

21ST THEATER SUSTAINMENT COMMAND

KAISERSLAUTERN HAND BOOK



Welcome to the 21st Theater Sustainment Command!

Our Command is comprised of more than 12,000 military, civilian and local national personnel serving throughout Europe. As the largest forward deployed logistics command in the Army, we have a diverse, complex, and exciting mission of providing support in peacetime and during contingency operations contributing to the Global War on Terrorism.

You can look forward to a challenging and rewarding assignment and also having fun during your tour. While we work hard, we are committed to providing the best possible environment for our Soldiers and Families.

FIRST IN SUPPORT!

Sincerely,

MG Aundre F. Piggee
Commander

CSM Michael A. Sanchez
Command Sergeant Major

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SOLDIER'S PERSONAL DATA SHEET					DATE	
<p align="center">PRIVACY ACT OF 1974 COMPLIANCE INFORMATION</p> <p>The following information is provided in accordance with 5 U.S.C. 552a(e)(3) and applies to this form. Authority for collection of the information is 44 U.S.C. 2907, 3101, and 3103, and E.O. 9397 of November 22, 1943. Disclosure of the information is voluntary. The purpose of the information on this form is to assist your unit servicing the records. This form is then filed in the requested military service record as a record of disclosure. The form may also be disclosed to Department of Defense components, the Department of Veterans Affairs, the Department of Transportation (Coast Guard), or the National Archives and Records Administration when the original custodian of the military health and personnel records transfers all or part of those records to that agency. If the service member was a member of the National Guard, the form may also be disclosed to the Adjutant General of the appropriate state, District of Columbia, or Puerto Rico, where he or she served. The following information will not be shared with any unauthorized personal</p>						
NAME			SSN		RANK/GRADE	
ORGANIZATION			PMOS		SMOS	
DATE OF BIRTH	AGE	WEIGHT lbs	HEIGHT in inches	HAIR	EYES	
BLOOD TYPE	DATE OF RANK		BASD	ETS	TIG	TIS
RELIGION			22. ADDRESS			
HOME PHONE						
PROMOTABLE <input type="checkbox"/> YES <input type="checkbox"/> NO		POINTS	DATE LAST NCOER			
DEPENDENTS						
MARITAL STATUS <input type="checkbox"/> MARRIED <input type="checkbox"/> SINGLE <input type="checkbox"/> DIVORCED <input type="checkbox"/> SEPERATED						
SPOUSE'S NAME			EFMP <input type="checkbox"/> YES <input type="checkbox"/> NO		DATE OF MARRIAGE	
CHILD'S NAME			EFMP <input type="checkbox"/> YES <input type="checkbox"/> NO		AGE	SEX
CHILD'S NAME			EFMP <input type="checkbox"/> YES <input type="checkbox"/> NO		AGE	SEX
CHILD'S NAME			EFMP <input type="checkbox"/> YES <input type="checkbox"/> NO		AGE	SEX
CHILD'S NAME			EFMP <input type="checkbox"/> YES <input type="checkbox"/> NO		AGE	SEX
IF YOU HAVE MORE THEN FOUR CHILDREN OR HAVE ANY SPECIAL NEEDS FOR YOUR FAMILY DICTATE IT IN REMARKS.						
NEXT OF KIN						
NAME			ADDRESS			
ALTERNET NAME			ALTERNET ADDRESS			
PHONE	ALTERNET PHONE					

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Fill out and return to your sponsor.

ARRIVAL INFORMATION

Germany. After you have claimed your luggage and cleared customs at Ramstein AB or Frankfurt International Airport, a representative from the USAREUR Soldier and Family Reception Center will meet you. If a representative is not on duty when you arrive, go to the airport United Service Organizations (USO) counter in terminal 1 for assistance. After a short in-processing session at the USAREUR Soldier and Family Reception Center, you and your Family members will be transported by bus to your gaining installation. When you arrive at your community, a sponsor will help you get settled and give you information on your in-processing and training schedule.

INFORMATIONAL CLASSES AND SPOUSE IN-PROCESSING PROGRAM

You will be given several briefings as part of in processing. Family members are encouraged to attend these briefings. In addition, the Army Community Service (ACS) provides classes for newly arrived Family members. These classes provide information about the Army and local community. Contact the ACS at your new duty station for more information about these classes.

RELOCATION ENTITLEMENTS

Army personnel are entitled to reimbursement for permanent change of station (PCS) relocation costs. There are many factors to consider when determining PCS entitlements and allowances. Contact your military finance office for more information.

Relocation Entitlements and Benefits	Explanation
Dislocation allowance (DLA)	Allowance to help defray the cost of meals and temporary housing expenses incurred during PCS moves.
Advance pay NOTE: Advance pay must be repaid.	This benefit is designated for Soldiers who anticipate extraordinary relocation expenses. Soldiers may request up to 3 months of advance pay up to 60 days before moving.
Cost of living allowance (COLA)	Compensation provided to adjust for PCS in high-cost areas overseas.
Overseas housing allowance (OHA)	This benefit is for Soldiers who live in private housing. OHA may not cover all housing-related costs if expenses exceed the maximum rate allowable for that area. Soldiers must apply for OHA.
Temporary lodging allowance (TLA)	Compensation to offset the cost of temporary lodging and meals while occupying temporary lodging overseas.

DOCUMENTS TO CARRY WITH YOU

You should hand-carry the following important documents:

- Education records.
- Employment records and references.
- Household goods and shipping inventory.
- Marriage certificates, divorce decrees, and birth certificates.
- Medical, dental, and immunization records.
- Passports.
- PCS orders.
- Pet records.
- Social security cards.
- Vehicle titles, shipping papers, registrations, insurance policies, and drivers license.
- Wills and powers of attorney.

PASSPORTS

Soldiers assigned to Europe are not required to have a passport; however, they must have their orders, ID card, and leave form (if in a “leave status”) to clear customs.

Family members traveling overseas are required to have passports. Official or “no-fee passports” can be obtained at Government expense. The application process may take 6 to 8 weeks, so you should begin the passport-application process as soon as you receive your travel orders. **You must not delay in getting your passport.**

You will need to provide a birth certificate with a raised seal when you apply for a passport. If your Family members are U.S. residents, you can request a birth certificate from the bureau of vital statistics in the State where you or your Family member were born.

Foreign-born Family members must have a current passport from their country of residence in order to travel overseas with their sponsor. If you have a foreign-born spouse or child, be sure to check with your passport office for any further required documents.

Passports for Minors

All children (including newborns) must have a passport. To apply for a passport for a child under age 16, the United States Department of State requires both parents to appear together to sign the minor’s passport application. If a parent is unable to appear, the other parent must submit a notarized statement of consent from the absent parent authorizing a passport to be issued for the child.

Tourist Passports

Tourist passports are required for personal travel in Europe. You may apply for tourist passports on arrival, but it is recommended that you apply for a tourist passport while you are still residing in the United States. You can get more information on tourist passports from the passport office

near you, from the United States State Department website at <http://travel.state.gov> , or from our local personnel services detachment.

PETS

Your decision whether or not to bring pets overseas is an important one. Consider the following before making your decision:

- Local Veterinary Services- Pulaski Building 2928. DSN 493-4444
<http://ervc.amedd.army.mil/clinics/KLclinic.html>
- Pet Flight Restrictions- Snubbed nose dogs. When extreme weather conditions exist the airlines restrict animals that will be accepted as checked baggage in certain cities. These restrictions are setup for the safety of your pet. The restrictions are as follows:
 - Summer Heat Embargo: May 15 through September 1
 - Winter Embargo: November 1st through March 31st
- The type of pet (for example, Germany has restrictive laws on “fighting dogs”). Ask your sponsor to give you the pet restrictions for the housing and community where you will be stationed.
 - The animal’s age and health.
 - Climate conditions at the new duty station.
 - Quarantine regulations.
 - Installation and housing requirements.

Pet Transportation

There are several things to consider before transporting a pet:

- Airlines reserve the right to refuse travel to transport any animal for any reason. Contact the airline for additional information.
- Federal Aviation Administration-approved kennels are usually required for pet travel.
- Most civilian airlines do not transport pets during the summer months when the heat index is high.
- The Air Mobility Command will transport only dogs and cats; you will have to pay the cost of transport. After considering the factors above, if you decide to bring your pet overseas, be sure to—
 - Have your pet checked by a veterinarian and bring all health records, shot records, and certificates. (A veterinary health certificate must be issued at least 10 days before your pet’s departure from the United States.)
 - Have enough medication for the pet (60 days minimum) if applicable.

- Obtain and attach pet identification tags that include the pet's name, stateside address, destination address, and a contact telephone number.

DRIVING IN EUROPE

Driving in Europe is different from driving in the United States. Members of the U.S. Forces and Family members must apply for a

Forces certificate of license (in Germany). You and your eligible Family members must have a valid country or State or territory driver's license in order to obtain the U.S. Forces drivers licenses overseas. You can obtain this license from the local drivers testing facility. Your sponsor can provide you a copy of the driver's handbook and examination manual, or you may access drivers testing information on the following websites:

Germany:

<https://aepubs.army.mil/pdfpubs/AEP190-34.htm>

Excellent tips for driving in Europe can be found on the USAREUR Registry of Motor Vehicles website at http://www.hqusareur.army.mil/rmv/driving_in_europe.htm

Soldiers, civilian employees, and Family members assigned to Germany are not authorized to rent or drive automobiles or motorcycles until they obtain a U.S. Forces certificate of license. When driving in a foreign country other than the one you are assigned to, you should carry your stateside drivers license; the

U.S. Forces and an international driver's license. The international driver's license indicates that a person has a valid driver's license in his or her home country and is allowed to drive in the United States and overseas. It is printed in English, French, Spanish, Russian, Chinese, German, Portuguese, and Arabic. The international driver's license is easy to apply for and does not require a driving test. For more information on obtaining an international license, contact your local provost marshal or vehicle registration office.

Automobile and motorcycle insurance is mandatory when driving in Europe. Several American companies provide insurance in Europe at competitive prices. Ask your sponsor about the insurance companies in your area.

Privately Owned Vehicle Registration

You must have a valid U.S. Forces certificate of license (Germany to pick up and register your privately owned vehicle (POV) when it arrives from the United States. When you are ready to pick up your POV, go to the vehicle registration office with the following:

- DD Form 788 (Vehicle Shipping Document for Automobile, Private).
- Insurance confirmation card (provided by your insurance company).
- Military ID card.
- Proof of ownership or a power of attorney.
- Completed AE Form 190-1AA (Application for Motor Vehicle Registration or Renewal and Allied Transactions) (two copies).

- U.S. Forces drivers license.
- A warning triangle and first-aid kit (to be presented during vehicle inspection).
- Vehicle registration fee. Fees range from \$10 to \$30 in Germany for a 1-year registration. Checks, money orders, credit cards, and debit cards are acceptable forms of payment. Contact the vehicle-registration office or ask your sponsor in advance for expected fees and payment options.

The vehicle registration office on Kapaun AB, Building 2806, DSN 489-7542 will issue you a temporary registration and temporary set of license plates so you may pick up your POV. Once you have picked up your vehicle, it must be inspected at a POV inspection station. After your vehicle passes inspection, return to the vehicle registration office to receive your permanent registration and license plates.

German Environmental Zone Decals

German authorities have established environmental (*Umwelt*) zones that prohibit motor vehicles not displaying the appropriate environmental decal from being driven in these zones. The decals certify that the vehicles were manufactured to the standard that makes their emissions acceptable. The environmental decal must be placed on the lower right side of the windshield. Additional information on environmental zone laws is available at <http://www.hqusareur.army.mil/rmv/>

Car Seats and Safety Belts

In Germany— Car seats are mandatory and the laws are very strict. German law requires children 12 years old or younger, or shorter than 150 centimeters (4 feet, 9 inches) to use suitable child-restraint devices that have been approved by either the ECE-R 44/03 (or the United States Department of Transportation when these children are transported in a POV). Children must be seated in a rear seat if the vehicle has one.

Children under 13 years old who weigh more than 22 kilograms (48 pounds) must use booster seats or other approved devices designed for use with a vehicle's three-point (lap and shoulder) seatbelts. Booster seats will not be used with two-point seatbelts (lap belts).

More information on vehicle safety in Germany is available in AE Regulation 190-1, Driver and Vehicle Requirements and the Installation Traffic Code for the U.S. Forces in Germany.

NOTE: If the front passenger seat is fitted with an airbag, a rear-facing baby seat must be placed only in the back seat of the vehicle.

Contact your vehicle registration or safety office for more information on child restraints for your duty area.

Fuel Rations

Gasoline is expensive in Europe. The NATO Status of Forces Agreement (SOFA) allows the sale of fuel coupons to authorized members of the NATO forces free of local country taxes on a controlled basis. Gas coupons or gas cards are used primarily to buy gas off post to help defray some of the cost.

In Germany, the fuel-ration card is used to purchase tax-free fuel. Drivers load a cash balance onto their fuel-ration card at any Army and Air Force Exchange Service (AAFES) shoppette, gas station, or Post Exchange or by bank allotment, by telephone transfer, or online. After money is loaded onto the card, the card can be used to pay for fuel on post and at Esso stations.

More information on fuel-ration cards is available at AAFES stores.

Gas cards and gas coupons are not interchangeable between countries, so always be prepared when crossing borders to ensure you do not get stuck with a hefty bill at the gas station.

Parking

Most parking in Europe is restricted to residents or fee parking. Many towns have eliminated coin meters and now require a prepaid ticket for the time your vehicle is parked. These tickets can be purchased from machines near the parking area. A sign on the machine shows the coins the machine will accept and the price for each unit of time, usually 30-minute increments. Insert your money, press the button for the ticket, and place the ticket face up on the driver's side of the dashboard in your car.

Parking Garages

Most large cities have signs showing where parking garages are located. Some garages have signs showing the number of available spaces. In Germany, *besetzt* means the garage is full; *frei* means that spaces are available. To enter parking garages, drive through the entrance marked *Einfahrt* in Germany. As you approach the entrance, stop at the ticket dispenser, push the button marked *drücken* in Germany. Keep the ticket (*Parkschein, biglietto, ticket*) with you because you must use it to pay for parking before you return to your car.

When you are ready to leave the parking garage, you will need to pay the parking fee at the *Kassenautomat* in Germany or at the window (*Kasse*). Your ticket will be returned to you. You have approximately 15 minutes to leave the garage or parking lot. Drive to the exit, ked *Ausfahrt* in Germany. Slide your ticket into the machine, the barrier will open, and off you go.

Distance Conversions

Miles to Kilometers			
Mile	Km	Mile	Km
1	1.6	50	80
5	8	55	88
10	16	65	104
15	24	75	120
20	32	85	136
25	40	90	145
30	48	100	160
40	64	120	193

Gallon-to-Liter Conversions

5 liters/100 km = 47.3 mpg
10 liters/100 km = 23.6 mpg
12 liters/100 km = 19.7 mpg
15 liters/100 km = 15.8 mpg
20 liters/100 km = 11.83 mpg
25 liters/100 km = 9.61 mpg

CHILDCARE

Many communities have waiting lists for childcare services, so it is important that you register your child or children in the child, youth, and school (CYS) services central registration system soon after your arrival. Your place on the waiting list will be determined by the date of your registration. Ask your community greeter about free hourly childcare during inprocessing. Your sponsor can send you contact information for the CYS registration office on your installation.

EXCEPTIONAL FAMILY MEMBER PROGRAM

An exceptional Family member is a child or adult with a physical, developmental, intellectual, or emotional condition that requires care beyond that of a general practitioner (for example, special medical treatment, therapy, education, training, counseling). The Exceptional Family Member Program (EFMP) is a mandatory enrollment program that works with other military and civilian agencies to provide comprehensive and coordinated community support, housing, educational, medical, and personnel services to Families with special needs.

Soldiers are required to enroll a Family member in the program as soon as the need is identified or at least 9 months before the projected rotation date. All Family members must be screened for the EFMP before the overseas command may authorize the Family to relocate. Contact your local EFMP coordinator or ACS for more information about the EFMP.

<http://ermc.amedd.army.mil/Kleber/EFMPKleberPacket.pdf>

STATUS OF FORCES AGREEMENT

You will hear the term “status of forces agreement” (SOFA) during your assignment overseas. SOFAs play a vital role in guaranteeing fair treatment of Soldiers and their Family members. They define the legal status of U.S. (Sending State) personnel and property in the territory of the host nation. The purpose of the SOFAs is to establish rights and responsibilities between the U.S and host-nation Governments on matters such as the wearing of uniforms, carrying arms, customs exemption, tax relief, entry and exit of personnel and property (for example, automobiles, personal weapons), resolving damage claims, and other activities such as postal, recreation, and banking.

More importantly, SOFAs deal with civil and criminal jurisdiction. They are a vital means by which DOD carries out its policy “to protect, to the maximum extent possible, the rights of United States personnel who may be subject to criminal trial by foreign courts and imprisonment in foreign prisons.” Family members going overseas will be provided a SOFA certificate for their passport. Contact your local military passport section for more information on the SOFA certificate.

FAMILY MEMBER EMPLOYMENT IN EUROPE

There are many civilian-employment options for Family members within your community. These may include appropriated fund, non-appropriated fund, and contractor positions, as well as employment with private businesses and industries. Contact the Family Member Employment Assistance Program representative in your community or visit the United States Army Civilian Human Resources Agency, Europe Region (CHRA-E), website at <http://cpolrhp.belvoir.army.mil/eur/index.htm> for more information. Another way for Family members to gain work experience is by volunteering. Contact the installation volunteer coordinator for more information on volunteering opportunities in your community.

FAMILY HOUSING IN EUROPE

An assignment to the Army in Europe is a unique opportunity to experience the European culture and lifestyle that is rarely possible as a tourist. Most Families live on post in “stairwell housing.” These buildings have between 12 and 24; 2-, 3-, or 4-bedroom housing units. Housing on post or in private rentals off post is usually available with waiting periods of less than 30 days. On-post housing offers the advantage of being close to work and facilities such as the post exchange (PX), commissary, chapel, theater, schools, and other recreational and support facilities. Off-post residents have the opportunity to experience European culture more fully, but there may be a longer commute.

The Army Housing Online Users Services website at <https://www.housing.army.mil/ah/> has information on the availability of housing at any location worldwide. It also provides details on what to expect at the new location and procedures specific to the new duty station as well as a current waiting list, photographs of houses, floor plans, maps, and more. For comprehensive information on Military Housing, Unaccompanied Housing and Community Housing, select topics to the left. Useful information is also provided below. If you have specific questions or

need additional information about housing at USAG Kaiserslautern, please contact the Housing Services Office directly at: 011-49-631-536-6659 (Commercial), 314-489-6659 (DSN).

Sign up on the AHRN (automated housing referral network) website to start looking at off base **housing**. It will show you what is available in the local area and you can get an idea of the things you like or not. This is the website that the bases now use for you to look for housing. The homes on the site have been pre-inspected by housing and are approved for use by military families. Base housing is typically a pretty long wait since they have taken down stairwell housing and replaced it with town homes. There are three base housing areas that you can chose to be on- Ramstein, Vogelweh and Landstuhl. Unlike BAH you get paid in OHA your actual rent cost and not more. It is in your best interest to find a place closest to you allowance since you do not get to pocket the difference. The AHRN website has a link to the OHA rates. <http://www.ahrn.com/>

ELECTRICITY AND APPLIANCES

The electrical current in Europe is 220 volts (110 volts is the standard in the United States). Therefore, transformers, which “transform” the 220-volt current to 110 volts, are often used for appliances such as coffeepots. The electrical current in Europe is 50 cycles per second (60 cycles per second is the standard in the United States), so electrical appliances with a timer (for example, clocks, microwave ovens) may not operate properly, even with a transformer. Additionally, European electrical sockets are not shaped to accommodate American-style plugs. That does not mean all American electrical appliances should be left in storage. Lamps should be brought to Europe because they are easy to convert, requiring only a 220-volt lightbulb and a plug adapter to adapt the American plug to the European socket. Both are readily available in the PX. Electric clocks and small appliances are available in the PX or in European shops. Used clocks, appliances, and transformers are available in second-hand stores and thrift shops. Transformers are also available in the PX.

Many electronics (for example, televisions, digital video disks, stereo equipment, computers) are now “dual voltage” and can be operated safely on any electrical current without a transformer. Be sure to follow the instruction booklet for proper conversion before plugging in an appliance.

RADIO AND TELEVISION

The American Forces Network (AFN) has a variety of American television channels and radio stations available in Europe. If you live in Government housing in Germany, you will receive all AFN TV channels at no cost to you. If you live off post, AFN cable is available with an AFN decoder (available for purchase or rent). Personnel in Germany who want additional English-language channels can establish an account with the Telepost Kabel-Service (TKS).

BANKING

American credit cards are usually accepted by the larger European stores and companies. Most American automated teller machine (ATM) cards can be used in European ATMs to withdraw European currency, although there is a processing fee. Most military personnel find banking in

Europe is easy when they have an account at an overseas bank (for example, DOD community bank) or at a credit union. These establishments are available on post and offer the same services as banks in the United States (for example, ATM cards, savings and checking accounts, loans, automatic bill paying for rent and utilities).

German bank accounts are also available for your banking convenience. Automatic bill paying is possible by signing a *Dauerauftrag* (in Germany).

Many European businesses accept payments by European ATM card, but more often a EuroCard, which operates like a debit card, is preferred.

Exchanging Money

The community bank and credit union ATMs on post dispense both U.S. and European currencies. Most European banks, airports, and railway stations will exchange European currencies for dollars. Some European post offices will also exchange European currencies for U.S. dollars.

TAX RELIEF

Tax Relief in Germany

In Germany, the listed price includes tax unless otherwise stated. Most items sold in German stores include a value-added tax (VAT) (currently 19 percent). These items include clothing, appliances, furniture, and house and car repairs. U.S. military members and DOD civilian employees can avoid paying VAT through the tax-relief program. VAT-relief forms are normally accepted by established businesses in military communities although German merchants are not obligated to honor this program. It is best to verify that the merchant accepts VAT-relief forms before taking your place in the checkout line. Tax forms are available for a small processing fee at the tax-relief office on post Kleber, 483-1780/ 8640 (DSN), Pulaski, 493-4035 (DSN) It is possible to purchase up to 10 tax forms at a time.

For purchases under €2,500—

1. Select the merchandise and present the “unpriced purchase order” VAT-relief form to the merchant.
2. Pay the marked price minus the 19-percent VAT.
Sign the form and keep the copies designated for you. The merchant will keep the remaining copies.
3. Return the original white copy to the tax-relief office in person or by mail.

For purchases of €2,500 or more—

1. Select the merchandise or services. Ask the merchant for a written offer or cost estimate that shows the amount without tax and request that it be addressed to the community morale, welfare, and recreation (CMWR) fund or USAFE Services Fund for that particular service or item.
2. Without paying for the merchandise or service, take the merchant’s offer (or cost estimate) and funds for the purchase to the tax-relief office, where it will be processed as a “priced

purchase order.” The tax-relief office will take your payment for the merchandise or service and give you a check and a priced purchase order that you will take to the merchant.

3. Return to the merchant with the priced purchase order and the check to complete the transaction.

POST OFFICE BOXES AND EUROPEAN POST

Your sponsor can establish a post office box for you with a copy of your PCS orders. This will allow you to ship items and arrange to have your mail forwarded to your new duty station before you arrive. The Army post office (APO) system provides mail service to other intra-theater military addresses at no cost to customers. Occasionally you may need to use a European post office. Mail deliveries in Europe usually take 1 or 2 days, and express service is also available. Mailing a letter to an address in Europe costs about 70 cents; mailing a postcard costs about 65 cents. When using the German to send mail to an American facility, you must use the facility's German or Italian address; an APO address is not sufficient. Remember your APO address as you will use this address your entire time stationed here and you can send mail and only pay the US costs. Additionally, when family or friends send something to you they only pay the US Costs. Note, you can ship FREE APO to APO. So if your spouse gets deployed and has an APO address then you can ship a box for free.

Restaurants

Most establishments post a menu and price list near the entrance so you can check the menu and prices before entering. In most European countries, taxes are included in the posted price of each dish. Typically, you will choose your own table unless there is a host to seat you. Tables marked *Stammtisch* in Germany are reserved for regular customers. Patrons often share tables at restaurants. If there are empty seats at an occupied table, someone else may sit down in an empty chair and order a meal. Do not hesitate to take a seat at the end of a half-occupied table.

Dining in Germany:

Ask for a *Karte* if you would like a menu in Germany. Some restaurants have several *Karten*: a *Speisekarte* for meals, a *Weinkarte* for the wine, a *Dessertkarte* for desserts. You may request the *Tagesmenü* (the meal of the day), an all-inclusive set-price meal. The *Speisekarte* is generally divided into appetizers (*Vorspeise*), main dishes (*Hauptgericht* or *Hauptgang*), and desserts (*Nachtsch*). In Germany, the first person at the table to be served may start eating without waiting for others to be served. It is not considered to be rude; it is practical. It is customary to eat as soon as the dish is placed on the table.

In Europe, restaurants do not offer free drink refills; however, they may be available at some American-type fast-food restaurants, such as McDonalds. Be aware that in Europe soft drinks are very expensive.

“Doggy bags” are not common in most European restaurants. Restaurants near military communities may offer doggy bags, but Europeans do not normally request them.

When you are ready to pay

In Germany, you may signal your waiter or waitress by saying, “*Zahlen, bitte.*” Europeans consider meals a social experience and commonly take much longer to eat than Americans. The table is yours for as long as you want it, even after the dishes have been cleared.

In Europe, the bill is normally paid at the table. In Germany and Italy, most of the tip is included in the bill. Never leave the tip (*Trinkgeld* in Germany) on the table—give it directly to the server. The unwritten rule is to round up a bit. This will save a lot of time in counting out exact change and it gives the servers a bit of *Trinkgeld*.

Words to Know in Germany

In Germany, a *Restaurant* is the same as in the States. A *Gasthaus* is a smaller restaurant with a smaller selection. *Weinstube* or *Weinkeller* is a wine bar. *Biergarten*, *Bierhalle*, *Bierstube*, and *Bierkeller* are pubs that may serve a limited selection of food, but not always full meals. They feature beer and may offer several different brands on tap.

Shopping

AAFES provides merchandise and services similar to those available in the United States. Of course, there are many shops in the host-nation community. There are excellent values on specialty products, especially in stores that offer tax-free programs for Americans. It pays to comparison shop in Europe, just like in the United States.

In Germany, store hours can vary. Some stores stay open until 2000, Monday through Saturday; however, many stores close at 1800 or 1900 during the week and at 1400 on Saturday. Small businesses often close for a 1- or 2-hour lunchbreak. Most shops are closed on Sundays, but the local bakery may be open in the morning. In resort areas, souvenir shops may be open, as well as shops in gas stations, airports, and railway stations.

Return policies on items purchased in Europe vary from store to store, but most return policies are not as flexible as stores in America. In Europe, it is preferred that you exchange a returned item for another item. Returning an item without a receipt is usually not possible.

At small shops such as bakeries, butchers, and vegetable stands, people may not form a line or take a number, so you should stand close to the store counter. Clerks are good at serving customers in the order they arrive at the counter. Do not be shy about speaking up when it is your turn.

Clothing-Size Conversions

Infant Clothing Sizes						
U.S.	Newborn	3 months	6 months	9 months	12 months	18 months
European	56	62	68	74	80	86

Men's Clothing Sizes							
Suits/ Coats		Slacks		Shirts		Shoes	
U.S.	European	U.S.	European	U.S.	European	U.S.	European
32	42	30	75	14	36	6•••	39
34	44	32	80	14•••	37	7	40
36	46	34	85	15	38	7•••	40•••
38	48	36	90	15•••	39/40	8	41
40	50	38	95	16	41	8•••	41•••
42	52	40	100	16•••	42	9	42
44	54	42	105	17	43	9•••	42•••
46	56	44	110			10	43

Women's Clothing Sizes			
Stocking		Shoes	
U.S.	European	U.S.	European
8	0	4	35
8•••	1	4•••	35•••
9	2	5	36
9•••	3	5•••	36•••
10	4	6	37
10•••	5	6•••	37•••
		7	38
		7•••	38•••
		8	39

Women's Clothing Sizes- Continued					
Blouse		Bras		Underwear	
U.S.	European	U.S.	European	U.S.	European
28/6	34	30	65	XS	60
30/8	36	32	70	S	65
32/10	38	34	75	M	70
34/12	40	36	80	L	75
36/14	42	38	85	XL	80
38/16	44	40	90		
40/18	46	42	92		
42/20	48				

Children's Sizes			
Clothing		Shoes	
U.S.	European	U.S.	European
2	92	2	20
3	98	3	21
4	104	4	22
5	110	5	23
6	116	6	24
7	122	7	25
8	128	8	26
9	134	9	27
10	140	10	28
11	146	11	29
12	152	12	30

Commissary Shopping

Military commissaries are managed by the Defense Commissary Agency (DECA). They provide products and services similar to supermarkets in the United States. In fact, they can special order items from the United States that are not available in military communities overseas.

Most American military Families living in Europe are stationed in Germany, so most of the commissaries are there as well. Europe's largest commissary, at Ramstein Air Base, is a 7-day operation featuring 18 checkouts (4 are self-serve) and more than 31,000 square feet of retail space.

Commissary hours vary according to commissary size, sales, and community needs. No commissary is open 24 hours and there is no midnight shopping. There are commissaries in some locations that are open 7 days a week. Most European countries do not provide the endless shopping hours found in the United States, either in commissaries or in the host-nation community. That may be one of your biggest adjustments if you are used to shopping at all hours in the United States.

Smaller commissaries are administratively annexed to larger parent stores nearby and receive lots of support from them. If you want something from the big store delivered to the small store, just ask a manager to make a special order.

You can expect surprisingly short delays between product introduction in the United States and addition of the item in Europe. A team of professional merchandisers works hard to make your shopping pleasurable, but do not expect to see an abundance of U.S. regional specialties such as your favorite hometown barbecue sauce. Commissaries in Europe do not have the shelf space, and most small companies do not have the ability to ship overseas.

While most commissary products sold in Europe are American-made, shopping the aisles can be an international experience. Several hundred European products are found on European commissary shelves, such as—

Butter from the United States and Denmark.

Cheeses from the United States, France, Denmark, Germany, and Italy.

Chicken from France and Italy.

Eggs from Denmark.

Gummi bears from Germany.

Milk from the Netherlands, Denmark, and the United Kingdom.

Mineral water from Germany, Italy, and the United Kingdom.

Pork from Germany.

Produce from many European countries.

Seasonal specialties such as *Lebkuchen* from Germany and shortbread cookies from Scotland.

Yogurt from Denmark, Germany, and the Netherlands.

In all European commissaries, you will find vacuum-packed, United States Department of Agriculture choice American beef and Bavarian pork. High-quality natural angus beef was recently added to the meat selection. The vacuum package is unique to Europe in the commissary world. You might think it strange, but its advantages include greater freshness and tenderness, longer shelf life, great freezing properties and greater selection. The meat in these packages is cut and wrapped in Ramstein, Germany, at the DECA-Eur central meat-processing plant, and shipped to 47 commissaries in 10 countries through the Kaiserslautern Cold Storage Facility.

The chicken sold in European commissaries is a high-quality French or Italian product. You will find frozen seafood and fresh fish in selected larger commissaries.

Expect to see very few American pennies because commissaries do not accept or give out those little copper coins. They round to the nearest larger coin. So, if the cash register says \$3.99 and the cashier says \$4, do not get upset. The next time you visit the commissary, the register might say \$4.02, but you will pay \$4. The cost of handling many thousands of pennies led to their demise in the European theater.

Smaller commissaries mean fewer line items. Even in the biggest stores, they carry about 12,000 line items, far less than that carried by the supersized commissaries in the United States.

Three European companies supply fruits and vegetables to DECA-Eur and are inspected by the United States Army Veterinary Command. DECA-Eur must abide by European Union restrictions on importing, and that means your favorite American potatoes may be a thing of the

If you want—	Ask for—
1 ounce	25 grams
••• pound	125 grams
$\frac{1}{3}$ pound	175 grams
••• pound	250 grams
••• pound	375 grams
1 pound	480 grams

past while you are in Europe. DECA-Eur commissaries feature delicatessens and bakeries.

The self-serve concept is expanding throughout Europe, enabling customers with only a few items to check out more quickly.

Gourmet Italia Pasta Cafés, unique to Europe, feature made-to-order Mediterranean-style dishes, soups, salads, and pizzas. Located in selected commissaries, they are very popular and a great place to meet with your friends and neighbors.

Friends and neighbors can find a stronger sense of community overseas where the common bond and the transient nature of the military encourages people to depend on one another. The commissary often becomes one of the central points for activities and special events.

You will hear many languages spoken in European commissaries because they employ many local national employees, many American customers are married to local nationals, and NATO military members are authorized shoppers. It is possible to speak English to your children while you are shopping and, at the same time, listen to Spanish, French, or Dutch.

Ration cards are required to purchase coffee and cigarettes in many European commissaries. That does not mean those products are in short supply, it is just something we have to live with as a result of the SOFAs between United States and host-nation Governments.

Manufacturers' product coupons are accepted in European commissaries for 6 months after they expire.

The DECA website (<http://www.commissaries.com/>) features a page for every commissary in the world. Individual commissary listings include consumer information, case-lot sales, and information specific to the region.

No matter where you are stationed in Europe, you will find commissaries staffed with friendly people going the extra mile to fill your needs, lots of high-quality American products at reasonable prices to help you feel at home, and a free flow of information to help you become an educated shopper.

Supermarkets in the Host-Nation Community

Most Europeans take a basket or bag with them when they shop for groceries. Most European supermarkets require customers to bag their own grocery purchases.

A €1 coin deposit is usually required before you may use a shopping cart. Slip the coin into the coin slot on the right side of the shopping cart handle. You can retrieve your coin when you return the cart.

EURO CURRENCY INFORMATION

The U.S. dollar is used for purchasing goods and services at American military facilities. The currency used for purchasing goods and services in most European countries is the euro (€). The euro is not accepted in Denmark, Sweden, or the United Kingdom. The euro is divided into 100 cents. Euro currency consists of eight coins and seven banknotes. Examples of euro currency:



TEMPERATURE CONVERSION

Temperature					
°C to °F		°C to °F		°C to °F	
-15	5	15	59	120	248
-10	14	20	68	130	266
-5	23	25	77	140	284
0	32	30	86	150	366
5	41	40	104	200	392
10	50	110	230	150	302

Examples of temperature conversion from Celsius to Fahrenheit:

TELEPHONES

Each German community has a local prefix called a *Vorwahl* that starts with '0' and may vary in length. People may assume you know their telephone prefix and give you only their telephone number. Ask for the *Vorwahl* if you are unsure.

Cell Phones

Cell phones are extremely popular in Europe. (Germans refer to them as a *Handy*) Several cellular networks are available

When selecting a service provider, you should study all the offers carefully and pay special attention to the costs for time on your service contract.

Calling the United States

Long-distance service company rates differ, so check which service is best for you. There are several ways to make long-distance calls: magic jack, phone company rate plans, skype, or face time.

You can dial direct from European telephones. Charges are made per unit and may vary according to the time, day, or special offers. Telephone rates in many European countries may be competitive with those in the United States.

- To call the United States from Europe: 001 + area code + number.
- To call Europe from the United States: 011 + country code + city code (without the initial 0) + the number (see country codes below).

Calling Other European Countries

To call another European country: Dial 00 and the country code before you dial the area code and local number. For example, to call Heidelberg, Germany, from Italy, you would dial 00-49-6221XXXX.

Country	Number
Belgium	32
Italy	39
Germany	49
United Kingdom	44

Calling a Military Installation

Each military installation has a Defense Switched Network (DSN) and civilian landline prefix. Here are some of the most frequently used numbers:

	DSN Prefix	Civilian Prefix	Last Digits of DSN Number
Ansbach, Germany	468	0981-183	-XXX
Aviano, Italy	632	0434-30	-XXXX
Bamberg, Germany	469	0951-300	-XXXX
Baumholder, Germany	485	06783-6	-XXXX
Baumholder Dental Clinic, Germany	485-22	06783-9922	-XX
Brussels, Belgium	368	02-707	-XXXX
Camp Darby, Italy	633	050-54	-XXXX
Chièvres, Belgium	361	068-27	-XXXX
Garmisch, Germany	440	08821-750	-XXX
Grafenwöhr, Germany	475	09641-83	-XXXX
Heidelberg, Germany	370	06221-57	-XXXX
Heidelberg Hospital, Germany	371	06221-17	-XXXX
Hohenfels, Germany	466	09472-83	-XXXX
Kaiserslautern, Germany	483	0631-411	-XXXX
Landstuhl, Germany	486	06371-86	-XXXX
Mannheim, Germany	380	0621-730	-XXXX
Ramstein, Germany	480	06371-47	-XXXX
Schinnen, Netherlands	360	046-443	-XXX
SHAPE, Belgium	423	065-44	-XXXX
Schweinfurt, Germany	354	09721-96	-XXXX

Emergency Telephone Numbers

Dial the local-area prefix before dialing the three- or four-digit code to reach the military police or other emergency service from a civilian telephone. Dial only the three- or four-digit code if you are using a DSN telephone.

Contact the local area military operator in Germany (113) or your sponsor for more information on how to contact the military emergency services in your area.

One emergency number for Europe

112 is the single emergency telephone number for the European Union.

In June 2008 the European Commission developed a single European emergency number and a new website promoting the new emergency number. Visit http://ec.europa.eu/information_society/activities/112/index_en.htm for more information.

NOTE: When calling from a DSN telephone, be sure to dial 99 to access an outside line, and then dial 112.

PRIVATELY OWNED FIREARMS

Soldiers are not allowed to ship, transport, or hand-carry privately owned firearms into Germany unless—

- The Soldier has a *Waffenbesitzkarte*, a German weapons-possession card.
- The weapons are registered in the German system before they enter the country.

Personnel assigned to Belgium must apply through their chain of command and the SHAPE Vehicle Registration Office.

Obtaining authority to bring personal weapons to Belgium and the Netherlands is difficult and is discouraged. If you desire to bring personal weapons, it is a long, involved process. All firearms must be inprocessed and outprocessed with the Belgian Federal Police in the Vehicle Registration Office. Visit the Vehicle Registration Office at SHAPE in building 210 for more information. Additionally, national firearm registration requirements may apply. See your national support element for further details.

NOTE: Your personal weapon must be on your orders or it will be not authorized.

Compliance with these laws is necessary to avoid the possibility of criminal prosecution for unauthorized possession of weapons or punishment under the Uniform Code of Military Justice.

MORALE, WELFARE, AND RECREATION

Army communities in Europe have sport and fitness activities such as beaches, marinas, child and youth facilities, libraries, fast food and casual dining restaurants, golf courses, bowling alleys, theaters, and Family-support service centers to give you a sense of belonging and community. Visit your local morale, welfare, and recreation (MWR) office to learn more.

IMCOM-Europe MWR website <https://public.euromwr.army.mil/default.htm>

U.S. Army MWR website <http://www.armymwr.com>

DEPARTMENT OF DEFENSE DEPENDENTS SCHOOLS

The Department of Defense Dependents Schools (DODDS) operates 81 schools in 5 districts and in 9 foreign countries. DODDS schools are fully accredited by U.S. accreditation agencies. The DODDS-Europe headquarters is in Wiesbaden, Germany. Approximately 6,000 educators and support staff serve DODDS-Europe's 35,000 students. DODDS-Europe serves the children of military personnel and DOD civilian employees throughout the United States European Command.

DODDS strives for an excellent pupil-to-teacher staffing ratio. The staffing ratios are approximately 23:1 with a target ratio of 18:1 in grades 1, 2, and 3. Per pupil expenditures are between \$19,000 and \$22,000 per year depending on grade level.

Registration and Transcripts

Registration information can be found at <http://www.eu.dodea.edu>. Families moving to Europe are encouraged to begin the registration process before arriving at their overseas assignment. Pre-enrollment information is at <http://www.dodea.edu/Europe/enrollment/>

Documents required for enrollment include the following:

1. Birth certificate or passport of new kindergarteners and first- graders to verify dates of birth.
2. Education records from the student's previous school.
3. Immunization records.
4. Sponsor's travel orders or similar documents.

Religious Support

Each community has a command chaplain who advises the command and coordinates religious support for the installation and its supporting units. The following services are available to Soldiers, Family members, and authorized DOD civilian employees:

- Chapels and other support-service agencies.
- Family-life centers to enhance religious growth.
- Pastoral counseling with chaplains and certified personnel.
- Religious education programs.

- Religious organizations to enhance moral and spiritual growth.
- Worship opportunities for distinctive faith groups. Contact your local chaplain for more assistance.

COUNTRY INFORMATION

Visit the links below to learn more about the history, people, and country of your next assignment:

Germany- The World Fact Book

<https://www.cia.gov/library/publications/the-world-factbook/geos/gm.html>

INTERNET RESOURCES

IMCOM-E driving safety

http://www.imcom-europe.army.mil/webs/sites/staff_org/safety/driver_training/index.html

This website has the driving in Europe regulation and study guide for the driving test. It also has videos and a practice test. The test is hard if you do not study and you will be tested the first week. **STUDY THIS FIRST!**

Ramstein Yard Sales

<http://ramsteinyardsales.com/>

This website is a useful tool like Craig's list in the states. Most people use it to buy used cars or AFN decoders among other things.

AHRN Housing website

<http://www.ahrn.com/>

This website has all the houses and apartments approved by housing that you can occupy around Germany. Houses in the K-Town newspaper can be added to AHRN if inspected by housing. Don't plan on living on-post immediately unless you are coming directly from a deployment.

Kaiserslautern Newspaper

<http://www.kaiserslauternamerican.com/>

This newspaper comes out each week in the K-town area and also has listings of houses and cars. Good place to find activities to do around Germany.

Kaiserslautern Housing fact sheet

http://www.ramstein.af.mil/library/factsheets/factsheet_print.asp?fsID=13945&page=1

This website has the online site to see the updated waiting list times based on pay grade and location to live on-post. When you get your name on the waiting list it will show what number you are on the list.

Kaiserslautern School district info Sheet

<http://www.ramstein.af.mil/shared/media/document/AFD-120112-001.pdf>

Based on where you live, will depend on where you children will attend school. Use this sheet to get a better idea when looking at houses online.

21 TSC Homepage

<http://www.21tsc.army.mil/>

Here is the website for the 21 TSC. It has the task org and information about the command group with most policy and welcome letters.

ShipitAPO website

<http://www.shipitapo.com/home.php>

This website is useful if you have an online company that does not ship to APO address.

USO Kaiserslautern

<http://affiliates.uso.org/kaiserslautern/>

This is the website for the USO here in K-town.

Movie theaters around K-TOWN

<http://www.broadwaykino.de/>

<http://www.shopmyexchange.com/ReelTimeTheatres/Movies-Ramstein.htm>

There are 3 different movie theaters. Broadway is a German theater that shows movies in English. There are 2 different AAFES movie theaters local at Ramstein and Vogelweh if you search under the Europe region.

Defense Language Institute

<http://www.dliflc.edu/index.html>

Rosetta stone is no longer used so if you want to learn some German before arriving, use this website. Under products, click HEADSTART. A good tool to learn online or the school will send you the course on a CD. German beginner classes are also taught at ACS upon arrival.

<https://www.facebook.com/21stTSC>

<http://www.kaiserslautern.army.mil/>

https://aepubs.army.mil/pdfpubs/AEP190-34_1004577!.pdf

<http://www.hqusareur.army.mil/rmv/>

<http://www.kaiserslautern.army.mil/directorates/DOL/drivers.html>

GLOSSARY

AAFES	Army and Air Force Exchange Service
ACS	Army Community Service
AE	Army in Europe
AEPUBS	Army in Europe Publishing System
AFN	American Forces Network
APO	Army post office
AR	Army regulation
ATM	Automated teller machine
CHRA-E	United States Army Civilian Human Resources Agency, Europe Region
CMWRF	Community morale, welfare, and recreation fund
COLA	Cost of living allowance
CONUS	Continental United States
CYS	Child, youth, and school
DECA	Defense Commissary Agency
DLA	Dislocation allowance
DOD	Department of Defense
DODDS	Department of Defense Dependents Schools
DSN	Defense Switched Network
EFMP	Exceptional Family Member Program
FAA	Federal Aviation Administration
ID	Identification
KM	Kilometer
MPG	Miles per gallon
MWR	Morale, welfare, and recreation
NDSP	Non-DODDS School Program
OHA	Overseas housing allowance
PCS	Permanent change of station
POV	Privately owned vehicle
PX	Post exchange
SHAPE	Supreme Headquarters Allied Powers Europe
SOFA	Status of forces agreement
TLA	Temporary lodging allowance
TLE	Temporary lodging expense allowance
U.S. United States USAFE	United States Air Forces in Europe
USDA	United States Department of Agriculture
USO	United Service Organizations VAT value-added tax