

# Ingolstadt (MILENG COE)

Last updated March 25, 2025



## Location

Pioneer Kaserne auf der Schanz Manchinger Strasse 1, Ingolstadt

## Newcomers Handbook

## Garrison Support

US Army Garrison Hohenfels

Hohenfels Newcomers Page - Located within this page is some helpful information on moving to Germany.

## Welcome

Welcome to US Army NATO (USANATO). A smooth transition to USANATO begins with good sponsorship. It is imperative that you initiate and maintain contact with your assigned sponsor immediately. Your sponsor is the one person who can help ensure that you and your family arrive in country and begin in processing smoothly. Be sure to address your concerns and questions before your arrival, so that your sponsor and gaining unit can assist you properly. Prior to your arrival, your sponsor should have made billeting reservations, airport transportation pick-up, and in-processing appointments for you as a minimum. Make sure to inform your sponsor of any last minute flight changes or reporting delays. Below is a highlight of what you can expect at your country of assignment. The information here is not all inclusive and may change over time. It is especially important to check and verify a country's requirement for passport and visa.

## Garrison Support

[US Army Garrison Rhineland Pfalz](#)

## Port Call

All Soldiers and most families arriving to Sembach Germany on Permanent Change of Station (PCS) move will arrive at the Ramstein Gateway Reception Center via Air Mobility Command's military chartered airlift, The Patriot Express. Flights depart from BWI Airport, AMC Terminal and arrive at Ramstein Air Base, Germany. USAREUR Command Policy requires that all personnel and accompanying family members process through the Soldier and Family Reception Center. Personnel will be available in the baggage claims to expedite this process. Your sponsor and/or unit representatives will be present to pick you up upon arrival. If not, you will be transported by the "S Bus" to the Garrison Personnel Office, where you will be met by Garrison staff. . If you are flying commercial from Frankfurt Airport, ensure your sponsor is tracking as soon as possible for coordination of transportation.

## Commissary/Post Exchange

Shopping at American Military Bases at Hohenfels or Grafenwoehr

The US Military Bases in Hohenfels or Grafenwoehr offer some shopping opportunities. There are PX and Commissaries, where you can buy food and groceries. There are cash machines available on the US bases. You may use your debit cards to withdraw US cash if it has the corresponding sign on the back of your card. German bank card does not work?

Hohenfels: <http://www.hohenfels.army.mil/>

Grafenwoehr: <http://www.grafenwoehr.army.mil/>

The nearest facilities are in Hohenfels community.

**Commissary Hours of Operation:**

Mon (closed), Tues 1000-1900, Wed 1100-1800, Thurs 1000-1900, Fri 1000-1800, Sat 1000-1700, Sun 1100-1700

Phone number: +49-9472-83-2630, DSN: 314-466-2630

**Post Exchange Hours of Operation:**

Mon-Sat 1000-1900, Sun 1100-1800

Phone number: +49-9472-83-94000, DSN: 314-466-2640

## **Medical/Dental**

Medical/Dental Hohenfels Dental Clinic, building 50 will handle all Dental needs you may have. Phone: 09472-83- 720, Hours of Operation: Mon thru Fri 0730 -1130 & 1230-1630, Sick Call hours: 0730-0830

Hohenfels Health Clinic, building 51 has a medical facility for all your Medical needs. Sick call is available on the Kaserne thru the German Army.

## **Schools**

Schools The following facilities provide all schooling needs for the Heidelberg area:

SIS Swiss International School Ingolstadt grades Pre K - 12

Hohenfels Elementary

### **Hohenfels Middle/High School**

## **Housing**

Private leased housing. Most houses/flats in the Ingolstadt area do not come with an installed kitchen and lack built in closets. Renters willing to accept pets are limited. Ingolstadt falls under Augsburg for the Overseas Housing Allowances (OHA) rate. USAG Hohenfels Housing Office, bldg 85 will process all Temporary Lodging Expenses (TLE), OHA and will assist in signing leases.

Government furniture, washer/dryer and refrigerators are available from the housing office. Point of Contact DSN: 314-466-2681

MILENG COE owns its own accommodation of 26 rooms with 2 rooms sharing a bathroom/shower; these are contained within Building 33. Newcomers are allowed to stay for a maximum of 4 weeks in the Barracks if required. Within the Barracks there is an Officer/ NCOs Club, as well as a Canteen for messing both are available 6/7 days a week.

## **Mail**

Mail Hohenfels Consolidated Mail Room (CMR) will handle all mail services.

Mail Room Hours:

Pick Up: Mon-Fri 1100-1730

In and Out processing: 1100-1500

Phone number: +49 611-143-541-1320      DSN:541-1320

## **Vehicles**

License: USAG Hohenfels, building 46.

Registration: USAG Hohenfels, building 10.

Fuel: Economy/AAFES Fuel Card

It best to obtain an International Drivers License before coming to Germany, not all countries accept the USAREUR Drivers License. Ensure your US Drivers License are good and will not expire during your tour.

A source to obtain an International Driver's License is through Idlid. Sponsors should notify the inbound Soldier and dependents, those that are of driving age of the need to obtain an International Driver's license prior to departure from CONUS. <http://www.idlid.com/prices.php>.

## **Driving Directions to Sembach**

Drivers Testing During your in-processing, driver's training and testing will usually be scheduled for you within the first week of your arrival. The driver's test in Germany is not easy, and most individuals who do not study prior to the training fail the test on the first try. To avoid this, you can take the test online at <http://jko.jten.mil> . Under Course Catalog ensure the "courses" tab is selected and select "USA" from the drop down. Enter 007 in the course number field and click search. Enroll and take USA-007 "U.S. Forces Driver's Training Program for Europe (2 hrs)". When you are ready, enroll and take the exam USA-007-B "U.S. Forces Driver's Training Program for Europe – Final Course Exam (2 hrs)." Once you have passed the exam simply print out your certificate and bring it with you to Germany. Present it to the drivers office when you in-process to receive your USAREUR license.

## **Cell Phones/Internet**

TKS and Telekom (T-Mobile) are the most commonly used providers. Mobile phone “pay as you go” and contract options are available through both providers as well as internet and home phone options. Many people choose the traditional contract option, but please note that German cell phone contracts are much more difficult to get out of than in the U.S.

You can use the same phone as the one you had in the U.S., but you have to contact your service provider (Sprint, Verizon, etc.) and have them unlock the phone. Then you can use your new SIM card from your German provider.

TKS is in the Ramstein PX. TKS offers cable and movie service. Once you are assigned a house and have an address (even if you have not moved in yet) go ahead and set up internet service as it can take several weeks to get service established.

How can I keep up with my family stateside?

Some providers offer free calling to the U.S. from a landline house number. Ask before you purchase a phone/internet plan. There are also several apps to use including WhatsApp, Skype, MagicJack or Facetime if you have an iPhone.

What are some good phone apps to use?

There are too many to list, but some popular ones include: Bahn, Google Translate, ooVoo, WhatsApp, Skype, MagicJack, ViaMichelin, TripAdvisor, Mango (language tutor, get your free subscription with your post library card).

### **Pro Tip:** How to dial a phone number

The country code for Germany is +49. If you are dialing to a German phone number from the US (or any other country), it's +49 123-45678901.

If you are dialing a German phone number from another German phone number, you drop the +49 and replace it with a zero. So, 0123-45678901.

Also, in Germany, phone numbers can be of different lengths, not the standard 10 numbers like in the US. So don't get confused if you see a phone number that's only 6 digits long!

To dial to the US from a German phone number (or any other country), it's +01 (area code) - seven-digit-number. So, +01 123-456-7890.

Where can I find all the phone numbers for office and agencies on post?

From the Garrison website A-Z Directory: <https://home.army.mil/bavaria/index.php/atoz>

## **Getting Around / Vehicles**

### Can I rent a car?

You are able to rent a car once you get your USAREUR driver's license. Ramstein PX has rental car on the second floor. There are also multiple off-post rental car agencies like Hertz and Sixt. To drive outside of Germany, you must have an international driver's license in addition to your USAREUR license.

### We shipped our car over. Where do I go to pick up my car when it arrives?

Pay attention to the tracking number you were given. The status will update when the vehicle arrives at the Bremerhaven port, when it's being shipped to Graf, and when it's arrived. When it says it arrived, go ahead and call the Vehicle Processing Center office to confirm it's arrived and you can pick it up. There are several documents you need to bring to pick up your vehicle. The process is explained here: <https://pcsmypov.com/PickUp>

Pick up POV at Kapaun, Bldg. 2806

### What do I have to do after I pick up my car?

You will have to take your car through the inspection (free) and registration process. It requires many documents. The whole process and all necessary Ensure no tint on front windows and suggest emergency kit prior to picking up your vehicle. You will also need to get a Rations Card for fuel. You can do this at the Shopettes or PXs. As U.S. military, we are eligible to pay U.S. prices for fuel instead of expensive German prices, but you have to have a Rations Card (also called Esso Card). Each vehicle is allotted a certain amount of fuel per month at this price, but if you go over, you can always fill up off post. You have to load money on your Esso card before the German Esso station will accept it. You do not have to do this if you are buying fuel on post. Esso Cards are only

accepted at German Esso stations, not at other countries.

Are there any different requirements for my car in Germany? Yes, at all times you must have the following in your vehicle in Germany: First Aid Kit (DIN 13164)

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Depending on the season, you are required to have winter or summer tires on your car. The official change-out dates are October to April for winter tires. You can also get “all season” tires, but they must meet the German standard.

Do I need international insurance for my car?

Yes. Most military-friendly businesses like USAA and Navy Federal Credit Union offer insurance overseas. Some people choose to have a German insurance company like Allianz or Mirascon. ADAC (equivalent to AAA in the U.S.) offers insurance packages to add onto your regular car insurance.

Shopping

Do I need to carry cash everywhere? Where can I get cash?

Yes, Germany in general is a “cash-based” economy. It is a good idea to always have Euros on hand. Many smaller bakeries and stores will not accept US bank cards. When purchasing items on post, at the PX or Commissary, prices and purchases are in dollars. Very few places off post will accept dollars; if they do, the conversion rate usually is not in your favor.

There are several ATMs on and off-post. At most on-post ATMs you can make withdrawals in Euro or dollars. In Europe, ATMs are often inside banks or buildings. Look for a small EC sign on the outside of the building to find an ATM.

You can also open an account with one of the two German banks on post:

Service Credit Union <https://servicecu.org/> and  
CommunityBank

<https://www.dodcommunitybank.com/home/locations/germany>

You might end up needing one to pay for some of your off-post bills. Both posts have locations for both banks.

What is a VAT form?

The Value Added Tax (VAT) for purchases in Germany is between 8-19% and is automatically included in the price of products and some services (i.e. auto care). From the Tax Relief Office, off Gettysburg, you can purchase VAT forms to use at the time of purchase to save the tax. Not all stores accept them; ask prior to making your purchase. As a

newcomer, you can purchase a set of 10 forms for \$40. Thereafter, VAT forms cost \$5. The whole process for using the forms will be explained when you purchase upon in processing.

#### Where can I go to buy stuff for the house?

Do not forget to check out the ACS Lending Closet for household items to use until your Household Goods arrive. The PX have new furniture for sale. There is a bazaar on Ramstein every now and then. The local economy have stores like Mobel Martin, OBI, and Poco that sells good furniture. There are also Facebook group pages for buying and selling in the area.

#### Traveling

##### Do I need a travel Passport?

If you plan to travel outside of Germany, yes; you need to apply for a travel passport for all dependents regardless of age. There is a Passport Office in building 244 on Tower Barracks that can assist you with the requirements. The cost for travel passports is your own.

If you plan to travel within Germany and not leave the borders, then your government-issued “no fee” passport with the SOFA stamp will work.

##### Do I need to travel with both Passports?

You are required to have and travel with a tourist Passport if traveling outside of Germany. You are also advised to travel with the passport that contains your SOFA stamp (official or “no fee” passport) when traveling in Germany. Simply put, your tourist passport lets you out of Germany while your official passport with SOFA stamp (often called your “no fee” passport) lets you back into Germany. The Garrison website also includes recommendations for what service members should carry, to include Stateside driver’s license, Leave Papers, ID, Orders, etc.

#### German Culture

##### Where can I learn German?

ACS have information on German language classes. UMUC-Europe offers six weeks’ classes. The local University offers German language class. You can learn more about this during the in- processing tour offered by ACS. You can also sign up for a library card and get Mango for free online. The local Volk Hochschule (VHS – sort of like the YMCA) offers German classes, as well, for a fee. While many Germans speak some English, learning a little German will go a long way in being welcomed by your host nation.

##### Do I really have to pay for using the restroom?

In Europe, paying for the use of a restroom (WC) is common. When dining at a restaurant, use of the WC is typically free. When traveling on the Autobahn, most rest areas have clean bathrooms that cost between 40-70 cents to use. Hang on to your tickets because sometimes you can use your tickets as a credit toward a purchase in the attached restaurant/convenience store.

##### What are some good tips for dining out?

It is customary in Germany (and much of Europe) to seat yourself at a restaurant. Find a seat



you like and grab it. You may have to flag down the wait staff both to order and to receive your bill. Water is not brought to the table, unless ordered, at a cost. The standard water (wasser) is carbonated (with bubbles/gas). If you want non-carbonated, order “still” or “no gas.”

At nicer restaurants, a tip is sometimes included in the bill. Look at the bottom of the bill to verify. Tipping is fine but not expected.

In Germany, hotels are a great place to try local food. Different from in the states, hotel restaurants are usually wonderful and reasonably priced. Generally, reservations are accepted any day of the week. If you do not have a reservation, or when dining with children, consider going early (between 5-6pm).

Most Europeans enjoy dinner for a longer time period than in the U.S. and the wait staff do not visit the table as often as in the U.S.

#### Can I really drive as fast as I want on the Autobahn?

Speed limits are posted on the Autobahn. Some stretches of the Autobahn do not have speed limitations. It is recommended to pay attention to the speed limit, there are portable speed cameras posted near exits, construction, and small cities. Running out of fuel in Autobahn is illegal in Germany; ensure to have plenty of fuel when going on a trip.

#### What about my PETS

Germany has a lot of rules concerning pets, nevertheless, the Germans love pets like any other people. If you wish to bring a cat or dog into Germany, the animal must have been vaccinated for rabies at least 30 days but no more than 12 months prior to its entry. Proof of examination must be presented at the border.

It is a European Union requirement that dogs and cats have an identification number, either on a clearly visible tattoo or as a microchip, and that this number corresponds to one on the proof of examination. (For travel between European Union countries, the pets must now have a passport, issued by a licensed veterinarian.