



Sponsorship & Newcomers

- FAQs

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Q – What is Sponsorship?

A – Sponsorship is a program designed to assist Soldiers, Civilians and Family Members as they move between installations throughout their career. An effective Sponsorship Program will promote Readiness for individuals, families and units. Moving is stressful. Communication with someone already in-place can ease the stress. Contact your Sponsor at least 4 months prior to your planned departure – or as soon as possible if you have less notice. Get resources and links to help you plan for your unique requirements. Include all family members in the planning to ensure reduced stress for all – including Spouse and school-aged children. Understand some locations have special requirements – find out about them early and prepare. Knowledge is power and flexibility is key to a smooth PCS.

If you have questions not answered in this FAQs page, ask your Sponsor or contact the USAREUR TASP Office at usarmy.wiesbaden.usareur.mbx.usareur-tasp@mail.mil

Q – What is Newcomers?

A – “Newcomers” refers to everyone who arrives at the new duty station. Check out the garrison websites for information on the NEWCOMERS tab. This information may help you in your planning for unaccompanied baggage shipment (loaner closet), veterinary needs, childcare resources, community activities and more.

Q – Who is authorized to have a Sponsor?

A – All personnel (military and civilian) and family members who are PCSing to Europe may have a Sponsor – including Spouse Sponsors and Youth Sponsors. Soldiers are required to use Army Career Tracker (ACT link <https://actnow.army.mil/>) Sponsorship module. DA Civilians may request Sponsorship through CPAC, gaining unit supervisor/hiring official or gaining unit sponsorship coordinator. Complete DA Form 5434 https://armypubs.army.mil/pub/eforms/DR_a/pdf/ARN7569_a5434_FINAL_V1_01.pdf for your Sponsor to use in providing assistance. If you are arriving in less than 120 days, contact USAREUR TASP Office (include your name, gaining UIC and anticipated arrival date) at email link usarmy.wiesbaden.usareur.mbx.usareur-tasp@mail.mil .

Q – Why do I need a Sponsor?

A – Readiness is essential and your Sponsor is available to you to assist you for personal/family readiness and to ensure the unit's readiness is high during PCS time. PCSing to Europe is a little different than to CONUS installations. Language barriers, driving rules, passport requirements, and more, can present additional challenges to your PCS. If you have never been stationed in Europe, your Sponsor is a great resource to answer questions and guide you during your PCS planning, travel and integration. If you have lived in Europe, let your Sponsor know. Sponsorship should be tailored to support your specific needs.

Q – What information is available to ADOS personnel reporting to USAREUR?

A – Reporting to USAREUR can be challenging for many Reserve Component Soldiers. For more information, please send inquiries to usarmy.wiesbaden.usareur.mbx.ados@mail.mil .

Q – How can I use ACT (Army Career Tracker) if I don't have a computer?

A – The ACT website has a DS (DoD Self-service) Log on option so you can use your smartphone to access your ACT account. Before you log in with your CAC, set up a DS log-on to use your phone. Then, make sure you provide alternate methods to contact you – such as personal email, Facebook, Skype, WhatsApp, Messenger or other options.

Q – How can my Sponsor reach me if I don't have a military email address?

A – Include several additional ways for your Sponsor to contact you on the DA Form 5434. Social media accounts may be used. Just remember to keep OPSEC for all communications. Ensure you connect with your Sponsor in multiple ways – not just telephone and email – long before you depart your current location and stay connected during your PCS travel and in-processing the new community.

Q - I haven't heard from my Sponsor – what should I do?

A – There are a few options to reach your Sponsor.

1. Review the DA Form 5434 Section 3 and contact your gaining unit directly.
2. If you don't have a Sponsor assigned in ACT (or Section 3 is incomplete), contact your current Unit Sponsorship Coordinator or Civilian Personnel Assistance Center (CPAC) for assistance.
3. If you are arriving in less than 120 days, contact USAREUR TASP Office (include your name, gaining UIC and anticipated arrival date).

Email usarmy.wiesbaden.usareur.mbx.usareur-tasp@mail.mil

Q – My Sponsor is not a good fit for my needs – how can I get a new Sponsor?

A – Unit Coordinators usually assign Sponsors who are similar to incoming personnel, however not every match is a perfect fit. If you determine your Sponsor does not meet your needs, contact the gaining unit and request to be assigned a new Sponsor. Be specific – if you require someone who is single, or someone with a similar family situation, let your coordinator know. Also, request a new Sponsor if the assigned Sponsor seems to be constantly in training or TDY, taking care of medical issues, preparing for PCS, ETS or retirement, or generally does not seem to have time for you. Don't wait – request a change of Sponsor if necessary.

Q – How can I get trained to be a Sponsor?

A – There are 3 approved training sources for Army Sponsors:

1. ATRRS/ALMS Sponsorship training module,
2. Sponsorship (eSAT) training on www.myarmyonesource.com and
3. Local training event by your Unit Sponsorship Coordinator or garrison TASP Rodeo.

ACS also Sponsorship training for DA Civilians and Spouse Sponsorship volunteers as well as supplemental training for military Sponsors. The garrison TASP Rodeo is also a valuable resource to train Sponsors on community resources available to support during relocation.

Q – What can I do to be a better Sponsor?

A – Sponsors with positive feedback share many of the same qualities – they care about the mission, the unit and individuals. They make contact, stay connected before departure, during travel and after arrival.

Sponsorship is an official duty. An effective Sponsor supports the unit and individual readiness by:

- making advanced contact with incoming personnel
- listening to concerns
- asking questions to tailor Sponsorship needs to the individual or family
- managing expectations of “Vacation assignment” or increased allowances
- providing resources for Spouses and school-aged children (such as Spouse Sponsor and SLO for Youth Sponsor)
- making connections to other organizations for support on specific needs
- confirming details before departure (port of arrival, transportation to unit, lodging, in-processing, etc.)
- ensuring they do not have leave, TDY or training scheduled around time of planned arrival
- completing all requirements in ACT Sponsorship Module (military only)
- requesting assistance from unit coordinator or leader when necessary
- welcoming new arrival (and family) to the unit and community
- helping new arrival to become self-sufficient as soon as possible
- requesting feedback and reminding new arrival to complete the In-processing Survey for specific program improvement in the community

A Sponsor should not:

- loan money or items of significant expense without legal documentation for reimbursement. [DO refer newcomer to appropriate support as necessary – such as ACS, AER, Finance and more.]
- schedule leave, training, or TDY within 30 days before or 60 days after scheduled report date of incoming Soldier.
- be on assignment to PCS, or scheduled to retire or separate (ETS) within 90 days after scheduled report date of incoming Soldier [DO update coordinator if career plans change.]
- have significant medical, personnel or legal issues [DO update coordinator if issues arise.]



Q – I am PCSing with my family – can I get more assistance?

A – There are trained volunteers to be Spouse Sponsors and Youth Sponsors for your Family Members, answer questions, provide resources and overall reduce the stress of moving to a new country. Provide contact information to connect a sponsor with your spouse or contact the FRG or ACS directly for assistance. For assistance with school-aged children and PCS, contact the School Liaison Officer

(<https://europe.armymwr.com/slo>) at your gaining installation to request a Youth Sponsor and get information on education options in your new location.

Q – Can I sign up for child care before I arrive?

A – Use the DoD childcare website <https://militarychildcare.com> to connect with your gaining installation for childcare needs, pre-arrival registration, and questions or contact CYS at your new garrison.

Q – I have school-aged children – who can answer questions?

A – Moving with young children may add stress to an already stressful situation. There are trained Youth Sponsors who can ease many of your child's concerns. Contact the SLO (School Liaison Officer) for your new installation (<https://europe.armymwr.com/slo>) to request a Youth Sponsor and schedule time to video chat as a family. Let your child ask questions about the area, foods, language and schools. Also, speak with the SLO about school options in the area – some garrisons have multiple options, including DODEA schools, international schools, private schools and more. Homeschooling is also an option in many areas. Your garrison SLO will have details for you to make the best decision for your family.

Q – What sports are available for my child?

A – Availability of youth sports varies greatly on the population of your gaining garrison. If you have specific questions about school sports (for example, Varsity program for scholarship applications) contact your gaining installation School Liaison Officer (SLO) (<https://europe.armymwr.com/slo>). For youth sports and activities, contact your gaining garrison CYS on the garrison website. Children must be enrolled in the installation CYS with proper sports screening medical forms prior to registration for specific activities and events.

Q – Does my child need a dependent ID Card?

A – Children 10 years and older (even if birthday is during PCS travel) may require a dependent military ID to travel on military aircraft. Contact your current installation ID Card section to ensure all dependents have appropriate ID cards before your PCS travel.

Q – Is Sponsorship the same as Command Sponsorship?

A – No - Sponsorship is for everyone preparing to PCS; Command Sponsorship is specific to an individual (spouse or child) accompanying Soldier or DA Civilian to a specific location. When Command Sponsorship is approved, the family member will be able to accompany the Soldier or Civilian to the duty assignment location. Travel may be concurrent (with the person on assignment) or deferred (at a later time). When Command Sponsorship is denied, the location is not able to support medical and/or educational needs of the specific individual identified. The decision to approve or deny Command Sponsorship requests is determined for the best interest of the individual regarding support that is available. Trying to avoid Command Sponsorship or traveling against decision may cause additional stress, confusion, fees for support on the local economy and/or plane fare for a return flight.

Q – I have been denied for EFMP – what can I do?

A – Many locations in Europe have very limited resources and some locations have no local garrison support. If you or a family member has been denied Command Sponsorship, understand it is in that person's best interest for health and welfare or educational needs. Very rarely is the decision reversed and significant supporting documentation is required to be submitted in the appeal package. Contact your current MPD for additional information and requirements.



Q – I am PCSing with pets – what do I need to do?

A – See your losing garrison veterinarian for current requirements to travel with or ship your pets (Pet Passport) to your new country and specific location – requirements can vary greatly so be ensure you know exactly where you will be assigned. Plan for additional fees for pre-travel prep, flights, arrival and possible boarding/kennel needs which may not be reimbursable.

NOTE: Some timelines are very specific and may cause delays, as well as significant additional expense, for your pet’s travel if you do not follow exact requirements.

Q – The airline will not ship my pet – what can I do?

A – Due to recent policy changes for some airlines/carriers, some incoming personnel have reported significant additional expenses on last minute changes to secure travel for pets using different vendors. Confirm with airline to ship your pet before the day of travel. Research possible vendors to ship your pet independently and confirm arrangements on both drop-off and pick-up points/dates/times. Ensure you plan for additional expenses in the PCS budget and save receipts just in case expenses are reimbursable or tax deductible.

NOTE: Some personnel have reported delayed travel for family members to accompany pets on alternate airlines, out of pocket expenses in excess of \$2000 that were not reimbursable, and the need to ask for support from family or friends to keep pets in CONUS (temporary boarding) during the time on assignment in Europe.



Q – How can I get a mailbox on post to ship items to myself before I depart?

A - Soldiers and civilian employees can request a P.O. Box within 60 days of reporting to Europe. Request assistance from your unit Sponsor to reserve your PO Box at the Consolidated Mailroom (CMR). The unit Sponsor will need orders for the incoming personnel and a memo from the gaining unit. Your Sponsor will not have access to retrieve anything from the PO Box before you arrive. Newly arrived Soldiers are given the box combination upon in-processing at the CMR. If your sponsor cannot assist you, send a copy of your orders to the servicing CMR. Contact details for your gaining CMR are available on the garrison homepage. Keep your receipts if you mail items to yourself prior to PCS just in case you may be able to claim expenses.

Q – What do I need to include in the address for mailing anything to my CMR in Europe?

A – Sending mail to your CMR is just like sending mail to any other US location using the United States Postal Service (USPS) – same cost to mail letters and packages. Packages will require a US Customs label. The mailing address format is:

<p>(Rank) First & Last name CMR xxx, BOX xxxxx APO, AE xxxxx-xxxx</p>
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Make sure to get the actual details for CMR, Box and Zip Code from your Sponsor or servicing CMR before you send mail or update family members on how to send mail to you.

Do not include any other information with this address format when sending mail to military post office boxes. Additional information (such as host country) will delay delivery and may incur additional fees.

If you decide to use a different mail service – such as FedEx, UPS, or DHL – contact that company directly for assistance on shipping to Europe.

Q – Are there items or materials I should not send in the mail?

A – Packages sent to your CMR require a US Customs form with items and values listed. Confirm with USPS (www.usps.com) (or selected carrier service) regarding items that are forbidden to be mailed. Also, check electronics that you intend to ship have the CE symbol for approved use in European countries. Contact your gaining CMR if you have additional questions on shipping items to yourself.



Q – How do I reserve Lodging?

A – Contact your Sponsor to determine if you will need lodging and the housing office to find out if there are housing requirements for a specific community. Single Soldiers may be assigned to a barracks room upon arrival and some garrisons may allow families on a waiting list prior to arrival. If you will need lodging, request assistance from your Sponsor or contact the garrison lodging reservations desk directly. See the garrison home page for contact information on post lodging. If there are no vacancies for your anticipated arrival time, lodging will be able to provide alternatives and contact details for you. Ensure your Sponsor knows your travel itinerary (including leave locations), arrival date, number of travelers and lodging reservations details prior to you out-processing your current unit.

Q – How long can I stay in Lodging?

A – Time in lodging varies greatly across all garrisons and time of year. Contact the housing office for specific requirements in your gaining garrison and to get on a housing waitlist (if possible/necessary). If you are able to (or required to) live off-post, start looking for a suitable place to live as soon as possible. The Temporary Lodging Allowance (TLA) is intended for a short time only while you seek and secure permanent housing. Short extensions may be requested through your unit with justification. Contact the garrison finance office and housing office for specific details.

Q – Will I be able to live off-post?

A – On- and off-post housing depends on the duty assignment location. There are different requirements based on availability. Contact your Sponsor and garrison housing office for details, waiting lists, floor plans as well as housing options off-post, rental contract templates, and other important information to know as you search.



Q – Will my US electronics work in housing?

A – Contact housing office at your gaining garrison to find out the specific requirements (see *Will I be able to live off-post?*) on ranks and military housing. While some on-post housing **may** have both 110V and 220V outlets, most locations only have 220V outlets.

Check your electronics **before your household good pack-out** to ensure the CE symbol for electronics that are certified for use in European locations. Use of electronics without CE symbol (see above) are forbidden as they may interfere with European emergency frequencies; users may be subject to a fine. Consider other options (such as storage, sale or donation) for all electronics with only UL symbol. Additionally, large appliances such as refrigerator, washing machine or dryer may not be needed. Most garrisons have long-term loaner supplies for these appliances if they are not included in housing/lease. Sponsor and housing office will be able to confirm requirements for your new location. Always dispose of electronics properly – many locations in Europe require you to schedule a special disposal pick-up.



Q – Should I be concerned to travel or live in Europe?

A – In general, life in Europe is what you make of it. Learn the local customs and greetings. Take a language course even if it is just to learn the basic courtesies like “hello”, “please” and “thank you” – courses are available in person or using software from the garrison library. Contact ACS for information about living in the community. Some garrisons offer a local tour to help newcomers try new foods, learn the public transportation options and ease the stress of getting around on the economy. Enroll in the Dept of State STEP program <https://step.state.gov/> to get email and text notifications about planned activities and security concerns for your area. Use the Dept of State Travel <https://travel.state.gov/> to research vacation destinations on issues and requirements. Visit the US Army in Europe Travel Portal (must have CAC to access site) <https://intelshare.intelink.gov/my.policy#/SitePages/Home.aspx> .

Q – Why do I need a tourist passport?

A – You will need a valid tourist passport if you plan to do any travel outside of your duty location. The Official (or “no-fee”) passport is only used for entry and exit of the country of assignment (where you are “officially” assigned). All other travel requires a tourist passport for every family member. Whether you drive, fly, take the train, sail on a cruise or something different, a tourist passport is necessary for traveling outside of your duty location. Other forms of ID are not appropriate.

Q – What documents do I need to travel or go on vacation while I am stationed in Europe?

A – All family members (including Active Duty military personnel) require a tourist passport to travel outside of the assigned duty location. If you plan to drive you will need an international driving permit. Some countries require additional items – such as visa, entry fee, immunizations and more. See US Department of State website for specific country travel requirements and restrictions.

<https://travel.state.gov/content/travel.html>

Q – What happens if I don’t have all of the documents before our report date? Can I travel anyway?

A – Traveling without the required documents could be very costly. Ensure you have all required documents for all family members well in advance of travel date. If not, individuals without proper documents may enter the country under “Tourist” status and could be required to leave within 90 days at personal expense. Ensure you understand the exact requirements for your gaining host country to minimize stress, family separation, and additional financial obligations. Your current garrison passport office or ACS, assigned Sponsor or gaining unit coordinator will be able to provide specific details for your family.



Q – Why do I need a new stateside driver’s license if my expired license is good as long as I am in military?

A – Although other US States allow use of an expired driver’s license with a military ID, other countries do not have the same allowance. A current, valid stateside driver’s license is required to get a USAREUR driving permit and international driving permit. Once you arrive and in-process to your new location, you will not be able to drive without the local military driver’s permit (varies by host country). Ensure your license is valid before you PCS. If it will expire during your assignment in Europe, learn what your state’s requirements are to renew on-line (if possible).

Q – Why do I need a driver’s license before I PCS?

A – Getting a driver’s license in US is faster, easier and much less expensive than getting a license during your assignment in Europe. In many countries, courses and testing are not available in English. Depending on the country and school, fees may be due for each test, training resource, class and practice (no matter the language) and they add up fast. The driving courses range between 1,500 and 3,000 Euros and could take up to 6 months of driving practice. Fees increase depending on the number of driving lessons required.

Q – How do I get a USAREUR driver’s license/permit?

A – Contact your new garrison Driver’s Testing Office for specific information on the requirements (testing, payment, etc.) for getting a driver’s permit for your new location. If your assignment is to Germany, you can test on-line before you arrive (certificate is good for a short time). Study guides are available for you to review and you can take practice tests before you take the actual test. The test is available on JKO with CAC - <https://jkodirect.jten.mil/> . You may need to scroll to find the course/ test number USA-007 / USA-007B.

Q – Should I ship my car or purchase one when I arrive?

A – All vehicles registered to personnel in USAREUR (under SOFA agreement) must be inspected regularly. Items to consider when deciding to ship a vehicle include (not all inclusive list): rust, age and repair needs. It is possible to get US spec parts for vehicles, however it can be very time consuming and costly. Personnel must properly dispose of any vehicle unable to pass the required inspection and pay all fees incurred. There are several options to purchase a new or used vehicle. Many installations have a “Lemon Lot” or area where current members are selling vehicles and some are available on line. Other sources: US bank or credit union on-post may have re-sell program, military car sales on-post (may be tax-free), car sales in local area (may cater to US personnel) and more. BUYER BEWARE – it is the buyer’s responsibility to ensure the vehicle will pass USAREUR inspection prior purchase. Vehicle must be on insurance prior to registration.

Q – Are there additional requirements for motorcycles?

A – There are several additional requirements for motorcycle riders. All riders must have a current USAREUR safety course certification; motorcycle registration is reported to be extremely complicated. Contact your garrison driving license office to ensure you understand requirements before shipping or purchasing a motorcycle.

Q – What is the SOFA agreement?

A – Status of Forces Agreements, or SOFAs, are agreements between two or more countries “that generally establish the framework under which U.S. military personnel operate in a foreign country and how domestic laws of the foreign jurisdiction apply toward U.S. personnel in that country”. The SOFA has both freedoms and restrictions. Those (military, civilian or family member) who disregard the standards set by the SOFA could face fines, removal from host nation country and more.



Q – Will my cell phone work in Europe?

A – Contact your current service provider to determine if your specific phone and service plan will be available for use in Europe. Phone must be CE approved to use in Europe (see electronics section of these Q&As). Some service providers have plans that include travel in Europe. Service in European communities varies greatly – some villages may be able to get service using one provider and have low or no connection to other providers. Before you purchase a cell phone, SIM card or contract, ensure the service is available in the location you will live.

Q – What is the best cell phone service to use?

A – It depends on your home and work locations as well as your specific needs. Many personnel start with a “pay as you go” plan to ensure connectivity and determine actual needs. Some only use “pay as you go” during the assignment while other personnel determine a contract with a service provider is more cost effective for their needs. Once you arrive and determine where you will live, determine which providers are available for your location and needs (it could be just one vendor). Some vendors have bundle packages which might include internet, land line, US phone numbers or international calls. Do your research to determine what is best for your specific situation/needs.

Q – How can I get US television?

A – There are many different ways to stay current with US television programs. Armed Forces Network (AFN) has television and radio programming to keep you in touch with events happening at “home” . The website <https://www.afneurope.net/> has television schedule, radio programs (available in car, home and through internet), currency exchange rates and more. The television programs are available using AFN box and satellite dish or other cable connection. NOTE: AFN boxes are regularly updated (now HD quality) and must be registered to authorized user prior to connection; ensure the box is current before you purchase.

There are other ways to stay current with US television programs – such as Amazon, Netflix, Slingbox, and other service providers. Determine which provider is best for your needs.

NOTE: A VPN (Virtual Private Network) might be necessary to access US service providers from your home location. Research to determine which VPN service provider is best for your needs.



Q – What is ACS and why do I need to contact them?

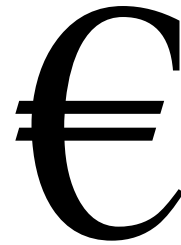
A – ACS (Army Community Service) is a great resource in your garrison. They offer PCS information, welcome guides, Sponsor training, loaner closet (items for house) and more. Once you have arrived, you may be interested in other ACS resources and courses – such as financial management, résumé writing and navigating USAJobs website. Contact your new garrison ACS to answer specific questions about your needs.

Q – Will my Spouse be able to get a job?

A – Job opportunities for Family Members vary greatly depending on garrison and host country. Research all options that might be available – such as USAJobs.gov (federal vacancies) and local US companies with jobs on contract. In some communities, a home-base business (HBB) with proper approval is an option; in other communities HBB is illegal. Contact garrison Commercial Affairs office and legal office about HBB requirements and ACS for assistance on employment searches, resume writing and more.

Q – What should my Spouse do if not he/she cannot get a job?

A – Spouses should get involved in the community and volunteer to improve or maintain skills and/or credentials. Contact USO, Red Cross, CYSS, DoDEA, international and local schools, FRG and other community organizations to see where your skills will be most valuable. Additionally, including volunteer time on your resume indicates selfless service during the time when spouse is unable to secure employment.



Q – What about finances and moving?

A – Moving to a new country can be a very expensive activity. It is important to have a personal (or family) budget, determine potential additional expenses and put aside extra for the unexpected. Talk with your Sponsor about possible expenses that are specific to your new location. Every location has different challenges and specific requirements – it makes a difference for your plans.

- Should you request “advanced pay loan” before you PCS?
- Are you required to live in military housing or find a place on the economy?
- What “moving in” costs will you need to pay in advance?
- Consider significant changes that will impact your budget and possible savings – such as having a single income if spouse is not hired before PCS or additional fees for pets.
- Determine what you might need to purchase/rent when you arrive if unaccompanied baggage or vehicle shipment is delayed – such as long-term car rental, purchase a new or used car, auto repairs, specific household items may not be available in ACS lending closet, and rental deposit on house or apartment.
- Consider how laws may impact you – such as changes in U.S. tax laws for federal civilian moving costs.
- Consider what is reimbursable and what allowances you may have to defer your costs.

Contact your local ACS for assistance with financial planning and developing a family or PCS budget. Contact Finance Office on allowances, advance pay options and reimbursable costs.

Q – How much Euro should I bring with me?

A – Most of your **official** travel expenses should be paid by Government Travel Card (GTC) and you should keep your receipts for each transaction on the card. However, many vendors in Europe do not accept credit cards. Ask the server or vendor if credit cards are accepted before you order or shop. You might consider to have some Euro cash on hand to pay for a coffee, snack or meal. ATMs are usually available at banking institutions and many offer English as an option for the transaction. Check to see if/where your type of ATM card is accepted in European locations.

Q – Will I be able to use my credit cards in Europe?

A – Remember to update your travel plans with the financial institution of any credit card you plan to use. It is possible that your credit card will be declined if the bank sees transactions in Europe as fraudulent activity. Notifying the bank in advance of travel plans should ensure your credit card is available to use with vendors that do actually accept cards. (see Q&A above “How much Euro should I bring with me?”)

Q – Do I need to keep receipts during the PCS move?

A - During your relocation, keep all receipts together in a safe place and clearly marked – such as “Pet expense”, “Meals”, or “Lodging”. Some expenses may be reimbursable (contact Finance Office for details) and some may be tax deductible (contact your Tax Advisor or Accountant for more information).



Q – Who can help me with stress?

A – There are many options to help you cope with the stresses of moving. Talking to your **chaplain** or **Military Family Life Consultant (MFLC)** is private. (NOTE: Download the *We Care Europe* app to your phone for a direct link to your garrison chaplain, MFLC or crisis hotline.) They may be able to provide you will options to de-stress/relax or other resources that are available to you before, during and after the move. Let your Sponsor know and find out if there are organizations that might help relieve some of the pressure – such as Child Development Center (CDC) or School Liaison Officer (SLO), Finance Office, Army Emergency Relief (AER), ACS, and more. Consider scheduling time with your current supervisor, friend, family member or medical provider to talk about concerns and determine available resources to assist.

Q – Why should I use the Global Assessment Tool (GAT)?

A – The GAT is a confidential, self-assessment tool available to Soldiers and DA Civilian to help individuals identify current levels of resilience and get resources for self-improvement efforts. The GAT is available using your CAC card and DS Log on <https://armyfit.army.mil/Protected/> for yourself and your spouse. Answer the questions honestly to get feedback, resources and advice on how to improve areas of your life (such as sleep, nutrition, exercise and more), reduce or cope with stress and increase individual resiliency. The feedback you receive is specific to the answers you provide at the start of the process. GAT can be re-taken every 90 days and should be used during significant and life-changing events – such as PCS!

Q – What can I do to overcome “culture shock” or feel part of the community faster?

A – Get involved! Take a class on the local culture or language. Volunteer with local organization – such as coach for youth sports, parent chaperone on school bus, USO tour guide, FRG event volunteer, religious group or something else. Get to know your neighbors, learn about local events and celebrations in your new community. Join an organization or local group – such as BOSS (Better Opportunities for Single Service members), local ski club, running team, hiking or walking group, sewing/quilting circle, arts/craft group, infant/toddler play group and so much more – or start a new group and advertise to get new members.



Q – What phone apps are available?

A – There are many phone apps you can download before you PCS and after you arrive. Ensure you have apps to contact your Sponsor during your travel – such as (not limited to) WhatsApp, Facebook, Skype, or others. Connect in the app before you depart and keep your Sponsor updated if anything changes. There are apps you can install which apply to all garrisons in Europe while others are specific to one area.

- *WeCare Europe* app supports the Suicide / Sexual Assault campaign and allows user to select garrison and contact local resources such as garrison Chaplain, medical personnel or crisis call center. The app also includes information for leaders and friends about risks, actions to take and more.
- *US Army Europe iReport* app enables you to report suspicious activity or people immediately as you see it. If you see something, say something – use the app and send a photo directly to the investigative teams.
- *AFNEurope* app allows you to listen to American Forces Radio, get currency exchange rates, and updates on AFN television schedule.
- *My3* app enables user to reach out to specific people for support during crisis or emergency (contact information must be updated in advance). (<http://my3app.org/faq/>) is endorsed by the National Suicide Prevention Lifeline and can be utilized internationally.

Ask your Sponsor for other apps that are specific to your new garrison.

What resources are available?

The US Department of State Smart Traveler Enrollment Program (STEP): <https://step.state.gov/> “The Smart Traveler Enrollment Program (STEP) is a free service to allow U.S. citizens and nationals traveling and living abroad to enroll their trip with the nearest U.S. Embassy or Consulate.” **NOTE: EUCOM requires all US military and civilian personnel to enroll in this program for safety and security measures.**

Emergency contact information: Police (in Europe) call 110; Ambulance (in Europe) call 112; Stress, Crisis or Suicide Prevention <https://www.safehelpline.org/> (on-line chat available) or your garrison Chaplain, MFLC (Military Family Life Consultant) or medical professional; Sexual Assault <http://sexualassault.army.mil/> (on-line chat available), or call SAFE Helpline 877-995-5247 or your garrison SARC, Victim Advocate, or SHARP Office. *WeCare Europe* app download enables direct connection to garrison emergency and support personnel.

The Official DoD Moving Portal: <https://www.move.mil/> Get information, tutorials, planning guides, and more to assist your preparation for moving to your new location. Once you arrive, this site can assist you on how to file and claim (if necessary), review your shipment team and more.

PCS planning: <https://apps.militaryonesource.mil/MOS/f?p=PMM:ENTRY:0> Get information, checklists, planning calendars and many more resources to help you plan your PCS move.

The Army Fit site: <https://www.armyfit.army.mil/Protected/> Take the Global Assessment Tool (GAT) to get results and recommendations on how to manage stress, physical, and spiritual health. Moving is stressful. Use the GAT to find your current status, use resources and then re-assess yourself to see improvements.

Performance Triad: <https://phc.amedd.army.mil/topics/campaigns/perftriad/Pages/default.aspx> Get information to improve your nutrition, exercise and sleep and encourage personal readiness and performance.

International Auto Logistics (Vehicle shipping): <https://pcsmypov.com/> Get information about vehicle shipment, turn-in and pick-up locations, requirements and timetables to your new location.

Community Resource Guides: <https://crg.amedd.army.mil/Pages/default.aspx> “These Guides contain lists of resources available to members of US military communities. They do not provide exhaustive information about each resource. Instead, they provide just enough information for you to quickly determine what resources are available to serve your needs at a particular location. You can then use the phone numbers or web links included with each resource to get more detailed information.” CRG pages are available for all garrisons.

IMCOM-Europe homepage: <http://www.imcom-europe.army.mil/webs/index.html> (link to all Europe garrisons) – see the “Newcomers” pages in your new location for helpful information that is specific to your new community. “Living in Europe” also has tips and hints for ensuring your tour in Europe is full and rewarding. The “Directory” will assist you for numbers to reach service providers at your new location if you have specific questions.

School Liaison Officer (SLO): <https://europe.armymwr.com/slo> The SLO at your new location is ready to assist! Request a youth sponsor for your school-aged child to connect with before PCS time. Sometimes a video chat with another child is just what it takes to settle a child nervous about an upcoming move. Learn about foods, language and activities at the new location.

Driving in Europe: All US military, civilian employees and accompanying family members will require an additional driver’s test and license/permit to drive. In Germany, a USAREUR Driver’s license/permit is required and drivers may test on-line before arrival. The test is available on JKO with CAC - <https://jkodirect.jten.mil/> (certificate is valid for a short time after course and test completion). For other host nations, the test is only available in-person at the garrison Driver’s Testing Office. Contact your new garrison for additional information, study materials, fee requirements and more.

Stars & Stripes Special Publications: <https://www.stripes.com/special-publications/just-landed> There are many special publications to give hints and tips for adjusting to life in Europe such as *Just Landed – Now What* for Germany, *Welcome to Italy*, *Christmas Markets*, *Medical Guides*, *Road Guides* and more.

United Service Organization (USO): <https://www.uso.org/> “The USO supports America’s military service members and their families by connecting them to family, home and country. For over 75 years the USO has supported the troops since the 1940’s in over 200 locations world-wide.”

Traveling in Europe: When you get a chance to break away from the duty station, for a day trip, weekend or extended vacation, travel is a great way to experience what Europe has to offer. Whether your “thing” is history, food, art, sports, culture, romance, family, music, fashion or something different, there are many methods to travel and so many things to see and do – it all depends on you. The garrison MWR, religious group and local USO offices are great places to start and they may have planned trips for couples, families and groups. If you want to plan on your own, here are just a few ideas: Train – see information on EuroPass or your local train line for short-distance travel. Plane – see SkyScanner, Opodo, Travelocity, Kayak and many more for comparison of many airlines or go direct to EasyJet, RyanAir and others for your travel plans. Ship – contact your garrison Tickets & Tours or MWR for details or go direct to Costa Cruises, Norwegian Lines, Holland America Line, and others for details. Other websites, like Booking.com, LastMinute.com, VacationsToGo.com and SecretEscapes.com, offer package discounts and deals. Travelers are encouraged to confirm details (especially in the small writing and disclaimers) or secure travel insurance to cover the unexpected. Make sure your Tourist Passport is valid for at least 6 months after your trip end date or you may not be able to travel.

AE PAM 600-8-8-1: *Welcome To Europe* pamphlet is a great resource to learn about living in Europe before you actually arrive. Information on childcare, pets, vehicles, driving, housing, restaurants and tipping, currency and measurement calculations, and so much more.

https://media.defense.gov/2009/May/08/2001921784/-1/-1/0/AEP600-8-8-1_1000849!.pdf