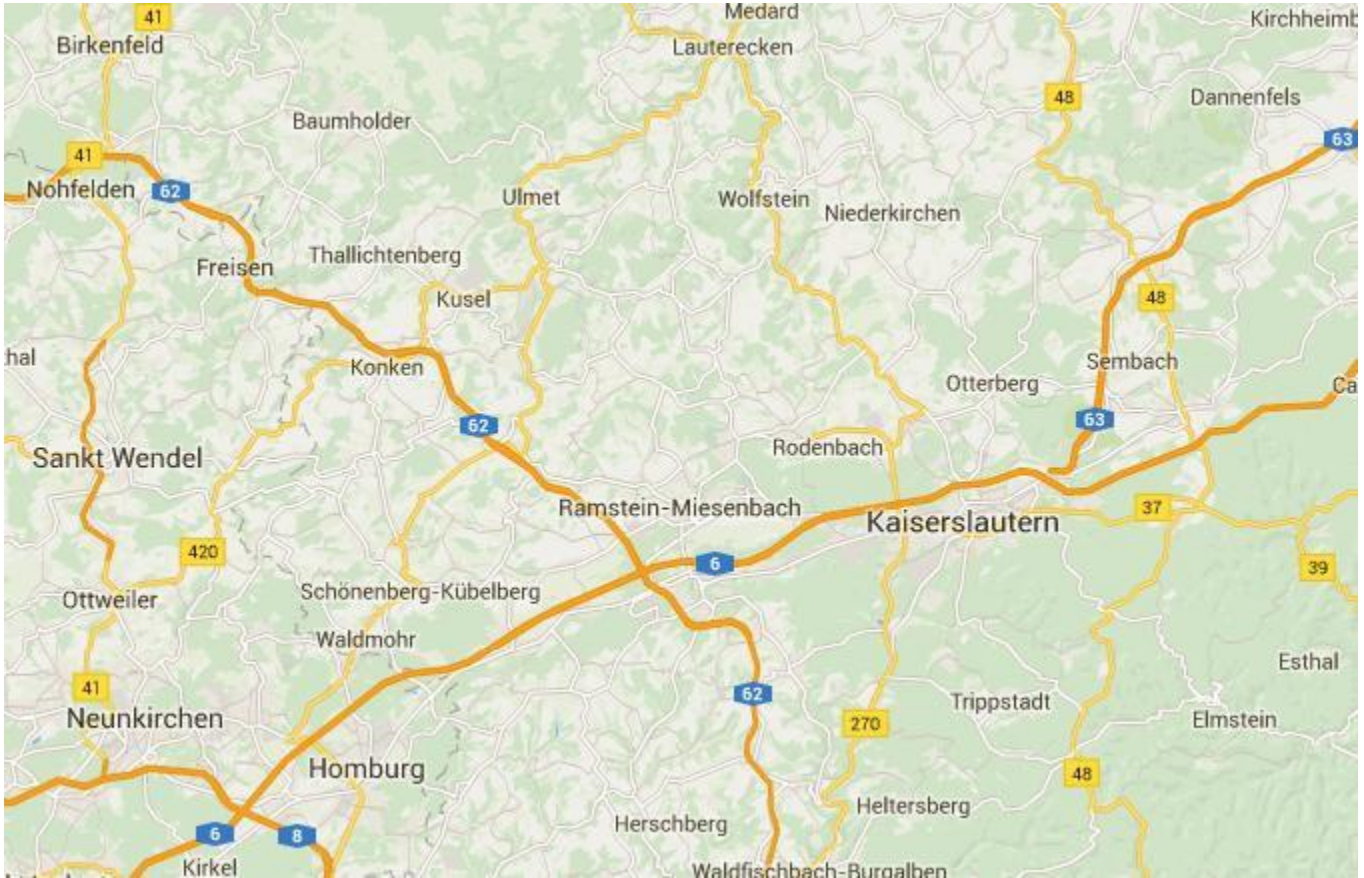


Ramstein Air Base, DE

**US Army NATO Brigade Headquarters (USANATO), Headquarters
and Headquarters Company, USANATO BDE**

Last updated June 2018



Contact Information

Headquarters and Headquarters Company

HHC Commander

DSN: 314-549-5430

CIV: 06111435495430

1st Sergeant

DSN: 314-549-5420

CIV: 06111435495420

Staff Duty

CIV: (+49) 1722915836

PUBLIC WEBSITE: www.usanato.army.mil

Welcome

Welcome to US Army NATO (USANATO). A smooth transition to USANATO begins with good sponsorship. It is imperative that you initiate and maintain contact with your assigned sponsor immediately. Your sponsor is the one person who can help ensure that you and your family arrive in country and begin in processing smoothly. Be sure to address your concerns and questions before your arrival, so that your sponsor and gaining unit can assist you properly. Prior to your arrival, your sponsor should have made billeting reservations, airport transportation pick-up, and in-processing appointments for you as a minimum. Make sure to inform your sponsor of any last minute flight changes or reporting delays. Below is a highlight of what you can expect at your country of assignment. The information here is not all inclusive and may change over time. It is especially important to check and verify a country's requirement for passport and visa.

Resources

Garrison Support

[US Army Garrison Rhineland Pfalz](#)

Closest Military Installation

USAG Rhineland Pfalz Kaiserslautern, approximately a 15 minute drive.

Port Call

All Soldiers and most families arriving to Ramstein Air Base, Germany on Permanent Change of Station (PCS) move will arrive at the Ramstein Gateway Reception Center via Air Mobility Command's military chartered airlift, The Patriot Express. Flights depart from BWI Airport, AMC Terminal and arrive at Ramstein Air Base, Germany. USAREUR Command Policy requires that all personnel and accompanying family members process through the Soldier and Family Reception Center. Personnel will be available in the baggage claims to expedite this process.

Your sponsor and/or unit representatives will be present to pick you up upon arrival. If not, you will be transported by the "S Bus" to the Garrison Personnel Office, where you will be met by Garrison staff.

Commissary/Post Exchange

<https://www.commissaries.com/shopping/store-locations/vogelweh>

<https://www.shopmyexchange.com/exchange-stores/Germany/DEU/Ramstein/Ramstein--KMCC-Main-Exchange-1363162>

Commissary Hours of Operation: Mon - Fri 1000-1800 Thur 1100 - 1900

Phone number: +49-6302-677-240, DSN: 314-496-4589

Ramstein AB PX Shopping Center Complex

Post Exchange Hours of Operation: Mon-Sat 0900-2100hrs,

Phone number: +49-6371-407-9100

Medical/Dental

MEDICAL CLINIC NAME: Kleber Health Clinic

MEDICAL CLINIC PHONE: 0049-6371-9464-LRMC (5762) DSN: 590-LRMC (5762)

DENTAL CLINIC NAME: Kleber Dental Clinic

<http://rhce.amedd.army.mil/Kleber/>

DENTAL CLINIC PHONE: 0049-6371-9464-2620 DSN: 314-590-2620

NEAREST TREATMENT FACILITY/HOSPITAL: Landstuhl Regional Medical Center (LRMC) is the largest Healthcare center outside of the U.S. It provides primary care, tertiary care, hospitalization and treatment. Patient Liaison Officers are available to assist people who may need special services available only at local German facilities.

Dental facilities in the USAG provide general dentistry and specialty treatment to authorized individuals. TRICARE Prime through International SOS provides assistance with local dental doctors through MetLife Insurance for Family Members.

<http://www.dhc-europe.amedd.army.mil/activities/RheinlandPfalz/kleber.html>

Veterinary Services include animal disease prevention and control, issuance of health certificates and vaccinations.

Schools

There are 11 schools located in the USAG Kaiserslautern across the various Kasernes and Air Bases.

<https://www.dodea.edu/Europe/east/schools-by-district.cfm>

Housing

All Housing needs will be handled by the local USAG Kaiserslautern Housing Office.

The guesthouses at Ramstein, Kaiserslautern, and Landstuhl offer affordable and comfortable alternatives to local hotels and pensions.

You are authorized TLA to partially cover the additional expenses incurred while you occupy temporary lodging, as well as the expense of meals and incidentals (this covers laundry, transportation and dry cleaning) outside the continental United States.

For more information, visit [here](#).

Payments are made in 10-day increments. You are required to visit the Kleber Kaserne Finance Office for TLA information briefed by the housing office. The number of days of Temporary Lodging Allowance (TLA) varies for each individual based on the availability of housing at the time of arrival.

<http://www.housing.af.mil/Units/Ramstein/>

Due to the availability of government and economy quarters, TLA is authorized only until furniture can be delivered. As you search for housing, you must file your TLA claims at the housing office every 10 days. TLA will be paid to you only if no housing is available, and TLA stops if you refuse suitable economy or government housing, or if you are not aggressively seeking housing.

Mail

The Army Post Offices (APOs) at Kapaun, Sembach and Daenner are full-service facilities, providing parcel service and transport of all classes of mail from priority to express. They also transport mail for free from APO to APO and or APO to FPO when "MPS" is written in the upper right corner of envelopes and packages. Contact your sponsor to establish an APO/PSC address before arriving.

Drivers Testing

During your in-processing, driver's training and testing will usually be scheduled for you within the first week of your arrival. The driver's test in Germany is not easy, and most individuals who do not study prior to the training fail the test on the first try. To avoid this, you can take the test online at <http://jko.jten.mil>. Under Course Catalog ensure the "courses" tab is selected and select "USA" from the drop down. Enter 007 in the course number field and click search. Enroll and take USA-007 "U.S. Forces Driver's Training Program for Europe (2 hrs)". When you are ready, enroll and take the exam USA-007-B "U.S. Forces Driver's Training Program for Europe – Final Course Exam (2 hrs)." Once you have passed the exam simply print out your certificate and bring it with you to Germany. Present it to the drivers office when you in-process to receive your USAREUR license.

Transportation

USAG Rhineland Pfalz Kaiserslautern Transportation Office will take care of all your transportation needs. Track your HHGs and POV shipment on [Plan My Move](#) website or visit [Military One Source](#).

Child Care

CYS: in Kaiserslautern assists parents in finding childcare for children 6 weeks old to 5th grade. The Central Enrollment Office offers resource and referral services and can assist families in finding on and off post childcare options to meet each family's individual childcare needs. For more information, call 011-49-611-1435-41-9066 or DSN 314-541-9066. Soldiers arriving to the unit that require a Family Care Plan (FCP) are required to send their in to the HHC Commander NLT 30 days after arrival to Germany.

FAMILY SUPPORT: MWR, Outdoor Recreations, ACS and Youth Services have a wide range of family support services from Sports and instructional classes for dependent children to employment preparatory services and volunteer opportunities for spouses.

<https://www.86fss.com/sports-and-recreation/outdoor-recreation>

<https://www.finditguide.com/germany/kaiserslautern/military/child-youth-and-school-programs-services-cyss-9246>

FEML/EML AUTHORIZED: NO

CONSUMABLE GOODS ALLOWANCE: NO

<http://www.defensetravel.dod.mil/site/faqconsumablegoodsallow.cfm>

USEFUL LINKS:

<https://www.kaiserslauternamerican.com/>

<https://www.finditguide.com/military-categories>

http://www.militaryinstallations.dod.mil/MOS/f?p=132:CONTENT:::NO::P4_INST_ID,P4_INST_TYPE:1675,INSTALLATION