

USAG Rheinland-Pfalz

Civilian Employee Out-processing Briefing



** * WE ARE THE ARMY'S HOME ** *









Out-Processing Briefing Topics

- Army Community Service
- Child, Youth & School Services (CYS)
- Customs Office
- Housing Office
- Postal Services
- Transportation
- Value Added Tax (VAT) / Utility Tax Avoidance Program (UTAP)
- Vehicle Registration
- Veterinary Services Clinic
- Voting Assistance







PCS Workshop

- A Smooth Move PCS Workshop to obtain information on pre-departure services and relocation planning is offered for Soldiers, Civilians and Family members on a monthly basis.
- Target timeframe to attend: 6 months to 45 days prior to departure.
- Contact the ACS Front Desk at DSN 541-9000 (Kleber Kaserne) or DSN 531-2850 (Smith Barracks) or visit the USAG Rheinland-Pfalz ACS Facebook Page at www.facebook.com/RheinlandPfalzACS for a detailed class schedule.







Special Assignments

SPECIAL SITUATIONS

Moving to the United States for the first time with a foreign spouse?

- Immigration Visa is a <u>REQUIREMENT!</u>
- Contact ACS for information on the Visa process for spouses of military members, the U.S. Consulate's military members immigration checklist, and a helpful guide to the process of overseas naturalization for spouses of military members.

Special briefings and information are available for these locations:

- U.S. Army Recruiting Command
 - Contact ACS for a copy of the USAREC Family Strong Resource Guide
- Assignment to another OCONUS location
 - Alaska
 - Belgium, Netherlands, Luxembourg
 - Hawaii
 - Italy
 - Japan
 - Korea







ACS Relocation Tools

- **Relocation Readiness:** Comprehensive relocation counseling for Soldiers, Civilians and Family members as requested and on an individual basis, PCS workshop.
- Lending Closet: Household items are loaned at no cost for up to 60 days, this
 includes basic kitchen equipment, small appliances, etc. Must be within 60 days of outprocessing. Must have a copy of your orders.
- Information & Referral: Special Host Nation services to include unofficial translations of German bills and other correspondence, assistance with the termination process (housing contract, cell phones, utilities, etc.). Must have a copy of your orders. Certified translation services are available for free through Military OneSource.
- Employment Readiness: Assistance for spouses and separating service members.
 Skills training: Using USAJOBS, resume writing, interviewing, networking and job fair preparation training.
- **Financial Readiness:** Free professional financial planning services, education, support and coaching with Accredited Financial Counselors, from emergency savings to moving budget.







Online resources

Military OneSource

https://www.militaryonesource.mil/

Military Installations

https://installations.militaryonesource.mil/

Plan My Move

https://planmymove.militaryonesource.mil/

Army Housing Information

https://www.housing.army.mil/

Waitlist for Childcare

https://militarychildcare.com/

Request a Sponsor on Army Career Tracker (ACT)

https://actnow.army.mil/

AMC Pet Travel Page

https://www.amc.af.mil/AMC-Travel-Site/AMC-Pet-Travel-Page/







Apps



My Army PCS















Phone/Internet

HOME PHONE/ INTERNET CONTRACTS

- Special termination clause: 3 months from date of termination notice WITH PCS orders.
- Termination letter MUST include: customer number, copy of your PCS orders, date of move, forwarding address (email) and method of payment. You MUST have an active bank account for 90 days after your PCS.

MOBILE PHONE CONTRACTS

- Terminate 3 months prior to the end of your contract (usually 2 year contract). If you miss the date, the contract will extend for 12 months.
- Special termination due to PCS:
 - Special termination clause: 3 months from date of termination notice with PCS orders.
 - Termination letter MUST include: customer number, copy of your PCS orders, date for turn off (fly date), forwarding address and method of payment. You MUST have an active bank account for 90 days after your PCS.







ADAC/BAHNCARD

ADAC

- 3 months prior to end of contract, or earlier if you know your PCS date.
- No pro-rata refund for yearly membership fee!
- FAX Number: 0800 5 30 29 28

BAHNCARD

- 6 weeks prior to end of contract, or earlier if you know your PCS date.
- No pro-rata refund for yearly membership fee!







Relocation Resources

- Housing Management & Referral Office: Contact for utilities closeout with landlords.
- Furnishings Management Office (FMO): Loaner furniture.
- ACS Lending Closet: Household items are loaned at no cost for up to 60 days, this includes basic kitchen equipment, small appliances, etc. Must be within 60 days of outprocessing. Must have a copy of your orders.
- VAT Office/UTAP: Return all VAT forms (controlled item), close off-post utility accounts.
- EFMP Medical: 4 months prior to PCS contact EFMP coordinator, renew EFMP enrollment every 3 years.
- **Vehicle shipping:** One vehicle per service member, less than ¼ tank of gas, detailed inside and outside.
- Shipping a second vehicle: https://mysecondpov.com/
- Pets: Contact SATO and individual airlines as needed.
- Child, Youth & School Services: Household balance must be \$0.00 in order to clear.

For more information, contact the Army Community Service Relocation Readiness Program Manager at 0611-143-541-9000 for Kleber Kaserne and 0611-143-531-2850 for Smith Barracks.







Relocation Readiness Program

Smith Barracks, Bldg. 8666 Kleber Kaserne, Bldg. 3210

DSN 531-2850 | CIV 0611-143-531-2850 | DSN 541-9000 | CIV 0611-143-541-9000

ACS Lending Closet Locations

Smith Barracks, Bldg. 8666 Kleber Kaserne, Bldg. 3210

DSN 531-2864 I CIV 0611-143-531-2864 DSN 541-9007 I CIV 0611-143-541-9007

Hours of Operation

Monday-Wednesday and Friday: 8 a.m. – 5 p.m.

Thursday: 8 a.m. - 12 p.m.

Closed daily for lunch: 12 – 1 p.m.

ACS Mailbox: <u>usarmy.rheinland-pfalz.id-europe.mbx.garrison-acs@army.mil</u>









Out-processing Briefing



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- Four-week notice is required to withdraw from a CYS program. Ensure you submit your withdrawal notice at the facility your child receives care.
- Sponsor can clear CYS at the respective childcare program or at Parent Central Services office in person or via email. Parent Central Services will:
 - 1) Ensure a four-week withdrawal notice has been submitted and household account is paid in full. (Patrons cannot use CYS programs once cleared.)
 - 2) Digitally export your child's registration records to gaining installation and provide a hard copy of your child's file.
 - 3) Assist with getting your child on the waitlist through Militarychildcare.com (MCC).
 - 4) Provide information on Army Child-Care in Your Neighborhood (ACCYN) and Army School Age Programs in Your Neighborhood (ASPYN) options.
- CYS employees should speak with their director about the possibility of Leave Without Pay (LWOP), having their employment records digitally uploaded and receiving a copy of the Individual Development Plan (IDP).





Parent Central Services

Kaiserslautern:

Rhine Ordnance Barracks (ROB)

Bldg. 162, Room 123

Mon-Fri 0900-1700

DSN: 541-9065, 9066, 9067

COM: 0611-143-541-9065,9066, 9067

Baumholder:

Wetzel Housing Area, Bldg. 8876 Mon-Fri 0800-1700

Thur 1400-1700 by appointment

DSN: 531-3440

COM: 0611-143-531-3440





- Notify school registrar and school guidance counselor as soon as an estimated PCS date has been given. Withdraw student officially once orders are received.
- Clear AAFES Horizon Student Meal Program: KMC Schools, visit the KMCC Customer Service Desk Baumholder, visit the Baumholder PX Customer Service Desk
- Contact the School Liaison Officer (SLO) to assist you with enrolling children in school at gaining installation or to request a youth sponsor for your student(s).
- Upon arrival at new installation, contact SLO and enroll students as soon as possible.

Kaiserslautern Military Community Schools **Baumholder Schools**

Rhine Ordnance Barracks, Bldg. 162, Room 116 usarmy.rheinland-pfalz.id-europe.mbx.dfmwr-slo@army.mil DSN: 541-9061; COM: 0611-143-541-9061



Kaiserslautern Military Community Schools & Baumholder Schools

Rhine Ordnance Barracks, Bldg. 162, Room 116 usarmy.rheinland-pfalz.id-europe.mbx.dfmwr-slo@army.mil

Mon-Wed (KMC)

COM: 0611-143-541-9061 DSN: 541-9061

Thu-Fri (BMC)

COM: 0611-143-531-3442 DSN: 531-3442

Website: School Liaison Homepage

Like us on Facebook: KMC BMC School Liaisons







U.S. Customs
Out-processing Briefing



WE ARE THE ARMY'S HOME





Mr. Jesse Bond Customs Inspector U.S.A. Customs – Europe



Locations, Contact Information, Hours of Operation

OFFICE	LOCATION	PHONE NUMBER	HOURS OF OPERATION				
Baumholder	U.S. Army Customs Agency – Europe, Building 8747, Room 7104	0611-143-531-2944/45 DSN: 531-2944/45	Mon-Fri: 0800-1600 Last customer at 1545 Closed on weekends, U.S. and German Holidays				
Kaiserslautern	U.S. Army Customs Agency – Europe, Kleber Kaserne, Building 3245, Room 103	0631-411-523-4901/02 DSN: 523-4901/02	Mon-Fri: 0800-1600 Last customer at 1545 Closed on weekends, U.S. and German Holidays				

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



U.S. Customs

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

AGENCY	DESCRIPTION					
Know Before You Go	This U.S. Bureau of Customs and Border Protection site has pages containing tips for returning residents and visitors, plus information on restricted and prohibited items, pets and animals, medicines, business travel and government employee exemptions.					
International Mail Imports	U.S. Customs answers your questions on mailing gifts and personal property to the States.					
Traveler Alerts	U.S. Customs and Border Protection's list of prohibited and restricted items.					
Importing pets	Tips on importing cats, dogs and other pets and special quarantine requirements for birds.					
Wildlife facts	Information on taking wildlife products, ivory, hunting trophies and endangered species products to the States. Find out more about applying for import permits for ivory or other wildlife items on the endangered species list.					
<u>Embargoes</u>	Goods from Libya, North Korea and Cuba fall under U.S. trade sanctions (you will need Adobe Acrobat Reader to view these pages too).					
Alcohol import links and shipping wine collections	The laws on importing liquor into the various states are as diverse as the states themselves. People considering taking large amounts of alcoholic beverages back to the States are well advised to check with their state alcohol board (ABC) in advance.					
Gambling devices	The Department of Justice explains the rules for importing a gambling device to the States.					
Defense Personal Property System	This website has been prepared to help you understand your entitlements and responsibilities concerning shipment of household goods, unaccompanied baggage, boats, pets, POVs and mobile homes.					
Arriving in the USA by private plane or boat	When a private plane or boat arrives in the United States, it must land at a Customs port or other place where Customs service is available. This pamphlet explains reporting and Customs formalities.					







Out-processing Briefing



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- Out Processing Link:
 - https://www.housing.af.mil/Home/Units/Ramstein
 - Select "Out-Processing Package" under the Resources list on the righthand side
- AppointmentPlus Link for scheduling:
 - https://booknow.appointment-plus.com/9rm3mcns/
 - Select Base Agency: "Housing Office"
 - Select Base Service that you need:
 - Economy/Off base Out Processing (15 min)
 - Economy/Off base Out Processing DUAL MIL (30 min)
 - On Base/MFH Out processing (30 min)
 - Off Base lease contract review
 - OHA start/stop
 - TI A in bound
 - Wait list assistance





- Vogelweh Housing Office Walk in Hours
 - Monday Thursday; Closed the 2nd Wednesday of every month for Housing Time 0800 - 1100 and 1300 - 1500
 - Fridays 0800 - 1100 and 1300 - 1430
 - Google Maps: KMC Housing Office
- SCHEDULING APPOINTMENTS:
 - APPOINTMENT ONLY
 - https://booknow.appointment-plus.com/9rm3mcns/
 - Appointments available for all services
 - Vogelweh 1001, 67661 Kaiserslautern





Economy & Military Family Housing (MFH)

ECONOMY & MILITARY FAMILY HOUSING (MFH) OUTPROCESSING CHECKLIST

Updated 23 Feb 2021

In an effort to make your outbound processing smoother, below are the required items to help you clear housing. This planning tool helps guide you to properly terminate your housing and request possible reimbursement of TLA. This guide is not inclusive; you will need to contact your providers (cell phone, utilities, UTAP etc.) for clearing instructions. ***** It is your responsibility to plan accordingly to ensure all actions are completed. *****

Follow ECONOMY if you pay rent to a landlord and follow MFH if you live on base/post

ECONOMY: Provide your *landlord (LL)* a minimum of 30 days written termination notice (form provided). It is recommended that you schedule a pre inspection with your LL. This will allow the LL to provide you with requirements to clear the house. You will need to schedule your final inspection with the LL, so the LL can sign the Premises Condition/Inventory Form. If rent is being paid by automatic payments, contact your financial institution to stop monthly payment and prorate last month's rent based on the termination date with your LL.

MFH: NLT 40 days prior to your anticipated departure date, you will need to come in person to schedule your pre and final inspections. You may come during walk-in hours to the KMC Housing Office (Vogelweh) or schedule an appointment for the Satellite Office on Ramstein via Appointment Plus (https://booknow.appointment-plus.com/9rm3mcns). Please bring 3 copies of your orders. If you don't have orders we can still schedule the pre inspection. Once you receive your orders and your confirmed port call, you will be able to schedule your final inspection.





RENTAL TERMINATION NOTICE

RENTAL TERMINATION NOTICE

Notification Date: Notification Date: Dear Mr./Ms. Dear Mr./Ms. I would like to give notice of termination in accordance with the rental I would like to give notice of termination in accordance with the rental contract for the termination date of ________(Date) contract for the termination date of _______(Date) Ich kündige Ihnen hiermit fristgemäß laut Mietvertrag mein mit Ihnen Ich kündige Ihnen hiermit fristgemäß laut Mietvertrag mein mit Ihnen bestehendes Mietverhältnis zum ________(Date) bestehendes Mietverhältnis zum I will leave the quarters in an acceptable condition in accordance with the I will leave the quarters in an acceptable condition in accordance with the contract. After the cleaning, I will return the keys to you. You can reach contract. After the cleaning, I will return the keys to you. You can reach me at the address below in case of any unpaid bills. me at the address below in case of any unpaid bills. Die Wohnung/Das Haus wird von mir so verlassen, wie es laut Mietvertrag Die Wohnung/Das Haus wird von mir so verlassen, wie es laut Mietvertrag verlangt wird. Nach Reinigung der Wohnung werde ich Ihnen die verlangt wird. Nach Reinigung der Wohnung werde ich Ihnen die Schlüssel übergeben. Eventuelle Forderungen an mich bitte ich an meine Schlüssel übergeben. Eventuelle Forderungen an mich bitte ich an meine Militäradresse zu richten. Militäradresse zu richten. Mit freundlichen Grüßen. Mit freundlichen Grüßen. (Tenant's Signature / Unterschrift des Mieters) (Tenant's Signature / Unterschrift des Mieters) Rank, Name: Rank, Name: Organization: Organization: Termination received/Kündigung erhalten: Termination received/Kündigung erhalten: (Landlord's Signature / Unterschrift des Vermieters) (Date/Datum) (Date/Datum) (Landlord's Signature / Unterschrift des Vermieters)









Economy & Military Family Housing (MFH)

- **ECONOMY:** Contact the UTAP office for out-processing instructions. *Important Note: UTAP office needs the final meter* **readings**. Contact the utility companies to schedule final meter readings. If utilities are being paid via automatic payments, contact your financial institution to stop monthly payment.
- **ECONOMY** & MFH: Contact FMS to arrange for pick-up and/or delivery of temporary furniture. (FMS located in Bldg. 720 3. Einsiedlerhof, DSN 489-6001 or CIV 0631-536-6001)
- **ECONOMY:** Schedule lodging. You are authorized up to the last 10 nights, immediately preceding your departure (counting backwards from your Departure/Port Call date). Anything over or outside this 10 night period is the service member's financial responsibility. **TLA and OHA may only overlap for 5 days. ** Make sure to clear your off base house within 5 days of checking in to TLA.

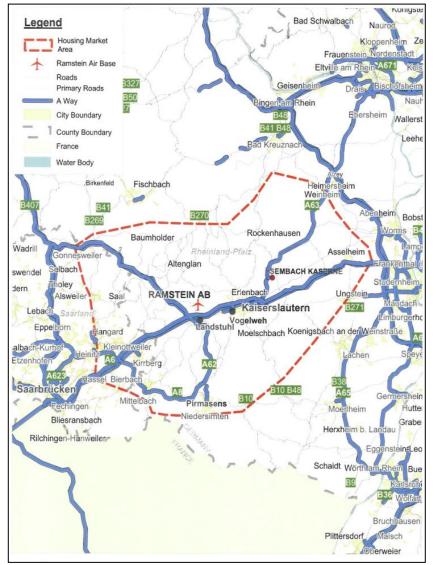
MFH: Schedule lodging. You are authorized 3-5 nights based on your departure date. When you schedule your Final Inspection, you will be notified how many nights you are authorized.

You are required to call on base lodging first. If on base lodging issues you a Statement of Non-availability (SNA), you are authorized to stay off base in the surrounding area. TLA is not authorized if taking leave outside the PDS area or if the member retires/separates from service, stays in the PDS area, and moves at a later date. Schedule Lodging: (KMC Central Lodging Reservations DSN 480-4920/Commercial 06371-45-4920)





TLA Claims



- TLA is reimbursed within the PDS area only
- Economy: up to 10 nights immediately preceding port call date/departure from the KMC (count backwards from your port call)
- MFH: 3 working days preceding port call date. The exact number of nights authorized will be determined when you schedule your final inspection.
- Your TLA claim will be processed after you checkout of your hotel





Economy & Military Family Housing (MFH)

5.	ECONOMY: Schedule the final walk through with your LL. Complete the required Premises Condition/Inventory Form with
	the LL. The LL MUST complete sections 19 and 20. Don't forget to arrange with the landlord to get your Security Deposit back.
	Check with your Finance Office for requirements to return the deferred security deposit advance if necessary.

MFH: If you do not have a final inspection date, please email KMCHousing@us.af.mil to see what is needed to schedule an appointment for your final inspection.

6. OUT-PROCESSING:

ECONOMY: MANDATORY, you will need to come in person during walk-in hours to the KMC Housing Office (Vogelweh) to clear or schedule an appointment for the Satellite Office on Ramstein via Appointment Plus (https://booknow.appointment-plus.com/9rm3mcns/).

During your visit provide a copy of your rental termination notice, completed Premises Condition/Inventory Form, and 3 copies of orders. We will complete the forms for your OHA Stop and advise you on your TLA reimbursement. You will be cleared from VMPF and/or checklist provided by you.

MFH: After your final inspection, you will be cleared from VMPF within 24 hours.





USAFE Form 333a – Premise Condition / Inventory

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1. PRINTED NAME OF LANDLORD (Las MIETERS In Druckbuchstaben (Famili	ntial) (NAME DES VER- me, Mittelinitialen))						f. DATE (YYYYIMIDD) (Datum (JUJIMITT))	
10. TO BE	COMPLETED A	TTIMEOFTERMI	NATION	(Bei Beendi	gung des k	fietvert	nältnisses auszufüllen)	
								200
Quarters condition (Wohnungszustand) nas (ha				urangeo	(verano	sert). Outstanding bills a	are (Zu zahlen sind noch)
a. RENT UNTIL (Mede bis) COST (Betrag) (EURO	b. UTILITIES	(Neber				·	COST (Betrag) (EURO
	,	, L. OTILITILES		wosten)				,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
c. DAMAGES (Beschädigungen)		, continued		wosten)				COST (Betrag) (EURO
			ave be		and I have	ve no	further claim agains	COST (Betrag) (EURO
c. DAMAGE8 (Beschädigungen) 20. With my signatu (Mit meiner Urterschrift best 5. PRINTED NAME OF LANDLORD (Last	ire I verify th	at all debts ha alle Schulden		en settled en sind un			further claim agains weimen Ansprüche an	COST (Betrag) (EURO

USAFE FORM 333A, 20100430 (REVERSE)









USAFE Form 333a – Premise Condition / Inventory

19. TO BE COMPLETED AT TIME OF TER	RMINATION (Bei Beendigung des Mietverhältnisses auszufüllen)
Quarters condition (Wohnungszustand) has (hat sich) /	nas not (hat sich nicht) changed (verändert). Outstanding bills are (Zu zahlen sind noch):
a. RENT UNTIL (Miete bis) COST (Betrag) (EURO) b. UTILITIE	S (Nebenkosten) COST (Betrag) (EURO)
20130329 1,248.7	Q Q
c. DAMAGES (Beschädigungen)	COST (Betrag) (EURO)
NONE	Ø
20. With my signature I verify that all debts (Mit meiner Unterschrift bestätige ich, dass alle Schulde	have been settled and I have no further claim against the tenant. en beglichen sind und dass ich keine weiteren Ansprüche an den Mieter habe.)
a. PRINTED NAME OF LANDLORD (Last, First, Middle Initial) (NAME DE MIETERS in Druckbuchstaben (Familienname, Vorname, Mitteliniti	ES VER- b. SIGNATURE (Unterschroft) c. DATE (YYYYMMDD)
USAFE FORM 333A, 20100430 (REVERSE)	





Economy & Military Family Housing (MFH)

7. TLA REIMBURSMENT:

ECONOMY & MFH: Upon check out, you can claim your TLA via email at KMCHousing@us.af.mil. Upon completion, a copy of the TLA claim will be emailed to you.

Please provide the following information within your e-mail:

- Outbound TLA Form (provided by Housing Office)
- Itemized lodging receipt
- Statement of Non-Availability if you stayed in an off base hotel (provided by On Base Lodging Office)

VAT Form if used - if you stayed in an off base hotel





Questions?





Contact us:

- Org. Box: KMCHousing@us.af.mil
- DSN 489-6672
- Commercial 0631-536-6672







Out-processing Briefing



WE ARE THE ARMY'S HOME 🛮 🛠 🛠 🛠









Postal and Mail Services

Community Mail Rooms and Postal Service Centers

Baumholder - Bldg. 8661

Postal Service Center – PSC 405 Unit 26312 APO AE 09034-6312 DSN 531-2950/2954, Civ 0611143-531-2950/2954

Germersheim - Bldg. 7826

Postal Service Center – PSC 425 Unit 30001 APO AE 09095-0001 DSN 541-1341, Civ 0611143-5411341

Kleber Kaserne - Bldg. 3243

Postal Service center – PSC 469 Unit 23147 APO AE 09227-3147 DSN 541-1310/1399, Civ 0611143-541-1310/1399

Landstuhl – Bldg. 3723, Wilson Barracks

Postal Service Center – PSC 402 Unit 33100 APO AE 09180-3100 DSN 541-1350/1352, Civ 0611143-541 1350/1352

Rhine Ordnance Barracks - Bldg. 0291

Postal Service Center – PSC 422 Unit 20248 APO AE 09067-0248 DSN 493-2810/2815, Civ 0631-3406-2810/2815

Sembach - Bldg. 222

Postal Service Center – PSC 10 Unit 29929 APO AE 09142-9929 DSN 541-1320/1321, Civ 0611143-5411320/1321

(Unit/Community Mail Room)

Panzer Kaserne - Bldg. 3106

Community Mail Room (CMR) 479 Unit 23203 APO AE 09263-3203 DSN 484-7710, Civ 0631-413-7710





Postal and Mail Services

Helpful Out-Processing Tips

- Stop by your servicing CMR/PSC/UMR 7-10 days before your final outprocessing appointment/departure to close down your personal mail receptacle.
 - ✓ The sponsor must present their I.D. card
- A forwarding address should be provided at time of out-processing. Without providing a forwarding address incoming mail will be Returned To Sender.
 - ✓ Per DoD regulation, your mail will be forwarded for 1 year except for junk mail and subscription periodicals.
 - ✓ Subscription periodicals are forwarded for 60 days ONLY.
- Your forwarding address can be updated with a new address after your departure by contacting your CMR/PSC/UMR by e-mail from your official government email address.
 - ✓ Ask for details when closing receptacle/out-processing
- Your mail receptacle will be closed within 24 hours and mail will begin to be forwarded.



Postal and Mail Services

Helpful Out-Processing Tips (cont.)

- Expect minor delays to receive forwarded mail to your new location since mail must transit to Germany (your current mail service location), then follow on travel to your new location.
- To avoid excessive delays, update your address online: https://moversguide.usps.com/icoa
- Customers can also go direct to: https://USPS.com / "Track & Manage" and click "Change of Address" to begin
- Remember to "contact and update" family, friends and correspondence with your new address ASAP to avoid unnecessary mail delays!!!!

Reminder to contact your servicing Post Office with any guestions or inquiries...our staff is standing by to assist!!







Out-processing Briefing



WE ARE THE ARMY'S HOME







Mr. Marcel Barth **Lead Transportation Assistant U.S. Army Installation Management Command**



<u>Installation Transportation Office Services</u>

- Personal Property Shipments
 - Household Goods (HHG) & Unaccompanied Baggage (UB)
- Privately Owned Vehicles (POV)
- Official Travel





HHG Arrangements

Kaiserslautern

Daenner Kaserne

Bldg. 3104, Room 105/106

DSN: 528-2424/2430 / Civ: 0611-143-528-2424/30

Mon-Fri: 0800-1530 hrs

Closed for Lunch 1200–1230 hrs

Baumholder

Smith Barracks

Bldg. 8744

DSN: 531-7070 / Civ: 0611-143-531-7070

Mon-Fri: 0730-1200; 1300-1600 hrs

Kleber Kaserne

Bldg. 3245, Room 211

DSN: 528-2428/25 Civ: 0611-143-528-2428/25

Mon-Fri: 0800-1530 hrs

Closed for Lunch 1200–1230 hrs.

- Make arrangements at least 10 working days prior to the first Pickup Date
- During Peak Season (May-Aug), make arrangements 3 weeks prior to first Pickup Date
- Required Documents: PCS Orders (2+5), Inventory, POV Registration for VPC Center Kapaun





Entitlements

- Weight Allowances
 - Full JTR Weight Allowance for Germany
 - Weight Allowances include UB allowances
 - Professional Items (Pro Gear) will not count against Weight Allowance
- Authorized Origins: Current or any previous duty station, HOR, NTS
- Authorized Destination: New duty station
- Any other combination of locations not to exceed the cost of an authorized routing





Sequence of Events

- After receiving your orders contact the Transportation Customer Service office.
- Schedule a briefing to arrange for a HHG/UB pickup with Transportation.
- Ensure that all items are cleaned for customs inspection.
- Pick up must be arranged at least 10 working days prior to the requested date of pick up.





Pickup Schedule

- Routine/normal: 10 Working Days.
- Blue Bark: ASAP, normally within two working days.
- Chapter: Prior to flight.
- EROD: Normally after six working days.





Preparation for Pickup of HHG

- Segregate items for different shipments (i. e. furniture for HHG, small Items) only for UB)
 - Maximum NTE 42 inch TV and Bicycles can be shipped as UB.
- To meet US Agriculture Requirements, make sure all outdoor equipment (High Risk Items) are clean and ready to be included in the Shipment
- If available provide original boxes for stereo equipment, TVs, PCs etc.) to the Packers (do not prepack any items)
- Have all appliances disconnected before the Packers arrive
- Secure all Items and documents (cash, ID-Cards, passports, tickets etc.) you need while travelling to your new duty station in a separate locked room or POV.





Pickup of HHG & UB

- During and after packing of HHG & UB, Packers will mark all items and boxes, affix a numbered sticker, and list them on the descriptive inventory accordingly. Ensure all High Value Items are properly listed.
- The Carrier's Inventory is your proof of ownership during delivery at the destination.
- HHG items and boxes are to be packed in wooden crates on the Carrier's truck and will be closed with serial numbered seals prior to leaving residence.
- Any issue with the Packers: Contact the Quality Control Section;
 - ° BHR 531-7072/7073 or cell phone numbers provided during your counseling session.
 - KMC Ramstein AB, DSN 489-6036, CIV: 0631-5366036 or cell phone numbers provided during your counseling session.



Delivery and Claims

- Transit Times from Germany to the USA
 - ° HHG: 55 70 days
 - UB:30-36 days
- Shipments may be temporarily placed in Storage in Transit (SIT) for 90 days with an extension option of additional 90 days
- Claims for Loss or Damage
 - Claim with the Transportation Service Provider (TSP)/Carrier under the Full Replacement Value (FRV) Coverage, notify TSP within 180 days of delivery, file claim within 9 months
 - If denied: Claim with the Government Claims Office, file with MCO within 2 years of delivery





Shipment of Alcohol

- See Transportation for packet.
- Fill out CBP Form 3299, blocks 1,2 &4.
- Fill out CBP Form 7501 blocks 10, 14 & 25.
- Visit the following website to determine limits for your state: http://ttb.gov//wine/state-abc.shtml
- Provide proof that any and all import taxes due have been paid.
- Provide an inventory sheet with the following information: Description, quantity, year produced, value when purchased, percentage of alcohol, size of the bottle and country of origin.
- Power of Attorney.





POV Shipment

- POV Shipping Office, IAL, BHR Bldg 8751, DSN 531-7096, CIV: 0611-143-531-7096, KL, Kapaun, Bldg 2806, DSN 489-7750, CIV: 0631-3579-0088
- One POV only per PCS (Exception: Military Couples)
- Requirements
 - Member must be Owner of the POV
 - POV must meet US Specifications (EPA & DOT)
 - POV must be operational
- Shipment is authorized to the dedicated Vehicle Processing Center (VPC) serving the new duty station or an alternate VPC based on Cost Comparison
- pcsmypov.com





POV Shipment (cont'd)

- POV may not contain more than 1/4 tank of gas
- POV must pass the agriculture inspection (Exterior, interior, trunk and under the hood must to be totally clean)
- Transit times range from 58 days (Baltimore) to 70 days (VPCs on the West Coast of the USA)
- Claims for loss or damages are to be filed with the contractor (1st source) or the Government Claims Office (2nd source) at destination





Motorcycle Shipment

- Call Transportation Office to arrange HHG shipment
- EPA Form 3520-1
- HS-7 (Importation of Motor Vehicle Equipment Subject to Federal Motor Vehicle Safety, Bumper and Theft Prevention Standards
- Department of Transportation (DOT) sticker or incoming inventory, or incoming shipping document (DD788).
- Stateside Registration.
- Certificate of Title.
- Drain all gas, oil, and water.
- Disconnect the battery.
- Clean the motorcycle for customs inspection.





SATO – Travel

<u>Airline Tickets</u>

- Contact the Commercial Travel Office (CTO), SATO.
- Mandatory to use Patriot Express unless an exception has been approved.
- Bring six copies of your orders.
- Availability Date on Orders: 1st day to travel
- Authorized Routing: From old duty station to new duty station or location designated on orders.
- Alternate Routing: Commercial Travel Arrangements on a reimbursable basis (not to exceed auth cost)
- Pet Shipment: Commercial arrangement through CTO or booking of Pet Space on Patriot Express is at personal expense (no entitlement).





Transportation SATO - Travel

Travel Arrangements

- Kaiserslautern Commercial Travel Office (CTO), SATO, Kleber Kaserne, Bldg 3245, Room 212A, CIV: 0631-341650
- Baumholder Commercial Travel Office (CTO), SATO, Clinic Kaserne, Bldg 8744, DSN 531-7094, Civ: 06783-99320







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USAG Rheinland-Pfalz VAT Offices

Kleber VAT & UTAP Office

Location: Building 3245, Room 116 (VAT) & Room 115 (UTAP)

Operation Hours: 0830-1600 (VAT Office) & 0900-1600 (UTAP Office)

Closed on Federal Holidays (Mon-Fri)

Kleber VAT: (314) 541-9120; COMM: +49 (0)611-143-541-9120

Kleber UTAP: (314) 541-9086 or 9091; COMM: +49 (0)611-143-531-

9086 or 9091

Rhine Ordnance Barracks VAT Office (Inside ROB Java Café)

Location: Building 273

Operation Hours: 0900-1600 (Mon-Fri)

Closed on Federal Holidays

DSN: (314) 541-9089; COMM: +49 (0)611-143-541-9089





USAG Rheinland-Pfalz VAT Offices (con't)

Landstuhl VAT Office (Inside the Library)

Location: Building 3810

Operation Hours: 1000-1400 (Mon-Thurs) and 1200-1600 (Fridays)

Closed on Federal Holidays

DSN: (314) 541-9126 COMM: +49 (0)611-143-541-9126

Baumholder VAT & UTAP Office

Location: Smith Barracks, Building 8661, Room 148

Operation Hours: 1000-1700 (Mon-Fri)

Closed on Federal Holidays

DSN: (314) 531-2896; COMM: +49 (0)611-143-531-2896 NOTE: This location processes UTAP enrollments for the Baumholder area.

For additional questions or concerns, please contact POCs below:

DSN: 541-9085 COMM: +49 (0)611-143-541-9085 UTAP Program Manager **VAT Program Manager** DSN: 541-9122 COMM: +49 (0)611-143-541-9122

USAG Rheinland-Pfalz VAT & UTAP Office Mailbox:

usarmy.rheinland-pfalz.id-europe.mbx.dfmwr-vat-office@army.mil





VAT FORMS

- Customers are required to return used or unused VAT forms.
- If the original copy (white) of the VAT form has been misplaced, the local VAT Offices will also accept the customer copy (pink) to clear out of the database.
- If VAT forms have been lost and are unable to locate, the customer has the option to sign a LOST VAT FORM STATEMENT authorizing the VAT Office to clear out any outstanding forms. However, this procedure normally results in a violation and will be on the customer's record up to 3 years. (NOTE: Customer is only authorized to clear out lost forms no more than 3 times within a 3-year period.)
- VAT accounts are not required to be closed or deactivated if transferring to another garrison in Germany. However, it is the customer's responsibility to update contact information upon arrival at in-processing VAT Office.
- No Refunds will be given for returning unused VAT Forms.





UTAP

- All UTAP customers are required to complete the "UTAP Customer Record Change" form which includes providing the UTAP Office with a forwarding address and contact information
- Customers are required to provide the UTAP Office with final utility bills and proof of payment (e.g., bank transaction slip, stamped receipt from utility company or bank statement showing final payment being made).
- Keep in mind that final meter readings are required for your final bill to be generated. Most utility companies can take up to 2 weeks to generate a final bill *especially* during the holiday season so please plan accordingly.
- Customers must finalize utility payment personally and is responsible to provide the final invoice with proof of payment; not the landlord, property managers or third-party persons. In the event of a final utility bill not fully paid prior to departure, the UTAP Office is contractually liable for these debts and authorized to proceed with a collection action to the Treasury (IRS).
- Active Duty, Civilians & DoD Contractors: Must provide UTAP Office with a copy of official PCS orders.





UTAP (cont'd)

- If customer receives a credit, the utility company will refund customer either via bank transfer or directly at the utility company.
- All utility bills MUST be paid in full prior to clearing the USAG Rheinland-Pfalz community. Monthly payment plans for outstanding utility bills (including annual or final bills) are not authorized.
- For any financial difficulties or hardships, active-duty customers can go to ACS or their Finance Office to ask for further assistance.
- If enrolled at the Ramstein VAT/UTAP Office, the customer is required to provide final bills with proof of payment to Ramstein UTAP Office (Building 2118).
- The Ramstein UTAP Office will stamp out-processing paper work, however you must return to the Kleber UTAP Office (Building 3245, Room 115) to receive an Army stamp if you are Army affiliated.







Out-processing Briefing



WE ARE THE ARMY'S HOME







Ms. Petra Polat
IMCOM-E – Vehicle Registration Lead Clerk
U.S. Army Installation Management Command



Vehicle Registration

Vehicle De-Registration Protocol

Most Common Methods

Vehicles Shipped Outbound

To De-Register

- ☐ All required documents listed in info box.
- Permanent Plates
- Current Registration
- ☐ Shipping documents/Bill of Lading. If using the household goods inventory sheet, it must include the VIN.

Optional Shipping Plates: These plates allow you to temporarily drive before you can register it at your destination. All vehicles being shipped must have a current and valid operational registration to qualify for shipping plates/registration. A transaction fee my be required.

- ☐ All documents to De-Register
- E-Mail confirmation with day/time of shipping appointment (private shipping only)

Junking Through MWR

- ☐ All required documents listed in info box
- ☐ Lien Release (if applicable)
- Registration
- Plates
- ☐ Bill of Sale (signed by both owners)

INFO BOX

Must have the following for all transactions

- ID Card
- USAREUR Driver's License¹
- SOFA Card²
- Check/Money Order/Debit or Credit Card for processing fee
- (1) Not required for Non-Operational Registrations (2) SOFA Cards required for All Contractors

Buy/Transfer Vehicle With USAEUR Plates (Both Buyer & Seller need to be present)

Buyer

- Insurance Cards
- ☐ All other applicable documents listed in info box Seller
- ☐ Registration must be valid for at least 60 days
- ☐ Current registration with title portion
- ☐ Lien Release (if applicable)
- Both owners need to be present (If a joint owner cannot be present, a Power of Attorney will be accepted)

Note: The rear plate may need to be brought in to update the inspection sticker.

Deregistering POV Via Selling to Local National/Dealer

- ☐ All Required documents listed in info box.
- Lien Release (if applicable)
- ☐ Final Bill of Sale (signed by both owners)
- Plates (if applicable)
- Registration
- ☐ American & German Customs with Form AE 550

Note: You can not sell a vehicle on temporary plates, you must either complete the registration process and get permanent plates or place the vehicle into non-operational status.







Vehicle Registration **Vehicle De-Registration Protocol**

Out-Processing Locations

You must be able to prove proper disposition of all POVs and weapons to clear/outprocess from your community.

If you have any outstanding items, Vehicle Registration will not stamp clearing papers.

KAISERSLAUTERN

Building 2806, Kapaun Air Station DSN 489-7729/4500 or CIV 0631-536-7729/4500

Mon – Fri 0700-1000 hrs (WALK-IN) 1200-1500 hrs (APPOINTMENTS ONLY)

Last working day of the month 0700-1100 hrs. Closed on American Holidays and AF Family Days. For appointments visit:

https://booknow.appointment-plus.com/9rm3mcns/

BAUMHOLDER

Smith Barracks, Building 8747, 1st Floor DSN 531-2940; CIV 0611-143-531-2940

BY APPOINTMENT AND WALK-IN

Mon-Fri 0815-1200 hrs, 1245-1600 hrs Last working day of the month 0815-1200 hrs. Last customer served 15 minutes before closing time. Closed on German and American Holidays.

SEMBACH

Building 216, 1st floor, room 126 DSN 542-2021/22/23 CIV 0611-143-542-2021/22/23

WALK-IN SERVICE

Mon-Thu 0800-1530 hrs

Fri 0800-1430 hrs (Temporarily closed on Fridays until further notice).

Last working day of the month 0800-1100 hrs.

Closed on U.S. holidays.

Closed at 1515 hrs on all Training Holidays.







Out-processing Briefing



WE ARE THE ARMY'S HOME







Ms. Cristina Diaz **Operations Assistant** U.S. Army Veterinary Medical Center - Europe





US Army Veterinary Medical Center Europe

- Pulaski Barracks, Building 2928
- DSN: 314-590-1900 / Commercial: 06371-9464-1900
- Monday through Friday: 0730-1600 hrs (closed from 1200-1300 for lunch)
- We provide reduced cost Space-A veterinary care for pets owned by DOD Beneficiaries authorized to use US Military Medical Treatment Facilities
 - AR 40-905 & DODVSA Policy Memo C-013 dated18 Nov 2013 (ID Card Required)
- We see Well Visits and Minor Sick Call Appointments only No emergency or after duty hours appointments.
- <u>We recommend establishing a relationship with an off-base veterinary</u> <u>facility</u> in case of an emergency or if we are not able to provide you with an appointment.



Laws

- German law states all pets must be properly secured in vehicles
 - Pets can wear harnesses that attach to seat belts
 - Properly secured in transport carriers
- When not in a carrier, all pets must always wear leashes, both on and off-post
- All pets **MUST** be registered with VMCE within 10 days of arrival even if an off-post veterinarian sees your pet
- Owners should check with their local Rathaus to see if they need to register their pet
 - Items to bring
 - **Orders**
 - Veterinary related documents
 - Owners will not have to pay taxes for their pets if they are registered with us and are not retiring in Germany.







Pet Travel

- Keep your pets up-to-date on all vaccines for public health and legal requirements as well as travel readiness
- The pet PCS process to leave Germany requires at least 30 days prep
 - Hawaii, Guam, Korea, Japan, Australia requires longer prep and additional vaccines compared to travel to the USA
 - Korea requires a HC from an off-base German Federal Veterinarian
- Pet health certificates are valid for 10 days
 - Contact VMCE as soon as you have a departure date



• An EU Pet Passport is required to travel outside of Germany and within Europe

Be a responsible owner. Do not abandon your pet.





Common Pet Health Conditions in Germany

- Ticks and tick-borne diseases (Lyme disease, Tick-borne ncephalopathy) are present, especially in the woods
 - These ticks can also bite and infect people
 - Recommend monthly flea and tick preventive medication





- Heartworm disease transmitted from mosquitoes
 - Recommend monthly heartworm preventive medication





VMCE Pet Registration

- To register your pets, please fill out the electronic registration packet found at mrc-europe.army.mil/Portals/106/VMCE%20Welcome%20 Packet%202022 Fillable 1.pdf
- Once the packet is complete, please email it to usarmy.landstuhl.medcomph-e.mbx.vmce@health.mil (also listed on the bottom of the registration form)
 - The registration form and policy letter must be signed with a digital CAC card signature by the sponsor in order for us to accept the form via email.
- For more information, please visit our website page
 - https://mrc-europe.army.mil/Public-Health-Command-Europe/-Programs-Services/-Veterinary-Services-Treatment-Facilities/Veterinary-Medical-Center-Europe/







Out-processing Briefing



WE ARE THE ARMY'S HOME









Voting Assistance Office

Ensure YOUR VOTE Transitions with You!

Visit one of the following locations for voter registration assistance:

1. www.FVAP.gov

- 2. Unit Voting Assistance Officer
- 3. Installation or Garrison Voting Assistance Office







Kaiserlautern (Kleber Kaserne) - Bldg 3245, Room 210

DSN: 541-1042 or Comm 0611-143-541-1042

Baumholder (Smith Barracks) - Bldg 8660, Room 105

DSN: 531-2400 or Comm: 0611-143-531-2400

Hours: Mon-Fri 0800-1200, 1300-1600

Email: usarmy.rheinland-pfalz.id-europe.mbx.garrison-voting-assist@army.mil

