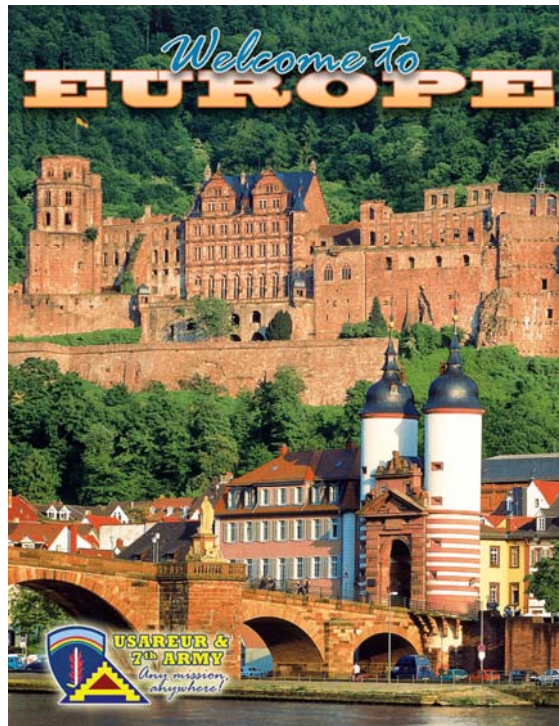


Personnel—General

Welcome to Europe



Headquarters
United States Army Europe
and Seventh Army
United States Army Installation
Management Command
Europe Region
Heidelberg, Germany

8 May 2009

Soldier

Unit of Assignment

Sponsor's Name

Sponsor's Telephone Number

Sponsor's E-mail Address

FOREWORD

Welcome to the United States Army in Europe.

The United States Army in Europe is a great place to work. Soldiers are dedicated to the mission and every leader supports Soldiers, civilian employees, and Family members. Europe offers a rich history, intercultural exchanges, and many other exciting recreational opportunities for you to enjoy.

This pamphlet provides valuable information to help you and your Family enjoy a smooth transition into the country and Army community. This information will familiarize you with European customs and services provided by Army in Europe agencies.

You will find this assignment both challenging and rewarding.

Personnel—General

Welcome to Europe

***This pamphlet supersedes AE Pamphlet 600-8-8-1,
13 September 2005.**

For the Commander:

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*Major General, US Army
Chief of Staff*

Official:



DWAYNE J. VIERGUTZ
*Chief, Army in Europe
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Summary. This pamphlet provides information to help Soldiers and their Families prepare for an assignment in Europe.

Summary of Change. This revision—

- Includes a change of the name of the 64th Replacement Company to USAREUR Soldier and Family Reception Center at the Frankfurt International Airport, and deletes the Brussels, Belgium, reception center.

This pamphlet is available at <https://aepubs.army.mil/library/>.

- Updates all known fees for services in Europe.
- Adds the new requirement in Germany for environmental zone decals.
- Adds new fuel-ration card procedures for Germany.
- Updates tax-relief information.
- Explains the importance of arriving overseas with a valid, current stateside drivers license.

Applicability. This pamphlet applies to personnel who will be assigned to or supported by USAREUR or IMCOM-Europe.

Forms. AE and higher level forms are available through the Army in Europe Publishing System (AEPUBS) at <https://aepubs.army.mil>.

Records Management. Records created as a result of processes prescribed by this pamphlet must be identified, maintained, and disposed of according to AR 25-400-2. Record titles and descriptions are available on the Army Records Information Management System website at <https://www.arims.army.mil>.

Suggested Improvements. The proponent of this pamphlet is the USAREUR G1 (AEAGA-M, DSN 370-6816). Users may suggest improvements to this pamphlet by sending DA Form 2028 to the USAREUR G1 (AEAGA-M), Unit 29351, APO AE 09014-9351.

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ARRIVAL INFORMATION

Germany. After you have claimed your luggage and cleared customs at 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 inprocessing 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 greeter will help you get settled and give you information on your inprocessing and training schedule.

Italy. If you are arriving in Italy, your sponsor will meet you at the Marco Polo Airport (Venice) or Aviano Air Base. Sponsors will ensure Soldiers inprocess through the Vicenza Community Processing Facility (Davis Hall, Caserma Ederle).

Belgium. Soldiers and their Families who will be assigned to Brussels or Supreme Headquarters Allied Powers Europe (SHAPE) will arrive at the Brussels International Airport. There is no reception center at the Brussels International Airport, so you must make arrangements with your sponsor to be met at the airport. If your sponsor is not there when you arrive, contact your sponsor or your unit immediately.

INFORMATIONAL CLASSES AND SPOUSE INPROCESSING PROGRAM

You will be given several briefings as part of inprocessing. Family members are encouraged to attend these briefings. In addition, the Army Community Service (ACS) provides classes for newly arrived Family members. These include the *Benvenuti* (Welcome) Program in Italy, Learning About Belgium, and the Families Learning About Germany (FLAG). 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 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:

- 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 U.S. Forces certificate of license (in Germany), Allied Forces Italy (AFI) license (Italy), or SHAPE drivers license (Belgium). You and your eligible Family members must have a valid country or U.S. State or territory drivers 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 drivers handbook and examination manual, or you may access drivers testing information on the following websites:

Belgium:

http://www.usagbenelux.eur.army.mil/sites/directorates/dol_new/dol_drivers_testing_station.asp

Germany:

<https://aepubs.army.mil/library/pam/pdf/aep190-34.pdf>

Italy:

http://www.usag.vicenza.army.mil/sites/directorates/dol/drivers_guide.pdf

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. Personnel assigned to Italy and Belgium have approximately 30 days to obtain an AFI or SHAPE drivers license and may rent or drive a motorized vehicle using a valid stateside license during the interim.

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, AFI, or SHAPE license; and an international drivers license. The international drivers license indicates that a person has a valid drivers 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 drivers 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) or AFI drivers license (Italy) to pick up and register your privately owned vehicle (POV) when it arrives from the United States. If you are assigned to Belgium, you have 30 days to register your POV. 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 or AFI drivers license.

- A warning triangle and first-aid kit (to be presented during vehicle inspection).

- Vehicle registration fee. Fees range from \$10 in Italy 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 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.

In Italy and Belgium, the law is less restrictive; however, children under 3 years old must use an appropriate child restraint (an adult seatbelt is not sufficient), and may not travel in the front of the vehicle unless they are sitting in a child restraint. If an appropriate restraint is fitted in the front of the car (but not in the rear), children under 3 years old must sit in the front seat and use that restraint. Rear-facing seats are designed to be used in the front or rear of the vehicle.

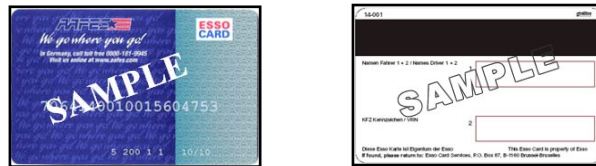
NOTE: If the front passenger seat is fitted with an airbag, a rear-facing baby seat must be placed only in the back seat of the vehicle.

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 and at <http://www.imcom-europe.army.mil/sites/news/fuelcard.asp>.

In Italy gas coupons can be purchased at military installations and these coupons can be used at Agip and some Esso stations. The rations for gasoline are about 300 liters per month for most vehicles for employees stationed in Italy.

In Belgium gas cards can be purchased on military installations and used at Fina and Total Fina stations.

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. In Italy, *pieno* or *completo* means the garage is full, *disponibile* or *libero* means the garage has spaces available. In Belgium, *plein* or *occupé* means the garage is full, *disponible* (or *libre*) means the garage has spaces available.



To enter parking garages, drive through the entrance marked *Einfahrt* in Germany, *entrata* in Italy, or *entrée* in Belgium. As you approach the entrance, stop at the ticket dispenser, push the button marked *drücken* in Germany, *premi* in Italy, and *pousser* in Belgium. 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, *pagamento automatico* in Italy, or *caisse automatique* in Belgium, or at the window (*Kasse*, *cassa*, *caisse*).

Your ticket will be returned to you. You have approximately 15 minutes to leave the garage or parking lot. Drive to the exit,

marked *Ausfahrt* in Germany, *uscita* in Italy, or *sortie* in Belgium. 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

Gallon to Liter
1 Gallon = 3.785 Liters
Liters per 100 kilometers to miles per gallon
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.

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, nonappropriated 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 OneStop website at <https://onestop.army.mil> 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.

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 or Italy, 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). Personnel in Italy and Belgium should contact the local cable provider for service.

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, Italian, and Belgian bank accounts are also available for your banking convenience. Automatic bill paying is possible by signing a *Dauerauftrag* (in Germany) or *deduzione regolare* (in Italy). In Belgium, there are two basic types of bill-paying services. The standing order *ordre permanent/doorlopende opdracht* is used to make payments where the amount and regularity do not vary, such as rent or mortgage. *Domiciliation de paiement/domiciliering van betalingen* is an automatic payment that allows telephone, utilities, credit card, and cable TV companies, among others, to debit your account for the amount you owe.

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. It is possible to purchase up to 10 tax forms at a time.

For purchases under €2,500—

- Select the merchandise and present the “unpriced purchase order” VAT-relief form to the merchant.
- 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.
- Return the original white copy to the tax-relief office in person or by mail.

For purchases of €2,500 or more—

- 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.

- 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.

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

Tax Relief in Italy

Tax relief is also available in Italy for up to 20 percent of the cost of your purchase. As in Germany, merchants are not obligated to participate in this program. The tax-relief office cannot accept requests from businesses in the Venezia Friuli (Aviano, Pordenone, Udine) regions. Items that may be purchased include appliances, bicycles, clothing, electronics, furniture, outdoor items, and tools. Tax relief may not be used to pay for—

- Animals.
- Apartments, houses, or land.
- Medical expenses.
- Personal services such as airline tickets, car rentals, hotels, and lawyer fees.
- Weapons.

You will need a *preventivo* (bill) to participate in this program. It must show the amount of the purchase with and without the tax relief. Take the *preventivo* to an Italian bank and get an *assegno circolare* (bank draft). Take the bank draft and a \$10 service fee to the tax-relief office.

The tax-relief office will give you the application, *preventivo* and *assegno circolare* in a sealed envelope, which you must return to the merchant. You will receive your goods or you may have them delivered to your residence. For more information, contact the tax-relief office.

Tax Relief in Belgium

Tax relief is also available in Belgium to offset the 21 percent value-added tax (VAT). Unlike Germany and Italy where the VAT offices are run by the U.S. Forces, the VAT office in Belgium is run by the Belgian Ministry of Finance. In Belgium tax-relief is available for furniture (indoor and outdoor), durable household appliances, bicycles, computers, curtains, and rugs. However, it is not available for services, food, lodging, cars, clothing, decorative objects or personal items, such as jewelry. The charge for this service? Free! However, to receive this benefit you must be stationed at SHAPE, and purchases must be made at least 6 months before the date that you will conduct a PCS from your duty station. In addition, the buyer must purchase the item and pay the VAT before receiving the tax-free benefit. After the purchase, simply take the receipt to the VAT office to get the VAT form, then go back to vendor to get the refund.

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 intratheater 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 or Italian post to send mail to an American facility, you must use the facility's German or Italian address; an APO address is not sufficient.



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 and *riservato* or *prenotato* in Italy 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.

Dining in Italy: It is customary to say “*Buongiorno*” or “*Buonasera*” when entering a restaurant in Italy. After you are seated, do not expect the *cameriere* or *cameriera* (waiter or waitress) to come immediately. When they do, they will bring a menu and ask *Cosa vi porto da bere?* (What would you like to drink?) Expect everything to feel a bit slower, as the pace of the average Italian meal is slower than the pace in America. Your server may take the first and second course order together. Look for a *menu fisso* or *menu turistico* to learn the specials.

In Italy, it is preferable to start eating after everyone is served, but in the friendly and less formal atmosphere of a pizzeria, most people will insist that you eat your pizza while it is hot, and not wait for others to be served.

Dining in Belgium: In Belgium you will find a variety of customs, from French to German. It is hard to portray the dining customs in this unique country of many customs. Belgian food is famous for its French-influenced cuisine; however, there are some very unique specialties. Belgian waffles are always a delight and Belgian chocolate will drive your taste buds wild. But do not be surprised by Belgians putting mayonnaise on their fries, or *fritas*, another national specialty. Fries are often served as a side to another Belgian speciality, mussels cooked in white wine. It is commonplace to see Belgians eating a plate full of mussels and fries (*moules frites*), much like the famous fish and chips in London.

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.*” In Italy you would say, “*Il conto, per favore.*” 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 or *mancia* in Italy) 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* or *mancia*.

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.

Words to Know in Italy

Italians enjoy the dining experience. A good meal in the company of family and friends is considered one of the pleasures of life. Typical Italian meals consist of three courses: *il primo piatto* (first course) is mostly pasta served in hundreds of different shapes and sauces, *il secondo piatto* (second course) consists of fish or meat and is always accompanied by a side dish (*contorno*) of vegetables, followed by *la frutta* or *il dolce* (fruit or dessert).

Words to Know in Belgium

Belgium is very unique because it has three official languages: French, Flemish (Dutch), and German. Belgium is not a homogeneous country with one national identity. As such, it is therefore difficult to give a general overview that applies to all Belgians. Each area will have its own particularities. The three predominant cultures are Flanders (north area) where Dutch is primarily used; Wallonia (south area) where French is primarily used; and the northeast area which is primarily German influenced. Each area has its own customs and traditions. English is also spoken in most areas, especially the big tourist areas and city centers.

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.

In Italy, stores are open until 1930, Monday through Saturday, and are closed for a few hours during lunch. Generally, stores are not open on Sundays in Italy, but that trend is changing.

In Belgium, stores open at 0900 and close at 1800, Monday through Saturday, and are closed on Sundays.

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

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	6½	39
34	44	32	80	14½	37	7	40
36	46	34	85	15	38	7½	40½
38	48	36	90	15½	39/40	8	41
40	50	38	95	16	41	8½	41½
42	52	40	100	16½	42	9	42
44	54	42	105	17	43	9½	42½
46	56	44	110			10	43
48	58	46	115			10½	43½
50	60					11	44

Women's Clothing Sizes					
Blouses		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

Women's Clothing Sizes - continued					
Blouses		Bras		Underwear	
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				

Women's Clothing Sizes			
Stocking		Shoes	
U.S.	European	U.S.	European
8	0	4	35
8½	1	4½	35½
9	2	5	36
9½	3	5½	36½
10	4	6	37
10½	5	6½	37½
		7	38
		7½	38½
		8	39

Children's Clothing 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

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

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.



The protectors and the protected in line for lunch; a scene not normally found in grocery stores.

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. You will find a beautiful, modern, new store in Grafenwöhr. New and renovated stores are under construction in Livorno, Italy, and Chièvres, Belgium.

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 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.

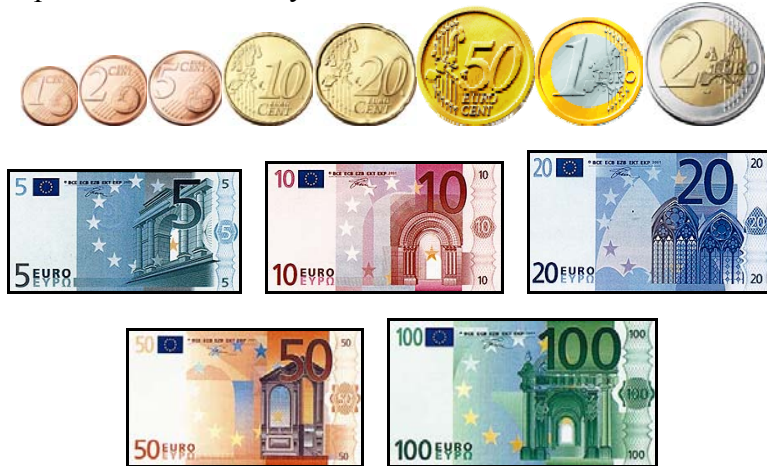
A €1 coin deposit is usually required before you may use a shopping cart. Slip the coin into the coin slot on the right side of the shopping cart handle. You can retrieve your coin when you return the cart.

Grocery Equivalents	
If you want—	Ask for—
1 ounce	25 grams
$\frac{1}{4}$ pound	125 grams
$\frac{1}{3}$ pound	175 grams
$\frac{1}{2}$ pound	250 grams
$\frac{3}{4}$ pound	375 grams
1 pound	480 grams

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

Examples of temperature conversion from celsius to fahrenheit:

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

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.



In Italy, telephone numbers will be divided into area code and number. The area code is always used.

In Belgium a *préfix* is also used. The *préfix* applies to the town and the area around it (for example, the *préfix* for Mons is 065; the *préfix* for Chièvres is 068).

Pay Telephones

Many public telephones have instructions in English. Simply press the button under or next to the British flag to set the display to English. Pay telephones may be credit card- or coin-operated. The minimum cost for a local call is about 20 cents. Coin-operated pay telephones do not return change for unused time. The cost for calls is based on the distance and duration of the call. You will usually hear a beep when the call is about to exceed your deposit.



Telephone cards may be purchased at post offices, train stations, gas stations, and some stores. They can be used only in the country where they are purchased. When you slide the card into the slot the display will indicate the amount of money remaining on the card. Very few restaurants and bars have customer pay telephones. Sometimes you will find meters attached to the telephones that show the length (or number of units) of the call in progress. This information is used to determine the cost of the call.

Cell Phones

Cell phones are extremely popular in Europe. (Germans refer to them as a *Handy*; in Belgium, *portables*, in Italy, *cellulare*.) Several cellular networks are available in Germany, including D1, D2, and E-Plus. Each service offers competitive prices that often include the cell phone itself.



In Italy, you may find service from Italian Telecom, Omnitel, Wind, and Infostrada among others.

In Belgium, you may find service from Telesial, Proximus, and Mobistar NV.

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: calling cards, direct dial, and direct dial call-by-call.

A calling card is an easy solution for calling home from Europe and almost anywhere the military takes you. It gives you access to a company network through a toll-free access number.

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).

You can also use direct dial “call-by-call” in Germany. The rates of the different providers vary widely. Call-by-call can be used from any residential or business telephone but not from public telephones or cell phones. Charges are made per unit and may vary according to the time, day, or special offers available. Registration is not required and you do not have to change your current carrier. Just dial the special prefix (010xx) of the provider. The charges incurred will appear on your regular telephone bill.

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 00-49-6221-XXXX.

Country Codes	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:

Community/ Installation	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	06783-99- 22	-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
Stuttgart (Patch Barracks), Germany	430	0711-680	-XXXX
Vicenza, Italy	634	0444-71	-XXXX
Vilseck, Germany	476	09662-83	-XXXX
Wiesbaden, Germany	337	0611-705	-XXXX
Würzburg, Germany	350	0931-889	-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.

Example: The Heidelberg local area prefix is 06221 and the DSN access code for Patrick Henry Village is 57. When dialing the military police from an off-post Heidelberg location, dial 06221-57-114.

Contact the local area military operator in Germany and Belgium (113) and Italy (1110) 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.

Personnel assigned to Italy are not allowed to ship, transport, or handcarry firearms into Italy.

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.

TIME OF THE DAY, DAYS OF THE WEEK, AND SEASONS

Times of the Day

English	German	Italian	French
Morning	Morgen	Mattina	Le Matin
Noon	Mittag	Mezzogiorno	Le Midi
Evening	Abend	Sera	Le Soir
Night	Nacht	Notte	La Nuit

Days of the Week

English	German	Italian	French
Sunday	Sonntag	Domenica	Dimanche
Monday	Montag	Lunedì	Lundi
Tuesday	Dienstag	Martedì	Mardi
Wednesday	Mittwoch	Mercoledì	Mercredi
Thursday	Donnerstag	Giovedì	Jeudi
Friday	Freitag	Venerdì	Vendredi
Saturday	Samstag	Sabato	Samedi

Seasons

English	German	Italian	French
Spring	Frühjahr/Frühling	Primavera	Le printemps
Summer	Sommer	Estate	L'été
Autumn	Herbst	Autunno	L'automne
Winter	Winter	Inverno	L'hiver

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.euomwr.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.eu.dodea.edu/enrollment/registration.php>. Documents required for enrollment include the following:



- Birth certificate or passport of new kindergarteners and first-graders to verify dates of birth.
- Education records from the student's previous school.

- Immunization records.
- Sponsor's travel orders or similar documents.

Visit <http://www.eu.dodea.edu/enrollment/#enrollment/> for more information on required enrollment documents.

Families who will move to a location not serviced by a DODDS school should contact the Non-DODDS Schools Program (NDSP) through <http://www.eu.dodea.edu/nondod/>, or the local school liaison officer. Information about NDSP sites can be found at <http://www.eu.dodea.edu/home/index.cfm>. Information on transcripts and student records is at <http://www.dodea.edu/transcript>.

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.

Chaplain Telephone Numbers	
NOTE: All numbers are DSN.	
USAG Ansbach	
Ansbach	467-2785
Illesheim	467-4642
USAG Baden-Württemberg	
Heidelberg Mark Twain Village (MTV)	370-8448
Heidelberg Patrick Henry Village (PHV)	388-9408/8434
Kaiserslautern (Pulaski)	493-4219/4098
Landstuhl	486-8399/8143
Mannheim	380-9448/4267
Ramstein (North Chapel)	480-2499/2636
Ramstein (South Chapel)	480-5753/2198
Vogelweh (Kaiserslautern)	489-6859/7167
USAG Bamberg	
Bamberg	469-1570/8719
USAG Benelux	
Brussels	368-9677/9747
Chièvres	361-5381
SHAPE	379-5452
USAG Grafenwöhr	
Grafenwöhr	475-8372
Hohenfels	466-1570
Vilseck	476-1570
Garmisch	440-2819/2519
USAG Schweinfurt	
Schweinfurt	354-6250/1370
USAG Stuttgart	
Patch Barracks	431-3079
USAG Vicenza/USAG Livorno	
Aviano, Italy	632-5211/6078
Naples, Italy	626-5615/3539
Pisa, Italy	633-7267/8331
Sigonella, Sicily	624-4295/3805
Vicenza, Italy	634-7519/6547
USAG Wiesbaden	
Baumholder	485-1570/7067
Wiesbaden	337-6867/1370

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>

Italy

The World Fact Book

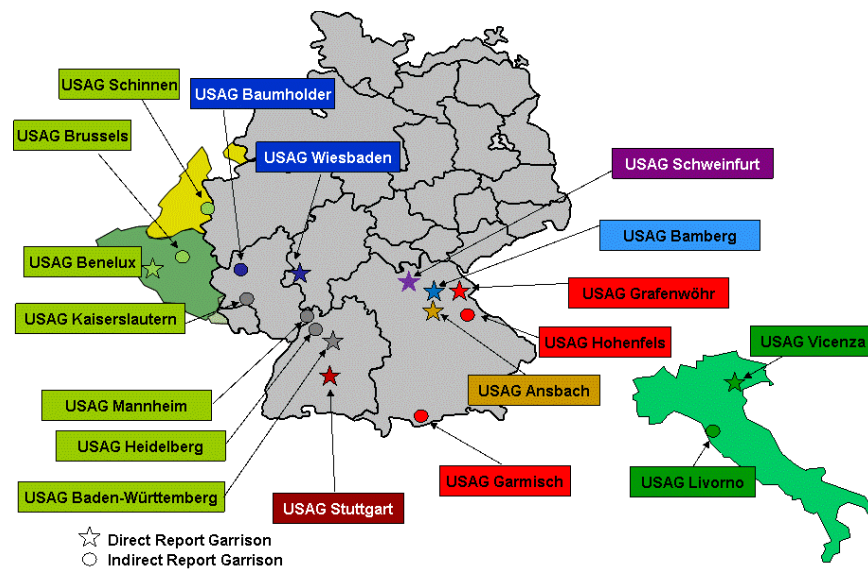
<https://www.cia.gov/library/publications/the-world-factbook/geos/it.html>

Belgium

The World Fact Book

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

UNITED STATES ARMY GARRISONS



INTERNET RESOURCES

Relocation Information and Service	
http://www.hqusareur.army.mil/	http://www.armyonesource.com
http://www.military.com	http://www.dod.mil/militarypay
http://perdiem.hqda.pentagon.mil/perdiem/	http://www.militaryonesource.com
https://www.wherismypov.com	http://www.myarmylifetoo.com
http://www.militaryhomefront.dod.mil/	http://www.armygermany.com
http://www.defenselink.mil/specials/itsyourmove/	
Housing	
http://www.armymwr.com/portal/travel/lodging/	https://www.housing.army.mil/
Children	
http://www.dodea.edu	http://www.defenselink.mil/mtom/
Employment	
http://cpolrhp.belvoir.army.mil/eur/index.htm	http://www.milspouse.org
http://cpolrhp.belvoir.army.mil/eur/cpac/heidelberg/index.htm	

GLOSSARY

AAFES	Army and Air Force Exchange Service
ACS	Army Community Service
AE	Army in Europe
AEPUBS	Army in Europe Publishing System
AFI	Allied Forces Italy
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

HELPFUL TRANSLATIONS

German	English
<i>Ausfahrt</i>	exit
<i>besetzt</i>	full or occupied
<i>Biergarten, Bierhalle, Bierstube, or Bierkeller</i>	Beer garden, beer hall, beer bar, or beer cellar.
<i>Dauerauftrag</i>	standing order for automatic bill paying
<i>Drücken</i>	push
<i>Einfahrt</i>	Entrance
<i>Frei</i>	free
<i>Gasthaus</i>	restaurant
<i>Hauptgerichte or Hauptgang</i>	main course
<i>Karte</i>	menu or map
<i>Kassenautomat</i>	automated cash machine to pay for parking
<i>Menü</i>	a set-price meal of two or three courses
<i>Nachtsch</i>	dessert
<i>Parkhaus</i>	parking garage
<i>Quittung</i>	Receipt
<i>Speisekarte</i>	menu
<i>Stammtisch</i>	table reserved for regulars
<i>Trinkgeld</i>	tip
<i>Vorspeise</i>	hors-d'oeuvre
<i>Vorwahl</i>	telephone prefix
<i>Weinstube or Weinkeller</i>	wine bar or wine cellar
<i>Weinkarte</i>	wine list
<i>Zahlen, bitte</i>	may I have the bill please

Italian

benvenuti
buongiorno or buonasera
cameriere or cameriera
contorno
cosa vi porto da bere?
deduzione regolare

disponibile or libero
entrata
il conto, per favore
il primo piatto
il secondo piatto
la frutta or il dolce
mancia
menu fisso or menu turistico
pagamento automatico
pieno
premi
preventivo
ricevuta
riservato or prenotato
uscita

English

welcome
good day or good evening
waiter or waitress
side dish
what would you like to drink?
regular deduction for automatic bill
paying
available or free
entrance
the bill, please.
first course
second course
fruit or dessert
tip
fixed menu or tourist menu
Ticket machine
full
push
bill
receipt
table reserved
exit

French/Flemish

accompagnement/garniture

bienvenu

bonjour or *bonne soirée*

caisse automatique

disponible or *libre*

domiciliation de paiement/

domiciliering van betalingen

entrée

facture

l'addition, s'il vous plaît

l'entrée

le plat principal

le menu touristique

le pourboire

ordre permanent/doorlopende

opdracht

plein (occupé)

que voulez-vous boire?

reçu

serveur or *serveuse*

sortie

table réservée

virement bancaire

English

side dish

welcome

good day or good evening

automated cash machine to pay for

parking

available or free

allows companies (telephone, utility,

credit card, cable television) to

debit your account for the amount

you owe

entrance

bill

the bill please

first course

second course

tourist menu

tip

standing order used to make

recurring payments, such as rent

or mortgage

the garage is full

what would like to drink?

receipt

waiter or waitress

exit

table reserved

bank draft