

U.S. WELCOME GUIDE 2025



NATO RAPID DEPLOYABLE CORPS 1st German-Netherlands

Schlossplatz 15/17
Munster, Germany
48143

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Quick Reference Guide

Timing	Responsibility	Topic	Comment
Before Arrival Upon Receipt of RFO	Personal	EFMP Screening	EFMP screening can be a show stopper and should be addressed immediately upon receiving an RFO. Most US installations will withhold orders until you have a signed DA Form 5888 from a health provider. There are several steps that can take up to five weeks to accomplish in order to receive the 5888, depending on your installation. Your installation EFMP office will have a detailed checklist. In general, you will need to gather all medical and immunizations records from all dependents. Dependents likely will have to be present for the OCONUS screening and the provider will fill out a DD Form 2792. These are pre-requisites to receive the DA 5888 which must be submitted to OPMD in order to receive your orders. DO THIS AS EARLY AS POSSIBLE TO GIVE YOURSELF THE MOST TIME TO COORDINATE FOLLOW-ON ACTIONS THAT YOU WILL NEED ORDERS TO COMPLETE.
Upon Receipt of Orders	Personal	Passports	Contact your installation passport office immediately upon receipt of OCONUS PCS orders for specific checklist, instructions, and POCs for local passport photo and processing facilities. Lead times can be long for passports to be issued by the US State Department. To travel overseas, you will need an Official (Brown) Passport for you and No-Fee Passports for your dependents, at a minimum. It is recommended to also apply for Tourist (Blue) passports. THIS CAN TAKE UP TO 15 WEEKS WITH CURREENT COVID DEGRADED TIMELINES
	Personal	Personal Property / Household Goods	<p>Make an appointment with your transportation office to coordinate your household goods shipment. This is a high priority task.</p> <p>As soon as you receive orders, schedule an appointment regarding transportation of your household goods shipment and privately-owned vehicles. The Defense Personal Property System is the online system you will use to request and manage your household goods shipment(s). For how-to guides to assist with your application, go to Move.mil. For additional information, visit Military OneSource and Military INSTALLATIONS.</p>
		Gather copies of important documents to hand carry	<p>Contact Information: Phone numbers, address, and/or email address of key contacts for your new installation such as housing, temporary lodging, transportation sponsor, and receiving unit (may vary by individual/family).</p> <p>Educational report cards and records, including: Individual Education Plan documentation (if applicable), Report cards from K-12 schools or transcripts from colleges, universities, vocational, training, or, business schools, Pay statements and records from previous employment, Bank statements (from checking or savings accounts), Checks and checkbook, Photocopy of major credit cards, Last Leave and Earnings Statement, Investment paperwork. Examples: lists of bonds, mutual funds, stocks and other investments; your broker's, contact information; any investment account numbers or logins you might have, Immunization records, Medical records (including shot records), Veterinary records for any pets, Health and medical insurance information, Driver's licenses, ID cards (for all dependents 10 years old and up), Passports and/or visas for all family members (if needed), Recent bills and billing information. Examples: electricity, gas, Internet, cable TV, music/video streaming services, Orders and dependent orders, if separate. Tip: have at least five copies, Original will and trusts for each adult, Medical directive, Power of attorney papers. Tip: be sure that these are up-to-date, and have at least three copies, State and federal income tax forms or records. Tip: have records for at least the last three years.</p>

			<p>If these apply to you: Adoption papers, Paperwork for any previous marriages. Examples: divorce papers, discharge papers, death certificates, annulments as applied to divorce situations, Marriage certificates, Records of any court-ordered name changes, W-2 forms for any household members who are working, Vehicle, Home, & Insurance, Allotment records and applications, Registration and title for all vehicles, Shipping documents for any vehicle being shipped, Deeds and mortgages, Insurance policies, including homeowners' or renters', car, pet, and health. Tip: have a record of the company, contact information, policy number, and type of insurance for each policy, Inventories for any unaccompanied baggage, Shipping or storage documents for household goods</p>
	Personal	USAREUR drivers training	<p>1. To facilitate obtaining a USAREUR driver's license, both Service Member (SM) and dependents can conduct training via Joint Knowledge Online (JKO) https://jkodirect.jten.mil/. Course Title is: "U.S. Forces Driver's Training Program for Europe". You must complete the training program as well as the final test. Test certificate is only good for 30 days, so plan accordingly.</p> <p>2. Review U.S. stateside driver's license. Will it expire while in Europe? What is the renewal process? (USAREUR requires CURRENT US driver's license in order to receive/renew USAREUR license.</p> <p>3. If you are bringing a motorcycle, make sure your BRC/ERC are current and will cover you for the entire 3 year assignment. (The courses are good for 5 years). This will keep you from having to coordinate attendance at a course in Wiesbaden, Ramstein or Spangdahlem.</p>
	Sponsor / NSE	Set up APO mailbox	<p>Provide a copy of PCS orders to your sponsor or 1GNC U.S. National Support Element (NSE) NCO, who can set up a mailbox prior to your arrival. This will facilitate changing addresses in time to begin receiving mail in a timely manner. Also, you will be able to mail yourself items that you may want to arrive sooner than unaccompanied baggage but don't want to haul around with you while PCSing.</p>
	Personal	Housing - Contact 1GNC Community Office	<p>Contact (CommunityOffice@1gnc.org, +49(0)251 506 3351) in the 1GNC Community office to begin housing search. You can reach out even before you have orders (most US installations won't work with you until on official orders). The Housing Office at USAG Brunssum will not support you. Your sponsor and Ms. Beckman are good resources but there are some things you can do individually to get ahead on the market. Homes in Germany are already smaller than the average home in the US but it is amplified here being in a pretty populous city. There are a couple universities here and a lot of students so a lot of the housing in and around the city are flats, apartments, and small townhomes. Even some of the landlords that own single-family homes are intent on splitting them up to accommodate the students and collect more rent. As expected, the options for larger families increase as you move away from the city but you are looking at increased drive times and traffic to get to the HQ, which is in the city center. The advantage of the community office is that they generally know when other officers across the HQ are leaving and can put you in direct contact with them for virtual tours. The landlords that rent to current personnel are also generally pretty easy to work with. You can also download immoScout24 app for your phone and start monitoring rentals that way. The free account is a good way to monitor but a paid account allows your profile to be visible and can lead to more replies from landlords. Immowelt and ebay kleinanzeigen (classifieds) are other online tools for you to monitor. If you find a listing you are interested in, the community office will assist with communication and showings. Your sponsor should be assisting you along the way as well. Beware of realtor fee which is no longer allowed to be reimbursed. Advance pay is available to cover some of these costs, including the deposit, and can be requested at your losing installation.</p>

	Personal	GOTCC	Ensure your GOTCC is activated and in a "Mission Critical" status. See you losing unit G8 for assistance.
	Sponsor/ Personal	Arrange temporary lodging	Depending on the size of your family, certain options may be preferable. Hotels that previous U.S. members have used: Hotel Ueberwasserhof (www.ueberwasserhof.de); Moevenpick (www.movenpick.com); Stadthotel (https://www.stadthotel-muenster.de/ ; for larger families or for accommodations with kitchens, etc., U.S. personnel have also reserved furnished apartments/homes through services such as AirBnB (www.Airbnb.com) and Vacation Rental by Owner (www.vrbo.com).
	Personal	Obtain a security clearance memo	Before you outprocess your losing unit, go to your unit/installation G2 office to obtain a memo verifying your U.S. security clearance. Your sponsor will provide a sample for you. Send this memo to your sponsor ASAP so he or she can turn it in to the G2 office at 1GNC to facilitate obtaining a NATO security clearance. SEE ANNEX A FOR AN EXAMPLE.
	Personal	Ship POV(s)	The government pays to ship one car. Make sure the transportation office sends the car to Schinnen, Netherlands. Going strictly by the APO zip code for 1GNC may result in your POV getting sent to Grafenwoehr or somewhere else, which is not as close to Muenster. If shipping another car, non-government carriers are available and will ship to either Bremerhaven or Hamburg, approximately the same distance from Muenster, for you to pick up or will forward to the customs office in Muenster. Previous U.S. members have used Transglobal Auto logistics with good success, but there are other options.
	Personal	International Cell Phone Plan	Some U.S. members choose to arrange an international plan with their U.S. cell phone carrier for a few weeks or month in case there's a gap between arrival and being able to set up a German cell phone. Because you usually must link your cell phone to a German bank account, this might delay being able to contract for a cell phone plan in Germany (until after you open a German bank account).
Upon Arrival	Alpha Company	Close out your leave.	The NSE NCO will sign your DA31, then scan and email it to the company. You cannot begin receiving Temporary Lodging Allowance (TLA) until you sign in. The date on your DA31 will drive your TLA and Cost of Living Allowance (COLA) start date.
	Alpha Company	Inprocess	The NSE NCO will complete and prepare all necessary paperwork. You will complete much of your inprocessing electronically; however, there will be requirements to travel to Schinnen, Geilenkirchen and/or Brunssum for certain requirements. (Travel will be supported by the NSE NCO, often ICW our weekly mail runs.) SEE ANNEX B FOR THE NATO COMPANY INPROCESSING PACKET.
	Alpha Company	Mandatory Training	Complete all mandatory training. SEE ANNEX C FOR A LIST OF MANDATORY TRAINING TO COMPLETE. The NSE NCO or your sponsor can answer questions.
	Alpha Company	Ration Card	Get your U.S. ration card from the Company orderly room for rationed items sold on U.S. Facilities
	Alpha Company	TMP License	Get your TMP license so you can use our TMP. You need to complete Accident Avoidance training first.
	NSE	NATO Security Clearance Memo	U.S. NSE NCO will coordinate with USA NATO Bde to obtain a memo for the 1GNC security office IOT facilitate getting the NATO staff badge if what you brought with you (or emailed ahead of time to your sponsor) didn't work out. Ensure you get the right memo from S2/G2.
	1GNC section (where you're assigned)/ Sponsor	Access to NATO computers (account sign-up)	Before your arrival, your section or your sponsor will sign you up to have your NATO Secret, NATO Restricted, and NATO Unclass computer accounts ready for you to activate as soon as you arrive.
	NSE	Access to U.S. computer	The NSE NCO, in coordination with the U.S. officer in the G6, will arrange for you to have a U.S. computer on the U.S. network and VPN access in your office.

			You will need to complete a Cyber Awareness Training and submit your certificate. Also you will need to sign a DD Form 2875 System Access Request and AUP and submit as well. Available at https://cs.signal.army.mil/default.asp
	1GNC section/ Sponsor	Access to your 1GNC office	Before your arrival, your section or your sponsor will sign you up to have access to your office keys as soon as you arrive.
	1GNC section	Access to NSE office	NSE NCO emails 1GNC security office requesting access to Bldg 3, Room 001.
	Personal	NATO ID card	NATO ID cards are available for the SM and family members from G1. Family members can use ID cards to access the 1GNC locations to shop at the retail store and use the parking lot if necessary.
	Community Office	GNC Ration Card	Get your 1GNC ration card from the Community Office for items sold at the 1GNC Class VI store.
	Personal	Review Policy Letters	Review 1GNC, Alpha Company, AFNORTH Bn, and USANATO Bde policy letters paying particular attention to travel (especially restricted travel), leave and pass policy requirements.
	Personal	Establish bank account	One of the first priorities is opening a German bank account because it will be necessary for setting up phones and internet/cable/etc. Most U.S. members use Sparkasse, but there's also Spardabank and Volksbank. There is also an option to open a Community Bank account (run by Bank of America) by visiting the office on the U.S. facility at Schinnen. This option means you can easily transfer from a U.S. bank into your Community Bank account and then pay your German bills. However, it means that you will not have an "ATM fee" free option to withdraw Euros.
	Personal	Obtain (cell) phone service	Several Europe-wide carriers provide reliable service and reasonable rates such as T-Mobile, O2, and Vodafone. There are plenty of options as well for pay-as-you-go phones. U.S. phones will work on these networks with a new SIM card. Also, some U.S. carriers will allow you to suspend your service, which enables you to reactivate if you return to the States for a period of time.
	Personal	Set up cable/internet	<p>The biggest challenge here is the difference between the hardware owners and the service provider. To save time, if possible, determine who owns the existing hardware in the place you will move into. Using the same company will prevent another company having to install its own hardware. From all reports, internet service providers offer essentially the same speed, reliability, etc. Beware: setting this up can take a few days or weeks/months.</p> <p>AFN satellite service is also available with proper setup. As a remote assignment, US team members at 1GNC are eligible to sign for an AFN decoder box from the customs office in Geilenkirchen (GK). You will be required to pay (180 – 500 Euro, depending on complexity) for installation/set-up of the satellite dish if your house does not already have one. You can also purchase an AFN decoder from the Exchange (approx.. \$350 new). Before a German contractor will install the satellite dish, you will also need to confirm with your landlord that the "modification" is acceptable.</p>

	Personal	Housing	<p>Coordinate with the Community Office for housing support. Be prepared to make a down payment (up to two months' rent). Beware of realtor fee which is no longer allowed to be reimbursed. Advance pay is available to cover some of these costs, including the deposit, can be requested from losing unit or after you in process through USAG Benelux. Also, check the contract for painting costs; these are also reimbursable by the Army DO NOT SCHEDULE A PAINTER UNTIL YOU FIRST CONSULT WITH Housing (usarmy.benelux-brunssum.id-europe.mbx.dpw-hso@army.mil) in the Brunssum housing office.</p> <p>Many German rentals in this area come without a kitchen or light fixtures. You can negotiate to have your lease cover the cost associated with installing these items.</p> <p>Consider contacting the Legal Assistance Office in Kaiserslautern for legal representation or review of your lease. Neither the Community Office, nor the Housing Office in Brunssum represent your personal interests in the lease (e.g. do you want to make sure your dog is allowed? Or that you don't have to care for the garden?).</p> <p>The 1GNC will assist with transfer of security deposit and setting up your utilities. If you'd prefer to do this on your own, see the 'allotments' line below.</p> <p>YOU MUST FILL OUT THE HOUSING DESKSIDE BRIEFING AND SEND TO BRUNSSUM OFFICE, ANNEX D</p>
	Personal	Document translation services	<p>The Community Office doesn't translate documents. If not using the legal office (above), then MilitaryOneSource is another option. You need to have the document and then call 00-800-3429-6477. They will give you instructions where to scan/send it. It takes 3-4 days.</p> <p>https://www.militaryonesource.mil/benefits/language-services/</p>
	Personal	DODDS Remote	<p>Register school-aged children with DoDDS Non-Department of Defense Schools Program (NDSP) https://www.dodea.edu/non-dod-schools Since there is no DoDDS school nearby, U.S. members of 1GNC have several options: QSI (international school in Muenster, https://muenster.qsi.org/), other international boarding schools, German school/Kindergarten (consult Community Office), or homeschooling. Each of these options is supported by DoDDS, which reimburses for many incurred expenses, including student bus passes, as long as the child is in U.S. grade of Kindergarten or higher; Pre-K and below, the SM pays out of pocket. SEE ANNEX E FOR MORE INFO ON THE NDS PROGRAM.</p>
	Personal	Healthcare	<p>Change Tricare enrollment. While assigned to 1GNC, you will be Tricare Prime Remote. TRICARE Overseas (0800-589-1599) support is helpful, although reimbursement for out-of-pocket expenses can be slow. There are physicians and dentists/orthodontists in Muenster that will accept Tricare. Your sponsor and/or NSE will assist you with this process. See Tricare pamphlets (www.tricare-overseas.com, +44 208 762 8384, email: tricarelon@internationsos.com).</p>
		Military Medical	<p>If you (the military member) need to complete a PHA, you may use the Landstuhl Regional Medical Facility (LRMC) for this appointment. We see a civilian doctor, Dr. White, at LRMC at the Virtual Readiness Clinic:</p> <p>PAC</p> <p>Clinical Advisor, Telehealth</p> <p>Regional Health Command Europe</p> <p>Clinical Ops Div.</p> <p>Staff Physician Assistant</p> <p>LRMC Family Medicine</p> <p>Tel. 314-590-6790</p> <p>CIV.!49-6371-94646790</p>

			Call to set up a phone appointment with him.
			Generally, personal travel costs (i.e. POV) is not covered for medical TDY. A Co policy is the service member will use a TMP vehicle for the medical TDY.
	USAG Benelux	BAH/OHA verification	Once you have a draft of a lease, forward to usarmy.benelux-brunssum.id-europe.mbx.dpw-hso@army.mil +31.45-5340150, who will review and provide feedback(good/bad clauses in the lease, the military termination clause advice, etc.); once signed, again forward to! usarmy.benelux-brunssum.id-europe.mbx.dpw-hso@army.mil, who will provide paperwork (DD Form 2367) for you to sign and forward to finance to begin OHA.
	Personal	Travel Voucher	Submit travel voucher (DD Form 1351-2) and receipts for travel (to include TLE at home station) such as airfare itinerary, lodging receipts, receipts for travel to drop-off POV, taxi, etc., to DSN 314.597.7893, civ +32-65 75 7893) at USAG Benelux Finance office. SEE ANNEX F FOR FINANCE INPROCESSING CHECKLIST.
	Personal	Allotment to a foreign bank	Allotments can be set up to facilitate payment to German companies (especially cell phones, cable, utilities, rent). DSN 314.597.7893, civ +32-65 75 7893) will also process this. Certain forms must be signed by the bank but the process is relatively quick and painless. Another option is to set up one allotment to your German bank account, then set up recurring payments ("Dauerauftrag") through the German bank for utilities, etc. Additionally, you can authorize German companies to directly debit your German bank account by filling out a form the company will give you.
	Sponsor/	Arrange for temporary furniture	Once you have signed a lease, you can arrange for temporary furniture if your HHG have not yet arrived. +31 (0)46 4437419) will process the request and arrange for delivery and pickup.
	Personal	Submit claim for TLA	You are authorized ten days of Temporary Lodging Allowance, with additional days possible upon request. Once you have moved into permanent quarters, submit lodging receipts to (usarmy.benelux-brunssum.id-europe.mbx.dpw-hso@army.mil, +31.45-5340150) who will provide the paperwork to submit to finance for TLA reimbursement. KEEP TRACK OF ALL THE ADDRESSES YOU VISIT AND THE REASON YOU REJECTED THE HOME. THIS IS A PREREQUISITE FOR REIMBURSEMENT.
	Personal	Temporary vehicle registration	When you are notified that your POV is available for pickup at the Vehicle Processing Facility, contact +49 (0)611-143-542-2009) and provide a copy of the title and registration. She!will mail you the registration and temporary plates to use once you pick up!your car.
	Personal	Permanent vehicle registration	Once your POV arrives in theater, you will be notified that it is ready for pickup at the VPC in Schinnen. The following steps outline how to obtain permanent license plates for your POV: <ul style="list-style-type: none"> • Obtain vehicle from the Schinnen VPC (they'll email you) • Proceed to the MP station on post to obtain temporary authorization for tax-free gas at the gas station on post and fill up your POV • Drive to Geilenkirchen Air Base, report to the drivers testing station (with temporary registration paperwork) to obtain a vehicle inspection sheet with a number to avoid paying the inspection cost • Go to the NATEX garage on post to have the vehicle inspected (officially vehicle inspections end at 1100 but if you inform the manager (Steve, 02451-620-7252) that you are from Muenster, he will fit you in). Coordinate the time with the NATEX garage ahead of time! • Bring stamped inspection sheet back to the testing/registration office and get the final signature on it.

			<ul style="list-style-type: none"> • Scan and email signed paperwork to , who will then provide a new registration and permanent plates. • Send temporary plates back to Ms. Kurz. • Plates can be sent through the MPS system, the German military mail system or German federal mail. Each method has it's pros and cons.
	Personal	IACS	The Installation Access Control System (IACS) is used at all U.S. facilities in Europe. You must register your ID card and the ID cards of your family members. Bring your orders and everyone else with ID cards to the gate at Schinnen. You'll have to park there and will be directed to the adjacent MP station where you can be registered.
	Personal/ A Co., USA NATO Bde	CIF GOVCC	<p>Soldiers assigned to 1GNC receive additional issue from CIF at Schinnen/Brunssum. The NSE will coordinate with Will at CIF to have him put your CIF issue together to save time at pickup.</p> <p>A Co will forward your GOVCC information to G8 to align the card with the proper unit. You may need to conduct refresher training, which is available via the DTS website. The NSE will assist you.</p>
	Personal	GAL Alignment	go to milconnect.com and realign your organizational heirarchy by changing the military information in your profile to align with the US NATO BDE.
	Personal	Mail Pickup	All 1GNC US Mail is delivered to your APO in Brunsum and then routed to Tower Barracks in Dulmen, Tuzostrasse, 48249. Mail Pick-up is only on Thursdays between 1200-1500. Make the first left after entering the gate, look for the blue door. Go in to sign for your mail. BRING YOUR CAC.
	Personal	Value Added Tax (VAT Relief	There is a 19% VAT on all consumer goods and services in Germany. US Service members can receive relief but there is no guarantee that a merchant will honor the program. Inquire before making any purchases. You can get up to 10 VAT forms from the tax office in Geilenkirchen to have on hand for purchases or see the 1GNC Community office with your purchase receipt to get a VAT form after the fact. You will then need to return to the vendor with the VAT form to receive either cash or electronic reimbursement.
	Personal	TDY Requests	<p>In order to request TDY, first ensure your DTS profile is updated and contact SGT Zidol (akossiwa.d.zidol.mil@army.mil) at AFNORTH BN SHAPE to ensure you are aligned under the correct Line of Accounting. For NATO TDY, first submit a NATO TRAVEL ORDER (found on the 1GNC portal page under TEMPLATES). Once that is signed by your ACOS you will have to upload it into your DTS authorization. US. LoA will pay for meals and lodging. HQ 1GNC will pay for transportation. Contact 1GNC J8 Chief Clerk to receive reimbursement.</p> <p>ENSURE TO CHECK THE COUNTRY-SPECIFIC COVID PROTOCOLS TO ENSURE YOU HAVE THE PROPER PAPERWORK AND CLEARANCES BEFORE BEGINNING TRAVEL</p>

**Welcome to the NATO Rapid Deployable Corps in Muenster, Germany
United States Army, North Atlantic Treaty Organization**



**1 GERMAN/NETHERLANDS
CORPS (1GNC)**

<http://www.1gnc.org/>

HQ 1 (German/Netherlands) Corps is a High Readiness Forces (Land) Headquarters (HRF (L) HQ). It is deployable within 20-30 days to command corps-sized land forces.

HQ 1 (German/Netherlands) Corps is a multi-national Corps HQ based in the beautiful city of Münster (spelled

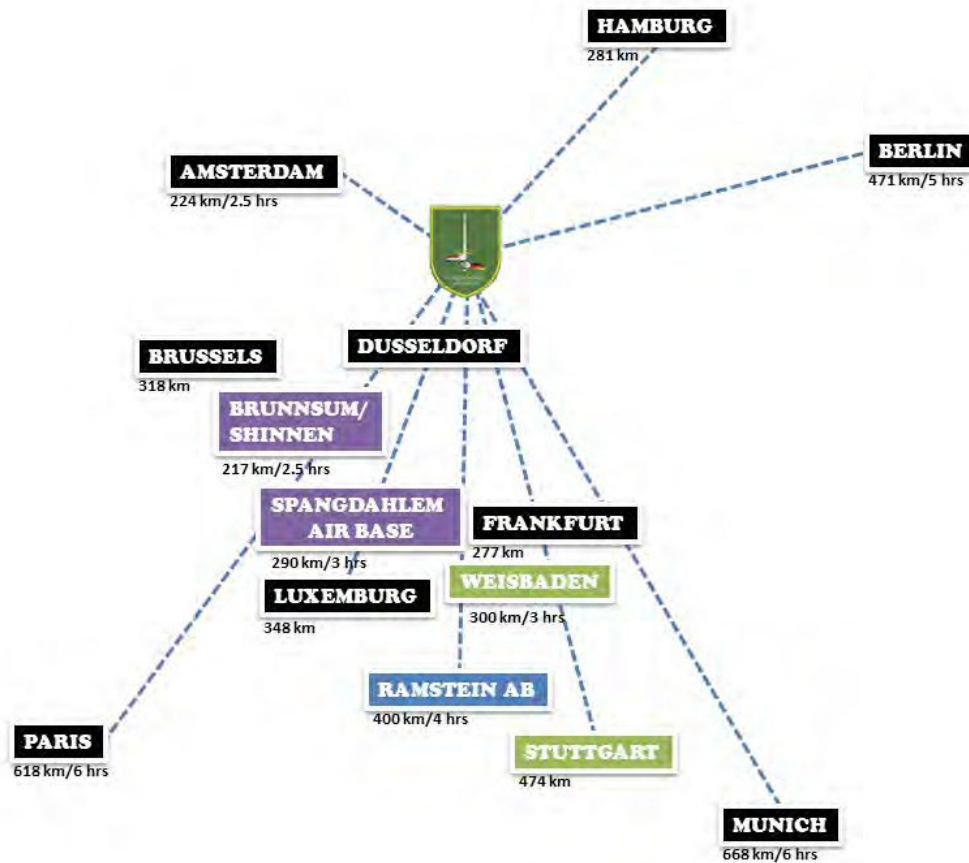
Muenster, not Munster), Germany. This HQ was initially formed in 1995 from the merger of 1 Division (NL) and 2 Divisions (GE). The Corps' motto is Communitate Valemus; "Together we are Strong."

Beginning in 2002, the Corps became a multinational NATO unit. There are currently about 70 Soldiers and officers from 10 countries in addition to the 300+ from Germany and the Netherlands (USA, UK, Italy, France, Norway, Czech Republic, Spain, Greece, Belgium, Turkey). It is essential in the Corps that the colleagues from different nations work together and support one another. This collegial approach has served the Corps well, in particular when it commanded units from different nations as part of the International Security Assistance Force in Kabul, Afghanistan, in 2003, 2009-2010, and 2013-2014.

LOCATION

1 (GE/NL) Corps is located in the city of Muenster, Germany, which has a population of about 310,000 people. It is in the northern part of the state of North Rhine-Westphalia, Germany.

The Corps HQ is U.S. military remote, meaning that it is over 200km away from the nearest U.S. Military Base of Schinnen/Brunssum, Netherlands. A little farther out but only a little more time is Spangdahlehm AB, and Wiesbaden. The following picture is a graphic depiction of the distances to other bases and major cities.



AFNORTH BATTALION

Our U.S. Higher Headquarters (Battalion Level) is the AFNORTH Battalion

Exercise command and control; provide human resources, finance, legal, religious and logistical support and services; prepare Soldiers in support of North Atlantic Treaty Organization (NATO); and coordinate force protection and quality of life for Soldiers, Civilians, and their Family members. AFNORTH supports and serves nine sites in France, Germany, Norway, Poland, and The Netherlands. These sites are part of the U.S. commitment to NATO operations. The number of Soldiers at each site varies from one to over 200. Each site is a “with dependents” tour.

AFNORTH BATTALION CONTACT LIST

Office of the Battalion Commander & Command Sergeant Major

Comm: (00) 31 (0) 475-60-2361

Alpha Company Commander & First Sergeant

DSN: 597-3556

Comm: (00) 31 (0) 45526 2572

AFNORTH SOLDIER AND FAMILY READINESS GROUP (SFRG)

The AFNORTH Soldier and Family Readiness Group (SFRG) actively work to support our Soldiers and families. Due to the distance, it is difficult to attend monthly meetings; however, the SFRG welcomes family member attendance. The SFRG is prepared to support us with limited capabilities.

COMMUNITY SERVICES

Muenster, Germany

Army Community Services (ACS) (at Brunssum, NL)

DSN: 360-7500

Comm: (00) 31 (0) 46-443-7500

Army Community Service (ACS) (at Kaiserslautern)

DSN: 489-6511

Comm: (00) 49 (0) 631-411-6511

Chaplain (at Mons, BE)

DSN: 314-423-8121

Chaplain (at Ramstein AB)

DSN: 489-6747

Comm: (00) 49 (0) 631-411-6747

Police (local): 112

US Clinic at Geilenkirchen

Comm: (00) 49 (0) 245-199-3200

Local Hospitals

St. Franziskus

<https://www.sfh-muenster.de/startseite/>

Uniklinik

<https://www.ukm.de/>

Legal (at Brunssum)

DSN: 364-6204

Comm: (00) 31 (0) 45-563-6204

Red Cross (at Spangdahlem Air Base, Germany)

DSN: 452-9440

Comm: (00) 49 (0) 6565-61-9440

After Hours: (00) 49 (0) 1602-35-9953 or

(00) 49 (0) 7031-15-2334

Red Cross (at Ramstein)

DSN: 480-2171/5464

Comm: (00) 49 (0) 6371-47-2171/5464

Red Cross (at Kaiserslautern)

DSN: 483-8722/8702

Comm: (00) 49 (0) 631-411-8722/8702

US Army NATO HISTORY

Our U.S. Higher Headquarters (Brigade Level) Is the USANATO Brigade

The command was established by General Order #46 effective 20 December 1950. Organized as a Special Field Activity assigned to the Army Staff, the command became the Army's representative to NATO and is answerable to the Chief of Staff of the Army (CSA). After World War II and following the signing of the North Atlantic Treaty on 4 April 1949, the North Atlantic Council (NAC), the highest political authority in the North Atlantic Treaty Organization (NATO), formally asked the President of the US to designate an officer who would become Supreme Allied Commander, Europe (SACEUR) and who would establish an allied integrated military command for the defense of the NATO nations of Europe. President Harry S. Truman designated General of the Army Dwight D. Eisenhower, US Army, as SACEUR; and on 19 December 1950, the NAC confirmed General Eisenhower's appointment to that unprecedented post. On 2 April 1951, General Eisenhower activated his command, Allied Command Europe (ACE) and established his temporary headquarters, SHAPE in Paris, France at the former Hotel Astoria on the south side of the Avenue des Champs Elysees. Shortly afterward on 23 July 1951, SHAPE moved to more permanent buildings at Rocquencourt, west of Paris, between Versailles and Saint Germain-en-Laye.

In early 1966, the French government decided to withdraw French military forces from the allied integrated military command structure of NATO. This entailed the removal of non-French military forces and headquarters from France. The Belgian government offered NATO a site near Mons for the headquarters in early 1967 and SHAPE moved to its present location in Belgium. The new location was awarded the official designation SHAPE, Belgium by Belgian authorities and became operational on 31 March 1967.

From his headquarters, the SACEUR has the task of coordinating the defense of ACE, an area that stretches from Norway to the Mediterranean and from the Atlantic to the Caucasus Mountains in Turkey, some 2 million square kilometers of land and a sea area of 3 million square kilometers.

The USANATO command is currently established under Permanent Order # 94-18 dated 3 April 2000.

USANATO BRIGADE HEADQUARTERS CONTACT LIST

Mailing Address:

USANATO
Office of the Brigade Commander
Unit 28230
APO AE 09014-8230

Office of the Brigade Commander & Command Sergeant Major:

DSN: 379-5302
Comm: (00) 49-6202-80-5302
FAX: 379-5164
Comm FAX: (00) 49-6202-80-5164

HHC Commander & First Sergeant:

DSN: 379-5430/5420
Comm: (00) 49-6202-80-5430/5420
FAX: 379-5406
Comm FAX: 49-6202-80-5406

ARRIVAL INFORMATION

Soldiers assigned to 1 (GE/NL) Corps, Muenster, Germany should fly into Duesseldorf, Germany, or Muenster, Germany (**you will not fly into Frankfurt or Ramstein as USAREUR based Soldiers might**). If you have a pet, you may have to fly into Amsterdam, Netherlands. Immediately contact your sponsor, should an issue arise. You will be assigned a sponsor at 1GNC to assist you before arrival and once you land. Your sponsor will ensure you (and your family) safely get from the airport to a local hotel in Muenster. Ensure your sponsor is aware of any unique transportation requirements, such as pets, child safety seats, and excess luggage. Hotels will charge an extra fee for pets, which is not reimbursable.

You will do your initial in-processing in Muenster and will likely need to spend a day or two in the tri-border area of Brunssum, NL, Schinnen, NL, and Geilenkirchen, Germany (these are three separate bases—all within about 15-30 minutes of each other—and you will conduct some of your in-processing at all three); they are about two to three hours from Muenster. The NSE will arrange your appointments in the Brunssum area and will provide transportation to and from.

The below websites provide additional detailed information of the military and civilian agencies you will in-process. In-processing in the 1 (GE/NL) Corps is relatively simple and will only take a few days, as long as you brought your **original written certification of your U.S. security clearance, indicating you are able to obtain a NATO Secret security clearance (contact your sponsor for a sample memo for your G2 to produce for you prior to out-processing your unit to PCS to Muenster)**. Finding a house/apartment in the Muenster area will likely take some time as well, but you may contact the 1GNC Community Office in advance for assistance in house-hunting in Muenster before your arrival.

<https://home.army.mil/benelux/>

PASSPORTS/VISA/DOCUMENTS

Soldiers assigned to Europe with the exception of Norway, France, and the NATO Rapid Deployable Corps Spain (NRDC-S) are not required to have a passport, but a civilian passport is required to travel from country to country during leisure time. However, you must have your travel orders, NATO travel orders, and identification card to clear customs. For current information, contact your sponsor, your losing unit personnel support section or refer to the Electronic Foreign Clearance Guide at <https://apacs.milcloud.mil/fcg/index.html> for updated information on passport and/or visa requirements for Soldiers and U.S. passport carrying for family members. Passport and visa requirements may vary for non-US citizens and for dual citizen nationals traveling on non-U.S. passports. Such travelers should check with an embassy or consulate of the country they are traveling to in order to determine what credentials are required for entry.

Tourist passports are needed for personal travel in Europe. You may apply for tourist passports on arrival, but (for convenience) it is recommended that you should apply for the tourist passport while you're still residing in the United States. Military family members also need to have a "Status Certificate" indicating their NATO-status in their passports. You can find more information on tourist passports from your local U.S. post office, passport office nearest you, or from the U.S. State Departments official website at <http://travel.state.gov>.

Traveling to the Netherlands: U.S. military personnel on official business do not require passports but do require military identification (ID) cards and NATO travel orders. Family members traveling outside of Germany (to include the Netherlands) are required to have a U.S. passport on them. Visas are not required, regardless of length of stay.

DOCUMENTS TO CARRY WITH YOU ON THE PLANE TO EUROPE

You should hand carry the following important documents with you:

- PCS orders. NATO travel orders.
- NATO Security clearance certificate.
- Medical, dental, and immunization records. (For all family members.)
- Marriage certificates, divorce decrees, and birth certificates.
- Passports. Not required for SM, but if you have one, ensure you carry it.
- Visas are not required.
- Social Security cards.
- Wills and Powers of Attorney.
- Education records.
- Car titles and shipping papers, car registrations, car insurance policies, car license plates and driver's license.
- Household goods and shipping inventory.
- Employment records and references.
- Pet records.
- Proof of citizenship, if a naturalized citizen.
- Negative COVID 19 Test for all family members

READINESS

Soldiers should arrive with all deployment requirements up to date – last APFT (bring DA Form 705 - Record of APFT). Highly recommend getting your MEDPROS updated prior to arrival. Accomplishing these tasks locally usually involves travel to one of the U.S. bases.

- Weapons qualification within the past six months of arrival.
- Dental status Category I or II.
- PHA up to date.
- Immunizations up to date.

DRIVING

Driving in Europe is not the same as driving in the United States. Roads and parking spaces are narrower and shorter than in the United States and driving speeds are faster. This makes driving in Europe seem a little frightening, but by taking time to learn the basic rules of the road, you will feel much more at ease. Operating large, oversized vehicles (lift kits, oversized tires, etc.) is difficult in Europe and is best if you can avoid such. Additionally, ensure your vehicle you're bringing complies with regulations; although you need not have "German specs" for your car, you must comply with agreed regulations under the SOFA for vehicles imported by U.S. servicemembers (e.g., window tinting). Fatal traffic accidents are much less likely than they are in the United States. For example, there are 11 fatalities per 100,000 people in Germany versus 16.1 per 100,000 in the United States. Speed is the number one factor in fatal accidents for Americans in Europe. The basic traffic rules you need to be familiar with include the right-of-way rules, traffic signs, and higher speeds. Use the driver's manual for Germany (and the Netherlands) to review these rules.

European law requires seatbelts to be worn, and failure to use them can result in fines or loss of driving privileges. Failure to wear seatbelts on an Army installation will result in a license suspension for the first offense. Children weighing 60 pounds or less are also required by law to be secured in an approved child-safety system. The safest place for your children is in the back seat secured in a child-safety seat.

The use of cell phones while driving a vehicle is illegal in Europe and on any military installation.

You have heard it before, but it is even truer in Europe, **DON'T DRINK AND DRIVE**. In some countries, the blood-alcohol limit is 0 and in all countries it is lower than in most states in the United States. It is advised that you purchase a breathalyzer stick to have in your car at all times. Some of the bordering countries surrounding Germany (e.g., France) require that you have them in your vehicle.

DRIVER'S LICENSES

Members of the U.S. Forces and Family members must apply for a U.S. Forces Certificate of License (in Germany) to drive overseas. Soldiers assigned to Muenster get their drivers licenses at Geilenkirchen Air Base. You can obtain licenses thru the installation military driver's testing facility or you can take the test online on JKO. You will be required to take a 100-question exam to get a USAREUR drivers license. It is recommended that you read the driving regulation ahead of time. It can be found at <https://www.afsbeurope.army.mil/Logistics-Readiness-Centers/LRC-Bavaria/Transportation-Division/Drivers-Testing/#:~:text=To%20drive%20in%20Germany%2C%20U.S.%20personnel%20must%20have,USAREUR%20driver%27s%20licenses%20are%20valid%20for%20five%20years>. The last section of the regulation is a practice exam. All of the questions for the actual exam come from the practice questions. It is therefore quite helpful to take the practice exam before your test date. Please note you will take your

driver's test within those first three to five days of in-processing.

It is recommended that you obtain an International Driver's License prior to arrival. The U.S. Forces Certificate of License is only authorized for Germany. Driving outside of Germany requires the International driver's license for personal travel or the Government Driver's License for official travel in an official vehicle. If you choose to wait, an international driver's license can be obtained in Muenster for a small fee. Your sponsor can assist. AAA offers an international driver's license for a fee: <https://www.aaa.com/vacation/idpf.html>.

Automobile and motorcycle insurance is mandatory and proof of insurance is often required prior to obtaining a license plate for your vehicle. There are several American companies that provide car insurance in Europe with competitive prices (e.g., USAA). Contact your insurance company to discuss options prior to your PCS move. Also, you can ask your sponsor for information on automobile insurance companies.

It is recommended to take the JKO Driver's Training in advance of your arrival. If you provide your certificates at the Geilenkirchen Office, they will issue your license without taking the on-site test. You will need to do this for yourself and any family members who wish to get a license. Note that you must create a dependent-account on JKO for your family members. This is a relatively painless process. The two JKO courses you must complete are:

1. USA-007. U.S. Forces Driver's Training Program for Europe (2 hrs)
2. USA-007B. U.S. Forces Driver's Training Program for Europe – Final Course Exam (2 hrs)

Vehicle Maintenance:

There are a variety of vehicle garages or dealerships in the Muenster area. The cost for repairs and standard services are often much higher than in the United States. You can lower the costs by having parts mailed to your APO (e.g., oil filters, brakes, etc.). Alternatively, you can go to the U.S.-run garages at Schinnen or Wiesbaden. One word of caution, it is often difficult to find mechanics willing to perform major service items or repairs on car models sold primarily in North America.

PRIVATELY OWNED VEHICLE (POV) REGISTRATION

There are two recommended options for shipping your vehicle: Brunssum or Wiesbaden.

1. Wiesbaden Process. Although Wiesbaden is a further distance than Brunssum, all vehicle services (VPC, inspection, fuel card) are located in the same area and can be completed in a quicker manner than Brunssum.
 - a. Temporary plates must be secured prior to pickup at Wiesbaden Vehicle Processing Center (VPC). The same process with Sembach (POC = Nicole Kurz) applies. Pick up and inspection are co-located on Mainz-Kastel, Wiesbadener Strasse 78, Wiesbaden, Germany 55252. The access gate is located off Ludwig-Wolker Strasse. There are mechanics available within a short distance of the pick-up point to deal with any minor repairs that are required. They do accept VAT forms.

Contact info (VPC):
Local: phone +49 6134 6019144
Toll Free: phone 0800 – CARSHIP
Fax: phone +49 6134 5679774
email Wiesbaden.VPC@ialpov.us

- b. Due to our location, if you call the VPC prior to pick up, they will coordinate with the inspection station to ensure they push you to the front of the line. Inspection is done on a first come basis, however, due to our 3 hour commute to pick up and inspect our incoming vehicles, the personnel are very accommodating.
 - c. Your Esso fuel card can be secured at multiple different sites across the Wiesbaden Army installation.
 2. Brunssum Process: There are several steps to registering your vehicle, beginning with contacting Sembach Vehicle Registration (email: usarmy.sembach.usareur.list.rmv-cust-svc@mail.mil or phone: from Europe: 0611-143-542-2021/2022 /2023 or from the United States, 011-49-611-143-542-2021/2022 /2023). That office will usually mail your plates to Geilenkirchen for you to finish your registration. When picking up your vehicle, you need to inform them that you will be registering the vehicle in Germany (not the Netherlands). They will release the vehicle to you to go to Geilenkirchen, Germany, to receive the inspections and registrations. Before you pick up your vehicle (but usually on the same day as the pickup), you will need to get a Netherlands fuel ration while at Brunssum so you can fill your tank (which is empty from shipping) to get over to Geilenkirchen. Then you get your inspection (usually at the U.S.-run garage at Geilenkirchen (phone: 011-49-2451-620-7252; address: 100 Lilienthalallee, Building #655, Neuteveren, Germany 52511-0000.) Once you register your vehicle in Germany, you will receive fuel rations for Germany by obtaining an Esso card at the Schoppette.
 3. You must have a valid U.S. Forces Certificate of License (Germany) to pick up and register your privately owned vehicle (POV) shipped from the United States. Provide vehicle registration with the following documents before you pick up your POV:
 - Military ID card.
 - Proof of ownership or a power of attorney.
 - U.S. Forces (USAREUR), USAFE, AFI (Armed Forces Italy) driver's license.
 - Green Insurance Confirmation Card (provided by your insurance company) with current address.
 - DD Form 788 (shipping document).
 - Two completed AE Form 190-AA (Application for Motor Vehicle Registration and Allied Transaction).
 - A registration fee (\$30 money order or check for first time registration, unless already paid through Sembach).
 - Valid driver's license, European Insurance card, National registration documents, control technique form (if required) and a registration fee. All incoming personnel need to bring their privately owned vehicle plates (or ensure Sembach has sent them/Geilenkirchen has received them) in order to drive to vehicle registration. You should receive/pick up your temporary plates prior to pickup.
 - Safety equipment for vehicle, to include warning triangle, first aid kit, road guard vests, and fire extinguisher.

CAR SEATS AND SAFETY BELTS

Car seats are mandatory and the laws are very strict in Europe. In Germany AE Regulation 190-1 requires that children 11 years of age and younger use suitable child-restraint devices approved by either Economic Commission for Europe Regulation 44 or by the U.S. Department of Transportation when these children are transported in a US Forces-plated POV. Children weighing more than 22 kilograms (48 pounds) must use booster seats or suitable approved devices with a vehicle's three-point (lap and shoulder) seatbelts.

FUEL INFORMATION

The Army and Air Force Exchange Service (AAFES) provide information on the use of fuel ration cards.

You will be issued a fuel card after you register your vehicle by taking your registration paperwork to AAFES to get your fuel card. There is a Shoppette on Geilenkirchen NATO Air Base. Only the personnel on the automobile registration will be put on the Fuel Ration Card and be allowed to purchase fuel with the fuel ration card. You can add money to your fuel Ration Card by visiting the website at <https://odin.aafes.com/esso>, AAFES Shoppettes/Gas Stations, bank allotment, or telephone transfer. When purchasing fuel, customers must show vehicle registration to ESSO/AAFES store clerks with valid ID card. This fuel ration card will only be used in Germany-wide ESSO stations. Two ESSO stations are located within the Muenster Community area. You can get up to 200 liters authorized for the Netherlands if you are on leave or TDY orders. See AAFES Fuel Ration Program for details (<https://www.aafes.com/exchange-stores/overseas/germany-fuel-ration/>).

You may apply for your fuel ration card at any AAFES location in Germany.

INTERNATIONAL SOS (MEDICAL)

International SOS is a medical and security assistance company that TRICARE has partnered with to provide healthcare for remote locations and provides support to many locations and countries in NATO. International SOS provides assistance with scheduling medical appointments, locating network primary and specialty care providers and medically monitoring your care. There are limited out-of-pocket costs and paperwork to file. SOS also provides a 24 hour, seven day a week doctor or nurse advice line. The number is 44-20-8762-8133, and you can call this number collect. You can find more information on SOS at the following website: <https://www.internationalsos.com/> phone: 0800-181-8508 (This number is for a TRICARE representative who works at the International SOS). Collect: 00-44-20-8768- 8133 The TRICARE Prime Enrollment Form can be found at <https://tricare.mil/PatientResources/Forms/Enrollment> (select Overseas).

Fax: 00-44-20-8762-8125 or email: tricarelon@internationalsos.com.

HOSPITALS

St. Franziskus-Hospital (<http://www.sfh-muenster.de/>)
Uniklinik (<http://www.klinikum.uni-muenster.de/>).

PROVIDERS – Providers can change periodically so you should always contact ISOS prior to any non-emergency appointments. Note: These POCs are from the 2017 guide.

Pediatrician

Dr. med. Markus Bonenkamp
 Arnheimweg 9
 48161 Muenster
 Tel. 0251/ 8712010

Dr. med S. Pardon, P. Navratil
 Idenbrockpl 22
 48159 Muenster
 Tel. 0251 211009

General Medicine

Drs. Gippert, Hartmann, Quaing, and Hopf
 Steinfurter Str. 56
 48149 Muenster
 Tel: 0251/ 295 888

Gynecology/Obstetrics

Drs. med E.Temme, U. Wahle, & P. Fuhring
 Steinfurter Str. 60a
 48149 Muenster
 Tel: 0251/ 44 111

Orthodontics

Praxis Schwedler and Schwedler
 Grevenner Str. 105
 48159 Muenster
 Tel: 0251/ 27 07 69 70

Pharmaceuticals: We always pay up front and have to send copies of bills/receipts to request reimbursement; this includes immunizations which can be costly. There is limited availability to get them prescribed by the nearest Military Treatment Facility. Some team members opt to travel to the MTFs for the sake of simplicity.

Dental: Again, we pay up front and request reimbursement with copies of bills/receipts. As an active duty member you are also eligible to go to the nearest dental facility, about 2 and half hours away in Geilenkirchen. Family members can also be seen at this dental facility within the service member's birth month or family members can see a local dentist who take U.S. dental insurance.

EXCEPTIONAL FAMILY MEMBER PROGRAM

All family members must be screened for the EFMP before the overseas command may authorize the family to relocate. Contact your local EFMP coordinator or Army Community Service (ACS) for more information about the EFMP.

LEGAL/ADMINISTRATIVE

There is limited legal support in Muenster. German attorneys can provide limited assistance with landlord tenant issues, speeding or other traffic tickets, or other contractual problems. U.S. notary services are available as well.

Legal services are provided by legal offices in Brunssum, NL (<https://home.army.mil/benelux/my-fort/all-services/legal-assistance-office>), or Geilenkirchen, GE (<https://installations.militaryonesource.mil/military-installation/geilenkirchen-nato-air-base/legal/legal-assistance>). Tax filing assistance is located at Brunssum as well. For estate planning, you may consult attorneys at the USAREUR Office of the Staff Judge Advocate (OSJA) Legal Assistance Office (<https://home.army.mil/wiesbaden/about/Garrison/legal-office>).



Claims Adjuster
 Department of the Army
 The Netherlands Law Center
 HQ's, 21st TSC
 Unit 21602
 APO AE 09703-1602
 ☎ DSN 314-360-7683
 ☎ Civilian: 31-46-4437683
 Fax Civilian: 31-46-4437684



TRANSPORTATION CLAIMS

Household Goods

Claims for loss or damage to household goods shipped at government expense are governed by the Personnel Claims Act and AR 27-20, Chapter 11.

The first step in filing a claim for loss or damage to household goods shipped at government expense is to notify the carrier of the loss or damage. To do this, you must submit a copy of DD Form 1840/1840R to the address listed in Block 9 of DD Form 1840 within 70 days from the date of delivery of your household goods. You can also do this online via the Move.mil web programs.

The legal office in Brunssum has a claims office and can offer legal support for any claim related issues. You can contact them at: +31-46-4437683.

Privately Owned Vehicle

Claims for loss or damage to POVs shipped at government expense are governed by the Personnel Claims Act and AR 27-20, Chapter 11.

When you pick up your POV from the vehicle processing center you must note all damage to the vehicle on the vehicle inspection and shipping form. You will be told by a representative from the vehicle processing center to wash your vehicle and return to the vehicle that same day if you notice further damage. If you fail to note damage at the time of pickup or if you do not return to the vehicle processing center that same day to note additional damage, in most instances the claims office will be unable to pay your claim.

If your vehicle was damaged during shipment at government expense, the vehicle processing center may offer compensation at the time of pickup. If you accept this settlement, you cannot also file a claim for the same loss or damage. If you do not accept the settlement or the vehicle processing center does not offer a settlement you may file a claim with the Claims Office for the damage to your vehicle. You have two years from the date you pick up your vehicle from the vehicle processing center to file a claim with the Claims Office.

The Brunssum claims office can also provide for any POV-related claims.

STATUS OF FORCES AGREEMENT (SOFA)

You will often hear the term “Status of Forces Agreement” or “SOFA” during your assignment overseas. Each European country has distinct differences regarding what rights or responsibilities are included in the SOFA agreement that they have with the United States. The SOFA plays a vital role in guaranteeing fair treatment of Soldiers and their family members. It defines the legal status of U.S. (Sending State) personnel and property in the territory of the host nation. The purpose of such an agreement is to establish rights and responsibilities between the United States and the host nation government on matters such as the wearing of the uniform, carrying arms, taxes, entry and exit of personnel and property (for example, automobiles, personal weapons), resolving damage claims, and other activities such as postal, recreation, and banking.

More importantly, SOFA deals with civil and criminal jurisdiction. They are a vital means by which the Department of Defense carries out its policy “to protect, to the maximum extent possible, the rights of United States personnel who may be subject to criminal trial by foreign courts and imprisonment in foreign

prisons.” All civilian employees and family members going overseas will be provided a SOFA certificate for their passport. Contact your local military passport section for more information on the SOFA certificate.

DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM (DEERS)

Newborn children, newly court-appointed wards, newly adopted children, and new married family members must be enrolled in DEERS. DEERS enrollment is done at the local personnel detachment. If the sponsor is not present at the time of enrollment, the family member must bring the following items to the personnel detachment:

- DD Form 1172 signed by the sponsor in block 90 with notary seal and signature, or signed by a person in possession of a valid power of attorney (may be verified by an official from another ID card site).
- Source documents (for example, court order, birth certificate, adoption paperwork, marriage certificate). These must be originals, court certified copies, or photocopies that show the court file number.
- Photo ID for everyone except children.

POST OFFICE BOXES AND EUROPEAN POST

Your U.S. mailbox will be at Brunssum. Your address will be Unit 21608, Box ____ (contact your sponsor) APO AE 09044. Your sponsor will help you obtain your actual box number prior to your arrival once you provide a copy of your PCS orders. Opening a mailbox before your arrival allows you to ship items and have your mail forwarded to your new duty station before you arrive. The Army Post Office (APO) system provides mail service to other intra-theater military addresses at no cost to customers. However, there may be occasions when you need to use a European post office. Personnel assigned to Muenster and sending mail (boxes) through our assigned NSE must use the USPS website to access Click ‘N Ship in order to print shipping labels and stamps due to the limited postal services available at some locations.

The mail is currently picked up by the US-NSE NCO once a week from Brunssum and delivered to the 1GNC Headquarters in Muenster the same day. Priority packages and letter class mail arrive in approximately 8-10 days, but sometimes take up to two to four weeks. Magazines and surface mail take 30-35 days. Express mail service may be purchased for delivery to CONUS in 3 days.

Mailing out capability is placed on the box and routed in Click N Ship. This process is done on line and the mailing label is placed on the box and routed back to Schinnen, NL. This process will take 8-10 days to reach its final destination.

Deliveries in Europe usually take 1 or 2 days, and express service is also available. The cost for a normal letter is approximately €0.56, a post card is €0.51, and airmail is €1.53 within Europe. When using the German post to send mail to an American facility, use the facility’s German address – an APO address is not sufficient.

Leave/Vacation

One of the major concerns of people moving to a foreign country is the opportunity to take leave and holidays to tour their new area. Although it is a NATO organization, leave follows individual national entitlements.

Holidays

The Corps observes German national and legal holidays since it is located in Germany; this applies to all Component members. Holidays for each of the forward operating sites follow the holiday schedule of the nation in which they are located. A master listing is published for each year, stating the holidays in each of the countries. Periodically, the Corps observes specific Netherland holidays as well.

German Holidays and Celebrations

New Year's Day

January 1st celebrates the beginning of the New Year.

"Heilige Drei Könige"

This celebrates the feast of the three kings or Epiphany on January 6. This feast commemorates the arrival of the three kings in Bethlehem. In rural areas in Germany with a large number of Catholics, children, made up as the three kings go from house to house, carrying the star-shaped lantern on a stick; they are known as "star singers". They sing their traditional song and usually receive donations for various charities. They may mark the letters B-C-M in chalk near your door for the names of the three kings.

Carnival and "Fasching"

"The Crazy Time" officially opens 11 minutes after 1100 on the 11th day of the 11th month of the preceding year, but it reaches a fever pitch in the week leading up to lent. This is truly one of Germany's and Holland's most celebrated times of the year, dating back to pre-Christian times. There is a theme of costume balls, parades, lots of drinking, singing, and simply "letting loose" of the German and Dutch people. Be sure to wear old ties to work since a tradition is to snip all ties in half.

Good Friday, Easter and Easter Monday

Europe celebrates the Christian holidays of Good Friday, Easter and Easter Monday to commemorate the crucifixion and resurrection of Jesus Christ.

May Poles

In Germany, on the eve of the first of May, admiring unwed gentlemen place a birch tree decorated with colorful ribbons on the roof of their girlfriend's homes. Some roof tops may have multiple trees because more than one young lady lives in the house – or perhaps there is more than one admirer. The trees come in all sizes and shapes and are always affixed to the roof after dark so the girlfriend is "surprised" in the morning.

Labour Day.

In Europe, May Day, May 1, celebrates a workers' day.

Ascension Day

This day is celebrated 40 days after Easter as the day Christ ascended into heaven.

Whit Sunday and Monday

Also known as Pentecost, this festival commemorates the descent of the Holy Spirit on the Apostles.

Corpus Christi

This "Body of Christ" festival of the Catholic Church honours the presence of Christ in the sacrament of the Eucharist. Outdoor processions are usually held on this day, blessing the fields for a bountiful harvest.

Oktoberfest

Originally, this celebration was for the end of the harvest. Many towns have Oktoberfest celebrations complete with beer, German folk bands, bratwurst, and fun.

German Unity Day

On October 3, Germans celebrate the re-unification of East and West Germany in 1990.

All Saint's Day

November 1 is All Saint's Day, the feast of all known and unknown saints. The lovely evergreen arrangements sold in the fall and early winter are placed on the graves.

St. Martin's Day

November 11 is the feast day of St. Martin. In Germany, you'll see children carrying bright paper lanterns through the streets as they sing songs about the sun, moon and stars and some towns have big lantern parades. Children then receive candy or goodies after the parade.

St. Nicholas Day

In The Netherlands, "Sinterklaasavond" and in Germany, "Nikolaus Tag" is celebrated on 5 December and December 6 respectively. This day commemorated Bishop Nicholas of Myra who lived in the Fourth century. According to legend, he gave enormous endowments to three daughters of impoverished noblemen. Children leave their shoes out of the night of December 5, hoping to receive gifts and sweets in them. In some villages, St. Nicholas comes to the home of children to bring small gifts or sweets.

Christmas Markets

In the weeks before Christmas, Christmas Markets are held in many German and Dutch towns and cities. A wide variety of hand-crafted and factory-made products are available at these markets. The Christmas Markets in Nürnberg, Aachen, and Köln are particularly well known. "Glühwein", a hot, spiced wine, is a popular drink during this time of year.

Christmas

Christmas is a time for family. Family members usually put up their Christmas tree on Christmas Eve and then the "Christ Child" brings gifts.

Boxing Day

December 26 is the day, traditionally, that gentry would give presents to servants and trades people. This day is also the Feast of St. Stephen, the first Christian martyr.

Each national contingent in 1GNC is able to observe two national holidays per year; in the case of the U.S. members, we celebrate (and are excused from being present for duty unless the mission dictates otherwise) Independence Day and Thanksgiving.

SCHOOLS

There are no U.S. government-operated schools (DoDDS) in Muenster or other remote assignments. These locations are governed by the Non-DoD Schools Program (NDSP). Personnel with school-aged children should consult the website at <https://www.dodea.edu/non-dod-schools> which will provide guidance to sponsors who live or are projected to be stationed in the above locations. Please ensure that your dependents are enrolled prior to your arrival to Germany. Questions or concerns: please let us know so we can clarify these questions through your sponsor.

Basically, there are four options for schooling: boarding school, home school, international school, and German school. Each has its own variations and methods of execution. Some schools only service certain grades and certain grades could be closing in the near future.

Option 1) Boarding School (grades 7-12): is to have your child attend Kings School and is about one and a half hours away. They can board there throughout the week, Monday thru Friday. You'd have to deliver your child there Sunday/Monday and retrieve Friday, which might be a bit of a gas/transportation issue. DoDDs will reimburse only the cost of the one-way trip to school and the pick-up, meaning you won't be reimbursed for mileage returning from the school on Monday, or going to the school on Friday to pick them up.

Option 2) Home School/Online Distance Learning: you can home school or select an online virtual school for your child and the gov't will pay you to home school. There are many different options available.

Option 3) International School (grades 1-6): you may enroll in the QSI International School of Muenster. This is the most popular choice for most of the U.S. team.

<https://muenster.qsi.org/>

Option 4) German School: you may enroll your child in a German school. This is German accreditation and you need to have a working knowledge of the German language.

Things you need to consider in making a school choice is the grade level of your child. If students are in high school grade levels, consider how the school you're choosing will affect class credits for when you depart Muenster and transfer back to the U.S. School System. Some classes may not be accepted at a U.S. school as a required credit and only accepted as an elective. This is all due to accreditation differences and requirements for each individual country.

PETS

Your decision to bring pets overseas is an important one. Consider the following before you decide:

- Type of pet (for example: Germany has restrictive laws on "fighting dogs").
- The animal's age and health.
- Climate conditions at the new duty station.
- Quarantine regulations.
- Installation and housing requirements.

COMMENT (Distance Learning): One family enjoys using International Connections Academy as their home school of choice. It allows for teacher lead instruction and tutoring with minimum to none parental led instruction. It additionally has live lessons, interactive lessons, reading, web based training etc.
<https://www.privateschoolreview.com/international-connections-academy-profile>

If you decide to take your pet with you when you go abroad, you should check with the embassies of the destination countries as to specific requirements that must be met before a pet may be brought into the country. A listing of foreign embassies and consulates in the United States is available on the Department of State's website at <https://www.usembassy.gov/>.

It is recommended that pets obtain a European Pet Passport from the local veterinarian and register the pet. This will assist with traveling within Europe with your pet. Dog registration is a service provided by the Housing and Community Support Office (HCSO) IGNC at no cost. The HCSO will contact the local *Ordnungsamt* to obtain the dog identification tag that the dog must wear at all times attached to its collar.

The simplest way to avoid the many pitfalls of pet travel to Germany is to make an appointment with your closest military veterinarian in order to complete the required exams and paperwork.

Pet Transportation

There are several factors to consider before transporting a pet. They are:

- Most civilian airlines do not transport pets during the summer months when the heat index is high.
- Federal Aviation Administration (FAA) approved kennels are usually required for travel.

Airlines reserve the right to refuse travel to any animal for any reason. Contact the airline for additional information. After you've thought about the factors above, if you decide to bring your pet overseas be sure to—

- Have your pet checked by a veterinarian and bring all health records, shot records, and certificates. A veterinary health certificate must be issued no more than 10 days before departure from the United States.
- Have enough medications for the pet (60 days minimum) if applicable.
- Obtain and attach pet identification tags that include: the pet's name, stateside address, destination address, and a contact phone number.

COMMENT (Pet Transporting): When transporting pets, the pet must meet the requirements established by each country that it travels through. So if you have a flight that stops in Belgium then to Germany, the pet must meet the requirements for both countries. Current country laws and requirements should be consulted prior to transportation.

All EU countries by law require a veterinary certificate to be filled out and stamped by an APHIS accredited veterinarian who certifies animal health status, conducts tests, and records test results for the individual animal being exported. You can locate the VS Area Office for your State at: <https://www.aphis.usda.gov/pet-travel>

Important – The veterinary certificate must be issued within 10 days prior to departure. The original veterinary certificate and import authorization must travel with the pet.

Your pet must also have a microchip that meets ISO (International Standard Organization) standards #11784 and 11785. If your pet already has a chip, make sure that it is the correct type.

The Netherlands: Article 73 of the Dutch Health and Welfare Act for Animals provides for the prohibition of the pit bull terrier to be bred, imported into The Netherlands,

COMMENT (Groomers): A popular pet groomer, Hundesalon Felleganz. They speak English and do a great job. www.felleganz.de
Am Hof Hesselmann 6
48163 Muenster
Mobil #: 0152/ 219 735 61

offered for sale, or to be sold. Pit bulls are strictly prohibited in the Netherlands, and it is illegal to drive in the Netherlands with this breed of dog, even if you are just passing through to get to another country. For more information on traveling with your pets please refer to <https://www.government.nl/topics/holidays-and-travels/question-and-answer/can-i-bring-a-pet-from-another-country-to-the-netherlands>

HOUSING

An assignment to USANATO provides a unique opportunity to experience the European culture and lifestyle in a manner that is rarely possible as a tourist. Soldiers will live in the local community within the Muenster area. The local community office within 1 GNC will assist you with finding suitable accommodations. It is also recommended you begin searching on the web on sites like <http://www.immobilienscout24.de/> (use Muenster in Nordrhein Westfalen as your search city). You may also use the services of the Community Office at 1GNC (<http://1gnc.org/community/>). In most situations, a realtor will be needed to find a house within the community. Your sponsor will also be able to help explain the housing situation in Muenster.

Finding a Home

There are several factors to consider in making a housing decision. Houses may be up to 25 kilometers from the HQ (up to 15 miles). Rental prices are around three to five Euros per square meter for housing.

Please be advised that there may be some substantial upfront costs associated with moving in to a German house or apartment. Most of the money will be reimbursed within weeks, but you will be expected to pay most of the costs upfront. Some possible up-front costs that need to be noted are as follows:

- Security Deposit: From one to three months' rent. Typically two months' rent (~4000 Euros). Will be reimbursed in full unless damages are assessed as you move out. The gov't can pay this for you as an advance pay and you will be required to pay it back.
- Realtor fee: From one to two months' rent. Typically two months' rent plus taxes (~4700 Euros). This can be reimbursed by the gov't.
- First month rent: Upon moving in you are required to pay the first month. (~2000 Euros)
- Utility Fees: Some utilities will be included while others will not. The Army will provide a monthly stipend for this, but real fees depend upon usage and can be much more than what the Army allots, depending on size of home and usage.
- Homes don't typically come with a kitchen, the Army will provide appliances at no cost or you can pay out of pocket to have a kitchen installed. With many realtors, you can negotiate this in your rental agreement.
- Homes don't typically come with light fixtures. ~200-500 euros. With many realtors, you can negotiate this in your rental agreement.
- Hotel fees. You can expect to pay about 110 euros per night that you stay in a hotel. This will be reimbursed. You may utilize a government credit card, if you have one. You will request reimbursement every 10 days but it might take a bit longer to get paid. You can expect to be in a hotel from 1 week – 2 months depending on the market availability of homes.

COMMENT (Paint): If the place is not painted when you move in, or it has not been recently painted and it requires it, you can have the gov't pay for the painting as a move in cost.

If you must paint on departure because it is required by your contract or it was painted when you arrived so you must bring it to the same standard, the gov't will not pay this cost.

To find out how much you will receive in OHA and COLA, check out <https://www.travel.dod.mil/Allowances/Overseas-Housing-Allowance/> and use the search of (Muenster, NRW) GM573.

The normal time to find housing and move in is normally between 30 and 90 days. Do not expect to get large individual houses with a large garden around it. Most of the newly-constructed houses are row/town houses (attached houses) with a living space of approximately 100 square meters (often spread over two stories), but normally with a full basement. **Caution:** When using a real estate broker to rent a house, the fee is normally up to two times of the monthly rent. This is negotiable, but only before the agent finds a house. German houses and apartments normally do not have closets, light fixtures or kitchen facilities; sometimes they do not even have a kitchen sink. Generally, they are rented “completely empty”. Furthermore, an accommodation may only be used in accordance with its designed purpose; a warehouse cannot be used as living quarters. When moving out, the living quarters must be left in the same condition as at the beginning. For example, if the interior was completely repainted before arrival, painting must be done before leaving, usually at your own expense. Unless your contract states differently, or a special agreement exists, the normal term of notice of termination in Germany is three months. We push for all U.S. service member contracts to have a military clause, however, that allows you to terminate with only one month’s notice based upon military orders.

Rent

Normally, rent is divided into two parts: “Kaltmiete” and “Warmmiete,” simply meaning “Cold” and “Warm” rent. These expressions pertain to the two parts: “Kalt” means just the basic rent for a house or apartment. “Warm” means the amount of money really paid, which includes the basic rent and other charges for utilities and other services (collectively called “Nebenkosten,” or “side costs”). These charges may include cold and warm water supply, heat, waste disposal, used water disposal, street cleaning charges, TV antenna, etc. These are paid for by monthly installments and are summed-up once a year; you then receive notice of over- or underpayment for the calendar year. The landlord is required by law to prove by a specified bill the exact amount of charges incurred and how they are divided between all the users.

COMMENT (Utilities): It is good to get as much of the utilities included in the rental contract (if you still have room on your allowance), but remember that if it says all utilities are included, you will not receive the additional utilities allowance from the gov’t.

Utilities

To obtain electricity, the local company must be approached personally. Payment for electricity, in the local area, is in monthly installments, determined by the last year’s amount, while the exact reading is performed once a year. This is called reconciliation. When moving in, 1GNC members can expect to pay what the previous tenants paid until reconciliation. Thereafter, the amount charged is balanced and possibly changed for the next year. If the bill is overpaid for the previous year, a refund is issued. If the bill isn’t paid in full, the amount is charged.

Heating

Most houses and apartment buildings use natural gas or fuel oil for heat. On rare occasions, there might still be coal burners in use. If renting a single house, component members will have to take the necessary steps to be supplied with gas from a local company or with oil from one of the local suppliers. Oil companies have varied prices for oil so shopping around for the best price is wise. The price may also be different according to the amount ordered and is generally cheaper in the summer.

COMMENT (Heat Oil): The Weihermann Mineralolhandel GmbH (www.weihermann.com), has been used successfully in providing Heating Oil VAT-free with the VAT forms at a good rate.

Water and Sewage

The cost of water is based on the amount of water used and its removal. Normally, the landlord is charged for the used water removal and he or she, in turn, will charge the tenant(s).

Garbage

Garbage is generally picked up once a week—the landlord should provide all necessary information about the dates and the containers to be used. Communities throughout Germany have different schedules so check with neighbors or landlords. All communities in the local area of Germany have strict procedures for the separation of garbage. There are several ways that garbage is separated, depending on the local communities. Bottles and tin cans and paper/cardboard boxes can be taken to special containers situated throughout the community or collected at home. “Gruenschnitt,” or green garbage, such as grass or branches is handled differently in the communities. The last regular category of garbage is unofficially known as yellow bag. It comes in the form of either a yellow garbage container (could also be a normal container with yellow cover only) or as yellow plastic bags. Interestingly, yellow plastic bags can be picked up at any area Westfalen gas station. You simply need to go to the counter and say “Gelbe Sacken, bitte” (yellow bags, please). Either one is for collecting all plastic/Styrofoam materials, dual fabric containers/packing material, like the containers for milk and beverages, aluminum foils, etc. In general terms, everything bearing the markings “der grüne punkt” should be put in those containers (with one exception, and that’s paper.) Everything should be cleaned before disposal. The Community Office will give you a thick handout explaining recycling in this area when you inprocess at IGNC.

TELEPHONE

Cell Phone, Home Phone and Internet Service

Cell phones are extremely popular in Europe. Germans call it a *Handy*. Several different networks are available in Germany. A popular choice is to obtain prepaid cell phone service. This service is offered by a number of local providers throughout Europe. To find your way through the *Handy* jungle, study all the offers carefully and pay special attention to the costs for time on your service contract. Get advice from your sponsor and others on the team before deciding which provider would work best for you. Beware that turning on a cell phone might take several days; also, you must already have an address AND a German bank account opened prior to signing the phone contract. It is usually best to obtain an international plan from your current U.S. phone provider for about a month if you would like to be reachable via cell phone in your first few weeks in Germany.

Home Phones and Internet often come in service provider packages. You might not need a home phone, but often times you can get unlimited calls to the United States (or another country) for a small monthly fee, so consider your needs of calling beyond the country cell phone network. The internet is often stated as available everywhere, but to get it turned on can take some time (depending on where you choose to live). Additionally, the bandwidth provided by most providers can be limited in the smaller villages or remote locations.

Pay Phones

Many public phones have instructions in English. Simply press the button under or next to the British Flag to set the display to English. Pay phones may be credit card- or coin-operated. The minimum cost for a local call is about 20 cents; coin-operated pay phones do not return change for unused time. The cost for calls is based on the distance and duration of the call. A beep sounds when you’ve used all your money and your call will be ended in a few seconds.

Phone cards are the size of credit cards and can be purchased at post offices, train stations, gas stations, and some stores. Phone cards can be used only in the country where you purchased the card. Each time you slide the card into the slot, the display shows how much money you have remaining on your card. A few (*very few*) restaurants and bars offer customer pay phones. Sometimes you will find meters attached to the phones that show the length or number of units of the call. The duration or number of units is used to determine the cost of the call.

Calling the United States

Long-distance service company rates differ, so check which service is best for you. There are several methods of obtaining long distance service: calling cards, direct dial, VOIP, and direct dial call-by-call.

A calling card is an easy solution for calling home from Europe and almost anywhere the military takes you. It gives you access to a company network through a toll-free access number.

You can dial direct from European phones. Charges are made per unit and may vary according to time, day, or special offers. Telephone rates in many European countries may be competitive with those in the United States. To make a call to the United States, dial 001 + area code + number. For calls from the United States, dial 011 + country code (see country codes table below) + city code without the first 0

You can also use direct dial “call-by-call” as it is called in Germany. The rates of the different providers vary widely. Direct dial can be used from any residential or business phone but not from public phones or cell phones. Charges are made per unit and may vary according to time, day, or special offers available. There is no prior registration required and you do not have to change your current long distance carrier. Just dial the special prefix (010xx) of the provider chosen. The charges incurred will appear on your regular phone bill.

Another option that is very popular among the Soldiers in Europe is Vonage and Skype. This type of service is called VOIP or Voice over Internet Protocol. It is done online and upon receipt of the equipment it is quick and easy to set up. This will allow you the ability to maintain communication with your families and friends back in the states.

Calling Other European Countries

To call outside the country you live in, dial the access number and a country code before you dial the area code and local number. For example, to make a call from Belgium to Muenster, Germany, you dial 0049-6221-XXXX. Note-The “0” at the beginning of the area code is dropped when calling from outside the country in conjunction with the country code.

Country Codes	Number	Country Codes	Number
Belgium	0032	Poland	0048
France	0033	Portugal	0351
Germany	0049	Spain	0034
Greece	0030	Switzerland	0041
Iceland	00352	Turkey	0090
Italy	0039	The Netherlands	0031
Luxembourg	0047	United Kingdom	0040
Norway	0047	United States	001

Military Installations

Each military base has a different prefix to call using the defense switched network (DSN) or a civilian landline. The following are examples of the most used numbers

Community/Installation	DSN Prefix	Civilian Prefix	Last Digits of DSN
Ansbach, Germany	468	0981-183	-XXX
Aviano, Italy	632	0434-66	-XXXX
Bamberg, Germany	469	0951-300	-XXXX
Baumholder, Germany	485	06783-6	-XXXX
Brussels, Belgium	365-9	02-707-9	-XXX
Camp Darby, Italy	633	050-54	-XXXX
Chièvres, Belgium	361	068-27	-XXXX
Izmir, Turkey	672	0090-212-276	-XXXX
Garmisch, Germany	440-2	088821-750	-XXXX
Grafenwöhr, Germany	475	09641	-XXXX
Hohenfels, Germany	466	09472-83	-XXXX
Kaiserslautern, Germany	483	0631-411	-XXXX
Landstuhl, Germany	486	06371-86	-XXXX
Mannheim, Germany	380	0621-730	-XXXX
Ramstein, Germany	480	06371-47	-XXXX
SHAPE, Belgium	423/366	065-44	-XXXX
Brunssum, The Netherlands	314	046-443-7	-XXXX
Schweinfurt, Germany	354	09721-96	-XXXX
Stavanger, Norway	224	011-47-5195	-XXXX
Stuttgart Germany	430	0711-680	-XXXX
Vicenza, Italy	634	0444-71	-XXXX
Vilseck, Germany	476	09662-83	-XXXX
Wiesbaden, Germany	337	0611-705	-XXXX

Each German community has a local prefix called a ***Vorwahl*** that starts with '0' and may vary in length. Some phone numbers are 10 digits long while others are much shorter. People may assume you know their telephone prefix and give you only the last digits of their number. So, ask for the ***Vorwahl***, if you are unsure.

APPLIANCES

Electricity is 220 volt/50 cycles in Germany, using fittings of a common European style electricity is moving towards 240 volts in increments throughout most of Europe to reach a common voltage. Electrical equipment is now being made for 240 volts but can still be used at the lower levels. Since the electrical current in Europe is 220/240 volts (110 volts is the standard in the United States), your U.S. appliances will not plug directly into a German outlet. Therefore, transformers (which transform the 220 volt current to 110 volts) are often used for appliances such as hairdryers and coffee pots. However, the electrical current in Europe is 50 cycles per second (60 per second is the standard in the United States) so electrical appliances with a timer (clocks, microwave ovens, etc.) may not operate properly even with a

transformer. Additionally, European electrical sockets are not shaped to accommodate American-style plugs. That does not mean all electrical appliances should be left in storage, but you may want to think about which items to bring versus which items to leave in storage (and buy new German ones). Transformers can be expensive. However, most team members who are PCS'ing will leave their transformers in the U.S. office for new families to use. They are limited in number and are available on a first-come, first-serve basis.

Lamps should be brought as they are the easiest to convert, requiring only a 220 volt light bulb and plug adapter (to adapt the American plug to the European socket). Both are readily available in the PX. New electric clocks and small appliances are available in the PX or in European shops. Previously used clocks and appliances are widely available in second-hand stores. Transformers are available from the PX (although they are expensive) or used from thrift stores. If possible, identify some known transformer needs, and identify the wattage needed and purchase them in the states and include them in your transportation delivery.

Many electronics (TVs, DVDs, stereo equipment, computers, etc.) are now “dual voltage” and can be operated safely on any electrical current without the need for a transformer. However, be sure to follow the instruction booklet for proper conversion before plugging in an appliance!

In the United States typical electric outlets (plugs) are 110 volts. Most homes have 220-volt plugs for clothes dryers or for ranges (cookers), but the plug size is different from European plugs since voltage and frequency are different in the United States. You can be issued a European washer/dryer and refrigerator, so it is generally does not make sense to bring these items with you to Germany. Please talk with your sponsor before you decide to ship large appliances to Germany.

RADIO AND TV

Since 1943, American Forces Network (AFN) Europe has been providing American service members, families, and Defense Department civilian employees stationed in Europe with the best of American radio and television services. AFN Europe is committed to bringing you the latest uncensored news, information, and entertainment from home and around the world. The American Forces Radio and Television Service (AFRTS) is the Defense Department agency that provides radio and television services to the US military around the world. AFRTS

works with the entertainment industry and brings you a variety of services. The latest music, news, and information services are sent to AFN Europe through satellite decoders. The satellite and receiver will be required to be installed by you or pay to have someone within the local economy. This type of installation will require approval from your landlord or it can be done by landlord as per your housing contract. Local cable and satellite are available but only offer a few English-speaking channels. The German television and video system is not compatible with US standard signals and DVD is European PAL. You may wish to consider purchasing multi-system electronic devices. AFN decoders and satellite dishes are available for purchase at AAFES. Additionally there is the option to sign for the equipment from Geilenkirchen AB in Bldg 84 (TMO Office) Tel# +49 0251-63-2227. This is a service that is provided to the Tri Border area and since we fall under A Co AFNORTH the service is extended to Munster folks.

NOTE: Ensure that if you use transformers/converters that you turn them off when not being used. They have a drain capability, which can increase your electric bill unnecessarily.

Commercial options are also available and can be found via a little internet research. A few examples are EXPATSAT (www.expatsat.com) or Phone-TV-Internet.de (www.phone-tv-internet.de).

Local German Satellite receivers can be purchased from electronic stores, Aldi, Marktkauf, etc and provides channels in German. English is sometimes broadcasted but is limited.

Many team members choose to use services such as NetFlix, Hulu, etc. for their television needs. Opting to use a VPN service, such as NordVPN, along with a casting device such as AppleTV or Google Chromecast, allows you to watch programs in the same manner as in the states.

RELIGIOUS SERVICES

AFNORTH has a chaplain available while religious services are provided at Geilenkirchen AB. Another option would be to find a local church (<https://wanderlog.com/list/geoCategory/1741364/best-churches-in-muenster>).

Opportunities to attend English-language Religious Services exist, but are naturally very limited.

PRIVATELY OWNED FIREARMS

Soldiers assigned to Europe are usually not allowed to ship, transport, or hand carry privately owned firearms.

COMMENT (Banks): Sparkasse has an agreement with 1GNC which provides an English speaker for customer service and no-background checks. Sparkasse also can provide assistance with insurance (auto, renters, etc) and set up all payments via the bank.

LIBRARY SUPPORT

Brunssum is the closest library. They have an extensive selection of books and Movies. You can sign up for an account and order everything online at <https://www.jfcbBrunssum.com/activities-at-jfcb/brunssum-library/>. It is recommended that you establish an account with the Brunssum library because they also offer book exchanges with other libraries (if an item is at a different USAREUR library, they will ship it to Brunssum for you), audio books, and online e-books. Having an account with them also provides access to online language training. If you request an item, please make sure you select Brunssum as the pick-up location. Once an item is being held for you at the Brunssum library, you need to coordinate with the library to have the item mailed to you via your APO (this is usually done via email).

BANKING

Paying European bills (rent, utilities, etc.) will require you to have a bank that can handle German bill paying. Two options are possible for banking: direct deposit into an international bank or opening an account with a U.S. bank equipped to make German bill payments.

One solution for military personnel is to set up an account with a U.S. overseas bank, such as the “Community Bank” or “Andrews Federal” at Brunssum that has the ability to pay European bills and handle U.S. bill paying. The down side is the closest location is Schinnen and can be a little inconvenient. Some

of the services available can be similar to those in the United States (for example, ATM cards, savings and checking accounts, loans, automatic bill paying for rent and utilities). It is recommended you visit those banks during your initial days of in-processing if you are thinking of opening an account. Automatic bill paying is possible in Germany.

Another solution is to get a German Bank such as Sparkasse or one of the other local German banks that gives you access to a bank and its features. You can establish a Foreign Bank Allotment with DFAS to deposit to a foreign bank so you may easily pay German bills to include rent, utilities, and services provided. This is preferred by some members because it provides the European Bank card (most widely accepted at retail stores) and the convenience of going in and taking care of periodic bank issues that are difficult to manage online.

Several team members have opted to use Service Credit Union (SCU). SCU is unique in that they have a presence in both the U.S. and Germany. It is very easy and inexpensive to move funds from U.S. banks into your SCU account. An SCU account provides an IBAN number, which is used for most financial transactions in Europe. SCU also provides the ability to make international bill payments for only \$1 per transaction. This clearly beats USAA's offer, where it costs \$50 to move money between accounts. Finally, SCU has staffed locations at nearly all installations in Germany. You can open an SCU account online before you PCS to Germany.

<https://servicecu.org>

American credit cards are only accepted by the larger European stores and companies when they have the chip. Most American ATM/debit cards can be used in European ATMs to withdraw European currency, although there is a processing fee. Contact your bank to ensure you have the right chips for your credit and debit cards prior to PCSing.

EXCHANGING MONEY

The Community Bank and credit union ATMs dispense both American and European currencies. These ATMs are only available in the Brunssum area or at other U.S. locations (not in Muenster). Most European banks, airports, and railway stations exchange dollars for European currencies. Some European post offices will also exchange dollars for European currencies.

EURO CURRENCY INFORMATION

The currency used for purchasing goods and services in American military facilities is the U.S. dollar. The currency used for purchasing goods and services in most European countries is primarily the Euro (€). The Euro is currently accepted on a limited basis in Denmark, Sweden, Switzerland, or the United Kingdom (and in many stores located in those countries, the Euro is not accepted at all). The Euro is divided into 100 cents. Euro currency consists of eight coins and seven banknotes.

TAX-RELIEF/EUROPEAN TAX FORMS

Germany: The listed price for goods to purchase includes tax unless otherwise stated. Virtually everything sold in German stores comes with a 19 percent value-added tax (VAT). This includes clothing, appliances, and furniture, house and car repairs. However, U.S. military members can avoid paying VAT through the Tax-Relief Program run through the 1GNC Community Office. They provide the forms and assistance in filling all the required documents for free. See them in assistance and guidelines. Normally, VAT

forms are accepted by established businesses in military communities; however, German merchants are not obligated to honor this program. It is best to ensure the vendor accepts VAT forms before standing in line to checkout.

Tax forms are available for a small processing fee at the tax-relief office at Schinnen (ensure that the VAT forms are for Germany). It is possible to purchase up to 10 tax forms at a time. It is a good idea to have a few on hand. You should probably plan to visit the tax-relief office during your initial days of in-processing.

For purchases under €2,500—

- Select the merchandise and present the VAT form to the merchant.
- Pay the marked price minus the 19 percent VAT.
- Sign the tax form and keep the copies designated for you. The merchant keeps the rest.
- Return the original white copy to the VAT office in person or by mail.

The same VAT form is used for purchases over €2,500, but these transactions must be processed by the tax-relief office.

SHOPPING



COMMISSARY/AAFES

The closest PX is located in Brunssum which is 2 ½ hour drive. Other close by facilities can also have commissaries to include Brunssum, NL; Wiesbaden, GE and Spangdahlem, GE. A lot of your daily needs can be found at the local grocery stores and the local markets. Generally, stores remain open until 2000 (or later), Monday through Saturday. However, many stores close at 1800 or 1900 during the week and at 1400 on Saturday. Often, small businesses close for a 1- to 2-hour lunch break around midday. On Sundays and German Holidays, most shops are closed, but the local bakery may remain open.

SHOPPING

Familiar U.S. shopping experience
Local shops can provide more
conveniences but are specific
to where you live.

BURGER KING
Steinfurter Straße 113
48149 Münster

MARKTKAUF
Roxeler Strasse 41.8
48161 Münster

ESSO
AM Rohrbusch 32
48161 Münster

ESSO
ATAL NASERIE
Duelmener Strasse 16
48163, Münster

Mo'S Restaurant
Grevenor Strasse 89
48159 Münster

Tennessee Mountain American Restaurant
Steinfurter Str. 104
48149 Münster

Keritucky Fried Chicken
Pagenstekerstrasse 9 6
49090, Osnabrück

1. KEA
Rheiner Landstrasse 215
49078, Osnabrück

Road Stop Münster
Schiffahrter Damm 315
48157 Münster

'8mrJIIIB.JE
Theodor-Schewerstrasse 2
48161 Münster

MARKTKAUF
Loddenheide 5
48161 Münster

Weseler Straße 577
48163 Münster

Kentucky Fried Chicken

IKEA
Kamen Karree 1
59174, Kamen

Comnie's Diner
Schattweg 4
59174, Kamen

IKEA

Satellite

Hotel A111 Schloßpark
Schloßstraße 2
48149 Münster

Universität und Landesbibliothek Münster (ULB)

Domkommer der
Kathedrale St. Paulus in Münster

Kunstmuseum Pablo Picasso Münster

Raphaelsklinik Münster

McDonald's
Weseler Straße 60
D-48151 Münster

ATM Geldautomat
Münzstraße 1

Driibbelken (Bavarian Food)
Buddenstraße 14
48143 Münster

Galleria Kaufhof Münster
Ludgerstraße 1
48143 Münster

SAIU.RN (Electronics)
Ludgerstraße 100
48143 Münster

02 (Phone/Internet)
Ludgerstraße 5
48143 Münster

TELEKOM
Stubenstraße 29
48143 Münster

tr#fifJI@@ (Italian)
Königsstraße 53
48143 Münster

02 (Phone/Internet)
Ludgerstraße 85
48143 Münster

TELEKOM
Ludgerstraße 30
48143 Münster

McDonald's
Ludgerstraße 51
48143 Münster

RESTAURANTS

There is no shortage of excellent restaurants within the Muenster area. You can find many different ethnic foods in both quick (fast food) or sit down restaurant style. Below are a few restaurants in the area (and is by no means a complete list).

Burger King

Steinfurter Straße 113
48149 Muenster

Burger King

Burger King, -72,
Bohlweg 70
48147 Muenster

Café & Bar Celona

(Excellent breakfast on
Sundays)
Stubengasse 17
48143 Muenster

Drübbelken (Bavarian Food)

Buddenstraße 14
48143 Muenster

McDonald's

Ludgeristraße 51
48143 Muenster

McDonald's Restaurant

Weseler Straße 60
D-48151 Muenster

Mengu's Buffet

Schiffahrter Damm 24
48145 Muenster

Mongo's

Grevener Stasse 89
48159 Muenster

Road Stop Muenster

Schiffahrter Damm 315
48157 Muenster

Starbucks

Salzstraße 47
48143 Muenster

Tennessee Mountain American Restaurant

Steinfurter Straße 104
48149 Muenster

Vapiano's Italian

Königsstraße 53
48143 Muenster

FUEL

ESSO

AM Rohrbusch 32
48161 Muenster

ESSO

ATAL NASERIE
Duelmener Strasse 16
48163, Muenster

TELEPHONE/CELLPHONE/INTERNET

O2

Logerestrasse 5
48143 Muenster

O2

Ludgerestrasse 85
48143 Muenster

TELEKOM

Stubengasse 29
48143 Muenster

TELEKOM

Ludgerestrasse 30
48143 Muenster

ATM (GELDAUTOMAT)

Sparkasse ATM
Muenzstrasse 1

HOTELS

Factory Hotel
An der Germania Brauerei 5
48159 Muenster

Hotel Am Schlosspark
Schmale Strasse 2
48149 Muenster

Überwasserhof
Überwasserstrasse 3
48143 Muenster

GROCERY/GENERAL STORE

BAUHAUS
Theodor-Scheiwe-Strasse 2
48161 Muenster

MARKTKAUF
Loddenheide 5
48161 Muenster

MARKTKAUF
Roxeler Strasse 418
48161 Muenster

POCO
Weseler Strasse 577
48163 Muenster

REWE
Steinfurter Strasse 23
48149Muenster

LINKS and INFORMATION

www.gettingaround.net – A Guide to installations and services.

www.howtogermaany.com - **How To Germany** tells you everything you need to know about living and working in Germany as a foreigner.

<https://www.germany.travel/en/home.html> - Official Site of the German National Tourism Board

www.militaryonesource.com

www.muenster.de/en/ - City website with useful information, local attractions, and events.

www.thelocal.de – **The Local:** Germany's news in English

ANNEX A NATO SECURITY CLEARANCE VERIFICATION MEMO

DEPARTMENT OF THE ARMY
HEADQUARTERS, 1st INFANTRY DIVISION AND FORT RILEY 580 16T DIVISION ROAD
FORT RILEY, KANSAS 66442-7000

AFZN-IN 10 August 20:20

MEMORANDUM FOR RECORD

SUBJECT: Verification of Security Clearance and NATO Security Clearance Certificate

1. The following information on the below listed individual has been verified by this office:

- a. Name:
- b. Rank: MAJ
- c. SSAN: XXX-XX-
- d. DOD EDI PN: 1121746375
- e. DATE OF BIRTH: 1984 0511111
- f. CITIZENSHIP: U.S.
- g. Investigation Type: SSBI
- h. Investigation Closed: 2017 01 20
- i. Type Clearance: TOP SECRET
- j. Date of Clearance: 2017 01 24
- k. Clearance Granted By: DOD CAF
- l. NATO Access: NATO Secret

Is certified to have been granted a security clearance by the Government of the United States of America in accordance with current NATO regulations, including the Security Annex to CM(64)39, in case of ATOMAL information and is, therefore, declared suitable to be entrusted with information classified up to: NATO SECRET
The validity of this certificate is until 09 August 2021.

2. The point of contact for this memorandum is undersigned at DSN 856-6322 or james.c.klotz.civ@mail.mil.

C. KLOTZ GG12, DAC
Mission Security Manager

ANNEX B NATO COMPANY INPROCESSING PACKET

To be published.

ANNEX C LIST OF MANDATORY TRAINING

- **GLOBAL ASSESSMENT TOOL (GAT)**
- **INFOSEC/SEC**
- **SERE 100.2**
- **OPSEC**
- **AT LEVEL 1**
- **CYBER AWARENESS**

ANNEX D HOUSING DESKSIDE BRIEFING

USAG BENELUX-BRUNSSUM HOUSING NEWCOMERS DESK-SIDE BRIEFING Private Rental Housing (PRH) (BRUNSSUM)

DATE: _____

NAME (LAST, FIRST, MI): _____

SSN: _____ DATE OF BIRTH: _____ DEROS: _____

RANK: _____ DATE OF RANK: _____

DUTY LOCATION: _____

DUTY PHONE: _____ CELL PHONE: _____

MILITARY E-MAIL: _____

PRIVATE E-MAIL: _____

ARRIVAL DATE: _____ HOTEL: _____

LAST DUTY STATION DEP. DATE: _____

STEPS IN FINDING ADEQUATE HOUSING

Step 1 (Mandatory for Service members only):

Register with Government Housing and check what they have available for you. If nothing suitable is available/found a Certificate of Non-Availability is provided.

Step 2

Check online <https://www.homes.mil/homes/DispatchServlet/HomesEntry> what private leases we have available for you.

Select "ARMY USAG BENELUX – BRUNSSUM" at block "Find Properties Now" -

Select "BRUNSSUM" at block City, Postal Code, Complex, School District, Community or Listing ID.

Recommend also visiting International Housing at JFC Brunssum to check their listings. If you find listings not being available please report them to us to be taken out of the systems.

Notes:

- Houses listed by Benelux-Brunssum Private Lease section & International Housing Brunssum are straight from owners who accepted our terms & rental agreement in your favor including 30 days military clause and return of deposit (or remainder) on termination date.
- **At no time actual standard rent price should be higher than the standard rent price listed in HOMES or on International Housing listings.**

If you option to involve a realtor then you need to realize that:

- **Reimbursement of realtor fee will not be granted!**
- Realtor should only represent/charge one party. Due to liberation of market anybody can call themselves “realtor” and very often both parties are charged and only interests of realtor/landlord are pursued.
- Unauthorized deviation from Dutch rental law and/or non-customary terms in favor of landlord are no exception in third parties rental agreements resulting to loss of deposit at end of term.
- We will review rental agreements third parties on behalf of individuals affiliated with US Government and recommendations/changes will be provided. If recommendations are neglected and irregular/unusual terms are accepted not in compliance with Dutch rental law or generally accepted terms for this region, we will refer individual to Legal office in case of problems.
- Possibility of losing security deposit when using local realtor.

Note: We do not have many houses available in Maastricht and recommend contacting an owner (Vesteda) who has properties for rent and a trusted realtor (Housing XL) who will not charge you and rental agreements containing our terms.

Vesteda - Anja Starren, Phone: 06-52347697, Email: a.starren@vesteda.com

Rotsvast – Ingrid van der Linden, Phone: 043-7600076, Email: i.vanderlinden@rotsvast.nl

Not recommended - Realtors; “Pooters Housing” - “Pro Housing” - “Het Hoofse Huis” - “Residence Housing”, due to poor conditions and terms.

GENERAL

1. CHOICE OF GOVERNMENT LEASE QUARTERS (GLQ) or PRIVATE RENTAL HOUSING (PRH)

All newly arrived service members will be provided guidance in their new assignment to Government Leased Quarters (GLQs) or Private Rental Housing (PRH).

Service Members will check in with the Assignments and Terminations branch (Rm 231) of the USAG Benelux-Brunssum Housing Office, Bldg. 8, USAG Benelux-Brunssum. From there they will be directed to either a GLQ, or to the Housing Referral Branch office for a Private Lease.

Department of Defense workers and all others will check in with the Housing Referral branch (Rm 234) of the USAG Benelux-Brunssum Housing Office, Bldg. 8, Brunssum, NL.

2. PURPOSE OF DESK-SIDE BRIEFING:

a. Initial Registration: We use the initial newcomers checklist to start a file record in our eMH (enterprise Military Housing) data-base.

The Service Member/Civilian member will initial each section of the briefing to acknowledge understanding of the topic.

b. Coordination and Follow-Up: This checklist provides guidance for housing procedures, including, TLA monitoring, leasing negotiations, move-inspections, and financial matters. It will also explain housing services during occupancy.

3. CERTIFICATE of NON-AVAILABILITY (CNA):

A CNA will be issued by the Assignments and Terminations Branch only when Government Controlled Housing is not available. Exceptions: Civilians & Coast Guard Enlisted personnel (who require an exception to the policy approved by their Commander).

TEMPORARY LODGING (TLA)

1. Regular Reimbursement Procedure

- Partial Reimbursement – Per Diem Rate (amount based upon personal situation)
 - TLA is paid in **15 day increments** – Service Member is required to come into the housing office and request TLA statements every 15 days. The SM has to bring their hotel bill in advance so the Housing Services Officer can prepare a TLA claim. The SM will hand carry the bill and claim to Finance (located on JFC Brunssum) for actual reimbursement. **The USAG Benelux-Brunssum Command Guidance is to keep TLA to 20 days or less, and absolutely no extensions to TLA beyond 60 days.** All TLAs past the initial 20 days will be reviewed by the USAG Command section.
-
- **House Hunting Forms** *A minimum of 7 residences must be reviewed every 15 day increment on TLA*, required for each increment in order to justify the claim (Unit involvement will be initiated upon non-compliance). Service Member/Civilian members are required to aggressively seek housing when on TLA. The USAG Benelux-Brunssum goal is to have new arrivals in their GLQ/PRH within 20 days. Failure to provide adequate justification for non-acceptance of housing can lead to early termination of TLA as stated in AE Regulation 37-4.
-

2. Extension Procedures

- **Before** the initial time-period has expired (25 days) granted by Chief of Housing,

a written extension request is to be initiated by the SM. Service Members will ACTIVELY seek housing in accordance with AE Regulation 37-4 and the USAG Brunssum Housing Manual. **All TLAs past 25 days are reviewed by the USAG Benelux-Schinnen Command Group.**

-
- If requesting time above the 30 days TLA period, the service member must prepare and send a memorandum for exception to policy through the Chief, USAG Benelux-Brunssum Housing Office, through the DPW, to the Garrison Commander, USAG Benelux for approval. Examples of this memorandum will be provided by the HSO.
-

HOUSING REFERRAL BRANCH

General In-Processing Procedures (Private Rental)

Explanation on internal housing procedures and personalized housing referral assistance on appointment basis.

1. Housing Allowances (TLA + OHA/Rent Cap + utilities + MIHA)

Detailed rental listings HOMES & International Housing:

- a. Rent price is determined by us and considered reasonable but Landlord might consider lowering rent price if just above your rent cap. If additional services is to be included in rental, like garden maintenance, leave it up to HRO to negotiate/arrange that since we know what is considered reasonable.

DO NOT "SHARE" YOUR RENTCAP WITH LANDLORD!

- b. State of rental should be "upholstered" and is standard in our listings

There should be at all locations:

- a. Light fixtures
 - b. Something blocking view into windows (curtains/drapes/screens)
 - c. Floorcovering like carpeting/tiles/wooden floor
-

2. Policy "First Come, First Serve".

3. First Option (to be obtained from Landlord).

4. Local Laws applicable to rental properties. To include all landlord's and tenant's responsibilities. _____
5. Leases (preferably housing lease to include military clause). _____
6. First month's rent payment and security deposit _____
7. Importance of assignment inspection. _____
8. Pre-legal assistance. _____
9. Explain "verbal" commitments. _____
10. IBAN bank-account (Prefer Dutch); Procedure and purposes (Rent, utilities, telephone, and other payments). STORNO, payment bounced back due to less credits. _____
11. Utilities: Service members should not include any utilities in their rental Agreement otherwise they will lose their utility allowance complete or partial. _____
 - a. Connections are up (no deposit required). Meter readings to be taken during assignment inspection and provided to utility companies to sign you up for Tax-free energy. _____
 - b. Monthly Advance Payments, **ENGIE** (tax-free) will start with € 250.00 _____
 - c. The usage of utilities fluctuates, the energy companies will charge you monthly for advance payment and will direct (automatically) deducted from your bank account. Once a year they ask for the meter readings to calculate your usage and for reconciliation of the advance payment.
Yearly Meter readings resulting to:
- Year end Bill
- Adjustment advance payment _____
12. Temporary Loan Government Furnishings. _____
13. Report to KMAR at JFC Brunssum, ***Alien registration***. _____
14. Rent increase, possible after 12 months, notification at least 2 months prior ***See this office for verification!*** _____
15. Reimbursement of **Realtor Fee** will **not** be granted. _____
16. OHA doesn't cover; Internet package, Garden maintenance, Cleaning costs. _____

Miscellaneous Items

13. Internet, TV and Telephone package _____
14. Community Services **Fees**: Garbage pick-up fee, sewer fee and water purification fee. Collection company is **BsGW**. _____
15. It is extremely important to inform the Housing Division of any CHANGES that occur. For Example – DEROS (!), a change of address, sharing the house with another SM, change of phone numbers, email address, rank etc. _____
16. Trash and Separate or Recycle Trash (SORT) information. _____
(See what your neighbors doing)
17. Do not flush diapers and/or sanitary napkins as well as food residues in the toilet, to prevent clog ups in the sewer pipes. _____
18. Transportation assistance: _____
- a. Importance of finding a house within the school bus route. _____
- b. Consequence of locating a house Outside bus route. _____
19. Bills with annotation “Herinnering” or “Aanmaning” are Reminders (**Red** flag) which need immediate action!! _____
20. Transformers use a lot of electricity!! _____

GENERAL TERMINATION PROCEDURES (Private Rental)

1. Report to housing as soon as PCS/ETS is known (even when orders are not cut). _____

2. Rental agreement has to be terminated in writing at all times. It never ends simply because a timeframe has passed but will automatically be prolonged until indefinite. (verbal notification is not valid). _____

a. The 30 days written notification applies only for PCS or moving into GLQ: Any other reason legal required notice in case of termination by tenant is 1 full calendar month. (According Dutch rental law, the termination period is at least one payment period). _____

b. The date the lessor receives letter counts for termination period. _____

3. Explain procedure to arrange a pre-termination inspection or termination inspection. _____

4. Inform CFMO to arrange pick-up of government furniture. Temporary loan furniture items for outgoing can be requested. _____

5. Explain steps to arrange for final bill receipts for utilities, telephone and Cable TV. Also notify that clearing papers will not be signed off by USAG Brunssum Housing manager until proof of final payment is provided with clearing papers. Provide meter readings of the utilities, for the end bill, to Housing Office after your final move out. _____

6. TLA Briefing (time limits, BPA Lodging, other), max 10 days
No overlap authorized, OHA – TLA _____

7. Close out Dutch bank account, leave it open, for another 2 months, to receive refunds and to settle open payments. You can empty the account using your card at ATM machines or by electronic banking. To send the termination letter they need a mailing address of your new home otherwise costs will continue. _____

ADDITIONAL IN-PROCESS / OUT-PROCESS INFORMATION

FURNITURE SECTION (CFMO) TO BE EXPLAINED BY HRO/A&T

1. You are our first QA in regard to Contractor's performance.
Make note of any positive / negative comment on the presented documents. _____
2. Possibilities of getting wardrobes, when no built-in closets. _____
3. For appliance repair, contact CFMO, DSN: 597-4156 / 597-4153
(commercial 045-534 0156 / 0153) _____
4. Turn in Government owned furnishings during termination procedures
(contact FMO 045-5340156 / 597-4156 when orders are received) _____

SELF HELP STORE

1. Service members living in Private Rental Housing are authorized limited use of
SHIP Store, Building 6, Brunssum – DSN: 597-4161 / 597-4162
(commercial 045-534 0161 / 0162) _____

PRIVATE INSURANCE

1. Explain the importance of having private insurance **(Occupying PRH Units)**
 - a. Glass insurance (before entering into glass insurance, check with landlord). _____
 - b. Liability insurance; coverage if sued due to accidental injury to others (3rd party). _____
 - c. Personal Property Insurance. _____
2. Explain possibilities of getting a combined policy _____

Additional Questions or Comments:

STATEMENT (For Private Rental Housing Only):

If I find suitable housing through listings at the International Housing Office (JFC Brunssum), or other agencies, I will have the USAG Benelux-Brunssum, Housing Office, assist in negotiating, signing, and performing assignment and termination inspections of the rented quarters.

NEWCOMER'S CERTIFICATION OF UNDERSTANDING.

I UNDERSTAND THAT SCHOOL BUS TRANSPORTATION IS PROVIDED ONLY WITHIN THE COMMUTING AREA (see school bus route map). I ACKNOWLEDGE THAT IF I OBTAIN HOUSING OUTSIDE THIS AREA, I MUST TRANSPORT MY DEPENDENT STUDENT(S) BETWEEN MY RESIDENCE AND THE SCHOOL OR AN EXISTING SCHOOL BUS STOP WITHIN THE COMMUTING AREA, AT MY OWN EXPENSE.

I ALSO UNDERSTAND THAT:

- **I THOROUGHLY CHECKED FOR SUITABLE HOUSING IN HOMES AND/OR INTERNATIONAL HOUSING LISTINGS FIRST, BEFORE CONTACTING REALTOR AGENCIES.**
- **RENTAL AGREEMENT MUST BE IAW DUTCH RENTAL LAW & CONTAIN MANDATORY MILITARY CLAUSE OF 30 DAYS TO BE VERIFIED BY HOUSING OFFICE.**

Enclosures Handouts: 1 SORT center locations
2 TLA House Hunting Form
3 TLA Information Sheet
4 USAG Brunssum Map

Service Member / Civilian Printed Name and Signature:

DATE: _____

USAG Benelux-Brunssum Housing Representative Printed Name and Signature:

DATE: _____

LOCAL SORT CENTERS

Several Municipalities have a SORT center (“Milieupark”) where you can bring different types of waste and recyclables (metal cans, paper, glass, wood, textiles, etc.). To use a SORT center in your municipality you need to show an ID, proving that you live in that municipality. You may be required to pay for the disposal of non-recyclables.

The USAG Benelux-Brunssum also has a SORT center. The center is located at the USAG Benelux - Brunssum complex. Operating hours are Monday-Friday from 9.00-10.00 hr. and 14.00-15.00 hr. The Brunssum SORT center only accepts scrap metal and metal cans from US residents in the housing areas. Residents will use the local disposal facilities for all other waste streams. It is illegal to bring any form of waste from Germany in to the Netherlands. For more information please call the DPW Environmental Division, DSN 360-7283 CML 046-4437283.

Local SORT centers (“Milieuparken”):

Municipality	Location and phone number	Operating hours
Beek	Breinderveldweg 16, Schinnen	Wintertime: Friday 08.30-12.00 and 13.30-17.30 Saturday 08.30-12.30 Summertime: Monday, Wednesday, Friday 08.30-12.00 and 13.00-16.30 Saturday 08.30-12.30
Born	Florianstraat 5, Born	Monday-Friday 08.30-12.00 and 13.00-16.30 Saturday 08.30-12.00
Brunssum*	Industrial Estate “Rode Beek” Milieuweg 1, Brunssum	Monday-Friday 09.00-17.30 Saturday 08.00-16.00
Echt	Maasbrachterweg 3, Montfort	Monday-Thursday 12.30-16.30 Friday 12.30-18.00, Saturday 09.00-13.00
Geleen*	“Borrekuil” Nijverheidsweg 1, Geleen	Monday-Friday 08.30-12.00 and 13.00-16.30 Saturday 08.30-12.00
Gulpen-Wittem	Industrial estate “Aan de Fremme 25”, Margraten	Monday-Thursday and Friday 09.00-12.00 and 13.00-17.30 (1 Apr – 31 Oct Friday’s till 19.00), Tuesday 13.00-17.30, Saturday 09.00-16.00
Heerlen*	Huisbergerstraat 250, Heerlen	Monday-Friday 09.00-17.30 Saturday 08.00-16.00
Kerkrade*	Ir. Wintgensstraat 2, Industrial Estate “Spekholzerheide”, Kerkrade	Monday-Friday 09.00-17.30 Saturday 08.00-16.00
Landgraaf*	Industrial Estate “Strijthagen” Marconistraat 28, Landgraaf	Monday-Friday 09.00-17.30 Saturday 08.00-16.00
Maastricht	Industrial estate “Beatrixhaven”, Fregatweg, 32 Randwyck, Watermolen Noorderbrug, Frontensingel	Monday-Saturday 10.00-18.00 Monday-Saturday 10.00-18.00 Monday-Saturday 10.00-18.00
Margraten	Industrial estate “Aan de Fremme 25”, Margraten	Monday-Thursday and Friday 09.00-12.00 and 13.00-17.30 (1 Apr – 31 Oct Friday’s till 19.00), Tuesday 13.00-17.30, Saturday 09.00-16.00

Municipality	Location and phone number	Operating hours
Meerssen*	Industrial estate "Beatrixhaven", Fregatweg 32 Randwyck, Watermolen Noorderbrug, Frontensingel	Monday-Saturday 10.00-18.00 Monday-Saturday 10.00-18.00 Monday-Saturday 10.00-18.00
Nuth*	Industrial estate "Rode Beek", Milieuweg 1, Brunssum	Monday-Friday 09.00-17.30 Saturday 08.00-16.00
Onderbanken*	Industrial Estate "Rode Beek", Milieuweg 1, Brunssum	Monday-Friday 09.00-17.30 Saturday 08.00-16.00
Schinnen	Breinderveldweg 16, Schinnen	Wintertime: Friday 08.30-12.00 and 13.00-16.30 Saturday 08.30-12.30 Summertime: Monday, Wednesday and Friday 08.30-12.00 and 12.00-16.30 Saturday 08.30-12.30
Simpelveld*	Industrial Estate "Spekholzerheide" Ir. Wintgensstraat 2, Kerkrade	Monday-Friday 09.00-17.30 Saturday 08.00-16.00
Sittard	Industrial Estate "North", Milieuparkweg 1, Sittard	Monday-Friday 08.30-12.00 and 13.00-16.30 Saturday from 8.30-12.00
Stein*	Stadhouderslaan 245, Stein	Monday-Friday 09.30-11.30 and 13.00-15.30 Saturday 08.00-12.00
Susteren	Maasbrachterweg 3, Montfort	Monday-Thursday 12.30-16.30 Friday 12.30-18.00, Saturday 09.00-13.00
Vaals*	Selzerbeeklaan 9, Vaals	Tuesday and Friday from 08.00-12.00 Saturday from 09.00-12.30
Valkenburg*	Industrial Estate, De Valkenburg 13 Valkenburg	Thursday and Friday 13.00-19.00 Saturday 09.30-16.30
Voerendaal*	Huisbergerstraat 250, Heerlen	Monday-Friday 09.00-17.30 Saturday 08.00-16.00

* In some municipalities you need a special ticket (afvalpas) for disposal of trash; call your local town hall for more information.

Most recycling centers require proof of residence! We advise Americans to make a copy of the page listing address and name from their rental agreement and just keep it in the car. You may be required to pay for the disposal of non recyclables.

The SORT centers in Brunssum, Kerkrade, Heerlen, Landgraaf and Vaals can also be visited by people living in the municipality of Nuth, Onderbanken, Simpelveld and Voerendaal.

A complete list of all towns located in a specific municipality, including SORT Center information, is available at the SORT Center, DPW Housing Office and the DPW Environmental Division. For more information you may call DSN 597-7283 or Commercial 046-4437283.

**SEEKING PRIVATE RENTAL QUARTERS
(TLA UPON ARRIVAL)**

Dear Customer,

1. You have been authorized to seek permanent private rental quarters at your duty station of assignment. This is to inform you that this must be done with diligence. As outlined in Army in Europe Regulation 37-4, TLA is administered in fifteen (15) day increments. Upon your arrival in the community you must visit a minimum of seven (7) private rentals during your initial TLA 15 day increment. For any following 15 day TLA increments, you are required to view a minimum of seven (7) private rentals.

2. The Housing Office is available to assist you in the private rental search process, however the service member is responsible for taking the initiative and ensuring compliance with the above standard. You need to understand that failure to comply with the standard requiring you to aggressively seek private housing may result in early termination of temporary lodging allowance (TLA).

3. Every 15 days you must report to the Housing Office with the below Private Rental Search Matrix completed. This must be reviewed and certified by the Housing Officer to authorize TLA payment.

PRIVATE RENTAL SEARCH MATRIX				
	City	Address	Landlord	Reason Declined
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

SERVICE INFORMATION

Name: _____ Grade: _____ SSN: _____ Ph#: _____

Organization: _____ Duty Station: _____

TLA Increment # _____ From: _____ To: _____

HOUSING OFFICER:

Name (Printed) Signature Date

I hereby certify the above information to be correct and eligible for TLA payment.

TEMPORARY LODGING ALLOWANCE (TLA) INFORMATION SHEET

- a. This sheet provides local requirements and regulatory provisions to help service members (SMs) claim temporary lodging allowance (TLA). Failure to comply with this policy could result in your not receiving TLA or having your TLA eligibility terminated early.
2. TLA partially reimburses you for—
 - a. Expenses while in temporary lodging (including transient facilities).
 - b. Cost of meals.
3. TLA is based primarily on permanent change of station (PCS) moves and non availability of Government quarters (other than transient facilities) or private rental housing. To be eligible for TLA, you must occupy temporary lodging (such as hotels or transient quarters). Lodging expenses are not reimbursable when you stay with friends, relatives, coworkers, or associates. In these cases, only meals are reimbursed. Paragraph 12 explains TLA when concurrent travel to a private address was approved.
4. You must report to the housing management office (HMO) within 2 workdays after the reporting date to the permanent duty station (PDS) to register for permanent housing. On receipt of your PCS orders, you must contact the HMO for instructions. Local conditions and PCS departure dates dictate when you have to confirm pickup of household goods.
5. The HMO will inform you of the availability of Government quarters and suitable or adequate private rental housing.
 - a. You are not required to seek private rental housing if permanent Government quarters will be available within 60 days (90 days if concurrent travel was approved to Government quarters). You may report to housing at your convenience for certification and approval of your TLA claim.
 - b. The HMO will help you find suitable private rental housing when Government quarters will not be available within 60 days (90 days if concurrent travel to Government quarters was approved).

You—

 - (1) Must aggressively seek private rental housing on your own.
 - (2) Must report to the HMO every 15 days to verify that you have been seeking private rental housing.
 - (3) May need to provide a record of the addresses you visited while seeking private rental housing.
 - c. Unit commanders are required to allow SMs time to look for housing.
6. TLA is limited to 60 days after arrival at the PDS and 10 days before departure. **Exceptions may be granted for certain circumstances (see para 8). The 10-day and 60-day periods are not automatic periods, and the local policy is to minimize TLA costs. The USAG Brunssum goal is to have SMs moved into a permanent residence within 20 days of arrival. TLA is measured in calendar days.**

TLA arrival over 30 days need a “Request for Exception to Policy to extend arrival TLA”.
7. You must file TLA claims in 15-day increments, except for final claims. Final claims may be for less than 15 days. You must submit claims to the housing and finance office on the first workday after the last day of the TLA claim period.
8. Under certain circumstances, TLA may be extended for more than 60 days after arrival or for more than 10 days before departure. The HMO will provide instructions when an extension is necessary.

9. You must have the following documents to file a TLA claim:
- a. Lodging receipts for the period of the claim.
 - b. One copy of the permanent change of station (PCS) orders, including amendments, for the first claim and the first extension.
 - c. Statement of non availability (depending on local requirements).

A list of private rental housing addresses visited (if told to seek housing aggressively). The list must include the reasons for non acceptance and must be verified by the HMO.

- d. Other receipts, as applicable.

10. TLA will end when you—

- a. Refuse to occupy available adequate housing.
- b. Sign for permanent Government quarters or enter into a lease or a mortgage and receive household goods at those permanent quarters.
- c. Do not occupy temporary lodgings at personal expense.
- d. Fail to comply with regulatory requirements.
- e. Request late delivery of household goods for personal reasons.
- f. Fail to seek private rental housing aggressively when required.
- g. Request to be bypassed on the quarters list for personal reasons.
- h. Vacate permanent quarters prematurely for personal reasons.
- i. Delay or fail inspection of Government quarters for personal reasons (not an emergency).
- j. Delay port call or airline reservations for personal reasons (not an emergency).
- k. Vacate quarters because of early return of dependents.
- l. Go on leave outside the country of assignment.
- m. Are offered single quarters when the TLA eligibility is based on non-availability of bachelor quarters and seek family quarters to accommodate non command-sponsored dependents.
- n. Refuse private rental housing because the potential landlord does not allow pets, the housing is not large enough for your furniture, or the housing is not in your preferred school district.

11. When you or your dependents reside with friends or relatives while actively seeking permanent lodging for yourself and are authorized TLA, the full meal portion of TLA may be reimbursed if adequate kitchen facilities are not available for your exclusive use.

12. The following provisions govern reimbursement for SMs and dependents who had concurrent travel, and the PCS move was approved to a private address that is leased, rented, or owned by the SM, SM's relatives, or friends:

- a. The SM may be authorized TLA for the period between the time of the SM's arrival (date reporting to the PDS) and the availability of prearranged housing. Eligibility must be kept to a minimum and should normally not exceed 10 days.
- b. SMs may be authorized TLA when the dependent's private rental address is not within the commuting distance of the duty station and a statement of non availability of single quarters is issued.

Housing POC's

NAME	EMAIL	DSN	COMM.
Central Email	usarmy.benelux-brunssum.id-europe.mbx.dpw-hso@army.mil	597-4149	045-5340149
		597-4151	045-5340151
		597-4150	045-5340150
		597-4152	045-5340152
		597-4155	045-5340155

Furnishings Branch

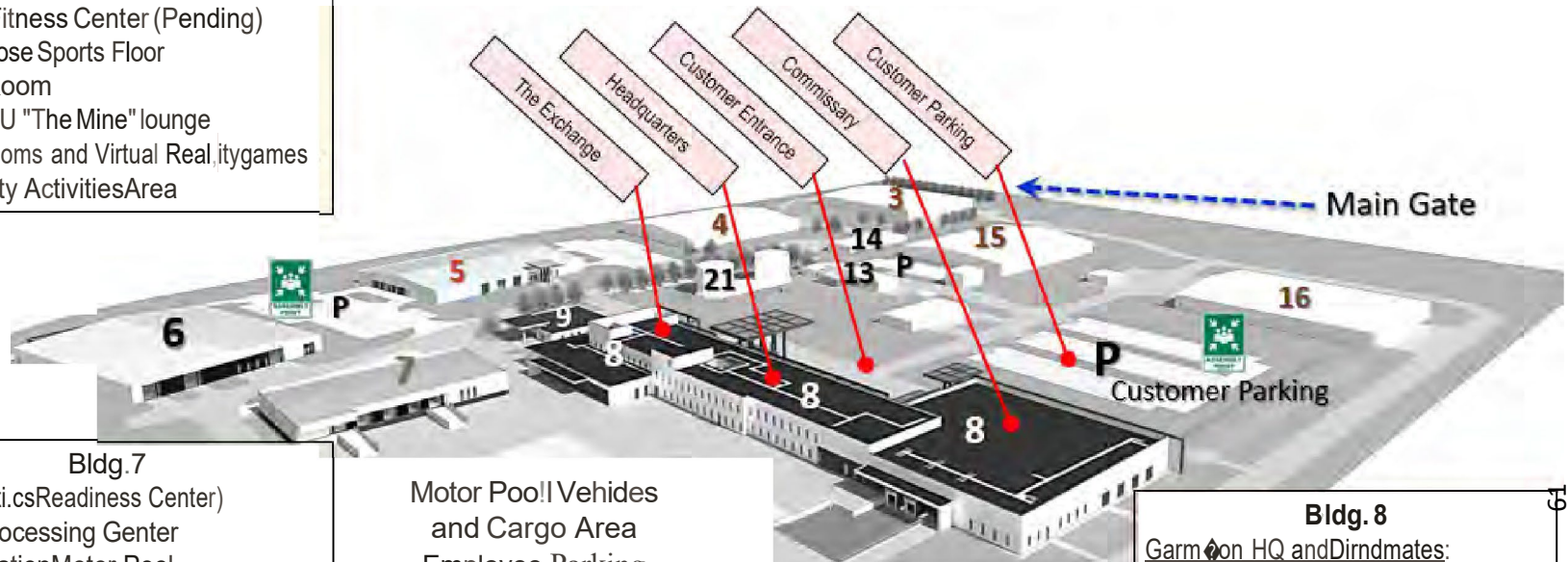
usarmy.schinnen.id-europe.mbx.cfmo-schinnen@army.mil

597-4154	045-5340154
597-4156	045-5340156
597-4153	045- 5340153

ABN-AMRO Customer Service Desk, Phone 020-3434002, Monday – Friday, 08.00 – 20.00 hrs.
Email: appointmentdesk.internationals@nl.anbamro.com

USAG Benelux - Brunssum Site

Bldg. 5 ("The HUB")
 24-Hour Fitness Center (Pending)
 Multi-Purpose Sports Floor
 Gaming Room
 Restaurant "The Mine" lounge
 Escape Rooms and Virtual Reality games
 Community Activities Area



Bldg. 7
 LRC (Logistics Readiness Center)
 Vehicle Processing Center
 Transportation Motor Pool
 CIF (Central Issue Facility)
 PBO (Property Book Office)
 BMGT (Brands Movement Control Team)
 TSG Training Support Center JMTG
 Transportation Office
 CTO (Commercial Travel Office- SATO)
 Official Photo Studio

Motor Pool Vehicles
 and Cargo Area
 Employee Parking

Bldg. No.	Description
3, 4, 15, 16	APS
6	DPW (Public Works) / O=Mo
9	APO (CMR 460 - Army Postal Services)
13	NEC (Network Enterprise Center)
14	DES (Directorate Emergency Services) IACS (Installation Access Control)

Bldg. 8

Garrison HQ and Directorate:
 Garrison Headquarters Offices
 ACS (Army Community Services)
 ID Cards and Central Processing
 Housing Office/CFMO
 Education Center
 ASAP
 NLCPO
 Coast Guard
 Law Center
 The Exchange (w/ concessions)
 Commissary
 Community Bank
 Androm Federal Credit Union
 24-hour ATM
 24-hour Laundromat

ANNEX E NATIONAL DEFENSE SCHOOLS PROGRAM (NDSP)

Non-DoD Schools Program Orientation

Welcome Aboard



This document was last revised **January 27, 2020**. If you have questions or need assistance, please contact the appropriate office. Refer to [Contacts for Support](#) in this document.

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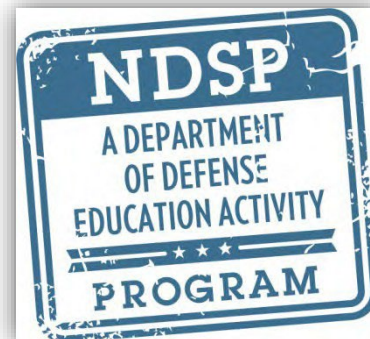
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Overview

Welcome to the Non-DoD Schools Program (NDSP) Sponsor Orientation Guide. This guide outlines the important policies, procedures and guidelines for the NDSP. After reviewing the information, you will become familiar with and understand the following:

- NDSP eligibility
- Education options provided by NDSP
- Department of State Standardized Regulations (DSSR) education rates
- The overseas educational screening process for students with special education needs
- Allowable and non-allowable expenses
- Educational expenses that must be pre-approved
- NDSP registration process
- Who to contact for further questions regarding NDSP



Introduction to NDSP

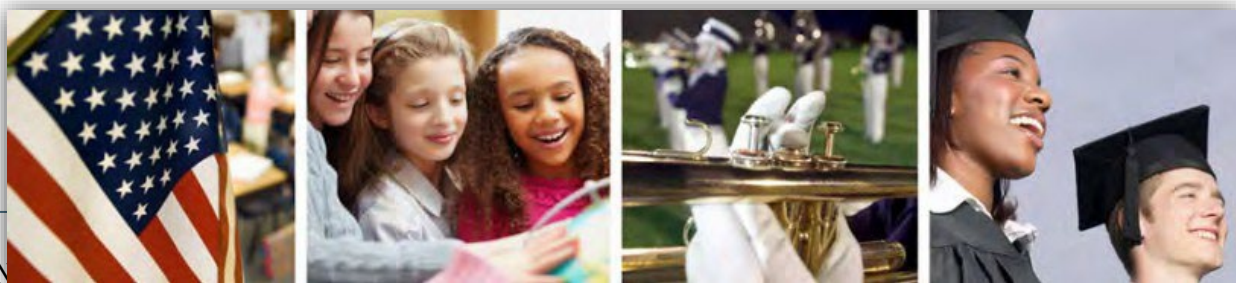
The Department of Defense Education Activity (DoDEA) manages NDSP worldwide. [DoDEA Administrative Instruction \(AI\) 5035.01](#), "Provision of Financial Assistance and Support for Education of Eligible Department of Defense Dependents in Overseas Locations," December 8, 2016, guides the NDSP program. DoDEA does not "approve" or certify schools. Parents may choose the educational setting for their child from among the authorized options.

Additional Resources

The [NDSP website](#) provides comprehensive information about the NDSP. The website is updated on a regular basis. Please visit the website frequently for current information related to the program.





Specific resources include:

- NDSP At a Glance
- Policy references
- NDSP Family Budget Planning Tool and Guide
- Non-DoD Schools Listing
- Guide to Choosing an International School
- NDSP Guide to British Education



Determining NDSP Location

There are a variety of ways to find out if the command you are transferring to is an NDSP location.

Source	Description
<i>Planning Your Move</i> 	Planning Your Move helps you access a variety of information about your new location, including education, entitlements and benefits, points of contact, checklists, planning tools, and information on employment. Please click the link to access Planning Your Move .
<i>Receiving Command</i> 	Check the various resources at your receiving command regarding specific educational options. Contact your sponsor, the NDSP Liaison, the School Liaison Officer, or even a colleague for specific school information in your new location.
<i>DoDEA NDSP Office</i> 	NDSP Program Management can assist with determining if a duty location is a DoDEA or NDSP site. Please click the link, NDSP Program Management to see the contact information for NDSP Program Management.
<i>DoDEA Website</i> 	Visit the DoDEA website to see if there is a DoDEA school that serves your child's grade at your new overseas location. Click the link to access the DoDEA website .



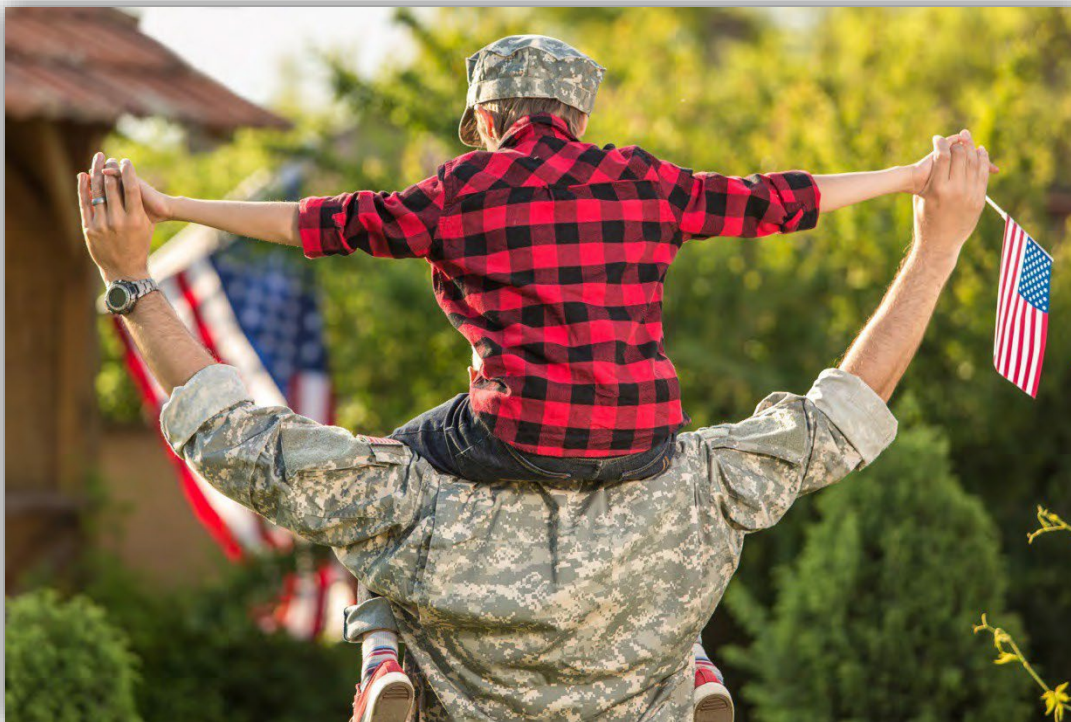
NDSP Eligibility

Eligibility is determined by the following criteria. All of the criteria must be met:

- | | | |
|---|---|---|
| 1) Sponsor must be assigned and reside in a location outside commuting area of a DoD school. | 3) Sponsor must be a military Service member serving on active duty and stationed overseas on permanent change of station (PCS) orders or a civilian employee of the DoD who is employed in a full-time position, stationed overseas, and is either a | citizen or a national of the United States. |
| 2) Dependent must be command-sponsored; orders or supporting documentation must state that the dependent is authorized to be with the | | 4) Sponsor must be authorized to transport dependent to or from an overseas area at the expense of the government. |
| | | 5) Sponsor must receive an allowance for living quarters in that area, with the "at family" or "with dependent" rate. |



NOTE: Sponsors that are filling a T-20 billet, which include positions with the Security Assistance Office, Foreign Military Sales or Office of Defense Corporation (SAO/FMS/ODC), must register and be accepted into the NDSP and follow NDSP policy/guidelines. Contact your Command's budget office for payment of the tuition and fees.



Kindergarten/First Grade Eligibility

DoD dependents under the NDSP follow the same criteria as the Department of State Standardized Regulations (DSSR) for entrance into the equivalent of U.S. kindergarten.

In a location where a school follows a Northern Hemisphere/U.S. school calendar (school begins in Jul/Aug/Sep), the child must turn five years old for kindergarten or six years old for first grade on or before December 31st of that school year. In a location where a school follows a Southern Hemisphere school calendar (school begins in Jan/Feb/Mar), the child must be at least four years and eight months by the beginning of the school year for kindergarten or five years eight months for first grade.

When a school entry date cutoff is earlier than the dates noted above, the school's age policy prevails. The NDSP policy may not override a school's policy (e.g. a school requires a child to be five as of September 30th to enter into kindergarten).

For kindergarten eligibility, if the child turns five after September 1st (for schools beginning their school year in Jul/Aug/Sep) or February 1st (for schools beginning their school year in Jan/Feb/Mar) and meets the above age requirements, the NDSP requires an official memorandum from the school indicating that the school has accepted the child into the equivalent of U.S. kindergarten.

NDSP will fund only one year prior to the equivalent of U.S. first grade (kindergarten). If a school provides more than one year of kindergarten (e.g. K1, K2), NDSP will fund the last year of kindergarten attendance. In schools utilizing a British curriculum, the equivalent of U.S. kindergarten is Year 1. The table below, [Comparison School Systems Grade Equivalents](#), provides information regarding the equivalent to U.S. grade levels.



RECOMMENDATION: When the child is less than five upon Kindergarten entry, parents should carefully consider their child's social, emotional and academic readiness for kindergarten and the possible effects when transitioning back to the U.S. public schools after the overseas tour.

Pre-Kindergarten (Pre-K) Eligibility

Pre-K is any education provided more than a year prior to kindergarten. Pre-K is **not authorized** under the NDSP. DoDEA is only authorized to enroll and provide financial assistance to eligible dependents in grades K-12. The only exception is when a child between the ages of three and five is identified with special education needs and Pre-K services are included in the Individual Education Plan (IEP).

Comparison School Systems Grade Equivalents

ENTRY AGE	UNITED STATES GRADE LEVEL	BRITISH GRADE LEVEL	NETHERLANDS GRADE LEVEL	IB* GRADE LEVEL	FRENCH LYCEE GRADE LEVEL
3	Preschool			Nursery	Petite
4	Pre-K	Reception	Groep 1	Reception	Moyenne
5	Kindergarten	Year 1	Groep 2	Primary 1	Grande
6	Grade 1	Year 2	Groep 3	Primary 2	CP
7	Grade 2	Year 3	Groep 4	Primary 3	CE1
8	Grade 3	Year 4	Groep 5	Primary 4	CE2
9	Grade 4	Year 5	Groep 6	Primary 5	CM1
10	Grade 5	Year 6	Groep 7	Primary 6	CM2
11	Grade 6	Year 7	Groep 8	MYP 1	11 ans
12	Grade 7	Year 8	Brugklas	MYP 2	12 ans
13	Grade 8	Year 9	2e Jaar	MYP 3	13 ans
14	Grade 9	Year 10	3e Jaar	MYP 4	14 ans
15	Grade 10	Year 11	4e Jaar	MYP 5	15 ans
16	Grade 11	Year 12	5e Jaar	IB Diploma Programme	16 ans
17	Grade 12	Year 13	6e Jaar	IB Diploma Programme	17 ans

*International Baccalaureate

Educational Options in NDS

Local School

Local Public School

For information on a local public school that is tuition-free, contact the local education council to determine enrollment procedures for your location. You are eligible for reimbursement of authorized expenses for education (books, fees, etc.) and transportation costs up to the DSSR limit for your post location. It is important to review the guidance for [At Post Transportation](#).



Local Private Day School

For local private day school please review [Choosing an International School](#) and the [Non DoD Schools Listing](#). Use these documents to assist with making a wise decision for your child. You are required to select a school which will allow your child to easily progress to the next grade level upon your return in the U.S. NDSP pays one-time fees once per tour of duty unless the school does not offer the next grade level or the school is not able to accommodate the educational needs of the child or the maximum education allowance for the school year has not been exceeded. Please review the ["Allowable" and "Non-Allowable" Expenses](#).

Local Non-English Speaking School

When considering a school providing instruction in another language other than English, it is recommended to review the [Non-English School Guidance](#).

Boarding School Option

"Boarding school" is defined as a school providing residence halls on campus and meals in addition to an education. Boarding school applies to students in **GRADES 6-12 ONLY**.

- The DSSR away from post allowance is based upon the location of the sponsor's duty assignment. Any expenses above the DSSR allowance will be the responsibility of the sponsor. All school fees are counted toward the DSSR allowance.
- You may choose to send your child in grades 6-12 to a boarding school whether or not there is an adequate school at location.
- You may choose to send your child to boarding school in a country different from your post location or in the U.S. If you choose a boarding school in a foreign country, foreign currency fluctuation is not factored in the DSSR allowance and may cause excessive out-of-pocket cost for the sponsor.
- Contact the [NDSP Program Management Eligibility Team](#) to verify if the specific boarding school choice is authorized.
- A private day school without boarding within the U.S. and its territories is not authorized.
- The supplemental instructional allowance is not available when utilizing a boarding school (academic support, supplemental courses, and gifted education).
- It is important to review the guidance for [Away From Post Transportation](#) and [Away from Post Expenses](#).



NOTE: The sponsor is required to remove student from Cost of Living Allowances (COLA) when the student is away from post. Please remember to review the guidance for [Away From Post Transportation](#).

Home Study/Private Instruction/Virtual Education

If you are thinking of homeschooling your child, there are many choices. You can elect to work with one complete curriculum or you can blend a variety of curricula to meet your child's needs. Once your plan is developed, complete the [Home Study/Private Instruction Education Plan](#) and submit when initially registering or reregistering with NDSP. Please review the "[Allowable](#)" and "[Non-Allowable](#)" Expenses.

Virtual Education

Online courses can be used as a stand-alone curriculum as part of a Home Study/Private Instruction program.

Parents should be mindful of purchasing only one program to meet educational requirements for a particular content area (e.g., for a foreign language, choose an online interactive program OR local group classes OR hard cover resource materials, but not all three).



NOTE: Parents may not mix educational options by utilizing a tuition charging school at post and homeschooling. The NDSP is not authorized to pay the fees charged by third-party providers, such as umbrella or cover schools.

Electives

For art, music, and P.E., parents may seek out group lessons in the community. Group lessons are lessons already established in the community for groups of children. No private lessons are allowed.

Dr. Dr. CIV OSD/DoDEA
2020-01-27 09:22:00

Removal of these 2 sentences is the only update at this time.



Department of State Standardized Regulations (DSSR) Education Allowance



Prior to choosing a schooling option for your child, it is important to be familiar with the Department of State Standardized Regulations (DSSR) education allowances. These allowances are established to assist sponsors in meeting the extraordinary and necessary expenses that may be incurred while stationed in an NDSP location. The education allowances are set by the Department of State (DoS) and are published in the DSSR. Please click the link, [DoS website](#), to find your DSSR education allowance.

The education allowance set by the DoS is your maximum allowance and is used to defray the costs of education. The allowance is not meant to cover every expense.





NOTE: It is extremely important to know your education allowance set by the DoS PRIOR to choosing a schooling option. A child's tuition, transportation and any other authorized fees can be funded by NDSP up to the education allowance set by the DoS limit for the sponsor's duty location. Any expenses incurred above the education allowance set by the DoS will be the responsibility of the sponsor.

One-time fees are not part of the education allowance set by the DoS when choosing to use a school at post and are paid once per tour unless the school does not offer the next grade or the school is not able to accommodate the educational needs of the child or the maximum education allowance for the school year has not been exceeded. One time fees are not applicable for students utilizing Home Study/Virtual Education or a school away from post (boarding school). Students may attend boarding school in grades 6-12 up to the limits of the DSSR away from post allowance for the duty location.

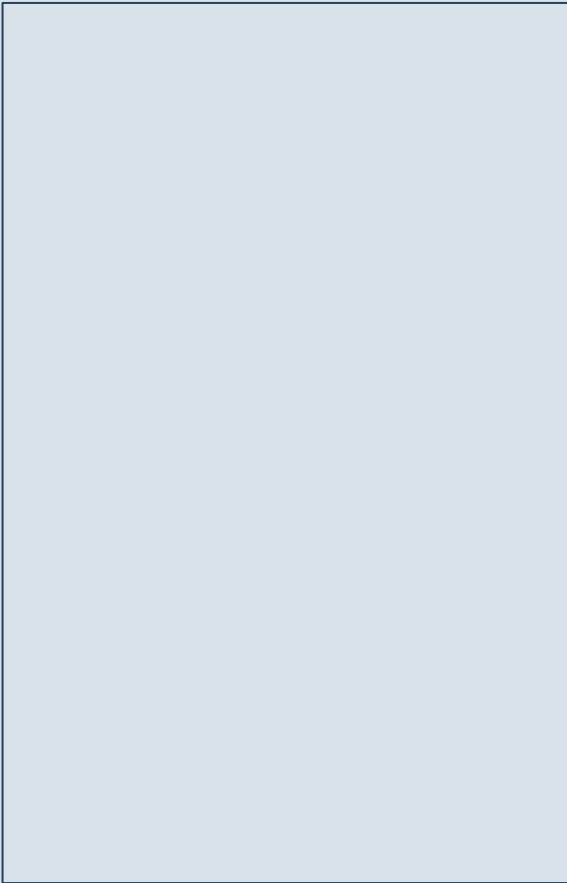
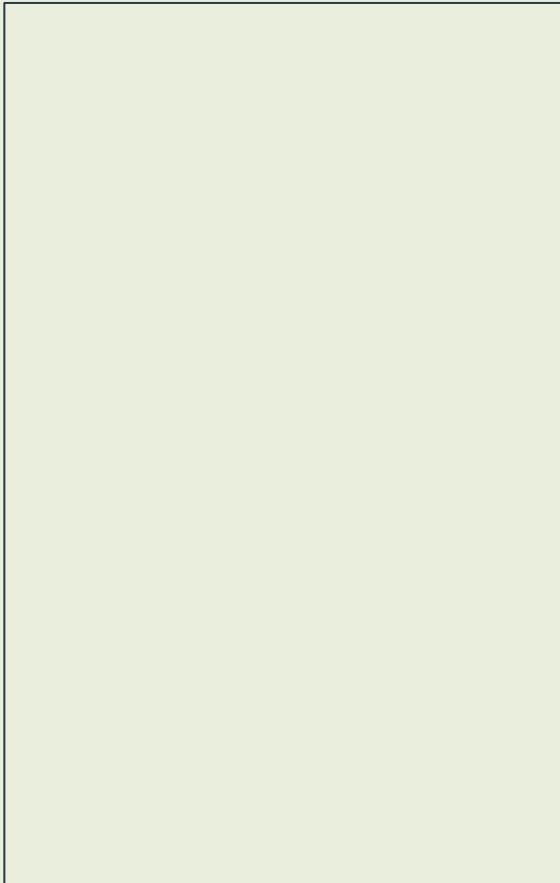


“At Post” and “Away From Post” Education Allowances (DSSR)




Each location has a DSSR education rate by grade level. The allowance is based on the location of the sponsor’s duty station, not where the child attends school. There is an “At Post” rate and an “Away from Post” DSSR rate.

At Post 	School at post means an elementary or secondary school is within daily commuting distance of the sponsor's assignment.
Away From Post 	School away from post means an elementary or secondary school beyond daily commuting distance of the sponsor’s assignment as to necessitate board and room in connection with attendance. The away from post rate is used when a boarding school is selected.

Example DSSR Rates

“At Post” and the “Away from Post” DSSR rate are the same amount	“Away from Post” rate is HIGHER than the “At Post” rate
	
When the “At Post” and the “Away from Post” DSSR rate are the same amount, it means that there are adequate schools available.	When the “Away from Post” rate is HIGHER than the “At Post” rate for grades 6-12, there is not an adequate school at location.

Other DSSR Rates

Home Study 	<p>In lieu of the school at post rate, a separate allowance rate of up to \$10,500 is provided each school year for home-based instruction (home study/private instruction) in grades K-8 and up to \$21,500 in grades 9-12. However, if the local school/grade is adequate, reimbursement is limited to the school at post rate if it is lower than the home study/private instruction rate.</p>
Special Education 	<p>For the education of a student with special needs, in lieu of the school at post rate, a separate allowance rate is provided each school year up to \$71,500 for school at post or home study (including tutoring) or up to \$87,900 for school away from post. All special education needs must be pre-approved and coordinated with your NDSP Area Educational Specialist.</p>
Supplemental Instruction 	<p>An amount not to exceed \$4,100 each school year for supplementary instruction may be authorized if the student is attending a school at post and needs academic support, needs required courses in U.S. curriculum not offered at the school, or is eligible for gifted services.</p>



NOTE: All supplementary service requests must be pre-authorized by the NDSP Education Specialist. Reimbursement will not be authorized without prior approval. Supplemental instruction funding is not authorized for home study or for boarding school attendees.

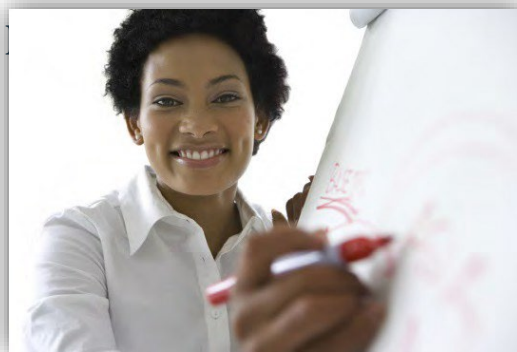


Children with Special Education



The NDSP is committed to the provision of appropriate special education and related services for DoD dependents who are space-required and eligible for NDSP.

Availability of Services: Special education services in overseas schools are limited and require advanced approval for reimbursement. Many NDSP sites do not have adequate special education services in place, and schools are not required to follow the [Individuals with Disabilities Education Act](#) (IDEA).

The availability of services does vary from site to site, so careful planning and open communication with the [Area Education Specialist](#) is critical to a successful overseas tour. The Education Specialist can assist you with all special education needs. Sponsors (military and civilian) with dependents that have special needs need to complete the [DD Form 2792-1](#) and complete the overseas educational screening process.



The Process for Dependents with Special Education Needs

Military Dependents 	Must go through an educational screening through the Service's Exceptional Family Member Program (EFMP) and complete the DD Form 2792-1 prior to receiving orders. NDSP must determine if adequate support services are available at the receiving duty station.
Civilian Dependents 	Sponsors must complete DD Form 2792-1 prior to a Permanent Change of Station (PCS). The completed form should be submitted to your sending human resources department or to the NDSP Education Specialist (ES). The ES will conduct an educational screening to determine if the special education needs of the student can be met at the PCS location. While agencies cannot preclude a sponsor from accepting an assignment, it is important to carefully consider the consequences and impact in choosing to accept an assignment if travel is not recommended by the NDSP Education Specialist.

Please request a copy of the final determination and recommendations from the Exceptional Family Member Program (EFMP) for military members, or human resources department/Education Specialist for civilians.



NOTE: All special education needs must be pre-approved and coordinated with the Education Specialist for the designated area. Contact the [Area NDSP Education Specialist](#) regarding support for children with special education needs in the NDSP.

Expenses

It is important to carefully review the Allowable and Non-Allowable Expenses on the NSDP website for a school [at post](#), [away from post](#) (boarding school) and for [homeschooling/virtual schools](#) before choosing an educational option. The educational allowance is designed to assist in defraying the costs for education and transportation.

Transportation

At Post

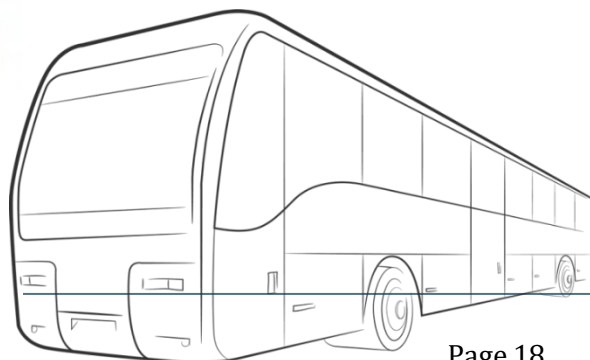
Transportation expenses are paid/reimbursed up to the Education Allowance for the duty location. One round trip per day is allowed to school and return. The one-way distance must exceed one mile to qualify for payment/reimbursement. Sponsors may not claim Privately Owned Vehicle (POV) mileage from the home to the transportation point of pick-up. Sponsors electing to live outside the commuting area are required to pay for transportation of their dependents to the nearest point in the commuting area served by the non-DoD school or established by the local commander.

Transportation expenses are paid/reimbursed in the following order:

1. Transportation is provided or arranged by the school or by the U.S. government (e.g. Embassy contracted bus).
2. If neither school transportation nor U.S. government transportation is available, sponsors may use commercial transportation (e.g. buses, trains, or taxis) or POV mileage may be claimed using the [Defense Travel Management Office Mileage Rates](#).

Away from Post: Boarding School Transportation

Transportation expenses are paid/reimbursed up to the Education Allowance for the duty location. NDSP will fund transportation from the duty station to school once at the beginning of the school year and transportation from school to the duty station once at the end of the school year. The student must be on official travel orders issued by the Service, command or agency. Review the [Travel Process for Boarding School Students](#).



Understanding NDSP Registration Process

Upon receipt of assignment orders to an overseas location where there is no DoDEA school, contact the NDSP Liaison or point of contact (POC) at your gaining command/new location. The NDSP Liaison/POC will provide information on available schooling options at that location.




NDSP provides the [Non-DoD Schools Listing](#) on the NDSP website. This list is not an “approved” list, but a listing of schools utilized by NDSP students in the past. Gather information about the educational options available and decide which option is best for your dependent(s).



RECOMMENDATION: It is recommended that you review the [Choosing an International School](#), if applicable, to assist you in the decision-making process.



Steps in the Process

 Family Budget Planning Tool	 Student Online Registration	 Enrolling in a School
<p>It is recommended that all sponsors complete an NDSP Family Budget Planning Tool as a part of first time registration and any change of school request in order to understand the education costs. Reimbursements may not be processed without the first time submission of the NDSP Family Budget Planning Tool.</p> <p>Please review and complete the complete the NDSP Family Budget Planning Tool.</p> <p>Use the Family Budget Planning Tool Guide to provide guidance in completing the budget planning tool.</p>	<p>Please click the link to register in the NDSP Student Online Registration (SOR) system.</p> <p>Once the application is submitted, you will receive an email stating that the application will be reviewed within 14 business days.</p> <p>NDSP Eligibility will process the enrollment through and send an email notification to the sponsor and NDSP Liaison upon finalizing and authorizing the registration.</p>	<p>Upon receipt of the email notification of approval from NDSP (within 14 business days), the sponsor may proceed with completing enrollment to the school listed in the email.</p> <p>If you have not chosen a school, you must notify NDSP Management once a school is selected.</p> <p>The sponsor MUST obtain approval for tuition and other expenses from DoDEA HQ NDSP Office prior to incurring any expense, or signing any agreements and/or contracts.</p>

Key Points to Remember

- The sponsor should submit the [Family Budget Planning Tool](#) annually.
 - Students who have special education needs should contact the Area NDSP Education Specialist.
- Review the [NDSP Special Education](#) section on the NDSP website and the area education contact information under [Contact for Support](#) section of this document.
- Parents electing to enroll their dependents in a home study/private instruction program should refer to [Home Study/Private Instruction](#) section of this document.
- Be sure to read all contracts and agreements carefully and understand early withdrawal penalties. The sponsor is entering into the contract, not DoDEA. Any penalty fees for failure to comply with the school's contract are the responsibility of the sponsor.



NDSP Reimbursement of Costs

All applications, deposit, tuition, transportation and other fees can be submitted to NDSP Headquarters for reimbursement once the sponsor has arrived at the OCONUS duty station. No fees can be reimbursed prior to the sponsor's arrival to the duty location. Review the NDSP website for the [Procedures for the Submission and Payment of Invoices](#). Reimbursements may take up to 30-40 days due to the Defense Finance and Accounting Service (DFAS) processing times.

Change of School Requirements

- 1) NDSP requires documentation for any change in a school. If the change of school is applicable for the next school year, the process will be completed during the re-registration period via the [Sponsor Portal](#). If the change of school occurs outside the annual re-registration period, the sponsor must submit the [DoDEA Form 610 - Application For Enrollment in a Non DoD School](#) (complete Part I only), school fee schedule, and school calendar to [NDPS Management](#) for processing. The sponsor is responsible for understanding the school's policy and timelines for school withdrawal and to request any applicable refunds. There may be penalties for early withdrawal or insufficient notice. The sponsor should be aware that the NDSP can pay for initial one-time school start-up fees/registration fees for a school at post only once per tour of duty unless the school does not offer the next grade, or the school is not able to accommodate the educational needs of the child or the maximum education allowance for the school year has not been exceeded. One time fees are only applicable for a school at post. A new approval e-mail notification will be sent to you upon finalization and authorization of the change of school request. Upon receipt of the e-mail notification of approval (within 14 business days), you may proceed with completing the application to the school listed in the e-mail.
- 2) The sponsor must complete the [NDSP Family Budget Planning Tool](#) to ensure knowledge regarding the DSSR, allowable costs and costs to the sponsor.
- 3) If the student receives services as part of a Learning Support Plan/Individual Education Program (IEP), the sponsor must contact the area [NDSP Education Specialist](#) for coordination. If there are education concerns, the sponsor should contact NDSP Education Specialist.



NOTE: The NDSP pays one-time fees for a school at post (i.e., building and maintenance fees, admission fees, laboratory, library, group sports class fees, required "donations, registration and matriculation fees) only once during a sponsor's tour of duty unless the school does not offer the next grade or the school is not able to accommodate the educational needs of the child or the maximum education allowance for the school year has not been exceeded.

Annual Registration in NDSP

All families already enrolled in NDSP must reregister each year. Click the link to access the [Sponsor Portal](#). It is an abbreviated process in which you verify intention of attendance in an NDSP school and provide the school fee schedule, the next school year calendar and invoice (if available). Additionally, if a sponsor's orders are due to expire during the school year or the sponsor is extended, new orders/extension documents must be submitted to NDSP. Tuition payments will not be made if there is an expired Date Eligible for Return from Overseas (DEROS)/Projected Rotation Date (PRD). Any change of school requests for the next school year may be completed during the reregistration process.



RECOMMENDATION: It is recommended that the sponsor complete the [NDSP Family Budget Planning Tool](#) annually to ensure knowledge regarding the current DSSR, allowable costs, and costs to the sponsor.

Withdrawal Procedures

When a sponsor withdraws their child from a school, the sponsor must notify three offices:

- The school the student is attending and request a refund , if applicable
- The local NDSP Liaison, and
- The [Non-DoD Schools Program Processing/Invoicing Office](#) at DoDEA NDSP Headquarters.

If the child participates in a group transportation option, ensure the transportation office is notified.



NOTE: Be aware of the school's timeline for notification for withdrawal! Failure to give proper notice may result in an early withdrawal fee which is not an authorized expense for reimbursement.

Exception to Policy

Requests for an exception to policy are reviewed and responded to by the DoDEA Director's designee. Any requests to exceed provisions established by the DSSR require review and approval from the DoDEA Director. The sponsor must be registered with NDSP prior to requesting an exception to policy. Please click the link to access [NDSP Student Online Registration System](#). Please review detailed information regarding Exceptions to Policy on the [NDSP website](#). Requests for exceptions must be submitted in writing to the [NDSP Program Management](#) and include:




- A letter signed and submitted by the sponsor that addresses the extenuating circumstances for which the sponsor is requesting an exception to policy.
- A signed memorandum by the command endorsing the exception to policy.


- If applicable, a breakdown and documentation of costs.



NOTE: Exception requests to exceed the DSSR allowance may take in excess of thirty days. Submit requests to [NDSP Management](#). NDSP may authorize obligation of funds for the current school year only.

Contacts for Support

Who	What	How
NDSP Program Management 	Contact NDSP Program Management for any questions regarding registration, eligibility, re-registration, Sponsor Portal, DEROS extensions, NDSP policy, exceptions to policy, or boarding school. Submit NDSP Family Budget Planning Tool and Home Study Education Plan to NDSP Program Management. Please provide PCS notification to NDSP Management. NDSP Liaisons should contact NDSP Program Management with any questions.	Phone: Commercial: 571-372-0591 (option 1) DSN: 312-372-0591 (option 1) Email: NDSP.Management@hq.dodea.edu
NDSP Resource Management Program Support 	Contact NDSP Resource Management for any questions regarding the NDSP Liaison Portal, and NDSP Liaison changes.	Phone: Commercial: 571-372-0591 (option 2) DSN: 312-372-0591 (option 2) Email: NDSP.Administration@hq.dodea.edu
NDSP Invoice Processing Office 	Contact the NDSP Invoice Processing Office concerning payment/reimbursement of educational expenses.	Phone: Commercial: 571-372-0591 (option 2) DSN: 312-372-0591 (option 2) Fax: 571-372-1908 Email: <i>Americas: (SOUTHCOM & NORTHCOM)</i> NDSP.invoices.Americas@hq.dodea.edu <i>Europe: (CENTCOM & AFRICOM)</i> NDSP.invoices.Europe@hq.dodea.edu <i>Pacific: (PACOM)</i> NDSP.invoices.Pacific@hq.dodea.edu

<p>NDSP Education Specialists</p> 	<p>Contact the area NDSP Education Specialist concerning educational inquiries, including special education, supplemental instructional support (academic support, supplemental coursework, etc.), and home-based education options.</p>	<p>Americas: (includes SOUTHCOM & NORTHCOM) Email: NDSP.Education.Americas@am.dodea.edu Phone: 910- 451- 8242</p> <p>Europe: (includes CENTCOM & AFRICOM) Email: NDSP.Education.Europe@eu.dodea.edu <i>Inside Germany:</i> Commercial: 0611-143-545-1535/1537/1538 DSN: 545-1535/1537/1538 <i>Outside Germany:</i> Commercial: +49-611-143-545-1535/1537/1538 DSN: 314-545-1535/1537/1538</p> <p>Pacific: (includes PACOM) Email: NDSP.Education.Pacific@pac.dodea.edu Commercial: 011-+81-98-953-5677 DSN: 315-644-5677</p>
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Glossary



Boarding School

A diploma-granting school providing residence halls on campus and meals in addition to an education.

Command Sponsored Dependent

Dependents of a Service member/DoD civilian residing with the Service member/DoD civilian at his or her duty station outside the Continental United States, where an accompanied tour is authorized; the Service member/DoD civilian is authorized to serve said tour ([DoD Instruction 1315.18 - Procedures for Military Personnel Assignments](#)).

DSSR Allowance

The Office of Allowances in the Bureau of Administration develops and coordinates policies, regulations, standards, and procedures to administer the government-wide allowances and benefits program abroad under the [Department of State Standardized Regulations](#) (DSSR).

Education Allowance

The term used by DoDEA to describe the financial and other support to assist in defraying the costs of educating eligible DoD dependents in non-DoD schools when stationed in overseas locations where DoD schools are not reasonably available. The education allowance is referred to as the [DSSR](#) allowance.

Non-DoD Schools Program (NDSP)

[Non-DoD Schools Program](#) (NDSP), managed by the Department of Defense Education Activity (DoDEA), provides financial and educational support to authorized dependents of eligible DoD civilian and military sponsors assigned and residing in foreign locations outside the commuting area of a DoDEA school.

School-aged dependents

A child eligible to be enrolled in kindergarten through twelfth grade.

External Resources and References

The resources and references below were presented in numerous locations throughout this orientation. They are placed here in alphabetical order for your convenience should you need to refer to them at a later time.

[Allowable and Non-Allowable Expenses](#)

[Away from Post Expenses](#)

[Away From Post Transportation](#)

[Choosing an International School](#)

[DD Form 2792-1, Special Education/Early Intervention Summary](#)

[Defense Travel Management Office Mileage Rates](#)

[Department of State Standardized Regulations \(DSSR\) Education Allowances](#)

[DoD Instruction 1315.18 - Procedures for Military Personnel Assignments](#)

[DoDEA Administrative Instruction \(AI\) 5035.01](#)

[DoDEA Form 610 - Application For Enrollment in a Non DoD School](#)

[DoDEA Website - Schools and Districts](#)

[Home Study/Private Instruction Education Plan](#)

[Individuals with Disabilities Education Act \(IDEA\)](#)

[NDSP Family Budget Planning Tool](#)

[NDSP Family Budget Planning Tool Guide](#)

[NDSP Student Online Registration \(SOR\)](#)

[NDSP Website](#)

[Non-DoD Schools Listing](#)

[Non-English School Guidance](#)

[Planning Your Move \(MilitaryOneSource\)](#)

[Procedures for the Submission and Payment of Invoices](#)

[Service's Exceptional Family Member Program \(EFMP\)](#)

[Sponsor Portal](#)

[Travel Process for Boarding School Students](#)

Dawn will insert back page here!

ANNEX F FINANCE INPROCESSING CHECKLIST

FOR OHA:

- DA 1351-2 TRAVEL VOUCHER OR SUBVOUCHER
- DD FORM 2367 INDIVIDUAL OVERSEAS HOUSING ALLOWANCE (OHA) REPORT
- COPY OF PCS ORDERS AND AMENDMENTS
- COPY OF SIGNED LEASE

For TLA:

- TLA memo(s)
- Receipt(s)
- Copy of orders

ANNEX G 1GNC COMMUNITY OFFICE

Community Office Newcomer Guide

To assist in settling and to inform new colleagues and their dependants about all duty and social related areas, the Headquarters 1(GE/NL)Corps runs a Community Office.

No matter what kind of support you and your family may need, we are looking forward to assist you.

Your Community Office Team

Sascha Chief CO, +49 (0) 251 506 3350

Morale & Welfare Team

Conny +49 (0) 251 506 3351

Uwe +49 (0) 251 506 3353

Antonia +49 (0) 251 506 3361

Sabrina +49 (0) 251 506 3360

Tax Affairs Team

Tobias +49 (0) 251 506 3354

Marion +49 (0) 251 506 3355

email:communityoffice@1gnc.org

Postal address:

1 (German/Netherlands) Corps

J1 Community Office

Schlossplatz 15

48143 Münster

Morale & Welfare

Housing

Unfortunately the HQ in Muenster cannot provide military accommodation, but as the Community Office is working in close co-operation with several estate agencies throughout Muenster, we can suggest a variety of houses and apartments and will support you in any area concerning:

- arranging appointments for inspections
- accompanying you (vehicle is available)
- negotiations with landlords/estate agents
- translation/explanation of rental agreements.

General Information:

1. In Germany houses and apartments are unfurnished, as a rule.
2. Kitchen cabinets, electrical appliances, etc are only very rarely provided and normally have to be bought by the tenant. Sometimes they can be negotiated.
3. The rent consists of "Kaltmiete", the basic rent, and "Nebenkosten", additional cost, both to be paid per month.

Costs:

- average price approximately 12 €/m²
- brokerage of 2,38 basic rents
- security deposit of 2 basic rents.

Residence Permits

You're not truly living in Germany until the paperwork's done. Here's a quick primer on exactly what you'll need. Your big advantage is coming under the NATO STATUS OF FORCES AGREEMENT, which means you don't need a residence permit.

Being registered at the registry office is on a voluntary basis. But, in fact, it may facilitate some aspects of your daily life, for example the enrolment at a sports club or public library, etc or for a resident's parking permit.

For registration you need all passports and the family book, and to avoid trouble, it is recommended to bring the HQ Certificate, as well. Please do not hesitate to contact us in case of having problems, we would be glad to accompany you.

Being once registered please keep in mind that, if you leave Germany, you must report this to the registry offices to get a so-called "Abmeldebestaetigung".

Schools

The German educational system is different in many ways from the ones in Anglo-Saxon countries. Although the federal states are responsible for the way in which school education is organized, so that there are differences from state to state, some generalizations are possible.

No matter what kind of school a student attends, he/she must complete at least ten years of education.

There are no general school fees for state schools or denominational schools.

Elementary School

School education starts with 4 years of elementary school (Grundschule), at the age of 6, the subjects are the same for all children.

Secondary Schools

After the first four years, the children progress to secondary education. According to their academic ability, the wishes of their families and the recommendation of the Grundschule teachers, they choose either junior secondary school (Hauptschule), intermediate secondary school (Realschule), a mixed form called "Sekundarschule", senior high school (Gymnasium) or a comprehensive school (Gesamtschule), which combines the other three types of secondary school education.

GRADE				AGE	
				19	
13				18	Secondary School (Second Phase)
12	Berufsschule (Apprenticeship - combines work and classes)	Berufsfachschule (Vocational Training)	Fach- ober- schule	17	
11				16	
10	Vocational Training (full or part-time classes)			15	
	Hauptschule students usually graduate after 9 years. Realschule students graduate after 10 years.				16
10	(Some schools have a 10th year)			15	Secondary School (First Phase)
9	Hauptschule	Realschule	Gymnasium	14	
8				13	
7				12	
6		Orientation Stage		11	Elementary School
5				10	
4	Grundschule Elementary School			9	
3				8	
2				7	
1	Kindergarten			6	Pre-school
				5	
				4	
				3	

Insurances

In Germany, insurances are not just a good thing to have, some of them are mandatory such as health and car insurance. For all insurances, especially the ones that are optional, a consultation with an independent insurance agency may be recommended, as this is such a large and specialized field.

Health Insurance

An important part of living in a foreign country is the question how to deal with health insurances. The European Social Agreement, by now extended world wide, provides a customer orientated procedure to facilitate all matters concerning Health care and insurances.

This means in general, you have to bring both

- the **S1**, a document issued by the Health Insurance of your native country, which is needed to request a health insurance card from the German health insurance of your choice if you are living in Germany for a longer period (>3 months)
- the **European Health Insurance Card**, issued by the Health Insurance of your native country, used for short term stays in foreign countries, like holidays etc., it covers only emergency treatment.

Car Insurance

A third party liability insurance policy (Kfz-Haftpflichtversicherung) is compulsory for all automobiles registered in Germany. If you are travelling abroad, the International motor insurance certificate must be carried along as proof that the vehicle is insured.

If you want to register your car in Germany, it has to be insured by a German insurance company.

The premium will depend on your no claims bonus (Schadensfreiheitsrabatt) which can only be obtained when the insurance for this car has been cancelled in your home country and by providing a proof of your previous insurance record.

Third Party Liability Insurance

It is highly recommended to take out a third party liability insurance policy (Privathaftpflichtversicherung) for the whole family covering other cases of liability for injury or damage to other persons or their property. Pets may be included or insured separately.

Home Insurance

Household Insurance (Hausratversicherung), covering the contents of your home against fire, water damage, theft, vandalism and hail, isn't required by law in Germany, but it is recommended and some landlords demand it. Policyholders should make sure they insure their household goods for their full value and maintain a current list of all personal items such as furniture, home entertainment equipment, jewellery and antiques. Receipts, inventories, guarantees, and photos are very helpful in case you have to claim.

Legal Insurance

Legal Insurances (Rechtsschutzversicherung) cover legal costs you encounter being sued, and if you want to countersue, as long as there is a reasonable chance of winning. They can be purchased for the entire family (Privatrechtsschutz), for the job (Arbeitsrechtsschutz), for traffic infractions (Verkehrsrechtsschutz) and the house/apartment you rent (Mietrechtsschutz).

Banks and Banking

Banking in Germany isn't all that different from back home - but there are a few twists. Staying in Germany for a longer period means you will probably need a German bank connection. Setting up an account is a fairly straightforward operation, much the same as at home. All you need is your passport. Once you have opened the account the bank will issue you a Eurocard (EC), which is very useful for transactions nowadays. You can use it to get cash or statements around the clock from the automatic teller machines (ATM), and it is commonly accepted for payments at hotels, department stores, gas stations and even supermarkets. Most banks charge an annual fee for Credit Cards and these cards are not as widely accepted in Germany as in many other countries.

German banks, too, are offering an online banking account (Onlinekonto) free of charge. There is a large variety of banks, with mostly similar conditions for a standard checking account (Girokonto). Withdrawals of cash from the ATMs of a cooperating bank are free of charge, at others a substantial fee (usually 4-5€) is due. German banks are



universal. In contrast to Anglo-American banks, they offer the consumer a very wide range of financial services beyond deposit taking and lending. At just about any of them you can deposit or borrow money, exchange currencies, purchase stocks, bonds, insurance, travelers' checks and precious metals, take advantage of portfolio and asset management, take out a mortgage, buy real estate and make electronic transfers around the globe.

There are several alternate ways of making payments in Germany:

- **Transfer** (Überweisung) is used to transfer money from one account to another, either online or filling in a transfer form (Überweisungsformular) at the bank. It's much like writing a check.
- **Standing order** (Dauerauftrag) is used if you have regularly recurring payments of a set sum, such as rent, insurance premiums, club fees and the like. This sum is deducted automatically from your account on an agreed date and transferred to the account of the recipient. The bank will provide you with the necessary form.
- **Direct debit** (Lastschrift) is a practical method if you have recurring payments that vary in size, such as the telephone, gas and electricity bills. You give the recipient a direct debit authorization (Einzugsermächtigung) which authorizes him/her to deduct the respective amounts from your account. Of course, you can always cancel the authorization and stop the direct debit. As a safeguard against abuse you also have the unrestricted right for 90 days to recall any sum that was deducted in this manner. You can recall it even if it was justified, though this would give it the status of an unpaid bill.

In case of further questions, please do not hesitate to contact:
Conny , phone + 49 (0) 251 506 33 51 or Uwe phone + 49 (0) 251 506 33 53

Tax Office

In order to guarantee that members of the Corps and their dependants receive the various tax exemptions they are entitled to, the HQ runs a Tax Office as part of the Community Office.

The Tax Office is intended to assist you in all tax related matters. Besides, it is responsible for issuing personal Ration Cards.

Ration Card

- enables the purchase of rationed tax exempted goods at the HQ Exchange Retail Store.

VAT exemption

As member of one of the Other Participating Nations contributing to this Headquarters, you and your family are entitled to participate in the HQ's VAT-free programme.

It is also possible to receive services free of VAT, e.g. from public utilities.

U.S. Forces POL Authorization Certificate

- enables you to get an AAFES Fuel Card
- enables the purchase of rationed tax exempted fuel

Tax Office will

- support you by informing the respective companies about special status
- assist you in doing the necessary paperwork
- translate contracts
- enable the purchase of tax free fuel.



your

**In case of further questions, please do not hesitate to contact:
Manager Tax Affairs, phone + 49 (0) 251 506 3354**

HQ Exchange Retail Store

As an International Military Headquarters HQ 1(GE/NL)Corps is entitled to receive deliveries and services paying value added tax and may establish an exchange for the benefits of its personnel. HQ 1(GE/NL)Corps non-profitable exchange retail store, selling highly taxable rationed goods, which means alcohol, perfume and tobacco



without
retail store
operates a
and/or
products.

**In case of further questions, please do not hesitate to
Manager Retail Store, phone + 49 (0) 251 506 2893**

contact: