



U.S. ARMY

PACIFIC



USARJ WELCOME PACKET



SPONSORSHIP



Total Army Sponsorship Program

Soldiers will need to use the Army Career Tracker's (ACT) Total Army Sponsorship Program to initiate the DA Form 5434 (Sponsorship Program Counseling and Information Sheet) and request a sponsor. Sponsorship is required in order to process permanent change of station orders.

The Total Army Sponsorship Program, or TASP, mission is to help Soldiers, civilian employees, and their families better integrate into the U.S. Army, and to assist them when they transition to different units. Sponsorship applies to all active component Soldiers in ranks E-1 through O-6, according to [TASP Regulation, Army Regulation 600-8-8](#).

TASP ensures incoming Soldiers are assigned sponsors prior to reporting to their next duty station. Obtaining a sponsor reduces the stress of reporting to a new unit, enhances resiliency, and improves readiness among Soldiers and family members.



How to Request a Sponsor

Note: This cannot be completed until you've received notification from Human Resources Command.

Log on to <https://actnow.army.mil>.

1. Click the "Messages" dropdown menu, and then "DA Form 5434."
2. Click "Create New Form."
3. Fill out all applicable sections (Sections 1, 2, 4, and 5).
4. Once completed, your sponsor will be notified and can begin providing you the information to better assist you in your move.
5. If your sponsor changes, you will receive notifications in the "Messages" section in ACT.

For essential information on sponsorship and check-in procedures, please speak with your Sponsor or Sponsorship Coordinator.

***Individuals users are unable to see the sponsorship on the Army Career Tracker, or ACT, website unless you are on assignment instructions, or you have been assigned as either a sponsor or unit sponsorship coordinator.**



SPONSORSHIP



Total Army Sponsorship Program FAQ

WHY CAN'T I SEE THE SPONSORSHIP PAGE?

If you received assignment instructions and still do not have a sponsorship tab on the ACT website, please contact the local office that issued your PCS orders and ask them to register your assignment in ACT.

WHERE CAN I LOCATE THE DA FORM 5434

The DA Form 5434 is located under "Sponsorship" and can be accessed via the following sponsorship subpages:
Sponsor Home

I HAVE COMPLETED THE NECESSARY SECTIONS OF THE DA FORM 5434. WHY AM I STILL RECEIVING A NOTIFICATION THAT IT HAS NOT BEEN COMPLETED?

Users will continue to receive notifications stating that their DA Form 5434 is incomplete under the following conditions:

A Sponsor has completed section 3, however sections 1, 2, 4, or 5 are still pending completion by the incoming Soldier.

An incoming Soldier has completed sections 1, 2, 4, and 5, however the assigned Sponsor has yet to complete section 3.

IF MY ASSIGNMENT HAS CHANGED, DO I HAVE TO RECREATE MY DA FORM 5434?

If the original orders have been canceled or revoked, the incoming Soldier will have to create a new DA Form 5434 once a new assignment is provided by Human Resources Command.

WHO IS MY ASSIGNED SPONSOR?

Once you are assigned a sponsor, you'll receive a welcome letter from your Sponsorship Coordinator, which includes your assigned Sponsor and their contact information. Additionally, you can view information about your sponsor in section 3c of your DA Form 5434.

IS THERE AN OPTION FOR ME TO UPLOAD INFORMATION TO THE DA FORM 5434?

Currently, there is no option to upload information to the DA Form 5434.



NETWORK ACCESS



NIPR

UNCLASS Network

- Must complete the Cyber Awareness Challenge Training located at <https://cs.signal.army.mil/>
- Read and sign the Mandated Army IT User Agreement
- Fill out the DD Form 2875 System Authorization Access Request

SIPR

SECURE Network

- **If Applicable:** Include access request along with NIPR in box 13 and 21
- Must complete and attach Derivative Classification Training located at <https://securityawareness.usalearning.gov/derivative/index.htm>

CENTRIX-J

BILATERAL Network

- If Applicable; Governed by your Command
- Requests are submitted through USINDOPACOM MPE CENTRIXS Form menu located at [USINDOPACOM MPE Service Desk - Home \(intelink.gov\)](#)
- Select MPE Form for USERS/ADMIN/Functional Request and fill out the DD Form 2875 System Authorization Access Request



SECURITY



Verification of Security Clearance

For security clearance verifications, contact the USARJ Security section via email (USARMY Camp Zama USARJ MESG G2 SECURITY - usarmy.zama.usarj.mesg.g2-security). Personnel who need access to SIPRNET need to submit a DD2875, signed by your immediate supervisor, then forwarded the USARJ Security Office organizational email for signature, and then to the ISSM in G6 section.





TRANSPORTATION



Traveling from CONUS to Japan:

Primary: MILAR via USTRANSCOM Charter Flight to Yokota Air Force Base (Patriot Express)

Alternate: Commercial Air (Narita or Haneda)

Travel from Yokota to Camp Zama:

Primary: Transportation Motor Pool (TMP) request

Alternate: MWR Limousine Service (Required if traveling with pets)

Travel from Narita or Haneda:

Primary: MWR Shuttle Bus

Alternate: Commercial Bus

Alternate: MWR Limousine Service (Required if traveling with pets)



SHUTTLE BUS



Transportation

Narita (Tokyo) International Airport is about 75 miles from Camp Zama. When you arrive at Narita IAP you will first clear Japanese quarantine before proceeding to Immigrations, both on the second floor. Once cleared through Immigration, you will proceed to the first floor to claim your baggage at the designated baggage carousel. Once you have your baggage, proceed to a Customs counter for final clearance into Japan. The process is well organized with locations clearly identified in English. Have PSC or TDY orders available. While you can proceed through customs with a CAC card, it is highly recommended to have a passport.

Morale, Welfare and Recreation (MWR) offers a shuttle bus each day leaving Narita IAP at 1830., for Sagami-hara Family Housing Area then Camp Zama. There are two stops at Camp Zama, the first at the Community Club and the final stop at the Army Lodging Office. Most American commercial flights arrive at Terminal 1. (If you arrive at Terminal 2, take the free shuttle bus to Terminal 1. Go to the end of the North Wing of Terminal 1. The bus will be available for boarding about 60 minutes before departure. The cost is \$35 per passenger, Claimed on DTS. No credit cards, debit cards or personal checks are accepted. The bus takes about three hours and does not make stops but has a restroom aboard. It is best to carry snacks or nonalcoholic refreshments with you before boarding the bus. There is currency exchange in the airport. If landing before your shuttles arrival, the terminal has multiple floors with a variety of shops and dining options.

Reserve your seat on the shuttle early (both directions) Based on reservation, USARJ Coordinates additional shuttles to service requirements. Shuttle (Zama MWR Outdoor Recreation) zamaodr@gmail.com DSN (315) 263-4671

MWR Narita / Haneda Shuttle

Bus Fee: \$35/\$30 per seat

Reservation hours

Mon-Fri: 0900 - 1600

Sat-Sun: 0800 - 1500

Buses Depart Zama to Haneda and Narita

1100 Zama Lodging

1115 Camp Zama Community Club

1145 SHA Narita Bus Stop (By Reservation Only)

Bus Depart Narita to Zama

1830 Narita Airport Terminal 1

Bus Depart Haneda to Zama

1830 Haneda Airport Terminal 3

NARITA

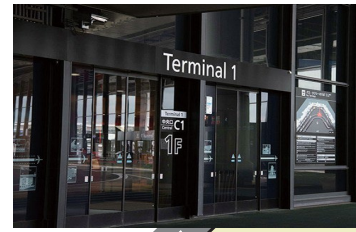


MWR Shuttle Bus Parking

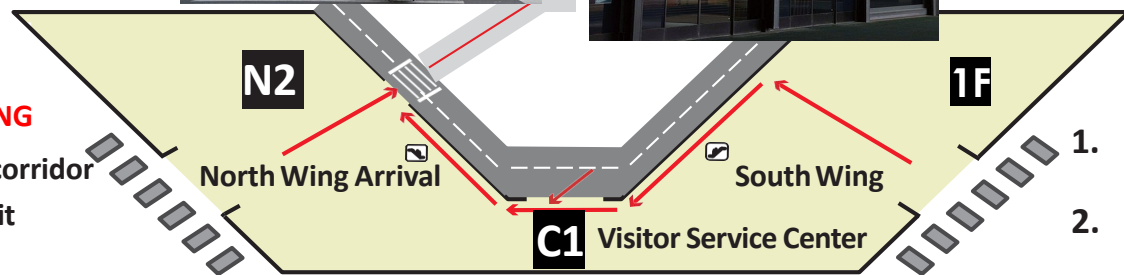


Narita Airport Terminal 1

1. Locate and enter C1.
2. Proceed along the wall to N2.



3. Follow the covered walkway to the MWR shuttle parking area



FROM NORTH WING

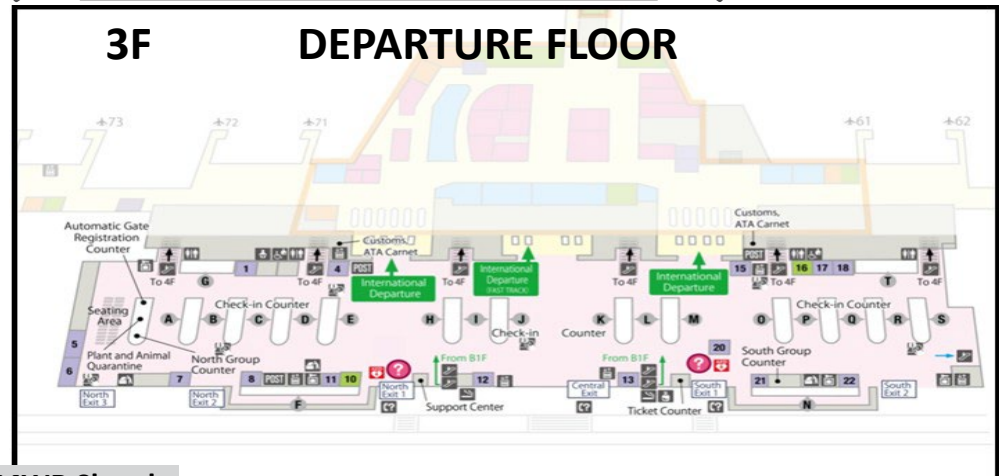
1. Look left across the corridor
2. Proceed to the N2 Exit

FROM SOUTH WING

1. Turn left and walk down the corridor.
2. Proceed to the N2 Exit.

Terminal 2

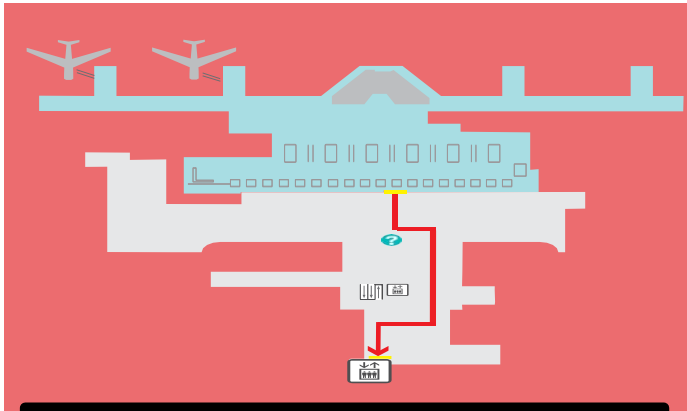
1. You are at ground floor upon your arrival.
2. Take elevator/escalator to get to 3rd floor.
3. Take any exit.
4. Walk all the way until the end of the building



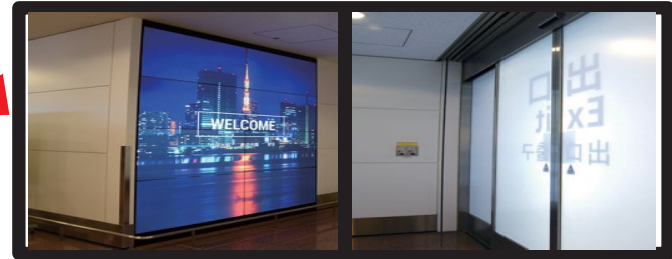
MWR Shuttle Bus Parking



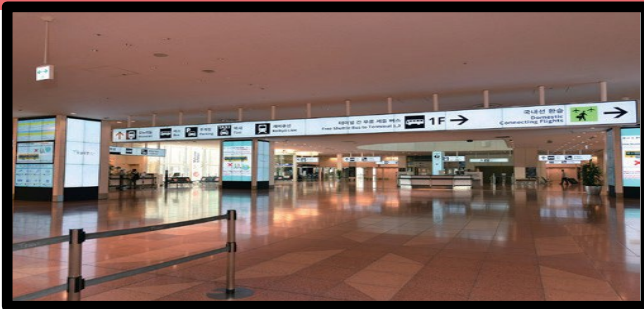
HANEDA



1. When exiting the arrivals area of Terminal 3 (International Terminal) at Haneda Airport, follow all signs leading to the sliding glass doors labeled Exit. A large scrolling display of Japanese culture and places will be directly in front of you as you exit.



2. Once you have exited through the glass doors, you will arrive in a large foyer. Walk past the Information desk - following signs marked "bus/parking".



3. Once you have passed the Information desk, continue past a bank of elevators, as you continue to follow signs marked "bus/parking". When you have passed the elevators, follow the sign marked and take the elevator to the first floor.



4. Exit the elevator, cross the street to "bus boarding" area. The buses will be directly in front of you. If the bus has not arrived yet, there is a small waiting area as well as restrooms nearby.





ALTERNATE TRANSPORTATION



Taxis to Camp Zama are very expensive and can easily exceed \$400 and usually are not reimbursed for official travel. In the event that no transportation arrangements have been made or you arrive after the 1830. Army bus departs, and you have not made prior arrangements, there are alternatives using commercial bus and train transportation.

- 1) There are three commercial limousine bus companies which provide transportation relatively close to Camp Zama. The destination is Sagami-Ono (相模大野). Bus tickets range between ¥ 3500~4100. Purchase tickets from one of the commercial bus companies in the arrival lounge area. Follow their instructions for departure time and bus stop number. When arriving at Sagami-Ono, you will then need to take a commercial taxi to Camp Zama Main Gate 1 (Unless you have a working train knowledge: Odakyu Line to Soubadai Mae Station, then a quarter mile walk to the Zama Walk In Gate). For the most part, commercial taxis are not permitted or will not enter the installation so you must get off at the Main Gate. There are no on-post taxis.
- 2) The N'EX Narita Express operates trains from the lower level of Narita IAP Terminals 1 and 2. The trains run throughout the day on a regular schedule. There are N'EX Narita Express representatives who will help you get your ticket. Ticket turnstiles into and out of stations, as well as nearly all ticket vending machines, are automated. After you insert your ticket, it will reappear about 30 inches from where you inserted it in the turnstile. Keep your ticket as you will need it to exit the station on the end of your leg. Do not bend or mutilate your ticket. The N'EX Narita Express rail line takes about 83 minutes to Shinjuku Station (新宿) and costs ~¥3110 for ordinary car and ~¥4600 for the green car. At Shinjuku Station look for directions to the Odakyu Line (小田急線). Again, there is a representative to buy tickets, to tell you which train to take, and which track to board from. The closest train station to Camp Zama is Sobudaimae Station (相武台前). At Sodudaimae Station turn right after exiting the train ticket turnstile. Go down the stairs to street level and turn a half-right again. You will see a street signal right in front of you, cross the street and continue walking straight to Camp Zama's Gate 4 pedestrian gate, or you can take a taxi to Camp Zama Main Gate 1. Beware of traffic especially if you are not familiar with driving on the opposite side of the road from the U.S.



ALTERNATE TRANSPORTATION



Leisure Travels

Airport Limousine Service Now Available!



**PETS are
allowed!**



Pick-Up Service:

- Camp Zama
- Sagamihara Housing Area
- U.S. Army Sagami Depot

And Drop-Offs at:

- Narita/Haneda Airport
- Yokota Terminal
- Sagami-Ono Station

From	To / From	Prices	
Zama SHA Depot	Narita Airport	One way \$215	Round Trip \$430
	Haneda Airport	One way \$175	Round Trip \$350
	Yokota Air Terminal	One way \$140	Round Trip \$280
	Sagami-Ono	One way \$25	Round Trip \$50

We'll get your group where you need to go, just give us 2 weeks notice to prepare! See attached Limousine Service Form or call **263-4405/3621, 046-407-4405/3621 for more info.**



PATRIOT EXPRESS



What is Patriot Express?

The Patriot Express, also known as *the Rotator*, or *Cat B flight*, is a DoD contracted commercial charter flight, which provides international support to travelers and their families who are on official duty. The 618th Air Operations Center at Scott AFB, IL, schedules these flights on a reoccurring basis, both to and from AMC commercial airports and military passenger terminals. These flights offer an array of in-flight amenities and operate like commercial airlines.

Amenities

Amenities will vary between the contracted airlines. Available meals and beverages are comparable to those offered in commercial airline business class. Special meals, such as Kosher, diabetic, vegetarian, and meals for children may be available when requested 48 hours in advance. Patriot Express flights may show current box office movies and provide headsets free of charge. Some flights offer 34 inches of legroom, compared to 31-32 inches on most commercial airlines.

Required Documents

Passengers traveling in conjunction with a PCS or official travel must have in their possession a travel order or similar authorization issued by an appropriate authority, and an official identification card issued by a DoD Component, federal, State, or local government authority. In addition, passengers may be required to carry passports, visas, and immunization records etc. when applicable. Responsibility to obtain required documentation lies solely with you, the traveler. Additional information can be found by accessing <https://www.fcg.pentagon.mil/>.

Most of you will travel to Japan on the Patriot Express (unless you have a signed O-6 memo or other approved exemption for a commercial flight). Patriot Express flights board at Seattle-Tacoma International Airport (SEA-TAC). You will fly into SEA-TAC to board the Patriot Express and typically must retrieve your luggage from baggage claim and then move over to the AMC Terminal to check in. Once you arrive at Yokota Air Base, your sponsor will already be there to greet you and assist you with onward movement to Camp Zama.

Commercial Airport Arrivals

If your losing installation schedules you for a commercial flight into Narita or Haneda, you will have to coordinate your onward movement to Camp Zama leverage your Sponsor.

IMPORTANT The MWR bus movement from Narita and Haneda are for CAC ID holders **ONLY**.



PATRIOT EXPRESS



Check-in at SEA-TAC

Passenger check-in begins 6 hours prior to departure at AMC commercial airport locations. If passengers do not elect to check-in early, the required show time is no later than 2 hours and 20 minutes prior to departure at SEA-TAC. If you are departing from a military installation, please check with the passenger terminal personnel for specific check-in times. These times are designed to ensure on-time departures.

Baggage Allowance

Each passenger is authorized two pieces of checked baggage not to exceed 70 pounds and 62 linear inches (sum of length+width+height) each. Bags heavier than 70 pounds or larger than 62 linear inches will be counted as two pieces and an excess baggage fee may apply. Excess baggage rates vary but will not exceed \$125 per piece. Baggage Exceeding 80 Linear Inches and/or 100 pounds WILL NOT be Accepted. Excess Baggage is Not Authorized for Space-Available Passengers.

Pets

Families in PCS status are authorized to transport their pets (cats and dogs only) on the PE but are limited to two pets per family. Pet reservations are made through your Transportation Office. Passengers are responsible for obtaining and meeting all pet shipment requirements, quarantine, and fees associated with the shipment of their pet(s).

Contact Information For more information, visit the AMC Travel Website at <https://www.amc.af.mil/Home/AMC-Travel-Site> or contact your local Transportation Office, an AMC Passenger Terminal, or the AMC Commercial Airport location below:

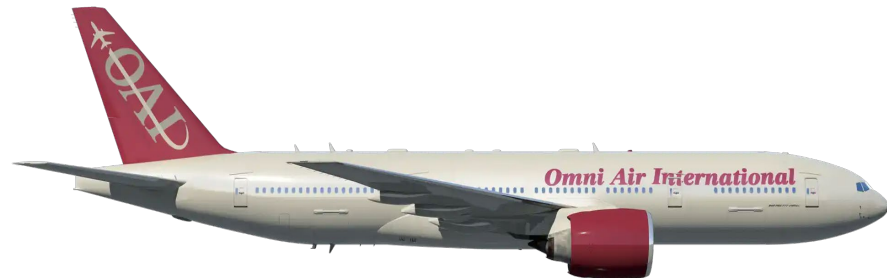
Seattle-Tacoma International Airport (SEA-TAC)

(253) 982-3504

Flight Recording (253) 982-0555 or DSN 382-0555 Fax

(253) 982-3243 or DSN 382-3243

E-mail: seattle.gateway@us.af.mil





PATRIOT EXPRESS



TRAVELING WITH PETS

Air Mobility Command (AMC) authorizes families traveling on PCS orders to transport pets on DoD-sponsored airlines. Pet space is very limited on Patriot Express flights and are offered on a first-come, first-served basis.

Pets, for the purposes of travel, are dogs and cats only.

Pet shipments will be in conjunction with PCS moves only IAW DoDI 4515.13. Pets normally travel in the aircraft baggage hold area but may be accepted for shipment in the cabin area if they meet the requirements (e.g. service animals).

To book your pet's space, contact your local transportation office as early as possible. In general, families are usually limited to two pets. Owners with more than two pets must notify the transportation office at least 15 days prior to the flight to reserve any possible space. Owners must also accompany pets on any AMC flights and pay the transport fees (not reimbursable).

Pet owners must provide a separate food and water supply source that can be fixed inside the container or attached to it and have food/water available to replenish your pet's needs.

Pet owners are responsible for obtaining all required documentation.

More information about traveling with pets can be found at <https://www.amc.af.mil/Home/AMC-Travel-Site/AMC-Pet-Travel-Page/>

Service Animals

A recent memo to DoDI 4515.13 outlines the latest guidance on Service Animals and Service Animal Handler Responsibilities.

No later than 48 hours in advance of the date and time of departure, the service animal handler must provide the departing DoD passenger terminal with:

A signed Statement of Assurance (Template available at <https://www.amc.af.mil/Home/AMC-Travel-Site/AMC-Pet-Travel-Page/>)

1. Service animal handler's name, email address, and phone number
2. Service animal user's name if different from the handler and phone number
3. Service animal name and description that includes appearance, height, and weight
4. Current service animal information
 1. Rabies vaccination date and date vaccination expires
 2. Other health, disease, or conditions such as fleas, ticks, or a disease that could endanger people or other animals
 3. Veterinarian's name and phone number
 4. Name and contact information of service animal trainer or training organization that provided training to do work or perform tasks for the service animal user
5. The following statement: "I understand that if I knowingly make false statements on this document, I can be subject to Article 107 of the Uniform Code of Military Justice, or fines, or penalties.
6. Signature and date

***Emotional Support Animals removed via the policy change memo for DoDI 4515.13 on 23 JUL 21**



Lodging



Camp Zama Lodging

DSN: 315-263-3830

From Stateside: 011-81-3117-63-3830.

Email: usarmy.zama.imcom-pacific.mbx.usagi-dfmwr-zama-lodging-@mail.mil

Website: <http://www.mwrjapan.jp.pac.army.mil/business>

DOD Lodging: <http://army.dodlodging.net/property/Camp-Zama-Lodging>

DV/VIP accommodations for active duty and retired O-6 s or above, CSM, and equivalent grade DOD civilian employees. Each room has a microwave, refrigerator, iron with board, hair dryer, telephone, television with VHS/DVD player, and coffee maker. Lodging is distributed across several building in proximity to the main guest house.

Once you know the dates of arrival to Camp Zama, we recommend that you make your reservations as far in advance as possible since lodging fills up quickly during exercises.

All General Officer arrangements made through USARJ Protocol. Ms. Gina Hanrahan DSN: 315-263-4152 gina.h.hanrahan.civ@army.mil

Atsugi Naval Air Facility Gateway Inns & Suites

DSN: 315-264-3696

From U.S.: 011-81-467-63-3696

Email: M-AT-NGIS@fe.navy.mil

Website: <http://ngis.dodlodging.net/property/Atsugi-NAF---Japan>



MISCELLANEOUS



Money Exchange

Once you leave Customs and Immigrations and enter the arrival lobby on the first floor, there is a bank for money exchange. Prior to exchanging your U.S. dollars for Yen, complete the form on the desk in front of the money exchange window. Purchase sufficient Yen for buying snacks to consume aboard Army buses and vehicles or for purchasing tickets on commercial trains or buses. After arrival, use on base ATMs for Yen. International ATM cards are not universally accepted. 7-11 ATMs, and Airport ATMs usually accept International ATM cards .

Calling Japanese Number From US Carriers

Dialing Japanese numbers from US Carriers dial +81 country code, drop the 0 before dialing the remaining numbers. The Camp Zama operator is 046-251-1520 or you can call Camp Zama numbers directly by dialing 046-407-xxxx (just add the last four numbers of the DSN telephone number you would like to call). **The USARJ Staff Duty Number is 046-407-5302.**

Dinning Options On Base

Breakfast:

- A) DFAC: B: 0700-0900 (Weekends Brunch 0900-1300)
- B) Continental Style. Lodging Main Building
- C) PX Food Court: 0630 -1900 (Shoppette at Monday-Thursday, Friday – Saturday 2100, (Sunday 0800 – 2000)
- D) Building 101 (HQ) Subway: 0730 – 1430 Monday-Friday
- E) Golf Course: 0630 – 1800 (Sunday 0600 – 1700)

Lunch: DFAC: 1130-1300 /Weekends Brunch), PX Food Court, Golf Course, & Club.

Dinner:

- A) DFAC: 1700-1830/Weekends 1700-1800
- B) PX Food Court: 0630 – 2000 (Sunday 1900)
- C) Community Club 1100 - 2200
- D) Bowling Alley 1100-1900 Sunday – Tuesday / Wednesday – Saturday 1100 - 2200E)

*Walk Out Gate into Community (Maps available at lodging)

*If lodging on the economy, there are 24 hour options within proximity to lodging.



MISCELLANEOUS



Vehicle Owner's Guide Available Online

Have questions about owning a vehicle here? Check out the new online version of our Vehicle Owner's Guide for SOFA members. It includes information on the processes for registration/de-registration, exporting and importing, getting vehicles inspected, etc. Find the guide here:

https://homeadmin.army.mil/japan/application/files/3117/0286/4690/Camp_Zama_Vehicle_Owner_Guide_2023.pdf

Social Media

Don't forget to check out our USAG Japan social media pages:

Facebook: <https://www.facebook.com/USAGJ>

Facebook (Japanese language): <https://www.facebook.com/USAGJapan>

MWR's Facebook page: <https://www.facebook.com/armymwrjapan>

Twitter: <https://twitter.com/USAGJapan>

Twitter (Japanese language): https://twitter.com/USAG_Japan

Instagram: <https://www.instagram.com/usag.japan/>



Camp Zama Exchange Store Locations

1 Main Store / Zama Express
Food Court: Burger King, Subway
Popeyes, Anthony's Pizza and Mainstreet Xpresso

2 Home & Garden Store
SoftBank
Allied Telesis
Exchange New Car
Sales Petals & Blooms
Rainbow Art

3 Zama Barber Shop
Zama Stylique
Stripes

4 Times Car Rental
Pack & Wrap

5 Vending Service

6 Military Clothing

7 Zama Gas Station
Car Care Center

8 Zama High/Middle School

9 101 Cafeteria
101 Barber Shop





USEFUL EXPRESSIONS



HAI	Yes. Does not always mean yes or agreement. In fact, most of the time it means I've heard you or I am being attentive to what you are saying.
ARIGATOU	Thank You
OHAYO	Good Morning
KONNICHIWA	Good Day (use after 10 a.m.)
KONBANWA	Good Evening
KUDASAI	Please Give Me
IKURA DESU KA?	How much is it? What is the price?
SAYONARA	Goodbye
SUMIMASEN	Excuse me (use when interrupting or when you would appear to be inconveniencing someone)
GOMEN NASAI	I'm sorry
ONEGAI SHIMASU	Please do me a favor, as in please help me; please do so; please serve me; etc., with the verb usually being understood.
CHOTTO MATTE	Just a minute; wait a moment
HAYAKU	Quickly; faster
CHIGAI MASU	It is wrong
SOH DESU	That's right; that is so
SOH DESUKA?	Is that right?
WAKARI MASEN	I can't understand