

**A Co, AFNORTH BN, USANATO BDE**  
**1<sup>st</sup> German/Netherlands Corps (1GNC)**  
**Münster, DE**  
**Admin Support to Remote Locations**  
(Last Updated 2020)



### Contact Information

Alpha Co Commander    DSN: 606 244-2572  
1st Sergeant            DSN: 606 244-3549  
Admin                     DSN: 606 244-2027/4145

From U.S.: (+) 0049-(0)964-183-xxxx

# Welcome

I would like to take this opportunity to welcome you to Alpha Company, Allied Forces North Battalion (AFNORTH), and United States Army North Atlantic Treaty Organization (USANATO) Brigade. We have a very unique organization. Our company is located Brunssum, Netherlands. The Battalion Headquarters is in Mons, Belgium and the Brigade Headquarters is at Sembach, Germany.

Our mission is to enhance the well-being of individual Soldier and Family readiness through human resources, training, and logistical support. We deliver support to members assigned to Brunssum and Munster.

We recommend all Family members, of qualifying age, travel with a no-fee passport. We highly encourage you to hand-carry your training records, obtain “**copies**” of your medical and dental records, and documents required to in-process (i.e., PCS orders, DA Form 31, marriage certificate, birth certificate(s) for the children, household goods, vehicle shipping documents, and travel expense receipts). Also, it is best to bring at least 90 days of prescribed medication until you are enrolled in the TRICARE Overseas Program Prime Remote (TOP PR).

To financially prepare for this move, it will be important to allocate savings to cover initial PCS expenses upon arrival. These expenses will include housing security deposit, first month rent, realtor fee, fuel ration deposit, immediate-use household goods, annual insurance premium payment, vehicle inspection, registration and repairs, utility and internet deposits and cellular phone contracts. These initial costs can be in excess of \$5,000. Advances for housing security deposit and first month rent are available through the finance office. If you require additional financial information or support please contact your NSE NCO. After in-processing is complete, submit vouchers for reimbursable expenses, Move-In Allowance and Dislocation Allowance can be submitted. Please note, these payments may take several weeks to process.

The information below 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.

## **Challenges associated with this remote location**

Service members stationed in 1GNC receive all their administrative agent support from the National Support Element (NSE) NCO stationed there. There is no physical Army Post Office (APO) in Munster. Service members stationed in 1GNC will send and receive mail, twice per week, through the NSE NCO on station. The NSE NCO conducts a biweekly mail run to Brunssum, Netherlands, to drop-off and pickup mail on behalf of 1GNC personnel. Additionally, there are no DoDEA schools, MTF, or Garrison assets in Munster, Germany.

## **Routine Admin Support**

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

## **In-processing**

A Co AFNORTH BN National Support Element (NSE) will issue you an in or out-processing checklist. Please follow each of the steps in the checklist and work closely with your sponsor and A Co NSE in submitting your required documents to start/stop your overseas entitlements, and establish your network access (in the USRAEUR domain). Your NATO installation will also have their own in/out-processing requirements with each staff section (J1, J2, J6, etc).

## **Passports/Visa**

Family members and US Government civilians traveling overseas are required to have passports. Official or “no-fee passports” can be obtained at government expense. The application process may take 4 to 6 weeks, so, you should begin the passport application process as soon as you receive your travel orders.

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>.

## **Resources**

### **Garrison Support**

US Army Garrison Benelux

In 2012, U.S. Army Garrison Benelux underwent a major transformation and subordinate garrisons’ USAG Schinnen and USAG Brussels inactivated and became satellite sites of USAG Benelux. In April 2016, the garrison took on the Army pre-positioned stock site mission. Currently, there are APS sites in Dülmen, Germany, Eyselshoven, Netherlands and Zutendaal, Belgium.

USAG Benelux provides support to meet the special international and joint environment demands for military communities in the Netherlands, Belgium, Luxembourg, France, the United Kingdom and northern Germany.

### **Arrival**

You will arrive at either Amsterdam (AMS) if you have pets, Munster (FMO) or Dusseldorf (DUS) International Airport for all others. Your sponsor will pick you up and take you to 1GNC for inprocessing at the HQs. In-processing for JFC Brunssum and USAG Benelux will be combined with the weekly mail run.

## **Closest Military Installation**

USAG Benelux, Netherlands

### **Commissary/Exchange**

There are no tax free facilities/Commissary/Exchange in the Münster area. The nearest facilities are at USAG Benelux. If you require specialty items (hair, face, body, clothing, etc.) you will need to bring in bulk when you depart or order online once you arrive. It is very difficult to find specialty items such as these on the economy. Ensure you ask your sponsor about this if you are unsure

### **Commissary Hours of Operation:**

Closed Mondays, Tues-Fri 1000-1900, Sat-Sun 1000-1800

Phone number: +31-46-443-7514

### **Post Exchange Hours of Operation:**

Closed Mondays, Tues-Fri 1000-1900, Sat-Sun 1000-1800

Phone number: +31-46-443-7586, DSN: 314-360-7586

## **Medical/Dental**

All dental care for the Soldier and family members will be done on the local economy through TRICARE International SOS (ISOS) or at Geilenkirchen (Family members on Soldier's birth month). TRICARE International SOS: +44-20-8762-8384 TOP Prime remote provides TRICARE Prime benefits to Active duty Service Members(ADSMs) and command sponsored eligible family members residing with them in designated overseas locations away from MTFs. Website: <http://www.tricare.mil/PLANS/HealthPlans/TPRO.aspx>. In order to receive medical care on an Army installation, a referral must be provided from ISOS.

### **GK Dental Clinic Hours of Operation:**

Mon, Wed, Fri 0745-1700; Tues 0745-1600; Thurs 0745-1130

Phone number: (+) 0049-2451-99-3535

Building # 198

Soldiers and family members will be referred to German physicians by TRICARE International SOS, which is also located in the Geilenkirchen Health Clinic. TRICARE maintains a list of German physicians, including specialists, who speak English and meet strict medical standards of practice. Standards of practice in Germany are as strict as those in the United States, so rest assured that your medical needs will be satisfactorily met when referred to one of these physicians.

Family members will need to be enrolled in TriCare Prime Remote Overseas. Contact TriCare for proper procedures to enroll in International SOS. For Soldiers there will be certain medical requirements (PHA, PDHA, etc) that can be met by going to Geilenkirchen NATO Airbase medical clinic or calling Landstuhl hospital. Speak to Dr. White at DSN 590-6790/Comm +49 6371-9464-6790. Dr. White's assistant is Mr. Roger Castillo at DSN 590-4811.

## **GK Medical Clinic Hours of Operation:**

Mon, Wed, Fri 0730-1700; Tues 0730-1600; Thurs 0730-1200 Phone numbers:

Appointments +49-2451-99-3200

TRICARE +49-2451-99-3400

TRICARE Prime Remote through International SOS.

## **Schools**

There are no DoD Schools in Münster. QSI International School of Münster opened its doors August 2015 to serve the International community of Münster. QSI International School is a multicultural international learning community using English as its principal language of instruction. The school provides a safe learning environment that encourages critical thinking with an emphasis upon inquiry, teamwork, and mutual respect. Please work with your sponsor and the company to set up your NDSP (non-DoDEA) packet to process tuition costs. The full cost of these private schools are covered by DoDEA. SM's ARE REQUIRED TO REGISTER SCHOOL AGED DEPENDENTS WITH THE NON\*DOD SCHOOLS PROGRAM, NDSP. ACCESS THE STUDENT ON LINE REGISTRATION (SOR) AT THIS LINK: <https://www.dodea.edu/nondod/procedures/index.cfm> or [ndsp.education.europe@dodea.edu](mailto:ndsp.education.europe@dodea.edu) FOR ASSISTANCE WITH REGISTRATION, EMAIL [NDSP.MANAGEMENT@HQ.DODEA.EDU](mailto:NDSP.MANAGEMENT@HQ.DODEA.EDU) OR CALL CIV 571-372-5863/1897 DSN 312-372-5863/1897.

Programs in Münster are to include:

- education for children ages 3-17 with a new Middle & Secondary program including the AP (Advanced Placement) Program
- expanded activities for children ages 5+ including athletics, and more for children ages 11+
- **QSI International School of Münster**; Lettisches Centrum Münster e.V.; Salzmannstraße 152 481 59 Münster; (+) 0049 251 38349446/7/8  
[munster@qsi.org](mailto:munster@qsi.org)

## **Housing**

There are no Government Quarters/Housing available in Munster. Families must reside in Private Leased Housing. Many of the local quarters may be smaller than what some Americans are accustomed to, but there are suitable housing available. You will find most housing without bedroom closets, yet the overall living quarters comfortable and accommodating. Having a positive outlook and considering ways to adapt to a completely different culture will enable you to overcome this culture shock more quickly. Many of the electrical appliances you currently own cannot be used on the European 220 voltage systems. However, for example, plug adapters and special light bulbs are often all that is needed to convert your 110 volt lamp to 220 volts. You will need to buy 220 volt light bulbs for your lamps.

Other 120v appliances will require a transformer or you can buy 220 volt appliances when you arrive. USAG Benelux has a Thrift Shop that can help you find the basics at low prices.

Hours of Operation:

Mon-Fri 0800-1200, 1230-1630

Phone number(s): +31-46-443-7720/7455/7567/7247/7416

## Mail

The mail flows through USAG Benelux and is picked up by personnel from the US National Support Element (NSE) and is delivered to the U S Soldiers and Family members assigned to 1GNC. Currently one of the Soldiers from the NSE at Münster will drive out to Benelux to pick up mail when required. There is no APO in Münster which is why mail comes through USAG Benelux. Receiving mail and packages is not an issue; however, you will use click and ship to mail packages. Any Soldier wishing to mail a package must visit USAG Benelux with your preprinted customs form.

## Banking

A couple of options are available within the Munster Community. One option is to establish an account with the Community Bank located in Benelux, The Netherlands. Your Second option is to establish an account with one of the local German banks located in the Munster community. You will need to possess a Passport and a German address to open a Foreign Bank Account. Foreign Bank Allotments (FBA) is available and specific details will be provided upon arrival. Either option will help facilitate you to pay rent, cell phone bills, utilities and other type of service that is needed in Munster.

## Vehicles

**License:** Testing and license will be administered through Geilenkirchen NATO Airbase. The Drivers Testing Office provides assistance in obtaining a privately owned vehicle license. Any member of the military service assigned to Germany is required to obtain a POV license issued by this Command. Testing is done Monday, Wednesday, 0800-1600, and Friday 0800-1200. Testing procedures include completion of application (must have **valid** stateside license and another form of picture ID), watching a video and taking a 100 question test. You must answer 85 questions correctly to pass. There is a \$10 fee for the license which is payable by debit/credit card. You may also take the USAREUR Driving Test online prior to your arrival to Germany at: <http://www.eur.army.mil/rmv/>

**Registration:** Registration for vehicles will be completed at the Sembach Vehicle Registration Office. It is recommended personnel stationed in Munster should have their vehicle shipped to Benelux, Netherlands. This is the closest VPC. The USAREUR driver's license, insurance and all the vehicle shipping documents are required to obtain a registration and temp plates. Contact number DSN 5422052/Comm +49 611-143-542-2040. Plates can be mailed for a fee of \$35. Temporary license plates can be mailed to the 1GNC HQs, a German home address or the unit address. It is better to get them mailed to the HQs or German address. The license plates should arrive between 2-3 business days. After vehicle pick up in Benelux, your vehicle will need to be inspected in Geilenkirchen at the gas station/garage. Purchase of the vehicle warning triangle, first aid kit, and two reflector vest are required in your vehicle. These items can be purchased at any US installation gas station. Ensure to speak to your sponsor about any additional requirements that the German law has.

**Fuel:** Upon registration of your vehicle you can receive an ESSO Card which lowers the cost of gas significantly. The fuel ESSO Card can be picked up at the military clothes and sale store in Geilenkirchen. There is no AAFES gas station in Münster; however, ESSO stations are readily available.

## Transportation

The Transportation office located on USAG Benelux. Arrival of Household Goods (HHG). Newcomers

should report to the Personal Property Office upon arrival so that they can start tracking their shipment. You can also track your move at: <http://www.move.mil/> website. Upon notification of a shipment's arrival, you must schedule a delivery date and be at your quarters on that date to accept delivery. HHG shipments for newcomers to Benelux should not include Personally Owned Firearms (POF). Host nation law is to absolutely minimize the import of weapons. The need to have a weapon must be proven by the local authorities and there is no guarantee the Germans will approve the request. Newcomers will not have the option to store POFs in the unit arms room due to the limited available space.

Hours of Operation: Mon-Fri 0800-1700

Phone number: +31-46-443-7481

## **IT Support**

IT support is not available at 1GNC. The company will process NIPR account requests and issue NIPR computers and hotspot devices. VPN access can also be requested from the A Co NSE if needed. Most of your emails will be on NATO Secret servers; the VPN can be used to access your .mil emails.

## **Reassignments**

When a SM out-processes from A Co their main POC is the A Company NSE in Munster. The Company coordinates issuance of PCS orders from the BN MPD/S1 at Mons, Belgium and coordinates all out-processing requirements such as transportation and housing with USAG Benelux.

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

## **Clearance**

The NATO Secret, SF86 renewals, and other clearances are process by the AFNORTH Bn S2 through the NSE at A Co HQ in Munster. If fingerprints are required, the Service member must travel to SHAPE on TDY.

## **Hand Receipts**

The property books are controlled by the Company Commander at A Co HQ Brunssum, Netherlands.

## **UCMJ**

UCMJ Company Grade is held by the Company Commander, Brunssum, Netherlands.

UCMJ Field Grade is held by the AFNORTH Battalion Commander, Mons, Belgium.

GCMCA is held by the 21st Theater Sustainment Command, Kaiserslautern

SCMCA for E1 through E7 will be held by the AFNORTH Battalion Commander at Mons, Belgium.

SCMCA E8 and above will be held at 21st Theater Sustainment Command, Kaiserslautern

## **Documents to Carry With You**

You should hand carry the following important documents with you:

PCS orders.

Medical, dental, and Immunization Records.

Marriage Certificates, Divorce Decrees, and Birth Certificates Passports (Soldier and family members).

Social Security Cards.

Wills and Powers of Attorney.

Education Records.

Car titles and shipping papers, car registrations, car insurance policies and driver's license.

Household goods and shipping inventory.

Employment records and references.

Pet records.

Proof of citizenship, if a naturalized citizen.

## **CASUALTY REPORTING**

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

## **Addresses**

USAG Benelux, NL: Borgerweg 10, 6365 CW, Brunssum, Netherlands – 3:15 hour drive time. JFC  
Brunssum, NL: Rimbürgerweg 30, 6445 PA Brunssum, Netherlands - 3:15 hour drive time Geilenkirchen  
NATO Air Base: Lilienthalallee 100, 52511 Geilerchen – 3:20 hour drive time

X Signed by:  
FELICIANO.TEODORO.JACOB.139863357

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