MARINE CORPS

# SPONSORSHIP PROGRAM HANDBOOK

**Marine Corps Base Camp Butler Okinawa, Japan**

Current Edition September 2026

# PURPOSE

## WHY TAKE THIS CLASS?

Numerous surveys have confirmed that by providing personalized relocation support to Service Members and their families, they are more likely to have a positive moving experience, adjust faster to their new homes/base and provide for happier and more productive Marines/Sailors on the job. Today's information is designed to give each of you the tools, resources and incentive to be an effective and successful sponsor.

## WHAT IS A SPONSOR?

Sponsors are appointed by the command or may volunteer for the role. They are matched to newcomers based on marital status, job specialty, and rank/grade to ensure the best fit. Once assigned, the sponsor provides a warm welcome and essential support to personnel relocating to Okinawa. This includes offering reliable information, helping the newcomer settle in, introducing them to unit members, and familiarizing them with the base and local community.

**Effective Sponsorship Overview**

**Sponsor Expectations**

- Create a positive first impression by being welcoming, approachable, and proactive.
- Maintain personal contact to help the newcomer feel connected and supported.
- Be trained, motivated, and prepared to guide the newcomer through their transition.
- Facilitate a smooth adjustment by anticipating needs and offering clear information.
- Assess newcomer and family needs to ensure the entire household is supported.
- Designate a backup sponsor to maintain continuity during emergencies or TAD.

**Communication and Support Standards**

- Respond within 24 hours to calls, messages, or emails to build trust and reliability.
- Listen actively and provide space for the newcomer to express concerns or questions.
- Help identify needs by asking guiding questions when the newcomer is unsure.
- Include the family in conversations to understand their adjustment needs as well.

# SPONSORSHIP CYCLE

**Step 1**: Command receives Sponsorship Request Form (NAVMC 11799) or web orders

**Step 2**: Command submits Welcome Aboard Package to Inbound Personnel

**Step 3**: Sponsorship Coordinator at Command assigns Sponsor

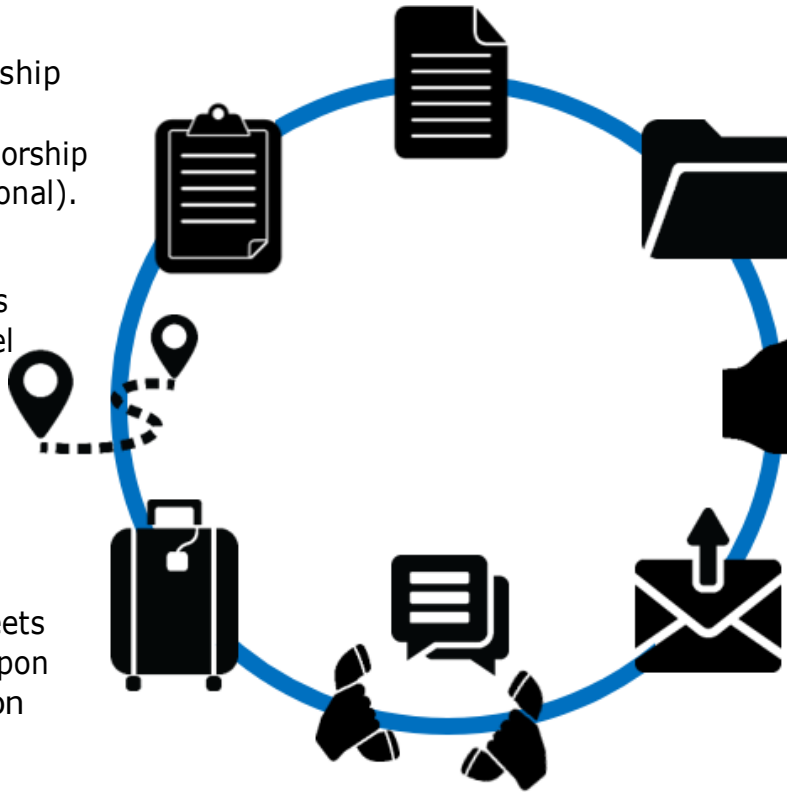
**Step 4**: Sponsor contacts Inbound Personnel

Step 5: Sponsor and Inbound Personnel meet via telephone or email

**Step 6**: Sponsor meets Inbound Personnel upon arrival at duty station

**Step 7**: Sponsor guides newly arrived Personnel through check-in process

**Step 8**: Sponsorship Questionnaire is returned to Sponsorship Coordinator (optional).



# STAGES OF SPONSORSHIP

## Pre - Arrival, Arrival, and Post - Arrival

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### PRE - ARRIVAL

As soon as you are assigned as a sponsor, make contact with the newcomer via e-mail, phone call, or a brief letter (sample letter pg 19-21)

- Introduce yourself
- Welcome the newcomer
- Describe your unit or department
- Include your contact information
- E-mail address
- Phone number (DSN & home)
- Mailing address
- Provide instructions on how to call:
  DSN 315- XXX-XXXX
  Cell phone: 011-81-XX- XXXX-XXXX
  (Omit the first zero)

#### INFORMATION YOU WILL NEED

- Obtain a copy of the newcomer's orders and area clearance (if accompanied) as soon as possible
- Ask for the newcomer's mailing address
- Obtain flight information, arrival date and time
- Determine family status & number and ages of children
- Determine if pets will be involved in the relocation

#### REQUIRED PAPERWORK

Copy of Orders • Area Clearance - USMC & Civilians • Dependent Entry Approval - USN

#### OVERSEAS SCREENING, AREA CLEARANCE, DEPENDENT ENTRY APPROVAL

- The newcomer and any family members MUST go through an overseas screening and obtain area clearance or dependent entry approval before they leave their present duty station.

**Overseas Suitability Screening Coordinator**
U.S. Naval Hospital Okinawa, Japan
DSN: 646-7408 | From cellphone: 011-81-98-971-7408
Email: usn.butler.usnmrtc-okinawa.mbx.overseas-screening@health.mil
Website: https://okinawa.tricare.mil/Patient-Resources/Overseas-Screening-OSS

- Once the Service Member and family members complete the OSS and are found SUITABLE to come to Okinawa, the incoming Service Member will need to request the NAVPERS 1300/16 Report of Suitability from their detaching Command.

- A list of the OSS Departments can be found on **BUMED1300.2B Instruction, Enclosure 6**. The nearest OSS Department will then submit the paperwork to Okinawa for processing.

# STAGES OF SPONSORSHIP

## Pre - Arrival, Arrival, and Post - Arrival

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**PRE - ARRIVAL CONT.**

**** WITHOUT AREA CLEARANCE, FAMILY MEMBERS CANNOT COME TO JAPAN ****
**** THE NEWCOMER WILL NOT QUALIFY FOR HOUSING WITHOUT AN AREA CLEARANCE ****

- If the newcomer has family members with exceptional need (e.g., special education, medical condition, or physical disability), the overseas coordinator must be notified so that it can be determined whether Okinawa can support those needs.
- Please stress the importance of obtaining an overseas screening, area clearance or dependent entry approval. For more information, contact MCIPAC at 315-645-9847 or Commander, Fleet Activities Okinawa Administration office at 634-8239 for Navy personnel.
- Direct them to contact the Family Member Travel Screening Cell (FMTS) at M&RA if they need guidance navigating through the overseas screening process SMB_HQMC_FMTS@usmc.mil
- Please stress the importance of informing their gaining command as soon possible if they or their family members are determined to be medically unsuitable.

## DELAYED DEPENDENT TRAVEL

- USMC Service Members who delay travel of their dependents must receive approval from the Headquarters Marine Corps to continue to draw their stateside BAH allowance. **MCO 7220.56A, MARADMIN 187/22**
- Requests for delayed dependent travel must be submitted to the Fiscal Management Branch of the Manpower Management Integration Branch 3 and Reserved Affairs Policy (MMIB-3/RAP).
- Upon reporting, if the approval is not obtained, the Service Member's stateside BAH allowances will be suspended.
- Additionally, accompanied Service Members who delay travel of their dependents do not qualify for TLA. As a Sponsor, please make Billeting arrangements for the incoming Service Member.
- Accompanied Service Members with delayed dependent travel are eligible to begin housing application process within 30 days of the dependents' arrival. The dependents' flight itinerary must be provided to the Kadena Housing Office beforehand for verification.

**For more information, please, contact:**
Marine Corps: Area Clearance Coordinator IPAC Inbound Section
DSN: 645-8512/4317 | From cellphone: 098-970-8512/4317
Email: areaclearanceipacokinawa@usmc.mil
***Also handles Greenside Sailors***

Navy: Dependent Entry Approval Coordinator
PSD Inbound Section
DSN: 634-9476/6310/6322 | From cellphone: 098-961-9476/6310/6322

# PRE - ARRIVAL CONT.

## GOVERNMENT HOUSING INFORMATION

Family Housing Office: 634 - 0582

- Eligibility: Military personnel with accompanied orders, area clearance, and command-sponsored family members are eligible for on-base housing.
- DoD civilian employees on the Key and Essential Personnel List may contact the Kadena Military Family Housing Office to confirm eligibility and apply.
- Kadena Housing Office website: www.housing.af.mil/Home/Units/Okinawa
- Accompanying family members must have dependency status, command sponsorship/area clearance, and reside with the sponsor for at least nine consecutive months each year.
- For non-concurrent travel, an itinerary showing family arrival within 45 days is required before an official housing offer can be made.
- Members submitting an advance housing application (DD 1746) and orders will be placed on the waiting list by rank and family size; the application activates only after in-person check-in with endorsed orders and area clearance.
- The control date is the date the housing office receives all required documents.
- Families with special needs (e.g., wheelchair, mobility aids, other disabilities) must contact the Kadena Housing Office as early as possible, as not all needs can be accommodated overseas.

### WAITING LIST

- Determined by date priority.
- Due to ongoing issues, assignment of government housing may exceed the normal 10-day window for assignment to Military Family Housing.
- Current mandatory policy requires authorized personnel to reside on base; however, if sufficient inventory is unavailable, they will be authorized to reside in the local community.
- Contact Kadena Military Family Housing office for waiting times.

### ON - BASE & OFF - BASE

- Heavy or oversized furniture is not recommended, as both on-base and off-base housing is typically smaller than stateside homes.
- On base quarters include a stove, refrigerator, dishwasher, and electric washer and dryer.
- Command-sponsored families living off-base may receive a conventional oven, American stove, refrigerator, and a Japanese-style washer and dryer, depending on availability.
- Because of Okinawa's high humidity, bringing or purchasing a dehumidifier is strongly recommended.
- Temporary loaner furniture is available for up to 90 days for command-sponsored accompanied personnel if household goods have not yet arrived.
- Linens and televisions are not provided; place essential items in your express shipment so they are available immediately upon arrival.

# PRE - ARRIVAL CONT.

## OFF - BASE HOUSING

- When newcomers move off base they will receive Overseas Housing Allowance (OHA).
- If no units are available, your counselor will provide the "Request to Reside Off Base" Memo. The request will need to be routed to your Commander for endorsement.
- If you are assigned to Military Family Housing but desire to live in town, you can seek to move off post after 12 months. To be approved to move off-post, occupancy in your grade (rank) and entitlement (bedrooms) must be at or above 90% in both your primary and secondary assignment locations. Your command must concur with the move and the relocation considered a convenient move and the cost associated is not funded.

## SETTING MILITARY FAMILY HOUSING

- Furnishings Management: Temporary loaner furnishing kits are available to eligible personnel for 90 days after initial delivery.
  - DSN: 634 - 1625 or 632 - 4073
  - Email: 718ces.fms@us.af.mil
- Lending Locker: available at all Family Programs and Resource Centers except at Camp Schwab. Basic kitchen items can be borrowed for 30 - 60 days. This is only available for accompanied service members.
- Mediatti Broadband Communications: On-base residences are pre-wired for MBC Service. Contact MBC to set up MBC internet and TV services.
  - DSN: 634 - 8000 | US: +1 512 - 672 - 7517
  - Website: www.mbcokinawa.net
- Thrift Stores
  - Kadena Thrift Shop offers $30 vouchers per month for Service Members with Leave and Earnings Statement (LES). They are located at Bldg 859.
  - Camp Foster Marine Thrift Shop offers 5 uniform pieces per month for free. They are located at Bldg 5691

## HOUSEHOLD GOODS INBOUND INFORMATION

DMO: Foster (645 - 0922); Courtney (622 - 7561/9770); Hansen (623 - 7410/7029)

- DMO will provide the newcomer with all the necessary information to make their move a smooth one.
- Newcomers can do an "express shipment," which averages approximately 30 days for delivery, and a "household goods shipment," which averages approximately 60 days for delivery.
- Please inform the newcomer not to ship his/her washer and dryer or large kitchen appliances.
- Once the newcomer arrives in Okinawa, ensure they check in with DMO.
- **Firearms and Ammunition are not authorized**
  - Sporting Arms require Commander's Pre-Approval
    - Camp Foster Customs | DSN: 645-2217/3576

# PRE - ARRIVAL CONT.

## THINGS TO INCLUDE IN THE "EXPRESS" SHIPMENT

- Seasonal clothing
- Linens (sheets, pillows, towels, blankets)
- Set of dishes, pots & pans, cooking & eating utensils
- Baby items, if applicable (stroller, highchair, car seat, crib)
- Children's favorite toys
- Vacuum cleaner

## Documents to Hand Carry

- Orders & Area Clearance
- Valid Passport / Military ID card
- SSN cards
- Pet Records
- Immunization Records
- Valid Driver's License
- Birth & Marriage Certificates
- Family Care Plan
- EFMP Records
- Tax Records
- Education Records
- Employment Records
- Power of Attorney
- Medical/Dental Records

## MILITARY ONESOURCE

- Defense Personal Property System (DPS): Accessible through www.militaryonesource.mil. Use this tool to upload your orders, schedule your move, track household goods shipment, file a claim and more. Service Members are encouraged to use the weight calculator in DPS to help with weight estimations.
- Plan My Move: Create customized checklist for the upcoming move.
- PCSmyPOV: Online resource for shipping/storing a privately owned vehicle.
- MilitaryINSTALLATIONS: Online resources to find contacts for key programs and services, check-in procedures, and local resources.
- Contact Information:
  - Phone: 800 - 342 - 9647 or 145 from any DSN.
  - Website: www.MilitaryOneSource.mil

## THINGS YOU CAN DO FOR THE NEWCOMER

**Postal Service**

- All SOFA-status personnel arriving under PCS orders to MCB Camp Butler qualify for a PSC Box.
- A post office box can be set up once the newcomer provides a copy of their orders and area clearance.
- Provide the newcomer with their new mailing address as soon as it is assigned.
- The newcomer should complete a Change of Address form at their current post office before relocating.

**Temporary Lodging**

- Make Temporary Lodging Facility (TLF) reservations as soon as the newcomer's arrival date is known; ideally for up to 60 days.
- TLF requires the following to book a room:
  Name, rank, and SSN
  Number of family members
  Ages of children
  Check-in date

## PRE - ARRIVAL CONT.

# PETS

There is a two-pet policy for Military Family Housing residents, please visit Kadena Family Housing webpage for more information:
https://www.kadena.af.mil/Agencies/Okinawa-Family-Housing/ofhTest/

Personnel traveling with pets are eligible for reimbursement with the maximum reimbursable amount of $2000 for OCONUS move. U.S. carriers flying to Tokyo (Narita Airport) and Osaka (Kansai International Airport) generally charge rates from $90 to $300 depending on the size of the pet. However, during the summer season, transportation may be refused, depending on temperatures at the point of departure or arrival.

**IMPORTANT REQUIREMENTS TO HAND CARRY:**

- Microchip implantation
- Rabies vaccination
- Serological testing for rabies antibody (FAVN test)
- Advance notification of arrival to Japanese Animal Quarantine Service.
- Health Certification

**For more information, please refer the inbound Servicer Member to the following websites:**

Okinawa Veterinary Activity:
https://phcp.health.mil/Commands/Public-Health-Activity-Japan/Okinawa/

Animal Quarantine Service:
maff.go.jp/aqs/english/animal/dog/index.html

Facebook: https://www.facebook.com/OkinawaVeterinaryActivity/

## VETERINARY SERVICES

Okinawa has a permanent Veterinary Treatment Facility located on Kadena Air Base. The services provided are routine, preventative medicine, daily sick calls and routine surgical procedures as schedules allow. Office hours are Monday & Tuesday, Thursday & Friday from 8:00 AM - 4:30 PM; Wednesday 10:00 AM - 4:30 PM. Appointments are required. After hours emergency services are not provided, however contacts for local veterinarians and symptom translation sheets are available.

Pet owners and sponsors are encouraged to call or email with any questions or concerns regarding import requirements and quarantine at JPN: 098-938-1110, wait for dial tone-630-3990, USA: 512-630-3990 or usarmy.zama.medcom-ph-p.mbx.pha-j-okinawa-vetac@health.mil.

## KARING KENNELS BOARDING FACILITY

DSN: 966-7339
Hours: Monday - Friday | 10:00 AM - 6:00 PM
Please contact the staff for the current list of dog breeds ineligible for boarding at the facility.

Karing Kennels Boarding Facility is located on Kadena Air Base Building 4065. For more information about this policy, please contact your local housing office.

**PRE - ARRIVAL CONT.**

# PETS: IMPORTATION PROCESS & TRAVEL

- **General Guidance**
  - Incoming personnel are encouraged to use military veterinary offices as they are familiar with Japan's import requirements.

- **Pre-Arrival Requirements**
  - Implant a Japanese-government–approved microchip in the pet.
  - Ensure all required vaccinations are completed.
  - Schedule the Fluorescent Antibody Virus Neutralization (FAVN) test to confirm rabies immunity.
  - Begin the 180-day quarantine, which:
    - Starts on the date the FAVN blood sample is drawn.
    - Can be completed partly before travel and finished after arrival in Japan.
    - Requires the pet to avoid contact with animals outside its household.

- **Travel Preparation**
  - Provide advance notification to the port of entry.
  - Obtain an Export/Health Certificate to fly with the pet.

- **Helpful Resources**
  - The USDA website offers detailed guidance on traveling with pets.
  - Website: **www.aphis.usda.gov/aphis/pet-travel**
  - It also provides a tool to locate nearby facilities that issue International Health Certificates, which is useful if a certificate expires while the family is on leave.

- **Documentation & Submission**
  - Accredited veterinarians may submit health certificates electronically through VEHCS.
  - Certificates may have either:
    - An original ink signature and embossed seal, or
    - A digital signature/seal.

- **Military-Specific Allowances**
  - Active-duty military personnel and their families may use a valid health certificate for dogs and cats issued by a military veterinarian without APHIS endorsement.

**Traveling with Pets on Air Mobility Command (AMC)**

- Make flight arrangement with PTO
- Costs range from $125-$375
- Hard kennels-cargo area
- Soft kennels - in cabin pets only
- Website: https://www.amc.af.mil/AMC-Travel-Site/AMC-Pet-Travel-Page/

## PRE - ARRIVAL CONT.

# SCHOOL INFORMATION

If there are children, please tell the newcomer to hand-carry school records. These records are required to register children at all DoDEA schools on Okinawa.

Inform the newcomer to obtain the phone and fax numbers of their child(ren)'s school(s) in the event that he/she does not have their school records when they arrive in Okinawa. The schools here will then be able to contact the previous school(s) to obtain a copy of the school record(s).

## School Documents Required:

- Orders
- Area clearance/Dependent Entry Approval
- Social Security Card
- Immunization Records
- Original Birth Certificate (if child will be starting kindergarten)
- School records from previous school (must be originally sealed to be valid)
- Housing assignment letter or lease
- Remind the newcomer about online pre-registration

DoDEA Okinawa schools and online registration, please, visit the website: https://www.dodea.edu/registration/pacific-region#_Enrollment_Contacts_PAC_-_South_District:_

## PRE - ARRIVAL CONT.

# CHECKLISTS: SCHOOL TRANSITIONS

### PARENT/GUARDIAN

- Birth certificate
- Social Security number
- Immunization record
- Custody/guardianship documents
- Proof of residency or military orders

### SCHOOL INFORMATION

- School contact details
- Course descriptions / grading scale (6th grade and higher)
- Textbook info
- School profile/handbook or website

### ACADEMIC RECORDS

- Cumulative folder
- Schedule & report cards
- Attendance
- Withdrawal grades/progress
- Test scores
- Activities/extracurriculars
- Recommendations, samples, portfolios (if available)
- Fees owed, alternative school records
- Service hours

### SPECIAL PROGRAMS

- IEP / 504
- Gifted program info
- ESL/Bilingual records
- At-risk/action plans
- Classroom modifications

### OTHER DOCUMENTS

- Other work or Performance Examples
- Academic Recognitions/Competitions
- Participation

**1–2 Months Before:**

- Gather and copy required documents.
- Make contact with key school administration.
- Learn and plan the withdrawal process.

**2 Weeks Before:**

- Update all documents.
- Confirm your child's last day with the school.

**If Moving Mid-Year:**

- Copy textbook covers and course outlines.
- Clarify how credits/coursework will transfer.

**School Liaison Officer**

- Camp Foster Bldg. 495
- DSN: 645-3205
- Stateside: 011-81-98-970-3205
- Visit: https://www.okinawa.usmc-mccs.org/marine-family-support/child-and-youth/school-liaison

# PRE - ARRIVAL CONT.

## Pre - Arrival Checklist & Newcomer's Orientation Welcome Aboard

### PRE - ARRIVAL

- Contact inbound Marine/Sailor and collect key information (email, phone, address, pets, family details).
- Send the full Welcome Aboard package (command letter, sponsor letter, contact info, youth sponsorship).
- Request and track orders, area clearance, and department approval.
- Request dependent entry clearance and note whether they are traveling with pets.
- Notify command of any status changes.
- Identify and document a back-up sponsor.
- Request a PO Box and provide the address to the inbound Marine/Sailor.
- Reserve billeting/TLF and kennel space as needed (book early during summer months).
- Ask if any commissary items are needed upon arrival.
- Confirm transportation arrangements and point of contact for arrival day.
- Register the inbound Marine/Sailor for the Welcome Aboard/NOWA brief.
- Schedule a housing brief and provide DD Form 1746.

### NEWCOMERS' ORIENTATION WELCOME ABOARD BRIEF

- **Mandatory Requirements**
  - NOWA must be completed after arrival in Japan.
  - Required to obtain the SOFA Driver's License.
  - Virtual NOWA available for eligible newcomers up to 30 days before arrival.
- **Who Must Attend (In-Person)**
  - All accompanied personnel
  - Family members age 16+
  - Unaccompanied personnel E-6 and above
  - All Navy hospital personnel
  - All civilian personnel
  - CFAO Sailors when CFAO Indoctrination is unavailable
- **Childcare for NOWA**
  - Free, one-time, space-available childcare (ages 6 weeks–5 years)
  - Location: Camp Foster, Chimugukuru CDC (Bldg. 499)
  - Drop-off: 06:15 earliest; Pick-up: 15:00 latest
  - Must pre-register at MCCS R&R (Bldg. 495, Room 100)
  - Reservations due no later than Tuesday at noon
  - Info: 645-4117 / 645-4062

- **Eligibility for Virtual NOWA**
  - Family-Based Eligibility
  - Spouses of active-duty, DoD civilians, and contractors with children under 16
  - Single parents with children under 16
  - May be completed 30 days prior arrival.
- **Rank/Grade Eligibility**
  - Anyone eligible for the Online SOFA License Test may take Virtual NOWA, including:
    - O-4 and above
    - CWO4–CWO5
    - E-6 and above
    - GS-13 and above
    - NAF-4 and above
- **How to Request**
  - Submit the Virtual NOWA Request Form at: https://www.okinawa.usmc-mccs.org/irr
  - or email: mcbb_newcomers@usmc.mil
- **Additional Note**
  - Children may attend in-person NOWA, but some content may not be suitable for all ages.

# ARRIVAL

## ARRIVING TO OKINAWA

- Newcomers will be given a Port Call Date. This will either be an Air Mobility Command (AMC) flight, or it will be a commercial flight
- Confirm flight information and arrival date/time
- If the newcomer is taking a military flight, you must meet them at Kadena AMC Terminal
- Meet and greet the newcomer at Naha International Airport if they come in commercially

### THINGS YOU CAN DO FOR THE NEWCOMER

- Before the newcomer and family arrive, you can purchase some food and drinks (the basics-milk, bread, juice, deli meat, peanut butter and jelly, for example) and put them in their TLF room
- Find out about allergies
- Invite them to dinner
- Offer to take the newcomer to the laundromat or offer the use of your washer and dryer
- Assist the newcomer with finding a motor vehicle

## EMPLOYMENT INFORMATION

MCCS Human Resources: 645 - 3052

Civilian Human Resources: 645 - 2475

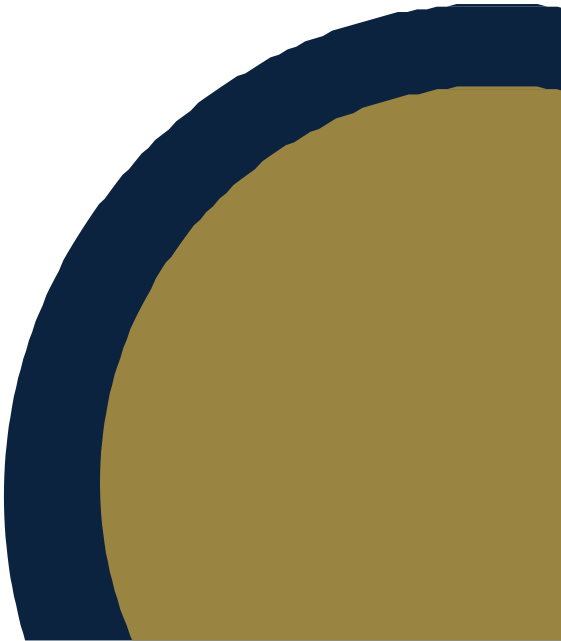
- Job listings are posted at the MCCS Human Resources and the Civilian Human Resources Offices.
- Many jobs are clerical/administrative, retail, and food service.
- The Family Member Employment Assistance Program (FMEAP) Advisor can assist spouses and working aged dependents seeking employment aboard MCB Camp Butler. For more information, please call 645-5074.

# ARRIVAL

## Checklist

### THINGS YOU CAN DO FOR THE NEWCOMER

- Ensure transportation is confirmed and adequate.
- Address any immediate needs (e.g., hunger, comfort).
- Escort the newcomer and family to permanent housing or TLF.
- Take the newcomer to Military Family Housing to register for housing.
- Bring the newcomer to the commissary and Exchange for basic necessities.
- Accompany the newcomer through all in-processing stops.
- Take the newcomer to DMO to check household goods status.
- Introduce the newcomer to key unit personnel.
- Provide a map and tour of the camp or air station.
- Remind the newcomer and family about the Welcome Aboard Brief.
- Remind the newcomer to update TRICARE at the U.S. Naval Hospital on Camp Foster.
- Provide information for obtaining a SOFA driver's license.
- Assist with vehicle registration and driver's licensing.
- Inform the newcomer about the Lending Locker service.



# POST - ARRIVAL

**IMPORTANT**

While the newcomer settles in, maintain regular contact and continue offering support during the first weeks or months as additional needs arise. Encourage the newcomer to complete the required Sponsorship Survey and submit it to the Unit Sponsorship Coordinator. This feedback is essential for evaluating the effectiveness of the Marine Corps Sponsorship Program and improving the overall newcomer experience.

## POST - ARRIVAL CHECKLIST

- Provide transportation and assistance for the newcomer and/or family to attend their NOWA Brief.
- Assist the inbound Service Member with the housing brief at Military Family Housing if family housing is still pending.
- Ensure the inbound Service Member checks in with their gaining command's S-1 or CPPA; E-5 and below unaccompanied Marines check in through Reception & Orientation.
- If accompanied by pets, ensure the inbound Service Member contacts the Kadena Veterinary Clinic upon arrival.
- Take the inbound member to check in with the Kadena Military Family Housing Office if needed.
- Assist the newcomer with obtaining a USFJ SOFA driver's license and purchasing a vehicle.
- Help the newcomer obtain a Japanese cellphone if necessary.
- Assist the newcomer with completing the P.O. Box registration process.

## TIPS FOR SUCCESS

- Avoid giving opinions; let the newcomer form their own.
- Answer questions honestly.
- Maintain a positive attitude.
- Follow the sponsorship checklist.
- Have a backup sponsor.
- Involve the whole family.
- Inform the command of any changes.
- Pay it forward.
- Set the example by being an outstanding sponsor.

# RESOURCES

**III Marine Expeditionary Forces**
https://www.iiimef.marines.mil/

**MCCS Okinawa:**
https://www.okinawa.usmc-mccs.org/

**MCCS Connect App:**
https://www.usmc-mccs.org/mccsconnect

**Relocation Services:**
Mcbb_reloassist@usmc.mil
okinawa.usmc-mccs.org/marine-family-support/information-referral-and-relocation

Personal & Professional Readiness Branch:
Camp Kinser Bldg. 1220: DSN:637-2815
Camp Foster Bldg. 445: DSN: 645-2104
Camp Courtney Bldg. 4425: DSN: 622-7332
Camp Hansen Bldg. 2339: DSN: 623-4522
Camp Schwab Bldg. 3000: DSN: 625-7240

**Special Issuance Passport:**
https://passportmatters.army.mil/Default.aspx
https://www.mcbbutler.marines.mil/Base-Information/IPAC-Okinawa/#tab/passport-office

- References
  - Foreign Clearance Guide provides General Entry Requirements in Section I: www.fcg.pentagon.mil/fcg.cfm
  - General Passport Information and its use: DoD MANUAL O-1000.21 Section 3 Foreign clearance: www.fcg.pentagon.mil/fcg.cfm
  - Important notices regarding Special Issuance, Official, and No-Fee Passports: https://passportmatters.army.mil/Default.aspx

**OSS: Overseas Suitability Screening**
https://okinawa.tricare.mil/Patient-Resources/Overseas-Screening-OSS
Email: usn.butler.usnmrtc-okinawa.mbx.overseas-screening@health.mil

**IPAC**:
https://www.mcbbutler.marines.mil/Base-Information/IPAC-Okinawa/

- Area Clearance**:**
  - Email: areaclearanceipacokinawa@usmc.mil
  - Navy: m-ok-cfao-areaclearance@us.navy.mil
- IPAC Inbound:
  - Email: mcbbutleripacinbound@usmc.mil
  - Website: www.mcbbutler.marines.mil/BaseInformation/IPAC/IPAC-Inbound
- IPAC Passport Office
  - DSN: 645-9848
  - Website: https://www.mcbbutler.marines.mil/Base-Information/IPAC/Passport-Acceptance-Facility-Office/
  - Bldg. 5699

# RESOURCES CONT.

**EFMP:**
https://www.okinawa.usmc-mccs.org/marine-family-support/military-family-life/exceptional-family-member-program

- Marine Corps MCCS EFMP
  - E-mail: efmp@okinawa.usmc-mccs.org
  - DSN: 645-9237
- Navy USNH EFMP
  - E-mail: nhokiefmp@med.navy.mil
  - DSN: 646-7408/7399

**Tricare**:
https://tricare.mil/LifeEvents/Moving/Moving-to-Japan

- Dial Toll-Free Japan: 0120-983-990 or 1-877-678-1208

**Military OneSource**
www.militaryonesource.mil/moving-housing/ moving/pcs-and-military-moves

**Pet Importation Requirements:**

- **USDA Pet Travel Site:** www.aphis.usda.gov/aphis/pet-travel
- **Importation Requirements:** www.maff.go.jp/aqs/english/index.html
- **AMC:** https://www.amc.af.mil/AMC-Travel-Site/AMC-Pet-Travel-Page/
- **Installation Policies:** www.okinawa.usmc-mccs.org/about

**Kadena Veterinary Clinic:**

- DSN: 966-7593 Local: 036-868-2263 U.S.A. 512-672-7593
- Website: https://phcp.health.mil/Commands/Public-Health-Activity-Japan/Okinawa/
- Email: usarmy.zama.medcom-ph-p.mbx.pha-j-okinawa-vetac@health.mil

**Karing Kennels**

- USMC Camps DSN: 99-03-4580-0135 (Dial 6 – 7339)
- Kadena DSN: 966-7339 | U.S.A. 1-512-672-7339
- E-mail: karingkennels@kadenafss.com
- Website: kadenafss.com/karing-kennels

**ISO: Installation Safety Office**
https://www.mcbbutler.marines.mil/Base-Information/Installation-Safety-Office/#driving-in-okinawa

- **Base Safety**:
  - **DSN:** 645-3183
- **Vehicle Registration**
  - www.mcbbutler.marines.mil/Base-Information/Joint-Services-Vehicle-Registration-Office
    - DSN: 645-7481
    - Email: jsvro.mcbb.fct@usmc.mil
  - **Motorcycle:** https://www.mcbbutler.marines.mil/Base-Information/Installation-Safety-Office/#motorcycle-safety

# RESOURCES CONT.

**Lending Locker:**
https://www.okinawa.usmc-mccs.org/marine-family-support/information-referral-and-relocation

**TLF:**
https://www.okinawa.usmc-mccs.org/lodging
- DSN: 645 - 2455

**Kadena Family Housing**:
https://www.kadena.af.mil/Agencies/Okinawa-Family-Housing/ofhTest/
Email: kadenahousing.customerservice@us.af.mil
- Unaccompanied Personnel
  - Contact Billeting Office

**Furnishings**:
http://www.housing.af.mil/Units/Okinawa/furnishingsmanagement/
Email: 718ces.fms@us.af.mil

**DoDEA School**:
www.dodea.edu/Pacific/south/schools-by-district.cfm
Email: ODSORegistrar@dodea.edu

**School Liaison Officer**:
https://www.okinawa.usmc-mccs.org/slo
Camp Foster Bldg. 495
- DSN: 645-3205
- Stateside: 011-81-98-970-3205

**Childcare and School Age Care**:
www.militarychildcare.com
Email: CYTP.ResourceReferral@Okinawa.usmc-mccs.org
- DSN: 645-4117

**Drivers Education Program**
- **MCCS Driver Education**
  - Camp Foster Bldg. 5677
  - DSN: 645-3531
  - Email: driver.education@okinawa.usmc-mccs.org
  - Website: okinawa.usmc-mccs.org/shopping-services/driver-education
- **Kadena Airbase FSS Driver Education**
  - Kadena Schilling Community Center
    - DSN: 634-1387
    - Email: 18fss.fscp@us.af.mil
    - Website: kadenafss.com/schilling/

**Sample "Welcome Aboard" Letter for Newcomers**

DATE

SUBJECT: WELCOME ABOARD

Dear (Grade and Name):

I would like to welcome you and your family to **(Command/Unit)**. Whether or not you've been stationed in Okinawa, I believe you'll enjoy your tour of duty here. As your Sponsor, I will try to make your transition as smooth as possible. **(If known)** You have been tentatively slated for assignment to **(Unit)**.

Your duty phone number will be: DSN _____, commercial 011-_____. Remember, this is a tentative assignment and may be changed based on the needs of this Command.

I have been informed that you are coming on an accompanied tour and will arrive during **(month)**. You will need an overseas suitability screening for you and your family members, an approved Area Clearance/Dependent Entry Approval (DEA) and Special Issuance Passports for each of your family members. Additionally, if you and/or your family members have any requirements for prescription medication, please, ensure that they have been entered into your/your family member's health records.

In the meantime, please review the MCCS Electronic Welcome Aboard Package provided at the link below.

*****ELECTRONIC WELCOME ABOARD PACKAGE*****

MCCS Information, Referral, and Relocation

There are several helpful links located in this package, but not limited to:

**Kadena Family Housing**:

Housing (accompanied Service Members)

**AMC (Air Mobility Command) Pet Travel Page:**

Pet Travel Information:

**Japan Pet Importation Requirements**:

Importation process for pets: Dog & Cat

**PCS Accompanied/Unaccompanied Flowcharts**

**DMO** (Distribution Management Office):

Household Goods Information and Suggestions

**MCB Butler Base Installation Safety Office**:

The Driver's Study Guide 2025 includes Japanese Road Signs

Driving in Okinawa Video

**IMPORTANT NOTE:** The SOFA Privately Owned Vehicle (POV) licensing test is a challenging examination. We strongly recommend everyone taking the licensing test to thoroughly read and study the entire Driver's Study Guide, becoming familiar with and studying all the road signs enclosed in the road sign document.

**Enhanced online SOFA testing process:** Qualified inbound personnel (E6 and above, GS-13 to GS-15, NAF-4 and NAF-5) and their dependents may now apply and complete testing online up to

60 days prior to arriving in Okinawa. Upon arrival, the USFJ Form 4EJ (SOFA License) can be picked up at the Installation Safety Office.

**Please visit the ISO website listed above to get further information about the application process.**

****Please Note: E-5 and below will require the gaining CO's Signature prior to taking the exam.****

**Orientation Welcome Aboard (NOWA) brief Registration**: Registration link for in person NOWA brief:

https://www.eventbrite.com/e/mccs-newcomers-orientation-welcome-aboard-tickets-1042519532987?aff=oddtdtcreator

**Eligibility for Virtual NOWA Brief includes:**

- E-6 and above, and their dependents
- GS-13 and above, and their dependents
- NAF-4 and above, and their dependents
- Spouses of Active-Duty service members, DoD civilians with children under 16 years old
- Single parents with children under 16 years old

**Virtual Orientation Welcome Aboard (NOWA) brief Registration:**

**Virtual NOWA Brief Request: Current as of 6 February 2026**

**Overseas Screening (OSS):**

For more information on the U.S. Naval Hospital Okinawa and overseas medical screening please visit:

https://okinawa.tricare.mil/Patient-Resources/Overseas-Screening-OSS

You must bring your full uniform allowance. The normal uniform of the day is ___.

Finally, you should be prepared for incidental expenses while traveling and upon arrival. You should have sufficient funds to cover food and shelter in the event your travel is delayed. You should have sufficient funds to cover lodging/commissary/meals upon arrival, as Temporary Lodging Allowance **(for lodging only)** is given to partially reimburse you for more than normal expenses incurred while occupying temporary lodging and is paid at the end of each 10-day entitlement period. Please note: if travel of your dependents is delayed, you will not rate TLA.

I will also need your current mailing address and phone number **(**to include your temporary leave address and phone number). Feel free to call me at DSN: ____ or commercial 011-_. My email address is: _. My mailing address is:____.

I hope you find this information helpful. It is not all-inclusive, so I urge you to use the Information, Referral & Relocation Services at your nearest Marine & Family Programs Center **(or the Fleet and Force Support Center for Navy Personnel)** to discuss with trained personnel some of the issues you may encounter. Also, do not hesitate to call or write if you have any questions. I look forward to meeting you and your family in person and working with you as a member of our team.

Sincerely,

(Signature Block)

MCCS
OKINAWA · JAPAN