

TEAM 21



21st Theater Sustainment Command

Sponsorship Handbook

“Creating Stronger Teams”

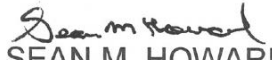
10 July 2020

Preface

The Army is in transition and the added constraints of manning the force and future deployments create added strain on personnel and commands. The Total Army Sponsorship Program (TASP), in conjunction with the Army Career Tracker (ACT) – Sponsorship functionality, provides trained and available sponsors equipped with the information and referral resources to assist Soldiers and DA Civilians during Permanent Changes of Station (PCS) moves.

Success of the sponsorship program is contingent upon the level of involvement by leaders at all levels. 21st Theater Sustainment Command recognizes that the sponsorship program, when effectively executed, supports readiness and puts people first by mitigating stress and sexual assaults/harassments while enhancing unit cohesion, resiliency, and esprit de corps.

This guide was created to assist leaders and sponsors in the responsibilities prescribed in AR 600-8-8 and contains helpful, step-by-step instructions and practical advice. This publication prescribes TASP for Active Army, Reserve Component (RC) Soldiers, DA Civilians, and Local Nationals. It provides principles of support, standards of service, policies, functions, and tasks governing the program. TASP and ACT are provided to help commanders exercise their basic responsibility to assist Soldiers, DA Civilians, and Families successfully transit into and out of their commands.


SEAN M. HOWARD
CSM, USA
Command Sergeant Major


CHRISTOPHER O. MOHAN
Major General, USA
Commanding

Table of Contents

Preface	2
Foreword/Problem Statement	4
Chapter 1 – Sponsorship Introduction	6
Chapter 2 – Commander/Activity Director Responsibilities	7
Chapter 3 – Sponsorship Coordinator Responsibilities	11
Chapter 4 – Incoming Departing Soldier Responsibilities	13
Chapter 5 – Sponsor Responsibilities	15
Chapter 6 – Patriot Express	19
Chapter 7 – DA Civilian/Local National Sponsorship	22
Appendix A – References	23
Appendix B – Example TMP Memorandum of Agreement	24
Appendix C – Tips for Being an Awesome Sponsor	28
Appendix D – Useful Internet Resources	29
Appendix E – Sponsor Checklist	30
Appendix F – TASP Sponsorship Module Request Forms	32
Appendix G – Exception to Policy on Using Patriot Express	35

Sponsorship Foreword / Problem Statement

The Army Family Action Plan Issue 609 states that TASP is not effectively implemented, utilized, monitored, and inspected Army wide. Soldiers arriving at some gaining installations/units do not benefit from having an assigned sponsor due to the sponsor not being adequately trained. A Soldier's critical first impression may be negatively impacted due to inadequate sponsorship. In an effort to address this issue, HQDA EXORD 161-15 and Army Regulation 600-8-8 states that sponsorship processing begins upon receipt of reassignment notification from Human Resources Command (HRC) and ends when the Soldier and or Family has successfully integrated into the unit, installation, and community. These efforts provide roles and responsibilities at all levels to ensure a successful sponsorship program at the unit level.

The 21st TSC SHARP Program Manager states the FY 18 Department of Defense Annual Report on Sexual Assault in the military found one key finding and local statistical data in regards to sponsorship.

1. Sexual Assault is most likely to occur within the first 90 days of arriving at a new duty station. Individuals who are arriving and living in the barracks with no one to "lean on" for support other than other single Soldiers who have been living in the barracks are "easy targets". Victims of sexual assault indicated that offenders were most often military men whom they considered to be a friend or acquaintance, acting alone. In addition, the alleged offender's rank was most often the same as the victim's or one rank higher, with most alleged incidents involving junior enlisted women in the grades of E3 and E4.
2. There have been cases of sexual assault within the 21st TSC where the sponsor (opposite sex and outranking by several grades) were the perpetrators.

Effective quality sponsorship reduces stressors that not only contribute to SHARP, but also domestic violence, substance abuse, and suicidal ideations. Each of these risks are more likely to occur within the first 90 days of arrival of that incoming Soldier and Family.

This handbook does not supersede or replace any Department of Defense (DoD) or Army regulations. As of the publication date, the information in this handbook is current. However, regulations are subject to change. Before taking any final actions, leaders must refer to the appropriate Army regulations and command policies.

**THIS PAGE LEFT INTENTIONALLY
BLANK**

Chapter 1

Sponsorship Introduction

“People remain the Army’s #1 priority and a foundational cornerstone of that readiness is seamless transitions of personnel into our formations. The 21st TSC Sponsorship Program is a Command Team led program, and paramount to maintaining readiness as we transition Soldiers and their families into theater. Our goal is to integrate all new members of “Team 21”: Officers, NCOs, Soldiers, Civilians, Local National Employees, and Families, as quickly as possible to their new duty stations; lessen the burden of PCS; and quickly put their minds at ease so Soldiers and Employees can concentrate on their new duties as soon as possible.”

MG Christopher Mohan and CSM Sean Howard 21st TSC CG and CSM

Effective sponsorship has a direct and significant impact on unit readiness. Ensuring proper sponsorship occurs prior to arrival, upon arrival, and reduces instances of non-availability for newly arrived personnel. Engaged leadership is vital to an effective and successful sponsorship program. This handbook defines the processes, roles and responsibilities related to TASP and how it will be implemented within the 21st TSC. This handbook serves as a guide to provide a quick “One-Stop” guide to assist in operating a sponsorship program for units across 21st TSC. (see figure 1-1). Advanced contact and assistance has a direct impact on decreasing the stress and unique challenges associated with a move to an OCONUS assignment.

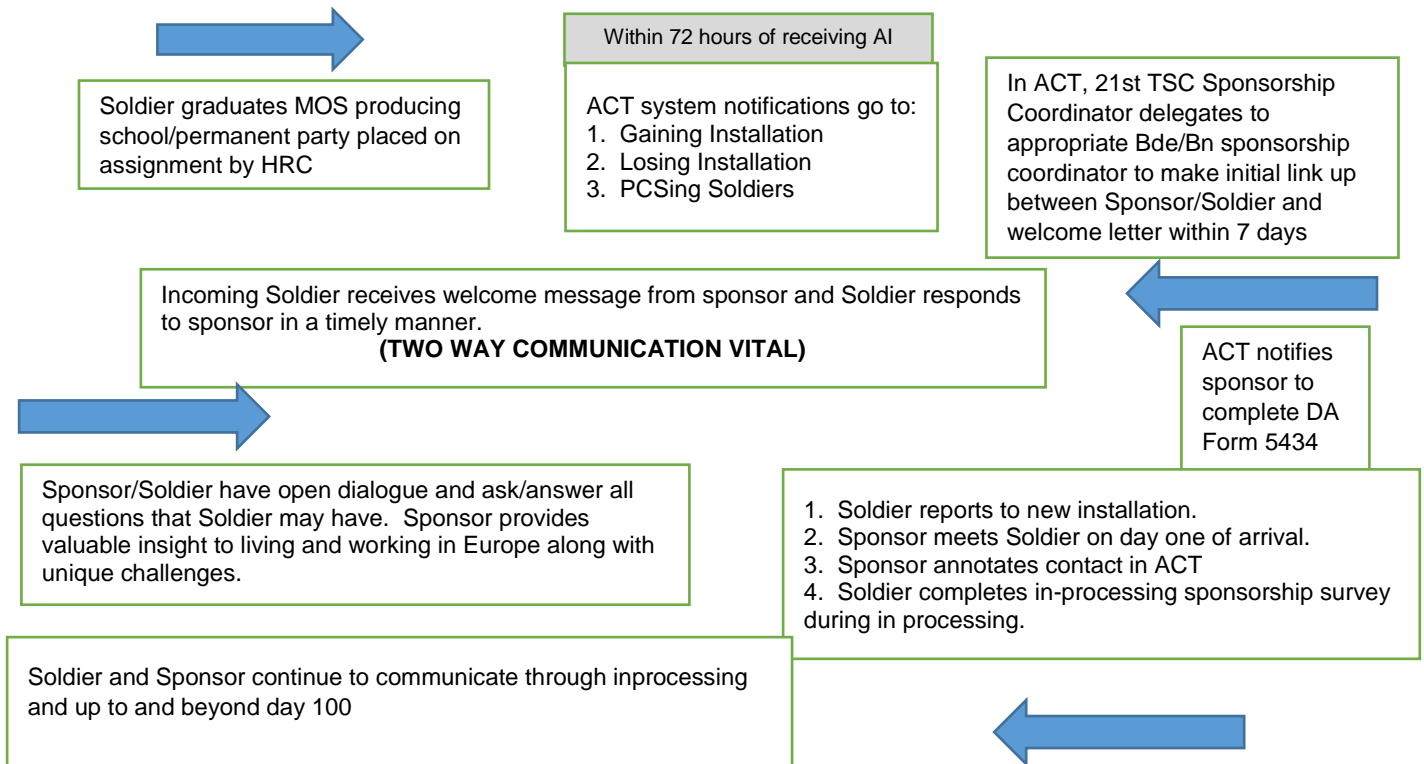


Figure 1-1. Sponsorship Crosswalk

Chapter 2

CDR/CSM/Director Responsibilities

Sponsorship is a Commander's program. As a result, Commanders have several responsibilities to ensure an effective sponsorship program within their organizations. Team 21 defines "Brigade" as any O6 level Command and the 21st Special Troops Battalion. Commanders will:

1. Appoint an individual (primary and alternate) in writing to coordinate and manage the Total Army Sponsorship Program.
 - a. Unit Sponsorship coordinators will be appointed at every level of command starting at the battalion level. Sponsorship program managers will be in the rank of SGT (E-5) or above and will be placed on appointment orders.
 - b. Commanders will ensure that personnel identified as sponsorship coordinators have longevity with the unit, have been with the unit for at least 90 days, and can perform the duties and responsibilities associated with being a sponsorship coordinator.
 - c. Sponsorship coordinators will be provided adequate time, equipment, and support to conduct their duties.
2. Ensure sponsors are designated in ACT and are counseled on their sponsorship duties. The BDE CSM must approve any change in the assigned sponsor.
 - a. Ensure an Army Learning Management System (ALMS), or an in-person sponsorship trained pool exists in the rank of SPC and above at the unit level. Brigades who conduct in-person sponsorship training will ensure maximum participation within their footprints during these events. Appoint only those individuals as sponsors who can positively represent Team 21.
 - b. Sponsors should share the same demographical background as their sponsored Soldiers/Family. Rank, family structure and military occupation should be considered when assigning a sponsor. All efforts should be made to assign same gender sponsors. **However, when a unit is unable to assign a male/female sponsor to an incoming male/female Soldier, the Brigade Sponsorship Coordinator will consolidate a list to include reason for mismatches and forward to the 21st TSC Sponsorship Coordinator for tracking and situational awareness.**
 - c. Sponsors will be allowed adequate time to perform assigned duties and help incoming Soldiers complete in-processing tasks.
 - d. Sponsor and Soldier will be linked for 100 days after the Soldier's arrival and integration into the unit and community.

- e. Sponsors will be appointed to all incoming Soldiers in the rank of COL (O6) and below. Sponsors of Tier III incoming Soldiers will not be required to complete ACT and sponsorship checklist located in Appendix E.
 - f. Sponsors will be in compliance of all SHARP, EEO, and EO policies and programs.
3. Provide resources to sponsors so they can carry out sponsorship duties.
 4. Ensure families are integrated into the unit and community.
 5. BDE CSMs validate the ACT sponsorship report and BDE CDR signs the report NLT the 5th of each month.
 6. Commanders will implement a sponsorship feedback and recognition program at the BDE level, to include the 21st Special Troops Battalion. Sponsors will receive feedback on their performance. This sponsor feedback and recognition program should recognize the best sponsor on the basis of performing in an exemplary manner. (see Figure 2-1 for suggested Courses of Action)
 7. Commanders will establish a pool of reactionary sponsors. Reactionary sponsors will be ALMS trained and used only in extreme cases. The reactionary sponsor is typically utilized when the newcomer is diverted or time between notification of assignment and arrival is significantly reduced. The reactionary sponsor pool will consist of each rank so that all incoming personnel can be assigned a sponsor upon arrival.
 8. Appoint only those Soldiers who have been assigned to the 21st TSC for at least 90 days and have a minimum of 180 days stability upon the arrival of the sponsored Soldier. All efforts should be made to have one sponsor per newly arrived Soldier. At no time will a sponsor be responsible for more than five newly arrived Soldiers. All sponsors will accompany their sponsored Soldiers to Installation In-processing appointments on the first day.
 9. Commanders will provide the new arrival with adequate time for in-processing. This should include minimizing family separation during this period to allow full integration into the community and unit (specifically field duties and temporary duty).
 10. Commanders will ensure that Soldiers who are assigned as sponsors will not be authorized ordinary leave/TDY on the day of arrival of Soldier thru day 30 of the incoming Soldier's arrival. However, an ETP may be submitted and approved by the Battalion Commander for extenuating circumstances as long as another sponsor is provided to the incoming Soldier. This does not apply to Soldiers who are approved to take Emergency leave in accordance with AR 600-8-10.
 11. Single Soldiers in the rank of Specialist and below and are first-term Soldiers who reside in the barracks will not be assigned a room to themselves upon arrival, but be paired with another Soldier of the same gender.

12. Battalion Commanders/CSMs will send a more personalized unit welcome letter with unit/installation information within 90 days of Soldier's arrival. See Figure 2-2 for an example welcome letter.

COA 1:

During Newcomers brief, unit CSM's take feedback from new Soldiers in the Unit on their sponsors. Recognize exceptional sponsors for that month, as appropriate. (COA, Coin or AAM)

COA 2:

Unit CSM's establish and review internal sponsorship feedback surveys. Unit CSM selects exceptional sponsors with COA, Coin, or AAM.

COA 3:

BN CSM's select an outstanding sponsor and nominate them for selection as BDE Sponsor of the month/quarter/etc. BDE CSM selects who will be recognized (some or all)

Figure 2-1 Proposed COAs for Sponsorship Recognition

DEPARTMENT OF THE ARMY
UNIT HEADER



OFFICE SYMBOL

7 May 2020

MEMORANDUM FOR NEWCOMER, UNIT NAME

SUBJECT: Commander's Welcome Letter

1. I would like to take this opportunity to welcome and congratulate you on your assignment to the UNIT NAME. You will find that during your assignment here within the UNIT NAME, you will undergo many demanding, yet rewarding experiences.

2. As an integral part of the DIVISION NAME, the UNIT NAME (BRIEF EXPLANATION OF UNIT MISSION)

3. BRIEF EXPLANATION OF SURROUNDING LOCATION AND RESOURCES AVAILABLE.

4. A sponsor has been identified for you from the unit/section to which you have been assigned. I hope that you will use this sponsor as a resource to make your move as pleasant and trouble free as possible.

5. Please feel free to contact the BN S-1, NAME at DSN or EMAIL for any information.

UNIT MOTTO

FIRST M. LAST
LTC, BR
Commanding

Figure 2-2 Example Welcome Letter

Chapter 3

Sponsorship Coordinator Responsibilities

The sponsorship coordinator is a key position to ensure a positive and rewarding sponsorship program for the Soldier, Sponsor and Family. The sponsorship coordinator has many responsibilities to ensure a successful program. See Appendix C for tips on being a better sponsor.

1. 21st TSC G1 Sponsorship Liaison

- a.** The 21st TSC G1 monitors the sponsorship program across the 21st TSC. These metrics will be distributed to BDE/BN commands for analysis and action.
- b.** Continually monitors ACT and contacts S1s when a sponsor is not identified for inbound Soldiers. With this added level of oversight, inbounds not having assigned sponsors will be kept to a minimum.
- c.** Produce sponsorship reports containing statistics based on survey results; sponsorship results are compiled, analyzed, and disseminated to BDE command teams and S1s during the monthly Personnel Readiness Summary (PRS). Best practices will be shared across the command so that all benefit.
- d.** The 21st TSC G1 will inspect the Brigades/Battalions assigned to the 21st TSC on TASP annually.
- e.** Will serve as a liaison between the incoming Soldier/Family and the Sponsor.

2. Brigade/Battalion Unit Sponsorship Coordinator

- a.** Coordinate and manage the sponsorship program. The primary tool will be the TASP module in ACT.
- b.** Review gains and loss rosters to confirm incoming and outgoing Soldiers in TASP Module in ACT.
- c.** Ensure sponsors are assigned NLT 120 days from report date for inbound Soldiers (permanent party) or within five working days of receipt of IMT Soldier assignments.
- d.** Ensure that newly arriving Soldiers complete the in-processing survey in the TASP Module in ACT no later than 45 days after arrival.
- e.** Ensure all sponsors have completed sponsorship training and provided a digital copy or hard copy to the BDE/BN sponsorship coordinator within five days of being assigned as a sponsor.

f. Maintain the sponsorship checklist for one year from the date the checklist was signed by the First Sergeant/Commander.

g. Ensure sponsors are selected using the following criteria:

1. In a grade equal to or higher than the incoming Soldier, or DA Civilian employee when practical; sponsors will be in the grade of E4 or above.

2. Of the same gender, marital status, and military career field or occupational series as the incoming Soldier, when feasible. Make every attempt possible to assign same-gender sponsors for Soldiers, especially for first-term Soldiers.

3. Familiar with the unit or activity and community.

4. Not within 180 days of PCS, separation, or, retirement.

5. Incoming Soldier will not be the Sponsor's replacement.

6. Be in good standing with the unit and community.

4. How to request access to the TASP Sponsorship Module through Installation Sponsorship Coordinator

a. BDE Requests (See Appendix F)

1. Submit the following documents to the Installation Sponsorship Coordinator:

a. ACT Authorization Request Form

b. ACT Authorization Access Request

c. Appointment Orders signed by BDE CDR

b. BN Level Requests (See Appendix F)

1. Battalions submit the following forms to the BDE S1 who will then forward to the Installation Sponsorship Coordinator (ISC):

a. ACT Authorization Request Form

b. ACT Authorization Access Request

c. Appointment Orders signed by BN CDR

c. Installation Sponsorship Liaison (ISL)

1. ISL processes request within 72 hours of receipt and grants access to system.

2. ISL monitors unit's progress and provides feedback to unit monthly.

3. ISL provides assistance and training as needed or requested by the unit.

Chapter 4

Incoming/Departing Soldier Responsibilities

Although sponsorship is a Commander's program, this program will not succeed simply on the efforts of the command. Sponsorship is only effective if there is two-way communication between commands, sponsors, and incoming Soldiers. Incoming/Departing Soldiers must take a proactive stance when it comes to contacting units/sponsors to ensure they have a direct line of communication with their gaining organization. To facilitate this two-way communication, the following actions must be taken by the incoming/departing Soldier:

1. Complete DA Form 5434: Within 72 hours of receiving an automated notification from ACT, log in to the ACT Portal and complete sections 1, 2, 4, and 5 of the DA Form 5434. DA Form 5434 is used to transmit sponsorship requirements to gaining commands, allowing the organization the ability to assign a sponsor and facilitate contact with the incoming Soldier. Ensure each portion is completed in its entirety so that assigned sponsors can assist with and provide information on all aspects of the upcoming transition (child care, schooling, pets, etc.).
2. Utilize the 21st TSC Sponsorship Webpage: Incoming Soldiers have vast amounts of information available to them at the touch of a button to minimize stress and anxiety by utilizing the 21st TSC Sponsorship Webpage (<https://www.21tsc.army.mil/Resources/Newcomers/>) Soldiers and family members can find plenty of useful information to assist them with their first or third move to Europe.
3. Utilize the Military OneSource: The Military OneSource Webpage (<https://planmymove.militaryonesource.mil>) gives Soldiers and families the opportunity to create and customize checklists to better prepare for them for the upcoming PCS move to Europe.
4. Contact the 21st TSC G1: The 21st TSC G1 is here to assist any Soldiers and family members and to serve as a liaison. The 21st TSC G1 can be contacted at DSN: 314-523-0564 or +496111435230564 or an email can be sent to us.army.rheinland-pfalz.21-tsc-tsc-mbx.21st-tsc-sponsorship@mail.mil regarding not receiving a sponsor or the sponsor is unresponsive.
5. Maintain Contact: Cannot reiterate enough that successful and effective sponsorship is accomplished by establishing and maintaining two-way communication throughout the entire process. This includes asking plenty of questions (**No question too dumb**) and providing any changes to their status to include Families.
6. Moving Checklist for Inbound Soldier: Figure 4-1 provides a useful checklist that can be utilized by incoming personnel as a quick reference. This checklist is not all-inclusive, but will assist in a smooth transition to Europe. Preparing and taking necessary steps

prior to your PCS can ensure adequate time to find lodging, housing, school zones, pet passports, and flights.

PCS Checklist (Not all-inclusive)

Placed on assignment to the 21st TSC

1. Request Sponsor
2. Request Command Sponsorship (If Applicable)
3. Request No Fee/Official Passports (if Applicable)
4. Schedule HHG shipment (If Applicable)

120-75 days prior to arrival to 21st TSC

1. Purchase Tourist Passport for self and dependents
Required for personal travel within Europe
2. Ship HHGs (If Applicable) **HHGs can take up to four months to arrive**
3. Maintain Contact with Sponsor
4. Give notice to landlord of expected date of departure after receiving PCS orders

75-30 day prior to arrival to 21st TSC

1. Ship POV (If Applicable)
2. Reserve Lodging (If Applicable)
3. Sign out of Quarters
4. Schedule flight for self and dependents

Under 30 day arrival to 21st TSC

1. Take pets to Vet and receive necessary shots and documents to allow pet(s) to travel to Europe
2. Complete USAREUR drivers training online (if applicable)
3. Maintain contact with sponsor

Figure 4-1 PCS Checklist

Chapter 5

Sponsor Responsibilities

The sponsor is the most vital component in a successful and effective sponsorship program. Sponsors represent the first impression of the 21st TSC for the incoming Soldier and Family. Only those individuals who positively represent the 21st TSC will be selected as sponsors.

1. Sponsor responsibilities pre-installation arrival: Several tasks need to be accomplished by the sponsor prior to the actual arrival of the Soldier. The following provides the required steps to be completed prior to inbound Soldier arrival:

a. Sponsor training. Sponsors are required to be formally trained prior to assuming duties as an appointed sponsor. Training will be completed upon notification of being a sponsor which includes being identified as a reactionary sponsor for the 21st TSC.

b. Training will be conducted utilizing ALMS. Figure 5-1 provides details of the required course to be completed. Once the sponsor has completed this training via ALMS the ACT portal will automatically update.

c. Complete DA Form 5434, section 3, in the TASP Module in ACT within three business days of receiving ACT sponsorship notification of assignment as a sponsor.

d. The sponsor will then follow up with a phone and or email contact. After making contact the sponsor may assist (if needed) the Soldier by filling in blocks 1,2,4, and 5 of DA Form 5434.

e. The sponsor will request a non-government email address and phone number to easily maintain contact with the incoming Soldier and Family while en-route to Team 21.

f. The sponsor will take the necessary time and utilize all resources to find the answers to questions the Soldier may have. (See Figure 5-2 and Appendix D)

g. The sponsor will assist the Soldier in setting up appropriate lodging for the Soldier and Family if necessary.

h. The sponsor will reserve a TMP if necessary based on BDE Commanders guidance to move Soldier, Family Member and baggage as needed. For an example Memorandum of Agreement authorizing the use of a TMP see Appendix B.

2. Sponsor responsibilities post-installation arrival: Sponsorship does not end when the Soldier and Family members arrive, this is when all the hard work, preparation, and communication will pay off.

- a.** Greet Soldier and Family members at the Ramstein Gateway Reception Center (RGRC) or agreed upon location (ie: Airport, Military Personnel Division (MPD), Lodging, or Welcome Center).
- b.** The sponsor will familiarize the new Soldier and Family members to the unit and community to which he or she will be assigned.
- c.** Sponsors of first term Soldiers will take a more involved role to orient inbound Soldiers to their new surroundings, in all aspects of Army life, and provide support and assistance during the transition period. This will mitigate the risk, likelihood, or opportunity for sexual assault, misconduct, and suicidal ideations during the Soldier's first 100 days in the unit.
- d.** Sponsors will continue to provide support to the new Soldier and Family until no longer needed by the Soldier and their Family (as determined by the new Soldier) or officially relieved of duties by the Commander.
- e.** Sponsors of first-term Soldiers will continue to sponsor Soldier through Day 100 of the Soldier's arrival or until officially relieved of duties by the Commander.
- f.** Sponsors will accompany incoming Soldiers on first day of in-processing.

3. SPONSOR NO-NOs:

- a.** Do not loan money or items of significant expense. (Instead, refer incoming Soldier to appropriate support)
- b.** Do not schedule leave, training, TDY within 30 days after the Soldier arrives to the 21st TSC.
- c.** Do not accept to be a sponsor if you are PCSing, retiring, or separating within the first 100 days of incoming Soldier arrival.
- d.** Do not accept to be a sponsor if you have significant medical, personnel, or legal issues.
- e.** Do not be in violation of SHARP/EEO/EO policies and programs.

[Home](#)
[Search](#)
[Mandatory Training](#)
[Transcript](#)
[Completed Training](#)
[Communities](#)
[Tasks and Gap Analysis](#)
[Lesson Level Learning](#)
[Resources and Social Media](#)
[ALMS Help](#)

TOTAL ARMY SPONSORSHIP PROGRAM (1B-F43 (V))

[Page Tips]

Assigned by	FN_ATRRS LN_ATRRS	Acquired On	01/18/2020
Assigned On	08/24/2016	Mastery Score	N/A
Status	Acquired	Expiration Date	02/27/2050 (+30 days)
Target Date	03/29/2050		
Recertification Needed	Due to Normal Recertification	Recertification Starts On	01/17/2020
Auto-DisEnroll Date	(No active registration)	Grace Period Ends On	03/29/2050

Recertification Training 0% Completed

The Total Army Sponsorship Program provides trained and available sponsors equipped with the information and referral resources needed during times of transition. Sponsorship supports readiness by mitigating stress while enhancing unit cohesion, resiliency and esprit de corps. The success of TASP is contingent upon the level of involvement by commanders and other leaders.

This is an ATRRS/CHRTAS managed course. You must register through ATRRS/CHRTAS. Once the registration is complete you can return to the ALMS and complete your course.

☒ Graphical View
 ☐

Select Path
Recertification Training Path

Available Iterations
TOTAL ARMY SPONSORSHIP TRAINING COURSE (1B-F43 (V))_#(2019

Completion Requirement
1 of 1 Modules Required

Status
Not Completed

Course Iterations Registered for:
TOTAL ARMY SPONSORSHIP TRAINING COURSE (1B-F43 (V))_#(2019/09/25)-7,TOTAL ARMY SPONSORSHIP TRAINING COURSE (1B-F43 (V))_10/01/2015_crscl000000000019661

Page Size: 40 results per page

Module

Status: Incomplete Progress: 0 of 1 Required Items Completed

Total Army Sponsorship Training

Not Registered

(Web Based Training)

Figure 5-1 Total Army Sponsorship Program Course Description

Recommended Questions/Suggestions to ask/use as a Sponsor

Important Questions to Ask Incoming Soldier: (Not all-inclusive)

Contact information: non-government phone number and email to stay in contact.

Family Status: Does the incoming Soldier have any dependents, will they be travelling with Soldier.

Number and ages of children: How many children any special interests

Pets: How many, travel arrangements, documents needed to travel to Germany, boarding needs, what type of food the animal eats, and most important size.

Travel information: Date of arrival and airport at final destination. (Designate a meeting spot prior to incoming Soldier and Family arrival)

Ask Incoming Soldier if they need any of the following information: (Not all-inclusive)

Cost of Living Allowance/Overseas Housing Allowance

Child Care (home, installation, off post options)

Housing (on post, private rental, and type of housing available)

Schools (Preschool, Elementary, High School, College, and Home schooling)

Billeting/Temporary Lodging/Barracks

Local Community Information (Sports, restaurants, gyms, and historical sites)

How to obtain a USAREUR Driver's license

EFMP Resources

Civilian Employment Opportunities

Electrical Appliances 110/220v

Key Locations to show incoming Soldier and Family: (Not all-inclusive)

Unit Area	Medical/Dental Facilities (onpost/offpost)
-----------	--

PX/Commissary	Banking Facilities
---------------	--------------------

Vet Clinic	Outdoor Recreation
------------	--------------------

Chaplain/Churches	Post Office/CMR
-------------------	-----------------

Utilities (set up)	Schools
--------------------	---------

Education Center	Driver Testing Facilities
------------------	---------------------------

ACS Loan Closet	POV Processing/Inspection Facilities
-----------------	--------------------------------------

Figure 5-2 Recommended Questions/Suggestions to ask/use as a Sponsor

Chapter 6

Patriot Express

The Incoming Soldier and Family members will have many questions in reference to what options to use when flying to Germany. The Air Mobility Command's (AMC) Patriot Express located in the upper level of Terminal E of the Baltimore-Washington International (BWI) Airport will assist in minimizing the stress and anxiety associated with travelling OCONUS on a PCS move.

1. Baltimore-Washington Airport (BWI) Airport Expectations:

- a.** The Patriot Express departs twice weekly from BWI normal departure dates are Sunday and Tuesday evening, with arrival to Ramstein AB on Mondays and Wednesdays. The Patriot Express is a required method of travel for first-term Soldiers and their dependents. (See Appendix G)
- b.** If flying commercial into BWI, you must exit the secure area with your claimed and checked baggage and check into the AMC passenger terminal counter to continue movement to Germany.
- c.** Members of the 21st TSC team will be available to assist the incoming Soldier and Family in case an emergency arises or to provide valuable information on the unit and community.
- d.** If the Patriot Express is delayed for any reason the AMC passenger terminal will coordinate transportation to and from terminal, lodging, and meals.

2. Emergencies the 21st TSC BWI Liaison Officers (LNOs) can assist with:

- a.** Missing Passports: The BWI LNO has the ability to transport the Soldier and Family member to the Washington Passport Agency. The office hours are normally 0800-1500 Monday thru Friday. This should be utilized as a last resort and can be costly to the incoming Soldier and Family.
- b.** Incorrect Pet Documentation: The BWI LNO has the ability to transport the Soldier, and pet to the Fort Meade Veterinarian Clinic. The office hours are normally 0800-1600 Monday thru Friday. If the Fort Meade office is unable to assist the LNOs will coordinate with the USO for an alternate Vet clinic. Verify these documents before you leave to begin travel to Germany. This can save the Soldier and Family a lot of money.
- c.** Missing or Lost CAC/Dependent ID: The BWI LNO has the ability to transport the Soldier to the Fort Meade DEERS office. The office hours are normally 0730-1530 Monday thru Friday. The Soldier and Family member will be required to provide two forms of identification.

d. Bottom Line: The BWI LNO is there to assist the incoming Soldier and Family member with their low-stress move to Germany. All delays in movement that are no fault of the Government may result in a financial hardship for the Soldier and Family members. However, Soldiers are encouraged to save all receipts for possible reimbursement during in-processing.

3. Ramstein Gateway Reception Center (RGRC) Expectations:

a. The RGRC provides reception, staging, and onward movement to Soldiers and Family members assigned to Germany. The RGRC establishes theater accountability, verifies assignments, and arranges for commercial transportation to gaining military communities.

b. Flying from BWI to RGRC is a six hour time difference, and upon arrival most of the incoming Soldiers and Family will be very tired, anxious, and ready to deplane. The sponsor needs to be waiting on the incoming Soldier (if within a 50-mile radius). This will help alleviate some of the anxiety that the incoming Soldier and Family may be feeling.

c. Once the plane has landed the incoming Soldier and Family will receive a series of briefings from the aircrew, 721st Aerial Port Squadron, Customs, and finally the RGRC staff.

d. Once the Soldier and Family have deplaned, all personnel will process through immigration, pick up baggage, and clear customs.

e. The incoming Soldier and Family will then proceed to the Army Holding Area where assignments are verified, orders distributed, and leave forms returned.

f. Incoming Soldier and Family members who have sponsors present will be introduced and released to their sponsor.

g. This entire process can take anywhere between 1.5 and 3 hours to complete depending on the number of passengers being processed (summer moves typically experience longer processing times).

4. Transportation to Gaining Community:

a. Incoming Soldier and Family members whose sponsor is present and transportation coordinated will travel with the sponsor to unit of assignment and lodging accommodations.

b. If the incoming Soldier, Family, and pet(s) community of assignment will be in Vilseck, Grafenwoehr, Hohenfels, Ansbach, or Stuttgart, these personnel will be bussed to off-post lodging in the local area for the evening. The following morning the incoming Soldier and Family will be bussed to their community of assignment.

c. Travel times from RGRC:

- | | |
|---------------------------------|----------------------------|
| 1. Stuttgart: 3 hours | 2. Ansbach: 3 hours |
| 3. Vilseck/Grafenwoehr: 5 hours | 4. Hohenfels: 5 to 6 hours |

d. The RGRC LNOs will travel separately to the off-post lodging and ensure that the incoming Soldier, Family, and pet(s) are settled in before departing. The LNOs will be present the following morning to assist with accountability and to answer any questions the incoming Soldiers and Family may have.

Chapter 7

DA Civilian/Local National Sponsorship

A critical component to an employee's success is their ability to integrate into the command and become acclimated with their surroundings. This adjustment period can be significantly reduced through employee, sponsor, supervisor and command collaboration. The synchronization should begin prior to the employee's arrival and should be continued throughout the introduction phase into the command.

1. Sponsor responsibilities pre-installation arrival

- a.** The sponsor should request and exchange non-governmental emails and phone numbers within 72 hours of being notified on inbound employee.
- b.** The sponsor should provide resources, recommendations, and answer any questions the incoming employee and or Family may have.
- c.** The sponsor should also arrange transportation from the airport and schedule lodging accommodations in the local area.

2. Sponsor responsibilities post installation arrival

- a.** The sponsor will ensure the employee attends all required training, in-processing sessions, and appointments with local support offices.
- b.** The sponsor will ensure the employee and supervisor are introduced to identify training requirements, develop performance standards, and complete other requirements necessary for the employee's success.

Appendix A

References

REGULATIONS

AR 600-8-8	The Total Army Sponsorship Program	28 June 2019
AR 600-20	Army Command Policy	6 November 2014
AR 608-1	Army Community Service	19 October 2017
AR 600-8-10	Leaves and Passes	RAR 4 August 2011

EXORDS/MILPER MESSAGES/INSPECTIONS

HQDA EXORD 161-15	Army Wide Implementation of the Total Army Sponsorship Program (TASP) Army Career Tracker	27 Aug 15
HQDA EXORD 161-15 FRAGO 1 ANNEX C	Key Sponsorship Program Roles in ACT	
Department of Defense Annual Report on Sexual Assault in the Military		FY2018

Appendix B

Example Memorandum of Agreement for TMP Use

AETS-STB-LOG

June 2019

MEMORANDUM OF AGREEMENT

SUBJECT: Non-Tactical Vehicle Use, Inspection, and Return

1. References:

a. AR 58-1 Management, Acquisition, and Use of Motor Vehicles, 12 June 2014.
<https://www.army.mil/e2/c/downloads/455098.pdf>.

b. AER 58-1 Management, Acquisition, and Use of Nontactical Vehicles, 25 April 2007. https://media.defense.gov/2007/Apr/25/2001921749/-1/-1/0/AER58-1_998210.pdf

2. Authorized Use of Non-Tactical Vehicles (NTV)

a. In-processing, Out-processing, and Sponsorship Programs. AER 58-1 states that NTVs may be used for transportation to commercial and military terminals if other means of transportation are not available or cannot meet mission requirements. To meet the European requirements of sponsorship, retention, and quality of life, Commanders may

(1) Allow sponsors to use NTVs to pick up arriving Soldiers and civilians at commercial or military terminals when they arrive in country. Before authorizing the use of NTVs to pick up arriving personnel, commanders must consider the use of the Sponsorship Bus (S-bus or similar Government-managed service) and NTV Fleet Managers must determine that the use of the S-bus does not meet mission requirements.

(2) Authorize NTV use for in-processing and out-processing activities if DoD-scheduled transportation (for example, shuttle buses) and public transportation cannot responsively meet mission requirements.

b. Use of NTVs during Temporary Duty (TDY). When authorized by the Commander, the use of an NTV is generally limited to travel to the TDY location and between the TDY site and place of lodging. During the TDY period, NTVs may be used
SUBJECT: Non-Tactical Vehicle Use, Inspection, and Return

for travel to barber shops, drug stores, laundries, restaurants, places of worship, and similar places for the traveler's health and comfort if public transportation is unavailable or impractical at the TDY location. Public transportation is considered impractical or unavailable if it does not accommodate the duty schedule or is more expensive than using the NTV.

(1) NTVs may be provided to personnel in receipt of valid TDY orders to assist in mission performance. TDY orders alone do not justify authorization of an NTV; factors to be considered include need, distance involved, duration of the mission, or other conditions which justify their use. Where there are adequate DA and/or DOD or commercial bus services, the use of an individual NTV or commercial rental vehicle is prohibited.

(2) When an NTV is authorized for use while on TDY, the NTV may be operated between places where the person's presence is required for official business, or between such places and temporary lodgings. In the absence of regularly scheduled public transportation, or if its use is impractical, an NTV may be operated between places of business or lodging and eating establishments, drugstores, barber shops, places of worship, and similar places required for the comfort or health of the member, and which foster the continued efficient performance of Army business.

c. Soldier and Family Readiness Groups (SFRGs). The SFRG volunteers are authorized to use NTVs for Family-readiness activities to transport Family members to life-support facilities in emergencies and in situations where no other means of transportation is available (AE Regulation 608-2). Garrison Commander approval for SFRG use of NTVs must be in writing and associated documentation needs to remain on file in the Transportation Motor Pool (NTV) office for 12 months. Approval may be granted under the following conditions:

- (1) Driving is included in the SFRG volunteer's job description.
- (2) NTVs will be used only for official purposes.
- (3) The SFRG volunteer has a valid driver's license and Optional Form 346 for the area where the vehicle is primarily based.
- (4) The SFRG volunteer has been appointed in writing by the commander.
- (5) Use of the vehicle will not negatively affect the accomplishment of the Garrison overall mission.

(6) Vehicle support is necessary. Failure to provide vehicle support would have an adverse effect on Soldier morale or Family readiness.

SUBJECT: Non-Tactical Vehicle Use, Inspection, and Return

d. Temporary Travel to Airports. NTVs owned or otherwise controlled by the DOD may be used for trips between domiciles or places of employment and commercial or military airport terminals only when at least one of the following conditions is met

(1) Used to transport official non-DOD visitors invited to participate in DOD activities, provided that this use does not impede other primary mission activities;

(2) Used by individuals authorized domicile-to-duty transportation, for example, Secretary of the Army or the Chief of Staff, Army;

(3) Necessary because of emergency situations or to meet security requirements;

(4) Terminals are located in areas where other means of transportation are not available or cannot meet mission requirements in a responsive manner;

e. NTVs will not be utilized for dining outs, military balls, hail-and-farewells, unofficial events, or private/personal social functions.

f. Travel Using NTVs outside the IFMS AOR (Belgium/Germany/Italy/Netherlands). Before taking a transportation motor pool (TMP) vehicle outside the IFMS approved operating area, the user is required to obtain permission from the local NTV manager.

g. Transportation will begin and end at the transported individual's normal place of duty, or other officially designated assembly area, but not a personal residence/domicile.

3. The license plate is _____.

S4 Initials: _____

User Initials: _____

4. The vehicle is in clean condition without damage.

S4 Initials: _____

User Initials: _____

5. The mileage on issue is _____.

SUBJECT: Non-Tactical Vehicle Use, Inspection, and Return

S4 Initials: _____

User Initials: _____

6. The NTV is being utilized for one of the aforementioned, authorized uses.

S4 Initials: _____

User Initials: _____

7. The user has a valid TMP license number _____ with an expiration date of _____.

S4 Initials: _____

User Initials: _____

8. The licensed user will be the only driver of the NTV.

S4 Initials: _____

User Initials: _____

9. The signatures below denote agreement to the information stipulated above and a transfer of keys, gas card, and custodial responsibility of the NTV.

10. The point of contact for this memorandum is 21st STB S4, CPT Jessica Kent, available at Jessica.l.kent14.mil@mail.mil or 523-0285.

NAME (Print): _____

RANK: _____

SECTION: _____

PHONE: _____

EXPECTED DATE OF RETURN: _____

Appendix C

Tips for Being an Awesome Sponsor

Quality customer service is the hallmark of a successful organization. Awesome sponsorship is the result of quality customer service. Here are some tips on how you can be a responsive sponsor by giving the incoming Soldier and Family a sense of being an important part of the 21st Theater Sustainment Command.

1. Listen: Many times an incoming Soldier and or Family member can minimize stress with the upcoming PCS move OCONUS, by merely talking to a positive sponsor that cares.

2. Determine the need and meet it: Sometimes the inbound Soldier and or Family member do not know what they need, too afraid to ask or assume that an OCONUS move is the same as a CONUS move. You as a sponsor need to ask him/her and share some of your experiences on when you first arrived. Often this will make the inbound Soldier and or Family member feel better about asking for assistance.

3. Be a Sponsor to the entire inbound Family: Ask questions about the inbound Soldier's Family (if applicable) background, hobbies, sports, and community involvement. Involving the entire Family in the sponsorship process will minimize stress and further excite the entire Family on their PCS move and feel like a valued team member of the 21st TSC.

4. Always respond to emails/phone calls: A non-responsive sponsor is the quickest way to induce stress and make the incoming Soldier and Family members feel separated from the unit. If you the sponsor are going TDY or an emergency arises, involve other members of the team that are going to be available to answer questions that the inbound Soldier and Family members might have.

5. Be open and honest but stay positive: Answer the inbound Soldier's questions about the unit, and community by being honest and discussing the positive aspects of each. This will allow the incoming Soldier and Family to have an open mind about the unit and community.

6. Do not be afraid to ask for help: No one has all the answers no matter if this is your first or 50th time as a sponsor. Use your unit, community, and online resources to get the answers you need to provide to the incoming Soldier and Family member.

7. Be a proactive sponsor: To be a great sponsor, think about the help that you would want if you were making the move now, or would have wanted to know prior to arriving. Offer assistance readily, reach out to the incoming Soldier and or Family and ask questions that they may have. Do not wait for them to ask the first question!!

Appendix D

Useful Internet Resources

Sponsorship and Newcomer FAQs:

<https://www.eur.army.mil/Portals/19/documents/USArmyEuropeSponsorshipFAQs.pdf?ver=2018-06-28-035529-940>

Command Sponsorship:

<https://home.army.mil/italy/index.php/my-garrison-Italy/pcsguidevic/pre-arrival-vicenza/command-sponsorship>

<https://www.militaryonesource.mil/moving-housing/oconus-moves/logistics-and-family/obtaining-command-sponsorship-before-an-overseas-tour>

What to Expect with an OCONUS Move

<https://move.mil/moving-guide/oconus>

How to apply for a Tourist Passport

<https://travel.state.gov/content/travel/en/passports/how-apply.html>

Electronic Foreign Clearance Guide (Country Requirements)

<https://www.fcg.pentagon.mil/fcg.cfm>

Team 21 Newcomers Information

<https://www.21tsc.army.mil/Resources/Newcomers/>

ACT Sponsorship Portal

<https://actnow.army.mil>

Moving with Pets

<https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/moving-with-pets>

USAG Rheinland Pfalz, Baumholder EFMP

<https://installations.militaryonesource.mil/military-installation/usag-rheinland-pfalz-baumholder/exceptional-family-member-program/exceptional-family-member-program>

Kaiserslautern Vehicle Processing Center Information

<https://www.pcsmypov.com/Locations/Kaiserslautern%20VPC>

Air Mobility Command Homepage

<https://www.amc.af.mil/Home/AMC-Travel-Site/>

Appendix E Sponsor Checklist

SPONSOR INFORMATION:

Sponsor Name: _____
Unit: _____ Section: _____
Date assigned as sponsor: _____
Training Completed: Y N (Circle one) Date Completed: _____
Section 3 of DA Form 5434 Completed: Y N (Circle one)
Date initial contact made with incoming Soldier: _____

INCOMING SOLDIER INFORMATION: (SUPERVISOR INITIALS _____)

Incoming Soldier Name: _____
Contact # and Personal email: _____
Arrival Date: _____ Arrival Location: _____
Number of Dependents: _____ Bags: _____ Pets: _____

INDIVIDUAL LOGISTICAL SUPPORT: (SUPERVISOR INITIALS _____)

CMR Box: (SUPERVISOR INITIALS _____)
Date CMR Box reserved: _____ Box #: _____
APO Address: _____
Date Notified Incoming Soldier of CMR Box details: _____

Lodging/Barracks: (SUPERVISOR INITIALS _____)
Date Lodging Reserved: _____ Location: _____
Reservation Dates: Check in: _____ Check out: _____
Date Notified Incoming Soldier of Lodging reservation and details: _____

Date Barracks Reserved: _____
Building #: _____ Room #: _____
POC/Phone number: _____
Date Notified Incoming Soldier of Barracks assignment: _____

Flight Information: (SUPERVISOR INITIALS _____)
Arrival Location: _____ Arrival Date/Time: _____
Confirmed Number of Dependents: _____ Bags: _____ Pets: _____
Meet up point discussed and agreed upon: _____ Date: _____
Date information received from Incoming Soldier: _____

Transportation: (SUPERVISOR INITIALS _____)
Date Transportation reserved/coordinated: _____

ARRIVAL: (SUPERVISOR INITIALS _____)

Met the Incoming Soldier and Family Member(s) on day of arrival: Y N (Circle one)

Remarks required if N is circled: _____

Provide Incoming Soldier with contact information: Y N (Circle one)

Remarks required if N is circled: _____

Provide medical and emergency contact information: Y N (Circle one)

Remarks required if N is circled: _____

Develop a Plan to pick up Soldier and Family Member(s) for in-processing: _____

Date first day of in-processing: _____

Accompanied Soldier: Y N (Circle one)

Remarks required if N is circled: _____

UNIT INFORMATION: (SUPERVISOR INITIALS _____)

Sponsor Completed required surveys: Y N (Circle one)

Date Survey Completed: _____

Remarks required if N is circled: _____

Incoming Soldier Completed required surveys: Y N (Circle one)

Date Survey Completed: _____

Remarks required if N is circled: _____

Date Completed Sponsorship Duties: _____

1SG/CO CDR SIGNATURE: _____

1SG/CO CDR PRINTED NAME/RANK: _____ Date: _____

Date Turned into Battalion Sponsorship Coordinator: _____

BN Sponsorship Coordinator Printed Name and Signature: _____

This document (hardcopy/digital) will be retained at the Battalion level for one year.

Appendix F

TASP Sponsorship Module Request Forms

ARMY CAREER TRACKER (ACT) AUTHORIZATION ACCESS REQUEST	
This form is a local form; the proponent agency is U.S. Army Training and Doctrine Command, Institute for Noncommissioned Officer Professional Development (ATCG-NC).	
PRIVACY ACT STATEMENT AUTHORITY: 10 U.S.C. 3013, Secretary of the Army; Public Law 99-474, The Computer Fraud and Abuse Act; Department of Defense Directive 8500.1, Information Assurance (IA); DoD Instruction 8500.2, Information Assurance Implementation; Army Regulation 25-1, Army Knowledge Management and Information Technology; Army Regulation 25-2, Information Assurance; Army Regulation 350-1; E.O. 10450, and E.O. 9397(SGN). PRINCIPAL PURPOSE: To provide privileged user access in the Army Career Tracker to facilitate electronic communications among DoD personnel. ROUTINE USES: The information is used for the purpose set forth above and may be disclosed outside of DoD as a routine use pursuant to 5 U.S.C. 552a(b)(3). DISCLOSURE: Disclosure is voluntary. Failure to provide the requested information will hinder access to the Army Career Tracker as a privileged user.	
SECTION I - USER INFORMATION	
TYPE OF REQUEST: <input checked="" type="checkbox"/> INITIAL <input type="checkbox"/> DEACTIVATE 1. NAME: (LAST, FIRST, MIDDLE INITIAL) 2. RANK/GRADE/CONTRACTOR: PFC 3. AKO ID: 4. OFFICE SYMBOL: 5. ORGANIZATION TITLE: 6. MAILING ADDRESS: 7. PHONE NUMBER: 8. E-MAIL:	
SECTION II - PLEDGE TO UPHOLD SECURITY STANDARDS	
9. Army Career Tracker privileged users agree to: a. Follow proper logon and logoff procedures. b. Change password in accordance with AKO guidelines. c. Ensure each session is active only when an authorized user is present and using the program. Any violation of this procedure is a breach of security. Prior to leaving the session, each user must properly logoff to ensure access cannot be gained without initiating proper logon procedures. d. Handle all information containing personal/privacy act information as sensitive data and comply with provisions of the Privacy Act of 1974, as amended, Army Regulation (AR) 25-1, AR 25-2, AR 380-5, and other published security procedures. e. Prevent unauthorized disclosure or transfers of system entry features from one user to another. Do not share your session or password. Violations of this will result in suspension of access. Access will be restored upon receipt of a memorandum from the security manager stating the violation, the name(s) of individual(s) involved, and corrective actions taken to mitigate further violations. f. Report suspected security violations to your supervisor and security manager. g. Contact the Army Career Tracker Help Desk at (757) 501-5444/5386 or DSN 501-5444/5386 for assistance as necessary. I certify that I have read, understand, and will comply with the security policies and procedures. I understand that any violations of these procedures, any unauthorized use of Government resources, or withholding knowledge of any suspected violation may result in suspension/termination of my privileged user access in the Army Career Tracker.	
10. I have completed Annual Information Awareness Training. <input type="checkbox"/> <div style="text-align: right;">SIGNATURE _____ DATE (YYYYMMDD) _____</div>	
SECTION III - ENDORSEMENT OF ACCESS BY SUPERVISOR	
11. NAME: (LAST, FIRST, MIDDLE INITIAL) 12. RANK/GRADE/CONTRACTOR: PFC 13. ORGANIZATION/DEPARTMENT TITLE: 14. PHONE NUMBER: 15. E-MAIL: 16. VERIFICATION OF NEED TO KNOW: I certify that this user requires access as requested. <input type="checkbox"/> <div style="text-align: right;">DATE (YYYYMMDD) _____ SIGNATURE _____ DATE (YYYYMMDD) _____</div> 17. ACCESS EXPIRATION DATE:	
SECTION IV - ENDORSEMENT OF SECURITY MANAGER	
18. I certify that this user holds a valid clearance/background check of: 19. NAME: (LAST, FIRST, MIDDLE INITIAL) 20. RANK/GRADE/CONTRACTOR: PFC 21. ORGANIZATION/DEPARTMENT TITLE: 22. PHONE NUMBER: 23. E-MAIL: <div style="text-align: right;">SIGNATURE _____ DATE (YYYYMMDD) _____</div>	
SECTION V - ACT PROGRAM MANAGEMENT OFFICE APPROVAL	
<input type="checkbox"/> APPROVE <input type="checkbox"/> DISAPPROVE <div style="text-align: right;">SIGNATURE _____ DATE (YYYYMMDD) _____</div>	
INSTRUCTIONS FOR COMPLETION OF FORM	
SECTIONS I through III - Complete all requested information. SECTION IV - Security manager shall e-mail completed form to usarmy.act.info@mail.mil . SECTION V - Designated INCOPD will sign authorizing access.	

**ARMY CAREER TRACKER (ACT) AUTHORIZATION ACCESS
REQUEST**

This form is a local form; the proponent agency is U.S. Army Training and Doctrine Command, Institute for Noncommissioned Officer Professional Development (ATCG-NC).

PRIVACY ACT STATEMENT

AUTHORITY: 10 U.S.C. 3013, Secretary of the Army; Public Law 99-474, The Computer Fraud and Abuse Act; Department of Defense Directive 8500.1, Information Assurance (IA); DoD Instruction 8500.2, Information Assurance Implementation; Army Regulation 25-1, Army Knowledge Management and Information Technology; Army Regulation 25-2, Information Assurance; Army Regulation 350-1; E.O. 10450, and E.O. 9397(SSN).

PRINCIPAL PURPOSE: To provide privileged user access in the Army Career Tracker to facilitate electronic communications among DoD personnel.

ROUTINE USES: The information is used for the purpose set forth above and may be disclosed outside of DoD as a routine use pursuant to 5 U.S.C. 552a(b)(3).

DISCLOSURE: Disclosure is voluntary. Failure to provide the requested information will hinder access to the Army Career Tracker as a privileged user.

SECTION I - USER INFORMATION

TYPE OF REQUEST: ☒ INITIAL DEACTIVATE

1. NAME: (LAST, FIRST, MIDDLE INITIAL)

2. RANK/GRADE/CONTRACTOR:

3. AKO ID:

4. OFFICE SYMBOL:

5. ORGANIZATION TITLE:

6. MAILING ADDRESS:

7. PHONE NUMBER:

8. E-MAIL:

SECTION II - PLEDGE TO UPHOLD SECURITY STANDARDS

9. Army Career Tracker privileged users agree to:

- a. Follow proper logon and logoff procedures.
- b. Change password in accordance with AKO guidelines.
- c. Ensure each session is active only when an authorized user is present and using the program. Any violation of this procedure is a breach of security. Prior to leaving the session, each user must properly logoff to ensure access cannot be gained without initiating proper logon procedures.
- d. Handle all information containing personal/privacy act information as sensitive data and comply with provisions of the Privacy Act of 1974, as amended, Army Regulation (AR) 25-1, AR 25-2, AR 380-5, and other published security procedures.
- e. Prevent unauthorized disclosure or transfers of system entry features from one user to another. Do not share your session or password. Violations of this will result in suspension of access. Access will be restored upon receipt of a memorandum from the security manager stating the violation, the name(s) of individual(s) involved, and corrective actions taken to mitigate further violations.
- f. Report suspected security violations to your supervisor and security manager.
- g. Contact the Army Career Tracker Help Desk at (757) 501-5444/5386 or DSN 501-5444/5386 for assistance as necessary.

I certify that I have read, understand, and will comply with the security policies and procedures. I understand that any violations of these procedures, any unauthorized use of Government resources, or withholding knowledge of any suspected violation may result in suspension/ termination of my privileged user access in the Army Career Tracker.

SIGNATURE

DATE (YYYYMMDD)

10. I have completed Annual Information Awareness Training.

SECTION III - ENDORSEMENT OF ACCESS BY SUPERVISOR

11. NAME: (LAST, FIRST, MIDDLE INITIAL)

12. RANK/GRADE/CONTRACTOR: PFC

13. ORGANIZATION/DEPARTMENT TITLE:

14. PHONE NUMBER:

15. E-MAIL:

16. VERIFICATION OF NEED TO KNOW: I certify that this user requires access as requested.

DATE
(YYYYMMDD)

SIGNATURE

DATE (YYYYMMDD)

17. ACCESS EXPIRATION DATE:

SECTION IV - ENDORSEMENT OF SECURITY MANAGER

18. I certify that this user holds a valid clearance/background check of:

19. NAME: (LAST, FIRST, MIDDLE INITIAL)

20. RANK/GRADE/CONTRACTOR: PFC

21. ORGANIZATION/DEPARTMENT TITLE:

22. PHONE NUMBER:

23. E-MAIL:

SIGNATURE

DATE (YYYYMMDD)

SECTION V - ACT PROGRAM MANAGEMENT OFFICE APPROVAL

APPROVE

DISAPPROVE

SIGNATURE

DATE (YYYYMMDD)

INSTRUCTIONS FOR COMPLETION OF FORM

SECTIONS I through III - Complete all requested information.

SECTION IV - Security manager shall e-mail completed form to usarmy.act.info@mail.mil.

SECTION V - Designated INCOPD will sign authorizing access.

UNIT LETTER HEAD

MEMORANDUM FOR RECORD

SUBJECT: BDE Sponsorship Coordinator Appointment

1. In accordance with AE Regulation 600-8-8, the following individuals are appointed as the BDE unit Sponsorship Coordinator for
2. The individuals are responsible for the following UICs:
3. All personnel listed are required to remain current on all TASP training and submit forms to access to ACT Sponsorship Module.
4. This memorandum is effective *7 January 2016* and supersedes any previous appointment letter on the same subject.
5. Refer to AE Regulation 600-8-8, Military and Civilian Sponsorship available at <https://aepubs.army.mil>, for more information.
6. POC for this memorandum is

BDE/BN COMMANDER'S
SIGNATURE BLOCK

Appendix G

Exception to Policy on Using Patriot Express



DEPARTMENT OF THE ARMY
UNITED STATES ARMY EUROPE
UNIT 29351
APO AE 09014-9351

AEPE-M

10 July 2020

MEMORANDUM FOR

HQ USAREUR and IMCOM-Europe Staff Principals
Commanders of USAREUR Major Subordinate Commands and Commands Under
USAREUR Operational Control
Commanders of United States Army Garrisons

SUBJECT: Exceptions to Policy on Using Patriot Express (AE Cmd Memo 2020-021)

This memorandum expires in 2 years.

1. Supersession. This memorandum supersedes memorandum, USAREUR, AEPE-M, 28 August 2018, subject: Exceptions to Policy on Using Patriot Express (AE Cmd Memo 2018-037).

2. References.

- a. Defense Transportation Regulation (DTR) 4500.9-R-Part I, Passenger Movement, chapter 103, Air Movement; and appendix O, Routing Guide for International Air Travel on United States Transportation Command (USTRANSCOM)-Contracted Patriot Express Passenger Airlift.
- b. Joint Travel Regulations (JTR), chapter 5, Permanent Duty Travel.
- c. AE Regulation 58-1, Management, Acquisition, and Use of Nontactical Vehicles.

3. Applicability. This policy applies to all U.S. Soldiers, Department of the Army (DA) Civilians, and their dependents, as applicable, who are authorized official permanent change of station (PCS) travel to and from Germany and Italy and who are attached to or assigned to USAREUR.

4. Policy. In accordance with reference 2a, the Patriot Express (PE) will be used to the maximum extent possible for PCS travel between the continental United States (CONUS) and destinations outside the continental United States (OCONUS) in Germany and Italy. Reference 2a, chapter 103, paragraph (A)(2)(a) allows for exception to this policy in situations where a documented negative critical mission impact exists. References 2a and 2b provide general guidance concerning approvals of exceptions to policy (ETPs). Under these provisions, this memorandum provides guidance and exception guidelines to leaders regarding the approval of

AEPE-M

SUBJECT: Exceptions to Policy on Using Patriot Express (AE Cmd Memo 2020-021)

exemptions for Soldiers, DA Civilians, and their dependents from using the PE when traveling to or departing from USAREUR units.

5. Guidance. This memorandum provides more detailed guidance and sample justifications for the use of commercial air transportation as opposed to the use of the PE. Although this memorandum does not contain an all-inclusive list of justifications for granting ETPs, it does provide leaders with a flexible framework for approving the use of commercial air transportation instead of the PE when appropriate. The following guidance applies:

a. Germany. Reference 2a, appendix O, articulates that the majority of U.S. Army garrisons (USAGs) in Germany (except for USAG Stuttgart) are to use the PE for PCS travel into and out of Germany. Specifically, single Soldiers who will be living in the barracks and Initial Entry Training (IET) Soldiers (with or without dependents) who are assigned to USAREUR units in Germany are required to use the PE.

b. Italy. Commercial air travel is the normal mode of PCS travel for installations in Northern Italy. Single IET Soldiers and IET Soldiers traveling without dependents are required to use the PE or U.S. military contracted flights when available.

c. Sponsors. Unit sponsors are the key to helping Soldiers navigate all of the required U.S. and host-nation travel requirements. This adjustment from the previous policy has been made due to recent environmental and security changes.

6. Exceptions.

a. For Soldiers, DA Civilians, and their dependents who are arriving or departing Germany, the first colonel (O6) or equivalent in the Soldier's losing unit's chain of command may approve an ETP that exempts the Soldier or DA Civilian and any dependents from using the PE.

b. The approval authorities for both inbound and outbound PCS travel will consider the following conditions:

(1) Traveler availability dates.

(2) Traveler reporting date.

(3) Seating availability on the PE according to the traveler's servicing transportation officer under reference 2a, chapter 103, paragraph (A)(2)(a)(3).

AEPE-M

SUBJECT: Exceptions to Policy on Using Patriot Express (AE Cmd Memo 2020-021)

- (4) Length of the journey (for example, multiple stops, extended layovers).
- (5) Routing implications of using commercial air transportation rather than Government airlift.
- (6) The traveler's rank and experience in regard to understanding force-protection requirements and international travel.

c. ETPs will be granted on a case-by-case basis. Once a PE ETP is approved, the Soldier or DA Civilian will provide the approved ETP request on DA Form 4187 or in memorandum format to the appropriate transportation office, and commercial travel will be arranged. Below is a nonexclusive list that includes situations or events that could warrant an ETP approval. Other situations may also warrant an ETP approval if there is a demonstrated negative critical mission impact.

- (1) Unavailability of PE or U.S. military contracted flights to meet the report date.
- (2) Academic enrollment or completion for school-age dependents.
- (3) Projected deployment of the gaining unit.
- (4) Participation in a change of command or assumption of command.
- (5) Assuming a key billet or primary staff position.
- (6) Executing a PCS move from another OCONUS location.
- (7) Soldiers or DA Civilians, dependents, and pets cannot be accommodated on the same PE flight. Travelers should be informed that they will incur nonrefundable costs for pet travel on commercial carriers.
- (8) Travel on the PE from Baltimore-Washington International Airport (or other U.S. military contracted flights from a CONUS airport) would require an overnight stay or result in significant mission-impacting delays or other costs before obtaining a PE flight to Europe.
- (9) A dependent is enrolled in the Exceptional Family Member Program and travel on the PE is medically inadvisable.

d. Inbound travelers with an approved ETP should not incur significant delays in onward movement from the airport to their new duty station if proactive sponsorship

AEPE-M

SUBJECT: Exceptions to Policy on Using Patriot Express (AE Cmd Memo 2020-021)

occurs. Commanders are reminded that the use of nontactical vehicles may be authorized in accordance with reference 2c. Sponsors may transport incoming personnel if the sponsorship bus does not meet mission requirements.

e. As a general rule, Soldiers and dependents in route to their first duty station or those who have just completed IET should not be granted an ETP to using the PE. The PE or U.S. Military contracted flights are the preferred mode of travel for all IET Soldiers, including those traveling with dependents. The use of the PE ensures that Soldiers and their dependents, as applicable, receive the force protection and reception benefits designed to acclimate them to the European theater and that operational security interests are protected.

f. All Soldiers who are granted an ETP to fly with a commercial airline must travel in appropriate civilian attire.

7. Review. The USAREUR G1 is responsible for reviewing and updating this memorandum no later than the expiration date.

8. POC. The POC is the Plans, Operations, and Exercises Division, Office of the Deputy Chief of Staff, G1, HQ USAREUR, military 314-537-1394, commercial +49 (0)611-143-537-1394, or email: usarmywiesbaden.usareur.mbx.odcs-g1-policy@mail.mil.

Encl
Example DA Form 4187


CHRISTOPHER G. CAVOLI
Lieutenant General, USA
Commanding