



USAG Rheinland-Pfalz

# INSTALLATION RELOCATION ASSISTANCE PLAN



Prepared by the Army Community Service (ACS), Relocation Readiness Program, IAW  
AR 608-1, Chapter 4, Section III, 4-19

As of 16 June 2020



## **Pre-Arrival Support**

**Goal:** Provide inbound Service Members and Families with essential information needed to make informed decisions, helping them getting settled in quickly, reducing fears of the unknown, providing accurate and updated information, relieving stress associated with transitioning into a new and unfamiliar community, and introducing them to their new Host Nation.

**USAG Rheinland-Pfalz PANDEMIC Response for Inbound Soldiers, Civilians, Contractors and Families:** U.S. Army Garrison Rheinland-Pfalz is implementing precautionary measures for the health protection of our community. Expect these measures to impact normal day-to-day operations across Kaiserslautern and Baumholder communities. Please access <https://home.army.mil/rheinland-pfalz/index.php/coronavirus-covid-19> for the current list of garrison restrictions, services and closures. Your assigned sponsor will assist with navigating closures by email and phone, ensuring the smoothest transition possible prior to your arrival and during your quarantine status. See Appendix A-E for pandemic support.

**Plan My Move** is a set of online organizational tools designed to make frequent moves easier and less disruptive for Service Members and Families. Tools include a customizable calendar, to-do lists, departure and arrival checklists, installation overviews, and installation-specific information topics such as education, transportation, childcare, and employment. Plan My Move can be found at: <https://planmymove.militaryonesource.mil/>

**Military INSTALLATIONS** is available on the Military One Source (MOS) website at <https://installations.militaryonesource.mil/>. It is a searchable directory of programs and services of military installations worldwide, allowing easy access to contact information, websites, maps and directions to installation programs and services. It also includes a 24/7 toll-free assistance line.

**eSponsorship Application and Training (eSAT):** eSAT Sponsorship Training website <https://myhub.militaryonesource.mil> provides sponsors and newcomers with an online, easily accessible and authoritative resource for training, needs assessment, communication, access to trusted relocation information, resources and feedback for improvement.

**Request a Sponsor at ACT:** <https://actnow.army.mil/>

**ACS Relocation Readiness** staff provide sponsorship training to Service Members, Spouses, and Civilians monthly and for units upon request. The training provides do's



and don'ts of sponsorship with emphasis on the USAG Rheinland-Pfalz installation area. ACS develops and distributes the Sponsorship Welcome packets. Relocation Readiness staff are responsible for ensuring the information contained in Military Installations is accurate and up-to-date. Information is certified quarterly on the following dates: September 30, December 31, March 31, and June 30. Updates are due to ACS's Relocation by the 15th of the month, preceding the certification date. Updates and changes are submitted through Defense Installation Messaging System (DIMS).

**USAG Rheinland-Pfalz Military Installation** website <https://home.army.mil/rheinland-pfalz/index.php/usag-rheinland-pfalz> includes links to major units and organizations, the installation newspaper, master calendar of events, sponsorship program, and relocation services. The <https://rheinland-pfalz.armymwr.com> provides MWR activities and agency information. The website also provides information on Family, fitness and recreational opportunities at USAG Rheinland-Pfalz.

**Youth Sponsorship:** Families with children can contact the School Liaison Officer at 0611-143-541-9061, Landstuhl Youth Center at 06371-86-8658 or the Baumholder Youth Center at 0611-143-531-3423 to request a youth sponsor, the request form is available at: <https://global.armymwr.com/europe/europe-cys/europe-teen-sponsorship-pages/kaiserslautern-youth-sponsorship-form> . New youth will be paired up with a local youth to help transition into the program and learn about academic and recreational programs the Teen Zone/Youth Center offers. For more information, visit the Military Youth on the Move website at <http://www.militaryonesource.mil/family-and-relationships/military-youth-on-the-move>

**Child and Youth Services:** The USAG Rheinland-Pfalz Child and Youth (CYS) Services offer six center-based programs. There are six Child Development Centers: two located on Landstuhl, and one each located on Sembach, Kleber, Miesau, and Baumholder. There are three School Age Centers: one serving grades 1-5 on Baumholder, and one each serving grades K-5 on Sembach and Landstuhl. Programs for the Kaiserslautern Military Community Youth include Youth Centers at Landstuhl and Baumholder for youth in grades 6-12. Individualized and team sport programs along with SKIES Unlimited classes are offered throughout USAG Rheinland-Pfalz. The Parent Central Services office also provides a variety of services, including registration, resource and referral, along with the babysitter referral list.

If families will need day care for their children, visit [www.militarychildcare.com](http://www.militarychildcare.com) for more information and to begin the registration process. Once all information has been processed, Parent Central Services will initiate contact. Families who had utilized CYS



at a previous location may contact that Parent Central Services office to request having family files exported. USAG Rheinland-Pfalz CY5 Services will be able to import the files. Contact Parent Central Services at 314-541-9066/9065 or 0611-143-541-9066/9065 for Kaiserslautern. For Baumholder, please call 314-531-3440 or 0611-143-531-3440.

**Army Continuing Education System (ACES):** ACES in the Kaiserslautern Military Community consists of four Army Education Centers: Baumholder, Landstuhl, Kleber (Soldier For Life), and Rhine Ordnance Barracks (ROB). The Education Center on ROB, Building 288, is the HUB center and provides services to the Kaiserslautern Military Community Army Personnel. Administration can be reached Mon-Fri 0800-1700 at 0631-3406-2588.

**Landstuhl Regional Medical Center (LRMC)/United Healthcare Military and Veterans/TRICARE:** LRMC is a Level II Trauma center and is one of DoD's premier medical centers; and is the largest American hospital outside the United States. The staff of the hospital is made of 50% Army, 15% Air Force, and 35% civilian personnel. The hospital has more than 110 physicians, 250 nurses, 40 Medical Service Corps officers, 900 enlisted personnel and 550 civilian employees, committed to providing military Families the highest level of health care and customer service. To make medical appointments, contact the regional appointment center at 06371-9464-5762. The appointment line is open 7-days a week, 0630-1630.

**Billeting/Lodging:** Reservations are accepted 60 days prior to arrival, and may be made through U.S. Military Temporary Lodging system at <http://www.dodlodging.net>

**The Lagerhof Inn - Baumholder\*:** Use options listed below for reservations.

- Phone: 011-49-611-143-531-2900
- Email: [usarmy.rheinland-pfalz.id-europe.list.dfmwr-bhr-laberhof-inn@mail.mil](mailto:usarmy.rheinland-pfalz.id-europe.list.dfmwr-bhr-laberhof-inn@mail.mil)
- Website: <http://army.dodlodging.net/propertys/Baumholder-Lodging>
- Address: Bldg. 8076, Smith Barracks, Baumholder, Germany 55774

**Ramstein Inns – Landstuhl\*:** Use options listed below for reservations:

- Phone: 011-49-6371-45-4920.
- Email: [lodging@us.af.mil](mailto:lodging@us.af.mil)
- Website: <http://af.dodlodging.net/propertys/Ramstein-Inns-Ramstein>
- Address: Bldg 3336, Ramstein- Miesenbach, Germany, 66877

**Vogelweh Lodging - Kaiserslautern\*:** Use options listed below for reservations.

- Phone: 011-49-631-536-8910



- Email: [lodging@ramstein.af.mil](mailto:lodging@ramstein.af.mil)
- Website: <http://af.dodlodging.net/propertys/Vogelwehh>
- Address: Bldg 1002, Vogelweh, Kaiserslautern, Germany 67663

\* All are pet friendly.

**Pet Requirements:** Pets must be microchipped. The rabies vaccination must have been administered at least 30 days after microchipping but less than one year ago. Two-year rabies vaccinations are not valid in Germany. Health certificate must be completed within 10 days of flight, signed by a USDA certified veterinarian. At Ramstein, examination fees will apply for pets imported into Germany from outside the European Union. Contact the local installation Vet Clinic, Monday through Friday, 0730-1600 at DSN: 590-1900 or civilian: 06371-9464-1900 for more information. The clinic service is by appointment only.

**Religious Support:** Provides a schedule of post-base chapel services, events and information on-and off-base worship services upon request. Call the Chaplain at 0611-143-531-3170 Baumholder or 0611-143-541-2105 Kaiserslautern for full scope of services offered.

**Your sponsor leadership and Army Community Service are now prepared to assist you with quickly settling into your new community.**

**Goal:** To provide the support and assistance Service and Family Members need to get settled in quickly, with minimal stress. To provide relocation counseling for complex issues as soon as possible after arrival.

**USAG Rheinland-Pfalz Opportunities:**

- Central Processing Facility in Baumholder (Smith Barracks, Bldg 8660), and in Kaiserslautern (Kleber Kaserne, Bldg 3245) is open Mon-Fri 0830-1200, 1300-1600 (closed on U.S. Holidays)
- ACS, Relocation Readiness Program in Baumholder at Clinic Kaserne, Bldg 8746, room 112, or in Kaiserslautern at Kleber Kaserne, Bldg 3210, room 221.
- There is a great quality of life at USAG Rheinland-Pfalz. Visit <https://rheinland-pfalz.armymwr.com> to view recreational opportunities such as trips through Outdoor Recreation.
- For more activities available in the area, follow Rheinland-Pfalz Family and MWR on Facebook <https://www.facebook.com/RheinlandPfalzFMWR>, or on our website.



- Get up-to-date information on child and youth programs to recreation, sports and entertainment, travel, and leisure activities.
- Positive, dedicated population; strong community support for Service Members and Families.

### **Major Resources Most Frequently Utilized by Service Members and Relocation Readiness:**

- Newcomers Host Nation Orientation Briefings
- Central Processing Facility (In/Out-Processing) in Baumholder and Kaiserslautern.
- Plan My Move website tools <https://planmymove.militaryonesource.mil/>
- Military INSTALLATIONS: <https://installations.militaryonesource.mil/>
- ACS Sponsorship Training and Welcome Packets
- Billeting/Lodging Access on Baumholder, Ramstein and Vogelweh
- CYS and School Support Services
- LRMC/United Healthcare Military and Veterans/TRICARE
- Exceptional Family Member Program (EFMP)
- Chaplain Services

### **Quarantine Release Day**

- Report to the Central In-Processing office, room 112, Bldg. 3245, Kleber Kaserne or room 209, Bldg.8660, Smith Barracks, Baumholder
- In-process and receive an in-processing training schedule
- Receive CIF issue appointment
- Begin in-processing stations

### **Second Duty Day**

- Report to your unit S-1 or personnel division
- Receive duty position memorandum (if applicable)
- Complete Security In-Processing
- Complete DD93 (SGLI) documentation
- Complete eMILPO arrival requirements

You need to bring the following forms with you:

- Duty position memo (if applicable)
- Copy of orders and any amendments
- DA Form 31 (leave form)
- NCOER/OER (if applicable)
- Report to Kleber Health Clinic for medical/dental in-processing at 1500. (This applies to KMC Service Members only.)



**In-processing Training Center (ITC):** Service Members must attend (and Spouses are encouraged to accompany Soldier to any portion of the training) the IMCOM-E mandatory 2-week training. Classes include: Host Nation Orientation, Finance (E5 and below), Exceptional Family Member Program, Provost Marshall Office, Central Issue Facility, Drivers Testing and more. Refer to your schedule, and be on time. Many classes, including USAREUR driver's training and the housing office, will make you reschedule if you are late.

**Driver's Training:** Both Service and Family Members can take the USAREUR driver's training and test online prior to moving. Service Members can use their common access card and Family Members can use the benefits number on the back of own ID card to log into Joint Knowledge Online and access training and test.

Link to the study book: [http://www.eur.army.mil/rmv/Drivers\\_Handbook/default.htm](http://www.eur.army.mil/rmv/Drivers_Handbook/default.htm)

Service Members must navigate to <https://jkodirect.jten.mil/> to access the training and exam. Under course catalog ensure the "courses" tab is selected and select "USA" from the drop down. Enter 007 in the course number field and click search. Enroll and take USA-007 "U.S. Forces Driver's Training Program for Europe (2 hours)".

Then enroll and take the exam USA-007B "U.S. Forces Driver's Training Program for Europe-Final Course Exam (2 hours)".

Print the certificate and present it to the Driver's Testing office during in processing to receive a USAREUR license. If NOT used within 60 days of issue, you will be required to retrain and retest.

In order to receive a USAREUR License, present the following documents to the Driver's Testing Office:

- Final Exam (USA-007B) Certificate
- Valid ID card
- Valid stateside or country license
- Check or money order for \$20 (no cash)
- Eye exam for personnel 65 or older by an optometrist or an eye-vision professional.

Family Member Instructions for Creating a JKO account:

- Navigate to <http://jkodirect.jten.mil/>
- Click on the link "NON-Government/sponsored Account Registration" on JKO's website. This will allow you to receive a sponsored account.



- Once information is submitted it will be sent to the sponsor's email for verification and then to JKO for account creation.
- Accounts take approximately 24 hours to process after receipt from the sponsor.
- You will receive email notification with account information and login instructions when your account is created. If you do not receive notification after 24 hours, please contact your sponsor.
- Once JKO sends you user ID and password, access JKO and take the exam.
- You'll be prompted to add your own DOD ID number into the system, prior to taking the training and test.
- To take the USAREUR training and test follow the same instructions above to access the training exam.

**Host Nation Orientation:** USAG Rheinland-Pfalz newcomers are required to attend the Host Nation Orientation, which is a great way to learn about the German culture, language, public transportation, and tips about living in the community.

**German Language Courses:** We offer free German classes. For more information, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

**ACS Relocation Readiness:** Its mission is to facilitate Commanders the ability to provide consistent responsive services that support readiness, by assisting Service Members, Civilians and Families with services to eliminate or reduce stress associated with frequent moves. The ACS Relocation Readiness Program staff distribute welcome packets, provide information and referral to community agencies that assist newcomers with relocation related issues and assist with relocation crisis issues. Service and Family Members, and Civilians should contact ACS Relocation Readiness Program at 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern to schedule relocation counseling or settling in services as soon as possible after arrival in Rheinland-Pfalz.

**ACS Lending Closet:** One is on Clinic Kaserne, Baumholder and another one at Kleber Kaserne, Kaiserslautern, assisting Service and Family Members, and Civilians in transition. Household items are loaned at no cost for up to 60 days (or until your household goods (HHG) arrive). Loan extensions are granted if additional time is needed and items are not in short supply. At a minimum, this includes basic kitchen equipment, high chairs, child care seats, playpens, cribs, irons and ironing boards). For more information call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.





**Information and Referral Program:** Provides information on military and civilian community resources, and about local bus and railway systems. Additionally, special host nation services are provided such as simple translations and explanation of German bills or other correspondence. Military and Civilian patrons can also utilize [www.militaryonesource.com](http://www.militaryonesource.com) to obtain translations for more than 160 languages.

**English as a Second Language:** We offer free English classes. For more information, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

**Sponsor Support:** Effective sponsors are actively involved in the pre-arrival and arrival process. They help newcomers get settled both in the unit and community. Sponsorship responsibilities include providing a tour of the post and places of interest in the community, as well as introducing the newcomer and spouse to co-workers, unit leadership, Family Readiness Group (FRG) members, and Key Spouses. Sponsors are assigned by the units. Request a sponsor by completing DA5434, available to Service Members online in the Army Career Tracker (ACT) and to Civilians through the Civilian Human Resources Agency (CHRA). You can also request a sponsor via email to: [usarmy.wiesbaden.usareur.mbx.usareur-tasp@mail.mil](mailto:usarmy.wiesbaden.usareur.mbx.usareur-tasp@mail.mil).

**United States Citizenship and Immigration Service (USCIS):** Officers assist Service Members and foreign-born spouses with immigration related issues. To schedule an appointment to meet with a USCIS Officer, contact the Department of Homeland Security, USCIS in Frankfurt, at [www.uscis.gov](http://www.uscis.gov) or 069-7535-2233.

**Hearts Apart/Waiting Families Support Group (HA/WFSG):** Support services are provided to Families residing on post or in the surrounding community who live separately from the military and civilian sponsor because of mission requirements. Such circumstances include unaccompanied tours, extended temporary duty, and field training exercises. Families of Service Members with TDY in-route for six months or longer are identified and ACS Relocation is notified by the units. Upon notification, a member of the ACS Relocation Readiness staff contacts the identified Family Member to inform her/him about the services offered through this program. Information on upcoming events, community resources and coping with Family separations is emailed to enrolled Families. For more information, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

**ACS Financial Readiness Program:** All First Term Soldiers are required to attend a 2-hour briefing during in-processing, which includes information on sound money management and investing. All Soldiers are encouraged to attend. During in-processing, members of the Financial Readiness team also discuss Army Emergency



Relief (AER), Family Subsistence Supplemental Allowance (FSSA), Thrift Saving Plan (TSP), and budget counseling. For more information call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

**Employment Readiness Program (ERP):** Its mission is to assist eligible individuals in acquiring skills, networks and resources allowing them to participate in the work force, find local job listings and obtain employment. Services include a centralized job bank, résumé and professional portfolio development, job application assistance, interview skills, development and career transition assistance. Services are available to military spouses and Family Members of active duty military, retired military and Civilians. No appointment is needed to use this program. For more information, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

**Exceptional Family Member Program (EFMP):** Service Members who have Family Members enrolled in EFMP are identified and referred to the ACS EFMP office. Service Members with Exceptional Family Members (EFMs) are required to enroll in this program to ensure services are available in the area. Upon receiving reassignment instructions, make an appointment for your family to complete EFMP screening at your local medical treatment facility as soon as you receive your assignment instructions. This will prevent major delays in your assignment and Family travel. Your EFMP manager and systems navigator provide critical information and support that can reduce much of the stress associated with a PCS move. EFMP is an integral part of each community, working in unison with medical facilities, CY5, local school districts and community service agencies ensuring every EFM receives quality care experience. For more information call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

**Army Family Team Building (AFTB):** Helps military spouses adapt and learn more about the military lifestyle while making friends, networking and gaining self-confidence. Many of the courses can be applied to resume and career building, self-development and leadership skills. The training is available to Family and Service Members, DoD civilians and volunteers. For more information, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

**Youth Sponsors:** Youth sponsors are assigned upon request. Generally, requests are made prior to the Family's arrival; however, sponsors can be assigned after arrival by contacting the School Liaison Officer at 0611-143-541-9061 or the Landstuhl Youth Center at 06371-86-8658.



**School Support Services:** Can ease the process of enrolling your child into school from kindergarten to high school. They also provide information on home schooling in USAG Rheinland-Pfalz. Requirements and information on before-and after-school options are available through the School Age Center and the Youth Center.

**Defense Military Pay Office (DMPO) Military Pay Assistance:** Financial Readiness offers a wide range of services to individual Soldiers and to units. For the individual, Financial Readiness can assist in preparing detailed budgets for the future. This is especially helpful to people who are about to be married, have a child, or relocate. For those who are experiencing or anticipate financial difficulties, we offer counseling and several publications to help get the situation corrected. Our staff also operate Army Emergency Relief for the Kaiserslautern Military Community.

**General Finance Support:** During the first day of in-processing, Service Members update their Basic Allowance for Housing (BAH) and Basic Allowance for Subsistence (BAS) entitlements. Additionally, Service Members have the opportunity to change their direct deposit to a different financial institution, start or stop allotments, submit pay inquiries, and request advance pay before their PCS move.

**Reimbursement of Temporary Lodging Expense (TLE) and Travel Living Allowance (TLA) Expenses:** On the first day of in-processing, eligibility and documentation requirements for TLE/TLA reimbursement are explained. TLE is a Continental United States (CONUS) allowance designed to help offset the additional costs of staying in temporary lodging while clearing residence at the old Permanent Duty Station (PDS), or to look for a place to live at the new PDS. This allowance is limited to 10 days, split between old and new PDS. Service Members apply for TLE, after incurring the expense, by completing the required documents and submitting them to the Travel Customer Service counter after entitlement has ended. TLA is an Outside CONUS (OCONUS) allowance and is submitted during Day One of the briefing.

**Housing Office:** The DoD requires Service Members to report to the HSO prior to entering into any lease, rental or purchase agreement for off-base housing. If you are planning to live off post and you are authorized to do so, you will be provided time during in-processing to search for a home. However, you must adhere to the provided schedule to the greatest extent possible. If you find yourself having issues with your schedule, contact your sponsor. The Housing Office provides off-base housing education and referral assistance to military personnel, their Family Members and DoD Civilians. Services include providing home search assistance, reviewing leases, mediating landlord-tenant disputes and providing home buying and selling workshops.



Area maps, rental listings and computer workstations are available at HSO to assist personnel with their search.

**General Housing Information:** German housing sizes depend upon the assigned location(s). Installation Housing Division will provide specifics pertaining to on-and off-post availability (private rentals, government-owned off-post houses). On average, housing takes approximately one month to receive, depending upon assigned location. Service Member residing in private rentals receive Overseas Housing Allowance (OHA) and COLA; the amount depends upon rank and family size. Houses are equipped with 220 Voltage and 50Hz; a few on-post housing units are equipped with 110 voltage. For more information call 0611-143-531-2996 in Baumholder or 0631-536-6671 in Kaiserslautern.

**Housing Locations:** Single Soldier Housing consists of 5,019 Unaccompanied Personnel Housing (UPH) barracks spaces at Kleber and Daenner Kaserne, Rhine Ordnance Barracks, Miesau, Landstuhl, Baumholder and Sembach. There are 237 spaces set aside at LRMC. UPH locations are within a 30-40 minute drive of each other.

**Baumholder Family Housing:** Military Family housing is available for Soldiers E-1 through E-4 with command-sponsored dependents serving an accompanied 36 month tour, or those enrolled in the Military Couples Program. Soldiers E-5 and E-6 with command-sponsored dependents have the option to move into military or off-post housing. All Soldiers E-7 and above, except those designated as key or essential personnel, will reside off post. Single Soldiers E-1 through E-6 will reside in the barracks. Wait time for military family housing varies from 1 to 12 weeks depending on bedroom requirements. For more information, call the Baumholder Housing office at 011-49-611-143-521-2978 or DSN 314-531-2978.

**Major Resources Utilized for Service Members and Relocation Readiness:**

- Army Housing Online User: <https://www.housing.army.mil>
- Installation website: <https://installations.militaryonesource.mil/>
- Defense Travel Management office:

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

**Track My Household Goods** is possible to do by accessing Defense Personal Property System (DPS):

- First time DPS users must obtain an Electronic Transportation Acquisition (ETA) login Identification (ID) and password before accessing DPS.
- To obtain an ETA login ID and password, go to <http://www.move.mil>.



- Once you have accessed "Move.mil", click on "New to Move.mil -- First Time Users Click Here!"
- Follow instructions for checking browser capability and to obtain a user ID and password.
- After obtaining a user ID and password, select "Login to DPS".

For more assistance getting your household goods delivered, contact the Household Goods Transportation office located in Baumholder at Building 8744, Monday-Friday 0800-1200 & 1300-1630.

- Traffic Manager: 011-49-611-143-531-7066
- Inbound: 011-49-611-143-531-7060
- Outbound: 011-49-611-143-531-7070
- Fax: 011-49-611-143-531-7069
- Tel DSN: 314-531-7066
- Fax DSN: 314-531-7070

**Chapel Programs:** Offer diverse programs unquestionably addressing all spiritual needs. They offer support and participate in a wide variety of worship opportunities for adults, children, teens, singles and couples. Visit one of the numerous chapels on the installation to see which one suits your style. For more information, visit <http://www.rp.army.mil/directorates/religioussupport.htm> or call 0611-143-531-3170 in Baumholder or 0611-143-541-2105 in Kaiserslautern.

**The Military & Family Life Counseling (MFLC) Program:** As licensed clinical counselors at Master's or Ph.D. levels, the MFLC program offers confidential, short-term, non-medical counseling at no cost or no written records (except for duty-to-warn situations) to active-duty Service Members, National Guard and Reserve Service Members and their families, as well as DoD Civilian expeditionary workforce members and their Families. Counselors help with a variety of common concerns that occur within the military lifestyle, including: anger, anxiety, loss or grief, relocation adjustment concerns, such as homesickness, separation, stress reactions to the deployment cycle and reintegration, and the transition from warrior to civilian life.

For more information or to speak to an MFLC call:

- Landstuhl: 0152-2479-2650
- Pulaski, Sembach and Vogelweh: 0152-2366-2124
- Panzer/Daenner Kaserne: 0170-369-3292
- Rhine Ordnance Barracks (ROB): 0175-601-1985
- Baumholder: 0152-3652-2147 or 0152-5152-6700; 0174-465-6733

**Pre-Departure Support:**



**Goal:** To ensure PCSing Service Members have the information needed to make informed relocation decisions prior to departing USAG Rheinland-Pfalz. Departing Service Members can contact the Relocation Readiness Program manager as soon as they know their upcoming PCS. The Relocation Program Manager will provide relocation counseling when requested.

**USAG Rheinland-Pfalz Opportunities:**

- Service Members out-process through relocation and Central Clearance.
- Information is easily accessible through various websites.
- Effective working relationship between relocation service providers.
- Overseas Cultural Orientation Briefing is conducted and mandated for Service Members going OCONUS.
- Effective Web Tools.
- “Smooth Move” workshops for outbound personnel offered monthly at ACS.

**Major Resources Utilized for Service Members and Relocation Readiness:**

- Plan My Move Military One Source: <https://planmymove.militaryonesource.mil/>
- Military INSTALLATIONS <https://installations.militaryonesource.mil/>

**ACS Relocation Readiness Program:** Access to pre-departure information is gained primarily through Service and Family Member initiative and ACS Relocation Readiness Program managers at military installations worldwide. Contact the Relocation Readiness Program before departing, or when you arrive at USAG Rheinland-Pfalz, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern to arrange relocation counseling. This counseling is highly recommended for complex issues related to moving and settling in. The relocation assistance and resources listed in this plan are included on the Relocation home page <https://home.army.mil/rheinland-pfalz/index.php/usag-rheinland-pfalz/newcomers>. The website also includes this IRAP, current relocation program schedule, and the “Leader’s Guide” to ensure Service Members receive ample time to prepare for departure.

**Soldier for Life/Tuition Assistance Program (SLF/TAP):** The VOW ACT effective 1 October 2011, requires all separating and retiring Service Members to start TAP, 12 months prior to leaving the service, in order to take full advantage of transition services offered. These include a pre-separation briefing, VA benefits briefing, 3-day Department of Labor Employment workshop, résumé and cover letter development, job search assistance, internet job sites access, educational, career technical, small business and standard career track support and a multitude of additional events and resources. Throughout the process, Service Members complete an individual transition plan and must meet benchmarks toward the Career Readiness Standards. Retiring



Service Members are entitled to start TAP services 24 months prior to retirement (Service Members ETSing and not retiring are authorized to begin 18 months out).

**Out-Processing Finance Office:** Important topics covered during the out processing briefing include: Allowances, COLA & OHA, BAH & BAH-T, Temporary Lodging Allowance (TLA), Dislocation Allowance (DLA), PCS Advance, Exception to Policy for Station Allowances for Advanced or Deferred Travel, and many more topics. This is a mandatory briefing so contact the appropriate center to schedule for briefing.

<b>KAISERSLAUTERN</b>	<b>BAUMHOLDER</b>
Kleber Kaserne, Bldg 3245, room 12	Smith Barracks, Bldg 8660, room 118
Finance PCS Outprocessing Office	Finance PCS Outprocessing Office
DSN: 541-3781	DSN: 531-2408
Monday – Wednesday 0830-1600	Monday – Friday 0830-1145 & 1300-1545
Thursday 1300-1600	Tuesdays only clearing papers
Closed 1200-1300 for lunch	
Scheduled Final Outs – Individual times are on clearing papers	Scheduled Final Outs – Individual times are on clearing papers

Service Members with PCS orders need at least five copies of their orders and a copy of DA Form 31/AF Form 988 to begin out processing. Separating and retiring Service Members need one copy of each applicable form.

Service Members out process 10 days prior to the desired departure to receive the installation clearance report. All agencies, not already pre-cleared by In/Out Processing, must be cleared. A final out-processing appointment will be scheduled with In-/Out-Processing for the day prior to the leave start date. (The final appointment for retiring and separating Service Members must be scheduled with G1 Retirement/Separation Transfer Point). Service Members must bring the completed Installation Clearance Record, DA Form 137-2, signed by the Commander, and the unit clearance record to the final appointment. Service Members receive their official records (201 file, promotion package and education record, etc.) during this final appointment.

**Military and Travel Pay Advances:** Service Members submit requests for advances (Advance Pay, Advance Travel, Do It Yourself (DITY)) to the Finance Office during their 30-day briefing. Service Members can only request one month advance pay on departure from the installation unless the PCS orders stipulate otherwise. Soldiers E-4 and below must have their Commander’s signature to request an advance pay. Finance will review the request to ensure requested entitlements are authorized.



Normally payments will be made approximately 10 days prior to the Service Members' departure date from the installation.

**Installation Transportation Office Services:** Getting your Household Goods (HHG) shipped/delivered, Unaccompanied Baggage (UB), Privately Owned Vehicle (POV) shipped, and your travel orders is an important part of out-processing. For HHG packing and loading, remember to make arrangements at least 10 days prior to the first Pickup Date and bring PCS Orders (3 copies), Inventory, and POV registration if shipping a vehicle.

<b>Baumholder</b>	<b>Kaiserslautern</b>	
Clinic Kaserne	Daenner Kaserne	Kleber Kaserne
Bldg 8744	Bldg 3104, room 105/108	Bldg 3245, room 103
DSN: 531-7070	DSN: 483-8646/528-2424	DSN: 528-2431/2425
COM: 0611-143-531-7070	COM: 0631-411-8646/ 0611-528-2424	COM: 0611-143-528-2431 /2425
Mon-Fri 0800-1630	Mon-Fri 0800-1530	Mon-Fri 0800-1530
Closed at lunch 1200-1300	Closed at lunch 1200-1230	Closed at lunch 1200-1230

**Note:** Transit Times from Germany to the USA

- HHG: 55 – 70 days
- UB: 35 – 45 days
- POV: 58 Days (Baltimore) – 70 Days (West Coast)

**HHG Shipments:** Effective immediately, military Service Members and DoD Civilians executing PCS Orders, can expedite the process by performing a self-counseling online at [www.move.mil](http://www.move.mil). The DoD implemented Defense Personal Property System (DPS), a new system of procuring transportation services for shipping personal property, designed to streamline the process by empowering Service Members and reducing PPPO involvement.

Register and perform the self-counseling section. Once completed, the shipment information will be electronically sent for processing. Forms applicable to the move must be printed and signed (e.g., DD Form 1299, DD Form 1797, Customs Forms) as indicated and brought in person. Shipment will be verified and forwarded to the booking agent. Once shipment is booked, the carrier will notify Service Member with agent information and that agent will contact the Service Member to perform pre-move survey and also confirm the pack-out dates. Communication can be maintained throughout the entire move process with the carrier as well as establishing delivery dates to the final destination.





There are some restrictions that each of the military services have placed on who cannot use the self-counseling module in DPS. For the Army, the below listed restrictions apply:

- If this is your first personal property move.
- If this is your last personal property move (i.e. retirement).
- If you are storing or moving personal property in conjunction with contingency orders or in conjunction with a designated location for your dependents to an OCONUS or Non-Foreign OCONUS locations.
- If the Service Member is not the property owner and using a Power of Attorney.
- If the Service Member is moving personal property as next of kin or are a Summary Court Officer.
- If the Service Member is placing personal property in Non-Temporary Storage (NTS).
- If the Service Member is moving personal property in a Local Move either from Off-Post to On-Post or reverse.
- If the Service Member is moving personal property to a unique destination such as Morocco.
- If the Service Member is moving a mobile home and/or boat.

**Scheduled Airline Ticket Office (SATO):** Has a MANDATORY requirement to use Patriot Express unless an exception is approved.

Kaiserslautern Commercial Travel Office	Baumholder Commercial Travel Office
SATO, Kleber Kaserne, Bldg 3245	SATO, Bldg 8744
Room 212A	DSN: 531-7094
COM: 0631-341650	COM: 0611-143-531-7094

Remember to bring six copies of your orders with travel dates, and don't forget your pet flight arrangements when making your arrangements. Flights for pets are extremely limited.

**Out Processing Housing:** Whether you live on post, off post or in the barracks, clearing housing is a must. If living off post, you must provide your landlord with 30 days written notification of your departure. If living on post, the requirement is 40 days. If you are in the barracks contact the barracks manager at 0631-411-8202 or 483-8202 at least 30 days out.

**Religious Support:** Refer to the Chaplain's website, <https://home.army.mil/rheinland-pfalz/index.php/about/directorates-support-offices/religious-support-rso> or call 0611-143-531-3170 Baumholder or 0611-143-541-2105 Kaiserslautern for full scope of services offered at the Chapels.



**Out-Processing:**

**Central Issue Facility (CIF):** Central Process Facility (CPF) schedules all out processing appointments for PCS and ETS Service Members.

Kaiserslautern CIF	Baumholder CIF
Kleber Kaserne, Bldg 3225	Quartermaster Kaserne, Bldg 8716
COM 0631-411-8672/8675	COM 0611-143-531-7034/7044/7022
DSN: (314) 483-8672/8675	DSN: 531-7034/7044/7022
Monday-Thursday	Monday/Tuesday/Friday
0730-1130 – Open	0800-1130 – Turn-in (appointment only)
1130-1230 – Closed for lunch	1200-1300- Closed for lunch
1230-1530 – Open	1300-1530 – DX and Partial Issue (walk-in)
Friday closed	Wednesday closed
	Thu 0800-1200 & 1300-1500 Initial Issue Only

“Smooth Move” workshop contains information on relocation related programs and services offered, including relocation consultations and resource pamphlets, “Plan My Move” information, moving checklists, relocation websites, overseas cultural orientation briefings and tips on preparing Family Members for the move. For Family Members who are remaining within 50 miles of USAG Rheinland-Pfalz, Service Members register their Family in “Hearts Apart/Waiting Families Support Group”. Spouses are encouraged to participate in these valuable services.

**Civilian Relocation Support:**

**Pre-Arrival Support:** The same pre-arrival information available to Service Members applies to inbound DoD Civilians. When a new employee is hired, the gaining organization shall appoint a sponsor. The sponsor’s responsibilities include sending or emailing a sponsor welcome packet and welcome letter, answering questions about the base and community, and helping the new employee get settled in the organization and community. Civilian sponsors are encouraged to attend sponsorship training offered by ACS. For more information call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

**Arrival Support:** Additionally to assistance provided by the sponsor, the Civilian Personnel Advisory Center (CPAC)/Civilian Personnel Office (CPO) explains various employee benefits at briefing. CPAC/CPO also provides assistance regarding relocation entitlements, if the new employee has travel orders.



**Pre-Departure Support:** CPAC/CPO assists departing civilians by explaining entitlements and employee responsibilities.

**Training Requirements for Relocation Service Providers & Relocation Assistance Coordination Committee (RACC) per AR 608-1, Chapter 4, Section III, paragraph 4-19:**

**Evaluation Process:** Relocation Service Providers use various evaluation tools such as critiques, customer satisfaction cards, Interactive Customer Evaluation (ICE), direct feedback and other tools as needed, to assess the effectiveness of their individual services. An overall analysis of the appropriateness, effectiveness, accessibility and satisfaction of these combined services is conducted by the RACC.

**Inbound Support:** Total Army Sponsorship Program (TASP) survey results are tracked monthly. Army sponsor questionnaires are distributed, calculated and forwarded to units.

**Outbound Support:** Service Members are asked to complete a comprehensive questionnaire during their final clearance appointment with Central Clearing Agency (CCA).

**Relocation Assistance Coordination Committee (RACC):**

**Goal:** To reduce or eliminate problems due to frequent moves by providing relocation support and assistance that is accessible, effective, and responsive to the needs of the Military Family.

**RACC Membership:** Member representatives are subject to change. Members are mandated by their agency, and not limited to those listed in AR 608-1, Chapter 4, Section III, paragraph 4-19. Committee members will include, at a minimum, representatives from ACS, Family housing, transportation, finance, military personnel division advisory center, and medical treatment facility.



## **Appendix A: (Pandemic Support)**

### **USAG Rheinland- Pfalz PANDEMIC Response for Inbound Soldiers, Civilians, Contractors and Families:**

- Inbound personnel from Level 3 countries are classified for quarantine due to potential exposure to PANDEMIC event positive individuals.
- Inbound personnel will be placed in Restriction of Movement (ROM) status and will be completely restricted to quarters for 14 days from the date of arrival.
- If at the end of 14 days they have been free of symptoms for three consecutive days they will be released from ROM by the Deputy Garrison Commander or Garrison Commander.

### **USAG Rheinland- Pfalz PANDEMIC Response Pre-Arrival Information for Inbound Soldiers, Civilians, Contractors and Families:**

- Inbound personnel from Level 3 countries will be assigned a sponsor to assist and support during quarantine and upon release for acclimation to the community.
- Inbound personnel will need to provide the sponsor information in advance of arrival regarding specific needs to ensure full support of quarantine compliance.
- Information will include the following and will be detailed on the attached "Needs Assessment" list:
  - Medical Support needed (EFMP or ongoing medications)
  - Number of Pets and Pet Care requirements
  - Shopping Lists

#### **"Needs Assessment" list (continued):**

- Arrangement of transfer of funds for supplies
- Emergency Contact Information
- IT equipment/needs
- Upon arrival the sponsor will daily check on you and your Family for status and to determine what can be done to make your stay in quarantine productive in preparing you for transition to your new home.

### **USAG Rheinland- Pfalz PANDEMIC Response Regarding Quarantine Compliance Arrival:**

- Identify to your sponsor how many Family Members/pets and baggage will accompany you upon arrival so transportation can be arranged.
- Comply with the attached Personal Protective Equipment (PPE) requirements in the attached PANDEMIC Practices document.
- Maintain required Social Distancing IAW the PANDEMIC Practices between persons in the vehicle at all times.



- Upon arrival to quarters minimize other Family Member exposure by having the Family remain in the vehicle during check in.
- Minimize contact with surface areas upon entry to quarters and sanitize all surface areas touched outside of quarters following check in.
- The assigned sponsor is required to sanitize the vehicles utilized for transport immediately following delivery of the incoming personnel to quarters.

**What to Expect upon Arrival:** All Soldiers and most Families arriving in Germany on Permanent Change of Station (PCS) moves, arrive at the Ramstein Gateway Reception Center via Air Mobility Command's military chartered airlift. The Patriot Express Flights depart from Baltimore/Washington International (BWI) Airport, AMC Terminal, and arrive at Ramstein Air Base, Germany. U.S. Army Europe (USAREUR) Command Policy requires that all personnel and accompanying Family Members process through the Soldier and Family Reception Center. Personnel will be available in the baggage claims area to expedite this process.

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

**NOTE:** If you are a Soldier and scheduled to fly into Frankfurt International Airport (FRA) instead of Ramstein Air Base, contact your travel office immediately to change your flight to a Patriot Express flight. Firstly, it is USAREUR's policy that Soldiers cannot fly into FRA during a PCS move, and secondly there is no support or oversight at FRA to track your arrival.

AER 612-1, Community Central In-and Out-processing, stipulates all Soldiers, O-6 and below, and DA civilians, GS-15 and below, will complete all portions of in-processing. In-processing typically lasts between 12 and 15 days after arrival. Below is a breakdown of what to expect during the first few days of in-processing.

**USAG Rheinland- Pfalz PANDEMIC Response Quarantine Compliance:**

- Stay within your home/quarters and monitor yours and your Family's health for signs of respiratory illness (cough, sore throat, shortness of breath or fever exceeding 100 F).
- Do not travel, visit public/crowded areas, or use public transportation!
- Personal visitors are restricted to your Command's team and assigned sponsor for the duration of 14 days.
- Increase hand washing frequency, particularly before and after personal interactions (visits from your assigned sponsor or leadership).



- Open Windows to increase air flow.
- Sanitize quarters on a regular basis based on attached PANDEMIC Practices

#### Cleaning Guidance

- Immediately notify your assigned sponsor and chain of command if you or anyone in your Family experiences a fever of 100 F, subjective fever (feeling warm and cold), coughing, difficulty breathing or shortness of breath.

**QUARANTINE WILL NOT PREVENT USAG RHEINLAND-PFALZ TEAMS FROM GETTING A GOOD START! CHECK OUT BELOW LINKS TO HAVE TARGET OBJECTIVES WITH YOUR SPONSOR BEFORE YOUR ARRIVAL AND RELEASE FROM QUARANTINE!**

**USAG Rheinland-Pfalz Opportunities and Resources that can be accessed prior to and during quarantine:**

- Major Resources Available for Service Members and Relocation Readiness
- US Army Europe Newcomers' page: <https://www.eur.army.mil/Newcomers/>
- USAG-RP's Home page:

<https://home.army.mil/rheinland-pfalz/index.php/usag-rheinland-pfalz>

- USAG Rheinland-Pfalz Newcomers page

<https://home.army.mil/rheinland-pfalz/index.php/usag-rheinland-pfalz/newcomers>

- USAG Rheinland-Pfalz Facebook page: <https://www.facebook.com/army.rp/>
- USAG Rheinland-Pfalz, Baumholder Facebook page:

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

- USAG Rheinland-Pfalz MWR website: <https://rheinland-pfalz.armymwr.com>

- USAG Rheinland-Pfalz ACS Facebook:

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

- Plan My Move website: <https://planmymove.militaryonesource.mil/>

- Military INSTALLATIONS: <https://installations.militaryonesource.mil/>

- Request a Sponsor on Army Career Tracker (ACT): <https://actnow.army.mil/>

- eSAT Sponsorship Training website: <https://myhub.militaryonesource.mil>

- Billeting/Lodging Access on Baumholder and Ramstein

<https://baumholder.armymwr.com/programs/army-lodging>

<http://af.dodlodging.net/property/Ramstein-Inns-Ramstein>

- On-Base Family Housing on Baumholder and Vogelweh Communities
- HSO (Off-Base Housing)
- Newcomers Orientation Briefing
- Rheinland-Pfalz Welcome Center In/Out-Processing
- Child, Youth and School Services (CYS) and School Support Services
- Landstuhl Regional Medical Center/United Healthcare Military & Veterans/TRICARE



- Exceptional Family Member Program (EFMP)
- Chaplain Support

Sponsorship during pandemic event movements can present more challenges than regular sponsorship. Assisting the newcomer and their family with understanding compliance with USAREUR and Host Nation pandemic event requirements is a vital to ensuring the newcomer does not face any fines and that the Army supports prevention measures. Newcomers arriving from Level III countries may be required to utilize additional PPE, Social Distancing and quarantine measures. Your role as a sponsor will be critical in their support during this time and lend toward greater cohesion throughout their stay in USAG-RP.

In addition for SM required ACT registration ensure use of the following checklist with the newcomer and their family prior to and during their onboarding. The checklist is divided into pre-arrival, arrival and post-arrival tasks.

### **Pre-arrival**

Complete the pandemic event Screening

Provide the newcomer with the attached list of symptoms

Encourage the newcomer to transparently report any symptoms that arise for the sponsor or dependent(s) during and following travel to their new home

Provide a list of PPE required during flight and upon arrival

Provide the most up to date USAREUR/Army/Air Force guidelines for pandemic event

Make temporary lodging arrangements at a location that allows for quarantine

Encourage the newcomer to make arrangements to pay bills on line due to delays

If exception to quarantine allows, with proper PPE and social distancing newcomer can conduct self-shopping activities

### **Arrival**

Personally meet your newcomer on arrival in required PPE and maintaining Social Distancing

Make sure you have extra PPE for the arriving newcomer and family

Make sure to bring transportation to accommodate the entire family, including pets with social distancing (TEAM Clean will be involved with cleaning the vehicle after delivery to lodging)

Confirm the newcomer and family have cleaning supplies in their lodging. (Cleaning Guidelines)

Personally provide the newcomer and family information the virtual Garrison support, and how to access services by phone and email



Introduce the newcomer to the commander, supervisor, key personnel and fellow co-workers by phone

Give the newcomer inprocessing items from the MPD that can be accomplished during quarantine

Identify priorities to be completed immediately following quarantine and how to prepare in advance or release

### **Post-arrival**

Maintain contact daily to inquire on health of newcomer and family

Identify challenges and solutions with quarantine inprocessing items and access to food/supplies

Ensure Team Clean provides support once newcomer moves to new quarters





## **Appendix B: (Pandemic Event Checklist)**

Sponsorship during pandemic event movements can present more challenges than regular sponsorship. Assisting the newcomer and their family with understanding compliance with USAREUR and Host Nation pandemic event requirements is a vital to ensuring the newcomer does not face any fines and that the Army supports prevention measures. Newcomers arriving from Level III countries may be required to utilize additional PPE, Social Distancing and quarantine measures. Your role as a sponsor will be critical in their support during this time and lend toward greater cohesion throughout their stay in USAG-RP

In addition for SM required ACT registration ensure use of the following checklist with the newcomer and their family prior to and during their onboarding. The checklist is divided into pre-arrival, arrival and post-arrival tasks.

### **Pre-arrival**

- Complete the pandemic event Screening
- Provide the newcomer with the attached list of symptoms
- Encourage the newcomer to transparently report any symptoms that arise for the sponsor or dependent(s) during and following travel to their new home
- Provide a list of PPE required during flight and upon arrival
- Provide the most up to date USAREUR/Army/Air Force guidelines for pandemic event
- Make temporary lodging arrangements at a location that allows for quarantine
- Encourage the newcomer to make arrangements to pay bills on line due to delays
- If exception to quarantine allows, with proper PPE and social distancing newcomer can conduct self shopping activities

### **Arrival**

- Personally meet your newcomer on arrival in required PPE and maintaining Social Distancing
- Make sure you have extra PPE for the arriving newcomer and family
- Make sure to bring transportation to accommodate the entire family, including pets with social distancing (TEAM Clean will be involved with cleaning the vehicle after delivery to lodging)
- Confirm the newcomer and family have cleaning supplies in their lodging. (Cleaning Guidelines)
- Personally provide the newcomer and family information the virtual Garrison support, and how to access services by phone and email
- Introduce the newcomer to the commander, supervisor, key personnel and fellow co-workers by phone
- Give the newcomer inprocessing items from the MPD that can be accomplished during quarantine
- Identify priorities to be completed immediately following quarantine and how to prepare



in advance or release

**Post-arrival**

- Maintain contact daily to inquire on health of newcomer and family
- Identify challenges and solutions with quarantine inprocessing items and access to food/supplies
- Ensure Team Clean provides support once newcomer moves to new quarters



DEPARTMENT OF THE ARMY  
UNITED STATES ARMY GARRISON RHEINLAND-PFALZ  
UNIT 23152  
APO AE 09067-3152

**IRAP Appendix C (Sponsorship Appointment Letter)**

IMRP-XXX

MEMORANDUM FOR United States Army Garrison Rheinland-Pfalz Personnel

SUBJECT: USAG RP Total Army Sponsorship during Pandemic Event Response  
Sponsorship Appointment Letter

1. Reference:

- a. AR 600-8, Total Army Sponsorship, dtd. 28 June 2019
- b. AER 612-1, Community Central In and Outprocessing, dtd. 20 January 2016
- c. General Order Number 1 (GO-1), dtd. 23 March 2020

2. IAW AR 600-8 the \_\_\_\_\_ has appointed \_\_\_\_\_ to be the official sponsor of the following Soldier/Service Member and their Family

NAME: *Name of the individual to be sponsored.*

OFFICIAL ADDRESS: *Official address of the individual to be sponsored.*

EMAIL ADDRESS: Official email address of the individual to be sponsored.

PHONE: Phone number of individual to be sponsored.

3. You should make initial contact with the above employee by telephone or e-mail within the next 72 hours.

4. You will attend sponsor training at *location on date at time*. This training will include training specific to sponsorship during a Pandemic Event.

4. Refer to the attached enclosures for further guidance and information.

5. The points of contact for this action are Task Force 5 (TF5) DSN 541-XXXX, and the ACS Relocation Readiness Program Manager 541-9000.

SIGNATURE BLOCK

ENCL

IRAP  
IRAP Appendix A  
IRAP Appendix B  
IRAP Appendix C  
IRAP Appendix D  
IRAP Appendix E

## **Appendix D (Aafes Buy on Line Pick up in Store Program)**

### **Aafes Buy on Line Pick up in Store program (BOPIS)**

When placing an order a person in quarantine can indicate on his order who will pick up the order on their behalf. This program would eliminate the need for an agent to render payment since it is already paid for on line.

While many items are available in this program, there may be occasions when a product is in the store, but not available in BOPIS. In this case the transaction would have to take place in the store by your agent.

Note: If they select an item that is shipped from CONUS, it will take 4 – 8 weeks

### **How it's done**

1. Select an item eligible for store pick up and select color, size and quantity(if applicable) and add to your shopping cart
2. Select a store for pickup by choosing a zip code, city or state. You can also choose by the base name.
3. Proceed to checkout and submit order.
4. Receive an email notification when your order is ready for pickup.

### **Pick Up In Store Overseas**

Qualifying orders for Pickup in Store Overseas typically will take 4-8 weeks from the date the order is shipped by the CONUS fulfiller. Orders are subject to ship capacity and/or port delays. You will receive additional email notifications to track your order right to the store.

Pick up your order on-time. Customers have 7 days from the time the order is ready email is received to pick up their order in store. After 7 days the order is cancelled and the items returned to inventory.

Be sure to check your order over carefully. Once the order is complete, you will receive an email confirmation. If the item was ordered before 2PM and is available in the store of your choice, you will be notified that it is able to be picked up TODAY!

It's that easy! If you need help, please contact us. We're here for you.

Additional information on-line at:

<https://www.shopmyexchange.com/customer-service/shipping-delivery/click-to-brick/> < Caution-<https://www.shopmyexchange.com/customer-service/shipping-delivery/click-to-brick/>

In reference to Patronage from AR 215-8 AF 34-211(I)

#### **F–4. Exceptions to exchange and commissary patronage—U.S. territories and possessions**

a. DOD civilian employees and their dependents may be granted limited exchange and commissary access by the garrison and installation commander in accordance with table 7–2. DOD civilian employees must be assigned under a valid transportation agreement (as defined in 41 CFR, Chapter 302). An annual report of all approved exceptions is required for the 12–month period prior to 30 January.

b. Employees of firms under contract to the U.S. Government and their dependents may be granted limited exchange and commissary access by the garrison and installation commander in accordance with table 7–2. Employees must be hired in the 50 states or the District of Columbia and must exclusively serve the DOD. An annual report of all approved exceptions is required for the 12–month period prior to 30 January.

c. Non-DOD federal employees and their dependents may be granted limited exchange and commissary access by the Secretary of the Army or the Secretary of the Air Force and combatant commanders in accordance with table 7–2. Delegation of this authority outside the Secretariat or Combatant Command Headquarters concerned is prohibited. Employees must be assigned under a service agreement or tour renewal agreement (defined in 41 CFR, Chapter 302). Requests will be sent to the garrison and installation commander by the federal agency and then forwarded through command channels to the appropriate address in paragraph F–1, for consideration and processing to the applicable Secretariat. An annual report of all approved exceptions is required for the 12–month period prior to 30 January.

Also, anyone can dine at AAFES Food facilities.

Carl Carpenter  
General Manager  
KMC Consolidated Exchange  
Army & Air Force Exchange Service  
Office: 49-(0)6371-4079602  
Mobile: 49-(0)151-27787515  
IP Phone: 214-465-1472

[Carpenterc@aafes.com](mailto:Carpenterc@aafes.com)

Like us on Facebook- [www.Facebook.com/RamsteinKMCCExchange/](http://www.Facebook.com/RamsteinKMCCExchange/)

Visit our online store! [www.shopmyexchange.com](http://www.shopmyexchange.com)



IN REPLY  
REFER TO

**DEFENSE COMMISSARY AGENCY  
HEADQUARTERS  
1300 E AVENUE  
FORT LEE, VIRGINIA 23801-1800**

**IRAP Appendix E (DeCA Agent Shopping)**

SO

April 6, 2020

MEMORANDUM FOR INSTALLATION COMMANDERS

SUBJECT: Agent Shopping Service

In recognition of the challenges associated with maintaining social distancing in commissaries around the world, the Defense Commissary Agency is offering Installation Commanders the discretionary authority to deploy a volunteer-based Agent Shopping Program to assist authorized patrons. This program will be available while DOD is in HPCON C or D, but may be terminated at HPCON A or B due to Department of Treasury requirements associated with DeCA's telephonic credit card transaction authorities.

Installation responsibilities include recruiting and providing volunteers that would shop for patrons, providing a dedicated telephone number or command website/email inbox for patrons to call in or electronically submit orders, assigning each patron to a volunteer shopper, completing the shopping transaction, and then arranging for the delivery of purchases by volunteers or the pickup of purchases by patrons.

We have successfully piloted this service and our store management teams stand ready to coordinate deployment with their respective Installation Commands worldwide.

POINT OF CONTACT: Mr. Jay Hudson, Principal Deputy, Store Operations Group, 804-734-8000 extension 48127.

CAMPBELL.ROGERS.EDW  
ARD.1198100087

Digitally signed by  
CAMPBELL.ROGERS.EDWARD.1198100087  
Date: 2020.04.06 17:24:56 -04'00'

Rogers E. Campbell, SES  
Executive Director  
Store Operations Group

## **Agent Shopping Program Operating Instructions - Commissary**

Discretionary volunteer-based shopping program where a volunteer will shop for a person unable to shop for themselves due to the COVID 19 pandemic.

1. Shopping and point-of-sale processes will take place at the commissary.
2. The Installation will provide a dedicated telephone line or command website/email inbox for patrons to call in or electronically submit orders.
3. The Installation will brief volunteers on the process and provide instructions and order sheets.
4. Customer will call in or electronically submit orders to the volunteer.
5. Volunteer will inform customer the only form of payment that can be used is a credit card. Once customer agrees to the process, the volunteer will inform customer that a DeCA employee will call them when the order is rung up to complete the payment process. Volunteers are not to ask for credit card information.
6. Volunteer will ask the customer for: name, address and phone number. Volunteer will repeat all information to customer to verify.
7. Once all required information is verified volunteer will take customers order.
8. Volunteer will shop and fill the order, calling customer if substitutions or clarification is needed.
9. Once order is completed volunteer will take the order to the register.
10. DeCA cashier will ring up order. Once completed a designated DeCA employee will call the customer to get credit card information.
11. Once credit card has been processed, the DeCA employee will print two receipts—one for the customer and one for our records. All receipts will have TO (telephone order) written on the signature line.
12. The volunteer that will deliver the groceries, or take them out to the car for pickup by the customer, must print and sign their name on the order sheet and provide verifiable contact information. The DeCA receipt will be attached to that sheet and maintained on file.
13. DeCA employee will verify all required information has been provided by the volunteer and that all documentation is easy to read.
14. Volunteer will leave store to make the delivery or finalize pickup and will verify the identity of the customer via a government-issued ID or an agent letter for caregivers before releasing the order.