

6 March 2012

Personnel-General

Military and Civilian Sponsorship

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**\*This regulation supersedes AE Regulation 600-8-8, 28 July 2011.**

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For the Commander:

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**Summary.** This regulation prescribes policy and procedures for implementing and conducting the USAREUR Military and Civilian Sponsorship Program.

**Summary of Change.** This revision adds guidance for all Soldiers arriving in Germany on Patriot Express (para 14).

**Applicability.** This regulation applies to Soldiers, including Army National Guard and Army Reserve Soldiers, and U.S. civilian employees assigned to U.S. Army organizations in Europe.

**Supplementation.** Organizations will not supplement this regulation without USAREUR G1 (AEAGA-MPP) approval.

**Suggested Improvements.** The proponent of this regulation is the USAREUR G1 (AEAGA-MPP, DSN 370-3243). Users may send suggested improvements to the regulation to the USAREUR G1 (AEAGA-MPP) at e-mail: [usarmy.badenwur.usareur.mbx.usareur-military-personnel-@mail.mil](mailto:usarmy.badenwur.usareur.mbx.usareur-military-personnel-@mail.mil).

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## **SECTION I GENERAL**

### **1. PURPOSE**

Military and civilian sponsorship is a commanders program designed to officially welcome Soldiers, Family members, and U.S. Army civilians to Europe. Sponsorship begins once assignment orders are processed and ends with the Soldier's, Family member's, or U.S. Army civilian's integration at the employing unit by completing all inprocessing actions. An organized and effective sponsorship program immediately conveys a sense of unit camaraderie while mitigating the challenges associated with overseas assignments and social integration in a foreign country. This regulation prescribes policies and procedures for unit commanders, sponsors, and other unit staff members.

### **2. REFERENCES**

Appendix A lists references.

### **3. EXPLANATION OF ABBREVIATIONS AND TERMS**

The glossary defines abbreviations and terms.

### **4. RESPONSIBILITIES**

#### **a. USAREUR G1.** The USAREUR G1 will—

- (1) Oversee the development and implementation of an effective military and civilian sponsorship program within the Army in Europe, including the development of policy and procedures.
- (2) Develop and implement a USAREUR sponsorship training program.
- (3) Collect, review, and report (as appropriate) sponsorship performance and statistical data through the Sponsorship Gateway to Europe (S-GATE).
- (4) Evaluate and report the effectiveness of the USAREUR sponsorship program.
- (5) Identify and forecast sponsorship funding requirements.
- (6) Provide functional oversight of S-GATE policy.
- (7) Update USAREUR sponsorship-related publications.
- (8) Appoint an individual to serve as the USAREUR Sponsorship Program Manager (SPM).
- (9) Coordinate with the United States Army Human Resources Command (HRC) to make pinpoint assignments for incoming Soldiers on their assignment to USAREUR units in accordance with AR 614-200, AE Supplement 1 to AR 614-200, and AE Regulation 614-2. USAREUR specialized commands will coordinate and manage pinpoint assignments for their incoming Soldiers.
- (10) Coordinate with HRC to make pinpoint assignments for initial-entry Soldiers no later than 60 calendar days before their expected arrival date.
- (11) Minimize diversions.

(12) Notify units and garrison sponsorship program monitors of incoming Soldiers.

(13) Maintain the European Assignment and Sponsorship Integrated Gateway (EASI-GATE) website at <https://www.updb.hqusareur.army.mil>.

(14) Coordinate with commands to ensure permanent change of station (PCS) orders include the link to the EASI-GATE information.

**NOTE:** EASI-GATE provides Soldiers transitioning to Europe with a one-stop, real-time, web-based information portal. It uses a rich graphics-driven interface to provide Soldiers with the latest available data on their assignment, sponsorship, and Family travel status.

**b. 1st Human Resources Sustainment Center (1st HRSC), 21st Theater Sustainment Command (21st TSC).** The 1st HRSC, 21st TSC, will—

(1) Plan for, staff, provide resources for, and conduct reception, staging, and onward-movement personnel operations at designated international gateway reception centers.

(2) Ensure 100-percent arrival and departure accountability for Soldiers.

(3) Provide 100-percent verification and coordination of PCS orders and amendments.

(4) Coordinate with the USAREUR Theater Adjutant General for any last-minute diversions (that is, diversions that occur less than 60 days before scheduled arrivals).

(5) Efficiently and compassionately welcome arriving Soldiers and Family members.

(6) Transport Soldiers and Family members to gaining communities throughout Europe in a timely manner (that is, within 6 hours).

(7) Provide commercial bus contract oversight.

(8) Manage hotel transient billeting.

(9) Arrange billeting and meals for Soldiers and Family members who require overnight accommodations at designated international gateway reception centers.

**c. Director, IMCOM-Europe.** The Director, IMCOM-Europe, will—

(1) Direct United States Army garrison (USAG) commanders to ensure their garrison sponsorship program monitors coordinate and manage the sponsorship program at the garrison level and work with all local commanders to ensure a successful sponsorship program for the community.

(2) Provide sponsor training and relocation-assistance program services on request using Army Community Service (ACS) assets.

(3) Maintain and provide community information packages and online information including standardized welcome packets.

(4) Provide garrison newcomer orientations in accordance with AR 608-1.

(5) Establish a sponsorship link on the local garrison webpage to connect newcomers with the garrison sponsorship program monitor.

(6) Provide functional oversight of S-GATE operations.

**d. Garrison Sponsorship Program Monitors.** Garrison sponsorship program monitors will—

(1) Monitor automated personnel systems, for example, the USAREUR Personnel Database (UPDB), the Electronic Military Personnel Office, the Enlisted Distribution and Assignment System, and the Total Officer Personnel Management Information System to track inbound and outbound Soldiers.

(2) Establish a generic garrison sponsorship e-mail address (for example, sponsorship.*(unit-name)*@eur.army.mil).

(3) Publicize important telephone numbers on the local garrison webpage and monitor and direct inquiries to the appropriate unit or support activity.

(4) Direct information on and assist with sponsorship questions, issues, or concerns regarding the gaining unit and the appropriate garrison or installation support activity.

(5) Coordinate with civilian personnel advisory centers (CPACs) for information on incoming civilian employees.

(6) Ensure outbound personnel complete DA Form 5434 during outprocessing and help them contact their gaining unit's garrison sponsorship program monitor or the gaining unit S1.

(7) Conduct unit staff assistance visits to review internal operating procedures for compliance with standard requirements, identify systemic failures, and develop improved operational procedures and concepts for increased efficiency.

(8) Collect, compile, and analyze sponsorship program surveys and garrison sponsorship reports to determine the effectiveness of the Total Army Sponsorship Program (TASP) across the garrison.

(9) Regularly brief senior commanders and garrison commanders on the status of the TASP in their units, recommend changes and improvements, and obtain their guidance and direction for implementing changes and enhancements.

**e. CPAC Chiefs.** CPAC chiefs will—

(1) Inform supervisors about civilian employees who have accepted employment and provide information needed to contact new employees (for example, name, address, e-mail address, work and home telephone numbers).

(2) Send DA Form 5434 to the new employee's supervisor on receipt of inprocessing documents.

**f. USAREUR Unit Commanders (including Rear Detachment Commanders).** USAREUR unit commanders will—

(1) Establish, implement, and manage a unit sponsorship program (USP) as prescribed by this regulation.

(2) Ensure all USP tasks are executed using S-GATE.

(3) Include the USP in the unit command inspection program.

(4) Ensure subordinate unit commanders and activity directors establish, implement, and effectively manage a sponsorship program.

(5) Ensure battalions under their command execute their sponsorship programs using a sponsorship management plan and assigning trained sponsors through the UPDB applications portal at <https://www.updb.hqusareur.army.mil>.

(6) Identify and appoint (in writing) a unit sponsorship program manager (USPM).

(7) Identify and document USPM roles and responsibilities.

(8) Appoint unit sponsors.

(9) Ensure unit sponsors are provided sufficient time away from their assigned place of duty to perform sponsorship duties.

(10) Ensure sponsors have the resources required to perform sponsorship duties.

(11) Ensure USPMs and sponsors receive adequate training.

(12) Review and update the commander's welcome letter in the unit's S-GATE database and ensure all contact information is current.

(13) Ensure Families are integrated into the unit and community.

(14) Identify and report USAREUR sponsorship- and USP-related issues to the USAREUR SPM.

(15) Implement a sponsor-recognition program.

**NOTE:** The commander's welcome letter must include the current USAREUR policy (including host-nation law) on the possession, registration, and transfer of privately owned firearms (POFs) and animal import and export restrictions.

**g. Unit Sponsorship Program Managers (USPMs).** USPMs will—

(1) Coordinate, manage, and monitor the USP and evaluate local sponsorship programs including reviewing all information in S-GATE and EASI-GATE.

(2) Ensure S-GATE is being used as the primary sponsorship management tool.

(3) Use S-GATE to identify and appoint sponsors at the subordinate unit level.

(4) Ensure sponsors are adequately trained and receive adequate resources.

(5) Use S-GATE to assign trained Soldiers to newcomers and to ensure their sponsorship programs are successful.

(6) Ensure "reactionary sponsors" (glossary) are available for arrivals who do not have preassigned sponsors (para 6b).

(7) Ensure sponsors have access to and are familiar with AE Pamphlet 600-8-109-6 to assist new arrivals who may experience post-reintegration challenges while inprocessing.

(8) Use S-GATE to send an automated welcome letter to incoming Soldiers informing them of their sponsor and directing them to use EASI-GATE (para 11).

(9) Ensure sponsors greet Soldiers arriving on the sponsorship bus (S-bus) at the central processing facility (CPF).

(10) Ensure sponsorship assistance is offered to departing personnel.

(11) Provide sponsors feedback on their performance.

(12) Notify the appropriate organization of any critical information provided by a sponsor that may affect the assignment of an incoming Soldier.

(13) Ensure outbound personnel complete DA Form 5434 during outprocessing and help them contact the gaining garrison's sponsorship program monitor or the gaining unit S1.

(14) Monitor and evaluate local sponsorship programs, including the Soldier sponsorship survey in S-GATE, and evaluate responses to command and organization inspection program questions (app B and AR 600-8-8, app B) and results of inspections and staff-assistance visits.

(15) Inform unit leaders of USAREUR and USP-related issues.

(16) Keep the commander and the garrison sponsorship program monitor informed of the sponsorship program and any problems relating to sponsorship that cannot be solved at their level.

**h. Sponsors.** Sponsors will help Soldiers, Family members, and U.S. Army civilians arriving in Europe during the initial inprocessing phase as needed. Generally, this should last no longer than 2 to 3 weeks after the formal inprocessing has been completed. The sponsor must encourage and teach new arrivals to function independently in the community as soon as possible. Sponsors are not responsible for performing tasks such as childcare, grocery-shopping, laundry, and house-hunting. Those functions are best performed by the new arrivals and are not directly related to sponsorship. Government resources should be used to perform sponsorship duties. The sponsor of an incoming Soldier or civilian employee will—

(1) Contact the Soldier or civilian by telephone, e-mail, fax, or mail.

(2) Mail a welcome packet (available from ACS) to the Soldier or civilian within 10 calendar days after appointment.

(3) Refer the Soldier or civilian to the IMCOM-Europe website at <http://www.imcom-europe.army.mil> for inprocessing information and community links.

(4) Find out about specific needs and concerns the Soldier or civilian may have. Sponsors should try to determine and meet sponsorship needs. For example, a sponsor should ask whether the Soldier or civilian—

(a) Has exceptional Family members.

(b) Will be accompanied by school-age children. If so, the sponsor should provide information about Department of Defense Dependents Schools (DODDS).

(c) Will need to place children in childcare. If so, the sponsor should provide information about availability and waiting lists.

(d) Is bringing pets. If so, the sponsor should let the Soldier or civilian know that pets may not be able to stay in billeting and help make alternate pet-lodging arrangements if necessary.

(e) Is shipping a vehicle. The sponsor should provide information about public transportation and shuttlebus routes.

- (f) Plans to arrive on a weekend. Sponsors are highly encouraged to advise new personnel to arrive on a duty day. Arrivals on weekends or Federal holidays are strictly prohibited.
- (g) Will ship firearms.
- (5) Provide specific local housing and cost-of-living information.
- (6) Sponsor the Soldier's or civilian's entire Family and initiate contacts between spouses and children when appropriate. This includes—
- (a) Contacting ACS or the local CPAC for spouse-employment information on Federal employment opportunities in the geographic area.
- (b) Checking with child, youth, and school services (CYS) 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.
- (7) Provide the Soldier or civilian drivers license information and the link to the corresponding website (<http://www.hqusareur.army.mil/rmv/default.htm>). Ensure all newcomers have a valid stateside drivers license.
- (8) Tell newcomers where they will be met when they arrive.
- (9) Arrange temporary lodging and transportation for the Soldier or civilian and his or her Family members within authorized per diem rates and provide information concerning available housing ([www.ahrn.com](http://www.ahrn.com)).
- (10) Send the Soldier or civilian information about billeting accommodations and local hotels. For Soldiers staying off-post, the unit's finance office or resource management office will require a statement of nonavailability.
- (11) Inform the chain of command of any change of status of the incoming person, such as—
- (a) A change in the travel status from “unaccompanied” to “accompanied.”
- (b) A change in the marital status.
- (c) Sudden changes in the medical condition and illnesses.
- (d) A change in the Family status (for example, sudden illness, death, medical emergency).
- (12) Promptly follow up with the Soldier or civilian and answer all correspondence.
- (13) Discuss travel plans, the arrival date and the number of people in the arriving party, the confirmation of lodging, the local currency, and pet arrangements.
- (14) Help estimate moving costs (for example, housing, utilities, telephone, similar expenses).
- (15) Provide current information on the possession, registration, and transfer of POFs and on host-nation laws on dangerous dogs that are not allowed into Europe.

(16) Receive sponsorship training. Commanders, through their USPMs, will provide sponsorship training based on the sponsor's grade, experience, and time in the unit and the community. Sponsors will complete training provided through the S-GATE online training program and receive training from ACS, the battalion sponsorship program manager (BSPM), the USPM, or the garrison sponsorship program monitor each year.

(17) Immediately notify the USPM of critical information provided by incoming personnel that may affect their assignments (for example, the Exceptional Family Member Program status, assignment diversion, change in arrival date, pending retirement or separation processing, joint domicile status).

(18) Personally greet the newcomers (Soldier or civilian and Family members) on arrival (paras 14a(3) and 23).

(19) Coordinate mission-related transportation during inprocessing. Community shuttlebuses and public transportation should be used as the primary means of transportation. The unit commander may authorize the use of a nontactical vehicle (NTV) or reimbursement for using a privately owned vehicle (POV) for this purpose (paras 13a and b). The sponsor will ensure the incoming Soldier or civilian is familiar with local transportation assets (for example, shuttlebuses, public buses, streetcars).

(20) Help the newcomer with inprocessing when necessary (for example, escorting the newcomer to inprocessing appointments and locations listed on the inprocessing checklist). The sponsor will not conduct inprocessing.

(21) Familiarize the newcomer and Family members with garrison facilities and services (for example, ACS, bank, childcare, commissary, dental clinic, hospital, post exchange, schools, thrift shop, vehicle registration). This includes informing new personnel and Family members of off-limits establishments (AE Cir 190-24).

(22) Introduce the newcomer to the members of his or her chain of command and to the unit and its mission.

(23) Help the newcomer find adequate housing and transportation to housing appointments.

(24) Help the newcomer register his or her POV and obtain a U.S. Forces certificate of license.

**NOTE:** Unit sponsors are tasked to track the exact arrival information and are responsible for passing this information on to the gateways to ensure 100 percent accuracy.

**i. Public Affairs Officers (PAOs).** PAOs will carry out a continuous command information program to assist in and encourage the use of helpful websites and social networking sites to promote good sponsorship.

## **5. WHERE TO GET HELP**

The following are helpful sources of information for sponsors:

- a. ACS office.
- b. USAG websites.
- c. Chaplain's office.
- d. CYS services.

- e. CPAC.
- f. DODDS.
- g. Housing or billeting office.
- h. Red Cross.
- i. Transportation office.
- j. Miscellaneous websites:

(1) Army OneSource: <http://www.myarmyonesource.com>.

(2) Morale, welfare, and recreation information: <http://www.armymwr.com>.

(3) Army in Europe publications: <https://aepubs.army.mil>.

(4) Drivers Handbook and Examination Manual for Germany: <https://aepubs.army.mil/pdfpubs/AEP190-34.htm>.

(5) Ramstein Gateway Reception Center: <http://www.21tsc.army.mil/RamGRC/default.html>.

## **SECTION II**

### **TYPES OF SPONSORSHIP**

#### **6. INBOUND SPONSORSHIP**

Policy and procedures involved in sponsoring incoming military personnel and U.S. Army civilians are described in sections III and IV of this regulation.

**a. Advance Arrival Sponsorship.** All military personnel in the ranks of private through colonel and all civilian employees up to grade GS-15 who are undergoing a PCS move will be offered the opportunity to participate in the advance arrival sponsorship program. Advance arrival sponsorship is mandatory for first-term Soldiers.

**b. Reactionary Sponsorship.** A reactionary sponsor must be appointed for military personnel in the ranks of private through colonel and for civilian employees through grade GS-15 who arrive at a garrison without an assigned sponsor. The duties of a reactionary sponsor are the same as those performed by an advance arrival sponsor after the incoming Soldier or civilian has arrived.

#### **7. OUTBOUND SPONSORSHIP**

Outbound sponsorship applies only to military personnel.

a. Every departing Soldier will be offered outbound sponsorship help during outprocessing. This is particularly important for personnel who are departing because of an emergency PCS, for medical reasons, administrative separation, or retirement. Commanders must never assume that Soldiers who have been at their current duty station for some time will not need help when they PCS.

b. Departing Soldiers will outprocess as much as possible on their own. Help from the sponsor normally consists of providing local transportation after the Soldier ships his or her POV. Outprocessing assistance will not include personal activities of the departing Soldier (for example, cleaning quarters, providing childcare, turning in vehicles). Emergency PCS moves and similar circumstances may require help that is normally not provided. If a sponsor or responsible Family member is absent, a power of attorney or summary court officer may be required.

### **SECTION III MILITARY SPONSORSHIP**

#### **8. SPONSORSHIP GATEWAY TO EUROPE (S-GATE) AND EUROPEAN ASSIGNMENT AND SPONSORSHIP INTEGRATED GATEWAY (EASI-GATE)**

a. The web-based S-GATE at <https://www.updb.hqusareur.army.mil> must be used as the sponsorship management tool by all commands. Unit commanders must assign sponsors using S-GATE regardless of whether or not they have been contacted by an incoming Soldier. Sponsors will use S-GATE for sponsorship training and correspondence with incoming Soldiers. If a Soldier has not contacted his or her sponsor within 30 days after being assigned a sponsor in S-GATE, the sponsor will make reasonable attempts to contact the Soldier through the Soldier's losing unit. The sponsor should attempt such contact using conventional means (that is, telephone, fax, and U.S. mail) in addition to S-GATE. The use of Government resources for this purpose is authorized. The losing garrison's sponsorship program monitor may be able to provide help in contacting inbound Soldiers.

b. S-GATE will be used according to the instructions in the S-GATE users manual and other S-GATE publications on the USAREUR website at <https://www.updb.hqusareur.army.mil>.

c. EASI-GATE provides Soldiers transitioning to Europe with a one-stop, real-time, web-based information portal. It uses a rich graphics-driven interface to provide Soldiers with the latest available data on their assignment, sponsorship, and Family travel status.

d. S-GATE and EASI-GATE do not replace the human quality of sponsorship. Lasting impressions are determined largely by how well sponsors and units receive and treat Soldiers and Family members during in- and outprocessing. Commanders must ensure these impressions are good.

e. Below is a brief explanation of how S-GATE works:

(1) When an incoming Soldier receives a pinpoint assignment, S-GATE automatically sends an e-mail message to the gaining unit USPM and the garrison sponsorship program monitor for the unit notifying them of the incoming Soldier.

(2) The BSPM will obtain the sponsor information from the unit's first sergeant or the individual designated to assign sponsors for incoming personnel and will enter that information into S-GATE.

(3) Appointment orders and a sponsor checklist will automatically be sent to the sponsor by e-mail.

(4) The sponsor's contact information and a welcome letter will be available to the incoming Soldier when he or she logs on to EASI-GATE. When the incoming Soldier enters his or her e-mail address into the system, he or she will receive an e-mail message with the sponsor's information. A second e-mail message will be sent to the USPM, the garrison sponsorship program monitor, and the designated sponsor with the e-mail address and needs-assessment checklist of the incoming Soldier.

(5) The incoming Soldier and the sponsor can now exchange information about the new assignment and any Family needs.

## **9. DA FORM 5434**

DA Form 5434 is no longer required for incoming Soldiers. All Soldiers will use EASI-GATE as the primary source for requesting sponsors. Soldiers departing Europe are required to complete DA Form 5434 during their initial reassignment interview. The losing unit then forwards the form through the garrison sponsorship program monitor to the gaining garrison, installation, or unit. This requirement will remain in effect until officially discontinued by the Army Assistant Chief of Staff, Installation Management.

## **10. SPONSOR SELECTION AND APPOINTMENT**

a. The unit S1 will assign a sponsor in S-GATE within 10 calendar days after the unit has been notified of an incoming Soldier's arrival date.

b. Reactionary sponsors must be appointed for unexpected arrivals or diversions.

c. To the greatest extent possible, the sponsor should be—

(1) In a rank equal to or higher than the rank of the incoming or departing Soldier. The sponsor will not be subordinate to the sponsored Soldier, nor will he or she be preparing for a PCS or ETS move out of the European theater.

(2) Of the same sex, marital status, and military career field or occupational series as the incoming Soldier. Commanders will make every attempt possible to assign sponsors who are the same sex as the incoming Soldier, especially for a first-term Soldier. If the unit does not have a person of the same sex, marital status, or occupational series as the incoming person who can be the sponsor, the unit commander will request support from higher headquarters or subordinate units to provide a sponsor.

(3) Familiar with the unit, activity, and community.

d. Soldiers who represent the gaining unit or activity in a positive manner should be selected as sponsors. Serving as a sponsor for a group of Soldiers is generally prohibited, but may be allowed when there is a shortage of sponsors (for example, during unit deployments). During regular garrison activity, sponsors will sponsor only one Soldier at a time. A Soldier will be exempt from performing sponsor duties when he or she is—

(1) Being replaced by the incoming Soldier.

(2) Outprocessing or within 60 days of a PCS.

(3) Undergoing administrative separation.

(4) Projected to be absent when the incoming Soldier will be inprocessing. Commanders should appoint trained reactionary sponsors to help Soldiers whose sponsor goes on unexpected emergency leave or other absence or can no longer provide adequate sponsorship for other reasons.

## **11. WELCOME LETTERS**

a. Once a sponsor has been appointed, the sponsor's contact information and a welcome letter will be immediately available to the incoming Soldier through EASI-GATE.

b. Soldier surveys and reviews of incoming PCS orders indicate that only half of the arriving Soldiers are informed of the EASI-GATE program or have EASI-GATE information on their PCS orders. Because of this, commands must send a sponsorship letter to incoming Soldiers to provide them with their sponsor's name and instructions on how to access EASI-GATE.

c. Welcome letters should include the following EASI-GATE instructions:

(1) Log in to the UPDB applications portal at <https://www.updb.hqusareur.army.mil> and click on EASI-GATE to see your sponsor's contact information, view the unit welcome letter, and obtain helpful information.

(2) Attempt to contact your assigned sponsor within 10 calendar days by e-mail or telephone.

(3) Inform your sponsor of any special needs of your Family and of your flight arrangements as soon as you know them. Arrivals to Europe must be scheduled for Monday through Friday, with no arrivals on holidays or weekends.

(4) Immediately notify your sponsor of changes to your travel plans or orders.

(5) Complete the sponsorship program survey during your inprocessing.

## **12. ARMY COMMUNITY SERVICE (ACS) RELOCATION ASSISTANCE PROGRAM SERVICES**

Incoming and outgoing Soldiers are encouraged to visit their servicing ACS for relocation assistance.

## **13. TRANSPORTATION**

a. Commanders may authorize the use of NTVs from existing resources to transport Soldiers and Family members on official PCS travel orders when air terminals are located where other means of transportation (including commercial transportation) are not available or cannot meet mission requirements. Before authorizing the use of NTVs, commanders must verify if transportation by the S-bus is available and, if so, will meet mission requirements.

b. Commanders may authorize the use of an NTV for official use during in- and outprocessing when scheduled DOD transportation (for example, military shuttlebuses) or public transportation does not meet immediate sponsorship needs. The use of NTVs for personal matters and domicile-to-duty transportation is prohibited.

c. Pets may be transported on the S-bus if the pet carrier fits in the cargo compartment. If the pet carrier does not fit in the cargo compartment, other means of transportation must be arranged. In all cases, the bus driver may refuse pets that cannot be accommodated or pose a health risk or safety hazard.

d. Commanders may authorize mileage reimbursement for sponsors who use their POVs to perform official sponsorship duties when an NTV is not available. Reimbursement may be obtained through the Defense Travel Service system.

## **14. ARRIVAL AND RECEPTION**

All PCS travel to Germany must be arranged to ensure travelers depart Baltimore Washington International Airport (BWI) for arrival at Ramstein Air Mobility Command (AMC). All PCS travel must be scheduled via military chartered airlift (Patriot Express) from BWI to arrive at Ramstein AMC Monday through Friday only. Scheduling arrivals for weekends and Federal holidays is strictly prohibited. Travelers must be advised to arrange all PCS travel through a Government commercial travel office (CTO). All personnel arriving in Europe and traveling within the European theater using commercial transportation will wear appropriate civilian attire that does not readily convey their affiliation with DOD. All Soldiers executing an approved in-country leave must report to the Ramstein Gateway Reception Center (RGRC) front desk by 0800 on the day they conclude their leave. Should any circumstances result in PCS arrivals at a commercial airport in Germany, arriving Soldiers and Families will encounter serious delays traveling to their communities. All inbound Soldiers arriving at a commercial airport in Germany should contact the RGRC at civilian 0152-0907-3138 or 06371-47-9935, or at DSN 480-9935 for transportation and additional reporting guidance.

a. The CPF is the designated greeting point for sponsors to greet new Soldiers and Family members arriving on the S-bus.

(1) CPF representatives and BSPMs will check the S-bus arrival manifest daily.

(2) Sponsors should arrive at the CPF at least 30 minutes before the arrival of the S-bus to receive necessary instructions or changes from the CPF staff.

(3) Commanders will ensure sponsors and CPF representatives greet Soldiers and Family members arriving on the S-bus at the CPF. Family members will not be held at the CPF for an unreasonable amount of time while the sponsor performs initial inprocessing. Family members should be provided the option of proceeding to their temporary quarters as soon as possible after arrival. Sponsors will join Family members after they complete initial inprocessing.

b. Unit sponsors are allowed to pick up Soldiers arriving at Ramstein Air Base (RAB) only from the RGRC. If approved by the commander, sponsors may pick up Soldiers with a POV or NTV. However, all newcomers must still inprocess with the RGRC and arrive at community CPFs for inprocessing.

c. Sponsors picking up arrivals at RGRC will ensure that Soldiers inprocess through the RGRC before proceeding to their assigned communities. Soldiers arriving at the Marco Polo Airport in Venice, Italy, will be greeted by a liaison from the Venice Gateway Reception Center (VGRC). The liaison will assist with obtaining transportation to the Vicenza CPF located in Davis Hall, Caserma Ederle. If sponsors pick up arrivals at the Marco Polo Airport by NTV or POV, they will take the newcomers directly to the Vicenza CPF. All other Soldiers must ride the S-bus to their gaining communities after inprocessing through the VGRC.

d. When Government transportation (for example, transportation by the S-bus) is available to incoming Soldiers, sponsors will not be authorized reimbursement for transportation using their POVs.

## **15. TRAINING**

Commanders will ensure that sponsors, program managers, and other leaders are adequately trained. First-time sponsors are required to receive initial training through the UPDB applications portal (S-GATE) and the local ACS. After the initial sponsorship training, Soldiers will be recertified each year through S-GATE.

a. Sponsorship training must address at least the following topics:

(1) Duties and responsibilities of sponsors and incoming Soldiers.

- (2) Use of NTVs and POVs.
- (3) When and where to greet Soldiers.
- (4) The requirement to inprocess Soldiers at the RGRC (in Germany) or Vicenza CPF (in Italy).
- (5) Sponsor feedback and recognition.
- (6) Available community and information resources.

b. Sponsorship leader training is mandatory for BSPMs and USPMs. Commanders will request sponsorship leader training through ACS. As a minimum, the following subjects will be covered during sponsorship leader training:

- (1) Duties and responsibilities of leaders.
- (2) The authorization to use NTVs and mileage reimbursement.
- (3) Available community and information resources.
- (4) Sponsor feedback and recognition.
- (5) S-GATE management.

## **16. SPONSORSHIP SURVEYS**

a. Unit commanders will evaluate the success of their sponsorship programs and the performance of their sponsors through newcomer interviews and the review of sponsorship program survey results in S-GATE.

b. Commanders will use sponsorship survey results to assess and improve their sponsorship programs. These surveys will be completed by every new Soldier after he or she finishes inprocessing. The unit commander or first sergeant will review surveys and forward them to the battalion for review by the BSPM, command sergeant major, and battalion commander.

c. The use of the survey is an inspectable item in the command inspection program. Commands may change the survey to better assess their local sponsorship programs. Completed surveys must be maintained in accordance with AR 25-400-2. They will be kept for at least 1 year after the last command inspection.

## **17. SPONSOR COUNSELING, FEEDBACK, AND RECOGNITION**

Supervisors must council sponsors before they begin their sponsorship duties. They should use DA Form 4856 to document the counseling. This counseling sets the stage for ensuring that sponsors understand the importance of their role in assisting and receiving newcomers to the command. Sponsors must also receive feedback on their performance. Supervisors and commanders should recognize effective sponsors who perform their duties in an exemplary manner with a 3- or 4-day special pass, a certificate of achievement, a commander's coin, or other appropriate recognition.

## **18. COMMAND INSPECTION PROGRAM**

Commanders will ensure sponsorship is included in local command inspection programs. The questions in appendix B must be included in the inspection. Items to be inspected will include S-GATE use, sponsor training, sponsor feedback, recognition, and sponsorship program surveys. Units will not be held accountable for items outside their control.

## **19. INNOVATIVE SPONSORSHIP PROGRAMS AND SPONSORSHIP MANAGEMENT PLANS**

The goal of the military sponsorship program is to take care of Soldiers and their Families. Commands should establish innovative programs to improve sponsorship. Figure 1 is an example of a successful battalion-level program currently applied in a USAREUR organization. The program in figure 1 is provided only as an example; however, all units must develop a written sponsorship management plan, which should be tailored to their needs and initiatives. Commanders should share their successes for others to emulate. They should also seek the guidance of higher headquarters on the appropriateness of innovations.

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### **BATTALION SPONSORSHIP MANAGEMENT PROGRAM**

1. The battalion sponsorship program manager (BSPM) will monitor and manage all aspects of the unit's sponsorship program from assignment notification through completion of community inprocessing. This serves the following purposes:
  - a. The BSPM is the expert in all matters of sponsorship and can readily answer all of the new Soldier's or civilian employee's questions.
  - b. It reduces the frustration of individual sponsors investing their time only to have Soldiers diverted or deleted from assignment. Sponsors have to concern themselves only with Soldiers who physically arrive in the community.
  - c. It frees up Soldiers to perform regularly assigned duties.
2. To accomplish sponsorship duties, the BSPM will be provided the following:
  - a. Internet capability and indepth S-GATE training.
  - b. Exemption from other additional duties. This is necessary to make the BSPM available to newly arrived Soldiers or civilian employees.
  - c. Full-time use of a nontactical vehicle (NTV) (usually a large van) to transport Soldiers to appointments, meals, and other locations associated with in- and outprocessing if no other means of transportation is available and the commander authorizes the use of the vehicle in accordance with AR 58-1 and AE Regulation 58-1.
  - d. A cell phone, if available.
3. The BSPM may be an active-duty Soldier or a civilian employee. Acting as a BSPM is usually an additional duty, but may require the full-time attention of the BSPM during peak PCS seasons. There are no military authorizations for sponsorship program managers. Borrowed military labor may be used for a maximum of 90 days. The BSPM should—
  - a. Have a military drivers license.
  - b. Have computer skills to operate S-GATE.
  - c. Have knowledge of the local community.
  - d. Have good verbal and written skills.
  - e. Be familiar with available local transportation and be able to instruct newcomers on its availability and use.
  - f. Be of high moral character.
4. Before a Soldier's or civilian employee's arrival, the BSPM will—
  - a. Ensure that the unit sponsorship program manager (USPM) and sponsors have made arrangements for temporary housing.
  - b. Answer questions by the Soldier, the civilian employee, or their Family members.
  - c. Ensure that USPMs and the sponsors are properly appointed and trained to assist newly assigned personnel.
  - d. Provide Family support group contact information to the new Soldier's or civilian employee's spouse.
  - e. Provide other appropriate assistance, as needed.
5. On arrival in the community (generally at the central processing facility), the incoming Soldier will be greeted by the unit sponsor. The unit sponsor is responsible for ensuring that the Soldier's initial needs are met.
6. The sponsor will usually assist the new Soldier and the Soldier's Family members during their community-inprocessing phase (until the completion of inprocessing training center (ITC) requirements). This will take about 2 weeks. The newly assigned Soldier will then be told to complete the sponsorship survey and give it to his or her unit first sergeant, supervisor, or commander. During the ITC phase, the sponsor will help the Soldier and the Soldier's Family members with—
  - a. Transportation. This is generally needed until the Soldier's privately owned vehicle (POV) arrives and he or she receives a U.S. Forces POV license or an exception to the requirement to obtain such a license from the USAG commander. After the Soldier has completed ITC requirements, the unit sponsor will be responsible for helping with transportation for both the Soldier and the Soldier's Family members, which may include going to and leaving from the guesthouse, dining facility, and medical appointments. Neither the USPM nor the unit sponsor is a chauffeur, and transportation by NTV must be in compliance with AR 58-1 and AE Regulation 58-1. The use of community and host-nation transportation will be encouraged.
  - b. Community familiarization (including the location of the commissary, post exchange, medical and dental facilities, schools, childcare and youth services, and other services).

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**Figure 1. Sample Battalion Sponsorship Management Program**

## **20. ANNUAL SPONSORSHIP MANAGEMENT PLAN REPORTING REQUIREMENTS**

Unit commanders will review their unit sponsorship management plans and forward them through their BSPMs to their parent USAREUR major subordinate command 30 calendar days before the end of the fiscal year. Units will send a memorandum by e-mail to the USAREUR G1 (AEAGA-MPP) at [usarmy.badenwur.usareur.mbx.usareur-military-personnel-@mail.mil](mailto:usarmy.badenwur.usareur.mbx.usareur-military-personnel-@mail.mil) at least 10 calendar days before the end of the fiscal year verifying that all subordinate units have sponsorship management plans in place. This memorandum will also address the command's sponsorship program strengths, trends, and any shortfalls in resources that are affecting sponsorship. The intent of this annual reporting requirement is to ensure that the sponsorship program remains effective and that sponsors have the resources required.

## **SECTION IV CIVILIAN EMPLOYEE SPONSORSHIP**

### **21. PURPOSE**

Newly assigned personnel and their Families develop their first—and perhaps most critical—impression of the organization and garrison based on how well they are received. This section—

- a. Establishes procedures for sponsoring civilian employees.
- b. Applies to all command-sponsored DOD civilian personnel.

### **22. SPONSOR SELECTION AND APPOINTMENT**

a. The supervisor of an incoming individual will appoint a sponsor in writing within 5 calendar days after receiving notification of the new employee's pending arrival.

b. Sponsors must attend ACS sponsorship training. Supervisors are responsible for coordinating with ACS to schedule sponsorship training for their employees.

c. Reactionary sponsors must be trained and appointed in writing to perform sponsorship duties. Reactionary sponsors will assist new employees who arrive without an assigned sponsor.

d. Sponsors will be—

- (1) In a grade equal to or higher than the incoming or departing employee, if possible.
- (2) Of the same sex, marital status, and occupational series as the person they sponsor, if possible.
- (3) Familiar with their organization or activity and the community.

e. 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 who are—

- (1) Being replaced by the incoming employee.
- (2) Outprocessing or within 60 days before a change of station.

(3) Undergoing administrative separation.

(4) Projected to be absent during parts of the inprocessing period.

f. Persons scheduled to be absent during the first 60 days after a new employee's arrival generally should not be appointed as sponsors. If a sponsor must be absent during the first 60 days after the new employee arrives, he or she 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.

### **23. ARRIVAL AND RECEPTION**

Sponsors will greet newcomers and their Families at their point of arrival, mostly at RAB. Civilian employees are authorized to ride the military S-bus only on a space-available basis. Incoming command-sponsored civilian employees will—

a. Complete DA Form 5434 and return it to the servicing CPAC. This form is included in the inprocessing package provided by the CPAC. It is also available at <https://cpolrhp.cpol.army.mil/eur/> by clicking on "Living/Working Overseas," then on "Inprocessing Information" in the left column.

b. Provide a written assessment of their sponsor's performance approximately 60 days after their arrival. A sponsorship survey is available at <http://www.per.hqusareur.army.mil/> under "Civilian Personnel Directorate," "US Personnel Programs," "Civilian Sponsorship." The survey will be provided to the supporting CPAC.

### **24. ORGANIZATIONAL RESPONSIBILITIES**

The organization receiving command-sponsored civilian employees is responsible for—

a. Appointing a sponsor for incoming command-sponsored civilian employees within 5 calendar days after notification of a new employee's pending arrival. Figure 2 is a sample appointment memorandum.

b. Training sponsors before assigning them sponsorship duties.

c. Counseling sponsors before they begin their sponsorship responsibilities. This counseling will ensure sponsors understand the importance of their role in assisting and receiving the new employee. Supervisors should use a written counseling form similar to the developmental counseling form used for counseling military sponsors.

d. Ensuring new command-sponsored civilians complete DA Form 5434.

e. Providing sponsors time and resources to perform sponsorship duties.

f. Allocating time and arranging for sponsors to meet incoming personnel at their point of arrival.

g. Providing sponsors feedback on how they performed their sponsor duties.

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**UNIT LETTERHEAD**

OFFICE SYMBOL

DATE

MEMORANDUM FOR *Name of Designated Sponsor*

SUBJECT: Sponsor Appointment

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

NAME: *Name of the individual to be sponsored.*

OFFICIAL ADDRESS: *Official address of the individual to be sponsored.*

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

3. You will attend sponsor training at *location on date at time.*

4. Refer to AE Regulation 600-8-8, Military and Civilian Sponsorship, available at <https://aepubs.army.mil/>, for detailed sponsorship information.

SIGNATURE BLOCK OF  
UNIT COMMANDER

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**Figure 2. Civilian Sponsor Appointment Memorandum**

## **APPENDIX A REFERENCES**

### **SECTION I PUBLICATIONS**

AR 25-400-2, The Army Records Information Management System (ARIMS)

AR 58-1, Management, Acquisition, and Use of Motor Vehicles

AR 600-8-8, The Total Army Sponsorship Program

AR 608-1, Army Community Service Center

AR 614-200 and AE Supplement 1, Enlisted Assignments and Utilization Management

AE Regulation 10-5, Headquarters, United States Army Europe

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

AE Regulation 190-1, Driver and Vehicle Requirements and the Installation Traffic Code for the U.S. Forces in Germany

AE Regulation 614-2, Officer Use and Management

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

AE Pamphlet 600-8-8-1, Welcome to Europe

AE Pamphlet 600-8-109-6, Leader Post-Reintegration Guide

AE Circular 190-24, Consolidated List of Off-Limits Areas, Establishments, Firms, Individuals, and Organizations

### **SECTION II FORMS**

SF 1164, Claim for Reimbursement for Expenditures on Official Business

DA Form 4856, Developmental Counseling Form

DA Form 5434, Sponsorship Program Counseling and Information Sheet

DA Form 7274, Sponsorship Program Survey

AE Form 190-1F, U.S. Forces Certificate of License

## **APPENDIX B**

### **COMMAND INSPECTION PROGRAM QUESTIONS**

During the command inspection of the unit's sponsorship program, the following questions should be used in addition to the questions in AR 600-8-8, appendix B. Commanders should add questions of local concern or interest.

**B-1.** Does the unit have a written sponsorship management plan?

**B-2.** Is the unit using the Sponsorship Gateway to Europe (S-GATE)?

**B-3.** Has a sponsorship program manager been appointed (at brigade, battalion, unit level)?

**B-4.** Is the unit reviewing sponsorship program surveys and instituting improvements where appropriate?

**NOTE:** At random, the sponsorship surveys of 5 to 10 recently arrived newcomers should be reviewed. Negative responses should be discussed with the sponsorship program manager or the unit first sergeant or commander.

**B-5.** Is sponsorship support provided during unit deployments or training?

**B-6.** Does the unit sponsorship program include—

- a. Counseling of and feedback to sponsors?
- b. Recognition of outstanding sponsors?
- c. Out-sponsorship support to departing Soldiers?

**B-7.** Does the Army Community Service (ACS) offer training for the sponsor if requested by the unit?

**B-8.** Are Soldiers and civilians properly trained through S-GATE and ACS to perform sponsorship tasks?

**B-9.** Are military sponsors appointed through S-GATE?

**B-10.** Are sponsors allowed enough time away from work to perform their duties?

**B-11.** Are Soldiers and civilians required to work before completing inprocessing?

**B-12.** Are sponsors provided nontactical vehicles or reimbursement for using their privately owned vehicles?

**B-13.** Does the unit maintain a pool of reactionary sponsors?

## GLOSSARY

### SECTION I ABBREVIATIONS

1st HRSC	1st Human Resources Sustainment Center, 21st Theater Sustainment Command
21st TSC	21st Theater Sustainment Command
ACS	Army Community Service
BSPM	battalion sponsorship program manager
CPAC	civilian personnel advisory center
CPF	central processing facility
DA	Department of the Army
DOD	Department of Defense
DODDS	Department of Defense Dependents Schools
EASI-GATE	European Assignment and Sponsorship Integrated Gateway
HRC	United States Army Human Resources Command
IMCOM-Europe	United States Army Installation Management Command, Europe Region
ITC	inprocessing training center
NTV	nontactical vehicle
PAO	public affairs officer
PCS	permanent change of station
POF	privately owned firearm
POV	privately owned vehicle
RAB	Ramstein Air Base
RGRC	Ramstein Gateway Reception Center
S-bus	sponsorship bus
S-GATE	Sponsorship Gateway to Europe
SPM	sponsorship program manager
TASP	Total Army Sponsorship Program
UPDB	USAREUR Personnel Database
U.S.	United States
USAG	United States Army garrison
USAREUR	United States Army Europe
USAREUR G1	Deputy Chief of Staff, G1, United States Army Europe
USPM	unit sponsorship program manager
VGRC	Venice Gateway Reception Center

### SECTION II TERMS

#### **advance arrival sponsorship**

The support offered before the actual arrival of a Soldier or civilian employee.

#### **outbound sponsorship**

The support provided to departing Soldiers, civilian employees, and their Family members after reassignment notification. This generally involves help with garrison clearing and transportation.

#### **reactionary sponsorship**

The support offered to a Soldier or civilian employee arriving at a garrison without an assigned sponsor.