



USAG Rheinland-Pfalz

INSTALLATION RELOCATION ASSISTANCE PLAN



Prepared by the Army Community Service (ACS) Relocation Readiness Program

IAW AR 608-1, Chapter 4, Section III, 4-19

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Pre-Arrival Support

Goal: To provide inbound Service Members and Families with essential information needed to make informed decisions, help them get settled in quickly, reduce fears of the unknown and relieve stress associated with transitioning into a new and unfamiliar community and introduce them to their new Host Nation.

USAG Rheinland-Pfalz Opportunities

- Highly desired assignment/location
- Combined Community (Army, Air Force, smaller number of Marines/Navy)
- Largest military community outside the United States

Major Resources Utilized for Service Members and Relocation Readiness

- USAG Rheinland-Pfalz Home Page <https://home.army.mil/rheinland-pfalz/index.php/usag-rheinland-pfalz>
- USAG Rheinland-Pfalz Newcomers Page <https://home.army.mil/rheinland-pfalz/index.php/usag-rheinland-pfalz/newcomers>
- USAG Rheinland-Pfalz Facebook page <https://www.facebook.com/army.rp/>
- USAG Rheinland-Pfalz, Baumholder Facebook page <https://www.facebook.com/USAGRheinlandPfalzBaumholder/>
- USAG Rheinland-Pfalz MWR Website <https://rheinland-pfalz.armymwr.com>
- USAG Rheinland-Pfalz ACS Facebook: <https://www.facebook.com/RheinlandPfalzACS>
- Plan My Move Website <https://planmymove.militaryonesource.mil/>
- Military INSTALLATIONS <https://installations.militaryonesource.mil/>
- Request a Sponsor on Army Career Tracker (ACT): <https://actnow.army.mil/>
- eSAT Sponsorship Training Website <https://myhub.militaryonesource.mil>
- Billeting/Lodging Access on Baumholder and Ramstein <https://baumholder.armymwr.com/programs/army-lodging>
<http://af.dodlodging.net/property/Ramstein-Inns-Ramstein>
- On-Base Family Housing on Baumholder and Vogelweh Communities
- HSO (Off-Base Housing)
- Newcomers Orientation Briefing
- Rheinland-Pfalz Welcome Center In/Out-Processing
- Child, Youth and School Services (CYS) and School Support Services
- Landstuhl Regional Medical Center/United Healthcare Military & Veterans/TRICARE
- Exceptional Family Member Program (EFMP)
- Chaplain Support



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

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

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

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

ACS Relocation Readiness staff provides sponsorship training to Service Members, Spouses, and civilians every month and for units upon request. This training provides dos and don'ts of sponsorship with an emphasis on the USAG Rheinland-Pfalz installation area. Sponsorship welcome packets are developed and distributed by ACS Rheinland-Pfalz. Relocation Readiness staff is responsible for ensuring the information contained in Military Installations is accurate and up-to-date. Information is certified quarterly on the following dates: September 30, December 31, March 31, and June 30. Updates are due to ACS Relocation by the 15th day of the month, preceding the certification date. Updates and changes are submitted through Defense Installation Messaging System (DIMS).

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

Youth Sponsorship - Families with teenagers can contact the School Liaison Officer at 0611-143-541-9061, Landstuhl Youth Center at 06371-86-8658 or the Baumholder Youth Center at 06783-66810 to request a youth sponsor.



New youth will be paired up with existing youth to help them transition into the program and learn about academic and recreational programs that the Teen Zone/Youth Center offer.

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

If families will be needing day care for their child/ren, visit <https://public.militarychildcare.csd.disa.mil/mccu/ui/#/> for more information and to begin the registration process. Once all information has been processed, Parent Central Services will initiate contact. Families who are utilizing CYS Services at a previous location may contact that Parent Central Services office to have the family files exported. USAG Rheinland-Pfalz CYS Services will be able to import the files. Contact Parent Central Services at 314-485-7003 for Baumholder or 06783-6-7003/7393 for Kaiserslautern.

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

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

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



The Lagerhof Inn- Baumholder

Reservation Phone: 011-49-611-143-531-2900

Reservation Email: usarmy.rheinland-pfalz.id-europe.list.dfmwr-bhr-laberhof-inn@mail.mil

Reservation Website: <http://army.dodlodging.net/property/Baumholder-Lodging>

Reservation Address: Bldg. 8076, Smith Barracks, Baumholder, Germany 55774

**Pet friendly*

Ramstein Inns – Landstuhl

Reservation Phone: 011-49-6371-45-4920.

Reservation Email: lodging@us.af.mil

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

Reservation Address: Building 3336, Ramstein- Miesenbach, Germany, 66877

**Pet friendly*

Vogelweh Lodging- Kaiserslautern

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

Reservation Email: lodging@ramstein.af.mil

Reservation Website: <http://af.dodlodging.net/property/Vogelweh>

Reservation Address: Building 1002, Vogelweh, Kaiserslautern, Germany 67663

**Pet friendly*

Pet Requirements: Pets must be microchipped. The rabies vaccination must have been administered at least 30 days after microchipping but less than one year. Two-year rabies vaccinations are not valid in Germany. Health Certificate must be completed within 10 days of flight, signed by a USDA *Certified* Veterinarian. At Ramstein, there is also an examination fee of €55 per *pet species* that will be charged for pets imported into Germany from outside the European Union. For example, three dogs would be 55 Euro; a dog and a cat would be 55 Euro each or 110 Euro total. Contact the local installation Vet Clinic, Monday through Friday, 0730 – 1600 at DSN: 590-1900 or civilian: 06371-9464-1900. The clinic is by appointment only.

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

Arrival Support

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



USAG Rheinland-Pfalz Opportunities

- Central Processing Facility in Baumholder (Smith Barracks, Building 8660) and in Kaiserslautern (Kleber Kaserne, Building 3245) is open Mon-Fri 0830-1200, 1300-1600 (closed on U.S. Holidays)
- ACS, Relocation Readiness Program in Baumholder at Clinic Kaserne, Building 8746, Room 112 or in Kaiserslautern at Kleber Kaserne, Building 3210, Room 220
- Great quality of life at USAG Rheinland-Pfalz. Go to <https://rheinland-pfalz.armymwr.com> to view recreational opportunities such as trips through Outdoor Recreation
- For more area activities follow Rheinland-Pfalz Family and MWR on Facebook <https://www.facebook.com/RheinlandPfalzFMWR> or on our website
- Get up-to-date information on child and youth programs to recreation, sports and entertainment, travel, and leisure activities.
- Positive, dedicated population; Strong community support for Service Members and Families.

Major Resources Most Frequently Utilized by Service Members and Relocation Readiness

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

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

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

NOTE: If you are a Soldier and are scheduled to fly into Frankfurt International Airport (FRA) instead of Ramstein Air Base, contact your travel office immediately to change your



flight to a Patriot Express flight. Not only is it a USAREUR policy that Soldiers cannot fly into FRA during a PCS move, but also there is no support nor oversight at FRA to track your arrival.

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

Arrival Day

Note: Arrival Day is the following duty day if you arrive after close of business

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

Second Duty Day

- I. Report to your unit S-1 or personnel division:
 - a. Receive duty position memorandum (if applicable)
 - b. Complete Security In-Processing
 - c. Complete DD93 (SGLI) documentation
 - d. Complete eMILPO arrival requirements
- II. You need to bring the following forms with you:
 - a. Duty position memo (if applicable)
 - b. Copy of orders and any amendments
 - c. DA Form 31 (leave form)
 - d. NCOER/OER (if applicable)
- III. Report to Kleber Health Clinic for medical/dental in-processing at 1500. (This applies to KMC Service Members only.)

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

Driver's Training Both Service Members and Family Members can take the USAREUR driver's training and test online prior to moving. Service Members can use their common access



card and family members can use the benefits number on the back of his or her ID card to log into Joint Knowledge Online and access the training and test.

Link to the study book: http://www.eur.army.mil/rmv/Drivers_Handbook/default.htm

Service Members must follow these directions to access the training and exam:

Navigate to <https://jkodirect.jten.mil/>

- Under course catalog ensure the “courses” tab is selected and select “USA” from the drop down.
- Enter 007 in the course number field and click search
- Enroll and take USA-007 “U.S. Forces Driver’s Training Program for Europe (2 hours)”
- Then enroll and take the exam USA-007B “U.S. Forces Driver’s Training Program for Europe-Final Course Exam (2 hours)”
- Print the certificate and present it to the Driver’s Testing Office during in processing to receive a USAREUR license. If NOT used within 60 days of issue, you would be required to retrain and retest.

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

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

Family Member Instructions for Creating a JKO account:

- Navigate to <http://jkodirect.jten.mil/>
- Click on the link “NON-Government/sponsored Account Registration” on JKO’s website. This will allow you to receive a sponsored account.
- Once information is submitted it will be sent to the sponsor’s email for verification and then to JKO for account creation.
- Accounts take approximately 24 hours to process after receipt from the sponsor.
- You will receive email notification with account information and login instructions when your account is created. If you do not receive notification after 24 hours, please contact your sponsor.



- Once you receive a user ID and password from JKO you must enter JKO and take the exam.
- Prior to taking the training and test you will be prompted to put in your own DOD ID number into the system.
- To take the USAREUR training and test follow the same instructions above to access the training exam.

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

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

ACS Serving Family Needs

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

Information and Referral Program - This service provides information on military and civilian community resources. Information is provided about local bus and railway systems. In addition, special host nation services are provided such as simple translations and explanation of German bills or other correspondence. Military and civilian patrons can also utilize www.militaryonesource.com to obtain translations for more than 160 languages.

English as a Second Language- Free Beginner and Intermediate English classes are held in eight week sessions, twice a week. For more information, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.



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

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

ACS Financial Readiness Program – All First Term Soldiers are required to attend a two-hour briefing during in-processing, which includes information on sound money management and investing. All Soldiers are encouraged to attend. During in-processing, members of the Financial Readiness team also discuss Army Emergency Relief (AER), Family Subsistence Supplemental Allowance (FSSA), Thrift Saving Plan (TSP), and budget counseling. For more information call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

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



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

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

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

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

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

General Finance Support - During the first day of in-processing, Service Members update their Basic Allowance for Housing (BAH) and Basic Allowance for Subsistence (BAS) entitlements. Additionally, Service Members have the opportunity to change their direct deposit to a different



financial institution, start or stop allotments, submit pay inquiries, and request advance pay before their PCS move.

Reimbursement of Temporary Lodging Expense (TLE) and Travel Living Allowance

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

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

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

Housing Locations - Single Soldier Housing consists of 5,019 Unaccompanied Personnel Housing (UPH) barracks spaces at Kleber Kaserne, Daenner Kaserne, Rhine Ordinance Barracks, Miessau, Landstuhl, Baumholder and Sembach. TCS (all ranks): there are 237 spaces set aside at Landstuhl Regional Medical Center. UPH locations are within a 30-40 minute drive of each other.

Baumholder Family Housing – There is military family housing available for Soldiers E-1 through E-4 with command-sponsored dependents serving an accompanied 36 month tour or those enrolled in the military couples program. Soldiers E-5 and E-6 with command-sponsored



dependents will have the option to move into military housing or off-post housing. All Soldiers E-7 and above, except those designated as key or essential personnel will reside off post. Single Soldiers E-1 through E-6 will reside in the barracks. Wait time for military family housing varies from 1 to 12 weeks depending on bedroom requirements. For more information, call the Baumholder Housing Office at 011-49-611-143-521-2978 or DSN 314-531-2978.

Major Resources Utilized for Service Members and Relocation Readiness

Army Housing Online User <https://www.housing.army.mil>

Installation website <https://installations.militaryonesource.mil/>

Defense Travel Management office <http://www.defensetravel.dod.mil/site/bahCalc.cfm>

Track My Household Goods can be accomplished by accessing Defense Personal Property System (DPS):

- I. First time DPS users must obtain an Electronic Transportation Acquisition (ETA) login Identification (ID) and password before accessing DPS.
- II. To obtain an ETA login ID and password, go to <http://www.move.mil>
- III. Once you have accessed Move.mil, click on “New to Move.mil -- First Time Users Click Here!”
- IV. Follow instructions for checking browser capability and to obtain a user ID and password.
- V. After obtaining a user ID and password, select “Login to DPS”

For more assistance getting your household goods delivered, contact the Household Goods Transportation office located in Baumholder at Building 8744.

Tel: 011-49-611-143-531-7066 (Traffic Manager)

Fax: 011-49-611-143-531-7069

Tel (DSN): 314-531-7066

Tel: 011-49-611-143-531-7070 (Outbound)

Fax (DSN): 314-531-7070

Tel: 011-49-611-143-531-7060 (Inbound)

Monday-Friday 0800-1200 & 1300-1630

Chapel Programs – The chapel services offers diverse programs that will unquestionably address all spiritual needs. They offer support and participate in a wide variety of worship opportunities for adults, children, teens, singles and couples. Visit one of the numerous chapels on the installation to see which one suits your style. For more information, visit <https://home.army.mil/rheinland-pfalz/index.php/rso> or call 0611-143-531-3170 in Baumholder or 0611-143-541-2105 in Kaiserslautern.

The Military & Family Life Counseling (MFLC) Program – As licensed clinical counselors at Master’s or Ph.D. levels, the MFLC program offers confidential, short-term, non-medical counseling at no cost or no written records (except for duty-to-warn situations) to active-duty Service Members, National Guard and Reserve Service Members and their families, as well as



DoD civilian expeditionary workforce members and their families. Counselors are there to help with a variety of common concerns that occur within the military lifestyle, including: anger, anxiety, loss or grief; relocation adjustment concerns, such as homesickness, separation, stress reactions to the deployment cycle; and stress reactions to reintegration and the transition from warrior to civilian life.

For more information or to speak to the Military & Family Life Consultant, call:

Landstuhl: 0152-2479-2650

Pulaski, Sembach and Vogelweh Kaserne: 0152-2366-2124

Panzer/Daenner Kaserne: 0170-369-3292

Rhine Ordnance Barracks (ROB): 0175-601-1985

Baumholder: 0152-3652-2147 or 0152-5152-6700; 0174-465-6733

Pre-Departure Support

Goal: To ensure PCSing Service Members have the information needed to make informed relocation decisions prior to departing USAG Rheinland-Pfalz; contact the Relocation Readiness Program Manager to provide relocation counseling as soon as Service Members know of their upcoming PCS.

USAG Rheinland-Pfalz Opportunities

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

Major Resources Utilized for Service Members and Relocation Readiness

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

ACS Relocation Readiness Program - Access to pre-departure information is gained primarily through Service Member and Family member initiative and ACS Relocation Readiness Program managers at military installations worldwide. Contact the Relocation Readiness Program prior to your departure, or when you arrive at USAG Rheinland-Pfalz, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern to arrange relocation counseling. Relocation counseling is highly recommended for complex issues related to moving and settling in. The relocation assistance and resources listed in this plan are included on the Relocation home page <https://home.army.mil/rheinland-pfalz/index.php/usag-rheinland-pfalz/newcomers>.



The website also includes this IRAP, current relocation program schedule and the Leader's Guide to ensure Service Members are given ample time to prepare for departure.

Soldier for Life/Tuition Assistance Program (SLF/TAP) - The VOW ACT effective 1 October 2011, requires all separating and retiring Service Members to start TAP 12 months prior to leaving the service, in order to take full advantage of transition services offered. These include a pre-separation briefing, VA benefits briefing, three-day Department of Labor Employment workshop, resume and cover letter development, job search assistance, internet job sites access, educational, career technical, small business and standard career track support and a multitude of additional events and resources. Throughout the process, Service Members complete an individual transition plan and must meet benchmarks toward the Career Readiness Standards. Retiring Service Members are entitled to start TAP services 24 months prior to retirement (Service Members ETSing and not retiring are authorized to begin 18 months out).

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

Kaiserslautern

Building 3245, Kleber Kaserne Rm 12
Finance PCS Out processing Office
DSN: 523-3781
Hours of Operation: Monday-Wednesday
0830-1600 Thursday 1300-1600
Closed between 1200 - 1300 for lunch

Scheduled Final Outs – Individual
Times are on Clearing Papers

Baumholder

Building 8660, Smith Barracks Rm 118
Finance PCS Out processing Office
DSN: 531-2408
Hours of Operation:
Monday-Friday 0830-1145 & 1300-1545
Tuesday Only Clearing Papers

Scheduled Final Outs – Individual
Times are on Clearing Papers

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

Service Members out process 10 days prior to the desired departure to receive the installation clearance report. Service Members must clear all agencies not already pre-cleared by In-/Out-Processing. A final out-processing appointment will be scheduled with In-/Out-Processing for the day prior to the leave start date. (The final appointment for retiring and separating Service Members must be scheduled with G1 Retirement/Separation Transfer Point). Service Members



must bring the completed Installation Clearance Record, DA Form 137-2, signed by the Commander, and the unit clearance record to the final appointment. Service Members receive their official records (201 file, promotion package and education record, etc.) during this final appointment.

Military and Travel Pay Advances – Service Members submit requests for advances (Advance Pay, Advance Travel, Do It Yourself (DITY)) to the Finance Office during their 30-day briefing. Service Members can only request one month advance pay on departure from the installation unless the PCS orders stipulate otherwise. Service Members E-4 and below must have their Commander’s signature to request an advance pay. Finance will review the request to ensure the requested entitlements are authorized. Normally payments will be made approximately 10 days prior to the Service Members’ departure date from the installation.

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

**Baumholder
Clinic Kaserne**

Bldg. 8744
DSN: 531-7070
COM: 0611-143-531-7070
Mon- Fri: 0800 – 1630
Closed for Lunch 1200 –
1300

**Kaiserslautern
Daenner Kaserne**

Bldg. 3104, Room 105/108
DSN: 483-7704/7751
COM: 0631-411- 7704
Mon- Fri: 0800 – 1530
Closed for Lunch 1200 –
1230

**Kaiserslautern
Kleber Kaserne**

Bldg. 3245, Room 103
DSN: 483-7704
COM: 0631-411- 7704
Mon- Fri: 0800-1530
Closed for Lunch 1200 –
1230

Note: Transit Times from Germany to the USA
HHG: 55 – 70 days
UB: 35 – 45 days
POV: 58 Days (Baltimore) – 70 Days (West Coast)

HHG Shipments - Effective immediately, those military Service Members and DoD civilian employees executing PCS Orders, can expedite the process by performing a self-counseling online at www.move.mil. The DoD has implemented Defense Personal Property System (DPS). This new system of procuring transportation services for shipping your personal property was designed to streamline the process by empowering Service Members and reducing PPPO involvement.

Register and perform the self-counseling section. Once completed, the shipment information will be electronically sent for processing. Forms applicable to the move must be printed and signed



(e.g., DD Form 1299, DD Form 1797, Customs Forms) as indicated and bring the forms in person. Shipment will be verified and forwarded to the booking agent. Once shipment is booked, the carrier will notify Service Member with agent information and that agent will contact the Service Member to perform pre-move survey and also confirm the pack-out dates. Communication can be maintained throughout the entire move process with the carrier as well as establishing delivery dates to the final destination.

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

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

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

Kaiserslautern Commercial Travel Office
(CTO), SATO, Kleber Kaserne, Bldg. 3245,
Room 212A, COM: 0631-341650

Baumholder Commercial Travel Office
(CTO), SATO, Bldg. 8744,
DSN 531-7094, COM: 0611-143-531-7094

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

Out Processing Housing

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



Out-Processing

Central Issue Facility – Central Process Facility (CPF) schedules all out processing appointments for PCS and ETS Service Members

Kaiserslautern Central Issue Facility

Building 3225, Kleber Kaserne

COM: 0611-143-531-7024

DSN: (314) 531-7024

Hours of Operations

Monday/Tuesday/Friday

0800 – 1130 Turn In (Appointment Only)

1130 - 1230 Closed for lunch

1230- 1500 Issue/Turn In (Appointment Only)

Wednesday

Closed

Thursday

0800 - 1130 & 1230-1500 Initial Issue Only

1130 - 1230 Closed for Lunch

Baumholder Central Issue Facility

Building 8716, Quartermaster Kaserne

COM: 0611-143-531-7022/7034/7044

DSN: 531-7022/7034/7044

Hours of Operations

Monday/Tuesday/Friday

0800 -1130 Turn-in (By Appointment Only)

1200 – 1300 Closed for lunch

1300 – 1530 DX and Partial Issue (Walk-In)

Wednesday

Closed

Thursday

0800 – 1130 & 1300 – 1530 Initial Issue

Only

1200-1300 Closed for Lunch

CLOSED ON ALL GERMAN AND AMERICAN HOLIDAYS

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

Civilian Relocation Support

Pre-Arrival Support - The same pre-arrival information available to Service Members is also available to inbound DoD civilians. When a new employee is hired, the gaining organization shall appoint a sponsor. The sponsor's responsibilities include sending or emailing a sponsor welcome packet and welcome letter, answering questions about the base and community, and



helping the new employee get settled in the organization and community. Civilian sponsors are encouraged to attend Sponsorship Training offered by ACS. For more information call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

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

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

Training Requirements

Training Requirements for Relocation Service Providers & RACC Members per AR 608-1, Section 4-19

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

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

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

Relocation Assistance Coordination Committee (RACC)

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

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