



# U.S. Newcomers' Sponsorship Guide 2022



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

01 March 2022



## **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 in 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 Newcomer's 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 first 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**



*As a military member, whether this is your 15<sup>th</sup> 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.*

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## Speak to the Experts

The purpose of this guide is to help members prepare for arrival and upon arrival help them and their families transition and integrate to JFCBS and the surrounding area. Because in-processing includes three separate entities (U.S. service component, U.S. Army Garrison Benelux-Brunssum, and JFC Brunssum), the information compiled here is to help streamline these requirements. If at anytime, you need more clarification, do not hesitate to contact your service POC and/or ACS at USAG 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](mailto:470ABS.CSS@us.af.mil)

(ask for JFC Command Support Staff)

#### Army

Alpha Company, AFNORTH BN

Unit 21601

APO AE 09752

Email: [usarmy.shape.hq-usanato-bde.list.a-co-admin@army.mil](mailto:usarmy.shape.hq-usanato-bde.list.a-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](mailto:D05-DG-ACTEUR-TRAVEL@uscg.mil)

#### Supporting Garrison:

Contact: ACS at USAG Benelux-Brunssum

Commercial: 0031(0)45-534-0243

DSN: 597-4243





# Tri-Border Region



**Three-Border Region**  
Three countries, one mountain. Located at:  
Viergrenzenweg 97,  
6291 BM, Vaals, NL



The province of Limburg, located in the far south of the Netherlands, is squeezed in 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 323 m high Vaalserberg. As a result, the mountain has also become a popular destination for trips. A viewing tower at its peak gives a free 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 877 m high Mount Scenery on the island of Saba, which belongs to the Dutch Antilles, doesn't count).



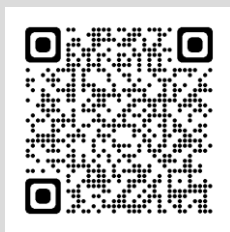


# Pre-Arrival Preparations



For all Official travel, access the Electronic Foreign Clearance Guide (FCG) (<https://www.fcg.pentagon.mil/fcg.cfm>) for guidance on DoD-sponsored personnel official foreign travel and, when applicable, unofficial (leave) travel, as specified within individual DoD FCG country pages.

It is best to apply for passports (both official/no fee and tourist passports) a few months in advance as each can take up to 6-8 weeks or longer to process. Please visit the Department of State website at <https://travel.state.gov> or use QR code below for details and requirements.



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.

## Two Types of Passports:

The **Official/"No-Fee" passport** is only used for entry and exit of the country of official assignment. The official/no fee passport is issued to military and other government personnel who are traveling 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. As you may have guessed, the government provides it 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.

**Overseas Screening Required.** Schedule overseas screening for all family members. Your service member will typically complete his/her overseas screening through their command. All other family members (aka 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, go ahead and call your care provider and schedule an overseas screening. You will want to take all your vaccination records with you to this appointment.



# 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. Family members must be screened, if eligible, when the service member is on assignment instructions to an OCONUS area for which command sponsorship/family member travel is authorized and the service member elects to serve an accompanied tour. Each military service offers EFMP so 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 Service specific program service regulations and orders, visit or use QR codes below.

### [EFMP SERVICE REGULATIONS AND ORDERS](#)



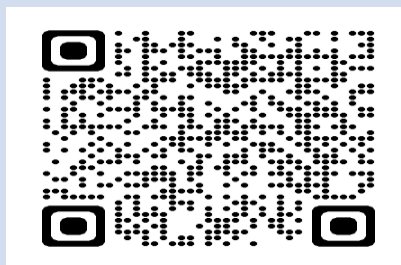
### [USAF EFMP](#)



### [USA EFMP](#)



### [USN EFMP](#)





# Finance



Moving to a foreign country can be expensive; costs can be higher than what you would normally associate 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). While overseas or OCONUS PCS orders can be exciting, it is important to understand all associated costs and understand the different allowances and entitlements that come with an overseas move. The military can help you with the added costs of an international move and living expenses abroad. Your 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 you budget for daily living expenses.

•**Overseas Cost of Living Allowance:** This allowance helps service members afford the higher living expenses incurred at some overseas installations. It depends on location, rank and number of dependents, and 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:** This allowance helps service members pay for overseas housing "on the economy," or off-base in the surrounding civilian neighborhood. You apply for OHA through your local housing office or commander. Use QR code to see current OHA rates for overseas installations.



•**Family Separation Allowance** is paid when your family members can't live with you at your permanent duty station – most commonly when transportation isn't authorized, housing is unavailable, you're aboard a ship, or your family can't move because of a medical condition. This allowance is paid as a flat, monthly rate. Check with your installation [Housing Office](#) or the [Defense Finance and Accounting Service](#) for more FSA details.

•**Family Supplemental Subsistence Allowance Program:**

This is a Department of Defense program that supplements an eligible active service member's household income if it's 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** 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** 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 of basic pay to cover:

- Basic allowance for housing
- Overseas housing allowance
- Moving-related expenses
- Travel allowances (varies by service branch)

• 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 reserve lodging for an initial stay of 30 days as it could take that long to find long-term lodging that suits you and your family's needs.

To assist families in finding adequate permanent housing, all reporting personnel are required to report to the Housing Office, located at the Directorate of Public Works, Bldg 8, second floor, at USAG Benelux-Brunssum. Your sponsor will ensure you visit this office 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.



### 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.defensetravel.dod.mil/site/govtravelcard.cfm>

### 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 updated for travel.



### 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](http://www.myecp.com). More details on the FORAX program can be found under the Post-Arrival portion of this guide.





## Lodging and Housing

*The following information is provided to help you plan for your arrival. While the information comes from multiple sources, if there are any questions on housing always refer to USAG Benelux-Brunssum policies as they are the proponent on housing and utilities.*

Your personal preference will determine which hotel is best for you, but here are some frequently used options in Brunssum, Heerlen, and Maastricht that are within a 15-30 min drive to the unit. You may look into other options in the area with the help of your sponsor. When making your decision, please consider that public transportation is limited to some of the hotels which does make travel to work challenging. Your sponsor may be able to assist you getting to work but it is service member's responsibility to coordinate for transportation to/from work. For this reason, members have opted to rent a car and your sponsor can also assist you with this. Unfortunately a rental car 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 new location 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 or not to ship or own a POV.

There are a plethora of local lodging and guesthouses which provide you the opportunity to stay in a variety of places from apartments to houses. Some guesthouses can provide a rental car included with your stay. The list below is not all inclusive but feel free to reach out directly to these lodging and guesthouses in the local area for more information. Depending on the time of year, local hotels / guesthouses can fill up quickly due to local holidays so it is a good idea to call well in advance and make reservations prior to your arrival:

**DERLON HOTEL:** Provides regular rooms and limited 2 bedroom apartments with a full kitchen and laundry in the center of Maastricht. Breakfast is included. Recommend calling for reservations and negotiating price to ensure you don't go over the maximum daily lodging allowance.

- Address: Onze Lieve Vrouweplein 6, 6221HD Maastricht
- Telephone: +31 433 21 67 70
- Website: [www.derlon.com](http://www.derlon.com)

**EDENPARK:** Hotel Edenpark is located in Brunssum and is close to nature areas in South-Limburg. Members with families have chosen to stay here as they have two bedroom furnished apartments that are convenient for families. It is withing 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, suitable for all people PCS-ing, house-hunting (HHT) or visiting any of the Military installations in the Tri-border region or AFnorth School. This lodging comes with a vehicle to utilize during the duration of your stay. This location is approximately 15 minutes to Brunssum.

- Address: Suestrastrasse 25, 52538 Selfkant-Susterseel, Germany
- Phone:+49-176-86969115/011-49-176-86969115 (WhatsApp available)
- Website: [www.guesthouse-at-home.com](http://www.guesthouse-at-home.com)

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

- Address: Terworm 10 6411 RV, Heerlen, NL
- Telephone: +31 (0) 45 571 9450
- Website: <https://www.hotelheerlen.nl/en/>

If you send an email through a military email address you will get NATO discount. Email address: [receptie@heerlen.valk.nl](mailto:receptie@heerlen.valk.nl)

### KARINS GUESTHOUSE

Address: Von-Bronsfeld-Straße 47, 52511 Geilenkirchen, Germany  
Telephone: +49 (0)2451 72015;  
From the USA: +1149 2451 72015  
Email: [service@karins-guesthouse.com](mailto:service@karins-guesthouse.com)  
Website: [www.karins-guesthouse.com](http://www.karins-guesthouse.com)

**THE TOWNHOUSE/LA BERGERE APARTMENTS:** 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 also the furthest commute.

Address: St. Maartenslaan 1, 6221 AV Maastricht  
Telephone: 043 321 1111  
Website: [info@townhousehotels.nl](mailto:info@townhousehotels.nl)



## Lodging and Housing

### Housing

You should expect to reside in private leased housing “on the economy” **with a statement of non-availability**; government leased Dutch housing is available but very limited. Purchasing a house is not recommended. The easiest way to begin the housing process is to research via the internet prior to your arrival. There are a variety of websites you can visit to get an idea of what types of residences are available. Some factors that you should consider are the proximity to work, public transportation and schools if you have children, as well as whether you prefer city versus country life. Incoming members should seriously consider renting a vehicle once they arrive in-country to bridge the time between either buying a vehicle or when their shipped POV arrives. Shipping your vehicle early so that it will have a better chance of being here when you arrive will help. A lot of members choose to purchase a used vehicle once they get in country. There are usually plenty of used vehicle choices on the local internet classified groups. However, the majority of vehicles in Europe have manual transmissions and it may be challenging to locate an affordable used 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.***







## Lodging and Housing

Overall, houses tend to be smaller than what people are used to in the States, which may cause difficulty moving large furniture up narrow, spiral staircases or into small rooms. It is also possible to rent a furnished, partially furnished or unfurnished home here. If you are not bringing household goods you should look for a furnished apartment and if you are bringing household goods you will most likely want to find a partially furnished apartment. Unfurnished apartments are stripped bare and many do not have finished flooring, lighting fixtures, kitchens etc. If you end up purchasing furniture while you are in country, ensure that you first ask if the store participates in VAT exemption, which allows you to get the taxes you are charged back from the merchant. Tax is set at 21%.

Be advised that while you may negotiate with a landlord what is included in a rental contract, not all services (i.e. landscaping, house cleaning, cable, etc.) included in the rent will be covered by the OHA allowances. Utilities should be separated to be eligible to collect the monthly recurring utility amount. Also, cleaning services and internet services are personal costs and will not be covered by OHA. If you find a furnished house that you are interested in, but you plan on bringing 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 landlord partially or fully furnish the property to your specifications during negotiations. Prices are also negotiable so keep in mind that you may be able to reduce the price of a property by 10% or 15% through negotiation.

It is required to make an appointment with the Army's Housing Office within 48 hours of arrival to Brunssum in order to get a thorough explanation of the housing process. It is also possible to make an appointment, or have your sponsor make you an appointment before you arrive. The Housing Office at USAGE Benelux-Brunssum has agreements with a handful of rental agencies which may 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 which many rental agencies expect if you rent from them, and it can be as high as one month's rent. You should not feel forced to use only the recommended rental agencies though, as finder's fees are negotiable, and sometimes reimbursable (this is further discussed in the chapter labeled Financial). It is important to note that in the Netherlands, a verbal agreement or handshake could be considered legally binding so be mindful of what you say during viewings.

You must be aware that the Army Housing Office will not be involved in finding you a residence. They may be able to recommend some homes and put you in touch with rental agencies, but it is your responsibility to figure out where you would like to live and to set up viewing appointments with rental agencies/landlords. Of the most common ways that incoming personnel find houses is by networking with outbound personnel, so 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.

It is necessary to have a Dutch bank account with Euros in it before signing a lease. Your sponsor will help you set one up. You will need to pay the first month's rent in addition to a security deposit, which usually equates to one month's rent, upon signing your lease. OHA will begin and TLA will end when you are able to live in the residence that you have leased (Admin will counsel members on their TLA entitlement based on HHGs delivery, temporary furniture provided by the Army delivered, etc). Department of Defense OHA Calculator can be found here:

<https://www.defensetravel.dod.mil/site/ohaCalc.cfm>

### **Termination by the Lessee - Special Provisions.**

Because of the special circumstances of military and civilian personnel stationed with armed forces in the Netherlands, the lessee must give notice of termination at least thirty days before the expected vacating date in case of:

- Reassignment which causes the lessee to leave the South Limburg area, or
- Government accommodations being made available by the appropriate military authority.
- The lessor shall be entitled to demand proof of the need to terminate the lease within the agreed period.





# Lodging and Housing

## Real Estate Web sites:

There are a few websites that will assist you in your search for housing. The base housing office works with many property owners in the area. The housing office is only authorized to list properties on [www.homes.nl](http://www.homes.nl) but there are additional websites to assist the incoming members in their home search. These sites include [www.housingxl.nl](http://www.housingxl.nl), [www.funda.nl](http://www.funda.nl), [pararius.com](http://pararius.com), [www.vesteda.com](http://www.vesteda.com), and [www.therentalagent.nl](http://www.therentalagent.nl). Be advised that the housing office does not recommend AHRN as it can be used by landlords who are blacklisted! Recommend using a web browser such as Google Chrome that will translate the webpage if it is in Dutch. To decide which city to look for housing speak with your sponsor and he/she can give you advice based on your situation. Living area for homes in the Netherlands is given in square meters. The following is a general estimates table that will assist you 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	2,691 sq feet
300 sq meter	3,229 sq feet
350 sq meter	3,768 sq feet

As mentioned earlier, the housing office will not find you a residence or set up viewing appointments, but it is still necessary to schedule an in-processing appointment within 48 hours of arrival. All leasing contracts must be reviewed by the housing office before being signed by the service member and this can easily be done via email. Additionally, the International Housing Office at JFC Brunssum has a notebook of houses available for rent. You can research the address online for other listings and pictures of the property and call the landlord to schedule a viewing.

Service members also 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 closets for storage purposes since many Dutch houses do not have as many closets as Americans are used to. While you await delivery of your household goods/furniture, they can provide beds and other basic living and dining room furniture such as couches, chairs, dining room table, etc. As these items are government furniture, they may not be as stylish or comfortable as you would like; they are however quite functional. Contact Mr. Raymond Geurts of the Housing Office for more information.

**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](mailto:usarmy.benelux-brunssum.id-europe.mbx.dpw-hso@army.mil)

Mr. Frank Vergoossen  
+31 045 534-0149  
DSN 597-4149

Ms. Monique Zweiphenning  
+31 045 534-0150  
DSN 597-4150

Mr. Frans Brorens  
+31 045 534-0151  
DSN 597-4151

Ms. Celine Frusch  
+31 045 534 0152  
DSN 597-4152

**Government Lease Housing:** Building 8, Room 231

## Loaner Appliance Repair/Replacement Officer:

### Email:

[usarmy.benelux-brunssum.id-europe.mbx.dpw-hsg-cfmo@army.mil](mailto:usarmy.benelux-brunssum.id-europe.mbx.dpw-hsg-cfmo@army.mil)

Mr. Raymond Geurts:  
+31 045-534-0154  
DSN 597-4154

## International Housing Office (IHO)

Service members can also contact the IHO for other local listings. To access the IHO listings visit the IHO located at JFC Brunssum, Building H603, B017. IHO listings can be accessed on Instagram at [int.housingoffice](https://www.instagram.com/int.housingoffice/) or use QR code below:

### Operation Hours:

Mon - Thur: 0800-1600  
Fri: 0800-1400

Closed on weekends & NATO holidays.

### Contact Us:

Telephone: +31 (0)45 526 2135

Email: [housingoffice@jfcbs.nato.int](mailto:housingoffice@jfcbs.nato.int)

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





## Utilities

The Housing Office at the USAG Benelux-Brunssum will assist you in setting up auto bill pay for all utilities or change utility services as needed. When you sign your lease, the housing office will assist to set up contracts with the utility companies (ENGIE and WML) tax free program. Once your utility contracts are set up, you will receive a monthly or bi-monthly bill of fixed price. This bill is an estimate based on the last year's consumption in that house. Your meters will be read once a year and about a month later you will receive your bill, which will already account for your advance payments. Depending on your consumption, you may 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 your utility cost 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 weekends.

### Electricity:

Dutch houses are wired for 220 volt/50 cycle electricity. If you want to see 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 it reads 110V/60Hz, you may be able to use a transformer to safely reduce the voltage. **Computers and computer monitors** are generally "dual voltage" and can operate in Europe without a transformer 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, crock pots, and irons or anything with a heating element generally operate satisfactorily using a transformer.

**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 following items may fall into this category:

- TV (Local television systems also use a different signal format (PAL vice NTSC).
- Coffee Maker
- Microwave Oven
- Printers and Fax Machine
- Powered computer speakers
- Stereo equipment
- Electric fan (will work off a transformer but unless it is really a nice fan, it may be cheaper to buy a 220V fan instead of purchasing a transformer for a 110V fan). Very few Dutch houses have A/C and simply use fans in the summer.
- Electric mixer (many people report no problems with the mixers running on a transformer)
- Bread machine
- Power tools (many people have not had problems periodically running smaller power tools off a transformer of sufficient capacity. For example, drills, sanders, Skill saw, routers, etc.)
- CD/DVD Player
- Alarm clock
- Vacuum cleaner (your U.S. vacuum will run fine off a transformer but it becomes rather inconvenient to lug the transformer around a three level house...most people buy a new or used 220V vacuum for the tour)
- DVDs will only work region 1

\*Not electrical but propane powered equipment such BBQs: EU has a different type of connector/regulator. NATO Base Geilenkirchen sells and refills US type propane tanks.

- Transformers and 220V appliances are readily available in Dutch shops or you may 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 United States.

If you decide to live in the vicinity of Brunssum, there are several thrift stores available where you can find most appliances at a reduced rates. Check out the Milleu App (Appendix F) for details.



## Utilities Continued

### Phone and Internet:

Your location within the Brunssum area will dictate the internet service providers available to you. Your landlord or the housing office should be able to assist you with service providers that are available in your area. Most military personnel use KPN, Ziggo, Vodafone, or T-Mobile, four of the larger service providers in the Netherlands. Deciding on a plan that suits your wants and needs is similar to choosing one in the States. The process of getting your service started may take a bit longer than you are used to because service providers sometimes use the mail system to deliver your affiliated hardware, and switch service on after you set up your hardware.

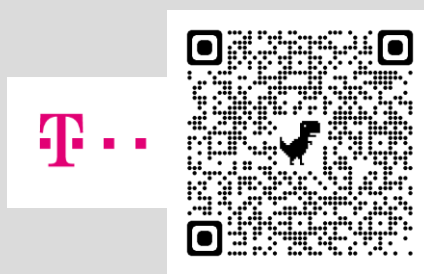
One way to work around this is to offer to come to the store and pick up your hardware if that is an option.

The most common way to communicate with family back in the states is through apps like WhatsApp, FaceTime, Skype, Facebook Messenger, Signal, Telegram and TextNow which will make it possible for your family and friends to call you while you are in the Netherlands at whatever regular U.S. or local data usage rates 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 your data plan charges and Wi-Fi capabilities. WhatsApp has become one of the most accepted methods of communication worldwide including in Europe and the United States which makes it a very desirable service for Activities Europe personnel. Furthermore, many personnel have found that utilization of a virtual private network service (VPN) has allowed them to continue streaming from U.S. based applications.

FaceTime on iPhones and iPads can also be used to call and text as long as the other person you call has an iPhone. If the phones are not connected to a Wi-Fi network while using FaceTime data charges could apply depending on 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. If you plan on purchasing a prepaid SIM card, check with your US phone provider to ensure that your phone is unlocked. Most of the large cell providers have Deployed Military Programs that will allow you to suspend your service for the duration of your overseas tour. They will also unlock phones upon request to allow for the use of OCONUS SIM cards.

You can purchase a prepaid phone for local use from a number of different stores. Often times, members have had good experiences with T-Mobile US working well in Europe and/or switching from T-Mobile US to T-Mobile Europe without issue (they are separate entities). For anyone who has service through T-Mobile in the States, data and texting will work at no additional fee when you arrive in the Netherlands. You will still need to switch over to a Netherlands plan if you want a Dutch number, but the process is seamless with an unlocked cell phone.



Comparison shopping for cell phone contract packages can be tricky because there are so many different options available. Each company has a variety of plans to choose from, some plans can even vary by which store you visit. It has been noted that the best way to research your choices for service contracts is to actually visit a few different stores. The requirements for getting a service contract will also vary by store or even by which person within the store you speak with. Be prepared to present your passport, EU driver's license or NATO ID, International Bank account Number (IBAN) in order to be able to get a cell phone contract. Larger cell phone providers may offer a way to freeze your US contract so you can have the same number when you return.





# Vehicles

**Shipping To The Netherlands:** Overseas vehicle shipment takes approximately 60 days from the date you drop it off in the United States (depending on the VPC that you ship it from). If your circumstances permit you to ship your vehicle early, doing so will smooth the transition process and may save you from the cost of an extended car rental. If you do ship your vehicle early, make sure that there is adequate parking at the hotel where you plan to stay while searching for a house. Shipping your vehicle early so that it will have a better chance of being here when you arrive will help. Incoming members should seriously consider renting a vehicle once they arrive in-country to bridge the time between either buying a vehicle or when their shipped POV arrives.

## Rental Vehicles

If you are interested in rental a vehicle while you wait for your POV, there are a several options available in the area:

### Autohopper Brunssum

Haefland 16 Brunssum

Tel: +31 (0) 45 525 371

Web: [www.autohopper.nl](http://www.autohopper.nl)

### Autoverhuur Limburg

Tel: +31 (0) 43 351 11 00

Web: [www.adremlimburg.nl](http://www.adremlimburg.nl)

**Enterprise -** [Rental Cars at Low, Affordable Rates | Enterprise Rent-A-Car](#)

### Aachen

Juelicher Str. 258

52070 Aachen, NW

Tel: +49 241 568180

### Dilsen-Stokkem

Rijksweg 946

Dilsen 3650

Tel: +32 12 39 09 40

### Maastricht Centraal Train Station

Heugemerweg 35

Maastricht 6221GE

Tel: +31 43 210 0107

## Vehicle Purchase

A lot of members choose to purchase a used vehicle once they get in country. There are usually plenty of used vehicle choices on the local internet classified groups. However, the majority of vehicles in Europe have manual transmissions and it may be challenging to locate an affordable used vehicle with an automatic transmission. While shopping for a used vehicle, consider the vehicle must be able to pass an **APK (safety) inspection** in order to properly register the vehicle.

**What is an APK inspection?** During a periodic motor vehicle test (APK) your vehicle is inspected by a garage or by a testing station. The inspector carrying out the APK **will check whether the vehicle is roadworthy, environmentally safe and registered correctly**. There are several garages / testing stations in the local area. When you pick up your vehicle at the VPC location, the office can provide service members with a listing of where to get an APK inspection.

## Vehicle Registration

You are authorized to register two vehicles tax free during your stay in Brunssum, but the military will only pay to ship or store one. For any additional vehicles that service members bring, they are responsible for applicable road taxes quarterly based on vehicle / engine size.

Your vehicle will be shipped to the Vehicle Processing Center (VPC) in Brunssum (conveniently located at USAG Benelux-Brunssum). Upon check in you should contact the VPC and provide them with your name and updated contact information so that you can be notified when your vehicle is available for pickup. You can track your vehicle status from <https://www.pcsmypov.com/>. It typically takes six to eight weeks for your vehicle to arrive from that date it is turned over for shipping, depending on the location of the origin VPC. Leave your US state license plate in your car. You will need it to be able to drive off base and can drive with it before registering your car at JFC Brunssum.

Buying or having a financed vehicle in the US just prior to departing has caused some significant challenges. Check with your finance company immediately to obtain their requirements for transporting the vehicle outside the U.S. Most require certain insurance guaranties and some require a high percent of equity in the loan amount before releasing the vehicle.



## Vehicles Continued

It is possible for service members to ship a second vehicle but it is done at the service member's expense. While there are also many options for purchasing a vehicle during your tour in Europe, many members use public transportation or a bicycle as their alternate transportation. There is a Lemon Lot on base at GK, as well as the GK/AFNorth/JFC Classifieds Facebook page to help search for a vehicle.

### **Driver's Permit / License**

Prior to picking up your vehicle, you will need to get a US 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 and provides driver training for POV and obtaining a government vehicle driver's license. Active Duty Members of the military services assigned to Netherlands are required to obtain a la driving permit. Once you receive a driver's permit, service members can go to JFC Brunssum bldg. H-102 to get a NATO's driver's license. The driver's testing office has hard copies of the manual/study guide that you receive when you make an appointment for the class.

Below for your convenience are some useful links:

[Driver's Licenses :: U.S. Army Garrison Benelux](#)

Vehicle Pick Up: <https://www.pcsmypov.com/>



## Pet Travel and Requirements

There are several items that you must take care of ahead of time to be sure 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 their webpage. The health certificate must be signed within 7 days of arriving in The Netherlands so 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 for the certificate are identification of the animal and rabies vaccination. Your pet must be identifiable by either a micro-chip or tattoo, with the micro-chip being the preferred method. The micro-chip must meet ISO (International Organization for Standardization) standards, and more information can be found at their website [www.iso.ch](http://www.iso.ch). For your information, the Home Again microchip from AKC Companion Animal Recovery and the AVID-Euro chip are manufactured in compliance. If your micro-chip is not in compliance, you must bring your own reader for it. Ensure your pet is up to date with their rabies vaccination, and ensure this is annotated 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 you can hang on your animal's travel cage. For more information on international pet travel, go to the Animal and Plant Health Inspection Service (APHIS) at <https://www.aphis.usda.gov/aphis/pet-travel>

**Airline Transportation:** Transport requirements are generally the same, but each airline has some variations on rules for animal transport. Find out what these requirements are before you book tickets! It is recommended that you carry on smaller pets if possible, or check them as baggage if necessary. If you check your pet as baggage, be sure to confirm that the airline will place the pet in a pressurized, climate-controlled compartment.

Check [pet crate](#) requirements with your airline, prior to your travel date. Airlines may also have additional health related requirements, it may be best to arrive at Schiphol Airport in Amsterdam, the Netherlands, if flying with pets.

Some airlines require passengers to pick up pets in a different area of the airport that requires driving around the terminals, and can also charge extra fees upon arrival.

**Temporary lodging:** Be sure to confirm that your hotel allows pets. This varies by hotel and sometimes even by animal size, but the Netherlands is a very pet friendly place.

## Schools



Address:

Ferdinand Bolstraat 1

NL-6445 EE Brunssum

The Netherlands

Telephone: [+31-45-5278221](tel:+31-45-5278221)

[director@afnorth-is.com](mailto: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 is vested in a director appointed by the Board of Governors. Each of the national sections has its own principal or head teacher who is responsible for his/her section to both the director and to his/her 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 provided for most AFNORTH students and the school will work with the bus companies to try to identify a convenient bus stop; however, there are distance boundaries that they will not exceed. You can verify after you arrive and have an address.

Some families have also chosen schools other than AFNORTH (local Dutch and Belgium Schools or the International School in Maastricht (United World College) and some have also chosen to homeschool which provides much more flexibility. Note that private school fees (i.e. UWC) are not covered by the U.S. military.





## Schools

### ***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 in case they have 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 is required at the beginning of each school year as all data is erased from the system every end of school year.

#### **Office Hours:**

**Monday-Friday: 8:00am-4:00pm**

#### **Scheduled Appointments Required**

##### **Alice Berard**

AFNorth MHS Principal  
+31 045-527-8206  
alice.berard@dodea.edu

##### **Samantha Payne**

AFNorth MHS Secretary  
+31 045-527-8262  
samantha.payne@dodea.edu

##### **Todd Church**

AFNorth MHS Asst. Principal  
+31 045-527-8265  
david.church@dodea.edu

##### **Becky Vance**

AFNorth MHS Registrar  
+31 045-527-8263  
rebecca.vance@dodea.edu

##### **Deborah Kehoe**

AFNorth MHS Counselor  
+31 045-527-8264  
deborah.kehoe@dodea.edu

##### **AFNorth MHS Attendance**

+31 045-527-8385  
AFNOattendance@dodea.edu

##### **John Burgers (Bus Coordinator)**

+31 45 527 8228  
buscoordinator@afnorth-is.com

Visit <https://www.dodea.edu/AFNORTHMHS/> for  
US MHS specific information.

Visit the AIS Web page at <http://www.afnorth-is.com>  
for AFNORTH Int'l School Information.

### **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 successfully 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 and DoDDS-Europe does not have any control over local school operations. The Work Life office may also have useful information and resources, and they can be contacted at:

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

**CYS programs** are open to all NATO ID card holders. 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 of at least 2 emergency contacts, and current leave and earnings statement for employed parents wanting to use the child care programs. For more information, please go to <https://brunssum.armymwr.com/categories/cys-services>.

JFC Brunssum NATO Base  
Rimburger 30  
Bldg H-602  
PA Brunssum 6445, NL  
Telephone: [+31 \(0\)45-534-0266](tel:+3120455340266)  
•Military DSN (314) 597-4266  
•Hours: M-F, 0800-1700



### Child Development Center

- Serves children 6 weeks - 5 years
- Full-day, hourly care and part-day programs
- DOD certified, NAEYC accredited Operating hours: 0700-1800 Monday– Friday

JFC Brunssum NATO Base  
Rimburger 30  
Bldg H-602  
PA Brunssum, 6445 NL  
Telephone: [+31 \(0\)45-534-0271/0273](tel:+31204553402710273)

### School Age Services

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

Operating hours are 0700-0845 and 1545-1800 when school is in session and 0700- 1800 when school is not in session.  
Phone: [+31 \(0\)45-534-0271/0273](tel:+31204553402710273)

### Youth Center

Offers a wide range of programs for youth in grades 6-12. Free Middle School Teen programs (MST) are offered daily after school in the afternoons, select evenings, and during the summer. MST morning camps are also offered at a nominal fee during the summer to complement the free afternoon program. This program is DoD certified.  
Phone: [+31 \(0\)45-534-0280](tel:+3120455340280)

### 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, etc. Pre-registration is required for Sports and Fitness Programs.  
Phone: [+31\(0\)45-534-0281](tel:+3120455340281)

### School Support Services

Provides information, referral, and assistance as you PCS with your K-12 school age child.  
Phone: +31 (0) 45-534-0277

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

USAG Benelux at  
<https://home.army.mil/benelux/index.php/my-fort/newcomer-orientation>

JFC Brunssum  
website: <https://www.jfcbunssum.com/clubs/>

MWR at USAG Benelux-Brunssum  
<https://brunssum.armymwr.com/categories/community-events>

### Religious Services

Sunday Catholic and Protestant services are held at JFC HQ Brunssum International Chapel; Catholic Mass begins at 1700. Protestant service begins at 10:00, with child care available. At the Geilenkirchen NATO Chapel, Catholic Mass is held at 9:30 am with a fellowship following the service and Protestant services are held at 11:15. Other churches in the area are the Damascus Road in Maastricht, Redeemer Church in Maastricht, Emmanuel Baptist in Hoensbrook (service at 11 am on Sunday), Powerhouse which is held at the ICC (service starts at 10 am on Sunday). The Protestant Worship Service offers a Children's church program during the regular worship service each 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, Protestant men of the chapel, Sunday School, music ministries, Religious education and Confraternity of Christian doctrine.



## Other Considerations

### Unaccompanied Baggage

It is recommended to ship unaccompanied baggage (express shipment) well in advance of departing your current unit. The unaccompanied baggage shipment will likely be shipped via air cargo and can arrive before your arrival in country. This shipment should be packed and picked up at least 30 days prior to your arrival in the Netherlands so that it will have a better chance of already being here when you arrive.

We recommend including light, bulky items (clothes, jackets, pillows, blankets and bicycles), etc., in your unaccompanied baggage shipment to save you the stress of managing many pieces of luggage at the airport. Without a known home address, you should work with your sponsor to arrange shipment of your unaccompanied baggage to an alternate location. This could be your hotel or your sponsor's home. You are generally limited to 1,000lbs in your unaccompanied baggage shipment. There are certain restrictions for what cannot be shipped unaccompanied such as furniture, certain electronics, etc. Your transportation officer will provide this information during your HHG counseling. Consider shipping items you want to use immediately or shortly after arrival that you would want in either your hotel or in your new home while you wait for your main HHG shipment to arrive. Your main HHG shipment could take a month or longer to arrive after you have arrived in country. Transportation authorizes the mailing of HHG. Mailed items count towards your HHG allowance but the mailing cost can be reimbursed if it is 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. It is highly recommend you verify the allowances prior to booking your 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 at check in. Pack the items you will wear/use upon your check in and during your time in local hotels for the first 30-60 days while you are searching for a permanent residence.

Cleaning supplies including disinfecting wipes, paper towels, rags, broom, dustpan, and mop are available for purchase at the commissary but you may also want to include it in your unaccompanied baggage as you will likely want to clean your home before HHGs arrive.

For clothing, regardless of what season you arrive and how long you will be in temporary housing, it is recommended to bring clothing suitable for all types of weather. For example, during summer, a rain jacket is highly recommended as well as a light jacket. June temperatures range from mid 50 degrees Fahrenheit to low 70 degrees Fahrenheit.

### Postal Service/Mail Box

The U.S. Post Office provides services such as mailing letters, parcels and post cards at the USAG Benelux-Brunssum. The post offices provide money orders, stamps, boxes and U.S. Postal Service (USPS) and Priority Express to ship your mail. Post office hours are MON-FRI, 1200pm to 5:30pm, except on THURS, 0900am-1200pm.

Each military member is assigned an Army Post Office (APO) box number at the post office. 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. You should allow an extra week for mail delivery either direction. Please note that some mail order and Internet vendors will not ship to APO boxes, and there are size and weight limits on what can be delivered. You should double check to ensure that vendors will ship to APO addresses. UPS, FedEx and other courier services cannot deliver to your APO address. Discuss with your sponsor on setting up the APO box number 30 days before arrival so you can begin to forward boxes and letters to it during the transition to Europe. Military PCS orders are required to setup mailbox.

Mail is posted in individual mailboxes five days per week in the Brunssum Post Office. Appointments can be made when mailing five or more parcels by calling DSN 360-7279/7273 or Commercial 046-443-7279/7273.

Postal Service/ Mail box: Phone number is: DSN: 597-4185  
COMM: 0031(0)45-534-0085

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

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



## Arrival in the Netherlands

### Getting to JFC Brunssum

Service members have several options when arriving in the Netherlands as there are multiple airports and train stations that are no more than a few hours away.

### Airports (distances are by road)

Amsterdam Schiphol, NL: [www.Schiphol.nl](http://www.Schiphol.nl); 2hr 30 min  
Brussels South Charleroi Airport, BE: <https://www.brussels-charleroi-airport.com>; 30 min  
Brussels Zaventem, BE: [www.brusselsairport.be](http://www.brusselsairport.be); 1hr 30 min  
Cologne Bonn Airport, GE: [www.koeln-bonn-airport.de](http://www.koeln-bonn-airport.de); 2 hr 30 min  
Düsseldorf International Airport, GE: [DUS Airport](http://DUS Airport); 2 hr 40 min  
Eindhoven Airport, NL: [Eindhoven Airport](http://Eindhoven Airport); 2 hr 20 min  
Frankfurt International Airport, GE: [Frankfurt Airport \(frankfurt-airport.com\)](http://Frankfurt Airport (frankfurt-airport.com)); 4 hr 20 min  
Maastricht-Aachen Airport: [www.maa.nl/en/](http://www.maa.nl/en/); 30 min by road

### Local Railway Stations

Heerlen 15 min (with international connections)  
Sittard 15 min (with international connections)

Travel arrangements can be made to arrive at either Amsterdam Airport in Schiphol, the Netherlands, Brussels Airport in Brussels, Belgium, or Dusseldorf Airport in Dusseldorf, 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 even send pictures of one another so that the sponsor and arriving member know who 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 and feel free to use one. On the way to Baggage Claim, you will first go through Immigration where passports will be examined. Service members present orders and their official passport and family members should present their no-fee (blue) passports. No visa is necessary for U.S. citizens arriving in any of the EU countries. If, however, you have a non-U.S. citizen in your family, contact Activities Europe immediately, as 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 being checked.

After Customs, you 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, you have not met up with your sponsor, find a telephone and call/text your sponsor on his/her mobile phone 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 to pick you up. 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 upon arrival. They will need to be added on your PCS travel voucher.

#### VBH Verkehrsbetriebe Honinger GmbH

Tel: +49 (0) 2452 989 4022

Email: [zentrale@honing.de](mailto:zentrale@honing.de)

In your email include:

- Name
- Mobile Number
- Date and Time
- Pick-up Point Address
- Drop-Off Point Address
- Number of Passengers
- Any Special request

\*You will be asked to show your NATO/U.S. ID Card at Pick-up.

\*Your invoice will include VAT.





## In-Processing Requirements Continued

*The following pages outline the main offices you will need to visit to get settled into JFCBS and surrounding area. While each service admin section may vary in how they in process their personnel, these guidelines provide broad guidance as to what US service members are required to complete upon arrival.*

### Banking

While you will not "in-process" a bank, setting up a local bank account should be the first stop as you will need to set up a Dutch account for practically anything you want to establish during your tour. This includes phone account, utilities, and rent.

Virtually all merchants accept payment via Maestro card which bears a logo similar to MasterCard logo. This card is a debit card that draws money directly from your Dutch bank account, and it can also be used to get 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 not widely accepted in the Netherlands, or if accepted will have an international transaction fee (check with your bank); however you can withdraw funds with them at most ATMs. Instead, 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 accepted in the Netherlands except at smaller merchant stores and some grocery stores. American Express is rarely accepted and some restaurants are cash only.

There are a few different 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. However, only a Dutch bank will offer the Maestro debit card. Community Bank and Andrews Federal Credit Union will transfer and convert money from your American account to your Dutch account electronically, and this process can be set up as an automatic, regular transaction. You can deposit Euros into your Dutch account via ATM for a fee. You can also set up a recurring payment for some of your Dutch bills through both banks. Use of the on base banks as a conduit between your American bank and a Dutch account is an effective way to manage your transactions.

Another popular option to transfer money from your U.S. bank account to your Dutch bank account is in a variety of phone applications. Doing so allows you to avoid having to open an account with Community Bank or Andrews Federal Credit Union. Two popular apps for this are TransferWise and Xoom.

You will need to explore your banking options to determine what will work best for your financial situation. Seeking advice from your sponsor and other members of the unit is highly recommended. Do not bring a large sum of U.S. money, but do bring smaller bills and change. All stores on base, including the laundromat use dollars. Your U.S. ATM card will work on ATMs throughout the Netherlands. Many ATMs in Europe do have additional bank fees for using their machines. You should check with your bank before arriving regarding international transaction fees for debit and credit cards as they 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 establishments require an appointment to conduct business so contact them in advance to make an appointment to set up a bank account. Below you will find a listing of the local banks to choose from:

**DOD Community Bank (operated by Bank of America) (located on USAG Benelux-Brunssum)**

[https://www.dodcommunitybank.com/home/locations/the\\_netherlands](https://www.dodcommunitybank.com/home/locations/the_netherlands)

**Andrews Federal Credit Union (located on USAG Benelux-Brunssum)**

(FCU) <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>

Once you have set up your Dutch bank account, you will be provided with an account number as well as a BIC and IBAN. An **IBAN**, or International Bank Account Number, and **BIC**, or Bank Identifier Code, are part of a new European standard that has been adopted as part of the SEPA (Single Euro Payments Area) agreement. You may be asked for your IBAN and BIC by companies with whom you have existing direct debit arrangements or when you set up a new direct debit. This will most likely be when you initiate a direct debit to automatically pay phone, insurance, or utility bills. Your IBAN does not replace your existing account number and will only be used for electronic transactions with other businesses or individuals. Each IBAN number uniquely identifies an account, and should be protected as you do your account number.



# In-Processing Requirements

## Foreign National Registration

### Resident 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. Permits are issued by the Koninklijke Marechaussee (KMAR), or Royal Dutch police who will 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 color photo on the front. It is recommended that dependents ask for a Marechaussee letter since you might be travelling out of the country while your residency permit is being processed through the Dutch system. The Marechaussee office, located on the JFC Brunssum base Bldg. 100 (by back gate), will process your family's documentation and will communicate to you via an e-mail or phone number you provide to them. When notified, you may make an appointment to go pick up your dependent ID's. This process can take a few weeks and can only be done after you have a signed lease for use as a permanent address.

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.

## Residence Permits and IDs

Dutch law requires all persons (14 years and older) to carry two forms of ID:

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 and Dutch Alien Registration Card
Dependents 14 years and older	U.S. Military Dependent ID Card and Dutch Alien Registration Card
Dependents under 14	No requirement to carry identification

## NATO ID

The first office you will visit is the Pass & Permits. This office will input your information into their computer system and issue you and your dependents your blue NATO IDs.

### Access to U.S. Military Bases

All military personnel and their dependents must also be registered in DEERS to be authorized to enter U.S. military bases in Europe (to use the exchanges, commissaries, clinics, etc.). Service members must present their military ID or CAC card upon entering any U.S. military base.



# In-Processing Requirements Continued

**Finance In-processing:** The finance office for Army Service members is located at the BENELUX Finance Center of Excellence located in Mons, Belgium. The Benulux Finance Center of Excellence provides service to Army Service Members and their Dependents.

**BENELUX FINANCE CENTER OF  
EXCELLENCE | SHAPE (BFCE)**

Primary: 0032-65-75-7892  
Secondary: 0032-65-75-7893

@

Sunday	Closed
Monday	9 a.m. to noon, 1:00 to 3:00 p.m.
Tuesday	9 a.m. to noon, 1:00 to 3:00 p.m.
Wednesday	9 a.m. to noon, 1:00 to 3:00 p.m.
Thursday	Closed
Friday	9 a.m. to noon, 1:00 to 3:00 p.m.
Saturday	Closed

**BLDG 212**  
Avenue de Berlin 212  
Mons Hainaut 7000

**NOTICE:** DSN: 597-7892 / 7893 | Appointments are made and conducted by phone and email | Email: shakeyta.a.taylorwilliams.civ@army.mil, Agba.d.ekre.mil@army.mil

As of the writing of this guide, service members are able to submit your paperwork digitally to in-process finance. This could change at any time and recommend you check with your admin POC for any updates to in-process finance. The following are enclosed in **Appendix C** of this guide: **In-Processing Brief Checklist, Benelux Finance Office In-Processing Brief, BAH (All Others Tour) Info Guide, and 1610 & 1351-2 User Guide.**

The In-Processing Brief Checklist requires your full name, last 4, and initials for each topic indicating you understand that information; all areas on the form will need your initials.

Part I of finance in-processing, requires:

1. Completed DA 31 (signed out and in, block 14 and 16)
2. Flight Itinerary
3. PCS orders and amendments
4. Marriage cert for Spouse and birth certificates for children that are command sponsored dependents.
5. Foreign Language Pay documentation, if applicable.
6. Parachute Pay Termination Order, if applicable
7. SDAP 4187 to stop, start, or continue incentive, if applicable.

The second part is your Travel packet:

1. User Guide for the 1610 (quarantine period, needing Commanders signature),
2. 1351-2.
3. If applicable, the quarantine receipt, the long VPC form if a vehicle was shipped, TLE, COVID test invoice (paid), and any additional receipts of expenses incurred during travel; not including meals.

If you have everything completed, you can send all of your documents for part one and two of in-processing at once. ***Be advised that the finance office requires a copy of your orders for all transactions being submitted.***

***\*If/when you are assigned to the barracks or government housing, finance will need a copy of that assignment memo***

You will be able to schedule a phone appointment to go over the 1351-2 if you need additional assistance. Please call one of the phone numbers to schedule the appointment:

**DSN:** 314-597-7893 / 7892 / 7897

**Comm:** +32 65 75 7893 / 7892 / 7897

If you are **Air Force** and trying to reach Finance, please contact:

[Email: 470ABS.FMF@us.af.mil](mailto:470ABS.FMF@us.af.mil)

470 ABS, Geilenkirchen finance office, bldg. 87

DSN: 314-458-4039/4134

NATO ext: 2218

If you are **Navy** and trying to reach Finance, please contact Navy Finance POC:

[usn.benelux.navsupactnaplesit.mbx.usnseb@mail.mil](mailto:usn.benelux.navsupactnaplesit.mbx.usnseb@mail.mil)

[Roman.s.clark@mail.mil](mailto:Roman.s.clark@mail.mil)

[Moesha.n.moncrieffe@mail.mil](mailto:Moesha.n.moncrieffe@mail.mil)

[Patrick.g.keenan2@mail.mil](mailto:Patrick.g.keenan2@mail.mil)





## In-Processing Requirements Continued

You will be reimbursed for your initial stay in hotels while you search for a place to live. However, the TLA reimbursement can take some time to process, and you will incur all hotel costs up front, so it is recommended you set aside money to cover this cost as well. If you rent a car, it may cost up to \$700 for the first month while you wait for your POV or search for a local used car. To assist you in offsetting these costs, the government has several allowances to which you are entitled (discussed previously). The below sections provides a short description of your entitlements and allowances. You are strongly encouraged to discuss each of these allowances with your service admin section and/or finance office. It is also important to mention that it is the service member's responsibility to ensure that his/her pay is correct, and it is highly recommended that you keep an extra watchful eye on your pay during your time in the Netherlands since there are so many unique allowances to which you are entitled. Depending on branch of service, when moving to the Netherlands service members may receive the following entitlements and allowances:

**\*Dislocation Allowance:** DLA is authorized for all Coast Guard personnel who have been assigned to Activities Europe. You should see your unit yeoman prior to your transfer to ensure you receive this allowance. All inbound personnel, regardless of dependency status, are authorized advance DLA.

**\*Basic Allowance for Subsistence (BAS):** Enlisted personnel will receive Enlisted BAS and Officer BAS will remain unchanged.

**\*Temporary Lodging Allowance (TLA):** This allowance will cover most if not all of your hotel costs while you and your family await permanent quarters. Authorized TLA amounts vary greatly and may be difficult to compute. A good rule of thumb is to look for a hotel that accepts the current government rate. TLA is reimbursed in **15 day** increments; you will need to provide receipts and file via Admin.

**\*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, yard maintenance, etc. to be included in rent up to the OHA limit. Check with the housing office to confirm what can be included in the rental cost as per regulations. Utility/recurring maintenance allowance is a fixed amount that is not use-or-lose, but you will not receive this payment if your utilities are included in your rent payment.

**\*Move-In Housing Allowance (MIHA):** MIHA/Miscellaneous is a one-time allowance designed to offset the cost of moving into your permanent residence 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 is based on your rate/rank, number of years of service, and your number of dependents. It is paid in 15-day increments and is regularly updated to reflect changes in exchange rates, local prices, and surveys of shopping behavior at each overseas location.

Most EU countries have adopted the Euro with a few exceptions. Historically, the Euro and the U.S. Dollar have fluctuated against one another significantly. In order to buffer overseas military personnel from these exchange rate fluctuations, most of your allowances are set in Euros and you are then paid based on the latest Euro – Dollar exchange rate. A convenient currency converter can be found at <http://www.oanda.com/convert>.

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



# In-Processing Requirements Continued

**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 that is collected throughout European countries, however, some stores honor an exemption for military members. This can be significant savings for large purchases as the tax can be upwards of 20%. More information can be found in the Allied JFCBS Newcomers Guide 2021.

**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. The reimbursement for taxes and fuel is administratively handled.

To register for the FORAX fuel card, service members require a Military Star Card as fuel purchases will be processed through it. To apply, members must have their vehicles registered at the Vehicle Registration Office at JFC Brunssum. After registering your vehicle(s), members must go to AAFES at USAG Benelux-Brunssum to fill out the FORAX application form. Once filled out, the AAFES personnel will have the FORAX fuel card ready for pick up within 24-48 hours. You will be issued the FORAX card with a four digit pin. 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 prior to your vehicle arriving. You have to go to the military police station on base with your rental paperwork and orders. They will give you the temporary paperwork that you will then take to Exchange to link your Military Star Card to a temporary Esso card. Also, additional temporary cards can be acquired at Geilenkirchen NATO Air Base Customs Office when traveling on leave or official orders in Germany.



## FORAX Tax Rebate - How do you participate?

1. Existing FORAX fuel card users who are entitled to purchase VAT free goods in the Netherlands:

FORAX will provide a "pop-up" after logging on to your customer account on the FORAX website, showing you the option to activate the VAT Refund service.

2. Newly arrived eligible personnel and personnel without a FORAX fuel card, including entitled dependents:

You can apply for a FORAX account on [www.forax.eu](http://www.forax.eu) for the VAT Refund service. The mandatory details of staff members that will be required to upload/provide to the FORAX system include: name, address, first seven digits of your AMIS card and an IBAN bank account number.

This service starts on the day FORAX receives confirmation from "JFCBS Passes and Registration Section" that the registered individual is validated and eligible. This may take up to two working days. Invoices dated before the validation date **cannot** be processed through FORAX, but need to be submitted via Form 602.

If your registration is refused by the FORAX system, but you consider yourself as entitled, please contact FORAX through the contact e-mail below and give your data and explanation. FORAX will coordinate with JFCBS Pass and Registration to confirm your eligibility and will – if approved by JFCBS Pass and Registration – enable your registration.

**Invoice Requirements:** The invoice requirements 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 or credit card statement with registered member's name on it.

**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??** FORAX can be contacted at [info@forax.eu](mailto:info@forax.eu) or on 070-891-2626.

When submitting proof of payment for a rebate it is sometimes difficult to get a receipt with your name and address on. From others' shared experience, FORAX will accept a screenshot of the transaction in your online banking as long as they can see your name and the last 4 of the card used for the purchase. For more information contact the JFCBS Pass and Registration office.



## In-Processing Requirements Continued

### Medical / Dental

Members and their family members are supported by U.S. Air Force medical and dental clinics in Geilenkirchen (GK), Germany (approximately 3 miles from Brunssum). These facilities are small and provide limited services. Most special ist care is referred to Dutch or German physicians by Tricare, which is also located at the Geilenkirchen Health Clinic.

Tricare maintains a list of German and Dutch physicians, including specialists, who speak English and meet strict medical standards of practice. Standards of practice in Germany and Netherlands 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 or dentists.

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

### Medical Clinic Location:

Geilenkirchen NATO AWACS Base, Bldg. 208

CLINIC GK Operating Hours: M-W, 0900-1700; Tue, 0900-1600; T– F, 0900-1200

Commercial Telephone: in Germany 0049-2451-993200

Bring the following documents during check in:

- Orders; Medical Records; Family's medical records
- Tricare enrollment form which can be picked up at the Admin Office
- Know SSN for all Family members

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

Every 3rd Wednesday of the month the GK Clinic offers 'Medical Right Start' meeting for newly reported members. It is from 1425-1600 hours. Additionally, ACS 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 attend if you desire to. It is strongly recommended to get all vaccinations up to date, including yellow fever and bring a vaccination yellow card for you and your dependents.

In the event of an emergency, International SOS London provides 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. 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 i.e. stroke, heart attack, fits etc.

### Emergency Service Call Center NL

At weekends, on Dutch holidays and after work from 17.00 till 08.00 hours the medical emergency service should be used for sickness and minor diseases when the local general practitioner can not be reached.

In the region of Limburg 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 places you will always find a general practitioner, who will decide what follow up strategy might be useful in your case.

### Southeast Limburg Night Care Heerlen:

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

[www.zuyderland.nl](http://www.zuyderland.nl)

Telephone: 045-5778844

### Southwest Limburg - Huisartsenpost Maastricht:

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

[www.mumc.nl](http://www.mumc.nl)

Telephone: 043-3877777

### Sittard - Huisartsendienst Westelijke Mijnstreek:

Address: Elisabeth van Barstraat (close to  
the Zuyderland hospital) Sittard,

Walramstraat 23,  
6131 BK Sittard

[www.zuyderland.nl](http://www.zuyderland.nl)

Telephone: 046-4009925





## In-Processing Requirements Continued

### Medical / Dental Continued

In case you have to or want to use German medical facilities, the following options are open to you:

#### Hospitals in Germany (close to HQ JFCBS):

##### Geilenkirchen

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

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

Telephone: 0049-2451-622-0

##### Heinsberg

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

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.

Telephone: 0049-2452-188-0

##### Aachen:

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

University hospital with all areas of expertise

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

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

During the week 8:00 - 16:00 hrs:

During the week (after hours) 16:00 - 8:00

Monday: Luisenhospital,

Boxgraben 99,

Telephone: : +49 241 4140

Tuesday: Universitätsklinikum,

Pauwelstraße 30,

Telephone: : +49 241 800

Wednesday: St. Franziskus Krankenhaus,

Morillenhag 27,

Telephone: : +49 241 75010

Thursday: Marienhospital,

Zeise 4,

Telephone: : +49 241 60060

Friday: Universitätsklinikum, Pauwelstraße30,

Telephone: : +49 241 800

### During weekends and Dutch holidays (24 hours a day):

First week of the month: Luisenhospital

Second week of the month: St.Franziskus-Krankenhaus

Third week of the month: UniversitätsklinikumAachen

Fourth week of the month: Marienhospital

Fifth week of the month: Universitätsklinikum Aachen

### Pharmacy / apotheken in the Netherlands

Information about pharmacies will be provided in the Gouden Gids ([www.goudengids.nl](http://www.goudengids.nl)) apotheken. Just select the region you live in and on the map shown in the Internet will direct you to the pharmacy, which is "on call". They will give further information when you call them during working hours:

Telephone: +31(0)455741004.

Address: Henri Dunantstraat 5, Heerlen 6419 PC

Further information will be available on the Internet:

[www.dassenburchtapotheek.nl](http://www.dassenburchtapotheek.nl)

### 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 well known for their good service. They work closely with general practitioners, gynaecologists, and hospitals.

### Physical Therapy / Fysiotherapeuten in the Netherlands

Information about Physical Therapists will be provided in the Gouden Gids ([www.goudengids.nl](http://www.goudengids.nl)) Fysiotherapeuten. Just select the region you live in and there will be a map shown in the Internet that will direct you to the location.



## In-Processing Requirements Continued

### Vehicle Pick Up

Once your vehicle arrives in country, service member should receive an email notification with instructions for picking up their vehicle. Currently, service members have to make an appointment to pick up their POVs due to the ongoing COVID-19 pandemic.

VPC Brunssum (USAG Benelux-Brunssum)

Bldg 7, Room 32

Kranenpool 3

6443 VA Brunssum, NL

Hours: MON-FRI, 0800 – 1600 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 that there is no gas station on USAG Benelux-Brunssum. Before picking up your vehicle(s), ensure you setup the FORAX fuel account or be prepared to pay the full fuel price.*

### If you are stationed in the Netherlands.

You must have a U. S Army Garrison Benelux-Brunssum POV Driver's Permit in order to pick up your vehicle. Contact the Driver Testing Office at USAG Benelux-Brunssum to get a U. S USAG Benelux-Brunssum POV Driver's Permit. (training Required ). Their phone numbers are, DSN: 597 4100 or commercial: 031 45 534 0100. Once you have your U. S Army Garrison Benelux-Brunssum POV Driver's Permit you can go to the VPC with your USAG Benelux-Brunssum POV Driver's Permit and your Vehicle Inspection Form to pick up your POV. You can drive with the U.S. Plates for 14 days and during that time need to register your vehicle with the registration office in Brunssum. If your vehicle is older than 3 years, you will need to get a safety inspection, "APK" done prior to registering your vehicle.

**In the event that you did not ship any license plates with your vehicle,** you will need to contact the vehicle registration office in Brunssum for specific instructions. The best way to contact them is via mail at [assandregistration@jfcbs.nato.int](mailto:assandregistration@jfcbs.nato.int) or telephone: +31-(0)450526-4301/4302 or NCN: 244-4301/4302 or DSN: 314-364-4301/4302

### APK Inspection:

Your vehicle will be required to pass a safety inspection known as APK prior to registration. There are two choices to complete the APK inspection. You can use a local inspection service, many are available on the economy, or at the Car Craft Center on post at JFC Brunssum normally done by appointment. The inspection on the local economy cost about 25-45 euros but can typically be done on demand.

The VPC provides a list of local mechanics that can provide this service. Some of the off base inspection facilities are familiar with the NATO inspection requirements but will not have the correct form. If they do not, you can obtain a copy of the form from the Vehicle Registration office prior to having the inspection done. This inspection is required annually before you renew your registration unless your vehicle is less than 3 years old. If you purchase a used car in the Netherlands, the person you are buying it from should complete the APK prior to the sale.

### JFC HQ Brunssum Location and Contact for APK Inspection

Rimburgerweg 44

6445 PA Brunssum, The Netherlands

+31 (0)45 526 2114/ 2544

### Car Craft Center

+31 (0)45 526 3173

0800-1600 Drop off service only, 0900-1700 Wed, 1200-2000 Thu, 0830-1630 Fri & Sat, Closed Sun & Mon

+31 (0)45 526 3173

### Vehicle Registration Office JFC Brunssum Building 102:

Rimburgerweg 30 Building 102

6445 PA Brunssum, The Netherlands 0815-1500 M-F

+31 (0)45 526 2580

There are three offices that you will need to visit in Building 102, and all have the same contact information. It is necessary to have the Form 162 from the Brunssum MP office in order to complete the registration process. You are able to schedule your vehicle registration, NATO ID and Customs by visiting the JFC Brunssum Services Scheduling Portal at

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



## In-Processing Requirements Continued

The first office to visit in Bldg. 102 is the **Pass & Permits** office will input your information into their computer system and issue you and your dependents your blude NATO IDs.

At the **Vehicle Registration Office** you will register your vehicle with Brunssum NATO. Ensure that you have all of the listed documents (the NATO registration office will not make copies for you so follow the strict process and ensure all copies are obtained prior to arrival for registration) as well as your inspection paperwork and Form 162. The registration fee is approximately 35 Euros. Once paid, you'll receive a form that allows you to get a license plate made and mounted on your vehicle. They will give you a map and contact information for a nearby shop that will stamp and mount your plates. If you are going to use a bike rack or trailer on your vehicle it is necessary to get a white plate. A white plate is required on anything that will obstruct the view of you vehicle plate.

The last stop is the **Customs Office** which is across the hall from the Vehicle Registration Office.

Use the map and contact information from the Vehicle Registration Office to travel to the recommended shop to get your plates stamped and mounted.

**Maintenance:** There are dealerships around the area for nearly all car makers. However, if you need significant repair work done; parts may have to be ordered from the U.S. The Exchange, located on base at USAG Benelux-Brunssum, does have basic items for automobiles such as oil, air and oil filters, vehicle batteries etc. AutoZone does offer free parts shipping to APOs.

**Insurance:** Automobile insurance is mandatory for all military personnel and is required by Dutch law. You are advised to call your insurance provider to ensure that you have coverage throughout Europe and to request an EU proof of insurance card. 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. military personnel retain their U.S. insurance companies, it is possible, to acquire Dutch automobile insurance. Many service members have insurance through USAA, and it is also possible to get insurance through ABN AMRO bank or AON once you are in Europe.

### Other Vehicle Requirements:

You are required to carry the following documents and safety equipment when driving a vehicle in Europe, an EU Accident Form, your vehicle's registration documents, proof of insurance and basic safety equipment, such as a danger triangle, first aid kit and a reflective safety vest for each passenger. Every country has different rules and requirements for your vehicle. You will learn more about these requirements at the driving course and it is beneficial to research prior to driving in varying countries.





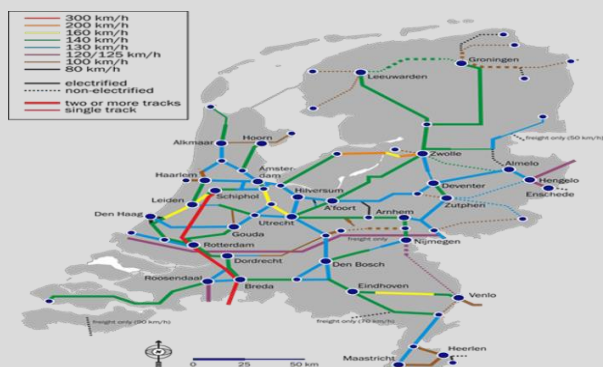
## In-Processing Requirements Continued

### Public Transportation



One of the best things about living in The Netherlands is the exceptional public transportation system, which 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, so this is something you may want to consider when choosing your housing location.

Travel on the metro, trolleys/trams and buses all use the same form of payment which is a public transport debit card called an OV-Chipkaart. These cards can contain your bank info 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 bank cards, but bills can be used if you go to RET service counters.



Many military members use their bike as a primary mode of transportation on a daily basis as the Netherlands is a very bicycle friendly country. Most service members have brought bikes from the U.S., or you may choose to purchase one after you arrive. Active duty service members are always required to wear helmets while riding and dependents are highly encouraged to do so as well.

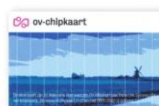
To use the OV-Chipkaart you simply swipe the card when you get on and off of the metro, bus, or Trolley and the proper amount is deducted from the card. Your sponsor will help you purchase the new OV-Chipkaart card and show you how to use it and you will learn about the systems during the Newcomers Brief conducted by Army Community Services.

Dutch trains are relatively reliable, timely, cheap, and frequent. Trains in The Netherlands are used in the same way that many American cities use subways. Trains may be used locally, or for inter-city travel. An online travel planner for the train system is available in English at [www.ns.nl](http://www.ns.nl). An online public transportation planner that includes all forms of public transit can be found at <http://journeyplanner.9292.nl/>. Your sponsor will help you learn the basics of buying tickets and understanding train schedules. Apps for the Netherlands train are **Reisplanner** and **DB Navigator** for the German trains. These apps are helpful for planning a trip and provides arrival and departure status on the minute (including delays from weather, construction, etc.).

If you plan to ride the train frequently, you may want to buy a Discount Card, which entitles you to a 40% train fare discount during off-peak hours. Touch screen train ticket machines, which offer instructions in English, are located at all major train stations but most do not accept cash. Purchasing train tickets at the service window will subject you to a 0.50 Eurocent fee which is worth it until you have a Dutch bank card of your own. Another way to buy tickets without a DutchPIN / Debit card is to purchase a pre-paid OV Chip card. These cards are available at the RET booth and at most convenience stores.

### 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](http://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 Considerations

### Temporary Duty (TDY) Orders

So, you may be wondering why we are including TDY in this guide as it is supposed to be for newcomers and their families. While you, the service member, may not be going TDY when you first arrive, it is a good topic to cover so you can better prepare and plan for any future trips. As with most administrative requirements at JFCBS, there are NATO and US requirements one must be aware of. This also applies for TDY orders. Below is a list of the required documentation you will find at the end of this guide under **Appendix D** to help service members submit their DTS Authorizations and Vouchers. As a caveat, be advised that each service may have specific or additional requirements for requesting TDY funds so contact your service POCs for any details and questions. The information below was provided for Army soldiers assigned to JFCBS.

1. DTS Authorization / Voucher Checklist
2. DTS Traveler Information Paper on Foreign Currency Conversion Expense Claims. This provides what is needed to submit and how to claim it in DTS.
3. MTSA Checklist
4. SOU for Rental Vehicles
5. USANATO 11-001 Travel Request Form Template – this is required for all TDY travel unless you have an assigned travel request number from the quarterly TDY spend plan.

### Government Vehicles

If you are planning to go TDY via vehicle, service members need to submit a travel request by submitting an application for NATO Travel Order and the HQ Vehicle Request and Form HQJFCBS Form 567/Authorization (JFC HQ B DIR 55-1). 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 (discussed in this guide previously)
3. Winter's Driving Course
4. OF 346, U.S. Government Motor Vehicle Operator's Identification Card
5. Fill our Vehicle Request Form and submit to the JFCBS Transportation Cell.

See the JFCBS Newcomers' Guide to obtain a NATO driver's license, which is required to operate an HQ vehicle.

### Dependent Employment

Working as a U.S. citizen in the Netherlands presents many challenges, and many opportunities. Please note that the command does not expect your sponsor to be responsible for finding employment for your spouse. **If spousal employment is absolutely critical to your financial or personal situation, you are strongly encouraged to consider whether or not assignment at JFCBS is a good choice for you.** If you have any questions or concerns about this matter, please call your Sponsor or service POC. Here are some questions to consider when approaching this subject:

USAG Benelux-Brunssum is an Army base and there are employees from other Department of Defense (DOD) branches. Positions may include: Cashier Clerk, and Morale, Welfare & Recreation assistant, mailroom attendant, and library assistant. With the relatively large number of people stationed at JFCBS who are married, jobs fill up fast. The other commands and agencies in the building hire through their respective HR offices, and positions are generally set-aside for career employees. If work on the Garrison may be of interest to your spouse, you should check out the [USA Jobs](https://www.usa-jobs.com) website for any available positions. Also, you can check out link below for job postings at JFC Brunssum.

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

Can you 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 such a lifestyle offers. Members are reminded to look into taxes and work visas before signing onto employment. Can you work from home? These jobs could be whatever you might make of them. You might consider creating a virtual business using the Internet as your selling portal. Note that using the U.S. APO (military postal system) to run a private business is prohibited.



## Other Considerations

### Working on the Dutch Economy

There are limited possibilities to find work in the Dutch economy. Individuals who 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. Once the SOFI number has been acquired, you will need to find an employer who will sponsor you to get a work permit. If you are able to secure a Work Permit, you will then need to have an endorsement placed on the back of your Residence Permit stating that you are allowed to work on the Dutch economy. It tends to be difficult to find positions on the economy because employers must justify hiring a foreigner over a Dutch resident as per Dutch law.

### Language And Culture

Although Dutch is the language spoken most frequently in the Netherlands, most people also speak at least a small amount of English, so face to face communication is not usually a problem. Deciphering written correspondence is trickier, and you may need to rely on a local national to translate bills or other mail items that are in Dutch. Another option is to use an online translator service such as Google Translate. Army Community Services also has local Dutch employees who can assist with translations. Another area where language can cause problems is when you reach a recorded telephone tree. This has happened when people have called their cable or utility company for assistance and again, you may need to solicit help from a local national or an online translator. English is a widely spoken second language in The Netherlands, and you will find that nearly everyone over 18 to under 50 is fairly fluent. Most people are here are friendly and will engage in conversation. What can initially come as a shock is that the majority of daily non-personal communications (casual conversation, radio, newspapers, contracts, correspondence, etc.) are done exclusively in Dutch. Initially though, your only real difficulty will be reading signs, understanding traffic reports, and information in public, such as the grocery stores.

There are also language apps available. One is Duolingo which offers Dutch for English speakers and it is free!



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

<https://www.jfcbunssum.com/life-leisure/language-program-1/>

If you have any questions please contact the language program coordinator at [jfclanguageprogram@gmail.com](mailto:jfclanguageprogram@gmail.com).



## Appendices

A. Prepare to Move Checklist

B. Base Maps

C. Sponsor and Inbound Personnel Responsibilities

D. Tri-Border Checklist

E. Useful Phone Numbers

F. Useful Links And Web Sites

G. FAQs





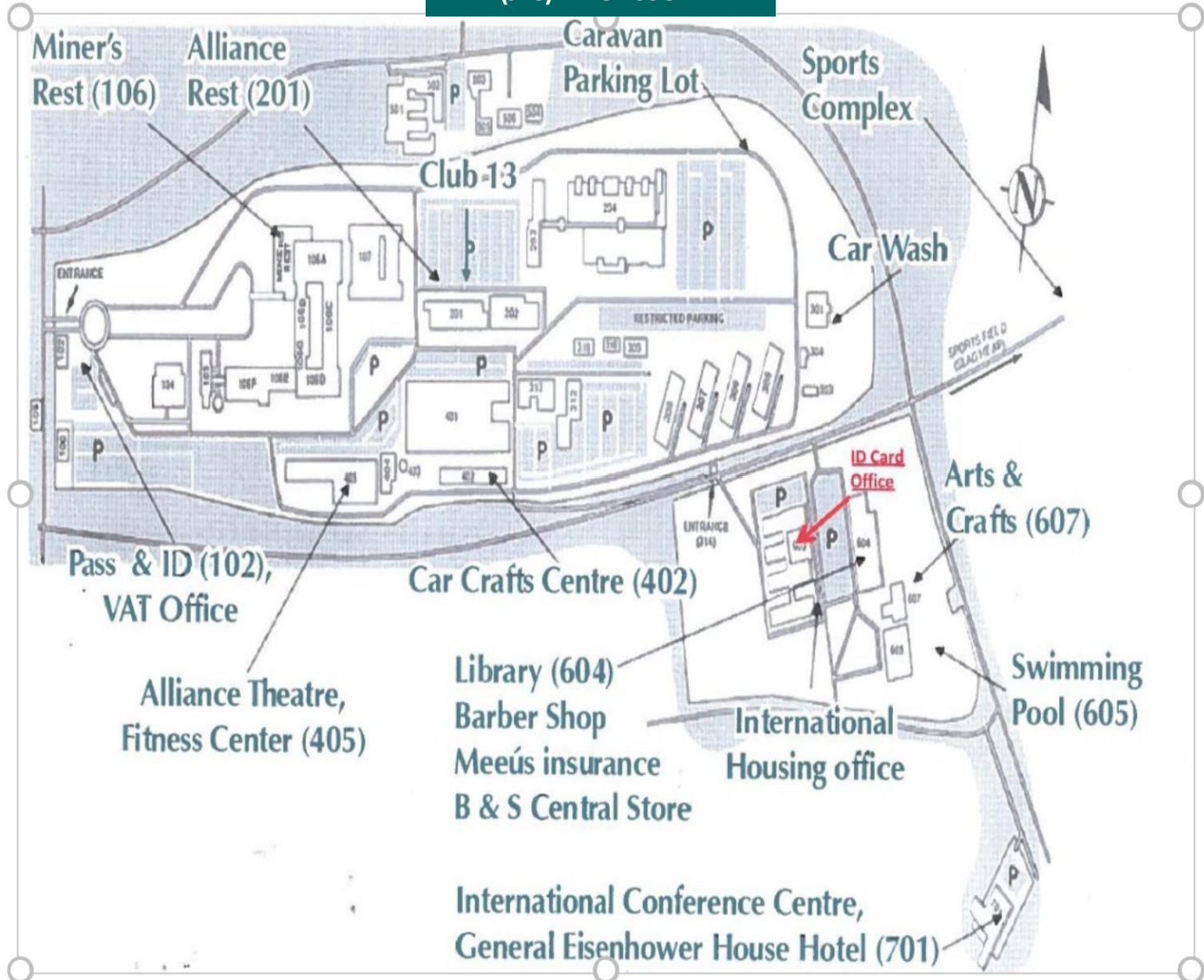
## Appendix A – Prepare to Move Checklist

Before Official Orders	4-8 Weeks Before Your Move
<ul style="list-style-type: none"> <li><input type="checkbox"/> Attend moving overseas workshop</li> <li><input type="checkbox"/> Gather information</li> <li><input type="checkbox"/> Research the country</li> <li><input type="checkbox"/> Get current on all forms of identification</li> <li><input type="checkbox"/> Obtain wills and powers of attorney</li> <li><input type="checkbox"/> Renew driver's license if able</li> <li><input type="checkbox"/> Get started on personal passports</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Contact utility companies</li> <li><input type="checkbox"/> Contact insurance companies</li> <li><input type="checkbox"/> File change of address with the post office</li> <li><input type="checkbox"/> Double check all family member ID expiration dates</li> <li><input type="checkbox"/> Notify kids' schools</li> <li><input type="checkbox"/> Book flights if not yet done</li> </ul>
After Official Orders	1-2 Weeks Before Your Move
<ul style="list-style-type: none"> <li><input type="checkbox"/> Schedule overseas screening for family members</li> <li><input type="checkbox"/> Schedule appointment with TMO</li> <li><input type="checkbox"/> Apply for no-fee passports</li> <li><input type="checkbox"/> Request a sponsor</li> <li><input type="checkbox"/> Book temporary lodging at new duty station</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Arrange for child and pet care for moving days</li> <li><input type="checkbox"/> Double check all travel arrangements</li> <li><input type="checkbox"/> Separate items for various shipments</li> <li><input type="checkbox"/> Prepare to hand carry important documents</li> </ul>
3-6 Months Before Your Move	As You Leave Your Duty Station
<ul style="list-style-type: none"> <li><input type="checkbox"/> Notify housing or property manager</li> <li><input type="checkbox"/> Contact TRICARE health benefits advisor/provider if you are changing TRICARE regions to facilitate an easy transition</li> <li><input type="checkbox"/> Develop a relocation spending plan</li> <li><input type="checkbox"/> Inventory household items</li> <li><input type="checkbox"/> Determine if your pets can come with you</li> <li><input type="checkbox"/> Double check legal documents</li> <li><input type="checkbox"/> Request a port call</li> <li><input type="checkbox"/> Book flights</li> <li><input type="checkbox"/> Obtain your child or adult dependent's medical records, including shot records, prescription, and dosages</li> <li><input type="checkbox"/> Review Medicare, Medicaid, and Supplemental Security Income, or SSI, information available at your new location, as appropriate</li> <li><input type="checkbox"/> Connect with your local school Liaison to ask for a warm hand-off to the School Liaison at the new installation</li> <li><input type="checkbox"/> Notify your school or early intervention agency of your impending move and request a copy of your child's records, including transcripts and assessments</li> <li><input type="checkbox"/> Request your 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</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Collect any supplies that your child/adult dependent may need upon arrival at your new duty station, including medication refills and supplies. For example, hearing aid batteries, contact lens, etc.</li> <li><input type="checkbox"/> Talk to your medical provider about securing necessary prescriptions and medications for your transition</li> <li><input type="checkbox"/> Hand-carry hard copy of your child/dependent adult's medical records, as applicable</li> <li><input type="checkbox"/> Hand-carry hard/digital copies of any educational information, including IEP, IFSP, and 504 Plan</li> <li><input type="checkbox"/> Keep contact information of your child's current teacher / early intervention specialist in case there are questions at your new intervention agency</li> <li><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 speed the transfer of information</li> </ul>



## Appendix B – Base Maps

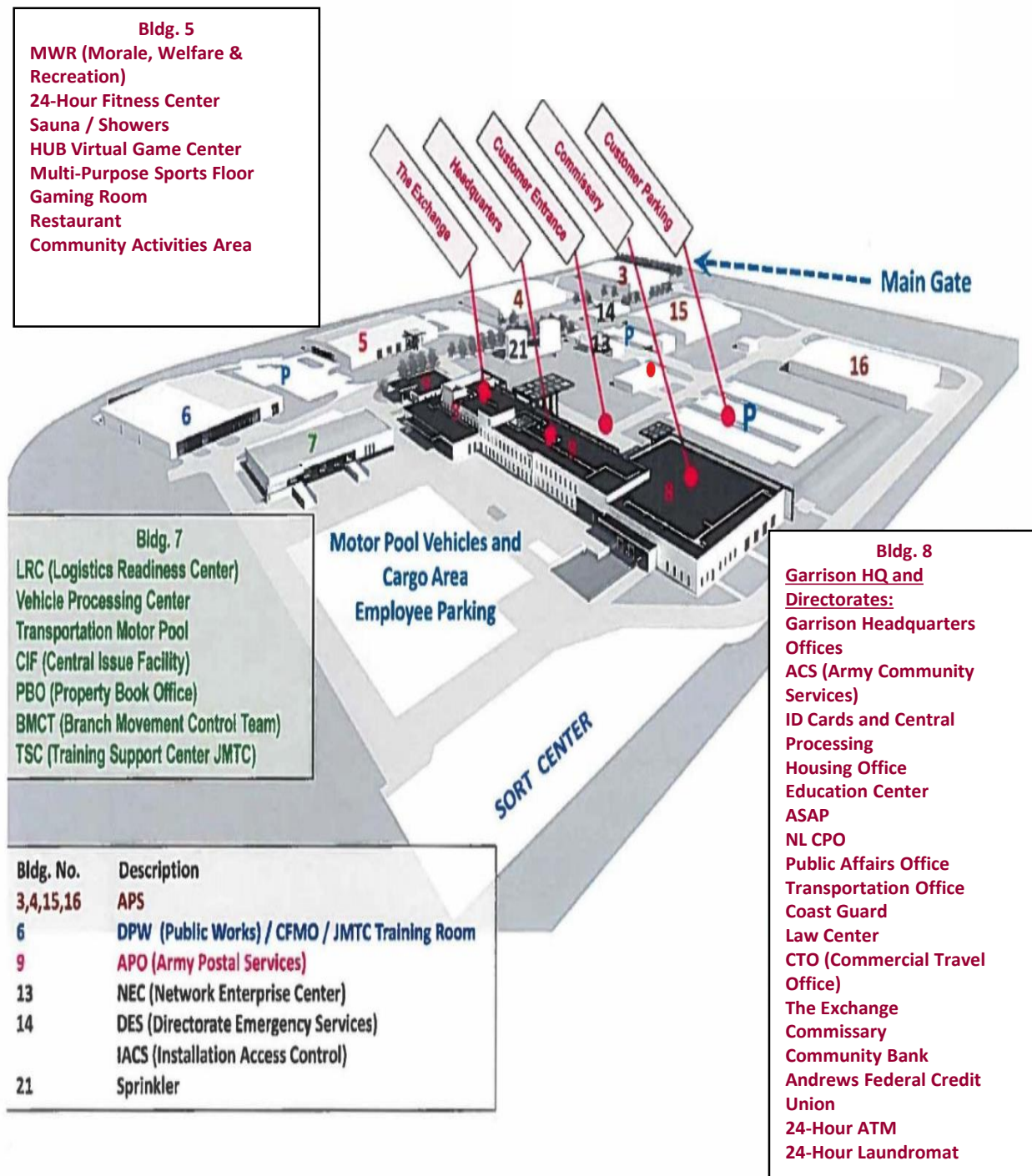
### JOINT FORCES COMMAND (JFC) BRUNSSUM





## Appendix B – Base Maps

### USAG BENELUX- BRUNSSUM





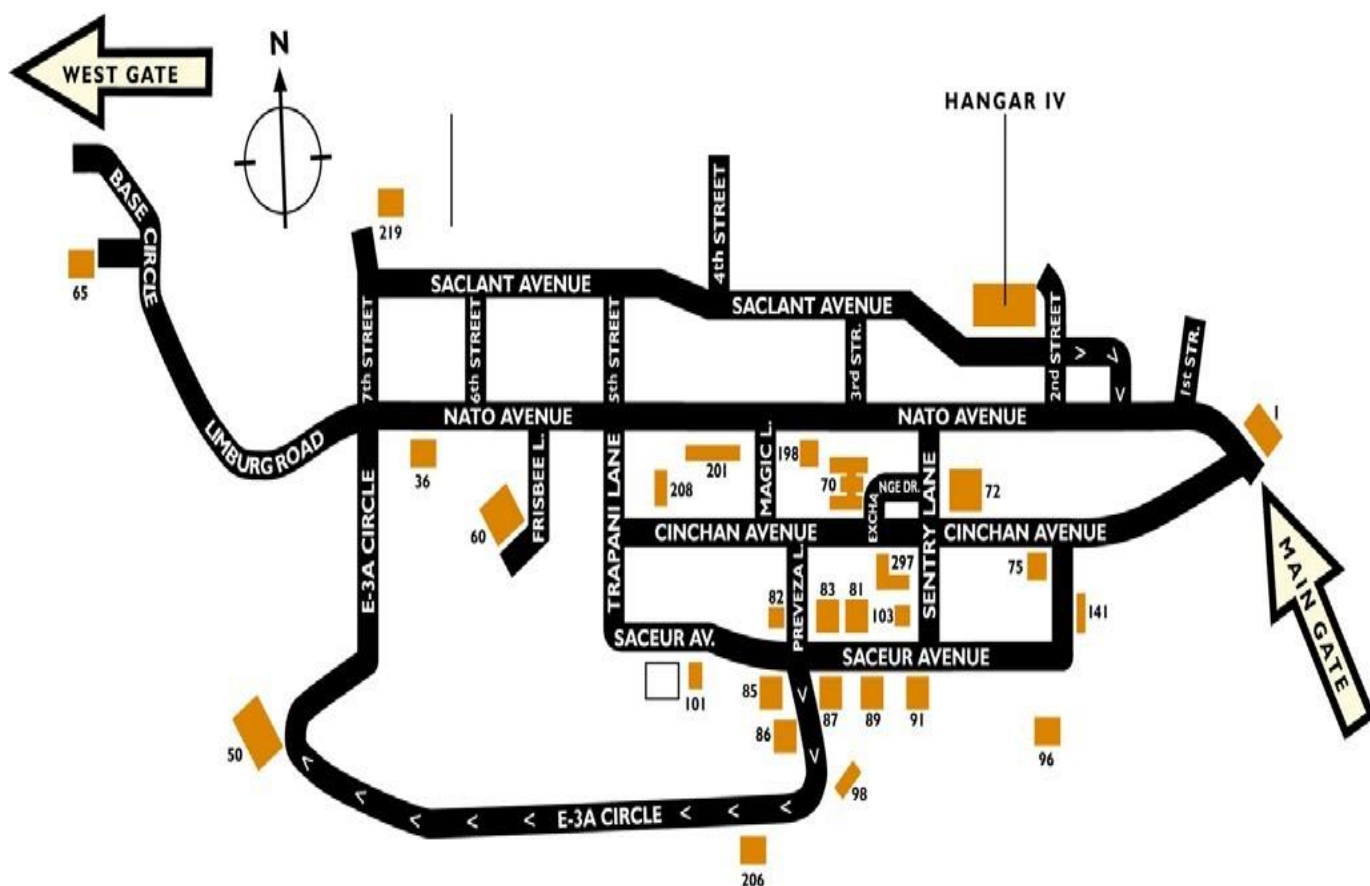


## Appendix B – Base Maps

### 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, DRESDNER 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 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 & admin 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
- ☐ Prompt and track DoDDS-Europe Schools Program
- ☐ Application for school payment if applicable to ACTEUR (Y/N/ACS)
- ☐ Make reservation at selected hotel for inbound personnel
- ☐ Arrange meeting spot for pick up at the airport (Discuss airport options)
- ☐ Setup Post Office Box
- ☐ Set up appointment with the Housing Officer Inbound Personnel Responsibilities
- ☐ Read both the JFCBS and U.S. Newcomers Guides
- ☐ Complete overseas screening (Financial Section is required)
- ☐ Research housing options/prices/rates via internet
- ☐ Request and receive passports
- ☐ Enroll in DoDDS-Europe School Program, or local Dutch or Belgium school
- ☐ Research Brunssum and surrounding areas via internet
- ☐ Research and decide on hotel
- ☐ Ask as many questions as possible!

## DAY 1 Sponsor Responsibilities

- ☐ Pick up inbound personnel at Amsterdam, Dusseldorf or Brussels International Airport
- ☐ Bring a unit government cell phone to the airport for service member & teach how to place a call
- ☐ Transport service member to the member's prearranged hotel
- ☐ Pick up in government vehicle or link up and demonstrate how to
- ☐ Make appointment for bank account set up
- ☐ 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 the hotel
- ☐ Acclimate

## Day 2-5 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 Admin department and Army Central Processing Facility
- ☐ Maintain availability throughout for questions or assistance
- ☐ 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
- ☐ Acclimate
- ☐ Meet the command & receive tour of JFCBS footprint and associated bases (GK, USAG Benelux-Brunssum, etc.)
- ☐ In process with the Admin POCs
- ☐ Meet with the Housing Officer



# Appendix C – Sponsor & Inbound Personnel Responsibilities

- ☐ Set up bank account
- ☐ Visit Army ACS Office
- ☐ Meet the unit admin POCs
- ☐ Learn about the public transport system; purchase an OV-Chipkaart
- ☐ Area familiarization (groceries, train, school, etc.)

## Day 5-10 Sponsor Responsibilities

- ☐ Be available for questions and assistance Inbound Personnel Responsibilities
- ☐ House Hunting to include making & attending housing appointments
- ☐ Acclimate
- ☐ Attend Driver's Training and take driving test to receive permit
- ☐ Army ACS Newcomers Brief
- ☐ Purchase prepaid/contract cell phone for dependents if necessary
- ☐ Apply for Dutch Alien Registration card & Marechaussee letter; this can only be done once the member has a permanent Dutch address

## Day 10-20 Sponsor Responsibilities

- ☐ Be available for questions and assistance
- ☐ Be prepared to check on spouse/dependents if service member is required to travel Inbound personnel Responsibilities
- ☐ Have Housing Officer review lease & move into house
- ☐ Receive HHG
- ☐ Receive/coordinate pick up/drop off of Army loaner furniture
- ☐ Set up utilities: water, electricity, phone, internet, cable etc. typically done with Housing Office
- ☐ Pick up vehicle; could take up to 60 days to receive

## DAY 1 Sponsor Responsibilities

- ☐ Pick up inbound personnel at Amsterdam, Dusseldorf or Brussels International Airport
- ☐ Bring a unit government cell phone to the airport for service member & teach how to place a call
- ☐ Transport service member to the member's prearranged hotel
- ☐ Pick up in government vehicle or link up and demonstrate how to
- ☐ Make appointment for bank account set up
- ☐ 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 the hotel
- ☐ Acclimate



## Day 2-5 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 Admin department and Army Central Processing Facility
- ☐ Maintain availability throughout for questions or assistance
- ☐ 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
- ☐ Acclimate
- ☐ Meet the command & receive tour of JFCBS footprint and associated bases (GK, USAG Benelux-Brunssum, etc.)
- ☐ In process with the Admin POCs
- ☐ Meet with the Housing Officer





# Appendix D – 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 <b>Appointment Only at this time</b>	Housing Office Location: Benelux	597-4151 (Housing Referral) 597-4154 (CFMO)	Bldg 8 2 <sup>nd</sup> 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 <del>000000</del>
ID Card Office	Initial In-Process  <b>-Appointment Required -</b>  Bring 2 forms of ID (CAC, passport, State DL, military retiree card), orders.	Location: Benelux	597-4260/61	Bldg 8 N109 (1 <sup>st</sup> floor through ACS entrance)
ID Card Office	ID Card (CAC or Dependent ID Card) and DEERS Enrollment <b>Appointment Only</b>	Location: Benelux Mon-Fri 0800-1600	597-4260/61	Bldg 8 N109
	Passport/Visa/SOFA Briefing <b>Appointment Only (see above)</b>	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
Driver's License	Must be completed before you can register your car. POV Testing: <b>Appointment Required for Course</b>	Logistics Readiness Center Mon-Fri 0800-1630	597-4100	Bldg 7 <del>000000</del>
Transportation Office	Household goods -- <b>Appointment Only</b>	Mon-Fri 0800-1630	597-4088	Bldg 7 <del>000000</del>
Vehicle Processing Center (VPC)	<b>Appointment Required</b> Should be checking status on the IAL website	Mon-Fri 0800-1630	597-4189/90	Bldg 7 <del>000000</del>
Drivers Training	For all that will be driving a HQ JFC vehicle	Mon-Fri 0800-1630	597-4189/90	Bldg 7 <del>000000</del>
				
JFC Brunssum				
International Housing Office	Check International Housing office listings (may differ from US Housing office offerings). <b>MUST process rental agreement via US Housing office.</b>	HQ JFC Brunssum Jfcbrunssum.com Mon-Fri 0800-1600 housingoffice@jfcbs.nato.int	045-526-2135	JFC Bldg H-603
POV/Motorcycle Registration	Mandatory for vehicle owners <b>Appointment Required</b> <a href="mailto:passandregistration@jfcbs.nato.int">passandregistration@jfcbs.nato.int</a>	JFC Brunssum Mon-Fri 0830-1500	045-526-2580	JFC Bldg H102



## Appendix D – Tri-Border Inprocessing Checklist

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





## Appendix D – Tri-Border Inprocessing Checklist

Service	Education office POC: Geraldine Hester	Mon-Fri 0800-1630	597-4253	
Service	CIF POC: Mr. Wil Ploum		597-4193	
Local Bank	<b>Appointment Required.</b>			
	NATO Card Application <b>Bring 2 forms of ID (CAC, passport, State DL, orders.)</b>			
Service	1. Government Credit Card 2. DTS- Defense Travel System	Army		Element
Service	NATO ID Card (JFC HQ Form 162) <a href="mailto:passandregistration@jfcbs.nato.int">passandregistration@jfcbs.nato.int</a> <b>Appointment only at this time</b>	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 E – Useful Phone Numbers

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

Base Operator	02451-63-188
Ambulance – Emergency (on base only)	4444
Fire – Emergency (on base only)	x3333
Emergency (on base only)	x2222
AAFES	0611-1435460805; DSN: 546-0805; <a href="http://www.shopmyexchange.com">www.shopmyexchange.com</a>
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 (U.S.)	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 (U.S.)	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 (U.S.)	Bldg 87, 02451-63-2258
Youth Activities	02451-63-4954/4955

*\*Services/offices are organized by physical location*

### 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 USA to Germany

011-49-omit the 0 from the German #

Example: 011-49-2451-4444

#### From Germany to 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 E – Useful Phone Numbers

### JFC Brunssum Facilities, Rimbürgerweg 30 6445 PA, Brunssum, Netherlands (+31)

Base Operator	045-526-2222	CYS School Liaison Officer	045-534-0277
Fire, Police, Ambulance & Emergency Services	112; 045-534-0182	Emergency Medical Service / International SOS	+(44)20-8762-8384
Military Police	045-526-2616; 045-534-0555	Fitness Center	045-534-3170/3171
Alliance Movie Theater	045-526-2110	International Housing	045-526-2135
Arts & Crafts Center	045-526-3821	JFC Swimming Pool	045-526-3172
Auto Hobby Shop	045-526-3173	Library	045-526-2669 or 045-534-0307
B&S Central Store	045-526-4023	Miner's Restaurant	045-526-2925
		MWA JFC Brunssum	045-526-2626
Chapel	045-534 0300/DSN: 597-4300	Pass & Registration Office	045-526-4301/4303
Child and Youth Services	045-534 0266/DSN: 597-4266	NATO ID Office/VAT Tax Relief Office	045-526-4301
Curios Thrift Shop	Bldg 603, JFC Brunssum; open TUES/THURS 10:00 - 13:00	Volunteer Coordinator	045-534-0243/DSN: 597-4266
Customs Office	045-526-2681	Work Orders	045-534-0444

*\*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
Emergency Medical Service / International SOS	+(44)20-8762-8384
Finance Office (SHAPE)	0032-65-75-7892/DSN: 597-7892
U.S. Consulate	020-664-5661; <a href="http://Amsterdam.usconsulate.gov/">http://Amsterdam.usconsulate.gov/</a>
U.S. Embassies	<a href="http://www.usembassy.gov/">http://www.usembassy.gov/</a>
Victory Services Club (London)	0207 616 8335 or 020 7723 4474



## Appendix E – Useful Phone Numbers

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

Army Community Services	045-534-0243; DSN 597-4243,	DPW (Work Orders)	045-534 0129/DSN: 597-4129
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	Education Center	045-534 0253/DSN: 597-4253
Army Family Team Building	+32(0)65-32-6833	Education & Development Intervention Service	045-534 0252/DSN: 597-4252
Andrews FCU	046-443-7507	Exceptional Family Member Program	045-534-0243
Benelux-Brunssum Exchange	046-443-7049	Family Advocacy	045-534-0245
Family Hair Care Exchange (Bdlg 8 #2008)	06-1930 8598	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
Central Processing Facility (CPF)	045-534 0260/DSN: 597-4260	Trips and Tours Office USAG Benelux-Brunssum	045-534-0035/597-4235

*\*Services/offices are organized by physical location*





## Appendix F – Useful Apps and Web Sites



**AroundMe**-using GPS, provides information on local establishments near you (gas stations, hospitals, banks, etc).



**Digital Garrison**-create an account to receive information on USAG Benelux community



**DECA commissary app**-provides information on all DOD commissaries and coupons for local stores



Dutch-banking app (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**-provides 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**-Input your address and provides trash collection information including (regular, green/compost, recyclables, BMD); thrift store locations



**NS-** trip planner for Dutch national train system



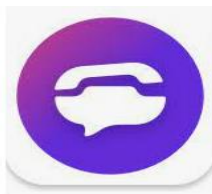
Travel wisely with the **Reisapp BZ** Travel app; provides reliable travel information and receive immediate notification when the travel advice of your favorite country changes



**RyanAir**-budget-friendly offers to travel throughout Europe



**Re-open EU app**-provides information on travel and health measures in EU and Schengen Associated countries (Iceland, Liechtenstein, Norway, Switzerland) during the COVID-19 pandemic



**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 U.S. credit cards and local cards)



Transfer money online securely



## Appendix F – Useful Apps and Web Sites Continued

### ACS at USAG Benelux

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

### Activities Europe USAG Benelux:

<https://home.army.mil/benelux/index.php>

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

Facebook Local Page: Search GK/AFNORTH/JFC Classifieds

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

### JFC HQ Brunssum Regional Headquarters:

<http://www.jfcbs.nato.int>

### JFCBS Newcomers Guide 2021

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

Military OneSource: [www.militaryonesource.com](http://www.militaryonesource.com)

### MWR

- Facebook @BrunssumMWR
- IG @Beneluxmwr
- YouTube @USAGBeneluxMWR
- [Brunssum.armymwr.com](http://Brunssum.armymwr.com)

Netherlands Board of Tourism: [www.holland.com](http://www.holland.com)

Purchasing European Items: [www.gkswap.org](http://www.gkswap.org)

### USAG Benelux:

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

**Victory Services Club:** Free membership to all Commonwealth and NATO military members; located in London; 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 \(infodata.uk.com\)](http://Victory Services Club - Application (infodata.uk.com))





## Appendix F – Useful Apps and Web Sites

[Official list of embassies from the U.S. Department of State \(usembassy.gov\)](http://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 G – FAQs

### **What are my sponsor's duties to facilitate a smooth transition to JFCBS?**

A. Your sponsor here has a list of basic duties. Please refer to Sponsorship Program section for the complete list. Ultimately, the member is responsible for their PCS.

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

A. Call 112 for Emergency.\*

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

A. Yes – But the use of the U.S. Army Post Office (APO) is strictly forbidden for this purpose.

### **Q. Are the hotels set up for families with small children?**

A. There are a limited number of suites available so you should try to book reservations early. If a suite is unavailable, your Temporary Lodging Allowance may be sufficient to pay for multiple rooms for families.

### **Q. Will my lamps work in the Netherlands?**

A. Yes—transformers aren't really necessary for lamps. All that is needed is to change out the light bulbs with 220V bulbs and install adapters on the plugs (see the Housing section for more information on electrical equipment).

### **Q. What is the best way to relieve jet-lag?**

A. Stay up the first day as long as possible (at least until 2100) and only take a short nap if needed. Sleep as much as you can on your flight.

### **Q. What is the food like?**

A. You can generally find any kind of food that you like 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.

### **Q. Is the unit helpful to spouses while I am on the road?**

A. It is the command's sincere intention to be as supportive to our families as possible. All members of the command are available to provide assistance or information to family members while the members are traveling. Due to our location/environment we have to be very supportive of each other at all times.

### **Q. Can I use my American credit or debit card in Dutch ATMs?**

A. Yes - there are ATMs (called "Geldautomaten" or GWK) everywhere. They usually give you a good 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 per card. So you'll need to plan ahead for larger purchases or rent payment if this is your primary means for obtaining Euros. Contact your bank and request a chip card for your debit/ATM and credit card if available. All ATM's in The Netherlands are being transferred to "Geldmaat" with an uniform yellow look no matter which bank it's from.

### **Q. Can I mail certain items to myself prior to my departure?**

A. Yes - mail them to your sponsor and we will hold the items for you in the office.

### **Q. Do I need a lawnmower?**

A. 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 also possible to negotiate yard maintenance service into your rental contract.

### **Can I bring my king size bed?**

A. 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 be put onto 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 cut the box spring frame and then connect it back together with screws or nails.

### **Q. Can I use my U.S. cellphone in the Netherlands?**

A. Yes - All newer U.S. cellphones are unlocked provided they are not financed or being paid through a plan 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.





## Appendix G – FAQs

### Q. Will my TV work in the Netherlands?

A. It is possible to use your U.S. TV in the Netherlands, but it will require a transformer and a converter to enable Dutch cable to work with it if it is only a 120 volt. If it is 220 volt compatible, all that is needed is an adapter. Another option is to purchase a dual (or multi) system, multi-voltage TV when you arrive. If you recently purchased a TV, it may be already “multi” system - just check the back of the unit. Region 1 (American) DVD’s do not play on European Region 2 players. The same is true for some game console (i.e., Game Cube) games which are also regionally encoded. Basic cable TV which includes a mix of European channels, BBC, CNN International, Discovery Europe and National Geographic Europe is included as part of your basic cable service package. 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., but 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.

### Q. What is crime like in The Netherlands?

A. If you ask someone from the Netherlands, you will hear that crime is on the increase. But compared to the U.S., this is probably one of the safer places you could live. There is crime, but it seldom involves weapons. Most crime involves stealing property such as bicycles, wallets and cars. Over the past several years, unit members have had their homes and vehicles broken into.

### Q. Can I bring my computer?

A. 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. You will, however, need to buy plug adapters when you arrive. 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.

### Q. What will I need to travel?

A. You will need both your tourist and official passports to travel outside of The Netherlands. You will also need a good/durable set of luggage. It is highly recommended that you have a good set of carry-on luggage.

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

A. 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 PCSing out.***

- Plug converter travel pack
- Winter Clothes
- Good Camera
- Pet Needs
- Medical Supplies
- Eyeglasses, contacts
- Rain jacket

### Q. What would you tell them to leave in storage in the states?

*Leave Behind*

#### Major electrical appliances

- Small kitchen appliances
- Oversized furniture

Any items that can be brought into the Netherlands but can 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 it back to the U.S.)
- Firearms (unless required)
- Antiques if no proper certificates are available, Uncertified antiques cannot be imported into the U.S..
- (combat)Knives, swords, stiletto’s etc.