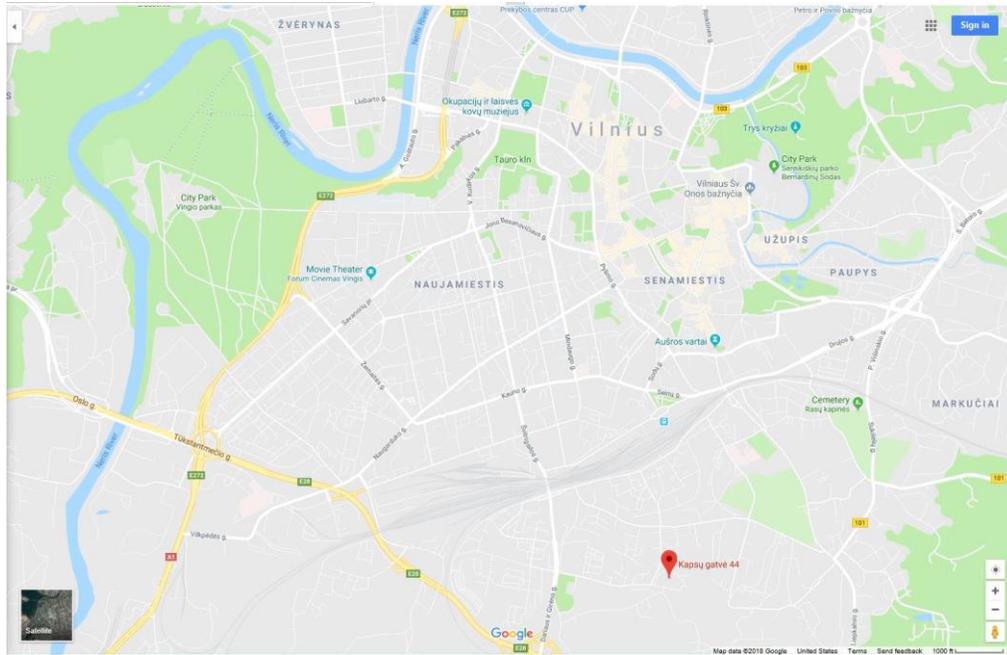


# **C Co, AFNORTH BN, USANATO BDE NATO Force Integration Unit Lithuania (NFIU LTU) Vilnius, Lithuania**

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

**(Last Updated MAR 2021)**



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# 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. We provide support to those assigned members providing operational training, security and support to the Baltic Nations, educating our Partners and Allies on all levels of command while coordinating roles to improve tactical interoperability and procedures.

You are further assigned to the NATO Force Integration Unit Lithuania in Vilnius, Lithuania. 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 do not 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) at Szczecin. 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 Vilnius, but there is an international school that serves the NATO community. The American International School of Vilnius (AISV), The British International School of Vilnius, Vilnius International School, and Meridian International School 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-DoDEA) packet to process tuition costs. The full cost of these private schools are covered by DoDEA.

For more information, please visit <https://www.dodea.edu/nonDoD/>

Vilnius International School  
Rusų g. 3, Vilnius 01125, Lithuania  
+370 5 276 1564

VIMS – Meridian International School  
M. Daukšos g. 7, Vilnius 02101, Lithuania  
+370 5 272 8725

The American International School of Vilnius  
Subačiaus g. 41, Vilnius 11350, Lithuania  
+370 5 212 1031

The British International School of Vilnius  
Nemenčinės pl. 48, Vilnius 10103, Lithuania  
+370 5 233 8855

**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

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

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.

## **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>.

Your accreditation card acts as your official Lithuanian ID. It takes approximately a month for your ID to be processed. To help expedite the process please arrive with a passport photo to attach to your application. You will not be able to do certain things, such as open a bank account or get a Lithuanian SIM chip without this ID.

## **Mail**

U.S. mail will be supported through the U.S. Embassy in Vilnius. Your sponsor will be able to assist you in gaining your Embassy access badge and your DPO mail box. Size restrictions do apply for parcels however, we have seen larger items be delivered, but it is not guaranteed.

## **Banking**

Some internet, cellular and TV providers, utilities and contract-based services require a host nation bank account for payment. The local currency is Euros. Personnel you will work with 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 your 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 conversions rates that is not equal to 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. It will be important to know your bank's International Bank Account Number (IBAN) or SWIFT number, as this information will almost always be needed when paying bills, tickets or contract services online.

## **Vehicles**

**License:** To legally operate your POV, you will need to apply for, and purchase an international driver's license. Many U.S. personnel in NATO accomplish this through AAA. Please reach out to your sponsor for alternatives if AAA is not available to you. Other licenses can be acquired, depending on agreements with the local government.

**Registration:** Registration is often a complicated task. Before registration begins, you will need to have your vehicle inspected at a reputable mechanic shop or inspection station. The inspectors will ask for translated copies of your previous registration and a data sheet that outlines the technical specifications for your vehicle. European inspections are rigorous. Technicians will complete a bumper-to-bumper, top to bottom, inspection that states any deficiencies. You will then have up to two weeks to correct the deficiencies, i.e. repair it, or you will need to pay for a whole new inspection at full-cost. Be prepared to pay for repairs or parts replacement if your vehicle is not new or well-maintained. Once completed, **you will need to have written permission from your finance company to register in your host nation (translated), a bill of sale (translated), previous registration, customs documents, local inspection and (in some cases) a drivers history from the past seven years (translated) for the insurance company.** You will need assistance from a language specialist or local national to take your documents to the local DMV, pay the fees, and receive your temporary plates. After you are entered into the DMV database, permanent plates will be issued. If you have any questions about the process please contact your sponsor.

**Fuel:** Fuel in Europe can cost up to three times the cost in the U.S. It is important to plan trips according to authorized fuel stations. Tax exemptions on petrol and fuels for privately owned vehicles is authorized and currently in Lithuania there is no limit on the amount of liter you may use.

## **Transportation:**

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

## **IT Support**

IT support is not available at Lithuania. 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 process 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 7th 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.