



USAG Rheinland-Pfalz

# INSTALLATION RELOCATION ASSISTANCE PLAN



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

As of 7 December 2023



## **Pre-Arrival Support:**

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

**Plan My Move** is a set of online, interactive 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/>

**MilitaryINSTALLATIONS** is available on the Military One Source (MOS) website. 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. MilitaryINSTALLATIONS can be found at:

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

**eSponsorship Application and Training (eSAT):** The eSAT Sponsorship Training website provides sponsors and newcomers with an online, easily accessible and authoritative resource for training, needs assessment, communication, access to trusted relocation information, resources and feedback for improvement. The eSAT Sponsorship Training can be found at:

<https://www.militaryonesource.mil/resources/training/the-updated-esponsorship-application-and-training/>

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

**ACS Relocation Readiness** staff provides sponsorship training to Service Members, Spouses, and Civilians monthly as well as to individual units upon request. The training covers the dos and don'ts of sponsorship with an emphasis on the USAG Rheinland-Pfalz area. ACS Relocation Readiness also develops and distributes the Sponsorship Welcome Packets. They are responsible for ensuring the information contained on



MilitaryINSTALLATIONS website is accurate and up to date. Information is certified quarterly on the following dates: September 30, December 31, March 31, and June 30. Updates are due to ACS's Relocation Readiness Team by the 15th of the month, preceding the certification date. Updates and changes are submitted through Defense Installation Messaging System (DIMS).

**USAG Rheinland-Pfalz Military Installation** website:

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

This includes links to major units and organizations, the installation newspaper, master calendar of events, sponsorship program, and relocation services.

<https://baumholder.armymwr.com/> & <https://kaiserslautern.armymwr.com/>

These websites provide MWR activities and agency information. The websites also provide information on Family, fitness, and recreational opportunities at USAG Rheinland-Pfalz.

**Youth Sponsorship:** Families with children can contact the School Liaison Office at 0611-143-541-9061, Landstuhl Youth Center at 06371-86-8658 or the Baumholder Youth Center at 0611-143-531-3423. To request a youth sponsor, the request form is available at:

[https://kaiserslautern.armymwr.com/application/files/1916/6919/5810/New\\_youth\\_sponsorship\\_Fillable.pdf](https://kaiserslautern.armymwr.com/application/files/1916/6919/5810/New_youth_sponsorship_Fillable.pdf).

New youth will be paired up with a local youth to help transition into the program and learn about schools, community, and recreational activities. For more information, visit the Military Youth on the Move website at:

<https://www.militaryonesource.mil/family-relationships/family-life/for-military-youth-and-teens/>.

**Child and Youth Services:** The USAG Rheinland-Pfalz Child and Youth Services (CYS) offers several programs. There are seven Child Development Centers: two located on Landstuhl, and one each located on Sembach, Kleber, Miesau, and 2 located on Baumholder. There are three School Age Centers: two serving grades 1-5 on Baumholder and two serving grades K-5 on Sembach and Landstuhl. Programs for the Kaiserslautern Military Community Youth include: Youth Centers at Landstuhl and Baumholder for youth in grades 6-12. Individualized and team sport programs along with SKIES Unlimited classes are offered throughout USAG Rheinland-Pfalz. The Parent Central Services office also provides a variety of services, including registration, resource, and referral.



If Families need childcare, they will need to visit <https://militarychildcare.com/> to place their child(ren) on the waitlist. Childcare spaces are offered by Parent Central Services upon availability at the respective care program. Families who had utilized CYS at a previous location may contact that Parent Central Services office to request having Family files exported. USAG Rheinland-Pfalz CYS Services will be able to import the files. Contact Parent Central Services at 314-541-9065, 9066 or 9067 or 0611-143-541-9065, 9066 or 9067 for Kaiserslautern. For Baumholder, please call 314-531-3440/3441 or 0611-143-531-3440/3441.

**Army Continuing Education System (ACES):** ACES in the Kaiserslautern Military Community consists of four Army Education Centers: Baumholder, Landstuhl, Sembach and Rhine Ordnance Barracks (ROB). The Education Center on Sembach Bldg 213 is the HUB center and provides services to the Kaiserslautern and Baumholder Military Community Army Personnel. Administration can be reached at 0631-3406-2588; Hours of Operation are Mon-Wed, & Fri: 0730-1630, Thur: 0730-1200, Closed on training and Federal Holidays.

**Landstuhl Regional Medical Center (LRMC)/United Healthcare Military and Veterans/TRICARE:** LRMC is a Level II Trauma center and is one of DoD's premier medical centers; and is the largest American hospital outside the United States. The staff of the hospital consists of 50% Army, 15% Air Force, and 35% civilian personnel. The hospital has more than 110 physicians, 250 nurses, 40 Medical Service Corps officers, 900 enlisted personnel and 550 civilian employees, committed to providing military Families the highest level of health care and customer service. To make medical appointments, contact the regional appointment center at 06371-9464-5762. The appointment line is open 7-days a week, 0630-1630. The U.S. Army Health Clinic Baumholder is open Monday through Friday from 0730 – 1630. In the event of a medical emergency please dial 112 or report to the LRMC Emergency Room.

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

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

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

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

- Phone: 011-49-6371-47-4920
- Email: [ramstein.lodging@us.af.mil](mailto:ramstein.lodging@us.af.mil)



- Website: <https://af.dodlodging.net/property/ramstein-inns-ramstein>
- Address: Bldg 3336, Ramstein-Miesenbach, Germany, 66877

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

- Phone: 011-49-6371-47-4980 or 011-49-6371-47-4982
- Email: [vogelwehlooding@gmail.com](mailto:vogelwehlooding@gmail.com)
- Website: <https://af.dodlodging.net/property/vogelweh>
- Address: Bldg 1002, Vogelweh, Kaiserslautern, Germany 67663

**Pet Requirements:** Pets must be microchipped. The rabies vaccination must have been administered at least 30 days after microchipping but less than three years ago. Health certificate must be completed within 10 days of flight, signed by a USDA certified veterinarian. At Ramstein, an examination fee may apply for pets imported into Germany from outside the European Union. Contact the local installation Vet Clinic, Monday through Friday, 0730-1600 at DSN: 590-1900 or Civilian: 06371-9464-1900 for more information or visit our website:

<https://mrc-europe.army.mil/Public-Health-Command-Europe/-Programs-Services/-Veterinary-Services-Treatment-Facilities/Veterinary-Medical-Center-Europe/>.

All Pets must be registered prior to making an appointment, please email us at [usarmy.landstuhl.medcom-ph-e.mbx.vmce@health.mil](mailto:usarmy.landstuhl.medcom-ph-e.mbx.vmce@health.mil) to register and for more information. Please note, we do not accept cash.

**Religious Support:** Provides a schedule of post-base chapel services, events and information for on- and off-base worship services upon request. Call the Chaplain at 0611-143-531-3170 for Baumholder or 0611-143-541-2107 for Kaiserslautern for a full scope of services offered.

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

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

**USAG Rheinland-Pfalz Opportunities:**

- The Central Processing Facilities in Baumholder (Smith Barracks, Bldg 8660), and in Kaiserslautern (Kleber Kaserne, Bldg 3245), are open Mon-Fri, 0800-1200 & 1300-1600. Both facilities are closed on US Federal Holidays.



- ACS, Relocation Readiness Program in Baumholder at Smith Barracks, Bldg 8666, or in Kaiserslautern at Kleber Kaserne, Bldg 3210.
- There is a great quality of life at USAG Rheinland-Pfalz. Visit <https://baumholder.armymwr.com/> or <https://kaiserslautern.armymwr.com/> to view recreational opportunities such as trips through Outdoor Recreation.
- For more activities available in the area, follow Rheinland-Pfalz Family and MWR on Facebook <https://www.facebook.com/RheinlandPfalzFMWR> or <https://www.facebook.com/BaumholderFMWR>, or on our website.
- Get up-to-date information on child and youth programs, 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 and Events
- Military INSTALLATIONS: <https://installations.militaryonesource.mil/>
- Plan My Move: <https://planmymove.militaryonesource.mil/>
- Central Processing Facility (In/Out-Processing) in Baumholder and Kaiserslautern.
- 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

### **Day of Arrival**

- If arriving via the Frankfurt Airport or by POV, report to the In- and Out-Processing office, Bldg. 3245, Room 207 on Kleber Kaserne, or Bldg. 8660, Room 209 at Baumholder to schedule your in-processing briefing.
- If arriving via the Patriot Express at Ramstein AB, you will be met by your Sponsor at the Terminal. Your Sponsor will have your initial appointment for your CPF orientation, as well as a welcome letter with information about USAG-RP.
- Your in-processing checklist and CIF appointment will be provided at the CPF orientation.
- Officers, Warrant Officers, Soldiers in the ranks of SFC or above, and all accompanied Soldiers will receive a housing info sheet with instructions.



## First day after arrival

- Report to your unit S-1 for unit in-processing
- Complete Security In-Processing
- Update DD93 and SGLI in IPPS-A
- Complete arrival transaction in IPPS-A
- Obtain CMR/PSC box and mailing address from the post office closest to your workplace.

You need to bring the following forms with you:

- Copy of orders and any amendments
- IPPS-A PCS Absence Request

## Second day after arrival

- Report to your CPF orientation appointment to receive your in-processing checklist, CIF appointment, Tricare briefing and Finance briefing.

You need to bring the following forms with you:

- Copies of orders and any amendments
- All transportation/shipping documents (HHG, UB, POV)
- IPPS-A PCS Absence Request
- All travel receipts
- Medical and Dental records

## During In-processing

**In-processing Training Center (ITC):** Service Members and Government Civilian Employees must attend (Spouses are welcome to attend the same briefings online via MS Teams) the USAG Rhineland-Pfalz, **mandatory** 3-day orientation program in person in the ITC classroom. For Kaiserslautern community (KMC), these classes are held in Kleber Kaserne, Bldg. 3245, Rm. 301, ITC classroom. For Baumholder (BMC) these classes are held in Smith Barracks, Bldg. 8660, 2<sup>nd</sup> floor, ITC classroom. Please refer to the schedule attached to your in-processing checklist. Soldiers will not receive attendance credit if late or missing portions of the briefing or trying to attend the briefings online. The in-processing classes include the following:

- ACS Overview (EFMP, Domestic Violence & Child Abuse)
- ACS Host Nation Orientation Brief





- ACS Personal Financial Readiness
- WIC Program
- Religious Services
- Equal Opportunity
- Children, Youth and School Services (CYSS)
- Customs
- Passport/Status of Forces Agreement (SOFA)
- Voting Assistance
- Operational Security (OPSEC)
- Level 1 AT/FP Training
- Emergency Management
- USAG-RP Command Team Brief
- Value Added Tax (VAT) & Utility Tax Avoidance Program (UTAP)
- Safety
- Family, Morale, Welfare, and Recreation (FMWR)
- Medical/Medical Registration
- Service Credit Union
- Army Continuing Education System (ACES)
- Transition Assistance Program (TAP) Overview
- Better Opportunities for Single Soldiers (BOSS)/ Warrior Adventure Quest (WAQ)/Army Sports
- Retention
- Command Sponsorship
- Recruiting Command
- Sponsorship Survey
- Community Bank
- Red Cross
- German Fire Safety
- Department of Emergency Services (DES)/Provost Marshall and German Polizei
- Sexual Harassment/Assault Response and Prevention (SHARP)
- Army Substance Abuse Program (ASAP)
- Suicide Prevention
- Ready and Resilient Campaign (R2C)
- Comprehensive Soldier and Family Fitness (CSF2)
- Stars and Stripes
- Veterinary (VET) Clinic
- Inspector General (IG)

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





Link to the study book:

[https://www.afsbeurope.army.mil/Portals/30/PDFs/LRC\\_Bavaria\\_Transportation/Drivers-Handbook.pdf](https://www.afsbeurope.army.mil/Portals/30/PDFs/LRC_Bavaria_Transportation/Drivers-Handbook.pdf)

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

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

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

- Final Exam (USA-007B) Certificate
- Valid ID card
- Valid stateside or country license
- Check or money order for \$20 (no cash)
- Eye exam for personnel 65 or older by an optometrist or an eye-vision professional
- Kaiserslautern Military Community Location: Kleber Kaserne, Building 3213, Room 20
- Baumholder Military Community Location: Quartermaster Kaserne, Building 8744, 2<sup>nd</sup> Floor, Room 4208

Family Member Instructions for Creating a JKO account:

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



- You'll be prompted to add your own DOD ID number into the system, prior to taking the training and test
- To take the USAREUR training and test follow the same instructions above to access the training exam

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

**German Language Courses:** ACS offers free German classes at two levels. For more information, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

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

**ACS Lending Closet:** There are two lending closed locations to assist Service Members, Family Members and Civilians in transition: Building 8666 on Smith Barracks in Baumholder, and Building 3210 on Kleber Kaserne in Kaiserslautern. Household items are loaned at no cost for up to 60 days (or until your household goods arrive). Loan extensions are granted if additional time is needed, and items are not in short supply. For more information, call 0611-143-531-2850 for Baumholder or 0611-143-541-9000 for Kaiserslautern.

**Information and Referral Program:** Provides information on Military and Civilian community resources, and about local bus and railway systems. Additionally, special host nation services are provided such as simple translations and explanation of German bills or other correspondence(not certified). Military patrons can also utilize <https://www.militaryonesource.mil/> to obtain official translations for more than 160 languages.

**English as a Second Language:** We offer free English as a Second Language classes at two levels. 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, arrival and post-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, Soldier & Family Readiness Group (SFRG) members, and Key Spouses. Sponsors are assigned by the units. Request a sponsor by completing DA 5434, available to Service Members online in the Army Career Tracker (ACT) and to Civilians through the Civilian Human Resources Agency (CHRA). For Military Members wanting more information or assistance, contact the USAG Rhineland-Pfalz Installation Sponsorship Liaison by email at [usarmy.rheinland-pfalz.id-europe.mbx.garrison-mpd-tasp@army.mil](mailto:usarmy.rheinland-pfalz.id-europe.mbx.garrison-mpd-tasp@army.mil). For Civilians, please contact the ACS Relocation Readiness Program Manager at 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

**United States Citizenship and Immigration Service (USCIS):** Officers assist Service Members and foreign-born spouses with immigration related issues. To contact the Department of Homeland Security, USCIS, visit <https://www.uscis.gov/>.

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

**Employment Readiness Program (ERP):** Its mission is to assist eligible individuals in preparing to enter or re-enter the workforce upon a PCS. Employment Readiness Program staff provide classes and counseling sessions to teach clients how to: create an effective resume, conduct job searches, complete job applications, improve interview skills, dress for success, develop a career plan and receive career transition assistance upon PCS to their Sponsor's next duty station. Primary focus is to reduce the challenges for Active Duty Military Spouses to maintain employment throughout the military lifecycle. Services are available to Active Duty Army Spouses and Family



Members, and Retired Army and DA Civilians on space available basis. ACS has two locations to serve the USAG Rheinland-Pfalz military community. Our Hub/Main location is located on Kleber Kaserne, Bldg 3210, in Kaiserslautern and can be reached at +49 0611-143-541-9000. Our Satellite/Spoke location is located on Smith Barracks, Bldg 8666, in Baumholder and can be reached at +49 0611-143-531-2850

**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 ensuring every EFM receives quality care experience. For more information, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

**Army Family Team Building (AFTB):** Helps individuals adapt and learn more about the military lifestyle, promotes self-sufficiency and self-confidence for successful Army living. Many of the courses promote self-development and leadership through various courses: personal development skills, basic Army knowledge courses, management skills courses, professional growth & leadership development courses and specialized unit trainings. The training is available to Family and Service Members, DoD Civilians and volunteers online at <https://olms.armyfamilywebportal.com>. For more information, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

**ACS Financial Readiness Program:** Upon PCS all Soldiers are required to attend a 3-hour briefing during in-processing to meet the PCS Common Military Training (CMT) requirement per the National Defense Authorization Act (NDAA). Training includes information on financial readiness for sound money management, making informed decisions and addressing financial challenges in overseas environment, and required financial literacy per CMT requirements. All Soldiers are encouraged to attend in-person. ACS Financial Readiness provides additional Common Military Trainings monthly to help Soldiers and Commanders meet their CMT requirements. Certificates are provided for Soldiers to upload to their DTMS records and to improve personal and mission financial readiness.

We provide comprehensive financial planning services, education, coaching and



support to assist Active and Retired Soldiers, their Survivors and command sponsored Family Members, DA Civilians, Guard and Reservists. Accredited Financial Counselors (AFC) provide financial literacy training through unit and individual sessions. Financial Readiness Program provides Mandatory NDAA Common Military Training (CMT) Touchpoints / Wealth Building / Budget Development / Debt Liquidation / Savings/ Estate Planning / Consumer Advocacy / Risk Management / Insurance / Application certification for Family Subsistence Supplemental Allowance (FSSA) / Early Return of Dependents (ERD) Financial Counseling / Understanding Credit and Credit Report Review / Personal Financial Readiness / Thrift Savings Plan (TSP) / Blended Retirement System (BRS) / CMT Military Lifestyle planning for: PCS, Marriage, First Baby, Divorce, Promotion, Retirement, Pre-/Post Deployment, TSP Vesting, and Continuation Bonus for Blended Retirement System Soldiers.

ACS FRP Specialists can assist with Consumer Complaints to help resolve consumer issues. If experiencing a financial emergency or hardship, we also operate the Army Emergency Relief sections at our Main/Hub ACS located in Bldg 3210 on Kleber Kaserne, Kaiserslautern and our Satellite/Spoke ACS located in Bldg 8666 on Smith Barracks, Baumholder.

Contact ACS Hub location at +49 611 143 541 9000 or ACS Spoke location at +49 611 143 531 2850 or DSN 314-541-9000 or DSN 314-531-2850 for more information.

**Defense Military Pay Office (DMPO) Military Pay Assistance (General Finance Support):** During the first day of in-processing Service Members update their Basic Allowance for Housing (BAH), Basic Allowance for Subsistence (BAS) and Cost of Living Allowance (COLA) entitlements. Service Members have an opportunity to submit pay inquiries within 30 days of arrival and request PCS or OHA advance pay before their PCS move or upon arrival. Service Members can also submit debt inquiries during PCS in or out-processing.

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





the **Baumholder Military Community (BMC)** submit requests for TLA authorization to the Military Personnel Division, Bldg. 8660 on Smith Barracks. Call DSN 314-531-2427 or 001-49-6783-6-2427 for more information. Service Members assigned to the **Kaiserslautern Military Community (KMC)** submit requests for TLA authorization to the Welcome Center, Bldg. 3245 on Kleber Kaserne. Call DSN 314-523-3797 or 001-49-611-143-523-3797 for more information.

**Service Members on Accompanied Tours with Concurrent Travel; Officers and Senior NCOs (E7–E9) on Unaccompanied Tours:** TLA is authorized at your assigned location until adequately housed.

**Service Members (E1–E6) on Unaccompanied Tours, or on Accompanied Tour with Non-Concurrent Travel, or Arrive without Family Members:** Notify gaining unit of projected date and time of arrival. Service Members in this grade group and tour status will be provided a barracks space. Temporary Lodging is not authorized.

**Housing:** The Department of Defense (DoD) requires Service Members to report to the Housing Office prior to making any housing arrangements. This applies to all Service Members regardless of rank. Currently Europe is under a mandatory housing assignment which means Service Members and their Families will reside in on-post housing when available. If on-post housing is not available and you are authorized to reside in private rental housing with a Certificate of Non-Availability, you must still contact Housing before entering into any lease, rental or purchase agreement. **Please be sure to contact the Housing Office no later than Day Two after arrival to verify your housing entitlements.** 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 and transportation for viewing homes, reviewing leases, utility assistance, and mediating landlord-tenant disputes. Area maps and rental listings are available from the Housing Office to assist personnel with their search.

**General Information:** German housing sizes differ from U.S. standards and are usually much smaller. Installation Housing Office will provide specifics pertaining to on- and off-post availability. On average, Family Housing takes approximately 10 days to receive, depending upon location. **Unit sponsorship and advanced applications are vital to housing Service Members and their Families in a timely manner.** Service Members approved to reside in private rentals receive Overseas Housing Allowance (OHA) and COLA; the amount depends upon rank and Family size. Off-post houses are equipped



with 220 Voltage and 50Hz; on-post housing units are equipped with 110 and 220 V.

**USAG Rheinland Pfalz Housing Locations:** Unaccompanied Housing consists of 3,410 total available spaces at Baumholder Military Community (BMC) – Smith Barracks and Wetzel Kaserne, Kaiserslautern Military Community (KMC) – Daenner, Kleber, Landstuhl, Miesau, Rhine Ordnance Barracks (ROB), and Sembach.

For Accompanied Service Members assigned to the Baumholder Military Community, the Baumholder Army Family Housing Office will be utilized. Those assigned to Kaiserslautern will be serviced by the Air Force’s housing office on Vogelweh.

**USAG Rheinland-Pfalz Family Housing:** Military Family housing is available for Soldiers with command-sponsored Family Members serving an Accompanied 36-month Tour, or those enrolled in the Military Army Couples Program. Wait times for Family housing varies greatly depending on bedroom requirements and rank; advanced housing applications are accepted and encouraged. Baumholder and KMC Family Housing is currently operating a **Department of Defense direct housing program, “Plane to Pillow,”** which provides Families the opportunity to move directly into their permanent Family housing residence. **Sponsorship at the gaining unit level is crucial for the success of the DoD Plane to Pillow program.**

**USAG Rheinland-Pfalz (BMC and KMC) Unaccompanied Housing:** Unaccompanied Soldiers E1–E6 will reside in the barracks. Contact your gaining unit or sponsor for a room assignment. Additionally, Senior NCOs and Officers, who are on an Unaccompanied Tour and receiving BAH or OHA for Family residing at another location, will reside in Unaccompanied Housing suitable for your grade group. As a reminder, Unaccompanied Soldiers in the grades E1–E6 are not authorized TLA.

**USAG Rheinland-Pfalz (BMC and KMC) Information:**

BMC Army Family Housing Office: 011-49-6783-6-2978, DSN 314-531-2978.

BMC Unaccompanied Housing Office: 011-49-6783-6-3005, DSN 314-531-3005/3006.

Group Email: [usarmy.rheinland-pfalz.id-europe.list.usag-rp-housing-division@army.mil](mailto:usarmy.rheinland-pfalz.id-europe.list.usag-rp-housing-division@army.mil)

KMC Unaccompanied Housing Office: 011-49-611-143-541-5994, DSN 314-541-2994.

Group Email: [usarmy.rheinland-pfalz.usag.list.kmchousing@army.mil](mailto:usarmy.rheinland-pfalz.usag.list.kmchousing@army.mil)

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

- Army Housing Online User: <https://www.housing.army.mil/>
- Defense Travel Management Office OHA Calculator:





<https://www.defensetravel.dod.mil/site/ohaCalc.cfm>

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

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

- First time DPS users must obtain an Electronic Transportation Acquisition (ETA) login Identification (ID) and password before accessing DPS.
- To obtain an ETA login ID and password, go to <https://dps.move.mil/cust>, then scroll down the page to “Create an Account”
- Follow instructions to register and obtain a user ID and password.
- After obtaining a user ID and password, login to DPS.

For more assistance getting your household goods delivered, contact the Household Goods/Transportation office located in Baumholder at Building 8744, Monday-Friday 0730-1200 & 1300-1630.

- Traffic Manager: 011-49-611-143-531-7064
- Inbound: 011-49-611-143-531-7060
- Outbound: 011-49-611-143-531-7070
- Tel DSN: 314-531-7070

**School Support Services:** The School Liaison can help ease the process of enrolling your child(ren) into school from kindergarten to high school. Home schooling information can be obtained from the School Liaison. Information on before-and after-school options are available through the School Age Center and the Youth Center. The School Liaison can be reached at 0611-143-541-9061.

**Chapel Programs:** Offer diverse programs unquestionably addressing all spiritual needs. They offer support and participate in a wide variety of worship opportunities for adults, children, teens, singles and couples. Visit one of the numerous chapels on the installation to see which one suits your style. For more information, visit <https://home.army.mil/rheinland-pfalz/index.php/about/directorates-support-offices/religious-support-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 help with a variety of common concerns that occur within the Military lifestyle, including: anger, anxiety, loss or grief, relocation adjustment concerns, such as homesickness, separation, stress reactions to the deployment cycle and reintegration, and the transition from warrior to civilian life. For more information or to speak to an MFLC call:

- Kleber: 0175-792-3332
- Landstuhl: 0152-2479-2650
- Pulaski, Sembach and Vogelweh: 0152-2366-2124
- Panzer/Daenner Kaserne: 0170-369-3292
- Rhine Ordnance Barracks (ROB): 0175-601-1985
- Baumholder: 0152-3652-2147, 0152-2617-9751 or 00162-543-8772

### **Pre-Departure Support:**

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

### **USAG Rheinland-Pfalz Out-processing Procedures:**

NOTE: Timelines below are workdays, prior to the departure/flight date

- >21 Duty Days: CPF places Soldier in Pre-Clearance mode (no action required).
- Soldiers should coordinate with the following agencies immediately upon receiving orders, and prior to scheduling CPF out-processing date(s). **DO NOT wait for clearing papers.** Clearing papers are not required to schedule appointments with these agencies:
  - **Transportation for shipment of HHG, UB, POV**
  - **SATO Travel for flight reservations**
  - **Housing for termination of quarters**
- 12 duty days prior to flight/departure: CPF conducts individual clearance interview and issues clearing papers. Soldier must be in duty uniform and bring orders with amendments, flight itinerary and PCS Absence Request.
- Soldier clears all agencies listed on their out-processing checklist, as expeditiously as possible, ensuring each agency signs and stamps their checkbox. Any agencies not cleared will prevent final-out clearance.



- 2 duty days prior to flight: Soldier's final-out appointment with Finance and CPF.
- Last duty day: Grace/Make-up final out-process date. **Last Resort**
- Note: IAW Army Regulations, Service Members are required to be in Duty Uniform to conduct all out-processing actions as official business.

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

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

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

**Transition Assistance Program (TAP):** The VOW ACT effective 1 October 2011, requires all separating and retiring Service Members to start TAP, 12 months prior to leaving the service, in order to take full advantage of transition services offered. These include a pre-separation briefing, VA benefits briefing, 3-day Department of Labor Employment workshop, résumé and cover letter development, job search assistance, internet job sites access, educational, career technical, small business and standard career track support and a multitude of additional events and resources. Throughout the process, Service Members complete an individual transition plan and must meet benchmarks toward the Career Readiness Standards. Retiring Service Members are entitled to start TAP services 24 months prior to retirement (Service Members ETSing and not retiring are authorized to begin 18 months out).

**Out-Processing Finance Office:** Important topics covered during the out-processing briefing include: Allowances COLA & OHA, BAH & BAH-T, Temporary Lodging Allowance (TLA), Temporary Lodging Expense (TLE), 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 a briefing.



| <b>KAISERSLAUTERN</b>                                          | <b>BAUMHOLDER</b>                                                                |
|----------------------------------------------------------------|----------------------------------------------------------------------------------|
| Kleber Kaserne, Bldg. 3245, room 010                           | Smith Barracks, Bldg. 8660, room 208                                             |
| Finance PCS Out-processing Office                              | Finance PCS Out-processing Office                                                |
| DSN: 314-523-3797                                              | DSN: 314-531-2423                                                                |
| Monday – Friday 0830-1130 & 1300-1500                          | Mon-Wed and Fri 0830-1130 & 1300-1530.                                           |
| Scheduled Final Outs – Individual times are on clearing papers | Thursdays: CLOSED Scheduled Final Outs – Individual times are on clearing papers |

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

Service Members out process 10 days prior to the desired departure to receive the installation clearance report. All agencies, not already pre-cleared by In-/Out-Processing, must be cleared. A final out-processing appointment will be scheduled with In- and Out-Processing for the day prior to the leave start date (the final appointment for retiring and separating Service Members must be scheduled with the Transition Center). 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 during this appointment.

**Military and Travel Pay Advances:** Service Members submit requests for advances (Advance Pay, Advance Travel, DLA Advance, Do It Yourself (DITY)) to the Finance Office during their 30-day briefing. Service Members can only request one month advance pay on departure from the installation unless the PCS orders stipulate otherwise. Soldiers E-3 and below must have their Commander’s signature to request an advance pay. Finance will review the request to ensure requested entitlements are authorized. Normally payments will be made approximately 10 days prior to the Service Members’ departure date from the installation.

**Defense Military Pay Office (DMPO) Military Pay Assistance (General Finance Support):** During the first day of in-processing Service Members update their Basic Allowance for Housing (BAH), Cost of Living Allowance (COLA) entitlements, and start the DFAS Smart Voucher (SV). Service Members have an opportunity to submit pay inquiries within 30 days of arrival and request PCS or OHA advance pay before their PCS move or upon arrival. Service Members can also submit debt inquiries during PCS in or out-processing. Service Members will be able to ask any questions regarding their LES, entitlements, debts and anything military finance related.



**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 Pick-Up, remember to make arrangements at least 10 days prior to the first Pack Date/ 21 days prior during Peak Season (15 May – 30 Sept).

**Important:** Before scheduling dates with other agencies, it is very important to coordinate your HHG/UB Pack & Pick-Up first to avoid any delays due to the high volume of property movements during Peak Season. Pack/Pick-Up dates may change due to carrier availabilities during this time. HHG/UB movements will be processed by order of first come first serve.

| <b>Baumholder</b>         | <b>Kaiserslautern</b>                |                                 |
|---------------------------|--------------------------------------|---------------------------------|
| Clinic Kaserne            | Daenner Kaserne                      | Kleber Kaserne                  |
| Bldg. 8744                | Bldg. 3104, room 104                 | Bldg. 3245, room 211            |
| DSN: 531-7070             | DSN: 528-2427/528-2429               | DSN: 528-2425/2428              |
| COM: 0611-143-531-7070    | COM: 0631-528-2427/<br>0611-528-2429 | COM: 0611-143-528-2425<br>/2428 |
| Mon-Fri 0730-1600         | Mon-Fri 0800-1530                    | Mon-Fri 0800-1530               |
| Closed at lunch 1200-1300 | Closed at lunch 1200-1230            | Closed at lunch 1200-1230       |

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

- HHG: 76 - 96 days
- UB: 34 – 43 days
- POV: 65 Days (Baltimore) – 77 Days (West Coast)

**HHG Shipments:** While military Service Members and DOD Civilians executing PCS Orders may visit the Transportation Office in person, effective immediately, these individuals can expedite the process by performing a “Self-Counsel” online at <https://dps.move.mil/cust>. The DoD implemented the Defense Personal Property System (DPS), for procuring transportation services for shipping personal property, designed to streamline the process by empowering Service Members and reducing Personal Property Processing Office (PPPO) involvement. Register and perform the self-counseling section. Once completed, the shipment information will be electronically sent for processing. Forms applicable to the move must be printed and signed (e.g., DD Form 1299, DD Form 1797, Customs Forms) as indicated and brought in-person. Shipment will be verified and forwarded to the booking agent.

**\*Note\*** This is where you will contact the Transportation Office to inform that your shipment has been submitted in DPS. The Transportation Office will verify the



information regarding your move and then forward the required documents to you directly via email or in-person for signatures. Once required documents are signed to include supporting documents if applicable and are returned, all documents will be 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 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 destination.

Although it is encouraged that Service Members and DoD Civilians utilize the "Self-Counseling" module in DPS, customers whom any of the below apply must coordinate their personal property move in-person at the Transportation office.

**Those restrictions include but are not limited to:**

- 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.

If shipping a POV, contact the Kaiserslautern Vehicle Processing Center (VPC) at DSN 489-7750 Comm 0631-536-7750, or for VPC Baumholder contact: Comm 06783-9008476 or DSN 531-7096/7097 or visit website <https://www.pcsmypov.com/>. When dropping off your POV, be sure to bring PCS Orders (1 full copy with amendments (if applicable), all pages of the DD Form 1797 (Personal Property Counseling Checklist) which you will receive from the transportation office, and your POV registration documents.

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





|                                         |                                     |
|-----------------------------------------|-------------------------------------|
| Kaiserslautern Commercial Travel Office | Baumholder Commercial Travel Office |
| SATO, Kleber Kaserne, Bldg 3245         | SATO, Bldg 8744                     |
| Room 212A                               | DSN: 531-7094                       |
| COM: 0631-341650                        | COM: 0611-143-531-7094              |
| Monday – Friday 0800-1630               | Monday – Friday 0800-1630           |

**Out-Processing Housing:** Whether you live on post, off post or in the barracks, clearing housing is a must. If living off post, you must provide your landlord with 30 days written notification of your departure if living on post, the requirement is 40 days. If you are in the barracks, contact the barracks manager at least 30 days out. Soldiers and Families stationed at Baumholder or Smith Barracks must contact the Baumholder Housing Office to arrange termination and clearance of housing.

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

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

|                              |                                              |
|------------------------------|----------------------------------------------|
| Kaiserslautern CIF           | Baumholder CIF                               |
| Kleber Kaserne, Bldg 3225    | Quartermaster Kaserne, Bldg 8716             |
| Monday-Thursday              | Monday/Tuesday/Friday                        |
| 0730-1130 – Open             | 0800-1130 – Turn-in (appointment only)       |
| 1130-1230 – Closed for lunch | 1200-1300 – Closed for lunch                 |
| 1230-1530 – Open             | 1300-1530 – DX and Partial Issue (walk- in)  |
| Friday closed                | Wednesday closed                             |
|                              | Thu 0800-1200 & 1300-1500 Initial Issue Only |

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





## **Civilian Relocation Support:**

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

**Arrival Support:** Additionally, to assistance provided by the sponsor, the Civilian Personnel Advisory Center (CPAC)/Civilian Personnel Office (CPO) explains various employee benefits at briefing. CPAC/CPO also provides assistance regarding relocation entitlements, if the new employee has travel orders. Civilians are not required to, but encouraged to in-process thru the Central Processing Facility in order to benefit from the community services and information available to Service Members. A community in-processing checklist for civilians is available on the USAG Rheinland-Pfalz webpage.

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

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

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

**Inbound Support:** If you were assigned a Sponsor for your PCS, a mandatory survey will be available for completion in ACT. In the event the survey is not available within a week of your arrival, please contact your Unit S-1.

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



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

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

**RACC Membership:** Member representatives are subject to change. Members are mandated by their agency, and not limited to those listed in AR 608-1, Chapter 4, Section III, paragraph 4-19. Committee members will include, at a minimum, representatives from ACS, Family Housing, Transportation, Finance, Military Personnel Division, Civilian Advisory Center, and medical treatment facility.