

# eSponsorship Application & Training User's Guide



**Version 3.4**

*February 2015*



Providing policy, tools and resources to further enhance the quality of life of service members and their families.

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# 1.0 Introduction

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## 1.1 Background

The DoD eSponsorship Application & Training program was created to address the many challenges presented by the Sponsorship Program reported by commanders, units, relocation assistance managers, sponsors and newcomers. These populations make up the sponsorship stakeholder community. This application includes the stakeholder ideas about training good sponsors and provides the necessary tools and resources to operate a good Sponsorship Program. The eSAT application provides an online training module and downloadable tools for use in the sponsorship process. The eSAT program was developed as a joint effort by the Office of the Secretary of Defense, Military Community and Family Policy and the military services.

## 1.2 eSAT Process overview

Effective sponsorship should be available to every newcomer, be recognized as an important unit-level duty and help service and family members settle into their units and communities quickly. The eSAT program promotes effective sponsorship in three easy steps.

**Step 1 – Sponsor registration and training** – The program registers every sponsor and presents a standardized training module that each first-time sponsor must complete before the sponsor begins the sponsorship process. Upon completion, the newly trained sponsor has access to a downloadable **Sponsorship Duties Checklist** and an official **Training Certificate**, which can be saved and printed for official records.

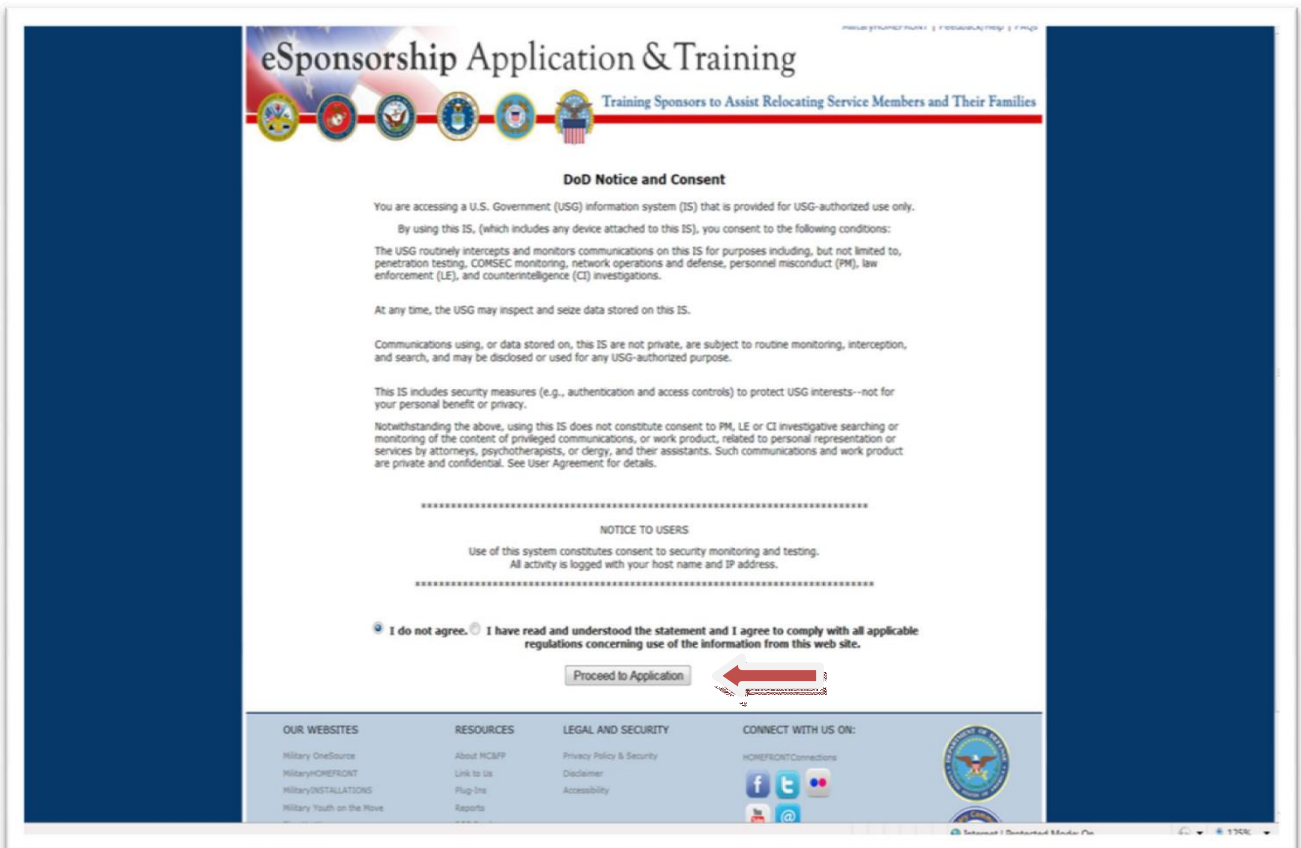
**Step 2 – Sponsor's sample letters and tools**– The program provides the sponsor with sample letters and tools for use in the sponsorship process. These include needs assessments, a “congratulations on your new assignment email” and various template service-specific welcome letters. There are two types of needs assessments: one to be used over the phone and a fillable form that can be attached to an email. The welcome letters vary by service, family type and destination. There is a special needs welcome letter, as well.

**Step 3 – Reporting** – Throughout the eSAT process, sponsorship metrics are gathered and are available to relocation assistance managers and installation unit leaders. These metrics allow the relocation assistance managers and units to track the number of sponsors trained and the training feedback.

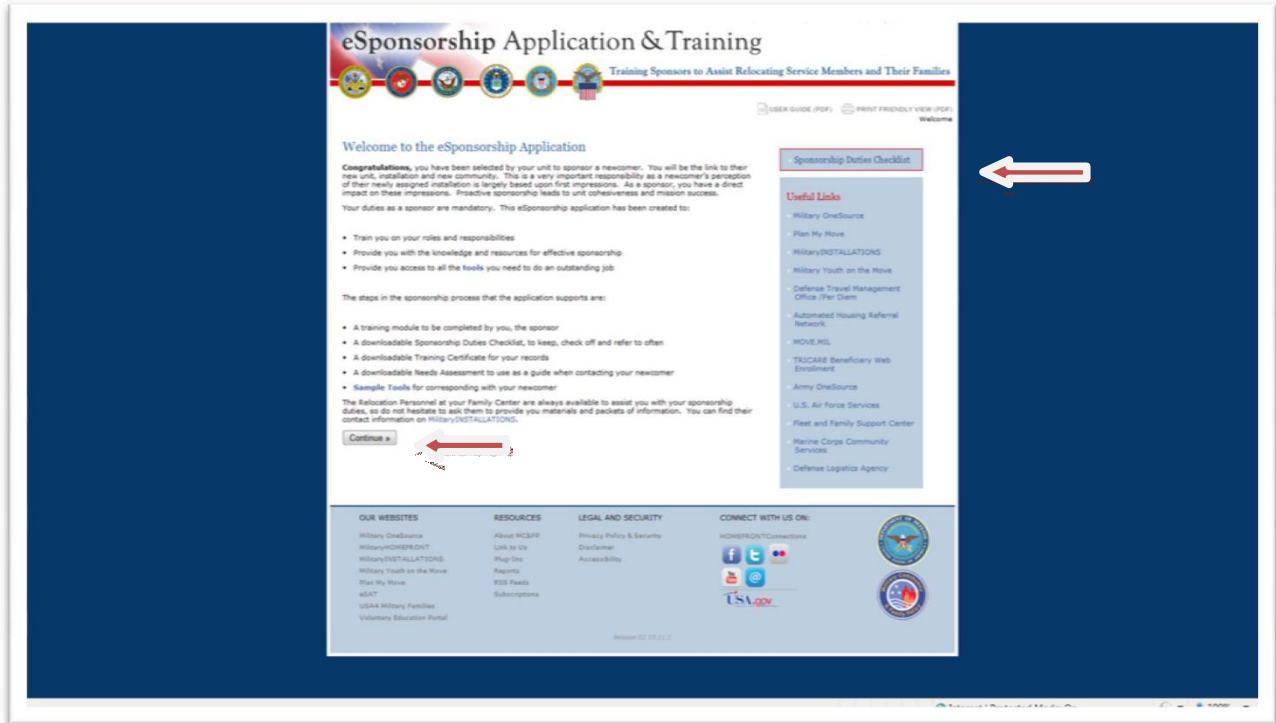
## 2.0 Sponsor Login and Registration

Once an individual is selected for sponsorship duty, the first step in the eSAT process is for the sponsor to log into the eSAT application and complete the registration.

The sponsor should be using a CAC-enabled terminal and, after inserting the CAC card in the reader, the sponsor may log in to eSAT at <http://apps.militaryonesource.mil/esat>.

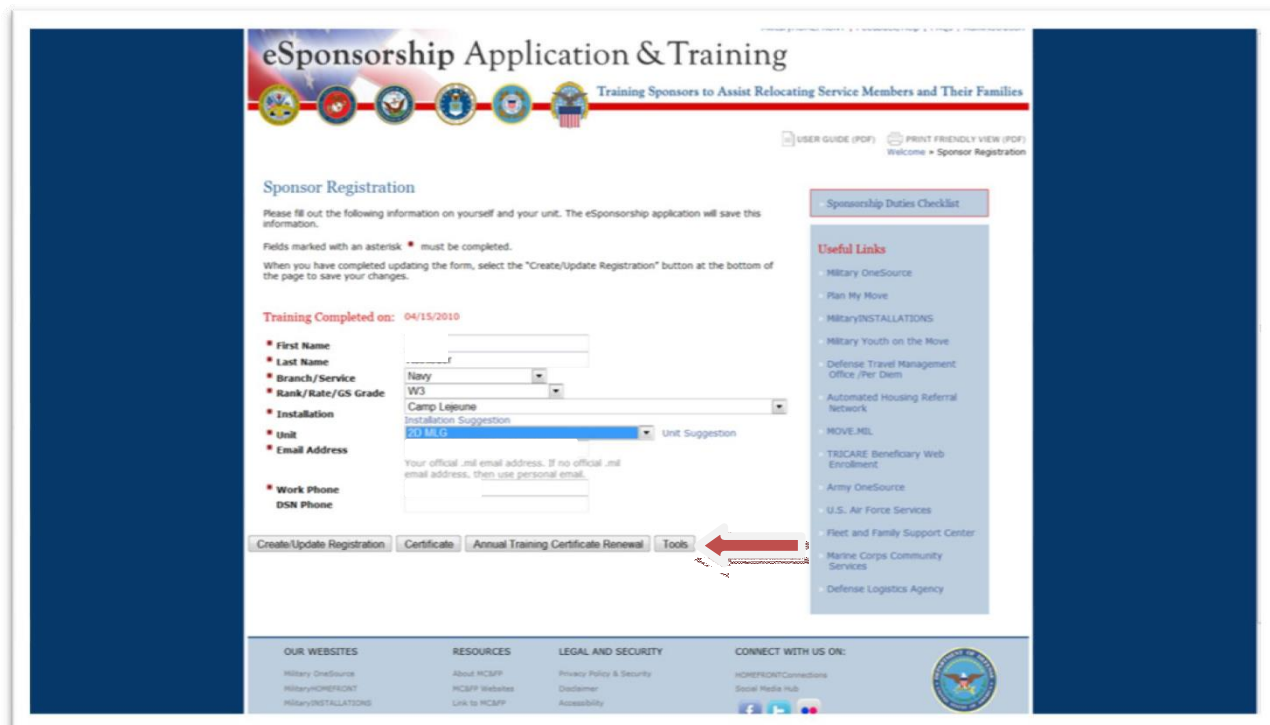


Once the consent statement is selected, the sponsor can click on **Proceed to Application**. The first page will be the **Welcome** page.



Without going any further, the sponsor can access the **Sponsorship Duties Checklist**. From this page, the sponsor also has access to a number of useful links that will contribute to the success of the sponsorship process. The user selects **Continue** to use the eSAT program.

The application automatically detects if the sponsor has or has not previously registered in eSAT. If the user is not registered, the sponsor must complete the **Sponsor Registration** page. This is a simple page with drop-down menus for **Branch/Service, Rank/Rate/GS Grade, Installation** and **Unit**. Users should carefully review the installation and unit lists; if the installation or unit are not included, the user should select the link for **Installation or Unit Suggestion**. This brings up an email form, which will be responded to within four working days.



**Tip:** Each time a sponsor returns to the system, the system prompts the user to update and save the contact information stored on the **Sponsor Registration** page. If a user is switching units on the same installation, the user must reselect **Service, Rank** and **Installation** before the entire unit list will appear for the new selection. If the unit list does not reappear, the user should select another installation, then go back to the original installation, and the unit list will appear. The next step is to select **Create/Update Registration**.

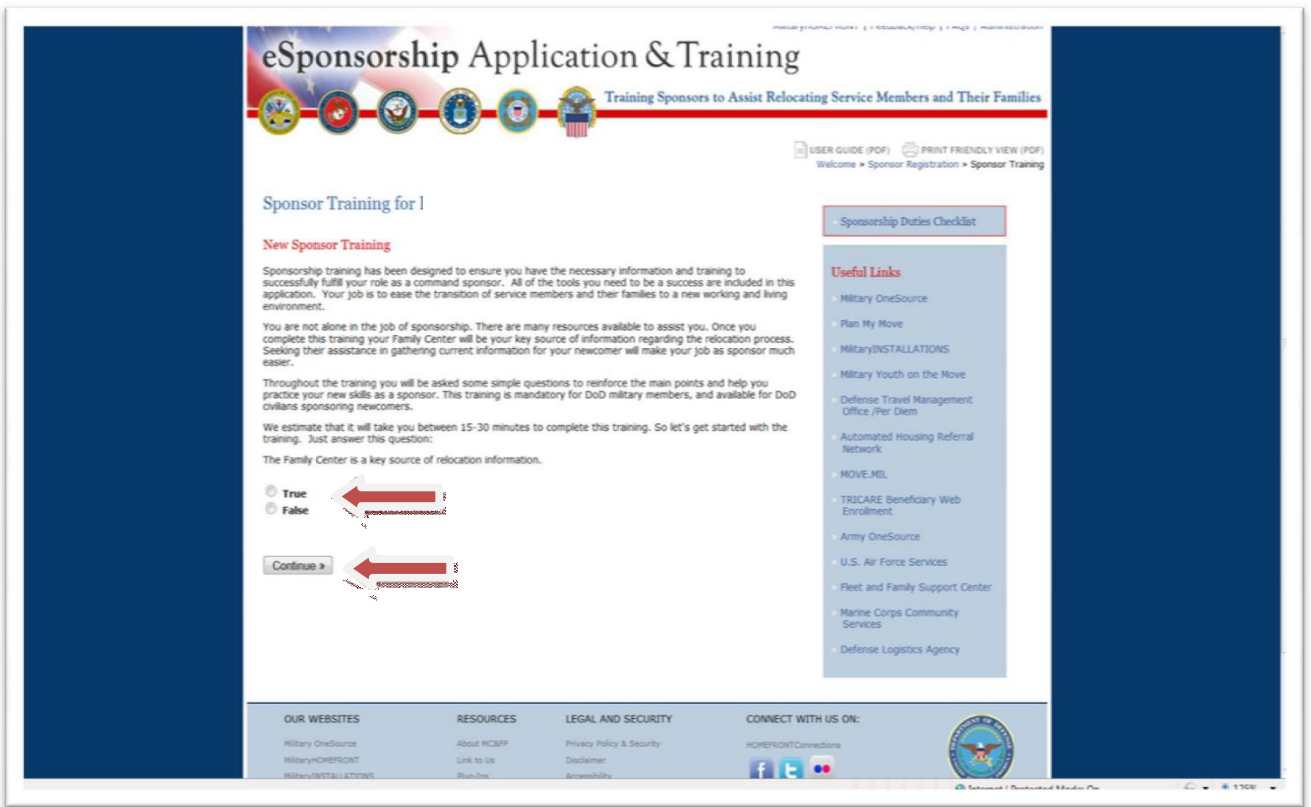
Once the sponsor registration is completed or updated, the user selects **Create/Update Registration** at the bottom of the page. The eSAT program confirms that the registration information has been saved. First-time users are then given the opportunity to **Continue to Sponsor Training**.

On this page, the annual training certificate can be renewed without taking the training again. When a sponsor selects **Annual Training Certificate Renewal**, the sponsor is taken to the **Certificate** page. On the certificate page the sponsor can download and print the new certificate with the new training date.

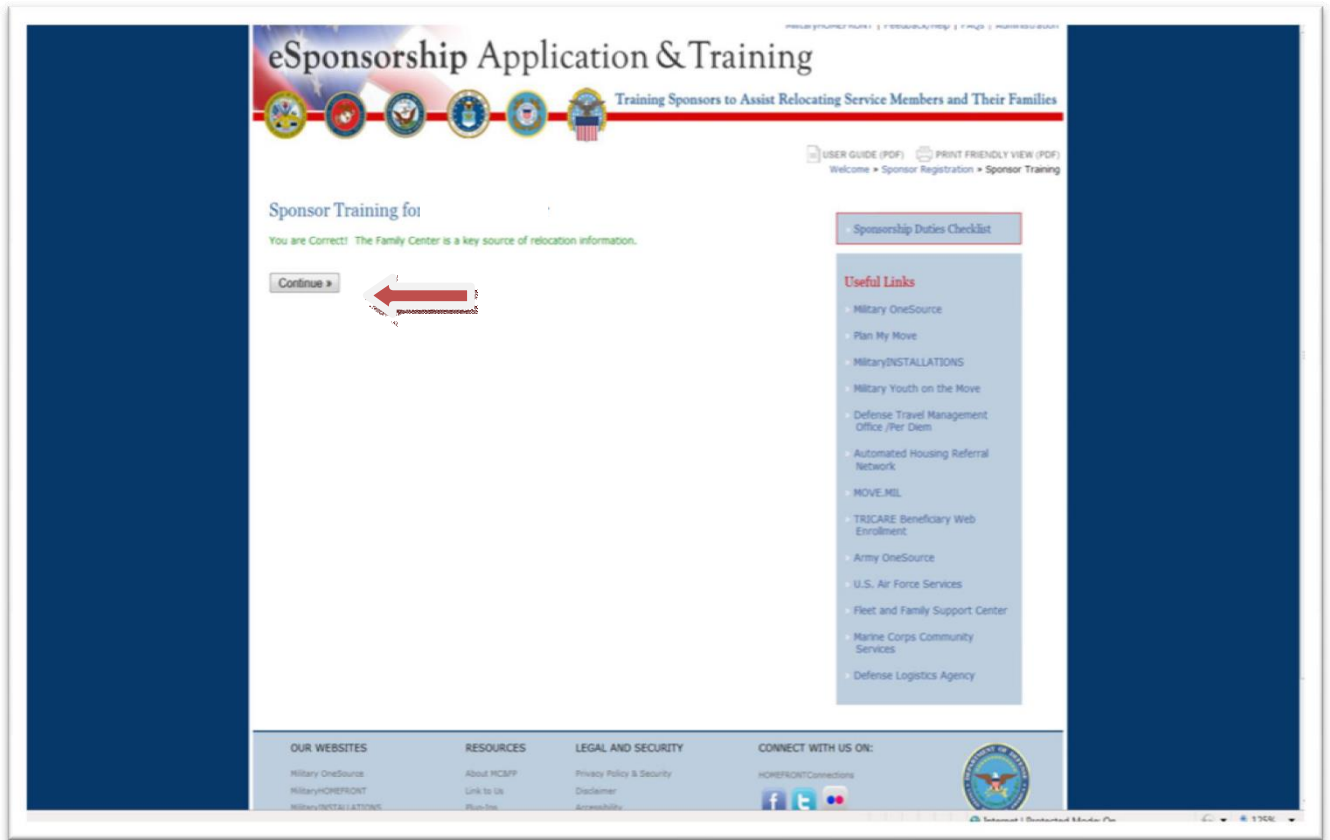
**Tip:** Returning sponsors must select the renewal button within 375 days of the initial training. If a sponsor does not return within that time period, the sponsor is considered new and will need to take the training in order to receive a new training certificate.

## 3.0 Sponsor Training

First-time users of eSAT are required to complete the **Sponsor Training** module. The eSAT training module is a self-paced, self-correcting training function that consists of 15 questions and takes about 20 minutes to complete. On each page, the new sponsor is provided with important information about the Sponsorship Program. Most pages will include a question about the content with a set of possible answers from which to choose.

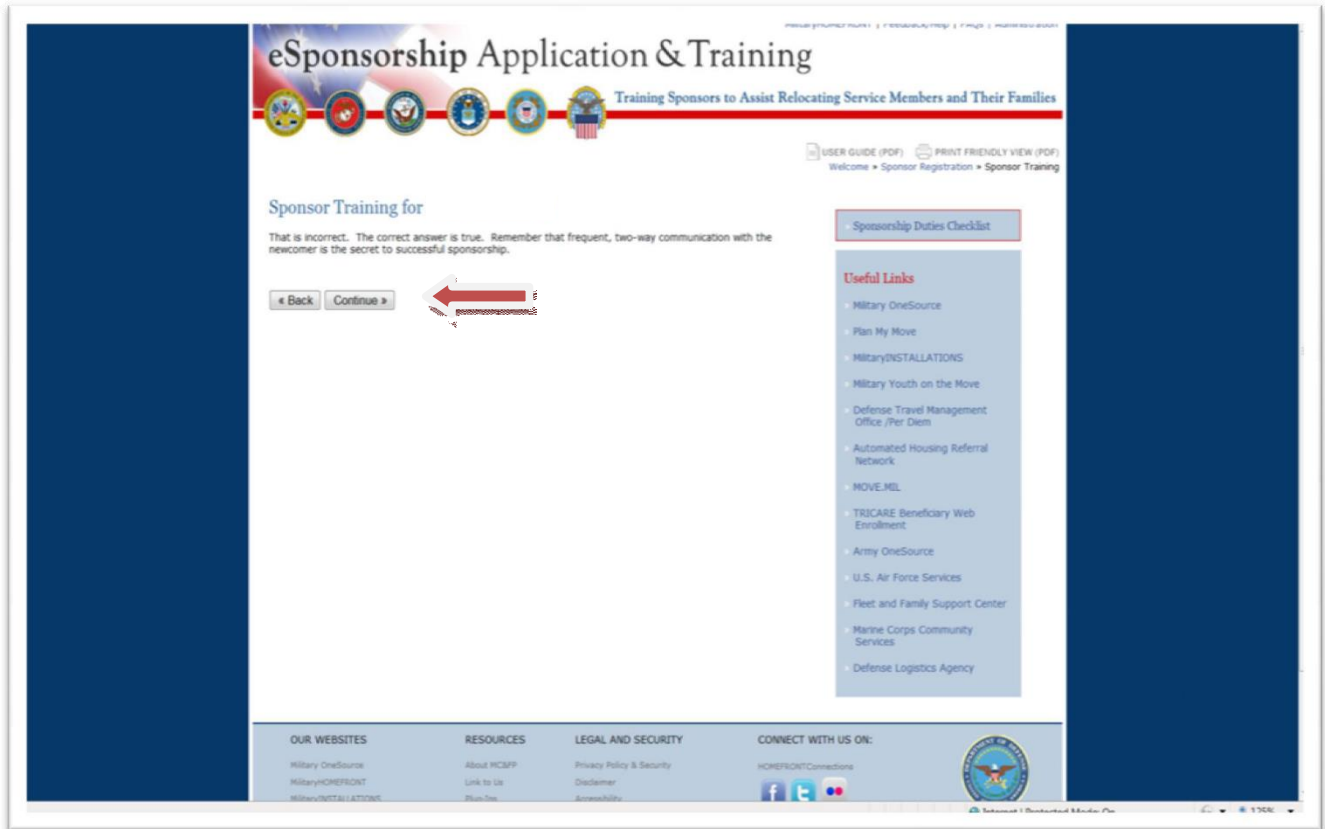


The new user selects an answer and then selects **Continue** to go to the next page.

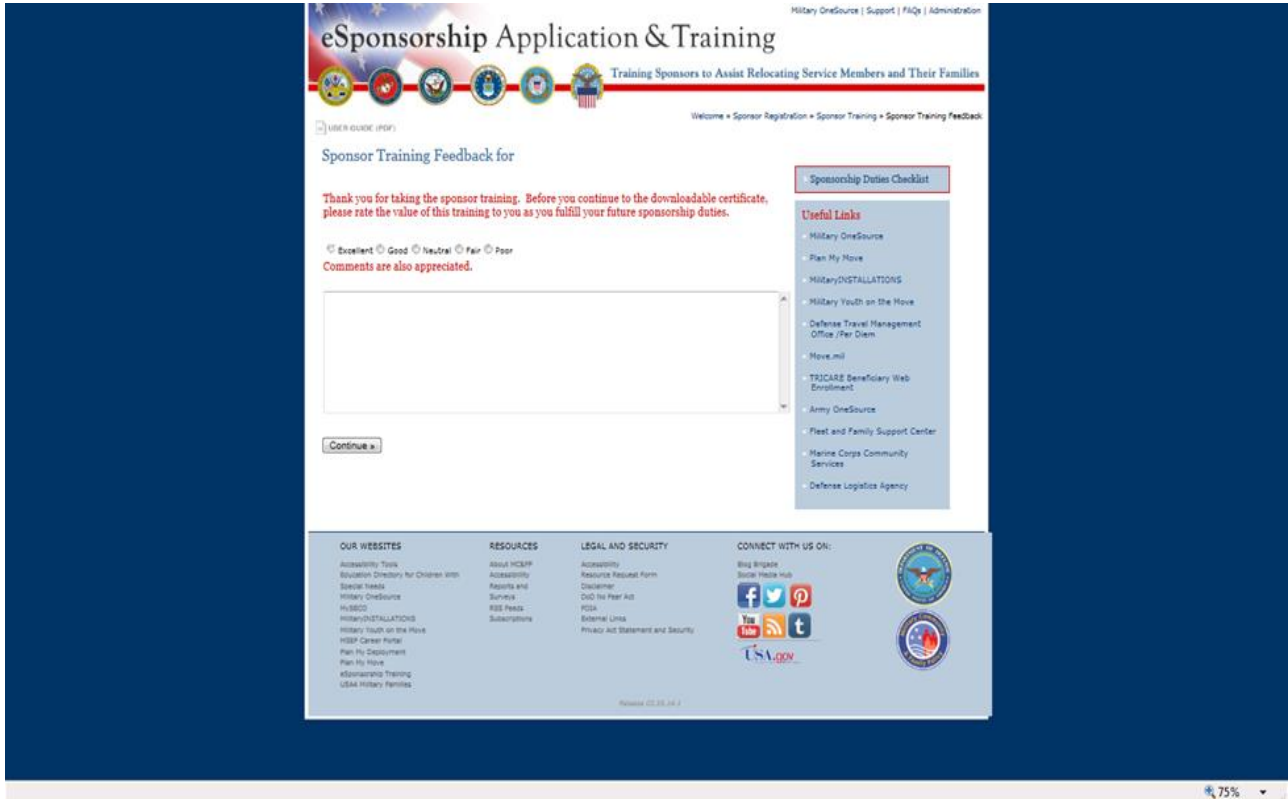


If the user selects the right answer, the user is able to **Continue** on to the next question.



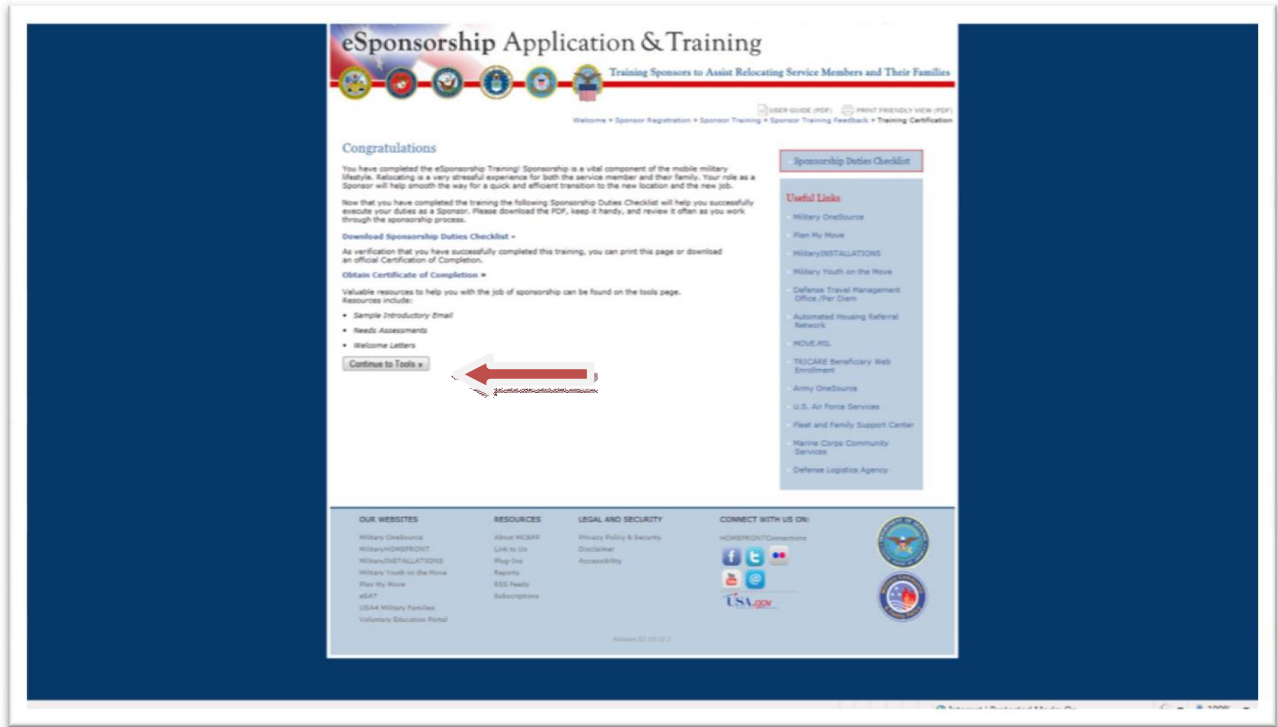


If a user selects an incorrect answer, the correct information is reinforced and the user may **Continue** with the training.



At the end of the training, there is a short **Feedback Questionnaire**. This must be completed before the user can proceed to the **Congratulations** page.

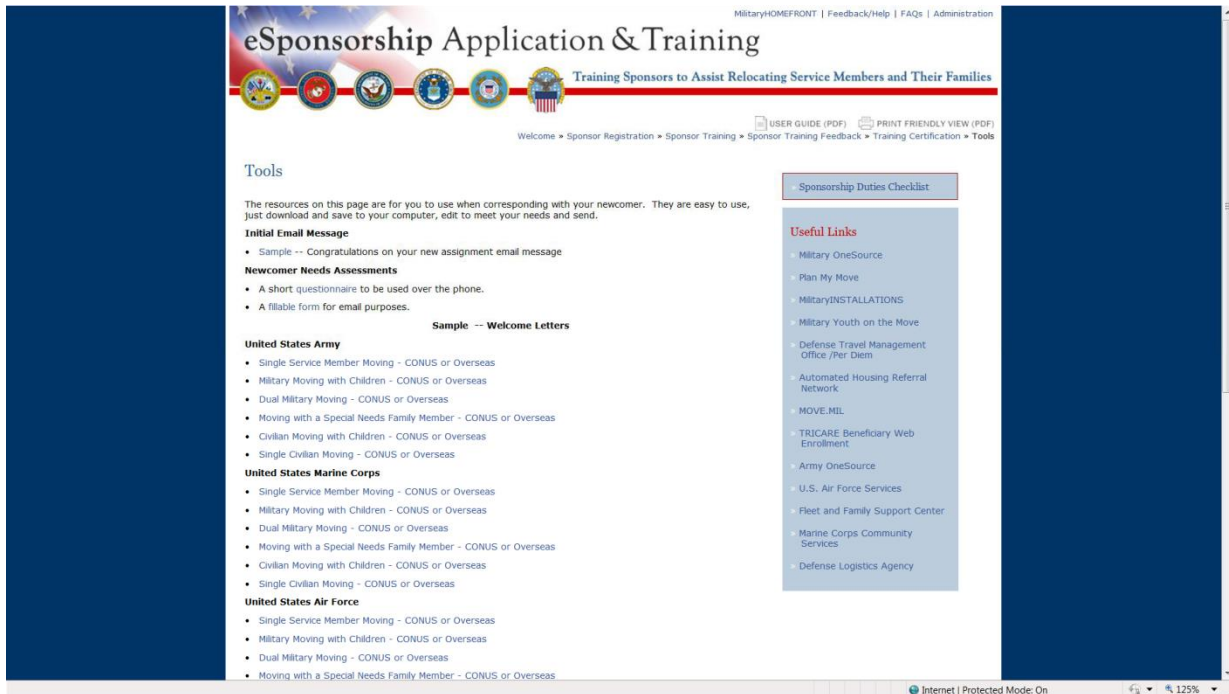
When the new sponsor has completed the eSAT training module, the new sponsor will see the **Congratulations** page and be able to download a copy of the **Sponsorship Duties Checklist** and obtain the **Certificate of Completion**.



After downloading the **Certificate of Completion**, the newly trained sponsor may close eSAT. If a newcomer has been assigned, then the sponsor should continue on to the sample tools and correspondence provided in eSAT. Select **Continue** and use the **Sample Letters and Tools** link provided by eSAT.

The **Tools** page has many documents available to the sponsor. These sample documents are downloadable for use by the sponsor in communicating with the newcomer. Examples of the documents can be found in the appendix. They include:

- **An initial email message** – It is a good idea to copy and paste this message directly into the first email the sponsor sends to the newcomer. The sponsor can personalize this message.
- **A needs assessment questionnaire** – The first needs assessment is a checklist that a sponsor might use when talking to the newcomer. This is only a guide for questions that the sponsor may want to ask the newcomer. The questionnaire addresses important information in the process.
- **A fillable form needs assessment** – The second needs assessment is a Word document that can be attached to an email, such as the initial email message. When using the fillable form, remember to inform the newcomer that the document should be saved to a computer, edited and returned via email.
- **Sample welcome letters** – The welcome letters are drafts that can be copied and pasted onto unit stationary or into the body of an email. These samples are service-specific and address single service members, as well as families with children. There is also a special needs welcome letter and one for dual-military families.



## 4.0 eSAT Reports

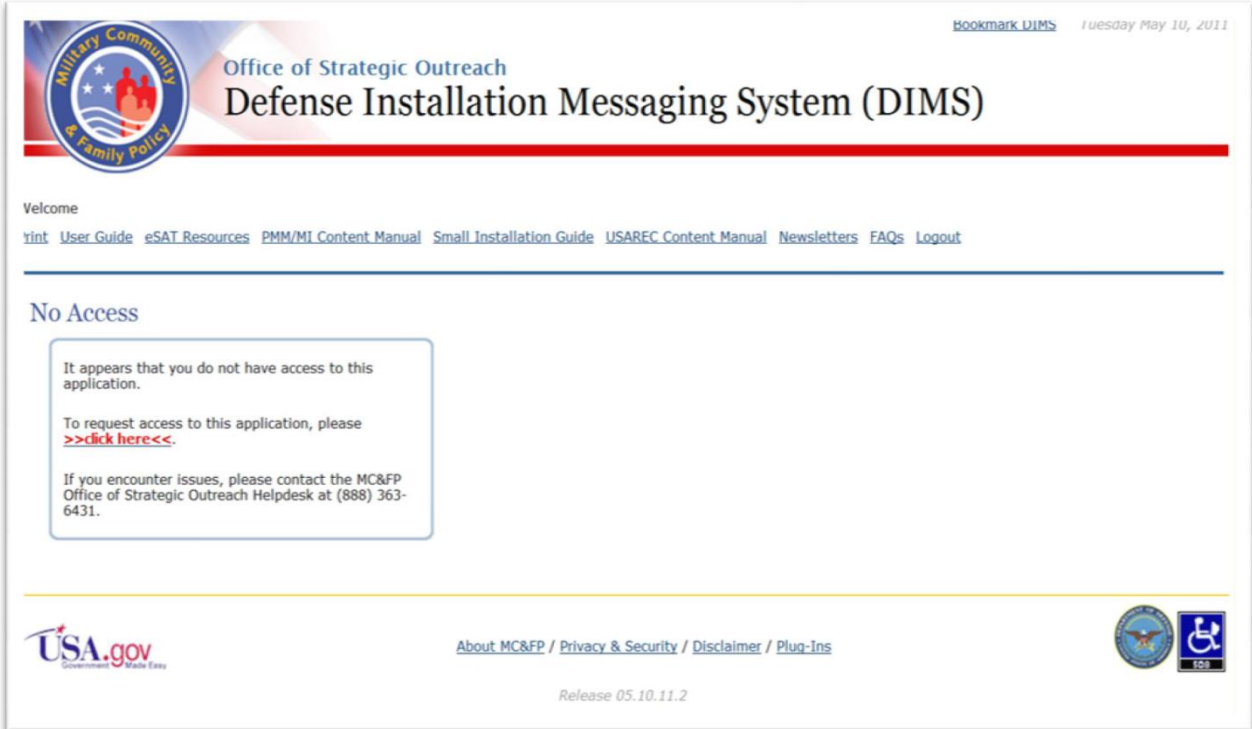
### 4.1 Background and overview

The eSAT reports are supported through a separate application called DIMS—the Defense Installations Messaging System (<https://apps.militaryonesource.mil/dims>). Authorized users access this URL when accessing the reports in eSAT. New users, such as unit leaders or intro monitors, requiring access must apply for access at <https://apps.militaryonesource.mil/dims> with a CAC. Choose **I have read and understood ...** and **Proceed to Login**. A user must be approved before accessing DIMS and the eSAT reports.



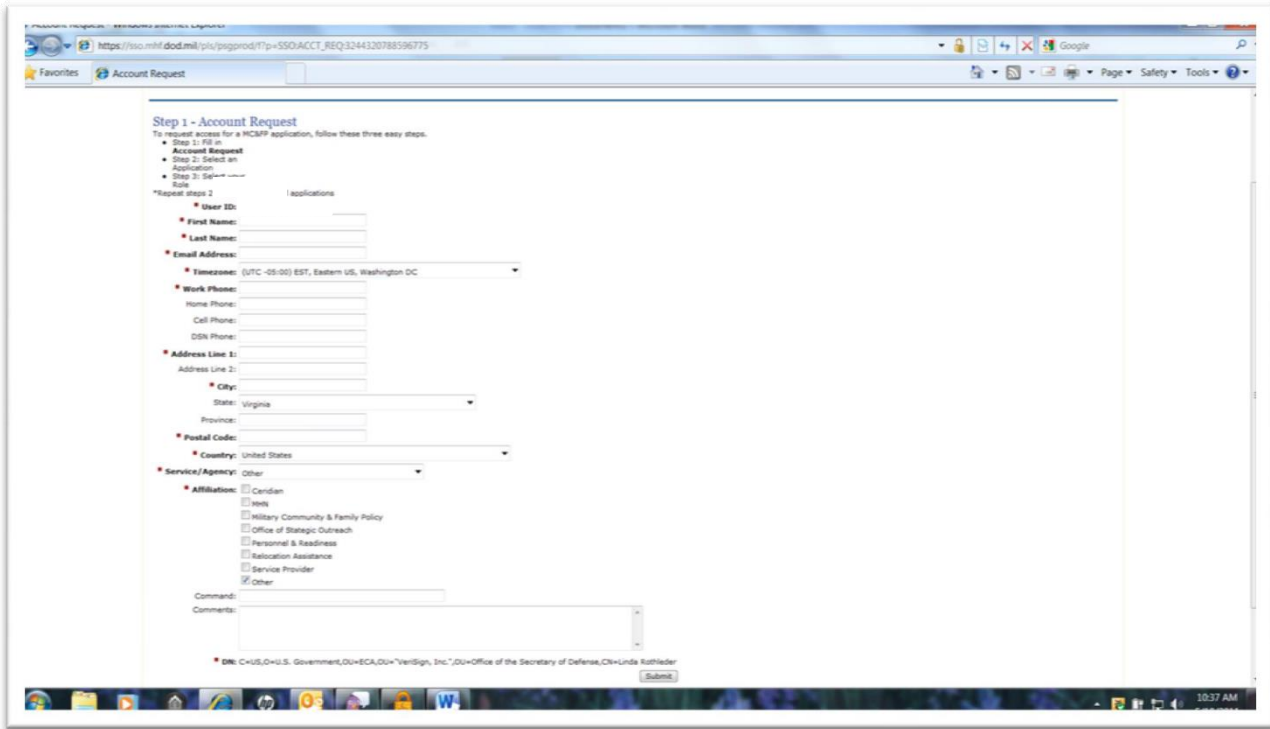
## New user registration process

If you are a new user to DIMS, there is a registration process you need to follow to gain access. When you go to <https://apps.militaryonesource.mil/dims>, the system will automatically detect if you are in the system. If you are not, a **No Access** screen will appear.



In the middle of the message, click on the red **Click Here** link. This takes you to the **Account Request** page for you to fill in your personal information.

On the **Account Request** page, please check **Relocation Assistance** under **Affiliations**. You may write notes in the comment box.



Select **Submit** and go to the roles selection page.

**Note:** If you have any questions about the required information on this page, you can send a message through the feedback/help link found on the top right-hand side of the page.

**CIVILIANS:** When selecting your affiliation, you must choose the service you are representing. **DO NOT SELECT DoD Civilian.** Your service representative will not see your request if you choose **DoD Civilian** and your access permission will be significantly delayed.

## Selecting a role

The registration process requires the new user select the role. On this screen the **User** box has already been checked, as every registrant is a user. The new user is required to select a role, listed below, as well as the **Reports and Statistics** box, to view the information behind the **Reports** tab in DIMS. Unit leaders should **ONLY** select the role of **Unit Leader**.

Logout Tuesday May 10, 2011

Office of Communications & Outreach

Welcome

**My Role Requests**

**Step 3 - Select Role for: DIMS**

Defense Installation Messaging System (DIMS) is used by relocation assistance managers/personnel to communicate changes to information found on MilitaryINSTALLATIONS.

**Roles Requested by 1**

- User - Capability to use most basic functions of an application.
- Primary Relocation Personnel - This person is responsible for obtaining and submitting changes to their PMM/MI file and for answering all clarification questions from PMM/MI editors.
- Alternate Relocation Personnel - This person(s) assist the primary relocation personnel in executing their responsibilities.
- Family Center Director - This person is the Director or Deputy Director at the installation level Family Center. They have direct responsibility for the performance of the relocation personnel in their centers.
- Major Command Representative - This person is called different things by different services but generally a major command or regional person would be approved for a group of installations under their command.
- Headquarters Representative - Generally the Relocation Program manager at headquarters for the various Services (Army, Navy, Air Force, Marine Corps, DLA and US Coast Guard as well as MEPS and USAREC. These individuals have access to all the installations in their Service for oversight and monitoring.
- Unit Leader - A person trained and approved by the relocation staff who will monitor the sponsorship reports available in DIMS for eSAT. The unit leaders are individuals appointed by the unit commander as a sponsor monitor or appointed by the relocation personnel to monitor a unit's sponsorship activities. The Unit Leader role has "read only" access to everything in DIMS except the reports which they can access as needed.
- Reports and Statistics - User can access and download the reports and data housed under the reports tab in DIMS.

Selecting "Submit" returns you to Step 2 where you can request access to another application.

The available roles are:

**Primary Relocation Personnel** – This person is responsible for obtaining and submitting changes to their MilitaryINSTALLATIONS file and for answering all clarification questions from the editors.

**Alternate Relocation Personnel** – This person(s) assists the primary relocation personnel in executing their responsibilities.

**Family Center Director** – This person is the director or deputy director at the installation-level Military and Family Support Center. They have direct responsibility for the performance of the relocation personnel in their centers.

**Major Command Representative** – This person is called different things by different services but generally, a major command or regional person who is approved for a group of installations.

**Headquarters Representative** – Generally, the relocation program manager at headquarters for the various services (Army, Marine Corps, Navy, Air Force and DLA). These individuals have access to all the installations in their service for oversight and monitoring.

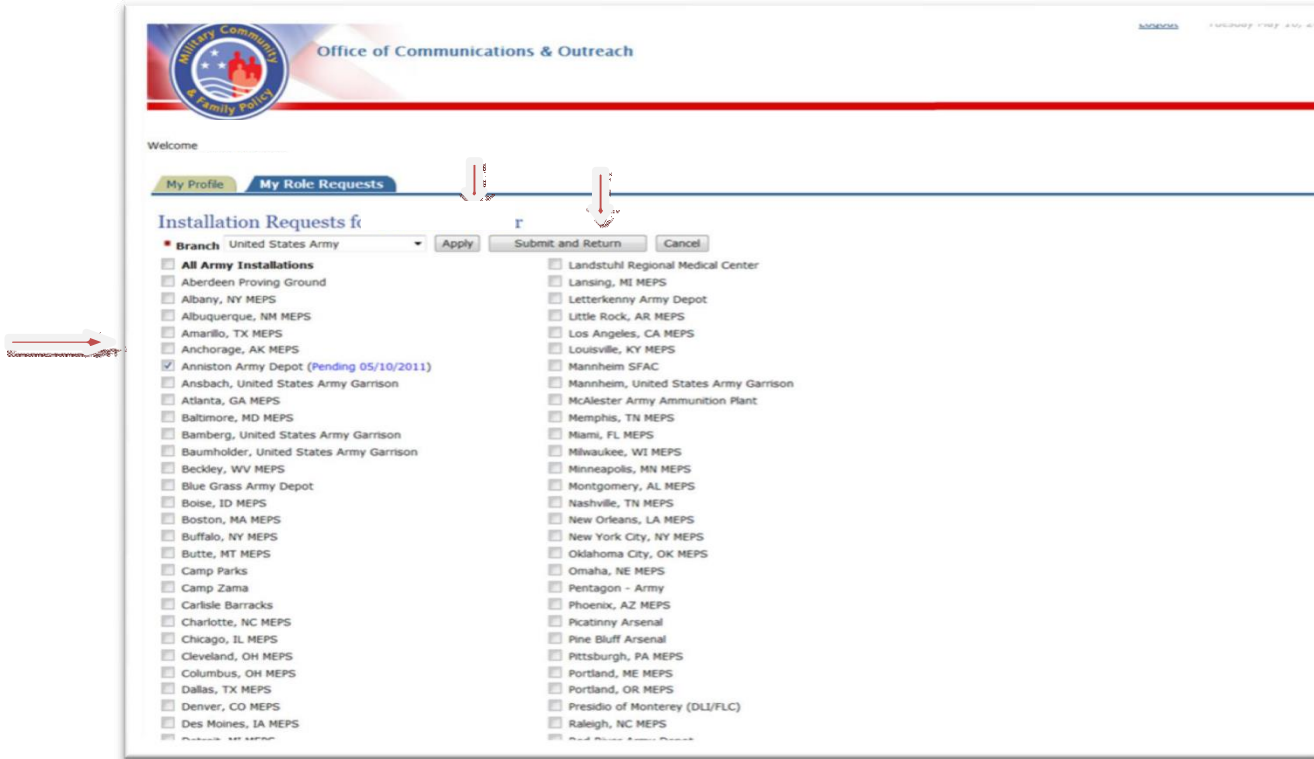


**Unit Leader** – A person trained and approved by the relocation staff, who will monitor the sponsorship reports available in DIMS for eSAT. The unit leaders are individuals appointed by the unit commander as a sponsor monitor or appointed by relocation personnel to monitor a unit's sponsorship activities. The unit leader role has "read only" access to everything in DIMS except the reports that they can access as needed.

Remember, before the new user hits **Submit**, there should be three boxes selected on the screen: **User**, **Role** and **Reports and Statistics**. When the user selects **Submit**, the next step is to select the installation(s).

## Selecting an installation(s)

The final step in the registration process is for the user to select the installation or installations he or she needs to access. A user must select at least one installation.



**Note:** On this screen the words **Apply** and **Submit and Return** have different meanings. If you are a user that needs to select installations for more than one service branch, then you will select the branch, select the installation(s) and select **Apply**. This will allow you to change the branch and select another installation. This function will be particularly useful for personnel involved with joint bases. If you are only requesting access to one service branch, then, after you select your installations, select the button labeled **Submit and Return**. This action takes you to the **My Role Request** page so you may check your work.

Welcome Linda Rothleder

**My Role Requests**

Step 2 - Select Application

**Available Applications**

- AMS
- ASD
- CHM
- CHM\_SSO\_TEST
- Conference Workshops
- CSRS
- Defense Installation Messaging System
- eSAT
- Global Calendar
- ICMS
- JFRC Request
- MARA
- MC&FP Portal
- NNCMS
- olarning
- P&R Portal
- TAR
- Taxonomy Maintenance
- WWRCTS

**My User Info**

User: LINDA ROTHLEDER

First Name: LINDA

Last Name: ROTHLEDER

Account Status:  Pending  Active  Inactive

Last Update of Account Status: 05/10/2011

**My Application Role Requests**

Application	Role	Description	Status	Application Role Description	Applied	Last Status
DIMS	Reports and Statistics	User can access and download the reports and data housed under the reports tab in DIMS.	Pending	-	10-MAY-11	10-MAY-11
DIMS	User	Capability to use most basic functions of an application.	Pending	-	10-MAY-11	10-MAY-11

1 - 2

**Additional Information**

This page lists the applications to which you currently have NOT been granted privileges under "Available Applications".

It also lists the application roles you have requested, along with the status of those requests, under "My Application Role Requests".

You will receive an application pending notification, followed by an approval email. Upon approval you will have access to the requested application and role.

Please logout when you have made your selections.

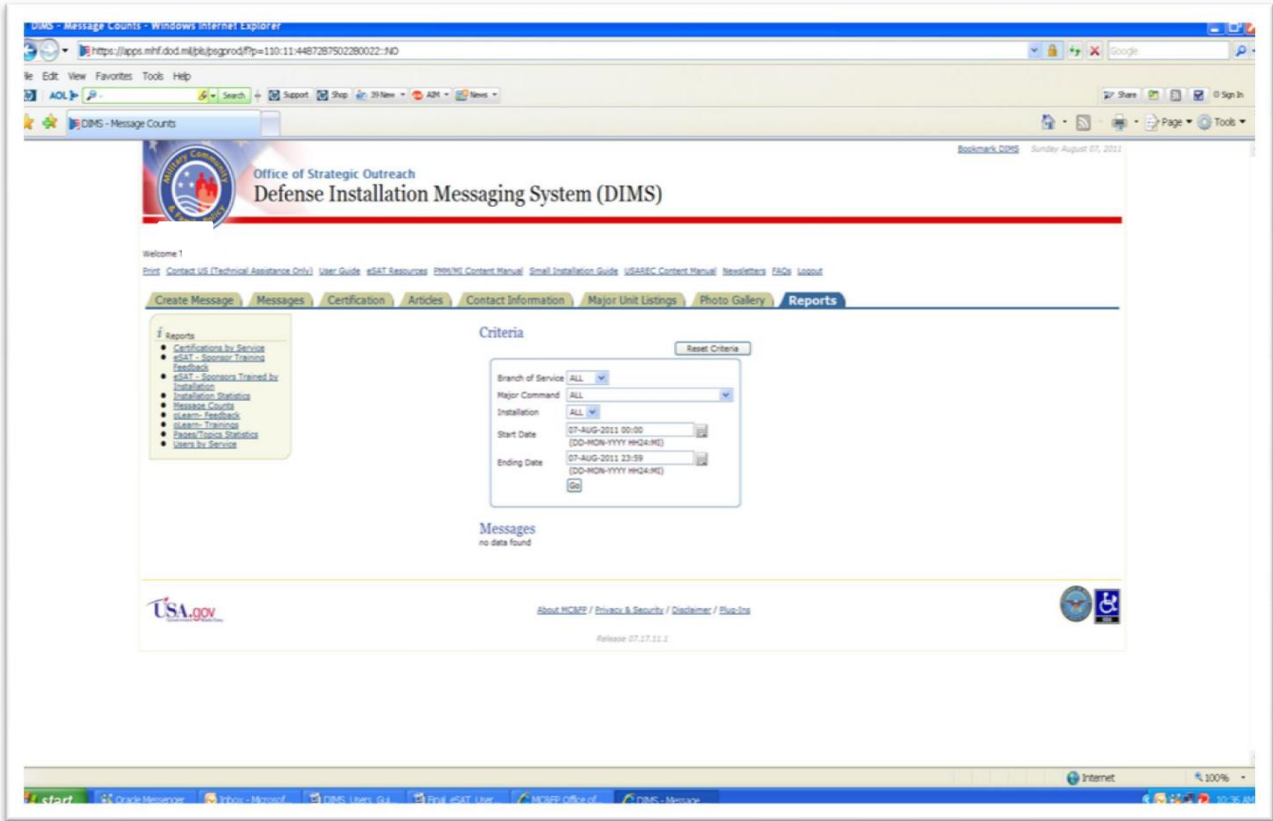
About MC&FP / Privacy & Security / Disclaimer / Plug-Ins

This page will note that your request has been submitted successfully. If you are satisfied, you should **Logout** using the link in the upper right-hand corner.

You will receive an email that the application is pending. Once approved, you will receive an email informing them that you are approved. At that time, you can access DIMS by visiting <https://apps.militaryonesource.mil/dims>.

After logging into DIMS, the user selects the **Reports** tab. Available eSAT management reports are on the left tool bar, **Reports**. There are two reports available: **eSAT – Sponsor Training Feedback** and **eSAT—Sponsors Trained by Installation**.

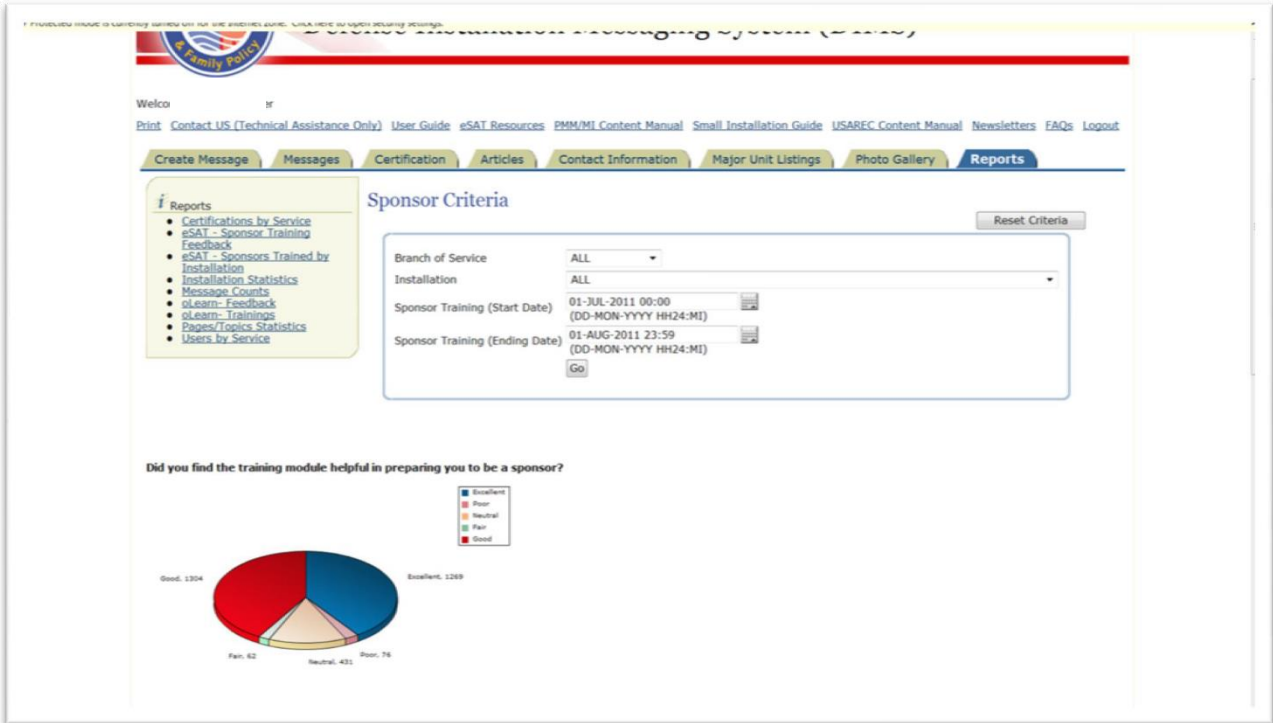
**Tip:** The **Messages**, **Contact Information**, **Articles**, **Major Unit Listings** and **Photo Gallery** tabs are “read only.” The unit leaders will not see the **Create Message** and **Certification** tabs.



## 4.2 Available reports: eSponsorship Application & Training Reports

### 4.2.1 eSAT – Sponsor Training Feedback

The first report is **eSAT – Sponsor Training Feedback**. This report is the result of user feedback from the training module before the **Congratulations** page. The results from the comment box are displayed at the bottom of the report page. The comments are not shown here.



## 4.2.2 eSAT – Sponsors Trained by Installation

The second report is **eSAT – Sponsors Trained by Installation**. The initial report shows all installations and total numbers of trained sponsors by installation. The report can be queried by date range, branch, major command and installation.

The screenshot shows the DIMS interface with the following elements:

- Header:** Office of Strategic Outreach, Defense Installation Messaging System (DIMS)
- Navigation:** Print, Contact US (Technical Assistance Only), User Guide, eSAT Resources, PMM/MI Content Manual, Small Installation Guide, USAREC Content Manual, Newsletters, FAQs, Logout
- Menu:** Create Message, Messages, Certification, Articles, Contact Information, Major Unit Listings, Photo Gallery, Reports
- Left Sidebar:** Reports menu with items like Certifications by Service, eSAT - Sponsor Training Feedback, eSAT - Sponsors Trained by Installation, Installation Statistics, Message Counts, oLearn- Feedback, oLearn- Trainings, Pages/Topics Statistics, Users by Service.
- Criteria Form:**
  - Branch of Service: ALL
  - Installation: ALL
  - Sponsor Trained (Start Date): 01-JUL-2011 00:00 (DD-MON-YYYY HH24:MI)
  - Sponsor Trained (Ending Date): 01-AUG-2011 23:59 (DD-MON-YYYY HH24:MI)
  - Buttons: Go, Reset Criteria
- Report Title:** Sponsors Trained by Installation (1 - 175)
- Table:**

Service #	# Trained	Installation
Army	2	-1
	2	Fort A.P. Hill
	1	Fort Belvoir
	9	Fort Benning
	158	Fort Bliss
	2	Fort Detrick
	36	Fort George G. Meade
	2	Fort Hood
	16	Fort Huachuca
	30	Fort Jackson
	4	Fort Vinton

Selecting an installation from the list will produce a report with information on the sponsors trained. Users can click on the specific installation to get the **Sponsors** detail report, shown on the next page.

Sponsors for Camp Arifjan Kuwait (01-JUN-2011 00:00 to 02-AUG-2011 23:59)

Close Window

1 - 48

Service	Installation	Unit A	Last Name	First Name	Email Address	Phone	Rank	Training Date
Army	Camp Arifjan, Kuwait						E5	06/03/2011
Army	Camp Arifjan, Kuwait						E4	06/08/2011
Army	Camp Arifjan, Kuwait						E5	06/08/2011
Army	Camp Arifjan, Kuwait						E4	06/08/2011
Army	Camp Arifjan, Kuwait						E4	06/06/2011
Army	Camp Arifjan, Kuwait						E4	06/06/2011
Army	Camp Arifjan, Kuwait						E3	06/06/2011
Army	Camp Arifjan, Kuwait						O2	06/13/2011
Army	Camp Arifjan, Kuwait						E3	06/06/2011
Army	Camp Arifjan, Kuwait						E4	06/06/2011
Army	Camp Arifjan, Kuwait						E5	06/06/2011
Army	Camp Arifjan, Kuwait						E6	06/06/2011
Army	Camp Arifjan, Kuwait						E3	06/06/2011
Army	Camp Arifjan, Kuwait						O1	06/13/2011
Army	Camp Arifjan, Kuwait						E5	06/06/2011
Army	Camp Arifjan, Kuwait						O1	06/13/2011
Army	Camp Arifjan, Kuwait						E6	06/01/2011
Army	Camp Arifjan, Kuwait						O1	06/13/2011
Army	Camp Arifjan, Kuwait						E5	06/06/2011
Army	Camp Arifjan, Kuwait						E4	06/20/2011
Army	Camp Arifjan, Kuwait						E3	06/06/2011
Army	Camp Arifjan, Kuwait						E7	06/01/2011
Army	Camp Arifjan, Kuwait						E4	06/06/2011
Army	Camp Arifjan, Kuwait						E6	06/06/2011
Army	Camp Arifjan, Kuwait						E4	06/06/2011
Army	Camp Arifjan, Kuwait						E6	06/04/2011
Army	Camp Arifjan, Kuwait						E5	06/06/2011
Army	Camp Arifjan, Kuwait						E3	06/06/2011
Army	Camp Arifjan, Kuwait						E5	06/06/2011
Army	Camp Arifjan, Kuwait						E6	06/10/2011
Army	Camp Arifjan, Kuwait						E3	06/06/2011
Army	Camp Arifjan, Kuwait						E4	06/09/2011
Army	Camp Arifjan, Kuwait						E6	06/06/2011

A **Service Total** is provided at the bottom of the report. The report can be sorted in DIMS and the unit column can be sorted to group all sponsors by unit. A **Download** link allows the user to download a comma separated values (\*.csv) version of the report that can be opened in Microsoft Excel.

## 5.0 eSAT Summary

The eSponsorship Application & Training program is a simple-to-use online training module supported by downloadable sample letters and tools for the sponsor. There are reports available for relocation personnel, unit leaders, major commands and service headquarters to use in tracking the numbers of sponsors trained. In order to use the reports, the user must be registered in the Defense Installation Messaging System. The reports contain personal identifiable information and must remain in a secure environment. It is important to maintain this information in compliance with PII security protocol. All questions about eSAT should be directed to your service's headquarters relocation program manager.


## 6.0 Appendix: eSAT Sample Letters and Tools

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The screenshots that follow are examples of the tools and letters available on eSAT.

### 6.1 Sponsor duties checklist

### Sponsor Checklist



Sponsorship is a vital component of a mobile military life. Relocation can be a stressful experience for both service members and their families. Your role as a sponsor helps smooth their transition to a new community, and helps create and maintain unit cohesion.

The following sponsorship checklist will help you successfully execute your duties as a sponsor. Please keep it handy and review it often as you work through the sponsorship process. The checklist is divided into pre-arrival, arrival and post-arrival tasks.

**Pre-arrival**

- Complete sponsorship training on the [eSponsorship Application & Training](#) website.
- Contact the newcomer via phone or email to say hello and explain the sponsorship process.
- Ask questions about the newcomer's needs. You might consider sending the needs assessment questions (downloadable from [eSAT tools](#)) to the newcomer via email or use it as a guide during your phone conversations.
- Compose and send a welcome letter based on the newcomer's needs and your unit's procedures. You should consider using the draft letters in [eSAT tools](#) as a guide.
- Make temporary lodging arrangements for the newcomer and communicate details by personal email or phone.
- Arrange a post office box for the newcomer and communicate details by personal email or phone.
- Brief your supervisor about the sponsorship process and let your supervisor know if there are any problems.
- Ensure the family has contact information for schools, medical care, child care and other resources.



## 6.2 Congratulations on your new assignment email

### Initial email message

Dear RECIPIENT NAME

Congratulations on your new assignment and welcome to INSTALLATION NAME. My name is AUTHOR NAME and I will be your sponsor. My job is to make your transfer here as easy as possible. I am sure that you have many questions about your new job and the surrounding community. I will do my best to research and answer all of your questions.

To provide you the most valuable and relevant information and support, I've attached a fillable form that asks for information about you, your family (if you have one) and your travel plans. Please fill in the form, save it and return it to me at your earliest convenience. Please provide your contact information including email and phone numbers.

Once I receive your form, I will contact you to discuss the information and answer any questions you may have. Please feel free to call me to discuss your needs, if you do not wish to fill in the form. Or let me know a good time to call you to discuss your move.

In the meantime, and throughout the process, please contact me if you have any questions or items that are not addressed in the needs assessment, AUTHOR EMAIL and AUTHOR PHONE NUMBER.

To help you get started on your research, I highly recommend that you visit the following websites:

- [MilitaryINSTALLATIONS](#) has a wealth of information on our location including all the important phone numbers.
- [Plan My Move](#) is a web-based application filled with resources, important articles and tips to help make your move easier. Additionally, there is a calendar to help you track important dates.
- [Military OneSource](#) has other resources and consultants that can answer any question 24/7 by calling 800-342-9747.
- [Military Youth on the Move](#) is wonderful if you have children. It is designed especially for them to ally any fears or anxieties that they may have about moving.
- To apply for housing, please go to the nearest installation housing office with a copy of your orders and fill out [Department of Defense Form 1746](#), Application for Assignment to Housing. If you do not have access to a housing office, let me know and I will assist you with the process through our housing office.
- If you need child care, you can complete [DD Form 2606](#) up to 30 days before you PCS.


I look forward to hearing from you and helping with your transition to the INSTALLATION NAME community. I am sure your assignment here will provide you with many professional opportunities and wonderful memories. I am looking forward to meeting you when you arrive.

Sincerely,

AUTHOR NAME

## 6.3 Phone needs assessment

# Needs Assessment Checklist



Sponsorship is a vital component impacting unit and family readiness.

The following Needs Assessment Checklist will help you successfully execute your duties as a Sponsor. Please use it as a guide when contacting your newcomer to collect the information you will need to help the family with a successful move.

**Questions to Ask**

- Family Status:** single, single parent, married, married with children, other family members, any with special needs or circumstances
- Number and Ages of Children:** special interests of children, are you interested in youth sponsorship
- Family Pets:** how many, travel arrangements, boarding needs, discuss any quarantine requirements at destination
- Travel Information:** Car, plane, anticipated arrival date, transportation/pick-up/meeting arrangements, passport/visa needs, shipping cars
- Contact Information:** Phone(s), email addresses, mailing address, alternate/emergency contact information
- Do you need information on any of the following:

1 of 2

## 6.4 Email needs assessment

# eSponsorship Application & Training



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### Transferee Needs Assessment

Move to each field and type in your information. The fields will automatically expand as you type. Once you have completed the form, please click the Microsoft Word "Save" icon, or select File then Save from the Microsoft Word menu. Once saved, email the completed form to your sponsor.

**First Name:**

**Last Name:**

**Service:**

**Rank/Rate/GS Grade:**

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## 6.5 Welcome letters

### 6.5.1 Example – Army single service member moving CONUS or overseas.

Dear

It has been a pleasure communicating with you since being assigned as your sponsor. Thank you for sending me information on your travel plans and what you need upon arrival. In this letter, I am including the requested information. As your sponsor, I will assist you with your move, in-processing and settling in. I am happy to answer any questions and I can help with arrangements for temporary lodging, housing, setting up a temporary post office box, airport pickup and anything else you may require.

Please review the [MilitaryINSTALLATIONS](#) website for the most current information on your new location, child care, education, employment, special needs programs and housing, along with photos of the installation. You can find links to installation videos and create a customized downloadable booklet of information to carry along on your trip. There is a listing of major units and contacts for important programs and services so you can email or call the relocation office, housing office, transportation office or any other office for additional information.

The [Plan My Move](#) application allows you to create a custom moving plan or use the standard 90-day calendar. It has articles, helpful tips and links with all the resources you need to complete an efficient and cost-effective move.

Check out the [Military OneSource](#) website, which contains comprehensive information and resources on a broad range of topics. You can even call 800-342-9647 for assistance 24 hours a day, seven days a week.

In addition to the online resources, you will find further assistance in planning your move, critical information and numerous resources at [Army Community Service](#). Please visit the nearest ACS office for guidance in planning your move and information on your new location. If you are not currently located near an ACS, contact the nearest military and family support center of any service branch for information and assistance in planning your move. You can find information on most military and family support centers through [MilitaryINSTALLATIONS](#). You can also find information on child and youth services for your young family members.

Finally, get the correct procedure for requesting housing at your gaining installation at [Army Housing Online](#). If you have access to a housing office at the garrison nearest you, you can also go there with [DD Form 1746](#), Application for Assignment to Military Housing. I can follow up for you if you require further assistance regarding housing.

Remember, you can call or email me at any time and I will help you make arrangements or answer any questions.

Sincerely,

## 6.5.2 Example – Marine Corps married or single with children moving CONUS or overseas

Dear

It has been a pleasure communicating with you since being assigned as your sponsor. Thank you for sending me information on your travel plans and what you need upon arrival. In this letter, I am including the requested information. As your sponsor, I can assist you with your move, in-processing and settling in. I am happy to answer any questions you have and I can also help with arrangements for temporary lodging, housing, setting up a temporary post office box, airport pickup, child care, pet needs and anything else you may require.

Please review the [MilitaryINSTALLATIONS](#) website for the most current information on your new location, child care, youth programs, special needs programs, employment, education and housing, along with photos of the installation. You can find links to installation videos and create a customized downloadable booklet of information to carry along on your trip. There is a listing of major units and contacts for important programs and services so you can email or call the relocation office, housing office, transportation office or any other office for additional information.

You may also find the [Plan My Move](#) application very helpful. On this website, you can create a custom moving plan or use the standard 90-day calendar. This calendar is a handy tool, as it links to articles and helpful tips to better prepare you for your move. Using both [MilitaryINSTALLATIONS](#) and [Plan My Move](#) together can help you complete an efficient and cost-effective move. Another very helpful website is [Military Youth on the Move](#) for households with children.

You should definitely visit [Military OneSource](#). You may call 800-342-9647 for assistance 24 hours a day, seven days a week. You will also find valuable information at [Marine Corps Community Services](#).

Remember to go to the housing office on the installation nearest you with a copy of your orders and [DD Form 1746](#), Application for Assignment to Military Housing. If you do not have access to a housing office, let me know and I can assist you with the process through our installation housing office.

If you need child care, you can complete [DD Form 2606](#) up to 30 days before you move. The Children, Youth and Teens Program staff at your current duty station can help you with this request. Child care may be limited on the installation, but is also available off the installation.

If you have children between the ages of 5 and 18, contact your installation's MCCS office for a volunteer youth sponsor. Find the nearest MCCS office on [MilitaryINSTALLATIONS](#) under Family Center.

I encourage you and your family to visit the nearest MCCS office to receive information and assistance with your move. The Relocation Assistance Program offers workshops and can assist all service members and their families who are relocating. A highlight of the program is the [MilitaryINSTALLATIONS](#) website that contains current information on military installations worldwide.

Remember, you can call or email me anytime and I will help you make arrangements or answer any questions.

Sincerely,

### 6.5.3 Example – Air Force civilian married or single with children moving CONUS or overseas

Dear

It has been a pleasure communicating with you since being assigned as your sponsor. Thank you for sending me information on your travel plans and what you need upon arrival. In this letter, I am including the requested information. As your sponsor, I can assist you with your move, in-processing and settling in. I am happy to answer any questions you have and I can help with arrangements for temporary lodging, housing, setting up a temporary post office box, airport pickup, child care, pet needs and anything else you may require.

Please review the [MilitaryINSTALLATIONS](#) website for the most current information on your new location, child care, youth programs, special needs programs, employment, education and housing, along with photos of the installation. You can find links to installation videos and create a customized downloadable booklet of information to carry along on your trip. There is a listing of major units and contacts for important programs and services so you can email or call the relocation office, housing office, transportation office or any other office for additional information.

You may also find the [Plan My Move](#) application very helpful. On this website, you can create a custom moving plan or use the standard 90-day calendar. This calendar is a handy tool, as it links to articles and helpful tips to better prepare you for your move. Using both [MilitaryINSTALLATIONS](#) and [Plan My Move](#) together can help you complete an efficient and cost-effective move. Another very helpful website is [Military Youth on the Move](#) for households with children.

You should definitely visit [Military OneSource](#). You may call 800-342-9647 for assistance 24 hours a day, seven days a week. Valuable information is also available at [Air Force Services](#).

In addition to the online resources, you will find assistance in planning your move, critical information and numerous resources at the nearest Airman and Family Readiness Center. If you are not currently located near an A&FRC, contact the nearest military and family support center of any service branch for information and assistance in planning your move. You can find information on most military and family support centers through [MilitaryINSTALLATIONS](#).

If you are moving overseas, remember to go to the housing office at the installation nearest you with a copy of your orders and [DD Form 1746](#), Application for Assignment to Housing. You **may be eligible** for housing on some overseas installations. If you do not have access to a housing office, let me know and I will assist you with the process through our installation housing office.

If you need child care, you can complete [DD Form 2606](#) up to 30 days before you move. The Children, Youth and Teens Program staff at your current duty station can help you with this request and with information on a Youth Sponsorship Program. Child care may be limited on the installation (**active-duty service members have priority**), but is also available off the installation.

Please check with your civilian personnel office for information on all available benefits and allowances. They are the official source of information. And remember, you can call or email me anytime and I will help you make arrangements or answer any questions.

Sincerely,

## 6.5.4 Example – Navy civilian single moving CONUS or overseas

Dear

It has been a pleasure communicating with you since being assigned as your sponsor. Thank you for sending me information on your travel plans and what you need upon arrival. In this letter, I am including the requested information. As your sponsor, I can assist you with your move, in-processing and settling in. I am happy to answer any questions you have and I can also help with arrangements for temporary lodging, housing, setting up a temporary post office box, airport pickup and anything else you may require.

Please review the [MilitaryINSTALLATIONS](#) website for the most current information on your new location, education, technical training and housing, along with photos of the installation. You can find links to installation videos and create a customized downloadable booklet of information to carry along on your trip. There is a listing of major units and contacts for important programs and services so you can email or call the relocation office, housing office, transportation office or any other office for additional information.

You may also find the [Plan My Move](#) application very helpful. On this website, you can create a custom moving plan or use the standard 90-day calendar. This calendar is a handy tool, as it links to articles and helpful tips to better prepare you for your move.

You should definitely visit [Military OneSource](#). You may call 800-342-9647 for assistance 24 hours a day, seven days a week. Valuable information is also available on the [Fleet and Family Support Program](#) website.

In addition to the online resources, you will find assistance in planning your move, critical information and numerous resources at the nearest Fleet and Family Support Center. If you are not currently located near a FFSC location, contact the nearest military and family support center of any service branch for information and assistance in planning your move. You can find information on most military and family support centers through [MilitaryINSTALLATIONS](#).

If you are moving overseas, you **may be eligible** for housing. Visit your nearest housing office with a copy of your orders and [DD Form 1746](#), Application for Assignment to Housing. If you do not have access to a housing office, let me know and I will assist you with the process through our installation housing office.

Remember, you can call or email me anytime and I will help you make arrangements or answer any questions.

Sincerely,

## 6.5.5 Example – Air Force moving with a special needs family member

Dear

It has been a pleasure communicating with you since being assigned as your sponsor. Thank you for sending me information on your travel plans and what you need upon arrival. In this letter, I am including the requested information. As your sponsor, I can assist you with your move, in-processing and settling in. I am happy to answer any questions you have and I can help with arrangements for temporary lodging, housing, setting up a temporary post office box, airport pickup, child care, pet needs and anything else you may require.

Please review the [MilitaryINSTALLATIONS](#) website for the most current information on your new location, special needs programs, child care, youth programs, employment, education and housing, along with photos of the installation. You can find links to installation videos and create a customized downloadable booklet of information to carry along on your trip. There is a listing of major units and contacts for important programs and services so you can email or call the relocation office, housing office, transportation office or any other office for additional information.

You may also find the [Plan My Move](#) application very helpful. On this website, you can create a custom moving plan or use the standard 90-day calendar. This calendar is a handy tool, as it links to articles and helpful tips to better prepare you for your move. Using both [MilitaryINSTALLATIONS](#) and [Plan My Move](#) together can help you complete an efficient and cost-effective move. Another very helpful website is [Military Youth on the Move](#) for households with children.

You should definitely visit [Military OneSource](#). You may call 800-342-9647 for assistance 24 hours a day, seven days a week. Valuable information is also available at [Air Force Services](#).

If you are enrolled in the Special Needs Identification and Assignment Coordination program, contact your installation SNAIC representative at the Airman and Family Readiness Center to notify them of your move. The SNAIC representative can assist you with any special needs moving questions you may have and can connect you with the gaining installation's SNAIC office. Please ensure your SNAIC enrollment is current as this is your assurance that your family member's needs will be considered during the assignment coordination process. Links to the required EFMP enrollment forms are available on [Military OneSource EFMP Identification/Enrollment](#) page.

In addition to the online resources, you will find assistance in planning your move, critical information and numerous resources at the nearest A&FRC. If you are not currently located near an A&FRC, contact the nearest military and family support center of any service branch for information and assistance in planning your move. You can find information on most military and family support centers through [MilitaryINSTALLATIONS](#).

Remember to go to the housing office at the installation nearest you with a copy of your orders and [DD Form 1746](#), Application for Assignment to Military Housing. If you do not have access to a housing office, let me know and I will assist you with the process through our installation housing office.

If you need child care, you can complete [DD Form 2606](#) up to 30 days before you move. The Children, Youth and Teens Program staff at your current duty station can help you with this request and with



information on a Youth Sponsorship Program. Child care may be limited on the installation, but is also available off the installation.

Remember, you can call or email me anytime and I will help you make arrangements or answer any questions.

Sincerely,

**Note:** There are also letters for families moving with a special needs family member and dual-military families moving. The dual-military letter is not pictured here.