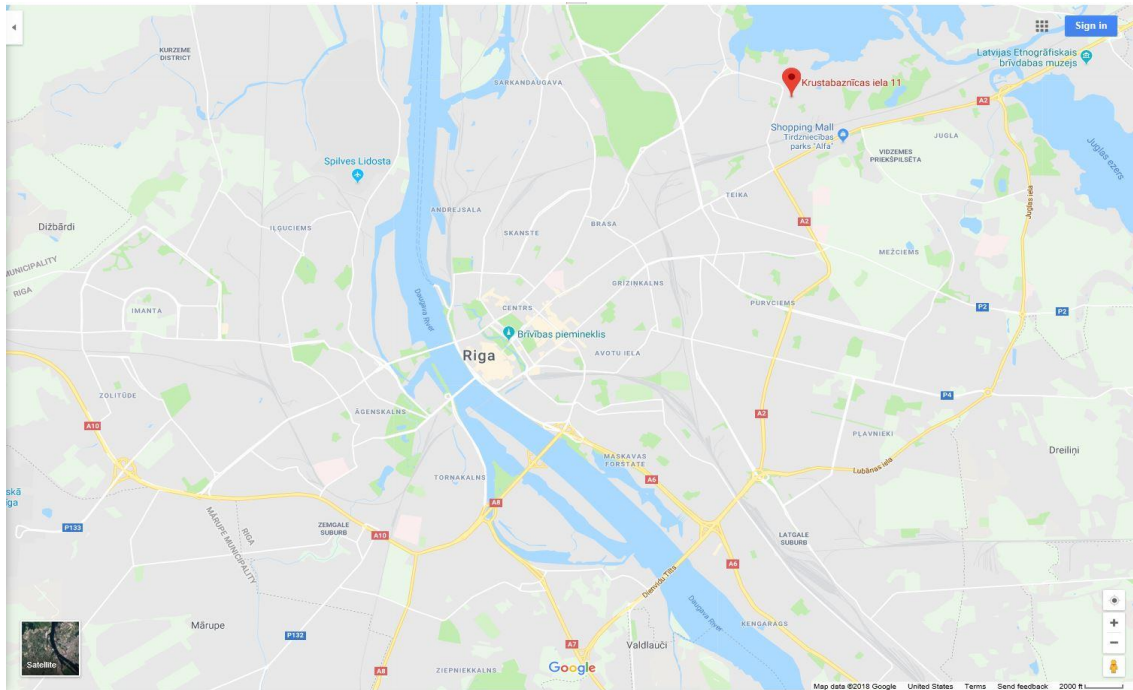


# C Co, AFNORTH BN, USANATO BDE NATO Force Integration Unit Latvia (NFIU LVA) Riga, Latvia

## Admin Agent and Newcomers' Support Guide

(Last Updated Mar 2021)



### Contact Information

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Unit 39800  
APO, AE 09722  
DSN: 524-9818

# Welcome

I would like to take this opportunity to welcome you to Charlie 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 Szczecin, Poland. The Battalion Headquarters is in Mons, Belgium and the Brigade Headquarters is in Sembach, Germany.

Our mission is to enhance the well-being of individual Soldier and Family readiness through human resources, training and logistical support. C Co HQs delivers support to members assigned to Poland, the Baltics, Czech Republic, Hungary and Slovakia.

You are further assigned to NATO Force Integration Unit Latvia in Riga, Latvia. So we are better prepared to receive you, keep us abreast of changes to your arrival date. Your sponsor's contact information is in your welcome letter. Your sponsor will be assisting to make your transition as seamless as possible. Please inform him or her of any special requirements (i.e., pets, housing or medical needs).

All Family members, of qualifying age and Command Sponsored are required to travel with a no-fee passport. We also 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 \$7,000. You don't need to bring your \$7K funds in paper cash, but it is important that you can access it via bank transfers or ATM withdrawals immediately upon arrival. Advances for housing security deposit and first month rent are available through the finance office, and Soldiers are encouraged to learn about the Army Emergency Relief Fund if supplemental funding is required outside of your budget. After in-processing is complete, vouchers for reimbursable expenses, Move-In Allowance and Dislocation Allowance can be submitted. Please note, these payments may take several weeks to process into your account.

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.

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

Procuring US equivalent standards of medical care, education for school aged dependents and overall quality of life are three of the foremost challenges that come with being posted at this remote location. Most quality of life services including housing leases, auto services, utility bill management, banking and cellular or internet require local language translation support.

## **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) which is the company headquarters at

Szczecin. The NSE supports their assigned personnel 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 supporting Company and BN headquarters for all national support requirements for Army personnel.

## **In-processing**

C Company HQs NSE will issue you an in or out-processing checklist. You will need to coordinate with your local NSE to ensure all requirements are met for these actions. Please follow each of the steps in the checklist and work closely with your sponsor and C 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).

## **Resources**

### **Garrison Support**

US Army Garrison Bavaria – Grafenwoehr Germany Training Area is the closest Army Installation to Eastern European/Baltic countries. Often, C Co personnel will visit the DEERs office, Health and Dental Clinic, Passport Office, Finance, Housing Office, MWR, PX and Commissary. C Company HQs NSE staff will be sending your in or out-processing documents to each respective offices during your transition. Ensure that you include the C Company HQs NSE on all communication when in or out-processing in order to ensure proper accountability. C Co utilizes USAG Bavaria as our servicing installation.

### **Medical/Dental**

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

Dental care for the Soldiers must be done on the local economy through TRICARE International SOS (ISOS). Family members will receive dental care through enrollment in the TRICARE Overseas Dental Program managed by United Concordia.

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.

Website: <http://www.tricare.mil/PLANS/HealthPlans/TPRO.aspx>

Phone number: +44-20-8762-8384

Family members will need to be enrolled in TRICARE Overseas Program Prime Remote. It is best to contact the TRICARE Service Center at +44-20-8762-8384 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.

C Co will provide you with the specific instructions on how to complete your PHA online and over the phone.

In certain instances when specialty care is not found in the local community, ISOS will refer

Soldiers and Family members to the most appropriate location where the specialty care can best be provided, which may be Grafenwoehr Medical Facility or Landstuhl Military Medical Center.

### **Graf Medical & Dental Clinic Hours of Operation:**

Mon-Fri 0730-1630, closed for federal holidays.

Appointments +49 6371-9464-3000

### **Schools**

There is no DoD School in Riga, but there are international schools that serve the NATO community. International School of Riga and the International School of Latvia are multicultural international learning communities using English language instruction, with other languages available. We encourage you to contact the schools and request a consultation to determine which school will meet your child's needs. Unfortunately, no other options exist for English-language schools in the area. Please work with your sponsor and the company to set up your NDSP (non-DoD Schools Program) packet to process tuition costs. The full cost of these private schools are covered by DoDEA.

Please visit <https://www.dodea.edu/nonDoD/>, which provides NDSP families with specific information in an organized manner that will help them transition into NDSP as seamlessly as possible. The website for International Baccalaureate (IB) Organization, <http://www.ibo.org/>, provides good information about the IB curriculum which is offered at both international schools listed below.

International School of Riga, <https://isriga.lv/>

Kalneciema iela 118, Zemgales priekšpilsēta, Rīga, LV-1046, Latvia

+371 6762 4622

International School of Latvia, <https://www.isl.edu.lv/>

Meistaru iela 2a, Piņķi, LV-2107, Latvia

+371 67 755 146

**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](https://www.dodea.edu/nonDOD/PROCEDURES/INDEX.CFM) 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.**

### **Housing**

There is no Government Quarters/Housing available. 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. The housing office in Ansbach, Germany will be processing your request to reside on the economy, lease agreement, realtor fee and other documents. Please contact the following personnel and the C Company HQs NSE when you arrive to anticipate their administrative requirements.

Kirstin Boynton, GM  
NATO/Remote Site Manager  
USAG Ansbach Housing  
E-mail: [Kirstin.s.boynton2.ln@mail.mil](mailto:Kirstin.s.boynton2.ln@mail.mil)  
DSN: 314-467-3696  
Comm: +49 9802-83-3696

Claudia Price, GM  
NATO/Remote Site Customer Assistant  
USAG Ansbach Housing  
E-mail: [claudia.price.ln@mail.mil](mailto:claudia.price.ln@mail.mil)  
DSN: 314-467-3696  
Comm: +49 9802-83-3696

You will find some 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, most smart devices like cellphones, laptops and tablets can be plugged in to the wall via an adapter

Other 120v appliances will require a step-down transformer, which you can purchase after you arrive. It will be possible to order transformers via amazon and have them delivered to your new DPO, but please see the mail information regarding logistics, timeliness and size restrictions. Other host nation online retailers may be a good option for delivering goods to your home, but do ask for recommendations for reputable stores.

Reliable real estate companies:

- [Ober-Haus](#)
- [Latio](#)
- [Estatelatvia](#)
- [Arco Real Estate](#)

## **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>.

## **Mail**

U.S. mail will be supported through the U.S. Embassy in Riga. Your sponsor will be able to assist you in gaining your Embassy access and mail box set-up. Size restrictions do apply for parcels, which is often 18” by 18” to allow for room in a plastic mail delivery bag. However, we have seen larger items be delivered, but it is not guaranteed.

## **Banking**

As you will discover, internet, cellular and TV providers, utilities and contract-based services require a host nation bank account for payment. The local currency is Euros. Banking in Latvia is very similar to banking elsewhere once you have the account set up. Each bank will have differences in

fees and account options, but ultimately they all provide the same service. You are not required or have to set up a local bank account; however it will be important to know your bank's International Bank Account Number (IBAN) and/or SWIFT number. The IBAN will almost always be needed when paying bills, tickets or contract services online.

A reliable banking option is Service Credit Union, which has an option for international bill pay. Please visit <https://servicecu.org/> for more information about becoming a member.

## **Vehicles**

**License:** Foreign driver may drive a vehicle in Latvia, if in possession of:

- Driving license issued in EU Member state or in EFTA country;
- Driving license where categories thereof are indicated in accordance with 1968 Vienna Convention "On Road Traffic";
- Driving license where categories thereof are not indicated in accordance with 1968 Vienna Convention "On Road Traffic". A person having such a Driving license may drive a vehicle corresponding to the category B only, provided it is allowed in the country where this Driving license has been issued. When entries in the Driving license are not made in Latin letters, a person has to submit notarized certified translation into Latvian.

Category B –mechanical vehicles, except for A category motorcycles, whose laden weight does not exceed 3500 kg and which are constructed and designed for the carriage of not more than eight passengers in addition to the driver, as well as the connection of such road tractor with trailer, the laden weight of which does not exceed 750 kilograms. The connection of this category road tractor with trailer is permitted, the laden weight of which does not exceed 750 kilograms if the laden weight of such connection does not exceed 4250 kilograms.

**Registration:**

- A copy of the title will need to be provided to Legad or J-1.
- That individual will submit a document to the Ministry of Foreign Affairs (MoFA) which will allow you to register the vehicle.
- You will need to take your car to the CSDD. There are three buildings you will need to visit the verification of components building, registration/plates building and the inspection building.
- In the verification building your VIN will be checked against your title. At the end you will get a piece of paper with the verification of the vehicle.
- At the registration/plates building you will take your old plates, if you have any, with all your documents to register your car and get your plates.
- Lastly you will need to pass the technical inspection. The technicians will complete a bumper-to-bumper, top to bottom, inspection that states any deficiencies. If there are any deficiencies, you can get a temporary sticker (30 days) but will need to get them corrected and have the vehicle re-inspected. If you pass, you will be valid to drive for a year before needing another inspection.

**Fuel:** Fuel in Europe can cost up to three times the cost in the U.S. A tax exemption on petrol and fuels for privately owned vehicles is authorized, but limited to 250 liters per month.

## **Transportation**

The Transportation office is located on USAG Bavaria – Grafenwoehr in Building 244. The arrival of Household Goods (HHG) will be coordinated through this office. Your sponsor will assist you in working with transportation personnel to ensure the location of delivery once you find a home. Once your housing contract is complete, you can track your move at: <http://www.move.mil/>. Upon

notification of a shipment's arrival, you must schedule a delivery date and be at your quarters on that date to accept delivery. HHG shipments for newcomers to your location should not include Personally Owned Firearms (POF). Host nation law is to absolutely minimize the import of weapons. The need to have a weapon must be proven by the local authorities and there is no guarantee request will be approved. Newcomers will not have the option to store POFs in the unit arms room, due to the limited available space or prohibition of POFs on your orders.

## **IT Support**

IT support is not available at Latvia. Instead this service is found at the C Co HQ at Szczecin. The company will process NIPR account requests and issue NIPR computers and hotspot devices. VPN access can also be requested from the C Company HQs 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 C Co their main POC is the C Company HQs NSE in Szczecin, Poland. 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 the USAGs in Ansbach and Grafenwoehr.

## **Clearance**

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

## **Hand Receipts**

The property books are controlled by the Company Commander at C Co HQ Szczecin, Poland.

## **UCMJ**

UCMJ Company Grade is held by the Company Commander at Szczecin Poland C 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 7<sup>th</sup> ATC at Grafenwoehr.

## **Required 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.