

What if I'm not able to shop myself due to a medical condition or handicap?

The entitled person can appoint their VA authorized primary or family caregiver as a **Shopping Assistant** under a separate agreement with Host nation authorities. This person can shop and/or register on behalf of the entitled person.

Please provide following documentation if you wish to apply for a shopping assistant:

- **Primary or Family Caregiver Letter issued by Veterans Affairs (VA)**
- **Written request for Shopping Assistant Authorization, dated and signed by the VHIC holder**
- **VHIC, passport or Personalausweis with valid residence permit of veteran.**
- **Passport / Personalausweis of VA authorized primary or family caregiver/ Shopping Assistant with valid residence permit or other immigration documents.**

Please note: Letters are issued by VA annually in December to those still enrolled in the caregiver program. This may restrict the validity period of AEF 550-175K and the Pink Card.

On receipt of the AE Form 550-175K the shopping assistant will take the form to the local German customs office and a Pink Card will be issued with the remark "Erfüllungsgehilfe". Remember that the shopping assistant is the only person authorized to shop on behalf of the entitled person and not authorized to shop on their own behalf (again, as agreed to with Host nation authorities).

All forms will be issued on a walk-in basis.



HQ Customs Customer Service
Clay Kaserne, Building 1015
CIV: +49-(0)611-143-537-3955;
DSN: 537-3955



Ansbach Field Office

Barton Barracks, Building 5254, room 316
CIV: +49-(0)981-183-7842; DSN: 314-468-7842

Baumholder Field Office

Health Clinic Kaserne, Building 8747, room 7104
CIV: +49-(0)611-143-531-2944/2945; DSN: 314-531-2944/2945

Grafenwöhr Field Office

Grafenwöhr Garrison, Building 621, room 101
CIV: +49-(0)9641-70-569-2896/2897; DSN: 314-569-2896/2897

Hohenfels Field Office

Training Area, Building 10, room 126
CIV: +49-(0)9472-708-3376; DSN: 314-522-3376

Kaiserslautern Field Office

Kleber Kaserne, Building 3245, room 111
CIV: +49-(0)6314-11-7383; DSN: 314-483-7383

Ramstein Field Office

Ramstein Air Base VOQ, Bldg. 305
CIV: +49-(0)6371-47-3720/0100; DSN: 314-480-3720/0100

Spangdahlem Field Office

Spangdahlem Airbase, Bldg. 139, room 106
CIV: +49-(0)6565-61-4500; DSN: 314-452-4500

Stuttgart Field Office

Panzer Kaserne, Building 2913, room 303
CIV: +49-(0)9641-70-596-2657/2732; DSN: 314-596-2657/2732

Wiesbaden Field Office

Clay Kaserne, Building 1025, room 102
CIV: +49-(0)611-143-537-3932/3933; DSN: 314-537-3932/3933

US Army Customs Agency – Europe

HOURS OF OPERATION

0800-1600

For Customs Information and/or support at Garmisch and Geilenkirchen contact:

Garmisch MP Station

Artillery Kaserne, Building 209
CIV: +49-(0)8821-750-3648/3601; DSN 440-3648/3601

Geilenkirchen

470 ABS/US Customs, Bldg. 84, rooms 8 and 9
CIV: +49-(0)2451-5058; DSN 458-6030

Information for select veterans to use US Forces sales facilities in Germany



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US Army Customs Agency-Europe

<https://www.eur.army.mil/Comunity/Customs/Field-Offices/>

March 2020

New Eligibility for Veterans in Germany

Veterans identified as Purple Heart recipients, former prisoners of war, veterans with documented service-connected disabilities or their VA documented caregivers (on their behalf) are granted access to a number of expanded benefits thanks to the signing of the “National Defense Authorization Act for Fiscal Year 2019” and an exception approval granted by German Customs authorities.

Beginning in January 2020 the above listed veteran groups and their caregivers will be eligible to use US forces sales facilities to make purchases when in possession of a “pink card”.

What does this mean?

Starting on 1 January 2020 you will be able to shop in US forces sales facilities on U.S. military installations in Germany.

What if I am not residing in Germany and only visiting?

Visitors must visit Germany for at least 30 uninterrupted days. It is highly recommended to bring your travel itinerary when registering with the military Customs Office in Germany.

What do I need to bring with me to obtain approval for shopping?

You will need to obtain a status verification (AE Form 550-175K) from a military Customs Office in Germany. You will have to present the following documentation:

- **Passport or Personalausweis**
- **Valid residence permit if residing or ordinary resident in Germany; Immigration stamp for tourists/visitors (if applicable)**
- **Veterans Health Identification Card (VHIC) reflecting the eligibility status**



What do I have to do next?

The AE Form 550-175K must be presented to your **local** German customs office for further processing and issuance of the actual authorization Form 0216 and Form 0217, which is also referred to as “Pink Card”. In order to access US Forces sales facilities you will need both your respective VHIC and “Pink Card”. **Note:** Military Customs Offices can provide directions to the nearest German Customs Office.

Remember:

- **Purchase of rationed items is not permitted.**
- **All purchases are only for personal use and resale or transfer is not permitted.**
- **You must present the “Pink Card” no later than the 5th day of each month to the issuing German customs office together with ALL original cash register sales receipts for all purchases made in the previous month.**

German customs will levy duties based on the € rate applicable in the month when the purchases were made (for further details please go to www.zoll.de).

German Customs will levy duties in the amount of 17.5% MwSt (German Value Added Tax) for items with a single item sale price of less than the US \$ equivalent of 50 Euros and at the regular tariff of 19% MwSt for items equivalent of 50 Euros and more. For further information on tariff rates used to determine duty rates for items go to:

www.zolltarifnummern.de

(English and German)