

# **Yeovilton/Northwood, United Kingdom**

## **B CO, AFNORTH BN, USANATO BDE**

### **Admin Agent & Newcomers' Support Guide**

(Last Updated April 2021)

### **Contact Information**

**B CO Commander Cell: +32 (0) 4788 08087**

**1st Sergeant Cell: +32 (0) 4708 72529**

B CO, AFNorth BN  
+32 (0) 4767 61603

#### **Supported Organization**

JEWCS YEOVILTON  
CSU NORTHWOOD

ARRC, JEWCS and CSU Northwood Administrative Support  
Standard Operating Procedures

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## **Chapter 1. Challenges in this Remote Location**

Personnel at the UK may experience financial hardships to help support themselves for the first couple of months after arrival until their OHA/COLA kicks in. This is especially difficult for Soldiers who are new to the Army and a challenge that will be addressed through sponsorship. The absence of military base facilities within the AO (i.e. commissary, PX, clothing and sales) is another challenge. The closest U.S.

military base is RAF Croughton which is located 1.5hrs away. Personnel must travel 180 minutes for major PX needs. For specific medical attention, personnel must travel to RAF Lakenhealth (3.5hrs) or more serious medical attention Landstuhl Regional Medical Center (Germany). The UK personnel mainly depend on TRICARE ISOS

Remote for medical needs, which allows U.S. personnel to visit local medical facilities that also care to children. Lastly, there is lack of DODES within the AO. Service Member's children can attend U.K. Public Schools or Boarding Schools. U.S. High School Students have issues receiving credits when they return to CONUS since some courses are not credited in U.S. schools.

## **Chapter 2. Routine Administration Support**

**2-1.** 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 Innsworth. 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 Battalion headquarters for all national support requirements for Army personnel

### **2-2. In Processing**

B Co AFNORTH BN National Support Element (NSE) will issue you an in or outprocessing checklist. Please follow each of the steps in the checklist and work closely with your sponsor and B 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).

## **Chapter 3. Resources**

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### 3-1. Garrison Support

Royal Air Force Croughton is the closest U.S. military Installation to Innsworth and is located approximately 90 minutes from Imjin Barracks. Often, B Co personnel will visit the DEERs office, Health and Dental Clinic, Passport Office, Housing Office, MWR, PX and Commissary.

### 3-2. Medical and Dental

You are required to complete all PHA and dental requirements 30 days prior to arriving to the unit. Requirements include annual PHA, dental exam, immunizations, HIV, etc.

All military personnel and dependents receive their primary and specialty care (medical, dental, vision, etc.) through the TRICARE Overseas Program (TOP) Prime Remote and International SOS (ISOS) programs.

Emergency services should be sought via the closest provider at the time of incident to include National Health Care System (NHS), private, US/UK military or other emergency services. The Imjin Barracks Military Treatment Facility will see all NATO Service Members for basic sick call and some medical readiness exams. The closest Military Treatment Facility (MTF) is located at RAF Croughton (approximately 90 minutes from Imjin Barracks). RAF Croughton is primarily responsible for Medical Readiness examinations for SMs. All other services at RAF Croughton are provided solely on a space available basis for both Sponsors and dependents. Prescriptions may be obtained through the TRICARE Mail Order Pharmacy (TMOP) program, the NHS (in conjunction with TRICARE) or the RAF Croughton Pharmacy.

TRICARE Overseas Program Prime Remote provides health care through International SOS to Active duty Service Members (ADSMs) and command sponsored Family members residing with them in designated overseas locations.

<http://www.tricare.mil/PLANS/HealthPlans/TPRO.aspx> phone number +44-20-87628384.

Family members will need to be enrolled in TRICARE Overseas Program Prime Remote. It is best to contact the TRICARE Service Center at ++44-20-87628384 to enroll by phone.

Soldiers and family members will be referred to local health care providers by International SOS. International SOS maintains a list of local hospitals, clinics, and providers who speak English. However, once you arrive at your scheduled appointment, it will not be guaranteed that you will be speaking to an English-speaking receptionist or nurse. ISOS can provide live translations during your appointment, via telephone, if coordinated prior to your visit.

UK National Healthcare System (NHS) - As serving NATO personnel or the accompanying spouse/child (under 16) of serving NATO personnel you are exempt from charges for NHS treatment, except any statutory charges such as [prescriptions](#).

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If you choose to use the NHS system you will need to register for a NHS number with the initial facility you use in the system. You may need to provide proof of NATO service or residency in the UK with your resident visa. Once registered in the system you will want to have the registration number accessible anytime you access health services in the UK. Note that although you are eligible to access the NHS services nearest you, it is up to the practice to decide whether to accept new patients or not.

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

Imjin Barracks MFT 0142 527 1261 (EXT 5999), RAF Croughton MTF 0128 070 8737 or DSN 236-8737.

### **3-3. Schools:**

The UK does not have any Department of Defense Dependents Schools (DoDDS) in the immediate area (elementary, middle, or high school). The closest elementary school is at RAF Croughton, approximately 90 minutes away from HQ, ARRC. The closest junior high and high school are located at RAF Alconbury, approximately 130 miles away from HQ ARRC. Per Non-DOD Schools Regulation 1035.1, paragraph 4.10, placement of students in locations not served by DODDS schools (e.g. HQ ARRC) is as follows: UK state schools placement rates are highly dependent on attendance limits/mandates which are strictly enforced; parents wishing to register their children will be required to research prospective schools in the area(s) they are interested in and then contact the schools to obtain admission potential. It is highly recommended that any/all parents with elementary school-aged children contact the U.S. community Schools Liaison Officer (SLO) as soon as possible following assignment notification in order to receive a full briefing on the UK state school registration process.

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.

### **3-4. Housing**

The US Government housing does not exist in the UK. There are two housing options: 1) use the UK Ministry of Defense (MOD) provided Housing within nearby residential neighborhoods (**US General Officer** or 2) rent a house on the economy using the Overseas Housing

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Allowance (OHA) provided by the Army. Your Sponsor can assist you in finding the best accommodation available. One item to remember is that all rental and utility payments must be made by direct debit from a Great British Pound Sterling (GBP) account from a UK bank. Landlords and utility companies do not accept checks or credit card payments

Housing on the local economy - The housing office at RAF Croughton serves as our housing referral office. They help ensure you are protected and you get financially compensated. The Legal Office at RAF Croughton must review all leases to ensure the landlord includes specific military clauses.

U.K. Ministry of Defense Housing - You can rent a home (if accompanied) or a room in the Officers' or Sergeants' Mess (if unaccompanied or single; sponsors can explain the British Mess System). Families can apply for MOD Estates housing, known as Service Family Accommodation (SFA), as a first step. Rent is extremely reasonable, however, you do not receive the difference between your max OHA rate and the monthly rent for MOD housing.

### **3-5. Passport/Visa**

Family members and US Government civilians traveling overseas are required to have passports. "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. 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 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>.

Visas are no longer needed for family members. Families can schedule an appointment at RAF Croughton Passport Office to apply for Vignettes added to their NoFee passports after arrival. Please ensure that your losing installation is aware of this and they do not have you apply for your Visas.

**3-6.** As your arrival time draws near coordinate with your sponsor to establish a P.O. Box with an APO address at the US NSE. All US personnel have a P.O. Box and this serves as your permanent mailing address. You can mail boxes to yourself, thus limiting the amount you have to travel with in the airports. Keep in mind that if you're deployed or you're moving from another APO address, it is free to send letters, boxes, and packages from APO to APO.

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### 3-7. Banking

The local currency is Sterling Pound (GBP). You will be establishing a local British Sterling account upon arrival with the assistance of your sponsor. Your sponsor may be able to recommend financial institutions that provide convenient branch and ATM locations. Please remember that conversion fees apply to your transactions when transferring dollars to the local currency or at point of sale (if paying in USD). Many people make the mistake of calculating the equivalent currency when looking at the price of a good or service, but vendors and banks offer different conversion rates that is not equal to a simple conversion. Banks often provide more competitive conversion rates, so it may be best to transfer USD to local currency within your account to avoid excessive transaction fees or conversion rates at the point of sale.

Most banks will allow Soldiers to establish an account with their Passport (as proof of identity), temporary address (hotel) (bring a statement from the hotel addressed to you there), and a copy of your military orders.

Writing a check from your US Bank account to your UK account can take from 5 days to 4 weeks. Additionally, wire transfers can be costly. One of the easiest solutions that several families have used is temporarily increasing their withdrawal limit from their US Bank and withdrawing GBP from a cashpoint (ATM) in the bank and immediately depositing it into their UK account.

The UK has used Chip and Pin for all debit and credit cards for several years and is now going to contactless cards. Try to ensure that prior to your arrival that you have a chip and pin card from your US Bank and that it is activated.

### 3-8. Vehicles

**License:** To legally operate your POV, you will need to have a valid driving license issued by a US state or European nation. Ensure your license is still valid prior to your arrival in the UK. Some states automatically extend the validity of licenses for military members stationed overseas, but this does not apply to Family members. Check with your state's department of motor vehicles for further information and to renew, if needed, online. You must also acquire a USAFE permit to drive in the UK (3AF Form 435). To obtain this permit and a fuel ration card, you will need to complete a computer-based test on the British Driving Theory and receive a local conditions brief, both completed in the NSE. You will also need a Military Star card to receive a fuel ration card.

**Registration:** In order to pick up your vehicle from RAF Mildenhall VPC, you will need the following: a valid UK Certificate of Motor Insurance (policy letter or green card does not count) ID card, Vehicle Inspection and Shipping form (DD Form 78), 3AF Driving Permit (3AF Form 435), stateside driver's license, military/civilian ID card, and your white copy of the Customs

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and Excise Form 941. You will have to remove any previous base installation decal from your vehicle. RAF Croughton Vehicle Processing will provide all of these documents from the Step 1 visit.

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

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

If your vehicle is less than 3 years old, a personal import, a left-hand drive vehicle, or other vehicle not type-approved for use in the UK, it must undergo a Single Vehicle Approval (SVA) inspection; otherwise it will require a yearly Ministry of Transport (MOT) inspection. Note: If your vehicle fails its inspection or you do not get it inspected after the 30-day period, it must be stored or parked off-road until it passes the required inspection. Driving is only permitted to and from a pre-arranged inspection.

The following documents will be required at Pass & Registration office at RAF Croughton for UK registration: C&E Form 941 (pink form) or de-registration from Germany, UK Certificate of Insurance (not green card or policy paperwork), Inspection Certificate (MOT or SVA) (ensure VIN is accurate), Certificate of Registration or Title (Marriage certificate required if not in the sponsor's name). The Pass and Registration office will forward the original documents to DVLA for request for your first year's road tax disc and British vehicle registration document. You will receive your road tax disc through the mail. Your UK plate number is annotated on both your road tax disc and on top of the MOT/SVA. It is then your responsibility to have the plates made. The best place to have them made is at RAF Croughton "Arts and Crafts center" COMM: 01280 708446. Put them on the vehicle as soon as possible. You will need to have your documents from DVLA to order the plates. After you receive the road tax disc paperwork, you will then receive the V-5 Registration document (4-page blue document) about 7 to 10 days later.

Fuel: Tax-free gasoline is rationed in the UK, although most people never exceed their authorized amounts. Prices fluctuate with the dollar and pound rates so beware if your car is a "gas guzzler." You will receive 400 liters of fuel per month per authorized vehicle (one for the sponsor and one for the spouse). In order to receive your fuel card, you must have a Military STAR Card. Consider applying for the STAR Card prior to departure from the US to speed processing time for the Texaco Fuel Card; fuel prices on the economy are considerably higher than the tax-free rates. Application for the fuel card can be accomplished at the RAF Croughton PX. The card will be mailed to you within 4-6 weeks.



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**3-9.** Transportation: Delivery of Unaccompanied Baggage and Household Goods are to be coordinated through the Traffic Management Office at RAF Croughton, Building 202 DSN: 236-8047 Commercial: 01280-708-047 Hours: Monday-Friday 0800-1630. Initial coordination should be made with this office as soon as you arrive so you can obtain an estimated delivery date. Your sponsor will assist with this coordination.

**3-10.** IT Support: IT support is available at Innsworth. The company will process NIPR account requests and issue NIPR computers and hotspot devices. VPN access can also be requested from the B Co HQ if needed. Most of your emails will be on NATO Secret servers; the VPN can be used to access your .mil emails.

**3-11.** Reassignments: When a Service Member out-processes from B Co their main POC is the B Company HQs NSE in Innsworth, United Kingdom. The Company coordinates issuance of PCS orders from the BN MPD/S1 at Mons, Belgium. Request for replacement of PE and MOU personnel is coordinated between the Senior National Representative (SNR) and the Senior Army Officer (SAO) with ECJ1 Strength Management Division.

**3-12.** Clearance: The NATO Secret, SF86 renewals, and other clearances are process by the AFNORTH Battalion S2 through the NSE at B Co HQ in Innsworth. If fingerprints are required, the Service member must travel to RAF Croughton.

**3-13.** Hand Receipts: The property books are controlled by the Company Commander at B Co HQ Mons, Belgium.

**3-14.** UCMJ Company Grade is held by the Company Commander at Mons, Belgium B Co HQ. UCMJ Field Grade is held by the AFNORTH Battalion Commander at Mons, Belgium. GCMCA is held by the 7<sup>th</sup> ATC at Grafenwoehr. SCMCA for E1 through E7 will be held by the AFNORTH Battalion Commander at Mons, Belgium. SCMCA E8 and above will be held at 7th ATC at Grafenwoehr.

**3-15.** Required documents to carry with you:

- a. PCS orders.
- b. Medical, dental, and Immunization Records.
- c. Marriage Certificates, Divorce Decrees, and Birth Certificates
- d. Passports (Soldier and family members).
- e. Social Security Cards.
- f. Wills and Powers of attorney.
- g. Education Records.

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- h. Car titles and shipping papers, car registrations, car insurance policies and driver's license.
- i. Household goods and shipping inventory.
- j. Employment records and references.
- k. Pet records.
- l. Proof of citizenship, if a naturalized citizen

### 3-16 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.

3-17. Address:

HQ, ARRC NSE

PSC 38 Unit 5860 APO AE 09403

NATO JEWCS

PSC 50, Unit 4643

APO AE 09494-0071

CSU NORTHWOOD

PSC 22 BOX 979

APO AE 09421