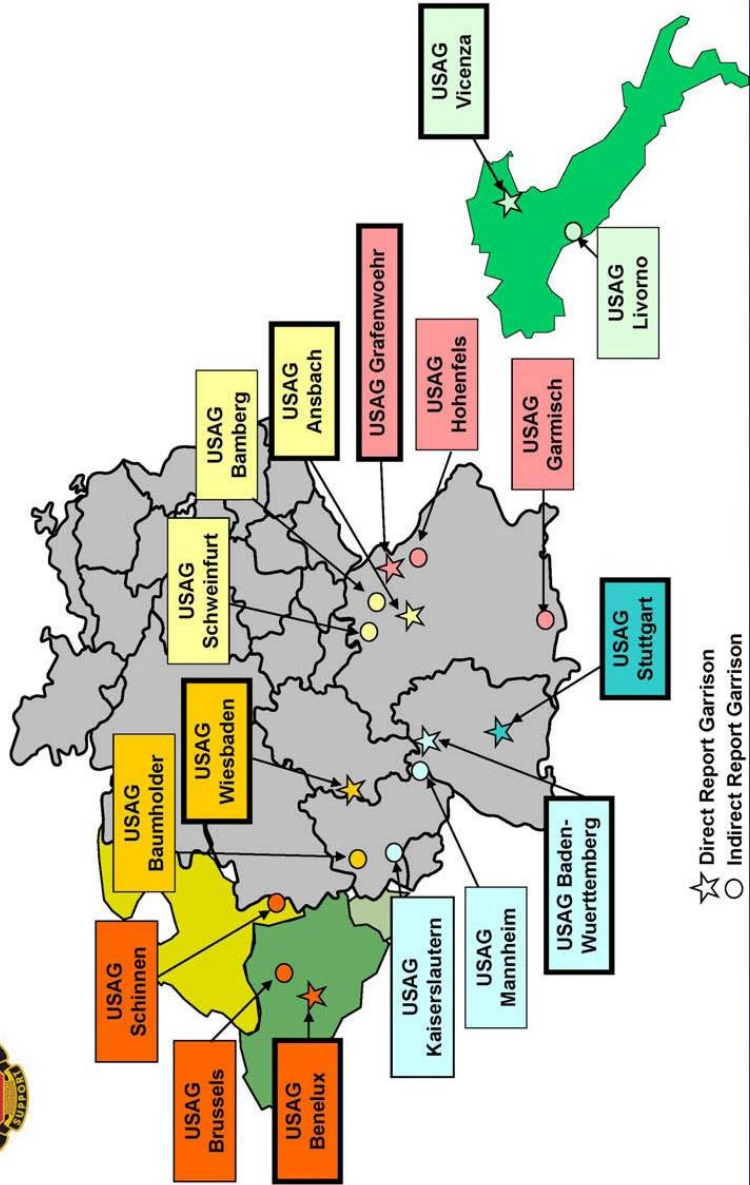
- An environment in which Soldiers and Families can thrive.
- A structure that supports unit readiness in an era of persistent conflict.
- A foundation that supports Army Transformation.

Goals

- Manage installations equitably, effectively and efficiently.
- Enable the well-being of the Army's people.
- Provide stewardship of resources.
- Deliver superior mission support to all organizations.
- Develop and sustain an innovative, team-spirited, highly capable, service-oriented workforce-a vital component of the Army Team.



IMCOM-EUROPE GARRISONS



As of June 2010

Need to do the following to get a network account in Europe:

1) Download and complete the following forms:

System Authorization Access Request (SAAR)

(<https://portal.eur.army.mil/sites/imcom-e/staff/mso/it/UserInfoPage/Documents/dd2875aug09.pdf>)

Computer User Agreement (revised Version)

(<https://portal.eur.army.mil/sites/imcom-e/staff/mso/it/UserInfoPage/Documents/ComputerUserAgreementNEW.pdf>)

2) The SAAR and the computer user agreement must be signed by the security officer. Please inprocess with garrison security (USAG BW S2) office located on Patton Barracks (DSN 373-8054 or 373-9804). Call to make an appointment before visiting.

3) All users must pass the DOD Information Assurance Awareness Training. The test is available on the [Information Assurance Training Center](https://ia.signal.army.mil/DoDIAA/default.asp) webpage (<https://ia.signal.army.mil/DoDIAA/default.asp>). You will need to have an AKO/DKO account to access this training. Once you finish the online test, make sure you print your certificate.

4) All users have to take the Thumb Drive Awareness and the Army G3 Computer Security Training. This training can be found on the [Army Information Assurance Virtual Training](https://iatraining.us.army.mil) website (<https://iatraining.us.army.mil>). New users will have to register for an account on this webpage. This can be done on the Registration page. Once logged in, go to the course list on the left hand side. Scroll down and you will see the Thumb Drive and G3 security training. Both certificates must be presented before an account may be granted. Return the signed forms and the 3 printed certificates to the IMCOM-Europe ASO-IT Department in Building 3796 (basement) and bring your CAC card so we can read needed account information from it.

Recommended links to important information:

Housing information:

http://www.bw.eur.army.mil/Newcomer_Information/housing.html

Private insurance for household goods:

http://www.bw.eur.army.mil/Newcomer_Information/household_goods_insurance.html

Financial services:

http://www.bw.eur.army.mil/Newcomer_Information/financial_services.html

Vehicles and licensing:

http://www.bw.eur.army.mil/Newcomer_Information/vehicles_and_licensing.html

<https://aepubs.army.mil/pdfpubs/AEP190-34.htm>

https://aepubs.army.mil/pdfpubs/AEP190-34_1000477.pdf

Overseas Tours and Rotation Policy

http://www.per.hqusaEur.army.mil/CPD/Overseas_Tours_and_Rotation/Default.aspx

<https://aepubs.army.mil/pdfpubs/CM2009-065.htm>

Employee Development

<https://aepubs.army.mil/pdfpubs/CM2010-050.htm>

Civilian Human Resource Agency, Europe Region, Living and Working Overseas website:

<http://cpolrhp.belvoir.army.mil/eur/overseas/index.htm>

Arranging Household Goods Shipments. As soon as you are alerted to your upcoming PCS move, you can start getting your house and family ready. Clean up and get rid of junk. Hold a yard sale or take serviceable items you no longer need to a thrift shop or donate them to a charity. Get important family records together in one place. You can even estimate the weight of your household goods before you visit your transportation office to set up the move. You should also begin to plan what items you will take in your unaccompanied baggage or your household goods shipment, and what might need to go into permanent storage. Remember, for overseas assignments electricity is different and houses are generally much smaller and cannot handle large furniture.

Set up an appointment with your transportation office as soon as you have a copy of your PCS orders. The earlier you call or visit your transportation office, the greater your chances of moving on the date you desire. The transportation office may instruct you to use the Government's automated moving system at <http://www.move.mil/home.htm>. The counselors will explain all your PCS move entitlements in detail and answer all of your questions. They will book your shipment and put you in contact with your mover (transportation service provider (TSP)). The TSP will contact you for a pre-move survey and let you know the exact dates the movers will come.

Automobile. The Government may ship one privately owned vehicle (POV) at its expense to your new overseas location. This will be handled through your transportation office. Remember to discuss your POV needs at your initial counseling session. The shipping contractor has established at <http://www.wherismypov.com/> where you can track the location of your POV through the shipping process.

Pets. Planning for shipment of your pet includes researching airline requirements and quarantine-restriction laws in your new location. You will need to ask the airlines the requirements for size, weight, number of animals, kennel construction, documentation, and season of the year limitations. Occasionally, small pets can be shipped on military flights but availability, regulations, and fees are always changing. Check the <http://www.move.mil/> website for details on shipping pets. Many international locations have strict importation laws, including quarantines and restrictions on breeds or types of animals that can be brought into the country. Carefully research these rules as they could affect your moving schedule.

Arrival and Delivery of Household Goods Shipments. Follow the instructions you are given at counseling carefully. Depending on how your shipment moves, it is your responsibility to contact the TSP as soon as you arrive at your new duty station. Let them know how you can be contacted, phone, mobile phone and e-mail. If you already have new quarters, they will help arrange delivery of your personal property shipments. Otherwise they will arrange for temporary storage until you have permanent housing. Make certain that you or someone who can act in your name is available at your new home on delivery day. If the TSP arrives and cannot deliver the shipment, you may be charged for the attempted delivery and any additional storage that may result.

Customer Satisfaction Survey. Once your property is delivered, you'll be asked to rate your satisfaction with the customer service you received from the TSP. Make sure you do this; your feedback will make the process better for everyone. The survey is at <http://www.sddc.army.mil/sddc/Content/Pub/45785/dp3%20css%20pamphlet%204-16-09.pdf>.

Claims. DOD customers are eligible for full replacement-value protection on most DOD-sponsored shipments. With this protection, the TSP will either repair or pay to repair damaged items and pay the full replacement cost for items that are lost or destroyed. Providing a prompt notice of loss or damage is an essential part of the process. Use the front of DD Form 1840/1840R to notify the mover of any loss or damage you find at the time of delivery. If further loss or damage is discovered after the transportation provider departs, use the reverse side of the form. You must **file DD Form 1840/1840R with the TSP within 75 days after delivery**. The TSP has the right to inspect the damaged item once it receives the notice forms. If you have any loss or damage to your personal property you will need to file a claim. Completing and submitting the DD Form 1840/1840R does not constitute filing a claim. You must file the claim directly with the TSP within 9 months after delivery to receive full replacement-value protection. Once the claim is filed with the TSP, the TSP is responsible for obtaining repair and replacement estimates and settling the claim by paying repair or replacement costs. The military claims office (MCO) is available to help you understand the claims process and your rights and responsibilities. You may transfer your claim to the MCO if you wish; however, if you transfer your claim, the MCO will be responsible only for the lower depreciated cost of items on the claim.

6. SPONSOR CHECKLIST

Sponsors should use the following checklist as they help incoming employees. The checklist is mostly chronological, and not all items will apply to all incoming personnel. Additionally, based on the circumstances, other items may need to be added to accommodate the incoming person's unique situation.

SPONSORSHIP DUTIES	
Before Arrival	
	(1) Complete sponsorship training provided by ACS. (2) Review AE Pamphlet 600-8-8 and other community sponsorship guidance. (3) Provide timely and accurate information, be available to provide assistance, and make new personnel and their Families feel welcome.
	Send a welcome letter to the newcomer after being notified of sponsorship duties.
	Contact the newcomer by telephone, fax, or e-mail within 72 hours to inquire about and provide information on specific needs, such as—
	✓ ACS newcomer-orientation programs.
	✓ Spouse employment (Direct them to http://cpolrhp.belvoir.army.mil/eur/overseas/index.htm .)
	✓ Children and their ages and special interests. Provide DODDS info. Check with YS and DODDS to see if a youth sponsorship program is available.
	✓ Childcare needs.
	✓ Exceptional Family member requirements. Provide a copy of AE Pamphlet 608-75 (https://aepubs.army.mil/pdfpubs/AEP608-75_994435.pdf)
	✓ Pets.
	✓ Shipping a vehicle.
	✓ Current information on the possession, registration, and transfer of POFs and on German laws on dangerous dogs.
	Refer the newcomer to the CHRA-E website (http://cpolrhp.belvoir.army.mil/eur/overseas/index.htm) for inprocessing information and community links
	Gather current information from agencies in your military community (for example, housing, Government furniture and appliances) that will help the new person prepare for the overseas move.
	Suggest the incoming person visit his or her local ACS relocation readiness website (http://www.mwrgermany.com/hd/acs/rr.htm).

	Send welcome packet and garrison newspaper from your local ACS to the newcomer. (Note: most welcome packets are on CD now.)
	Inform newcomers about the inprocessing requirements they will need to take care of when they arrive. (Send a copy of the training plan.)
	Enroll the employee in the IMCOM-Europe Action Officer Course by contacting the ASO.
	Make CPAC inprocessing appointment.
	Once you have a copy of the person's orders, open a mailbox.
	Make housing appointment.
	Send the employee information on requirements to get network access. Send the employee weblinks (see info on pg 13) and appropriate forms. Have the employee send certificates of completion and signed SAAR form to you.
	Ask the employee to complete a biography and send it to you. (A sample biography is below.) Provide the bio to the chief as soon as the employee returns it. Make an appointment with the branch or division chief for a welcome office call.
	If the employee has school-age children, contact the registrars of the specific schools the children will attend and provide applicable e-mail addresses to the employee.
	Ensure the employee's desk is set up with basic supplies, SOPs, etc. Ensure telephone, PC, and other office equipment are in working order.
	Arrange for transportation (NTV) from the airport to the new community.
	Make arrangements to meet the newcomers. Let them know who will meet them and where they will be met.
	Arrange temporary accommodations for arriving personnel and their Families.
On Arrival	
	Meet civilian personnel and their Families at the airport.
	Escort newcomers to their accommodations and ensure their immediate needs are met (for example, money exchange, food, personal necessities, emergency contact numbers).
	Make arrangements for transportation and work schedule until the employee can get around on his or her own.
	Provide employee information cards (shown below).
After Arrival	
	Ensure temporary transportation is available until other means have been arranged (shuttlebus or public transportation).
	Assist personnel during inprocessing.
	Escort new personnel and Families to the local ACS office and other support agencies. Let newcomers know about support agency programs and services.

Sample Employee Bio

Stewart R. Long

- Born 31 December 1959 in Brownsville, Texas.
- Graduated from North Quincy High School in North Quincy, Massachusetts, in June 1977.
- Graduated from Clark University in Worcester, Massachusetts in May 1981 with a BA in Psychology.
- Joined the U.S. Navy in 1993.
- Graduated from the Defense Language Institute in Monterey, California, in April 1983 with a certificate in Russian Language Studies.
- Served as the Academic Advisor/Regional Coordinator for Central Texas College at Zama, Japan, from 1993-1996.
- Served as the Field Representative/Director for PLATO Learning, Inc. in the Academic Skills Learning Center in Strassborn, Austria, 1996-2004.
- Served as the Field Advisor for the University of Phoenix at Denver, Colorado, in 2004.
- Served as Chief Editor for the United States Army in Japan from 2004-2008.
- Graduated from the University of Chicago in January of 2005 with a Master Degree in Childcare Administration.
- I am married to Mary L. Long, we have 4 grown children and 3 cats.

Employee Information Sheet

Your personal mailing address:

CMR 432, Box 111
APO AE 09081-0111

Office address:

IMCOM-Europe (IMEU-HRA)
Unit 29055
APO AE 09081-9055

Your office DSN: 379-6356

Your office (from civilian phone): 06202-80-6356

Supervisor: Marcus A. Cox

Marc's office DSN: 379-6346

Office is:

Administrative Services Branch, Human Resources Division, United States Army Installation Management Command, Europe Region

Call the U.S.: 001 + area code + number

Call Germany: 011 + 49 + 6202-80-6356

7. MOVING CHECKLIST FOR SPONSORED PERSON

Sponsor should provide the checklist below to the employee at the earliest possible date.

30 Days Before
Give notice required by the lease to your landlord if you live off base. Provide him or her with a written notice and keep a copy for yourself.
Prepare an inventory of goods.
Notify post office of new address and fill out change of address cards.
Gather medical and dental records.
Check and clear tax assessments.
Notify insurance company of move before goods are packed.
Check out auto licensing requirements.
Notify schools and have transcripts forwarded.
Arrange pet shipment and be sure immunization record is up to date. Shot and vaccinations must be over 30 days old for most foreign assignments.
Make travel plans.
Make hotel reservations, and reconfirm later.
Decide what items to give to charity. Get a signed receipt to use for your tax return if you itemize on your taxes.
Two Weeks Before
Collect clothing items to clean and repair.
Return items borrowed, collect items loaned out.
Transfer or close out banking accounts, if desired.
Arrange to have utilities disconnected.
Have your car tuned up for the trip, or cleaned (inside and out) if you are going overseas. Check oil, water, battery and tires.
One Week Before
Pack suitcases.
Plan travel games, activities, for all Family members.
Place suitcases and carryon baggage for overseas trips in closet, away from movers.
Withdraw the contents of your safe deposit box.
Cancel newspaper, maid service, etc.
Day Before Moving
Empty refrigerator and defrost freezer. Let stand with door belted open for 24 hours.
Moving Day
Have phone numbers of the packers and personal property office handy.
Be there or have a friend there to answer questions from the movers.
Accompany the van operator during the inventory of things to be moved. Be sure you have pictures of all high priced items, with receipts, and social security numbers that are on the TV, Stereo, CD players, etc.
Sign and save copies of all moving documents. Be sure delivery address is correct.
Confirm delivery date and time. For overseas assignments, get an approximate time frame, as delivery is not guaranteed on any certain date.
Before leaving your home for the last time, do a walk-through and check each room and closet. Make sure windows are locked and lights are out.

8. INPROCESSING CHECKLIST

Following is a sample agenda for inprocessing new personnel. If the sponsor made appointments and gathered appropriate certificates and forms before the new employee arrived, the following agenda is workable. Experience has shown that visiting the offices listed in the order shown on day 1 is the most productive. Days 2 through 5 (and beyond) do not necessarily have to be completed in the order listed.

Day 1

1. CPAC appointment (0830) – across street from Shopping Center
 - ✓ Verify housing appointment with housing office – across street from Shopping Center
 - ✓ ID cards – Shopping Center
 - ✓ Make driver's testing appointment – Shopping Center
 - ✓ IACS – Shopping Center
 - ✓ Ration cards – Shopping Center
 - ✓ Transportation – Shopping Center
 - ✓ ACS – Shopping Center
 - ✓ SOFA cards – Shopping Center
 - ✓ Set up bank or credit union account – Shopping Center
 - ✓ Security office - Patton Barracks
 - ✓ Drop off forms for network account - MTV
 - ✓ Post Office – Campbell Barracks or Tompkins
2. Show office, desk, and get settled in.
3. Introduction to others in office.
4. Discuss basic administrative stuff (see orientation checklist)

Days 2 through 5

1. Supervisor briefing and issue of keys. Normally supervisor will use the orientation form (para 9) for this briefing.
 2. Complete any actions not completed on day 1.
 3. Complete any actions left and get network account setup. Ensure the following work on the employee's PC:
 - ✓ Mail
 - ✓ Calendars
 - ✓ Printers
 4. Tour facilities in Heidelberg (Tompkins, Shopping Center, Campbell, PHV).
 5. Explain appliances, VAT forms, credit cards, vehicles, fuel ration policy (AE Misc Pub 600-17A), and other questions about living in Germany.
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6. Explain processes, chain of command, and responsibilities; and relationships in the office.
 7. Go over SOPs and answer questions.
 8. Discuss job objectives (TAPES).
 9. Complete New Employee Form and Personal Emergency Form at <https://imcom.eep.army.mil/sites/InProcessing/default.aspx>.
 10. Complete IMCOM ONE Program Completion Survey (para 9).

Appointments:

Office call with branch or division chief _____.

Deskside visits with coworkers 1) _____; 2) _____;
 3) _____; 4) _____; 5) _____.

Housing appointment _____.

POV license appointment _____.

IMCOM-Europe ACTO Course _____

9. ORIENTATION CHECKLIST

The orientation checklist is used normally by the supervisor to orient the employee to the new work environment.

New Employee Orientation Checklist		
1.	Introduce the new employee to office staff, sponsor, security manager, activity career program manager, and activity career field manager (if applicable).	
2.	Give a tour of the facility (location of restrooms, water fountain, vending machines, lounge) and the immediate area, and introduce the new employee to other staff members.	
3.	Give an overview of the office's function and structure. Show the employee an organization chart. Explain the relationship of the office with other offices and how the office supports the IMCOM-Europe mission.	
4.	Show the employee where supplies are kept.	
5.	Review fire and other emergency procedures.	
6.	Discuss proper procedures for using the copier and fax machine.	
7.	Review office policy and procedures, including the following:	
a.	• Accountability.	
b.	• Career program and career field requirements.	
c.	• Chain of command.	
d.	• Confidentiality and protection of sensitive and classified Government information.	
e.	• Customer-service philosophy.	

New Employee Orientation Checklist

f.	● Duty roster.	
g.	● Government vehicles (if applicable).	
h.	● Mandatory training (for example, antiterrorism, equal employment opportunity, ethics, prevention of sexual harassment, sexual assault).	
i.	● Office organization (files, supplies).	
j.	● Office resources (for example, directories, dictionaries, style manuals, computer program manuals, staff listing).	
k.	● Operations security.	
l.	● Reporting on-the-job accidents.	
m.	● Staff meetings.	
n.	● Telephone, e-mail, and Internet use.	
o.	● Training and individual development plan.	
p.	● Travel, temporary duty, and the Defense Travel System.	
q.	● Workhours, lunch hours, and break policies.	
8.	Provide information about after-hours and weekend access to the office.	
9.	Provide information about office safety.	
10.	Review vacation, sick, and personal leave policy.	
11.	Review computer competency, including the following areas:	
a.	● E-mail and Internet.	
b.	● File servers and virtual drives.	
c.	● Knowledge of and familiarity with organization's hardware (turning on PCs, backing up data, printing, logging off at day's end) and software (Word, Excel, PowerPoint, other programs).	
d.	● Policy and procedures (for example, information assurance, PKI).	
12.	Discuss weekly tasker-sheet updates.	
13.	Discuss the office's projects and who is working on each one (use handout).	
14.	Review the standard office briefing.	
15.	Discuss the PowerPoint template for IMCOM-Europe and the format for information papers, executive summaries, and staff action summaries.	

**IMCOM-EUROPE
ORIENTATION OF NEW EMPLOYEES (ONE) PROGRAM COMPLETION SURVEY**

	YES	NO
Office or Garrison Name _____ Date _____		
1. Was the ONE Program information presented in a clear and concise manner? If no, please explain. _____ _____ _____		
2. Was the information provided in the ONE Program package helpful? If no, please explain. _____ _____ _____		
3. Was a sponsor assigned during the orientation process? If no, please explain. _____ _____ _____		
4. Did you receive a welcome letter when you inprocessed?		
5. Was the supplied checklist easy to follow? If no, please explain. _____ _____ _____		
6. Have you completed the organization's ONE Program training class? If no, are you scheduled?		
7. Please identify any area of the ONE Program that needs improvement. _____ _____ _____		
This survey should be completed within 30 days after you complete the ONE Program training and sent by e-mail to HRD, IMCOM-Europe.		

10. SPONSOR APPOINTMENT MEMORANDUM

Supervisors will use the following format for appointing sponsors:



DEPARTMENT OF THE ARMY
UNITED STATES ARMY INSTALLATION MANAGEMENT COMMAND
EUROPE REGION
UNIT 29353, BOX 200
APO AE 09014-0200

IMEU-XX

00 Month 2000

MEMORANDUM FOR *Employee being tasked to be a sponsor*

SUBJECT: Appoint as a Sponsor

1. In accordance with AE Regulation 600-8-8, you are appointed as the sponsor for the following civilian employee:

NAME:	<i>First and last name on incoming employee</i>
OFFICIAL ADDRESS:	<i>Official mailing address of incoming employee</i>
CIVILIAN ADDRESS:	<i>Employee's mailing address (usually home)</i>
TELEPHONE NUMBER:	<i>Telephone number for contacting the employee</i>
E-MAIL ADDRESS:	<i>Employee's e-mail address (official is best)</i>

2. You will make initial contact with the above employee by telephone or e-mail within the next 72 hours.

3. You will write and mail an initial sponsorship letter before *(date)*. Provide a copy of your letter to me, and keep me and the CPAC informed of any change in the new employee's reporting date or status.

4. You will attend sponsor training on *(date)* at *(time)* at the ACS office at the Shopping Center facility.

5. Familiarize yourself with AE Pamphlet 600-8-8 and the IMCOM-Europe Sponsorship Handbook, which may be found at *(portal or web addresses)*.

6. You will follow instructions on the Inprocessing Checklist and return the document to me after the new employee has completed training.

Supervisor's Signature Block

GLOSSARY

ACS	Army Community Service
ASO	Administrative Services Office, IMCOM-Europe
CHRA-E	Civilian Human Resources Agency, Europe Region
CPAC	civilian personnel advisory center
DODDS	Department of Defense Dependents Schools
IACS	Installation Access-Control system
ID	identification
IMCOM-Europe	United States Army Installation Management Command, Europe Region
MTV	Mark Twain Village, Heidelberg, Germany
NTV	nontactical vehicle
ONE	Orientation for New Employees
PHV	Patrick Henry Village, Heidelberg, Germany
PKI	public key infrastructure
PC	personal computer
POC	point of contact
POV	privately owned vehicle
SAAR	system authorization access request
SOFA	Status of Forces Agreement
SOP	standing operating procedure
TAPES	Total Army Performance Evaluation System
USAREUR	United States Army Europe
VAT	value-added tax
YS	youth services