



Welcome

to the

10th Army Air and Missile Defense Command

2020



Welcome to Germany and to the 10th Army Air and Missile Defense Command!

Moving overseas can be overwhelming and leave you with many questions, but there are many resources available to help you. Although we are geographically split between two garrisons, we are here to support your transition.

To start, check out the [USAREUR Summer PCS video / Infographic](#) and the following websites by location of assignment:

[10th AAMDC Official Website](#)

[10th AAMDC Facebook page](#)

The 10th AAMDC Headquarters and Headquarters Battery (HHB) is located in [Kaiserslautern, Germany](#) on Rhine Ordnance Barracks (ROB).

HHB, 10th AAMDC [Facebook Page](#)

HHB, 10th AAMDC [SFRG Facebook Page](#)

United States Army Garrison Rheinland-Pfalz [Newcomers Page](#)

United States Army Garrison Rheinland-Pfalz [Newcomers Facebook Page](#)

Our Patriot Battalion, 5th Battalion, 7th Air Defense Artillery Regiment (5-7 ADA) is located in [Baumholder, Germany](#) on Smith Barracks.

5-7 ADA [Facebook Page](#)

United States Army Garrison Rheinland-Pfalz – Baumholder [Newcomers Page](#)

United States Army Garrison Rheinland-Pfalz – Baumholder [Newcomers Facebook Page](#)

Our SHORAD Battalion, 5th Battalion, 4th Air Defense Artillery Regiment (5-4 ADA) is located in [Ansbach, Germany](#) on Shipton Kaserne.

5-4 ADA [Welcome Packet](#)

5-4 ADA [Facebook Page](#)

5-4 ADA [Soldier and Family Page](#)

United States Army Garrison Ansbach [Newcomers Page](#)

United States Army Garrison Ansbach [Facebook Page](#)

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Current PCS guidelines due to COVID-19

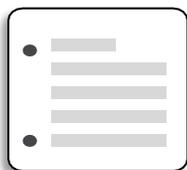
What to expect

The health of our force remains a top priority for the command and we will continue to take appropriate precautionary measures to prevent the spread of the virus as we deliberately and systematically lift restrictions in a controlled way across the theater. Your transition to Germany and this Command is important and we want to make sure that despite the current situation, you understand that. Please see Summer PCS 4 phase transition:

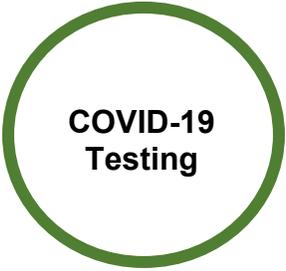
CATEGORIES



1 PREPARE FOR PCS



2 TRANSPORTATION & ARRIVAL



3 RESTRICTION OF MOVEMENT



14 day
ROM

Regular
Screenings

Testing as
needed

Isolate
Positive
Cases

4 TRANSITION TO PERMANENT HOUSING



Sponsors
assist move
to Permanent
Housing

Complete
in
Processing

Welcome to
Europe

Sponsors

ALL SOLDIERS, CIVILIANS & FAMILIES NEED A SPONSER

Request a sponsor here: <https://www.eur.army.mil/Newcomers>

Sponsor Roles & Responsibilities:

- Sponsors play a key role in the reception and integration of personnel into U.S. Army Europe, during this PCS season this is especially true.
- The sponsor will serve as the primary point of contact (POC) for newcomers and will be conduit for integration into communities.
- Early and frequent communication between travelers and their sponsors will ensure that conditions and expectations are met to receive personnel and families under the best possible conditions.
- It is critical that sponsors, unit leaders, and garrison commands advise soldiers, civilians and family members prior to their arrival in theater about the restrictions they will face upon arrival in Europe.
- Unit sponsors will notify soldiers, civilians and family members of all host nation restrictions early in the PCS planning process.
- Sponsors will execute duties in accordance with garrison and senior responsible officer guidelines.

What does restriction of movement (ROM) mean?

ALL personnel coming into the European theater will be subject to 14-day restriction of movement

Restriction of movement (ROM): personnel maintaining social distancing requirements, and preventing contact with other individuals & organizations.

The acronym ROM stands for 'Restriction of Movement'. Essentially, for the incoming PCS population conducting ROM, it means that personnel will be restricted to their assigned housing/temporary lodging for the duration of the 14-day ROM period.

Each garrison location will have differences depending on the environment and local rules at that location. In some instances, sponsors will shop for families (at the family's expense) and in others, the garrison may provide food delivery or have food collection points.

ALL incoming Soldiers need to do prior coordination with their sponsor on how to transfer money for essential items and/or bring enough money in cash \$\$ to cover the expenses for food/other essentials that the sponsors will need to purchase.

All Soldiers will receive a COVID-19 test and all dependents will receive initial screening upon arrival at Ramstein Air Base or commercial airports as required by the appropriate authorities.

Personnel required to ROM fall into two general categories:

Category 1: Unaccompanied soldiers who reside in barracks upon arrival to their gaining unit

Category 2: Soldiers with or without dependents who will reside in Army family housing or private rentals

Category 1: Unaccompanied Soldiers destined for barracks housing

- Unaccompanied soldiers destined for barracks housing will arrive in theater on Patriot Express.
- 100% testing for Category 1.
- Soldiers who test positive will be moved to an isolation status; Soldiers who test negative will continue ROM.
- 21 TSC will receive all unaccompanied soldiers who will reside in barracks and move them by bus to the deployment processing center (DPC) at Rhine Ordnance Barracks, where they will be billeted and sustained for the duration of their required ROM. Once ROM has been completed Soldiers will be transported to their designated Garrison.

Category 2:

- Soldiers with or without dependents who will reside in army family housing or private rentals will arrive in theater via the patriot express or commercial air (ETP REQUIRED).
- Soldiers arriving via Patriot Express will be COVID-19 tested at Ramstein.
- Following testing, Soldiers and Dependents traveling to Ansbach will use the 21st TSC bus and van service for onward movement to their respective locations.
- Soldiers and dependents traveling to Kaiserslautern and Baumholder will be picked up by their sponsors and moved directly to their ROM locations.
- Soldiers arriving via commercial air will be picked up from the airport by their unit sponsor. Soldiers will be COVID-19 tested at their local military treatment facility (MTF) and be tracked by the unit.
- Soldiers and dependents who do not have housing immediately available will conduct their 14 day ROM at a lodging location determined by garrison or coordinated in the local area. Regardless of the location of the ROM, sponsor and unit support is critical to the sustainment of these travelers with life support and necessities.
- Senior Soldiers and Soldiers traveling with dependents will also be afforded the opportunity to exercise outdoors on a daily basis as allowed by the SRO. Dependents should also be afforded opportunities for outdoor exercise provided such outdoor activity is accomplished in a manner consistent with host nation requirements. Mitigation measures (face masks, hand washing, and physical distancing) must be observed to the maximum extent practicable during any time personnel are outside of their ROM lodging. Sponsors, leaders, and commanders will advise Service Members and Family Members prior to their arrival in theater about the restrictions they will face in Europe.
- Unit sponsors will notify SMs and Family Members of all HN and local restrictions as early as possible in the PCS planning process. SMs will conduct a daily self-screening and in coordination with their sponsor, report their results to the unit medical provider.

The Do's and Don'ts

- **DO** pack essential items in preparation for a 14 ROM
- **DO** talk to your sponsor before arrival about their preferred method to transfer money for purchase of essential items
- **DO** practice mitigation measures such as; wearing a facemask, 6ft physical distancing, increased hygiene activities (i.e. hand washing)
- **DO** get some fresh air! Solitary outdoor fitness activities within 100m of lodging is allowed
- **DO NOT** leave your designated quarters until the 14 ROM is complete (excluding the 100m solitary outdoor fitness activities)

Working Quarantine

- Working quarantine is **NO LONGER ONLY AUTHORIZED FOR SOLDIERS**

General Orders in Effect

Kaiserslautern Military Community/Baumholder– The Senior Responsible Officer is the Commanding General of the 21st Theatre Sustainment Command – Maj. Gen Mohan. GO-4 ([current GO guidance](#))

USAG Ansbach – The Senior Responsible Officer is the Commanding General of the 7th Army Training Command – Brig. Gen. Norrie (GO1E, [current GO guidance](#))

USAG COVID-19 Updates

Due to COVID-19 there are business\service closures and reduced services, please see your Garrisons respective website for more details.

- [USAG Rheinland-Pfalz](#) (Includes Baumholder)
- [USAG Ansbach](#)

Virtual links

<https://europe.armymwr.com/europe>

<https://rheinland-pfalz.armymwr.com/>

<https://ansbach.armymwr.com/>

PCSing to 10th AAMDC

Top Issues

How will we get to Germany?

There are two ways you'll arrive to Germany: Patriot Express or Commercial flight.

Patriot Express is the military airline and it will fly you from Baltimore to Ramstein Gateway in Germany. Transportation will take care of finding your flight to Baltimore. When you arrive in Ramstein, you will collect all your luggage (and pets). Soldiers will receive a COVID-19 test and all personnel including family members will receive a COVID-19 screening. If you are staying in the Kaiserslautern/Baumholder area then your sponsor will pick you up at in Ramstein after the brief and take you directly to your ROM quarters. If going to Ansbach, you will board a bus directly after the brief and be driven to Ansbach, ***Pets will be required to stay underneath the bus in their cages.*** If remaining Kaiserslautern/Baumholder area, sponsors will take you directly to the hotel and/or DPC and give you specific unit instructions on ROM and contact information for personnel that can assist with bringing essential items to you.

If you are going to Ansbach, the sponsors will be waiting to greet you outside the In processing Center. Your sponsor(s) will drive you in their vehicle to your designated ROM location.

You will not be able to stop at the commissary/PX for essential items!

However, you can give a list along with money to your sponsor so they can purchase any essential items you may need. Most hotel rooms have a mini-fridge if not a kitchenette.

Commercial flight

You must have an approved exception to policy from the losing or gaining command to fly commercial. If you're eligible for a

commercial flight, you will arrive at a commercial airport. (By regulation you'll fly into

either Nuremberg or Munich, although some people request flying into Frankfurt). You should coordinate with your assigned Sponsor ahead of time to figure out a plan to get to post. Your sponsor will pick you up from the airport and drive you in their vehicle to the medical clinic for Soldiers to be tested and screened and then to your designated ROM location.

Nurnberg airport is recommended for personnel going to Ansbach. Frankfurt Airport is recommended for personnel going to Kaiserslautern/Baumholder area.

Packing essentials for ROM

While your sponsor will help you get essential items if you need them, it is important to pack up to 21 days of critical self-care items in your luggage. (i.e. medicines, contact lenses, facemasks, toiletries, school supplies, and entertainment items)

Coordinate with your sponsor on where you will be lodged during your ROM. All single soldiers that will reside in the barracks will be lodged in the deployment processing center for their ROM. Ensure you also bring basic necessities such as shower shoes and linens for your stay there.

Ensure you coordination with your sponsor prior to departing on your flight on how you will be **transferring money**, if needed for essential items. It can be money in cash \$\$ or cash transfer applications. Whatever you are both comfortable with; plan for enough money to sustain yourself and/or your families for 21 days. This is essential to cover the expenses for food/other essentials that the sponsors may need to purchase.

Schools

There are many documents you need to obtain and things to consider when transferring schools. See [CYSS](#) and [Schools](#) for more details

Pets

There are many things to consider if you are bringing pets with you on your tour. See [Pets](#) for more details

Government Travel Card guidance

All soldiers must have their GTC cards on hand! Coordinate with GTC Agency Program Coordinator (APC) to ensure that their GTC cards are turned on, spending limit is increased to \$10k, and GTC card has been placed into PCS and mission critical status.

If you have issues with your GTC upon arrival, send your orders to the G8 at usarmy.rheinland-pfalz.10-aamdc.list.g8@mail.mil along with the issue you are having.

For emergencies GTC situations contact your sponsor immediately so they can call the BN APC and G8 and fix the discrepancy.

Command Sponsorship

What is Command Sponsorship and why is it so important?

Command sponsorship is **REQUIRED** to bring dependents with you on your tour to Germany. The process can be long so **start early!!**

What does Command Sponsorship provide?

- Housing Eligibility
- Travel: Funded travel for all family members. Without Command Sponsorship, family members must pay all travel expenses. Approval of Command Sponsorship prior to the Soldiers arrival in Europe will allow for concurrent travel, in which family members will travel with the Soldier.
- Temporary Lodging Allowance (TLA): Funding provided for up to ten days of lodging while the Family is searching for a house.
- Household Goods Shipment: Accompanied Soldiers will have a greater weight allowance than single/unaccompanied Soldiers.
- Employment: On post employment is only offered to command sponsored dependents.
- Schooling: Dependent children must be command sponsored to attend DODDs schools.

- Visas: Command Sponsorship guarantees SOFA status for immigrant residency. Without Command Sponsorship you must use a tourist visa and get permission from the host nation for residency.
- Postal Service: Command sponsored families are eligible for on post mail delivery.
- Post Facilities: Command sponsored family members are eligible to use post facilities, including the Commissary, Post Exchange, Gymnasiums, and Medical and Dental Clinics.

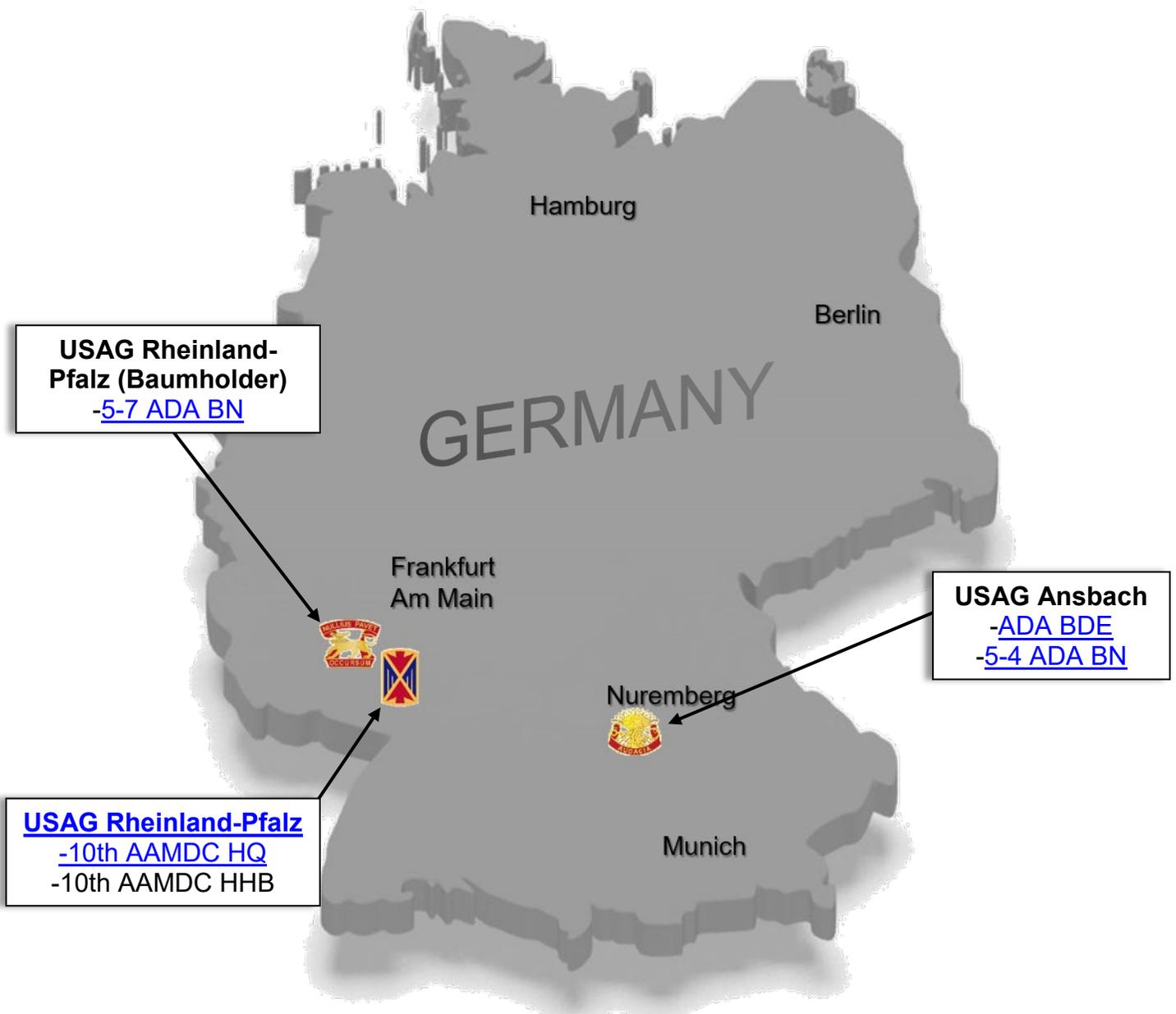
How does a Soldier apply for Command Sponsorship?

- Soldiers on orders to Europe must coordinate with their Battalion S1 Section or MPD to submit a packet requesting Command Sponsorship. Visit the [Army EFMP site](#) to learn more about the Army EFMP assignment and screening process. Unit level packet preparation should require no more than three weeks. Soldiers who are approved for Command Sponsorship must complete a 3-year accompanied tour in USAREUR, which starts on the day Command Sponsorship is approved. The following documents are required in the Command sponsorship packet:
 - DA FORM 4187: This document is the actual request for Command Sponsorship and must be signed by the requesting Soldier and the Commander approving the Command Sponsorship.
 - Enlisted Record Brief (ERB): This document will be provided by the Squadron S1 Section.
 - DA FORM 5888 (Family Medical Screening): This is one of the most crucial documents for Command Sponsorship approval. See below for more detailed information about medical screening of family members.
 - DD FORM 2792: This document extends the Soldier's tour to 36 months with approval of the Command Sponsorship.
 - Marriage Certificate/Birth Certificates for all family members: notarized copies. Copies can be notarized at the Legal Center or by the Unit S1.
 - Proof of Custody Court Documents (As required): Minor dependents must reside with the Soldier a minimum of six months per year.
 - PCS Orders for Assignment to Germany

How do my stateside family members complete required health screenings?

- Exceptional Family Member Program (EFMP) screenings for Command Sponsorship must be done properly to prevent unnecessary delay in completing the Command Sponsorship approval process. This process can take up to 90 days and should be started as soon as possible.
- Family members must coordinate with the nearest Army Medical Treatment Facility (MTF) or hospital. This facility will provide instructions on which military clinic or civilian provider (if the military installation is more than one hour away) will complete the required medical screening.
- After Family members complete the medical screening, all documents must be forwarded to the Army hospital for completion of the Army EFMP Review and to receive an official stamp. Screening for Exceptional Family Member Program

10th AAMDC Footprint



Select your location for detailed community maps/locations!

Haven't heard from your sponsor? Email the G1 at usarmy.rheinland-pfalz.10-aamdc.list.10-aamdc-g1 or +49 (0) 611-143-528-7603/7606/7602 and they will track down your sponsor for you.

In-Processing

Once your ROM is complete, you will receive an in-processing checklist to complete your in processing. This includes appointments with the Housing office, registering any pets you may have with the on-post veterinarian, etc.

The following is a Family Checklist that lists all the in-processing necessities like visiting the IACS office to register your ID so you have gate access to post. Super handy while you're getting started!

Family Checklist

PCSing Overseas?

We know things can get *overwhelming*, we understand and are here to *help!*

This is a checklist of things your family might want to look into while in-processing. Once your ROM is complete, get out of the hotel, explore the bases and familiarize yourself with the community as you check out these available resources

<p style="text-align: center;">To-Do</p>  <p style="text-align: center;">Start here</p>	<p style="text-align: center;"><i>Notes</i></p>
<p style="text-align: center;">Army Community Service (ACS)</p>	<ul style="list-style-type: none"> • Welcome Packets + • Information & Referral • Class/Event Calendar • Sign-Up for Free Classes • Fax/ Scan Services / DSN • Weekly Job listing • Lending Closet • Free Coupon Center • AtHoc Registration (Receive emergency warnings and critical information, such as hazardous road conditions, delays, and base closures due to severe weather.) • AFAP & Army Family TeamBuilding • Army Volunteer Corps Program • Employment Readiness • Family Advocacy Program & New ParentSupport • Exceptional Family Member Program (EFMP) • Financial Readiness Program • Mobilization & Deployment ReadinessProgram • Relocation Readiness Program
<p style="text-align: center;">ID Card (IACS)</p>	<ul style="list-style-type: none"> • Register ID / Gate Access
<p style="text-align: center;">Housing Office</p>	<ul style="list-style-type: none"> • Housing Availability List • Sign for Housing & Keys • Private Rental Assistance • Fencing Request Packet • Schedule Loaner Furniture Pick-Up/Delivery • Schedule Household Goods Arrival /Delivery
<p style="text-align: center;">Finance Office</p>	<ul style="list-style-type: none"> • Pick-up/Turn-in TLA (Temporary Lodging Allowance) Packets
<p style="text-align: center;">CAR/ POV (Personal Owned Vehicle)</p>	<ul style="list-style-type: none"> • USAREUR Driver's License/Testing • POV Registration • Temporary Tags • POV Inspection/Arrival • Permanent License Plates • POV Pick-Up / Drop-off Office
<p style="text-align: center;">Health Clinic</p>	<ul style="list-style-type: none"> • Tricare • Primary Care & Referrals • Pharmacy • Labs • Clinical FAP & EFMP • Records • Behavioral Health

<i>To-Do</i>	<i>Notes</i>
Dental Clinic	<ul style="list-style-type: none"> Limited availability, Soldiers have priority. Contact for further information. List of United Concordia approved Dentists in area.
Veterinary Clinic	<ul style="list-style-type: none"> Pet Registration Appointments & Walk-Ins List of off-post Veterinary Clinics
The Bank (s): Service Credit Union Community Bank	<ul style="list-style-type: none"> Bank Accounts (Checking, Savings, Credit Cards) + German "EC" debit card Exchange money Money Orders / Cashier's Checks Loans (Auto, Personal, etc.) Pay Tickets
CYS (Child & Youth Services) Parent Central Services	<ul style="list-style-type: none"> Registration <ul style="list-style-type: none"> Child Development Center (CDC) School Age Centers (SAS) Youth/ Teen Centers SLO (School Liaison Officer) Make an appointment to SKIES Activities
Schools (DoDEA)	<ul style="list-style-type: none"> Registration / Enrollment School Supply List Curriculum & Guidance Counselors Tour Facility
Post Office	<ul style="list-style-type: none"> Tour Facility Mailroom (CMR Boxes) Mail Counter (stamps, mail letters and packages, pick-up mail) + MoneyOrders Register/ Sign-up for Package Notification Emails
Cell Phone, Cable Internet Provider (s)	<ul style="list-style-type: none"> T-Mobile / Telekom (Contract or Pre-Paid) TKS (Monthly or Pre-Paid)
AAFES (PX/Exchange)	<ul style="list-style-type: none"> Customer Service: Esso Cards, Western Union
American Red Cross	<ul style="list-style-type: none"> Emergency Communication Messages (for Emergency Leave) First Aid/CPR classes
Car Care Center	Automotive Services and Auto Supplies
Chapels	<ul style="list-style-type: none"> Religious Services Netzaberg Chapel Bldg. 9000
Education Services	<ul style="list-style-type: none"> Registration /Enrollment School Advisors College Courses & Testing Site
Fitness Center	<ul style="list-style-type: none"> Register ID Fitness Classes Class calendar and Class Coupon Booklets

	<i>To-Do</i>	<i>Notes</i>
	SFRG (Family Readiness Group)	<ul style="list-style-type: none"> • Contact your unit's Family Readiness Liaison (FRL) or SFRG Leader • Be added to your SFRG's Email list
	Craft Shop	<ul style="list-style-type: none"> • Arts and Crafts Supplies • Frame Shop
	Legal Center	<ul style="list-style-type: none"> • Legal Documents: Power of Attorney (POA) & Will • Legal Advice
	Library	<ul style="list-style-type: none"> • Register ID to use services • Check-out books, movies, games • Internet & Printing & Free Foreign Language Education Programs
	Military Clothing & Sales	<ul style="list-style-type: none"> • Military Uniforms and supplies
	Passport Office	<ul style="list-style-type: none"> • Appointments and assistance for Passports, Visas, SOFA Stamps, Birth Abroad
	SATO Office (Travel Agency)	<ul style="list-style-type: none"> • Official Travel • Leisure Travel available • Request Travel Quotes & Book Travel Arrangements
	Self-Help	<ul style="list-style-type: none"> • Household items to rent and/or use to maintain your home (Paint, light bulbs, nails, tools, lawn mowers, etc..)
	Thrift Shop	<ul style="list-style-type: none"> • Purchase used clothing, toys, household goods • Transformers, adapters, fans • Consign or donate items
	USO	<ul style="list-style-type: none"> • Open 7 days a week (Free Services), plus Weekly Meals • Recreation area, Game Systems, and Children's play area • Computers, Printers, Internet, Phones to call the U.S.
	VAT Office	<ul style="list-style-type: none"> • Purchase VAT (Value Added Tax) Forms to save 7%-19% German tax while shopping on the economy. Ex) IKEA, OBI, TKS and more. • Turn-in/ Drop-Off used VAT Forms
	Warrior Zone	<ul style="list-style-type: none"> • Computers, TVs, Game systems, Pool Tables etc.. (Age 18+)
	MWR	<ul style="list-style-type: none"> • Outdoor Recreation Activities: • Climbing wall, high ropes course, campgrounds, cabins, hunting and fishing, skeet and trap, equipment checkout etc..

Medical

<https://www.tricareonline.com/tol2/prelogin/desktopIndex.xhtml>

Landstuhl Regional Medical Center (Kaiserslautern/Baumholder)

<https://rhce.amedd.army.mil/landstuhl/>

Emergency Number CIV: 06371-9464-6321 or 6322

Appointment Line:

DSN: 590-LRMC (5762)

CIV: 06371-9464-LRMC (5762)

Hours of Operation: 6:30 a.m.-4 p.m.

LRMC Business Hours: 7:30 a.m.- 4:30 p.m. OPEN on USAREUR training holidays.

Many clinics and sections are closed the morning of the 3rd Thursday of the month,
7:30 - 11:30 a.m.

After hours Phone: DSN 314-590-4100, Commercial 06371-9464-4100

After Hours Other: The Information Desk (Four Corners) can be reached 24/7 at DSN 314-590-4100 or Commercial 06371-9464-4100.

PATIENT STATUS UPDATES

For updates about patients admitted to the hospital, please call DSN 590-5202 or Commercial 06371-9464-5202 (outside Germany 0049-6371-9464-5202). Callers will be asked to provide the patient's first and last name and the patient's assigned unit.

Active Duty Acute Care: Active Duty acute care is conducted by appointment only Mondays through Fridays. Same-day appointments are available for family members and other patients with acute minor illnesses and injuries.

USAG Ansbach Medical Center

<https://home.army.mil/ansbach/index.php/about/Garrison/garrison-associated-organizations/ansbach-army-health-clinic>

Phone:

CIV. 06371-9464-3600 / DSN 590-3600

AFTER HOURS PHONE:

To access the 24/7 Nurse Advice Line (NAL) from a German contracted cell phone in Europe you must first call the clinic appointment line and Press 2 in the main menu to be connected to the NAL toll free. Direct dialing from a German contracted cell phone (0800-825-1600) to the toll free NAL number is now available in Europe via LANDLINE ONLY.

Cell Phones/Internet

[TKS](#) and [Telekom](#) (T-Mobile) are the most commonly used providers. Mobile phone “pay as you go” and contract options are available through both providers as well as internet and home phone options.

Many people choose the traditional contract option, but please note that German cell phone contracts are much more difficult to get out of than in the U.S.

You can use the same phone as the one you had in the U.S., but you have to contact your service provider (Sprint, Verizon, etc.) and have them unlock the phone. Then you can use your new SIM card from your German provider.

TKS and Telekom have locations on post in every Garrison.

TKS offers cable and movie service. Once you are assigned a house and have an address (even if you haven't moved in yet) go ahead and set up internet service as it can take several weeks to get service established.

How can I keep up with my family stateside?

Some providers offer free calling to the U.S. from a landline house number. Ask before you purchase a phone/internet plan. There are also several apps to use including WhatsApp, Skype, MagicJack or Facetime if you have an iPhone.

What are some good phone apps to use?

There are too many to list, but some popular ones include: Bahn, GoogleTranslate, ooVoo, WhatsApp, Skype, MagicJack, ViaMichelin, TripAdvisor, Mango (language tutor, get your free subscription with your post library card).

Where can I find all the phone numbers for office and agencies on post?

From the Garrison website A-Z Directory:

[USAG Rheinland-Pfalz](#), [USAG Ansbach](#)

You can easily search these pages for what you need.

Pro Tip: How to dial a phone number

The country code for Germany is +49. If you are dialing to a German phone number from the US (or any other country), it's +49 123-45678901.

If you are dialing a German phone number from another German phone number, you drop the +49 and replace it with a zero. So, 0123-45678901.

Also, in Germany, phone numbers can be of different lengths, not the standard 10 numbers like in the US. So don't get confused if you see a phone number that's only 6 digits long!

To dial to the US from a German phone number (or any other country), it's +01 (area code) - seven-digit-number. So, +01 123-456-7890.

Getting Around / Vehicles

We just got here. Once our ROM is complete, how do we get around both posts?

Check with your sponsor or the respective USAG Website to see if shuttle buses are running due to COVID-19!

There are free shuttle busses that travel all around both posts. You can pick up a bus schedule from any ACS; it's also posted at every bus stop.

USAG Rheinland-Pfalz [Shuttle Bus Schedule](#) (POC 0611-143-528-2442 / 2446)

USAG Rheinland-Pfalz – [Baumholder Shuttle Bus Schedule](#) (POC 0611-143-531-7100 / 7102)

USAG Ansbach [Shuttle Bus Schedule](#) (POC 0981-83-1800 / 7755)

Don't forget to go by Customs (or the MP station after 1700) to get a temporary gasoline rations car for your

Can I rent a car?

You are able to rent a car once you get your USAREUR driver's license. Enterprise has locations in the PX at all Garrisons. There are also multiple off-post rental car agencies like Hertz and Sixt. To drive outside of

Germany, you must have an international driver's license in addition to your USAREUR license.

We shipped our car over. Where do I go to pick up my car when it arrives?

It takes 45-60 days after shipping your vehicle for it to arrive in Germany. Make sure you consider that when shipping your POV. Pay attention to the tracking number you were given. The status will update when the vehicle arrives at the Bremerhaven port, when it's being shipped to the designated garrison, and when it's arrived. When it says it arrived, go ahead and call the Vehicle Processing Center office to confirm it's arrived and you can pick it up. There are several documents you need to bring to pick up your vehicle. The process is explained here: <https://pcsmypov.com/PickUp>

What do I have to do after I pick up my car?

You'll have to take your car through the inspection (free) and registration process. It requires a lot of documents. The inspection points and all necessary documents are listed here, just click the Garrison that you belong to:

<https://www.afsbeurope.army.mil/BASOPS/BASOPS-Maintenance/Vehicle-Inspection-Copy/>.

You will also need to get a Rations Card for fuel. You can do this at the Shopettes or PXs. As U.S. military, we are eligible to pay U.S. prices for fuel instead of expensive German prices, but you have to have a Rations Card (also called Esso Card). Each vehicle is allotted a certain amount of fuel per month at this price, but if you go over, you can always fill up off post. The only gas station ("Tankstelle" in German) off post that will accept your Rations Card is called Esso. You have to load money on your Esso card

before the German Esso station will accept it. You don't have to do this if you're buying fuel on post. Esso Cards are only accepted at German Esso stations, not at other countries.

Are there any different requirements for my car in Germany?

Yes, at all times you must have the following in your vehicle in Germany: First Aid Kit (DIN 13164)

Warning Triangle Reflective Vest

Depending on the season, you are required to have winter or summer tires on your car. The official change-out dates are October to April for winter tires. You can also get "all season" tires, but they must meet the German standard.

Where can we buy a car around here?

There are car dealerships located both on and off post. You can buy a German-spec car, but keep in mind it can be quite costly to alter the German-spec car to U.S. specifications if you want to ship it back to the U.S. Most German-spec car owners sell their car before they PCS again.

Where should I go for car maintenance/repairs?

There's a Car Care Center on all Garrisons that can help. All Garrisons also have Auto Skills Center where you can do some work yourself with a bit of help. Otherwise, there are several off post car mechanics in the area – don't forget to bring a VAT form!

Purchase oil and oil filters from the PX and bring to the mechanic to save \$\$\$!

Both PX's sell regular car maintenance items and you can also order parts through the Car Care Center. Online, sites like www.rockauto.com usually ship to your APO. If you have a U.S.-spec car, this can sometimes save you a lot of money as it's difficult for off-post mechanics to order U.S. parts.

What if I travel in my car outside of Germany?

You have to have your tourist passport, international driver's license and your USAREUR license. Each country also has its own requirements of what you have to keep in your car. Some countries like Czechia and Austria require vignettes (a sticker for toll roads). Do your research on international requirements. Websites like www.viamichelin.com and www.adac.com are very helpful.

Do I need international insurance for my car?

Yes. Most military-friendly businesses like USAA and Navy Federal Credit Union offer insurance overseas. Some people choose to have a German insurance company like Allianz or Mirascon. ADAC (sort of like AAA in the U.S.) offers insurance packages to add onto your regular car insurance.

Housing

Temporary Lodging

Make temporary lodging arrangements as **far ahead of your arrival as possible!**

*if on base lodging is unavailable they will provide a statement of non-availability and a referral list for off-base hotels.

Kaiserslautern Area: [Ramstein Inn](#) - +49 (0) 6371-47-4920

Baumholder Area: [Lagerhof Inn](#); +49 (0) 611-143-531-2900

Ansbach Area: [Brainard Hall](#); +49 (0) 9802-83-7014

Temporary Lodging Allowance (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. **Note: All Garrisons will have the TLA process for 14 ROM including in their in processing plans.**

- TLA is authorized for payment while member is “aggressively seeking housing.
- First 10 days, at least two house visits are expected.
- Following 10-day increments, at least five visits per increment.
- Approval for TLA extensions vary by garrison.

Where should I look for housing?

In USAG Rheinland-Pfalz – Kaiserslautern due to limited on post housing and distance between bases; families are provided the option of living in government housing or on the economy. Please visit the housing offices website for more information – [USAG Rheinland-Pfalz](#) / [USAG Ansbach](#)

In USAG Ansbach and USAG Rheinland-Pfalz- Baumholder, government housing is mandatory for all families. Only under specific circumstances will a family be allowed a private rental. Single Officers and Senior NCOs will be assigned rooms in the Senior Bachelor Quarters (Off-base moves are only authorized if on post quarters are full). Please see the [army housing floor plans](#) for all available homes on each installation.

Government housing is available both on post and in numerous German towns off post. You will have scheduled appointments with the housing office to review the policies and your options, but Housing ultimately offers you housing options.

For personnel looking for off base housing, the website to look for approved houses in your area is <https://www.homes.mil/>. You can set up an account and start virtual house hunting before you arrive!

Additional Helpful Notes:

Members are cautioned about using local "Immobilien" services (German rental agencies) only because their finder's fees may range from one to three months' rent. This is in addition to normal move-in costs. The costs for Immobilien service is usually

at your own expense. If you seek reimbursement of Immobilien fees you must provide significant justification in writing to the housing director and receive prior approval before utilizing Immobilien services.

Utilities/Expenses: There are some charges that you may not have paid in the United States: snow removal, chimney sweep, sewage disposal, stairwell cleaning, garbage collection, stairwell and basement lighting, etc. These charges are common in Germany and they are not designed to take advantage of the American tenant. The landlord will usually add these charges, if they apply, to the special condition portion of the rental contract.

Referral agents can arrange to be present during the clearance inspection if problems are anticipated. Please make an appointment at least two weeks in advance.

A member will either receive his/her rent or his/her rent cap, whichever is the least. You will also receive a monthly Utility allowance that will help pay your utility costs. Another allowance you will receive is the move-in housing allowance (MIHA). This is a one-time allowance that is received when first renting a house on the economy. It is designed to defray the setup cost of moving into a house to include transformers, curtains or any other items needed to furnish your house.

<http://www.defensetravel.dod.mil/>****EXCELLENT calculators for allowances, budgeting for COLA, OHA, travel regulations.

What options do we have for furniture while we wait on HHG?

The Garrison furnishing management office (FMO) will provide you a list of the items you are able to borrow beds, dressers, tables, and chairs for the duration of your time here. When you sign for your house, if not before, be sure to let housing know what items you would like to have delivered.

Where can I find cheap stuff for our house?

All Garrisons have a Thrift Store. The Thrift Store is similar to Goodwill where you pay a reduced price for used items. Often you will find great deals on small electrics, clothing, and décor from those who have PCS'ed.

You can borrow household basics from ACS when you first arrive. There are Lending Closets that can provide you with kitchen basics like plates, bowls, pots and pans, etc. as well as a coffee maker and even a vacuum.

For those that live on base, Self Help has countless items available as you set up your home including curtain clips, light bulbs, sink stoppers, nails, screws, hammer drill, lawn mower, pressure washer, etc. Some items are only for temporary sign out while others are for you to take and keep.

CYSS

How do I get my kids registered for CYSS?

While in Germany, it is especially important that children are registered in CYSS annually. In the event of an emergency, being registered in CYSS ensures your children are placed with someone you designate until other family can arrive.

Initial registration for CYSS must be completed at Rose Barracks at Parent Central. Appointments are not required. Once the initial registration is complete all additional paperwork can be delivered to any CDC on post.

USAG Rheinland-Pfalz [Parent Central Services](#) - +49 (0)611-143-541-9066/9065/9067

USAG Ansbach [Parent Central Services](#) - +49 (0)9802-83-2533 ([Parent Handbook](#))

What activities are offered for kids around here?

SKIES offers several extra-curricular activities for children including soccer, ballet, horseback riding, etc. More information can be found on the parent central services website.

What are the resources and guidance for single parents?

Single parents are given priority for all childcare needs. Enroll in <https://militarychildcare.com> to search for providers before arrival.

Single parents with young children during ROM. If you are a single parent with young children that cannot be left alone at lodging/hotel you will need to do the full 14 day ROM with them. During the 14 day ROM the children will not be able to be watched by someone else and they are not eligible to enroll at the CDC or with any day care provider until they have completed the 14 day ROM and show no signs of COVID-19. Ensure compliance with AE REG 608-18-1 listed above at all times.

Kaiserslautern Military Community Resources (including Baumholder)

Ramstein offers family child care (FCC) providers that provide:

- Extended Duty Care
- Returning Home care
- PCS or Volunteer Care

Please contact them at +49 (0) 6371-405-7420/7421

Register at <https://militarychildcare.cnrc.navy.mil/mcc-consumer/home/viewhome.action>

Join the Family Advocacy Program for the **Single Parent Support Group**.

Tel: +49 (0)611-143-541-9000

<https://kaiserslautern.armymwr.com/promos/kmc-boss-program-awareness>

What is the USAREUR policy on child and youth supervision?

Grade of child	May be left alone at home	May be left alone overnight	May walk alone to and from home to and from adult-sponsored activities ¹	May be left outside unattended (to include playing)	May be left in a vehicle unattended	May babysit
Newborn until Kindergarten	No	No	No	No	No	No
Kindergarten	No	No	No (This includes school and bus stops.) ¹	Yes, in playgrounds or yards with immediate access (visual or hearing distance) to an adult.	No	No
Grades 1 to 5	No	No	Yes. May also walk to and from school and bus stops. (In some locations, the school may have further restrictions.) ¹	Yes, in playgrounds or yards with immediate access (visual or hearing distance) to an adult.	Yes, except in hot weather, for no longer than 10 minutes, provided the child has immediate access to an adult. The keys must be removed and the handbrake applied.	No
Grades 6 to 8	Yes, with ready access (phone number) to an adult, but no longer than 6 hours.	No	Yes ¹	Yes	Yes	Yes ² Up to 3 hours
Grades 9 to 12	Yes	Yes for grades 9 and 10, provided the child remains in the local area, has access to a parent or sponsor, and the period does not exceed 24 consecutive hours. Yes for grades 11 and 12, provided the period does not to exceed 3 consecutive days and the parent or sponsor has designated an adult point of contact who will make daily face-to-face contact.	Yes ¹	Yes	Yes	Yes ²

NOTES:

1. The U.S. Department of Defense Education Activity may adjust its child-supervision requirements for off-post bus stops if deemed necessary according to local security and safety indicators. School administrators and CYS personnel will inform parents of any local deviations from the requirements in this table.
2. Country-specific or local community guidance applies and is available through the Army Community Service FAP. Youths who wish to babysit (siblings or others) are encouraged to complete the Red Cross Babysitters Course. The number and ages of other children present need to be considered.
3. During the summer, children are considered to be in the grade they just completed until the first day of their next school year.
4. These guidelines do not apply to high-school students who are age 18 or older, nor do they apply to married dependents under the age of 18.
5. Homeschooled children will be considered to be in the grade that is consistent with their age (table 2).

See [Army in Europe Child and Youth Supervision](#) (AE REG 608-18-1). For more detailed information on the USAREUR supervision policy.

Schools

FY2020 School Information

Return to School – A Parents Choice

This school year Parents will need to decide to enroll in in-person or online schooling. It is a tough decision and they will need to make the decision based off their individual situations. Please visit the DoDEA return to school website for their detailed plan and information at <https://www.dodea.edu/returntoschool.cfm>

DoDEA Virtual School – Deadline for registration is **28 July!** This will allow DoDEA to prepare for both options. If you have not arrived to Germany, you can still enroll in DORS and inform DoDEA of your preference (in person or online)

DoDEA DORS online registration link - <https://www.dodea.edu/DORS/index.cfm>

The Virtual Option is being contracted out so a deliberate process to begin with actual contracted teachers and an established online teaching system. All DoDEA students, regardless of where they live, will be enrolled into this program together. There is not a separate K-Town or RAB program.

Students have to turn in assignments on a schedule, but there are no classroom sessions on Zoom, Google Meets, etc. like they had this spring. The student is basically doing the work as assigned online and there is a teacher to support, but not “real” classroom interaction. (Make sure to read the fine print.)

For the high school, you can normally take only 5 credits. The regular class load is 7 classes per year. High school students will likely have to take summer school to meet the graduation requirements. They do have all the regular English, Math, and Social Studies classes and a number of AP courses. They don't offer any hands-on classes or things such as band, choir, ROTC, etc. Students who enroll in Virtual School can still participate in sports and extracurricular activities at their local school if these are offered.

If you choose the virtual, they have to commit for the entire semester, ending on Christmas break. They cannot choose virtual and then decide to transfer to physical. The same goes the other way around—physical attendance cannot transfer to virtual until the end of the semester. Once the semester is over, they can swap if desired.

DoDEA In-person schooling - the routines of schools will be different this year. Social distancing, face coverings, and other options recommended by DoD and the CDC will have to be in place to ensure a safe and healthy return to school.

An important consideration with physical attendance option, if one student comes up positive, the entire school will shut down. If the shutdown is pro-longed, they will transition to virtual learning. This will not be the same platform as the ones who chose virtual learning option to begin with. They will go through a similar platform that the school year ended up with last year with the present DoDEA teachers providing instruction.

All DoDEA schools in Europe are slated to open 24 August for physical attendance learning.

A lot will depend on the local garrison commander and HPCON at the local installation. If a post in HPCON C or goes back to C, schools will go online like they did in the spring.

Sports:

There will be no football for DoDEA this fall. If schools are open, they still plan on doing Cross Country, Singles Tennis, Golf, and Shooting. A determination has not been made on other winter/spring sports. Students can sign up online if they are interested in Cross Country. They will need to fill out a sports packet and have a sports physical to train and participate.

How to Enroll Online:

Please visit the DoDEA return to school website for their detailed plan and information at <https://www.dodea.edu/returntoschool.cfm>. ***During the registration process you will be asked what your preference is virtual or in-person. Please select what you are planning to do as this will allow DoDEA time to plan.***

DoDEA Return to school - Frequently Asked Questions and Answers - <https://www.dodea.edu/returntoschool.cfm#tabs-5>

There are DoDEA schools conveniently located in every Garrison. The school you will be assigned to is dependent on what district you are assigned to. Please go to the [DoDEA website](#) or see the [Europe East district map](#) that shows what school district each area falls under.

DoDEA Europe East:

Kaiserslautern

- [Kaiserslautern ES](#)
- [Kaiserslautern HS](#)
- [Kaiserslautern MS](#)
- [Landstuhl ES/MS](#)
- [Sembach ES](#)
- [Sembach MS](#)

- [Vogelweh ES](#)

Ramstein

- [Ramstein ES](#)
- [Ramstein HS](#)
- [Ramstein IS](#)
- [Ramstein MS](#)

[Baumholder](#) +49 (0) 611-143-545-1217

Ansbach

- [Ansbach ES](#)
- [Ansbach MS/HS](#)

Can I enroll my child in school right away?

You can enroll your child(ren) in school as soon as you arrive by visiting the school, completing the information packet and bringing:

- current orders (family travel orders and sponsor's orders),
- student's birth certificate,
- student's social security card,
- sponsor or spouse ID card,
- current shot records,
- two local emergency contact information (other than parent) and one states side permanent contact

Please see contact the appropriate parent central services office for more information on registration. [\(CYSS\)](#)

Mail

How does mail work overseas?

Each Soldier gets an overseas APO address offered by the United States Postal Service (USPS) where you can receive mail within the US system. There's a post office on post that has a box for every Soldier where you can collect your mail. Your APO address will look like this:

CMR 422 Box XX
APO, AE 09067

It looks confusing, but the "CMR 422 Box" line is like the House Number and Street Name. Then, APO = City and AE = State. The zip code is the same. Make sure when anyone sends something to your APO, then don't put "Germany" on it. Your APO is still considered the U.S.

You can also receive mail to your physical address house, but that's considered in the German system. For money-saving purposes, it's usually cheaper to send stuff from the U.S. to your APO address and stuff from Germany to your physical address. For example, Amazon.com is the U.S. version and you would ship to your APO. Amazon.de is the German version and you would ship to your physical address. For more info, see the [Shopping](#) section.

When do I get my APO address?

You can set up your APO mailbox before you arrive! Super handy if you want to ship things to Germany before you arrive. Your sponsor can establish your CMR box on post prior to your arrival with a copy of your orders. Otherwise, you will receive your APO address during in-processing.

Spouse/Dependent Employment

Where can I find a job at our new post?

Job opportunities vary by Garrison. MWR offers spouse, education, training and career opportunities.

USAG Rheinland-Pfalz (Kaiserslautern/Baumholder) +49 (0) 611-143-541-9000; ACS Employment Readiness Program +49 (0) 611-143-531-2850. [Military one source](#)

USAG Ansbach current job openings and employee assistance program please visit the website at: <https://home.army.mil/ansbach/index.php/my-fort/employees>

For some places, getting hired and starting your first day may take a few months, but just remember you'll be here a few years. There are several options for jobs, but they might not always be in your desired area. Don't give up and keep searching!

Can I get help with the job process?

ACS offers a free class on Resume Writing. Many jobs here require a Federal Resume, which is much different than a regular civilian resume. ACS will share all the tools and tips on how to succeed at Federal Resumes and Interviews.

Websites:

www.usajobs.gov

www.nafjobs.org

www.aafees.com

Any helpful tips on finding a job?

Networking helps a lot. Consider volunteering for an agency you like. When a job opens up, you will know about it and already have some experience with the requirements.

I have my own business. How can I continue that over here?

This link explains how Home-Based Businesses (HBB) work overseas please visit the Garrisons respective website <https://home.army.mil/ansbach/index.php/my-fort/newcomers/home-based-business-hbb>

Education

I'm interested in going back to school. What are my options?

The Education Center on both posts can help find you the best fit. There are colleges on-post who are always looking to help you continue your education. They also offer testing services!

Soldiers may eligible for the **Army's TA** program. In order to request TA, a Soldier must have a GoArmyEd (www.goarmyed.com) account, meet Army TA eligibility criteria and enroll in classes through GoArmyEd. If you are a new user, speak with an Army education counselor to get registered today.

REMINDER: Many colleges and universities require students to enroll through the school's web portal in addition to enrolling via GoArmyEd. Check with your school to confirm if this is the case.

USAG Rheinland-Pfalz – Rhine Ordnance Barracks +49 (0) 631-3406-2588, Kleber Kaserne +49 (0) 611-143-541-1012, Sembach +49 (0) 631-3406-2588, Baumholder +49 (0) 611-143-531-3181

<https://home.army.mil/rheinland-pfalz/index.php/about/directorates-support-offices/directorate-human-resources-dhr/army-continuing-education-services-aces>

USAG Ansbach CIV. 09802-83-2817 / DSN (314) 467-281

<https://home.army.mil/ansbach/index.php/my-fort/all-services/education>

Pets

I need information on getting my pet over here and/or finding a vet, etc.?

If you are on Facebook, there are several pet-related pages including Pet Community of Bavaria where you can ask any questions you might have. Please note, transporting your pet is not a reimbursable expense. The Veterinary Clinic has a Facebook page that is monitored daily and their offices are located on post. You are also encouraged to create a relationship for your pet with a German vet as the hours and services at the on-post vet are limited.

USAG Rheinland-Pfalz Veterinary Medical Center Europe: +49 (0) 6371-9464-1900
[Facebook Page](#)

USAG Ansbach Veterinarian Clinic: 49 (0) 9802-83-3179, [Website](#)

What's a pet passport and do I need one?

A pet passport is similar to a human passport, but just lists the pet's immunization records all in one place. You only need a pet passport if you plan on taking your pet outside of Germany. The pet passport just makes sure the pet is up-to-date on all shot records and medications so that it can travel across country borders. You can get a pet passport at any off-post vet; you cannot get a passport at the Vet clinic on post.

Will my dog be welcome in Germany?

Yes! Germans and many other Europeans truly enjoy their four-legged friends. If your pet is well-behaved, you can take them into some stores and even restaurants. Look for signs outside of stores; they'll usually have a sign saying when a dog is *not* allowed inside. When traveling, there are many options for four-legged friends. You can even take your dog to the top of the Zugspitze! That's Germany's tallest mountain, for a fee.

Is there a dog park anywhere?

There are dog parks located on each post. Off post, dog parks aren't as common as they are in the U.S. There are many large fields where German dog owners will let their well-behaved dogs run off leash. Know your dog's temperament and act accordingly. Tierheim is the German word for dog shelter. Any dog found will be kept at the Tierheim until the owner can be contacted.

See the [pet travel to Germany brochure](#) and [pet travel USDA website](#) for more detailed information!!

Shopping

Do I need to carry cash everywhere? Where can I get cash?

Yes, Germany in general is a “cash-based” economy. It is a good idea to always have Euros on hand. Many smaller bakeries and stores will not accept US bank cards. When purchasing items on post, at the PX or Commissary, prices and purchases are in dollars. Very few places off post will accept dollars; if they do, the conversion rate usually isn't in your favor.

There are several ATMs on and off-post. At most on-post ATMs you can make withdrawals in Euro or dollars. In Europe, ATMs are often inside banks or buildings. Look for a small EC sign on the outside of the building to find an ATM.

You can also open an account with one of the two German banks on post: Service Credit Union <https://servicecu.org/> and Community Bank <https://www.dodcommunitybank.com/home/locations/germany>

You might end up needing one to pay for some of your off-post bills. Both posts have locations for both banks.

What is a VAT form?

The Value Added Tax (VAT) for purchases in Germany is between 8-19% and is automatically included in the price of products and some services (i.e. auto care). From the Tax Relief Office, off Gettysburg, you can purchase VAT forms to use at the time of purchase to save the tax. Not all stores accept them; ask prior to making your purchase. As a newcomer, you can purchase a set of 10 forms for \$40. Thereafter, VAT forms cost \$5. The whole process for using the forms will be explained when you purchase. Kaiserslautern [VAT Office Website](#) / Ansbach [VAT Office Website](#)

Where can I go to buy stuff for the house?

Don't forget to check out the ACS Lending Closet for household items to use until your Household Goods arrive. There's also the Thrift Stores located on each post.

OBI is similar to Home Depot.

IKEA has everything from mattresses to utensils

Globus and Kauflands, carry groceries and home goods similar to a Walmart.

****Don't forget your VAT form!***

US retailers ship here?

You'll find that many merchants will ship to an APO address. The delivery timelines vary greatly. Amazon is a great option and with a Prime Membership you get faster shipping (usually 1-2 weeks). You can also ship from Amazon.de straight to your German address.

If you live on post, you can still have German companies deliver to your house. You just have to write your address a little different. For example, if you live on Von Stueben, but your building number and letter are 8795 B, then your German address is written like this:

Von Stueben 5949 II
91522 Ansbach DE

Can I ship anything to my APO?

Not anything. There are rules about what can and cannot be shipped into Germany. It doesn't matter whether the item is shipped from the manufacturer or from a family member. Some items that are NOT allowed include: aerosol cans, coffee, alcohol, supplements, perfumes, meat, and dairy products. If you have any questions about an item, contact the Customs office before ordering. They are very helpful and their contact information: USAG Rheinland-Phalz 06314-11-7383, Baumholder 0611-143-531-2944, USAG Ansbach - CIV. 0981-183-7842

Don't forget to bring your own shopping bags! Stores will often charge 10 cents (Euro) per shopping bag... or just carry it around on your own!

Store Equivalents

Home Depot = OBI, Toom

Dollar Store = Tedi

Craft Store = Tedi, Nanu-Nana,

Mueller Pharmacy = Apotheke

Walmart = Real, Globus, Kaufland

Best Buy = Media Markt

Home Décor/Furniture = Hagebaumarkt, IKEA, XXLutz

Pet Stores = Fressnapf, Hagebaumarkt

Grocery Stores

Lidl, Netto, Norma and Aldi are discount stores. They offer a lot at cheap prices, but you might not find specific items. Edeka is a store more comparable to a state-side grocery store. For tips, take the ACS Windshield Tour where they take you to Edeka and show you everything before you go alone. The closest thing to Walmart or Target will be Real, Kaufland, or Globus.

You and your dependents will both get Rations Cards through S1. On post, coffee, cigarettes and liquor (not beer and wine) are rationed. Your Rations Card keeps track of how much you purchase. But you can always buy these things off post.

Clothing Stores

All ages: H&M, Kik, C&A, NKD, Wohrl, Jack Wolfskins (sportier, outdoorsy clothes)

Women's: Orsay, Hunkemoller, Loft (Weiden)

Shoes: Deichmann, Sutor Ball gowns: Rent-a-Highlight

Shopping malls located in Kaiserslautern, Frankfurt, Bayreuth, Nuremberg, and Regensburg. There are many more stores than listed here! Time to go out and explore

Traveling

How do I get my USAREUR driver's license?

If you already have a valid stateside license, you can take a class in person followed by the test or you can take the online class to get your USAREUR license. To do the online version, you need your sponsor to set up a JKO account for you then you can take the test online at <https://jkodirect.jten.mil/>. Search for course number USA-007, course title U.S. Forces Driver's Training Program for Europe.

Visit the USAREUR drivers testing and training website for more information:

<https://www.afsbeurope.army.mil/Logistics-Readiness-Centers/LRC-Bavaria/Transportation-Division/Drivers-Testing/>

****test is time consuming and must be taken no more than 60 days prior to obtaining the license! It takes up to 72 hours to update in the system, so it is recommended to take the test on PCS leave prior to arrival.***

Do I need a travel Passport?

If you plan to travel outside of Germany, yes; you need to apply for a travel passport for all dependents regardless of age. There is a Passport Office for each garrison that can assist you with the requirements. The cost for travel passports is your own.

If you plan to travel within Germany and not leave the borders, then your government-issued "no fee" passport with the SOFA stamp will work.

Do I need to travel with both Passports?

You are required to have and travel with a tourist Passport if traveling outside of Germany. You are also advised to travel with the passport that contains your SOFA stamp (official or "no fee" passport) when traveling in Germany. Simply put, your tourist passport lets you out of Germany while your official passport with SOFA stamp (often called your "no fee" passport) lets you back into Germany. USAG Rheinland-Pfalz website: <https://home.army.mil/rheinland-pfalz/index.php/about/directorates-support-offices/directorate-human-resources-dhr/passport-and-sofa-services>

USAG Ansbach website:

<https://home.army.mil/ansbach/index.php/about/Garrison/human-resources/passports-sofa-services>

How can I make an appointment to get my passport?

The best way to make an appointment is to email or call the office directly. A lot of times they cannot answer the phones as they are busy processing passport applications.

They will usually get back to you in a timely manner by email to answer questions and make appointments. USAG Rheinland-Phalz Kaiserslautern +49 (0)611-143-541-1019/1020, Baumholder +49 (0)611-143-531-2404, USAG Ansbach

Do I need an international driver's license?

With your USAREUR driver's license, you can drive anywhere in Germany. If you plan to drive outside of Germany, you need an International Driver's License in addition to

your USAREUR license. The license office on post can provide a map of locations to to get an International Driver's License. You don't have to take another test, just *need to bring one passport photo (remember: you can't smile in these photos!), your ID card, your USAREUR driver's license and €20.*

Advice on taking the train?

For travel around Germany, and even outside Germany, consider touring by train. There are train stops located near every installation. If you want to speak to someone, you can go to a ticket counter at major train stations. Their office hours will be listed on their website: www.bahn.com. The other two stations only provide a kiosk for train ticket purchases. At most kiosk locations you are able to change the language to English. If you're not familiar with train systems, definitely stop by a train station office and speak with one of their friendly ticket agents. There are lots of deals that aren't listed on the site that they can help you with, specifically the "Servus" and "Bayern" tickets. The prices listed on the www.bahn.com can sometimes be much, much less when you use one of these tickets!

A few travel applications that are user friendly are:

- DB navigator
- Trainline EU
- Omio

A few translator applications that are user friendly are:

- Google Translate
- SayHi

What are the best options for finding cheap flights?

For leisure travel, there is an on-post travel office called SATO. They can assist with any leisure travel plans such as plane tickets, cruises, hotels, etc. You can view the online website here: <https://europe.satovacations.com/home.aspx>. If traveling to the US, Space Available seats may be an inexpensive option. Check out the Space Available Facebook page for more details on the process for using Space A travel. Militaryfares.com, USDTravel.com and ABCTravel.com are worth checking out as they offer military discounts to both the soldiers and immediate family members.

Where can I get some help with planning trips?

There are many different travel agencies that can help you plan trips like SATO, Militaryfares.com, USDTravel, ABCTravel, ADAC, Stars and Stripes Europe Travel but another great resource is the local Bavarian Army Wives Travel (BAWT)



German Culture

ACS offers tons of FREE events and classes to help you transition to living in Germany. Call or go into any ACS and ask for events/classes include a Newcomers Orientation.

Where can I learn German?

ACS offers German language classes. Contact ACS for a schedule and to sign up. It is free! While many Germans speak some English, learning a little German will go a long way in being welcomed by your host nation. A great application is Duolingo!

Do I really have to pay for using the restroom?

In Europe, paying for the use of a restroom (WC) is common. When dining at a restaurant, use of the WC is typically free. When traveling on the Autobahn, most rest areas have clean bathrooms that cost between 40-70 cents to use. Hang on to your tickets because sometimes you can use your tickets as a credit toward a purchase in the attached restaurant/convenience store.

What are some good tips for dining out?

It is customary in Germany (and much of Europe) to seat yourself at a restaurant. Find a seat you like and grab it. You may have to flag down the wait staff both to order and to receive your bill. Water is not brought to the table, unless ordered, at a cost. The standard water (wasser) is carbonated (with bubbles/gas). If you want non-carbonated, order "still" or "no gas."

At nicer restaurants, a tip is sometimes included in the bill. Look at the bottom of the bill to verify. Tipping is fine but not expected. If you do tip, keep in mind the standard 15-25% you would tip in the United States is considered a high tip in Germany. Sometimes, just rounding up to the nearest euro is sufficient.

In Germany, hotels are a great place to try local food. Different from in the states, hotel restaurants are usually wonderful and reasonably priced. Generally, reservations are accepted any day of the week. If you do not have a reservation, or when dining with children, consider going early (between 5-6pm).

Most Europeans enjoy dinner for a longer time period than in the U.S. and the wait staff do not visit the table as often as in the U.S.

Can I really drive as fast as I want on the Autobahn?

Yes! Some stretches of the Autobahn do have speed limitations, mostly near big cities with lots of exits and by construction. Otherwise, it's up to you. **STAY SAFE & NEVER DRINK & DRIVE!!!** The legal limit is only .05!!

Beware of speed traps!

There are large penalties for speeding in Germany, especially in construction areas....and there are a **TON** of speed cameras. It is not worth paying these hefty speeds for speeding, so watch that speedometer! (Fines can be found here)

Unit Contact Information

10th Army Air and Missile Defense Command G1

usarmy.rheinland-pfalz.10-aamdc.list.10-aamdc-g1 or +49 (0) 611-143-528-7603/7606/7602

If you do not have a sponsor please contact the 10th AAMDC

Sponsorship Coordinator SFC Covoscier Jones at 314-493-2635, +49 (0) 611-143-493-2635, covoscier.t.jones.mil@mail.mil.

10th AAMDC Headquarters and Headquarters Battery

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First Sergeant – 1SG Kevin Cadungug at 314-493-2344, +49 (0) 611-143-493-2344 kevin.j.cadungug.mil@mail.mil

5th Battalion, 7th Air Defense Artillery Regiment

Commander – LTC Justin Logan at 314-531-5000, +49 (0) 162-297-2325, justin.d.logan.mil@mail.mil

Command Sergeant Major – Command Sergeant Major Quinnus Caldwell at 314-531-5002, +49 (0) 162-250-7729, quinnus.g.caldwell2.mil@mail.mil

Executive Officer – Major William Hill at 314-531-5001, +49 (0) 611-143-531-5001, william.m.hill.mil@mail.mil

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Commander - LTC Abraham Osborn at 587-4151 or +49 (0) 162-260-9275

Command Sergeant Major – Command Sergeant Major George Palmer at 314-587-4152; +49 (0) 173-614-7397, george.a.palmer.mil@mail.mil

Executive Officer – Major Christopher Couch at 314-587-4153, +49 (0) 611-143-587-4153, christopher.m.couch1.mil@mail.mil

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S-1 NCOIC – SFC Nicholas Oliver at 314-587-4210, +49 (0) 611-143-587-4210, nicholas.a.oliver.mil@mail.mil

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Frequently Asked Questions (FAQs)

Background: In order to facilitate the normal PCS flow into the European theater while minimizing the risk of spreading COVID-19, 10th AAMDC is developing comprehensive travel plans into the AOR with the health and safety of our soldiers, civilians and families being the highest priority.

Under normal circumstances, transitioning to an overseas assignment is challenging. The current COVID-19 environment has unfortunately, made that change of duty station just that much more challenging.

In an effort to reduce the spread of COVID-19 and protect the health and safety of our military and host nation communities, we are directing in-bound Soldiers, DA Civilians, and their families to enter into a 14 day Restriction of Movement upon arrival in theater. Regrettably this necessary requirement may feel like a poor welcome to U.S. Army Europe, however, USAREUR units and garrisons have worked hard to provide you and your family the most comfortable reception possible.

10th AAMDC leadership has analyzed several courses of action. Although these courses of action might not feel the most convenient at times, it's important to remember that we must not only protect the health and safety of our incoming forces, we have an obligation to our European host nations to respect and uphold the rules and protections that they have in place.

It is very important that all incoming soldiers and civilians maintain contact and open communication with their assigned sponsor at the gaining unit. If you don't know who your sponsor is or are having trouble making contact, please go to the USAREUR Sponsorship and Newcomers website at : www.eur.army.mil/newcomers Here you will find details and comprehensive FAQs, and there is also a link on the website to send an email directly to the sponsorship office (look under 'Request a Sponsor' for the link).

Q: Will all incoming personnel be required to fly on the Patriot Express?

A: No. Although it is recommended that incoming personnel fly into theater via Patriot Express, it is not mandatory for personnel coming into theater who will reside in Army family housing or private rentals. USAREUR's forthcoming patriot express exception policy will specify exception authorities for use of COMAIR.

DACs, with or without dependents, will arrive in theater via Patriot Express or commercial air. DACs wishing to use Patriot Express will be subject to rules and priorities in the DoD travel and related regulations.

All initial entry training (IET) soldiers and soldiers who will be housed in barracks will use Patriot Express.

Individual orders will outline the authorization for transportation. Most RFOs currently being published include a requirement to utilize military transportation for PCS moves. That includes the Patriot Express. HQDA EXORD 144-20, paragraph 3.C.28.A.3. requires the transition to military or DoD contracted aircraft for DoD sponsored travelers coming from or going to CDC level 3 or level 2 designated areas to the greatest extent possible.

Q: Where will incoming personnel fly into?

A: Incoming personnel will fly into Ramstein Air Base (RAB) whenever possible. IET and soldiers (E6 and below) who will be housed in barracks while in DEU, will be screened at RAB and conduct the mandatory 14-day restriction of movement (ROM) at the deployment processing center (DPC) located at the Rhine Ordnance Barracks (ROB) in Kaiserslautern, Germany.

Service members and DA Civilians who will reside in Army family housing or private rentals will arrive into either RAB or a commercial airport. Those arriving at RAB will be screened there before moving to their assigned USAG to conduct mandatory ROM and possible surveillance testing at that location.

Service members and DA Civilians who arrive via commercial flights will undergo host nation screening at the airport depending on where they arrive. They will then move to their assigned garrison to conduct mandatory ROM and possible surveillance testing coordinated by the local garrison authorities.

Q: What is the process for COVID-19 testing/screening upon arrival in theater?

A: All initial entry training (IET) soldiers and soldiers who will be housed in barracks will fly utilizing Patriot Express and arrive at Ramstein Air Base where they will be screened/interviewed for symptoms and receive a temperature check at the terminal prior to moving to the Rhine Ordnance Barracks (ROB) to conduct the required 14-day ROM.

Once at Rhine Ordnance Barracks, testing will be conducted on all personnel. Any personnel referred to the USAG Public Health Emergency Officer (PHEO) for further evaluation due to the development of COVID symptoms, or who test positive will be moved into isolation for 14 days and released IAW guidance from the USAG Public Health Emergency Officer (PHEO).

While on ROM, screening will continue to be conducted twice daily. Any personnel who test positive while on ROM will receive diagnostic testing and be moved into isolation; negatives will remain in ROM for 14 days before moving onward to their units and garrison locations. It is possible that those who test negative, but have had close contact during ROM with a COVID-positive individual are identified by trace teams for either additional testing or isolation. For this reason, it is imperative that incoming personnel maintain physical distancing and other mitigation measures even within

ROM.

Personnel flying into theater via commercial air will be subject to host nation screening procedures that may be conducted at the airport (temperature screening, questionnaires, etc.) depending on the host nation and airport. After being cleared by host nation, personnel will immediately move to their assigned garrison location to conduct 14-day ROM at garrison provided quarters. The 14-day ROM at garrison locations includes daily medical screenings determined by the garrison commanders. At this time, there is no mandated surveillance testing requirement for personnel who are not destined for barracks housing in Germany. However, diagnostic testing may be performed for personnel who exhibit symptoms. Additionally, surveillance testing could be instituted depending on the Garrison to which personnel arrive, so it is very important for personnel to remain in close contact with their sponsors to understand the specific procedures and standards at their assigned locations.

Q: Will dependents/families be allowed to PCS/travel at the same time as the SM?

A: Yes. In order to facilitate a smooth transition for all incoming service members, DACs, and dependents, while also abiding by the host nation rules and mandatory ROM, the best course of action is to allow service members and their family members to arrive in theater together and ROM together in garrison provided quarters.

Q: How long will it take to secure permanent quarters or off post housing?

A: Unfortunately, no two situations will be the same and the availability of off-post housing is difficult to accurately predict. Historically, on average, it can take up to 37 days for a service member to apply for and secure housing, but this is influenced by many factors and again, it is very difficult to accurately predict. It is of utmost importance to apply for housing as soon as the application is made available to you. Garrisons are working on ways to do this before you even arrive.

Q: How will dependents and families be screened/tested?

A: All arriving dependents and families who fly into Ramstein Air Base via Patriot Express will be screened/interviewed for symptoms and have their temperature taken upon arrival at the terminal. All asymptomatic individuals will immediately be transported to their respective garrison locations to conduct 14-day ROM in their garrison-provided quarters.

All incoming dependents and families who arrive via commercial air will be subject to host nation screening procedures that may be conducted at the airport (temperature screening, questionnaires, etc.) depending on the host nation and airport. After being cleared by host nation, personnel will immediately move to their assigned garrison location to conduct 14-day ROM at garrison provided quarters. The 14-day ROM at garrison locations includes daily medical screenings determined by the garrison commanders.

Q: What exactly does ROM mean?

A: The acronym ROM stands for ‘Restriction of Movement’. Essentially, for the incoming PCS population conducting ROM, it means that personnel will be restricted to their assigned housing/temporary lodging for the duration of the 14-day ROM period.

Each garrison location will have differences depending on the environment and local rules at that location. In some instances, sponsors will shop for families (at the family’s expense) and in others, the garrison may provide food delivery or have food collection points. To find out the specifics at your assigned location, please visit:

<https://www.eur.army.mil/Garrisons/>

IMCOM-Europe homepage: <http://www.imcom-europe.army.mil/webs/index.html> (link to all Europe garrisons) – see the “Newcomers” pages in your new location for helpful information that is specific to your new community. “Living in Europe” also has tips and hints for ensuring your tour in Europe is full and rewarding. The “Directory” will assist you for numbers to reach service providers at your new location if you have specific questions.

Soldiers who conduct ROM at the DPC will follow the guidelines and procedures at that location.

Q: What will service members be doing while at the DPC ROM site for 14 days?

A: After initial screenings, service members will conduct basic in-processing tasks and classes. Some in-processing tasks include completing housing applications and finance. There will be virtual learning classes for obtaining an USAREUR drivers license; SHARP/EO training, RT, financial classes, ACS, ASAP, Anti-terrorism, Force Protection and education center classes.

Q: What items will I need to pack in order to be prepared to ROM when I arrive in theater?

A: Service members should be prepared to stay in barracks or the at DPC for 14 days. Bring basic field survival items like shower shoes, towels, bed linens, and toiletries. There will be opportunities to re-stock provided by the DPC.

Families should pack everything they would need to be prepared to remain in ROM for 14 days – pack what you would have for yourself and your family as if going camping for two weeks.

People should arrive with things to do like books, tablets, and exercise bands. Bring toiletries, prescriptions, baby requirements.

Q: What will the living conditions be like at the garrison provided quarters/lodging for families conducting 14-day ROM?

A: Each garrison location will be slightly different. However, you can expect to stay in a temporary lodging facility that will feel very much like a hotel. It is possible you will be placed in quarters. While staying there, the unit assigned sponsor will be communicating with you and your family regularly to ensure you have all items and incidentals you require to be as comfortable as possible during the 14-days. The sponsor and garrisons will provide information on laundry services, groceries, internet, and other services that are available to you and specific to each location.

To find out the specifics of your location, please go to:

<https://www.eur.army.mil/Garrisons/>

IMCOM-Europe homepage: <http://www.imcom-europe.army.mil/webs/index.html> (link to all Europe garrisons) – see the “Newcomers” pages in your new location for helpful information that is specific to your new community. “Living in Europe” also has tips and hints for ensuring your tour in Europe is full and rewarding. The “Directory” will assist you for numbers to reach service providers at your new location if you have specific questions.

Q: What are the living conditions like at the DPC ROM site? Will the living conditions on the ROM site appropriate to ensure all appropriate preventative measures and social distancing guidelines are followed?

A: The ROM areas have been designed to accommodate all incoming personnel while abiding to the strictest force health protection and social distancing standards. It is our responsibility to ensure we provide the safest conditions and operate in accordance with the guidance provided by DOD, CDC and by the host nations, where U.S. Army Europe personnel are located. We have integrated COVID-19 prevention and protection measures into every aspect of our operations across the theater. There is ample room in the ROM facilities to safely accommodate the incoming personnel and ensure proper distancing and sanitation standards are enforced.

Q: What measures have been implemented to protect the health of U.S. military personnel in theater against COVID-19?

A: Force health protection is our top priority. U.S. Army Europe joins the rest of the world in fighting the spread of the coronavirus and implementing health protection measures following Department of Defense and U.S. Centers for disease Control and Prevention guidance. As an Army command located outside the United States we have unique geographic constraints and operational considerations for force health protection. That said, we must also act in accordance with relevant host nations’ and allied forces’ standards as applicable. We have increased our force health posture at all of our installations. Leadership at installations are hosting virtual town halls to keep our local populations informed. Protecting the force includes mitigating the spread of the virus by following recommended preventive measures such as: social distancing;

frequent hand washing; avoiding close contact with sick individuals; covering coughs and sneezes; cleaning frequently touched objects and surfaces; staying home when feeling ill; and, avoiding touching the eyes, nose, and mouth. We have also implemented the use of cloth face coverings. Soldiers, family members, Army civilian employees and contractors should follow Centers for Disease Control guidelines on the use of cloth face coverings in public settings or where other social distancing measures are difficult to maintain. For more information about the DOD directives and supplemental “Force Health Protection Guidance for the Novel Coronavirus Outbreak” (<https://www.defense.gov/Explore/Spotlight/Coronavirus/>), and with current Centers for Disease Control and Prevention guidance for this virus (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>).

Q: How can we PCS during a Stop-Move order?

A: Current “green locations” have been published on <https://www.defense.gov/Newsroom/Releases/Release/Article/2211257/travel-restrictions-green-locations-june-8-2020/>

Stop movement measure were initially taken to aid in preventing the spread of COVID-19, to protect U.S. and host nation personnel and preserve and maintain the operational readiness of the U.S. Army’s global force.

While the Coronavirus Disease 2019 (COVID-19) pandemic still presents risk to DoD Service members, civilians, and their families, improving conditions warrant a transition in our approach to domestic and overseas personnel travel to a conditions-based, phased approach to personnel movement and travel. While we make this transition, my priorities remain - protecting our Service members, DoD civilian employees, and families; safeguarding our national security capabilities; and supporting the whole-of-nation response.

This measure is reevaluated every two weeks by the Secretary of Defense. However, these measures do not change U.S. Army Europe’s readiness, lethality, resiliency capabilities or our commitment to NATO and our allies. Military and civilian Permanent Change of Stations (PCS) is different from operational readiness and training requirements. However, taking care of our military personnel and their families during this time of utmost importance.

PCSs will be occurring on a case-by-case basis if they meet the following criteria as outlined in SECDEF memorandum dated 22 May, Transition to Conditions-based Phased Approach to Coronavirus Disease 2019 Personnel Movement and Travel Restrictions:

Using the White House's Opening Up America Again guidelines as a baseline, along with data and guidance from the Department of Health and Human Services and the Centers for Disease Control and Prevention and inputs from the Services and Combatant Commands, the Under Secretary of Defense for Personnel and Readiness (USD(P&R)) will continuously assess each U.S. state, district, or territory and nations

that host greater than 1,000 permanently assigned DoD personnel, for:

- Removal of shelter-in-place orders or other travel restrictions
- 14-day downward trajectory of flu-like and COVID-19-like symptoms; and
- 14-day downward trajectory of new COVID-19 cases or positive tests.

Any state, district, territory, or host nation that meets all three criteria shall be considered to permit movement to/from these areas.

Once a U.S. state or territory or country meets the factors described indicating criteria have been met to resume unrestricted travel, the Office of the USD(P&R) will publish the change in status. Any subsequent significant change in factors due to temporary localized breakouts will be assessed for travel restrictions being reinstated at the state, territory, or host nation level.

The countries in USAREUR AOR have been determined to have met the aforementioned criteria, allowing normal in-flow of summer PCSs.