

# ACTIVE DUTY FOR OPERATIONAL SUPPORT (ADOS) INFORMATION GUIDE



For Reserve and National Guard Soldiers assigned to USAREUR-AF  
on Individual ADOS Orders in a PCS status

July 2023

US ARMY EUROPE

## **The Following General Information applies to all garrisons in Germany**

It is recommended to print this guide and have it with you as you arrive and in-process. Taking notes can help you remember to ask pertinent questions or as a reference throughout your tour.

### **General Information**

This information guide intends to provide a basic overview of common questions Reserve and National Guard Component Soldiers have when preparing to either PCS to USAREUR-AF for an unaccompanied tour that is <1 year but more than 181 days to perform missions. And to explain basic information on tours for Temporary Duty (TDY) of less than 180 days.

The information in this guide is meant to be a reference and is not all-inclusive, nor are any of these options endorsed by USAREUR-AF.

*General information is provided in this chapter, and location-specific information is provided in the following chapters.*

### **Tour of Duty (ToD) Packet**

Your ToD packet will take approximately 60-90 days to complete before order generation. Once you have applied for a position and been selected, you need to work with your chain of command to gain approval.

Start dates in ToD are not concrete. The G3 M&RA Resource Integration Branch ADOS team at USAREUR-AF will work with you and the Force Requestor to determine a final start date.

ADOS Soldiers are not authorized to report late. If you cannot report to your duty location at the time indicated on your orders, contact the G3 M&RA Resource Integration Branch ADOS team to have your orders amended. Early reporting is not authorized.

### **Permanent Change of Station (PCS) Orders**

If your orders are between 181 days to 365 days, you will receive a no-cost PCS order without shipment of household goods (HHG) or a personally owned vehicle (POV). Read your orders carefully. If you have questions or need help understanding the instructions, contact the G3 M&RA Resource Integration Branch ADOS team.

On an initial tour, you may elect 10% HHG with approval from HQDA G1, however, this will remove the BAH entitlement for SINGLE Soldiers. Follow-on tours are not authorized to request HHG of any kind. If you would like to elect for 10% HHG you must communicate this to the G3 M&RA ADOS team prior to publication of your orders. Depending on your personal status, you could be entitled to OHA while in OCONUS. For more information, please contact the G3 M&RA RI Branch ADOS team.

If your orders are for less than 181 days, you were issued a TDY order. Please contact the G3 M&RA RI Branch ADOS team for more information.

Only 730-day orders include shipment of HHG and a POV. For more information, contact the G3 M&RA RI Branch ADOS team.

## **Sponsorship**

Sections/units are responsible for assigning a sponsor to incoming personnel. You will receive your sponsor's name once you have been accepted for the position. Your sponsor should contact you before your arrival. If your sponsor does not contact you within 30 days of your report date, please call the POC on your ToD packet.

Your sponsor can assist with the following:

1. Provide information regarding the area
2. Assist with travel and lodging
3. Set up a CMR mailbox
4. Arrange pick-up from the airport (either sponsor pick-up or tax, which is reimbursable)
5. Assist with in-processing

## **Government Travel Charge Card (GTCC)**

A Government Travel Charge Card is **REQUIRED** to be selected for this position. Your home unit chain of command can assist you in obtaining a GTCC. Please ensure your unit DTS administrator **DOES NOT** detach you in DTS prior to your arrival. **Lastly, you MUST use your GTCC to book your flight through SATO**; all ADOS tours are Individually Billed Accounts (IBA).

## **Passports**

Tourist Passports are required for leisure travel outside of your host nation. It can take up to 8+ weeks to process a tourist passport in Europe. Therefore, it is recommended that you have a tourist passport before your travel to theater. If you do not have a tourist passport, apply for one before leaving the United States if you plan to do tourist travel while stationed abroad. Apply for tourist passports at any US Post Office or visit: [www.travel.state.gov](http://www.travel.state.gov).

## **Personal Finances**

Moving to a new country can be a very expensive activity. Having a personal (or family) budget is important, as determining potential additional expenses and putting aside extra for the unexpected. Talk with your sponsor about possible expenses specific to your new location, such

as housing, deposits, transportation, and household goods. Every OCONUS location has different challenges and specific requirements. Soldiers on ADOS must consider these when conducting their financial planning.

Contact your local Army Community Services (ACS) office for assistance with financial planning and developing a family or PCS budget. The local Financial Office will provide information on allowances, advance pay options, and reimbursable costs during in-processing.

## Entitlements

Entitlements are different for every individual. The Finance Office will brief you on your individual entitlements upon arrival and in-processing through the Finance Team.

The following entitlements ***may*** be authorized for unaccompanied PCS tours of 181 to 730 days:

- Base Pay (<https://www.dfas.mil/militarymembers/payentitlements/military-pay-charts.html>)
- Basic Allowance for Subsistence (BAS)
- BAH-Differential (BAH-Diff)
  - Child support obligation must be equal to or greater than the BAH-DIFF rate you would have received if you lived in single-unit government housing.
  - Single with dependents (Without custody)
- Family Separation Allowance (FSA)
  - Married or Single w/ dependents
- Housing Allowance (determined by individual circumstances- contact the finance office for more information)
  - Basic Allowance for Housing (BAH) at primary residence (orders address)
  - Overseas Housing Allowance (OHA) at overseas primary residence or duty location with secretarial waiver (<http://www.defensetravel.dod.mil/site/ohaCalc.cfm>)
  - OHA/FSH-O Utilities allowance at the without dependent rate (based on housing contract)
  - Family Separation Housing – Overseas (FSH-O) allowance for off-post housing at duty location with dependents living at the primary residence
  - Move-In Housing Allowance (MIHA)

NOTE: Soldiers without dependents will retain their primary residence BAH. If quarters are not available or Soldier (E7 and above) elects to live off post, they may retain their BAH for their primary residence with proof of mortgage or ownership and/or request a waiver to receive the duty station OHA. A Soldier without dependents will not receive both BAH and OHA.

- Overseas Cost of Living Allowance (OCOLA) at the without-dependent rate (<http://www.defensetravel.dod.mil/site/colCalc.cfm>)
- Family Separation Allowance (FSA) if applicable

For an estimation of entitlements, review the chart in Appendix A. If you have specific questions or concerns, contact the Finance Team at [usarmy.wiesbaden.usareur.mbx.g3-mra-finance@army.mil](mailto:usarmy.wiesbaden.usareur.mbx.g3-mra-finance@army.mil)

Additional entitlements Soldiers will receive:

- Medical Coverage: You are enrolled in Tricare and your DEERS enrolled dependents are enrolled in Tricare Select
- Dental Coverage: You'll need to add the dental supplement for dependents at cost if desired

Any time there are life-changing events (marriage, divorce, or change in dependent status), you need to see the S1 with relevant documents to make changes to your entitlements. Failure to do so may result in a debt which can result in a *no-pay-due* situation.

## **Finance**

When you receive your ADOS orders, or order amendments, you must reach out to the finance team to initiate pay. Failure to do so will result in missed payment, late payment, or over payment resulting in a debt.

The Finance Team can be reached at: [usarmy.wiesbaden.usareur.mbx.finance-ados@army.mil](mailto:usarmy.wiesbaden.usareur.mbx.finance-ados@army.mil)

## **Household Goods (HHG) Shipment and Storage**

HHG shipments are not authorized unless you elect 10% HHG approved by HQDA G1. Your order may authorize storage of your HHG. Contact your nearest installation transportation office for instructions on how to store your HHG for the duration of your tour.

Find your nearest transportation office at <https://move.mil/resources/locator-maps>. If you have any questions regarding the storage of your HHGs, use the phone numbers provided to seek clarification for POV storage.

Your orders may authorize you to store your POV at government expense. Contact your nearest installation transportation office for instructions on how to store your POV for the duration of your tour.

## **What to Pack**

Civilian clothes and personal effects. If living off-post, you are required to travel to and from your duty location in civilian clothing if you plan to make stops along the way. You are only allowed to go door to door in uniform. Additionally, any personal travel and time off will require civilian clothes.

## Uniforms:

- OCP uniforms for wear during the normal duty day.
- ASU/Mess Dress uniform for various payday activities, balls, and functions.
- Army Physical Fitness Uniform (APFU) – Soldiers are required to conduct an Army Combat Fitness test (ACFT) twice a year, and group PT may be required.

Organizational Clothing Items and Equipment (if you have already received an individual issue from your unit); (if not, you will go through the Central Issue Facility [CIF]) during in-processing.

- ACH, IBA, Ear Protection, Gloves, etc. (range necessities) as Soldiers are required to conduct Individual Weapons Qualification (IWQ) twice a year.
- Sleeping bag, rucksack, snivel gear, and bedding items (i.e. sheets, pillowcases). You may be expected to travel in TDY status to austere locations and you may be required to participate in Operation Atlantic Resolve-European Reassurance/Deterrence Initiative missions and exercises.

## Required Documents

### Military

- Updated ORB/ERB/SRB
- Copy of last DD214
- Completed Change of Rater evaluation (OER/NCOER) from your previous chain of command; this must be completed prior to arrival.

### Finance

- Rent/Lease/Mortgage documents for your primary residence
- Marriage certificate
- Divorce decrees
- Birth certificate(s) for yourself and all dependents

Bring originals if possible; you will need them to in-process with finance and DEERS.

## APO Mail System

The Army has set up the APO system to provide regular mail service to service members. Mail services if for personal use only; it is NOT for business use.

Every Soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in-processing.

Coordinate with your sponsor to obtain a mailbox once your orders are cut.

## **Life in Europe**

In general, life in Europe is what you make of it. Learn the local customs and greetings. Take a language course, even if it is to learn the basic courtesies like "hello," "please," and "thank you" – courses may be available in person or using software from the garrison libraries. Contact your nearest ACS office for information about living in the community. Some garrisons offer a local tour to help newcomers try new foods, learn the public transportation options and ease the stress of getting around the economy.

## **Traveling in Europe**

If you get a chance to break away from the duty station, for a day trip, weekend, or extended vacation, travel is a great way to experience what Europe offers. Whether you enjoy history, food, art, sports, culture, romance, family, music, fashion, or something different, there are many methods to travel and so many things to see and do – it all depends on you. The garrison MWR, religious group, and local USO offices are great places to start, and they may have planned trips for couples, families, and groups. If you want to plan on your own, here are a few ideas: Train – see information on EuroPass or your local train line for short-distance travel. Plane – see SkyScanner, Opodo, Travelocity, Kayak, and many more for comparison of many airlines, or go direct to EasyJet, RyanAir and others for your travel plans. Ship – contact your garrison Tickets & Tours or MWR for details, or go direct to Costa Cruises, Norwegian Lines, Holland America Line, and others for details. Other websites, like Booking.com, LastMinute.com, VactionsToGo.com, and SecreteEscapes.com, offer package discounts and deals. Travelers are encouraged to confirm details (especially in the small writing and disclaimers) or secure travel insurance to cover the unexpected. Make sure your Tourist Passport is valid for at least six months after your trip end date, or you may not be able to travel.

Some travel destinations may involve completion of specific requirements. When planning trips, always consult the Foreign Clearance Guide at: <https://www.fcg.pentagon.mil/>. These requirements should be done prior to booking travel and submitting leave/pass forms.

Be vigilant. Enroll in the Department of State STEP program(<https://step.state.gov/>) to get email and text notifications about planned activities and security concerns for your area. Use the Department of State Travel (<https://travel.state.gov/>) to research vacation destinations on issues and requirements.

## **Get Involved**

Take a class on the local culture or language. Volunteer with local organizations – such as coach for youth sports, parent chaperone on a school bus, USO tour guide, FRG event volunteer,

religious group, or something else. Get to know your neighbors, and learn about local events and celebrations in your new community. Join an organization or local group – such as Better Opportunities for Single Service Members (BOSS), local ski club, running team, hiking or walking group, sewing/quilting circle, arts/crafts group, infant/toddler playgroup, and so much more – or start a new group and advertise to get new members.

## **Driving Overseas**

You should get an American Automobile Association (AAA) issued international driver's license if driving outside your local area. These can be issued from any AAA office in the United States.

The license is typically about \$20, and you must bring a passport photo.

Ensure that your US state-issued driver's license will not expire during the duration of your orders. If your state license will expire, renew it before your travel. You may be required to return to the US, at your own expense, to renew your license should it expire while on orders.

## **Keeping in Touch Abroad**

A local cell phone number is recommended for communicating within your assigned country. International plans are not practical nor cost-effective. Soldiers and their families should explore the various options to communicate abroad or back to the United States. Many Soldiers and family members abroad find it convenient to utilize third-party applications for audio or video chat functions. Below is a list of commonly used applications your family can explore to determine what will work best for your situation:

- Skype – text, call, video chat
- FaceTime – Video chat (Apple products only)
- Facebook Messenger – text, call, video chat
- WhatsApp – text, call, video chat

This list is not all-inclusive, nor any of these options endorsed by USAREUR-AF.

More information on specific cell phone services is available in the location-specific annexes of this document.

## **Coping with Stress**

There are many options to help you cope with the stresses of moving. Talking to your chaplain or Military Family Life Consultant (MFLC) is private. (Note: Download the We care Europe app to your phone for a direct link to your garrison chaplain, MFLC, or crisis hotline.) They may be able to provide you with options to de-stress/relax or other resources that are available to you



before, during, and after the move. Contact your sponsor or G3 M&RA Resource Integration Branch ADOS team POC to find out if there are organizations that might help relieve some of the pressure. Consider scheduling time with your current supervisor, friend, family member, or medical provider to discuss concerns and determine available assistance resources. You can also contact Army One Source at <http://myarmyonesource.com/default.aspx> for more information.

## **Legal Services**

Legal Offices and JAG personnel at each installation provide professional, ethical, accurate, and timely legal advice and services to the commanders, Soldiers, family members, and qualified civilian employees.

You may want to have a Power of Attorney (POA) while stationed overseas. A POA is a written instrument that allows you ('the principal') to authorize someone else ( your 'agent' or 'attorney-in-fact') to act on your behalf and carry on your business in your absence.

Contact USAREUR-AF legal office by calling DSN: 537-0664 or International: +49 (0611) 143-537-0664 or your nearest military legal assistance office.

## **Service Members Civil Relief Act**

In 2003, President Bush signed the Service Members Civil Relief Act (SCRA) into law, replacing and expanding the form Soldiers and Sailors Civil Relief Act (SSCRA) from 1940.

The SCRA offers many protections to Soldiers serving on active duty ranging from mortgages to interest rates. The SCRA can come into play in matters relating to:

- Banking
- Foreclosures & Mortgages
- Auto Loans
- Leases & Contracts
- Legal Proceedings
- Family Law Considerations
- Taxation
- Voting

If you need to learn more or are unsure about SCRA protections and whether they might apply to your family before or during an OCONUS PCS or deployment, contact your Legal Assistance Office or visit <https://scra.dmdc.osd.mil/scra/#/home>

## **During Your Tour**

While on tour at USAREUR-AF, you will operate as a member of the unit/section for which you are assigned. Your chain of command directs all evaluations, leave/pass requests, and day-to-day operations. For specific information regarding your duty location, see the annexes provided. The following information applies:

## **Updating Your Personal Records**

USAREUR-AF does not have the capability to update your personal records as there is no access to ARnet and SIDPERS. Updates to your personal records will need to be completed by your home unit personnel.

## **Pay Inquiries**

All pay inquiries will be submitted through the S1 office in your chain of command. The inquiry will be sent to the servicing finance office via transmittal. The finance offices do not take walk-ins.

## **UCMJ**

You are attached to USAREUR-AF for UCMJ, processed by the 21st TSC. Understand that you are guests in a foreign country and a representative of the United States Army and should act accordingly. Should you get into legal trouble, the host country's government system retains the first right of refusal for prosecution. If released to the Army, UCMJ action may be taken. If your tour ends during legal proceedings, you may be retained on a non-voluntary active duty order issued by legal command.

## **Office Hours**

The unit/section sets office hours. Typical hours begin no later than (NLT) 0900 hrs until the End of Mission, usually around 1700. You may be required to work all shifts, including weekends/holidays. Contact your sponsor or supervisor for your unit section-specific office hours/requirements.

## **Leave/Pass**

Leave and pass are approved by your chain of command. Soldiers will adhere to all Army regulations and local leave and pass policies.

Leave may be rolled over from one tour to another. If you have leave days accrued from a previous tour, submit a pay inquiry through your S1 with the appropriate documentation to have the leave credited to this tour.

### **Release from Active Duty (REFRAD)**

It is essential to understand that you are on a voluntary order that is dependent on mission requirements and funding; orders may be terminated at any time by the force requestor.

However, every effort to allow ample time to out-process will be made.

Conversely, you may request REFRAD at any time should your circumstance or ability to remain on orders change. The Mobilization and Reserve Affairs (M&RA) Division Chief must approve all early REFRADs. You will be required to comply with all legal contracts you entered during your tour.

### **Extending Orders**

#### **1825 Rule**

According to AR 135-200, the '1825 Rule' states that a Reserve or National Guard Component Soldier cannot perform Active Duty for Operational Support (ADOS) for more than 1825 days (five years) out of 2190 days (six years). If an ADOS Soldier will exceed the 1825 Rule, the force requestor must submit an Exception to Policy (ETP). An O7 or equivalent must sign the ETP before the G3 M&RA RI Branch ADOS team will process the request. Contact the G3 M&RA RI Branch ADOS team for more information.

#### **Active Federal Service (AFS)**

According to AR 135-200, any tour which would cause the Soldier to accumulate more than 17 but less than 20 years of active federal service must be approved by HQDA G1 via an ETP. If an ADOS Soldier will exceed 17 years AFS, an ETP must be requested by the force requestor and signed by the first O7 in the chain of command of the hiring directorate. Contact the G3 M&RA RI Branch for more information.

#### **Extension Process**

Extensions are not guaranteed and are dependent upon mission requirements, the force requestor, and funding. Your chain of command must approve all extensions. Should you request an extension in a different position, approval of the incoming and outgoing chain of command is required.

#### **Extension Orders**

Once you have received your extension orders, you must complete a modified in-processing.

You will need to take your new orders to the following offices at a minimum:

- Finance (your pay will end if new orders are not provided)
- DEERS
- IACS
- Housing
- Post Office
- HHBN
- Tricare

## **Departing Theater**

### **Out-Processing**

All Soldiers are required to out-process at the same location where they in-processed. Out-processing should start 60 days prior to tour end date. Specific information regarding out-processing can be obtained by visiting the out-processing center.

If you in-processed through CRC, you are required to return to CRC no less than 39 days prior to the end of tour for out-processing.

### **Out-Processing Brief**

An out-processing brief will be held monthly in Wiesbaden and offered by VTC and dial-in for locations outside Wiesbaden. All Soldiers will be required to attend the out-processing brief two months prior to the end of their orders, even if an extension is requested.

**If you do not have extension orders in hand, you will attend the brief.**

### **Soldier for Life – Transition Assistance Program**

All Soldiers on orders for more than 181 days must complete the Soldier for Life program prior to receiving their DD214. It is advised that you begin this process early. It will require approximately 20 hours of coursework. If you have completed this program in the last two years, you may be exempt. Contact the SFL/TAP office for details.

Congress mandates that all Soldiers complete the Soldier for Life program prior to out-processing. Leadership must schedule appropriate time for Soldiers to attend these mandatory programs.

## **GERMANY - GRAFENWOEHR/VILSECK, HOHENFELS, & ANSBACH a/k/a KATTERBACH**

Welcome to Bavaria, Germany. Grafenwoehr, Vilseck, Hohenfels, and Ansbach are all located in the state of Bavaria, Germany. While you are here, you can travel almost anywhere in Europe so please refer to the passport information section on obtaining or renewing one. Every month we have a three or four days weekend and sometimes both in one month, so you'll have ample of time to travel. This is a unique opportunity working with active duty Soldiers in a garrison type environment so you'll gain experience professionally while being exposed to different cultures.

### **BEFORE YOU ARRIVE**

#### **Sponsorship**

Sections / units are responsible for assigning a sponsor to incoming personnel. Your sponsor should contact you prior to your arrival. If your sponsor has not contacted you, please call the POC for your TOD packet. Your sponsor will provide the following at a minimum:

- Provide information regarding the area
- Assist with travel and lodging
- Set up mailbox (CMR)
- Arrange pick-up from the airport
- Assist with in-processing

Once you get in contact with your sponsor, stay in contact. Your Sponsor will help you with your transition to your new section/unit.

#### **Travel to Theater**

Your orders will be PCS Orders and flights are paid using an Individually Billed Account (IBA). This means that you will need to call 1-800-709-2190 to book your flights... **YOU MUST USE YOUR GOVERNMENT TRAVEL CHARGE CARD.** Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

You will make travel arrangements to the **Report To** location on your orders. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel to theater will be arranged by the CRC.

You may make your flight arrangements prior to receiving your orders. Inform SATO that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If your orders are not processed in time, the tickets will not be processed. **\*\*\* Ensure SATO knows your REPORT date (start date of the order) into Europe. This will be your departure from your location.**

**\*\*\* Travel to or from a location not on your orders may result in a delay or a rejection by DFAS in the processing of your Smart Voucher reimbursement. \*\*\***

Once you have received your itinerary, send it to your sponsor.  
A Smart Voucher for reimbursement will be completed after you have reported to your duty location. Instructions to submit the Smart Voucher is attached which can be viewed **here**.

### **Transportation from Airport to duty location in Europe**

Your sponsor will arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

### **Reporting Date**

You will be picked up from the airport by your sponsor or other pre-arranged transportation and brought to your mission location to begin in-processing. Your sponsor will take you to the Soldier for Life building (Welcome Center) to obtain your in-processing schedule, and you will be introduced to your supervisor and team. Upon completion you will be taken to your quarters or your assigned on-post accommodation.

### **In-processing Day**

Your place of duty for the first 10 business days will be the in-processing center in uniform. TDY and other work- related travel is **not** authorized during in-processing.  
In-processing begins on Day 1 in the Soldier for Life building.

- If staying at the Army Lodge, Army Quarters, or BOQ, Soldiers can take the base shuttle. Check posted time table outside the lodge or bus stop. Your sponsor can also help you to get from your living quarters to the in-processing center.
- If residing off post, transportation is an individual requirement.

The next 10 days will be a combination of individually made appointments to complete tasks such as medical, dental, CIF, and etc. and scheduled briefings within various classrooms.

### **Required Documents**

- 10 copies of your orders

- Any other documents required for finance

MAKE COPIES OF ALL DOCUMENTS PRIOR TO TURNING THEM IN!!!

### **Bringing Dependents to Germany**

Although you are not prohibited from bringing your dependents to live with you in Germany, USAREUR-AF does not encourage this due to the financial and legal implications of doing so. Dependents will NOT be command sponsored and are, in effect, considered tourists, living in your self-paid off-post housing (not authorized to live on-post).

Under the NATO Status of Forces Agreement, and any applicable supplemental agreement between the United States and Germany, your dependents will be considered as “accompanying the force” in the same manner as Soldiers with accompanied orders. However, this status merely authorizes your dependents to remain in country beyond 90-days without an applicable visa. It does not authorize your dependents access to certain services typically available to US Military dependents at the overseas duty location: schools, child care, and local medical facilities. These services may be available on a space available basis, but it is not guaranteed. When in doubt, Soldiers should contact appropriate offices to determine availability of services.

There are financial and legal implications if you chose to bring your dependents here on anything other than a visit/vacation. Please understand and carefully consider the risks and financial impacts before you make any decisions about your family. You should reference the Pay and Entitlements brief (Appendix A) of this guide and contact your servicing U.S. Army Europe-AFRICA finance office prior to accepting orders.

If you bring your family members to Germany with the **intent** for them to remain with you beyond 90 days you must notify your finance office immediately upon their arrival. *Intent* may be inferred from actions suggesting that you plan for your family to remain in Germany beyond 90 days, such as enrolling your children in school. Be up front with your intentions for your family in order to avoid any negative financial or legal consequences.

All family related travel and housing expense is at the Soldiers OWN expense (non-reimbursable). Ensure you understand the requirements and services available prior to bringing them to Germany.

### **Traveling With Pets**

It is important to understand where you will be housed prior to considering bringing pets. If you are assigned to live on post, pets are NOT allowed. Pets will not be a consideration for an exception to policy to reside off post. Any costs associated with bringing your pets are at your own expense. It is recommended that you arrive and secure housing prior to sending your pets and have alternate plans if your housing situation does not allow for pets.

Traveling overseas with a pet requires additional planning and preparation. Bringing pets to Europe is a privilege, not an entitlement. As such, the Contract Travel Office (CTO), does not book pet flights, but they can book a pet-friendly flight with the CTO contracted airline Patriot

Express or other airline if authorized to travel commercially. All costs associated with pet travel are at your expense. Commercial airline carriers may have specific pet policies or limitations that further restrict pet travel. Traveling with pets requires a lot of pre-planning. Late reporting due to lack of availability of pet flights is not authorized.

See your local veterinarian for current requirements to travel with or ship your pets (Pet Passport) to your new country and specific location – requirements can vary greatly so be sure you know exactly where you will be assigned. Plan for additional fees for pre-travel prep, flights, arrival and possible boarding/kennel needs which may not be reimbursable. NOTE: When traveling with pets, delays in travel that affect your timeline may incur additional expenses.

### **Value Added Tax (VAT)**

Sales tax in Germany is 19%. You can purchase VAT forms that will allow you to recoup the tax on your purchases. There are two different forms. The form for purchases under €2,500 are \$10 each. The form for purchases greater than €2,500 costs \$100 each. Check with the retailer to see if they accept VAT forms. See the VAT office on your installation for more information.

### **Rationing**

German, US Custom Laws, and US Army in Europe Regulations apply to all US Forces in Germany. Rationed items are not transferable and are for your own personal use. They are not for resale and violators are subject to disciplinary action. Rationed items include cigarettes, coffee, and liquor that are purchased in the PX, Shoppette, and Commissary. You are required a ration card in order to purchase rationed items and you can this through the S1 during your in-processing, you'll need a copy of your orders.

### **Soldier for Life – Transition Assistance Program**

All Soldiers on orders for more than 181 days must complete the Soldier for Life – Transition Assistance Program (TAP) prior to receiving their DD214. It is advised that you begin this process early. It will require approximately 20 hours of coursework. If you have completed this program in the last three years, you may be exempt. Please contact the SFL-TAP office for details once you are boots on ground.

Congress mandates that all Soldiers complete the SFL-TAP program prior to out-processing. Leadership must schedule appropriate time for Soldiers to attend these mandatory programs.



## **Government Computer-Access Europe**

**\*\*\* NOTE: Soldiers are NOT authorized to connect personal computers to the EUR network, under any circumstance. Exceptions are NOT authorized. \*\*\***

### **NIPR Account Information (All Soldiers):**

To access the government network, a local user account must be created for EUR NIPR and/or SIPR access to the internet and basic computing essentials. The following is the minimum required training for NIPR accounts and must be completed prior to arrival in Germany. All certificates/forms must be current.

- All Soldiers are required to have an Army Training & Certification Tracking System (ATCTS) account. <https://atcts.army.mil/iastar/index.php>
- DOD Cyber Awareness Challenge training and exam certificates. <https://cs.signal.army.mil/>
- Acceptable Use Policy. <https://cs.signal.army.mil/>
- System Authorization Access Request, DD Form 2875, request updated form from gaining unit sponsor

## **Red Cross Messages**

Prior to departing the United States (CONUS), please provide your significant other the following information in case of an emergency:

- Duty Location
- Unit Name
- SSN
- Full name and Rank

### **Phone Numbers**

- Grafenwoehr Red Cross 011-49-9641-83-1760 (from the US)  
475-1760 (DSN in Germany)
- After duty hours (EOC) 011-49-9641-83-6613 (from the US)  
475-6613 (DSN in Germany)
- Red Cross (US) 1-877-272-7337

## **APO Mail System**

The Army has set up the APO system to provide regular mail service to service members. Mail service is for personal use only. It is NOT for business use.

Every Soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in-processing.

Coordinate with your sponsor to obtain a mailbox as soon as your orders are cut.

### **USAREUR-AF Driver's License**

During in-processing you will attend a half-day classroom instruction followed by the written exam or SM can take the training/exam through JKO as shown below. You **MUST** have this license as a USAREUR-AF Soldier to drive in Germany. The cost is typically \$30. It is recommend that you review the study guide ahead of time. The study guide can be found at: [https://www.afsbeurope.army.mil/Portals/30/PDFs/LRC\\_Bavaria\\_Transportation/Drivers-Handbook.pdf](https://www.afsbeurope.army.mil/Portals/30/PDFs/LRC_Bavaria_Transportation/Drivers-Handbook.pdf)

You could reduce the time in the classroom for obtaining a USAREUR-AF DL by completing two courses on JKO. Visit **HTTP://JKO.JTEN.MIL**

- Under Course Catalog, ensure “courses” tab is selected. Select “USA” from drop down.
- Enter 007 in course number field. Click search.
- Enroll. Take -007 “U.S. Forces Driver’s Training Program for Europe”.
- Take exam -007-B “U.S. Forces Driver’s Training Program for Europe”.
- Print certificate and take to **DRIVERS TESTING STATIONS** when you are in-processing.

### **Finance**

It is highly recommended that when you receive your ADOS Orders, submit it through unit to start your pay, if possible. If not, you can do that here through the specified USAREUR-AF M&RA Finance Team or through the local Finance office. Start your pay first and you can add entitlements afterwards so in that case you’ll see an LES.

Responsible Finance Office: USAREUR-AF M&RA Finance Team  
[usarmy.wiesbaden.usareur.mbx.finance-ados@army.mil](mailto:usarmy.wiesbaden.usareur.mbx.finance-ados@army.mil). Grafenwoehr Finance Office / Katterbach Finance Office (Ansbach) / Hohenfels Finance Office

You will be briefed on your individual entitlements during the finance in-processing brief.

### **Housing**

Responsible Housing Office: Grafenwoehr/Vilseck, Hohenfels, or Katterbach Housing Office. The Unaccompanied Personnel Housing (UPH) Office is available to all service members E-7 and above, most senior enlisted quarters [SEQ] and bachelor officers’ quarters [BOQ] are small one bedroom, furnished apartments with kitchenettes or a common kitchen per floor.

E-1 thru E-6 reside in the barracks with shared or private bedroom with either a shared bath or common latrine.

E7 and above may reside off-post if no SEQ or BOQ is available on post. Check with Sponsor first regarding on post availability and temporary lodging. **Please note** as of Dec 2022 SEQ/BOQ is available if you are stationed at Grafenwoehr/Vilseck.

Off-Post Housing (this applies if you receive a non-availability memo)

Off-post housing in the Grafenwoehr/Vilseck, Hohenfels, or Katterbach area can be very expensive. You will be required to pay a deposit on an off-post apartment or rental house. This is typically between \$2,000 and \$4,000 US dollars. A rental advance is available upon request but may not be paid prior to being required to submit the deposit. If the advance is taken it will be deducted monthly for up to the length of your orders set. Housing deposits may be kept up to 1 year after the end of a contract. Check with the landlord for details prior to signing your contract. If you decide to reside Off-Post, please get the Housing Office to assist you with understanding the contract, legality, and fees associated with off-post housing.

If you receive a non-availability memo and are authorized to live off post, pay careful attention to the zip code of the house, as it will affect the OHA allowance authorized. **OHA is paid based on your PDS (If your order states Duty At: Grafenwoehr, you receive OHA based on the Grafenwoehr rate)**

IMPORTANT – If you currently reside in the Commuting Area, confirm with the housing office which OHA area your zip lies in. There can be a large difference in OHA allowances between zip codes.

**Remember this:** BAH vs OHA - you can only receive one. If you have a residence at Stateside, you will receive BAH based on your residence address and if you opted to receive OHA then your BAH will stop. Sometimes your BAH is much more than your OHA. Note: ADOS SM's with dependents can apply for an exception to policy to receive a portion of both.

Additionally, there are very few rentals that are fully furnished. While the Army may provide "some" loaner furniture, you may need to purchase additional furniture and accessories. If you receive a non-availability memo, you will receive a one-time move-in allowance (MIHA). However, the MIHA is location dependent and rarely exceeds \$500-700 U.S. Dollars.

You can check out [www.homes.mil](http://www.homes.mil) for available houses for rent; HOWEVER, you will NOT be able to schedule any visits or contract for a house UNTIL you:

- Complete finance and in-process through on-post housing for a Statement of Non-availability (SNA). This is different than the one you may receive for the hotel.
- Coordinated with off-post housing for appointments to schedule visits to available homes (the website is not always up-to-date).
- If you do not receive a non-availability memo and choose to live off post, please have the Housing office review the contract before you sign it. You can also request their assist in inspecting the property prior to moving in and moving out.

## Transportation Options

Public transportation around Grafenwoehr, Germany and Europe in general is excellent. Many Soldiers use the bus to get to and from work.

Use of a bicycle is also an option. There are many trails that offer safe ways to ride to work. Carpool with other Soldiers in your section/apartment complex.

If you purchase a vehicle, you will be required to have the vehicle inspected (usually paid for by the seller), registered and insured by you. You will also be required to obtain a USAREUR-AF driver's license.

As with purchasing any car, it is highly recommended you have the vehicle independently inspected by a certified mechanic.

If your dependent is visiting for less than 30 day and will need to drive your USAREUR-AF registered vehicle, you must visit the local military Customs Office and obtain an AE Form 550-175D (Authorization to Operate a POV). The customs staff will fill out the AE Form 550-175C (Request for Exception to Policy for Authorization to Operate a POV). You will be required to provide the sponsor's / vehicle owner's ID card, POV registration, name of visitor, a photocopy of the visitor's passport, and international driving permit or other driver's license valid in Germany. If they are going to be in the country for 30-90 days, they will be required to get a USAREUR-AF driver's license.

Insurance is required and must be provided prior to registration.

## **LOCAL INFORMATION**

### **Banking & Credit Cards**

You will need to open a bank account when you arrive. German bills, such as rent and utilities are paid by direct debit using an international bank account number (IBAN), which U.S. banks do not have. Ensure that the bank you choose offers this service, as not all of them do.

Following are number of banks to choose from:

1. Community Bank (<https://www.dodcommunitybank.com/>)
2. Service Credit Union (<https://www.servicecu.com/>)
3. Open an account at a German bank off-post

Soldiers will find themselves on the economy for travel, entertainment, and dining. While most businesses will accept bank debit and credit cards, some vendors operate on local currency, cash only. Typically, larger stores and shopping malls will accept debit and credit cards while smaller shops, restaurants, and street vendors will be cash only. Soldiers should consider carrying local currency when shopping on the economy in case vendors do not accept credit cards.

Ensure credit cards, if you use them, have travel notices in place with the bank.

### **Mobile Phones**

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some companies sell phones with software that prevent them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if your phone is unlocked.

Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique

versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

It is highly recommended that you have a local phone number. International plans are very expensive.

#### Cell Phone Services:

- Two options to choose from depending on your location (TKS & sometimes T-Mobile on post) that have been vetted for military personnel.
- Options on the economy as well (at your own risk).

There are also pay-as-you-go options available at the local electronics stores.

Making calls to and from Germany:

1. To call the United States from Europe: 001 + area code + number.

To call Germany from the United States: 011 + 49 + German number. Example: 09662-83-2289 dialed from the US would be 011-49-9662-83-2289.

Note: If calling another German telephone number, add a “0” to the phone number. For example: 9662-83-2289 would be 09662-83-2289. you drop the first “0” to the local number.

#### Helpful Links

7<sup>th</sup> Army Training Command / Newcomers: <https://www.7atc.army.mil/Newcomers/>

USAREUR Website: <https://www.europeafrica.army.mil/>

USAG Bavaria Newcomer’s Guide: <https://home.army.mil/bavaria/index.php/newcomers>

Housing Information: <https://home.army.mil/bavaria/index.php/housing>

Get to know the USAG Ansbach website. <https://home.army.mil/ansbach/index.php/my-fort/newcomers>

Transportation/HHG <https://www.move.mil>

**(HHG/POV must be authorized on your orders to be reimbursed by the government)**

\*\*Facebook has many useful pages:

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

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

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

#### Annual Mandatory Training

This is optional but will definitely help you. Complete all online annual training and bring copies of your certificates.

List of Certificates to bring:

- ➔ Cyber Awareness Challenge <https://cs.signal.army.mil/>
- ➔ Antiterrorism Training <https://jkodirect.jten.mil> (Enroll in Course # -US007)
- ➔ Combating Trafficking in Persons (CTIP) Program
  - Go to <https://jkodirect.jten.mil> (Enroll in Course # A-US1328-A) "Combating Trafficking in Persons General Awareness Course (CTIP)"
- ➔ Information Security Program Training
  - Go to <https://www.lms.army.mil/learnerview/mandatory-training> "Information Security Program"
- ➔ Operational Security OPSEC
  - Go to <https://jkodirect.jten.mil> (Enroll in Course # -ECJ6-110-N) "Operations Security (OPSEC) Annual Refresher Course"
- ➔ Threat Awareness and Reporting Program
  - Go to <https://www.lms.army.mil/learnerview/mandatory-training> "U.S. Army Threat Awareness and Reporting Program (TARP)"

## **GERMANY – KAISERSLAUTERN, SEMBACH, BAUMHOLDER & BONN**

### **BEFORE YOU ARRIVE**

#### **Bringing Dependents to Germany**

Although you are not prohibited from bringing your dependents to live with you in Germany, USAREUR-AF does not encourage this due to the financial and legal implications of doing so. Dependents will NOT be command sponsored and are, in effect, considered tourists, living in your off-post housing (not authorized to live on-post).

Under the NATO Status of Forces Agreement, and any applicable supplemental agreement between the United States and Germany, your dependents will be considered as “accompanying the force” in the same manner as Soldiers with accompanied orders.

However, this status merely authorizes your dependents to remain in country beyond 90-days without an applicable visa. It does not authorize your dependents access to certain services typically available to US Military dependents at the overseas duty location: schools, child care, and local medical facilities. These services may be available on a space available basis, but it is not guaranteed. You would need to contact the local offices to be advised on availability.

There are financial and legal implications if you chose to bring your dependents here on anything other than a visit/vacation. Please understand and carefully consider the risks and financial impacts before you make any decisions about your family. You should reference the Pay and Entitlements brief (Appendix A) of this guide and contact your servicing U.S. Army Europe finance office prior to accepting orders.

If you bring your family members to Germany with the **intent** for them to remain with you beyond 90 days you must notify your finance office immediately upon their arrival. *Intent* may be inferred from actions suggesting that you plan for your family to remain in Germany beyond 90 days, such as enrolling your children in school. Be up front with your intentions for your family in order to avoid any negative financial or legal consequences.

All family related travel and housing expense is at the Soldiers OWN expense (non-reimbursable). Ensure you understand the requirements and services available prior to bringing them to Germany.

#### **Traveling With Pets**

It is important to understand where you will be housed prior to consider bringing pets. If you are assigned to live on post, pets are not allowed. Pets will not be a consideration for an exception to policy to reside off post. Any costs associated with bringing your pets are at your own expense. It is recommended that you arrive and secure housing prior to sending your pets and have alternate plans if your housing situation does not allow for pets.

Traveling overseas with a pet requires additional planning and preparation. Bringing pets to

Europe is a privilege, not an entitlement. As such, the Contract Travel Office (CTO), does not book pet flights, but they can book a pet-friendly flight with the CTO contracted airline Patriot Express or other airline if authorized to travel commercially. All costs associated with pet travel are at your expense. Commercial airline carriers may have specific pet policies or limitations that further restrict pet travel. Traveling with pets requires a lot of pre-planning. Late reporting due to lack of availability of pet flights is not authorized.

See your local veterinarian for current requirements to travel with or ship your pets (Pet Passport) to your new country and specific location – requirements can vary greatly so be ensure you know exactly where you will be assigned. Plan for additional fees for pre-travel prep, flights, arrival and possible boarding/kennel needs which may not be reimbursable.

NOTE: Some timelines are very specific and may cause delays, as well as significant additional expense, for your pet's travel if you do not follow exact requirements.

### **Travel to Theater – Frankfurt Airport**

Your orders will be PCS Orders and flights are paid using an Individually Billed Account (IBA). This means that you will need to call 1-800-709-2190 to book your flights... **YOU MUST USE YOUR GOVERNMENT TRAVEL CHARGE CARD.** Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

You will make travel arrangements to the **Report To** location on your orders. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel to theater will be arranged by the CRC.

You may make your flight arrangements prior to receiving your orders. Inform SATO that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If your orders are not processed in time, the tickets will not be processed. **\*\*\* Ensure SATO knows your REPORT date (start date of the order) into Europe. This will be your departure from your location.**

Once you have received your itinerary, send it to your sponsor.

**\*\*\* Travel to or from a location not on your orders may result in a delay or a rejection by DFAS in the processing of your Smart Voucher reimbursement. \*\*\***

A Smart Voucher for reimbursement will be completed after you have reported to your duty location. Instructions to submit the Smart Voucher is attached which can be viewed **here**.



## Arranging Temporary Lodging

Soldiers in the grade of **E6 and below** will be housed on post in barracks. Your sponsor will arrange for you to sign for your room on the day you arrive in country. Lodging will not be reimbursed.

Unaccompanied Army E-6 and below personnel are required to live in Army Barracks. Please report to Army Unaccompanied Housing located in Bldg 3213 on Kleber Kaserne or contact them at DSN (314) 483-8643.

Soldiers in the grade of **E7 and above**, to include officers and warrant officers, will reside off-post and should arrange temporary lodging (hotel) until housing is leased.

**If arranging temporary lodging, you are only afforded 65% of the current Temporary Lodging Allowance (TLA).** Any charges over that amount will not be reimbursed. See TLA Computing for more information:

[https://www.defensetravel.dod.mil/Docs/perdiem/Computing\\_TLA.pdf](https://www.defensetravel.dod.mil/Docs/perdiem/Computing_TLA.pdf)

TLA is an entitlement to help defray the cost of lodging while seeking permanent housing. TLA is closely monitored and certain criteria must be met to continue to receive TLA. Lodging should initially be reserved for 30 days. Contact the Ramstein Inn at Ramstein Air Force or the Vogelweh Lodging for reservations. It is required that you stay at the lodge if there is availability. If there is no availability at the lodge you will receive an email with a statement of non-availability. In that case it is recommended that you use one of the hotels close to Kleber Kaserne. You are free to use any hotel of your choosing under the per diem cap, but be mindful that there is no transportation provided from any of the Lodges.

Members will be briefed on their TLA entitlement and their responsibilities at their newcomers briefing. Therefore, it is very important to get your briefing immediately upon arrival. With a reservation, Services generally blocks 30 days for a Temporary Living Facility room. After that it is space-available. But reservation policies are up to Air Force Inns. TLA is authorized for payment while member is "aggressively seeking housing". The housing office has authority to approve TLA up to 30 days.

- Contacting Ramstein Inn (Ramstein Air Base)
  - 011- 49- 6371- 47- 4920 From USA
  - 06371-46-320 From Germany
  - DSN 480-4920
  - [ramstein.lodging@us.af.mil](mailto:ramstein.lodging@us.af.mil)
- Contacting Vogelweh Lodging
  - 49-631-536-8910
  - 0637-145-4920
  - DSN 480-4920
  - DSN 480-8910

- [lodging@ramstein.af.mil](mailto:lodging@ramstein.af.mil)

## **Transportation from Arrival Airport to duty location in Europe**

Your sponsor will arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

## **APO Mail System**

The Army has set up the APO system to provide regular mail service to service members. Mail service is for personal use only. It is NOT for business use. Every soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in-processing. Coordinate with your sponsor to obtain a mailbox as soon as your orders are cut.

## **USAREUR-AF Driver's License**

During in-processing you will attend a half-day classroom instruction followed by the written exam. You **MUST** have this license as a USAREUR Soldier to drive in Germany.

## **Reporting**

You will be picked up from the airport by your sponsor or other pre-arranged transportation and brought to your mission location to begin in-processing. You will in-process IACS for base access. Welcome Center for in-processing schedule, and be introduced to your Supervisor and team if time allows. Upon completion you will be taken to your hotel or assigned your on-post accommodations.

## **In Processing**

Your place of duty for 10 business days will be the in-processing center in uniform. TDY and other work-related travel is **not** authorized during in-processing. In-processing begins at 0730 on Day 1 in Building 3245 at the In/Out Processing Welcome Center Building in Kleber Kaserne.

- If residing off post, transportation is an individual requirement.

The next 10 days will be a combination of individually made appointments to complete tasks such as medical, dental, etc. and scheduled briefings within various classrooms inside the Welcome Center.

Required Documents

- 10 copies of your orders
- Any other documents required for finance

MAKE COPIES OF ALL DOCUMENTS PRIOR TO TURNING THEM IN!!!

## **Finance**

Responsible Finance Office: Kaiserslautern Finance Office 266<sup>th</sup> FMSC  
Entitlements vary greatly depending on each Soldiers individual circumstances and location.  
Please refer to the Pay Brief in Appendix A.  
You will be briefed on your individual entitlements during the finance in-processing brief.

## **Housing**

Responsible Housing Office: KMC Housing Management

Office Soldiers in the grade of **E6 and below** will be housed on post in barracks.

Unaccompanied Army E-6 and below personnel are required to live in Army Barracks. Please report to Army Unaccompanied Housing located in Bldg 3213 on Kleber Kaserne or contact them at DSN (314) 483-8643.

Soldiers in the grade of **E7 and above**, to include officers and warrant officers, will reside off-post and should arrange temporary lodging (hotel) until housing is leased.

## **Off-Post Housing in the Kaiserslautern Area**

Approximately 11,000 rental units are scattered throughout 300 villages within a 20-mile radius of Ramstein AB and Kaiserslautern. One, two and three bedroom units are available. There are units with four bedrooms and higher, but are somewhat more difficult to find. Many landlords do not allow pets, so ask before making any commitments.

A rental advance is available upon request but may not be paid prior to being required to submit the deposit. If the advance is taken it will be deducted monthly for up to the length of your orders set. Housing deposits may be kept up to 1 year after the end of a contract. Check with the landlord for details prior to signing your contract.

When choosing off-post housing, pay careful attention to the zip code of the house, as it will affect the OHA allowance authorized.

Additionally, there are very few rentals that are fully furnished. While the Army may provide “some” loaner furniture, you may need to purchase additional furniture and accessories. You will receive a one- time move-in allowance (MIHA). However the MIHA is location dependent and rarely exceeds \$500- 700 U.S. Dollars.

You can check out [www.homes.mil](http://www.homes.mil) for available houses for rent; HOWEVER, you will NOT be able to schedule any visits or contract for a house UNTIL you:

- Complete finance and in-process through on-post housing for a Statement of Non-availability (SNA). This is different than the one you may receive for the hotel.
- Coordinated with off-post housing for appointments to schedule visits to available homes (the website is not always up-to-date).

### **Transportation Options**

Public transportation around Kaiserslautern, Germany and Europe in general is excellent. Many Soldiers use the bus to get to and from work.

Use of a bicycle is also an option. There are many trails that offer safe ways to ride to work. Carpool with other Soldiers in your section/apartment complex.

Note: Travel in Uniform from residence to place of duty is not allowed if utilizing any of the modes of transportation above.

Vehicle purchase options include:

- MWR bid sale (Any auto skill location )
- Ramstein Lemon lot (resale lot) (located next to Commissary)
- Various dealerships/lots in the greater Kaiserslautern Military Community Consolidated (KMCC) and Ramstein Air Base locale

If you purchase a vehicle, you will be required to have the vehicle inspected (usually paid for by the seller), registered and insured by you. You will also be required to obtain a USAREUR driver's license.

As with purchasing any car, it is highly recommended you have the vehicle independently inspected by a certified mechanic.

If your dependent visits for less than 30 days, they can request a memo from customs to legally drive your vehicle. If they are going to be in the country for 30-90 days, they will be required to get a USAREUR driver's license.

### **LOCAL INFORMATION**

There are various base annexes in Kaiserslautern. Kleber, Panzer, Daenner, Sembach, ROB, and Vogelweh. Ramstein Air Base houses the BX, Food Court, Commissary, Gas Station and the Ramstein

Inn Lodge. Sembach is where vehicle registration is located, in addition Vogelweh (Capone AB) has a registration office and vehicle inspection. Vogelweh also has a Commissary and gas station.

## Banking & Credit Cards

You will need to open a bank account when you arrive. German bills, such as rent and utilities are paid by direct debit using and IBAN, which U.S. banks do not have. Ensure that the bank you choose offers this service, as not all of them do.

There are a number of banks to choose from:

1. Community Bank (<https://www.dodcommunitybank.com/>)
2. Service Credit Union <https://servicecu.org/locations/>
3. You may also open an account at a German bank off-post

Soldiers will find themselves on the economy for travel, entertainment, and dining. While most businesses will accept bank debit and credit cards, some vendors operate on local currency, cash only. Typically, larger box stores and shopping malls will accept debit and credit cards while smaller shops, restaurants, and street vendors will be cash only. It is recommend carrying local currency if you plan to shop on the economy.

Ensure credit cards, if you use them, have travel notices in place with the bank.

## Mobile Phones

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if you phone is unlocked.

Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

Ensure that your US phone is unlocked and ask your provider if it will work in Germany.

Most plans offer international rates. However, if the international plan offered is excessive, you should be able to procure a German cell plan here so long as your U.S. phone is unlocked and approved for use in Europe.

Cell Phone Services:

- Two options to choose from at the PX (TKS or T-mobile) that have been vetted for military personnel
- Options on the economy as well (at your own risk).

There are also pay-as-you-go options available at the local electronics stores.

## **Value Added Tax (VAT)**

Sales tax in Germany is 19%. You can purchase VAT forms that will allow you to recoup the tax on your purchases. There are two different forms. The form for purchases under €2500 are \$5. The forms for purchases greater than €2500 cost \$25. Check with the retailer to see if they accept VAT forms. See the VAT office for more information.

## **Helpful Links**

USAREUR Website: <http://www.eur.army.mil>

USAG Wiesbaden Website: <https://home.army.mil/rheinland-pfalz/>

Transportation/HHG <http://www.move.mil> (Must be authorized on your orders to be reimbursed by the government)

\*\*Facebook has many useful pages

## GERMANY – STUTTGART

### BEFORE YOU ARRIVE

#### **Bringing Dependents to Germany**

Although you are not prohibited from bringing your dependents to live with you in Germany, USAREUR-AF does not encourage this due to the financial and legal implications of doing so. Dependents will NOT be command sponsored and are, in effect, considered tourists, living in your off-post housing (not authorized to live on-post).

Under the NATO Status of Forces Agreement, and any applicable supplemental agreement between the United States and Germany, your dependents will be considered as “accompanying the force” in the same manner as Soldiers with accompanied orders. However, this status merely authorizes your dependents to remain in country beyond 90-days without an applicable visa. It does not authorize your dependents access to certain services typically available to US Military dependents at the overseas duty location: schools, child care, and local medical facilities. These services may be available on a space available basis, but it is not guaranteed. When in doubt, Soldiers should contact appropriate offices to determine availability of services.

There are financial and legal implications if you chose to bring your dependents here on anything other than a visit/vacation. Please understand and carefully consider the risks and financial impacts before you make any decisions about your family. You should reference the Pay and Entitlements brief (Appendix A) of this guide and contact your servicing U.S. Army Europe finance office prior to accepting orders.

If you bring your family members to Germany with the **intent** for them to remain with you beyond 90 days you must notify your finance office immediately upon their arrival. *Intent* may be inferred from actions suggesting that you plan for your family to remain in Germany beyond 90 days, such as enrolling your children in school. Be up front with your intentions for your family in order to avoid any negative financial or legal consequences.

All family related travel and housing expense is at the Soldiers OWN expense (non-reimbursable). Ensure you understand the requirements and services available prior to bringing them to Germany.

#### **Traveling With Pets**

It is important to understand where you will be housed prior to considering bringing pets. If you are assigned to live on post, pets are not allowed. Pets will not be a consideration for an exception to policy to reside off post. Any costs associated with bringing your pets are at your own expense. It is recommended that you arrive and secure housing prior to sending your pets and have alternate plans if your housing situation does not allow for pets.

Traveling overseas with a pet requires additional planning and preparation. Bringing pets to Europe is a privilege, not an entitlement. As such, the Contract Travel Office (CTO), does not book pet flights, but they can book a pet-friendly flight with the CTO contracted airline Patriot Express or other airline if authorized to travel commercially. All costs associated with pet travel

are at your expense. Commercial airline carriers may have specific pet policies or limitations that further restrict pet travel. Traveling with pets requires a lot of pre-planning. Late reporting due to lack of availability of pet flights is not authorized.

See your local veterinarian for current requirements to travel with or ship your pets (Pet Passport) to your new country and specific location – requirements can vary greatly so be sure you know exactly where you will be assigned. Plan for additional fees for pre-travel prep, flights, arrival and possible boarding/kennel needs which may not be reimbursable. NOTE: When traveling with pets, delays in travel that affect your timeline may incur additional expenses.

### **Travel to Theater – Stuttgart Airport**

Your orders will be PCS Orders and flights are paid using an Individually Billed Account (IBA). This means that you will need to call 1-800-709-2190 to book your flights... **YOU MUST USE YOUR GOVERNMENT TRAVEL CHARGE CARD.** Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

You will make travel arrangements to the **Report To** location on your orders. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel to theater will be arranged by the CRC.

You may make your flight arrangements prior to receiving your orders. Inform SATO that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If your orders are not processed in time, the tickets will not be processed. **\*\*\* Ensure SATO knows your REPORT date (start date of the order) into Europe. This will be your departure from your location.**

Once you have received your itinerary, send it to your sponsor.

**\*\*\* Travel to or from a location not on your orders may result in a delay or a rejection by DFAS in the processing of your Smart Voucher reimbursement. \*\*\***

A Smart Voucher for reimbursement will be completed after you have reported to your duty location. Instructions to submit the Smart Voucher is attached which can be viewed **here**.



## **Arranging Temporary Lodging**

**If arranging temporary lodging, you are only afforded 65% of the current locality per diem lodging rate.** Any charges over that amount will not be reimbursed. See TLA Computing for more information: [https://www.defensetravel.dod.mil/Docs/perdiem/Computing\\_TLA.pdf](https://www.defensetravel.dod.mil/Docs/perdiem/Computing_TLA.pdf).

Soldiers will contact the Panzer or Kelley Army Lodge and make initial reservations for 30 days. Contact the Panzer or Kelly Army Lodge for reservations. It is required that you stay at the lodge if there is availability. If there is no availability at the lodge you will receive an email with a statement of non-availability. In that case it is recommended that you use one of the hotels recommended by the Army Lodge. You are free to use any hotel of your choosing under the per diem cap, but be mindful of transportation to your duty location.

## **Transportation from Arrival Airport to duty location in Europe**

Your sponsor will arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

## **APO Mail System**

The Army has set up the APO system to provide regular mail service to service members. Mail service is for personal use only. It is NOT for business use.

Every Soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in processing.

Coordinate with your sponsor to obtain a mailbox as soon as your orders are cut.

## **USAREUR-AF Driver's License**

During in processing you will attend a half-day classroom instruction followed by the written exam. You MUST have this license as a USAREUR-AF Soldier to drive in Germany. The cost is typically \$15. It is recommend that you review the study guide ahead of time. The study guide can be found at:

[https://www.afsbeurope.army.mil/Portals/30/PDFs/LRC\\_Bavaria\\_Transportation/Drivers-Handbook.pdf](https://www.afsbeurope.army.mil/Portals/30/PDFs/LRC_Bavaria_Transportation/Drivers-Handbook.pdf)

## Reporting

You will be picked up from the airport by your sponsor or other pre-arranged transportation and brought to your mission location to begin in-processing (Day 1). You will in-process IACS for base access, Reception Center for in-processing schedule, and be introduced to your Supervisor and team if time allows. Upon completion you will be taken to your hotel or assigned your on-post accommodations.

## In Processing

Upon your arrival, you will report to the Joint Reception Center, Headquarters Commandant's office located at Building 2308, Room 138, Patch Barracks, to begin in processing to the command. It may take you approximately 10 duty days to complete the USAG newcomer's in processing orientation.

The next 10 days will be a combination of individually made appointments to complete tasks such as medical, dental, etc. and scheduled briefings within various classrooms inside the Reception Center

Required Documents

- 10 copies of your orders
- Any other documents required for finance

MAKE COPIES OF ALL DOCUMENTS PRIOR TO TURNING THEM IN!!!

## Finance

Responsible Finance Office: Stuttgart Finance Office

Entitlements vary greatly depending on each Soldier's individual circumstances and location.

Please refer to the Pay Brief in Appendix A.

You will be briefed on your individual entitlements during the finance in-processing brief.

## Housing

Responsible Housing Office: Stuttgart Housing Office

Soldiers in the grade of **E6 and below** will be housed on post in barracks if available.

Soldiers in the grade of **E7 and above**, to include officers and warrant officers, will be housed off-post.

A statement of non-availability will be issued by the on-post housing office and you will be referred to off-post housing.

## **Off-Post Housing in the Stuttgart Area**

Off-post housing in the Stuttgart area can be very expensive. You will be required to pay a deposit on an off-post apartment or rental house. This is typically between \$3,000 and \$7,000 US dollars. A deposit advance is available upon request but may not be paid prior to being required to submit the deposit. If the advance is taken it will be deducted monthly for up to the length of your orders set. Housing deposits may be kept up to 1 year after the end of a contract. Check with the landlord for details prior to signing your contract.

When choosing off-post housing, pay careful attention to the zip code of the house, as it will affect the OHA allowance authorized. **OHA is paid based on your PDS (If your order states Duty At: Stuttgart, you receive OHA based on the Stuttgart rate)**

**IMPORTANT** – If you currently reside in the Stuttgart area, confirm with the housing office which OHA area your zip lies in.

Additionally, there are very few rentals that are fully furnished. While the Army may provide “some” loaner furniture, you may need to purchase additional furniture and accessories. You will receive a one- time move-in allowance (MIHA). However the MIHA is location dependent and rarely exceeds \$500-700

U.S. Dollars.

You can check out [www.homes.mil](http://www.homes.mil) for available houses for rent; HOWEVER, you will NOT be able to schedule any visits or contract for a house UNTIL you:

- Complete finance and in-process through on-post housing for a Statement of Non-availability (SNA). This is different than the one you may receive for the hotel.
- Coordinated with off-post housing for appointments to schedule visits to available homes (the website is not always up-to-date).

## **Transportation Options**

Public transportation around Stuttgart, Germany and Europe in general is excellent. Many Soldiers use the bus to get to and from work.

Use of a bicycle is also an option. There are many trails that offer safe ways to ride to work. Carpool with other Soldiers in your section/apartment complex.

Vehicle purchase options include:

- USAG MWR bid lot
- USAG Stuttgart resale lot
- Various dealerships/lots in the greater Stuttgart area

If you purchase a vehicle, you will be required to have the vehicle inspected (usually paid for by the seller), registered and insured by you. You will also be required to obtain a USAREUR-AF driver's license.

As with purchasing any car, it is highly recommended you have the vehicle independently

inspected by a certified mechanic.

If your dependent is visiting for less than 30 days and will need to drive your USAREUR-AF registered vehicle, you must visit the local military Customs Office and obtain an AE Form 550-175D (Authorization to Operate a POV). The customs staff will fill out the AE Form 550-175C (Request for Exception to Policy for Authorization to Operate a POV). You will be required to provide the sponsor's / vehicle owner's ID card, POV registration, name of visitor, a photocopy of the visitor's passport, and international driving permit or other driver's license valid in Germany. If they are going to be in the country for 30-90 days, they will be required to get a USAREUR-AF driver's license.

Insurance is required and must be provided prior to registration.

## **Bus**

There is a base to base bus available if you do not wish to purchase a vehicle. The bus schedule can be viewed at: <https://www.stuttgartcitizen.com/announcements-news/shuttle-bus-service-adjusts-schedule/>

## **LOCAL INFORMATION**

USAG Stuttgart is a part of Installation Management Command (IMCOM), and manages five installations in the Stuttgart area: Panzer Kaserne, Patch Barracks, Kelley Barracks, Robinson Barracks and Stuttgart Army Airfield.

## **Banking & Credit Cards**

You will need to open a bank account when you arrive. German bills, such as rent and utilities are paid by direct debit using an international bank account number (IBAN), which U.S. banks do not have. Ensure that the bank you choose offers this service, as not all of them do.

There are a number of banks to choose from:

4. Community Bank (<https://www.dodcommunitybank.com/>)
5. Service Federal Credit Union (<https://www.andrewsfcu.org/about-us/in-the-community/overseas.html>)
6. You may also open an account at a German bank off-post

Soldiers will find themselves on the economy for travel, entertainment, and dining. While most businesses will accept bank debit and credit cards, some vendors operate on local currency, cash only. Typically, larger stores and shopping malls will accept debit and credit cards while smaller shops, restaurants, and street vendors will be cash only. Soldiers should consider carrying local currency when shopping on the economy in case vendors do not accept credit cards.

Ensure credit cards, if you use them, have travel notices in place with the bank.

## Mobile Phones

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if your phone is unlocked.

Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

It is highly recommended that you have a local phone number. International plans are very expensive. See [Keeping in Touch Abroad](#) for more options.

Cell Phone Services:

- Two options to choose from at the PX (TKS or T-mobile) that have been vetted for military personnel.
- Options on the economy as well (at your own risk).

There are also pay-as-you-go options available at the local

electronics stores. Making calls to and from Germany:

1. To call the United States from Europe: 001 + area code + number.
2. To call Germany from the United States: 011 + 49 + German number.

Note: A German telephone number begins with a "0"; you drop the first "0" to the local number. Example: 09662-83-2289 dialed from the US would be 011-49-9662-83-2289.

## Red Cross Messages

Prior to departing the United States, please provide the following information to your family/friends in case of an emergency:

- Duty Location
- Unit Name
- SSN
- Full name and Rank

Phone Numbers

- 011-49-711-680-113 (from the US)
- 0711-680-113 (from Germany)
- 314-430-1110 (DSN in Germany)
- Red Cross (US) 1-877-272-7337

## **Value Added Tax (VAT)**

Sales tax in Germany is 19%. You can purchase VAT forms that will allow you to recoup the tax on your purchases. There are two different forms. The form for purchases under €2,500 are \$5 each. The forms for purchases greater than €2,500 cost \$25 each. Check with the retailer to see if they accept VAT forms. See the VAT office for more information.

## **Rationing**

German, US Custom Laws, and US Army in Europe Regulations apply to all US Forces in Germany. Rationed items are not transferable and are for your own personal use. They are not for resale and violators are subject to disciplinary action. Rationed items include cigarettes, coffee, and liquor that are purchased in the PX, Shoppette, and Commissary.

Orders need approval stamp or a rations card issued by the S1 upon arrival in Germany in order to receive rationing privilege.

## **Helpful Links**

USAREUR Website: <http://www.eur.army.mil>

USAG Stuttgart Website: <https://home.army.mil/stuttgart/>

Transportation/HHG <http://www.move.mil> (Must be authorized on your orders to be reimbursed by the government)

\*\*Facebook has many useful pages

## Germany – WIESBADEN

### **BEFORE YOU ARRIVE**

#### **Bringing Dependents to Germany**

Although you are not prohibited from bringing your dependents to live with you in Germany, USAREUR-AF does not encourage this due to the financial and legal implications of doing so. Dependents will NOT be command sponsored and are, in effect, considered tourists, living in your off-post housing (not authorized to live on-post).

Under the NATO Status of Forces Agreement, and any applicable supplemental agreement between the United States and Germany, your dependents will be considered as “accompanying the force” in the same manner as Soldiers with accompanied orders. However, this status merely authorizes your dependents to remain in country beyond 90-days without an applicable visa. It does not authorize your dependents access to certain services typically available to US Military dependents at the overseas duty location: schools, child care, and local medical facilities. These services may be available on a space available basis, but it is not guaranteed. When in doubt, Soldiers should contact appropriate offices to determine availability of services.

There are financial and legal implications if you chose to bring your dependents here on anything other than a visit/vacation. Please understand and carefully consider the risks and financial impacts before you make any decisions about your family. You should reference the Pay and Entitlements brief (Appendix A) of this guide and contact your servicing U.S. Army Europe finance office prior to accepting orders.

If you bring your family members to Germany with the **intent** for them to remain with you beyond 90 days you must notify your finance office immediately upon their arrival. *Intent* may be inferred from actions suggesting that you plan for your family to remain in Germany beyond 90 days, such as enrolling your children in school. Be up front with your intentions for your family in order to avoid any negative financial or legal consequences.

All family related travel and housing expense is at the Soldiers OWN expense (non-reimbursable). Ensure you understand the requirements and services available prior to bringing them to Germany.

#### **Traveling With Pets**

It is important to understand where you will be housed prior to considering bringing pets. If you are assigned to live on post, pets are not allowed. Pets will not be a consideration for an exception to policy to reside off post. Any costs associated with bringing your pets are at your own expense. It is recommended that you arrive and secure housing prior to sending your pets and have alternate plans if your housing situation does not allow for pets.

Traveling overseas with a pet requires additional planning and preparation. Bringing pets to Europe is a privilege, not an entitlement. As such, the Contract Travel Office (CTO), does not

book pet flights, but they can book a pet-friendly flight with the CTO contracted airline Patriot Express or other airline if authorized to travel commercially. All costs associated with pet travel are at your expense. Commercial airline carriers may have specific pet policies or limitations that further restrict pet travel. Traveling with pets requires a lot of pre-planning. Late reporting due to lack of availability of pet flights is not authorized.

See your local veterinarian for current requirements to travel with or ship your pets (Pet Passport) to your new country and specific location – requirements can vary greatly so be sure you know exactly where you will be assigned. Plan for additional fees for pre-travel prep, flights, arrival and possible boarding/kennel needs which may not be reimbursable.

**NOTE:** When traveling with pets, delays in travel that affect your timeline may incur additional expenses.

### **Travel to Theater – Frankfurt Airport**

Your orders will be PCS Orders and flights are paid using an Individually Billed Account (IBA). This means that you will need to call 1-800-709-2190 to book your flights... **YOU MUST USE YOUR GOVERNMENT TRAVEL CHARGE CARD.** Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

You will make travel arrangements to the **Report To** location on your orders. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel to theater will be arranged by the CRC.

You may make your flight arrangements prior to receiving your orders. Inform SATO that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If your orders are not processed in time, the tickets will not be processed. **\*\*\* Ensure SATO knows your REPORT date (start date of the order) into Europe. This will be your departure from your location.**

Once you have received your itinerary, send it to your sponsor.

**\*\*\* Travel to or from a location not on your orders may result in a delay or a rejection by DFAS in the processing of your Smart Voucher reimbursement. \*\*\***

A Smart Voucher for reimbursement will be completed after you have reported to your duty location. Instructions to submit the Smart Voucher is attached which can be viewed **here**.



## **Lodging**

Soldiers in the **grade of E5 and below** will be housed in on post barracks. Your sponsor will arrange for you to sign for your room on the day you arrive in country. Lodging will not be reimbursed.

Soldiers in the **grade of E6** will be assigned to an apartment with a roommate in the Crestview Housing Area. Your sponsor will arrange for you to sign for your room on the day you arrive in country. Lodging will not be reimbursed.

Soldiers in the **grade of E7 and above**, to include officers and warrant officers, will be required to live off-post. It is recommended to arrange temporary lodging (hotel) until housing is leased.

If arranging temporary lodging, you are only afforded 65% of the current locality per diem lodging rate. Any charges over that amount will not be reimbursed. See TLA Computing for more information: [https://www.defensetravel.dod.mil/Docs/perdiem/Computing\\_TLA.pdf](https://www.defensetravel.dod.mil/Docs/perdiem/Computing_TLA.pdf)

Soldiers will contact the Wiesbaden Army Lodge and make initial reservations for 30 days. It is required you stay at the lodge if there is availability. This gives you access to the shuttle bus that goes between Hainerberg and Clay Kaserne. IF there is no availability at the lodge you will receive an email with a statement of non-availability. If there is no availability at the Army Lodge it is recommended you use one of the hotels recommended by the Army Lodge. You are free to use any hotel of your choosing under the per diem cap, but be mindful of transportation to Clay Kaserne, as transportation is only provided from the Army Lodge.

## **Reporting**

You will be picked up from the airport by your sponsor or other pre-arranged transportation and brought to your mission location to begin in-processing (Day 1). You will in-process IACS for base access, HHBN, Welcome Center for in-processing schedule, and be introduced to your supervisor and team if time allows. Upon completion you will be taken to your hotel or assigned your on-post accommodations.

## **In-Processing**

Your place of duty for the first 10 business days will be the in-processing center in uniform. TDY and other work related travel is not authorized during in-processing.

In-processing begins at 0730 on Day 2 in building 1023W.

- If staying at the Army Lodge, Soldiers can take the southbound base shuttle. Check posted time table outside the lodge.

- If residing off post, transportation is an individual requirement.

The next 10 days will be a combination of individually made appointments to complete tasks such as medical, dental, etc and scheduled briefings within various classrooms inside the Welcome Center

## Required Documents

- 10 copies of your orders
- Any other documents required for finance

**Make copies of all documents prior to turning them in!!**

## Finance

Responsible finance office: Wiesbaden Finance Office

Entitlements vary greatly depending on each Soldier's individual circumstances.

Please refer to Pay Brief in Appendix A.

You will be briefed on your individual entitlements during the finance in-processing brief.

## Housing

Soldiers in the **grade of E5 and below** will be housed in on post barracks. Your sponsor will arrange for you to sign for your room on the day you arrive in country. Lodging will not be reimbursed.

Soldiers in the **grade of E6** will be assigned to an apartment with a roommate in the Crestview Housing Area. Your sponsor will arrange for you to sign for your room on the day you arrive in country. Lodging will not be reimbursed.

Soldiers in the **grade of E7 and above**, to include officers and warrant officers, will be required to live off-post. It is recommended to arrange temporary lodging (hotel) until housing is leased. Should on-post housing not be available, a statement of non-availability will be issued by the on-post housing office and you will be referred to off-post housing.

## Off Post Housing in the Wiesbaden Area

Off-post housing in the Wiesbaden area can be expensive. You will be required to pay a deposit on an off-post apartment or rental house. The cost is typically between \$3,000 and \$7,000 US dollars. A rental advance is available upon request but may not be paid prior to being required to submit the deposit. If the advance is taken it will be deducted monthly for up to the length of your order set. Housing deposits may be kept up to one year after the end of a contract. Check with the landlord for details prior to signing your contract.

**The OHA approval timeline can take up to 90 days. Before arriving, you will want to ensure you can cover up to 90 days' worth of housing expenses, including deposit, rent, utilities, etc.**

When choosing off-post housing, pay careful attention to the zip code of the house, as it will affect the OHA allowance authorized. OHA is paid based on your Permanent Duty Station (PDS) (If your orders state Duty At: Wiesbaden, you will receive OHA based on the Wiesbaden rate).

**Important:** If you currently reside in the Wiesbaden area, confirm with the housing office which OHA area your zip lies in, Other Hesse (DE359) or Wiesbaden (DE355). There is a large difference in OHA allowances between the two.

Additionally, there are very few rentals that are fully furnished. While the Army may provide ‘some’ loaner furniture, you may need to purchase additional furniture and accessories. You will receive a one-time move in allowance (MIHA). However, the MIHA is location dependent and rarely exceeds \$700 US dollars.

You can check out [www.homes.mil](http://www.homes.mil) for available houses for rent; HOWEVER, you will NOT be able to schedule any visits or contract for a house UNTIL you:

- Complete finance and on-post housing in-processing for a Statement of Non-Availability (NSA). This is different than the one you may receive for the hotel.
- Coordinated with off-post housing for appointments to schedule visits to available homes (the website is not always up-to-date).

## Mobile Phones

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some most companies sell phones with software that prevents them from recognizing another company’s SIM card. Contact your cellular network provider before you leave the US to determine if you phone is unlocked.

Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

It is highly recommended that you have a local phone number. International plans are very expensive. See [Keeping in Touch Abroad](#) for more options.

Cell Phone Services: Two options to choose from at the PX (TKS or T-mobile) that have been vetted for military personnel.

- Options on the economy as well (at your own risk).

There are also pay-as-you-go options available at the local

electronics stores. Making calls to and from Germany:

3. To call the United States from Europe: 001 + area code + number.
4. To call Germany from the United States: 011 + 49 + German number.

**Note:** A German telephone number begins with a “0”; you drop the first “0” to the local number. Example: 09662-83-2289 dialed from the US would be 011-49-9662-83-2289.

## **Transportation**

Public transportation around Wiesbaden, Germany, and Europe in general is excellent. Many Soldiers use the bus to get to and from work.

Use of a bicycle is also an option. There are many trails that offer safe ways to ride to work.

Carpool with other Soldiers in your section/apartment complex.

Vehicle purchase options include:

- USAG MWR bid lot - located across from the Army Lodge next to the ACS building
- USAG Wiesbaden resale lot – located on the west side of the Army Lodge parking lot
- Various dealerships/lots in the greater Kaiserslautern Military Community

Consolidated (KMCC) and Ramstein Air Base locale

- Facebook Groups – There are plenty of Facebook groups you can find from another DODID holder that is PCSing that is selling their vehicle

If you purchase a vehicle, you will be required to have the vehicle inspected (usually paid for by the seller), registered and insured by you.

As with purchasing any car, it is highly recommended you have the vehicle independently inspected by a certified mechanic.

If your dependent is visiting for less than 30 days and will need to drive your USAREUR-AF registered vehicle, you must visit the local military Customs Office and obtain an AE Form 550-175D (Authorized to Operate POV). The customs staff will fill out the AE Form 550-175C (request for Exception to Policy for Authorization to Operate a POV). You will be required to provide the sponsor's / vehicle owner's ID card, POV registration, name of visitor, a photocopy of the visitor's passport, and international driving permit or other driver's license valid in Germany. If they are going to be in the country for 30-90 days, they will be required to get a USAREUR driver's license.

## **Driver's License**

U.S. personnel must possess both a current stateside driver's license and a USAREUR driver's license to drive in Germany.

If this is your first assignment in Europe and you have never received a USAREUR driver's license before, you will be required to attend an in-person training and testing; this can be scheduled during the Driver's Testing and Training Station (DTTS) in-processing brief. You must score a minimum of 85% to pass the examination and receive a USAREUR driver's license.

The USAREUR driver's license is valid for five years.

You may find more information **here** to help you prepare for the training and exam.

## **Local Information**

There are three base annexes in Wiesbaden. Clay Kaserne houses the USAREUR-AF Headquarters and other tenant units, Hainerberg houses on-post housing, PX, Commissary, and the Army Lodge; and Mainz-Kastel is where vehicle registration, inspection and the TMP lot is located. In addition, there are two housing areas that do not have restricted access, Crestview and Aukuun Housing Areas.

## **Banking & Credit Cards**

You will need to open a bank account when you arrive. German bills, such as rent and utilities are paid by direct debit using an international bank account number (IBAN), which US banks do not have. Ensure that the bank you choose offers this service, as not all of them do.

There are a number of banks to choose from:

- Community Bank – <https://www.dodcommunitybank.com/>
- Andrew's Federal Credit Union – <https://www.andrewsfcu.org/about-us/in-the-community/overseas.html>
- You may also open an account at a German bank off-post

Soldiers will find themselves on the economy for travel, entertainment, and dining. While most businesses will accept bank debit and credit cards, some vendors operate on local currency, cash only. Typically, larger stores and shopping malls will accept debit and credit cards while smaller shops, restaurants, and street vendors will be cash only. Soldiers should consider carrying local currency when shopping on the economy in case vendors do not card payments. Ensure credit cards, if you use them, have travel notices in place with your bank.

## **Value Added Tax (VAT)**

Sales tax in Germany is 19%. You can purchase VAT forms that will allow you to recoup the tax on your purchases. There are two different forms. The form for purchases under €2,500 are \$5 each. The forms for purchases greater than €2,500 cost \$25 each. Check with the retailer to see if they accept VAT forms. See the VAT office for more information.

## **Rationing**

German, US Custom Laws, and US Army in Europe Regulations apply to all US Forces in Germany. Rationed items are not transferable and are for your own personal use. They are not for resale and violators are subject to disciplinary action. Rationed items include cigarettes, coffee, and liquor that are purchased in the PX, Shoppette, and Commissary.

Orders needs approval stamp or a rations card issued by the S1 upon arrival in Germany in order to receive rational privilege.

## **Helpful Links**

USAREUR Website: <http://www.eur.army.mil>

USAG Wiesbaden Website: <http://www.wiesbaden.army.mil/>

Transportation/HHG: <http://www.move.mil> (Must be authorized on your orders to be reimbursed)

## **ITALY - AVIANO & VICENZA**

### **BEFORE YOU ARRIVE**

#### **Bringing Family to Italy**

The Status of Forces (SOFA) agreement between the United States and Italy does not allow you to bring your family if they are not included on your orders, and therefore will only be able to visit you on a Tourist Visa for 90 days at a time. Bringing your family to Italy requires Command Sponsorship, this entitlement is only available for active duty Soldiers that are serving at least 3 years in Italy, and allows them to obtain the required Soggiorno for their family members. COADOS order length can only be up to 365 days at a time in a non-contingency location, because of the short tour length it is unlikely that you will receive Command Sponsorship. When you apply for a new COADOS tour for an additional 365 days, this does not change your eligibility status for Command Sponsorship, you are on a completely new 365 day tour that starts the day after your previous order ends.

#### **Traveling With Pets**

It is important to understand where you will be housed prior to consider bringing pets. If you are assigned to live on post, pets are not allowed. Pets will not be a consideration for an exception to policy to reside off post. Any costs associated with bringing your pets are at your own expense. It is recommended that you arrive and secure housing prior to sending your pets and have alternate plans if your housing situation does not allow for pets.

Traveling overseas with a pet requires additional planning and preparation. Bringing pets to Europe is a privilege, not an entitlement. As such, the Contract Travel Office (CTO), does not book pet flights, but they can book a pet-friendly flight with the CTO contracted airline Patriot Express or other airline if authorized to travel commercially. All costs associated with pet travel are at your expense. Commercial airline carriers may have specific pet policies or limitations that further restrict pet travel. Traveling with pets requires a lot of pre-planning. Late reporting due to lack of availability of pet flights is not authorized.

See your local veterinarian for current requirements to travel with or ship your pets (Pet Passport) to your new country and specific location – requirements can vary greatly so be ensure you know exactly where you will be assigned. Plan for additional fees for pre-travel prep, flights, arrival and possible boarding/kennel needs which may not be reimbursable. NOTE: Some timelines are very specific and may cause delays, as well as significant additional expense, for your pet's travel if you do not follow exact requirements.

## Travel to Theater – Venice Airport

Your orders will be PCS Orders and flights are paid using a Individually Billed Account (IBA). This means that you will need to call 1-800-709-2190 or the 800 number on your order to book your flights... **DO NOT USE DTS OR YOUR GOVERNMENT TRAVEL CHARGE CARD**, you will not be reimbursed.

Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances.

You will make travel arrangements to the **Report To** location on your orders. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel to theater will be arranged by the CRC.

You must make a CRC reservation (can't make until within 30 days of CRC). Reporting to CRC will be on a Wednesday. Failure to make a CRC reservation will result in CRC staff turning you away upon arrival. Visit <https://home.army.mil/bliss/index.php/units-tenants/crc/military-dod-civilian-deployers> to reserve and to access the checklist for the required Pre-Deployment TSIRT Computer Based Training (CBTs). All applicable CBTs must be completed prior to arrival at CRC. Print all certificates and bring them with you to turn in to CRC staff.

Once you have received your itinerary, send it to your M&RA POC and sponsor. Your sponsor will be responsible for arranging your transportation from the airport to your lodging/barracks. You may take a taxi to the hotel if your sponsor is not available to pick you up.

## Arranging Temporary Lodging

Soldiers in the grade of **E6 and below** will be housed on post in barracks. Your sponsor will arrange for you to sign for your room on the day you arrive in country. Lodging will not be reimbursed.

Soldiers in the grade of **E7 and above**, to include officers and warrant officers, will be housed off-post and should arrange off-post temporary lodging (hotel).

**If arranging off-post lodging, you are only afforded 65% of the current Temporary Lodging Allowance (TLA).** Any charges over that amount will not be reimbursed.

Lodging should initially be reserved for 30 days. Contact the Ederle Inn (Army lodge on Caserma Ederle) for reservations. It is recommended that you say at the lodge if there is availability. If there is no availability at the lodge you will receive an email with a statement of non-availability. In that case it is recommended that you use one of the hotels recommended by the Army Lodge. You are free to use any hotel of your choosing, but be mindful of transportation will be your responsibility during in-processing.

Contacting Ederle Inn (Army Lodge on Caserma Ederle)

- 011 39 0444 71 8034 From USA
- <https://italy.armymwr.com/programs/ederle-inn-army-lodging>

## **Transportation from Arrival Airport to duty location in Europe**

Once you have received your itinerary, send it to your sponsor. Your sponsor is responsible for arranging your transportation from the airport to your lodging/barracks.

## **In Processing**

You will begin in-processing at the Central Processing Facility (CPF) on Caserma Ederle the first available duty day. You will receive your in-processing schedule, be introduced to your Supervisor and team and then will be brought to your hotel (E7 and above) or your assigned quarters (E6 and below). Expect in- processing to last about 3 weeks.

## **Entitlements**

Entitlements vary greatly depending on each Soldiers individual circumstances and location. Please refer to the Pay Brief in Appendix A.

You will be briefed on your entitlements again during the finance in-processing brief.

## **Housing**

Typically, Soldiers E7 and above, unaccompanied will live off post. You will be required to pay a deposit on an apartment or rental house. This can typically be between \$3-7K. Additionally, there are very few rentals that are fully furnished. You may need to purchase furniture and accessories. You will receive a one-time moving allowance and you can take an advance from finance to help alleviate the strain of this money up front.

## **APO Mail System**

The Army has set up the APO system to provide regular mail service to service members. Mail service is for personal use only. It is NOT for business use.

Every soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in-processing.

## **Allied Forces Italy Driver's License**

You will also need to obtain an Allied Forces Italy driver's license upon arrival. Ensure that your state driver's license will not expire during your stay in Italy.

You will complete the Allied Forces Italy driver's training and test during your arrival in-processing (within the first 1-2 weeks in Italy). You MUST have this license as a USARAF Soldier to drive in Italy.



## LOCAL INFORMATION

There are two garrisons in Italy, Vicenza and Camp Darby.

### Banking & Credit Cards

You will need to open a bank account when you arrive. Italian bills, such as rent and utilities are paid by direct debit using and IBAN, which US banks do not have. Ensure that the bank you choose offers this service, as not all of them do.

There are two banks to choose from:

1. Community Bank (<https://www.dodcommunitybank.com/>)
2. Italian Local Bank BNL (<https://bnl.it/it/Individui-e-Famiglie>)

Soldiers will find themselves on the economy for travel, entertainment, and dining. While most businesses will accept bank debit and credit cards, some vendors operate on local currency, cash only. Typically, larger box stores and shopping malls will accept debit and credit cards while smaller shops, restaurants, and street vendors will be cash only. It is recommend carrying some cash in local currency if you plan to shop on the economy.

Ensure credit cards, if you use them, have travel notices in place with the bank.

### Mobile Phones

Ensure that your US phone is unlocked and ask your provider if it will work in Italy. Most plans offer international rates and you should be able to use your phone here until you get an Italian plan.

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if you phone is unlocked.

Have a SIM card slot – certain US and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

Ensure that your US phone is unlocked and ask your provider if it will work in Italy. Most plans offer international rates. However, if the international plan offered is excessive, you should be able to procure an Italian cell plan here so long as your U.S. phone is unlocked and approved for use in Europe.

## Transportation Options

Public transportation around Vicenza, Italy and Europe in general is excellent. Many Soldiers use the bus to get to and from Caserma Ederle and Caserma Del Din.

Use of a bicycle is also very popular. Carpool with other Soldiers in your

section/apartment complex. Purchase a vehicle, options include:

- USAG Italy resale lot (located in rear of Army Lodge parking)
- FaceBook.com (Search Vicenza Beaters)

Insurance is required and must be provided prior to registration.

## Red Cross Messages

Prior to departing the United States, please provide your significant other the following information in case of an emergency:

- Duty Location
- Unit Name
- SSN
- Full name and Rank

Phone Numbers

- Vicenza Red Cross 0111-39-0444-61-8918 (from the US)
- 637-8919 (DSN in Germany)
- Red Cross (US) 1-877-272-7337

## Valued Added Tax (VAT)

Spending over 150€ at one store? Check out the [TAX RELIEF OFFICE](#) to learn how you can buy certain items minus the 22% Valued Added Tax (VAT)!

## Helpful Links

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

## **POLAND - BOLESLAWIEC & DPTA (RESOLUTE CASTLE)**

### **BEFORE YOU ARRIVE**

#### **Bringing Dependents to Poland**

Although you are not prohibited from bringing your dependents to live in Poland, USAREUR-AF does not encourage this due to the financial and legal implications of doing so. Dependents will NOT be command sponsored and are, in effect, considered tourists, living in your off-post housing (not authorized to live on- post). As quarters off post are not authorized, any cost for your family to reside in Poland would be at your own expense. Under the NATO Status of Forces Agreement, and any applicable supplemental agreement between the United States and Poland, your dependents will be considered as “accompanying the force” in the same manner as Soldiers with accompanied orders. However, this status merely authorizes your dependents to remain in country beyond 90-days without an applicable visa. It does not authorize your dependents access to certain services typically available to US Military dependents at the overseas duty location: schools, child care, and local medical facilities. These services may be available on a space available basis, but it is not guaranteed. You would need to contact the local offices to be advised on availability. There are financial and legal implications if you chose to bring your dependents here on anything other than a visit/vacation. Please understand and carefully consider the risks and financial impacts before you make any decisions about your family. You should reference the Pay and Entitlements brief (Appendix A) of this guide and contact your servicing U.S. Army Europe finance office prior to accepting orders.

If you bring your family members to Poland with the **intent** for them to remain with you beyond 90 days you must notify your finance office immediately upon their arrival. *Intent* may be inferred from actions suggesting that you plan for your family to remain in Poland beyond 90 days, such as enrolling your children in school. Be up front with your intentions for your family in order to avoid any negative financial or legal consequences.

All family related travel and housing expense is at the Soldiers OWN expense (non-reimbursable). Ensure you understand the requirements and services available prior to bringing them to Poland.

#### **Traveling With Pets**

Traveling with pets is not authorized as you will be assigned government quarters.

## **Travel to Theater – Poznan Airport**

Your orders will be PCS Orders and flights are paid using an Individually Billed Account (IBA). This means that you will need to call 1-800-709-2190 to book your flights... **YOU MUST USE YOUR GOVERNMENT TRAVEL CHARGE CARD.** Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

You will make travel arrangements to the **Report To** location on your orders. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel to theater will be arranged by the CRC.

You may make your flight arrangements prior to receiving your orders. Inform SATO that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If your orders are not processed in time, the tickets will not be processed. **\*\*\* Ensure SATO knows your REPORT date (start date of the order) into Europe. This will be your departure from your location.**

Once you have received your itinerary, send it to your sponsor.

**\*\*\* Travel to or from a location not on your orders may result in a delay or a rejection by DFAS in the processing of your Smart Voucher reimbursement. \*\*\***

A Smart Voucher for reimbursement will be completed after you have reported to your duty location. Instructions to submit the Smart Voucher is attached which can be viewed **here**.

## **Arranging Temporary Lodging**

All Soldiers delayed in travel will have lodging directly coordinated through the Resolute Castle OIC/Lead Planner and the Unit's GPC holder and Government Travel Cards.

Transportation from Arrival Airport to duty location in Europe

Resolute Castle OIC/Lead Planner through USAG Poland (21<sup>st</sup> TSC) will arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

## **APO Mail System**

The Army has set up the APO system to provide regular mail service to service members.

Mail service is for personal use only. It is NOT for business use.

Every soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in-processing.

Mail will be delivered through common mailing address.

## **USAREUR-AF Driver's License**

You will conduct online classroom instruction followed by the written exam through

JKO Joint Knowledge Online. You MUST have this license as a USAREUR-AF

Soldier to drive in Poland.

## **Finance**

Responsible Finance Office: Report through direct chain of command.

Entitlements vary greatly depending on each Soldier's individual circumstances and location.

Please refer to the Pay Brief in Appendix A.

You will be briefed on your individual entitlements during the finance in-processing brief.

## **Mobile Phones**

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if your phone is unlocked.

Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

Ensure that your US phone is unlocked and ask your provider if it will work in Poland. Most plans offer international rates. However, if the international plan offered is excessive, you should be able to procure a Poland cell plan here so long as your U.S. phone is unlocked and approved for use in Europe.

Cell Phone Services:

- Two options to choose from at the PX (TKS or T-mobile) that have been vetted for military personnel
- Options on the economy as well (at your own risk).

There are also pay-as-you-go options available at the local electronics stores.

## **POLAND – POZNAN**

### **BEFORE YOU ARRIVE**

#### **Bringing Dependents to Poland**

Although you are not prohibited from bringing your dependents to live in Poland, USAREUR-AF does not encourage this due to the financial and legal implications of doing so. Dependents will NOT be command sponsored and are, in effect, considered tourists, living in your off-post housing (not authorized to live on- post). As quarters off post are not authorized, any cost for your family to reside in Poland would be at your own expense. Under the NATO Status of Forces Agreement, and any applicable supplemental agreement between the United States and Poland, your dependents will be considered as “accompanying the force” in the same manner as Soldiers with accompanied orders. However, this status merely authorizes your dependents to remain in country beyond 90-days without an applicable visa. It does not authorize your dependents access to certain services typically available to US Military dependents at the overseas duty location: schools, child care, and local medical facilities. These services may be available on a space available basis, but it is not guaranteed. You would need to contact the local offices to be advised on availability. There are financial and legal implications if you chose to bring your dependents here on anything other than a visit/vacation. Please understand and carefully consider the risks and financial impacts before you make any decisions about your family. You should reference the Pay and Entitlements brief (Appendix A) of this guide and contact your servicing U.S. Army Europe finance office prior to accepting orders.

If you bring your family members to Poland with the **intent** for them to remain with you beyond 90 days you must notify your finance office immediately upon their arrival. *Intent* may be inferred from actions suggesting that you plan for your family to remain in Poland beyond 90 days, such as enrolling your children in school. Be up front with your intentions for your family in order to avoid any negative financial or legal consequences.

All family related travel and housing expense is at the Soldiers OWN expense (non-reimbursable). Ensure you understand the requirements and services available prior to bringing them to Poland.

#### **Traveling With Pets**

Traveling with pets is not authorized as you will be assigned government quarters.

#### **Travel to Theater – Poznan Airport**

Your orders will be PCS Orders and flights are paid using an Individually Billed Account (IBA). This means that you will need to call 1-800-709-2190 to book your flights... **YOU MUST USE YOUR GOVERNMENT TRAVEL CHARGE CARD.** Refer to your orders for

travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

You will make travel arrangements to the **Report To** location on your orders. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel to theater will be arranged by the CRC.

You may make your flight arrangements prior to receiving your orders. Inform SATO that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If your orders are not processed in time, the tickets will not be processed. **\*\*\* Ensure SATO knows your REPORT date (start date of the order) into Europe. This will be your departure from your location.**

Once you have received your itinerary, send it to your sponsor.

**\*\*\* Travel to or from a location not on your orders may result in a delay or a rejection by DFAS in the processing of your Smart Voucher reimbursement. \*\*\***

A Smart Voucher for reimbursement will be completed after you have reported to your duty location. Instructions to submit the Smart Voucher is attached which can be viewed **here**.

### **Arranging Temporary Lodging**

All Soldiers delayed in travel will have lodging directly coordinated through the Resolute Castle OIC/Lead Planner and the Unit's GPC holder and Government Travel Cards.

Transportation from Arrival Airport to duty location in Europe

Resolute Castle OIC/Lead Planner through USAG Poland (21<sup>st</sup> TSC) will arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

### **APO Mail System**

The Army has set up the APO system to provide regular mail service to service members. Mail service is for personal use only. It is NOT for business use.

Every soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in-processing.

Mail will be delivered through common mailing address.

## **USAREUR-AF Driver's License**

You will conduct online classroom instruction followed by the written exam through JKO Joint Knowledge Online. You **MUST** have this license as a USAREUR-AF Soldier to drive in Poland.

## **Finance**

Responsible Finance Office: Report through direct chain of command.  
Entitlements vary greatly depending on each Soldiers individual circumstances and location. Please refer to the Pay Brief in Appendix A.  
You will be briefed on your individual entitlements during the finance in-processing brief.

## **Mobile Phones**

For a phone to work in Europe, it needs to satisfy these requirements:  
Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if you phone is unlocked.  
Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.  
Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.  
Ensure that your US phone is unlocked and ask your provider if it will work in Poland. Most plans offer international rates. However, if the international plan offered is excessive, you should be able to procure a Poland cell plan here so long as your U.S. phone is unlocked and approved for use in Europe.

Cell Phone Services:

- Two options to choose from at the PX (TKS or T-mobile) that have been vetted for military personnel
- Options on the economy as well (at your own risk).

There are also pay-as-you-go options available at the local electronics stores.



## **POLAND – *WARSAW***

### **BEFORE YOU ARRIVE**

#### **Bringing Dependents to Poland**

Although you are not prohibited from bringing your dependents to live in Poland, USAREUR-AF does not encourage this due to the financial and legal implications of doing so. Dependents will NOT be command sponsored and are, in effect, considered tourists, living in your off-post housing (not authorized to live on- post). As quarters off post are not authorized, any cost for your family to reside in Poland would be at your own expense. Under the NATO Status of Forces Agreement, and any applicable supplemental agreement between the United States and Poland, your dependents will be considered as “accompanying the force” in the same manner as Soldiers with accompanied orders. However, this status merely authorizes your dependents to remain in country beyond 90-days without an applicable visa. It does not authorize your dependents access to certain services typically available to US Military dependents at the overseas duty location: schools, child care, and local medical facilities. These services may be available on a space available basis, but it is not guaranteed. You would need to contact the local offices to be advised on availability. There are financial and legal implications if you chose to bring your dependents here on anything other than a visit/vacation. Please understand and carefully consider the risks and financial impacts before you make any decisions about your family. You should reference the Pay and Entitlements brief (Appendix A) of this guide and contact your servicing U.S. Army Europe finance office prior to accepting orders.

If you bring your family members to Poland with the **intent** for them to remain with you beyond 90 days you must notify your finance office immediately upon their arrival. *Intent* may be inferred from actions suggesting that you plan for your family to remain in Poland beyond 90 days, such as enrolling your children in school. Be up front with your intentions for your family in order to avoid any negative financial or legal consequences.

All family related travel and housing expense is at the Soldiers OWN expense (non-reimbursable). Ensure you understand the requirements and services available prior to bringing them to Poland.

#### **Traveling With Pets**

Traveling with pets is not authorized as you will be assigned government quarters.

#### **Travel to Theater – Poznan Airport**

Your orders will be PCS Orders and flights are paid using an Individually Billed Account (IBA). This means that you will need to call 1-800-709-2190 to book your flights... **YOU MUST USE YOUR GOVERNMENT TRAVEL CHARGE CARD.** Refer to your orders for

travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

You will make travel arrangements to the **Report To** location on your orders. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel to theater will be arranged by the CRC.

You may make your flight arrangements prior to receiving your orders. Inform SATO that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If your orders are not processed in time, the tickets will not be processed. **\*\*\* Ensure SATO knows your REPORT date (start date of the order) into Europe. This will be your departure from your location.**

Once you have received your itinerary, send it to your sponsor.

**\*\*\* Travel to or from a location not on your orders may result in a delay or a rejection by DFAS in the processing of your Smart Voucher reimbursement. \*\*\***

A Smart Voucher for reimbursement will be completed after you have reported to your duty location. Instructions to submit the Smart Voucher is attached which can be viewed **here**.

### **Arranging Temporary Lodging**

All Soldiers delayed in travel will have lodging directly coordinated through the Resolute Castle OIC/Lead Planner and the Unit's GPC holder and Government Travel Cards.

Transportation from Arrival Airport to duty location in Europe

Resolute Castle OIC/Lead Planner through USAG Poland (21<sup>st</sup> TSC) will arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

### **APO Mail System**

The Army has set up the APO system to provide regular mail service to service members. Mail service is for personal use only. It is NOT for business use.

Every soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in-processing.

Mail will be delivered through common mailing address.

## **USAREUR-AF Driver's License**

You will conduct online classroom instruction followed by the written exam through JKO Joint Knowledge Online. You **MUST** have this license as a USAREUR-AF Soldier to drive in Poland.

## **Finance**

Responsible Finance Office: Report through direct chain of command.  
Entitlements vary greatly depending on each Soldiers individual circumstances and location. Please refer to the Pay Brief in Appendix A.  
You will be briefed on your individual entitlements during the finance in-processing brief.

## **Mobile Phones**

For a phone to work in Europe, it needs to satisfy these requirements:  
Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if you phone is unlocked.  
Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.  
Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.  
Ensure that your US phone is unlocked and ask your provider if it will work in Poland. Most plans offer international rates. However, if the international plan offered is excessive, you should be able to procure a Poland cell plan here so long as your U.S. phone is unlocked and approved for use in Europe.

Cell Phone Services:

- Two options to choose from at the PX (TKS or T-mobile) that have been vetted for military personnel
- Options on the economy as well (at your own risk).

There are also pay-as-you-go options available at the local electronics stores.

## ROMANIA – *ALL LOCATIONS*

### **BEFORE YOU ARRIVE**

#### **Bringing Dependents/Pets to Romania**

You are not authorized to bring your dependents nor pets to live with you in Romania.

#### **Travel to Theater – Bucharest, Airport (OTP)**

Your orders will be PCS Orders and flights are paid using an Individually Billed Account (IBA). This means that you will need to call 1-800-709-2190 to book your flights... **YOU MUST USE YOUR GOVERNMENT TRAVEL CHARGE CARD.** Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

You will make travel arrangements to the ***Report To*** location on your orders. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel to theater will be arranged by the CRC.

You may make your flight arrangements prior to receiving your orders. Inform SATO that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If your orders are not processed in time, the tickets will not be processed. **\*\*\* Ensure SATO knows your REPORT date (start date of the order) into Europe. This will be your departure from your location.**

Once you have received your itinerary, send it to your sponsor.

**\*\*\* Travel to or from a location not on your orders may result in a delay or a rejection by DFAS in the processing of your Smart Voucher reimbursement. \*\*\***

A Smart Voucher for reimbursement will be completed after you have reported to your duty location. Instructions to submit the Smart Voucher is attached which can be viewed **here**.

## **Arranging Temporary Lodging**

**If arranging temporary lodging, you are only afforded 65% of the current Temporary Lodging Allowance (TLA).** Any charges over that amount will not be reimbursed. See TLA Computing for more information:

[https://www.defensetravel.dod.mil/Docs/perdiem/Computing\\_TLA.pdf](https://www.defensetravel.dod.mil/Docs/perdiem/Computing_TLA.pdf)

### **Transportation from Bucharest Airport to duty location in Romania**

Your sponsor will arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

## **APO / DPO Mail System**

The Army has set up the APO / DPO system to provide regular mail service to service members. Mail service is for personal use only. It is NOT for business use.

Every soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in-processing.

Coordinate with your sponsor to obtain a mailbox as soon as your orders are cut.

## **USAREUR-AF / EUCOM Driver's License**

You are required to have either a USAREUR-AF or EUCOM driver's license to operate a government vehicle, depending on your location. See your chain of command for the requirement.

## **REPORTING**

You will be picked up from the airport by your sponsor or other pre-arranged transportation and brought to your mission location to begin in-processing. Each command and location have specific procedures that are required. Consult your sponsor for details.

## **In Processing**

Each duty location in Romania has specific in processing procedures. At a minimum, be prepared to provide the following:

- 10 copies of your orders
- Any other documents required for finance

**MAKE COPIES OF ALL DOCUMENTS PRIOR TO TURNING THEM IN!!!**

## **Finance**

Responsible Finance Office: Wiesbaden Finance Office

Entitlements vary greatly depending on each Soldier's individual circumstances and location. Please refer to the Pay Brief in Appendix A.

You will be briefed on your individual entitlements during the finance in-processing brief.

## **Housing**

If you are on orders at Mihail Kogalniceanu Air Base (MKAB), your sponsor will work with the Housing Office to secure a room in the barracks. The type and size of the room is dependent on your rank.

If you are stationed somewhere other than MKAB your sponsor will work with you to find suitable housing accommodations. If you are living "off post", before signing any paperwork to lease a house or apartment, ensure that Wiesbaden Housing Office and the USAREUR Legal Office approve the lease.

Your sponsor will help with your housing needs.

## **Transportation Options**

In general, public transportation in Romania is a cheap, safe option for getting around. Where you are located will determine what type of personal transportation you will need. Consult with your sponsor if you wish to purchase a car or if there is an option to carpool to work for those living "off base". Uber, Black Cab and other ride share options are readily available in the bigger cities as well as local taxi cabs.

## **LOCAL INFORMATION**

### **Banking & Credit Cards**

You may need to open a bank account when you arrive. Romanian bills, such as rent and utilities are paid by direct debit but do not use the US banking system. Ensure that the bank you choose offers this service, as not all of them do. Your sponsor will help you get started.

Soldiers will find themselves on the economy for travel, entertainment, and dining. While most businesses will accept bank debit and credit cards, some vendors operate on local currency, cash only. Typically, larger box stores and shopping malls will accept debit and credit cards while smaller shops, restaurants, and street vendors will be cash only. It is recommended carrying local currency if you plan to shop on the economy.

Ensure credit cards, if you use them, have travel notices in place with the bank.

## **Mobile Phones**

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if your phone is unlocked.

Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

Ensure that your US phone is unlocked and ask your provider if it will work in Germany. Most plans offer international rates. However, if the international plan offered is excessive, you should be able to procure a German cell plan here so long as your U.S. phone is unlocked and approved for use in Europe.

Cell Phone Services:

- There are a few options for telecom providers in Romania. It is suggested that you utilize the monthly pay as you go plan. Your sponsor will give you more details on arrival.
- Options on the economy as well (at your own risk).

## **Value Added Tax (VAT)**

There may be an option for you to receive a refund for your Value Added Tax (sales tax). Your sponsor will discuss what you may be authorized.

## UKRAINE – *KIEV*

### **BEFORE YOU ARRIVE**

#### **Bringing Dependents/Pets to Ukraine**

You are not authorized to bring your dependents nor pets to live with you in Ukraine.

#### **Travel to Theater – Borispol International Airport (KBP)**

Your orders will be PCS Orders and flights are paid using an Individually Billed Account (IBA). This means that you will need to call 1-800-709-2190 to book your flights... **YOU MUST USE YOUR GOVERNMENT TRAVEL CHARGE CARD**. Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

You will make travel arrangements to the ***Report To*** location on your orders. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel to theater will be arranged by the CRC.

You may make your flight arrangements prior to receiving your orders. Inform SATO that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If your orders are not processed in time, the tickets will not be processed. **\*\*\* Ensure SATO knows your REPORT date (start date of the order) into Europe. This will be your departure from your location.**

Once you have received your itinerary, send it to your sponsor.

**\*\*\* Travel to or from a location not on your orders may result in a delay or a rejection by DFAS in the processing of your Smart Voucher reimbursement. \*\*\***

A Smart Voucher for reimbursement will be completed after you have reported to your duty location. Instructions to submit the Smart Voucher is attached which can be viewed **here**.

#### **Arranging Temporary Lodging**

**If arranging temporary lodging, you are only afforded 65% of the current Temporary Lodging Allowance (TLA). Any charges over that amount will not be reimbursed. See TLA**



Computing for more information:  
[https://www.defensetravel.dod.mil/Docs/perdiem/Computing\\_TLA.pdf](https://www.defensetravel.dod.mil/Docs/perdiem/Computing_TLA.pdf)

You will make your own reservations. Hotels in Kyiv will typically be booked at either the InterContinental, the Hyatt, or the Hilton, barring any unforeseen obstacles (e.g. unavailability due to a major conference). If you are in Kyiv for an extended period and want specific amenities like laundry washing machine and kitchenette, Senator properties are the most common. Please reference the common hotels section.

Ensure to make lodging reservations prior to your departure for Ukraine and are included in your APACS request. The Embassy has relationships with some of the major hotels downtown and in some of the major cities, in addition to Kyiv, and can assist if requested, but TDY personnel are responsible for their lodging reservations prior to their arrival and settling their bill prior to their departure. The most common hotels used by TDY personnel to the Embassy and ODC Kyiv are listed at the end of this document.

### **Transportation from Borispol Airport to duty location in Kiev**

Your sponsor should arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

Uber is widely available in Ukraine by utilizing the application on your smartphones once you establish connectivity. All transactions are secured and processed through the Uber application using your debit or credit card. An option to pay in cash is available as well. Using taxis is an option as well but be sure to skip anybody asking to give you a ride and head straight to the taxi stand directly outside the arrivals terminal . Be sure to agree upon a price before you drive. When returning to the airport, either use Uber or coordinate with your hotel for a taxi ride. Be sure to give yourself plenty of time to arrive early, especially during rush hour periods and in the winter when highway speeds are limited due to icy roads because the 45-minute ride can quickly become one and half hours. If you get an Uber at KBP, the pick-up spot is generally outside at the departure drop-off.

### **APO / DPO Mail System**

The Army has set up the APO / DPO system to provide regular mail service-to-service members. Mail service is for personal use only. It is NOT for business use.

Depending on your assignment, APO / DPO may not be available. It may be necessary to procure a post office box on the economy or have mail delivered directly to your residence. Contact your sponsor for more information.

## **USAREUR / EUCOM Driver's License**

You are not required to have either a USAREUR-AF or EUCOM driver's license to operate a personal vehicle, depending on your location. See your chain of command for the requirement.

## **REPORTING**

You will be picked up from the airport by your sponsor or other pre-arranged transportation and brought to your mission location to begin in-processing. Each command and location have specific procedures that are required. Consult your sponsor for details.

## **In Processing**

Refer to your orders for instructions on in processing. Be sure to bring your military identification card, multiple copies of your travel orders, and your passport. Contact your sponsor with any questions you may have.

**MAKE COPIES OF ALL DOCUMENTS PRIOR TO TURNING THEM IN!!!**

## **Finance**

Responsible Finance Office: Stuttgart Finance Office

Entitlements vary greatly depending on each Soldier's individual circumstances and location.

Please refer to the Pay Brief in Appendix A.

You will be briefed on your individual entitlements during the finance in-processing brief.

## **Housing**

Housing situations will vary depending on the position being filled and the command that the person is attached to. Typically, service members in a PCS status in Kiev will reside in a long-term hotel or apartment.

USAREUR-AF does not typically pay into the ICAS housing pool at the Embassy. Contact your sponsor for more information regarding Embassy housing.

If you are stationed somewhere other than Kiev your sponsor will work with you to find suitable housing accommodations. If you are living "off post", before signing any paperwork to lease a house or apartment, ensure that Stuttgart Housing Office and the EUCOM Legal Office approve the lease.

Your sponsor will help with your housing needs.

## **Transportation Options**

The public transportation system in Kyiv is very efficient and inexpensive. E.g. one-way Metro cost 8 UAH. There are three Metro lines, red, green, and blue. The green line is used to get to the ODC and the red line is the most commonly used to get to the U.S. Embassy.

It's recommended to use ride-sharing options over taxi services due to cost difference, as well as safety. Ride sharing options like Uber are very reliable and inexpensive in and around Kyiv. Another option is Taxify, as well as a local ride sharing company called Uklon. All three of these ride-sharing options are downloadable smart phone applications. You are able to link your credit card to Uber and Taxify as well as pay with local currency. However, with Uklon, you can only pay with local currency.

## **LOCAL INFORMATION**

### **Embassy Policies**

Coordination to visit the United States Embassy in Kyiv will need to be made prior to your arrival. If you have official business at this Embassy, be sure to inform the ODC so access can be requested no later than five (5) business days prior to the appointment. Embassy policy requires that all Bluetooth and Wi-Fi functions on smart phones, laptops, and other electronic devices to be turned off while on Embassy grounds. To have unescorted access, further information is required including your security clearance verification memorandums. Other requirements include inputting your visit into the DoS Smart Traveler Enrollment Program (STEP) system (<https://step.state.gov/>) and adhering to the Foreign Clearance Guide (FCG) (<https://www.fcg.pentagon.mil/>) for Ukraine, including Aircraft and Personnel Automated Clearance Systems (APACS) approval. Additionally, Safe/AtHoc is required for Chief of Mission (COM) temporary duty (TDY) personnel for visits longer than seven (7) days. The United States Embassy is located on 4 Sikorskoho Street, approximately 15-20 minutes' drive from most downtown hotels (without traffic). Be sure to plan your commute accordingly to accommodate for traffic, which tends to be heavy during business hours. However, there are no specific off-limit locations in the vicinity of Kyiv, use common sense. If it seems like a bad idea, it probably is. Remember, you're a representative of your family, your unit, the U.S. Government, and the United States of America (U.S.A.). Be responsible and be respectful.

### **ODC Policies**

If you're planning to visit Ukrainian military facilities and bases, you need to coordinate base access requests through the ODC in addition to your coordination with your Ukrainian counterparts. E.g., the ODC needs at least fifteen (15) days prior to your visit to process the base access request with the Armed Forces of Ukraine (AFU) General Staff (GS). Please email requests to your Bilateral Affairs Office (BAO) point of contact (POC) and to the BAO shared email inbox at [eucom.stuttgart.ecj5-](mailto:eucom.stuttgart.ecj5-)

[8.mbx.odc-ukraine-bao@mail.mil](mailto:8.mbx.odc-ukraine-bao@mail.mil).

For all USG employees, follow the Force Protection Policy currently in effect. For U.S. service members, uniform wear is for official functions only, and recommended not to be worn in and around the city, but only to be worn in a government facility or location of the official event.

## **Banking & Credit Cards**

Due to rampant credit/debit card fraud, it's advisable to use cash during transactions using the hryvnia (UAH). This will make splitting the check at meals easier since restaurants don't typically divide the bill for each patron. The exchange rate here is favorable toward the U.S. dollar. Reference the below table when doing conversions. Think of a 500 UAH note as a \$20 dollar bill to better track your expenditures.

For securing lodging, use your government travel card to avoid compromising your personal banking information. It is Ukrainian law that all credit card transactions take place in front of you. If you ever need to pay with a card, they must bring the machine to you or do it within your line of sight. Major purchases can be made with your personal credit card or debit card, however, make sure you're at a reputable establishment. (Know your pin for your CC or DBT.)

### **Banking Tips:**

When using an ATM, make sure you use a machine in a secure location, such as a mall or bank lobby. Check the machine for credit card skimmers.

- Recommend using the ATMs in the major downtown hotels, the Embassy, and the Embassy cash cage.
- Remember! ATMs provide cash in local currency! Select "Other Amount" to receive more than 500 UAH (see table above). If you need U.S. dollars, you should go to the Embassy cash cage.
- The U.S. Embassy in Kyiv can cash checks for personnel on TDY for up to \$500 USD per day (distributed in USD or UAH). Bring a copy of your orders.
- Call your bank ahead of time to ensure that your debit/credit cards are authorized to make purchases in Ukraine.

## **Mobile Phones**

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if your phone is unlocked.

Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

Ensure that your US phone is unlocked and ask your provider if it will work in Ukraine. Most plans offer international rates. However, if the international plan offered is excessive, you should be able to procure a Ukrainian cell plan here so long as your U.S. phone is unlocked and approved for use in Europe.

Upon exiting customs and receiving your baggage, you'll enter the main foyer of the arrivals terminal. To the left, there will be a currency exchange, an ATM, restrooms, and several shops. The shop on the left will have SIM cards for sale. After purchasing a new SIM card, please text a representative from the BAO operations team; reference the contact information in this packet.

## **Messaging**

iMessage, WhatsApp, Telegram, and Viber are the preferred methods of communication here. You can call using these applications as well. The SIM card you purchased will most likely be 10 gigabytes or unlimited 3G/4G data, which will allow you to communicate without worrying about constantly adding minutes on your phone or using SMS texting. A SIM card through companies such as Kyivstar, Vodafone and Lifecell should cost somewhere between 70 UAH to 350 UAH. Refilling your phone is done by using touch-screen kiosks located around the city at shopping centers, metro stations, stores, and other business areas.

## **Wi-Fi**

Most restaurants and coffee shops have Wi-Fi for their patrons; just ask for the password. Accessing these networks is not recommended without the use of a VPN. KBP airport should have Wi-Fi available to establish initial communication in the event you are unable to get a SIM card.

## **VPN**

A paid Virtual Private Network (VPN) is highly preferred when using the internet in Ukraine. Hacking is a major issue and your personal information could be compromised on both your laptop and smartphone. There have been reports of hacks on both cell phones and laptops, resulting in bank accounts being drained. The following list does not constitute an endorsement but some VPNs that people have used successfully in the past are:

Express VPN – <http://www.expressvpn.com> – iPhone / Android / Mac / PC

NordVPN – <http://nordvpn.com> – iPhone / Android / Mac / PC

StrongVPN – <https://strongvpn.com/> - iPhone / Android / Mac / PC