

SHOPPING AFTER RETIREMENT IN GERMANY:

If you are retired military personnel, a dependent spouse, widow(er), retired reservist, 100% disabled veteran, unaccompanied dependent or a 20/20/20 former spouse you are permitted IAW AER 550-175 to purchase items from sales facilities on US bases and installations.

Furthermore, should you not be able to shop yourself due to a medical reason or handicap then you may request for a shopping assistant.

For further information on what you need to bring for obtaining approval to shop and what other steps you must follow please read the pamphlet "Customs Advice for US retirees, widow(er)s and unaccompanied dependents in Germany relating to AE Form 550-175K" which is also available at your customs office.

USING THE APO IN GERMANY:

Retired military personnel, widow(er)s, retired reservists and unaccompanied dependents whose sponsor is serving in a restricted tour area, can apply to use the US Forces postal system, veterans who are 100% disabled are not authorized MPS IAW AEAR 600-700.

To obtain APO privileges, you must make arrangements with the local APO to receive your mail through "Box R" (General Delivery Mail Section). Your mail must be addressed to "Box R" and must include the word "Retired". You must pick up your mail at the APO. The postal officer will advise you of any restrictions on package sizing. Above mentioned personnel categories in this chapter are authorized to receive parcels through the APO. However, the value of the goods/items cannot exceed €45.00 when received from a private person and cannot exceed €22.00 when received from a company.

All Box-R mail that exceeds the 16-ounce weight limit and/or the 22/45€ monetary limit will be immediately returned to the sender. The intended recipient will be notified of the delivery rejection and return of the parcel in writing.

USING OTHER SERVICES SUCH AS MWR, BANKING OR LEGAL ASSISTANCE:

In AER 600-700 Chapter 3 Sections IV to VI you can find further information on additional support you are authorized to such as legal assistance, certain local MWR services, banking facilities or medical and dental services.

Your customs office **cannot** provide you with advice or guidance on the authorized support outlined in AER 600-700.

You are advised to contact the respective organizations on how to receive the authorized support and which restrictions may apply.

RETIREE APPRECIATION DAYS:

For further information on changes to your entitlements, benefits, and privileges when retiring in Germany you are advised to visit one of the Retiree Appreciation Days organized by your local garrisons.

Please check the website of your local garrison or local newspaper when the next retiree appreciation day is scheduled to take place in your area.



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



Ansbach Field Office

Bismarck Kaserne, Building 5843-C, room 286
CIV: +49-(0)9641-70-587-5352/5353;
DSN: 314-587-5352/5353

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 129
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 103
CIV: +49-(0)611-143-523-4901/02; DSN: 314-523-4901/02

Ramstein Field Office

Ramstein Air Base, Bldg. 2102, room 141
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)9641-70-521-3601; DSN 314-521-3601

Geilenkirchen

470 ABS/US Customs, Bldg. 84, rooms 8 and 9
CIV: +49-(0)2451-9151-4031; DSN 458-4030/4031

**Information for military retirees, widowers,
unaccompanied dependents and 100%
disabled veterans**



**Published by: USAREUR-AF, Office of the Provost
Marshal, US Army Customs Agency Europe**

<https://www.europeafrica.army.mil/customs/>

https://armysitaas.sharepoint-mil.us/sites/USAREUR-AF_OPM_CEA/SitePages/Customs-Services.aspx

May 2025