

# Rome, IT

## NATO DEFENSE COLLEGE & MODELING AND SIMULATION CENTER OF EXCELLENCE (COE)

### Admin Support to Remote Locations SOP (Last Updated 2025)



## Contact Information

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B Co, AFSOUTH BN  
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# Welcome

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

Italy has a total land surface of about 116,000 square miles with the Appenine mountain range serving as a geographic dividing line between east and west coasts. The Alps define Italy's northern border with European spring and fall with heat creeping north from Africa in the summer. Italy's economy is more industrialized in the north and more based on agriculture in the south. One of its major industrial products is steel.

The northern provinces experience cold winters with rainfall in the spring and summers. Central and southern Italy enjoy a climate moderated by the Mediterranean Sea with cool, rainy winters. Wine, cheese and wool are agricultural products important to the Italian economy. Tourism is also a key industry to all of Italy, and visitors from around the world come to marvel at its history and architecture and enjoy its culture and its food.

## Routine Admin Support

All admin support such as actions, awards, evaluations, DD Forms 93, SGLV, leave and passes, SRB updates, rating scheme, MEDPROS updates, FVAP, and all other routing HR related actions are handled by the National Support Element (NSE) at Joint Forces Command in Naples, Italy. NSE supports their assigned company and BN's mission by ensuring individual Soldier and Family Readiness through administrative, HR, logistics, operations, and communications support. They receive direct guidance from company leadership. NSE personnel will coordinate with the local Admin Agent and the supporting Company and BN headquarters for all national support requirements for Army personnel.

## In-processing

National Support: Soldiers in-process with the Army NSE at JFC Naples.

JFC Support Element will provide local security badge, vehicle registration, and privilege/rations cards. Soldiers should arrive with all following deployment requirements up to date:

PCS Orders

Leave Form

Passports and Visas

Social Security Cards

Driver's License

## Birth Certificates

Marriage Certificates and/or Divorce Decrees Medical and Dental records

Proof of Citizenship if Naturalized Wills and Powers of Attorney

HHG and Vehicle Shipping Documents CIF printout

Pet Records and ID tags Children's Education Records

Vehicle Titles/Registrations/License Plates

Copy of Last Evaluation (if applicable)

Insurance Documents (Vehicle/Home)

APFT within the past six months of arrival on DA Form 705

Weapons qualification within the past six months of arrival

Dental status Category I or II PHA up to date Immunizations up to date

All personnel must bring a copy of their security clearance certificate.

All personnel will be briefed on security regulations and procedures upon arrival.

## Resources

### Garrison Support

Naval Support Activity Naples, Italy Distance: approximately 107 miles. This small US Navy installation provides the majority of traditional support associated with a CONUS military garrison, e.g. commissary, exchange, movie theater, lodging, medical clinic, drivers licensing, ID card support, etc. The drive to Naval Support Activity Naples is approximately 2.5 hours, one way, via autostrada.

### Medical/Dental

The Status of Forces Agreement (SOFA) permits the U.S. Naval Hospital to provide medical care to U.S. military personnel both active duty and retired, their bona fide family members, and other specified U.S. personnel who are present in Italy by virtue of their support of NATO organizations. The Naval Hospital is located on the NSA Naples Support Site in Gricignano and has a branch clinic at Capodichino.

**Overseas Screening:** because most subspecialty medical and surgical services are not available, to ensure all types of both emergency and chronic care, an overseas screening process must be completed by all military, civilian personnel, and their family members prior to their arrival in Italy.

**Newborn registration:** Families expecting a new baby during their tour in Naples should bring their original birth certificates (both parents) and their original marriage certificate. These documents may also be required for passports as well.

### TRICARE Prime Remote through International SOS

Active duty personnel under full-time orders with a permanent duty assignment, who **live and work** more than 50 miles (*or approximately a one-hour drive*) from a military hospital or clinic in TPR-designated ZIP codes, must enroll in TRICARE Prime Remote (TPR). In some cases where geographic boundaries create undue hardship for travel, members living closer than 50 miles may be

eligible for TPR.

ADFM's residing with their TPR-enrolled sponsor's qualifying TPR location is eligible for TPRADFM. Once ADFM's enroll in TPRADFM, they may remain in TPRADFM as long as their sponsor is enrolled in TPR and they reside in the same TPR-qualifying location. ADFM's may remain enrolled in TPRADFM even if their sponsor later receives an unaccompanied permanent change of assignment and they continue to reside in the same TPR location. If ADFM's choose not to enroll in TPRADFM, they will receive care under TRICARE Standard and TRICARE Extra, with applicable cost-shares and deductibles.

If you're an active duty service member or an activated Guard or Reserve member stationed in a designated remote overseas location, you must enroll in TRICARE Prime Remote Overseas. Family members must be command-sponsored to enroll or they have the option to use TRICARE Standard Overseas if not command-sponsored. Call your regional call center Eurasia-Africa: +44-20-8762-8384. TRICARE Prime Remote Overseas meets or exceeds the requirements for minimum essential coverage. The Affordable Care Act requires you to maintain basic health care coverage—called minimum essential coverage. If you don't have minimum essential coverage, you may have to pay a fee for each month you aren't covered under the [Affordable Care Act](#).

### **Who Can Participate?**

The following beneficiaries may enroll in TRICARE Prime Remote Overseas: Active duty service members

Command-sponsored active duty family members

Activated National Guard/Reserve members

Command-sponsored family members of activated National Guard/Reserve members

When you enroll in TRICARE Prime Remote Overseas, you can call an overseas point of contact (POC) for help. They can help you:

Enroll in a TRICARE plan overseas

Schedule appointments at overseas network facilities

File your medical and dental claims

Answer questions about coverage options and benefits—including complex issues. Navigate TRICARE's electronic self-service options.

To locate your POC, contact your [TRICARE Area Office](#).

### **What is International SOS?**

International SOS is a medical and security assistance company that TRICARE has partnered with to provide healthcare for remote locations. International SOS provides assistance with scheduling medical appointments, locating network primary and specialty care providers and medically monitoring your care. There is no out-of-pocket costs or 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:

<http://www.internationalsos.com/private/tricare/europe/>

### **Phone number:**

0800-181-8508 (This number is for a TRICARE representative that works at the International SOS)

**Collect:** 00-44-20-8768-8133

**Fax:** 00-44-20-8762-8125

Email: [tricarelon@internationalsos.com](mailto:tricarelon@internationalsos.com)

## **Schools**

### **NDSP**

The Non-DoD Schools Program (NDSP), Department of Defense Education Activity (DoDEA) program provides the funding and educational support for command sponsored dependents for authorized

personnel posted in remote locations globally. Review the following websites:

Overview: <http://www.dodea.edu/nonDoD/index.cfm>

Orientation: <http://www.dodea.edu/nonDoD/ndspOrientation.cfm>

Registration: <http://www.dodea.edu/nonDoD/procedures/index.cfm>

Online registration can be accessed once you have orders however, please note that NDSP cannot reimburse any fees until the sponsor is in Italy. For assistance with registration email [ndsp.management@hq.dodea.edu](mailto:ndsp.management@hq.dodea.edu) or call DSN 312 372 0591; CIV 571 372 0591 (office is located in Alexandria, Virginia).

NDSP funds the cost of tuition and transportation for each enrolled dependent child and the amount cannot exceed the published education allowance in the Department of State Standardized Regulation (DSSR). The education allowance fluctuates and are determined by the US State Department and are directly tied to "Base School" tuitions. If you enroll children in the Base School, then the tuition is covered despite DSSR rate fluctuations. If your children do not attend ASM, then it is critically important to understand the NDSP annual limit. If the tuition of a non-base school exceeds the DSSR you will pay the difference (exceptions to policy are managed directly with NDSP).

The link below highlights our maximum authorization, in USD:

<https://aoprals.state.gov/Web920/education.asp?PostCode=10166&EffectiveDate=20190331>

In addition to the annual DSSR allowance, some one-time fees are also paid by NDSP, for example application fees. If you incur or pay a school application fee before arrival note that NDSP cannot start the reimbursement process until you are in Italy.

Other one-time fees often billed as Capital Assessment Fee or a similar can be thousands of Euros. These are not assessed until the child is in location and are typically direct billed by the school to NDSP. It is important to choose wisely as if you elect to change schools during your tour, these fees may be your responsibility with the new school enrollment.

If children have special education needs, ensure they are enrolled in the EFMP program before departing your losing garrison. The local schools and private international schools do not follow US laws and may have different norms reference adhering to Individual Education Plans (IEP)s.

The school contract is between the parent and school with NDSP reimbursing allowable expenses billed to all students on the fee schedule for tuition and transportation up to the DSSR limits. Once the sponsor provides a bill from the school NDSP will generally pay all approved expenses, direct to the school. If a school recommends additional services, that incur additional expenses, such as additional after school support, assessments, additional coursework etc., the services MUST be pre-authorized with NDSP. Contact NDSP to determine if a requested service can be reimbursed at [ndsp.education.europe@eu.dodea.edu](mailto:ndsp.education.europe@eu.dodea.edu) or +49 611 143 545 1538.

For other questions email [ndsp.education.europe@eu.dodea.edu](mailto:ndsp.education.europe@eu.dodea.edu) or call +49 611 143 545 1538 from outside Germany. From within Germany call 0611 143 545 1538. This specific NDSP office, with an education specialist to support the contingent, is located in Sembach, Germany.

### **Out-of-pocket Expenses**

Please note that due to US legal restrictions, NDSP and the DoD cannot reimburse SM's for school lunches. Inquire about the cost of school lunches when applying since they can be over 1000 euros per year, per child. Additionally, if the school requires uniforms, this expense will also not be reimbursed. Laptop rental can be reimbursed, however, the purchase of laptops for school purposes cannot. Finally, if you change schools during your tour this may incur fees that NDSP cannot reimburse.

## **Local Options**

Contingent members use home schooling, international schools, and Italian schools.

Home schooling is supported by NDSP. It is not necessary to have chosen a curriculum or course of study before registering with NDSP. That said, the sponsor must obtain approval for tuition and other expenses from NDSP, i.e. registration process complete, prior to incurring any expenses or signing any agreements and/or contracts. Once approved parents will submit a home study / private instruction education plan. Guidelines and requirements for choosing a course of study, enrolling in a virtual online school, the list of reimbursable expenses, and the reimbursement process are available at the following link:

<https://www.dodea.edu/nonDoD/generalInformation/educationalOptions/ndspHomeStudy.cfm>

Local Italian schools are also available and provide an exceptional opportunity for immersion into local communities. Please note that selecting a local school may result in children attending classes and activities exclusively or partially in Italian. The schools will most likely not follow a US curriculum or adhere to US standards. Additionally, some of the NDSP reimbursable fees may not be available for this option. Carefully consider this option by reviewing the following link and contacting NDSP:

<http://www.dodea.edu/nonDoD/upload/English-School-Available-in-Location-Non-English-School-Selected.pdf>

Another option available are boarding schools. Due to the complexity, especially costs, if you are considering this option contact the NDSP education specialist.

Finally, there are several international schools in our area, generally with English as the primary school language. See Annex A for a detailed list.

## **Housing**

### **Introduction**

There is no military on-base housing near Rome. Selecting a house or apartment for your family will be rewarding and possibly frustrating. This is an unusual opportunity to select a place that will significantly define your experience in Italy. Based on your family and available options, there are opportunities to live in a detached house with a yard or an apartment in an Italian town. If you want a villa in the countryside, you will have a secluded, quiet lifestyle, but you'll have to drive to many conveniences. If you choose a place in town, you'll be walking distance to many conveniences, but without as much outdoor space or as large a home. Feel free to talk to your sponsor and other contingent members about their experiences. Of note, the process of selecting and moving into your Italian home is different, cumbersome, slow, and often frustrating. Be prepared for the entire process, from initial visits to finalizing a lease, to take approximately 4-8 weeks.

### **Italian Realtor Norms**

There are some differences between American and Italian realtors. The same houses and apartments are often listed by different realtors. If you visit a house with one realtor, you may find yourself visiting the same house if you switch agents. You can review listings and contact different realtors directly or work with one realtor. If you do request information on different listings via a website, like immobiliare.it, please note that once you contact an agency about an individual listing, they will work with you only directly, not another realtor. If you later find a realtor you like and want them to work on your behalf, agencies you previously reached out to through immobiliare.it will want you to work only with them.

Ensure your realtor is licensed, since there are some unlicensed operators. A licensed realtor will likely not be offended if you ask for confirmation. Also note that the realtors work for the seller or landlord and not you, the renter. Contact HM for support.

### **Voltage Differences**

U.S. outlets supply 110 volts, 60 hertz and Italian outlets supply 220 volts, 50 hertz. This difference is important to determine which small or large appliances, 110 or dual voltage, to bring in your HHG.



FMO will provide one transformer per family and transformers are readily available. That said, new small 220-volt appliances are available for purchase in the Ederle AAFES and used appliances are also often listed for sale on social media, second hand sites, and the Ederle thrift store.

Dual voltage lighting fixtures and lamps can run on 220 voltages with a plug adapter (The outlets in the EU and in Italy are different than the US). Plug adapters and European light bulbs are available in the PX, commissary and on the local economy.

Unplug your transformer when not in use since they consume a lot of electricity. Leaving your transformer on, even without a device drawing electricity, will increase your energy bill.

## **Passports/Visa**

Family members and US Government civilians traveling overseas are required to have passports. Official or “no-fee passports” can be obtained at Government expense. The application process may take 4 to 6 weeks, so, you should begin the passport application process as soon as you receive your travel orders. Soldiers should also request a No-Fee Passport or apply for a Tourist Passport prior to leaving the United States for this assignment.

A birth certificate with a raised seal is required to apply for a passport. You can request a birth certificate from the Bureau of Vital Statistics in the state where you were born. Adoption decrees, marriage and/or divorce decrees may be required for personnel getting a passport with a different name than the name that appears on the birth certificate. The U.S. State Department requires both parents’ consent for new passports for children less than 14 years old. If one parent is unavailable because of geographic separation, divorce, or other circumstances, the parent applying for a child’s passport must obtain a signed statement from the absent parent that grants permission to take the child overseas.

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. You can find more information on tourist passports from your local personnel services detachment, passport office nearest you, or from the U.S. State Department’s official website at <http://travel.state.gov>. **Visa:** Required

## **Mail**

The mail flows through the Fleet Post Office weekly and is delivered to the U.S. Embassy Mail Office. Mail can be picked up there, or arrangements can be made with the NATO Defense College’s US National Support Element to have them collect your mail from the Embassy and bring it to the NDC for pickup. Check with the Embassy Mail Office for details and limitations. Outgoing FPO mail can be sent from NDC or the US Post Office at the Embassy.

## **Banking**

We can generally access US banks accounts and conduct transactions online while living in Rome. That said you will need an Italian bank account to conduct transactions such as cashing checks, rent, utilities, etc. We recommend opening a joint account with your spouse and getting a Bancomat (ATM) card for the SM and spouse. Make an appointment with the bank manager to setup your initial account as it may take at least an hour and will require many signatures.

There are several differences between banking in the US and Italy. Some banks will charge a fee to cash checks and transfer funds, even if you have an account. Most ATMs have a single transaction withdrawal limit, generally around 250 Euros. Your account will include a 27-digit International Bank Account Number (IBAN) that you can use to pay bills and transfer funds online. Even though BNL has many branches in Italy and you can use BNL ATMs in Italy, the bank branches are not fully linked, like in most US banks.

Additionally, you can deposit cash into your BNL account with your Bancomat card at certain BNL ATMs. BNL also provides a website and app to conduct transactions and to review your account. Contingent members often setup allotments to their BNL accounts.

## **Vehicles**

License:

Any person desiring to drive in Naples must have a current stateside Driver's license or a valid license from another country. As stipulated in the Status of Forces Agreement (SOFA) eligible Driver's must obtain an AFI Driver's License. The AFI Driver's License exam is given during Area Orientation immediately following the mandatory Local Driver's Safety Orientation Briefing.

Your AFI Driver's License will be valid for five years as long as you maintain a valid ID card. AFI Driver's license privileges are not authorized for members separating or retiring overseas so please plan accordingly. We highly recommend you renew your stateside license before coming to Italy (do not assume your state has a Military Exemption/Extension clause, check with your local Department of Motor Vehicles - DMV).

Individuals who do not have a license may find it difficult and expensive to obtain one in Naples. Young adults (under 18) are not allowed to drive in Italy. If you plan trips to other European countries an international license may be required, available through AAA.

Registration/Fuel:

Each individual must register their vehicles through the NSA Motor Vehicle Registration Office (MVRO). Once you register your car with MVRO you are in the Allied Forces Italy (AFI) system and you will be issued Italian cover plates free of charge. You will pay a one-time registration fee of 20 Euro. If you register more than one vehicle, the second and/or third vehicle(s) is/are subject to payment of Italian Road Tax, based on engine horsepower (HP) the taxes average from 25.00 – 300.00 Euro annually. This is a property tax, not a use-based tax and must be maintained for every second or third vehicle in order to have a valid registration. Additionally, every time your insurance certificate renews for your primary vehicle, you will be required to revalidate your registration in order to receive your tax-free petroleum products. Receiving fuel privileges requires all registered vehicles have valid registrations at all times.

Please note:

All new registrations, transfers of ownership, or scrapping transactions must be performed by the sponsor OR the dependent must have a Power of Attorney to perform these functions.

Helpful/Informational Links:

- <https://ifcnaples.nato.int/>
- <https://www.navymwrnaples.com/>
- <https://www.cnic.navy.mil/naples/>
- <https://www.naplesallhands.com/>
- <https://www.facebook.com/afsouthsfrg>

## **Transportation**

The Transportation office located on Naval Support Activity Naples. The arrival of Household Goods (HHG) will be coordinated through this office. Your sponsor will assist you in working with transportation personnel to ensure the delivery of your HHGs after you find a home. Once your housing contract is complete you can track your move at: <http://www.move.mil/> website. Upon notification of a shipment's arrival, you must schedule a delivery date and be at your quarters on that date to accept delivery. HHG shipments for newcomers to your location should not include Personally Owned Firearms (POF). Host nation law is to absolutely minimize the import of weapons. The need to have a weapon must be proven by the local authorities and there is no guarantee request will be approved. Newcomers will not have the option to store POFs in the unit arms room due to the limited



available space or prohibition of POFs in your orders.

## **IT Support**

IT support is not available at Rome. Instead this service is found at the AFSOUTH Battaion HQ in Naples, Italy. The S6 will process NIPR account requests and issue NIPR computers. VPN access can also be requested from the S6 if needed. Most of your emails will be on NATO Secret servers; the VPN can be used to access your .mil emails.

## **Reassignments**

When a SM out-processes from B Co their main POC is the B Company HQs NSE in Naples, Italy. The Company coordinates issuance of PCS orders from the BN MPD/S1 at Naples, Italy and coordinates all out-processing requirements such as transportation and housing with the USAGs in Vicenza, Italy.

Request for replacement of PE and MOU personnel is coordinated between the Senior National Representative (SNR) / the Senior Army Officer (SAO) with ECJ1 Strength Management Division.

## **Clearance**

The NATO Secret, SF86 renewals, and other clearances are process by the AFSOUTH Bn S2 through the Battalion HQ in Naples, Italy. If fingerprints are required, the Service member must travel to Vicenza on TDY.

## **Hand Receipts**

The property books are controlled by the Company Commander at B Co HQ Naples, Italy.

## **UCMJ**

UCMJ Company Grade is held by the Company Commander at Naples, Italy B Co HQ.

UCMJ Field Grade is held by the AFSOUTH Battalion Commander at Naples, Italy.

GCMCA is held by the USARAF at Vicenza

SCMCA for E1 through E6 will be held by the AFSOUTH Battalion Commander at Naples, Italy.

SCMCA E7 and above will be held at USARAF at Vicenza.

## **Required Documents to Carry With You**

- PCS orders.
- Medical, dental, and Immunization Records.
- Marriage Certificates, Divorce Decrees, and Birth Certificates
- Passports (Soldier and family members).
- Social Security Cards.
- Wills and Powers of attorney.
- Education Records.
- Car titles and shipping papers, car registrations, car insurance policies and driver's license.
- Household goods and shipping inventory.
- Employment records and references.
- Pet records.
- Proof of citizenship, if a naturalized citizen.

## Assignment / Reassignments

Talent management for NATO billets is managed in AIM2/EMC by EUCOM J1 with SAO input. National assignments managed by USANATO Brigade. Civilian hire actions worked by Co / BN / BDE HQs.

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Request for replacement of PE and MOU personnel is coordinated between the Senior National Representative (SNR) / the Senior Army Officer (SAO) with ECJ1 Strength Management Division.

## 350-1 Training

The B Co NSE will conduct a DTMS pull bi-monthly to update the tracker on who is overdue for 350- 1 Training. Training will be held via in person face-to-face or on a computer utilizing NIPR. It is the Soldiers responsibility to ensure they are not overdue for training that can be conducted online. The leadership will coordinate for all other training to ensure the Soldiers are in compliance.

Soldiers must complete AT Level 1, SERE Level A, and IA/Cyber Security before arriving to Italy. Most computers will be on the NATO Secret and you will not be able to access Army online training on these computers.

## Challenges

Since you will be working and residing on a joint base you will need to either utilize the closest military base for your for medical and military programs (which is NSA Naples Italy) or you will need to utilize ISOS for medical appointments. You have the great opportunity to immerse yourself in the culture since you will be residing off post. Working in a new country is always a challenge but it's one we are sure you are ready and able to push through.

The closest Army installation is located in Northern Italy (Vicenza).

## Casualty Reporting

In case of casualty or serious injury contact the Company Commander or First Sergeant immediately. They will provide instruction on how to properly report the casualty and request all necessary information needed to submit a CCIR. Recommend SAO/SNR review the Brigade and Battalion Casualty SOPs for more detailed guidance.

## SHARP /MEO / EEO CCIR

For policies and procedures concerning SHARP/ MEO/ EEO please see the Company, Battalion, and Brigade policy letters. Below is the contact information for the Brigade and Battalion SHARP Representative and MEO / EEO

**BDE SARC:** DSN: 314-549-6666

COMM: +49 0611-143-549-6666

24 HR SHARP HOTLINE: 53-SHARP OR 0611-143-537-4277

**BN SARC:** NCN: 272-1341

COMM: +39 081-721-4105

ON CALL Duty Phone: +39-331-685-0920

**BDE MEO:** DSN:314-542-3054

COMM: +49 172.969.0826  
**BN EO Rep:** NCN: 433-5506  
COMM: +39 081 721 5506

## **Addresses**

**M&S COE / NATO DEFENSE COLLEGE**  
**Box # 23**  
**APO AE 09602-9997**  
DSN: 314-646-6172

CPT, AG  
Commanding