



USAG STUTTGART OUT-PROCESSING BRIEFING



CUI

WELCOME

CENTRAL PROCESSING FACILITY

Panzer, Bldg. 2913, 1st Floor

DSN 596-2599 | COMM 09641-70-596-2599

Email: usarmy.stuttgart.id-europe.mbx.cpf-out-processing@army.mil



MEET THE STAFF

Mr. David Moore

CPF Supervisor

Mr. Abdiel Sierra

CPF Supervisor

Mrs. Leslie "Liz" Muriel

HR Assistant (MIL) – Out-processing

Mr. Gerald Roberson

HR Assistant (MIL) – In-processing





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OUT-PROCESSING BRIEFING

INITIATE OUT-PROCESSING

- This briefing applies to **ALL** Service Members and Civilians departing the Stuttgart footprint.
- Contractors are not required to out-process with the Central Processing Facility, however information contained in the briefing is relevant to all personnel within the USAG Stuttgart community.
- Visit the USAG Stuttgart homepage for information and tips on out-processing:
<https://home.army.mil/stuttgart/application/files/3316/7569/8949/5. 25 JAN 23 Joint OP Questionnaire v8.pdf>





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"HOW DOES CLEARING WORK?" - MILITARY

60 – 30 days prior to departure

1. Review the attached [Out-Processing Briefing](#). Attendance to the In-person Out-processing Brief not a requirement, but available the first Wednesday of each month from 0815-1145 at the Central Processing Facility.
2. Complete [Out-Processing Questionnaire](#)
3. Send completed questionnaire and orders to CPF or turn in in-person
 - a. All documents in one email to usarmy.stuttgart.id-europe.mbx.cpf-out-processing@army.mil
4. Customer begins [Things you can do w/o clearing papers \(with orders\)](#)

30 days prior to departure

1. CPF issues "USAG Stuttgart Installation Clearance Record" (AKA Out-Processing Checklist) and [Agency Locations](#), contact roster for reference

2 days prior to departure

1. Customer delivers completed Installation Clearance Record to CPF in-person, in the drop box outside CPF or via email to usarmy.stuttgart.id-europe.mbx.cpf-out-processing@army.mil

ICE comment card



1. Please complete the questionnaire and tell us about your out-processing experience online at https://ice.disa.mil/index.cfm?fa=site&site_id=44 or by scanning the QR code

**All organizations/units issue internal clearance papers in addition to the Installation Clearance Record.*

NOTE: Clearance papers are **NOT** required to schedule appointments with Transportation (HHG), Housing or to schedule flights. **Make appointments** with them as soon as you **receive your orders**.





“HOW DOES CLEARING WORK?” - CIVILIAN

90 – 60 days prior to departure

1. Review the attached [Out-Processing Briefing](#). Attendance to the In-person Out-processing Brief not a requirement, but available the first Wednesday of each month from 0815-1145 at the Central Processing Facility.
2. Civilians will use the [Installation Clearance Records for U.S. Civilian Employees](#) (USAG Stuttgart Form 612-1a-R) to conduct out-processing procedures
 - a. Civilians may use [Things you can do w/o clearing papers \(with orders\)](#) and [Agency Locations](#) contact rosters for reference
 - b. Your supervisor has the authority to initial (do not put N/A) for the agencies you did not utilize while in Germany
 - c. Commanders and supervisors will ensure Civilian employees report to the servicing postal service center or unit mailroom as applicable to out-process and provide a change of address

30 days prior to departure

1. Once you clear every agency, you and your supervisor must sign and date the form
2. Civilians will return completed clearing papers to your unit
 - a. If you depart without completing the form, your supervisor will immediately have to notify you of the requirement to out-process and return any Government property.

For more questions about out-processing, please contact your local CPAC.

- Panzer Kaserne, Bldg 2948, Rm 104
- DSN: 314-593-7017
- Commercial: +49-9641-70-593-7017





OUT-PROCESSING QUESTIONNAIRE

USAG STUTTGART CENTRAL PROCESSING FACILITY JOINT OUT-PROCESSING QUESTIONNAIRE (AE REG 612-1)

Data required by the Privacy Act of 1974

AUTHORITY: 5 USC 552a

PRINCIPLE PURPOSE: To verify that an individual has obtained clearance from the Army Staff Agency or installation facilities and has accomplished his/her personal and official obligations

ROUTINE USES: Used as appropriate, to process Central Processing Facility and if required to assist Finance, Personnel, Child and Youth Services, Housing, and Transportation

DISCLOSURE AND EFFECT ON INDIVIDUAL: The disclosure of this information is voluntary. Failure to provide the information will result in a delay in your out-processing or clearing.

Complete and return to the CPF@ usarmy.stuttgart.id-europe.mbx.cpf-out-processing@armv.mil
a minimum of 30 days prior to your projected departure date

Branch of Service: Army Air Force Space Force Marines Navy Coast Guard Civilian Other: _____

<input type="checkbox"/> Male	Rank/Grade:	Last Name:	First Name:	MI:
<input type="checkbox"/> Female				

DoD ID #	Preferred Email Address	Secondary Email Address:
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Phone:	Command/Organization	How many family members accompanied you here:
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Reason for Departure: PCS Retirement ETS/Separation Other (Specify): _____

Flight Date or Departure Date:	Remarks (List Leave or TDY dates within last 30 days in country):
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Supervisor's Name:	Supervisor's Email:
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I hereby acknowledge that I have viewed and understood the content and requirements outlined in the USAG Stuttgart Permanent Change of Station (PCS) out-processing online briefing (AE Reg 612-1, 9 Jan '19). I authorize the CPF to send my clearance papers to the above email addresses.

Signature:	Date:
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MILITARY ONLY

- Are you a Reservist, National Guardsman, or Augmentee? YES NO
- Are you a hand receipt holder? YES NO
- Do you have a Sponsor at your next duty assignment? YES NO
- Do you have an account with the Service Credit Union? YES NO
- Do you have a phone, internet, or TV connection through TKS? YES NO
- Will you be transporting a pet to your next duty station? YES NO
- Do you live in: Family Housing Off Post BEQ/BOQ or Barracks

Transportation Confirmation
MUST HAVE CPF STAMP

Pre-Clearance:	Email checklist on:	Final-Out:	
CPF Initials: (Hard Copy Only)	CPF: Signature: (Electronic Copy Only)		
<input type="checkbox"/> Orders #	Leave	Remarks	

(USAG Stuttgart Form 612-1e-R (9 Jan 23)





MILITARY INSTALLATION CLEARANCE RECORD

INSTALLATION CLEARANCE RECORD						
For use of this form, see AR 600-8-101; the proponent agency is DCS, G-1						
DATA REQUIRED BY THE PRIVACY ACT OF 1974						
AUTHORITY:	Section 301, Title 5, USC.					
PRINCIPAL PURPOSE:	To ensure Soldier readiness before PCS. To complete clearance verification before transition from active duty, transfer to another Service or Component, separation, discharge, or retirement.					
ROUTINE USES:	To close out installation personnel and finance records. To ensure that debt to the government and its instrumentalities is identified and that action is taken to obtain payment of payment before the Soldier's transition from active duty, separation or retirement. Forms will not be disclosed outside the Department of Defense (DoD) and DoD sponsored agencies.					
DISCLOSURE:	Disclosure is voluntary; however, failure to complete this form may result in only partial payment of final pay.					
INSTRUCTIONS TO THE SOLDIER: This out-processing packet is designed to assist you and the installation in completing your final clearance as accurately and expeditiously as possible. It is your responsibility to complete this checklist properly. If you are separating or retiring from the Active Army, failure to complete this checklist correctly and entirely will result in you receiving 55 percent of your final pay pending verification by DFAS of any outstanding debts. Activities marked with an @ require clearance for all Soldiers separating or retiring from the Active Army, including AGR personnel. Activities marked with an asterisk (*) require clearance for Soldiers departing on PCS. Activities not marked will be cleared per installation instructions. This checklist must be completed before your final military pay appointment. Separation payments will not be released until installation clearance is completed. Provide any additional information in Remarks, block 16.						
SECTION A - PERSONNEL DATA <i>(To be completed by the commander, S1, processing control station, or appointed official)</i>						
1. NAME	2. RANK	3. ORDERS NO.				
4. GAINING UNIT	5. LOSING UNIT	6. DATE OF ORDERS (YYYYMMDD)				
7. REASON FOR CLEARING <input type="checkbox"/> PCS <input type="checkbox"/> ETS <input type="checkbox"/> RETIREMENT <input type="checkbox"/> OTHER (Specify)					8. DEPARTURE DATE (YYYYMMDD)	
SECTION B - INSTALLATION STANDARD CLEARANCES						
<i>(All signatures are required prior to reporting to the processing control station (section 1) for final clearance. Not having these required signatures will cause a delay in your final clearance.)</i>						
9. INSTALLATION ACTIVITY	10. YES	11. DEBT AMOUNT	12. NO	13. NAME (Last, First, Middle)	14. TELEPHONE NO.	15. SIGNATURE
a. DEERS/RAPIDS/ID CARDS AND TAGS @*	<input type="checkbox"/>		<input checked="" type="checkbox"/>			
b. TRANSPORTATION OFFICE @*	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
c. ARMY EMERGENCY RELIEF @*	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
d. PROVOST MARSHAL @*	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
e. 405TH LRC PROPERTY BOOK, PANZER @*	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
f. (ARMY ONLY) COMPLETE ACT SURVEY IN ACT PRIOR TO DEPARTING USAG STUTTGART @*	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
g. CHILD AND YOUTH SERVICES, PATCH @*	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
h. DODEA - LOCATION WHERE YOUR CHILD ATTENDED SCHOOL @*	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
i. PASSPORT/SOFA OFFICE, PANZER @*	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
j. LIBRARY, PATCH @* CALL TO CLEAR	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
k. 1. ARMY (ACS) FINANCIAL READINESS, PANZER @*	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			

DA FORM 137-2, FEB 2015

PREVIOUS EDITIONS ARE OBSOLETE

APD LC v1.00E
Page 1 of 2

APD LC v1.00
Page 2 of 2

15. **SIGNATURE**



The signature area consists of a series of horizontal lines for a handwritten signature. There are two thick, dark, diagonal lines at the top, with the upper one ending in a small triangular flourish. Below these are eight thinner, horizontal lines spaced evenly apart, intended for the actual signature.





INSTALLATION CLEARANCE RECORDS FOR U.S. CIVILIAN EMPLOYEES

[Print Form](#) [E-mail Form](#) [Reset Form](#)
[Prescribing Directive](#)

INSTALLATION CLEARANCE RECORD FOR U.S. CIVILIAN EMPLOYEES (AE Reg 612-1)

Data Required by the Privacy Act of 1974

Authority: Title 5 USC 552a; Title 10, USC 3013.

Principal purpose(s): To document the return of Government property; the deactivation of any accounts with any of the U.S. Government agencies/activities listed on the form; the termination of individual logistic support; and the payment of any indebtedness owed to any U.S. Government agencies/activities listed on the form.

Routine use(s): Information on this form may be disclosed to officials of Germany and its various states (Länder) responsible for the enforcement of tax, customs, and other host-nation law. Other routine uses include the DOD "Blanket Routine Uses" published at the beginning of the Army's compilation of systems of records notices.

Mandatory or voluntary disclosure and effect on individual not providing information: Submitting the information requested on this form as specified by your supervisor is mandatory. Failure to submit the required information may constitute misconduct according to Chapter 75, Title 5, Code of Federal Regulations, and may prevent the processing of your final paycheck. In addition, if the information provided is later found to have been misrepresented or is false or incomplete, you may be subjected to potential adverse consequences.

Employee's name (last, first, middle initial)	Social Security number	Position title/grade	Date of departure (YYYYMMDD)
Current duty station/organization	Supervisor's printed name/telephone number	Reason for separation	

List dependent Family members (Include name(s) and date of departure)	New duty station/organization
	Forwarding address (Include zip code) Include a telephone number and e-mail address, if possible.

Part A. The following organizations must be cleared with the stamp of the facility:

Facility	Stamp	Facility	Stamp	Facility	Stamp	Facility	Stamp
Housing referral office		PMO for vehicle (POV) registration and weapons registration		Passport office - Void SOFA stamp (sponsor and Family members)		VAT/UTAP Office	
Central furnishing office		Unit mail (APO box)		CPAC			

Part B. You must clear the following unless your supervisor verifies that you have no dealings with the organization. Your supervisor will initial next to the facility for those that you do not have to clear.

Note to the supervisor: Your initials will certify that you have verified the above employee does not deal with the facility and has no requirement to clear it. Your initials verify that you understand your responsibility and signed off for some of the organizations listed below.

Facility	Stamp/Initials	Facility	Stamp/Initials	Facility	Stamp/Initials
Installation property book (handreceipts)		Central issue facility (TA-50)		Army Community Service lending closet	
Government purchase card issuing office		Transportation/post motor pool		Army Community Service check control office	
Local IMO - Deactivation of passwords		Medical and dental facility		Government travel card office	
Post exchange (AAFES)		Army education center		DODEA-E	
FMWR facilities		Community bank		Child and Youth Services	
Veterinary clinic		Credit union		Child development services	
Library		Organization security office		Other:	

Part C. Return the following items to your supervisor or the issuing office. Sign the bottom of this form to verify that your installation clearance has been completed. Return the completed form to your supervisor. It is your supervisor's responsibility to return the following items and a copy of this form to the applicable offices for final clearance procedures. Your supervisor will keep this form in the office files for 1 year after the date of your departure in case verification is needed reference your installation clearance.

Office keys ID cards Ration cards Installation passes Other:

Departing employee, I certify by signing below that I have properly cleared the above organizations and returned all appropriate Government property.

Date (YYYYMMDD)

Employee's signature

If you are a departing U.S. Army civilian, complete the Army Exit Survey at <http://cpol.army.mil/library/survey/exitSurvey/>.





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ARMY SEPARATING / RETIRING / PCS-ING

SEPARATING/RETIRING

- Contact the Transition Assistance Program (TAP) at DSN: 314-596-2191 or visit them in Panzer, Bldg. 2915, Room 419.
- Pre-Separation (AD Army or Reservists) or Retirement (All service members) briefing** contact Mr. Miller at DSN: 314-596-2698. Visit the Stuttgart Transition Center by **appointment only** in Panzer, Bldg. 2915, Room 421.
- Separating only** contact the Reserve Component Career Counselor, SFC Montelongo at DSN: 314-541-1412. Virtual briefings are conducted via the TAP office.

PERMANENT CHANGE OF STATION (PCS)

- For questions relating to your PCS or the Levy Brief (**AD Army**), contact your unit S1/J1/ HR Rep first.
- Reserve on ADOS** orders are generated at HRC or 21st TSC M&RA team.
- Personnel Services Branch (PSB) at DSN: 314-596- or visit them in Panzer, Bldg. 2915, Room 327A.





SHUTTLE

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Ramstein Gateway Reception Center's Patriot Express Shuttle service;
Army funded reserved for Army Service-members and their eligible family-members.

- To Schedule**: Contact the CPF, Bldg. 2915, as soon as your flight is booked.
- Requirements**: travel date [usually day of flight], number of passenger[s], bag[s], pet[s], and size[s] of pet carrier[s]), orders and flight itinerary.
- Transportation request** is sent to Ramstein 10 days prior to flight date.
- Confirmation/approval notification** is received about 7 days prior to departure
- Non-Army Service Members**: May request transport, only if an Army family books transportation to Ramstein on corresponding date. The CPF office will request a piggy-back for SM, eligible family members and pets if applicable. Because the majority of travelers depart from the Stuttgart Airport and rarely leave from Ramstein, we advise a solid backup plan.





QUESTIONS?





Housing
Mrs. Mandeleine Bates



Hours of Operation

Mon, Tue, Wed and Fri:

0800-1130 (last sign-in at 1115)

1200-1600 (last sign in at 1545)

Thurs from 0800-1130 hrs. only

(last sign-in at 1115)

- *Closed Thurs. afternoons for administrative purposes*
 - *Closed on German and U.S. Federal holidays*
 - *Priority Given to Scheduled Appointments*

*When scheduling, customers must select virtual or in-person appointment
Virtual support can be provided for most services to include TLA issuance*





Housing Out-Processing

Received orders? Now what?

All customers
(On and off post)

- Upon receipt of orders, provide a copy to the housing office to commence out-processing tasks
- Arrange pick up of household goods with Transportation Office

Point of Contact for Transportation Office: Panzer Kaserne, Bldg. 2913, 3rd floor

Due to staff shortage, only walk in services are presently possible

DSN: 314-596 3338 CIV: 09641-70596 3338

usarmy.stuttgart.405-afsb-lrc.mbx.pppo@army.mil





Housing Out-Processing

Received orders? Now what?

- On Post Residents (AFH/BOQ/BEQ): schedule pre-termination (orders not needed) and final termination appointment 45-60 days before departure, or as soon as possible
 - Work with building/installation coordinator to dispose of bulk trash items
 - Review “Minimum Cleaning Standards” (does not include potential damages for above “fair, wear, and tear”)
- Barracks Residents (E6 & below): inform and schedule your check-out inspection with the Barracks Manager (BM)
 - Reach out to UH office if assistance is needed or unable to reach BM





Housing Out-Processing

For Army Family Housing (AFH)

- Arrange delivery of temporary furniture if required, at least 5 business days prior to your departure
 - Temp furnishings will remain in government quarters
 - Temporary furniture for outgoing PCS is authorized for maximum 60 days
- Delivery can be scheduled in person, phone, or email
 - 3 full business days are needed for in person or phone requests; 5 business days for requests via email to usag-Stuttgart-fmo-warehouse@army.mil





Housing Out-Processing

Final Clearing (ON POST)

Housing will:

- Provide you copies of TLA memo / termination of quarters for you to take to the finance office
- Stamp your clearing papers for the housing section

Damages must be paid prior to out - processing

Money order (valid for at least 180 days) made out to The US Treasury





Housing Out-Processing

Temporary Lodging Allowance (TLA)

- Plan for your temporary lodging
- **Maximum up to 3** days of outgoing TLA for Personnel who reside on post (AFH/BOQ/BEQ), beginning the day of termination from quarters
- **Maximum up to 10** days for Military Personnel residing in an off post private rental
- Barracks residents: not authorized TLA
- If accommodations are not available at the Kelley or Panzer Hotel, the following documents are required to process your TLA with your finance office/POC:
 - TLA Letter (provided by housing office)
 - Statement of Non-Availability (SNA) provided by the On-Post Hotels prior to arranging off post accommodations
 - Paid bill / receipt from off post Hotel
 - Use VAT form when lodging off-post





Housing Out-Processing

See "USAG Stuttgart Housing – Termination of off post rental contract & clearing packet"

- 90 days' official termination notice is required unless otherwise stated on your contract or terms in USAG Stuttgart Rental Contract apply
- Official Methods:
 - Hand delivery & signed on the spot
 - Registered Mail (Einwurfeinschreiben – German mail)
- ***Verbal or emailed termination not legally admissible***
- Special 30-Day Termination Clause (in USAG Stuttgart Rental Contract)
 - Only applies:
 - » when short notice orders are received
 - » Government directed move
 - » Another documented emergency occurs
 - Landlord may require proof in form of orders or other documentation
 - May be used by Military or Civilian
- Submit a signed (landlord and tenant) termination letter to the Housing Office first
- Schedule a move-out inspection with the Housing Referral Services Contractor and schedule turn in of temporary furniture to include all appliances one week prior to turning in the keys to the landlord





Housing Out-Processing

Final Clearing (off post private rental)

Bring the following to housing no later than 2 business days before USAG departure:

- Tenant Clearance Form signed by occupant and landlord (see termination package)
- Supporting documents to prove government furnishings have been turned in

Housing will:

- Provide copies of TLA memo & OHA Stop for you to take to the finance office (MIL)
- Stamp/sign your clearing papers





Housing Out-Processing

Off-Post

*For cancellation of your (self-paid) utilities
(see your contract for verification) contact the UTAP Office*

Stuttgart Tax Relief Office (VAT/UTAP).

USAG Stuttgart, Family and MWR
Panzer Kaserne, Bldg. 2915, Rm 324.

UTAP: (314) 596-3366

Commercial: 09641-70 596- 3366 (Last four of DSN
number).

Tax avoidance program (armymwr.com)





Housing Out-Processing

For Translation assistance with cancellation of services such as telephone, internet, cable TV, please contact the Army Community Service (ACS)

Point of contact for the ACS:
Panzer Kaserne,

Bldg. 2915
DSN: 314-596 3360/62
CIV: 09641-70596 3360/62





Housing Out-Processing

ACS Lending Closet

The ACS Lending Closet has a large assortment of household items that features pre-packed kits, as well as individual items to get you through until your household goods have arrived.

Some of the items you may find at our location are:

- Pots and Pans
- Dishes
- Silverware
- Small kitchen appliances such as microwaves, toasters, and coffee pots

Army Community Service (ACS) (armymwr.com)





Verification of Financial Entitlements

- All Service Members must verify eligibility for financial entitlements with their **finance office**.
- Housing cannot verify Overseas Housing Allowance (OHA) or any other financial entitlements to include, Temporary Lodging Allowance (TLA), or amounts to be received.

This is critical as failure to comply may result in out-of-pocket expenses.





Department of Defense Civilians

See your civilian personnel advisory center for your eligibility entitlements and questions regarding:

- Temporary Quarters & Subsistence Allowance (TQSA)
- Other: PCS outbound entitlements/processes





Contact Information

Government On & Off-Post:

Email: usarmy.stuttgart.id-europe.mbx.dpw-hso@army.mil

Telephone Numbers: (DSN) 314-596-2230

Unaccompanied Housing:

Email: usarmy.stuttgart.id-europe.mbx.dpw-hsg-uph@army.mil

Telephone Numbers: (DSN) 314-596-2871 / 2214 / 2275

Furnishings Management Office:

Email: usag-Stuttgart-fmo-warehouse@army.mil

Contractor: Off-Post Services:

Email: usarmy.stuttgart.id-europe.mbx.dpw-hsg-off-post@army.mil

Telephone Numbers: (DSN) 314-596-2318/2521/3484/3485/3784

When calling from civilian line please dial 09641-70-596- and then the last four





Transportation

Logistics Readiness

Center

Household Goods



Transportation

- ✓ Location: Bldg 2913 3rd Floor
- ✓ Phone: 596-3338 Email: usarmy.stuttgart.405-afsb-lrc.mbx.pppo@army.mil

- ❖ Transportation Worksheet/Orders/Appointment
- ❖ Weight Entitlement
- ❖ Weight Estimator
- ❖ Pack and Pick Up Dates
- ❖ POV
- ❖ Firearm(s)/Motorcycle
- ❖ Shipping Alcohol
- ❖ Customer Service Survey





Army Community Service (ACS) / Exceptional Family Member Program (EFMP)

Army Community Service/FMWR



ACS Relocation Readiness

Duties to do for Out-Processing:

Exceptional Family Member Program (EFMP)

- All Families who were enrolled in Exceptional Family Member Program (EFMP) **MUST** contact the EFMP team to out-process

Please make an appointment with the EFMP Manager:

<https://www.stuttgartcitizen.com/appointments/>





ACS Relocation Readiness

Translation Service:

- You need to terminate all German contracts. ACS can provide a Translation Service which can assist with termination of your contracts.
- Please be aware you need to cancel your German contracts one-month prior date of the orders. Orders are required for being able to cancel in **1 month**.
- Only written form is accepted.
- Please contact the ACS as soon as you have your orders to ensure your contract is terminated in the one-month time frame.





ACS Relocation Readiness

Lending Closet:

- After your **HHG** have been picked up for shipment, you can borrow basic kitchen items, small appliances (microwaves, crockpots, toaster etc.) for the timeframe until you move into the hotel.

Note: Lending closet items are required to be returned before out-processing ACS.

In case you need additional support for your move, please see the **Relocation Readiness Program Manager!**





ACS Relocation Readiness

Army Emergency Relief & Navy-Marine Corps Relief Society (AER):

- All Service Members will be asked about Army Emergency Relief program (AER). If you are PCS out with loan-there will be no issue.
- If you are in the status of Early Termination of Service (ETS) – the loan must be paid in full prior to out-processing ACS

Contact AER Program Manager to make an appointment:

Phone: (314) 596 3360/3362

E-mail: usarmy.stuttgart.id-europe.mbx.acs@mail.mil





ACS Relocation Readiness

Payment of utility bills:

- Please ensure all utility bills (water, electricity etc.) are paid. When you close out your UTAP account.
- Keep a \$ amount in the account or change it to the direct deposit to ensure final invoices are paid.

<https://stuttgart.armymwr.com/programs/vat>





ACS Relocation Readiness

MilitaryOneSource website:

- Go to MilitaryOneSource

<https://installations.militaryonesource.mil/>
for moving tips, ideas, and information about your
new
installation

- You can create a checklist for your move at
<https://planmymove.militaryonesource.mil/>.
- **It is highly recommended to request a sponsor
for your new duty station.**





ACS Relocation Readiness

- ✓ **Get the whole family involved with the moving process...**
- ✓ **Waiting Families**
 - If PCSing ahead of Family members, contact ACS
 - Relocation Manager can put Family in contact with FRGs, or other ACS program managers for assistance





ACS Relocation Readiness

✓ Other areas to watch...

- **Moving with pets**
- **Moving with kids**
- **Time of year**
- **Employment for spouses**

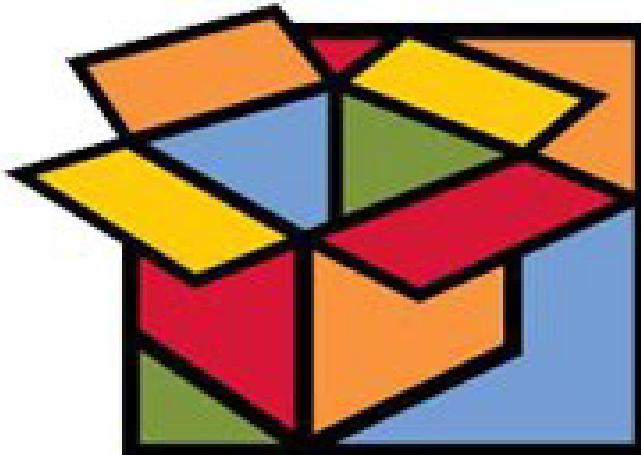
✓ Contact ACS for any assistance with your relocation needs or concerns!





ACS Relocation Readiness

RELOCATION ASSISTANCE PROGRAM



Moving Made Easy

Relocation Assistance Program

Panzer Kaserne
Bldg 2915

DSN 596-3362
CIV 09641-70-596-3362
Monday - Friday
0800-1700





**Military & Family Life Counselor
USAG Stuttgart, Germany**



Military & Family Life Counselor (MFLC)

Contact info:

0170 708 0715

0160 9574 8279

0171 965 9611





USAG Stuttgart

ID Cards Out-Processing

ID Cards Office

Directorate of Human Resources, Military Personnel Division



Panzer ID Cards Out-Processing

SEPARATING FROM SERVICE

- ✓ I just received my separation
- ✓ orders and my DD 214 worksheet, what is my next step.

Provide a copy to your local DEERS office to update/verify your separation date.

- ✓ How far in advance of my report date should I be contacting the DEERs office?

As early as 120 days prior to your separation date.

You may be eligible for Transitional Assistance Management Program – Speak with your transition team

I'M GLAD I LIVE HERE!



Panzer ID Cards Out-Processing

RETIRING FROM SERVICE

- ✓ Provide DEERs a copy of your orders and DD Form 214.
- ✓ Although authorized, it is highly discouraged to acquire a retiree ID card prior to your actual retirement date to avoid disruption of your medical coverage.
- ✓ After final out, you will return to DEERS on your retirement date, turn in CAC and receive a Uniformed Services Identification Card (USID)
- ✓ All dependent IDs can be issued at that point.

I'M GLAD I LIVE HERE!



Panzer ID Cards Out-Processing

ETS Separation & PCS Information

- ✓ PCS (Active Duty/ GS Employee)
- Bring out-processing checklist to DEERS.
- Your current CAC will be checked to make sure it is up to date.

I'M GLAD I LIVE HERE!



Panzer ID card In-Processing

DEERS ID CARD OFFICE

PANZER KASERNE, BLDG 2915, 1st FLOOR, ROOM 125

DSN: (314) 596-2333/2331//3806

EMAIL: usarmy.stuttgart.id-europe.list.id-cards-deers@army.mil

Commercial 09641-70-596-2333/2331/3806

Hours of Operation

Monday - Friday 0800-1200, 1300-1600

Closed for Lunch 1200-1300

Closed U.S. Federal Holidays

To schedule an appointment use the link below:

<https://idco.dmdc.osd.mil/idco>

Click **ID Card Office Locator & Appointments**

Click **Alternative Search Tab**

Click **Search by Site Name or Site ID**

Type in **700039**



USAG Stuttgart



USAG Stuttgart

Passports & SOFA Out-Processing

As of 06 Feb 2024

Passports & SOFA Office

Directorate of Human Resources, Military Personnel Division



Requirements for Out-Processing

- The Passports and SOFA Office is a mandatory Out-processing Station.
- Sponsor must bring CAC and Out-Processing Checklist.
- Sponsor must also bring ALL Passports and ALL SOFA Cards belonging to Sponsor and Dependents
- This includes all Tourist / No-Fee / Official / Diplomatic
- Allow us to ensure your documents are valid!





Requirements for Out-Processing

- For dependents who are leaving country prior to the Sponsor: Sponsor or Spouse must stop by the Passports /SOFA office before the family leaves to have expiration dates of all Passports verified, and SOFA adjusted or renewed, as necessary.
- Why? Civilians and Dependents can be fined up to 100 Euros per day per person for letting their SOFA cards expire and remaining in the EU more than 90 days. This includes babies born in Germany during your tour.





Requirements for Out-Processing

- Visit us early if PCSing to another overseas location. New Passports/ VISAS may be required.
- Prime Example: ITALY requires No-Fees/ Officials and VISA's from the Italian Consulate in Frankfurt before entering to reside in Italy. Family members without the Italian VISA are being turned back to Germany!
- If you are Separating/ Retiring AND remaining overseas your Official/ No-Fee/ Diplomatic Passports will be cancelled and returned to you, as you and your family are no longer entitled to them.
- Renew your Tourist Passports ahead of time if they are expiring within the coming year.
 - Safe and Happy Travels!





Contact Information

PASSPORTS/SOFA OFFICE

PANZER KASERNE, BLDG 2915, ROOM 314

DSN: 596-2009/2767/2539/2235/8181

Commercial 09-641-70-596-2009/2767/2539/2235/8181

EMAIL: usarmy.stuttgart.id-europe.mbx.usag-stuttgart-passport@army.mil

**Make Sure To Check Out The Garrison App For More Services and
Information!**

Hours of Operation

Monday-Friday 0800-1200 & 1300-1600

CLOSED FOR LUNCH 1200-1300

Closed on U.S. Holidays & the last Thursday of the month

To schedule an appointment use the link below:

<https://app.acuityscheduling.com/schedule.php?owner=15573935>



USAG Stuttgart



Panzer Tax Relief Office VAT & UTAP-Out Processing

USAG
Stuttgart,
Family and
MWR



VAT Out-Processing

VAT Closeout

Steps to take for out processing with the VAT Office.

1. There needs to be a 100% accountability of all VAT forms still issued out in customer VAT account.
 - The VAT Office can provide a printout list of all VAT forms still issued out to customer (please visit the VAT Office for the printout).
 - Any unused or expired VAT forms purchased must be returned to VAT Office.





VAT Out-Processing

- The VAT Office can accept the “pink customer copy” to clear the VAT form from the customer VAT account (if white copy is misplaced or lost).
- The customer must complete a lost VAT form memorandum for any lost VAT form(s) that cannot be accounted for (Speak with the VAT Staff about obtaining the memorandum).
- If a customer has been notified of a potential violation of a VAT form that has not been resolved, it is the “customer” responsibility to correct the violation (i.e. potentially returning to the vendor, paying back the VAT tax, and obtaining original vendor VAT form copies). Note: If notified, it is recommended to speak with the VAT Staff immediately and allow enough time to resolve matter.





VAT Out-Processing

- Upon clearing the Stuttgart VAT Office, the customer is still eligible to obtain two (2) VAT forms (Lodging and/or Rental car only).
- Any missing VAT forms found after clearing the VAT Office must still be returned/mailed back to the Stuttgart VAT Office (address where to send is identified on top left side of VAT form).
- If the customer is relocating to another garrison within Germany, the VAT forms can be taken with them and returned to gaining Garrison VAT Office. (Customer still needs to clear Stuttgart VAT Office).





UTAP Out-Processing/ Closeout

- Step 1- Obtain final meter readings during final closeout inspection of the residence.
- Step 2- Visit the Stuttgart VAT Office (UTAP section) with the final meter reading(s). The UTAP section will assist the customer to complete the close out form(s). (Utility Companies will not accept handwritten forms. Forms must be typed).
- The UTAP section will review/verify the completed documents for accuracy and forward them on to the utility company to remove customer from the UTAP and move the utilities back into the landlord/owners name.





UTAP-Out-Processing/ Closeout

- Final closing bill(s) from the utility company will be generated and sent to the UTAP Office which then will be emailed to the customer civilian email address (email address will be verified during closeout visit).
- The outstanding closing bill(amount owed) and/or receipt of credit(amount due customer) will automatically be withdrawn/deposited from/to the customer “local bank” account.
- The customer **MUST** leave their local bank account open for 90 days past the departure date IAW the signed customer UTAP agreement. (German utility companies cannot debit or credit customer final bill amounts from/to a stateside bank).





IMPORTANT UTAP INFORMATION

- Failure of the utility company to withdraw any closing amounts from the final bill will result in additional reminder, bank, and collection agency fees. The debt could be potentially sent to the German collection agencies.
- If the UTAP Office is notified of any open final utility bills, a collection process would be initiated for garnishment of wages if the Tax Relief program has to pay the customer's final closing bill(s). This will include all additional fees.
- Please visit the VAT Office (UTAP section) for any questions or concerns regarding specific UTAP matters (No appointment required-walk in basis only).





CONTACT INFORMATION

Panzer VAT Office

Panzer Kaserne Bldg. 2915 3rd Floor RM 324

DSN 431-3368 or 596-3678

Civilian 07031-15-3368 or 09641-70-5963678

UTAP: DSN 596-3452/3366/3453

Civilian 09641-70-5963452 /3366/3453

Hours

VAT-Monday – Friday 9am-5pm

UTAP-Monday–Friday 8am-5pm

(We are open during lunch hours)

<http://www.stuttgart.armymwr.com>





Vehicle Registration Outprocessing Brief

Panzer Kaserne, Building 2930

Ramiro Lopez Jr
Vehicle Registration
Supervisor
DES/PS



Vehicle Registration

Contact Information

Panzer Kaserne, Building 2930

- ✓ DSN: 596-2495 / 2833
- ✓ Commercial: 07031-15-2495 / 2833
- ✓ usarmy.stuttgart.id-europe.list.pmo-vehicle-registration@army.mil

Appointment Scheduling Link

- ✓ <https://www.stuttgartcitizen.com/appointments/>





Vehicle Registration

Hours of Operation

Appointment Hours:

Monday - Friday: 0745 to 1530

Walk In Hours:

Monday - Friday: 0745- 1145/1300-1515

Closed for lunch from 1200 - 1300

Closed the last work day of the month for inventory and on US Federal Holidays

Open only for online appointments on German Holidays (No walk-ins will be served)





Vehicle Registration

Regulatory Requirements

Personnel leaving (ETS or PCS) or individuals who have lost logistical support must turn in their Stuttgart (S), Boeblingen (BB), Temporary (TS) plates to the Vehicle Registration Office (not the MP Station) prior to leaving the Stuttgart community.

Consequences for abandoning a vehicle: Service member will be titled with Abandoned Vehicle under Article #134, UCMJ and the command can potentially take non-judicial actions against the service member. Civilians will be titled with Abandoned Vehicle under Army Europe Regulation 190-1 and local commands can take disciplinary actions towards the civilian. Service members and civilians are required to reimburse the U.S. Government for towing fees.





Vehicle Registration

Tips to ensure a successful out-processing of Vehicle Registration

Review the Vehicle Registration Services Checklists found at <https://home.army.mil/stuttgart/index.php/my-garrison/all-services/vehicle-registration> to ensure you have all required documents. Checklist can also be obtained at the vehicle registration office.

Schedule an online appointment for all transactions needed (ie. clearing, shipping a vehicle, transferring or selling a vehicle, appointing an agent owner) a link to the appointment site can be found on the vehicle registration services page at <https://www.stuttgartcitizen.com/appointments/>

Ensure your vehicle does not have any mechanical recalls that would prevent the vehicle from being shipped. If you have questions about vehicle recalls contact the vehicle shipping point or visit the following websites <https://www.recalls.gov/nhtsa.html> or <https://vinrcl.safercar.gov/vin/>





Vehicle Registration

Minimum Out-processing Requirements

- ID Card
- PCS Orders
- Clearing Papers
- If no vehicles / weapons are listed on the Vehicle Registration Profile (VERINET), clearing papers will be signed and stamped

NOTE:

You have plenty of options to clear a vehicle from your name if you do not plan to ship the vehicle

- ❖ Sell your vehicle to an ID card holder or someone without logistical support (ie. Local National)
- ❖ Donate your vehicle to MWR





Vehicle Registration

Shipping a Vehicle from Germany

- ID Card & PCS Orders
- Bill of Lading or Shipping Document from the VPC or private shipping company
- If shipping a Motorcycle in household goods, must be able to provide the household goods inventory sheet that shows the VIN
- Turn in License Plates (if you no longer physically have, you must file a lost/stolen plate report at the MP station and pay a \$35 fee)
- Registration must have at least 90 days remaining on it to ship to CONUS (if less than 90 days, \$35 is required for shipping plates)
- Registration must have 120 days remaining to ship to Hawaii / Alaska (if less than 120 days, \$35 is required for shipping plates)

NOTE:

Shipping plates will be given no more than 7 days prior to shipping through a private shipping company

Shipping Plates do not have to be returned





Vehicle Registration

PCS Within Europe and Germany

- ID Card & PCS Orders
- Turn in License Plates if PCS location is outside of Germany. (if you no longer physically have, you must file a lost/stolen plate report at the MP station and pay a \$35 fee)
- If PCS location is within the German Theatre, you can drive with the permanent plates if your registration is still valid.
- Registration must have at least 90 days remaining on it to obtain shipping plates to drive to the new European duty station outside of Germany or if shipping through the VPC (if less than 90 days, \$35 is required for shipping plates)

NOTE:

Personnel reassigned to another duty station in Germany must bring a copy of PCS Orders and they will be instructed by the Registration Clerk to change plates when arriving at new duty station.

Proof of German insurance confirmation digitally sent in or insurance conformation card is required when changing plates





Vehicle Registration

Appointing an Agent to Operate, Sell, Ship or Dispose of POV

NOTE: An Agent can only be appointed by the Sponsors Unit Commander and must be one pay grade higher than the owner (If military) or a civilian with Logistical Support. Dependent Spouses are not authorized to be Agents. A example memo can be found on the required items checklist.

- Both Owner and Agent must be present at the time of transaction**
- Memorandum from Unit Commander Appointing Agent**
(example memo can be found on the required items checklist)
- AE Form 190-1AD-R (Special Power of Attorney to Operate, Register, Sell or Otherwise Dispose of a POV) Filled out at Veh Reg.**
- AE Form 190-1AF (Agent's Responsibilities) Filled out at Vehicle Registration**
- POV limit waiver (AE Form 190-1AG) if Agent will exceed total number of vehicles allowed IAW AE 190-1**
- Current Registration must have at least 90 days remaining on it. (If registration does not have 90 days remaining; vehicle needs to be inspected and complete a registration renewal)**





Vehicle Registration

Donating your POV through MWR

Vehicles can be donated to the MWR Auto Skills Center on Panzer Kaserne. Cost of donation is \$75. Contact the Auto Skills office for additional cost for towing.

- Active non-operational or permanent registration**
- Lien Release Letter or Clear Title when applicable; MWR cannot accept a POV with a lien**
- AE Form 190-1Z-R (Certificate of Release / Donation of POV) issued and signed by MWR with make, model, year, & VIN**
- Turn in License Plates, unless POV is registered non-operational (if you no longer physically have, you must file a lost/stolen plate report at the MP station and pay a \$35 fee)**





Vehicle Registration

*Transfer or Sell a POV to Another
ID Card Holder*

- Active / Valid registration (AE Form 190-1A)**
- U.S. Forces Certificate of License or Temporary U.S. Forces Certificate of License (AE Form 190-1G)**
- Buyer and Seller MUST be present (if under joint or co-ownership, both owners must be present or have POA for missing party)**
- Mechanical Inspection is required for vehicles with less than 60 days left on the registration or the vehicle must be transferred non operational with waiver. *When transferring a vehicle the mechanical inspection is only valid for 30 days***
- Lien Release Letter is required if there is a loan on the vehicle**
- POV limit waiver (AE Form 190-1AG) if buyer will exceed total number of vehicles allowed IAW AE 190-1**





Vehicle Registration

*Transfer or Sell a POV to LN or
Non ID Card Holder*

- Go to the US Customs Office in Building 2913, Room 303 on Panzer Kaserne to obtain AE Form 550-175B (Permit to Transfer)**
- Seller must go with Non ID Card Holder to the Local German Customs Office (Zoll) and receive the blue stamp on AE Form 550-175B from German Customs after the buyer pays German Taxes on the vehicle**
- Turn in License Plates to the Vehicle Registration Office (*if you no longer physically have, you must file a lost/stolen plate report at the MP station and pay a \$35 fee*)**
- Lien Release Letter is required if there is a loan on the vehicle**
- Submit the bill of sale and AE Form 550-175B (*with blue stamp*) to clear the vehicle out of the USAREUR Registration System**





Vehicle Registration

Questions?





Stuttgart Customs Office



US Army Customs- Europe Out-Processing Briefing

Status of Forces Agreement (SOFA) & Individual Logistical Support (ILS) Privileges

Introduction: Military & Civilian personnel and their family members assigned to Germany have a variety of privileges afforded under the SOFA. This entitles them to certain tax & duty-free entitlements (e.g. Individual Logistic Support= Use of the Commissary, AAFES, APO, VAT Office, and MWR facilities). These privileges **expire** immediately following a persons' retirement, separation, and termination. **Family members** that remain in Germany following their **sponsor's rotation (PCS) to a new assignment** retain those SOFA privileges automatically for 90 days following their sponsors' departure.





Most Common Customs Forms

AE Form 550-175B, Permit to Transfer: If you wish to sell or transfer personal property (normally valued over fifty Euros), which was imported or purchased tax-free to a person not entitled SOFA ILS privileges (for example: vehicles, weapons, jewelry, furniture, electronics, etc.), you must first obtain a permit to transfer form from a U.S. Army Customs Agency Field Office located on base before the transfer occurs.





Most Common Customs Forms Continued

AE Form 550-175K: US Army Customs Agency Status Verification for Retirees, Widows, Unaccompanied Family Members, and some Veterans (e.g. Purple Heart Recipients, Former POW's, and Veterans with Service-Connected Disabilities):

Retired military personnel, their dependents, widow(er)s of retired military personnel, unaccompanied military and civilian family members, and veterans mentioned above, may apply to utilize tax-facilities following the loss of SOFA privileges. **First-** they must register with the U.S. Army Customs Agency and then obtain a **“Pink Card”** from the local German Customs office **before** they are able to shop in U.S. Forces facilities (PX, Commissary, etc.) and must **pay taxes** on all tax-free purchases made. Additionally, prior to loss of ILS status U.S. Forces personnel and their dependents should clear all the items acquired under a tax-free status through the local German Customs office.





Examples of Typical Customs Violations

Black-Market activities, Illegal Transfer of Tax/Duty Free Merchandise, and violations of the SOFA Agreement.

Failure to Declare Purchases: Personnel who have a “Pink Card” must report to their local German Customs office NLT the 5th of each month with receipts of any tax-free purchases made on U.S. military installations in Germany for assessment of taxes.

Military Postal Facilities and APOs: It is illegal to import or and export of alcoholic beverages, coffee & coffee products, tobacco products, drugs, drug paraphernalia, prescription medication, vitamins & supplements, firearms & explosives, meat & plant products, and pornography. It is also illegal to use a Military Postal Facility and APO for personal profit, gain, or commercial enterprise. **Note: Retirees must register with the military post office and receive a “Box R” mailbox before being able to receive mail. Retirees are only authorized to receive packages 16oz or less and must bring any merchandise (unopened packages) they receive to their local German Customs office for assessment of taxes.**

Illegal Transfers: Transferring Tax-free Goods or Services to someone not entitled to SOFA privileges. (Some examples are vehicles, weapons, fuel, items imported or purchased with tax-free privileges [VAT, AAFES, DECA], etc.)





US Army Customs- Europe Out-Processing Briefing Continued

Stuttgart Customs Office, Panzer Kaserne, Bldg. 2913, Rm. 303

DSN: 596-2657/2731/2732 CIV: 09641-70-596-2657/2731/2732

Office hours: MON –FRI *0800 – 1600 hours

*** Closed from 1200-1300 hours for lunch daily.**

*** Closed 2nd Thursday of each month for training from 0800-1300**

Closed on U.S. federal holidays

Stuttgart Customs Group Mailbox:

usarmy.wiesbaden.usareur.mbx.opm-stuttgart-customs@army.mil

USAREUR Customs webpage:

<https://www.eur.army.mil/Community/Customs/>





Tricare



CUI





Last Reviewed October 2021

Permanent Change of Station

Coordinating Your Medical Coverage Before, During, and
After Your Move

TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved.

Today's AGENDA



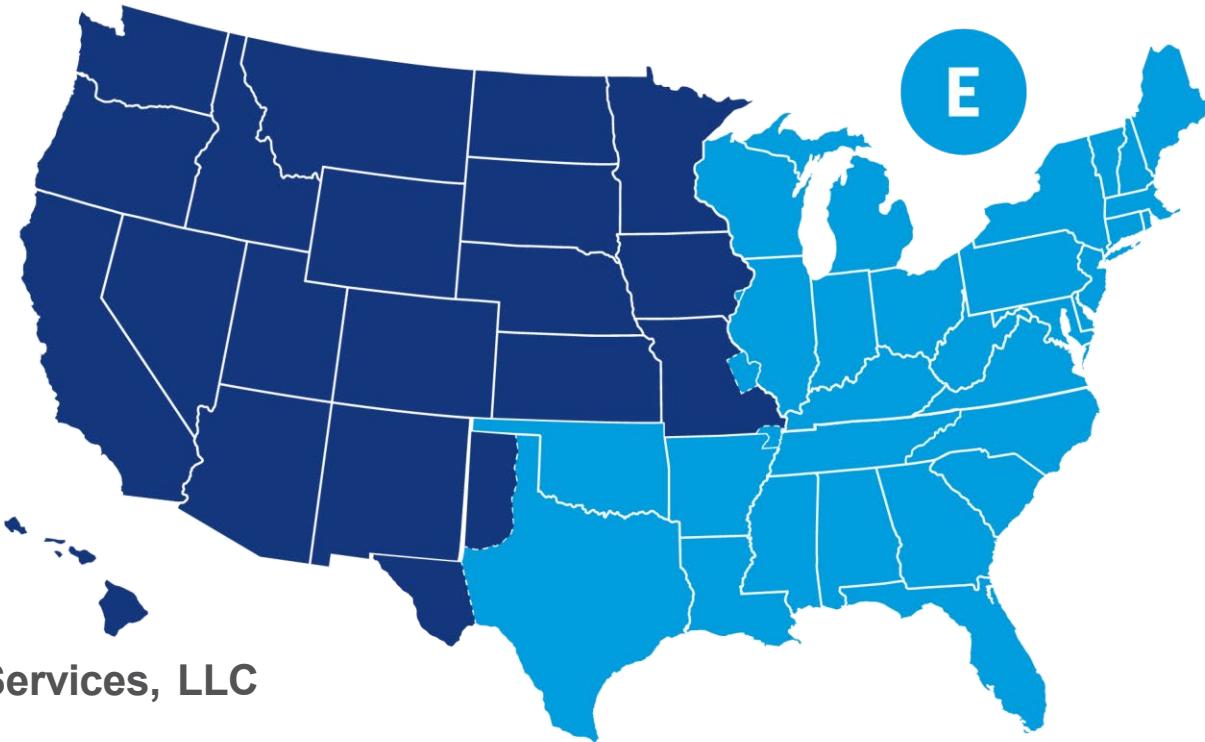
- What Is TRICARE?
- Planning for Your Move
- Getting Care While Traveling
- TRICARE Benefit at Your New Location
- Other Important Information
- Your Checklist
- For Information and Assistance



TRICARE Stateside Regions



W



Health Net Federal Services, LLC

Humana Military





TRICARE Overseas Program



Latin America and Canada

Canada, the Caribbean Basin, Central and South America, Puerto Rico, and the U.S. Virgin Islands

Eurasia-Africa

Africa, Europe, and the Middle East

Pacific

American Samoa, Asia, Australia, Guam, India, Japan, New Zealand, Northern Mariana Islands, South Korea, and Western Pacific remote countries





Staying Covered When Moving

- ADSMs must be enrolled in a TRICARE Prime option.
- Do **not** disenroll from TRICARE Prime, TRICARE Prime Remote or TRICARE Select. Your current coverage will continue until your enrollment transfer is completed after you arrive at your new location.
- Verify your current information in the Defense Enrollment Eligibility Reporting System (DEERS).
- Inform your current regional contractor about your upcoming move.
- Learn about TRICARE options in your new location.





Ongoing Medical Care

Before moving, sponsors and dependents should:

- Request copies of medical and dental records
- Fill/refill prescriptions
- Plan ahead for routine medical care
- Keep a list of providers' phone numbers
- Coordinate services for family members with special needs





How to Get Care During Your Move

Type of Care	TRICARE Prime	TRICARE Select
Emergency (immediate)	Call 911 or go to the nearest emergency room	
Urgent (within 24 hours)	See any TRICARE-authorized provider	
Prescriptions	<ul style="list-style-type: none">Military treatment facility pharmacy: www.tricare.mil/mtfTRICARE retail network pharmacy: https://militaryrx.express-scripts.com or 1-877-363-1303	





Keep DEERS Information Up To Date



Being able to use TRICARE depends on keeping DEERS up to date.

Update DEERS after you have a life event, like getting married or divorced, moving, giving birth, adopting a child, retiring, and other changes.



Go to an **ID Card Office** (<https://idco.dmdc.osd.mil/idco>)

Note: You must use this option to add family members in DEERS.



Log on to <https://milconnect.dmdc.osd.mil>.



Call **1-800-538-9552**.



Fax **1-800-336-4416**.





TRICARE Prime Enrollment

- Updating DEERS does **not** transfer your TRICARE Prime enrollment.
- You may call your current regional contractor to transfer TRICARE Prime enrollment

OR

- Complete the *TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager (PCM) Change Form* (DD Form 2876).
- Ways to access the form:
 - Log on to <https://milconnect.dmdc.osd.mil>. Click **Benefits** and then **Beneficiary Web Enrollment**
 - Online: www.tricare.mil/forms





TRICARE Prime and TRICARE Prime Remote

- TRICARE Prime:
 - Available near a military hospital or clinic and other areas with established TRICARE networks, or in areas where the US Family Health Plan (USFHP) is offered
- TRICARE Prime Remote (TPR) and TRICARE Prime Remote for Active Duty Family Members (TPRADFM):
 - Available to ADSMs who live and work in remote locations (more than 50 miles from a military hospital or clinic) and eligible family members residing with them
 - Find out if you live in a remote area at www.tricare.mil/tprzipcode.





US Family Health Plan (USFHP)

✓USFHP Service Areas



- TRICARE Prime option
- Six service areas
- Must enroll
- May not get care at military hospitals or clinics or use military pharmacies





TRICARE Overseas Program Options

- ADSMs and **command-sponsored** family members:
 - TRICARE Overseas Program (TOP) Prime
 - TOP Prime Remote
 - TOP Select (for family members only)
- Family members who are **not** command sponsored:
 - TOP Select
- International SOS Government Services, Inc. administers the overseas program benefit.
- Web site: www.tricare-overseas.com





Pharmacy Options

Military Pharmacy



- Usually inside military hospitals and clinics
- Get up to a 90-day supply

TRICARE Pharmacy Home Delivery



- Must use this option for some drugs
- Get up to a 90-day supply

TRICARE Retail Network Pharmacy



- Fill prescriptions without submitting a claim
- Get up to a 30-day supply

Non-Network Pharmacy



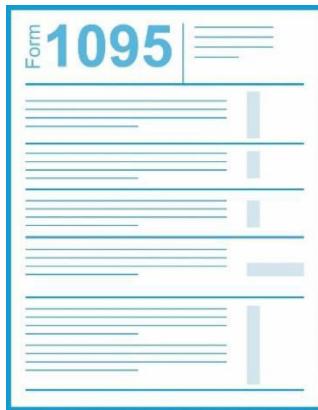
- Pay full price up front and file a claim to get a portion of your money back
- Get up to a 30-day supply





The Affordable Care Act

TRICARE meets the minimum essential coverage requirement under the Affordable Care Act (ACA).



Each tax year, you will get an Internal Revenue Service (IRS) Form 1095 from your pay center. It will list your TRICARE coverage for each month.



Your Social Security number (SSN) and the SSNs of each of your covered family members should be included in DEERS for your TRICARE coverage to be reflected accurately.





Moving with TRICARE

Before You Move:

- Do not** disenroll from TRICARE Prime or TRICARE Select.
- Contact your current regional contractor to begin transferring enrollment.
- Verify DEERS information.
- Fill prescriptions.
- Get copies of medical and dental records.
- Make sure you have your current PCM's phone number.
- Coordinate special care needs.





Moving with TRICARE



On the Road:

- For urgent care, no referral is required for non-ADSMs.
Note: If you're an ADSM, you need a referral for any nonemergency care you get from a civilian provider.
- For emergency care, no referral is required; call 911 or go to the nearest emergency room.

At Your New Location:

- Update DEERS.
- Finish transferring TRICARE Prime or TRICARE Select enrollment, if applicable.
- If you are enrolled in the TRICARE Dental Program, provide your new contact information to United Concordia.





Last Reviewed October 2021

Transitioning from Active Duty to Retirement

Health Care Coverage Options As You Approach Retirement

Transitioning From Active Duty To Retirement

Today's AGENDA

- Preparing for Retirement
- TRICARE ® Program Options
- TRICARE Benefit Information
- For Information and Assistance





Keep DEERS Information Up To Date



Being able to use TRICARE depends on keeping DEERS up to date.

Update DEERS after you have a life event, like getting married or divorced, moving, giving birth, adopting a child, retiring, and other changes.



Go to an **ID card office**. Find an office at www.dmdc.osd.mil/rsl.

Note: You must use this option to add family members in DEERS.



Log on to [**https://milconnect.dmdc.osd.mil**](https://milconnect.dmdc.osd.mil).



Call **1-800-538-9552**.



Fax **1-800-336-4416**.





Terminal Leave Status

- Current TRICARE program options stay in effect until your retirement date. If covered under TRICARE Prime:
 - Active duty service members (ADSMs) cannot enroll with another military hospital or clinic.
 - ADSMs cannot switch their primary care manager (PCM).
- If you move to a new area:
 - Coordinate all care with your current PCM.
 - Family members may be able to change their PCMs.
- Remember to update your information in DEERS.





TRICARE Eligibility after Retirement

- Retired service members
- Spouses, surviving spouses, and qualifying former spouses
- Unmarried dependent children (certain eligibility requirements apply)
- Dependent parents are not eligible for civilian TRICARE benefits; however, they may be eligible to receive care at certain military hospitals and clinics if space is available.
- For more information, visit www.tricare.mil/retiring.





TRICARE Coverage for Retirees

- You must enroll in a TRICARE Prime or TRICARE Select plan to continue coverage.
- You may enroll:
 - **Online:** Use Beneficiary Web Enrollment by logging in to <https://milconnect.dmdc.osd.mil> (Stateside enrollment only).
 - **Phone:** Call your regional contractor (once your retired status is reflected in DEERS).
 - **Mail:** Download the appropriate enrollment form at www.tricare.mil/forms and mail it to your regional contractor.
- For enrollment fees, premium amounts, and copayments, visit www.tricare.mil/costs.

Note: TRICARE Prime Remote options and TRICARE Overseas Program Prime options are not available after retirement.





TRICARE Prime

- Enroll with a military hospital or clinic (space permitting), TRICARE civilian network provider within a PSA, or US Family Health Plan provider.
- Obtain a PCM referral for civilian specialty care (otherwise, higher costs apply).
- Military hospitals and clinics have the “right of first refusal” to deliver nonemergency care within the PSA.
- If you plan to travel or move:
 - **Routine care:** Receive care before you travel.
 - **Urgent care:** Call your PCM or regional contractor for assistance.
 - **Emergency care:** Call 911 or go to the nearest emergency room.
 - **Seasonal moves:** Transfer your enrollment to keep costs low.





TRICARE Prime Point-of-Service Option

- Point-of-service (POS) option:
 - Applies when nonemergency care is provided by a TRICARE-authorized provider without a PCM referral.
 - Results in higher out-of-pocket costs.
- TRICARE pays only if the provider is TRICARE-authorized and services are covered by TRICARE.
- Contact your PCM for a referral when seeking routine and specialty care to avoid POS charges.
- POS deductibles per calendar year (CY) (Jan. 1—Dec. 31):
\$300/individual; \$600/family.
 - TRICARE pays 50 percent of the TRICARE-allowable charge.
 - Doesn't count towards your annual catastrophic cap.





US Family Health Plan (USFHP)

✓ USFHP Service Areas



- ⑩ TRICARE Prime option.
- ⑩ Six service areas.
- ⑩ Must enroll.
- ⑩ May not get care at military hospitals or clinics or use military pharmacies.





TRICARE Select

- TRICARE Select is a self-managed, preferred-provider option for eligible beneficiaries (except ADSMs and TFL beneficiaries) not enrolled in TRICARE Prime.
- With TRICARE Select you have the freedom to choose providers.
- There are no referrals required.
- Yearly deductible and cost-shares apply.
- Enrollment in TRICARE Select is required.
- Some services require prior authorization.
 - Visit your regional contractor's website for services that require prior authorization.
- In overseas locations, TOP Select is available to eligible family members not enrolled in TOP Prime.





TRICARE Select: Getting Care

- Under TRICARE Select:
 - If you use a network provider:
 - You will pay a fixed fee for care.
 - Your out-of-pocket costs will be lower if you use a network provider.
 - If you use a non-network, TRICARE-authorized provider:
 - You will have a higher deductible and out-of-pocket costs.
 - You can also invite your provider to become a network provider.





TRICARE Overseas Program (TOP) Select



- Freedom to choose providers from a purchased care sector provider in your overseas area. (Different rules apply in the Philippines).
- No referrals required.
- Yearly deductible and copayments apply.
- Enrollment required.
- Some services require prior authorization.
- Expect to file your own claims.
- You may receive medically necessary covered services from a non-network, TRICARE-authorized provider, if a network provider isn't available.
 - You will be subject to cost-sharing amounts applicable to out-of-network care.





TRICARE Young Adult

- TRICARE Young Adult (TYA) is a premium-based health care plan available for purchase by qualified young adult dependents. You may qualify to purchase TYA coverage if you are all of the following:
 - An unmarried dependent of a TRICARE-eligible uniformed service sponsor
 - At least age 21 (or age 23 if previously enrolled in a full-time course of study at an approved institution of higher learning and if the sponsor provided over 50 percent of the financial support), but have not yet reached age 26
 - Not eligible for an employer-sponsored health plan under your own employment as defined in TYA regulations
 - Not otherwise eligible for TRICARE program coverage
- For more information, visit www.tricare.mil/tya.





TRICARE For Life

TRICARE For Life (TFL) is Medicare-wraparound coverage for TRICARE beneficiaries who are entitled to Medicare Part A and have Medicare Part B, regardless of age or place of residence.

- Beneficiaries entitled to Medicare Part A and who have Medicare Part B:
 - Are automatically covered under TFL. There are no enrollment forms or enrollment fees.
 - Should obtain a new uniformed services ID card at age 65.
 - May get care from any Medicare-participating, nonparticipating, or opt-out provider, or military hospital or clinic if space is available.
- For more information on TFL, visit www.tricare.mil/tfl or call **1-866-773-0404**.





Using TFL Overseas

- For overseas locations outside the United States and U.S. territories, TFL works like TRICARE Select and you may visit any host nation provider for care.*
- Claims are filed with the TOP claims processor.
 - For more information, visit www.tricare-overseas.com.

* If you live or travel in the Philippines, you are encouraged to see a preferred provider for care. For more information, visit www.tricare.mil/philippines.





Military Pharmacy



- Usually inside military hospitals and clinics
- Get up to a 90-day supply

TRICARE Pharmacy Home Delivery



- Must use this option for some drugs
- Get up to a 90-day supply of covered drugs

TRICARE Retail Network Pharmacy



- Fill prescriptions without submitting a claim for covered drugs
- Get up to a 30-day supply

Non-Network Pharmacy



- Pay full price upfront and, for covered drugs, file a claim to get a portion of your money back
- Get up to a 30-day supply





TRICARE and Other Health Insurance

- Other health insurance (OHI) (includes national health insurance overseas) is considered your primary health insurance.
- TRICARE is the last payer to all other health benefits and insurance plans except for Medicaid, TRICARE supplements, the Indian Health Service, and other programs and plans as identified by the Defense Health Agency.
- If you have OHI:
 - Fill out and submit your regional contractor's *TRICARE Other Health Insurance Questionnaire* at www.tricare.mil/forms.
 - Follow your OHI's rules for prior authorizations and filing claims.
 - Tell your provider about your OHI and TRICARE.
 - Show your provider your OHI card.





Pharmacy Benefits with OHI

- OHI is always the primary payer:
 - Use OHI first, then submit claims to TRICARE.
- You may still use military pharmacies.
- You may use TRICARE Pharmacy Home Delivery or TRICARE retail network pharmacies only if:
 - OHI does not cover your prescription
 - You have reached your OHI's benefit cap





Federal Employees Dental and Vision Insurance Program

- The U.S. Office of Personnel Management offers eligible TRICARE beneficiaries the option to enroll in a FEDVIP dental plan.
- FEDVIP offers a range of plans from a number of dental plans.
- FEDVIP is available to:
 - Retired service members and their eligible family members
 - Certain retired National Guard and Reserve members and their family members
 - Certain survivors
 - Medal of Honor recipients and their immediate family members or survivors
- Former spouses and remarried surviving spouses don't qualify to purchase dental coverage.

For FEDVIP plans and enrollment information, visit www.benefeds.com.





FEDVIP Vision Options

- FEDVIP offers vision coverage for eligible TRICARE beneficiaries who are enrolled in or are using a TRICARE health plan including:
 - TRICARE Prime, including USFHP
 - TRICARE Select
 - TRS
 - TRR
 - TFL
- FEVIP vision coverage is available to:
 - Active duty family members
 - Retired service members and their eligible family members
 - National Guard and Reserve members and eligible family members

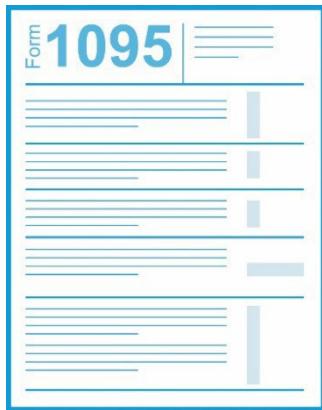
Visit www.benefeds.com for eligibility, carrier, and enrollment information.





The Affordable Care Act

TRICARE meets the minimum essential coverage requirement under the Affordable Care Act (ACA).



Each tax year, you will get an Internal Revenue Service (IRS) Form 1095 from your pay center. It will list your TRICARE coverage for each month.



Your Social Security number (SSN) and the SSNs of each of your covered family members should be included in DEERS for your TRICARE coverage to be reflected accurately.



Stateside Regional Contractors

- TRICARE East Region
Humana Military
1-800-444-5445
HumanaMilitary.com
www.tricare-east.com
- TRICARE West Region
Health Net Federal Services, LLC
1-844-866-WEST (1-844-866-9378)
www.tricare-west.com

Overseas Regional Contractor

- TRICARE Overseas Program (TOP)
International SOS Government Services,
Inc.
www.tricare-overseas.com/contact-us

More Resources

- TRICARE Website
www.tricare.mil

- Publications
www.tricare.mil/publications
- milConnect
<https://miltconnect.tricare.mil>



Child and Youth Services School Liaison Office



Child and Youth Service / School Liaison Office

✓CYS (Parent and Outreach Services)

- All Soldiers and Civilians out-processing are required to out-process through the Parent Central Services Office.
- Effective Sept 2, 2021 Patrons must submit a 30 day withdraw notice if enrolled in the following programs: before/after school care, and full daycare at the Child Development Centers.
- Patrons must submit a two week withdraw notice if enrolled in the following programs: SKIES Unlimited individual lessons, part-time care, part-day care, and family child care programs.
- Patrons must ensure that all fees for CYS are paid and/or credits are collected prior to out-processing.
- Patrons should obtain a hard copy of their child/youth CYS file for use in their new duty station and request that their CYS electronic file be exported.

✓School Liaison Office

- Sponsors withdrawing students from local DoDEA schools are requested to provide the school two weeks advance notice and out-process directly with the local school.
- The SLO provides sponsors and students general and specific school transition assistance, including connecting the family the SLO at the next duty location.
- Sponsors/Families must ensure that The Exchange/AAFES Horizon Student Lunch Program account (debts or credits from the school lunch program) has been cleared before departing the garrison.





Army Finance GFCE

Army Finance GFCE
Stuttgart
Out-processing Brief



FINANCE HOURS AND LOCATIONS

- Hours of Operation
 - Mon-thru-Wed & Fri
 - 0830-1145 - Walk-ins
 - 1300-1500 – Appointments & Out-processing ONLY
- Panzer Kaserne, Bldg. 2915 Room 327b

Closed on Federal Holidays & open on all German holidays





ADVANCE PAY

- An Advance Pay may be authorized to assist with extraordinary expenses due to PCS move
- Standard Request: Advance 1 month Base Pay minus deductions, Repaid over 12 months, within 30 days of departure
- DOCUMENTS: DD 2560, PCS orders, DA31, Flight Itinerary
- E-4 and above do not need their Commander's signature on the standard first advance
- Must be turned into Finance by the Soldier





- Housing office is the approval authority & will provide TLA Authorization Memo
 - 10 days of TLA (if living in privatized housing)
 - 3 days of TLA (if living in govt. quarters)
- Hotel must be paid by the SM
- Reimbursement for Lodging & M&IE will be paid back on your LES
- Pet fees and extra charges are not reimbursable
- TLA can be claimed & processed at new duty station or returned to us via email:

usarmy.rheinland-pfalz.266-fisc.mbx.fcst-stuttgart@army.mil





- Documents required for claim:

- TLA claim form (a.k.a. "TLA cover sheet")
- TLA Authorization Memo
- Paid hotel receipt – 0 balance
(provided by Army lodging after checkout)
- DA 31 (Signed out)
- Complete PCS orders + Amendment(s)





TLA OFF-POST

Additional:

- Certificate of Non-Availability (CNA) from the on-post hotel PRIOR to going to off-post hotel
- VAT form cost reimbursable (add copy of the used VAT form with your claim)
- If staying with family/or friends locally, then reimbursement for M&IE ONLY
 - Letter from host providing temporary lodging for SM must be included with claim
 - Must include dates of stay & that meals were not provided
 - Must be signed and dated by host





TLA CALCULATION

- TLA is computed as follows for lodging, meals and incidentals (M&IE):
 - 100% for lodging – up to \$227
 - SM: 65% of local per diem rates for M&IE (= \$74.75)
- Each additional dependent:
 - 12 and over: additional 35% each
 - Under 12: additional 25% each





SECURITY DEPOSIT ADVANCES

- You MUST repay Security Deposit Advances prior to PCS Departure (do not wait until the day before you fly out)
- Visit Panzer Finance Office to obtain a deposit ticket which you will take to Community Bank
- Community Bank on Panzer is open Tuesday-thru-Friday (Mondays you must go to Patch Community Bank)
- If you receive Euro cash back: please bring the cash to the Panzer Office first (DO NOT DEPOSIT INTO YOUR ACCOUNT)





COLA CHANGES

- Did your dependent depart early?
- Did you have an additional baby while stationed here?
(Be sure to update Finance office. DEERS does not integrate with Finance the systems)
- SMs are paid COLA based on the # of Command-Sponsored Dependents that are IN COUNTRY.
- If there have been changes to your dependents in-country since arriving, you could be owed \$\$\$ or you could have an overpayment of COLA (i.e. debt)
- Docs needed: DA 4187 COLA Change along with supporting documents (birth cert, flight itinerary, etc.)
- See your S1/J1 for more info- (do not wait until you are trying to clear to fix the discrepancy)





OUT-PROCESSING CHECKLIST

- You must clear CIF and Housing before clearing Finance
- Documents required:
 - Complete set of orders including all amendments
 - DA31 Leave Form
 - Flight Itinerary
 - Termination of Quarters Memo / DD 2367 OHA Stop
 - Cash Collection Voucher (CIF or Security Deposit Advance Repayment)
 - TLA (if applicable)
 - DA 4187 for OCOLA Changes and supporting documents





Questions and Contact Info

- CONTACT INFO:
 - DSN 596-3639; COMM 07031-15-3639
 - DSN 596-3451; COMM 07031-15-3451
 - DSN 596-3181; COMM 07031-15-3181
- BDG 2915, RM 327B Panzer Kaserne
- ORG BOX:

usarmy.rheinland-pfalz.266-fisc.mbx.fcst-stuttgart@army.mil

