

20th Fighter Wing

Shaw AFB – Essentials of Sponsorship

(Sponsor Guide)

OCT 2024





DEPARTMENT OF THE AIR FORCE

20th FIGHTER WING (ACC)
SHAW AIR FORCE BASE SOUTH CAROLINA

MEMORANDUM FOR 20 FW Sponsors

FROM: 20 FW/CC

SUBJECT: Sponsor Program Welcome

1. A good sponsorship program is the foundation to which our inbound Shaw AFB family will gauge their overall assignment experience. A good start can alleviate the stressors that come with moving. Therefore, it is the sponsor's responsibility to ensure the transition is flawless, providing our members with the necessary information for their specific situation.
2. Use the guide below to help build a squadron sponsorship program or as a general guide to help welcome newcomers to Weasel Nation. Remember as a sponsor you are an ambassador to the 20th Fighter Wing and our inclusive culture.
3. A review of this guide will be conducted annually in October and changes will be published, as required, after coordination with all applicable agencies. This plan has been reviewed for OPSEC IAW 10-701 and SAFB 10-701. This guide will be published electronically at <https://www.shaw.af.mil/Newcomers/> as well as the Wing Plans SharePoint at <https://usaf.dps.mil/teams/20thFW/WSA/WingXP>. For update requests, more information, or additional guidance, contact 20FW/XP at DSN 965-4299 or commercial (803) 895-4299.

KEVIN D. HICOK, Colonel, USAF
Commander

Victory By Valor

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Note #1: Many of the categories below happen simultaneously. Please read the guide in its entirety

Note #2: Use the attachments to develop package for inbound member.

Note #3: Use the Sponsors Checklist to help guide you through your requirements as a sponsor.

Attachments – Left Area of PDF listed below.

Attachment #1: 20 FW FY24-25 Strategic Plan.

Attachment #2: Sponsor Checklist.

Attachment #3: Contact List.

Attachment #4: Shaw AFB CAT Trifold Brochure

Attachment #5: Car Buying Tips for Military Personnel

Attachment #6: Locality Guide

Attachment #7: Base Map

Attachment #8 Running Trail Map

1. General Information

Purpose: With the known stressors of moving, as a sponsor it is your responsibility to facilitate a smooth transition to Shaw AFB.

1.1 Inform inbound member that they should contact Humana Military (TRICARE East) and ensure they and their families get moved to the correct TRICARE servicing agency for Shaw AFB

1.1.1 Active-Duty Military members will always be TRICARE Prime

1.1.2 **Information in DEERS must be updated to reflect the most current demographics and can be done only once arriving to the gaining base; TRICARE uses DEERS information to filter TRICARE plans and PCM selection**

1.1.3 PCSing is one of many Qualifying Life Events (QLEs) where non-ADSMs can make changes to their TRICARE plan; **Eligible members have 90 days to make any change to their policy**

1.1.4 TRICARE Select is offered for Military dependents. For more information about TRICARE select or QLEs, inbound members are instructed to contact TRICARE at (800) 444-5445 or visit TRICARE.MIL

1.1.5 Emergency visits are covered, families are instructed to call 911 or go to the nearest Emergency Room (ER). Beneficiaries will contact their PCM or regional contractor within 24 hours, or the next business day for claims processing and follow-up care, if needed; TRICARE may need copies of emergency treatment records as well to process the members claim

1.1.6 For specific information please have your inbound member visit <https://tricare.mil/LifeEvents/Moving>

1.2 You must show the inbound member around the base. Be sure the member can locate the following:

1.2.1 Base Exchange, Commissary, Unaccompanied Housing (dorms, if they live there), barbershop/Airmen's Attic, Medical Clinic, Dental Clinic, Education Center, Fitness Centers, all base tracks/trails, the Post Office, and the Visitors Center

1.2.2 For a full list of all 39 items please see attachment, Base Map*

1.3 Sponsor should regularly check up on inbound members until the member is fully in-processed into the base. Members need to have a solid plan in-place, for getting established and in-processing the base.

1.3.1 You may use the Sponsor Checklist* to annotate and help you along the way.

1.4 Ensure arrived member updates their personal contact information on Shaw AFB's Emergency Mass Notification System (AtHoc) and the local CSS, to update information in the Military Personnel Data System (MilPDS)

1.4.1 Your local CSS, should provide an official checklist to the arrived member

1.4.2 Your local CSS has the ability to input contact information into both systems themselves if necessary. If needed, escort arrived members to the Shaw AFB Military Personnel Section (MPS), to ensure they are properly gained into MILPDS.

1.5 All Air Force members must be fit-to-fight at all times; most inbounds like to know where they can run and workout on Shaw AFB.

1.5.1 2.8 Mile, ARCENT Trail – Patrol Road, Monument

1.5.2 1.5 Mile, Shaw & Fitness Annex Trail – Outdoor Recreation (ODR) Fam Camp

1.5.3 1.3 Mile, Memorial Lake Trail – Base Chapel

1.5.4 Official Air Force PT Test Track – Behind Base Education Office

1.5.5 Shaw & Fitness Health Center – 428 Shaw Dr.

1.5.6 Fitness Center Annex – Behind the USARCENT Building

1.6 For additional Shaw AFB events visit: <https://usaf.dps.mil/teams/20thMSG/20thFSS/>

2. Housing & Transportation

PCS, Enlisted Technical School Graduate

2.1 The Unaccompanied Housing (UH) Office (Dormitory Management) is collaboratively located with the CMSgt Emerson Williams Dining Facility

2.1.1 It is open between M-F from 0900-1500

2.1.2 Staff can be reached at: 803-895-5627 or, DSN 965-5627

2.1.3 Only single/unaccompanied Airmen E-4 and below, with less than three years Total Active Federal Military Service (TAFMS) are eligible for a dorm room.

2.1.4 Sponsor must confirm/provide inbounds marital status and sex to UH in order to secure a room.

2.1.5 An NCO or higher within the Airman's chain of command must be physically present at the UH Office in order to secure a room no earlier than 7 business days prior to the Airmen's arrival.

2.2 If there is no availability, a sponsor must immediately inform the First Sergeant and provide the inbound member with guidance.

2.3 Sponsors should ask how the inbound member is arriving to Shaw AFB and ensure everything is correct with arrival dates.

2.3.1 Sponsors must have inbound members try to apply for a Government Travel Card (GTC) at their Technical Training location.

2.3.1.1 New first base arriving members will start this process immediately upon arrival within their gaining unit.

2.3.1.2 New Airmen do not always understand how things work; there have been examples of airmen paying out-of-pocket for cross-state taxis or other forms of transportation that are not re-reimbursable by the government.

2.3.1.3 Verify they are traveling appropriately and not paying out of pocket for a flight, etc.

2.4 Upon inbound member arrival, sponsor should ensure inbound member has adequate understanding of their mandatory appointments, guaranteed transportation to appointments, and access to adequate sustenance.

2.5 Sponsor should ensure the inbound member has a plan for transportation.

2.5.1 While it is common for sponsors to show the arrived member around and help the arrived member out while they are getting settled, you are not the arrived member's taxi.

2.5.1.1 Ensure inbound member has an adequate understanding of and transportation to appointments and access to adequate sustenance.

2.5.1.2 If you feel that arrived member is not taking steps to ensure they have adequate transportation, up channel this to your leadership.

2.5.1.3 While the situation is being worked, continue to ensure the member gets fully in-processed and settled in.

2.5.1.4 A government vehicle can be provided to the sponsor for official government business. Speak with your unit's Vehicle Control officer (VCO) for assistance, as there are stipulations that apply to GOVs and their use .

2.5.1.5 Inbound members coming from Overseas may need to ship a POV. See Chapter 4

Entitlements

2.6 If room is not available upon arrival, arrived member is entitled up to 10 days of Temporary Lodging Expense (TLE) or until one becomes available, see JTR, par. 050601

2.6.1 Temporary stay at Shaw AFB UH is not authorized. Coordinate with the Unaccompanied Housing Team & your First Sergeant.

2. Housing & Transportation continued...

PCS, All others

2.7 Sponsor should ensure that the inbound member has plans for housing upon arrival.

2.7.1 Inbound members who are not experienced in Permanent Change of Station (PCS) may not know how to navigate this process.

2.8 Sponsor may inform inbound member of on-base housing options and can provide additional information on the local area, should the member show interest in on base housing.

2.8.1 If inbound member is looking for on-base housing, ensure they have completed an application.

2.8.1.1 Member should fill out the application form at:

<https://www.homes.mil/heat/DispatchServlet/HeatEntry>. Sponsor may periodically contact the inbound member to check their status.

2.9 TLF availability is limited; ensure inbound member has a scheduled stay well in advance of arrival.

2.9.1 The perfect time to schedule a stay in a TLF would be as soon as a flight is scheduled, or the inbound member has a solid date of arrival.

2.9.2 The TLF on Shaw AFB is Carolina Pines Inn; please see Contact List* or visit

<https://www.thebestfss.com/lodging/carolina-pines-inn> for latest information.

2.10 If an inbound member is coming from an overseas location, ensure they have submitted everything they needed for Temporary Lodging Allowance (TLA) to their losing Finance office.

2.10.1 Inbound members coming from overseas locations will utilize a TLF with TLA before their departure.

2.10.1.1 Many do not know they need to have this settled before they arrive.

2.10.1.1.1 Have them contact their Losing Finance and Losing Temporary Housing Offices to situate their specific requirements.

2.10.1.1.2 This will ensure the inbound member's GTC gets reimbursed, avoiding the confusion and frustration of having to contact their losing unit after they have already arrived.

2.10.1.2 Ensure the inbound member understands that regardless of how much TLA they use overseas, they are still entitled to 10 days of TLE upon arriving state-side. These are separate entitlements.

2.11 Upon inbound member's arrival, sponsor should ensure inbound member has an adequate understanding of and transportation to appointments and access to adequate sustenance.

2.12 Sponsor should ensure an arrived member has a plan for transportation.

2.12.1 Inbound members coming from Overseas may need to ship a POV. See Chapter 4.

Entitlements

2.13 Arrived member is allowed 10-days of permissive TDY for house hunting with commander approval for Permissive Leave.

2.14 Arrived member is entitled to up to 10 days of TLE.

2.14.1 Arrived member must stay at an on base TLF or request a Letter of Non-availability from the TLF, to stay off base.

2.14.1.1 Arrived Members who stay off base and do not have a Letter of Non-availability will not be reimbursed.

2.14.2 Arrived member must maintain an itemized receipt for their stay and/or the letter of non-availability.

3. Finance

3.1 Your CSS will schedule an appointment for your inbound member(s) as soon as they sign into the Unit for the first available Right Start Brief, where they will receive their finance and medical briefs, among other things.

3.1.1 This will ensure all your inbound member's entitlements are updated as soon as possible to avoid any erroneous debts.

3.1.2 This is a mandatory military appointment.

3.1.3 Book as-needed appointments at customer service help desk. Customer service hours are M/W/F from 0900-1100/1300-1500

3.1.4 Finance also uses the Comptroller Services Portal.

3.1.4.1 Questions are answered virtually within 1–2 business days.

3.1.4.2 Please visit: <https://csp.cce.af.mil/> on a government network to open a ticket related to finance.

4. Household Goods (Including POV)

4.1 This is dependent on the inbound member's situation and moving needs.

4.1.1 For typical moves, this process should be started at the losing base. Contact the TMO office for any assistance required at (803) 895-8614. Sponsors should:

4.1.1.1 Find out if they have accessed <https://www.militaryonesource.mil/moving-pcs/moving-personal-property/> web site and generated their move on the Defense Personal Property System (DPS)

4.1.1.2 Ask if their personal property has been picked up or for their pickup date.

4.1.1.3 Ask when their expected delivery date is.

4.2 For a Do-It-Yourself (DITY) or Personally Procured Moves (PPM), arrived members will need to have the documents below.

4.2.1 DD Form 1351-2 with valid mailing address for W-2 purposes.

4.2.2 DD Form 2278 – this form comes from TMO.

4.2.3 PCS orders and all amendments.

4.2.4 DITY Checklist and Certification of expenses – this form comes from TMO.

4.2.5 Direct Deposit form, if applicable.

4.2.6 Receipts and weight tickets to support certified expenses.

4.3 If a member plans on shipping a vehicle it must be authorized on their orders.

4.3.1 In most situations a member is only authorized the shipping of one vehicle.

4.3.2 Typically, you will only see this from an Overseas PCS.

4.3.3 Make sure the member understands they need to do this before they leave their vehicle's location and schedule it through, <https://www.pcsmypov.com/>

4.3.3.1 Make sure the member ships it to the closest Vehicle Processing Location (VPC) to Shaw AFB, which is located at 3601C Meeting Street Rd, North Charleston, SC, 29405

4.3.3.1.1 You may need to facilitate their ability to pick their vehicle up since the closest VPC is about 2 hours away.

4.3.3.1.2 See para 2.5.1.3 of this plan for possible GOV use to perform this task.