



**DEPARTMENT OF THE NAVY**  
U.S. NAVAL SUPPORT ACTIVITY NAPLES ITALY  
PSC 817 BOX 1  
FPO AE 09622-0001

NAVSUPPACTNAPLESINST 1740.2E  
N1  
26 NOV 2019

NAVSUPPACT NAPLES INSTRUCTION 1740.2E

From: Commanding Officer, U.S. Naval Support Activity, Naples, Italy

Subj: COMMAND SPONSOR PROGRAM

Ref: (a) OPNAVINST 1740.3D  
(b) COMNAVREGEURAFSWAINST 1754.1

Encl: (1) Welcome Aboard Letter (With and Without Dependents)  
(2) Welcome Aboard Message (Without and With Dependents)  
(3) Sponsor Program Evaluation Form  
(4) Sponsor Guidelines

1. Purpose. To set forth the guidelines for implementation of the sponsor program per reference (a).
2. Cancellation. NAVSUPPACTNAPLESINST 1740.2D
3. Applicability. This instruction applies to all military personnel and all personnel assigned as sponsors to military personnel. Assigned to U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy and its subordinate units.
4. Background. Reference (a) requires every Navy command to maintain an effective sponsor program. The NAVSUPPACT Naples Sponsor Program ensures that all assigned personnel receive a personalized welcome and assistance in transitioning to their new command. An effective sponsor program contributes directly to the reduction of stress associated with a permanent change of station. It is important to the well-being and morale of personnel assigned to the NAVSUPPACT Naples area that assistance is provided by sponsors genuinely interested in the personal and cultural adjustment of new arrivals. Sponsor program training for the Naples Community is provided by the Fleet and Family Support Center (FFSC) and provides sponsors the information necessary to successfully fulfill their responsibilities.
5. Policy. Assignment of sponsors will not be delegated below the department head level. The sponsor program is of sufficient importance at this command that positive, as well as negative, performance as an assigned sponsor may be noted in fitness reports and enlisted evaluations. The NAVSUPPACT Naples Sponsor Program is under the cognizance of the Command Sponsor Coordinator and is overseen by the Command Master Chief.
6. Action. To accomplish this program, the following responsibilities are assigned:

- a. The Command Sponsor Coordinator will:

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- (1) Have a clear record showing sustained superior performance, perseverance, and problem-solving ability.
- (2) Have a positive attitude toward the command, its personnel, and the local area.
- (3) Have enthusiasm for meeting and helping people.
- (4) Have been on board NAVSUPPACT Naples for a minimum of one year.
- (5) Have access to Career Information Management System (CIMS).
- (6) Coordinate with NAVSUPPACT Naples Administration Department for verification of departmental assignment.
- (7) Upon notification of incoming personnel, track completion of key events to include:
  - (a) Identify a departmental sponsor.
  - (b) Prepare and transmit the Commanding Officer's (CO) welcome aboard message, enclosure (2), within 10 working days of receipt of orders.
  - (c) Make contact with incoming personnel within 10 working days, and send a digital welcome aboard package to include:
    1. Benvenuti magazine
    2. Command Sponsor welcome aboard letter
    3. Driving test signs study sheet
    4. Fleet and Family Support Center phone listing
    5. Ombudsman Family Check-in form
    6. Support Site map
    7. CO's Philosophy
    8. Gaeta Welcome Aboard letter (only for Gaeta Sailors).
- (8) Conduct frequent reviews to ensure the accuracy of information.

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(9) Provide Navy Personnel Command (PERS 45), via e-mail at mill\_pers-455inbox@navy.mil, with updated Command Sponsor Coordinator contact information to be included on Permanent Change of Station orders.

b. Department Heads will:

(1) Appoint a sponsor for officers upon notification from Command Sponsor Coordinator within 72 hours of notification, utilizing the same criteria as enlisted Sailors (see paragraph 6.c.).

(2) Ensure that officers in their department, who are transferring to another command, are assigned sponsors by the gaining command.

c. Leading Chief Petty Officers and Leading Petty Officers will:

(1) Appoint a sponsor for enlisted Sailors upon notification from Command Sponsor Coordinator within 72 hours of notification. Select sponsors using the following guidelines:

(a) Same marital status and pay grade of prospective gain. In the event that a sponsor cannot be of equal pay grade, one pay grade above may be appointed.

(b) Is at least an E-5, or a senior E-4 on their second tour of duty with a Must Promote or higher on their most recent evaluation.

(b) Positive attitude towards the Navy and duty in Naples, Italy.

(c) Familiarity with command and local area. A member must have been on board for a minimum of 9 months and should have at least 12 months remaining on board.

(d) Individuals scheduled to transfer should not be assigned as sponsors for their own relief.

(e) Scheduled leave or Temporary Assigned Duty will not interfere with duties as a sponsor. If circumstances arise which require a sponsor's absence after assignment (i.e., emergency leave), a replacement will be assigned and the Command Sponsor Coordinator will be notified via e-mail.

(f) Completed sponsorship training provided by FFSC.

(2) Provide sponsors adequate time to assist newcomers in making a smooth transition to the new area.

(3) Ensure that enlisted Sailors in their department, who are transferring to another command, are assigned sponsors by the gaining command.



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d. Designated sponsors will:

(1) Attend FFSC sponsor training, if not already completed.

(2) Be familiar with the command and its mission.

(3) Be familiar with policies and procedures.

(4) Know locations and services offered by all area support organizations (i.e. Naval Hospital, Branch Medical Clinic, Housing Office, Personnel Support Detachment, etc.).

(5) Be prepared to respond promptly to all requests for additional information or assistance. Use of e-mail, DSN telephones, and fax machines at government expense is authorized and encouraged to facilitate prompt response to questions.

(6) Be available to assist the new arrival with check-in procedures, familiarization with the immediate area and base facilities during the first few days after their arrival.

(7) Ensure child care needs and information are passed to the Child and Youth program director.

d. FFSC will conduct sponsor training quarterly, or more frequently as needed, and provide training completion data to the Command Sponsor Coordinator.

e. NAVSUPPACT Naples Command Management Analyst will assign sponsors to civilian prospective gains in accordance with reference (b).

7. Records Management. Records created as a result of this instruction, regardless of media and format, must be managed per SECNAV M-5210.1.

8. Review and Effective Date. Per OPNAVINST 5215.17A, NAVSUPPACT Naples will review this instruction annually on the anniversary of its effective date to ensure applicability, currency, and consistency with Federal, Department of Defense, Secretary of the Navy, and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will automatically expire 10 years after effective date unless reissued or canceled prior to the 10-year anniversary date, or an extension has been granted.

  
T. A. ABRAHAMSON

Releasability and distribution:

NAVSUPPACTNAPLESINST 5216.4CC

Lists: I and II

Electronic via NAVSUPPACT Naples website:

[https://www.cnic.navy.mil/regions/cnreurafswa/installations/nsa\\_naples/about/departments/administration\\_n1/administrative\\_services/instructions.html](https://www.cnic.navy.mil/regions/cnreurafswa/installations/nsa_naples/about/departments/administration_n1/administrative_services/instructions.html)

Command Sponsor Coordinator Welcome Aboard Letter (Without Dependents)

Dear YNSN Joe Sailor,

Congratulations on your orders to U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy! My name is COMMAND SPONSOR NAME, the Command Sponsor Coordinator for NAVSUPPACT Naples. I will assist you in your transition and assign a sponsor to help make your transfer as smooth as possible.

Log on to our website at [http://www.cnic.navy.mil/regions/cnreurfswa/installations/nsa\\_naples.html](http://www.cnic.navy.mil/regions/cnreurfswa/installations/nsa_naples.html) and browse around. It will give you information about NAVSUPPACT Naples, the surrounding area, and the services available here. Our home page should familiarize you with our command and answer any questions you may have. You can also join us on Facebook under "U.S. Naval Support Activity Naples, Italy," where you can keep abreast of the events going on with our military family members. Another tool you can use for your upcoming transfer is the MyNavy Family app, downloadable for your cellphone. This app is part of a larger effort by the Navy to improve the experiences of spouses and families by combining authoritative information from more than 22 websites into a single convenient application.

Please take a couple of minutes to complete the Prospective Gain Questionnaire on <https://www.nsips.navy.mil/>. Click on Employee Self Service, Electronic Service Record, Tasks, and then complete the Gain Questionnaire. The questionnaire will help your sponsor understand your needs. Also make sure you have the following copies of the items listed below prior to arriving to Naples, Italy for Area Orientation.

- Four copies of your endorsed orders
- Flight itinerary and/or Port Call Message
- Medical and dental records
- Copy of your driver's license, if applicable
- Travel claim receipts
- Copy of passport, if applicable
- Copy of Page 2
- Copy of signed Report of Suitability for Overseas Assignment (NAVPERS 1300/16)

Our Command Ombudsmen are Mrs. Yvette Vasquez and Mrs. Kelly Ruelas. They can be reached at [nsa.naples.omb@gmail.com](mailto:nsa.naples.omb@gmail.com). Your sponsor should have already contacted you. Should you not receive a response from your sponsor within a reasonable amount of time, please notify me. You may reach me via e-mail at [nsanaples.sponsor@eu.navy.mil](mailto:nsanaples.sponsor@eu.navy.mil), by calling the Quarterdeck at DSN: 314-626-5547, commercial: 011-39-081-568-5547, or you can write to me.

My address is:     Commanding Officer  
                      NAVSUPPACT Naples  
                      ATTN: Command Sponsor Coordinator  
                      PSC 817 Box 101  
                      FPO AE 09622-0002

Although entry into Italy requires only a copy of permanent change of station orders and military I.D. for the service member, I highly recommend you obtain a "Tourist" passport so you can enjoy the many travel opportunities associated with being stationed overseas.

If you plan to bring house pets with you, please ask your local transportation office to explain the specific requirements to ensure safe and legal passage for your small friend(s). You should also notify your sponsor of your intentions. This is very important, as the only kennel facilities offered to in-transit families are located on the economy and the kennel fees are not reimbursable by the government. Prior notification could possibly help you avoid paying kennel fees if your sponsor or someone else from your new command is willing to temporarily house your pet(s).

Be advised neither firearms nor ammunition are authorized. If you own a firearm or ammunition, you must make arrangements for proper storage prior to your household goods shipment or departing your current command. Italian customs scan incoming household goods shipments and if firearms or ammunition are found, the military member is subject to local prosecution and the weapons will be destroyed.

If you have any questions or concerns, do not hesitate to contact me. Welcome aboard!

Sincerely,

Enclosure (1)



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Command Sponsor Coordinator Welcome Aboard Letter (With Dependents)

Dear YNSN Joe Sailor,

Congratulations on your orders to U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy! My name is COMMAND SPONSOR NAME, the Command Sponsor Coordinator for NAVSUPPACT Naples. I will assist you in your transition and assign a sponsor to help make your transfer as smooth as possible.

Log on to our website at [http://www.cnic.navy.mil/regions/cnreura/swa/installations/nsa\\_naples.html](http://www.cnic.navy.mil/regions/cnreura/swa/installations/nsa_naples.html) and browse around. It will give you information about NAVSUPPACT Naples, the surrounding area, and the services available here. Our home page should familiarize you with our command and answer any questions you may have. You can also join us on Facebook under "U.S. Naval Support Activity Naples, Italy," where you can keep abreast of the events going on with our military family members. Another tool you can use for your upcoming transfer is the MyNavy Family app, downloadable for your cellphone. This app is part of a larger effort by the Navy to improve the experiences of spouses and families by combining authoritative information from more than 22 websites into a single convenient application.

Please take a couple of minutes to complete the Prospective Gain Questionnaire on <https://www.nsips.navy.mil/>. Click on Employee Self Service, Electronic Service Record, Tasks, and then complete the Gain Questionnaire. This questionnaire will help your sponsor understand your needs. Also make sure you have the following copies of the items listed below prior to arriving to Naples, Italy for Area Orientation.

- Four copies of your endorsed orders
- Flight itinerary and/or Port Call Message
- Medical and dental records
- Copy of yours and dependent's driver's license, if applicable
- Travel claim receipts
- Copy of passport and dependent(s) passport, if applicable
- Copy of Page 2
- Copy of signed Report of Suitability for Overseas Assignment (NAVPERS 1300/16)

Our Command Ombudsmen are Mrs. Yvette Vasquez and Mrs. Kelly Ruelas. They can be reached at [nsa.naples.omb@gmail.com](mailto:nsa.naples.omb@gmail.com). Your sponsor should have already contacted you. Should you not receive a response from your sponsor within a reasonable amount of time, please notify me. You may reach me via e-mail at [nsanaples.sponsor@eu.navy.mil](mailto:nsanaples.sponsor@eu.navy.mil), by calling the Quarterdeck at DSN: 314-626-5547, commercial: 011-39-081-568-5547, or you can write to me.

My address is: Commanding Officer  
NAVSUPPACT Naples  
ATTN: Command Sponsor Coordinator  
PSC 817 Box 101  
FPO AE 09622-0002

If you are transferring with dependents, it is mandatory that they have "No Fee" passports in their possession prior to your transfer. You may obtain these passports from your Navy Personnel Transportation Office or local Personnel Support Detachment. Although entry into Italy requires only a copy of permanent change of station orders and military I.D. for the service member, I highly recommend you obtain a "Tourist" passport so you can enjoy the many travel opportunities associated with being stationed overseas. You should obtain "Tourist" passports for your dependents as well.

If you plan to bring house pets with you, please ask your local transportation office to explain the specific requirements to ensure safe and legal passage for your small friend(s). You should also notify your sponsor of your intentions. This is very important, as the only kennel facilities offered to in-transit families are located on the economy and the kennel fees are not reimbursable by the government. Prior notification could possibly help you avoid paying kennel fees if your sponsor or someone else from your new command is willing to temporarily house your pet(s).

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The NAVSUPPACT Naples child and youth program consists of the child development center, school age care, teen programs, child development homes, youth sports, and the school liaison officer program. Full time care and child care during Area Orientation can be processed upon receipt of orders by contacting Ms. Samantha Love at COMM: 011-39-081-811-4989 or DSN: 314-629-4989, or e-mail: [samantha.love@eu.navy.mil](mailto:samantha.love@eu.navy.mil).

Be advised neither firearms nor ammunition are authorized. If you own a firearm or ammunition, you must make arrangements for proper storage prior to your household goods shipment or departing your current command. Italian customs scan incoming household goods shipments and if firearms or ammunition are found, the military member is subject to local prosecution and the weapons will be destroyed.

If you have any questions or concerns, do not hesitate to contact me. Welcome aboard!

Sincerely,

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Welcome Aboard Message (Without Dependents)

FM NAVSUPPACT NAPLES IT  
TO DEPARTING COMMAND  
INFO NAVSUPPACT NAPLES IT  
BT

UNCLAS

MSGID/GENADMIN/NSA NAPLES IT/MONTH//

SUBJ/WELCOME ABOARD ICO YNSN JOE SAILOR, USN//

REF/A/DOC/OPNAVINST 1740.3//

AMPN/REF A IS COMMAND SPONSOR AND INDOCTRINATION PROGRAM  
INSTRUCTION.

RMKS/1. Pass to YNSN Joe Sailor.

2. Benvenuti a Napoli (Welcome to Naples)! Congratulations on your orders to U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy. As the premiere Naval Support Activity in the Mediterranean theater, our mission is to provide outstanding support to the North Atlantic Treaty Organization and SIXTH Fleet, afloat units, over 55 tenant commands and approximately 10,000 personnel. You will find your upcoming tour of duty not only challenging, but also very rewarding.

3. Careful consideration is given to any medical issues associated with service members before they arrive. You must complete an Overseas Screening (OSS) within 30 days of receipt of orders. Results of the OSS must be forwarded to the appropriate receiving command. In addition, please forward your current mailing address, and command phone numbers (DSN, COMM, and Fax) to your sponsor. Ensure to coordinate all medical concerns through your primary care manager prior to your permanent change of station. It is the responsibility of the transferring command to report any change in your medical condition or OSS status after the screening is completed and prior to transfer. All questions regarding medical suitability for overseas assignment to NAVSUPPACT Naples in the case of active duty personnel should be directed to the U.S. Naval Hospital, Naples, Italy. Important information for NAVSUPPACT Naples is as follows:

NAVSUPPACT Naples Mailing Address:  
COMMANDING OFFICER  
U.S. NAVAL SUPPORT ACTIVITY, NAPLES, ITALY  
ATTN: COMMAND SPONSOR COORDINATOR  
PSC 817 BOX 101  
FPO AE 09622-0002

NAVSUPPACT Naples Quarterdeck:  
COMM: 011-39-081-568-5547  
Overseas DSN: 314-626-5547  
FAX: 011-39-081-568-5393

Additional Information:

Command Sponsor Coordinator Email: [nsanaples.sponsor@eu.navy.mil](mailto:nsanaples.sponsor@eu.navy.mil)  
OMBUDSMAN Email: [nsa.naples.omb@gmail.com](mailto:nsa.naples.omb@gmail.com)  
CNIC: [www.cnic.navy.mil/Naples](http://www.cnic.navy.mil/Naples)  
Facebook: [www.facebook.com/NSANaples](http://www.facebook.com/NSANaples)



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4. You will be assigned to the NAME of Department and your sponsor is YN3 Door. He will be writing to you in the near future and can be contacted now if you need any specific information (please note there is a number hour time difference from current location to Italy):

DSN: 314-626-XXXX

COMM: 39-081-XXX-XXXX

EMAIL: william.door@eu.navy.mil

5. You should soon receive a "Welcome Aboard" package that is full of very useful information. It is important that you go through all of the material so you are completely aware of all requirements for moving to Italy. If you do not receive the Welcome Aboard package soon, please inform the Command Sponsor Coordinator at the email address above. Also, please address any other questions you have to your sponsor. Another tool you can use for your upcoming transfer is the MyNavy Family app, downloadable for your cellphone. This app is part of a larger effort by the Navy to improve the experiences of spouses and families by combining authoritative information from more than 22 websites into a single convenient application.

6. You must travel in civilian attire. Your sponsor will meet you at the airport so please keep us advised of your travel plans/itinerary. It is strongly recommended that you acquire a tourist passport (not mandatory but a good idea), if you desire to travel throughout Europe during your tour here in Naples. You are required to have a valid driver's license in order to obtain an Italian motor vehicle operators license/translation. Additionally, all entitlements will be for Naples, Italy.

7. If you have any questions about your new duty station and your move, or you feel your sponsor is not meeting your needs, you may want to check out the NAVSUPPACT Naples website at [http://www.cnic.navy.mil/regions/cnreurafswa/installations/nsa\\_naples.html](http://www.cnic.navy.mil/regions/cnreurafswa/installations/nsa_naples.html). You are always free to call the NAVSUPPACT Naples Command Sponsor Coordinator at e-mail: [nsanaples.sponsor@eu.navy.mil](mailto:nsanaples.sponsor@eu.navy.mil).

8. I am looking forward to your arrival and having you join the NAVSUPPACT Naples team. Arrivederci.

9. CAPT T. A. ABRAHAMSON, NAVSUPPACT Naples Commanding Officer, sends.//

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Welcome Aboard Message (With Dependents)

FM NAVSUPPACT NAPLES IT  
TO DEPARTING COMMAND  
INFO NAVSUPPACT NAPLES IT  
BT

UNCLAS

MSGID/GENADMIN/NAVSUPPACT NAPLES IT/MONTH//  
SUBJ/WELCOME ABOARD ICO YNSN JOE SAILOR, USN//  
REF/A/DOC/OPNAVINST 1740.3//

AMPN/REF A IS COMMAND SPONSOR AND INDOCTRINATION PROGRAM  
INSTRUCTION.

RMKS/1. Pass to YNSN Joe Sailor.

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3. All entitlements will be for Naples, Italy. If you elect an unaccompanied tour, ensure to check with your personnel office and review MILPERSMAN article 1300-308. If your dependents will be accompanying you, it is mandatory that they have "No Fee" passports in their possession prior to your transfer. You may obtain these passports from your Navy Personnel Transportation Office or local Personnel Support Detachment.

4. Careful consideration is given to any medical issues associated with service members and family members before they arrive. You must complete an Overseas Screening (OSS) within 30 days of receipt of orders or letter of intent, and all accompanying family members have within 60 days to complete their OSS. Results of the OSS must be forwarded to the appropriate receiving command. In addition, please forward family composition and names of accompanying family members, current mailing address, and command phone numbers (DSN, COMM, and Fax) to your sponsor. Ensure to coordinate all medical concerns through your primary care manager prior to your permanent change of station. It is the responsibility of the transferring command to report any change in sponsor or dependent medical condition or OSS status after the screening is completed and prior to transfer. All questions regarding medical suitability for overseas assignment to NAVSUPPACT Naples in the case of active duty personnel and accompanying family members should be directed to the U.S. Naval Hospital, Naples, Italy. Important information for NAVSUPPACT Naples is as follows:

NAVSUPPACT Naples Mailing Address:  
COMMANDING OFFICER  
U.S. NAVAL SUPPORT ACTIVITY, NAPLES, ITALY  
ATTN: COMMAND SPONSOR COORDINATOR  
PSC 817 BOX 101  
FPO AE 09622-0002

NAVSUPPACT Naples Quarterdeck:  
COMM: 011-39-081-568-5547



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Overseas DSN: 314-626-5547

FAX: 011-39-081-568-5393

Additional Information:

Command Sponsor Coordinator Email: [nsanaples.sponsor@eu.navy.mil](mailto:nsanaples.sponsor@eu.navy.mil)

OMBUDSMAN Email: [nsa.naples.omb@gmail.com](mailto:nsa.naples.omb@gmail.com)

CNIC: [www.cnic.navy.mil/Naples](http://www.cnic.navy.mil/Naples)

Facebook: [www.facebook.com/NSANaples](http://www.facebook.com/NSANaples)

5. You will be assigned to the NAME of Department and your sponsor is YN3 Door. He will be writing to you in the near future and can be contacted now if you need any specific information (please note there is a number hour time difference from current location to Italy):

DSN: 314-626-XXXX

COMM: 39-081-XXX-XXXX

EMAIL: [william.door@eu.navy.mil](mailto:william.door@eu.navy.mil)

6. You should soon receive a "Welcome Aboard" package that is full of very useful information. It is important that you go through all of the material so you are completely aware of all requirements for moving to Italy. If you do not receive the Welcome Aboard package soon, please inform the Command Sponsor Coordinator at the email address above. Also, please address any other questions you have to your sponsor. Another tool you can use for your upcoming transfer is the MyNavy Family app, downloadable for your cellphone. This app is part of a larger effort by the Navy to improve the experiences of spouses and families by combining authoritative information from more than 22 websites into a single convenient application.

7. You must travel in civilian attire. Your sponsor will meet you at the airport so please keep us advised of your travel plans/itinerary. It is strongly recommended that you and your accompanying dependents acquire a tourist passport (not mandatory but a good idea) if you desire to travel throughout Europe during your tour here in Naples. In addition, you and your dependents are required to have a valid driver's license in order to obtain an Italian motor vehicle operators license/translation.

8. The NAVSUPPACT Naples child and youth program consists of the child development center, school age care, teen programs, child development homes, youth sports, and the school liaison officer program. If you will require child care during your tour here, contact the child and youth program upon receipt of this message. Full time care and child care during area orientation can be processed by contacting Ms. Samantha Love at COMM: 011-39-081-811-4989 or DSN: 314-629-4989, or e-mail: [samantha.love@eu.navy.mil](mailto:samantha.love@eu.navy.mil).

9. If you have any questions about your new duty station and your move, or you feel your sponsor is not meeting your needs, you may want to check out the NAVSUPPACT Naples website at [http://www.cnic.navy.mil/regions/cnreurfswa/installations/nsa\\_naples.html](http://www.cnic.navy.mil/regions/cnreurfswa/installations/nsa_naples.html). You are always free to call the NAVSUPPACT Naples Command Sponsor Coordinator at e-mail: [nsanaples.sponsor@eu.navy.mil](mailto:nsanaples.sponsor@eu.navy.mil).

10. I am looking forward to your arrival and having you join the NAVSUPPACT Naples team. Arrivederci.

11. CAPT T. A. ABRAHAMSON, NAVSUPPACT Naples Commanding Officer, sends.//



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Sponsorship Program Evaluation Form

Command Sponsor Coordinator  
U.S. Naval Support Activity, Naples, Italy

Please answer the following questions and return this form to the Command Sponsor Coordinator. Reflect upon the recent experiences of your transfer to Naples. Your honest responses will allow us to better meet the needs of those personnel coming in after you.

Date Completed: \_\_\_\_\_ Date Reported: \_\_\_\_\_ Dept: \_\_\_\_\_

1. (Optional) My name and rate is: \_\_\_\_\_

2. I received the following material prior to my arrival:

- a. Commanding Officer "Welcome Aboard" message: **Yes / No** (circle one)
- b. Command Sponsor Coordinator "Welcome Aboard" letter: **Yes / No** (circle one)
- c. Commanding Officer "Welcome Aboard" letter: **Yes / No** (circle one)
- d. Sponsor "Welcome Aboard" letter: **Yes / No** (circle one)
- e. "Welcome Aboard" package: **Yes / No** (circle one)
- f. Benvenuti A Napoli: **Yes / No** (circle one)

3. Prior to my arrival, my sponsor maintained contact with me: **Yes / No** (circle one)

4. Upon arrival, I was met by my sponsor: **Yes / No** (circle one)

5. My sponsor made suitable lodging arrangements for me: **Yes / No** (circle one)

6. My sponsor was available for questions, problems, transportation, check-in, and general assistance until I was established: **Yes / No** (circle one)

7. My current contact phone number is: \_\_\_\_\_

8. I have the following comments/suggestions concerning the sponsorship program:

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Please contact the NAVSUPPACT Naples Command Sponsor Coordinator if you have any additional comments about your recent transfer. They can be reached at [nsanaples.sponsor@eu.navy.mil](mailto:nsanaples.sponsor@eu.navy.mil). Thanks for your help!

Enclosure (3)

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Sponsor Guidelines

1. Once initial communication has been established by the Command Sponsor Coordinator via the Commanding Officer's welcome aboard message and package, ensure any questions or concerns raised by the member are resolved in a thorough and timely manner.
2. Liaison via e-mail, telephone and/or fax for further communication is encouraged; however, such communication is not to be used in lieu of initial message and Welcome Aboard package. If e-mail is used, sponsors shall use their official e-mail address.
3. Ensure prospective gain is provided with all current information to make intelligent decisions on shipment of household goods, vehicles, housing, utility expenses, and travel.
4. Explain availability and restrictions of temporary lodging and particular entitlements to avoid unexpected financial expenses.
5. Serve as liaison between prospective gain and Child Development Center, Housing Office, Personal Property Office, Post Office, Administration Department, and any other functions as necessary.
6. Meet and assist prospective gain and their dependents, if applicable, upon arrival in the airport terminal.
7. Transport accompanied personnel and their families to temporary lodging. If possible, accompany families to Navy Exchange for purchase of basic necessities, as necessary.
8. Accompanied personnel reporting on weekends or holidays will be contacted daily until first working day after reporting to determine whether they require any additional assistance.
9. Ensure prospective gain completes check-in with all appropriate check-in points.
10. If necessary, assist accompanied personnel from temporary lodging to permanent quarters.
11. Serve as continuing source of information and point of contact for prospective gains for all service functions at U.S. Naval Support Activity, Naples, Italy, until the prospective gain has comfortably settled in the local area and command.