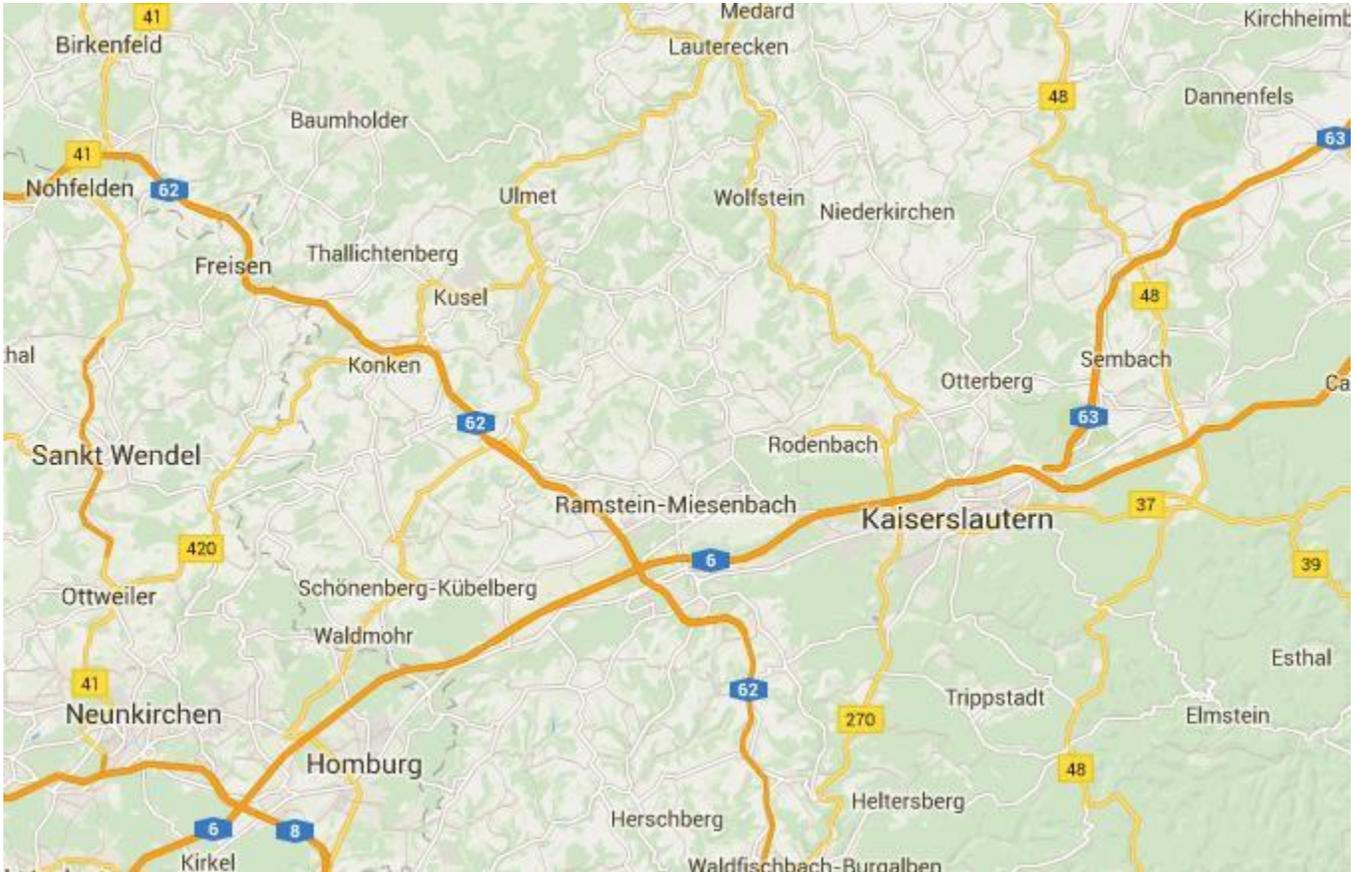


Sembach, DE

US Army NATO Brigade Headquarters (USANATO) Headquarters and Headquarters Company, USANATO BDE

Last updated October 30, 2024



Contact Information

Headquarters and Headquarters Company

HHC Commander DSN: 314-549-5430

1st Sergeant DSN: 314-549-5420

Staff Duty CIV: (+49) 1624118586

CIV: 491728692688

CIV: 06111435495420

PUBLIC WEBSITE: <http://www.usanato.army.mil>

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.

Resources

Garrison Support

[US Army Garrison Rhineland Pfalz](#)

Closest Military Installation

USAG Rhineland Pfalz Kaiserslautern, approximately a 15 minute drive.

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

<https://www.commissaries.com/shopping/store-locations/vogelweh>

<https://www.shopmyexchange.com/exchange-stores/Germany/DEU/Ramstein/Ramstein--KMCC-Main-Exchange-1363162>

RAMSTEIN Commissary Hours of Operation: Mon - Fri 1000-1800 Thur 1100 - 1900

Phone number: +49-6302-677-240, DSN: 314-496-4589

VOGELWEH Commissary Hours of Operation: Mon-Sun 0900-2100

Phone number: +49-631-354-300-233. DSN:314-489-6828

Ramstein AB PX Shopping Center Complex

Post Exchange Hours of Operation: Mon-Sat 0900-2100hrs,

Phone number: +49-6371-407-9100

There is also a small Shoppette located on the Sembach Kaserne

Medical/Dental

MEDICAL CLINIC NAME: Kleber Health Clinic

MEDICAL CLINIC PHONE: +49-6371-9464-LRMC (5762) DSN: 590-LRMC (5762)

DENTAL CLINIC NAME: Kleber Dental Clinic

[Military Health System Europe > Clinics > Kaiserslautern Army Health Clinic \(tricare.mil\)](#)

DENTAL CLINIC PHONE: +49-6371-9464-2620 DSN: 314-590-2620

NEAREST TREATMENT FACILITY/HOSPITAL: Landstuhl Regional Medical Center (LRMC) is the largest Healthcare center outside of the U.S. It provides primary care, tertiary care, hospitalization and treatment. Patient Liaison Officers are available to assist people who may need special services available only at local German facilities.

Dental facilities in the USAG provide general dentistry and specialty treatment to authorized individuals. TRICARE Prime through International SOS provides assistance with local dental doctors through MetLife Insurance for Family Members.

<http://www.dhc-europe.amedd.army.mil/activities/RheinlandPfalz/kleber.html>

Veterinary Services include animal disease prevention and control, issuance of health certificates and vaccinations.

Schools

There are 11 schools located in the USAG Kaiserslautern across the various Kaserne's and Air Bases.

<https://www.dodea.edu/Europe/east/schools-by-district.cfm>

Email: NDSP.Education.Europe@dodea.edu

Email: usarmy.rheinland-pfalz.id-europe.mbx.dfmwr-slo@mail.mil

Housing

All Housing needs will be handled by the local USAG Kaiserslautern Housing Office. Locates on Vogelweh post, Building 1001. The guesthouses at Ramstein, Kaiserslautern, and Landstuhl offer affordable and comfortable alternatives to local hotels and pensions.

You are authorized TLA to partially cover the additional expenses incurred while you occupy temporary lodging, as well as the expense of meals and incidentals (this covers laundry, transportation and dry cleaning) outside the continental United States.

For more information, visit [here](#).

Payments are made in 10-day increments. You are required to visit the Kleber Kaserne Finance Office for TLA information briefed by the housing office. The number of days of Temporary Lodging Allowance (TLA) varies for each individual based on the availability of housing at the time of arrival.

<http://www.housing.af.mil/Units/Ramstein/>

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<http://www.housing.af.mil/Units/Ramstein/>

Due to the availability of government and economy quarters, TLA is authorized only until furniture can be delivered. As you search for housing, you must file your TLA claims at the housing office every 10 days. TLA will be paid to you only if no housing is available, and TLA stops if you refuse suitable

economy or government housing, or if you are not aggressively seeking housing.

Mail

The Army Post Offices (APOs) at Kapaun, Sembach and Danner are full-service facilities, providing parcel service and transport of all classes of mail from priority to express. They also transport mail for free from APO to APO and or APO to FPO when "MPS" is written in the upper right corner of envelopes and packages. Contact your sponsor to establish an APO/PSC address before arriving.

Sembach 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

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.

Transportation

USAG Rhineland Pfalz Kaiserslautern Transportation Office will take care of all your transportation needs. Track your HHGs and POV shipment on [Plan My Move](#) website or visit [Military One Source](#).

Driving Directions to Sembach

Open your selected route planner /GPS

Type "Germany" for destination country (if applicable) Type "Sembach" or Hueberg for destination city

Address: L393/FLUGPLATZ, 67681 SEMBACH GERMANY

Child Care

CYS: in Kaiserslautern assists parents in finding childcare for children 6 weeks old to 5th grade. The Central Enrollment Office offers resource and referral services and can assist families in finding on and off post childcare options to meet each family's individual childcare needs. For more information, call 011-49-611-1435-41-9066 or DSN 314-541-9066. Soldiers arriving to the unit that require a Family! Care Plan (FCP) are required to send their in to the HHC Commander NLT 30 days after arrival to! Germany.

FAMILY SUPPORT: MWR, Outdoor Recreations, ACS and Youth Services have a wide range of family support services from Sports and instructional classes for dependent children to employment preparatory services and volunteer opportunities for spouses.

<https://www.86fss.com/sports-and-recreation/outdoor-recreation>

<https://www.finditguide.com/germany/kaiserslautern/military/child-youth-and-school-programs-services-cyss-9246>

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.

Don't forget to go by Customs (or the MP station after 1800) to get a temporary gasoline rations car for your rental car!

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 documents are listed here: <https://www.ramstein.af.mil/About/Fact-Sheets/Display/Article/303632/vehicle-inspection-registration/>

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)

Warning

Triangle

Reflective

Vest

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. 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.

<https://home.army.mil/rheinland-pfalz/index.php/about/directorates-support-offices/directorate-human-resources-dhr/passport-and-sofa-services>

Where is the closest train stop?

<https://rail.cc/en/kaiserslautern/kaiserslautern-central-railway-station/l664>

Where can I get some help with planning trips?

<https://kaiserslautern.armymwr.com/>

<https://www.rtttravel.com/>

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

The best accommodation for you and your pets will be TLA Housing most TLA housing accepts pets and also the Barbarossa Hof hotel is also very pet friendly.

FEML/EML AUTHORIZED: NO

CONSUMABLE GOODS ALLOWANCE: NO

<http://www.defensetravel.dod.mil/site/faqconsumablegoodsallow.cfm>

USEFUL LINKS:

<https://www.kaiserslauternamerican.com/>

<https://www.finditguide.com/military-categories>

http://www.militaryinstallations.dod.mil/MOS/f?p=132:CONTENT:::NO::P4_INST_ID,P4_INST_TYPE:1675,INSTALLATION