

# U.S. NEWCOMERS GUIDE 2025

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## HEADQUARTERS ALLIED RAPID REACTION CORPS

IMJIN BARRACKS

INNSWORTH LANE, INNSWORTH, GLOUCESTER, GL3 1HW

UNITED KINGDOM



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## **U.S Senior National Representative (SNR) Welcome Letter**

Welcome and congratulations on your appointment to serve with the North Atlantic Treaty Organization's Allied Rapid Reaction Corps (ARRC). We are excited to have you join our team of multi-national professionals. The next two to three years will be an exciting, rewarding, and challenging experience for you as you become a member of a unique military organization unlike any you've experienced before.

As a member of the US Contingent to the ARRC, you will represent the best our nation has to offer, likely as the sole US expert in your career field. This places a great deal of responsibility on your shoulders, but it also comes with some incredible professional rewards. You will be relied upon to ensure the ARRC is ready to face any potential threat, anywhere in the world as directed by the Supreme Allied Commander Europe (SACEUR).

The US Contingent is one of the largest partner nation contingents among the 21 NATO sending states who contribute to the ARRC. However, being assigned to the ARRC offers the unique opportunity to learn and gain perspective from all the other partners. Each participating nation chooses its best and brightest to represent their country, which gives the ARRC an exceptional group of skilled and highly qualified military leaders.

The current state of international relations and security means that the ARRC must always be ready to respond to any crisis and be prepared for conflict should it arise. Dispel any thoughts you might have of the ARRC being a place to rest on your laurels or to take a knee. You are coming to an organization that is training and rehearsing hard to ensure we can meet those demands which SACEUR and the US have placed upon us. The ARRC participates in numerous mission rehearsal exercise, planning operations, and battlefield staff-rides throughout the year. These are often intense and demanding events that require high levels of attention, focus, and energy.

That said, assignment to the ARRC is a fun and enjoyable experience for our personnel and their families. The United Kingdom is an amazing place to live. The schools in our area are second to none, the local communities are supportive, and there is no shortage of recreational and travel opportunities. The Cotswolds, the region of the UK where the ARRC is based, is where many citizens of the UK choose to spend their vacations. It is a beautiful place, and we are fortunate to be assigned here.

I have no doubt that this will be a positive experience for you and your family. I am looking forward to meeting you, and I am pleased to have this opportunity to welcome you to our team.

*"Fortune Favors the Bold"*  
BG John B. Mountford  
DCOS Operations & US SNR

# CHAPTER 1: INTRODUCTION AND OVERVIEW

## INTRODUCTION

This guide provides information from various sources, as well as the experiences gained from those arriving before you. It supplements other available resources such as Military One Source and other bases relocation information. This is meant to assist you and your family with your reception and integration into the local community. It is applicable for all U.S. service members assigned to Headquarters Allied Rapid Reaction Corps (ARRC).

## ARRC OVERVIEW

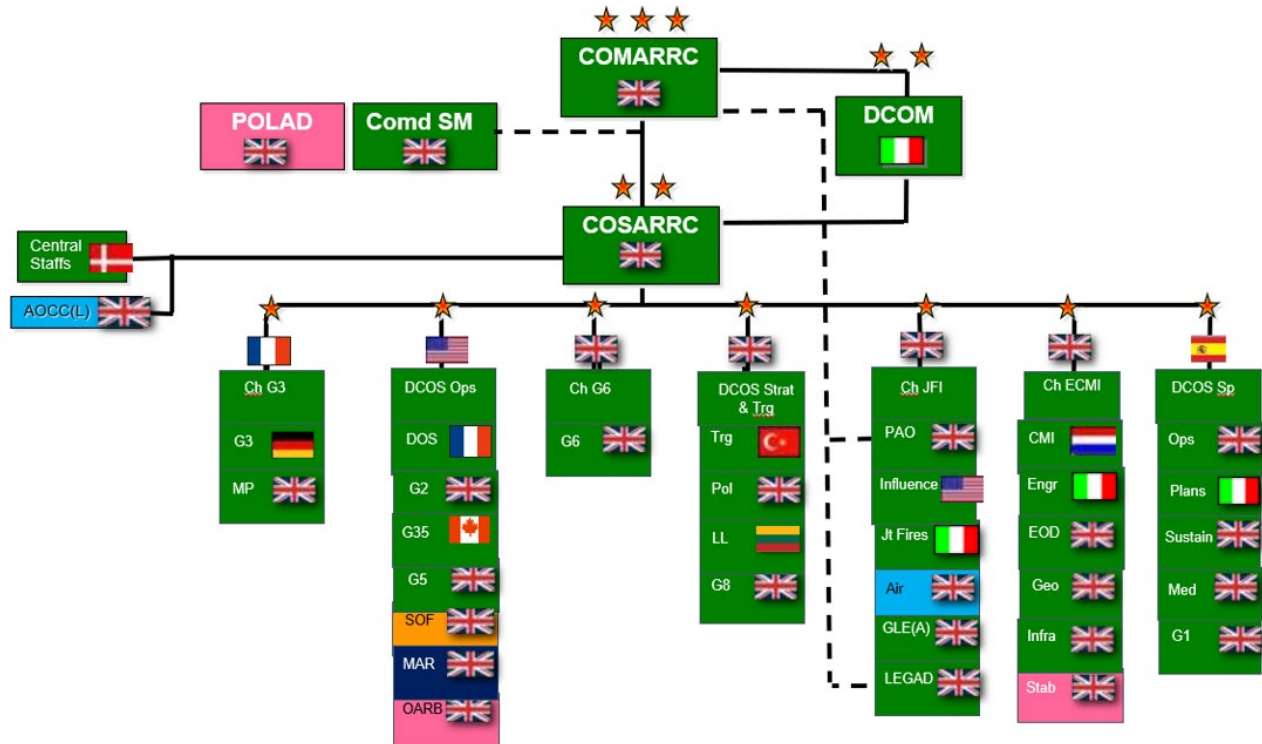
The ARRC's history began in 1815 when its antecedent - the 1st Corps - had its weight thrown against Napoleon's forces by the Duke of Wellington at the Battle of Waterloo. Since then, the ARRC has participated in major conflicts such as the Boer War, the First and Second World Wars, Bosnia, Kosovo, and the War on Terror.

Currently the ARRC consists of a standing headquarters and beneath it can be as many as four assigned divisions, plus several independent brigades and corps troops. However, it retains training affiliations with several NATO member-state divisions and smaller elements. HQ ARRC trains and conducts operations with other force elements across the alliance, demonstrating military capability and political will from the outset. Under the direct command of Supreme Allied Command Europe (SACEUR). HQ ARRC is at a permanent state of high readiness. HQ ARRC is trained and prepared to deploy anywhere as one of only two NATO strategic reserve corps.

The ARRC consists of military and civilian staff from contributing nations (Albania, Canada, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Italy, Latvia, Lithuania, the Netherlands, Poland, Portugal, Romania, Spain, Türkiye, United Kingdom and the United States). As the framework nation, the UK provides the infrastructure, administrative support, communications and 60% of the staff.

## HQ ARRC STRUCTURE

The Commander, ARRC (COMARRC) and Chief of Staff, ARRC (COSARRC) are UK Lieutenant and Major Generals respectively, and the Deputy Commander (DCOMARRC) is an Italian Major General. The other appointments, as with the training and exercise costs, are shared among the contributing nations.



**COMARRC:** Commander, ARRC  
**DCOM:** Deputy Commander, ARRC  
**POLAD:** Policy Advisor  
**Comd SM:** Command Sergeant Major  
**COSARRC:** Chief of Staff, ARRC  
**AOCC(L):** Air Operations Coordination Center (Land)  
**Ch:** Chief  
**DCOS:** Deputy Chief of Staff  
**MP:** Military Police  
**DOS:** Director of Staff  
**SOF:** Special Operations Forces  
**MAR:** Marine  
**OARB:** Operational Analysis Research Branch  
**Strat & Trg:** Strategy and Training  
**Pol:** Policy

**LL:** Lessons Learned  
**JFI:** Joint Fires and Influence  
**PAO:** Public Affairs Office  
**Jt Fires:** Joint Fires  
**GLE(A):** Ground Liaison Element (Air)  
**LEGAD:** Legal Advisor  
**ECMI:** Engineer Civil Military Interaction  
**CMI:** Civil Military Interaction  
**Engr:** Engineer  
**EOD:** Explosive Ordnance Disposal  
**Geo:** Geospatial  
**Infra:** Infrastructure  
**Stab:** Stability  
**Sp:** Support  
**Med:** Medical

## **ARRC OPERATIONS**

The ARRC is expected to undertake combined joint military operations across the entire spectrum of conflict. The existence of the ARRC as a war fighting corps HQ or land component command, and the commitment by the contributing nations, demonstrates NATO's resolve to counter any aggression against a member state. The ARRC is also prepared to reinforce other NATO or national formations as required. The speed and flexibility of the ARRC allows it to deploy rapidly to any potential trouble spot to assist in-place national forces or delay an aggressor until the arrival of additional long-term forces.

The ARRC has been designated as a strategic reserve corps to NATO. Under this designation, the corps may be required to deploy and support NATO operations anywhere across the NATO area of responsibility (AoR). This AoR extends from the Arctic Circle in the north, to the Mediterranean Sea in the south. While this role presents a unique challenge, the ARRC is committed to training for and preparing for the diverse missions that may be presented by NATO.

## **CUSTOMS & COURTESIES**

United States personnel render appropriate military courtesies to senior officers of all NATO nations. Additionally, when a senior officer enters a work area, all personnel will stand and recognize the senior officer's presence.

## **SOCIAL EVENTS & ORGANIZATIONS**

**AMERICAN SPOUSES COFFEE GROUP:** The US Contingent Spouses have an information WhatsApp Chat group to distribute information and support one another with information, recommendations, and friendship. Coffees are held at least twice a year. Other informal gatherings can be organized by any member at a time. The US Contingent Spouses host one coffee morning and one lunch for the ARRC Social Club to share US culture with other nations.

**THE ARRC SOCIAL CLUB (ASC):** The ASC is an inclusive club set up for all partners and spouses of everyone posted to Imjin Barracks – HQ ARRC, 1<sup>st</sup> (UK) Signal Brigade, ARRC Support Battalion and the Government Communications Headquarters (GCHQ). The ASC arranges events to bring together all nationalities and ranks represented at the ARRC at Imjin Barracks. These include monthly coffee mornings and lunches, hosted in turn by different nations to provide a genuine taste of one another's customs, culture, and cuisine. They are a wonderful opportunity to meet new people and learn more about the different nations that make up the Imjin Community. Throughout the year the ASC organizes many events and activities to provide more opportunities to gather and share common interests. ASC activities and regular events include:

Monthly Coffee Mornings – hosted in turn by different nations (£2.00 to attend)

Monthly International Lunches – hosted in turn by different nations (reservations and fee required)

Walking Group  
Cultural Event  
Cooking Club Masterclass (small ingredients fee)  
Book Club  
Teenager Events  
Knit and Natter – every month  
Weekly English Conversation Group  
Weekly Innsworth Military Wives Choir  
Weekly Ladies PT  
Weekly Welfare Coffee Morning

**THE OFFICERS' MESS:** Similar to our officers' clubs but with a bachelor officer's quarters (BOQ) associated with it. US officers may join the officer's mess for a small monthly fee. Many British Army Soldiers and officers spend the work week living in a room in the mess, and travel "home" to their families on the weekend. Because of this situation, the mess serves three meals a day. Additionally, the mess hosts other events throughout the year, which includes summer and winter formals (usually black tie/tuxedos, or dress uniforms), regimental dining-ins, and special events throughout the year.

**WARRANT OFFICERS & SERGEANTS MESS (WOSM):** Is similar to our NCO club in the US. The WOSM also has a similar BOQ/BSQ associated with them, it also serves three meals a day, has a small bar and a recreation area available to members. The WOSM also holds similar events as those of the officers' mess throughout the year and US warrant officers and sergeants may join the mess with a small monthly fee.

### **NATO Support Brigade**

The NATO Support Brigade provides administrative oversight to the US Contingent within the ARRC. This includes financial support, mandatory training oversight, leave approval, etc. Their mission is to conduct individual Soldier and Family training, logistics, human resources, and administrative agent support at USANATO locations in order to provide ready and resilient Soldiers, develop leaders, maintain our joint and multinational partnerships, and enhance an evolving Alliance.



## CHAPTER 2: PRE-ARRIVAL



### PASSPORTS

**Official Passport:** The Official/"No-Fee" passport is only for entry and exit of the country of official assignment. The Official /"No-Fee" passport is for military and government personnel, as well as their dependents, to travel abroad on government orders. It is REQUIRED for dependents to have an Official /"No-Fee" passport in order to travel to The United Kingdom. This requires you to apply at your nearest U.S. military installation passport office or Installation Travel Office for a "No-Fee" passport well in advance of your report date. Official orders are required to apply for the Official/"No-Fee" passport. Request for Orders (RFOs) will not be accepted. The government does provide this service free of charge.

**Tourist Passport:** All other travel requires a tourist passport for every family member, including infants to travel in and around Europe, regardless of mode of travel. You will need a valid tourist passport if you plan to do any travel outside of your duty location. The tourist passport is not reimbursable. In order to apply for the tourist passport, please visit the Department of State website at <https://travel.state.gov> or use the QR code located at the top of the page for details and requirements. The use of official passports for personal recreation/travel is not authorized.

*\*Apply for passports (both Official/"No-Fee" and tourist passports) a few months in advance as each can take several weeks to process. Non-expedited, tourist passports generally require 8-11 weeks to process. Expedited processing (5-7 weeks) will incur an additional cost. In order to expedite, it is \$60 plus Post Office fees if creating a new passport versus renewing an outdated passport. "No-Fee" passports generally take 6-9 weeks to process.*



## **Government Travel Charge Card (GTCC)**

While overseas moves are exciting, moving to the United Kingdom can be expensive. Costs are higher than those in the United States. Members are encouraged to set aside sufficient funds to cover purchases outside of your Government Travel Charge Card (GTCC) such as a car rental (or purchase) and down payment for long-term rental accommodation.

Ensure your losing organization places your GTCC in “Mission Critical Status” to ensure your card has a sufficient spending limit to cover travel expenses. It may take several months after arriving in the United Kingdom to be reimbursed and begin receiving OCONUS allowances.

### **GTCC Policy**

All service members are required to have a government travel charge card (GTCC). Use of the travel card for military members is mandated by the Travel and Transportation Reform Act of 1998. Per the DoDI 5154 31, Volume 4, DTMO is responsible for developing, coordinating, and maintaining the Government Travel Charge Card Regulations and managing the GTCC program.

### **TRAVEL CARD TRAINING**

All cardholders are required to take the Travel Card Program Course (listed as Programs and Policies - Travel Card Program (Travel Card 101)) available through TraX. To access TraX, users must register through Passport DTMO's web portal. For instructions on accessing Travel Card Program training, use the following link:  
<https://www.travel.dod.mil/Training/eLearning/>.

## **Vehicle Shipping**

Overseas vehicle shipment takes approximately 60-90 days from the drop-off date in the United States (depending on the shipment Vehicle Processing Center). If circumstance permits early shipment, this will ease the transition process upon arrival. Most likely, it will reduce transition costs and an extended car rental. Incoming members should research and seriously consider renting a vehicle to bridge the time between either buying a vehicle and/or arrival of the shipped vehicle. Personnel have authorization to ship one vehicle from outside of the UK during their assignment in the UK. For additional information regarding the shipment, use the following link: <https://www.pcsmypov.com/>.

Rental cars are available in and around Imjin Barracks upon your arrival. Listed below are car rental agencies with their postcodes (address):

National Car Rentals- Gloucester (GL2 5JA)

Avis Rent a Car- Gloucester (GL1 2SG)

Thrifty Car & Van Rental- Gloucester (GL1 5 SY)

Hertz Rent a Car- Cheltenham (GL51 0TF)

Midland Vehicle Rental- Cheltenham (GL51 8HF)

## **Temporary Lodging**

There are several temporary rental/holiday/letting properties available in the vicinity of Imjin Barracks. It's recommended to book your accommodations early, as rentals are limited during PCS season. Plan to remain in your temporary lodging for at least 30 days while you search for long term housing. You are required to renew your TLA every 10 days. It's advisable to remain within your TLA allowance to avoid financial hardship. OCONUS temporary housing costs are covered with Temporary Lodging Allowance (TLA) not Temporary Lodging Expense (TLE). TLA is determined based off the number of dependents traveling during PCS and TLA location, as described at the following link:

<https://www.dfas.mil/militarymembers/travelpay/armypcs/dependents/>.

Current per diem rates can be found here: <https://www.travel.dod.mil/Travel-Transportation-Rates/Per-Diem/Per-Diem-Rate-Lookup/>.

Below is a list of possible apartment rental companies:

<https://www.luxury-serviced-apartments.co.uk/>

<http://www.q-let.co.uk/>

<http://www.holidaylettings.co.uk/>

<http://www.holiday-rentals.co.uk/>

*\*Other rentals can be found if you look for temporary lodging in Gloucester or Cheltenham on search engines such as Google, Bing, etc.*

## **PET TRAVEL AND VETERINARY SERVICES**

### **PET TRAVEL**

If you are planning a move to the United Kingdom with your pet, please be aware that pet travel options may be limited. Unlike other OCONUS locations, there is no military pet shipping route to the United Kingdom.

Pets can now enter the UK from select countries after they have been processed through the Pet Travel Scheme. In order to successfully transit your pet into the UK, you must read, understand and follow the rules of the Department for Environment, Food and Rural Affairs (DEFRA).

Section 1 of the Dangerous Dogs Act 1991 prohibits four types of dogs:

Pit Bull Terrier  
Japanese Tosa  
Dogo Argentino  
Fila Brasileiro

*\*It is also an offence to breed from, sell or exchange (even as a gift) a prohibited type of a dog. It is important to note that, in the UK, dangerous dogs are classified by “type,” not by breed label. This means that whether a dog is considered dangerous, and therefore prohibited, will depend on a judgment about its physical characteristics, and whether they match the description of a prohibited “type.” This assessment of the physical characteristics is made by a court. There is additional legislation that dog owners should become aware of at: <http://www.defra.gov.uk/wildlife-pets/pets/dangerous/>*

Guidelines for bringing your pet to the UK from the United States:

**Step 1** - Have your pet microchipped - Before any other procedures for pet travel are carried out, your pet must be fitted with a microchip so it can be properly identified. The microchip will need to conform to the International Organization for Standardization 15-digit regulation and be implanted prior to any vaccinations.

**Step 2** - Have your pet vaccinated - After the microchip has been fitted, your pet must be vaccinated against rabies. There is no exemption to this requirement, even if your pet has a current rabies vaccination. Rabies boosters must be kept current. The waiting period before entry to the UK is 21 days after the first vaccination. A waiting period is not required for subsequent entries into the UK, provided rabies boosters are current. If the vaccination is in two parts, the 21-day wait begins after the second vaccination.

**Step 3** -USDA certificate- After your pet receives a microchip and rabies vaccination, you need to obtain a health certificate. All of which is annotated on a third-country certificate from your vet. You must get an official pet passport or a European Union (EU) embossed United States Department of Agriculture (USDA) veterinary stamped certificate. You then send the third country certificate and the health certificate to your

nearest USDA office, one of which is located in each state. When the USDA issues you a raised embossed stamped certificate, you have a maximum 4-month window in which to arrive in the UK.

In addition to the certificate, you must have your pet's original vaccination record (reflecting the microchip number) with you when traveling.

**Step 4** - Get pet travel documentation - For animals being prepared in an EU country, you should get an EU pet passport. If you are preparing your animal in a non-EU listed country or territory, you will need to obtain an official third-country veterinary certificate (apart from Croatia, Gibraltar, Norway, San Marino, and Switzerland, who also issue pet passports).

**Step 5** - Tapeworm treatment - (dogs only): Before entering the UK, all pet dogs (including assistance dogs) must be treated for tapeworm. The treatment must be administered by a vet not less than 24 hours and not more than 120 hours (one to five days) before its scheduled arrival time in the UK. There is no mandatory requirement for tick treatment. Please make sure your vet annotates this tapeworm procedure on the third country certificate.

(No treatment is required for dogs entering the UK from Finland, Ireland or Malta).

**Step 6** - Arrange for your animal to travel with an approved transport company on an authorized route - Your pet must enter the UK from an approved country or territory and travel with an approved transport company on an authorized route. You will be required to inform the Heathrow Animal Reception Centre (HARC) of your travel plans to ensure they have an available kennel to receive them and hire an approved pet broker who will assist in completing necessary customs documentation on your behalf.

When your pet arrives in the UK by air, its microchip and official documentation are checked by staff at the Animal Reception Centre. Your pet may be subjected to a further official check by the Department for Environment, Food and Rural Affairs (DEFRA). If your pet fails the check, it must be quarantined or deported. If your pet fails because of the tick and tapeworm treatment it must be treated and held for 24 hours. It is advisable to reserve a quarantine kennel because Heathrow stays are very expensive.

**PLEASE MAKE PHOTOCOPIES OF ALL DOCUMENTATION.**

It is strongly recommended that you contact quarantine kennels, in case your pet requires quarantine on arrival. Ensure that the kennel you contact is a quarantine kennel as they differ from normal kennels. Make sure that you ask about all charges to

include the tick and tapeworm treatment, transportation from the airport, any vet fees etc. Ask your losing or gaining finance office about possible partial reimbursement for quarantine fees.

Remain current on any travel (country and airline) regulations such as temperature and animal breed restrictions.

Plan to arrange travel for your pet through larger international US airports as many small airports/airlines do not have pet shipping capabilities.

Shipping pets can cause financial strain due to the significant associated costs. The Department of Defense has approved a new policy to cover pet travel expenses, like pet transportation or quarantine fees, incurred by service members during a PCS. As of January 1, 2024, military service members going through a PCS can be reimbursed up to \$2,000 for moves to or from OCONUS for transportation costs related to a pet. Historically, service members paid the majority of out-of-pocket expenses to transport pets when assigned to a new duty station. The new policy is in the Joint Travel Regulation (JTR) dated January 1, 2024. For more information, see the following link: <https://www.travel.dod.mil/Support/ALL-FAQs/Article/3624131/pet-transportation-allowance/>. You must have a statement of non-availability (no military pet flight options) from your losing transportation office to claim pet-related PCS reimbursement.

*\*The following organization provides additional financial assistance related to PCS pet shipping: <http://spcai.org/get-involved/military-support/operation-military-pets/operation-military-pets-assistance-application1>.*

As soon as you receive orders and make your travel itinerary, inform the travel office you will be traveling with a pet so they can make sure to put you on an airline that will transport pets. After you have your flight confirmation, call the airline and ask what is needed to book your pets flight. The rules for the crate dimensions are extremely specific. Therefore, be sure to read and confirm your crate dimensions and brand in advance with the airline so you do not show up and get turned away due to the crate being too small.

If you are shipping your pet after you get settled, you can search for quotes here: <https://www.uship.com> or <http://www.airanimal.com/moves-pet-international.cfm>

Another great resource is Silver Birch Pet Jets  
Telephone: 01353 863297  
Website: <http://www.silverbirchpetjets.com/>

The rules are different when entering the UK from non-approved countries, members of the EU, and approved non-EU member states.

If you wish your pet to travel with you by ferry or train:

Notify EuroStar or the ferry company, when making a reservation, that a pet will be travelling - give the type, size, and weight of the pet.

Plan ahead and request any assistance, pre-book seats, etc., if required, with the company.

Check if the pet can accompany the owner/user on the ferry or must remain in the car.

Have the pet's necessary documentation readily available.

## **VETERINARY SERVICES**

The Southern European District Veterinary Command (SEDVC) unit at RAF Feltwell (approximately 3 hours from Imjin Barracks) is the only US military vet clinic for the UK. Satellite clinics are held at RAF Alconbury, RAF Croughton, RAF Fairford, RAF Menwith Hill, and RAF St. Mawgan as mission permits.

Veterinary Services Clinic Building 80, RAF Feltwell

DSN: 314 226-7097 Commercial: 01638-527097

Email: [vet.clinic@lakenheath.af.mil](mailto:vet.clinic@lakenheath.af.mil)

Hours: Monday through Friday 0830-1200 and 1300-1630 Mail:

RAF Feltwell Veterinary Clinic Unit 5095 Box 280

APO AE 09461-5280

There are MANY veterinarians in and around Gloucestershire, if you need help locating one, please ask your sponsor or check the US ARRC HQ Facebook page:

<https://www.facebook.com/AlliedRapidReactionCorps/>.

## **EXCEPTIONAL FAMILY MEMBER**

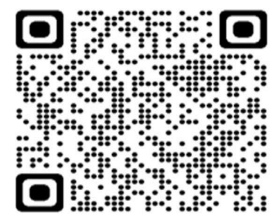
The Exceptional Family Member Program (EFMP) is a comprehensive, coordinated, multi-agency program that provides community support, housing, medical, educational, and personnel services to military families with an exceptional family member. Dependents must be screened, if eligible, when the service member is on assignment instructions to an OCONUS area for which command sponsorship/dependent travel is authorized and the service member elects to serve an accompanied tour. Each military service offers EFMP. Check with your local EFMP coordinator and/or S1 as to specific requirements, documents, and processing timelines to ensure that your family has the proper medical and educational needs required for your move. Medical screening for an EFMP renewal can be completed at RAF Croughton. The packets will then be sent to the local EFMP office, primarily at Landstuhl Regional Medical Center (LRMC). For specific program service regulations and orders by military branch, use the QR codes below.



## EFMP SERVICE REGULATIONS AND ORDERS



## USAF EFMP



## USA EFMP



## **OTHER MOVE CONSIDERATIONS**

### **MILITARY STAR CARD**

To receive discounted fuel in the UK (highly recommended), you must possess a Military Star Card (AAFES). Apply for a card in person at your local Exchange or apply at the following link: [www.myecp.com](http://www.myecp.com). It's best to receive and activate the card before departing your current duty station.

### **AIRLINE CHECKED BAGGAGE AND UNACCOMPANIED BAGGAGE (UAB)**

Each airline has its own rules for the number of bags and weight allowed for Active Duty Military Members PCSing overseas. Please verify the allowances prior to booking flights. Your PCS orders should list checked baggage allocation. Pack the items you will wear/use while reporting in and during your time in temporary lodging. Plan for 30-90 days of clothing, including duty, field/OCIE, dress, and mess uniforms, while searching for a permanent residence.

Ship unaccompanied baggage (express shipment) well in advance of departing your current duty station, if possible. Unaccompanied baggage shipments generally move as air cargo and can arrive before arrival. This shipment should be packed and picked

up at least 30 days prior to arrival date. The UAB shipment is meant to you forward from 90-120 days incase your HHG is delayed in customs.

Recommended packing items include light, bulky items (clothes, pillows, blankets, and bicycles). This will reduce a lot of stress when managing many pieces of luggage at the airport. Without a known home address, work with your sponsor to arrange an alternate destination for the unaccompanied baggage. Temporary lodging or a sponsor's home are just some examples of alternate locations. Alternatively, the shipping company can hold your unaccompanied baggage until you settle into your long-term accommodations. There are some restrictions on unaccompanied shipments. Items such as furniture and certain electronics cannot be included. A Transportation Officer should provide this information during your HHG counseling. Main HHG shipments can take as long as three months, or even longer, to arrive after shipping. Transportation Offices may authorize the mailing of HHG. Mailed items count towards the HHG allowance, but the costs associated with the mailing are reimbursable—if the costs are included with the shipping receipt in Travel Voucher, DD Form 1351-2 Block 18.

#### ADDITIONAL RECOMMENDED ITEMS INCLUDE:

Children's toys, books, games, and electronic devices.

Exercise equipment, bicycle, or entertainment/hobby items for yourself.

Bathroom towels bed linens (blankets/pillows), and dish towels.

Dishes (preferably non-breakable), pots and pans, silverware, cooking utensils, cookbooks.

Small appliances such as coffeepots, kettles, vacuum (if 110-240v). Otherwise, they will require a transformer.

Baby furniture: crib or playpen, walker, etc.

Any items that might make your accommodations feel more like home until your household goods arrive.

*\*Most items you'd find in stores in the United States are available for purchase at stores around the local area. You can also ship to your APO address prior to your arrival.*

#### **Uniform Items**

It is important to note that obtaining required uniform items once you arrive can be extremely difficult. The main AAFES (Army Air Force Exchange Store) is located at RAF Mildenhall, 3 to 3.5 hours away from Imjin, and they most likely won't have what you need unless you order it ahead of time. There are smaller satellite AAFES stores at RAF Croughton and RAF Alconbury, only 1.5 hours away, but the resources at these locations are extremely limited, and mostly consist of US Air Force items. Show up to this assignment with all required uniforms (including AGSUs) ready to wear.

## **ITEMS TO HAND CARRY**

You should have a copy of your US and NATO orders and accompanying paperwork with you when you travel. If your spouse or children are traveling separately, they should carry their own set. Also, carry important financial papers, proof of auto insurance and ownership/registration, birth and marriage certificates, social security numbers, ID cards, passports for service member and all dependents (both tourist and official/no-fee), custody papers, adoption papers, vehicle ownership, registration and licensing papers, school transcripts, medical/dental/shot records for your family (and pets).

## **LONG TERM STORAGE**

Long Term storage in CONUS should be listed in your orders, if not, contact your local transportation office for more details. Because the homes in the UK are smaller than most homes in the US, it is recommended that you store some of your larger furniture and electronics that are not dual voltage. This will provide more flexibility while house hunting. RAF Croughton does provide two large transformers which may be fitted to your TVs and other items; but is not powerful enough to operate large appliances.

## **U. S. POSTAL SERVICES**

As your arrival time draws near, coordinate with your sponsor to establish a P.O. Box with an APO address at the US National Support Element (NSE). All US personnel have a P.O. Box, and this serves as your permanent mailing address. You can mailboxes to yourself, thus limiting the amount you have to travel through the airport. Keep in mind that if you're deployed or moving from another APO address, it is free to send letters, boxes, and packages from APO to APO.

## **COMMUNICATIONS NETWORKS / PLATFORMS**

The most common way to communicate with family in the United States is through mobile phone applications such as WhatsApp, FaceTime, Skype, Facebook Messenger, Signal, and TextNow. These applications will make it possible for family and friends to call at reduced costs while living in The United Kingdom (pending regular U.S. or local data usage rates that apply). Most of these services are free while on Wi-Fi. There are other platforms capable of voice, video chat, and text such as WhatsApp, Google Hangout, Google Voice, Facebook Messenger, and Signal. Of course, these are contingent on data plan charges and Wi-Fi capabilities. WhatsApp is one of the most accepted methods of communication worldwide, including in Europe and the United States. This makes it a very desirable service members and their families. Furthermore, many personnel have found that use of a virtual private network service (VPN) allowed them to continue streaming from U.S.-based applications, websites, and television services. FaceTime on iPhones and iPads is an option to call and text as long as the receiving person(s) has an iPhone. If not connected to a Wi-Fi network while using FaceTime, data charges will be according to the data plan. Additionally, most of the large U.S. mobile device providers facilitate Deployed Military Programs. These

programs allow customers to suspend service and maintain their U.S. phone number throughout the duration of the overseas tour. The provider might also unlock phones upon request to allow the use of OCONUS SIM cards.

## CHAPTER 3: ARRIVAL & IN-PROCESSING

### ARRIVAL TO THE UNITED KINGDOM

Since Imjin Barracks does not have all the services of a US military garrison, your sponsor will play a pivotal role in preparation for your arrival and during the first few weeks after you arrive. Please take the time to develop a good relationship and establish communication links with your sponsor. You will find that email is probably the best method to communicate based upon the time zone differences and personal availability. The ARRC has a Facebook page (<https://www.facebook.com/AlliedRapidReactionCorps/>) that can be accessed so that you and your family can see what events are ongoing or may be occurring upon your arrival. When communicating, remember that Imjin Barracks is 5 hours ahead of the US East Coast and 8 hours ahead of the US West Coast (depending on daylight savings).

Prior to arriving, ensure you provide your sponsor with the appropriate information such as: your flight arrival date, time, flight number, number of family members, pets (if applicable), amount of baggage you have, TDY enroute info, travel arrangements and contact numbers. There are several airports within the United Kingdom that fly direct from the United States. Travel time from Birmingham International Airport (BHX) to Imjin Barracks is approximately 1.5 hours. Travel time from London-area airports to Imjin Barracks is approximately 2 - 2.5 hours. If you are traveling with pets, your only option is London Heathrow International Airport (LHR). Your sponsor will exhaust all means to coordinate transport with the ARRC Support Battalion to pick you and your family up at the airport. A US representative will also be present to greet you upon arrival.

Upon arrival, your priority is to establish your household. This process can be lengthy, and the chain of command will support the time you need.

Calling from the US to the UK:

Direct Access: 011

Country Code: +44

Area Code: 4-digits (xxxx)

Telephone Number: 6-digits (xxx-xxx)

Your number: (011) 44 xxxx-xxxx

UK DSN Access: 314-xxx-xxxx

Commercial numbers advertised for use within the UK will start with a "0." For dialing from outside the country, replace the "0" with the country code "+44."

*\*It is recommended that you download the DSN Europe Application on your phone. It will convert DSN numbers to the commercial number for you and will make calling RAF bases easy and efficient.*

## **REPORTING PROCEDURES**

Sponsors will escort new ARRC personnel to the US National Support Element (NSE) to start in-processing on the first duty day after their arrival. The NSE provides most administrative support to US personnel assigned to the ARRC. If the service member and family arrive on a weekend/holiday, he/she will be expected to commence unit in-processing the very next duty day to ensure the earliest establishment of entitlements and accountability. The service member will provide the NSE with the documents detailed below:

- PCS and NATO orders
- Absence request
- Flight Itinerary
- Government travel card information
- Temporary lodging address and phone number
- ACFT card
- Weapons qualification card
- Annual training certificates annotated in the In-Processing Checklist (the In-Processing Checklist is found in Appendix B)

The NSE will issue a copy of the in-processing checklist to the new Soldier. The sponsor will then assist the Soldier and family through the process.

*\*In-processing steps take place at three major locations—Imjin Barracks, RAF Croughton, and RAF Mildenhall. Steps specific to each location are outlined in Appendix B.*

## **NATO IDENTIFICATION**

After in-processing the US NSE, the Pass & Registration Office on Imjin Barracks will be the next office to visit. This office will input your information into their computer system and issue you and your dependents' base access badges. If you are in possession of a rental vehicle at this time, you will also be required to register the vehicle and acquire a vehicle base access pass.

## **ACCESS TO U.S. BASES**

Service members must present their military ID or Common Access Card (CAC) upon entering any U.S. military base. All military personnel and their dependents require registration in DEERS for authorization to enter U.S. military bases in The United Kingdom (to use the Exchanges, Commissaries, Medical Clinics, etc.). During your initial visit to RAF Croughton, you must register your CAC with the pass and registration office.



## FINANCE IN-PROCESSING

There are several processes that are required to reimburse you for your PCS and begin allowances related to your new assignment.

For PCS-related reimbursement, you must submit a voucher digitally through SmartVoucher (<http://smartvoucher.dfas.mil/>). This includes items such as CONUS Temporary Lodging Expense (TLE), mileage, etc. SmartVoucher should be initiated as early as possible after you arrive in country to ensure reimbursement timeliness. You can access NIPR computers at the NSE.

The NSE will facilitate processing for UK-related allowances. This includes reimbursement for TLA and initiation of OHA, COLA, etc. Details for entitlements are outlined on the following page. You will need to monitor your End-of-Month Leave and Earning Statement (LES) for the next 30 to 60 days to ensure OHA and COLA are correct. Any discrepancies should immediately be reported to the NSE. Please note entitlements may take up to 60 days to begin, but allowances will be back dated to the correct effective date. Travel entitlements and TLA will not reflect on your LES. You should monitor their bank accounts for payments.

The travel claim and entitlements packet will require, but not limited to the following documents (if applicable):

- PCS order
- Absence request
- Flight itinerary
- TLA memo (from RAF Croughton Housing)
- TLA hotel receipts (itemized days)
- DD 2367 to start Overseas Housing Allowance (from RAF Croughton Housing)
- DA 4187 Advance Station Housing Allowance (ASHA) (1st month's rent and security deposit) (Optional)

For lodging reimbursement (TLA) upon arrival, the packet will require, but is not limited to, the following documents:

- PCS orders & amendments
- Temporary Lodging Allowance (TLA) approval memorandum from the RAF Croughton Housing Office
- Any and all receipts from the temporary lodging business—displaying a \$0.00 balance

For Air Force service members trying to reach Finance, please contact:

ADDRESS: Building 203, APO, AE, United Kingdom, 09494  
EMAIL: 501csw.fmfs.customerservice@us.af.mil

DSN: 314-236-8337

Details on allowances are listed below:

**OVERSEAS COST OF LIVING ALLOWANCE (COLA):** This allowance helps service members afford the higher living expenses incurred at some OCONUS installations. The amount depends on location, rank, and number of dependents. It also may change from paycheck to paycheck based on fluctuations in the exchange rate. Use the official Overseas COLA Calculator to see how much COLA to expect at overseas installations.

(<https://www.travel.dod.mil/Allowances/Overseas-Cost-of-Living-Allowance/>)

**OVERSEAS HOUSING ALLOWANCE (OHA):** This allowance helps service members pay for overseas housing “on the economy,” or off base in the surrounding civilian neighborhood. Applying for OHA can be done at the local housing office or commander upon arrival. The US NSE is our point of contact for completing this. Use QR code to see current OHA rates for overseas installations. (<https://www.travel.dod.mil/Allowances/Overseas-Housing-Allowance/>)

**UTILITY / RECURRING MAINTENANCE ALLOWANCE:** The Utility/Recurring Maintenance Allowance is paid monthly to defray expenses paid directly to utility companies and expenses incurred from recurring maintenance and minor repairs for the leased residence.

(<https://www.travel.dod.mil/Allowances/Overseas-Housing-Allowance/>)

**FAMILY SEPARATION ALLOWANCE (FSA):** This allowance is paid when family members cannot live at the military member’s permanent duty station – most commonly when transportation is not authorized, housing is unavailable, you are aboard a ship, or your family cannot move due to a medical condition. This allowance is paid as a flat, monthly rate. Check with your installation Defense Finance and Accounting Service for more FSA details.

**FAMILY SUPPLEMENTAL SUBSISTENCE ALLOWANCE PROGRAM (FSSA):** This is a Department of Defense program that supplements an eligible, active service member’s household income if it is below 130% of federal poverty guidelines (maximum payment is \$1,100 per month). FSSA is only available for members with at least one dependent in their households who are serving overseas (not including Puerto Rico, the U.S. Virgin Islands, or Guam). For more information about the FSSA program or any other assistance, members should contact their family support center, command, or community services financial management counselors. The FSSA Application, DD Form 2857 is available on the WHS DOD Forms website.

**DISLOCATION ALLOWANCE (DLA):** DLA can help with miscellaneous moving costs. It is generally paid once per PCS. It is not paid if you are reassigned to government quarters or are unaccompanied. Learn more about DLA FAQs or contact your installation Finance Office for more details.

**MOVE-IN HOUSING ALLOWANCE (MIHA):** helps cover the cost of miscellaneous expenses like appliances, lease taxes, or one-time rental or security-related expenses. It varies by currency rate and location. Check with your installation Housing Office for more details about MIHA. Advances are available to cover the cost of moving. You can apply for an advance, such as:

- Overseas Housing Allowance
- Relocation Allowances (Travel / Moving-related)
- Rental Security Deposit

**ADVANCE STATION HOUSING ALLOWANCE (ASHA):** Advance rent of fewer than 4 months, security deposit, or initial expenses may authorize an advance OHA payment to pay advance rent, security deposit, or MIHA-related expenses due to occupying private-sector housing. The amount to be advanced must be determined based on housing expenses, including advance rent and a security deposit, and the authorized OHA. Housing expenses must be documented. Expenses identified by a service member for purchase of real estate or living accommodations must not be considered.

*\*Before taking an advance, be sure to do some research about repayment, and contact the experts at your Personal Financial Management Program Office to help with budget planning. Financial counselors can also help with information about financial aid organizations and emergency assistance.*

**TEMPORARY LODGING ALLOWANCE (TLA):** Most inbound personnel spend approximately one month in temporary housing while searching for a permanent residence and waiting for contracts to be prepared. You are authorized up to 30 days of TLA. Extensions beyond 30 days are possible on a case-by-case consideration. TLA rates are not the same as per-diem. Work with the NSE to determine what you are entitled to and to properly process TLA requests.

## **OTHER FINANCE-RELATED ITEMS**

**INITIAL FEES / EXPENSES:** You will encounter several fees upon arrival in the UK. The list below depicts some of the costs you will incur:

Vehicle conversion to meet Ministry of Transportation requirements: £200-£700 (can be as high as £1500 depending on the make and model of the vehicle).

TV license: £150.00 per household for color TV.

First month rent: you are entitled to receive a 1st month rent advance which you must pay back with- in 12 months.

Security deposit (usually equal to at least one month's rent): you are entitled to receive a security de- posit advance which you will pay back upon moving out.

Utilities fees.

Rental car and/or in-country vehicle purchase.

School application fees and deposits (later reimbursed)

School uniforms (not reimbursable).

VALUE-ADDED TAX (VAT): A value-added tax (VAT), known in some countries as a goods and services tax (GST), is a type of general consumption tax collected throughout European countries. However, almost all stores in The United Kingdom, and some stores in EU countries, honor an exemption for military and NATO cardholders. This can be significant savings for large purchases as the tax can be upwards of 21%. Value Added Tax (VAT) exemption on products and services through certain vendors that are over £100 is processed by the Commander's Support Staff office at RAF Croughton and RAF Mildenhall. The NSE and your sponsor can provide more information, on the VAT program.

#### RATION CARD

The NSE and/or the Commander's Support Staff office at RAF Croughton issue ration card for coffee, cigarettes and spirits purchases.

#### FORAX FUEL CARD

Service members will need to coordinate with the RAF Croughton Exchange (AAFES) to schedule an appointment for the Forax Fuel Card. This card offsets the high costs of fuel in the UK. The Forex Fuel Card is linked to a specific vehicle registration (two vehicles require two fuel cards). The Forex card is used to pay for fuel at petrol stations and are billed to your Military Star Card. To receive a FORAX Fuel Card you are required to show your V5C (vehicle registration), USAFE Form 435 (US Air Force, Europe Driver's Permit), mail that provides proof of local address (not APO), and Military Star Card. POC information for the RAF Croughton Exchange is listed in the Points of Contacts (References) section of the In-Processing Checklist Annex.

## **BANKING (GBP)**

You have several options for opening a bank account in the UK. You must have a sterling account to pay almost all bills and services in the UK. Each account has a specified account number and sort code that will be referenced for bill payments. You should weigh the pros and cons of different banks to make a decision that works best for you and your family. Most banks will allow you to establish an account with their passport (as proof of identity), temporary address (hotel) (bring a statement from the hotel addressed to you there), and a copy of your military orders. The NSE will provide a reference letter with address.

There are several options for depositing money in your UK bank account. You could write a check from your US bank account to your UK account, direct deposit, wire transfer (could be costly), or withdrawal from a local ATM and deposit in cash.

### **BANK OPTIONS**

Wise (<https://wise.com/>): Is an online banking application that can serve as a traditional UK banking account. It is easy to set up and maintain. For a minimal fee, you can transfer money directly from your US banking account for use in the UK. After the initial deposit (can take a few days), future transfers can take minutes. Wise has the following benefits:

- No set-up fees for a basic account.
- Easy to set up and maintain.
- Accepted throughout the UK.
- Real-time currency conversion.

Community Bank ([www.dodcommunitybank.com/](http://www.dodcommunitybank.com/)): Is a subsidiary of Bank of America, is located at RAF Croughton and the easiest bank to establish an account. Since it is not a foreign bank, DFAS will directly deposit money into this bank. Unfortunately, Community Bank is not the most user-friendly bank for the following reasons:

- Very limited online banking services. Online money transfers from a US Dollar account to a pound sterling account take 5-7 business days. Transfers can be completed within 24 hours via telephone fax or email with digital signature.
- Exchange rates are not good (they are approximately 0.4 points lower than rates listed on NY Stock Exchange).
- Do not provide chip and pin card (UK version of a credit card; some businesses only accept these).

Can only withdraw Pound Sterling from your account via a Community Bank ATM. If you use your ATM card to withdraw money from a local ATM, it will take the money from your US Dollar account and charge the Community Bank exchange rate and a foreign conversion fee.

Lloyds Bank ([www.lloydsbank.com/](http://www.lloydsbank.com/)): Will allow Soldiers to establish a UK account with the documents listed above. Your sponsor can set appointment up for you prior to arrival. Lloyds benefits:

- No set-up fees for a basic account
- Offers direct debit for payments
- Chip and pin and contactless cards available
- No transfer fee from Lloyd's on transfers into account from US Banks

HSBC ([www.hsbc.co.uk](http://www.hsbc.co.uk)): Will allow Soldiers to establish an account at a UK branch with the documents listed above. HSBC benefits:

- No set-up fees for a basic account
- Offers direct debit for payments
- Chip and pin cards available
- £8 transfer fee applies to electronic funds transfers if the money arrives in the account in US Dollars and £6 if the money arrives in account in pounds
- No transfer fees if you deposit cash (pounds or dollars) and will only pay exchange rate.
- Checks drawn on a US bank take at least 5-7 business days to clear (this also applies to Community Bank) and cost £8
- Has US branches and can set up accounts for the UK before you PCS. Soldiers have done this and have found it very useful.

#### One Recommended Option for Banking in the UK (HSBC)

Once you have official orders, but at least a month prior to departing the United States, you can open a US HSBC account online ([www.us.hsbc.com](http://www.us.hsbc.com)). Once your US dollar account is opened, you can utilize HSBC's International Banking to open a Great Britain Pound (GBP) account prior to departing the United States (<https://www.hsbc.co.uk/international/moving-to-the-uk/>). This international banking service will send you your UK debit card to a US address, allowing you to activate your account prior to arriving to the UK. One significant benefit of having these two HSBC accounts is the ability to utilize Global Transfers between the accounts to transfer money from US Dollars to GBP at the current exchange rate, on the same day, and without fees (<https://www.us.hsbc.com/online-banking/move-money/global-transfers/>).



However, to fully realize these benefits, you must be a “Premier” HSBC member. The easiest way to ensure “premier” status is to change your MyPay direct deposit to arrive in your new USD HSBC account. The easiest way to ensure “premier” status is to change your MyPay direct deposit to arrive in your new USD HSBC account.

Step by step Guide:

- 1.Ensure Premier eligibility (direct deposit pay into HSBC US)
- 2.Open HSBC US Premier checking account
- 3.Open HSBC UK Premier checking account
- 4.Establish Global Transfer link between USD and GBP accounts

Other banks include Barclay’s and the Royal Bank of Scotland. You may obtain more banking information about any of the above mentioned at the following web sites:

[www.barclays.co.uk](http://www.barclays.co.uk)

[www.rbs.co.uk](http://www.rbs.co.uk)

*\*Inform your US bank that you are PCSing overseas and they will walk you through the steps for your bank accounts and any other products that you have with them. Additionally, they will inform you of any benefits they offer that apply to living overseas.*

## **DRIVING IN THE UNITED KINGDOM**

### **DRIVERS’ LICENSE**

You will need to have a valid driving license issued by a US state or European nation. Ensure your license is still valid prior to your arrival in the UK. Some states automatically extend the validity of licenses for military members stationed overseas, but this does not apply to family members. Check with your state’s department of motor vehicles for further information and to renew, if needed, online.

### **US AIR FORCE, EUROPE (USAFE) DRIVER’S PERMIT**

You are also required to possess a USAFE permit to drive in the UK (3AF Form 435). To obtain this permit, you will need to complete a computer-based test on the British Driving Theory. This test will be completed at the NSE. You can review the British Driving Theory at

<http://www.direct.gov.uk/en/TravelAndTransport/Highwaycode/index.htm> and alternately at <http://theory-tests.co.uk/>.

## **AUTO INSURANCE**

You must have motor insurance before you can drive your vehicle on UK roads. Third party insurance is the legal minimum. This means you're covered if you have an accident causing damage or injury to any other person, vehicle, animal or property. It doesn't cover any other costs like repair to your own vehicle. More information can be found at the following link:

<https://www.gov.uk/vehicle-insurance>.

## **INSURANCE COMPANIES**

Some stateside companies will continue to insure you overseas, such as USAA and GEICO, which can be contacted once in country through a UK 800 number. The best advice is to shop around and compare prices. Most personnel choose to stay with a US insurance company that they have prior to PCS as rates are more competitive.

## **POV PICKUP & REGISTRATION**

Vehicles shipped from CONUS to the UK can take 30-60 days. There are several steps required to legally operate your shipped vehicle in the UK:

### **Step 1**

Upon arriving, visit <https://www.pcsmypov.com/> to find the whereabouts of your vehicle. If your vehicle has arrived at RAF Mildenhall's Vehicle Processing Center (VPC), then you will receive a notification email from them. Initially, your vehicle will be quarantined. You will then need to get a Customs & Excise (C&E) Form 941. To get this form, bring your stateside vehicle title or registration, military/civilian ID card, and orders to the Pass & Registration office at RAF Croughton.

RAF Croughton will process the necessary paperwork to ensure your vehicle is imported into the country tax-free. These forms need to be completed before the RAF Mildenhall VPC will release your vehicle for pick up. If you are driving into the UK from a country in the European continent, such as Germany, then your first step is to go to your local vehicle registration office and deregister your vehicle before departing your current home station. Note that if your existing registration will expire 90 days or less after you deregister, you will be required to pay an additional \$30 registration fee; otherwise, deregistration is free. You will be issued shipping plates, valid for 90 days, which you may use to drive your vehicle to the UK.

## Step 2

To pick up your vehicle, you will need the following:

A valid UK Certificate of Motor Insurance (policy letter or green card does not count) ID card.

Vehicle Inspection and Shipping form (DD Form 78).

3AF Driving Permit (3AF Form 435).

Stateside driver's license.

Military/Civilian ID card.

Your white copy of the Customs and Excise Form 941.

You will have to remove any previous base installation decal from your vehicle. RAF Croughton Vehicle Processing will provide all of these documents at the Step 1 visit.

Note: From RAF Mildenhall, you will place your stateside plates back onto your vehicle and drive with the stateside plates until the vehicle is fully registered and you have UK plates. It is illegal to drive without plates and you may be fined.

By the law, you have 30-days to make sure your vehicle is roadworthy and adjust your lights to conform to UK requirements. During this 30-day period, you may drive around with your current license plate. These are the standard changes required to US-made vehicles.

If your vehicle is less than 3 years old, a personal import, a left-hand drive vehicle, or other vehicle not type-approved for use in the UK, it must undergo a Single Vehicle Approval (SVA) inspection; otherwise, it will require a yearly Ministry of Transport (MOT) inspection.

Note: If your vehicle fails its inspection or you do not get it inspected after the 30-day period, it must be stored or parked off-road until it passes the required inspection. Driving is only permitted to and from a pre-arranged inspection.

### POV Claims

You have 60 days to claim any damages on your vehicle. RAF Croughton VPC

Tel: +44-1280-70 -8611

Mon-Fri (0730-1600)

Any damages noted at the time of the vehicle pick up must be recorded and verified at the time of the pickup. Call the RAF Croughton legal office for further information. If you have

questions, please contact the Pass and Registration Office at RAF Croughton. DSN: 236-8611 COMM : 01280 708611.

### **Step 3**

Take the following documents to Pass & Registration Office at RAF Croughton for a V5C (UK vehicle registration):

- C&E Form 941 (pink form) or deregistration from Germany
- UK Certificate of Insurance (not green card or policy paperwork)
- Inspection Certificate (MOT or SVA) (ensure VIN is accurate)
- Certificate of Registration or Title (Marriage certificate required if not in the sponsor's name)

The Pass and Registration Office will forward the original documents to DVLA for request for your first year's road tax disc and British vehicle registration document.

### **Step 4**

It is your responsibility to have the plates made. The best place to have them made is at RAF Croughton "Arts and Crafts center" (phone number: 01280 708446 ). Put them on the vehicle as soon as possible. You will need to have your documents from DVLA to order the plates, which cost can range between 20-40 GBP. Plates can also be acquired at most dealers, especially if you need customized size. For more information regarding vehicle plates, please visit: ([http://www.direct.gov.uk/en/Motoring/PersonalisedRegAndNumberPlates/DG\\_4022573](http://www.direct.gov.uk/en/Motoring/PersonalisedRegAndNumberPlates/DG_4022573)). These plates can be made by any local auto dealer and will save you a trip to RAF Croughton.

You will then receive the V5C registration document (4-page blue document) about 7 to 10 days later.

### **Step 5**

Finally, return to RAF Croughton Pass & Registration with your UK plate number, V5C registration form, proof of insurance, ID card, USAFE driver's permit, and MOT/SVA Certification to update the back side of your driving permit with your new UK license plate number.

## **Step 6**

Take all documents to the RAF Croughton PX along with your Military Star Card to complete documents for an AAFES Fuel Credit Card. This fuel credit will allow you to purchase fuel on the economy at select gas stations at significantly discounted prices.

## **CHILDREN SAFETY SEATS**

It is the driver's responsibility to ensure that children under the age of 14 years are restrained correctly in accordance with the law. All children travelling in cars must use the correct child restraint until they are either 135 cm (4' 5") in height or the age of 12 (whichever they reach first). Afterwards, they must use an adult seat belt. There are very few exceptions, and the main ones are set out below. For more information see the following link:

<https://www.gov.uk/child-car-seats-the-rules>.

### **Children up to 3 years old:**

In the Front Seat: The child **MUST** use the correct child restraint. It is illegal to carry a child in a rear-facing child seat in a front seat that is protected by an active frontal airbag.

In the Rear Seat: The child **MUST** use the correct child restraint. In a licensed taxi or licensed hire car, if a child restraint is not available, then the child may travel unrestrained in the rear. This is the only exception for children under three and has been introduced for practical rather than safety reasons. You should always think about ways to make sure that a child seat is available.

### **Children aged 3 and above, until they reach either their 12th birthday or 135 cm in height:**

In the Front Seat: The child **MUST** use the correct child restraint.

In the Rear Seat: The child **MUST** use the correct restraint, where seat belts are fitted.

There are three exceptions where there is not a child seat available. In each case the child **MUST** use the adult belt instead. They are: In a licensed taxi or private hire vehicle, if the child is travelling on a short distance for reason of unexpected necessity, if there are two occupied child restraints in the rear which prevent the fitment of a third.

### **Children over 1.35 meters in height or who are at least 12 years old:**

In the Front Seat: The adult seat belt **MUST** be worn if available.

In the Rear Seat: The adult seat belt **MUST** be worn if available.

**Passengers over 14 years old:** Adult seat belts must be used. It is the responsibility of the individual passenger to wear a seat belt if one is available.

## **MOTORCYCLES REQUIREMENTS**

If you are a motorcyclist or think you might be interested in motorcycling while stationed in Europe, there are a few things you should know first before making any riding plans or financial obligations. You must complete a Motorcycle Safety Foundation (MSF) approved safety course in order to get the required motorcycle endorsement on your USAFE driver's permit before you can ride your motorcycle in Europe. The frequency and availability of student slots are limited. You are highly encouraged to attend one of these safety courses the MSF offers at your stateside location prior to PCSing here to avoid any unnecessary delays in licensing. Motorcycle refresher training is required every 3 years. See the US NSE for additional details.

## **V5C RENEWAL**

About 15 days before it expires, you will receive a renewal notice in the mail. Bring the renewal notice, current UK certificate of insurance, V5C, current MOT, and a banker's draft for the required amount of road tax (6 months or 12 months) to the Pass & Registration Office in Croughton. They will send in the package and your road tax will be returned to Pass & Registration in about 7-10 days. Please remember that you may not drive your vehicle without paying taxes.

## **HOUSING**

Most British houses do not have cellars or basements. If you own oversized furniture, such as an eight-foot sofa, large dresser or king-size bed, you may find a home with rooms large enough to accommodate your furniture, but narrow staircases, passageways and doorways may prevent you getting the furniture inside the home. Also note, that central heating is not common. Most homes have radiator-style heaters attached to the walls. Carefully consider what electrical items you ship due to the differences in electrical voltage between the US and the UK.

There are two housing options: 1) Use the UK Ministry of Defense (MOD) provided housing within nearby residential neighborhoods or 2) Rent a house on the economy using the Overseas Housing Allowance (OHA) provided by the Army. Your Sponsor can assist you in finding the best accommodation available. One item to remember is that all rental and utility payments must be made by direct debit from a Great Britain Pound Sterling (GBP) account from a UK bank. Landlords and utility companies do not accept checks or credit card payments.









Items to understand:

In the UK, rentals are referred to as lettings.

Rental property companies are called letting agencies.

Houses are listed by postal code. A postal code, unlike a US zip code, refers to a specific area which will include a few houses (6-10). Houses can have numbers or names.

Typical housing types are shown below:

					
<b>Detached</b>	<b>Semi-Detached</b>	<b>Terraced</b>	<b>End-of-Terrace</b>	<b>Bungalow</b>	<b>Cottages</b>
Detached houses do not share any walls with a separate structure. They also tend to have both front and back gardens. Associated with a greater degree of privacy when compared to other variants, these units are often ideal solutions for those who have children.	As the name suggests, the only major difference between a detached house and a semi-detached is that the semi-detached homes share at least one wall with an existing structure that is separately owned.	These are actually some of the most well-known and iconic housing types within the United Kingdom. Terraced houses are connected by a single wall on either side leading to a literal "row" of structures that occupy a street.	The only main difference between end-of-terrace houses and terraced is that these structures are found at the end of a row of homes. In other words, only one wall is shared with an adjacent structure. This is why such houses are often found at the end of a road or on a cul-de-sac.	A bungalow is commonly known as a single-story detached house, although some may have a second level thanks to a loft conversion. As bungalows don't go up, they usually go out, so they will often cover a greater expanse of land than a 'normal' house would.	These traditional-homes are often found throughout the more rural areas or what may appear to be 'random' locations as some are hundreds of years old. Cottages are known for their sturdy construction, thick walls and traditional atmosphere. They can be both detached or semi-detached.

## OVERSEAS HOUSING ALLOWANCE (OHA)

OHA is defined in terms of "with dependents" or "without dependents" rates and the Soldier's rank. Your OHA payments equal your monthly rental payment; you will not "pocket" money related to housing. You can view current rates at

<http://www.defensetravel.dod.mil/site/ohaCalc.cfm> using location United Kingdom, Cheltenham (INCL Imjin Barracks) (E), GB179.

## UK MINISTRY OF DEFENSE HOUSING

You can rent a home (if accompanied) or a room in the Officers' or Sergeants' Mess (if unaccompanied or single; sponsors can explain the British Mess System). Families can apply for MOD Estates housing, known as Service Family Accommodation (SFA), as a first step. Rent is extremely reasonable; however, you do not receive the difference between your max OHA rate and the monthly rent for MOD housing. For additional information, please reference the following website: <https://www.gov.uk/defence-infrastructure-organization-service-family-accommodation>. If you apply for SFA, you only make the decision to accept or decline the quarters after arrival; you maintain the ability to refuse the quarters until you sign for the keys.

Families pay rent to Defense Estates for MOD provided quarters. SFA homes are located in four areas surrounding Imjin Barracks. "The Patch" (unofficial)/Innsworth (official name) is located

across the street from Imjin Barracks and is similar to living on-post in the US. The other housing areas are in Churchdown, Tewkesbury and Gloucester and are within a 10 mile radius of Imjin Barracks. These homes are located on the economy, but they are managed by the MOD for lease to military families.

See the following link for more information:

<https://arrc.nato.int/com/arrivingleaving/international/accommodation>

## **HOUSING ON THE LOCAL ECONOMY**

The housing office at RAF Croughton serves as our housing referral office. They help ensure you are protected and you get financially compensated. The Legal Office at RAF Croughton must review all leases to ensure the landlord includes specific military clauses. You can obtain more information from their website at: <http://www.housing.af.mil/Units/RAF-Croughton/>. RAF Croughton is also part of the Armed Forces Housing Referral Network (AHRN). You can access AHRN at <http://www.ahrn.com>.

Listed below are letting agencies that operate locally. The postal code listed for each property will enable use of Google Maps or a Satellite Nav unit to get accurate directions. Note: Not all postings are vetted but it is a good research start point.

### **LETTING WEBSITES:**

[www.rightmove.co.uk](http://www.rightmove.co.uk) (Utilized by most ARRC members)

[www.primelocation.co.uk](http://www.primelocation.co.uk)

[www.andrewsonline.co.uk](http://www.andrewsonline.co.uk)

[www.cjhole.co.uk](http://www.cjhole.co.uk)

[www.countrywide.co.uk](http://www.countrywide.co.uk)

[www.hamptons.co.uk](http://www.hamptons.co.uk)

[www.hmt.co.uk](http://www.hmt.co.uk)

[www.morgan-associates.co.uk](http://www.morgan-associates.co.uk)

[www.perrybishop.co.uk](http://www.perrybishop.co.uk)

You are strongly advised to check the websites above to get an idea of the different housing options that may be available. The turn-over rate is very rapid and the homes you like may not be available by the time you arrive, but your initial work will provide you and your family an idea of what types of homes are available in the area within certain price ranges. Additionally, school options are important and will help determine where you might reside.

Before a lease is signed, have your Sponsor walk through the house with you. The US contingent's Deputy Senior National Representative (DSNR) will be notified on any home greater than 15 miles from Imjin Barracks. Nothing prevents you from living far from the base, but there can be challenges being further away from the Imjin Barracks. Just keep in mind, no matter where you live, it can be a thirty minute drive. Traffic is dense and roads are narrow.

## **CHOOSING A LOCATION**

There are many items to consider when choosing a location. Most of the US ARRC personnel live in and around Cheltenham, Gloucester, and Tewkesbury.

**Cheltenham:** historic, Victorian city of about 100,000 dominated by white stone structures and outdoor shops.

**Gloucester:** more of a city feel than Cheltenham with a population of about 100,000; great reputation for sports and has a wonderful cathedral.

**Tewkesbury:** rural village of about 14,000; lovely walkable community known for its historic cottages and town houses.

### **Cheltenham and Gloucester Benefits:**

- Many shops, restaurants, festivals, sporting events within walking distance.

- More schools available.

- Are located within major transportation networks (rail, bus, motorways).

- Immediate to larger medical facilities.

### **Cheltenham and Gloucester Challenges:**

- Parking can be limited, particularly for downtown addresses.

- Persistent street construction increases commute times.

- Crime tends to be higher in urban areas.

### **Tewkesbury / Rural Village Benefits:**

- Larger homes within OHA.

- Quaint, quiet.

- Beautiful scenic views.

- More community feel.

- Local festivals and events.

### **Tewkesbury / Rural Village Challenges:**

- Limited medical services.

Fewer shopping options.  
Less utilities flexibility.  
Spotty cell phone reception.  
Longer commute to Imjin Barracks and private schools.

## **HOUSING CONSIDERATIONS**

Below are some key questions that will help you have a successful lease/utility experience:

- Do I need a letting agent? If viewing a property which is being let without a letting agent, the RAF Croughton Housing Office can provide a standard lease template. In these cases, request a housing office representative to inspect the property to confirm it is at an acceptable standard.
- Ensure that a military clause is included in your lease (required)
- Does the property manager have property inspection sheets to note property details?
- Can the lease have a “move at landlord expense” clause to protect you if the landlord terminates the lease early?
- Is there a detailed inventory/conditions list signed by yourself and the property manager?  
It is very important all damage is reported and documented prior to signing to reduce complications when you leave.
- Has my sponsor and the RAF Croughton Legal Office looked at my potential lease?  
(Required)
- How much is the deposit? Most letting agencies require 1.5 months’ rent as a deposit, plus the first month’s rent upon signing the lease. Talk to the NSE about the Advanced Housing Allowance procedure to offset some of this cost. Renewal fees are not reimbursed, so ensure you know that cost upfront. Pets may also incur an additional deposit.
- Where are the gas, electric and water meters, what are their readings, and what is the average annual usage? It is advised that you record meter readings every month. The Utility Companies read meters 1-3 times a year. Your payments are anticipated charges against an annual bill. Make sure that the payment is high enough or there will be a lump sum you will have to pay at the end of the year.
- What are the local government and utility taxes? Tenants will receive a bill for Council Tax from their local government/authority. If the landlord does not pay these taxes, this bill needs to be brought to the RAF Croughton Legal Office as soon as you receive it. U.S. service members are exempt for the duration of their tours. DO NOT PAY THIS. However, if ignored, you will receive a court summons for nonpayment of taxes.

*\*RAF Croughton UK Referral Assistance Brochure can be located*

<https://www.housing.af.mil/Home-deprecated/Units/Unaccompanied-Housing/>

## **UNACCOMPANIED BAGGAGE/HOUSEHOLD GOODS**

Delivery of Unaccompanied Baggage and Household Goods are to be coordinated through the Traffic Management Office at RAF Croughton, Building 202 DSN: 236-8047 Commercial: 01280-708-047 Hours: Monday-Friday 0800-1630. Initial coordination should be made with this office as soon as you arrive so you can obtain an estimated delivery date. Your sponsor will assist with this coordination. The following is provided for planning:

- Delivery of Unaccompanied Baggage: under 600 pounds 30-45 days. Over 600 pounds 45-60 days (unaccompanied baggage under 600 pounds will go by air and over 600 pounds goes by ship).
- Household Goods from CONUS to Europe: 7.5-12 weeks depending on multiple factors (peak season for shipment, customs inspection, etc.).
- Household Goods from the Pacific to the European Theater: at least 90 days Automobile delivery has the same timeline as Household Goods.

### **HOUSEHOLD GOODS CLAIMS**

All personnel have 75 days to file the notification of damage paperwork. Call the RAF Croughton Legal Office for information and appointments.

Claims Office  
RAF Croughton, UK  
Tel: 011 -44-1280-708-652  
Mon-Fri (0730-1630)

## **LOANER FURNITURE**

The Furnishings Management Office at RAF Croughton has the following loaner furniture available to request if your household goods have not arrived from CONUS.

*\*Note: these items are loaned for a maximum of 90 days.*

Bedframe, Double (1)	Bedframe, Single (1)	Chair, Dining (Max 6)
Chair, Easy (2)	Chest, 2dwr, (1 per dependent)	Chest, 4dwr, (1 per dependent)
Chest, 5dwr, (1)	Crib, Toddler/Large (1 per dependent)	High Chair (1 per dependent)
Lamp, Table 240V (1 per table)	Mattress, Double (1)	Mattress, Single (1 per dependent)
Mirror (1)	Nightstand (2)	Sofa (1)
Table, Coffee (1)	Table, Dining (1)	Table, End (2)

The following items are available to request free of charge once you move into your PERMENANT residence. Ensure the owner and the property supports such items.

*\*Note: these items are loaned for the duration of your tour.*

Dryer, Clothes, Condenser (1)	Range 18" Cooker (1)	Range 24" Cooker (1)
Refrigerator, Freezer/UK (1)	Upright Freezer (MFH) (1 if available)	Washer, Clothes/UK (1)
Transformer (2)	Wardrobe Folding (1 per dependent)	

To arrange for loaner furniture, you will need:

- PCS orders (with dependents)
- Furniture request form
- Authorization for payroll deduction
- Landlord/letting agent concurrence
- Pet owner/smokers form
- Copy of lease (signed)

The Furnishings Management Office Customer Service contact details are:

DSN: 314-236-8758

Comm: 01280-708758

Email: 422ces.ceacf@us.af.mil

Website: <https://www.housing.af.mil/Units/RAF-Croughton/FURNISHINGS-MANAGEMENT/>

Hours of operation: Mon - Fri 0800-1200 / 1300-1500 (Office closed 1200-1300 for lunch)

### Transformers

Since all electricity is 220 volts with a three prong plug, you will need transformers to operate your 110V appliances. Ensure you check your appliances to determine if they are dual voltage (they can operate on 110V or 220V).

## **Appliances**

Many people who come to the UK prefer not to use certain 110V appliances because they require transformers. The high wattage drawing items such as microwave ovens, coffee makers and toasters are placed in storage, sold or given away. Due to counter space availability, a large transformer is a cumbersome item in a moderate to small-sized kitchen. These items can be replaced with 220V items in the UK. Note: Appliances which have timers/clocks do not work on transformers (e.g. bread makers), heating appliances work slower, and the motor will eventually burn up due to incorrect voltage supplied.

## CHAPTER 4: 30-DAYS POST ARRIVAL

### MEDICAL AND DENTAL CARE

#### MEDICAL EMERGENCIES

Call 999 (the UK equivalent to 911) or go to the nearest Accident and Emergency Department (A&E). Even during working hours, if it is a serious illness or a threat to life, limb, or eyesight the best emergency care will be provided by a local Emergency Care Centre. If you or a member of your family is seen at an Emergency Care Centre must contact the TRICARE Service Centre the next duty day after any emergency, especially if there has been an admission. TRICARE UK TOLL FREE NUMBER: 0800 023 4384 OR 1-877-678-1207.

#### GENERAL HEALTHCARE INFORMATION

You and your dependents receive primary and specialty care (medical, dental, vision, etc.) through the TRICARE Overseas Program (TOP) Prime Remote and International SOS (ISOS) programs. Emergency services should be sought via the closest provider at the time of incident to include National Health Care System (NHS), private, US/UK military or other emergency services. The Imjin Barracks Military Treatment Facility will see all ARRC members for basic sick call and some medical readiness exams. The closest Military Treatment Facility (MTF) is located at RAF Croughton (approximately 90 minutes from Imjin Barracks). RAF Croughton is primarily responsible for your medical readiness examinations. All other services at RAF Croughton are provided solely on a space available basis for both sponsors and dependents. Prescriptions may be obtained through the TRICARE Mail Order Pharmacy (TMOP) program, the NHS (in conjunction with TRICARE) or the RAF Croughton Pharmacy. Contact information for the Imjin and Croughton MTFs are below:

Imjin Barracks MTF:

0142 527 1261 (EXT 5999)

RAF Croughton MTF:

0128 070 8737 or DSN 236-8737

It is your responsibility to maintain the hard copy of your medical records and the record of your family while assigned to HQ, ARRC. An explanation of the above-mentioned programs and facilities can be found in the pages that follow.

Please report any access to care issues you encounter to the US Contingent in the HQ, ARRC Medical Branch so that we can improve the process for everyone.



## **BEFORE PCS-ING TO HQ ARRC**

As a rapid reaction element stationed in a remote location it is important for you to arrive physically ready for deployment. Additionally, you should make the following arrangements/preparations for them- selves and their dependents (if applicable) prior to arrival:

- Projected 6-month green Medical Readiness Status (MEDPROS).
- Up to date immunizations and boosters to include but not limited to Typhoid, Anthrax and Smallpox (can be waived for families with young children).
- Enrollment in the TRICARE Mail Order Pharmacy (TMOP) program; primary care managers at losing unit station are able to enroll service members and their dependents (a sponsor can provide the APO address).
- No less than 90 days (180 days preferred) of prescription medications (to include allergy, pain relief, etc.).
- Hand carry hard copies of medical and dental records.
- Update your Defense Enrollment Eligibility Reporting System (DEERS) for you and your family.

## **FACILITIES / PROGRAMS ACCESSIBLE TO SERVICE MEMBERS AND DEPENDENTS**

It is the aim of the US Military Health System to ensure healthcare is available to you and your family within a reasonable distance of your duty station. In most cases, regular and specialty healthcare services can be coordinated through TOP Prime Remote/ISOS and is accessible in the vicinity of Imjin Barracks. If you need assistance in coordinating approval for services at a nearby location do not hesitate to contact your US representative in HQ, ARRC Medical Branch for assistance.

## **TRICARE OVERSEAS PROGRAM (TOP) PRIME REMOTE / INTERNATIONAL SOS (ISOS)**

The TOP Prime Remote is a TRICARE Prime option offered in designated remote overseas locations for you and your dependents. TRICARE has partnered with ISOS to identify the best local providers and facilities and develop a network of licensed, qualified physicians in remote overseas areas. Enrollment is required to participate and can be completed prior to PCSing or during in-processing.

Once enrolled in TOP Prime Remote, all medical care is coordinated through TOP Prime Remote Customer Service Center. ISOS will refer service members/dependents to a General Practitioner (GP) or Specialist (to include dental, optometry, behavioral health, pain management, physiotherapy, etc.) within the network. TOP Prime Remote will then fax the provider a guarantee of payment memorandum releasing the service members and dependents from payment of the visit. If coordination with TOP Prime Remote doesn't take place in non-emergency incidents or if a physician refers a service member/dependent to a non-network provider, the service

member/dependent may have to pay for the care and file a claim for reimbursement. Failure to obtain pre- authorization prior to treatment may result in service member liability for payment.

Further information on TOP Prime Remote please use the following link:

<https://www.tricare.mil/Plans/Enroll/TPRO>.

### **UK NATIONAL HEALTHCARE SERVICES (NHS)**

As serving NATO personnel or the accompanying spouse/child (under 16) of a serving NATO personnel, you are exempt from charges for NHS treatment, except any statutory charges such as prescriptions. See “New Prescriptions” section below for more details. If you choose to use the NHS system you will need to register for an NHS number with the initial facility you use in the system. You may need to provide proof of NATO service or residency in the UK with your resident visa. Once registered in the system you will want to have the registration number accessible anytime you access health services in the UK. Note that although you are eligible to access the NHS services nearest you, it is up to the practice to decide whether to accept new patients or not. \*In the UK, the word “surgery” is used when referring to a doctor’s office or clinic. The abbreviation “GP” is short for General Practitioner. A GP is a medical doctor who specializes in general practice and will typically work in a surgery or larger hospital.

If your NHS GP decides to refer you to a hospital for specialized treatment, then this will not necessarily be free of charge. Special treatment can be coordinated with TRICARE; however, it is essential that in non-emergent situations this treatment be authorized prior to attending any appointments. Contact your local TRICARE representative, NSE or Medical Service Officer within the contingent, if the desired specialty is not on the TRICARE approved providers list.

For more information regarding the NHS and how to locate a “surgery” near you, please use the following link: <https://nhs.uk>.

### **IMJIN BARRACKS MEDICAL CLINIC**

All NATO military members are permitted to use the British Medical Clinic on Imjin Barracks. The British Clinic is available during normal duty hours, with a doctor on call during the non-duty hours. Registration during in-processing with the Imjin Barracks clinic is recommended. Coordination with the US Contingent medic to complete certain Medical Readiness Exams on location at Imjin Barracks is a possibility. Be aware that the care is provided at no cost on the equivalent cost basis as it is provided to a UK Soldier; service members should request a fee schedule prior to receiving any recommended procedures.

Some UK Medical providers have different views or methods of treatment from what is expected in the US. It is important that any concerns are vocalized directly to the provider or facility at the time of the concern. Issues or complaints with the NHS system must be submitted through the NHS system. A change in provider or second opinion may be arranged by submitting a request to TOP Prime Remote.

### **RAF CROUGHTON CLINIC**

You and your family may use the RAF Croughton medical and dental clinics on a space available basis. TOP Prime Remote is the recommend method for access to care for service members assigned to Imjin Barracks so general appointments at RAF Croughton will not result in travel reimbursement. Services provided at RAF Croughton include Family Practice, Pharmacy, Audiology, Immunizations, Laboratory, General Dentistry, Behavioral Health Services, Family Advocacy, Alcohol and Drug Abuse Treatment (ADAPT) and Public Health.

RAF Croughton is the nearest US Military Treatment Facility (MTF) with the ability to update Medical Readiness requirements for Active Duty service members. Check with US Contingent members of the Medical Branch to find out if there are other options to update specific readiness requirements without travel. In special cases service members may be referred to another military facility for specific examinations or follow up appointments. Travel re-imbursements for referrals or exams scheduled at other military locations must be pre-approved. As each case presents its own unique challenges and justification it is advised that you work with the US Contingent in the HQ, ARRC Medical Branch to ensure that authorization for travel re-imbursement is approved prior to attending your appointment.

24 hour Nurse Advice Line: 00800 475 92330

Medical Appointments: 01280 708 737 (DSN 236-8737)

Dental Appointments: 01280 708 819 (DSN 236-819)

Use of Military Health Systems for Optometry, Audiology, Age/MOS Specific Physical Exams and other Specialized Procedures

### **RAF LAKENHEATH AND LANDSTUHL REGIONAL MEDICAL CENTER (LRMC)**

RAF Lakenheath and LRMC can provide specific exam, equipment fitting (advanced dentistry, military eye wear, custom ear protection), CT scan, ETS/RET physical, 50+ physical, etc.). If you need one of these services travel re-imbursement must be justified and pre-authorized. It is recommended you work with the US Contingent Medical Branch, the RAF Croughton MTF and US Contingent finance representatives to coordinate for these appointments.

## PHARMACY

In most cases, prescriptions written by US providers are not fillable by UK pharmacies and prescriptions written by UK providers are not fillable by US Military pharmacies. Over-the-counter (OTC) medications can be purchased at most local drug and grocery stores. In many cases names and formularies are different than what you may be used to in the US. To help prevent an avoidable adverse drug event (ADEs) always use caution with OTC options, avoid mixing OTC options with other OTC medications or prescribed medications unless advised to do so by a physician. For acute or prolonged symptoms seek medical treatment as advised above. If in doubt, always seek medical advice.

*\*OTC drugs aren't covered through TRICARE outside of the US.*

## EXISTING PRESCRIPTIONS AND REFILLS

TRICARE prescription drug coverage is available to all TRICARE-eligible beneficiaries who are enrolled in the DEERS. The TRICARE Pharmacy Home Delivery or TRICARE Mail order Pharmacy (TMOP) is your least expensive option when not using the military pharmacy and it's safe, convenient and easy to use even when you're traveling on a temporary assignment or if you move. TMOP can be accessed at the following link: <http://www.express-scripts.com/TRICARE/>

You can also get up to a 90-day supply for most medications, primarily prescriptions required on a regular basis Request refills by mail, phone or online. Prescriptions can be sent to any address in the US and US Territories, including temporary and APO/FPO addresses.

### Limitations:

- Prescriptions cannot be mailed to private foreign addresses.
  - Refrigerated medications cannot be shipped to APO/FPO addresses.
  - Home delivery to APO/FPO addresses is subject to local laws. There is a chance that prescription medications sent to APO/FPO addresses may be seized by local nation customs authorities. If prescriptions are seized, contact Express Scripts at 1-877-363-1303 (within the US) or 00800 363 13030 (within the UK) to discuss alternative methods for prescription fills
- Issues or delays when using the mail order system can be temporarily rectified by contacting TOP Prime Remote /ISOS or contacting the RAF Croughton Pharmacy for an immediate refill.

### Key Steps:

**Update DEERS:** If not done so already, update DEERS to current APO address. To do so access MilConnect with CAC and Select Manage Health Benefits.

**Register for TMOP and activate account:** <http://www.express-scripts.com/TRICARE/>

**Submit New Prescriptions:**

*Online:* Use the Fill a New Prescription form to fill a brand new 90-day home delivery prescription or switch a current retail prescription to Home Delivery.

*Mail:* Fill out the Mail Order Registration Form (PDF file) and then mail the form and 90-day prescription to the address listed on the form.

*Phone:* Call 1-877-363-1296 and have your prescription bottle handy. A patient care advocate will work with service members/dependents' doctor to transfer maintenance medications to Home Delivery.

**NOTES:**

This is not an automatic process; if a refill is not requested it will not be released!

Provide a good email address and keep addresses up to date - The email address is how the Pharmacy Operations Center will communicate any issues with prescriptions

The activation process must be completed for each dependent who wishes to use this website. Each dependent, including the sponsor, will have a unique username and password for his/her online account

Actively look for email and if emails are not received contact the Pharmacy Operations Center.

If filling a prescription by an NHS or local private provider on the economy, you will be asked to pay the UK co-pay for the medications. This can cost up to 12 pounds. You can be reimbursed by Tricare for this expense by retaining a copy of the prescription and the receipt. You can then submit them for reimbursement through Tricare online or the My Overseas App.

**NEW PRESCRIPTIONS**

TOP PRIME REMOTE/ISOS: Preauthorization for new appointments through TOP Prime Remote/ ISOS will ensure that the initial costs of new prescriptions are covered in the authorization. Prolonged prescription coordination should be coordinated by contacting a TOP Prime Remote representative to coordinate prescription fill under your existing authorization number.

NHS: You or your accompanying dependent may be eligible for free NHS prescriptions if, at the time the prescription is dispensed, you or your accompanying dependent: are 60 or over, are under 16, are 16-18 and in full-time education, are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx), have a specified medical condition and have a valid medical exemption certificate (MedEx), are an NHS inpatient. Ask your UK provider how to enroll in the NHS prescription program if you believe you may qualify under one of the listed categories.

## **RAF CROUGHTON PHARMACY**

Prescription services are available at RAF Croughton and can be picked-up during all normal Medical Treatment Facility (MTF) operating hours. In most cases RAF Croughton cannot fill prescriptions written by UK physicians and therefore an appointment must be made with a military physician to confirm the prescription is accurate. For any questions or to confirm prescription requirements and stock please contact the pharmacy at: 01280 708 737 or DSN: 236-8737.

## **TRICARE DENTAL PROGRAM**

TRICARE offers the TRICARE Dental Program (TDP). The TDP benefit, administered by United Concordia Companies, Inc. (United Concordia), is a voluntary, premium-based dental insurance program available worldwide to eligible family members of active duty service members.

While OCONUS, service members are covered through TOP Prime Remote/ISOS in the same way as other medical appointments mentioned above. Service Members can call CONUS 844-653-4060 for benefits question or the Inter- national SOS at 02087628384.

Family members enrolled in the TRICARE Dental Program and located in OCONUS locations have the option of working through TOP Prime Remote/ISOS or directly with TRICARE's partner company, United Concordia. United Concordia encourages members to complete online registration for enrollment, claims processing, and customer service for the TRICARE Dental Program. The United Concordia logon page can be found here: <https://www.uccitdp.com/>. For more information on the TRICARE Dental Pro- gram please use the following link: <https://www.tricare.mil/CoveredServices/Dental/TDP>.

## **OPTIONS OVERVEIW**

### **TRICARE ISOS (PRIME REMOTE)**

- Over the phone medical consultation
- Access to ALTHA
- Direct referral to specialty providers
- Coverage everywhere you travel including the US
- DOD preferred method to access care for both service members and families: Pre-authorization IS required
- Issues with provider claims may become your responsibility to fix/appeal
- Military profiles require coordination
- Dental for family requires registration
- Rx fills are reimbursement based

- Service member responsibility to ensure that visit/care is recorded in their medical record
- UK's approach to medical care is different than US approach

### **NHS**

- No authorizations required
- Free prescriptions for children and special conditions
- Free dental and optometry for children up to 18/21
- In house referral process
- No visibility of medical history
- Military profiles require coordination
- Adult Rx fills are reimbursement based
- Referrals to non-NHS providers require TRICARE coordination or claim filing
- Service member responsibility to ensure that visit/care is recorded in their medical record
- UK's approach to medical care is different than US approach

### **Air Force MTFs**

- Access to your medical history
- US certified physicians
- Direct ALTHA entries
- Dental and refill pharmacy services are easy to use
- Limited capabilities at RAF Croughton
- Inter-service coordination may be required (referrals, MEDPROS entry)
- Sister services are secondary
- Families are seen on space available basis only
- Rx by non-US providers cannot be filled

### **Imjin Barracks MTF**

- Service members get equivalent care and treatment as their UK counterparts
- Easy accessibility to physical therapy and pharmacy
- Willing to coordinate for medical readiness exams within their capabilities
- Referrals will be within the NHS System with the ability to seek private care for further treatment
- Cannot see family members
- Limited capabilities
- Service member responsibility to ensure that visit/care is recorded in the medical record
- UK's approach to medical care is different than US approach

**Lastly, consider yourself forewarned:**

## British Over-the-Counter Products Containing Narcotics

The following medications, available over-the-counter (OTC) in the UK, contain codeine preparations, which may result in a positive urinalysis drug screen. Please contact your primary care provider if you have questions or have been prescribed medication by a British physician. These prescriptions must be annotated in your medical records.

### Anelgesics (pain medication)

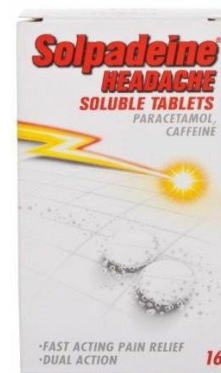
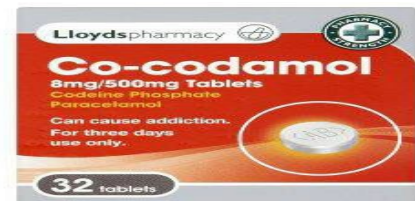
Co-Codamol Tablets; Co-Codaprin Tablets; Codanin Tablets; Codis Tablets; Cojene Tablets; Nurofen-Plus Tablets; Panadeine Tablets; Panerel Tablets; Paracodol Tablets and Capsules; Paramol Tablets; Propain Tablets; Solpadeine Tablets and Capsules; Syndol Tablets; Veganin Tablets; Feminax Tablets; Migravele Tablets

### Antidiarrheals

Kaolin and Morphine Mixture BPC; Diocalm Dual Action Tablets; Enterosan Tablets; J. Collis Browne's Mixture and Tablets

### Antitussives (stuffy nose/head medications)

Ipecac and Morphine Mixture BPC; Codeine Linctus BPC; Gee's Linctus BPC; Benylin with Codeine; Dimotaine Cough Syrup; Dimotaine Cough Paediatric; Famel Original; Terpin Elixir





## **CHILDCARE AND SCHOOLS**

### **POINTS OF CONTACT**

There are many members in the U.S. contingent who have children at local private schools. As a starting point, the three listed below are good starting points to understanding culture at three schools in the area and the tuition re-imburement process.

Ashley Manor (Cheltenham): MAJ Peter Preisinger,

Dean Close School (Cheltenham): CPT Lincoln Mallinger,

King's School (Gloucester): MAJ David Freeman,

### **CHILDCARE AND PRESCHOOL**

Childcare and Preschool services are available in the immediate area surrounding Imjin Barracks; most operate on a first come/first serve or space available basis.

In the UK, children beginning at age 3 are entitled to a free, state-sponsored education. Education is compulsory for 5 year olds and older.

Children aged 3 and 4 are entitled to 15 free hours per week in the UK (utilizing what are called 'Nursery Vouchers'). US parents are entitled to this benefit. Parents may also apply to send their four year old children to UK State schools (equivalent to US public schools).

### **ENROLLMENT**

Enrollment in UK preschool (called Reception, or year 0) is very time sensitive and is linked to your physical living address. The normal enrollment window closes in January; long before most service members have orders and well-before most incoming service members locate their family's place of residence. Given these constraints, it is strongly advised to wait until your PCS is complete and you are settled in your final residence before completing the enrollment process.

For information regarding reception enrollment visit the following link:

<http://www.gloucestershire.gov.uk/mobile/startingprimary>

## **DAY NURSERIES**

The following nurseries are located directly adjacent to Imjin Barracks: Noah's Ark and The Old Station Yard Nursery. Enrollment spaces are limited; however, station personnel have priority for admission. Noah's Ark does not provide a pre-school education.

You can also visit [www.daynurseries.co.uk](http://www.daynurseries.co.uk) for a comprehensive list of day nurseries available in the local county of Gloucestershire.

## **NON-DOD SCHOOLS PROGRAM (NDSP)**

The Non-DOD Schools Program (NDSP) has the responsibility to support educational services at government expense to authorized command-sponsored dependents of military members and DOD civilian employees assigned to overseas areas where no DOD Dependents School is available within the commuting area. Approval for the enrollment of an eligible minor dependent of a DOD sponsor must be obtained from DODDS-Europe prior to enrolling a child in a non-DOD school.

Before you commit to tuition, fees or register at any school, please familiarize yourself with the information provided at the following link before making any commitments:

<https://www.dodea.edu/non-dod-schools/newcomer>

The transition from a US school to a UK school can be difficult due to differences in curriculum and structure, especially for US grades 9-12. Please familiarize yourself with the British education system at the following link: [https://rafcroughtonfss.com/wp-content/uploads/2024/05/Navigating-the-British-School-System\\_NDSP-Crash-Course.pdf](https://rafcroughtonfss.com/wp-content/uploads/2024/05/Navigating-the-British-School-System_NDSP-Crash-Course.pdf)

For children in grades 9-12, it will explain the General Certificate of Secondary Education (GCSE) and the Advanced Level General Certificate of Education (A-levels).

## **ENROLLMENT**

Upon receipt of assignment orders to the ARRC, begin researching schools in the local area to understand what each provides. Additionally, school liaisons can provide additional information on local schooling options. For school liaison contact information, please use the following link: <https://rafcroughtonfss.com/school-liaison/>

Please note the following:

Parents may not make a commitment of US Government funds to any educational institution without completing the following steps to obtain approval from the approving authority.

Gather information about the educational options available and decide which option is best for your dependents.

If possible, wait until you arrive in country and visit each of the schools that you are interested in for your children.

Once you have made your visit(s) and decided on the school, you will need to register with NDSP, or you can get this through your SLO. The linked document will walk you step-by-step through the online registration process:

<https://dodea.widen.net/content/y64ifipgot/original/ndsp-reregistration-quick-guide.pdf>

NDSP will process the request and send email notification to the SLO and sponsor upon receipt of the complete packet. The packet is complete when all necessary documents and signatures are included. Upon receipt of approval from NDSP (traditionally notified via email), NDSP will contact the school directly reference billing, payments, etc.

## **GRADES K-12 OVERVIEW**

Imjin Barracks does not have any Department of Defense Dependents Schools (DoDDS) in the immediate area (elementary, middle, or high school). Dependent children are eligible to attend either UK public ('state') schools or UK private schools (tuition-paying) - reimbursed by NDSP.

If interested in having your children attend UK private schools, it is recommended that parents contact these schools in advance of PCSing and to visit all these schools upon arrival in the UK. Typically, it takes less than one week to complete enrollment requirements before your child (ren) can begin school. All schools require uniforms, NDSP does not cover uniform costs.

If attending a UK school, students will attend (UK) GCSE courses during grades 9 and 10, and (UK) A-levels during grades 11 and 12.

There are options for high school-aged students to attend UK private schools that follow a US curriculum and provide a US high school diploma. There is one school in the local area (Kingham Hill – accredited by Virginia) that offers a US diploma and several schools in the London metropolitan area that offer either international Baccalaureate (IB) or Advance Placement (AP) curriculums that match the US system. Attending school in London will require the student to board. This may result in the service member incurring additional out-of-pocket expenses as NDSP sets the reimbursement rate for the duty assignment (Gloucester) and not where the student attends school.

Arriving grade 10 students will likely experience a difficult transition beginning their UK education in middle of the 2-year GCSE program; arriving grade 12 students will experience less difficulty.

In all cases, it is recommended that grade 9 to 12 students supplement their UK education with online (US) courses offered by the Department of Defense Education Activity (DODEA) Virtual School program.

Grade 9 to 12 dependent children are eligible to enroll full-time in online courses through the DODEA Virtual High School program.

Dependent children attending the DODEA Virtual School full-time will be eligible to receive a U.S. high school diploma (if education is completed in the UK). Kingham Hill has an accredited US high school program from the state of Virginia. The school does hold US classes and US students do not take the GCSEs. Graduating students receive a high school diploma. The school is 30 miles from post centered in the Cotswold AONB. It does offer a weekly boarding program to reduce travel.

Below is a listing of some of the UK private schools available under NDSP:

Cheltenham College and Cheltenham College Preparatory School

Phone Number: 0044 (0) 1242 522 697

Email: [ccjs@cheltenhamcollege.org](mailto:ccjs@cheltenhamcollege.org)

Website: <http://www.cheltenhamcollege.org/>

Dean Close School

Phone Number: 0044 (0) 1242 258000

Email: [registrars@deanclose.org.uk](mailto:registrars@deanclose.org.uk)

Website: <http://www.deanclose.org.uk/>

Kingham Hill School

Phone Number: 0044 (0) 1608 658999

Email: [a.curwen@kingham-hill.oxon.sch.uk](mailto:a.curwen@kingham-hill.oxon.sch.uk)

Website: <http://www.kinghamhill.org.uk/>

Rendcomb College

Phone Number: 0044 (0) 1285 831213

Email: [INFO@RENDCOMB.GLOUCS.SCH.UK](mailto:INFO@RENDCOMB.GLOUCS.SCH.UK)

Ashaley Mannor Primary (Formerly Saint Edwards School)

Phone Number: 0044 (0) 1242-538900

Email: [headmaster@stedwardsjunior.co.uk](mailto:headmaster@stedwardsjunior.co.uk)

Website: <http://www.stedwards.co.uk/>

The King's School

Phone Number: 0044 (0) 1452 337337

Email: [office@thekingsschool.co.uk](mailto:office@thekingsschool.co.uk)

Website: <http://www.thekingsschool.co.uk/>

Wycliffe College  
Phone Number: 0044 (0) 1453 820412  
Email: [senior@wycliffe.co.uk](mailto:senior@wycliffe.co.uk)  
Website: <http://www.wycliffe.co.uk/>

*\*A comprehensive list of independent schools in the local area can be found at the following link: <https://www.isc.co.uk/schools/england/gloucestershire/>*

#### **(UK) STATE AND GRAMMAR SCHOOLS IN THE LOCAL AREA:**

Attendance at UK State schools still remains authorized for all ages and some members of the contingent choose this option to facilitate dependents attending the same school or when the locations and available of state schooling is more convenient. Additional information for the process of enrolling in State schools in Gloucestershire is available at (<http://www.gloucestershire.gov.uk/education>). The mapping tool is useful to identify schools available in each area.

Pate's Grammar School is the only Grammar school available in the area. Pate's is a selective school. Admission to the school has always been by competitive test. Places have always been offered to the children achieving the highest rank order scores in the Admissions Test. Additional information for Pate's Grammar school can be found at (<http://www.pates.gloucs.sch.uk>).

#### **ADULT EDUCATION OPPORTUNITIES VIA U.S. SOURCES**

RAF Croughton is the nearest USAF operated facility. It is approximately 90 minutes from Imjin Barracks. Most US based educational opportunities will be provided through its education center.

# APPENDIX A: SPONSORSHIP CHECKLIST

## **Pre-Arrival**

- Complete all required training on eSAT (<https://millifelearning.militaryonesource.mil/>)
- Complete at minimum Section 3 of DA Form 5434 on ACT (Army Career Tracker). Sponsor can complete other sections for the arriving member, if necessary.
- Initiate contact via email and/or phone.
- Send Newcomer's Guide to arriving member.
- Ensure arriving member has passport or has initiated process to obtain.
- Prompt and track that required training is complete and up-to-date prior to arrival.
- Inform arriving member to increase GTCC limit to \$10,000 and obtain AAFES Starcard (for fuel).
- Gather new arrival's personal needs (family, schooling, pets, etc.) and provide necessary relevant resources.
- Share necessary contact information with NSE as well as PCS Orders, amendments, absence requests, and flight itinerary.
- Ensure new arrival completes Cyber Awareness, AT Level 1, OPSEC, Risk Management Basic Course, and leaders Safety and Occupational Health online training. Forward certificates to NSE.
- Ensure arriving member has booked local accommodation.
- (Optional) Educate new arrival on process of obtaining WISE account should they wish to set up a UK bank prior to arrival.
- Provide letting agency contacts and/or MOD housing form.
- Schedule Gurkha White Fleet to pick-up inbound person(s).
- Provide APO address.

## **Arrival Day**

- Personally meet the arriving member and family at airport.
- Take arriving member and family to lodging.
- Escort new arrival to local facilities for groceries, toiletries, and other necessities.

## **Day 1 and as Time Allows**

- Tour of Imjin facilities (Costcutter, gym, medical facility, NSE, etc.).
- Assist with badging and obtaining in-processing paperwork from NSE.
- Introduce arrival to supervisor, key personal, and fellow co-workers. Schedule arrival's meeting with the U.S. Senior National Representative and Deputy SNR.
- Assist with transportation needs (whether they choose to purchase a vehicle here or had one shipped from the US).
- Assist with finding permanent housing.
- Show NSE loaner closet.
- Coordinate with their respective section to help initiate ARRC in-processing (NATO Security Clearance, Badging, NS Account, NIPR Account, DTS).
- Register newcomer at ARRC medical clinic.
- Add newcomer (and spouse) to relevant group chats.

# APPENDIX B: IN-PROCESSING CHECKLIST

## NSE IN-PROCESSING CHECKLIST (as of 01 November 2024)

RANK/NAME\_\_\_\_\_

ARRIVAL DATE\_\_\_\_\_

SERVICE MEMBER'S SPONSOR\_\_\_\_\_

NSE OFFICE NUMBER: 01452-712-612 EXT. 6195 or 6198

Imjin Barracks, Innsworth, Gloucester, UK

### **U.S. Army National Support Element (NSE)**

#### **Orderly / Training Room (NSE)**

- Arrive in IPPS-A
- Add to Daily Status Report (DSR)
- DA Form 647-1 Personnel Register
- PCS Orders
- Absence Request
- Update/Verify DD 93 & SGLV
- Records Review
- Online Driver's Test
- Provide Clothing Record
- Request Additional CIF Items
- Add to MS Teams Group
- Add to Alert Roster and Social Roster
- S-2 Security Memo Packet
- Sponsorship Survey (<https://actnow.army.mil>)
- Isse Mailbox
- Complete Change of Address Card

#### **Housing Office (NSE)**

*\*SMs will not contact RAF Croughton Housing Office directly. Utilize NSE for all correspondence.*

- Temporary Lodging Allowance (TLA) Memo
- TLA Review Record
- DD Form 1746 Application for Assignment to Housing
- AF Form 4422 Sex Offender Disclosure and Acknowledgement
- TLA Temporary Lodging Receipts

- DD Form 2367 OHA Start/Stop
- Draft Tenancy Agreement (For Housing Review)
- Signed Tendency Agreement (For OHA)
- Council Tax Bill (To NSE Once Received)

#### Finance **(NSE)**

*\*SmartVoucher must be completed by SM on first day of in-processing*  
 (<https://smartvoucher.dfas.mil/voucher>).

- PCS Orders
- Absence Request
- Flight Itinerary
- TLA Memo (from Housing)
- TLA Hotel Receipts (Itemized Days)
- DA 4187 ASHA (1st Month's Rent and Security Deposit) (Optional)
- DD 2367 to Start OHA (from Housing)

#### General Administration **(RAF Croughton)**

Bldg 201 (DSN 236-8324)

- CAC Services (if needed)
- Passport and/or Vignette Services (if needed)
- DEERS Enrollment (if needed)

Transportation Movement Office (TMO), Bldg 202 (DSN 236-8047)

- Schedule HHG/UA Baggage Delivery

Pass & Registration Office, Bldg 4 (DSN 236-8611)

- Issue USAFE Form 435 (Driving Permit)
- Submit Vehicle Customs Forms (Vehicle Import)
- Submit MOT (to Register Vehicle in UK)

PX, Bldg 76 (Tel: +44 1280 708 825)

- Gas Ration Card (after issued USAFE Form 435)

Furnishings Management, Bldg 62 (DSN 236-8758)

- Request Loan Furniture (Optional)

#### Vehicle Pick-Up **(RAF Mildenhall)**

Vehicle Processing Center

Field Road (beside Esso Station), Mildenhall, Suffolk, GBR, IP28 7AL

Tel: +44 1638 562 752

E-Mail: Mildenhall.VPC@ialpov.us



## APPENDIX C: FAQs

### **In case of emergency, what are some useful telephone numbers to have handy?**

*Fire/Police/Ambulance – 999; Police Non-Emergency – 101; Emergency Medical/Dental National Health Service – 111*

### **How will my family and I receive health care in the UK?**

*The United Kingdom has government-funded universal health care (the National Health Service, NHS). Upon arrival in the UK, everyone should obtain an NHS identification number to use local health services, especially for emergency care and pharmacy needs. That can be obtained by the service member at the clinic on Imjin Barracks and by family members at a local hospital. For planned appointments, Tricare can be used at scheduled appointments with local Tricare-approved physicians. Using insurance to schedule appointments can dramatically shorten the wait time for a scheduled appointment. Additionally, service members and their families can use the U.S. medical facilities at RAF Croughton. U.S. members and their families typically use the RAF Croughton medical facilities for dental appointments.*

### **Is my spouse permitted to work in the UK?**

*Yes. Spouses are authorized to work in the UK. They will need to apply for a UK Vignette at RAF Croughton, as well as a national Insurance Number.*

### **Will US bank-linked credit or debit cards work in the UK?**

*Yes. Most UK retailers (stores, restaurants, etc.) have converted to tap-to-pay services and prefer credit / debit card payments, even if your card is assigned to a US bank. Ensure your US bank is aware of your move so early payments don't trigger fraud warnings.*

### **Should I convert US Dollars to Great British Pounds prior to arrival?**

*Your US-linked credit cards work on ATMs in the UK and typically have better exchange rates than those you'd find at traditional currency exchange centers.*

### **Can I mail certain items to myself prior to my departure?**

*Yes. You can mail certain items to your assigned sponsor, and they can hold them for you prior to arrival. Additionally, you will receive an APO prior to your PCS, allowing you to mail items.*

### **Can I bring large furniture items such as a king-sized bed?**

*It would be difficult to accommodate oversized items such as a king-sized bed in many of the houses in the local area. If you leave extra-large items in storage in the United States it will give you and your family much more flexibility when it comes to house-hunting.*

**Will the unit provide support to my family while I'm TDY or on exercise?**

*It is the command's sincere intention to be as supportive to families as possible. All members of the command and the National Support Element are available to provide aid and/or information to family members while their Service Members are travelling.*

**What are my sponsor's duties to facilitate a smooth transition to the United Kingdom (UK)?**

*An assigned sponsor has a list of basic duties. Please refer to Appendix 1: Sponsor Checklist section for the complete list. Ultimately, you are responsible for your PCS.*

## APPENDIX D: USEFUL LINKS

### Finance

DoD Dependent Travel Pay Overview:

<https://www.dfas.mil/militarymembers/travelpay/armypcs/dependents/>

DoD Per Diem Rate Lookup:

<https://www.travel.dod.mil/Travel-Transportation-Rates/Per-Diem/Per-Diem-Rate-Lookup/>

DOD Overseas Housing Allowance (OHA) Overview:

<https://www.travel.dod.mil/Allowances/Overseas-Housing-Allowance/>

DoD Overseas Cost of Living Allowance (COLA) Overview:

<https://www.travel.dod.mil/Allowances/Overseas-Cost-of-Living-Allowance/>

Required Training for Government Travel Credit Card (CAC-enabled):

<https://www.travel.dod.mil/Training/eLearning/>

SmartVoucher (Travel Voucher Online Tool):

<http://smartvoucher.dfas.mil/>

### Banking

Wise (Web-Based UK Bank):

<https://wise.com/>

Community Bank (“Local” DoD Bank):

[www.dodcommunitybank.com](http://www.dodcommunitybank.com)

Lloyds Bank (UK Bank)

[www.lloydsbank.com/](http://www.lloydsbank.com/)

### Driving

UK Driver’s Insurance Overview:

<https://www.gov.uk/vehicle-insurance>

UK Child Seat Rule Overview:

<https://www.gov.uk/child-car-seats-the-rules>

### Schools

Non-DoD Schools Program Overview:

<https://www.dodea.edu/non-dod-schools/newcomer>

Non-DoD Schools Program PDF Overview:

[https://rafcroughtonfss.com/wp-content/uploads/2024/05/Navigating-the-British-School-System\\_NDSP-Crash-Course.pdf](https://rafcroughtonfss.com/wp-content/uploads/2024/05/Navigating-the-British-School-System_NDSP-Crash-Course.pdf)

Public Schools in Gloucestershire County:

<https://www.gloucestershire.gov.uk/education-and-learning/>

Independent (Private) Schools in Gloucestershire Country:

<https://www.isc.co.uk/schools/england/gloucestershire/>

Reviews of Day Nurseries and Nursery Schools:

[www.daynurseries.co.uk](http://www.daynurseries.co.uk)

## **Pets**

UK Overview of Pet Import Requirements:

[www.gov.uk/take-pet-abroad](http://www.gov.uk/take-pet-abroad)

US DoD Pet Allowance:

<https://www.travel.dod.mil/Support/ALL-FAQs/Article/3624131/pet-transportation-allowance/>

## **Social**

ARRC Facebook Page:

<https://www.facebook.com/AlliedRapidReactionCorps/>

ARRC Social Club Overview:

<https://arrc.nato.int/com/community/arrc-social-club>

## **Miscellaneous**

ARRC International Accommodations (Government Housing):

<https://arrc.nato.int/com/arrivingleaving/international/accommodation>

Useful Passport Information:

<https://travel.state.gov>

Furniture Loaning Information:

<https://www.housing.af.mil/Units/RAF-Croughton/FURNISHINGS-MANAGEMENT/>

## APPENDIX E: ACRONYMS

ARRC (Allied Rapid Reaction Corps)  
ASC (ARRC Social Club)  
ASHA (Advance Station Housing Allowance)  
BOQ (Bachelor Officer's Quarters)  
COLA (Cost of Living Allowance)  
COMARRC (Commander, ARRC)  
CONUS (Continental United States)  
COSARRC (Chief of Staff, ARRC)  
DCOMARRC (Deputy Commander, ARRC)  
DLA (Dislocation Allowance)  
FSA (Family Separation Allowance)  
FSA (Family Separation Allowance)  
FSSA (Family Supplemental Subsistence Allowance Program)  
GTCC (Government Travel Charge Card)  
LES (Leave and Earnings Statement)  
MIHA (Move-In Housing Allowance)  
MOT (Ministry of Transport)  
NATO (North Atlantic Treaty Organization)  
NSE (National Support Element)  
OCONUS (Outside Continental United States)  
OHA (Overseas Housing Allowance)  
PCS (Permanent Change of Station)  
SACEUR (Supreme Allied Command Europe)  
TLA (Temporary Lodging Allowance)  
TLA (Temporary Lodging Allowance)  
TLE (Temporary Lodging Expense)  
WOSM (Warrant Officers & Sergeants Mess)