



U.S. Newcomers Guide 2023



Your guide to transitioning
and integrating at JFC
Brunssum and surrounding
areas, safely

**Allied Joint Force Command
Brunssum (JFCBS)
Rimburgerweg 30
6445 PA, Brunssum, Netherlands**

Key considerations when moving to
The Netherlands

- Focus on what to do before and post-arrival
- Understand local rules and laws for military members and families
- Transition and integrate safely in The Netherlands

15 February 2023

Forward

Congratulations on your assignment and welcome to the Tri-Border area of Belgium, The Netherlands, and Luxembourg, referred to as the BENELUX region. This assignment is an honor and a privilege in an environment designed for personal and professional development.

We are all ambassadors of the United States and you represent the values of our nation. I encourage you to embrace this remarkable opportunity to experience the rich and diverse military knowledge of Allies and partners in the region. Interaction with the other national service members and civilians will broaden your understanding of NATO and give you a good understanding of other national military perspectives in Europe.

Along with the professional benefits of your new assignment, I invite you to explore and enjoy all the region and life that Europe offers. Again, welcome aboard, and I look forward to engaging with you upon arrival.

Major General John C. Boyd, Deputy Chief of Staff Operations, Headquarters Allied Joint Force Command Brunssum, and Senior U.S. Officer in The Netherlands

Introduction

The intent of this guide is to consolidate information from various sources as well as the experience gained from those arriving before you. This guide supplements other available resources such as the Joint Force Command Brunssum Newcomers Guide and on-line information on relocation services. This is meant to assist you and your family with your reception and integration into the local community and the military enterprise. It is applicable for all U.S. military personnel in the BENELUX region who share services offered through the U.S. Army Garrison (USAG) Benelux-Brunssum.

Sponsorship of arriving U.S. service members is critically important, and sets the tone for the duration of your tour—we must get this right. Input for this guide was a collaborative effort between the U.S. National Support Element here at Joint Force Command Brunssum, the U.S. Coast Guard Element, and USAG Benelux-Brunssum. This is the second iteration of this guide, so we welcome your feedback as you complete your transition here.

Colonel Kyle Bayless, U.S. Senior National Representative, Headquarters Allied Joint Force Command Brunssum

Speak to the Experts

As a military member, whether this is your 15th PCS move, your first move overseas, or last PCS, having the right information and at the right time to help make the transition to The Netherlands is important.

Contents

4. Tri-Border Region

5. Pre-Arrival

24. Upon Arrival

25. Settling In

37. Appendices



The purpose of this guide is to help members prepare for arrival, and upon arrival, help them and their family's transition and integrate to JFCBS and the surrounding area. In-processing this location includes three separate entities: U.S. Service Component; U.S. Army Garrison; and JFC Brunssum. The information compiled here is to help streamline these requirements. If at any time, you need more clarification, do not hesitate to contact your service POC and/or ACS Benelux-Brunssum below:

USNATO Support Units

Air Force

Unit 21601

APO AE 09752

Bldg. H-307, U.S. Delegation

Commercial: +31 45 526 2351

DSN: 606-244-2351

Email: 470ABS.CSS@us.af.mil

(ask for JFC Command Support Staff)

Army

Alpha Company, AFNORTH BN

Unit 21601

APO AE 09752

Bldg. H-307, U.S. Delegation

Email: [usarmy.shape.hq-usanato-bde.list.a-](mailto:usarmy.shape.hq-usanato-bde.list.a-co-admin@army.mil)

co-admin@army.mil

DSN: 314-597-3557

Navy/Marine

Bldg. H-307, U.S. Delegation

DSN: 606-244-3528

USCG

U.S. Coast Guard Activities Europe

Brunssum, The Netherlands

Unit 21603

APO AE 09752

Email: D05-DG-ACTEUR-TRAVEL@uscg.mil

Supporting Garrison:

Contact: ACS at USAG Benelux-Brunssum

Commercial: +31 45 534 0243

DSN: 597-4243

Tri-Border Region



The province of Limburg, located in the far south of The Netherlands, is between the neighboring countries of Belgium and Germany. At its southernmost point is the town of Vaals, only 5 km away from the German city of Aachen. The Dutch, most of whom live in flat polder areas, and some of whom even live below sea level, are proud of their 323m high Vaalserberg. As a result, the mountain has also become a popular destination for trips. A viewing tower at its peak gives an unobstructed view over three countries: Belgium, Germany, and The Netherlands. Incidentally, the Top 10 highest mountains in Holland are located in the province of Limburg (the 877m high Mount Scenery on the island of Saba, which belongs to the Dutch Antilles, does not count).



Pre-Arrival Preparations



For all Official travel, access the Electronic Foreign Clearance Guide (FCG) by using the link provided below, and for guidance on DoD-sponsored, official foreign travel. When applicable, use the site for unofficial (leave) travel as specified within individual DoD FCG country pages.

<https://www.fcg.pentagon.mil/fcg.cfm>

Two Types of Passports:

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

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

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

For USCG military members: Inspectors and IPSLOs need to have two official passports prior to arriving. Check with your sponsor and local YN regarding this as it may take multiple months. Your sponsor will provide the required memo from the United States Coast Guard Activities Europe (ACTEUR) Command in order for DCO-I to process the second official passport.

Overseas Screening Required. Schedule overseas screening for all family members. The Reassignments Office at your local installation provides the instructions and paperwork required. Service Members will typically complete their overseas medical screening through their command. All other family members (dependents) need to complete an overseas screening. You will likely need to pick up the paperwork to complete a screening at an overseas screening office. Once you have the paperwork, call your care provider and schedule an overseas screening. You will want to take all vaccination records with you to this appointment.

**Note: For Army military members, the Reassignments Office will not produce official orders until medical screening is complete and Command Sponsorship is approved.*

Finance

MILITARY PAY ALLOWANCES LIST

Moving to another country can be expensive; costs can be higher than those normally linked with a CONUS PCS. Members are encouraged to set aside sufficient funds to cover at a minimum, first month's rent, security deposit (1-month rent amount), and landlord fee (equal to one month rent). Example: OHA = 1500 Euros—you may need 4500 Euros upon signing lease (Approximately \$6000 depending on the current exchange rate). Additionally, Service Members need to be aware that temporary lodging expenses can range from 1500-3000 Euros for each 15 days, with temporary lodging allowance (TLA) reimbursements taking 1-3 weeks to process. While overseas or OCONUS PCS orders can be exciting, it is important to understand all associated costs and the different allowances and entitlements that come with an overseas move. The military and its support agencies can help with the added costs of an international move and living expenses abroad. Each service will help military members and their dependents move household goods and a personally owned vehicle to a new overseas duty station. This is a one-time reimbursement of moving costs. There are many tools out there to help guide military members and dependents with moving overseas.

Below are the OCONUS allowances to prepare personal budgets for daily living expenses.

Overseas Cost of Living Allowance (COLA): This allowance helps Service Members afford the higher living expenses incurred at some overseas installations. The amount depends on location, rank, and number of dependents. It also may change from paycheck to paycheck [based on fluctuations in the exchange rate](#). Use the official Overseas COLA Calculator to see how much COLA to expect at overseas installations.



Overseas Housing Allowance (OHA): This allowance helps Service Members pay for overseas housing “on the economy,” or off base in the surrounding civilian neighborhood. Applying for OHA can be done at a local Housing Office or commander upon arrival. Use QR code to see current OHA rates for overseas installations.



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

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

Dislocation Allowance (DLA) can help with miscellaneous moving costs. It is generally paid once per PCS. It is not paid if you are reassigned to government quarters or are unaccompanied. Learn more about [DLA FAQs](#), or contact your installation [Finance Office](#) for more details.

Move-in Housing Allowance (MIHA) helps cover the cost of miscellaneous expenses like appliances, lease taxes, or one-time rental or security-related expenses. It varies by currency rate and location. Check with your installation [Housing Office](#) for more details about MIHA.

Finance (Continued)

Advances are available to cover the cost of moving. You can apply for an advance, such as:

- Overseas Housing Allowance
- Relocation Allowances (Travel / Moving-related expenses) — varies by service branch
- Rental Security Deposit

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

Temporary Lodging Allowance (TLA): Most inbound personnel spend approximately one month in temporary housing while searching for a permanent residence and waiting for contracts to be prepared. You are authorized up to 60 days of TLA. Extensions beyond 60 days are possible on a case-by-case consideration. TLA rates are not the same as per-diem. Work with your Admin/ S1/ Finance Office to determine what you are entitled to and to properly process TLA requests. Per the Housing Office at USAG Benelux-Brunssum, Air BnB lodging arrangements are NOT authorized for reimbursement. It is recommended to contact your sponsor before reserving any temporary lodging. An initial stay of 30 days or longer might be required to locate long-term lodging that suits you and your family's needs.

To assist families in finding permanent housing, all personnel are required to report to the Housing Office, located at the Directorate of Public Works, Building 8, Second Floor, at USAG Benelux-Brunssum. You must visit this office within 48 hours from arrival and as part of your check-in process. Adequate temporary lodging is only available on the economy. You will want to make reservations as soon as possible, even months in advance. Contact your sponsor for additional information.

Government Travel Charge Card Policy

All Service Members are required to have a government travel charge card (GTCC). Use of the travel card for military members is mandated by the [Travel and Transportation Reform Act of 1998](#). Per the [DoDI 5154 31, Volume 4](#), DTMO is responsible for developing, coordinating, and

maintaining the [Government Travel Charge Card Regulations](#) and managing the GTCC program. The Military Services may further restrict/define this policy.



More information is found at: <https://www.travel.dod.mil/>

Travel Card Training

DTMO requires all cardholders to take the Travel Card Program Course (listed as Programs and Policies - Travel Card Program (Travel Card 101)) available through [TraX](#). To access [TraX](#), users must register through [Passport](#) DTMO's web portal. For instructions on accessing Travel Card Program training in TraX, [click here](#).

Service Members should contact their GTCC POC prior to departing their units to ensure that accounts are up-to-date for travel and placed in a Mission Critical status. A Mission Critical status will provide a buffer between times of departure to receipt of funds for travel expenses applied to the GTCC. This should also help avoid any late fees applied to the GTCC.



Military Star Card

Military members are eligible to receive a fuel tax exemption upon arrival in The Netherlands via the Forax Program. To participate and receive the rebates, military members are required to apply for a Military Star Card through AAFES. It is recommended to have the Military Star Card prior to arrival. For more information, visit the Star Card website at www.myecp.com. More details on the Forax program can be found under the Post-Arrival portion of this guide.

Medical

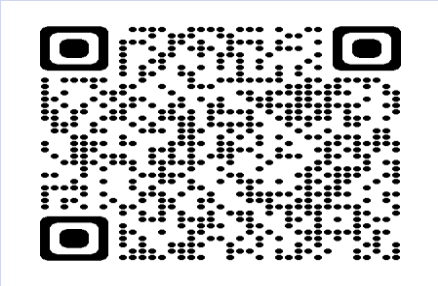
Exceptional Family Member Program (EFMP)

The EFMP is a comprehensive, coordinated, multi-agency program that provides community support, housing, medical, educational, and personnel services to military families with an Exceptional Family Member. Dependents must be screened, if eligible, when the Service Member is on assignment instructions to an OCONUS area for which command sponsorship/dependent travel is authorized and the Service Member elects to serve an accompanied tour. Each military service offers EFMP. Check with your local EFMP coordinator and/or S1 as to specific requirements, documents, and processing timelines to ensure that your family has the proper medical and educational needs required for your move to The Netherlands. For specific program service regulations and orders by military branch, use the QR codes below and see **Page 23**, “Other Pre-Arrival Considerations.”

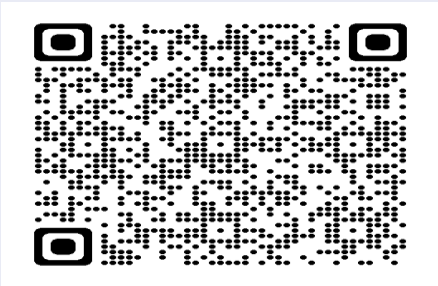
[EFMP SERVICE REGULATIONS AND ORDERS](#)



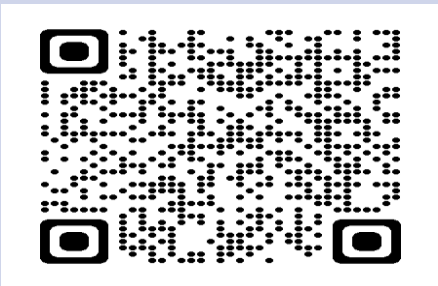
[USAF EFMP](#)



[USA EFMP](#)



[USN EFMP](#)



Temporary Lodging & Housing

The following information is to assist with arrival plans. While the information comes from multiple sources, if there are any questions on housing, always refer to USAG Benelux-Brunssum policies. They are the proponent on housing and utilities.

Personal preferences will determine which hotel is best for you. On this page are some frequently used options in Brunssum, Heerlen, and Maastricht that are within a 15-30 minute drive to the in-processing stations. Other options are available and your sponsor can best assist in this decision. Please consider that public transportation is limited to some of the hotels and this alone will make traveling to work challenging. Your sponsor may be able to assist in getting to work, but it is the Service Member's responsibility to coordinate for transportation to and from work. For this reason, members previously opted to rent a vehicle. Unfortunately, a rental is not a reimbursable expense. Significant consideration should be given to the location of the hotel you choose with respect to the new office location. Public transportation to the in-processing stations will only get you within a few miles and, depending on the hotel you choose, could require a couple hours and many transfers between the bus and trains. This is an additional consideration when deciding whether to ship or own a POV.

There is a plethora of local lodging and guesthouses that provide opportunities to stay in a variety of places, from apartments to houses. Some guesthouses can provide a rental vehicle that is included with your stay. The list below is not all-inclusive, but feel free to reach out directly to these establishments for more information. Depending on the time of year, hotels/guesthouses can fill up quickly due to holidays, tourists, and military moves. It is always a good idea to call well in advance and make reservations prior to arrival.

DERLON HOTEL: provides regular rooms and limited two bedroom apartments, with a full kitchen and laundry in the center of Maastricht. Breakfast is included. Recommend calling for reservations and negotiating price while taking into account the maximum daily lodging allowance. Driving distance from the hotel to most in-processing centers is about 30-35 minutes.

Address: Onze Lieve Vrouweplein 6, 6221HD Maastricht

Telephone: +31 (0) 43 321 6770

Website: www.derlon.com

EDENPARK: is located in Brunssum and is close to nature areas in South-Limburg. It is accommodating to families as they have two bedroom furnished apartments. It is within walking distance to JFC Brunssum.

Address: Vijverlaan 10 6443 BB, Brunssum (Limburg), NL

Telephone: +31 (0) 45 525 8885

Website: <http://www.edenpark.nl/>

GUESTHOUSE-AT-HOME: prides itself in providing well-equipped, luxurious, and pet-friendly accommodations. This lodging comes with a vehicle to utilize during the duration of your stay. Driving distance is approximately 15 minutes to Brunssum.

Address: Suestrastrasse 25, 52538 Selfkant-Susterseel, Germany

Telephone: +49-176-86969115/011-49-176-86969115

(WhatsApp available)

Website: www.guesthouse-athome.com

Hotel Van der Valk Hotel Heerlen: is near the southernmost part of The Netherlands. The hotel features 149 hotel rooms and suites, a large indoor swimming pool, and it is pet friendly.

Address: Terworm 10 6411 RV, Heerlen, NL

Telephone: +31 (0) 45 571 9450

Website: <https://www.hotelheerlen.nl/en/>

Send an email through a military email address to get a NATO discount. Email address: receptie@heerlen.valk.nl

KARINS GUESTHOUSE: includes a vehicle to utilize during the duration of your stay. Driving distance is about 20-25 minutes to Brunssum.

Address: Von-Bronsfeld-Straße 47, 52511 Geilenkirchen, Germany

Telephone: +49 (0) 24 517 2015;

From the USA: +11 49 24 517 2015

Email: service@karins-guesthouse.com

Website: www.karins-guesthouse.com

THE TOWNHOUSE / LA BERGERE APARTMENTS: is located in Maastricht. Maastricht is the largest city in the area and has the amenities of a big city (restaurants, shopping, transportation, site seeing). It is the furthest commute.

Address: St. Maartenslaan 1, 6221 AV Maastricht

Telephone: +31 (0) 43 321 1111

Website: info@townhousehotels.nl

Government-Leased and Privatized Housing

Housing

The majority of personnel end up residing in private leased housing “on the economy”, but that is only if they are granted a **certificate of non-availability (CNA)** from the USAG Benelux-Brunssum Housing Office. There is a small number of Government Leased Dutch houses. If one of these houses is vacant at the time that a newly arrived member checks in, and the total occupancy rate for the Government Leased Housing is below 95%, the house is mandatorily assigned to the member. If the occupancy rate is above 95%, then the member is still offered that house, but can decline. If the member declines, they will receive a CNA, but will lose TLA from the date the house would have been available to move in. If no Government Leased houses are vacant, a CNA is issued and the member will retain TLA until they sign a lease out on the economy. It is best to be mentally prepared for these possible outcomes before attending your initial housing office appointment. Purchasing a house is also not recommended.

The easiest way to begin the housing process is to research the internet prior to arrival. There are a variety of websites on available residences. Some factors to consider are the proximity to work, public transportation, schools and school bus stops, as well as whether you prefer city versus country life. Another serious consideration is Utility costs if moving into privatized housing. Gas and electricity costs tripled from the beginning of 2022 to 2023. Each Dutch house maintains an energy rating by its local Utility Company, and the USAG Benelux-Brunssum Housing Office can inform on what the residence's rating is. Members should research renting a vehicle to bridge the time between either buying a vehicle or when their shipped POV arrives. Shipping a vehicle early so that it will have a better chance of being here upon arrival will help. Many members choose to purchase a pre-owned vehicle. There are usually plenty of pre-owned vehicle choices on the local internet groups (e.g. SHAPE Motors, GK, JFC Classifieds, Facebook Marketplace, etc.). However, the majority of vehicles in Europe have manual transmissions. It is challenging to locate an affordable, pre-owned vehicle with an automatic transmission.

Due to the existing Status of Forces Agreement (SOFA), military personnel are not allowed to live in Germany or Belgium while assigned to The Netherlands.



Government-Leased and Privatized Housing (2/4)

Overall, houses tend to be smaller than what people are accustomed to in the States. This may cause difficulty when moving large furniture up narrow, spiral staircases or into small rooms. This includes large items such as king and/or queen size box springs and mattresses, oversized sofas, or other large items (even if disassembled). **Non-temporary storage in Europe is unavailable for HHG shipped** in excess of what will fit in living quarters. Storage will be at the Service Member's expense and can range from \$100-\$350 a month. It is also possible to rent a furnished, partially furnished, or unfurnished home. The type of housing is ultimately the renter's decision, but it is important to know the difference between each category. For example, unfurnished apartments are completely bare and many do not have finished flooring, lighting fixtures, kitchens, etc. In some cases, remodeled or newer homes include upgraded stovetops that only allow for induction stovetop cookware. If you decide to purchase furniture and many starter-up items, please review **page 29** and the Value-added Tax (VAT) exemption program information. Your sponsor can inform on this topic as well. Tax for non-food articles in The Netherlands is generally set at 21%, much of which is reimbursable through the VAT program. When in doubt, save all receipts!

Be advised that while negotiation of a rental contract with a landlord is possible, not all services (e.g. landscaping, house cleaning, cable, etc.) included in the rent will be covered by the OHA allowance. Utility expenses must be separate in the contract in order to be eligible to collect the monthly utility allowance. For example, cleaning services and internet services are personal costs not covered by OHA. Additionally, if you find a furnished house that you are interested in, but you plan to bring household goods, you may be able to negotiate the removal of the rental furniture in the contract. Conversely, if you find an unfurnished property, you may be able to negotiate having the property owner partially or fully furnish the property to your specifications during negotiations. Rental prices are also negotiable. Keep in mind that it is possible to reduce the price of a property by 10% or 15% through negotiation.

It is required to schedule an appointment with the Army's Housing Office within **48** hours of arrival to

Brunssum. This is required in order to get a thorough explanation of the housing process. Either through a sponsor or through self-service, it is an option to schedule appointments before arrival. The Housing Office at USAG Benelux-Brunssum has agreements with a handful of rental agencies. This can smooth the process since these companies are familiar with working with American military personnel. The agreement also ensures that Service Members are not charged a "Finder's Fee." It is often common practice for rental agencies to charge this fee if the renter decides to utilize their services. The "Finders Fee" can be as high as one month's rent.

No one should feel forced or obligated to use only the recommended rental agencies though, as finder's fees are negotiable, and sometimes reimbursable. Reference the section labeled "Finance" for more information on this topic. It is very important to note that in The Netherlands, a verbal agreement or handshake can be legally binding. Be mindful of this while viewing properties.

You must also be aware that the Army Housing Office is **not** involved in finding you a residence. They may be able to recommend some homes and get you in contact with rental agencies. Nonetheless, it is the Service Member's responsibility to figure out where to live and to schedule viewing appointments with rental agencies/landlords. One of the most common ways that incoming personnel find houses is by networking with outbound personnel. Ensure you use your sponsor as your line of communication for this type of information. If you find a house outside of the Army Housing Office support, discuss it with them. They are well versed in Dutch law and can help figure out leases. Additionally, the Legal Offices on both USAG Benelux-Brunssum and Camp Hendrik (JFC Brunssum) can assist.

It is necessary to have a European bank account with Euros in it before signing a Lease. Your sponsor will help you set up an account. The first's month rent and a security deposit are required prior to Lease signing. The security deposit usually equates to one month's rent. OHA will start and TLA will end on the move-in date of the Lease. The U.S. Delegation Administrative Office will advise members on their TLA entitlement based on HHGs delivery, temporary furniture provided by the Army, etc. Use the link below to access **Department of Defense OHA rates:** [Overseas Housing Allowance Rate-Lookup](#)

Government-Leased and Privatized Housing (3/4)

Termination by the Lessee – Special Provisions

The Lessee must give notice of Lease termination at least thirty (30) days in advance of move-out date. The following are a couple examples:

- Reassignment that causes the Lessee to leave the South Limburg area, or
- Government accommodations being made available by the appropriate military authority

The Lessor is entitled to demand proof of the need to terminate the Lease within the agreed period.

Real Estate Websites

There are websites that can assist in searching for your next residence. The USAG Benelux-Brunssum Housing Office has authorization to list properties only on www.homes.mil. The International Housing Office (IHO) at JFC Brunssum maintains a notebook of house listings available for rent. These listings are also on their Instagram page (see IHO section on next page). Even so, there are additional websites to help incoming members in their home search. Examples include www.iamexpat.nl , www.funda.nl, pararius.com, www.vesteda.com, and www.therentalagent.nl. Be advised that the housing office does not recommend AHRN as property owners who are “blacklisted” can use it! Recommend using a web browser such as Google Chrome that will translate the webpage if it is in Dutch. Speak with your sponsor when deciding on potential living locations. Your sponsor can provide advice and recommendations based on your situation. Living areas for homes in The Netherlands is in square meters. The following is a general estimates table to assist in your search:

1 sq meter	11 sq feet
10 sq meter	108 sq feet
100 sq meter	1,076 sq feet
150 sq meter	1,615 sq feet
200 sq meter	2,153 sq feet
250 sq meter	2691 sq feet
300 sq meter	3,229 sq feet
350 sq meter	3,768 sq feet

Government Leased Housing: Bldg. 8, Room 231

As mentioned earlier, the Housing Office will not find a residence or set up viewing appointments for you, but it is still necessary to schedule an in-processing appointment within **48 hours** of arrival. The Housing Office will review all leasing contracts before the Service Member signs. This can easily occur through email. Research the address online for other listings and pictures of the property, and call the landlord to schedule a viewing.

Army Housing Office: Located at the USAG Benelux-Brunssum, Building 8, Room 234.

Housing Rental Officers:

Email:

usarmy.benelux-brunssum.id-europe.mbx.dpw-hso@army.mil

Mr. Frank Vergoossen

+31 045 534-0149
DSN 597-4149

Mr. Frans Brorens

+31 045 534-0151
DSN 597-4151

Ms. Monique Zweiphenning

+31 045 534-0150
DSN 597-4150

Ms. Celine Frusch

+31 045 534 0152
DSN 597-4152

Loaner Furniture & Appliances

Service Members have the opportunity to borrow certain household items from the Army on either a long or a short-term basis. The Army can provide items such as washers, dryers, and combination refrigerator/freezers if needed for the duration of your tour. They can also provide wardrobes for storage purposes since many Dutch houses do not have as many closets as Americans are accustomed to. While waiting on delivery of household goods/furniture, they can provide beds and other basic living and dining room furniture. This includes couches, chairs, dining room table, and so forth. As these items are government furniture, they may not be as stylish or comfortable as one would like. They are, however, quite functional. Contact Mr. Raymond Geurts of the Housing Office for more information.

Loaner Appliance Repair/Replacement Officer:

Email:

usarmy.benelux-brunssum.id-europe.mbx.dpw-hsg-cfmo@army.mil

Mr. Raymond Geurts

+31 045-534-0154
DSN 597-4154

Government-Leased and Privatized Housing (4/4)

International Housing Office

Service Members can contact the IHO for other local listings. To access the IHO listings, visit the IHO located at JFC Brunssum, Building H603, B017. Another option is to use the QR code and Instagram link below to access the IHO listings.

Operation Hours:

Monday - Thursday: 08:00-16:00

Friday: 08:00-14:00

Closed on weekends & NATO holidays.

Contact Information:

Telephone: +31 (0)45 526 2135

Email: housingoffice@jfcbs.nato.int

<https://www.instagram.com/int.housingoffice/>



Utilities

The Housing Office at the USAG Benelux-Brunssum will assist in setting up auto bill pay for all utilities, or change utility services as needed. After signing the Lease, the Housing Office will aid members in preparing contracts with the utility companies' (ENGIE and WML) tax-free program. Once utility contracts are established, the member will receive a monthly or bi-monthly bill at fixed price. This bill is an estimate, and the monthly costs indicated in the bill are a reflection of the previous years' consumption rates for that residence. Members will receive a "final bill" once a year and about a month after the utility company reads the residence's meter. The "final bill" takes into account the monthly advance payments. Depending on total consumption, you might have to pay additional money or receive a refund for the overpayment at the end of the year when the annual bill is reconciled. Another important consideration for keeping utility costs low is to take advantage of the lower rates for energy/water during the nights and weekends. The cost is significantly lower after 9:00 pm during the week and all day on the weekends.

Electricity

Dutch houses are wired for 220 volt/50-cycle electricity. If you want to check if your small electrical equipment will operate in The Netherlands, check the back panel. If it reads 110-240 volts/50-60 cycles (Hz), then you will simply need an inexpensive plug adapter (Dutch electrical plugs have two rounded prongs). If the equipment reads 110V/60Hz, you may be able to use a transformer to reduce the voltage safely. **Computers and computer monitors** are generally "dual voltage." They can operate in Europe without a transformer and after changing the power-setting switch on the back of the computer. **Standard U.S. lamps** also make the transition easily without a transformer. Simply replace the 120V light bulb with a 220V bulb of the same size and wattage and use an adapter to plug in the lamp. Lamps using bulbs with a smaller E12 base cannot be converted to operate with standard sized E14 European bulbs. **Appliances** such as electric skillets, crockpots, irons, and anything with a heating element generally operate satisfactorily using a transformer.

Electronics and Appliances

Electronics and appliances equipped with motors,

magnetrons, or other sensitive electronic innards will not operate properly (or may work), but will suffer severe damage and/or reduced life expectancy with a transformer. The items below might fall in this area:

- TV (Local television systems also use a different signal format—PAL vice NTSC)
- Coffee Maker
- Microwave Oven
- Printer and Fax Machine
- Powered Computer Speakers
- Stereo Equipment
- Blow-up Mattress
- Bread Machine
- Alarm Clock
- CD/DVD Player (DVDs will only work Region 1)
- Electric Mixer (generally no problems with the mixers running on a transformer)
- Electric Fan
 - Electric Fan will work off a transformer, but unless it is a nice fan, it may be cheaper to buy a 220V fan instead of purchasing a transformer for an 110V fan; very few Dutch houses have A/C and simply use fans in the summer
- Power Tools
 - Overall, many people report no problems when periodically running smaller power tools off a transformer with sufficient capacity. For example, Drills, Sanders, Skill Saw, Routers, etcetera
- Vacuum Cleaner
 - A U.S. vacuum will run fine off a transformer, but it becomes rather inconvenient to haul the transformer around a three level house; most people buy a new or used 220V vacuum for their time in The Netherlands

**Not Electrical, but propane powered equipment such as BBQ Grill: EU has a different type of connector/regulator. NATO Air Base Geilenkirchen sells and refills U.S.-type propane tanks.*

Transformers and 220V appliances are readily available in Dutch stores, or you might be able to acquire some from departing personnel. The AAFES Exchanges in Europe also sell dual voltage electronics that will work in Europe and the U.S.

There are several thrift stores in and around Brunssum and other city locations. Most appliances are available for purchase and are at reduced rates. Check out the Milleu App (**Appendix G**) for details.

Phone & Internet Services

Phone and Internet

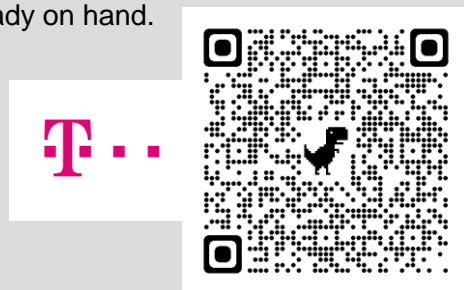
Your location within the Tri-border area will dictate the internet service providers that are available. Landlords or the USAG Benelux-Brunssum Housing Office should be able to inform on the varying service providers within the area. Most military personnel use KPN, Ziggo, Vodafone, or T-Mobile. These are four of the larger service providers in The Netherlands. Deciding on a plan that suits your wants and needs is similar to choosing a plan in the States. However, the process of getting a service started may take a bit longer than in the States. The primary reason for this is that service providers sometimes use the mail system to deliver the affiliated hardware. This hardware might also require a technician to install, which will require the user to schedule an appointment after receiving the hardware in the mail. One way to work around this is to offer to come to the store and pick up your hardware (if that is an option).

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

One of the first things that people tend to do when

they arrive in The Netherlands is to purchase either a prepaid phone or a prepaid SIM card for their current phone. Always check with current U.S. phone provider first and before purchasing a prepaid SIM card. This is to ensure that the phone is unlocked. Most of the large mobile device providers facilitate Deployed Military Programs. These programs allow customers to suspend service and maintain their U.S. phone number throughout the duration of the overseas tour. The provider might also unlock phones upon request in order to allow the use of OCONUS SIM cards.

Purchasing a prepaid phone for local use is possible through a number of different stores. Often times, Service Members observed T-Mobile-US working well in Europe, and/or switching from T-Mobile US to T-Mobile Europe without issue (they are separate entities similar to Amazon). For anyone that has service through T-Mobile in the States, data and texting will work at no additional fee when you arrive in The Netherlands. However, if you want a Dutch number, you will then have to switch over to a Netherlands' plan. The process is seamless with an unlocked mobile phone—pending a local, Dutch Bank Account is already on hand.



Comparison-shopping for phone contract packages can be tricky because there are so many options available. Each company has a variety of plans to choose from, and some plans can even differ by which store you visit. The best way to research the diverse service contracts is to go to a few different stores in person. The requirements for getting a service contract can also vary by store or even by which store representative you approach. Be prepared to present your passport, Dutch Driver's License or NATO ID, and International Bank Account Number (IBAN) in order to establish a contract. For example, the T-Mobile Store in downtown Heerlen will require you to present your Dutch Bank Card in person. The store will not accept digital IBANs (Bunq, Wise, etc.).

Vehicles

Shipping to The Netherlands

Overseas vehicle shipment takes approximately 60 days from the drop-off date in the United States (depending on the shipment Vehicle Processing Center). If circumstance permits early shipment, then this will ease the transition process upon arrival. Most likely, it will reduce transition costs and an extended car rental. Incoming members should research and seriously consider renting a vehicle to bridge the time between either buying a vehicle and/or arrival of the shipped vehicle. Regardless on the vehicle situation (Rental or POV), always ensure there is adequate parking at the temporary lodging location. This is a good rule to follow while living in Europe or traveling abroad.

Rental Vehicles

If interested in a rental vehicle while waiting for a personally owned vehicle (POV), there are several options available in the area:

Autohopper Brunssum

Address: Haefland 16, Brunssum

Telephone: +31 45 525 371

Website: www.autohopper.nl

Autoverhuur Limburg

Telephone: +31 43 351 1100

Website: www.adremlimburg.nl

Enterprise Aachen

Address: Juelicher Str. 258, 52070 Aachen, NW

Telephone: +49 24 156 8180

Website: [Rental Cars at Low, Affordable Rates |](#)

[Enterprise Rent-A-Car](#)

Dilsen-Stokkem

Address: Rijksweg 946, Dilsen 3650

Telephone: +32 12 39 09 40

Maastricht Central Train Station

Address: Heugemerweg 35, Maastricht 6221GE

Telephone: +31 43 210 0107

Vehicle Purchase

Many members choose to purchase a pre-owned vehicle once in Europe. There is a "Lemon Lot" at both USAG Benelux-Brunssum and NATO Air Base Geilenkirchen. There are also plenty of pre-owned

vehicle choices on the local classified groups (e.g. GK / AFNORTH / JFC Classifieds, SHAPE Motors Facebook page). However, the majority of vehicles in Europe have manual transmissions. It is challenging to locate an affordable, pre-owned vehicle with an automatic transmission. While shopping for a pre-owned vehicle, consider the vehicle's ability to pass an **APK** or **TUV safety inspection**. The APK or TUV (Germany) is required when registering the vehicle through the Dutch Vehicle Registration Office on JFC Brunssum.

What is an APK inspection?

During an annual motor vehicle test or APK (Algemene Periodieke Keuring), a vehicle testing station or garage will inspect the vehicle. The inspector conducting the APK will determine the vehicle's roadworthiness, and check registration and environmental compliance. For example, automobiles may not have tread depth less than 1.6 millimeters. If the tread depth is below 1.6 mm, then the owner will have to replace the tire. A follow-on inspection will then occur to ensure compliance.

There are several garages / testing stations in the local area. When retrieving your vehicle from the VPC location, the office can provide members with a listing of where to get an APK inspection. Please also keep in mind that the POV Registration Office on JFC Brunssum may not approve your vehicle's registration if the APK is over three months old. Discuss this topic with the seller when buying a pre-owned vehicle. For more information on the APK inspection, see **page 32**.

Vehicle Registration & Shipment

Personnel have authorization to register two vehicles tax-free during assignment at Brunssum. However, the military will only pay to ship or store one. For any additional vehicles beyond the two authorized, personnel are responsible for applicable road taxes. The taxes are quarterly and based on vehicle / engine size. For more information on vehicle registration, please see **page 33** and **Appendix H: JFC Brunssum Vehicle Registration Application**.

Vehicles (2/3)

Vehicle Registration & Shipment (Continued)

Shipped vehicles will arrive to the Vehicle Processing Center (VPC) in Brunssum at USAG Benelux-Brunssum. Upon check-in, contact the VPC. Provide the VPC with your name and updated contact information. They will then notify you when your vehicle is available for pickup. You can track your vehicle's status through

<https://www.pcsmypov.com/>. As mentioned earlier, overseas vehicle shipment typically takes six to eight weeks, depending on the location of the origin VPC. Leave the U.S. State License Plate in the vehicle. You will need it in order to drive off base and can drive with it before registering the vehicle at JFC Brunssum.

Purchasing or having a financed vehicle in the U.S. shortly before departing has caused some significant challenges. Follow up with the finance company immediately to obtain their requirements for transporting the vehicle outside the U.S. Most companies require certain insurance guaranties. Some also require a higher percentage of equity in the loan amount and prior to releasing the vehicle. As stated earlier, it is possible for Service Members to ship a second vehicle. This option is at the Service Member's expense, though. While there are many options for purchasing a vehicle in Europe, many members use public transportation or a bicycle as their alternate mode of transportation.

Driver's Permit / License

Prior to picking up a vehicle, members need to obtain a **U.S. Army Garrison BENELUX-BRUNSSUM POV DRIVING PERMIT** through the USAG Benelux-Brunssum Drivers Testing Station. The drivers testing office is located in Building 7, Room 103. The office provides driver training for both POVs and government vehicles. Active Duty Service Members assigned to The Netherlands are required to obtain a driving permit. The driver's testing office also has hard copies of the manual/study guide and will provide one when scheduling an appointment for the class. After receiving a USAG Benelux-Brunssum POV and government vehicle driver's permit, Service Members can then go to JFC Brunssum, Building H-102 to register for the JFC Brunssum Drivers Training. This is an in-processing requirement for

Service Members assigned to JFC Brunssum, and it facilitates getting a NATO Driver's License.

Other Vehicle Considerations

1. Diesel POV Owners/Shippers

Environmental Emissions Restrictions on Diesel POVs operated within various German / Belgium / The Netherlands city limits are changing "daily." BEFORE SHIPPING A DIESEL POV, personnel should email USTRANSCOM-Europe Personal Property Office at usarmy.sembach.598-trans-bde.mbx.ppd@mail.mil

and provide Make, Model, Year, and VIN #. USTRANSCOM-Europe will call their local Registry of Motor Vehicles (RMV) and obtain the most current information.

2. Motorcycles / Mopeds / Scooters

Motorcycles / Mopeds can be imported in personal property shipment duty free. There is no restriction on the number of vehicles imported. Similar to the States, moped and motorcycle registration is required through the local military authority. In addition, Service Members must have a driver's license in order to operate the vehicle. In The Netherlands, Electric Scooters are not allowed to be on public roads without a driver's license. If on the road, they are a motor vehicle according to the law; therefore, they require a registration number and insurance.



3. Boats

Prior to shipping a boat to The Netherlands, please contact The Netherlands Customs to inquire about import restrictions. Furthermore, a special license must be in possession to operate a boat in The Netherlands. The operator's license contains various categories, of which are only issued in country.

4. Bicycles

The fine for bicycles without lighting or with underactive lighting is 55 Euros + 9 Euros Administration Fee; without the mandatory reflectors is €35 + €9 Administration Fee.

Vehicles (3/3)

Other Vehicle Considerations (Continued)

4. Bicycles (Continued)

For completeness, Bicycle lighting is subject to the following rules in The Netherlands:

- Between sunset and sunrise, and during the day when visibility is severely obstructed, a cyclist must carry light
- The front light must be white or yellow; tail light is red
- The light must be fixed to the bike, or worn on the chest (front light) or back (tail light) and uncovered
- The light must not flash (fine of €55 + €9 Admin. Fee)

Some Tips:

- The lighting should not blind other road users
- Reflectors on the bicycle: red (rear); white (front) double-sided on the spokes and/or white reflective strip on the side of the wheels. Pedals must also have yellow or orange reflectors
- Turn on lights if visibility is less than 200 meters (e.g., fog, rain, or snow)
- Wear clear clothing, top wear with reflectors or reflective accessories
- <https://www.army.mil/article/263506>

5. Vehicle Checklist / Safety Kits

There are a number of vehicle and driving requirements in Europe. This checklist provides you with basic requirements when driving in Europe. While this is not an all-inclusive list, and every nation has varying requirements, it offers baseline information to ensure a safe driving experience while stationed in Europe. Please familiarize yourself with the driving laws, specific entry requirements, and compulsory items to carry for the country/countries you will be driving in. More importantly, printing off the documents or acquiring some of the listed items before moving, versus gathering after arriving, will save time and money.

a. Important Documents (store in vehicle/on-hand):

- <https://cartraveldocs.com/> provides fillable / printable accident report forms in several languages. By law, EU countries require these forms to be stored in the vehicle
- See **Appendix I: Brochure for POV**. If stopped by the police while driving in Europe, present this form to help explain the Registration and Insurance situation.

- Valid Driving License & Dutch Permit
- Proof of Vehicle Insurance
- JFCBS Vehicle Registration
- Proof of Identification (passport)
- Travel Insurance Documents
- Vehicle's APK Paperwork (current)
- Environmental Badge/Sticker—required to drive in certain metropolitan areas: <https://www.environmentalbadge.com/>
- European Breakdown Coverage (roadside assistance) policy number and documents
- Photocopies of Important Documents
- Health Insurance Card (recommended)

b. Equipment—By Law:

- Reflective Jacket(s)—must have one for each passenger, stored in the car's cabin
- Warning Triangle (compulsory in most countries)
- Headlamp Beam Deflectors (depends on vehicle type; regardless, you will need either deflector stickers or have to adjust the beam manually)
- Safety Helmets—for riders and passengers of motorcyclists and moped riders

c. Equipment—Recommended:

- Fire Extinguisher (compulsory in Belgium)
- Breathalyzer (compulsory in France)
- Spare Bulbs (compulsory in Germany)
- Spare Fuel Can
- Additional Engine Oil & Water (topping up)
- Blanket(s)
- High Quality Torch
- Small Shovel (Winter)
- Ice Scraper (Winter)
- Traction Mats, Salt, or Sand (Winter)
- Up-to-date Map or Satellite Navigation

6. Driving in Europe

Driving and Traffic violations and associated tickets in Europe are expensive (specifically in The Netherlands). For example, 5 km/hr over the limit can be €35, 15 km/hr over can be around €139. Cameras are everywhere, so maintain the speed limit. Speed limits on the highway in The Netherlands are 100 km/hr during 06:00-19:00, 120 km/hr during 19:00-06:00.

Pet Travel & Requirements

There are several items needing to be taken care of ahead of time to guarantee that you and your pets arrive easily:

Vaccinations and Health Certificate

There is no pet quarantine in The Netherlands. The Royal Netherlands Embassy has a standard Veterinary Certificate for Domestic animals entering the European Community, for noncommercial movements, on its website. The health certificate has to be signed within 7 days of arriving to The Netherlands. Keep that in mind if your flight happens to be an overnight red eye as many are from the east coast. The two main issues concerning the certificate are identification of the animal and rabies vaccination. Your pet must be identifiable by either a microchip or tattoo, with the microchip being the preferred method. The microchip must meet ISO (International Organization for Standardization) standards. More information is available at their website www.iso.ch. For awareness, the "Home Again" microchip from AKC Companion Animal Recovery and the AVID-Euro chip are compliant with manufacturing standards. If the microchip is not in compliance, a chip reader will need to accompany the animal. Ensure pet is up to date with their rabies vaccination, and ensure this reflects on the health certificate. The rabies shot will have to be repeated either annually or every two years in accordance with the type of vaccine used. Make sure that the health certificate includes the manufacturer and name of vaccine, batch number, date of the vaccination, and expiration date of the vaccine. In addition, the vet needs to declare on the certificate that the animal is free of disease. Some vets issue rabies' tags that attach to an animal's travel cage. For more information on international pet travel, go to the Animal and Plant Health Inspection Service (APHIS) using the link below.

<https://www.aphis.usda.gov/aphis/pet-travel>

Airline Transportation

Transport requirements for pets are generally the same, but each airline has some variations on rules for pet transport. Find out what these requirements are before you book tickets! Carry on smaller pets if possible, or check them in as baggage if necessary.

If checking them in as baggage, be sure to confirm that the airline will place the pet in a pressurized, climate-controlled compartment.

Confirm pet crate requirements with the airline prior to travel date. Airlines may also have additional health related requirements. Previous travelers noted the Schiphol Airport in Amsterdam, The Netherlands as one of the best accommodating airports when traveling with pets. Some airlines require passengers to pick up pets in a different area of the airport, which requires driving around the terminals, and some charge extra fees upon arrival. Ensure all vaccination and pet medical records are on person. In order to retrieve or sign-over pets, some Customs Offices require proof of vaccination beforehand.

Stay with the same Airline as much as possible, especially if there are layovers or multiple stops before reaching the final destination. If it is the same Airlines, they might charge a pet transport fee to move the pet from one plane to the other. If using multiple Airlines for travel, each Airline will charge a separate pet fee. This can be very costly!

Temporary Lodging

Be sure to confirm that the temporary lodging allows pets. This varies by location and sometimes even by pet size, but The Netherlands is a very pet friendly place.

For more information on traveling to and from The Netherlands, access the Government of the Netherlands website below.

<https://www.government.nl/>

Schools

Address:

Ferdinand Bolstraat 1
NL-6445 EE Brunssum, The Netherlands

Telephone: +31-45-527-8221

Elementary School: +31-45-527-8251

Middle/High School: +31-45-527-8262

director@afnorth-is.com

Website: <https://afnorth-is.com/>



The AFNORTH International School was founded in September 1967 and provides education for children of Allied Forces Northern (AFNORTH) Europe and other NATO personnel serving at the headquarters and nearby commands. Four nationalities sponsor the school: Canada, the United Kingdom, the United States, and the Federal Republic of Germany. Responsibility for international administration remains with the director appointed by the Board of Governors. Each of the national sections has its own principal or head teacher. They are responsible for their section to both the director and their national education authority. The director and the principals are together responsible for fostering the international ethos of the school and for respecting the educational requirements of each nation.

Transportation is available for most AFNORTH students. The school will work with the bus companies to the full extent possible to identify a convenient bus stop; however, there are distance boundaries that the buses will not exceed. Inbound families can verify beforehand through their sponsor, shortly after arrival, or during house searching to ensure availability.

Some families decided on schools other than AFNORTH (local Dutch, Belgium, or German Schools or the International School in Maastricht: United World College). Others homeschool, which can provide much more flexibility. Note that the U.S. Military will not reimburse private school fees (e.g. UWC).

AIS Emergency Information System

AFNORTH International School implemented an Emergency Information System. Families can subscribe at the beginning of each school year if they want to be part of the system. This system ensures the school is able to contact families immediately in case of severe emergencies or if they



need to send important and urgent messages. An emergency is a situation requiring evacuation, school closure or cancellation, which may be based on, but not restricted to, fire, flood, inclement weather, bomb threats, firearms, chemical spills, and/or terrorist activity. Registration of AIS EIS is required at the beginning of each school year as all data is erased from the system every end of school year.

Special Needs

Prior to accepting a position, the command shall ensure that family members' medical and educational needs can be met at the overseas location. The schools here have limited special education services and unlike public schools in the U.S., they are NOT obligated to accept your child if there is a special educational need. It is essential that you submit your child's IEP (Individual Education Plan) to the Department of Defense Dependents Schools program prior to execution of orders.

The purpose of special education is to enable students to develop to their fullest potential by providing a free, appropriate public education in compliance with the Individuals with Disabilities Education Act (IDEA) as implemented by DoD Instruction 1342.12, "Provision of Early Intervention and Special Education Services to Eligible DOD Dependents." Be aware that schools outside the U.S. are not required to follow U.S. legislation on any educational issue. DoDDS-Europe does not have any control over local school operations. The Work Life Office may also have useful information and resources. Listed below is the point of contact.

Mrs. Kelly Beck

United States Coast Guard Health, Safety, Work Life Field Office, Portsmouth (FOD5-POWL)

4000 Coast Guard Boulevard

Portsmouth, Virginia 23703

Office Telephone: (757) 686-4025

Community Services

Child Youth Services (CYS)

Programs are open to all NATO ID cardholders. Use of programs requires registration at the CYS Central Registration Office. Parents or legal guardians must bring their child's current immunization record, health assessment, names and telephone numbers for at least two (2) emergency contacts, and current Leave and Earnings Statement for employed parents wanting to use the childcare programs. For more information, go to

<https://brunssum.armymwr.com/categories/cys-services/>

JFC Brunssum NATO Base
Rimburcher 30
Building H-602
PA Brunssum 6445, NL

Telephone:

- +31 (0)45-534-0266
- Military DSN (314) 597-4266

Operating Hours: M-F, 08:00-17:00



Child Development Center

- Serves children at 6 weeks - 5 years
- Full-day, hourly care and part-day programs
- DoD certified, NAEYC accredited

JFC Brunssum NATO Base
Rimburcher 30
Building H-602
PA Brunssum, 6445 NL

Telephone: +31 (0)45-534-0271/0273

Operating Hours: M-F, 07:00-18:00

School Age Services

- Serves children from Kindergarten through 5th grade
- Offers before and after school programs, summer camps, and camps during school breaks
- DoD certified and COA accredited

Telephone: +31 (0)45-534-0271/0273

Operating Hours: 07:00-08:45 and 15:45-18:00 when school is in session and 07:00-18:00 when school is not in session

Youth Center

Offers a wide range of programs for youth in grades 6-12. Free Middle School Teen (MST) programs are offered daily after school in the afternoons, select evenings, and during the summer. MST morning

campers are available at a nominal fee during the summer to complement the free afternoon program. This program is DoD certified.

Telephone: +31 (0)45-534-0280

CYS Sports & Fitness

Offers developmentally appropriate opportunities for children ages 3-18 to be engaged in individual and team sports such as soccer, baseball, cheerleading, archery, and etcetera. Pre-registration is required for Sports and Fitness Programs.

Telephone: +31 (0)45-534-0281

School Support Services

Provides information, referral, and assistance as you PCS with your K-12 school age child.

Telephone: +31 (0) 45-534-0277

Religious Services

Sunday Catholic and Protestant services are at JFC HQ Brunssum International Chapel. Protestant service begins at 9:30 with a fellowship following the service. Childcare and Children's Church is available during the regular worship. Catholic Mass begins at 5:00 pm. At the NATO Air Base Geilenkirchen Chapel, Catholic Mass begins at 9:30 with a fellowship following the service. Protestant services start at 11:15. Other churches in the area are the Damascus Road in Maastricht, Redeemer Church in Maastricht, Emmanuel Baptist in Hoensbroek (service at 11:00 on Sunday), and the Powerhouse, which is held at the International Community Center near JFC Brunssum (service at 10:00 am on Sunday). A full spectrum of junior and senior high school youth activities are available throughout the week from Club Beyond. Other ministries include marriage and family counseling, financial peace university, Protestant Women of the Chapel (PWOC), Protestant Men of the Chapel (PMOC), Sunday school, music ministries, religious education, and Confraternity of Christian doctrine.

For more information on activities, clubs, facilities, and local area:

U.S. Army Garrison (USAG) Benelux-Brunssum Website:

<https://home.army.mil/benelux/index.php/my-fort/processing/newcomers>

JFC Brunssum Website:

<https://www.jfcbrunssum.com/clubs/>

Other Pre-Arrival Considerations

Unaccompanied Baggage

Ship unaccompanied baggage (express shipment) well in advance of departing current unit, if possible. Unaccompanied baggage shipments generally move as air cargo and can arrive before arrival. This shipment should be packed and picked up at least 30 days prior to arrival date. This will provide a better chance of it arriving before moving here.

Recommended packing items include light, bulky items (clothes, pillows, blankets, and bicycles). This will reduce a lot of stress when managing many pieces of luggage at the airport. Without a known home address, work with your sponsor to arrange an alternate destination for the unaccompanied baggage. Temporary lodging or a sponsor's home are just some examples of alternate locations. Service Members are generally limited to 1,000lbs for unaccompanied baggage. There are some restrictions on unaccompanied shipments. Items such as furniture and certain electronics cannot be included. A Transportation Officer should provide this information during HHG counseling. Consider shipping items that you want to use immediately at the temporary lodging or shortly after settling in at the new residence. Main HHG shipments can take a month, or even longer, to arrive after being in The Netherlands. Transportation Offices do authorize the mailing of HHG. Mailed items count towards the HHG allowance, but the costs associated with the mailing are reimbursable—if the costs are included with the shipping receipt in Travel Voucher, DD Form 1351-2 Block 18.

Each airline has its own rules for the number of bags and weight allowed for Active Duty Military Members PCSing overseas. Please verify the allowances prior to booking flights. Depending on the airline, it may be possible to bring four bags per person, up to 100lbs each, with a copy of your orders in hand and at check in. Pack the items you will wear/use while reporting in and during your time in temporary lodging. Plan for 30-60 days of clothing while searching for a permanent residence.

Cleaning supplies comprising of paper towels, rags, broom, dustpan, and mop are available for purchase at the commissary. On the other hand, these items can ship as unaccompanied baggage as you will likely want to clean your home before HHGs arrive.

Cleanliness standards of a residence prior to moving in vary. Whereas dust on blinds, floors, and counters is commonly removed by property owners and managers in the States, Landlords in The Netherlands do not have to clean a residence to an extent that Americans are accustomed to.

Postal Service / Mail Box

The U.S. Post Office provides services such as mailing letters, parcels, and post cards at USAG Benelux-Brunssum. It also provides money orders, stamps, boxes, and U.S. Postal Service (USPS) and Priority Express to ship mail. Post office hours are MON-FRI, 12:00-5:30 pm, except on THURS, 09:00 am – 12:00 pm.

The post office assigns an Army Post Office (APO) box number to each Service Member. The box is located in the Postal Service Center on USAG Benelux-Brunssum. The APO is an extension of the U.S. Postal Service, allowing you to send and receive U.S. mail just as if you do at home using regular, domestic postage rates. Any packages other than a letter require a customs declaration form. Allow for an extra week for mail delivery at either direction. Please note that some mail order and Internet vendors will not ship to APO boxes, and there are size and weight limit restrictions. Before purchasing an item, always check to ensure that vendors will ship to APO addresses. UPS, FedEx, and other courier services cannot deliver to APO addresses. Discuss with your sponsor on setting up the APO box number 30 days before arrival. This way, you can begin to forward boxes and letters during the transition to Europe. Military PCS orders are required to setup the mailbox.

Mail posts to individual mailboxes five days per week at the USAG Benelux-Brunssum Post Office. Appointments are an option when mailing five or more parcels by calling DSN 360-7279/7273 or Commercial 046-443-7279/7273.

Postal Service Contact

Telephone: DSN: 597-4185; COMM: +31(0)45-534-0085

For more information on the USAG Benelux-Brunssum Post Office, go to:

<https://home.army.mil/benelux/index.php/about/Garrison/directorate-human-resources/administrative-services/postal-services>

Other Pre-Arrival Considerations (Continued)

Personal Security/Risk Reduction

Do not bring attention to valuable items, do not leave anything valuable/important/expensive in vehicles, and do not make it obvious when not at home.

Some tips:

- **Valuables:** if expensive items are in plain sight of a ground floor window, consider rearranging items so the valuables are less obvious to burglars; close window shades at night to keep people from looking in the house
- **Vehicles:** break-ins are common, especially when a purse or GPS are easily visibly
- **Vacation/Traveling:**
 - Home robbery trends tend to increase in volume during the summer and holiday seasons. Burglars know when vacation or moving seasons peak
 - Leave lights on and a car in the driveway, if possible. Ask a neighbor, sponsor, or co-worker to retrieve the mail while gone for extended periods

Privately Owned Firearms (POF)

Shipping a privately owned firearm (POF) into The Netherlands by U.S. personnel or their dependents is not prohibited outright, but as a practical matter, it is almost impossible to accomplish legally. Permission to import the POF into The Netherlands is required from Dutch Customs prior to shipment. If the requester does not have a valid Dutch weapons permit, Dutch Customs must refuse permission to import the POF unless it will remain under their control on its arrival. Granting a Dutch permit is not likely as the application requires documentation that few American citizens can provide. Given these difficulties, we recommend that personnel moving to The Netherlands do not attempt to ship a POF into the country.

In order to ship a POF, DoD personnel must have in their possession a document showing authorized consent from The Netherlands Minister of Security and Justice.

Use the link below to get more information on the approval process.

<https://www.belastingdienst.nl/wps/>

Personnel who reside on the economy must register weapons with local police authorities. Failure to register firearms may result in confiscation of weapons. The use of firearms in The Netherlands is uncommon because of hunting formalities, availability of shooting ranges, and stringent laws governing their use.

Host Nation policy is to absolutely minimize the import of weapons. Although there is no restriction on import quantities, local authorities must receive justification or need for having a weapon. Military installations also might have restricted storage facility for POFs.

Membership with a local (Dutch) rod and gun club is mandatory. Certification of Firearms must occur at least eight times a year at an authorized range.

Shipping firearms in HHG or UB is possible. However, the firearms must be clearly identifiable on the carrier's descriptive inventory.

Exceptional Family Member Program (EFMP) — Continued from Page 8 (**for U.S. Army**)

Launched in 2022, [Enterprise Exceptional Family Member Program](#) (E-EFMP) is a secure, digital platform that streamlines enrollment and assignment coordination, and makes Family support access easier. The system's online form saves data and case files to the Cloud (on-demand availability), which reduces paperwork and administrative hurdles while safely storing information during every household move, deployment, and rotation.

Now, through E-EFMP, members can complete EFMP enrollment, reenrollment, and overseas Family Member Travel Screening (FMTS) if Family members are co-located. Members and Families that are geographically separated need to contact their nearest Military Treatment Facility to complete Family Member Travel Screening (FMTS).

Arrive in The Netherlands

Getting to Joint Force Command Brunssum

Inbound members and families have several options when arriving in The Netherlands and travelling to JFC Brunssum. There are multiple airports and train stations that are no more than a few hours away.

Airports

- Amsterdam Schiphol: www.Schiphol.nl; 2.5hrs by road
- Eindhoven (NL): www.eindhovenairport.com/; 1hr by road
- Maastricht-Aachen Airport (NL): European Links- www.maa.nl/en/; 30mins by road
- Brussels Zaventem (BE): www.brusselsairport.be; 1.5hrs by road
- Brussels-Charleroi (BE): www.Charleroi-airport.com; 1.5hrs by road
- Düsseldorf (GE): www.duesseldorf-international.de; 1.25hrs by road
- Cologne/Bonn (GE): www.koeln-bonn-airport.de; 1.25hrs by road
- Frankfurt (GE): www.Frankfurt-airport.de; 2.5hrs by road

Railway Stations (Local)

- Heerlen: 15mins (with international connections)
- Sittard: 15mins (with international connections)

Travel arrangements are possible for arrival at either Amsterdam Airport in Schiphol, The Netherlands, Brussels Airport in Brussels, Belgium, or Düsseldorf Airport in Düsseldorf, Germany. Be sure to send your itinerary to your sponsor, along with how many people, pets, and bags you will have in tow. Your sponsor will meet you in the arrival hall at the airport after you have cleared Immigration and Customs. Please let your sponsor know if you are traveling with pets for best airport options. It is not a bad idea to send pictures of one another beforehand so that the sponsor and arriving member(s) know whom to look for since everyone will be in civilian clothing.

When you deplane, follow the signs to Baggage Claim. Keep your eyes open for free luggage carts. On the way to Baggage Claim, you will first go through Immigration where passports are sometimes subject to examination. Service Members present orders and their official passport and family members should present their Official/“No-Fee” passports. No visa is necessary for U.S. citizens arriving in any of the European Union countries. If, however, you have a non-U.S. citizen

In your family, contact Activities Europe immediately. A Netherlands visa may be required. Be sure to consult the Foreign Clearance Guide prior to traveling for the most up-to-date requirements.

After you collect your baggage, go through the “NOTHING TO DECLARE” (green sign) aisle (unless however, you have something to declare). In the green aisle, the Customs “Douane” officials randomly stop people, ask where they arrived from, and sometimes have them open their bags. Do not be surprised though if you simply walk through Customs without an inspection.

After Customs, you will pass through an automatic door and enter the Arrivals Hall. Your sponsor will be waiting on the other side of that door. If, after waiting for a long time, and you have not met your sponsor, find a telephone and call/text your sponsor (or call the office if during working hours). Your sponsor will text you or use the prearranged method of communicating with you, should there be an issue that will make them late. Use of the public telephone may require the purchase of a phone card or Euro cents to make the call. You can also use the airport WIFI to message or email. All ACTEUR personnel have issued iPhones and you could call, text, or FaceTime if you have an iPhone.

Taxi/Airport Shuttles

Service Members can request reimbursement for these items when traveling from the airport to place of duty. The expenses will need to be added on the PCS travel voucher.

VBH Verkehrsbetriebe Honinger GmbH

- Telephone: +49 (0) 2452 989 4022
- Email: zentrale@hoeninger.de
- Please Cc: heino.hamel@hoeninger.de
- In your email, include:
- Name; Mobile Number; Date & Time; Pick-up Point Address; Drop-off Point Address; Number of Passengers; and any Special Requests
- You will be asked to show NATO/U.S. ID Card at pick-up
- Your invoice will include VAT

BRUNSSUM (MILITARY ONLY BASE)

Kranenpool 24

Mon - Fri:	10:00 AM - 06:00 PM	24-Hour pickup	By Request
Sat:	10:00 AM - 03:00 PM	24-hour return	Yes
Sun:	Closed		
Holidays:	Closed		

In-processing

The following pages outline the main offices you need to visit upon arrival. While each service's administrative section may vary in how they in-process personnel, these pages provide broad guidance as to what Service Members are initially required to complete.

Banking

While you will not "in-process" a bank, setting up a local bank account should be a top priority. A Dutch bank account is for practically anything you want to establish during the tour. This includes phone account, utilities, and rent. Nearly all merchants accept payment via Maestro Card, which bears a logo similar to the MasterCard logo. This card is a debit card that draws money directly from the Dutch bank account. It can also withdraw cash from ATMs. You will get one of these cards when you set up your Dutch bank account.

Personal checks are not used in The Netherlands. U.S. bank cards are also not widely accepted in The Netherlands. If accepted, they will have an international transaction fee (check with your bank); however, you can withdraw funds with them at most ATMs. The Dutch pay bills, rent, and other large payments through electronic funds transfer similar to a debit card and called a "chip and pin" card. Your Dutch bank can provide instructions on how to transfer funds from your account to another account. Visa and MasterCard are usually acceptable to use in The Netherlands, except at smaller merchant stores and restaurants and some grocery stores. American Express is seldom accepted and some restaurants are cash only. Exceptions do exist for the American Express card; for example, the Makro Store in Nuth. Most locations in Germany also accept the American Express card.

There are a few options for Dutch banking. Direct deposit or allotment to a Dutch bank account is possible, but check with your bank institution for set-up requirements. Also, only a Dutch bank will offer the Maestro Debit Card. Community Bank and Andrews Federal Credit Union will transfer and covert money from American accounts to Dutch accounts electronically. This process can be an automatic, regular transaction. Euro deposits to a Dutch bank account are possible through an ATM for a fee. Recurring payments can be created for

bills through both banks. Another popular option to transfer money from your U.S. bank account to your Dutch bank account is in a variate of phone applications. Doing so allows you to avoid having to open an account with Community Bank or Andrews Federal Credit Union. Two popular applications for this are Wise (formally "TransferWise") and Xoom.

Explore banking options to determine what will work best for your financial situation. Seeking advice from a sponsor and other members of the unit is encouraged. Do not bring a large sum of U.S. dollars, but do bring smaller bills and change. All stores on base, including the laundromat, use dollars. A U.S. debit card will work on ATMs throughout The Netherlands. Many ATMs in Europe have additional bank fees for using their machines. Enquire your bank on international transaction fees for debit and credit cards before arriving; fees can vary from 0-5%, depending on the bank and type of card. You will also lose some money through a poor exchange rate from use of ATMs. Selecting EUROS as the transaction fee uses your bank's exchange rate versus the vendor's exchange rate. Most local banks require an appointment to conduct business. Contact them in advance to make an appointment to set up a bank account. On the next page is a listing of the frequently utilized, local banks to assist in your decision.

Upon activating a Dutch bank account, customers will receive an account number as well as an IBAN and BIC. An **IBAN**, or International Bank Account Number, and **BIC**, or Bank Identifier Code, are part of a new European standard as part of the SEPA (Single Euro Payments Area) agreement. When setting up a new direct debit, or for already existing direct debit arrangements, companies commonly request IBANs and BICs. This will most likely occur when initiating a direct debit to automatically pay phone, insurance, or utility bills. An IBAN does not replace an existing account number. Its use is for electronic transactions with businesses or individuals. Each IBAN number uniquely identifies an account. Protect and treat the IBAN just as much as the associated bank account number. Please note, Community Bank on USAG Benelux-Brunssum offers a German IBAN. This IBAN may prove difficult when establishing a phone contract with a Dutch service provider.

In-processing (2/10)

Banking (Continued)

DOD Community Bank

- Located on USAG Benelux-Brunssum
- Operated by Bank of America
- https://www.dodcommunitybank.com/home/locations/the_netherlands

Andrews Federal Credit Union (FCU)

- Located on USAG Benelux-Brunssum
- <https://www.andrewsfcu.org/Access/Locations/Branches-ATMs/Brunssum-the-Netherlands>

ING.NL

- Address: Lindeplein 3, Brunssum
- <https://www.ing.nl/privatebanking/producten-services/dagelijkse-bankzaken/betaalrekening/index.html>

ABN AMRO

- <https://www.abnamro.com/en/home>

**SNS Bank, with a local office in Brunssum, will prove difficult when trying to get an account as a U.S. citizen. This is not a preferred bank.*

Foreign National Registration

Residence Permits

A residence permit is required for all dependents regardless of age. Military members are exempt because of the SOFA, and they have a different form of identification. The Koninklijke Marechaussee (KMAR), or Royal Dutch Police, on JFC Brunssum issue the resident permits. They will be the ones to collect certain information and take photos of your dependents for use on their cards. Residence permits come in the form of a wallet-sized ID card with the bearer's name and colored photo on the front. Please note, due to the equipment used to collect forensic data, dependents 6 years and younger will require a photo provided by a Dutch photo studio in order to receive a residence permit. A U.S. passport photo does not meet the dimension requirements. Most grocery stores in The Netherlands have an attached pharmacy or store similar to a Walgreens or CVS. There is also a studio in downtown Brunssum located at Het Winkelcentrum 14, 6441 BZ Brunssum, Netherlands. Photos are by appointment.

The Marechaussee Office located on JFC Brunssum, Building 100 (by back gate), will process your family's documentation and will communicate statuses through email or by phone. After receiving notification that the permits are complete, it is best to schedule an appointment for dependent I.D. pick-up. This process can take several weeks and **can only start after the newcomer has a signed lease to use as a permanent address**. Therefore, dependents should request a Marechaussee Letter during the processing period in case traveling out of The Netherlands occurs.

The type of residence permit issued depends on the dependent's nationality:

Dependents with U.S. citizenship or citizenship in another "friendly" country are considered privileged aliens, and may simply apply for a Residence Permit after entering The Netherlands.

Dependents with another nationality who would need a Visa to enter The Netherlands need to apply for a "Machtiging Voorlopig Verblijf" (MVV) at the Dutch Consulate of their country of residence before traveling to The Netherlands.

Dependents with a nationality of one of the Schengen countries, most of which are EU countries, do not need a Dutch residence permit.

Identification Requirements

Dutch Law requires all persons 14 years and older to carry two forms of Identification:

Category	ID Requirement
Uniformed Members	U.S. Military ID Card and Movement Order or U.S. Military ID and NATO ID Card
DoD Civilian Employees	U.S. Military Civilian ID Card & Dutch Alien Registration Card
Dependents 14 Years and Older	U.S. Military Dependent ID Card & Dutch Alien Registration Card
Dependents Under 14	No Requirement to Carry Identification

In-processing (3/10)

NATO Identification

After in-processing your service's Administrative Office, the Pass & Registration Office on JFC Brunssum will be the next office to visit. The office is co-located with the Vehicle and Registration Office and Dutch Customs at Building H102. This office will input your information into their computer system and issue you and your dependents blue NATO ID Cards.

Access to U.S. Military Bases

All military personnel and their dependents require registration in DEERS for authorization to enter U.S. military bases in Europe (to use the Exchanges, Commissaries, Medical Clinics, etcetera.). Service Members must present their military ID or Common Access Card upon entering any U.S. military base. Your official orders should include instructions on getting updated military IDs for all Service Members and dependents prior to leaving the U.S. (if expiration is during your tour). Schedule an appointment with your local DEERS office and present your official orders.

Finance In-processing

As of the writing of this guide, Army Service Members are able to submit Finance paperwork digitally to in-process Finance. Additionally, Army Service Members no longer submit travel vouchers to the Finance Office located at the BENELUX Finance Center of Excellence in Mons, Belgium. For Travel Voucher claims, Service Members will submit claims online through Travel Voucher Direct. Visit the Defense Finance Accounting Service (DFAS) website <http://www.dfas.mil> and ask a question online at <https://go.usa.gov/xdxxE>.

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

- PCS Orders & Amendments
- Completed DA 31 (Signed out and in, Blocks 14 & 16)
- Temporary Lodging Expense (TLE) Receipts (5-days authorized at CONUS)—displaying a \$0.00 balance
- Flight Itinerary / Invoice
- Marriage Certificate for Spouse

- Birth Certificates for Children that are command sponsored dependents
- Foreign Language Pay Documentation
- Parachute Pay Termination Order
- SDAP 4187 to Stop, Start, or Continue Incentive
- User Guide for the 1610 (quarantine period, needing Commander's Signature)—if required
- DD 1351-2
- If applicable, the quarantine receipt, the long VPC form if there was shipment of a vehicle, COVID Test Invoice (Paid), and any additional receipts for expenses incurred during travel, excluding meals (i.e., Shuttle transport to and from airport)

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

- PCS Orders & Amendments
- Temporary Lodging Allowance (TLA) approval memorandum from the USAG Benelux-Brunssum Housing Office
- Any and all receipts from the temporary lodging business—displaying a \$0.00 balance

This process could change at any time and recommend you check with your Administrative POC for any updates to in-process.

For **Air Force** Service Members trying to reach Finance, please contact:

Email: 470ABS.FMF@us.af.mil

470 ABS, Geilenkirchen Finance Office, Building 87
DSN: 314-458-4039/4134
NATO Extension: 2218

For **Navy** Service Members trying to reach Finance, please contact the following:

usn.benelux.navsuppactnaplesit.list.usnseb@army.mil

In-processing (4/10)

Finance (Continued)

The initial stay in temporary lodging and while searching for a permanent residence is reimbursable. However, the TLA reimbursement can take some time to process, and you will incur all lodging costs up front. Therefore, members are encouraged to set aside sufficient funds to cover this expense. As stated earlier and on **page 6** in this guide, the following example is a rough estimate for first month's rent, security deposit (1-month rent amount), and property owner fee (equal to one-month rent):

Example: OHA = 1500 Euros—you may need 4500 Euros upon signing lease (Approximately \$6000 depending on the current exchange rate). Additionally, Service Members need to be aware that temporary lodging expenses can range from 1500-3000 Euros for each 15 days.

If renting a vehicle, it may cost up to \$700 for the first week while waiting for a POV to arrive or while searching for a local, used car. To assist in offsetting these costs, the government has several allowances to which members are entitled. The below sections provide a short description of the entitlements and allowances. It is strongly encouraged to discuss each of these allowances with respective service administrative sections and/or finance offices. It is also important to mention that it is the Service Member's responsibility to ensure that their pay is correct. Keep an extra watchful eye on monthly pay statements during your time in The Netherlands. Depending on the branch of service, Service Members moving to The Netherlands may receive the following allowances:

Basic Allowance for Subsistence (BAS)

Enlisted personnel will receive Enlisted BAS; Officer BAS will remain unchanged.

Temporary Lodging Allowance (TLA)

TLA will cover most, if not all, temporary lodging expenses. Authorized TLA amounts vary greatly and may be difficult to compute. A good rule of thumb is to look for a hotel or guesthouse that accepts the current government rate. TLA repayment is in 15-day increments; keep all receipts.

Overseas Housing Allowance (OHA)

OHA is comprised of three elements: rental allowance, utility/recurring maintenance allowance, and move-in housing allowance (MIHA). Your rental allowance is “use- or- lose”, allowing for the inclusion of services such as housekeeping and yard maintenance up to the OHA limit. Check with the USAG Benelux-Brunssum Housing Office to confirm what can be included in the rental cost as per regulations. Utility and/or recurring maintenance allowance is a fixed amount that is not “use-or-lose.” In addition, this allowance is only for utilities outside and not included in a rental contract.

Move-In Housing Allowance (MIHA)

MIHA / Miscellaneous is a one-time allowance designed to offset the cost of moving into a permanent residence. This is available for all Service Members.

Overseas Cost of Living Allowance (COLA)

Overseas COLA is a pay-supplement designed to equalize purchasing power between members overseas and their CONUS counterparts. COLA rates can be different due to rank, number of years of service, and number of dependents. Issuance is in 15-day increments and continually changes to reflect current exchange rates, local prices, and surveys of shopping behavior at each overseas location. Most EU countries adopted the Euro with a few exceptions. Historically, the Euro and the U.S. Dollar fluctuate against one another significantly. In order to buffer overseas military personnel from these exchange rate fluctuations, most allowances are set in Euros. Thus, payment is off the latest Euro – Dollar exchange rate. A convenient currency converter is available at:

<https://www.xe.com/currencyconverter/>.

Dislocation Allowance

All Coast Guard personnel assigned to Activities Europe are eligible for DLA. See unit yeoman prior to transfer to ensure you receive this allowance. All inbound personnel, regardless of dependency status, are authorized advance DLA.

Please check with your military service finance office for more details.

In-processing (5/10)

Value-added Tax (VAT)

A value-added tax (VAT), known in some countries as a goods and services tax (GST), is a type of general consumption tax collected throughout European countries. However, almost all stores in The Netherlands, and some stores in other EU countries, honor an exemption for military and NATO cardholders. This can be significant savings for large purchases as the tax can be upwards of 21%. The Allied JFCBS Newcomers Guide 2022, your sponsor, and the U.S. Delegation can provide more information, on the VAT program.

Forax Fuel Card

U.S. Service Members are eligible for an exemption on fuel taxes for a maximum of 400 liters per month, per family. Tax and fuel reimbursement is an administrative process through <https://www.forax.eu/home-forax>.



In order to register for the Forax Fuel Card, Service Members require a Military Star Card as the application of fuel purchases is through the card. To apply, members must have their vehicles registered at the Vehicle Registration Office at JFC Brunssum, Building H102. After registering your vehicle(s), members must bring their registration paperwork to the AAFES ("Troop Store") at USAG Benelux-Brunssum. From there, the AAFES representative will help the member fill out the Forax application form. Within 24-48 hours, the AAFES personnel will have the Forax Fuel Card ready for pick-up. A four-digit pin will accompany the Forax card. The Forax Fuel Card is only eligible for use at ESSO gas stations in The Netherlands.

Any fuel purchase exceeding 400 liters per month will be charged at the fully taxed rate. A temporary gas card is available for use **with a rental car** and prior to a POV arriving. Go to the USAG Benelux-Brunssum military police station with the rental paperwork and orders. The Installation Access Control System (IACS) Officer will then give the memorandum to take to the Exchange to link the Military Star Card to a temporary Esso card. The temporary Esso card will be valid for 30-days from the activation date. Additional temporary cards are available at the Geilenkirchen NATO Air Base Customs Office, +49 2451 9151 4031. These temporary cards are for traveling on Leave or while on official orders in Germany.

Forax Tax Rebate—How do you participate?

1. Existing Forax Fuel Card users are entitled to purchase VAT-free goods in The Netherlands: www.forax.eu will provide a "pop-up" after logging

on to your customer account. There is then an option to activate the VAT Refund service.

2. Newly arrived, eligible personnel and personnel without a Forax Fuel Card, including entitled dependents: Apply for a Forax account on www.forax.eu for the VAT Refund service. The mandatory details for registration, include: Name; Address; first seven digits of AMIS (NATO ID) Card and an IBAN bank account number. The IBAN facilitates the money reimbursement into a bank account.

The refund service starts on the day Forax receives confirmation from the JFCBS Pass and Registration Section that the registered individual is validated and eligible. This may take up to two working days. Forax will not accept invoices dated before the validation date. For reimbursement, these invoices need to go to the JFCBS Pass and Registration Office (submitted via JFCBS Form 602).

If the Forax system rejects an initial registration, but you consider yourself as entitled, please contact Forax through the contact email below. Forax will coordinate with the JFCBS Pass and Registration Office to confirm eligibility and will enable registration—if approved by JFCBS Pass and Registration.

Invoice Requirements*: The invoice should mention the name and address of the eligible individual as the buyer. In case this is not available, the invoice should be accompanied with a receipt of the "pin-bon" (ATM receipt with bank account number), a bank statement (screenshot of transaction), or a credit card statement with registered member's name on it.

***Note:** As of 01JAN2023, the minimum threshold of the total amount of the invoice for purchased good for which a VAT exemption is requested is **50 Euro (excluding VAT)**.

Banking Requirements: Since VAT reimbursements are made through bank transfer to the individual's bank account, the banking requirements are:

- A SEPA compliant international bank account (IBAN)
- All transactions are processed in EUR

Questions?? Contact Forax at info@forax.eu or on 070-891-2626.

In-processing (6/10)

Medical / Dental

The U.S. Air Force medical and dental clinics at the NATO Air Base in Geilenkirchen (GK), Germany serve members and their families. These facilities are small and provide limited services. Tricare also refers most specialty care “off base” and to Dutch or German physicians. The Tricare Office is located on the second floor at the Geilenkirchen Health Clinic.

Tricare maintains a list of German and Dutch physicians, including specialists, who speak English and meet meticulous medical standards of practice. Standards of practice in Germany and The Netherlands are as strict as United States’ medical requirements. The physicians or dentists will satisfactorily meet your medical needs.

For dental care, dependents are authorized a visit at the GK Air Base Dental Office during the birthday month of their sponsor.

Medical Clinic Location

Address:

Geilenkirchen NATO AWACS Base, Bldg. 208

Operating Hours:

M-W, 09:00-17:00; Tuesday, 09:00-16:00; Thursday–Friday, 09:00-12:00

Telephone: +49-2451-993200

Bring the following documents during in-processing:

- Orders; Medical Records; Family’s Medical Records, to include Immunization Records
- Tricare Enrollment Form, which a copy is also available at the Tricare Administrative Office
- Known SSN for all Family members

It is sometimes necessary to travel outside the local area to Spangdahlem or Ramstein Air Force Base for medical care. When that occurs, Tricare may cover travel costs. See the unit administrative staff for more information or assistance.

Every 3rd Wednesday of the month, the GK Clinic offers a 'Medical Right Start' meeting for newly reported members. It is from 14:25-16:00 hours. Additionally, the Army Community Services on USAG Benelux-Brunssum offers a Newcomers Orientation Tour for Service Members and their dependents and covers how to access medical services in The Netherlands. The tour will also include traveling by train to a hospital / clinic and

how to register. Most hospitals require registration before going to an appointment. Your sponsor will help you register for the event if you desire. It is highly encouraged to have all vaccinations up-to-date, including Yellow Fever. Bring a vaccination yellow card for you and your dependents.

In the event of an emergency, International SOS London provides a 24/7 support to members and their families anywhere, including Africa, Europe, and the Middle East. You must contact ISOS ASAP to gain authorization if you go to an off-base medical facility. ISOS telephone number is + (44) 20-8762-8384.

For Emergencies in The Netherlands—Call 112

With this number, you can call for an ambulance in case of an accident or life-threatening diseases such as stroke, heart attack, fits, and so forth.

Emergency Service Call Center—Netherlands

During weekends, on Dutch holidays, and after work from 17.00-08.00 hours, use the medical emergency service for sickness and minor diseases when the local general practitioner is unavailable.

In the region of Limburg Province, there are three points of contact in charge, depending on where you live: Heerlen, Sittard, and Maastricht. They are located directly in the hospital or in a building right next to the hospital. At these locations, you will always find a general practitioner that will decide on follow-on care that is beneficial to your situation.

Southeast Limburg Night Care Heerlen

Address: Henri Dunantstraat 3, 6417 PB Heerlen (at the Zuyderland hospital)

Website: www.zuyderland.nl

Telephone: 045-5778844

Southwest Limburg - Huisartsenpost Maastricht

Address: P. Debyelaan 25, 6229 HX Maastricht (at the Maastricht UMC)

Website: www.mumc.nl

Telephone: 043-3877777

Sittard - Huisartsendienst Westelijke Mijnstreek

Address: Elisabeth van Barstraat Sittard, Walramstraat 23, 6131 BK Sittard

Website: www.zuyderland.nl

Telephone: 046-4009925

In-processing (7/10)

Medical / Dental (Continued)

For German medical facilities, below are some options that are within reasonable driving distance from JFCBS.

Geilenkirchen

Address: St. Elisabeth-Krankenhaus, Martin-Heyden Str. 32, 52511 Geilenkirchen, Germany

Telephone: 0049-2451-622-0

Areas of expertise: internal specialist; surgery, emergency surgery, and orthopaedics; ear, nose, and throat; anaesthesia and intensive care

Heinsberg

Address: Städtisches Krankenhaus Heinsberg, Auf dem Brand 1, 52525 Heinsberg, Germany

Telephone: 0049-2452-188-0

Areas of expertise: internal specialist; surgery; emergency surgery; gynaecology and midwifery; anaesthesia and intensive care; ear, nose, and throat and ophthalmology—eye surgery only on call

Aachen

Address: Uniklinikum der RWTH, Pauwelstr. 30, 52074 Aachen, Germany

Telephone: 0049 / 241 / 80-0 der 0049-241-80-84444

-University hospital with all areas of expertise

Schedule of intake for hospitals listed below and located in Aachen:

During the week 08:00 - 16:00 hrs:

During the week (after hours) 16:00 - 08:00:

Monday: Luisenhospital

Address: Boxgraben 99

Telephone: +49 241 4140

Tuesday: Universitätsklinikum

Address: Pauwelstraße 30

Telephone: +49 241 800

Wednesday: St. Franziskus Krankenhaus

Address: Morillengang 27

Telephone: +49 241 75010

Thursday: Marienhospital

Address: Zeise 4

Telephone: +49 241 60060

Friday: Universitätsklinikum

Address: Pauwelstraße 30

Telephone: +49 241 800

During Weekends and Dutch Holidays (24 hrs a day):

First week of the month: Luisenhospital

Second week of the month: St. Franziskus-Krankenhaus

Third week of the month: Universitätsklinikum Aachen

Fourth week of the month: Marienhospital

Fifth week of the month:
Universitätsklinikum Aachen

Physical Therapy (Fysiotherapeuten) in The Netherlands

Information about Physical Therapists is available in the Gouden Gids (www.goudengids.nl) Fysiotherapeuten. Just select the region where you live and the displayed map will direct you to the location.

Midwives (vroedvrouwen) in The Netherlands

The leading record of midwives in this region is "Safety and Security". Therefore, midwives, nurses, and physicians will provide every necessary support to you and your families. Midwives in The Netherlands are renowned for their good service. They work closely with general practitioners, gynaecologists, and hospitals.

Pharmacy (apotheken) in The Netherlands

Information about pharmacies is available in the Gouden Gids (www.goudengids.nl) apotheken. Just select the region where you live and the displayed map will direct you to the pharmacy (which is "on call"). They will give further information when you call them during working hours.

Address: Henri Dunantstraat 5, Heerlen 6419 PC

Telephone: +31(0)455741004

In-processing (8/10)

Vehicle Pick Up

Shipped vehicles will arrive to the Vehicle Processing Center (VPC) at USAG Benelux-Brunssum. Upon check-in, contact the VPC (below). Provide the VPC with your name and updated contact information. The VPC will notify you as soon as your vehicle is available for pick-up. You can also track your vehicle's movement at

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

VPC Brunssum (USAG Benelux-Brunssum)

Address: Building 7, Room 32, Kranenpool 3, 6443 VA

Hours: MON-FRI, 08:00 – 16:00 hours

**Closed on all American and Local Dutch Holidays*

Telephone: +31 45 2100 400

Fax: +31 45 2100 402

DSN: 597-4190

To pick up a POV, anyone other than the person named on the orders or named as a pick-up agent on the vehicle inspection form will need a power of attorney (POA).

Be advised, there is no gas station on USAG Benelux-Brunssum. Before picking up your vehicle(s), ensure you set-up the Forax fuel account or be prepared to pay the full fuel price. For more information on the Forax Fuel Card, see **page 29 in this guide.*

Driver's Permit / License

You must have a U.S. Army Garrison Benelux-Brunssum POV Drivers Permit in order to pick up a vehicle. Contact the Driver Testing Office at USAG Benelux-Brunssum to conduct the training. Their phone numbers are, DSN: 597 4100 or commercial: +31 45 534 0100.

Once the Drivers Permit is on hand, go to the VPC with the Vehicle Inspection Form to pick up your POV. You can drive with the U.S. license plates for 14 days. During this time, register the vehicle with the Vehicle Registration Office at JFC Brunssum. If the vehicle is older than three years, it will need to get a safety inspection, "APK" prior to registration (next column).

In the event that the vehicle is missing license plates upon arrival, contact the Vehicle Registration Office at JFC Brunssum for specific instructions. Contact them by email at assandregistration@jfcbs.nato.int or

Telephone: +31-(0)450526-4301/430

NCN: 244-4301/4302 / DSN: 314-364-4301/4302

APK Inspection

Vehicles are required to pass a safety inspection known as APK (Algemene Periodieke Keuring) prior to registration. There are two choices to complete the APK inspection: a local inspection service or at the Car Craft Center at JFC Brunssum. This is normally done by appointment. The inspection on the local economy costs about 25-45 Euros, but this can typically be quick and on demand.

The VPC provides a list of local mechanics that can offer this service. Some of the inspection facilities are familiar with the NATO inspection requirements, but will not have the correct form. If they do not have the form, you can obtain a copy of the form from the Vehicle Registration Office prior to having the inspection done. This inspection is an annual requirement and before you renew the vehicle's registration (unless less than three years old). When purchasing a used car in The Netherlands, the seller should complete the APK prior to the sale (and within three months).

JFC HQ Brunssum Location and for APK Inspection

Address: Rimbürgerweg 44, 6445 PA Brunssum, NLDs

Telephone: +31 (0)45 526 2114/ 2544

Car Craft Center

Telephone: +31 (0)45 526 3173

Hours of Operation: 08:00-16:00 (Drop-off service only); 09:00-17:00 Wed; 12:00-20:00 Thu; 08:30-16:30 Fri & Sat; Closed Sun & Mon

JFCBS Vehicle Registration Office (H102)

Address: Rimbürgerweg 30, Building H102, 6445 PA

Telephone: +31 (0)45 526 2580

Hours of Operation: 08:15-15:00, Monday-Friday

There are three offices that are in-processing stations and are in Building H102 on Camp Hendrik (JFC Brunssum). To schedule appointments with the JFCBS Vehicle and Pass and Registration Offices, as well as the Dutch Customs Office, visit the JFC Brunssum Services Scheduling Portal at:

[Schedule Appointment with JFC Brunssum Services Scheduling Portal \(\[acuityscheduling.com\]\(http://acuityscheduling.com\)\)](#)

In-processing (9/10)

JFC Brunssum Vehicle Registration Office

Register vehicles with Brunssum NATO at the Vehicle Registration Office, Building H102. For the entire list of required documents, see **Appendix H: JFC Brunssum Vehicle Registration Application**.

Ensure to hand carry all of the listed documents as the NATO Vehicle Registration Office will not make copies. Follow the strict process. If a single document is missing, the office will kindly ask you to schedule another appointment. This includes the Form 162 and the APK inspection paperwork. The registration fee is approximately 30 Euros. Once complete, the representative will provide a form that allows you to get a Dutch license plate manufactured and mounted on your vehicle. The representative will also provide a map and contact information for the nearby shop that will stamp and mount the plates. The location is approximately a 20-minute drive from the Brunssum main gate. If you are going to use a bike rack or trailer on your vehicle, it is necessary to obtain a white plate. A white plate is for anything that will obstruct the view of the yellow, vehicle plate.

Maintenance

There are plenty of dealerships around the area for nearly all vehicle types. However, for significant repair or work, parts may have to come from the U.S. The Exchange on USAG Benelux-Brunssum does shelve basic items for automobiles such as oil, air and oil filters, and vehicle batteries. AutoZone is an option as it offers free shipping to Army Post Offices. The automobile Self Services, located on the NATO Air Base in Geilenkirchen (GK) also provide batteries and other supplies. See **Appendix D: Base Maps** for its location on GK.

Insurance

Automobile insurance is mandatory for all military personnel and by Dutch law. Be sure to call your insurance provider to discuss coverage throughout Europe and to request an EU proof of insurance card (required for vehicle registration). If your current insurance agency will not cover you, you may either change your insurer or leave your vehicle in storage. Although most U.S. personnel retain their U.S. insurance companies, it is also possible to acquire Dutch automobile insurance. Many Service Members have insurance through USAA. It is possible to get insurance through ABN AMRO Bank

or AON upon arrival in Europe, too. AON Insurance is available at the Vehicle Registration Office. For additional questions, the AON Office is located in Building H-604 next to the JFC library. Hours of operation are Monday-Wednesday, 09:00-12:30. Afternoons and Thursdays are by appointment. They can be reached by phone at +31 (0)45 - 526 2492 (JFC extension: 2492); Email: jfc@aon.nl.

Other Vehicle Requirements

There are a number of vehicle and driving requirements in Europe. Several documents and safety equipment have to be stored in a vehicle when driving in Europe. **Pages 17-18** in this guide provide a checklist of the basic items that are mandatory. Prior to travel, it is advantageous that members print and store copies of **Appendix I: Brochure for POV** and accident forms from <https://cartraveldocs.com/> in their vehicle and prior to shipment.

Every country has different rules and requirements for vehicles. You will learn more about these requirements at the USAG Benelux-Brunssum and JFC Brunssum driving courses. It is beneficial to conduct research prior to driving in varying countries.

Public Transportation

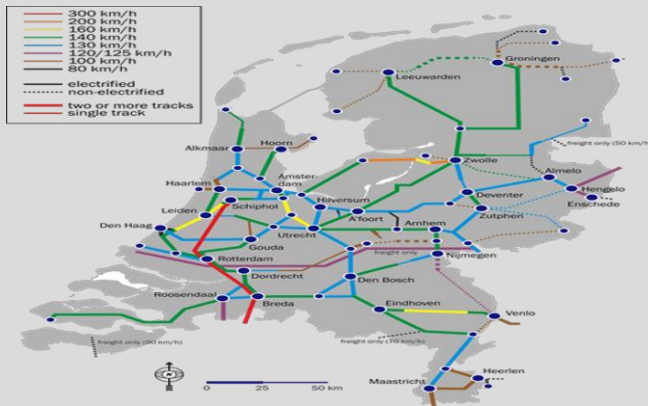


One of the best things about living in The Netherlands is the exceptional public transportation system. Public transportation serves just about anywhere you might need to go, including international destinations. When you first arrive, you may not have immediate access to a vehicle; however, there are numerous other ways to get around. Military personnel rely heavily on the public train system to get to and from the airport, and in particular, USCG Inspectors and IPSLOs travel very frequently. This is something to consider when deciding where to live.

In-processing (10/10)

Public Transportation (Continued)

Travel on the metro, trolleys/trams, and buses all use the same form of payment. This is a public transport debit card called an OV-Chipkaart. These cards can contain bank information if you want them to automatically refill, or they can be anonymously purchased and preloaded with funds at the RET machines or service counters. Most of the RET machines that recharge OV-Chipkaarts take either coins or Dutch bankcards, but bills can be used if you go to a RET service counter.



Many military members use their bike as a primary mode of transportation and on a daily basis. The Netherlands is a very bicycle friendly country. Most Service Members purchased bikes from the U.S., or purchased after arriving. Active Duty Service Members are always required to wear helmets while riding, and dependents are highly encouraged to do so as well. See **pages 17-18** in this guide for more information on Bicycle transportation.

To use the OV-Chipkaart, you simply swipe the card when you get on and off the metro, bus, or trolley. The proper amount then subtracts from the card. Your sponsor will help you purchase the new OV-Chipkaart card and show you how to use it. You will also learn about the systems during the Newcomers Brief and Walking Tour conducted by the Army Community Services on USAG Benelux-Brunssum.

Dutch trains are relatively reliable, timely, cheap, and frequent. Trains in The Netherlands function in the same manner that many American cities use subways. Travel by train can be local or for inter-city travel. An online travel planner for the train system is available in English at www.ns.nl. An online public transportation planner that includes all forms of public transit is also at <http://journeyplanner.9292.nl/>. Your sponsor will help you navigate the basics of buying tickets and understanding train schedules. An Application for Dutch trains is **Reisplanner**, and **DB Navigator** is for the German trains. These applications are helpful when planning a trip and provide arrival and departure statuses on the minute (including delays from weather, construction, and etcetera.).

For frequent travel by train, Discount Cards are available, which entitle you to a 40% train fare discount during off-peak hours. Touchscreen train ticket machines offer instructions in English and are located at all major train stations. Most ticket machines do not accept cash, though. Purchasing train tickets at the service window will subject you to a 0.50 Eurocent fee. This is worth the price until you have a Dutch bankcard of your own. Another way to buy tickets without a Dutch PIN / Debit card is to purchase the pre-paid OV Chip card. Most convenience stores sell the OV Chip Card.

Types of public transport (OV) cards in the Netherlands

DUTCH REVIEW



Anonymous OV card (blue)

- Not linked to your name, can be shared.
- Can be purchased quickly and easily.
- No extra discounts or services.
- Pre-paid: balance must be topped up as you go.
- Good for non-frequent travellers.
- Lost or stolen? Bad luck.



Personal OV card (yellow)

- Held in your name with a photo on the back.
- Ordered online via ovchipkaart.nl
- Allows you to add discounts, season passes, and more.
- Option for automatic reload or monthly invoicing.
- Extra benefits (e.g. hiring bikes)
- Card can be blocked and reissued if lost or stolen.

Other Arrival Considerations

Dependent Employment / Work in Dutch Economy

Working as a U.S. citizen in The Netherlands presents many challenges, and many opportunities. There are limited possibilities to find work in the Dutch economy. It tends to be difficult to find positions on the economy because employers must justify hiring a non-Dutch citizen over a Dutch resident as per Dutch Law. Please also note that the command does not expect a sponsor to be responsible for finding employment for dependents. **If spousal employment is critical to your financial or personal situation, another assignment might be a better option than JFCBS.** If there are any questions or concerns about this matter, please contact your Sponsor or service POC. Here are some options to consider when approaching this subject:

USAG Benelux-Brunssum is an Army base and there are employees from other Department of Defense (DoD) branches. Some open positions might include the following: Cashier Clerk, Mailroom Attendant, Library Assistant, and Morale, Welfare & Recreation Assistant. With the relatively large number of married couples stationed at JFCBS, jobs fill up quickly. The other commands and agencies in the building hire through their respective Human Resource offices. The positions are generally set-aside for career employees. If work on the Garrison may be of interest to your spouse, please check out <https://www.usajobs.gov/> for any available openings. Also, please check out link below for job postings at JFC Brunssum.

<https://www.jfcbBrunssum.com/jobs/>

Is it possible to work in a different city/country and only be home part-time? Working in Belgium, Luxembourg, Germany, or elsewhere in Europe would reduce your time with your loved ones. In many job types, such as consulting, this is standard practice, and some spouses enjoy the challenges the lifestyle offers. Individuals that wish to work in the Dutch economy will first need to acquire a Dutch Social Fiscal (SOFI) number, which is similar in nature to a U.S. Social Security Number. The SOFI number establishes you as a taxable entity.

As of March 2023, non-EU dependents no longer need to obtain a work permit prior to engaging in

gainful employment in The Netherlands. Dependents of staff members at JFC HQ Brunssum / HQ JLSG Brunssum have authorization to work without a permit for the duration of the term of office/tour of duty of the staff members concerned. Thus, the time of exemption is linked to the staff member's tour of duty at JFCBS / JLSGBS.

The Netherlands Ministry of Foreign Affairs and HQ JFCBS signed the agreement that defines dependents as the following:

- The Spouse (by marriage or agreement of co-habitation at a civil notary)
- Children under the age of 18
- Children until the age of 27 years if attending fulltime education in The Netherlands
- Children under 23 if they are not studying, but still are financially dependent on the staff member

The employment shall be in accordance with Dutch laws and regulations, including labor, fiscal, tax and social security legislation. For more information, please contact the JFCBS LEGAD Office at +31 45 526 2494.

Can you work from home? Yes, and these jobs could be whatever you might make of them. You might consider creating a virtual business using the Internet as your selling portal. However, the use of the U.S. Army Post Office (APO) on USAG Benelux-Brunssum is strictly forbidden for such purpose (Tupperware, essential oils, and etcetera). While in-processing the Post Office (either on USAG Benelux-Brunssum or on Geilenkirchen NATO Air Base) or beforehand, it is recommended to review the list of items that are prohibited to receive by mail (e.g., rationed items).

Language And Culture

Although Dutch is the language spoken most frequently in The Netherlands, most people speak at least a fair amount of English. Face-to-face communication is not usually a problem. Nearly everyone between the ages of 18 and 50 are fluent speakers. Most people are genuinely friendly and approachable. However, deciphering written correspondence is trickier. A Dutch co-worker, neighbor, or friend can assist in translating bills or other mail items that are in Dutch.

Other Arrival Considerations (Continued)

Language And Culture (Continued)

Another option is to use an online translator service such as Google Translate. Army Community Services on USAG Benelux-Brunssum has local Dutch employees that can assist with translations, too. Recorded telephone trees can be very difficult to navigate through as well. The common situations in which people run into this is when contacting their cable or utility company. Again, soliciting the support from a local national or an online translator will help. What can initially come as a surprise is that the majority of daily, non-personal communications are exclusively in Dutch. These types of communications, include casual conversation, radio, newspapers, and etcetera. Initially though, the real difficulty will be reading signs, understanding traffic reports, and information displayed in public (e.g., Grocery Stores, discounts). Language applications are available. Duolingo is an application that offers Dutch for English speakers, and it is free! Reference Appendix G for other useful applications.

ACS Benelux-Brunssum also offers language classes throughout the year. These classes normally last 12 weeks. If interested in signing up, click link below for more information!

<https://www.jfcbunssum.com/life-leisure/language-program-feb-2023/>

Dining Out

It is an evening out, do not expect to be gone within half an hour. Raise your hand to call the waiter/waitress for drinks.

Tips: The waiters/waitress get paid so tips are not a requirement. Use the "Round up" method: if the bill is 27,50, you can round up to 30,00 Euro for lunch. For dinner, a 5 Euro tip is generally acceptable.

Metric Conversion

1 Mile = 1600 Meters = 1.6 Kilometers
50 Miles = 80 Kilometers
60 Miles = 100 Kilometers

2.2 Pounds = 1 Kilogram
1 Pound = 454 Grams
½ Kilo is called "Pond" in Dutch

68 Degrees F = 20 C
50 Degrees F = 10 C
32 Degrees F = 0 C

Metric Conversion (Continued)

To convert Celsius to Fahrenheit:
Double, take off 10%, add 32 to get Degrees F
Example: Convert 30 C to Degrees F
Double = 60, take off 6 = 54, add 32 = 86F

1 Mile per Hour = 1.609344 Kilometers per Hour (km/h)
18.64 mph = **30 km/h** (speed in most EU housing areas)
31.07 mph = **50 km/h** (speed in most EU cities)
49.71 mph = **80 km/h** (speed on some NLD highways)
62.14 mph = **100 km/h** (NLD highway from 06:00-19:00)
74.56 mph = **120 km/h** (NLD highway from 19:00-06:00)

Government Vehicles

If you are planning to go TDY in a government vehicle, Service Members need to submit a travel request by submitting an Application for NATO Travel Order (ANTO), the HQ Vehicle Request, and HQ JFCBS Form 567/Authorization. Before requesting a HQ vehicle, the following items are required:

1. National Civilian Driver's License
2. For U.S. personnel, the U.S. Army Garrison Benelux-Brunssum POV Driver's Permit
3. Winter's Driving Course
4. OF 346, U.S. Government Motor Vehicle Operator's Identification Card
5. Fill out Vehicle Request Form and submit to the JFCBS Transportation Cell.

See the **JFCBS Newcomers' Guide** at <https://jfcbs.nato.int/community/newcomers/newcomers-guide> to obtain a NATO Drivers License, which is required to operate an HQ vehicle.

Newcomers Guide Point of Contact

If there are any errors or updates since publishing this guide, please let us know. Links to websites and phone numbers are current as of February 2023. Contact john.nance@jfcbs.nato.int with your recommendations.

Appendices

- A. Prepare to Move Checklist
- B. FAQs
- C. Sponsor and Inbound Personnel Responsibilities
- D. Base Maps
- E. Tri-Border In-Processing Checklist
- F. Useful Phone Numbers
- G. Useful Applications and Websites
- H. JFC Brunssum Vehicle Registration Application
- I. Brochure for POV
- J. Dutch Customs Policy Letter (P&R Change)
- K. Factsheet AEFA-E-2023
- L. NAIL Flyer
- M. Clubs & Organizations

Appendix A – Prepare to Move Checklist

1. Before Official Orders <ul style="list-style-type: none"><input type="checkbox"/> Obtain additional Birth Certificates<input type="checkbox"/> Attend moving overseas workshop<input type="checkbox"/> Gather information<input type="checkbox"/> Research the country<input type="checkbox"/> Get current on all forms of required identification<input type="checkbox"/> Obtain Wills and Powers of Attorney<input type="checkbox"/> Renew State Driver's License (if able)<input type="checkbox"/> Get started on personal, Tourist/Travel passports<input type="checkbox"/> Schedule overseas screening for family members <p><i>*Some installations may not provide official orders until the overseas screening is complete</i></p>	4. 4-8 Weeks Before Departure <ul style="list-style-type: none"><input type="checkbox"/> Contact utility companies<input type="checkbox"/> Contact insurance companies<input type="checkbox"/> File change of address with current post office (if address is known)<input type="checkbox"/> Double check all family members' government ID expiration dates<input type="checkbox"/> Notify children's school(s)
2. After Official Orders <ul style="list-style-type: none"><input type="checkbox"/> Schedule appointment with Transportation Moving Office (TMO)—Schedule/Book Flights, moving arrangements<input type="checkbox"/> Apply for Official/"No-fee" Passports<input type="checkbox"/> Request a Sponsor (if not assigned already)<input type="checkbox"/> Book Temporary Lodging at new duty station	5. 1-2 Weeks Before Departure <ul style="list-style-type: none"><input type="checkbox"/> Arrange for child and pet care for moving days<input type="checkbox"/> Double check all travel arrangements<input type="checkbox"/> Separate items for various shipments (Unaccompanied Baggage, Non-temporary Storage, Household Goods)<input type="checkbox"/> Prepare to hand carry important documents
3. 3-6 Months Before Departure <ul style="list-style-type: none"><input type="checkbox"/> Notify Housing or Property Manager<input type="checkbox"/> Contact TRICARE health benefits advisor/provider if you are changing TRICARE regions to facilitate an easy transition<input type="checkbox"/> Develop a relocation spending plan<input type="checkbox"/> Inventory household items<input type="checkbox"/> Determine if your pets can come with you<input type="checkbox"/> Double check legal documents<input type="checkbox"/> Request a port call<input type="checkbox"/> Obtain your child or adult dependent's medical records, including shot records, prescription, and dosages<input type="checkbox"/> Review Medicare, Medicaid, and Supplemental Security Income, or SSI, information available at new location, as appropriate<input type="checkbox"/> Connect with local School Liaison to ask for a warm hand-off to the School Liaison at the new installation<input type="checkbox"/> Notify school or early intervention agency of the impending move and request a copy of your child's records, including transcripts and assessments<input type="checkbox"/> Request child's latest Individualized Education Program, or IEP, or Individualized Family Service Plan, or ISFP, including IEP and IFSP meeting minutes and the most recent progress report	6. While Leaving Current Location <ul style="list-style-type: none"><input type="checkbox"/> Collect any supplies that child/adult dependents may need upon arrival at the new duty station, including medication refills and supplies. For example, hearing aid batteries and contact lenses<input type="checkbox"/> Contact medical provider about securing necessary prescriptions and medications for the transition<input type="checkbox"/> Hand-carry hard copy of child/dependent adult's medical records, as applicable<input type="checkbox"/> Hand-carry hard/digital copies of any educational information, including IEP, IFSP, and 504 Plan<input type="checkbox"/> Keep contact information of child's current teacher / early intervention specialist in case there are questions at your new intervention agency<input type="checkbox"/> Provide the staff at your child's current school with the contact information for the special education staff at your child's new school to expedite the transfer of information

Appendix B – FAQs

Q1. What are my sponsor's duties to facilitate a smooth transition to JFCBS?

A1. An assigned sponsor has a list of basic duties. Please refer to Appendix C, "Sponsor and Inbound Personnel Responsibilities" section for the complete list. Ultimately, the Service Member is responsible for their PCS.

Q2. What is the telephone number to call in The Netherlands in case of Emergency (e.g., police, medical, or fire)?

A2. Call **112** for Emergency. 112 is the Emergency number for all European Union countries. For Germany: 110 for (Police). For Belgium: 101 (Police); 100 (Ambulance).

Q3. Can my spouse work out of the house selling Tupperware, Avon, essential oils, etc.?

A3. Yes—But, the use of the U.S. Army Post Office (APO) on USAG Benelux-Brunssum is strictly forbidden for this purpose. While in-processing the Post Office (either on USAG BB or on Geilenkirchen Air Base) or beforehand, it is recommended to review the list of items that are prohibited to receive by mail (e.g., rationed items).

Q4. Are the hotels in the Benelux-Brunssum area accommodating with families with small children?

A4. There are a limited number of family suites available. Try to book reservations as soon as possible, but do so while communicating with a sponsor. If a suite is unavailable, an individual's Temporary Lodging Allowance may be sufficient to pay for multiple rooms for families. See "Lodging & Housing" section starting on **page 9**.

Q5. Will my electric lamps work in The Netherlands?

A5. Generally—transformers are not necessary for lamps. Switching out the light bulbs with 220V bulbs and installing adapters on the plugs will be the minimum that is required. Always reference the lamp's User Manual, original packaging, or the information labels on the item. For more information on electrical equipment, see the "Utilities" section in this guide.

Q6. What is the best way to relieve jet lag?

A6. Stay up the first day as long as possible (at least until 21:00) and only take a short nap if needed. Sleep as much as possible on the flight.

Q7. What is the food like?

A7. You can generally find any kind of food in The Netherlands as the culinary scene is diverse. Some Dutch delicacies include fresh, raw, or pickled Herring (seasonal, and usually "halped" on the spot at the Herring stand), Ollie Ballen (fresh cooked donuts made around New Year's), and a huge variety of cheese and dairy products.

Q8. Is the unit helpful to spouses while I am on the road?

A8. It is the command's sincere intention to be as supportive to families as possible. All members of the command are available to provide assistance or information to family members while their Service Members are traveling.

Q9. Does an American credit or debit card work on Dutch ATMs?

A9. Yes. There are ATMs (called "Geldautomaten" or GWK) everywhere. By searching these names in phone applications such as Google Maps, several options and nearest locations will likely appear. The ATMs usually provide a competitive exchange rate, but your U.S. bank may charge an international exchange fee. Some banks will limit the daily ATM withdrawal to \$400 in Euros per day and per card. It is always best to have a solid plan in place to tackle larger purchases or rent payments, especially if cash withdrawals are the primary means for obtaining Euros. If available, request from your bank a chip card for debit/ATMs and a credit card. All ATMs in The Netherlands are transferring to the "Geldmaat." The machine will have a uniformed, yellow appearance, no matter which bank maintains the ATM. For more information, see the "Finance" section in this guide.

Appendix B – FAQs

Q10. Can I mail certain items to myself prior to my departure?

A10. Yes. Mail items to your assigned sponsor(s), and they will hold on to the items. During in-processing, the Post Office will assign a Community Mail Room (CMR) box for you to receive mail. See **page 22** for more.

Q11. Do I need a lawnmower?

A11. It depends. Dutch houses typically have small yards that are often converted into patios. If you prefer city or townhouse living, you may be better off leaving your lawnmower in storage. It is possible to negotiate yard maintenance service into a rental contract. In some cases, properties have lawn and garden equipment left over from the previous renter.

Q12. Can I bring my king size bed?

A12. Most houses are too small to accommodate king sized beds. Stairs are often too narrow and steep to accept large furniture and box springs. You often have to move furniture through upper floor windows. A queen size bed can usually fit on the first floor (with zero being the ground floor), but normally it is difficult to get it up to the second (or top floor) without having to disassemble the box spring frame and then connecting it back together with screws or nails. For more information, see the “Housing and Lodging” portion in the beginning of this guide.

Q13. Can I use my U.S. cellphone in The Netherlands?

A13. Yes. All newer U.S. cellphones are unlocked, provided they are not financed or being paid through a plan/contract and can be used with a SIM card from a Dutch carrier. Prepaid SIM cards are available to use from most carriers and will allow you to use your phone immediately. You will need to establish a local bank account to set up a long-term plan with a Dutch phone carrier. Your carrier can tell you if your phone is locked or unlocked. For example, since COVID-19, Apple reduced 3rd parties' ability to sell unlocked phones (i.e. Best Buy). If you want to purchase an unlocked iPhone prior to departure and due to being out of contract with your carrier, it is best to purchase directly from Apple. See “Phone & Internet Services” section for more info.

Q14. Will my TV work in The Netherlands?

A14. It is possible to use your U.S. TV in The Netherlands, but it will need a transformer and a converter to enable Dutch cable if it is a 120V TV. If it is 220V compatible, an adapter is just required. Another option is to purchase a dual (or multi) system, multi-voltage TV upon arrival. If you recently purchased a TV, it may be a “multi” system—just check the back of the unit. Region 1 (American) DVDs do not play on European Region 2 players. The same is true for some game console (i.e., Game Cube) games; these are also regionally encoded. Basic cable TV is included as part of your basic cable service package. This can include a mix of European channels: BBC; CNN International; Discovery Europe; and National Geographic Europe. Expanded broadband cable services such as digital TV, pay per view, and premium channels are available through local cable providers for an extra fee similar to the U.S. However, the amount of English language programming can be limited. The Armed Forces Network (AFN) satellite network is available at no cost to military families and carries a variety of U.S.-originated network and cable programming. Members need to have a compatible satellite receiver and antenna (available for free on GK). Used systems are also available from personnel rotating out (GK/AFNORTH/JFC Classifieds page on Facebook), and Virtual Private Network (VPN) services will enable you to stream already-purchased cable services.

Q15. What is crime like in The Netherlands?

A15. If you ask someone from The Netherlands, you will hear that crime is on the increase. However, The Netherlands is one of the safest places you could live compared to the U.S. Crime exists, but it seldom involves weapons. Most crime involves property theft such as bicycles, wallets, and cars. Over the past several years, unit members have had their homes and vehicles broken into. Always remain vigilant!

Appendix B – FAQs

Q16. Can I bring my computer?

A16. Yes. CPUs and monitors are normally 110/220V capable. Check your machine to confirm. Most laptop computer power supplies are dual voltage, as are some printers. However, you will need to purchase plug adapters. Internet connections are available through both the telephone company (ADSL) and cable television (cable modem) companies. Europe is very Internet savvy, and similar to the U.S., a wide variety of information, shopping, and services are available on the internet. Reference “Phone & Internet Services” section for more information.

Q17. What will I need to travel?

A17. Tourist and Official passports are required to travel outside of The Netherlands. Please refer to **page 5**, “Pre-Arrival Preparations” for more information on passport requirements. A good/durable set of luggage is important, too. It is recommended to not only have a good set of carry-on luggage, but to do some research on European Airlines and their luggage requirements and dimensions. Reference “Other Pre-Arrival Considerations” section on **page 22** for more information on luggage transportation.

Q18. What would you tell someone inbound to purchase before leaving the United States?

A18. The following were the most popular answers:

Purchase/Bring Along, however you may be able to purchase these items on local Facebook pages from members leaving.

- Plug Converter Travel Pack
- Winter Clothes
- Good Camera
- Pet Needs/Supplies
- Medical Supplies
- Eyeglasses, Contact Lenses
- Rain Jacket & Umbrella

Q19. What would you tell them to leave in storage in the United States?

A19. *Leave Behind:*

Major Electrical Appliances

- Small Kitchen Appliances
- Oversized Furniture

Any items that can come into The Netherlands, but might be troublesome to ship back to the U.S., **OR** items that are **NOT** allowed to be shipped to The Netherlands:

- Any Untreated Wood, (decorations, wine barrels and the like)
- Stuffed Animals
- Alcohol Collections (taxes might apply when shipping back to the U.S.)
- Firearms (unless required)—Please see **page 23**, “Privately Owned Firearms (POF)” section
- Antiques—if no proper certificates are available, uncertified antiques cannot be imported into the U.S.
- (combat) Knives, Swords, Stiletto’s, etc.

Appendix C – Sponsor & Inbound Personnel Responsibilities

Sponsor Responsibilities

- ☐ Initiate contact via email and phone
- ☐ Send Welcome Aboard Package & Organization Manual
- ☐ Prompt and track overseas screening with member & Administrative Staff
- ☐ Schedule and track completion of required security training and clearance
- ☐ Answer questions and act as a link between member and the Command
- ☐ Prompt tracking of passport acquisition process
- ☐ Advise on pack out (using long-term storage), vehicle shipment (vehicle size issues), and pet travel requirements
- ☐ Advise on Value-added Tax (VAT) and Forax VAT refund service (online)
- ☐ Prompt and track DoDDS-Europe Schools Program
- ☐ Application for school payment, if applicable to ACTEUR (YN/ACS)
- ☐ Make reservation at selected hotel or guesthouse for inbound personnel
- ☐ Arrange meeting spot for pick-up at the airport (Discuss airport options)

- ☐ Set up an appointment with:
 - ☐ Respective Service Administrative Office (U.S. Delegation)
 - ☐ JFC Brunssum Pass & Registration Office for Badging Requirements
 - ☐ USAG Benelux-Brunssum Housing Office & International Housing Office (JFCBS)
 - ☐ Post Office
 - ☐ Selected local Bank (if possible)
 - ☐ Driving Course for Dutch Permit

Inbound Personnel Responsibilities

- ☐ Read both the JFCBS and U.S. Newcomers Guides
- ☐ Complete overseas screening and command sponsorship (Financial Section is required)
- ☐ Research housing options/prices/rates on the internet (review “Lodging and Housing” section in this guide)
- ☐ Request and receive Travel and Official/”No-Fee” Passports (reference **Page 5**)
- ☐ Enroll in DoDDS-Europe School Program, or local Dutch/Belgium/German school
- ☐ Research Brunssum and surrounding areas on the internet (reference **Appendix G**)
- ☐ Research and decide on hotel (review “Lodging and Housing” section in this guide)
- ☐ Ask as many questions as possible!

Appendix C – Sponsor & Inbound Personnel Responsibilities

DAY 0 (Arrival)

Sponsor Responsibilities

- ☐ Pick up inbound personnel at Amsterdam, Düsseldorf, or Brussels International Airport
- ☐ Bring a unit government cell phone to the airport for service member & teach how to place a call (if not staying in a guesthouse)
- ☐ Transport service member and dependents to the prearranged temporary lodging
- ☐ Make appointment for bank account set up (if not done so already)
- ☐ Arrange transportation for new arrivals to get to work the next day, (first day check in attire is civilian clothing)

Inbound Personnel Responsibilities

- ☐ Link up with sponsor at the airport outside of customs or at discussed meeting point
- ☐ Receive government cell phone & learn how to use/dial between countries
- ☐ Settle into temporary lodging
- ☐ Acclimate

Day 1-5 Sponsor Responsibilities

- ☐ Make an appointment for command introductions
- ☐ Give thorough tour of the JFCBS footprint and associated bases (GK, USAG Benelux-Brunssum, etc.)
- ☐ Provide overview and guidance on the in-processing procedure
- ☐ Get new arrival started with in-processing through the Administrative Department and Army Central Processing Facility
- ☐ Assist with area familiarization, perhaps by government vehicle (groceries, train, school, etc.)
- ☐ Provide a walkthrough of the public transportation system
- ☐ Assist with getting OV-Chipkaarts
- ☐ Assist in putting money on the OV-Chipkaart
- ☐ Walk member through the process of using public transportation
- ☐ Assist with contacting landlords and making housing appointments
- ☐ Ensure new arrival gets to work on Inbound Personnel Responsibilities
- ☐ Facilitate in-processing with the Admin POCs
- ☐ Assist the member with meeting the Housing Office

- ☐ Visit Army ACS Office
- ☐ Visit Family Readiness Center on GK Air Base
- ☐ Assist member in school enrollment

Day 6-10 Sponsor Responsibilities

- ☐ House Hunting to include making and attending housing appointments
- ☐ Ensure inbound attends Driver's Training and conducts driving test to receive Dutch Permit
- ☐ Army ACS Newcomer's Brief
- ☐ Purchase prepaid/contract cell phone for dependents (if necessary)
- ☐ Apply for Dutch Alien Registration Card and Marechaussee Letter; Note: this can only be done once the member has a permanent Dutch address

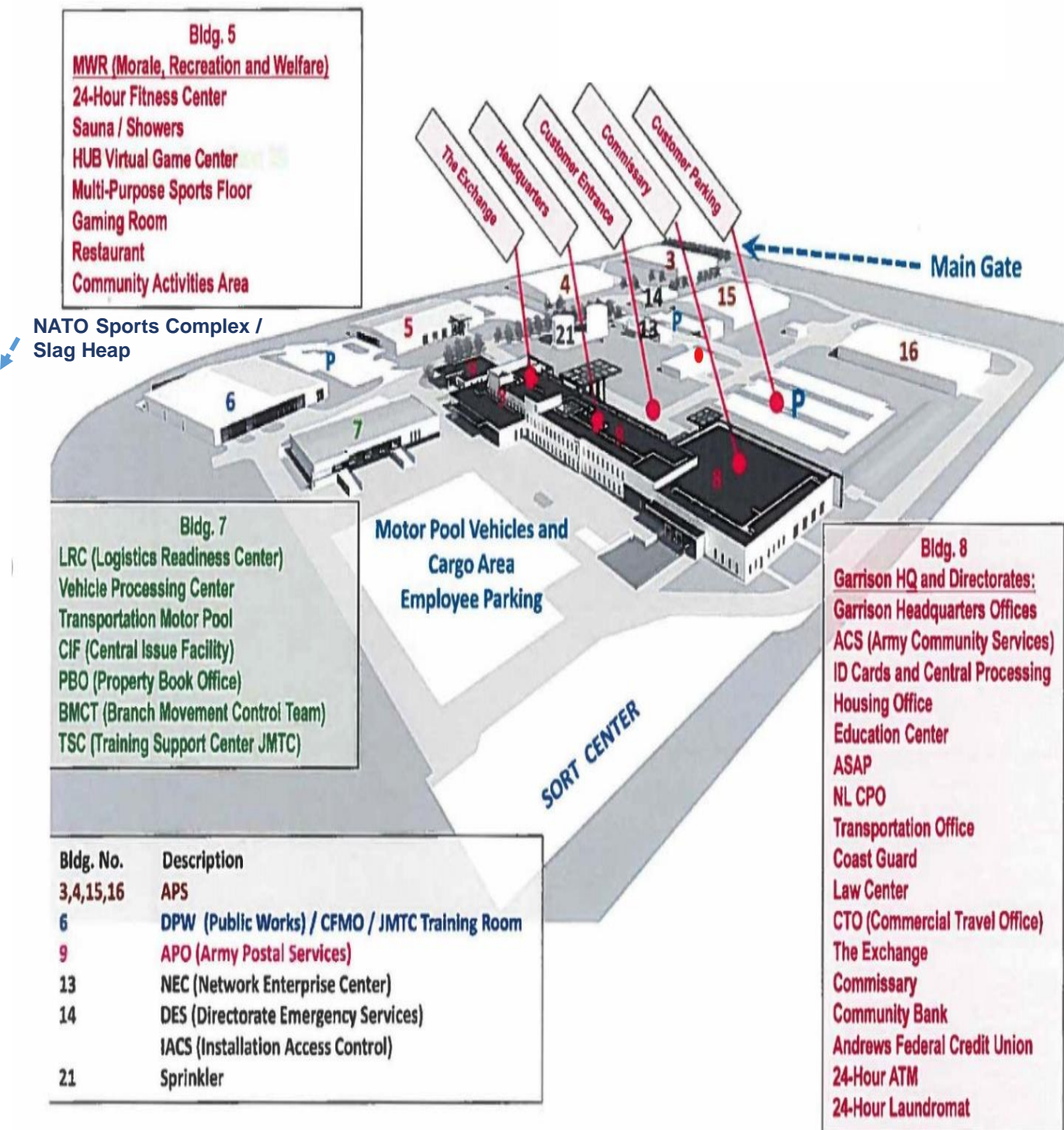
Day 11-20 Sponsor Responsibilities

- ☐ Be available for questions and assistance
- ☐ Be prepared to check on spouse/dependents if service member is required to travel
- ☐ Assist member with Housing Officer review of Lease
- ☐ Assist with receipt of Household Goods
- ☐ Receive/coordinate pick-up/drop-off of military loaner furniture
- ☐ Ensure utilities are established with Housing Office: Water; Electricity & Gas, Recycling
- ☐ Assist with internet & cable set-up
- ☐ Be available to assist for vehicle pick-up; can take up to 60-days to receive (and based off of turn-in date prior to departure)

Appendix D – Base Maps

USAG Benelux-Brunssum

UNITED STATES ARMY GARRISON BENELUX-BRUNSSUM, NETHERLANDS



Appendix D – Base Maps

Camp Hendrik

**JOINT FORCE COMMAND (JFC)
BRUNSSUM, NETHERLANDS**



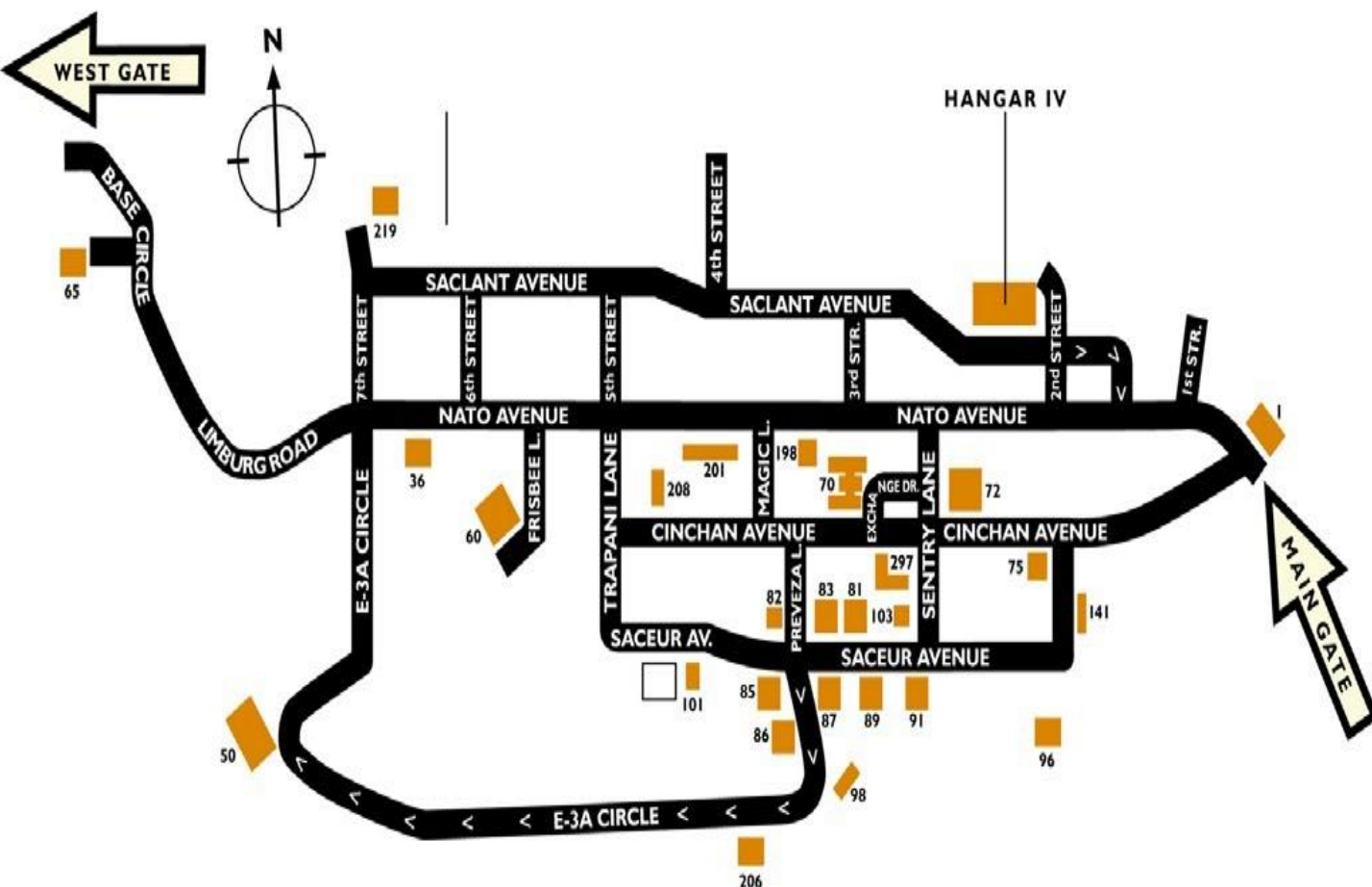
Appendix D – Base Maps

NATO Air Base Geilenkirchen (GK)

NATO AIR BASE GEILENKIRCHEN (GK), GERMANY

NATO UNCLASSIFIED

E-3A COMPONENT DIAGRAM OF MAIN ROADS AND SERVICE FACILITIES



1 MAIN GATE
36 IMP
50 OFFICERS' CLUB
60 FRISBEE CLUB
65 NATEX SERVICE STATION
70 INTERNATIONAL DINING HALL
FLIGHT KITCHEN
NATEX SHOPS

72 SENTRY CLUB
75 NATEX WAREHOUSE
81 GERMAN POST, DRESNER BANK
BARBER SHOP, DRY CLEANERS,
DER TRAVEL
82 US PRE-SCHOOL
83 SUPPORT UNITS GR, NL, NO, PO, TU, BE
85 GE SUPPORT UNIT

86 GE SUPPORT UNIT
87 US SUPPORT UNIT
89 US EDUCATION CENTER
91 US ELEMENTARY SCHOOL
96 LIBRARY, INTERNATIONAL PRE-SCHOOL
98 CA SUPPORT UNIT
101 SWIMMING POOL
103 US MILITARY CLOTHING SHOP

141 BILLETING/HOUSING OFFICE
IT SUPPORT UNIT
198 US DENTAL CLINIC
201 MEDICAL SQUADRON
206 NEW GYM
208 US MEDICAL CLINIC
219 SAFETY DIVISION

HANGAR IV PASSENGER TERMINAL

Appendix E – Tri-Border In-Processing Checklist

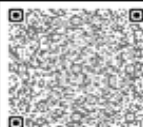
JFC Brunssum/USAG BENELUX BRUNSSUM IN-PROCESSING CHECKLIST

USAG BENELUX BRUNSSUM





Requirement	Purpose	Office	Phone	Location
Housing	Register with Housing Office, follow-on appointment for temporary furnishing (CFMO) once quarters are assigned Appointment Only at this time	Housing Office Location: Benelux	597-4151 (Housing Referral) 597-4154 (CFMO)	Bldg 8 2 nd floor
STAR CARD/ FORAX (ESSO)	Must have STAR account and current NATO vehicle registration for fuel card	AAFES Mon-Fri 1000-1700	597-4324	Bldg 8
ID Card Office	Initial In-Process -Appointment Required - Bring 2 forms of ID (CAC, passport, State DL, military retiree card), orders.	Location: Benelux	597-4260/61	Bldg 8 N109 (1 st floor through ACS entrance)
ID Card Office	ID Card (CAC or Dependent ID Card) and DEERS Enrollment Appointment Only	Location: Benelux Mon-Fri 0800-1600	597-4260/61	Bldg 8 N109
	Passport/Visa/SOFA Briefing Appointment Only (see above)	Mon-Fri 0800-1600	597-4260/61	Bldg 8 N109
Community Mail Room (CMR) Box set-up/combo info	Mail Box, Change of Address	M-F-0800-1700	597-4188	Bldg 9 Mailroom window
Installation Access Control System (IACS)	Register ID Card in IACS.	Provost Marshal Mon-Fri-0800-1600 Closed: 1200-1230	045-534-0116/0117	Bldg 14
Driver's License	Must be completed before you can register your car. POV Testing: Appointment Required for Course	Logistics Readiness Center Mon-Fri 0800-1630	597-4100	Bldg 7
Transportation Office	Household goods -- Appointment Only	Mon-Fri 0800-1630	597-4088	Bldg 7
Vehicle Processing Center (VPC)	Appointment Required Should be checking status on the IAL website	Mon-Fri 0800-1630	597-4189/90	Bldg 7
Drivers Training	For all that will be driving a HQ JFC vehicle	Mon-Fri 0800-1630	597-4189/90	Bldg 7

JFC Brunssum



International Housing Office	Check International Housing office listings (may differ from US Housing office offerings). MUST process rental agreement via US Housing office.	HQ JFC Brunssum Jfcbrunssum.com Mon-Fri 0800-1600 housingoffice@jfcbs.nato.int	045-526-2135	JFC Bldg H-603
------------------------------	--	---	--------------	----------------

Appendix E – Tri-Border In-Processing Checklist (Page 2)

POV/Motorcycle Registration	Mandatory for vehicle owners Appointment Required passandregistration@jfcbs.nato.int	JFC Brunssum Mon-Fri 0830-1500	045-526-2580	JFC Bldg H102
Dutch Marechaussee	Dutch Residence Permit Make appointment after lease is signed.	JFC Brunssum Mon-Fri 0815-1500	045-526-3191/2650	JFC Bldg H103
Obtain NATO ID Card	NATO ID Card (JFC HQ Form 162) passandregistration@jfcbs.nato.int Appointment only at this time	Pass & Permits Location: JFCBS Mon-Fri 0815-1530	045-5262542	JFC Bldg H102
				
Geilenkirchen, GE				
MEDICAL, DENTAL, and TRICARE	Medical Records, for authorized users only.	GK Health Clinic Geilenkirchen, GE M-F 0730-1700	0049-2451-99-3535	GK Bldg 208
				
AFNORTH International School				
K-12 School				
Newcomer's Orientation				
all items in this section completed during ACS brief at USAG Brunssum				
ACS	ACS Overview Briefing	Mon-Fri 0830-1630	597-4243	Bldg 8 1 st floor
	Host Nation Orientation Schedule date of next orientation. 1 st day overview & culture, 2 nd day of hands-on orientation		597-4243	Bldg 8 1 st floor
	Command Brief		597-4243	Bldg 8 1 st floor
	DES Point of contact DES Desk SGT	Open 24 hours a day	597-0555	Bldg 14
	CYSS/School Liaison Officer Point of contact: Thom Eaton	JFC Brunssum Mon-Fri 0600-1800	606-244-4277	H-602
	Legal Center	Mon- Fri 0900-1600	597-4176	Bldg 8 Rm N203
	Fire Safety Point of contact: Rob Walraven	Mon-Fri 0730-1630	597-4119	Bldg 14
	Child Abuse & Domestic Violence Point of contact Julie Hodge	Mon-Fri 0830-1630	597-4243	Bldg 8 1 st Floor
	Emergency Management Point of contact: John Hopper	Mon-Fri 0730-1630	597-4071	Bldg 8 Rm S219
	CSF2 Point of contact: Byron Wiley	Mon-Fri 0830-1630	597-4245	Bldg 8 1 st Floor
	Religious Support/Strong Bonds Point of Contact: Jos Luijten -Walk-ins Welcome	JFC Brunssum Mon-Fri 0900-1700	597-4300	H-405 Room3.06
	VAT Forms -Overview		597-4243	Bldg 8 1 st Floor
Other Service specific				
Service	Ration Card	Army		Element 48

Appendix E – Tri-Border In-Processing Checklist (Page 3)

Service	Military Pay/Finance	Army		Element
Service	Education office POC: Geraldine Hester	Mon-Fri 0800-1630	597-4253	
Service	CIF POC: Mr. Wil Ploum		597-4193	
Local Bank	Appointment Required.			
	NATO Card Application Bring 2 forms of ID (CAC, passport, State DL, orders.)			
Service	1. Government Credit Card 2. DTS- Defense Travel System	Army		Element
Service	NATO ID Card (JFC HQ Form 162) passandregistration@jfcbs.nato.int Appointment only at this time	Pass & Permits Location: JFCBS Mon-Fri 0815-1530	045-5262542	JFC Bldg H102
SHARP	Training	Army		Element
Substance Abuse	Training			
TARP	Training	Army		Element
MRT	Training	Army		Element
OPSEC	Training	Army		Element
MRT	Training	Army		Element
EO	Training	Army		Element
Information Assurance	Training	Army		Element
ASAP/Suicide Prevention Training	Training	Army		Element

Appendix F – Useful Phone Numbers

**NATO Air Base Geilenkirchen, Lilienthal
Allee 100, 52511, Teveren, Germany (+49)**

Base Operator	02451-63-188
Ambulance – Emergency (on base only)	x4444
Emergency (on base only)	x2222
Fire – Emergency (on base only)	x3333
AAFES	0611-1435460805; DSN: 546-0805; www.shopmyexchange.com
Auto Service Center/Car Rental	02451-484-1853
Barber/Beauty Shop	02451-63-4087
Chapel	02451-63-2229
Child Development Center	02451-63-2216; DSN: 458-6005
Dental Clinic (US)	Bldg. 198; 02451-99-3535
Dining Hall	02451-63-4935
Dry Cleaners/ Bookstore	02451-66365
Education Center	Bldg. 89; 02451-63-2244; DSN: 458-6094
GK 470 ABS Medical Clinic (US)	Bldg. 88; 02451-99-3200 (Appointments); 02451-99-3400 (Tricare Office)
Gym	02451-63-4946
Library	02451-63-4956
Military Clothing Sales (AAFES)	Bldg. 103; 02451-63-2248
MWA Activities	02451-63-4940
NATEX Auto Service Center	Bldg. 65; 02451-620-7252
Sauna	02451-63-4947
Swimming Pool	02451-63-4948
Thrift Shop	02451-63-4919
VAT Office (NATO)	Bldg. 80; 02451-63-4916
VAT Office (US)	Bldg. 87; 02451-63-2258
Youth Activities	02451-63-4954/4955

How-to-Dial Information

From the USA to The Netherlands

011-31-omit the 0 from the Dutch #

Example: 011-31-45-526-1111

From The Netherlands to the USA

00-1-area code-seven digit #

Example: 00-1-513-555-7777

From the USA to Germany

011-49-omit the 0 from the

German #

Example: 011-49-2451-4444

From Germany to the USA

00-1-area code-seven digit #

Example: 00-1-513-555-7777

From The Netherlands to Germany

00-49-omit the 0 from the

German #

Example: 00-49-2451-5555

From Germany to The Netherlands

00-31-omit the 0 from the Dutch #

Example: 00-31-45-526-1111

Appendix F – Useful Phone Numbers

U.S. Army Garrison (USAG) Benelux-Brunssum Kranenpool 3, 6443 VA, Brunssum, The Netherlands (+31)

Army Community Services	045-534-0243; DSN: 597-4243	Education & Development Intervention Service	045-534-0252/DSN: 597-4252
Alterations/Dry Cleaners	06-512-09731	Employment Readiness	045-534-0243
Andrews Federal Credit Union	045-534 0335/DSN: 597-4335	Equal Employment (EEO)	045-534-0079, DSN: 597-4079
Army Emergency Relief	045-534-0243	Exceptional Family Member Program	045-534-0243
Army Family Team Building	+32(0)65-32-6833	Family Advocacy	045-534-0245
Benelux-Brunssum Exchange	046-443-7049	Family Hair Care Exchange (Bldg. 8, #2008)	06-1930-8598
Central Processing Facility (CPF)	045-534-0260/DSN: 597-4260	Housing Office	045-534-0149/0150/0151
Chapel	045-534-0300/DSN: 597-4300	ID Cards	045-526-2216
Child and Youth Services	045-534-0266/DSN: 597-4266	Military & Family Life Consultants (MFLC)	06-2947-1920
Coast Guard Activities Europe	045-534-0204 (YN1)	MWR Benelux-Brunssum	045-534-0232/DSN: 597-4232
Coast Guard Activities Europe XO	045-534-0201	New Parent Support	045-534-0243/DNS: 597-4243
Coast Guard Activities Europe ADMIN	045-534-0202	Post Office	045-534-0188
Commissary	045-534-0850	Self Help Store	045-534-0161/0162
Community Bank	045-534-0327	Transportation Office	045-534-0088/0089/0090
DPW (Work Orders)	045-534-0129/DSN: 597-4129	Trips and Tours Office USAG Benelux-Brunssum	045-534-0035/597-4235
Education Center	045-534-0253/DSN: 597-4253		

**Services/Offices are organized by physical location*

Appendix F – Useful Phone Numbers

JFC Brunssum Facilities Rimburgerweg 30, 6445 PA, Brunssum, The Netherlands (+31)			
Base Operator	045-526-2222	Emergency Medical Service / International SOS	+(44)20-8762-8384
Fire, Police, Ambulance & Emergency Services	112; 045-534-0182	Fitness Center	045-534-3170/3171
Military Police	045-526-2616; 045-534-0555	International Housing	045-526-2135
Aelia Duty Free Shop	045-526-4023	JFC Swimming Pool	045-526-3172
Alliance Movie Theater	045-526-2110	Library	045-526-2669 or 045-534-0307
Arts & Crafts Center	045-526-3821	Miner's Restaurant	045-526-2925
Auto Hobby Shop	045-526-3173	MWA JFC Brunssum	045-526-2626
Chapel	045-534-0300/DSN: 597-4300	NATO ID Office/VAT Tax Relief Office	045-526-2291
Child and Youth Services	045-534-0266/DSN: 597-4266	Pass & Registration Office	045-526-4301/4303
Curios Thrift Shop	Bldg. 603, JFC Brunssum; open TUES/THURS 10:00 - 13:00	Volunteer Coordinator	045-534-0234/DSN: 597-4266
Customs Office	045-526-2681	Work Orders	045-534-0444
CYS School Liaison Officer	045-534-0277		

**Services/Offices are organized by physical location*

OTHER	
AFNorth Elementary School	045-527-8251
AFNorth Middle School	045-527-8261
AFNorth High School	045-527-8261
AFNorth School Liaison	045-526-2023
Finance Office (SHAPE)	0032-65-75-7892/DSN: 597-7892
U.S. Consulate	020-664-5661; https://nl.usembassy.gov/embassy-consulate/Amsterdam/
U.S. Embassies	http://www.usembassy.gov/
Victory Services Club (London)	0207 616 8335 or 020 7723 4474

Appendix G – Useful Applications and Websites



AroundMe

Using GPS, provides information on local establishments (fuel stations, hospitals, banks, etc.)



Digital Garrison

Create an account to receive information on USAG Benelux community



DECA

Commissary App contains information on all DoD commissaries and coupons for local stores



Dutch Banking Apps (ABN-AMRO, ING, etc.)



One of several VPN companies available to protect your online information



Information on FLiX Bus system and stations throughout Europe



Green-Zones

Maintains information on pollution stickers required to put on your windshield and avoid fines when traveling throughout Europe



Google Translate

Allows one to translate text, images, or verbal conversation



Milleu App

Provides trash collection information (regular, green/compost, recyclables, PMD); thrift store locations



NS

Trip planner for Dutch national train system



Reisapp BZ

Travel App; gives reliable travel information and immediate notification when the travel advice of your favorite country changes



RyanAir

Budget-friendly offers to travel throughout Europe



Re-open EU

Publishes information on travel and health measures in EU and Schengen Associated countries (Iceland, Liechtenstein, Norway, Switzerland)



TextNow

Establishes a U.S. number with your mobile phone; allows you to call toll-free numbers and landlines in the U.S.



Thuisbezorgd

Food delivery/order ahead app (accepts US credit cards and local cards)



Transfer money online securely

Appendix G – Useful Applications and Websites

Activities Europe USAG Benelux: <https://home.army.mil/benelux/index.php>

ACS at USAG Benelux:

<https://home.army.mil/benelux/index.php/about/Garrison/directorate-human-resources/army-community-service>

MWR

- Facebook @BrunssumMWR
- IG @Beneluxmwr
- YouTube @USAGBeneluxMWR
- Brunssum.armymwr.com



Military OneSource: www.militaryonesource.com

JFC HQ Brunssum Regional Headquarters: <http://www.jfcbs.nato.int>

JFCBS Newcomers Guide 2022:

<https://jfcbs.nato.int/community/newcomers/newcomers-guide>

Facebook Local Pages:

- Search “GK/AFNORTH/JFC Classifieds”
- Search “GK/AFNorth/JFC FRIENDS AND FAUX”
- <https://www.facebook.com/USAGBenelux/>

Netherlands Board of Tourism: www.holland.com

- Zuid-Limburg Tourism Center: <https://www.visitzuidlimburg.nl/>

Belgium Board of Tourism: <http://www.visitbelgium.com>

Germany Board of Tourism: <http://www.germany-tourism.de>

Expatriate Info Holland: [Dutch Home Insurance Policies | ExpatriateINFO Holland](#)

Victory Services Club: Free membership to all Commonwealth and NATO military members; located in London; the club has reciprocal agreements with other clubs in San Francisco, Vancouver, Singapore, Hong Kong, Australia, and New Zealand

<https://www.vsc.co.uk/>

- You can join online as a serving/reserve member at [Victory Services Club - Application \(infodata.uk.com\)](#)

Appendix G – Useful Applications and Websites

[Official list of Embassies from the U.S. Department of State \(usembassy.gov\)](https://usembassy.gov/)

U.S. Consulate General Amsterdam

Museumplein 19
1071 DJ Amsterdam
The Netherlands

U.S. Embassy The Hague

John Adams Park 1
2244 BZ Wassenaar The Hague
Phone: +31 70 310-2209

Appendix H – JFC Brunssum Vehicle Registration Application

HEADQUARTERS JOINT FORCE COMMAND BRUNSSUM

VEHICLE REGISTRATION APPLICATION



SURNAME: _____ NAME: _____

UNIT: _____ NATO ID NUMBER: _____

<input checked="" type="checkbox"/>	COPY OF:	QTY	REMARKS:
<input type="checkbox"/>	Copy of the sponsor's NATO ID	1	Front & back
<input type="checkbox"/>	Copy of the vehicle title or current registration	2	All pages if multiple pages
<input type="checkbox"/>	Copy of the vehicle's certificate of conformity (COC)	2	If available or use supplied form
<input type="checkbox"/>	Copy of the invoice with the value of the vehicle	2	Only if the vehicle is purchased tax-free
<input type="checkbox"/>	Copy of the Technical Inspection Report (APK)	1	*For benzine vehicles older than 4 years *For diesel vehicles older than 3 years
<input type="checkbox"/>	Copy of national driving license	1	Front & back
<input type="checkbox"/>	Copy of a valid insurance	1	NL or USAA / LVM
Vehicle Make: Vehicle Model:		Year Built:	
VIN / Chassis Number :		Location of VIN / Chassis Number:	
Vehicle Color : Interior : <input type="checkbox"/> Leather <input type="checkbox"/> Cloth <input type="checkbox"/> Other		Vehicle imported from (country):	

License Plate Fees: Car 30€ / Scooter 25€ / Motorcycle 20€ / Trailer (>750kg) 15€

Appendix I – Brochure for POV



Deze informatie is bestemd voor de politieagent. Het voertuig dat u nu controleert is eigendom van een NAVO medewerker, toegewezen in Nederland. Het voertuig is conform het NAVO status verdrag op een andere wijze geregistreerd als gebruikelijk en daarom niet regulier voor u te bevragen. Neem contact op met het voertuigregistratiekantoor als u de registratiestatus van dit voertuig wilt bevestigen. Als u zich wilt overtuigen van een geldige verzekering voor dit voertuig dan wil ik u verzoeken om contact op te nemen met de verzekeringsmaatschappij die dit voertuig in verzekering heeft. De bestuurder kan u een brief overleggen waarin de contactgegevens van de verzekeringsmaatschappij zijn vermeld. Met dank voor uw begrip en uw medewerking.



Cette information est destinée à la Police. Le véhicule que vous inspectez est utilisé par un membre de l'OTAN, affecté aux Pays Bas. Conformément au traité sur le statut de l'OTAN, le véhicule est enregistré différemment et donc, ne peut être contrôlé par vos soins. Si vous souhaitez vérifier l'enregistrement de ce véhicule, veuillez contacter le Vehicle Registration Office. Si vous souhaitez vérifier la validité d'assurance de ce véhicule, veuillez contacter directement la compagnie. Le chauffeur peut vous fournir un courrier indiquant les coordonnées de cet assureur. Merci pour votre compréhension et votre coopération.



Questa informazione è destinata agli ufficiali di polizia. Il veicolo sul quale viene eseguito il controllo è utilizzato da un membro della NATO, assegnato nei Paesi Bassi. In conformità con il trattato sullo status della NATO, il veicolo è immatricolato in modo diverso dal solito e pertanto non è possibile eseguire le ordinarie verifiche. Se si desidera constatare lo stato di immatricolazione di questo veicolo, si chiede di contattare il Vehicle Registration Office. Se si desidera ricevere una conferma sulla validità della copertura assicurativa, si prega di contattare la compagnia assicurativa. Il conduttore potrà fornire una lettera con i dettagli di contatto dell'assicuratore. Si ringrazia per la disponibilità e la collaborazione.



Ta informacja jest przeznaczona dla policjanta. Pojazd, który kontrolujesz, jest używany przez członka NATO wyznaczonego na stanowisko w Holandii. Zgodnie z traktatem o statusie NATO pojazd jest zarejestrowany inaczej niż wszystkie pojazdy rejestrowane w Holandii. Jeśli chcesz potwierdzić status rejestracji tego pojazdu, skontaktuj się z biurem rejestracji pojazdu. Jeśli chcesz potwierdzić ważną polisę ubezpieczeniową dla tego pojazdu, skontaktuj się z firmą ubezpieczeniową. Kierowca może dostarczyć Ci dane kontaktowe firmy ubezpieczeniowej i biura rejestracji pojazdu. Dziękujemy za zrozumienie i współpracę.



This information is intended for the policeman. The vehicle you are inspecting is used by a NATO member, assigned in The Netherlands. In accordance with the NATO status treaty, the vehicle is registered in a different way than usual and cannot be regularly questioned by you. If you wish to confirm the registration status of this vehicle, please contact the Vehicle Registration Office. If you wish to confirm a valid insurance policy for this vehicle, please contact the insurance company. The driver can provide you with a letter stating the contact details of the insurance company. Thank you for your understanding and cooperation.



Diese Informationen sind für den Polizisten bestimmt. Das Fahrzeug, dass Sie inspizieren, wird von einem NATO-Mitglied in den Niederlanden verwendet. Gemäß dem NATO-Statusvertrag ist das Fahrzeug anders als gewöhnlich zugelassen und kann von Ihnen nicht standardmäßig abgefragt werden. Wenn Sie den Zulassungsstatus dieses Fahrzeugs möchten, wenden Sie sich bitte an die Zulassungsstelle. Wenn Sie eine Bestätigung über die gültige Versicherungspolice für dieses Fahrzeug möchten, wenden Sie sich bitte an die Versicherungsgesellschaft. Der Fahrer kann Ihnen ein Schreiben mit den Kontaktdaten der Versicherungsgesellschaft zusenden. Danke für ihr Verständnis und die Kooperation.



Esta información está destinada al policía. El vehículo que está revisando actualmente es un vehículo que usa un miembro de la OTAN, asignado en los Países Bajos. De conformidad con el tratado sobre el estatuto de la OTAN, el vehículo está asegurado de una manera diferente a la habitual y, por lo tanto, no puede ser cuestionado regularmente por usted. Si desea confirmar el estado de registro de este vehículo, comuníquese con la Oficina de Registro de Vehículos. Si desea convencerse a sí mismo de una póliza de seguro vigente y válida para este vehículo, me gustaría pedirle que se ponga en contacto con la compañía de seguros que tiene esta compañía de seguros. El conductor puede proporcionarle una carta que indique los datos de contacto de la compañía de seguros. Gracias por su comprensión y cooperación.



Disse oplysninger er beregnet for politiet. Køretøjet, du kontrollerer, ejes af et NATO-medlem udstationeret i Holland. I henhold til NATO aftalen er køretøjet registreret på en anden måde end normalt. Køretøjets registreringsstatus og gyldige forsikringspolice kan bekræftiges af køretøjets registreringskontor og forsikringselskab. Føreren af køretøjet kan give dig kontaktoplysningerne på henholdsvis registreringskontoret og forsikringselskabet. Tak for din forståelse og samarbejde.

NATO

HEADQUARTERS

JOINT FORCE COMMAND

BRUNSSUM

THE NETHERLANDS



REGISTRATION

& INSURANCE

EXPLANATION

Instructions for the driver:

- Keep proof of valid insurance in your vehicle
- Keep contact information for your vehicle insurance company with you at all times
- Keep this brochure in your vehicle

Vehicle Registration Office:

- Telephone: +31 (0) 45 526 4302
- Email: passandregistration@jfcbs.nato.int

Appendix J – Dutch Customs Policy Letter (P&R Change)

**Store a copy in POV*



Douane
Belastingdienst

memo

Tax free purchases, for personnel from Foreign
Armed Forces for personal use, in the Netherlands.

Naam dienstonderdeel
Douane Eindhoven

Locatie:
Rimburgerweg 30
Gebouw H-102
6445PA Brunssum
douane.del.3fc_hg@douane.nl

Contactpersoon
Douane DEI
T 0031 (0)45 525 3704

cm.hilvers@douane.nl

Datum
31-05-2021

Behandeld door:
Karin Hilvers

Bijlagen
Geen

Change in rules regarding the use of the Form 602 (Customs Tax Invoice)

As of June 1, Dutch Customs decided, to change the exempt amount for V.A.T. free purchases, which is mentioned in the Customs Tax Invoice.

According to Article 42a, lid 2, b, Uitvoeringsregeling Algemene wet inzake rijksbelastingen 1994, the exempt amount will be equal to, or more than € 45,-- excluding V.A.T. per invoice.

For questions, please contact Dutch Customs, 0031(0)45 525 3704

Appendix K – Factsheet AEFA-E-2023



Welcome to the “**AMERICA-EUROPE FRIENDSHIP ASSOCIATION- AEFA**”

A Transatlantic Network of Friends!

Our Vision

Stronger by Friendship – Amicitia Fortior- which is also our motto and are coin. Based on Loyalty, Respect, Mutual Trust and Support. Friendship is THE CEMENT that keeps the World together and is a stepping stone to lasting relationships and Alliances.

Our Mission

To promote, build, strengthen and maintain strong friendship ties between North America and Europe citizens, especially those working and living in the EUR Region. The AEFA founded in 2017 and registered in Limburg as an independent, non political and non profit trans-Atlantic network of Friends. We have currently over 700 members of 14 different nationalities.

Key Objectives

- Promoting, stimulating, building and strengthening the Social, Cultural and Friendly ties between the citizens of America, Europe and the Netherlands, in particularly in the EUR Region;
- Promoting, stimulating and building Friendly, Mutual Relations and Cooperation with like minded Organizations, Institutions and Networks that have related objectives;
- To promote a beter understanding of and appreciation for the core activities of Alliances and International organizations such as the North Atlantic Treaty Organization and the European Union concerning Freedom, Democrcy, Peace, Security and Stability;
- Working towards lasting Honoring and Commemorating Allied fallen, Veterans and Victims in a dignified and respectful manner (Lest We NEVER Forget);

Appendix K – Factsheet AEFA-E-2023

- To Serve as a Platform of Information, Sharing Experiences, Collaborative efforts bridges cultural challenges, Informative Briefings to promote and to strengthen Mutual Understanding, Similarities, Comradery and Friendship.

Activities

The AEFA organizes 7-9 events per year such as Meet & Greets, informative briefings, the Annual Allied Memorial Dinner event, family visits or excursions to epic locations, family boattrips, beercalls, whiskey, wine/beer tastings and the Annual Castle summer BBQ with music. Furthermore, AEFA participates in at least 15 Allied Commemoration Ceremonies such as US Margraten Memorial , US Wereth Memorial, Liberation Mesch, Liberation Thorn.

For further information please consult our public website:

<https://www.america-europe-friendship-association.com>

Board Honorary Patrons

The AEFA installed Honorary Patrons to represent a truly trans-Atlantic alliance.

- Her Excellency Razdan Duggal, Ambassador of the United States of America;
- His Excellency Giorgio Novello, Ambassador of Italy.

Board of Association Ambassadors

The AEFA installed “Association Ambassadors” to strenthening and promoting the Association’s Key Objectives and spirit of connecting and bonding!

- Mrs Wilma Van Der Rijt, Mayor of Brunssum, the only NATO Municipality in the Netherlands;
- Major General US Army John Boyd, JFC DCOS OPS;
- Brigade General Royal Dutch Army Ronald Rietbergen JFC Assistant DCOS J4;
- Mr John Santurbano (Lux), Director EUROCONTROL Maastricht Upper Area Control Centre.

Interested in joining a fun and international organization?

Membership costs are limited to 25 Euro per person. Paid ONCE! Dependent children are included in membership. There is no annual membership fee. All activities are voluntary and are charged at cost price.

To register on line as member, see our public website, bottom of page “Activities”:

<https://www.america-europe-friendship-association.com>

Appendix L – NAIL Flyer



NETHERLANDS AMERICA INSTITUTE LIMBURG

What is the NAIL?

Following World War Two (WWII), the Netherlands-America Institute Limburg (NAIL) was founded in 1952. Similar groups established after the Second World War elsewhere in the Netherlands have ceased to function, but the NAIL remains strong. Why? Because of two key reasons:

First, the special bond formed between the people of Limburg and the USA in the wake of the liberation of this region in 1944-45 *inter alia* by American troops. There are still NAIL members today who, as children, personally witnessed the arrival of US troops in their towns, housed US soldiers in their homes, and care for the graves of the thousands of US soldiers interred in the war cemetery at Margraten. More graves of US soldiers have been “adopted” by ordinary citizens at Margraten than at any other US war cemetery. The fact that so many local people continue to visit Margraten, including Dutch schoolchildren, underscores the region’s continuing commitment to US-Dutch relations.

Second, the NATO and US military presence here in the region has established strong ties with US senior commanders, military personnel and civilians. Thanks to their continuous support and commitment the NAIL remains strong.

The NAIL is a non-political organization and most members are, or have been, part of military and/or civilian national and/or international entities. Over time, membership regulations have been relaxed such that, although the US and Dutch remain the core of the organisation, the NAIL now extends an invitation to Europeans of other nationalities to join. Today the NAIL has more than 100 members consisting of American and a wide variety of European nationals. We have established strong ties with

Appendix L – NAIL Flyer

the US Embassy and its Consul General in The Hague, the US communities of US Army Garrison Brunssum, Joint Force Command Brunssum, NATO Air Base Geilenkirchen, AFNORTH International School, the Limburg Veterans Day Foundation, the SHAK 1944 Foundation and the Foundation of the Adoption of American Graves Margraten.

What are NAIL's Objectives?

The key objectives of the NAIL are:

- + to maintain & strengthen social, cultural and economic ties between United States of America and the Netherlands;**
- + to promote friendship between citizens of the United States of America, NATO military personal and the Netherlands, especially the Limburg population.**

What do we do?

Essentially the NAIL is a platform facilitating people to connect, to identify synergies and to establish networks resulting in mutual understanding and appreciation. This platform generates a wide range of activities. Major NAIL events are the annual Memorial Eve Dinner gathering and participation in Memorial Day Services the following Day and the NAIL Family Christmas Dinner. Other activities include themed dance events, beer calls, meetings, excursions/visits to local breweries, lectures international organizations such as factories, historic sites, museums, castles and selected regional restaurants. The NAIL also sponsors special guest lectures on topics of interest.

But, we should not forget that we aim to promote & preserve the cultural, economic and social contacts between the Netherlands and the United States of America. Furthermore, the provision of information & assistance

Appendix L – NAIL Flyer

How is the NAIL organized?

The NAIL has a Board that is fully accountable for its actions to its members. To ensure transparency and accountability a General Membership Meeting is held annually.

How Do I Join?

Are you interested to join, but would appreciate additional clarification and/or information? Please contact our Secretary to discover more.



Police Lt. Roger Schijven

Tel – 06 26200254

Email – info@naillimburg.com

Appendix M – Clubs & Organizations

Tri-Border Clubs/Organizations

(JFC, USAG, GK, AFNorth)

**No federal endorsement implied*

If a particular club/organization is not listed below,
please email usarmy.benelux-brunssum.id-europe.list.pao@army.mil

Alliance Players (Theatre)

Email: info@allianceplayers.eu

Website: www.allianceplayers.eu

Facebook: [Alliance Players](#)

Allied International Marching Team

Email: jfcbstamt@gmail.com

Facebook: [Allied International Marching Team](#)

**See Nijmegen 4 Days March in next column*

America-Europe Friendship Association

Website:

www.america-europe-friendship-association.com

Facebook:

[America-Europe Friendship Association Limburg NL](#)

American Legion Post NL01

Email: al.post.nl01@gmail.com

Facebook: [American Legion Margraten Post NL01](#)

American Spouses of Geilenkirchen

Email: asgk.contact@gmail.com

Email: asgk.scholarships@gmail.com

Facebook: [American Spouses of Geilenkirchen](#)

Cooking Club by JFCB IC

Email: cookingclub.jfcbic@gmail.com

Crafter's Corner

Email: jfcb Brunssumchapel@gmail.com

Facebook:

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

Cub Scout Pack 100

Family Pack (boys and girls)

Kindergarten through 5th Grade

Email: tac.pack100@gmail.com

English Morning Conversation by JFCB IC

Email: jfcbseenglishconv@gmail.com

English Evening Conversation by JFCB IC

Email: Conversationgroupjfc@gmail.com

F.I.R.E. Youth Group (Middle/High School Age)

Facebook: [F.I.R.E. Group – Tri-Border Youth](#)

French Conversation by JFCB IC

Email: jfcfrenchconversation@gmail.com

GK Flyers (Adult ice hockey)

Email: gkflyers@gmail.com

Facebook: [GK Flyers Hockey](#)

International Golf Association

Email: info@iga-golf.club

Website: www.iga-golf.club

Italian Conversation by JFCB IC

Email: italianconversationjfc@gmail.com

JFC Brunssum International Club (JFCB IC)

(Activity groups: Coffee & Culture, Arts & Crafts, Books & Coffee, Cooking, Dog Walking, Foreign Language Conversation, Mindfulness Meditation, and Nordic Walking)

Email: jfcbic@gmail.com

Email: activity.jfcbic@gmail.com

Email: itpublicity.jfcbic@gmail.com

Website: www.jfcbic.com

Facebook: [JFC Brunssum International Club 2022-2023](#)

JFCBS Cycling Club

Website:

<https://www.strava.com/clubs/brunssumcyclingclub>

Facebook: [Brunssum Cycling Club](#)

JFC Golf Society

Email: jfcgolf@gmx.com

Website: <https://www.jfcgolf.com/about-me/>

Mindfulness & Meditation Club by JFCB IC

Email: longlifefitness@gmail.com

Minglers & Makers by JFCB IC

Email: minglersmakerscraftclub@gmail.com

Nijmegen 4 Days March (July)

Email: usdodmil.4daagse@gmail.com

Website: www.usdodmil-4daagse.com

Appendix M – Clubs & Organizations (Continued)

Tri-Border Clubs/Organizations (Continued)

(JFC, USAG, GK, AFNorth)

**No federal endorsement implied*

Orcas International Swim Team

Email: orcas.swimteam.president@gmail.com

Website:

<https://www.teamunify.com/team/efslgo/page/home>

Facebook: [Orcas International Swim Team](#)

Parent Teacher Association

(AFNorth Middle/High School)

Email: afnorth.pta@gmail.com

Facebook: [Afnorth US Middle/High School PTA](#)

Parent Teacher Organization

(AFNorth U.S. Elementary School)

Email: afnorth.is.es.pto@gmail.com

Facebook: [AFNORTH International Elementary Parent Teacher Organization\(PTO\)](#)

Protestant Women of the Chapel –

Geilenkirchen NATO Air Base Chapel

Email: pwocgk.de@gmail.com

Facebook: [Geilenkirchen NATO AB PWOC](#)

Protestant Women of the Chapel – JFC

Brunssum Chapel

Email: jfcpwoc@gmail.com

Facebook: [Brunssum PWOC](#)

Sailing Club

Email: ntsc@web.de

Website: www.sailnato.org

Scouts BSA

Facebook: [BSA Troop 100, The Netherlands](#)

Tri-Border Haunted House

Email: triborderhauntedhouse@gmail.com

Facebook: [Tri-Border Haunted House](#)

Instagram: @triborderhauntedhouse

Tri-Border Walking Club

Email: triborderwalking@hotmail.com

Facebook: [Tri-Border Walking Club](#)



ALPHA COMPANY WELCOME PACKET

Alpha Company, Allied Forces North Battalion
Brunssum, NL

Allied Joint Forces Command Brunssum (JFC Brunssum): <https://www.jfcbs.nato.int>

NATO Communication and Information Systems Services Agency:
<https://www.ncia.nato.int/About/Pages/Locations/NCISS.aspx>

Last Updated
20 August 2022

DISCLAIMER

The content and appearance of external links in this guide does not constitute official endorsement on behalf of the U.S. Army or Department of Defense. The accuracy of this guide is not guaranteed.



ALPHA COMPANY WELCOME PACKET



WELCOME TO ALPHA COMPANY!	6
PRIOR TO YOUR ARRIVAL	7
REQUIRED DOCUMENTATION & TRAINING	7
PASSPORTS/VISA	8
POINTS OF CONTACT	8
HOUSEHOLD GOODS	9
HAND CARRY THESE ITEMS	10
ARRIVAL / IN-PROCESSING	11
ARRIVAL AIRPORT	11
TEMPORARY LODGING	11
IN-PROCESSING PROCEDURES	11
HOUSING REFERRAL OFFICE	12
MEDICAL/DENTAL	13
DRIVERS TRAINING	13
ARMY COMMUNITY SERVICE	13
BANKING	13
POSTAL SERVICE	13
REGISTRATION OF NON-DUTCH PERSONNEL	14
SCHOOLS	14
A TO Z OF HELPFUL INFORMATION	15
AIRPORT SHUTTLE	15
APPLIANCES	15
BANKING & CURRENCY EXCHANGE	15
BICYCLES	16
CELL PHONES	16
CHILD & YOUTH SERVICES	16
U.S. CENTRAL REGISTRATION OFFICE (U.S. FACILITY, MWR)	17
CHILD CARE	17
SCHOOL AGE SERVICES	17
MIDDLE SCHOOL AND TEEN CENTER	17
YOUTH SPORTS AND FITNESS PROGRAM	17
DRIVING	18
THE NETHERLANDS	18
BELGIUM	20
GERMANY	20



ALPHA COMPANY WELCOME PACKET



DUTCH LAW	21
THE ROYAL MARECHAUSSEE REPRESENTATIVE (RMR)	21
POLICE SERVICE	21
PRIVATELY OWNED FIREARMS	21
TAXES	22
LEVIES.....	22
HEALTH, ENVIRONMENTAL & SAFETY SECTION	ERROR! BOOKMARK NOT DEFINED.
LEGAL ADVISORS' OFFICE.....	ERROR! BOOKMARK NOT DEFINED.
ELECTRONICS.....	22
EMPLOYMENT	23
FINANCIAL COUNSELING.....	23
FORCE PROTECTION.....	23
FUEL	23
FURNITURE.....	24
HOUSING.....	24
UTILITY TAX AVOIDANCE PROGRAM FOR PRIVATE LEASE:	24
HOUSING ALLOWANCE:.....	24
FYI:.....	25
RENTAL RULES IN THE NETHERLANDS	25
PERTINENT FACTS ABOUT UTILITIES	25
UTILITIES BILLING.....	25
INSURANCE	26
CAR INSURANCE.....	26
LIABILITY AND GLASS INSURANCE.....	26
INTERNET & TV	26
AFN: ARMED FORCES NETWORK.....	26
TV THROUGH INTERNET OPTIONS:.....	27
LEGAL SERVICES	27
LIBRARY	27
LOAN CLOSET	27
LOCATION.....	28
GENERAL INFORMATION.....	28
MAASTRICHT	28
BRUNSSUM	28
LANGUAGES	28



ALPHA COMPANY WELCOME PACKET



CLIMATE	28
TOURIST INFORMATION	29
MAIL	29
US POSTAL SERVICE	29
DUTCH POSTAL SERVICE	30
MEDICAL CARE	30
MEDICAL CLINIC	30
DENTAL CLINIC	30
PATIENT LIAISON SERVICES:	30
PHARMACY:	30
TRICARE OVERSEAS PROGRAM (TOP) PRIME:	31
MOVIES	31
PASSPORTS	31
PETS	32
FLYING WITH PETS	32
PET PASSPORTS	32
PHYSICAL FITNESS	32
THE JFC BRUNSSUM FITNESS CENTER	32
SPORTS COMPLEX	33
SWIMMING POOL	33
PUBLIC TRANSPORTATION	33
RECREATION CENTER	33
RELIGIOUS COMMUNITY	34
RELOCATION ASSISTANCE	34
SCHOOL	34
SCHOOL REGISTRATION	35
EXTRACURRICULAR ACTIVITIES	35
BUS REGISTRATION	35
SHOPPING	35
ON-POST SHOPPING OPPORTUNITIES:	35
GROCERY STORES IN THE NETHERLANDS	35
SPONSORSHIP	37
STATUS OF FORCES AGREEMENT (SOFA)	37
TECHNICAL INFORMATION	38
TEMPORARY LODGING	38



ALPHA COMPANY WELCOME PACKET



SCHOOL BUS TRANSPORTATION DURING YOUR TEMPORARY LODGING STAY	38
TIME ZONE.....	39
TIPPING	39
TRASH & RECYCLING.....	39
GREEN RECYCLING	39
GLASS RECYCLING	39
PAPER RECYCLING.....	40
PLASTIC, METAL AND BEVERAGE CONTAINER RECYCLING	40
UNIFORM REQUIREMENTS	40
USING THE TELEPHONE.....	41
CALLING THE NETHERLANDS FROM THE U.S.	41
CALLING THE NETHERLANDS FROM WITHIN EUROPE	41
CALLING GERMANY FROM THE U.S.	41
VALUE ADDED TAX (VAT)	43
VEHICLE REGISTRATION.....	44
VEHICLE REGISTRATION REQUIRED DOCUMENTS:.....	44
REQUIRED EQUIPMENT	ERROR! BOOKMARK NOT DEFINED.
VEHICLE RENTAL.....	45
VEHICLE SHIPMENT FROM US.....	45
VISITORS.....	45
VOLUNTEER	45
YOUTH SPONSORSHIP	ERROR! BOOKMARK NOT DEFINED.
HELPFUL WEBSITES, PAGES, & GROUPS	46
WEBSITES.....	46
FACEBOOK PAGES.....	46
JFC BRUNSSUM:	46
USAG BRUNSSUM:	46
GEILENKIRCHEN:	46
FACEBOOK GROUPS.....	47
RECOMMENDED APPS.....	47



ALPHA COMPANY WELCOME PACKET



Greetings and welcome to The Netherlands!

On behalf of the command team, we would like to take this opportunity to welcome you and you're Family to Alpha Company, Allied Forces North Battalion (AFNORTH), and United States Army North Atlantic Treaty Organization (USANATO) Brigade. Our company is located in Brunssum, Netherlands. The Battalion Headquarters is in Mons, Belgium and the Brigade Headquarters is in Sembach, Germany.

Headquarters Allied Joint Force Command Brunssum, HQ JFC Brunssum, is located in Brunssum, Limburg, the Netherlands, in the heart of Northwest Europe - an area which is often referred to as "the balcony of Europe", or "land without frontiers" because of its easy access to several countries. JFC Brunssum's role, as the out of theatre operational command, is to provide appropriate command and control to the Resolute Support Mission (RSM), in Afghanistan. Designated a non-combat mission, NATO has established and is committed to providing a training, advisory and assistance function.

Our mission in Alpha Company is to enhance the well-being of individual Soldier and Family readiness. We provide support to those assigned members providing training, and support. We assure that you will find this duty challenging, educational and rewarding.

Again, welcome to Alpha Company!

- EAGLE 6

- EAGLE 7



ALPHA COMPANY WELCOME PACKET



WELCOME TO ALPHA COMPANY!

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 at 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.

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.



ALPHA COMPANY WELCOME PACKET



PRIOR TO YOUR ARRIVAL

In order to facilitate a smooth transition into your new assignment, there are several tasks you should complete prior to your departure from your losing unit.

REQUIRED DOCUMENTATION & TRAINING

ISOLATED PERSONNEL REPORT / PRE-OCONUS FILE

You **MUST** complete your Isolated Personnel Report (ISOPREP)/Pre-OCONUS File (PRO-File) prior to your arrival. Included in this requirement is completion of SERE 100.2 training on JKO. Please see the attached instructions and your unit S-2 personnel for assistance.

NATO ID CARD APPLICATION:

Attached you will find the NATO ID Card Application. Please fill out the 2nd tab (Data Entry Sponsor) numbers 3-18 and the 3rd tab (Data Entry and Print dependents), if you have dependents. This card will give you access for post and the building you will be working out of.

S-2 IN-PROCESSING PACKET:

This attachment is for your NATO Security Clearance memorandum. Please read through each page and properly fill out the required pages. The S2 packet will also help assist in receiving your NATO ID Card. It is mandatory that you return the S2 packet along with the NATO ID Card Application back to us before your arrival.

S-8 IN-PROCESSING PACKET:

This attachment is required in order for the S8 to arrive you into our DTS hierarchy. In addition to the Statements of Understanding, in order to be compliant with DoDI 5154.31 Volume 3 Table 2, all DTS Users are required to complete the following certifications: About DTS, DTS Travel Documents (DTS 101), DTS Travel Policies, and Travel Card Program (Travel Card 101). This training can be found at <https://www.defensetravel.dod.mil/>

port.

UNIT ANNUAL TRAINING REQUIREMENTS:

Current annual training requirements are outlined on the attached list. Please ensure that you provide training certificates, or memorandums of training to the orderly room upon arrival.

MEDICAL & DENTAL

You must arrive to your gaining unit fully deployable. Please ensure all MEDPROS related requirements (Hearing, Dental, PHA, Immunizations, etc.) are completed prior to your departure from your losing unit.



ALPHA COMPANY WELCOME PACKET



PASSPORTS/VISA

All U.S. citizens, including DOD civilians, contractors and authorized command-sponsored family members, must have a no-fee passport for overseas permanent changes of station, temporary duty assignments and missions. Each U.S. citizen accompanying the sponsor and listed on official orders -- even infants -- must have a no-fee passport. Non U.S. citizens must acquire passports from their countries' nearest embassies or consulates. Service members are only issued official passports for missions to countries that do not accept orders as an authorized travel document.

If you are MOVING TO U.S. Army Garrison Benelux, please contact the passport agent at your current duty station as soon as possible to ensure your family members and you have the official passport before travel.

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 Departments official website at <http://travel.state.gov>.

POINTS OF CONTACT

A CO Commander	DSN: 314-597-3556	Civilian from U.S. dial: 011-31-045-526-2572
A CO First Sergeant	DSN: 314-597-3557	Civilian from U.S. dial: 011-31-045-526-3549
A CO Orderly Room	DSN: 314-597-5333	Civilian from U.S. dial: 011-31-045-526-3914

E-Mail: usarmy.shape.hq-usanato-bde.list.a-co-admin.mil@army.mil



ALPHA COMPANY WELCOME PACKET



HOUSEHOLD GOODS:

What should I bring?

- Dishwashers/Refrigerators: Store or sell them. Basic machines with the correct electrical current are available through housing.
- Washer/Dryer: Store or sell them. Basic machines with the correct electrical current are available through housing.
- Beds: Room size varies in housing quarters. Houses tend to be smaller in Europe and extremely large headboards may not fit up stairways. Waterbeds are generally prohibited.
- Small Appliances: Most folks store their 110-volt appliances and buy 220-volt appliances once in Europe. Just remember use with a transformer can reduce the life of the appliance. Don't bring any appliance that operates with a timing device such as a bread maker, alarm clock or microwave. They will not work properly.
- Storage Items: Bring any shelves, bookcases, wall units and chests that you think you may need. The housing office does provide wardrobes for the duration of your tour but this may not be enough. Remember, there are no built-in-closets in most private homes.
- Sporting equipment: Bring your bike, tennis racket, etc. Europe is a great place for recreation.
- Clothes: You will need rain gear and good walking shoes. It can be cool at any time of the year so come prepared and remember to layer. Tip: Put some of Next Season's Clothes in your expedited shipment. Since your household goods may be delayed in arriving, the season may change before you receive them. It is a good idea to have some clothes packed just in case. Also include uniforms, boots, and other necessary military items.
- Television: In addition to requiring a different voltage, television in Europe operates on a different system than in the United States (NTSC in the U.S. vs. PAL in Europe). Unless you have a multi-system TV (sold at the local PX) or an adapter, you will not be able to receive European TV broadcasts. Local cable companies offer some English channels and many TV shows are aired in English with Dutch subtitles. Additionally, you can sign out a satellite dish and receiver that will receive American Forces Network or AFN broadcasts (this can be done at Geilenkirchen AFB). AFN features popular shows and sports from the United States and local military news. If you live on the local economy, you may wish to purchase an AFN satellite dish and decoder from the local AAFES or from someone PCSing out. For more information on AFN decoders, go to <https://www.afneurope.net/>.



ALPHA COMPANY WELCOME PACKET



HAND CARRY THESE ITEMS:

- ☐ **Hand carry at least one uniform.** Sometimes, expedited and HHG shipments are delayed. Start your in-processing by being prepared: in uniform.
- ☐ **PCS Orders with amendments.** Recommend that you bring at least 10 copies.
- ☐ **Stateside Driver's License.** Your driver's license, as well as those of your family members', should be renewed so that it will not expire while you are overseas. You may also consider acquiring an International Driving Permit. You can pick up an International Driving Permit at any AAA office if you are 18 and have a U.S. driver's license. Note: An International Driving Permit does not replace the NATO driver's license that you must acquire once you arrive at your duty location.
- ☐ **Social Security Cards.** Necessary for all members of the family.
- ☐ **Passport(s).** All members of the family should have their own passport.
- ☐ **Birth certificates.** For all family members, necessary for school registration and childcare.
- ☐ **Marriage license, divorce license, adoption and custody papers**
- ☐ **Insurance policies**
- ☐ **Power of attorney, if applicable**
- ☐ **Personal Will, living will**
- ☐ **State and Federal Tax Record**
- ☐ **Car Registration and title.** If the car has a lien on it from a lending institution, you will need a letter from the financial institution allowing you to take the vehicle out of the country.
- ☐ **Credit Cards/Debit Cards**
- ☐ **Transportation and shipping documents**
- ☐ **Storage documents**
- ☐ **Children's School Records.** Required for registration.
- ☐ **Medical Records, including shot records, dental records and eye glass prescriptions.**
- ☐ **Armed Forces (Department of Defense) ID Cards**
- ☐ **Financial documents.** Any that you think are important.
- ☐ **Video of Household Goods.** This will come in handy if you have any problems with your shipments.



ALPHA COMPANY WELCOME PACKET



ARRIVAL / IN-PROCESSING

ARRIVAL AIRPORT

Most people arrive at the Brussels International Airport. Personnel with pets will fly into Amsterdam-Schiphol Airport. After disembarking, follow the crowd to the Border Control where you must show your official passport and a copy of your orders. Family members also will need to present their passports. Unless otherwise ordered, service members will travel in civilian clothing. After you pass through Border Control, you will enter the baggage claim area. Money exchange windows are available in the baggage claim area and there is an ATM located in the terminal. It is often times more cost-effective to use an ATM to withdraw euros. Check with your bank on any fees before you use your debit and/or credit cards overseas. Once you have claimed all luggage pieces, you will have to pass through the Customs area. You may be asked to open your suitcases for inspection at this time. After completing Customs, exit to the waiting area.

Your sponsor or a designated representative will meet you at the airport. It is important to note that they will be meeting you in the waiting area as no one is allowed to pass through the international gateway without an airline ticket and passport.

***IMPORTANT:** You need to pay for the shuttle service to your temporary lodging. The shuttle from Brussels to Brunssum is roughly 200 euros. The shuttle from Amsterdam to Brunssum is about 300 euros. The shuttle company only accepts cash, make sure you get a receipt as this is reimbursable once you file your final voucher for this PCS. Double-check with your sponsor prior to departure.

TEMPORARY LODGING

Your Sponsor, in conjunction with the Company Orderly Room, will secure temporary lodging for you through the housing office. The Housing Referral Office also handles Temporary Lodging Allowance requests. The Purpose of Temporary Lodging Allowance (TLA) is to partially reimburse service members for expenses incurred during occupancy in a hotel or other accommodations while aggressively seeking permanent housing. TLA is paid in 10 day increments from the date of arrival at your new duty station. If housing is not obtained within the first 10 days, an additional 10 day allowance may be authorized. The process is continued until permanent housing is obtained. The housing office will provide you with details during their briefing at their office when you in-process.

IN-PROCESSING PROCEDURES

In-processing in the tri-border area is a little different than what you are used to in the United States. Here, you will notice that it may take a little longer. We are working in an international environment and there are a few extra steps. We recommend that you sit back, try to relax, and keep plugging away until it is completed.



ALPHA COMPANY WELCOME PACKET



The first business day after your arrival, your Sponsor will escort you to the Company Orderly Room, Central Processing Facility, Finance, and the Housing Office.

ORDERLY ROOM

The Orderly Room will complete your arrival transaction, conduct a Personal Records Review (PRR), update your DD Form 93, and SOES. They will also provide you with a unit in-processing checklist as well as a Tobacco/Liquor Ration Card, and a JFC HQ Brunssum (NATO) ID Card application (if not previously completed).

NOTE: Spouses will also receive a Tobacco/Liquor Ration Card and JFC HQ Brunssum (NATO) ID Card.

CENTRAL PROCESSING FACILITY (CPF)

CPF is located on USAG Brunssum, Bldg. 8. The CPF will provide you with your instillation in-processing checklist. The in-processing checklist is completed and returned to the Central Processing Coordinator no later than 12 days after issue.

CENTRAL PROCESSING FACILITY USAG Brunssum, Bldg. 8, Room 220

Hours of Operation: Mon – Fri 8 a.m.- 3:30 p.m. Closed daily from noon - 1 p.m. and on U.S. holidays
DSN 314-597-4260 CIV +31 (0)45-534-0260

INSTALLATION ACCESS CONTROL (IACS)

IACS is located on USAG Brunssum in Building 14. All US ID Card Holders must in-process through the IACS system in order to be granted access to US installations throughout Europe. You can reach them at DSN 597-4116/4117 or civilian +31 (0)45-5340116/0117

FINANCE OFFICE

The Finance Office is located on JFC HQ Brunssum in Bldg. 603. For more information or to schedule an appointment, call DSN 364-3598 or CIV +31 (0)45-526-3598.

HOUSING REFERRAL OFFICE

The Housing Referral Office is located on USAG Brunssum on the second floor of building 8. Bring the following items:

- 5 copies of orders and all amendments.
- ID cards/Family members' social security cards.
- Family members' address and phone number, if not residing with you

At the Housing Office, you will find out if government housing is available (locally owned homes that have a long-term lease with the US Army) or private-lease will be the option for you. The housing office will provide you with a briefing about your options, various allowances and other rules and regulations. See the HOUSING portion of this guide for more information.

The Housing Referral Office has a furniture branch as well as an appliances branch. They can lend furniture for 90 days and appliances for the extent of your tour.

Unfortunately, there is no agency that has linens for temporary use. Consider hand carrying, mailing, buying, or shipping these items early.

If you live in off-post housing, your lease must be approved by the housing manager. To live off-post you can expect to pay a deposit equal to three months' rent. You may also need to make deposits to utility companies (electricity, water or gas). Although some items such as the refrigerator, washer and dryer are provided, other items are not, so you should be prepared to purchase some items.



ALPHA COMPANY WELCOME PACKET



- Government Leased Quarters/Unaccompanied Housing/In-Processing in Room 231,
DSN 597-4163/4164/4165/4166, civilian +31 (0)45-534-0163/0164/0165/0166;
- Housing Referral Services in Room 234,
DSN 597-4149/4150/4151, civilian +31 (0)45-534-0149/0150/0151;
- Furnishings/Appliances Office in Room 232,
DSN 597-4153/4156, civilian +31 (0)45-534-0153/0156;
- Chief Housing Division in Room 230,
DSN 597-4146, civilian +31 (0)45-534-0146.

MEDICAL/DENTAL

The 470th Medical Flight Clinic (Health Facility) is located on Geilenkirchen NATO Air Base, Germany. The Health Clinic is located in Bldg. 208 and the Dental Clinic is located in Bldg. 198. You may schedule an appointment by calling Central Appointments at CIV +49-2451-99-3200. More information can be found under MEDICAL CARE in this guide.

Note: Children must have a recent health assessment to attend and participate in school and youth services programs. The Health Clinic has the necessary forms on hand.

DRIVERS TRAINING

The Drivers Training facility is located in Building 9 on USAG Brunssum. You are able to sign out a Dutch drivers study guide in order to prepare for the driving class and test. You may also sign up for the next class and test to receive a GOV license, if required. For more information, call DSN 597-4100; CIV 045-534-0100. Testing is conducted on Wed, 7:45 a.m. - noon.

Once you receive your license, you are ready to register your vehicle. Please view the VEHICLE REGISTRATION section in this guide to view a list of documents to bring and other important information.

ARMY COMMUNITY SERVICE

ACS is located in Building 8 on USAG Brunssum. At ACS you will sign up for the instillation Newcomer's briefing. Additionally, you may ask about other Newcomer's briefings in your international community. It is recommended that Family members attend the Newcomer's briefing along with the sponsor, when possible. ACS offers training on using public transportation as well as other helpful information.

BANKING

The Netherlands currency is euro (EUR). You can exchange your dollars in a Netherlands bank, in an exchange office (kantoor), or the Community Bank. You will need to open a local bank account in order to pay your local national bills. You can setup an allotment to your foreign bank to pay for rent and utilities. Comprehensive service in English is not always available and therefore most service members use internet banking. There are many ATM machines (bankomat) all over the city. Not all shops and restaurants accept credit cards. See the BANKING & CURRENCY EXCHANGE portion of this guide for more information.

POSTAL SERVICE

USAG Brunssum APO provides 24 hour access to mail boxes and has a full functioning post office that allows members to mail packages. Your sponsor can get your mailbox prior to you arriving, this will help just in case you need to ship something. See the MAIL portion of this guide for more information.

USAG Brunssum Post Office:

Hours:

Receptacle Access: 24/7

Parcel Pick-Up: Mon 0800-1700; Tue-Fri 0900-1800



ALPHA COMPANY WELCOME PACKET



Point of Sale Service: Tue-Fri 1200-1730
DSN: 314-597-4185

REGISTRATION OF NON-DUTCH PERSONNEL

Military members of NATO Forces in the Netherlands are not required to register as aliens; nevertheless they are required to register. Family members of non-Dutch personnel must register, even when both parents are military. Registration must be done at the Royal Marechaussee, Foreign National Registration Office (FNRO) in building H-100 within eight days of arrival in the Netherlands. Bring the following items:

- US ID Card
- NATO ID Card
- PCS Orders
- Family Member's Passports
- Lease Agreement (if available)

The Foreign Registration Card is the legal authority to reside in the Netherlands. The holder must carry this permit at all times. In the Netherlands this may be used as an identity document in place of a passport. Loss of a Permit of Residence must be reported in person to the FNRO Office for re-registration. If a Permit of Residence is stolen or lost renewal will cost up to € 240.

The FNRO must be notified on the following events:

- Arrival
- Marriage
- Birth
- Death
- Divorce
- Change of address
- Final departure
- All other circumstances affecting alien registration

SCHOOLS

Children of HQ JFCBS members attend at The International Schools in Brunssum.

AFNORTH International School Brunssum (AIS) provides education for pupils from 3 to 18 years of age. We serve the military communities in and around Brunssum, The Netherlands.

AFNORTH International School (Pre-K through High School) is located adjacent to the JFC HQ Brunssum. For more information see the SCHOOL portion of this guide.