

**U.S. ARMY**

# Out Processing PCS Briefing

**Central Processing Facility  
USAG Stuttgart DHR/MPD**



# **WELCOME TO THE CENTRAL PROCESSING FACILITY (CPF)**

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## **CPF STAFF**

**Ms. Medreka Davis**

**CPF Supervisor**

**Mr. Frank Jenkins Jr.**

**CPF Specialist**

**Ms. Michelle Lavender**

**CPF Specialist**

**Ms. Susette Mathis**

**CPF Specialist**

USAG Stuttgart delivers reliable base support to enable readiness  
and quality of life for members of our Joint Military Community

**“I’m Glad I live Here” and “Ready to Fight”**

*Serving the Rugged Professional*



# Out-Processing/PCS Briefing

## Central Processing Facility

### Contact Information

DSN 314-596-2803, COMM 09641-70-596-2803 or

Front Desk: DSN 596-2599, COMM 09641-70-596-2599

Email: [usarmy.stuttgart.id-europe.mbx.cpf-out-processing@mail.mil](mailto:usarmy.stuttgart.id-europe.mbx.cpf-out-processing@mail.mil)

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# Central Processing Facility

## The Essentials

- This briefing applies to all Service Members and Civilians leaving Stuttgart including those who are separating or retiring.
- All Service Members and Civilian employees **MUST** out-process USAG Stuttgart installation agencies.
- Email CPF to obtain out-processing questionnaire or go to Garrison homepage:  
<https://home.army.mil/stuttgart/index.php/AtoZ/directorate-human-resources/central-processing-facility>
- Email completed out-processing questionnaire (all Service Members attach a copy of your orders and leave form, Civilians provide orders or a memorandum from your supervisor) to CPF at least 30 days before your departure.
- CPF E-mail: [usarmy.stuttgart.id-europe.mbx.cpf-out-processing@mail.mil](mailto:usarmy.stuttgart.id-europe.mbx.cpf-out-processing@mail.mil)



# Central Processing Facility OUT PROCESSING QUESTIONNAIRE

USAG STUTTGART CENTRAL PROCESSING FACILITY JOINT OUT-PROCESSING QUESTIONNAIRE (AE REG 612-1)					
<small>AUTHORITY: SUSC 552a            PRINCIPAL 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.</small>					
<b>Complete and return to the CPF @ <a href="mailto:usarmy.stuttgart.id-europe.mbx.cpf-out-processing@mail.mil">usarmy.stuttgart.id-europe.mbx.cpf-out-processing@mail.mil</a>            30 days prior to your projected departure date</b>					
<b>Branch of Service:</b> Army Air Force Navy Marines Coast Guard Civilian Other: _____					
Male Female	Rank/Grade:	Last Name:	First Name:		MI:
SSN (Military) / DOD # (Civilian)		Preferred Email Address:		Secondary Email Address:	
Phone:		Command/Organization:		How many family members accompanied you here:	
<b>Reason for Departure:</b> PCS Retirement ETS/Separation Other (Specify)					
Flight Date or Departure Date:		Remarks (Leave or TDY within last 30 days in country):			
Supervisor Name:		Email:			
<small>I hereby acknowledge that I have viewed and understood the contents 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.</small>					
					Date:
<b>MILITARY ONLY</b>					
1. Are you a Reservist, National Guardsman or Augmentee?				YES	NO
2. Are you a hand receipt holder?				YES	NO
3. Do you have children under the age of 18?				YES	NO
4. Do you have a Sponsor at your next duty assignment?				YES	NO
5. Do or did you have school age children enrolled in DODDS?				YES	NO
6. Do you have an account with the Service Credit Union?				YES	NO
7. Do you have a Phone, Internet or TV connection through TKS?				YES	NO
8. Will you be transporting a pet to your next duty station?				YES	NO
9. Do you live in:				Family Housing Economy BEQ/BOQ or Barracks	
<b>FOR CPF USE ONLY</b>					<b>Transportation Confirmation MUST HAVE CPF STAMP</b>
Pre-Clearance:		Email Send:		Final-Out:	
CPF Initials: (Hard Copy Only)		CPF Signature: (Electronic Copy Only)			
Orders # _____		Leave		Remarks	

USAG Stuttgart Form 612-1e-R (23 Sep 2020)



UNCLASSIFIED

5 of 12

(Updated 2 April 2021)

# Service Members

## “How does clearing work?”

30 – 60 days prior to departure	<ul style="list-style-type: none"> <li>• Complete Out-Processing online briefing</li> <li>• Complete Out-Processing Questionnaire</li> <li>• Send questionnaire with a copy of orders and leave form to CPF <ul style="list-style-type: none"> <li>* If orders not available still send questionnaire and leave form</li> </ul> </li> <li>• All documents in one email to <a href="mailto:usarmy.stuttgart.id-europe.mbx.cpf-out-processing@mail.mil">mailto:usarmy.stuttgart.id-europe.mbx.cpf-out-processing@mail.mil</a></li> </ul>
Within 48 hours of receiving of Questionnaire	<ul style="list-style-type: none"> <li>• CPF sends stamped questionnaire back to customer</li> <li>• Customer emails questionnaire and orders to Transportation Office <a href="mailto:usarmy.stuttgart.405-afsb-lrc.mbx.pppo@mail.mil">mailto:usarmy.stuttgart.405-afsb-lrc.mbx.pppo@mail.mil</a></li> <li>• Customer begins “Things you can do w / o clearing papers” (with Orders)</li> </ul>
3 weeks prior to departure date	<ul style="list-style-type: none"> <li>• CPF will enter your data into the electronic pre-clear system</li> </ul>
2 weeks prior to departure date	<ul style="list-style-type: none"> <li>• CPF emails Installation Clearance Record (aka Clearing Papers) to customer’s emails by COB</li> </ul>
2 days prior to departure	<ul style="list-style-type: none"> <li>• Customer emails or drops off in the drop box outside CPF (Bldg. 2913, 1<sup>st</sup> Floor) completed Installation Clearance Record to CPF</li> </ul>
Within 48 hours of receiving Clearing papers	<ul style="list-style-type: none"> <li>• CPF emails stamped Installation Clearance Record to customer</li> </ul>

**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**.



# Service Members

## Special Notes

### Separating or Retiring from the Military

- **All Service Members Retiring or Separating** – contact TAP (Transition Assistance Program), Panzer, Room 419, Bldg. 2915, Ph. 596-2191
- **Army Service Members** – for your Levy brief contact the Personnel Services Branch, Panzer, 3<sup>rd</sup> floor, Bldg. 2915, DSN: 314-596-2553 / 3060 COMM: 09641-70-596-2553 / 3060
- **Army Service Members Retiring or Separating** – for your Pre-Separation Briefing or Retirement Briefing contact Stuttgart Transition Center, Panzer, 4<sup>th</sup> floor, Bldg. 2915, DSN: 314-596-2698 / COMM: 09641-70-596-2698
- **Army Service Members Separating** – contact the Reserve Component Career Counselor for an appointment. Bldg. 2948, DSN: 314-431-3425 COMM: 07031-15-3425





# Civilians

## “How does clearing work?”

30 – 60 days prior to departure	<ul style="list-style-type: none"> <li>• Complete Out-Processing online briefing</li> <li>• Complete Out-Processing Questionnaire</li> <li>• Send questionnaire with a copy of orders to CPF <ul style="list-style-type: none"> <li>* If orders not available still send Questionnaire</li> </ul> </li> <li>• All documents in one email to: <a href="mailto:usarmy.stuttgart.id-europe.mbx.cpf-out-processing@mail.mil">mailto:usarmy.stuttgart.id-europe.mbx.cpf-out-processing@mail.mil</a></li> </ul>
Within 48 hours of receiving Questionnaire	<ul style="list-style-type: none"> <li>• CPF sends stamped questionnaire and Installation Clearance Record (aka Clearing Papers) to customer</li> <li>• Customer emails questionnaire and orders to Transportation Office <a href="mailto:usarmy.stuttgart.405-afsb-lrc.list.pppo@mail.mil">mailto:usarmy.stuttgart.405-afsb-lrc.list.pppo@mail.mil</a></li> <li>• Customer begins “Things you can do w / o clearing papers” (with Orders)</li> <li>• Your supervisor has the authority to initial for the agencies you did not utilize. Once you have cleared every agency, you and your supervisor must sign and date the form confirming completion</li> </ul>
2 days prior to Departure date	<ul style="list-style-type: none"> <li>• Customer emails or drops off in the drop box outside CPF (Bldg. 2913, 1<sup>st</sup> floor) completed Installation Clearance Record to CPF</li> </ul>
Within 48 hours of receiving Clearing papers	<ul style="list-style-type: none"> <li>• CPF emails stamped Installation Clearance Record to customer</li> </ul>

**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**.





# Patriot Express Shuttle Service

## Transportation Request to Ramstein

Ramstein Gateway Reception Center's Patriot Express Shuttle service is Army funded and booking is limited to Army Service Members and their families – Exceptions as stated below.

- **Army Soldiers:** See "To Schedule:" below.
- **Non Army Service Members:** If an Army family books transportation to Ramstein on specific date, CPF will request to piggy-back other services members/families on that same shuttle. Provide information requested below. Confirmation/approval notification is received about 7 days prior to departure. Since most travelers depart from Stuttgart Airport and rarely leave from Ramstein, we advise a solid backup plan.
- **To Schedule:** Contact the CPF as soon as your flight is booked. CPF will forward questionnaire and requires: Completed questionnaire (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.



# Joint Out-Processing/PCS Briefing

## Contact Information

1. Central Processing Facility (CPF) [596-2599/2745](tel:596-2599/2745) [09641-70-596-2599/2745](tel:09641-70-596-2599/2745)  
[usarmy.stuttgart.id-europe.mbx.cpf-out-processing@mail.mil](mailto:usarmy.stuttgart.id-europe.mbx.cpf-out-processing@mail.mil)
2. Sponsorship [596-2745/09641-70-596-2745](tel:596-2745/09641-70-596-2745)  
[usarmy.stuttgart.id-europe.list.usag-stuttgart-sponsorship@mail.mil](mailto:usarmy.stuttgart.id-europe.list.usag-stuttgart-sponsorship@mail.mil)
3. Voting Assistance [596-2599/09641-70-596-2599](tel:596-2599/09641-70-596-2599)  
[usarmy.stuttgart.id-europe.list.vote-stuttgart@mail.mil](mailto:usarmy.stuttgart.id-europe.list.vote-stuttgart@mail.mil)
4. Personnel & Finance  
**Army Personnel** [596-2553/3382/3660/09641-70-596-2553](tel:596-2553/3382/3660/09641-70-596-2553)  
[usarmy.stuttgart.id-europe.mbx.usag-stuttgart-reassignments@mail.mil](mailto:usarmy.stuttgart.id-europe.mbx.usag-stuttgart-reassignments@mail.mil)  
**Army Finance** [596-3451/3639/3181/09641-70-596-3451](tel:596-3451/3639/3181/09641-70-596-3451)  
[Usarmy.rheinland-Pfalz.266-fmc.list.fcst-stuttgart-all@mail.mil](mailto:Usarmy.rheinland-Pfalz.266-fmc.list.fcst-stuttgart-all@mail.mil)  
**Navy Personnel** See unit  
**Marine Corps Personnel/Finance** 431-3596/3615/3620/07031-15-3596  
[Marforeur\afg1rpac@usmc.mil](mailto:Marforeur\afg1rpac@usmc.mil)  
**Air Force Personnel** 314-592-4639/8593/4793  
[09641-70-592-4639/8593/4793](tel:09641-70-592-4639/8593/4793)  
[Det1786fss.fsmpd@us.af.mil](mailto:Det1786fss.fsmpd@us.af.mil)  
**Air Force Finance** 314-592-8442/6827/8596/09641-70-8442/6827/8596  
[Det1786fss.fmf@us.af.mil](mailto:Det1786fss.fmf@us.af.mil)
5. ID Cards [596-2333/09641-70-596-2333](tel:596-2333/09641-70-596-2333)
6. Passports [596-2539/09641-70-596-2539](tel:596-2539/09641-70-596-2539)
7. Transportation [596-3338/09641-70-596-3338](tel:596-3338/09641-70-596-3338)
8. Central Issue Facility (CIF) [596-2154/09641-70-596-2154](tel:596-2154/09641-70-596-2154)
9. Army Community Service (ACS) [596-3362/09641-70-596-3362](tel:596-3362/09641-70-596-3362)
10. MFLC [0170-708-0715](tel:0170-708-0715)
11. VAT Office-UTAP [596-3452/09641-70-596-3452](tel:596-3452/09641-70-596-3452)
12. SHARP [596-3162/09641-70-596-3162](tel:596-3162/09641-70-596-3162)
13. Vehicle Registration [596-2833/07031-18-2833](tel:596-2833/07031-18-2833)
14. Legal [591-4152/09461-70-591-4152](tel:591-4152/09461-70-591-4152)
15. Postal Service Center  
**Panzer CMR** [596-3407/09641-70-596-3407](tel:596-3407/09641-70-596-3407)  
**Patch CMR** [596-7199/4078/09641-70-596-7199](tel:596-7199/4078/09641-70-596-7199)  
**Kelley CMR** [596-2330/0711-729-2330](tel:596-2330/0711-729-2330)  
**Robinson CMR** [420-7323/0711-819-7323](tel:420-7323/0711-819-7323)
16. Tricare [590-1686/06371-9464-1686](tel:590-1686/06371-9464-1686)
17. Vet Clinic [590-1817/06371-9464-1888](tel:590-1817/06371-9464-1888)
18. Health Clinic [590-1600/06371-9464-1600](tel:590-1600/06371-9464-1600)
19. Dental Clinic [590-2800/06371-9464-2800](tel:590-2800/06371-9464-2800)
20. Housing [596-2230/09641-70-596-2230](tel:596-2230/09641-70-596-2230)
21. Customs [596-2731/09641-70-596-2731](tel:596-2731/09641-70-596-2731)
22. Army Continuing Education System [596-2506/09641-70-596-2506](tel:596-2506/09641-70-596-2506)
23. SLO-CYSS, DODEA [596-9009/09641-70-596-9009](tel:596-9009/09641-70-596-9009)





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# Household Goods Outbound Information



# Transportation Office Information

***Location: Bldg 2913 3<sup>rd</sup> Floor Panzer Kasern***

***Phone: DSN 596-3338, Commercial No 09641-70596-3338***

***Email: [usarmy.badenwur.405-afsb.list.stuttgart-pppo@mail.mil](mailto:usarmy.badenwur.405-afsb.list.stuttgart-pppo@mail.mil)***

## Office Hours

**Mon, Tues, Wed & Fri, 0730 – 1600**

**Thur 1300-1600**

**Closed on US Holidays**







# How to Schedule

**Make HHG arrangements as soon as you receive your orders!**

Documents required:

- ✓ PCS Orders
- ✓ Completed Transportation Worksheet
- ✓ POV Registration
- ✓ Central Processing Facility Questionnaire

1. Email the Transportation Customer Service for the transportation worksheet at:  
[usarmy.stuttgart.405-afsb-lrc.list.pppo@mail.mil](mailto:usarmy.stuttgart.405-afsb-lrc.list.pppo@mail.mil)
2. Arrange a pickup appointment with Transportation.
3. Ensure that all items are cleaned for customs inspection.
4. Pick up must be arranged at least 10 working days prior to the requested date of pick up.

TRANSPORTATION WORKSHEET				
Personal Property Processing Office, Stuttgart Germany DSN: 431-3338/ COMM: 07031-15- FAX: 431-2702 COMM: 07031-15-2702 Email: <a href="mailto:usarmy.badenwuer.405-afsb.list.stuttgart.pppo@mail.mil">usarmy.badenwuer.405-afsb.list.stuttgart.pppo@mail.mil</a>				
<b>PRIVACY ACT STATEMENT AUTHORITY:</b> 37 usc 406, 5 usc 5726; and E.O. 9397. <b>PRINCIPAL PURPOSE(S):</b> This worksheet is primarily used for evaluating requests submitted by service members and eligible individuals for shipment and/or storage of personal property. It's used to prepare Government Bill of lading and other shipping documents as applicable for personal property.				
<b>SECTION A: (Internal Office Use Only) APPOINTMENT INFORMATION</b>				
Appointment Date/Time:		Counselor:		
** IMPORTANT: You must contact the Transportation Office at least 24 hours in advance to cancel your appointment. **				
<b>SECTION B: MEMBER INFORMATION</b>				
NAME: LAST, FIRST FULL MIDDLE NAME		RANK:	DOB:	SSN:
Personal Email:		Civilian Email:	Current:	Command:
Home Phone:		Work Phone:	Cell Phone:	
# of Deps 2 years & over:	# of Deps 1 & Under	Tour Length:		
Type of Travel: PCS Retirement ETS/SEP EROD Student Local Move Line Haul TDY				
<b>SECTION C: SHIPMENT INFORMATION</b>				
Up to 5,000lbs-1 Day Service For 5,001 to 8,999-2 Day Service For 9,000 to 13,999-3 Day Service For 14,000 to 18,000-4 Day Service				
TYPE OF SHIPMENT	Estimated Weight	Pro-Gear Estimated Weight	Pack Date(s)	Pick - up Date
Household Goods (HHG)				
Unaccompanied Baggage (UB)				
List large and high dollar items here: (ex: shrunk, hot tub, boat, etc)				
FIREARMS	Provide the following: Alcohol Tobacco and Firearms 5 & 6a			
MOTOR CYCLE	Ask Outbound Transportation for the following documents:DD Form 788-2, HS-7, EPA Standards. Also bring with you a copy of Motorcycle Registration or the Title			
POV	Bring a copy of your POV registration to your scheduled appointment			
ALCOHOL	YOU WILL NEED APPROVAL FROM STATE PRIOR TO HHG APPOINTMENT. POA, 3299 & INVENTORIES ARE REQUIRED IF NOT HHG'S WILL NOT BE BOOKED			
<b>SECTION D: PICKUP ADDRESS INFORMATION</b>				
Pickup Address:				
Extra Pickup Address: (Military Only)				
Power-of-Attorney POA Phone:				
<b>SECTION E: DESTINATION and IN-TRANSIT ADDRESS INFORMATION</b>				
*** NOTE: If you do NOT have an exact address at destination, provide CITY & STATE or INSTALLATION & STATE including Zip Code. ***				
DESTINATION Address: (Mandatory)				
City:	State:	Zip	INTRANSIT Phone No.	
INTRANSIT (Emergency) Address Only				
City:	State:	Zip		
MEMBER'S SIGNATURE:			Date:	





# Entitlements

**Authorized Origins:** Current or any Previous Duty Station, Designated Location, NTS

**Authorized Destination:** New Duty Station. Any other combination of locations not to exceed the cost of an Authorized Routing.

## Weight Allowances

- Based on Grade
- Full JTR Weight Allowance after a 36 Months Tour
- Restricted Weight Allowance after a shorter Tour (2500 pounds or 25% of the full JTR Weight Allowance)
- Weight Allowances include UB allowances
- Professional Items (Pro Gear) will not count against Weight Allowance



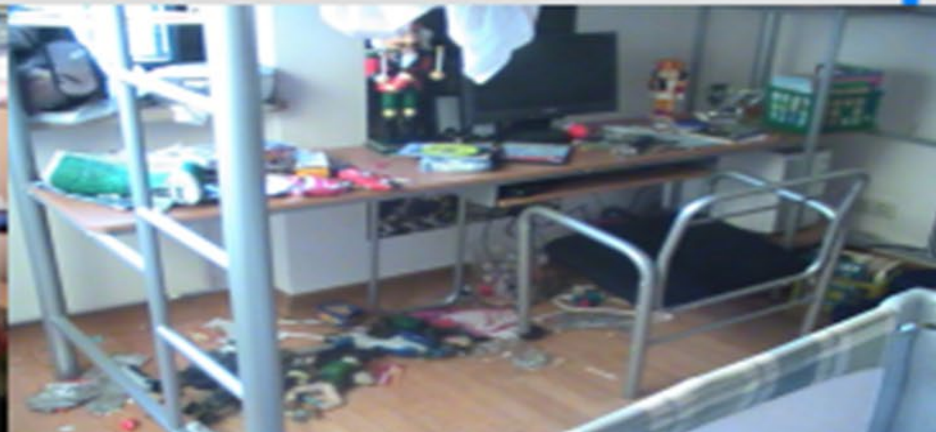
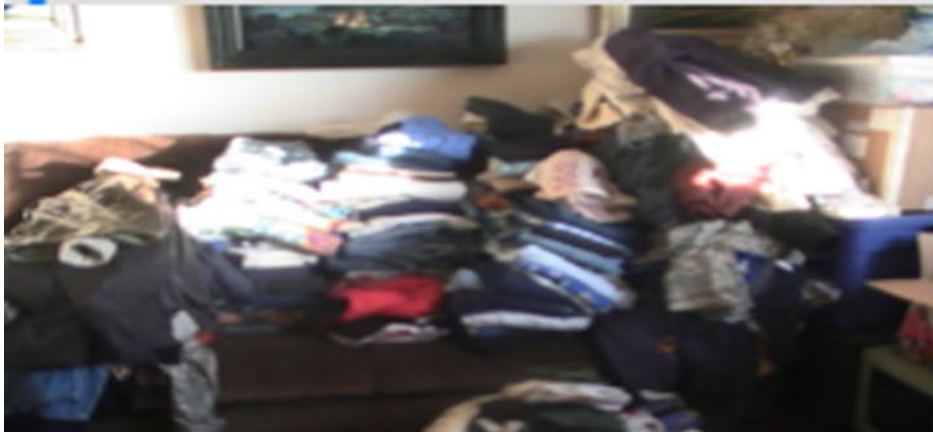


# Residence Preparation



An Unhealthy Environment or Homes in Disarray

**"CAN BE REJECTED BY YOUR MOVERS"**







# Prepare HHG

## Preparation for Pickup of HHG

- ✓ Segregate Items for different Shipments (i.e. Furniture for HHG, small Items only for UB no furniture in UB shipment)
- ✓ To meet US Agriculture Requirements, make sure all Outdoor Equipment (High Risk Items) is clean 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 Room





# HHG Pickup

## 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
- The Carrier's Inventory is going to be your Proof of Ownership during Delivery at the Destination
- HHG Items and Boxes are to be staffed in wooden Crates on the Carrier's Truck to be closed with serially numbered Seals
- Any Issue with the Packers: Contact the Quality Control Section @ DSN: 596-3632/3528 or Cell Phone Numbers provided during your Counseling Session





# Transit Times & Claims

## **Delivery: Estimated Transit Times from Germany**

- HHG: 60 – 75 days - USA  
90 days - Hawaii, Japan & South Korea
- UB: 45 – 55 days - USA  
80 days - Hawaii, Japan/ South Korea

**Military shipments may be temporarily stored for 90 Days with an Extension Option of additional 90 days. For civilians see travel orders for storage in transit authorization.**

## **Options for Claims for Loss or Damage:**

1. Claim with the Transportation Service Provider (TSP)/Carrier under the Full Replacement Value (FRV) Coverage within 75 days.
2. Claim with the Government Claims Office within 70 days





# Shipping Alcohol

## Shipment of Alcohol

1. Contact Transportation for packet. Alcohol packet will contain the following:
  - Fill out CBP Form 3299, blocks 1,2 &4.
  - Fill out CBP Form 7501 blocks 10, 14,25, 36 & 41
  - Power of Attorney.
2. Visit the following website to determine limits for your state:  
<http://ttb.gov/wine/state-abc.shtml>
3. Provide a letter of authorization or permit to ship alcohol from the gaining state.
4. Provide an inventory sheet with the following information: Description , quantity, year produced, value when purchased, percentage of alcohol, size of the bottle, cost in \$ and country of origin.





# Customer Service Survey

## Customer Service Survey

Once your property is delivered you are encouraged to complete the 6 question Customer Satisfaction Survey (CSS) within 7 days of delivery in your DPS account customer page or calling the US Transportation Command Help Desk at 1-800-462-2176, select option 5 and option 1. Your score determines future business for that moving company.





# Privately Owned Vehicle

## POV Shipment

- POV Shipping Office, SDDC/ IAL, Bldg. 2931, DSN 431-2617, CIV: 0703115-2617
- One POV only per PCS (Exception: Military Couples)
- **Requirements**
  - Member must be Owner of the POV/POA
  - POV must meet US Specifications (EPA & DOT)
  - POV must be operational
  - DD 1797 which will be provided by the transportation office during counseling
- Shipment is authorized to the dedicated Vehicle Processing Center (VPC) serving the new Duty Station or an alternate VPC based on Cost Comparison
- For POV turn-in visit [www.pcsmypov.com](http://www.pcsmypov.com) to make an appointment or go to VPC in person.





# Privately Owned Vehicle (Cont.)

## POV Shipment (continued)

- POV must contain not more than a ¼ Tank of Gas
- POV must pass the Agriculture Inspection (Exterior, interior, trunk and under the hood need to be totally clean)
- Transit Times vary from 58 Days (Baltimore) to 70 Days (VPCs at the West Coast of the USA)/ Hawaii & South Korea 90 Days.
- Claims for Loss or Damages are to be filed with the Contractor (1<sup>st</sup> source) or the Government Claims Office (2<sup>nd</sup> source) at Destination







# Motorcycle

## Motorcycle Shipment

**Transportation office will provide you with the following documents:**

- EPA Form 3520-1
- HS-7 (2014 version) (Importation of Motor Vehicle Equipment Subject to Federal Motor Vehicle Safety, Bumper and Theft Prevention Standards.

### **Your Responsibility:**

- ✓ Department of Transportation (DOT) sticker or incoming inventory, or incoming shipping document (DD788).
- ✓ Certificate of Title or USAREUR Registration.
- ✓ Drain all gas, and water.
- ✓ Disconnect the battery.
- ✓ Clean the motorcycle for customs inspection.





# Airline Travel

## Airline Tickets

- Contact the Travel Management Company, DTMO Sato Travel.
- Mandatory to use Patriot Express unless an exception has been approved, for Germany-based use of Patriot Express (Ramstein, GE to Baltimore, MD) is mandatory; however, Stuttgart is exempt from the mandatory use of PE and will be booked on commercial carriers.
- Bring two copies of your orders.
- Availability Date on Orders: 1st Day to travel plus six more days = 7 days travel window(for Army PCS orders only). The other branches of service do not include an availability date on PCS orders.





# Airline Tickets (Cont.)

## Airline Tickets (continued)

- Authorized Routing: From old to new Duty Station or location designated on orders with government airfares a government form of payment (CBA-centrally billed govern account or IBA-Individually bill government account.
- Alternate Routing: Commercial Travel Arrangements on a reimbursable Basis with leisure fares and personal credit card. Not a government travel charge card-GTCC
- Pet Shipment: Commercial Arrangement through TMC Personal Expense (No Entitlement) or directly with a pet shipping company (fee for an accompanied pet, between 150-300 euro, depending on kennel size.





## Travel Arrangements

- Stuttgart Commercial Travel Office (CTO), SATO, MP Bldg at Washington Square, Patch Barracks CIV: 0711-656-9240
- Availability Date on Orders: First Day to travel
- Authorized Routing: From old to new Duty Station
- Alternate Routing: Commercial Travel Arrangements on a reimbursable Basis (not to exceed authorized Cost above)
- Pet Shipment: Commercial arrangement through CTO at Personal Expense (No Entitlement)





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# USAG Stuttgart Housing

Out Processing

Out processing Brief

For On post, UPH, and Private rental quarters  
USAG Housing/DPW



# USAG Stuttgart Housing Out processing Brief On

- **Schedule pre-termination and final termination appointment 4 – 6 weeks before departure.**
- **For UPH personnel schedule your out-check inspection with UPH Office and Barracks Manager.**
- **Arrange pick up of Household Goods with Transportation Office.**
- **Point of Contact for Transportation Office: Panzer Kaserne, Bldg. 2913, 3rd floor**  
**DSN: 314-596 3338**  
**CIV: 09641-70596 3338**

*How to clear On post and UPH quarters*







# Housing Out processing Brief On Post

- **Inform Building Coordinator 30 – 45 days before your departure that you are leaving, in order to properly dispose of bulk items in storage rooms.**
- **For cancellation of contracts for telephone, internet, cable TV, please contact the Army Community Service (ACS).**
- **Point of contact for the ACS: Panzer Kaserne,  
Bldg. 2915  
DSN: 314-596 3362  
CIV: 09641-70596 3362**

***How to clear On post and UPH quarters***







# Housing Out processing Brief On Post

- **Arrange delivery of temporary furniture if required, at least one week prior to your departure. Temp furnishings will remain in quarters.**
- **Temporary furniture is authorized for maximum 60 days.**
- **Delivery must be scheduled in person.**
- **Contact the Housing Office for any questions:**  
**Bldg. 2913**  
**DSN: 314-596 2230**  
**CIV: 09641-70596 2230**

***How to clear On post and UPH quarters***





# Housing Out processing Brief On Post

- Make arrangements for temporary lodging
- **Maximum up to 3 days of outgoing TLA for Personnel who reside in Family Quarters.**
- **UPH Personnel E-7 and above up to 3 days TLA, E-6 and below not authorized TLA.**
- If accommodations are not available at the Kelley or Panzer Hotel following documents are required in order to process TLA:
  - Bill from Off-Post Hotel
  - Receipt that bill has been paid
  - Statement of Non-Availability provided by the On-Post Hotels prior to scheduling

*How to clear On post and UPH quarters*





# Housing Out processing Brief On Post

- Pay hotel bill in advance and bring documents to the housing office to receive TLA letter
- **ACTIVE ARMY ONLY** residing in **ON-POST HOTEL** (Panzer or Kelley) do not have to pay their bill to the Hotel prior to filing TLA. The Hotel will bill Army Finance directly.

*How to clear On post and UPH quarters*





# Housing Out processing Brief Private Rental Quarters

- **Submit your termination letter to the landlord in a timely manner!**
  - Termination notice is due to landlord 90 Days prior.
  - Hand deliver – request authorized signature or Registered Letter - (Einwurfeinschreiben).
  - Verbal or emailed termination not legally admissible.
- **Special 30 Day Termination Clause**
  - Only applies when short notice orders are received, Government directed move, or other documented emergency occurs. Landlord may require proof in form of orders or other documentation.
  - May be used by Military or Civilian
- **Submit a copy of the termination letter signed by both you and the landlord to the Housing Office and schedule an out-check inspection with Housing Contractor**
  - (DSN: 314-596 2521/2318, CIV: 09641-70596-2521/2318)

***How to clear Private Rental quarters***





# Housing Out processing Brief Private Rental Quarters

- **Arrange pick up of Household Goods with Transportation Office, Panzer Kaserne, Bldg. 2913, 3rd floor**  
DSN: 314-596 3338  
CIV: 09641-70596 3338
- **For questions regarding cancellation of contracts for telephone, internet, cable TV, please contact the Army Community Service (ACS).**
  - ACS is located at Panzer Kaserne  
Bldg. 2915  
DSN: 314-596 3362  
CIV: 09641-70596 3362
- **For cancellation of your (Self paid) utilities (see your contract for verification) contact the UTAP Office.**
  - UTAP is located at Panzer Kaserne  
Bldg. 2915  
DSN: 314-596 3452  
CIV: 09641-70596 3452

***How to clear Private Rental quarters***





# Housing Out processing Brief Private Rental Quarters

- Schedule delivery of temporary furniture if required, preferably 1 week prior to your Household Goods departing or **at least 3 business days in advance.**
- Temporary furniture is authorized for a maximum of 60 days.
- Schedule turn in of temporary furniture to include all appliances **at least 3 business days prior** to you turning in the keys to the landlord.
- Housing Office:

**Panzer Kaserne**

**Bldg.: 2913**

**DSN: 314-596 2230 / 3005 / 2043 / 2287**

**CIV: 09641-70596-2230 /3005 / 2043 / 2287**

*How to clear Private Rental quarters*





# Housing Out processing Brief Private Rental Quarters

- Make arrangements for temporary lodging
- **Maximum up to 10 days of outgoing TLA**
- If accommodations are not available at the Kelley or Panzer Hotel following documents are required in order to process TLA:
  - Bill from Off-Post Hotel
  - Receipt that bill has been paid
  - Statement of Non-Availability provided by the On-Post Hotels prior to scheduling

*How to clear Private Rental quarters*





# Housing Out processing Brief Private Rental Quarters

- Pay hotel bill in advance and bring required receipt documents to the housing office to receive TLA letter.
- **ACTIVE ARMY ONLY** residing in **ON-POST HOTEL** (Panzer or Kelley) do not have to pay their bill to the Hotel prior to filing TLA. The Hotel will bill Army Finance directly.

*How to clear Private Rental quarters*







# Housing Out processing Brief Private Rental Quarters

- **Housing clearing process, bring us the following copies in order to clear private rental quarters.**
- **Tenant Clearance Form signed by occupant and landlord (see termination package).**
- **Supporting documents proof turn in of Government furnishings.**
- **If off-post Hotel copy of paid hotel receipt, Statement of Non Availability (SNA). For on-post Hotel copy of invoice or paid receipt to process TLA.**
- **For Military personnel, Housing Office will process your OHA Stop DD form 2367.**
- **Housing will provide you copies of TLA memo, OHA Stop and termination of quarters for you take to finance office.**
- **Civilians will get a copy of termination of quarters to take to HR.**
- **We will stamp your clearing papers to complete the process.**

***How to clear Private Rental quarters***





**Questions?**

**Contact the Housing Services Office**

**DSN: 314-596 2230**

**CIV: 09641-705962230**

***How to clear Private Rental quarters***





U.S. ARMY®



# Central Issue Facility Stuttgart

Out Processing

**Nate Holmes**

**CIF Accountable Officer  
405<sup>th</sup> AFSB LRC Stuttgart**



# ***Stuttgart***

## **Logistics Readiness Center**

### **CENTRAL ISSUE FACILITY**



**Panzer Barracks, Building 2931**

**\*Monday-Friday 08:00-1530**  
**Closed Every Thursday 0800-1200**

**CIF Questions and Appointments**

Email: [usarmy.stuttgart.405-afsb-lrc.mbx.cif1@mail.mil](mailto:usarmy.stuttgart.405-afsb-lrc.mbx.cif1@mail.mil)

DSN: 596-2154 (Comm. 07031-15-2154)

PBO - DSN: 596-3210 (Comm. 07031153210)





# Out-processing Central Issue Facility

## *ETS – Separations – PCS Turn In*

### ✓ **When to schedule an appointment**

**ETS / Retirement / Separations** should contact CIF within **60** days of their move to ensure they have adequate time to process all the gear for turn-in. In case you have to find something that is missing or lost.

Service members in **PCS** status should contact and schedule an appointment **30** days out from their DEROS. This ensures that necessary equipment remains on hand if needed for any mission requirements.

### ✓ **How to schedule an appointment?**

- Via telephone: 596-2154 (Comm. 07031-15-2154)
- Via email: [usarmy.stuttgart.405-afsb-lrc.mbx.cif1@mail.mil](mailto:usarmy.stuttgart.405-afsb-lrc.mbx.cif1@mail.mil)





# Out-processing Central Issue Facility

## *When you contact Central Issue Facility*

- ✓ please provide your DOD ID number, full name if over the phone and your email address
- ✓ the CIF staff will review your record, if you have a record and proceed accordingly
  - If you do not have a record, you will be Precleared from CIF.
  - If your record states you have no items to turn in to CIF, you will be Precleared.
  - If your record has items that need to be turned in, CIF will highlight these items and send you an email with tentative appointment date/time and OCIE Cleaning instructions







# Out-processing Central Issue Facility

*Air Force, Navy, Marines, Civilians*

## ✓ Air Force, Navy, Marines, Civilians

- If you have OCIE, your turn in is considered an ETS turn in
- You will turn in everything on your clothing record that has a letter “N” in ETS column
- If you do not have gear, you will be Precleared





# Out-processing Central Issue Facility

## ETS – Retirement – Separations OCIE Record Example

ISM SOLDIER UNIQUE ID:



SSN/PID: XXX-XX-1111    NAME: JORDAN, MICHAEL    SEX: M    HOME CIF: STUTT    LAST INITIAL ISSUE: 2017/04/10  
RANK/GRADE: SGM/E09    UNIT: W6MTAA - SPECIAL OPS CMD AFRICA    DMOS: 23B    EXPECTED CLEARANCE: 2020/07/31  
BRANCH: BULL    TURN-IN TYPE: PCS    DoD ID: 9192939697    LOCKER ID:

### LAST TRANSACTION INFORMATION

DOCUMENT NO: W58CSY72228183V  
CIF NAME: SW4303 - FORT BLISS CRC-ANNEX

DTTC: OCIE RECORD ADDITIONAL ISSUE  
DATE: 2017/08/10

ISSUING CIF	MENU LIN	SIZE	CIC	NOMENCLATURE	PARTIAL NSN	AU QTY	OH QTY	PCS TRANS	ETS TRANS
NE6500	05008N	L-R BLACK		UNDERSHIRT,EXTREMECOLD WEATHER	7077	2	2^~	Y	Y
NE6500	05009N	L-R BLACK		DRAWERS,EXTREME COLD WEATHER	6892	2	2^~	Y	Y
NE6500	A05025	XLRG-GREEN		GLOVES,COMBAT	8152	2	2^	Y	Y
NE6500	B09054	8W BLACK	B	BOOTS CLD WTHR 8W	8220	1	1^~	Y	Y
NE6500	B09054	8W TAN	T	BOOTS CLD WTHR 8W	8267	1	1^	Y	Y
NE6500	B13584	8 W TAN		BOOTS COMBAT 8WD	1630	1	1^	Y	Y
NE6500	B13907	GREEN		BAG BARRACK CT OG 107	3692	1	1^	Y	N
NE6500	B14729	GREEN		BAG DUFFEL	8699	3	3^	Y	N
NE6500	B60315	75XW HW TAN		BOOTS COMBT 7 1/2XW	5077	1	1^	Y	Y
NE6500	B90343	44-SAND TAN		BELT RIGRS SAND SZ 44	5350	1	1^	Y	Y
NE6500	C02082	7-1/2 OCP		CAP PATROL SZ 7 1/2	0132	2	2^	Y	Y
NE6500	C10345	M-R UCP		COAT ACU M-R	8510	4	4^	Y	Y

- When reviewing your OCIE record, the items in the ETS Trans Column with the letter “N” are the items that are not transferrable
- These items are the items you will turn in during your appointment





# Out-processing Central Issue Facility

## PCS Move OCIE Record Example

DATE: 2020/05/18 16:14:56

DODAAC: W90KGS

ISM SOLDIER UNIQUE ID:



CIF - STUTTGART

OCIE RECORD - AUTOMATED DA FORM 3645

PAGE 1 OF 3

CIF CODE: EU0600

SSN/PID: XXX-XX-1111

NAME: SMALLS, BIGGIE

SEX: M

HOME CIF: EU0600

LAST INITIAL ISSUE: 2018/07/18

RANK/GRADE: LTC/O05

UNIT: W092AA - USA ELE HQ EUCOM

DMOS: 11A

EXPECTED CLEARANCE:

BRANCH: ARMY

DoD ID: 1234567890

LOCKER ID:

### LAST TRANSACTION INFORMATION

DOCUMENT NO: W90KGS81998022V

CIF NAME: EU0600 - STUTTGART

DTTC: OCIE RECORD ADDITIONAL ISSUE

DATE: 2018/07/18

ISSUING CIF	MENU LIN	SIZE	CIC NOMENCLATURE	PARTIAL NSN	AU QTY	OH QTY	PCS TRANS	ETS TRANS
EU0600	S03	J 0 5 0 0 5 DA705Y	/ MED OCP BODY ARMOR,YOKE AND	2449	1	1	N	N
EU0600	S03	J05005 / DA7060	MED OCP YOKE AND COLLAR ASS	0745	1	1	N	N
EU0600	S03	J05005 / DA7061	OCP LOWER BACK PROTECTOR ASSEMBLY	0760	1	1	N	N
EU0600	S03	J 0 5 0 0 5 DA706D	/ MED-LRG OCP DELTOID PROTECTOR ASSEMBLY	0905	2	2	N	N
EU0600	S03	J 0 5 0 0 5 DA707V	/ MED OCP BASE VEST ASSEMBLY	6619	1	1	N	N
EU0600	S03	J05005 / DA7082	XS-M OCP GIII VEST PART,SMALL ARMS PROTECTIVE BOD	7161	1	1	N	N
EU0600	U01	J10257	MED INSERT SMALL ARMS P	8710	2	2	N	N
EU0600		B13907	GREEN BAG BARRACK CT OG 107	3692	1	1	Y	N
EU0600		B14729	GREEN BAG DUFFEL	8699	2	2	Y	N
EU0600		B15825	OLIVE BAG CLOTHING WTRPROOF	6909	2	2	Y	N

- When reviewing your OCIE record, the items in the PCS Trans Column with the letter “N” are the items that are not transferrable
- These items are the items you will turn in during your appointment





U.S. ARMY®



# Out-Processing Brief

**Jeremy Plumley**  
ACS Coordinator  
USAG Stuttgart

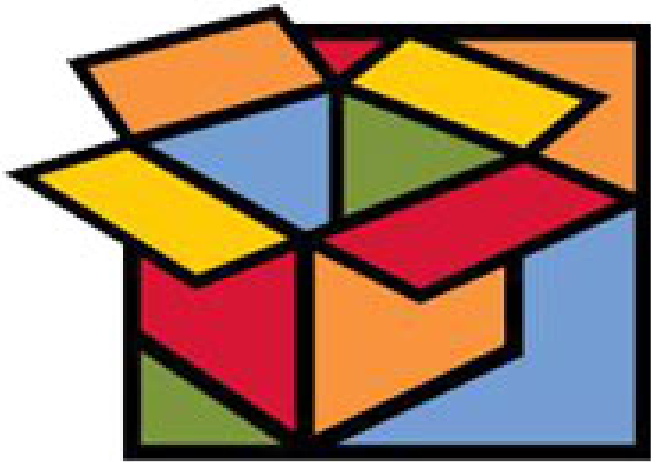


01 NOV 2019



# 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**







# Ready, Set, Move!

**MILITARY  
ONE SOURCE**

<https://www.militaryonesource.mil/>

Resources Here in Stuttgart

<https://home.army.mil/stuttgart>





# Ready, Set, Move!

**MILITARY**  
**ONESOURCE**

800-342-9647 | OCONUS Calling Options



WELCOME TO

## MILITARY ONESOURCE

At Military OneSource, we have one mission —  
to connect you to your best MilLife. How can we  
help you achieve your goals today?

OUR PROMISE TO YOU



Click on **Menu** Top Right Corner







# Ready, Set, Move!

CLOSE

## CATEGORIES

Military Life Cycle

Family & Relationships

Moving & Housing

Financial & Legal

Education & Employment

Health & Wellness

Recreation, Travel & Shopping

Service Providers & Leaders

## QUICK ACCESS

Products

MC&FP Websites & Applications

Blended Retirement System

Training Resources

MWR Digital Library

Military Family Readiness Council

Benefits & Resources

Resource Request System

Contact Us

CONFIDENTIAL HELP

LOG IN

Click on **MC&FP Website & Application**





# Ready, Set, Move!

MILITARY  
ONESOURCE

800-342-9647 | OCONUS Calling Options



## MC&FP WEBSITES AND APPLICATIONS

←  
BACK TO HOME

**Military OneSource** – Military OneSource provides comprehensive information on every aspect of military life at no cost to service members and their families. In addition to the website support, Military OneSource offers call center and online support for consultations on a wide range of issues from everyday concerns to deployment-related issues. Military OneSource also offers confidential, non-medical counseling services face to face, by telephone and through secure online chat or real-time video addressing issues requiring short-term attention. Website, call center and confidential help services are available 24 hours a day, no matter where you live or serve.

**Plan My Move** – Plan My Move provides service members and their families with access to information about entitlements and benefits, points of contact, checklists, planning tools and information on education and employment designed to make frequent moves easier and less disruptive.

**Plan My Deployment** – Plan My Deployment provides access to information and resources to help service members and their families manage and build resilience through the deployment cycle. Service members and their family members can tailor the tasks and considerations list to successfully navigate pre-deployment, deployment, and reunion and reintegration phases of the deployment cycle.

**MilitaryINSTALLATIONS** – MilitaryINSTALLATIONS provides contact information for programs and services, maps and directions, links to comprehensive location overviews and community points of interest for military installations worldwide.

Click **Plan My Move** or Military Installation





# ACS Relocation Readiness

**PLAN**  
**MY MOVE**

[SUPPORT](#)

[MILITARY ONESOURCE](#)

[LOGIN](#)

## Welcome to Plan My Move

Plan My Move creates a custom checklist for your move, filled with information about the tasks you need to complete and how to complete them. Your checklist is tailored to the unique needs that you or your family have.

Fill out the information below to start building your checklist.

### Where are you currently stationed?

USAG Stuttgart



[I CAN'T FIND MY CURRENT INSTALLATION](#)

### Where are you moving to?

MacDill AFB



[I CAN'T FIND MY NEW INSTALLATION](#)

### Who are you?



Service Member



Family Member / Loved One

**START BUILDING MY CUSTOM CHECKLIST**





# ACS Relocation Readiness

## PLAN MY MOVE

[SUPPORT](#)[MILITARY ONESOURCE](#)[LOGIN](#)

The following checklist is tailored to your unique situation and is based on the information you've provided. As you provide more details about your upcoming move, your checklist will become more detailed as well.

### Customize Your Checklist

Are you moving with a spouse or significant other?

☒ Yes ☐ No

Are you moving with any children?

☒ Yes ☐ No

Are you doing a personally-procured move – also known as do-it-yourself or DITY?

☒ Yes ☐ No

Are you bringing a vehicle?

☒ Yes ☐ No

Are you bringing a pet?

☒ Yes ☐ No

Is anyone in your family enrolled in the Exceptional Family Member Program?

☒ Yes ☐ No

YOUR MOVE

EDIT

Moving from

USAG Stuttgart

Moving to

MacDill AFB

SAVE YOUR CHECKLIST

PRINT YOUR CHECKLIST

START NEW MOVE





# ACS Relocation Readiness

## Your Checklist

0/36

**NEW School**

0 / 2

+

**NEW Housing**

0 / 6

+

**NEW Household Goods**

0 / 5

+

**NEW Transportation**

0 / 5

+

**NEW Paperwork**

0 / 9

+

**NEW Family**

0 / 6

+

**Financial**

0 / 3

+

Moving from

**USAG Stuttgart**

Moving to

**MacDill AFB**

**Moving with spouse**

×

**Moving with children**

×

**Personally-procured move (DITY)**

×

**Bringing a vehicle**

×

**Bringing a pet**

×

**Enrolled in the EFMP**

×

**SAVE YOUR CHECKLIST**

**PRINT YOUR CHECKLIST**

**START NEW MOVE**

Click one of the choices to the right





# ACS Relocation Readiness

## Print Your Checklist

To make your printable checklist as tailored as possible, we need a little bit more information about you.

Don't want to answer? Click "create my printable checklist" now to print the checklist that's been generated for you based on what we know so far.

Moving with spouse

☒ Yes

☐ No

Moving with children

☒ Yes

☐ No

Personally-procured move (DITY)

☒ Yes

☐ No

Bringing a vehicle

☒ Yes

☐ No

Bringing a pet

☒ Yes

☐ No

Enrolled in the EFMP

☒ Yes

☐ No

[CREATE MY PRINTABLE CHECKLIST PDF](#)







# ACS Relocation Readiness

## Plan My Move Checklist

The following checklist is tailored to your unique situation and is based on the information you've provided. As you provide more details about your upcoming move, your checklist will become more detailed as well. This checklist is not fully comprehensive. Be sure to also check any resources or checklists provided by your installation or unit.

### YOUR MOVE

Moving from: USAG Stuttgart

Moving to: MacDill AFB

### School

☐ **TASK 1**      **Research and select schools from the local area or on-base.**

Look at tools like the local community information available on **MilitaryINSTALLATIONS** to get a better understanding of what different schools in the area can offer you and your children.

**MacDill AFB Education**

☐ **TASK 2**      **Request copies of any school paperwork from your current installation, including any Exceptional Family Member Program paperwork.**

Be sure that any information about your children is passed on to their new schools. This way, your children's education won't be interrupted and their teachers will be well prepared. Paperwork may include things like report cards, health records or forms like DD Form 2792-1 - Special Education/Early Intervention Summary. Make sure you hand carry these important documents. If you're traveling out of the country, plan for the time difference and international calling options. You might want to purchase an international calling card or use a voice over IP connection. Reach out to your sponsor to learn how they contacted their loved ones when they arrived.







# Ready, Set, Move!

MILITARY  
ONESOURCE

800-342-9647 | OCONUS Calling Options



## MC&FP WEBSITES AND APPLICATIONS

←  
BACK TO HOME

**Military OneSource** – Military OneSource provides comprehensive information on every aspect of military life at no cost to service members and their families. In addition to the website support, Military OneSource offers call center and online support for consultations on a wide range of issues from everyday concerns to deployment-related issues. Military OneSource also offers confidential, non-medical counseling services face to face, by telephone and through secure online chat or real-time video addressing issues requiring short-term attention. Website, call center and confidential help services are available 24 hours a day, no matter where you live or serve.

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Click Plan My Move or **Military Installation**





# ACS Relocation Readiness

**MILITARY**  
**INSTALLATIONS**

[SUPPORT](#)

[PLAN MY MOVE](#)

[MILITARY ONESOURCE](#)

## Welcome to Military Installations

I'm looking for a

Military installation



MacDill AFB



[VIEW ALL INSTALLATIONS](#)





# ACS Relocation Readiness

## MILITARY INSTALLATIONS

[SUPPORT](#) [PLAN MY MOVE](#) [MILITARY ONESOURCE](#)

[Home](#) > [MacDill AFB](#)

### MacDill AFB In-depth Overview

#### MAIN CONTACT INFO

##### Air Force

6801 S. Dale Mabry Hwy  
MacDill AFB, FL 33621- 5313

 **813-828-1110**

 **312- 968-1110**

 **EMAIL**

 **MAP**  **WEBSITE**

#### BRAC STATUS

No impact at this time.

### Special & critical installation message

- Car insurance rates in this area tend to be higher than what most people are accustomed to. Any person who has vehicle in Florida for more than 90 days during a 365- day period must purchase personal injury protection and property damage liability insurance coverage. The 90 days do not have to be consecutive.
- May, June, July and August are extremely high PCS months for MacDill. It is very important that inbound personnel arriving during these months call the MacDill Traffic Management Flight in advance at 813-828-6722 or DSN 312-968-6722 or toll free 1-800-432-7131 or visit transportation online to provide contact information.
- Another major concern in Central Florida is HURRICANE SEASON, from June to November. Call ahead if you are arriving at MacDill and a hurricane is predicted to hit this area. Monitor the Weather Channel and contact your sponsor as MacDill AFB may be evacuated and the surrounding roads will be congested with people leaving the area.
- Make it a practice to use sunscreen (especially children). Be alert for snakes and alligators when you walk in wooded or marshy areas.

#### Passports and Visas

Ensure member and/or dependents have the required passports and/or visa prior to final out-processing. Member and/or dependents are not allowed to final out-process without the required passports/visas in hand for themselves (if applicable) and/or dependents. Members electing the accompanied tour will not be permitted to out-process without having the required passports/visas in hand for themselves (if applicable) and/or dependents.





# ACS Relocation Readiness



[VIEW ALL PHOTOS \(31\)](#)

## Mission

The MacDill AFB is an Air Mobility Command (AMC) base capable of rapidly projecting air-refueling power anywhere in the world. Organized into four groups to carry out a two-fold mission of air refueling and airlift support to the two Unified Commands based at MacDill. MacDill is home to the United States Central Command and United States Special Operations Command and 51 other tenant units.

## Population

- Joint Service Active Duty: 12,000
- Joint Service Civilians: 7,000
- Joint Service Reserves: 2,150
- Family Members: 12,400
- Retirees: 133,032

## Area Population

Tampa-St. Petersburg: 2,733,761

## Population Served

MacDill Teammates include 927 the ARW, USCENTCOM, USSOCOM, JCSE, NOAA, 38 Mission Teammates, and 57 Coalition Nations.

- Joint Service Active Duty 12,000
- Joint Service Civilians 7,000
- Joint Service Reserves 2,150
- Family Members 12,400
- Retirees 133,032







# ACS Relocation Readiness

## Base Transportation

Base Taxi is provided to members for official appointment, call 813-828-5282.

The Department of Defense provides a tax free transit subsidy for all employees of up to \$230 per month that can be used to pay for vanpooling. MilitaryVanpool is an vanpool option at MacDill, for routes visit the [Tampa Bay Area Regional Transportation Authority](#).

FREE Local and Express bus service is provided to Active duty members and DoD employees via the [HART Hillsborough Area Regional Transit Authority](#). For route and schedule information about public transportation destinations throughout Hillsborough County, visit [HARTline](#). The cities of [St. Petersburg](#) and [Clearwater](#) also provide public transportation.

## Contact Information

### Base Operator

813-828-1110 or DSN 312-968-1110





# 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

## ✓ Things to remember...

- Financial Readiness Program is here to help
- Don't forget that last phone and utility bill
- ACS loan closet - kitchen items, car & booster seats, highchairs, etc.







# 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!**





# Exceptional Family Member Program (EFMP)

## ✓ **All Military Service Members:**

- Families **MUST** Out-Process through the ACS EFMP Office Bldg 2915, Panzer, 2<sup>nd</sup> Floor

## ✓ **Civilians and Contractors:**

- Should out-process through the ACS EFMP Office
- Provides “heads up” to gaining installation





# Exceptional Family Member Program (EFMP)

- ✓ **Service Members PCSing to another Overseas Location:**
  - ALL Family members MUST be Medically Screened
  - Stuttgart Health Clinic, Patch Barracks
  
- ✓ **Service Members PCSing back to CONUS:**
  - MUST ensure EFMP Status is updated through the Stuttgart Health Clinic
  - EFMP Update must be done every 3 years





# ACS Programs & Services

- ✓ **Relocation Readiness**
- ✓ **Financial Readiness**
- ✓ **Employment Readiness**
- ✓ **Family Advocacy Program**
- ✓ **Exceptional Family Member Program**
- ✓ **Army Volunteer Corps**
- ✓ **Mobilization & Deployment**
- ✓ **Information, Referral & Follow Up**
- ✓ **New Parent Support Program**





# ACS Programs & Services

Please give us a call!

Monday-Friday 0800-1700

Commercial: 09641-70-596-3362

DSN: 596-3362





U.S. ARMY®



# ID Cards Out-Processing

Version 1  
As of 26 NOV 2019

**ID Cards Office**

**Directorate of Human Resources, Military Personnel Division**





# ID CARDS & DEERS

## **SEPARATING FROM SERVICE?**

- ✓ **DEERS record needs to be updated showing date of separation from service prior to final out.**
- ✓ **Within 120 days your DEERS record can be adjusted to reflect the date you're separating from the military with a copy of your ETS or Retirement orders (DD 214 worksheet).**
- ✓ **All family member's ID cards need to reflect sponsor's new end date in DEERS.**

***I'M GLAD I LIVE HERE!***







# ID CARDS & DEERS

## RETIRING?

- ✓ Once DD214 Worksheet has been obtained, you will come to DEERS, a new CAC card will be issued with the date that is reflected on the worksheet

**NOTE:** The date on the worksheet must match the date on your CAC card.

- ✓ After final out, you will return to DEERS on your retirement date, turn in CAC and receive Blue Retiree ID Card (DD Form 2).

All dependent IDs can be issued at that point.

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# ID CARDS & DEERS

## **ETS/PCS Information?**

### ✓ ETS

- ✓ -Same will apply as the Retiree process; however, you will not be issued a card once CAC is turned in.

-Unless you are authorized a TA-180 card which will be determined by Separation / Chapter status.

### ✓ 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.

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# ID CARDS & DEERS

## RESERVE ON ACTIVE STATUS?

✓ In processing?

Stop by DEERS, bring a copy of Active Orders and make sure that status is updated.

✓ Out-processing?

If awaiting TA-180 please note this action is approved by service member's unit NOT Tricare or DEERs.

Ensure unit has done this prior to out-processing.

**\*\*For additional ID Cards requirements visit the USAG Stuttgart App under “Appointments”**

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# ID CARDS & DEERS

## QUESTIONS?

- ✓ ID Cards Office Bldg. 2915, Panzer Kaserne, Room 125
- ✓ Comm: 09641-70-596-2333/2331/3806
- ✓ DSN 596-2333/2331/3806

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# Passports & SOFA Out-Processing

As of 04 AUG 2020

## 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. Walk-in for out-processing is authorized, please keep in mind that Appointments have priority!!
- 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. You can renew up to 1 year in advance of expiration.
- Safe and Happy Travels!





# Contact Information

**PASSPORTS/SOFA OFFICE**

**PANZER KASERNE, BLDG 2915, ROOM 314**

**DSN: 596-2009/2767/2539/2301**

**Commercial 09641-70-596-2009/2767/2539/2301**

**EMAIL: [usarmy.stuttgart.id-europe.mbx.usag-stuttgart-passport@mail.mil](mailto:usarmy.stuttgart.id-europe.mbx.usag-stuttgart-passport@mail.mil)**

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

## **Hours of Operation**

**Monday, Tuesday, Thursday, and Friday 0830-1200, 1300-1600**

**Closed Wednesdays & on U.S. Holidays**

**To schedule an appointment:**

**USAG Stuttgart App or**

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





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# Vehicle Registration Out Processing

Panzer Kaserne, Building 2930

**Timothy Higgins**  
Vehicle Registration  
Supervisor  
DES



# 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@mail.mil](mailto:usarmy.stuttgart.id-europe.list.pmo-vehicle-registration@mail.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





# 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 5<sup>th</sup> 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.)





**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 2<sup>nd</sup> 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@mail.mil](mailto:usarmy.wiesbaden.usareur.mbx.opm-stuttgart-customs@mail.mil)**

**USAREUR Customs webpage:**

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





## 266<sup>th</sup> Financial Management Support Center

### ✓ Hours of Operation

- **Monday and Friday:** 0830-1200; 1430-1600  
(Closed Monday and Friday from 1300-1430 for In-Processing Briefings depending on number of Inbound)
- **Tuesday/Wednesday:** 0830-1200; 1300-1600
- **Thursday:** 1300-1600 (closed for mandatory training in the morning)
- Closed on American Holidays (open Training Holidays and Germany Holidays)

### ✓ Panzer Kaserne, Building 2915 Room 327b





# DLA – DISLOCATION ALLOWANCE

- ✓ DLA is to help partially reimburse a member for any expenses incurred in relocating the “household” on a PCS.
- ✓ Who is entitled?
  - SM moving dependents on orders
  - Single SM moving off-post at next duty station.

PRIMARY DLA RATES Effective 1 January 2020		
Grade	Without-Dependent Rate	With-Dependent Rate
O-10	\$4,108.43	\$5,057.45
O-9	\$4,108.43	\$5,057.45
O-8	\$4,108.43	\$5,057.45
O-7	\$4,108.43	\$5,057.45
O-6	\$3,769.16	\$4,553.77
O-5	\$3,630.18	\$4,389.37
O-4	\$3,364.15	\$3,869.30
O-3	\$2,696.10	\$3,201.20
O-2	\$2,138.67	\$2,733.45
O-1	\$1,800.89	\$2,443.54
O-3E	\$2,911.30	\$3,440.34
O-2E	\$2,474.92	\$3,104.11
O-1E	\$2,128.19	\$2,867.96
W-5	\$3,417.93	\$3,734.80
W-4	\$3,035.35	\$3,423.95
W-3	\$2,551.13	\$3,136.98
W-2	\$2,265.70	\$2,885.89
W-1	\$1,896.51	\$2,495.87
E-9	\$2,492.88	\$3,286.45
E-8	\$2,288.10	\$3,029.39
E-7	\$1,954.84	\$2,812.68
E-6	\$1,769.48	\$2,598.94
E-5	\$1,632.00	\$2,337.40
E-4	\$1,419.78	\$2,337.40
E-3	\$1,392.88	\$2,337.40
E-2	\$1,131.36	\$2,337.40
E-1	\$1,008.84	\$2,337.40





# 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, Leave form**
- ✓ **E-4 and above do not need their Commander's signature on the standard first advance**
- ✓ **Must be turned into Finance by the Soldier**
- ✓ **See Finance for second, third, or non-standard requests**





# TLA – TEMPORARY LODGING ALLOWANCE

- ✓ The housing office is the approval authority.
- ✓ If you would like to know if you are authorized TLA, or how many days you are authorized you must ask Housing.
- ✓ TLA is paid on your LES.
- ✓ Pet fees and extra charges are not reimbursable.







# TLA ON-POST

- ✓ **Housing will give provide TLA Authorization Memo**
- ✓ **Provide your TLA Memo, orders+amendments to the hotel staff so that the hotel DIRECT-BILLS lodging cost to the Army**
- ✓ **Bring to Finance: TLA Authorization Memo, Hotel Receipt showing “Direct-Billed,” PCS orders+amendments and complete a TLA Claim Form provided by Finance**
- ✓ **Meals and incidentals will be paid on your LES (on-post lodging cost is not charged to you unless you have extra costs)**





# TLA OFF-POST

- ✓ **Get a Certificate of Non-Availability (CNA) from the on-post hotel PRIOR TO going to off-post hotel**
- ✓ **Provide the paid hotel receipt or reservation to housing for a TLA Authorization Memo**
- ✓ **Pay the hotel bill (some hotels will let you pay prior to checkout- take advantage so you can do your claim early before you depart in-person at Finance)**
- ✓ **Email to Finance: TLA Authorization Memo, Hotel Receipt showing “PAID,” PCS orders+amendments, CNA, and completed TLA Claim Form provided by Finance at out-processing appointment**
- ✓ **You may also use a VAT Form for the hotel (email with your claim a copy of the used VAT Form and we will reimburse the cost of the form)**





# TLA CALCULATION

## ✓ TLA is computed as follows for lodging, meals and incidentals (M&IE):

- Unaccompanied: 65% of local per diem rates
- Soldier and 1 dependant: 100%
- Each additional dependant:
  - 12 and over: an additional 35%
  - Under 12: and additional 25%





# SECURITY DEPOSIT ADVANCES

- ✓ **You MUST repay Security Deposit Advances prior to PCS Departure (do not wait until the day before you fly out)**
- ✓ **Security Deposits can only be paid back at the Panzer Finance Office via Community Bank**
- ✓ **Finance will provide a deposit ticket for you to bring to the bank**
- ✓ **Community Bank on Panzer is open Tuesday through 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)**
- ✓ **If your Security deposit is deposited into your bank account, leave the money in the account and come to the Panzer Office first for instructions**





# COLA CHANGES

- ✓ Did your dependent depart early?
- ✓ Did you have an additional baby while stationed here?
- ✓ Did you go to Finance? (No DEERS doesn't count- the systems do not interface)
- ✓ 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: DA4187 COLA Change along with supporting documents (birth cert, flight itinerary, etc)
- ✓ See your 1-shop or Finance ASAP 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 at a minimum before clearing Finance**

**You must have the below documents to complete your Final Out-Processing**

- ✓ **Complete sets of orders including amendments**
- ✓ **Leave form**
- ✓ **Flight itinerary**
- ✓ **Termination of quarters/DD 2367**
- ✓ **Cash Collection Voucher (CIF or Security Deposit Advance Repay)**
- ✓ **TLA (if you are entitled, ask housing first)**
- ✓ **DA4187 for OCOLA Changes and supporting docs**







# Questions and Contact Info

## ✓CONTACT INFO:

- ✓Ms. Andrea Florea, Finance Technician
- ✓DSN 596-3639; COMM 07031-15-3639
- ✓BDG 2915, RM 327B Panzer Kaserne
- ✓ANDREA.M.FLOREA.CIV@MAIL.MIL
  
- ✓Mr. Daniel Sotomayor, Finance Technician
- ✓DSN 596-3181; COMM 07031-15-3181
- ✓BDG 2915, RM 327B Panzer Kaserne
- ✓DANIEL.SOTOMAYOR2.CIV@MAIL.MIL





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# AIR FORCE FINANCE



# Air Force Personnel

## *Det 1, 786 FSS*

- ✓ **Location: Patch Barracks, Bldg 2308, Rm 133**
- ✓ **Operating Hours: 0900-1530**
- ✓ **DSN: 430-4793/8442**
- ✓ **COMM: 0711-680-4793/8442**
- ✓ **Email: [det1786fss.fsmp@us.af.mil](mailto:det1786fss.fsmp@us.af.mil)**





# Air Force Finance

***Det 1, 786 FSS***

- ✓ **Location: Patch Barracks, Bldg 2308, Rm 117**
- ✓ **Operating Hours: 0900-1400 (M, Tu, Th, F)**
  - Closed on Wednesdays
- ✓ **DSN: 430-6827/8596**
- ✓ **COMM: 0711-680-6827/8596**
- ✓ **Email: [det1786fss.fmf@us.af.mil](mailto:det1786fss.fmf@us.af.mil)**





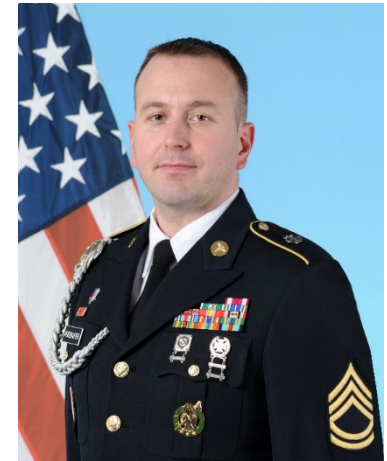
# Welcome



**LTC Maria Bruton**  
Commander



**Army Health Clinic Stuttgart**  
Command Team



**SFC Todd Huidekoper**  
Detachment Sergeant





# Hours of Operation

- ✓ **Monday-Friday 0730-1630**
- ✓ **3<sup>rd</sup> Thursday – Open 0730-1130**
  - Training conducted 3<sup>rd</sup> Thursday 1200-1630
- ✓ **Closed all Weekends & Federal Holidays**
- ✓ **Located on Patch Barracks Bldg 2300 (behind the Commissary)**







# Services You Must Out-Process

- Patient Administration Division (PAD)
- Immunization Clinic
- Lab
- Medical Readiness
- Radiology
- \*EFMP (only if enrolled)





# PATIENT ADMINISTRATION

REQUEST FOR COPY OF MEDICAL RECORDS NEED TO BE SUBMITTED ASAP  
**30 working days (six weeks)** to process these request.

**ARMY** has to enroll into Tricare at their next duty station and the records will be sent to the next MTF.  
Hand carrying of Records is no longer authorized.

**Navy and Marine** personnel ARE authorized to hand-carry medical records.  
-1 Copy of Orders must be provided

Spouses and dependents of USMC, Navy and Coast Guard 18 years of age and older are required to retrieve their own records due to the Health Insurance Portability and Accountability Act of 1996. Dependents over age of 18 must also provide a copy of orders when picking up their own medical records. (Not applicable to Army Personnel)

**AIR FORCE** records will be forwarded to next duty assignment. Must provide a copy of orders.

Patient Administration: Monday, Wednesday, Thursday 0730-1630 Tuesday, Friday 0730-1530





# IMMUNIZATION

Highly recommend all members with school age children, or who will be treated at non-military treatment facilities request a copy of their immunization record. This will ensure you have the correct documentation for future school/CYS enrollments at new duty station.

Air Force Active Duty Members who need a signed memorandum verifying immunizations, memorandum must be brought to be signed at Medical Readiness department.

Dependent and military records are conducted as a walk-in.

**Walk in hours Mon.-Fri. 0730-1630.**





# MEDICAL READINESS

Separation History and Physical Exam (SHPE) is a walk in service at Medical Readiness. SHPE should be done at minimum a month out before clearing. No orders or clearing forms required.

When is a SHPE required?

- All Army Active Component or Active Guard and Reserve Component (RC) separating from service
- RC separating after  $\geq 180$  days of continuous service on active orders
- RC separating with  $\geq 30$  days of continuous service on AD orders in support of a contingency operation
- USCG when attached to US Navy, follow US Navy guidance

Verify that your PHA will remain current during your PCS.

Ensure you have a copy of your flight physical/up-slip.

Hours: Mon-Fri 0730-1530, closed 1200-1300





# LAB

All Active Duty Service Members must have an HIV test within  
**6 months of PCS date**

No appointment necessary, walk-in service at **Medical Readiness** for Laboratory  
Test Orders

Hours: Mon-Fri 0730-1530, closed 1200-1300





# RADIOLOGY

**Upon request, recent radiological procedures can be copied to disk for you. Copies take approximately 72 hours to complete and must be picked up in person.**

**Request mammogram films at least 30 days in advance.**







# TRICARE

- **Complete Tricare Portability Form (Form is in your out-processing packet)**

**Bring Completed Tricare Portability Form and Copy of Orders to the Stuttgart Tricare Service Center:**

- **Monday-Friday, 8:00-16:00 (Closes at 12:00 3<sup>rd</sup> Thursday of Each Month)**
- **Select an In/Out Processing Ticket from the Q-Flow Kiosk**
- **The Tricare BSR will Process your Tricare Portability and Provide Guidance for Tricare Enrollment at your Next Duty Station and/or Next Status i.e. Separation, Retiree, Reservist, National Guard etc.**
- **The Tricare BSR Will Sign-Off on Any Necessary Out-Processing Paperwork**





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# Stuttgart Veterinary Treatment Facility

Panzer Kaserne BLDG 2996



Version Number 1  
As of 05 May 2020  
POC SGT SumnerDSN 314-590-1888  
EMAIL Kristopher.r.sumner.mil@mail.mil



# Stuttgart Veterinary Treatment Facility

## *WHO WE SERVE*

**Pets of the following personnel types and their family members are authorized to receive veterinary care at our facility:**

- ❖ Active duty military members**
- ❖ Retired service members**
- ❖ Members of the reserves who have been activated**
- ❖ DoD employees stationed overseas**
- ❖ All others employed by U.S. federal agencies  
(appropriated or non-appropriated funds)**





# Stuttgart Veterinary Treatment Facility

## *SERVICES WE PROVIDE*

>> **ALL SERVICES ARE PROVIDED BY APPOINTMENT ONLY** <<

- ❖ Wellness exams and immunizations
- ❖ Health Certificates for Travel
- ❖ Non-urgent Sick calls
- ❖ Over the counter product Call-in/Walk-in prescription refills
- ❖ Elective surgeries (ex: Spays/Neuters) \*
- ❖ Dental Cleanings \*
- ❖ Other routine services as needed / requested

**\* Subject to availability**

**Call to schedule appointments:**

**COMM: 06371-9464-1888 / DSN: 314-590-1817**





# Stuttgart Veterinary Treatment Facility

## EMERGENCY / SPECIALTY CARE

- ❖ Our facility is a limited treatment facility and **NOT A 24-HOUR EMERGENCY CLINIC.**
- ❖ We strongly recommend that pet owners identify a local veterinarian for regular and/or emergency care for their pet(s)' needs in the event that we are not able to accommodate.
- ❖ A list of local civilian veterinarians and other resources are available at our clinic or online on our Facebook page: @StuttgartVTF







# Stuttgart Veterinary Treatment Facility

## LOCAL VETERINARIANS

### LOCAL VETERINARIANS



**Our facility is not a 24-hour emergency clinic, nor do we offer same-day services.** We strongly recommend that pet owners employ a local veterinarian for regular and/or emergency care for their pet(s), in the event that we are unable or unavailable to provide care. The following is a list of civilian veterinarians who come recommended by some pet owners. Please note, it is not a complete list, nor does it imply endorsement by our facility.

(\*) INDICATES VETERINARIANS WHO HAVE BEEN KNOWN TO SEE EMERGENCY AND/OR SPECIALIZED CASES.

#### NEAR KELLEY BARRACKS

**DR. SPATH \***  
REMBRANDTSTR 15  
MOEHRINGEN  
0711-712-434

**DR. PETRA MORLOCK**  
JULIUS-HOELDER-STR 60  
70597, STUTTGART  
0711-767-6760

**DR. GEIGER**  
FELDERHAUPTSTR 59C  
PLIENINGEN  
0711-457-0204

**DR. CHRISTINE HEINE**  
BERNHAEUSER STR. 32  
LEINFELDEN-ECHTERDINGEN  
0711-946-9964

**DR. SCHWEIGER**  
BOBLINDERSTR 3/1  
LEINFELDEN-ECHTERDINGEN  
0711-754-4725

**DR. SINZINGER \***  
HERMANN-FEIN-STRASSE 15  
70599, STUTTGART  
0711-637-380

#### NEAR PATCH AND PANZER

**DR. SPATH \***  
REMBRANDTSTR 15  
MOEHRINGEN  
0711-712-434

**DR. HABEL-POLLMANN**  
JAHNSTR. 51  
BOEBLINGEN  
0703-123-6226

**DR. DAUNER**  
HINTERWEILERSTR. 58  
SINDLEFINGEN  
0703-1807-090

**DR. SCHOTT**  
WILHELM-HASPELSTR. 19  
SINDLEFINGEN  
07031-87-6469

**DR. SCHUBE / DR. RUPP**  
DAIMLERSTRASSE 13  
HERRENBERG  
07032-929-200

**DR. REIBEL**  
BERLINERSTR. 7-9  
SCHOENAICH 71101  
0703-165-3965

**DR. ZOLKE**  
GOETHESTR. 5  
EHNINGEN  
0703-465-4265

**DR. BRIGITTE WEISS**  
PARKSTRASSE 16  
71034 BOEBLINGEN  
07031-663-1783  
b.weiss@lrabb.de  
www.landkreis-boeblingen.de

**SCHWARZWALD-TIERKLINIK**  
BUHLSTR 5-7  
75387, NEUBULACH  
07053-9691-0

#### NEAR ROBINSON BARRACKS

**DR. WEINMANN**  
KOLLWITZSTR. 10  
KORNWESTHEIM  
07154-5821

**DR. ERNST**  
BIRKENWALDSTR. 214  
STUTTGART (NEAR MESSE)  
0711-156-6409

**DR. GOLDSHAMMER \***  
KARL-HEINRICH-KAFERLESSTR. 1  
LUDWIGSBURG-OSSWEIL  
0714-186-888  
WWW.TIERKLINIK-LUDWIGSBURG.DE

**DR. ROSCHKE**  
GREIGRSTR. 17C  
BOTNANG  
0711-690-813

**DR. STRAUB**  
OSCHELBRONNER WEG 34  
BONDORF  
0745-793-910

#### SPECIALISTS \*

**CANINE PHYSIOTHERAPY**  
DR. KIRSTEN HAEUSLER  
LAMBERTWEG 36  
70565 VAHINGEN  
0711-605-425

**DENTAL**  
DR. MARKIS EICKHOFF  
IPTINGERSTR. 48  
71127 WEISSACH BEI STUTTGART  
0704-4909-5966

**ORTHOPEDIC SURGEON**  
DR. REIF  
SCHOENHARDTERSTR. 36  
BOEBLINGEN  
07473-8080  
WWW.TIERKLINIK-REIF.DE

**SURGICAL CONSULTATIONS**  
DR. MATTHIAS GRASSMAN  
LIEBIGSTR. 9  
71129 LEONBERG  
0715-192-9881

**OPHTHALMOLOGY**  
DR. NINA MULLER  
GUTENBERGSTR. 13  
73760 OSTFILDERN  
0711-48-1111

**CARDIOLOGY**  
DR. SINZINGER  
HERMANN-FEIN-STRASSE 15  
70599 STUTTGART  
0711-637-380

**ONCOLOGY (NEAR FRANKFURT)**  
DR. MARTIN KESSLER  
KATHERINE KEMMLAR STR.  
65719 HOFHEIM AM TAUNUS  
0649-129-0100

#### \* SPECIAL NOTE \*

Emergency care on weekends rotates between several local clinics. Please call **0711-765-7477** to find out which facility is operating for that particular weekend. When seeking emergency care, always give the clinic a courtesy call beforehand, so that they may better prepare to assist you and your pet upon arrival.

**\*Also sent as part of the welcome packet once registered**





# Stuttgart Veterinary Treatment Facility

## ***IMPORTING PETS INTO GERMANY***

- ❖ Pets must be identifiable byway of [a 15 digit ISO microchip](#), which must be implanted prior to being vaccinated for rabies. Microchip numbers must be annotated on the rabies certificate.
  
- ❖ [Pets must be up to date on their rabies vaccination](#). If their rabies has lapsed or it was not given prior to microchip implantation, they must be revaccinated, no less than 30 days prior to travel.
  
- ❖ [A Health Certificate, signed by a USDA certified veterinarian](#): only valid for 10 days of travel.  
You will want to obtain the certificate as close to your travel date as possible, in order to account for any possible delays during your journey, potentially extending your travel time beyond the 10-day period. We highly recommend obtaining a health certificate through a military veterinarian, if possible.







# Stuttgart Veterinary Treatment Facility

## ***IN-PROCESSING***

- ❖ **Pets must be registered with our facility within 14 days of arrival.**
- ❖ **Requirements for registration include:**
  - **Completed registration form & signed No Show/Late Policy/ Statement of Understanding**
  - **Most recent rabies vaccination certificate**
  - **Recent immunization record**
  - **Pertinent documentation about allergies, temperament, etc.**





# Stuttgart Veterinary Treatment Facility

## ***OUT-PROCESSING / EXPORTING***

Things to consider as PCS approaches:

- ❖ **Do not** wait for orders before you start looking into pet import requirements for your next location. Some countries require several months of preparation. You can visit the **USDA APHIS Pet Import** website or you can give us a call so we can assist you.
- ❖ **At a minimum**, these are the requirements for pets traveling to another country:
  - ❖ 15-digit ISO compliant Microchip
  - ❖ \*original\* Rabies certificate of vaccination that is **CURRENT** (i.e. not expired)
  - ❖ Health certificate for travel (valid for only 10 days of travel)
- ✓ **Always check with your airline to make sure you are meeting their requirements as well!**





# Stuttgart Veterinary Treatment Facility

## ADDITIONAL INFORMATION

❖ For more information about our facility, services, hours or off-post care, please call, visit our clinic, or refer to our Facebook page:

**@StuttgartVTF**

❖ **COMM: 06371-9464-1888**

❖ **DSN: 314-590-1817**

( BLDG 2996 Located on Panzer Kaserne,  
next to Dental)

## Hours of Operation

### OPEN:

**MON – WED & FRI:  
0830 – 1600**

### CLOSED:

- Every Thursday
- Daily 1200 to 1300
- On U. S. Federal Holidays
- After 1200 on the last clinic day of each month





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# 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.
- Patrons must submit a two week withdraw notice if enrolled in the following programs: SKIES Unlimited individual lessons, part-time care, part-day care, before/after school care, family child care and fulltime 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.







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# Education Center

## Out-Processing

Version Number  
As of 22NOV2019





# STUTT GART EDUCATION CENTER

Panzer Kaserne, Bldg. 2915, Room 408

Hours: Mon - Fri 0800-1600, including Training Holidays

DSN: 596-2506 / CIV: 09641-70-596-2506

E-mail: [usarmy.stuttgart.usag.mbx.stuttgart-ed-center@mail.mil](mailto:usarmy.stuttgart.usag.mbx.stuttgart-ed-center@mail.mil)





# PCS

- All military personnel are pre-cleared by the education center; this is an automated procedure
- If you are not, please stop by the education center for clearance
- Once you have completed your PCS move to your new duty station, contact your new Education Center ASAP if you plan to use Tuition Assistance





## ETS or Retirement:

- Army personnel must clear with the Education Center
- A working copy of your **DD214** is required in order to clear

\*Civilians are not required to out-process with the Education Center\*





# Testing

If you require testing prior to departure, contact the testing office in ADVANCE to schedule an exam

- Test Examiner for DLPT, OPI, etc. DSN: 596-2417
- UMGC National Test Center may take walk-ins if space is available DSN: 431-2303





# STUTTGART EDUCATION CENTER

Panzer Kaserne, Bldg. 2915, Room 408

Hours: Mon - Fri 0800-1600, including Training Holidays

DSN: 596-2506 / CIV: 09641-70-596-2506

E-mail: [usarmy.stuttgart.usag.mbx.stuttgart-ed-center@mail.mil](mailto:usarmy.stuttgart.usag.mbx.stuttgart-ed-center@mail.mil)



# Military and Family Life Counseling Program





# MFLC PROGRAM

- The Military Family Life Counseling (MFLC) program began as a pilot program in 2004 in response to an emergent need for “boots on the ground” support to Service Members and military families impacted by the wars in Iraq and Afghanistan. The Office of the Secretary of Defense (OSD) directed MHN Government Services (MHNGS) to send 20 Military Family Life Counselors to Germany to provide immediate support to troops redeploying from the combat theater. The success of the pilot program led the Department of Defense (DoD) to establish the official MFLC program in 2007. Since the first days of the pilot program, counselors have stood shoulder to shoulder with the men and women of our armed forces and their families. Our team is proud to support a globally deployed MFLC force assigned to military installations throughout the world.

# What We Do

- Through the MFLC Program, counselors provide confidential non-medical counseling services to military service members and their families on installations and civilian locations around the world. The non-medical counseling is short term and supportive in nature; services are designed to address the many challenges presented through the military lifestyle and provide positive coping skills in order to thrive despite these challenges. The MFLC Program utilizes general counselors to provide services to adult service members and their families as well as child and youth behavioral counselors who are specifically assigned to support military children and youth.

# Why We Serve

- As members of the MFLC team, it is our privilege to serve those who serve our nation. It is our sacred duty to return to our military families the safety, security and freedom they provide to us:
- **Safety:** Our MFLC team provides members of the military community a safe place to find immediate support. Our services are confidential; there's no red-tape; we provide the needed support to ensure the safety of our military families through a focus on prevention.
- **Security:** *MFLCs are a "left of the bang force..."* Our team is there to provide support before the crisis, enabling proactive engagement to promote successful careers and healthy families.
- We help provide the security of knowing that anytime any member of the military family needs support – we will be there. We also act as a conduit to the greater community of care by providing referrals to appropriate higher echelons of care, ensuring that every person ends up connected to the best resource to meet their needs.
- **Freedom:** Our MFLC team gives members of the military community the freedom to seek support on their terms, whenever and wherever they are most comfortable.

# Who We Serve

- The MFLC team is honored to support the men and women of our armed forces, their families and our military command teams across the Department of Defense. At a time of tremendous stress on the force – with crises growing abroad and fiscal pressures impacting the DoD at home – our team stands ready to provide preventative, solution-focused, mission essential support to our worldwide military community.
- We are proud to serve recent retirees up to 180 days past retirement date.
- \*We are unable to serve Civilians but are happy to serve as a referral source.\*

# How We Serve

- MFLCs are the first line of defense – focused on prevention and keeping troops in the fight – mission focused and family ready. MFLCS will: Provide immediate, confidential, unfettered access to support for any member of the military community. With confidentiality as a bedrock principle, the MFLC program reduces the stigma of seeking help for the common stressors of military life, enabling proactive engagement to facilitate mission focus and family readiness.
- Care for whole family. MFLCs are available to service members, spouses and military children, as well as other military dependents. Knowing that the stressors of military life don't end when troops leave the base, MFLCs support total readiness by serving the entire military community.
- Advise leaders on the prevalent issues impacting the force and recommend techniques to address those issues in a proactive fashion. MFLCs can facilitate discussion groups, workshops, peer support forums and other innovative engagements; acting in support of command priorities to support emergent issues or address the common stressors of military life.

# Where We Serve

- MFLCs serve alongside our military in every clime and place! Our team provides support to the global military community in over 100 installations worldwide. Please utilize the maps and links below to find more information regarding our locations, to include links to base websites and other useful information from resources provided by the State Department.
- MFLCs are adaptable and flexible to your needs. While there are office spaces available, we can also meet for an impromptu coffee or even a walk and talk.

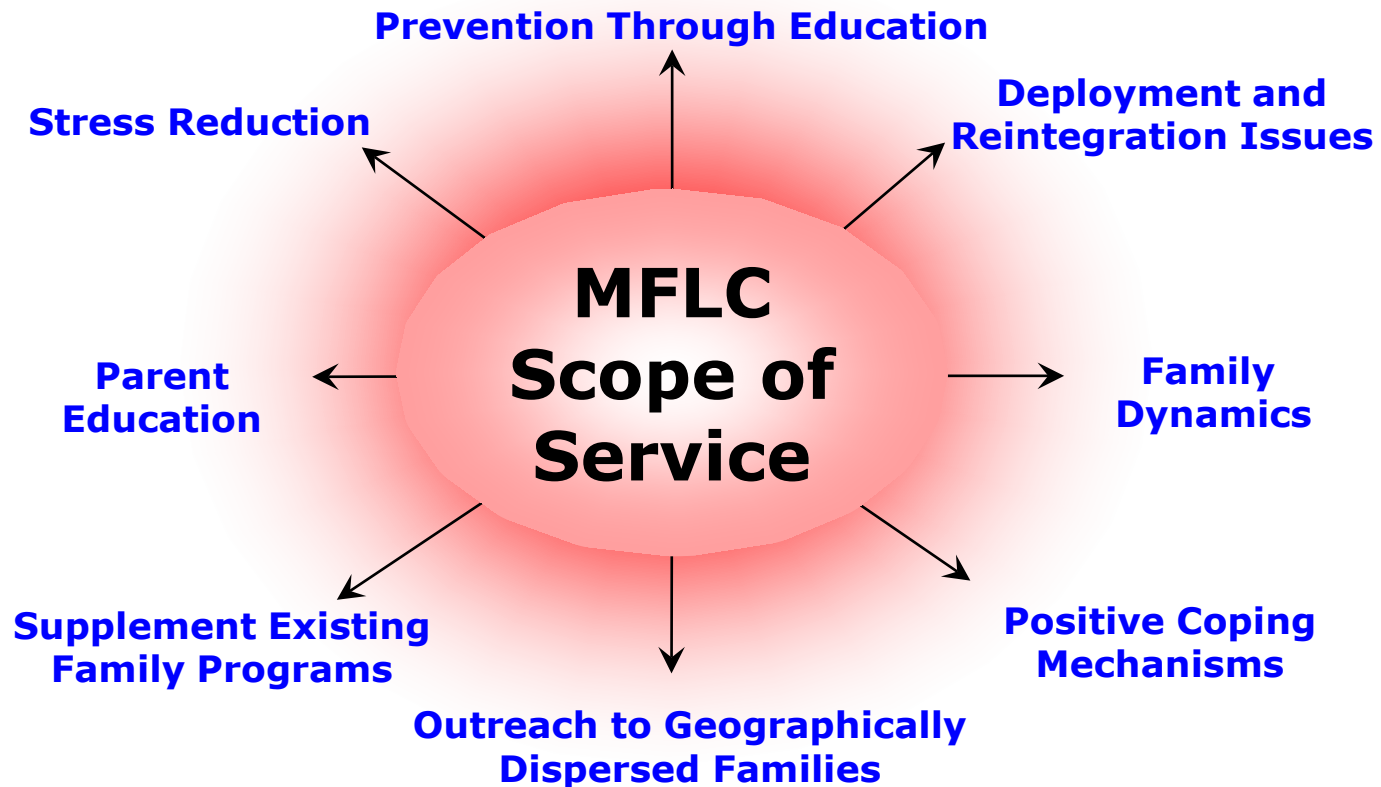


# Mandated Reporters

- Information you provide to counselors will be kept confidential, except to meet legal obligations or to prevent harm to self or others. Legal obligations include requirements of law and DoD or military regulations.
- Harm to self or others include suicidal thought or intent, a desire to harm oneself, domestic violence, child abuse or neglect, violence against any person, and any present or future illegal activity.
- We are UNRESTRICTED reporters.

# Military & Family Life Counselor (MFLC)

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# MFLC Program at a Glance

- Provides non-medical short-term, situation problem-solving counseling to Service Members and their families
- Provides education to help Service Members and their families understand the impact of stress, deployments, family reunions following deployments and the stresses of military life.
- MFLC services augment existing military support services
- Flexible service delivery
  - Outreach/rotational
  - On-demand
- Services can be provided on or off installations (Off installation for CONUS only)
- Services provides to individuals, couples, families, and groups
- Children's Support Programs addresses impact of military life on children
- Mandated reporters of child abuse, domestic abuse, and other duty-to-warn situations
- Services are otherwise confidential and private, except for duty-to-warn situations

# About Military & Family Life Counselors

- Masters or PhD level licensed clinical counselors
- Work with families, individuals, couples and children to provide non-medical problem identification and counseling services.
- Address relationships, stress management, grief after loss, occupational and other individual and family issues; providing crisis intervention and support when needed.
- Work with other existing Military Family Support programs to complement services provided.

# USAG-Stuttgart MFLC Contact Information

- The following are contact phone numbers for Adult Rotational MFLCs
  - +49 170 708 0715
  - +49 176 100 77470
  - +49 171 965 9611
  - +49 152 224 83789

Phones are answered M-F from 0800-2000. If call is not answered, please leave a detailed voicemail with consent to call you back on the best phone number and your call will be returned within one business day.



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# Panzer Tax Relief Office VAT & UTAP-Out Processing

**USAG  
Stuttgart,  
Family and  
MWR**



## ***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 switch the utilities back into the landlord/owners name.**





# UTAP-Out-Processing/ Closeout

- A final closing bill 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 596-3368**

**Civilian 07031-15-3368 or 09641-70-5963368**

**UTAP: DSN 596-3452/3453/3366**

**Civilian 09641-70-5963452 /3453/ 3366**

## Hours

**VAT-Monday – Friday 1000-1700**

**UTAP-Monday–Friday 07:30-16:30 (by appointment only)**

**(We are open during lunch hours)**

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







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# Stuttgart Dental Clinic Command

## OUT-PROCESSING BRIEF

DENTAC

DENTAL CLINIC

STUTTGART DENTAL CLINIC  
COMMAND





# STUTTGART DENTAL CLINIC COMMAND

## *OUT-PROCESSING BRIEF*

**Panzer Kaserne: Building 2996**

**Hours: Monday-Thursday 0720-1620**

**Friday 0720-1130**

**✓ Sick Call M-F 0720-0920**

**Closed on all Federal Holidays**

**Minimal Staffing on Training Holidays**

### **After-hours Emergencies**

**Contact The MP desk for the medical liaison**

**✓ DSN: 110 DSN: 0703 15 3102 / 3095**

**✓ ALL ANNUAL EXAMS MUST BE UP TO DATE BEFORE OUT-PROCESSING THE DENTAL CLINIC. PLEASE CALL THE CLINIC TO SCHEDULE YOUR ANNUAL EXAM PRIOR TO DEPARTURE.**





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# Installation Voting Assistance Office

## Out-Processing Brief

**Mr. John Arnold**

**Installation Voting Assistance  
Office**

**USAG Stuttgart, MPD**



# Installation Voting Assistance Office

## *Out-Processing Brief*

- **Upon arrival at new location, UPDATE YOUR ADDRESS WITH YOUR ELECTION OFFICE.**
- **Military and their dependents PCS'ing can continue to use the Federal Post Card Application as long as they are not being stationed in the state in which they are registered to vote. Information and forms are on FVAP.gov and your local Installation Voting Assistance Office.**
- **Those Retiring or Separating should register to vote in their new location.**





# Installation Voting Assistance Office

## *Out-Processing Brief*

- **Civilians will need to register to vote in their new location in the U.S.**
- **Civilians who remain overseas can continue to use the FPCA. Information and forms are on [FVAP.gov](https://fvap.gov) and in your Installation Voting Assistance Office.**
- **The 2020 United States elections will be held, in large part, on Tuesday, November 3, 2020.**

