



# THE NAVIGATOR

A GUIDE TO FINDING YOUR WAY AROUND DEUTSCHLAND  
2019



Assembled by members of the AFRICOM Family Readiness Group

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# AFRICOM FAMILY READINESS GROUP (FRG)

The AFRICOM Family Readiness Group is a command sponsored program, and not a morale, welfare and recreation program, a private organization or a social organization.

- **Vision:** Building opportunities for AFRICOM families to successfully meet challenges and thrive in any environment.
- **Mission:** Assist AFRICOM members and their families to manage the challenges of daily living in the unique context of the AFRICOM experience by:
  - **Inform:** Acting as an extension of the command by providing official, accurate command information among the AFRICOM members and families, the chain of command, and community resources.
  - **Refer:** Creating awareness and encouraging use of available community resources to help families solve problems at the lowest level.
  - **Support:** Advocating mutual support and assistance for the command, AFRICOM members, and families to encourage well-being, self-reliance, and operational readiness.

U.S. AFRICA COMMAND COMBATANT COMMANDER

<https://www.africom.mil/about-the-command/leadership/commander>

Contributions from U.S. AFRICOM Family Readiness Group volunteers make this publication possible. Thank you!

## Support Services by Branch

BRANCE OF SERVICE	SUPPORT SERVICES	READINESS GROUP	FAMILY VOLUNTEER
ARMY	Army Community Services (ACS)	Family Readiness Group (FRG)	FRG Leader, Directorate Advisors and Representatives
AIR FORCE	Airmen and Family Readiness Center	Key Spouses	Key Spouse
NAVY	Fleet and Family Support Center (FFSC)	Family Readiness Group (FRG)	Ombudsman
COAST GUARD	Work Life Center (WLC)	Work Life Program	Ombudsman
MARINES	Marine Corps Community Services (MCCS)	Family and Deployment Readiness Coordinator	Key Volunteer
JOINT COMMANDS AFRICOM	Location Dependent USAG Stuttgart: ACS	Family Readiness Group (FRG)	FRG Leader, Directorate Advisors and Representatives

PRE-DEPARTURE CHECKLIST		
	Official Passport	Must wait for orders before starting process.
	Tourist Passport	Check expiration date; apply or renew if necessary.
	Driver's License	Your U.S. license needs to be valid through the duration of your tour. If it is too soon to renew prior to leaving, check your state's renewal process to avoid any lapses.
	USAREUR Driver's License	You must have a valid US driver's license to receive a USAREUR driver's license. You may take the USAEUR driving test online prior to arrival, or attend in-person training and testing once in Stuttgart.
	International Driver's License	Necessary if you plan to drive outside Germany; can get before or after arrival. BEFORE: You can get an international driver's license from AAA stateside, but it will only be valid for one year. AFTER: You can get a 3 year international driver's license once in Germany; you must have your USAREUR license before requesting it. Offices are usually located in your town's Rathaus (City Hall).
	Overseas Medical Screening for EFMP	Start process prior to receiving orders, to ensure proper documentation of any special medical needs.
	Medical	Request a copy of your medical file. Procure medication refills to last up to 90 days.
	Cell Phones	If your phone is unlocked, you can simply purchase a SIM card from any German cell phone provider. You can also purchase a travel SIM card stateside to carry you over until you are ready to commit to a local service.
	Useful Apps	- USAG Stuttgart    - VVS (local public transportation) - Google Translate    - RegenRadar (weather)
	School/Daycare	Check with DoDEA schools for registration requirements and start paperwork; register with CYS, as there is usually a waiting list.
	Pets	Will need to be up-to-date on vaccinations and have an international microchip (at least 30 days before departure). Consult your base veterinarian for documentation requirements and timelines.
	Housing	On-post housing is only for military members, and is very limited. Visit several housing sites, such as homes.mil, immobilienscout24.de, and Stuttgart Bookoo.
	German Language	Consider downloading a learning app and a voice translator app. USAG Stuttgart offers German language classes.

## YOU'VE ARRIVED! Now what?

- Check into your hotel
  - Limited space with kids and or pets
  - Limited cooking capabilities
- Visit the ID card office, the Installation Access (IACS) office, and get your Status of Forces Agreement (SOFA) stamp
- Keep on-post emergency numbers handy:
  - Military police DSN 114; Commercial 0711 680 114
  - Ambulance and Fire DSN 117; Commercial 0711 680 117
- Read through and make use of The Navigator
- Sign up for cell phone service
- Attend as many in-processing events with your Sponsor as possible
- Take the local hospital windshield tour
- Enroll children in school and/or Child and Youth Services (CYS)
- Establish a bank account (Service Credit Union, Community Bank, or a local German bank)
- Attend AFRICOM Family Member Newcomers Welcome Orientation
- Learn Duty bus schedules, routes, and stops
  - Duty bus is a free transportation service between all five USAG Stuttgart installations
  - ALWAYS carry your military ID card (you need it to get on base)
- Medical and Dental
  - Gather your medical and dental records, and check in with Tricare, the health clinic, and the dental clinic
- Learn the location of the commissaries, shoppettes, gas stations, and PX
- Visit the tax office to learn about value added tax (VAT), how to use VAT forms, and purchase several for use
- Get your Ration Card (for gas, coffee and alcohol)
- Take care of yourself! Rest, drink plenty of water, don't get overwhelmed
- Contact your AFRICOM member's assigned sponsor or the AFRICOM FRG ([usafricomfrg@gmail.com](mailto:usafricomfrg@gmail.com)) if you have questions or need assistance
- Be patient and flexible. Take cultural differences into consideration
- Utilize services
  - USO (good place to hang out if you need a computer or WiFi)
  - MWR
  - ACS (has a lending closet- bring your orders and ID)
  - Patch Library
  - Dog parks
  - Playgrounds
  - German classes
  - Religious Services

# IMPORTANT NUMBERS & INFORMATION

## Dialing Outside Germany

To dial a German commercial telephone number from within the United States: Dial **011 49** and drop the first 0 of the commercial number.

To dial a German commercial telephone number from within Europe, but outside of Germany: Dial **0049** and drop the first 0 of the commercial number.

To dial a Defense Switched Network number from outside of Europe: Dial **314** plus the seven digit DSN.

ORGANIZATION	NUMBER	AFTER HOURS
Military Police (Emergency)	DSN 114	DSN 114
Military Police (Emergency) Commercial	0711 680 114	0711 680 114
Garrison Ambulance & Fire (Emergency)	DSN 117	DSN 117
MP Desk (Non-Emergency)	07031 15 3102/3095	07031 15 3102/3095
Garrison Operator	DSN 113	DSN 113
German Emergency (All)	112	112
Poison Control	001 800 222 1222	001 800 222 1222
American Red Cross	07031 152812	001 877 272 7337
On call Chaplain	07031 15 3079	Call MP Desk
Family Advocacy Program (FAP)	06371 9464 1616	Call MP Desk
Installation Operations Center (IOC)	07031 15 3742	07031 15 3742
Road Condition Hotline	07031 15 3744	07031 15 3744
Suicide Intervention	Call MP Desk	Call MP Desk
Housing Maintenance Service Order Desk	0711 729 6200	0711 729 115
Domestic Violence Hotline	0176 262 48894	0176 262 48894
Sexual Assault Hotline	0631 413 7280	0631 413 7280
Medical Clinic (Patch Barracks)	06371-9464-2900	Not Applicable
Patient Liaison	DSN 590-1606	Call MP Desk
TRICARE	06371 9464 1611	Not Applicable
Nurse Advice Line	DSN 590-2900	DSN 590-2900
Dental Clinic	DSN 590-2800	Call MP Desk
Dental Clinic (Commercial)	06371 9464 2800	Not Applicable

## Commercial Prefixes > DSN

Kelley Barracks—(0711) 729 + last four digits of DSN  
 Panzer Kaserne—(7031) 15 + last four digits of DSN  
 Patch Barracks—(0711) 680 + last four digits of DSN  
 Robinson Barracks—(0711) 819 + last four digits of DSN  
 Stuttgart Army Airfield—(0711) 729 + last four digits of DSN

## USEFUL PHRASES TO SPEAK WHEN CALLING 112

**When calling 112 for an emergency there is no guarantee that the responder on the other end speaks English.**

- ✧ Do you speak English? - *Sprechen Sie Englisch?*
- ✧ I have an emergency. - *Ich habe einen Notfall!*
- ✧ I need an ambulance - *Ich brauche einen Krankenwagen*
- ✧ My address is - *Meine Adresse ist*
- ✧ There is a fire - *Da ist eine Feuer*

*Just a few...*

## USEFUL STUTTGART WEB PAGES and PERIODICALS:

- ✦ U.S. ARMY GARRISON STUTTGART | <https://home.army.mil/stuttgart/>
- ✦ STUTTGART CITIZEN | <https://www.stuttgartcitizen.com/>
- ✦ JUST LANDED | <https://www.justlanded.de/english/Germany>
- ✦ WHAT'S UP | <https://www.stripes.com/special-publications/whats-up>
- ✦ STARS & STRIPES | <https://www.stripes.com/>
- ✦ THE LOCAL | <https://www.thelocal.de/>
- ✦ STUTTGART FAMILY and MWR | <https://stuttgart.armymwr.com/>
- ✦ U.S. AFRICOM | <https://www.africom.mil/>
- ✦ THE FIND IT GUIDE | <https://www.finditguide.com/>
- ✦ THE BULLETIN | <https://stuttgart.armymwr.com/promos/bulletin>
- ✦ EXPATICA | <https://www.expatica.com/de/>
- ✦ HOW TO GERMANY | <https://www.howtogermaany.com/>
- ✦ STUTTGART USO | <https://stuttgart.uso.org/>
- ✦ TOY TOWN GERMANY | <https://www.toytowngermany.com/>
- ✦ DODEA SCHOOLS | [www.dodea.edu/europe/east](http://www.dodea.edu/europe/east)
- ✦ CYS | <https://stuttgart.armymwr.com/programs/about-cys-services>

## FACEBOOK PAGES

- ✦ AFRICOM FRG
- ✦ STUTTGART MILITARY COMMUNITY
- ✦ ENGLISH SPEAKING PARENTS OF CHILDREN IN GERMAN SCHOOLS
- ✦ LOST DURING MY PCS
- ✦ PUPS OF STUTTGART
- ✦ STUTTGART COMMUNITY SPOUSES CLUB (SCSC)
- ✦ STUTTGART TRAILING (PROFESSIONAL) SPOUSES
- ✦ STUTTGART AREA EVENTS AND CELEBRATIONS
- ✦ STUTTGART LADIES WITHOUT KIDS

## MOBILE APPS



### ✦ **USAG Stuttgart**

Available for download for all Android and Apple users. Go to the Google Play Store, or the iTunes store and search "USAG Stuttgart" to download the app for garrison information, events, fast contacts, appointments and more to help all those living and working in the Stuttgart military community have easier access to important resources.



### ✦ **GuideOn Military-USAG Stuttgart**

Allows users to search locations on and around certain military installations by building number or keywords. GuideOn then provides users information about their selected location along with the ability to start hands free turn by turn directions to their selected destination. Users can browse location listings in GuideOn by categories and save frequently visited locations as favorites.



- ✧ **STUTTGART ARMY HEALTH CLINIC** <https://rhce.amedd.army.mil/stuttgart/index.cfm>  
**PATCH BARRACKS:** 06371-9464-1600  
**KELLEY BARRACKS:** 0711-729-5605
- ✧ **CLINIC HOURS:** Monday-Friday 0730-1630; closed Federal Holidays.
- ✧ **APPOINTMENT LINE:** 06371-9464-2900; DSN 590-2900
- ✧ **ONLINE APPOINTMENTS:** You can book an online appointment through the following link:  
<https://www.tricareonline.com/tol2/prelogin/desktopIndex.xhtml> You must be registered with Tricare Online to access this service.
- ✧ **EMERGENCIES** - If you have a medical emergency and need to go to a local German hospital, **remember to call the MP Desk first.** They will have a translator call the hospital for you, and you can also sign an ambulance in to base if that is needed. If you are out and about and have to go to a German hospital, call them as soon as possible. They will notify the translator, TRICARE, and the patient Liaison.
  - ✧ **On-Post Emergency:** **0711 680 114/117** or DSN **114** (MPs) / **117** (Ambulance & Fire)
  - ✧ **GERMAN AMBULANCE #:** **112**
- ✧ **TAKE THE HOSPITAL WINDSHIELD TOUR,** to learn the location, specialties, and services offered by the different area hospitals, as local hospitals only treat specific issues (i.e., child, adult, orthopedic, etc.).

## HOSPITAL



## SERVICE



Robert - Bosch- Krankenhaus Auerbachstrasse 110, 70376 Stuttgart	Emergency Services OB/GYN, Bones, Gastro, Trauma, & Heart for Adults
Klinikum Boblingen Bunsenstr.120 71032 Boblingen	Emergency Services OB/GYN, Bones, Pediatric Gastroenterology
Krankenhaus Bad Cannstatt Priessnitzweg 24 70374 Stuttgart	Emergency Mental Health Services for Adults & Pediatrics
Klinikum Sindelfingen Arthur-Gruber-Str.70 71065 Sindelfingen	Emergency Services for Heart, Bone & Trauma For Adults
Olga Hospital Kriegsbergstr. 62 70174 Stuttgart	Emergency Services, Trauma, Heart, Bones, Lungs, Head etc. for Pediatrics
Katharine Hospital Kriegsberstr. 60 70174 Stuttgart	Emergency Services for Medical and Surgical Eye Problems for Adults & Pediatrics



## Behavioral Health Clinic

**Location:** Patch Barracks, Bldg. 2300, Rm 105

**DSN Phone:** 590-1615

**CIV Phone:** 06371-9464-1615

**Hours:** Mondays - Friday 7:30 a.m. - 4:30 p.m. Closed on the third Thursday morning of each month for training and all federal holidays.

**Services:** Adult and child Behavioral Health therapy and medication management: Individual counseling; marriage and family counseling, Substance use treatment, Educational and Developmental Intervention Services (EDIS), School-Based Behavioral Health (middle school and high school), and Family advocacy services are available. Currently only able to offer services to all Active Duty members and their families.

Active Duty are NOT authorized to see Behavioral Health providers off-Post but may utilize any of the on-Post resources or be seen by a provider in one of the other military clinics in Germany via video teleconference (VTC), which can be arranged through the primary care provider or Behavioral Health clinic.

**For School-Based Behavioral Health:** If your child is in high school or middle school, and would like to speak with a therapist, please call the BH Clinic. The school-based behavioral health provider will contact you to arrange an appointment time. If there is an acute safety emergency, please bring your child directly to the Behavioral Health clinic or the Bad Cannstatt Hospital [Priessnitzweg 24, 70374 Stuttgart; Ph: 0711-27802].



## Military & Family Life Counselors (MFLCs)

Web address: <https://stuttgart.armymwr.com/programs/army-community-service>

MFLCs are available by telephone Monday-Friday, 8 a.m. - 8 p.m.

- ✦ To contact the AFRICOM MFLC, call +49 (0)152-2248-3789
- ✦ To contact an MFLC, call +49 01609-574-8279 or +49 0170-708-0715 or +49 0171-965-9611
- ✦ To contact the Special Operations Forces MFLC, call +49 (0)1522-649-2979.
- ✦ On-Call Chaplain (24 hours): DSN (314) 431-3079 or +49 (0)7031-15-3079

**Military & Family Life Counselors (MFLCs)** are licensed clinicians who work with existing Military Family Support Programs to complement those services. Consultants provide non-medical counseling services. Consultations with MFLCs are both **free and anonymous**; no records will be kept. However, they do maintain a duty to warn obligation.

# SCHOOLS

School Liaison Officer (SLO)



## School Liaison Officers

A School Liaison Officer (SLO) can assist you prior to and at arrival to make your child's transition smooth. SLOs can provide information and address your specific questions and concerns regarding your educational options during your in-processing brief, or via personal office visits, emails, and phone calls.

✦ SLOs provide five core services:

- 1. TRANSITION ASSISTANCE (PCS CYCLE)** – School Liaison Officers assist families with school transfers and help “level the playing field” for military children and youth through direct family interaction and through “paving the way” with local schools.
- 2. COMMUNICATION LINK BETWEEN COMMAND, SCHOOLS, AND FAMILIES** – School Liaison Officers serve as subject matter experts for installation commanders on K-12 issues helping to connect command, school, and community resources.
- 3. HOME SCHOOL LINKAGE AND SUPPORT**- School Liaison Officers assist Army families by gathering and sharing information on home schooling issues, policies, and legislation from local school districts, and helping leverage Child Youth & School [CYS] resources to support these families.
- 4. PARTNERSHIPS IN EDUCATION [PIE]** – Creates a volunteer network of resources to support installation and community members who have a vested interest in the success of all youth.
- 5. POST SECONDARY PREPARATIONS** – School Liaison Officers leverage installation and school resources to provide graduating military students with access to post-secondary information and opportunities.

This website is the best resource for all school age children:  
[www.dodea.edu/europe/east](http://www.dodea.edu/europe/east)

- ✦ **ANYTIME YOU HAVE QUESTIONS OR CONCERNS:** regarding schools, homeschooling, special education, scholarships, transitions, and more. **Contact your School Liaison Officer to begin!**
- ✦ **OFFICE HOURS:** School Liaison Officers often work in different locations on the installations. Calling or sending an email to set up an appointment is the most efficient way to meet with a SLO in person.
- ✦ **STUTTGART SCHOOL LIAISON OFFICERS (SLOs):** Brian Pappas & Joe Holder
- ✦ **LOCATION:** Patch Barracks, Building 2347, 2<sup>nd</sup> Floor 2.10
- ✦ **E-MAIL:** School Liaison Officer: [usarmy.Stuttgart.imcom-Europe.list.slo@mail.mil](mailto:usarmy.Stuttgart.imcom-Europe.list.slo@mail.mil)
- ✦ **WEBSITE:** [www.Stuttgart.armymwr.com/Europe/Stuttgart/programs/school-liaison-officer-SLO/](http://www.Stuttgart.armymwr.com/Europe/Stuttgart/programs/school-liaison-officer-SLO/)
- ✦ **SCHOOL DISTRICT:** DoDEA – Europe East District (Germany)
- ✦ **MAILING ADDRESS:** Child & Youth Services, Unit 30401, APO AE 09107
- ✦ **Phone Number:** (011) 49-631-536-5905 / DSN 314-489-5905  
[www.dodea.edu/europe/east](http://www.dodea.edu/europe/east)
- ✦ DoDEA-E operates school bus transportation services for children attending DoDEA schools in Europe. For more information: [www.dodea.edu/Europe/offices/transportation/](http://www.dodea.edu/Europe/offices/transportation/)

## SCHOOLS

- ◆ **Stuttgart Elementary School** serves students from K-5 (located on Panzer Kaserne in Böblingen).
- ◆ **Patch Elementary School** serves students from K-5 (located temporarily on Panzer Kaserne in Böblingen).
- ◆ **Robinson Barracks Elementary School (RBES)** serves students from K-5 (located on Robinson Barracks in Stuttgart).
- ◆ **Patch Middle School** serves students grades 6-8 (located on Patch in Vaihingen).
- ◆ **Stuttgart High School** serves students in grades 9-12 (located on Panzer Kaserne in Böblingen).
- ◆ German Schools: School Liaison Officers may also provide you with information about German schools.
- ◆ Your child's elementary school will depend on your physical address and your residence zone.

# CHILD & YOUTH SERVICES

**WEBSITE:** [Child & Youth Services \(CYS\)](https://stuttgart.armymwr.com/programs/about-cys-services) <https://stuttgart.armymwr.com/programs/about-cys-services>

**LOCATION:** Patch Barracks, Building 2347, 2<sup>nd</sup> Floor

**TELEPHONE:** 49 (0) 711-680-7480 or 49 (0) 711-680-7488

**MILITARY DSN:** (314) 430-7480/7488

- ✧ **Child and Youth Services (CYS) provides accredited programs and services for children of eligible military and civilian families.** Within CYS you will find something to meet your children's needs. For information and registration visit [Parent Central Services](#):

- ◆ Full, part time or hourly child care
- ◆ Supervised before/after school care
- ◆ Homework Support
- ◆ Camps
- ◆ Programs for your middle school and teen youth
- ◆ Instructional classes
- ◆ Workforce preparation opportunities
- ◆ Sports and fitness activities
- ◆ Boys and Girls Club of America, Character Counts, and 4-H Club

**Please note these services are offered at times convenient for the coaches and volunteers.**

- ✧ **ALL CHILDREN MUST BE REGISTERED** with CYS in order to participate in activities, class and child care. **TIP: There may be a wait list**, so register as soon as possible! You can register online or in person at CYS on Patch Barracks Bldg. 2347.
- ✧ **REGISTRATION HOURS OF OPERATION:** Monday-Friday 0800-1700. From 0800-1200, customers will be seen by appointment only. From 1300-1700, walk-ins welcome.
- ✧ **USAG STUTTGART CHILD/YOUTH SERVICES (CYS) OFFERS HOURLY CHILDCARE** to newcomer families during in-processing. CYS enrollment is required and is subject to space availability.
  - ◆ Service Members may receive a voucher for up to 16 hours of hourly child care.
  - ◆ Civilians may utilize the service, but must pay an hourly fee.
- ✧ **CYS OFFERS YOUTH CENTERS ON ROBINSON, PATCH & PANZER**, a middle school teen program, clubs as well as instructional programs. If your child enjoys sports, dance, gymnastics, martial arts or other activities, CYS & the SKIES program have something to offer.



# ARMY COMMUNITY SERVICE (ACS)

United States Army Garrison (USAG) Stuttgart ACS is proud to be the Family Center and link to Family programs for all branches of military service. Please visit ACS just as you would the Airman and Family Readiness Center, Fleet and Family Support Center, or Marine and Family Programs.

- ✦ USAG Stuttgart supports Active Duty Service Members, National Guard, Reservists, retirees, civilians, contractors, and their respective Families by providing readiness services and resources to strengthen and serve the entire community.
- ✦ **The ACS Lending Closet, located on Panzer Kaserne, Bldg. 2915**, provides essential items until household goods arrive. A copy of your orders and ID are required to check out items. All items are on loan for 60 days, and all appliances are European **220 voltage**. Four and six person kits are available. Items vary depending on installation availability.

## ✦ ACS Programs include:

- ✦ Relocation Readiness
- ✦ Host Nation Orientation
- ✦ Sponsorship for new arrivals
- ✦ Family Advocacy Program
- ✦ Financial Readiness
- ✦ Army Emergency Relief
- ✦ Exceptional Family Members (EFMP – non-medical)
- ✦ Employment Readiness
- ✦ Volunteer Opportunities



## Family Advocacy Program in Europe (FAP-E)

The FAP-E outreach and prevention program is designed to strengthen and improve the quality of life for our military Families by increasing self-sufficiency, resiliency and community cohesion for active duty, Family members, civilians and retirees. Together with garrison and host nation agencies, FAP-E provides a multitude of programs and services designed to build individual and Family strengths as well as advocate for non-violent communities. The goals of the FAP-E are:

- Leverage individual and Family strengths
- Overcome behaviors that may contribute to Family maltreatment
- Value Family member differences
- Enhance behaviors that foster healthy military lifestyles

FAP-E professionals strive to create command and community awareness of the unique challenges associated with living in Europe, provide information on existing services to eliminate child abuse and domestic violence, and to develop specific educational programs at no cost to active duty. Our services include seminars, workshops, and individualized intervention.

FAP-E is dedicated to helping Soldiers and Families address the unique challenges of military life, living overseas and understanding how unmanaged stress can lead to child abuse and domestic violence. Services focus on prevention, education, prompt reporting, investigation, intervention, and treatment. ***If you need help, please call your garrison's Family Advocacy Program for more information.***

### Contact

Army Community Service (ACS) <https://stuttgart.armymwr.com/programs/army-community-service>

Panzer Kaserne Building 2915

Telephone: +49 (0)7031-15-3113

Military DSN Telephone: (314) 431-3113

**Hours of Operation:** Monday – Friday 8:00 AM – 5:00 PM. Closed on Federal Holidays.

## STATUS OF FORCES AGREEMENT (SOFA)

SOFA is a treaty setting out terms under which members of the force and the civilian component of a foreign NATO-member state are allowed to operate in another NATO state. The SOFA certificate identifies the bearer as a person who is entitled to unrestricted entry and exit from Germany and to benefits, privileges and protection under the NATO SOFA and the German Supplementary Agreement. These benefits include the exemption from having to register a presence with the German authorities and from paying German income tax. Certain goods may also be purchased tax free, including vehicles.

The SOFA treaty also requires service members to observe certain responsibilities. Individuals are responsible for learning and obeying German laws, carrying an official ID card issued by the sending state, registering vehicles with USAREUR and having a SOFA certificate in their passport to prove their entitlement to live and travel within Germany.

For more information, visit the SOFA office in Bldg. 2915, Room 314, Panzer Kaserne.

**GERMANY IMPOSES A VALUE-ADDED TAX (VAT)** of either 19% or a reduced rate of 7% on most items/services purchased. This tax is similar to a sales tax in the U.S. but it is generally already added into the price. That means the sticker price already includes either the 19% or 7% VAT. The full rate of 19% is charged on most items/service. The reduced rate of 7% is charged on basic food staple items (milk, flour, eggs, etc.), some magazines, books, hotel stays, etc. Some services and some used items may not include a tax that can be extracted.

- ✧ Department of Defense personnel stationed in or TDY to Europe may be eligible to use the U.S. Forces Tax-Relief Program to avoid paying this tax for their personal purchases. In other words, you may be able to have the sticker price reduced by extracting the 19% or 7% VAT when making qualifying purchases through a U.S. Forces VAT Office.
- ✧ There is NO direct entitlement to VAT relief of the individual member of the U.S. Forces. Many vendors can accept VAT form but are not required to.
- ✧ VAT forms can be purchased by visiting the VAT office in Bldg. 2915, 3rd Floor, Panzer Kaserne.

**Important note:** Retain the PINK copy of the VAT form for your records! You are REQUIRED to turn in the white copy of VAT forms to the VAT office or place into the VAT form box in the lobby or in the Kelley Barracks mail room. All VAT forms must be accounted for in order to out-process!

**THE UTAP PROGRAM** is designed for service members assigned to Europe, or U.S. civilians working for the U.S. Forces and some contractors, provided they are under the Tessa Agreement.

- ✧ The finance ministries of the NATO Forces established the Utility Tax Avoidance Program (UTAP) to allow authorized customers tax-free utilities with participating utility companies.
- ✧ DoD mandates the use of UTAP in an effort to secure effective tax relief from foreign taxes on residential consumption of electricity, gas and water in Germany. To be eligible for UTAP individuals must receive their utilities from a provider that has a contractual agreement with the Tax Relief Office (TRO).
- ✧ Some utilities could fall under additional cost "Nebenkosten", paid directly to the landlord, these costs are not covered by UTAP. For people who own their residence, all utility costs are covered by UTAP.
- ✧ Providing your banking information is a requirement to enter the UTAP program.

# PHONES, TV, INTERNET SERVICE

- ✧ **TKS AND DEUTSCHE TELEKOM (T-MOBILE) BOTH HAVE CELLULAR AND INTERNET SERVICE DESKS AT THE EXCHANGE** on Panzer, and both have English speaking technical support, which will be helpful while setting up your router and internet. Be sure to **USE YOUR VAT FORM!** There are numerous other services on the economy (1&1, UnityMedia, etc.), but they may not have English customer service available. Check [www.mygermanphone.de](http://www.mygermanphone.de) for more information.
- ✧ **CALLS TO A CELL PHONE FROM A LANDLINE CAN BE EXTREMELY EXPENSIVE.** Also, if you have teens who like to call and text frequently, they may be better off with a cell phone that uses a limited Euro card. If you do choose to have a contract, read the fine print carefully to make sure you understand all the fees and services.
- ✧ **IN GERMANY ALL CALLS INCUR FEES, even local calls,** whether it is to your next-door neighbor, another state or another country. **If you get a home phone through TKS, you can call stateside for free!**
- ✧ **CONSIDER GETTING A VOICE OVER IP SERVICE, LIKE VONAGE OR MAGIC JACK, for use during your time here.** These services issue a US phone number which people in the States can dial as they would any stateside number. You will need high-speed internet to use these services as they connect through your computer. They work best when connected to a "hard-wired" computer, rather than one using Wi-Fi.
- ✧ **GERMAN CELL PHONE AND INTERNET CONTRACTS** are usually two years and will **automatically renew.** Remember to cancel the contract at least 90 days in advance of PCSing.
- ✧ **YOUR HOME PHONE IS "FESTNETZ" IN GERMAN.** Try to get the previous tenant's phone number to pass on to your phone company; your phone hook-up will go much faster.
- ✧ **CELL PHONE** - There are many options for getting your cell phone working in Stuttgart. First, make sure your US carrier has unlocked your phone. You can sign up for service thru TKS, T-Mobile, both on post or on the economy, there are many different options with and without contracts.
- ✧ **BILLING** - If you have TKS, Telekom or another German telephone/internet provider: when you receive a bill, you have two weeks from the date on the bill to pay in full. Should you not pay within that timeframe, they will issue a Past Due Notice; you will have six days to pay. If you have not paid after a total of 20 days from the date on the bill, the company will automatically cut off your service until the bill is paid; then they will automatically turn it back on.



- ✧ **ON POST** Wi-Fi and/or computers are available for community use at all of the commissaries and the following locations:
- ✧ **THE USO WILL PRINT THE FIRST FIVE PAGES FREE OF CHARGE;** there is a per page suggested donation for additional pages after. The USO also has a public use fax machine; the first five pages are free (per page suggested donation for additional pages).
- ✧ **THE LIBRARY** charges a small fee for printing as well. Due to the firewall, computer use at the library is very restrictive. You may not be able to access commonly used websites.

#### **Panzer Kaserne:**

- ✧ USO (Bldg. 2915)
- ✧ Army Community Service (computer work stations only)
- ✧ Galaxy Bowling and Entertainment Center and Irish Pub
- ✧ Panzer Hotel (hotel computers require CAC access)
- ✧ Starbucks (inside the Main Exchange)

#### **Robinson Barracks:**

- ✧ Library (building 168)

#### **Patch Barracks:**

- ✧ Library
- ✧ Java Café
- ✧ Patch Community Club
- ✧ BOSS/Warrior Zone (inside the Swabian Special Events Center, lower level)

#### **Kelley Barracks:**

- ✧ Broadway Café (inside Kelley Theater)
- ✧ Kelley Hotel (hotel computers require CAC access)

# SHOPPING ON POST

## ✧ SHOPPING ON KELLEY BARRACKS:

- ✧ Commissary is open Monday - Friday 0930-1800 (0930-1100 early bird hours; self-checkout only).
- ✧ Express (gas station and shoppette) is open Monday - Friday 0630-2000; Saturday and Sunday 0900-1800

## ✧ SHOPPING ON PATCH BARRACKS:

- ✧ Commissary is open 7 days a week 0800-1900 (0800-1000 early bird hours; self-checkout only).
- ✧ Express is open Monday - Friday 0500-2400, Sat 0500-2400, Sun 0800-2300
- ✧ Food Court is open Monday - Friday 0630-2000, Sat and Sun 0800-1900



## ✧ SHOPPING ON PANZER KASERNE:

- ✧ Commissary is open Monday - Friday 0930-1800 (0930-1100 early bird hours; self-checkout only).
- ✧ Main Exchange, including Food Court and vendors, is open Monday - Saturday 1000-2000, Sunday 1000-1900.
- ✧ Express with cleaners, uniform shop but **no gas**; Monday - Friday 0700-1900; Saturday and Sunday 1000-1800 (no uniform shop hours on Sunday)
- ✧ Car Care Center is open Monday - Friday 0700-1800, Saturday 1000-1600 (closed on German holidays).

## ✧ SHOPPING ON ROBINSON BARRACKS:

- ✧ Commissary is open Tues, Wed, & Fri 1100-1900 (1000-1100 early bird hours; self-checkout only); Sat & Sun 0900-1800 (0900-1000 early bird hours; self-checkout only).
- ✧ EUCOM Furniture Mart is open Tuesday - Friday 1200-1900, Saturday 1100-1900, Sunday 1200-1900

- ✧ **RATION CARD** – is a small paper card used to track the purchase of alcohol, tobacco, and coffee. Ration cards are issued during in-processing to every adult (18+). As part of the Status of Forces Agreement (SOFA) with the host nation, alcohol, tobacco, and coffee purchased **on post** must be rationed using these cards.

- ✧ **ONLINE SHOPPING** can be a great way to get things that are hard to find and/or expensive in Europe; however, check shipping and handling costs before you order. Also, make sure the company ships to APO addresses.

- ✧ **PATCH THRIFT SHOP:** Operated by the Stuttgart Community Spouses Club, it accepts donated items from military and civilian personnel assigned to USAG Stuttgart. It is a great place to save money, reuse, reduce and recycle. Household goods, clothing, and other items no longer needed can be found there. **ALL PROCEEDS GENERATED** go back to the community in the form of scholarships, grants, and financial support for various groups and activities within the Stuttgart military community. Website: [Patch Thrift Shop \(https://stuttgartspousesclub.org/Patch-Thrift-Shop\)](https://stuttgartspousesclub.org/Patch-Thrift-Shop), Patch Barracks, Building 2332; Phone: 711 680 5510; Email: [scsc.thriftliaison@gmail.com](mailto:scsc.thriftliaison@gmail.com)



# SHOPPING OFF POST

- ✧ **GERMAN STORES, INCLUDING GROCERY STORES, DO NOT GIVE OUT SHOPPING BAGS.** Bring your own bag(s)! You can purchase great cloth bags that fold up and store in a tiny pouch that clips to your purse; check local retailers. These bags are also useful at flea markets. Sometimes you can purchase at the store if you forget.



- ✧ **ALWAYS CARRY COINS** – which are needed for bathrooms, parking meters, shopping and shopping carts.
- ✧ **BRING A COIN OR TOKEN FOR THE SHOPPING CART** – One Euro, 50 cent coin, or US quarters work. You will get it back when you return the cart.
- ✧ **“PFAND”** on the receipt means deposit – you can get money back when you return the bottles, usually to the store where they were purchased (all Edekas take back Edeka sold bottles).
- ✧ **MANY STORES REQUIRE YOU TO WEIGH YOUR PRODUCE in the produce section** and put a sticker on the bag (Germans often put the sticker right on the item). Look for the code on the price display sign. Pre-bagged items should have barcode.
- ✧ **MANY OF THESE STORES HAVE PARKING LOTS.** Remember to use the blue parking disc both on and off base! Be sure to look for a parking meter. They take coins and sometimes cards.



← **WHEN IN DOUBT, PUT IT OUT!**

- ✧ **In most grocery stores YOU HAVE TO WALK THROUGH CASH REGISTER AREA TO EXIT (even if you do not purchase anything).**
- ✧ **ALWAYS CARRY EUROS!** Germany is essentially a cash economy. Many German grocery stores, smaller stores, bars and restaurants do not take credit cards. You must pay in Euros or with a German EC (Electronic Cash) card, which you receive only if you open a German bank account. Large stores will take Visa, some even American Express, but cash is always king here in Germany. Credit card **MUST** have a chip to work.
- ✧ **ATM** - You may use any German Geldautomat (ATM/“green machine”) that takes your ATM card to get Euros.
- ✧ **KEEP A VAT FORM WITH YOU**, or in your glove box, even if you are not intending to go shopping that day. It will save you the 19% tax, and you never know when you might find that great piece you have been looking for. Note: not all merchants accept the VAT form.
- ✧ **GERMAN STORES ARE NOT OPEN ON SUNDAYS OR GERMAN HOLIDAYS.** The EDEKA at the airport is open on Sundays, but it has limited selections. Most bakeries are open on Sundays, but only until 1 or 2 pm.
- ✧ **GROCERY STORES** - There are great grocery stores on the economy (**off-post**). The produce is ready to eat, don't expect it to ripen much after you buy; dairy and meats are very fresh and prices are good. There are several good choices and most employees speak enough English for you to get by.
- ✧ **COMMONLY FREQUENTED GERMAN GROCERY STORES:**

- ✦ Edeka
- ✦ Lidl
- ✦ Penny Market
- ✦ Aldi
- ✦ Rewe
- ✦ Kaufland
- ✦ Real





# SHOPPING OFF POST



- ✧ **“NEVER A DULL MOMENT”** is a great guide to shopping and sightseeing in Germany. It is published by AWAG, and includes information on both Germany and other EU countries. Most entries will have street addresses, phone numbers and hours of operation. Since things do change, it is wise to call ahead and check. “Never a Dull moment” can be purchased at the USO on Panzer Kaserne.
- ✧ Some stores have a frequent shopper’s card that you can get at their information desk. You can collect points, and then redeem them on their website for free stuff. Check the desk when you visit; usually the person manning the desk speaks English.
- ✧ **THE CASHIER WILL EXPECT YOU TO COLLECT SCANNED ITEMS QUICKLY.** Most just put them right back in into the shopping cart/basket and then bag off to the side after they pay. If you have 2 people, someone can help bag while items are being scanned. Even the Germans rush this process and seem anxious to move quickly.
- ✧ **IF YOU PAY IN CASH,** they will wait all day for you to go through coins to pay the exact amount. You can stop rushing while counting out change. Do not place change on the counter, put all cash in the cash holder/tray.
- ✧ **ORGANIC ITEMS** are marked with “BIO” and are not as expensive here as in the States! There are *organic grocery stores* to shop at as well.
  - + Denn’s Biomarket is in Vaihingen (near Patch)
  - + Alnatura is in Filderstadt (approx. 10 minutes from Kelley Barracks).



- ✧ **The local malls** have a variety of stores that include grocery stores, clothing stores, department stores, drug stores, home goods stores, and florists. Some of the local area shopping malls are: **Mercaden** (Böblingen), **Breuningerland** (Sindelfingen), **SchwabenGalerie** (Vaihingen), **Milaneo** (Stuttgart), **Stern Center** (Sindelfingen), **Galeria Kaufhof** (Stuttgart), and **Metzingen Outlecity Mall** (Metzingen).



- ✧ **KONIG STRASSE** – Best shopping street in downtown Stuttgart, and easily accessible by train.
- ✧ **MARKTHALLE** – A covered market with booths selling cheese, spices, meats, as well as specialty items from Spain, Italy, Greece, and the Middle East.
- ✧ **DRUG STORES** - If you need any drug store items, they can also be found on the economy. Some items are at the grocery stores – Real is like a Wal-Mart. But for a dedicated drug store you can try DM or Muller.



- ✧ **PRESCRIPTIONS** - For prescriptions you will need to go to an **Apotheke**.
- ✧ **HOME IMPROVEMENT STORES** – Hornbach, OBI, and Bauhaus are similar to Home Depot and Lowe’s. They also take VAT forms.





Mateo

**TRAVEL:** start planning early! You will need to visit a USDA certified veterinarian with your pet(s) prior to travel. They will ensure all necessary documentation is completed and ready for your pet's travel. Check with your base or civilian vet if they are USDA certified.

**ALWAYS FOLLOW THE RULES** from your veterinarian and airline for transporting your pet. If you follow this information, bringing in your pet will be a much smoother transition.

- ✧ **DOCUMENTATION NEEDED** - According to Public Health Command Region Europe, if you are PCSing to Germany from the US:
  1. Make sure that your pets are chipped with a microchip that has a readable, working International Standardization Organization (ISO) code or ISO Compatible code embedded.
  2. Your pet must have a current rabies vaccine and veterinarian exam prior to travel. Rabies vaccine must be given **AFTER** the international microchip has been implanted; any rabies vaccination that occurs prior to the microchip implantation is not considered valid. If your pet's rabies vaccine is up to date, EU travel regulations require a titer or rabies antibody test be done 3 months prior to entry.
  3. And finally, you should have a EU Health Certificate (EU Form 998) not more than 10 days prior to arrival. Each pet has their own pet passport. A military veterinarian can sign the documentation but if one is not in your installation, then the form must be signed by a USDA (US Department of Agriculture) Veterinarian. **Always make copies of all the documentation for your records.**
- THIS INFORMATION IS ALWAYS SUBJECT TO CHANGE.**
- ✧ **PLANNING AHEAD** Please contact your local SATO office for travel planning details or other pet travel questions. You may also consider hiring a pet shipping company such as Air Animal, Pet Air Carrier, UShip, International Pet Movers, and many other choices.
- ✧ **CONSIDER FACTORS SUCH AS FEEDING, WATERING, SEDATIVES, etc.** If at all possible, do not ship female pets that are in heat (estrus). This condition causes great distress to other pets and may result in injury.
- ✧ **PET EMBARGO** - Most airlines have a pet embargo from May through September unless on PCS orders, but that can always change depending on location and weather. Every airline has different rules – make sure you check into that before departure. The pet owner is responsible for always following up with the airlines. Make sure you check with your airline for further details and restrictions.
- ✧ **KENNELS** must be a hard-shell, hard-sided International Air Transport Association (IATA) or U.S. Department of Agriculture (USDA) approved kennel and must be large enough for the animal to stand up, turn around, and lie down with normal posture and body movements. Check your airline's requirements prior to travel to avoid last minute issues.
- ✧ **FLYING INTO EU AIRPORTS:** Customs authorities will determine if your pet requires an examination. If so, you will be responsible for the charge. Usually, unaccompanied pets will require an examination (price varies by airport). **FOR MORE INFORMATION** on importing pets into the European Union, please visit: [http://ec.europa.eu/food/animal/liveanimals/pets/nocomm\\_third\\_en.htm](http://ec.europa.eu/food/animal/liveanimals/pets/nocomm_third_en.htm)

# PETS

- ✧ **THE PATRIOT EXPRESS** is a DOD chartered air travel that transitions between Baltimore/Washington International Airport (BWI) and Ramstein Air Base. It is the preferred method, and your first option, of travel for US military and government civilians, inbound or outbound and is open to incoming military personnel, their family members and DOD civilians. Benefits to using them are that you not only have a higher luggage weight allowance but you save on pet travel costs. There is a two pet per family limit. The Patriot Express has very limited space so book early.



Mr.  
Bingley

- ✧ **STUTTGART VETERINARY TREATMENT FACILITY: Your pet(s) will have to be registered** at the VTF clinic and online with Tasso. When registering your pet(s), it is not necessary to bring them with you. The clinic **does not offer emergency care**. Their primary mission is to serve as medical support for the dogs of the 100<sup>th</sup> MWD Detachment. Care for privately owned animals can be provided on a space available basis.
- ✧ **CONTACT:**
  - ✧ LOCATION: Bldg. 2996, Panzer Kaserne
  - ✧ EMAIL: [usarmy.rheinland-Pfalz.medcom-ph-e.list.vtf-Stuttgart@mail.mil](mailto:usarmy.rheinland-Pfalz.medcom-ph-e.list.vtf-Stuttgart@mail.mil)
  - ✧ PHONE: 07031-15-2681 / DSN 431-2681
  - ✧ FACEBOOK: @STUTTGARTVTF (for up-to-date clinic information)
- ✧ **DOGS ARE GENERALLY WELCOME IN MOST GERMAN PUBLIC PLACES**, to include hotels, stores, restaurants and bars (except grocery stores and playgrounds). It is always best to call or inquire in advance if you are not sure of the policy. If you are traveling outside of Germany with your pet, please check before bringing them into some of these locations.
- ✧ **ON POST**, dogs are not allowed in schools, offices, commissaries, shoppettes, clinics and Exchanges. In general dogs are not allowed in government facilities.
- ✧ **GERMAN LAW REQUIRES PETS TO BE RESTRAINED** or in a cargo area with a gate when riding in a vehicle. Obtain one before arrival to be shipped with household goods shipment. It is illegal for animals to ride in the front seat of a vehicle.
- ✧ **BE AWARE THAT THE GERMANS HAVE STRICT RULES ABOUT THE CARE OF YOUR ANIMALS**. You cannot leave a pet tied outside, or alone inside for an extended period of time and it is frowned upon if you do not walk your dog a few times a day. You cannot allow your dog to bark continually and disturb others. If you do any of these things and if your neighbors report you, your pet can be taken away from you by the German authorities.
- ✧ **PET PASSPORTS:** if you plan on traveling with your pets to other EU countries, you must obtain a pet passport. You must take your pet to a German veterinarian, who will perform an examination, check vaccination records, and verify the pet's microchip. The fee is approximately €15-35. The pet passport is not valid for taking your pet back to the United States; guidelines for stateside travel can be obtained from the Vet Clinic on Panzer Kaserne.
- ✧ **IF YOU HAVE A PET EMERGENCY** or need an appointment with a local veterinarian, the Panzer Vet Clinic keeps an up-to-date list of veterinarians frequented by their clients. Most will accept VAT forms.
- ✧ **OFF-POST VETERINARIANS.** The Panzer Vet Clinic has limited appointment availability and does not offer emergency care. Therefore, it is recommended you find an off post veterinarian in case your pet needs care and the clinic cannot accommodate you. Many off post vets do not accept American credit or debit cards, so be prepared to pay cash.

# HOUSING

**HOUSING OFFICE:** 2nd Floor, Building 2913, Panzer Kaserne, Boeblingen

**HOURS:** Mon, Tue, Wed, & Fri, 7:30-11 a.m. & 12-3:30 p.m.; Thursdays 7:30-11 a.m. *Closed on U.S. and German Holidays*

**Customer Service Desk:** +49 (0)7031-15-2230 **DSN:** 431-2230

Upon arrival in Stuttgart, all personnel on permanent change of station orders (PCS) to Stuttgart (both **Military and Civilians**) **must in-process with housing** office no later than 2 business days from date of arrival. In-processing is a one-on-one meeting with a housing counselor. This step is required to receive assistance from the Housing Office regarding your overseas move.

## ON-POST HOUSING

Housing in the Stuttgart area is located on four separate installations around Stuttgart. Patch Barracks and Robinson Barracks are the two largest areas with approximately 60% of the total housing assets. The remaining units are located on Panzer Kaserne and Kelley Barracks. All family quarters are equipped with stove, refrigerator, dishwasher and a laundry room with an American style washer and dryer. Please do not bring 110-volt stateside large household appliances whether living on or off-post. Housing units are not equipped with air conditioning or garbage disposals. Ceiling fans are installed in Family Housing. Additionally, all housing units are equipped with both 220-volt and 110-volt outlets. Each set of quarters has an assigned uncovered parking space.

Assignment to on-post housing is mandatory for military members, according to [USAG STUTTGART COMMAND POLICY 63](#), and in accordance with [ARMY IN EUROPE SUPPLEMENT 1 TO AR 420-1](#), Army Facilities Management, paragraph 3-14k, Mandatory Assignment (Foreign Areas Only). However, on-post housing is limited, and some members may be allowed to live off-post.

Please visit <https://home.army.mil/stuttgart/index.php/my-garrison/all-services/housing-post> for more information.

## OFF-POST HOUSING

Housing in the Stuttgart area is expensive because there are many people working for major industries who are all searching for housing in the Stuttgart metro area. There is adequate off post housing: apartments, penthouses, maisonette apartments [which are two- floored apartments], townhouses, duplexes, and free-standing houses. The square meter prices are high and, therefore, some units will be priced higher than the Overseas Housing Allowance rate (OHA). Apartments, townhouses, and duplexes are generally less expensive and are easier to find. Large homes or free-standing single houses, with multiple bathrooms, large yards and 5+ bedrooms are more difficult to find and are usually located outside school zones. The off-post housing website, [HOMES.MIL](#) contains the housing referral listings in Stuttgart. You can also visit the Stuttgart Bookoo real estate page or any "immobilien" site, such as immobilienscout24.de, for local rentals.

Please visit <https://home.army.mil/stuttgart/index.php/my-garrison/all-services/offpost-house> for more information.

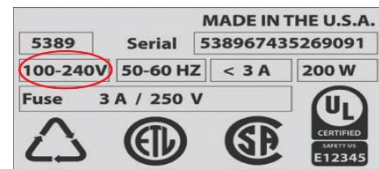
## GENERAL INFORMATION

- ❖ **ON-POST HOUSING AND MOST GERMAN HOUSES DO NOT HAVE AIR CONDITIONING.** While most of the year here is fairly temperate, it does get hot for a few weeks in the summer. Window A/C units and fans from the States will use a lot of electricity with a transformer (off-post) and window A/C units of any type are not allowed in on-post housing. Standing fans are your best bet, and fairly inexpensive to acquire. Check the SCSC Thrift Shop on Patch, or Stuttgart Bookoo.
- ❖ **DOORS AND WINDOWS** in homes off-post generally do not have screens. Most German windows do not use curtain rods (this is true for most on-post housing as well). If you want to put up curtain rods, you may need permission from your landlord, as you will likely have to drill holes and use screw anchors to put them up. Tension rods are best.
- ❖ **WALLS** in most German houses, as well as on-post housing, are cement type. They are usually painted with flat white paint. If you want paint you will need permission from your landlord or housing if you live on post. You will be required to paint it back to the original color.
- ❖ **IF YOU LIVE OFF-POST, YOU CAN PURCHASE HEATING OIL through the Customer Service Desk at the Panzer Main Exchange.** AAFES has a contract with the local company; the price does change daily, and a 5% AAFES surcharge applies. There are several local companies that provide the same service and accept VAT forms. You can contact them and compare prices.

# HOUSING

## GENERAL INFORMATION (CONT.)

- ✧ **TRANSFORMERS:** Transformers convert US 110v to European 220v. If you use transformers, turn them off when not in use, as they pull a lot of power. Whether living on or off-post, you can plug your 110v lamps into 220v outlets without using a transformer. You will need only a plug adapter and European light bulbs (do not try to use American bulbs - they will blow up!!). **RENOVATED ON-POST HOUSING units have both 110v and 220v outlets**, but off-post housing does not. Also, certain 110v appliances, when used with a transformer, either use more power than you may want to pay for, or will not work correctly (microwaves for example) because of the cycle differences. In some cases buying German appliances can be more cost effective in the long run.
- ✧ **APPLIANCES:** Those residing off-post may request appliances from the Furnishings Management Office. Items available are: American-sized refrigerator/freezer, washer, and dryer. You will receive either a German or an American washer /dryer, depending on the water exchange and venting capabilities in your home. German washers heat water inside, rather than piping in hot water; dryers are condenser machines that pull the water out rather than heating your clothes dry. Read all instructions prior to operating.
- ✧ **ELECTRONICS:** Due to the different voltage, you will need to purchase 220v versions of some of your electronic items and small appliances. Check the back of each item to determine whether you will need to purchase a new one.



## HOUSEHOLD GOODS

- **Many of the crew members** who will be delivering household goods do not speak English (or German). There should be at least one crew member who does speak English, but he or she cannot be everywhere at once.
- **To help facilitate getting everything to the right room**, make a list of all the rooms in your new house, and assign a corresponding number to each room. Tape a piece of paper with the right numbers on the door frame of each room as your goods come off the truck, use a thick marker to mark each box with the correct room number (this is also a great job for your kids, if they are old enough). Measure each room and furniture to see what will fit.
- **Make sure you have an accurate list**, photos or videos of your household goods, and receipts and appraisals for your valuables. Appraisals are important for full replacement value for damaged items, especially those you have had for some time; prices may have gone up since purchasing.
- ✧ **IF YOU LIVE OFF-POST: periodically get a signed "review" of your home from your landlord.** When you PCS, a record of review will make it easier for you to get your deposit back, in case of any dispute with your landlord as to the condition of your premises.
- ✧ **THERE MAY BE REGULATIONS FOR ON-STREET PARKING FOR RESIDENTS AND GUESTS.** You may need to apply for a resident parking pass (Anwohnerausweis) at the Rathaus. You will need to show your proof of residency, such as your rental agreement or utility bill and your auto registration. Be sure the proof of residency is in German and contains your name and residential address.
- ✧ **THE WATER IN THIS AREA IS QUITE HARD.** German cleaning supplies work well with the hard water. You will need to add salt to your dishwasher; "Somat" is a popular brand that can be found at the commissary and local stores.

- ❖ **PERSONNEL ASSIGNED TO GERMANY WHO WISH TO DRIVE MUST OBTAIN A USAREUR DRIVER'S LICENSE (\$20 FEE).**
- ❖ **NEWCOMERS AND DEPENDENTS CAN NOW TAKE THEIR USAREUR DRIVER'S EXAM ONLINE PRIOR TO ARRIVAL** between 60 days and 48 hours before arrival in Stuttgart. You can visit <http://www.usareurpracticetest.com/> for a test guide and practice test.
- ❖ Personnel who do not complete the exams online prior to arrival must attend the classroom training at USAG Stuttgart (on Panzer Kaserne) and take the classroom test.
- ❖ **YOUR STATESIDE DRIVER'S LICENSE (BOTH VEHICLE AND MOTORCYCLE) MUST BE VALID FOR THE DURATION OF YOUR TOUR IN GERMANY.**

**TO TAKE THE USAREUR DRIVER'S EXAM ONLINE PRIOR TO ARRIVAL**, access JKO site: <http://jko.jten.mil/>

1. Personnel with a CAC must log in with their CAC, Dependents may create an account by selecting the "non-Government Personnel/Sponsored Account Registration."
2. Click on the tab titled "Course Catalog"
3. Enter "USA-007" into the search box and click search. This will bring up two courses: USA-007 (Driver's Course) and USA-007-B (Driver's Test).
4. Click "Enroll" for the USA-007 course and complete the course.
5. Upon completion, return to USA-007-B, enroll and complete the test. You must complete the USA-007-B Test with a passing grade to receive credit.
6. **ONCE IN STUTTGART** (and only if you have successfully passed the USA-007-B test prior to arrival), go to the Driver License office on Panzer Kaserne; complete an application and show both current US driver's license and certificates from online JKO testing. This process will allow the Driver's Testing Personnel to issue a temporary USAREUR driver's license on the spot. Your permanent USAREUR License will then be mailed (typically takes a few weeks).

- ❖ **ALWAYS CARRY YOUR STATESIDE, USAREUR, AND IF APPLICABLE, YOUR INTERNATIONAL DRIVER'S LICENSES WITH YOU.** Have your green international insurance card (provided by your insurance company) in your car at all times.
- ❖ **GERMANY OFFERS AN INTERNATIONAL DRIVER'S LICENSE** (valid for 3 years), and requires a stateside driver's license.
  - ❖ We recommend obtaining an international driver's license if you intend to travel outside of Germany.
  - ❖ In order to obtain an international Driver's license, you will need a valid USAREUR driver's license, a physical German address, and an application from the USAG Stuttgart Driver's License office.
- ❖ **AAA OFFERS INTERNATIONAL DRIVER'S LICENSE** (valid for 1 year) which you must obtain in person while still stateside.
- ❖ **WHEN USING A FUEL RATION CARD AT OFF-POST ESSO STATIONS**, check before fueling, to ensure that the station participates. Remember that the card tracks the number of liters allotted to that vehicle only; the money on the card applies to all of the vehicles on the account. **Your fuel ration cards are NOT VALID OUTSIDE OF GERMANY!**
- ❖ **YOU CAN BE FINED for running out of gas on the Autobahn!**



- ❖ **ADAC** is the German equivalent of AAA. ADAC annual membership covers the driver, not the car. If you are married, it is best to have ADAC Plus, which covers both you and your spouse. ADAC offers towing and breakdown/road service in almost any EU country. Visit [www.adac.de](http://www.adac.de) for more information. There are other companies that offer similar services. You can check with a local insurance agent for more information.
- ❖ **USAA** is an ADAC affiliate. You can call USAA to connect with ADAC anywhere.



## ❖ IT IS ILLEGAL to:

- ❖ Talk on your cell phone while at the wheel, and will result in a minimum **€40 fine**. If you must use your phone while driving, you may use a hands-free device or pull over (turn off your vehicle)
- ❖ Text, look at, or play with your phone while driving.
- ❖ Fail to make way for an emergency vehicle.
- ❖ Idle your car in Germany (sitting in your car during the summer heat with the air conditioner running; or warming up your car while scraping the ice off your windshield)
- ❖ Drive in flip-flops or bare feet

❖ **TRAFFIC JAMS** - Slow down if you see the cars ahead of you slowing down; it usually means a traffic camera, an accident or a **STAU** (traffic jam)! To avoid rear-end accidents, Germans use their hazard lights to indicate traffic on the Autobahn is at a standstill. Use your emergency flashers when slowing down/decelerating quickly!

Symbol for STAU (traffic jam)



Rettungsgasse  
(creating a lane for emergency vehicles)



- ❖ **RETTUNGSGASSE** is defined by law in Germany and Switzerland (StVO) and means, if there is a traffic jam and an emergency vehicle needs to get through, drivers shall form a free lane in the middle of two lanes. If there are more than two lanes, all cars on the outer left lane shall move as far left as possible, all others shall move right. This free lane enables all emergency vehicles to provide fast and efficient help to those who need it.
- ❖ **STAY OUT OF THE LEFT LANE ON THE AUTOBAHN (freeway) UNLESS YOU ARE PASSING.** In Germany, the left lane really is for passing only. Occasional frustration is a part of the driving experience, however, DO NOT express your anger by “flipping the bird,” following too closely or flashing your high beams at someone; you can be ticketed for doing so and the fines are very high.
- ❖ **TRAFFIC CAMERAS** are very common in Germany, and not all of them are stationary. Some are mobile, and are moved place-to-place. You may or may not see the flash if you are photographed speeding, but you will get a ticket in the mail. Your fine must be paid in Euros, by wire transfer, or credit card, which can be done at any bank, on or off-post.
- ❖ **NEWCOMERS SHOULD NOT RENT A VEHICLE UNTIL THEY HAVE THEIR USAREUR DRIVER’S LICENSE OR INTERNATIONAL DRIVER’S LICENSE IN HAND**, because personnel PCS’ing into Stuttgart are entering Germany under SOFA restrictions. As such, if you plan to rent a car to assist with house hunting, etc., it is recommended to take your USAREUR drivers exam prior to arrival in Stuttgart, to allow you to obtain your license within your first few days of arrival.
- ❖ **OWNING A GPS IS INVALUABLE IN EUROPE.** You can buy one in the States before you PCS (it may be less expensive) and purchase the European map disks, if they are not included. Depending on the brand you choose, you may also be able to download maps online.

# DRIVING

- ❖ **OLDER MODEL DIESEL VEHICLES ARE BANNED IN CERTAIN AREAS OF STUTTGART GERMANY.** Euro V and VI models are still allowed; check with your vehicle manufacturer to see if your model meets this requirement. If unsure, it is best to not ship a diesel vehicle. For more information on the diesel ban, visit <https://www.stuttgart.de/en/diesel-ban>
- ❖ **ON-STREET PARKING** usually requires payment as well. Look for the “Parkscheinlosen”, a nearby metal box mounted on a pole where you can purchase your ticket. You **must buy a ticket** (good only for a certain amount of time; stated on both the machine and ticket) and place it on the dashboard of your vehicle before you go to dine, shop, etc. If you don’t have one, or it expires, you can be ticketed. **You may be able to receive 30 MINUTES OF FREE PARKING** if you press the green check mark (✓) on the parking machine.
- ❖ **WHEN PARKING IN A “PAY” LOT OR GARAGE,** you must **take your ticket** to a “Kasse” (pay here) machine, usually somewhere in the lot or at the entrance to the garage, and pay for parking **BEFORE you enter your car and try to exit** out of a garage or lot.
- ❖ **WINTER TIRES** – German federal law specifically mandates the use of winter tires when conditions are icy. European winter tires have two kinds of markings; a snowflake for snow tires or M + S for tires designed to work in “*matsch und schnee*” – mud and snow. All season or all weather tires with the M + S marking are acceptable for winter driving.
  - ❖ While there is no specific time period during which winter tires are required, many German drivers use the rule of thumb “von O bis O” (from O to O) meaning snow tires should be put on in October and remain on until Ostern (Easter).
  - ❖ Other countries may have different requirements. The European Road Safety website is a good resource: [http://ec.europa.eu/transport/road\\_safety/going\\_abroad/indexen.htm](http://ec.europa.eu/transport/road_safety/going_abroad/indexen.htm)
- ❖ **LEMON LOT** - USAG Stuttgart vehicle resale “lemon lot” is another option to check out when researching to **buy or sell an automobile**. The lot is located on Panzer Kaserne in the Exchange parking lot. It is accessible to all USAG Stuttgart ID cardholders and US retired personnel anytime as long as they can access Panzer Kaserne. If you purchase a used car here, especially from another military family member who is PCSing, remember that many of these cars have German “specs” (specifications). If you are not sure, ask! Good indicators of German specs; speedometer is in kilometers, and the gas gauge is in liters. Cars with German specs cannot be taken back to the United States without a conversion (usually expensive). If the car has US specs, you can take it back to the states.
- ❖ **CAR SEATS** - If your child is under 12 years of age and shorter than 150 centimeters (about 59 inches or 4’9”), he or she must be in a car seat or booster seat! If they are under 12 and 150 centimeters or taller, they must use a seat belt; no booster seats are allowed. If they are 12 or older, regardless of height, they must use a seat belt (no boosters).
- ❖ **BLUE PARKING DISC** - You can purchase blue parking placards at stores on post, including AAFES Car Care Center, PX, and Shoppettes. Get one as soon as you start driving in Germany, either on or off post.
  - ❖ **PARKING ENFORCEMENT** - Military police and German local parking enforcement use the card to determine how long you have been parked in a parking space. Parking without the disc in a time-limited (unpaid) parking space may incur a parking ticket. It is used on and off post.
  - ❖ **PLACE THE BLUE DISC ON YOUR DASHBOARD TURNED TO THE TIME YOU PARKED,** anytime you are in a time limited (unpaid) parking space. Often, the signs in the parking area will state how long parking is allowed (30 minutes, 2 hours, etc.), and may also have the image of the parking disc on the sign. **WHEN IN DOUBT, PUT IT OUT!** You are required to use the blue parking disc for many on-base parking areas as well, to include the Post Office and Commissary. It is recommended to have one for every vehicle.





- ✧ **COMMUNITY QUIET HOURS** – Most cities and towns have ordinances concerning loud noises. In some areas these are enforceable laws, and in others, simply a courtesy, and is considered a cultural norm to follow. A good general rule is to observe quiet hours nightly from around 8 or 9 p.m. until about 8 or 9 a.m. Monday through Saturday. During these times, try to keep loud noises to a minimum and do not engage in activities that create loud noises
  - ✧ **SUNDAYS** - Germany has fairly strict rules regarding what you can and can't do in your house or apartment. For example, you may not wash your cars in front of your house on Sundays or holidays (or at all, in some areas). You may not mow your lawn, weed-whack, use power tools, play loud music, or engage in any other loud activities on Sundays or holidays, or during posted "quiet hours."
- ✧ **TIPPING** is not usual in Germany and is based on the quality of service, and a good rule of thumb is tip around 10% or **to round up to the next even euro amount**. For example: the bill is €14, a tip of about €1 for a total of €15 might be appropriate. Also tips are given directly to the receiving person as part of the payment transaction and are not left on the table. If paying with a credit card, be sure to tell the server the full amount to be paid, including the tip, as many credit card machines in Germany do not provide a receipt to write-in gratuity.
- ✧ **CYCLING**- Germany is ranked the fifth most bike-friendly nation in Europe. Cycling paths are abundant and well-marked. Germany does not have a bicycle helmet law, but most U.S. military installations do. German law does require safety items such as lights, two brakes, reflectors and a bell. Visit [www.bikemap.net](http://www.bikemap.net) for information on bike trails, etc.
- ✧ **MOST STORES & RESTAURANTS WILL TAKE CREDIT CARDS**, however once in a while you will see a Visa sign but the merchant's system only takes an EC card or debit card. It is recommended to just always have cash on hand. You may use any German Geldautomat (ATM) that takes your ATM card to get Euros. Your card must have a chip
- ✧ **DOGS** - Expect to see dogs everywhere, including restaurants, stores, buses and trains. German dogs are exceptionally well behaved, and it is culturally expected that your dog be as well.
- ✧ **COMMUNITY GROUPS**: Getting out and about in Germany is fun and easy, and a good way to make new friends and enjoy your stay. There are many special interest groups to join to engage in activities and hobbies you enjoy. This is the best way to connect with other military members, here are a few places to start:
  - ✧ AFRICOM FRG
  - ✧ Stuttgart Community Spouses Club (SCSC) | <https://stuttgartspousesclub.org/>
  - ✧ German-American Women's Club (GAWC) | <http://www.gawc-stuttgart.org/>
  - ✧ Stuttgart German-American Wandering Club (SGAWC) | <http://www.sgawc.org/>
  - ✧ There are scout troops, sports teams, and other children's activities available.

# ON POST ACTIVITIES & ENTERTAINMENT

- ✧ **USAG STUTTGART**
- ✧ **MWR**
- ✧ **USO**
- ✧ **POSTAL SERVICES INFORMATION:** <https://home.army.mil/stuttgart/index.php/my-garrison/all-services/mail>
- ✧ **KELLEY ARTS & CRAFTS CENTER (only woodwork & frame center)**- Kelley Barracks, Building 3319; DSN 421-2519 or CIV 0711-729-2519
- ✧ **PATCH ARTS & CRAFTS CENTER** - Patch Barracks, Building 2329; DSN 430-5270 or CIV 0711-680-5270
- ✧ **BOWLING & ENTERTAINMENT CENTER** - Panzer Kaserne, Building 2998; DSN 431-2575 / 2719 or CIV 07031-15-2575 / 2719
- ✧ **AUTO SKILLS CENTER** - Panzer Kaserne, Building 2926; DSN 431-2555 or CIV 07031-15-2555
- ✧ **BOSS:** Patch Barracks; DSN 430-7135 or CIV 0711-680-7135
- ✧ **MWR TOURS** - Panzer Kaserne, Building 2915 Room 312B; DSN 431-2104 or CIV 07031-15-2104
- ✧ **OUTDOOR RECREATION** – Kelley Barracks, Building 3320; DSN 431-2774 or CIV 07031-15-2774
- ✧ **LIBRARIES**
  - ✧ Patch Barracks, Building 2343, DSN 430-5232 or CIV 0711-680-5232
  - ✧ Robinson Barracks, Building 168, DSN 420-6037 or CIV 0711-819-6037
- ✧ **FITNESS CENTERS**
  - ✧ Patch Barracks, Building 2337, DSN 430-7136 or CIV 0711-680-7136
  - ✧ Kelley Barracks, Building 3326, DSN 421-2543 or CIV 0711-729-2543
  - ✧ Panzer Kaserne, Building 2990, DSN 431-2724 or CIV 07031-15-2724
  - ✧ Robinson Barracks, Building 151, DSN 420-6317 or CIV 0711-819-6317
- ✧ **STUTTGART THEATRE** - Kelley Barracks, Building 3320,; DSN 421-3055 or CIV 0711-729-3055/3258
- ✧ **REEL TIME MOVIE THEATER:** Patch Barracks; Building 2339, CIV 0711 6805310
- ✧ **PATCH COMMUNITY CLUB LOUNGE** - Patch Barracks Bldg. 2345, DSN 314 430-5433 or CIV 0711-680-5433
- ✧ **STUTTGART GOLF COURSE** - 975 Aldingerstrasse, 70806 Kornwestheim, CIV 07141-879-151

## PLACES TO EAT ON POST

### ✧ **KELLEY BARRACKS**

- ✧ Subway
- ✧ The Broadway Café
- ✧ German Kantine
- ✧ Commissary (salad bar)
- ✧ Food Trucks
- ✧ Hunts Bros Pizza (Shoppette)

### ✧ **ROBINSON BARRACKS**

- ✧ Robinson Community Center
- ✧ Food Truck

### ✧ **PANZER KASERNE**

- ✧ Irish Pub
- ✧ Strike Zone Snack Bar
- ✧ Food Court
- ✧ Food Trucks

### ✧ **PATCH BARRACKS**

- ✧ The Swabian Special Events Center
- ✧ The Backlot Bar
- ✧ Java Café
- ✧ Food Court
- ✧ Italian Eatery (Bldg. 2301)
- ✧ Food Truck (outside Fitness Center)


- ✧ **APPS FOR PUBLIC TRANSPORTATION:** You can check schedules and book tickets online.



✧ **USAG Stuttgart App**



✧ **VVS or [VVS.com](https://www.vvs.com)**

- ✧ **PURCHASE TICKETS FOR THE U-BAHN OR S-BAHN** from the automatic ticket machines, look for the orange boxes near the escalators or platform. Also look for the little country flags on the screen before you start and press the button next to the British flag  and the screens will display in English.
- ✧ **YOU MAY USE A VAT FORM** when purchasing a monthly VVS pass.
- ✧ **DO NOT ATTEMPT TO USE PUBLIC TRANSPORTATION WITHOUT A TICKET.** U-Bahn and S-Bahn trains run on the honor system, however, there are spot checkers and it will cost you around € 40 if you are caught riding without a ticket. The ticket checkers are hard to spot, so don't risk it! Remember that all tickets need to be validated upon boarding the train.
- ✧ **YOU ARE ALLOWED TO BRING YOUR DOG OR CAT ON GERMAN TRAINS**, but make sure that your pet doesn't get nervous in crowds; the trains are generally very full during morning and evening rush hours. You will need to purchase a ticket for your pet, which is half the price of a regular ticket.
- ✧ **IN THE EVENT OF A FINE DUST ALERT (Feinstaub alarm)**, special fine dust tickets (Feinstaubtickets) for "Verkehrs-und Tarifbund Stuttgart" (VVS) public transportation are offered, meaning that single fare tickets (valid for one person) are half price. Commuters can purchase a children's ticket through the VVS-App, at the various ticket machines or with the bus driver. Day tickets, short distance tickets and group tickets are exempt from the offer.
- ✧ **DEUTSCHE BAHN (DB) ACCEPTS VAT FORMS!** When planning a train voyage, bring a VAT form and take advantage of this available benefit. Visit <https://www.bahn.com> for more information.



- ✧ **DUTY BUSES** are provided, free of charge, to military ID card holders as a means to travel between military posts. Buses run frequently and are a convenient and invaluable way to get to each post when you do not have a private car or just prefer not to drive.
  - ✧ Bus times are posted at the bus stops and on the USAG App.
  - ✧ The duty buses are free, easy to catch, frequent, and clean.
  - ✧ Be sure to always check to ensure you have your ID card before leaving post!
  - ✧ It is very common for military community members to offer people a ride to various posts.



# RECYCLING – ON POST



Germany is more environmentally conscious than the U.S. when it comes to recycling. The U.S. military can be fined by the German government if we fail to properly recycle and dispose of waste. According to the USAG Stuttgart Policy Letter # 59, Illegal Dumping of Trash **it is prohibited to bring trash generated off-post onto US installations.**

HAZARDOUS MATERIALS REUSE CENTER	ELECTRONIC SCRAP	PAPER & CARDBOARD	HOUSEHOLD CLEANER REUSE PROGRAM	CARS TIRES / TONER CARTRIDGES	WOOD / BULKY ITEMS / METAL
<ul style="list-style-type: none"> <li>❖ The Reuse Center is a warehouse that provides a place where all ID card holders can turn in (or pick-up) cleaning supplies, paint, lubricants, batteries, adhesives, fuel, paint, acid, toner for printers, oil and other similar products. They are free of charge and there is no paperwork involved. We can help each other by recycling and reusing cleaning supplies and other materials found at the Hazardous Materials Reuse Center on Panzer Kaserne.</li> <li>❖ The Reuse Center is located in building 2958 on Panzer Kaserne, opposite the commissary. It is open during the week from 7:30 - 4:00 p.m. For more information, contact DSN: 431-207   CIV: 07031-15-2071</li> </ul>	<ul style="list-style-type: none"> <li>❖ Bring Government-owned items (computer, printer etc.) to the Central Receiving Point at Panzer Kaserne; Bldg. 2956.</li> <li>❖ Refrigerators and air conditioners will only be collected at Kelley Barracks; separate from other electronics. The DPW Recycling Center at Building 3360 on Kelley Barracks is open during regular business hours, if you need help or have any questions call 420-7343</li> <li>❖ Bring your personal electronic scrap to one of the collection points. If you are not able to self-transport large items call the IC of your installation.</li> <li>❖ Kelley Barracks/ Army Airfield 421-6288</li> <li>❖ Patch Barracks 430-5450</li> <li>❖ Panzer Kaserne 431-2806</li> <li>❖ Robinson Barracks 420-5450</li> </ul>	<ul style="list-style-type: none"> <li>❖ Place only items made of paper and cardboard in the container for Paper &amp; Cardboard; for questionable items, refer to recycling information below or put into the regular trash.</li> <li>❖ Crush all boxes. Small metal staples can remain attached. Large amounts of cardboard and paper should be brought to special containers.*</li> <li>❖ Dirty or non-recyclable paper, even in small amounts, can reduce or destroy the recyclability of a whole container's contents, which then costs extra money.</li> </ul> <p><b>This includes:</b></p> <ul style="list-style-type: none"> <li>✓ Books &amp; magazines</li> <li>✓ Brochures</li> <li>✓ Cardboard &amp; boxes</li> <li>✓ Catalogues</li> <li>✓ Newspaper</li> <li>✓ Office paper</li> <li>✓ Paper packaging</li> <li>✓ Envelopes</li> <li>✓ Paper egg cartons</li> <li>✓ Receipts</li> <li>✓ Brown paper bags</li> </ul> <p><b>This does not include &amp; goes into regular trash:</b></p> <ul style="list-style-type: none"> <li>x Dirty paper (food wrapping, disposable plates or napkins)</li> <li>x Paper towels/tissues</li> <li>x Drink cartons</li> <li>x Wallpaper</li> <li>x Carbon/Wax paper</li> <li>x Fast food containers</li> <li>x Paper cups &amp; plates</li> <li>x Cigarette packs</li> <li>x Mixed packaging</li> </ul>	<ul style="list-style-type: none"> <li>❖ USAG Stuttgart maintains a program for Household Cleaner Reuse. This program saves USAG Stuttgart funds that might normally be spent disposing of these unwanted items and it saves the environment by preventing toxic chemicals from going into regular trash or recycling containers.</li> <li>❖ Also ask your neighbor and friends if they need any of your unused or excess cleaners.</li> <li>❖ Items such as: Glass, carpet, floor, bathroom, kitchen cleaners, waxes, polishes, disinfectants in their original, closed container, which is not corroded may be dropped off at: <ul style="list-style-type: none"> <li>❖ Self-Help Issue Points (SHIP) Patch Barracks Bldg. 2342</li> <li>❖ Self-Help Issue Points (SHIP) Robinson Barracks Bldg. 195</li> <li>❖ Hazardous Materials Reuse-Center Panzer Kaserne Bldg. 2958 *</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>❖ Both, tires and rims are materials that are good for recycling. They absolutely do not belong in the regular trash.</li> <li>❖ Container for car tires with or without rims is located at Kelley Barracks Bldg. 3360</li> <li>❖ Rims belong into the Metal scrap container</li> <li>❖ Various suppliers of toner cartridges offer a cost free returning service. The used cartridge can be put in the disposal bag and back into the original box. The return label provided in the box will be used to ship the cartridge back to the manufacturer for free.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Central Receiving Facility for Government-owned items is located at Panzer Kaserne, Bldg. #2956.</li> <li>❖ For large quantities of wood / bulky items please call 421-6288 for a pick-up arrangement.</li> </ul> <p><b>Includes (non-government-owned):</b></p> <ul style="list-style-type: none"> <li>✓ Metal bed frames</li> <li>✓ Bicycles</li> <li>✓ Rims</li> <li>✓ Untreated &amp; non-painted wood</li> <li>✓ Wooden pallets</li> <li>✓ Desks</li> <li>✓ Lockers</li> <li>✓ Chairs</li> <li>✓ Mattresses</li> <li>✓ Sofas</li> <li>✓ Tables</li> <li>✓ Beds</li> <li>✓ Carpets</li> <li>✓ Any other household furniture</li> </ul>
<b>MEDICINE</b>					
<ul style="list-style-type: none"> <li>❖ The proper way to dispose of unused or expired medicines is to bring them to the Patch Clinic, Bldg. 2300. German pharmacies off-post accept also medicines. If not possible dispose medicine in regular trash. Never ever dump medicine into the sewer system.</li> </ul>	<p><b>This includes:</b></p> <ul style="list-style-type: none"> <li>✓ Personal Computers</li> <li>✓ Washers/Dryers</li> <li>✓ Vacuum Cleaners</li> <li>✓ Refrigerators</li> <li>✓ Air conditioner</li> <li>✓ Dishwashers</li> <li>✓ Microwaves</li> <li>✓ Cell phones</li> <li>✓ Television</li> <li>✓ Radio</li> <li>✓ Razors</li> <li>✓ Stoves</li> </ul> <p><b>This does not include:</b></p> <ul style="list-style-type: none"> <li>x Light bulbs &amp; tubes</li> <li>x Energy saving lamps</li> </ul>			<b>PAINT</b>	<ul style="list-style-type: none"> <li>❖ Solvent-based paints are hazardous waste and must be collected separately from regular trash. Completely dried paint residue in empty buckets can be thrown into the regular trash dumpsters. Each Installation has special containers in the central hazardous waste collection points where paint is collected. Paint spray cans and other aerosol cans must be separately collected.</li> <li>❖ <b>FOR HELP</b> please call the Environmental Division at DSN 421-6135/6134</li> </ul>

# RECYCLING – OFF POST

- ✧ According to the USAG Stuttgart Policy Letter # 59, Illegal Dumping of Trash, **it is prohibited to bring trash generated off-post onto US installations**. U.S. personnel living outside of U.S. installation housing areas (OFF-POST) must abide by host-nation laws, in keeping with the NATO Status of Forces Agreement, and supplemental agreements.
- ✧ Off-post recycling may differ between counties so be sure to understand the recycling rules within your county. For information regarding Off-Post please visit the USAG Stuttgart website: <http://www.stuttgart.army.mil/pdf/trash/Off-postRecycling.pdf>
- ✧ For language support you may also call the USAG Stuttgart Environmental Division: 0711 7228 6131
- ✧ Household goods, clothing, and other items no longer needed can be donated to the Patch Thrift Shop, which is operated by the Stuttgart Community Spouses' Club (SCSC) on Patch.

<b>REDUCE</b>	the amount of trash discarded, e.g. choose products with less packaging. Choose loose fruit, cheese and meat. Buy products in glass jars and tins which can be recycled. Use "Bags for Life" available at supermarkets.
<b>REUSE</b>	packaging materials, containers and products, e.g. give unwanted clothes, books, toys, and household items to friends or charities. Reuse old carrier bags when at the supermarket. Use both sides of a sheet of paper.
<b>RECYCLE</b>	materials that can be reutilized, e.g., make use of your local recycling center. Recycle your garden waste at home in a composter. Close the loop, buy recycled products.

## Contacts

### County of Böblingen

Phone: 0703 1663 1550

Mail: [awb@lrabb.de](mailto:awb@lrabb.de)



### County of Esslingen

Phone: 0800 9312 526

Mail: [service-awb@lra-es.de](mailto:service-awb@lra-es.de)



### County of Ludwigsburg

Phone: 07141 144 5656

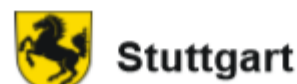
Mail: [servicecenter@avl-ludwigsburg.de](mailto:servicecenter@avl-ludwigsburg.de)



### County of Stuttgart

Phone: 0711 2168 8700

Mail: [poststelle.aws@stuttgart.de](mailto:poststelle.aws@stuttgart.de)





## Contact

Website: [FVAP.gov](https://fvap.gov)

Panzer Kaserne, Welcome Center, Building 2913

Mailing: USAG Stuttgart, DHR, Unit 30401, APO AE 09107-0401

Telephone: 07031-15-2865

From US: 49-7031-15-2865

Military DSN Telephone: (314) 431-2865

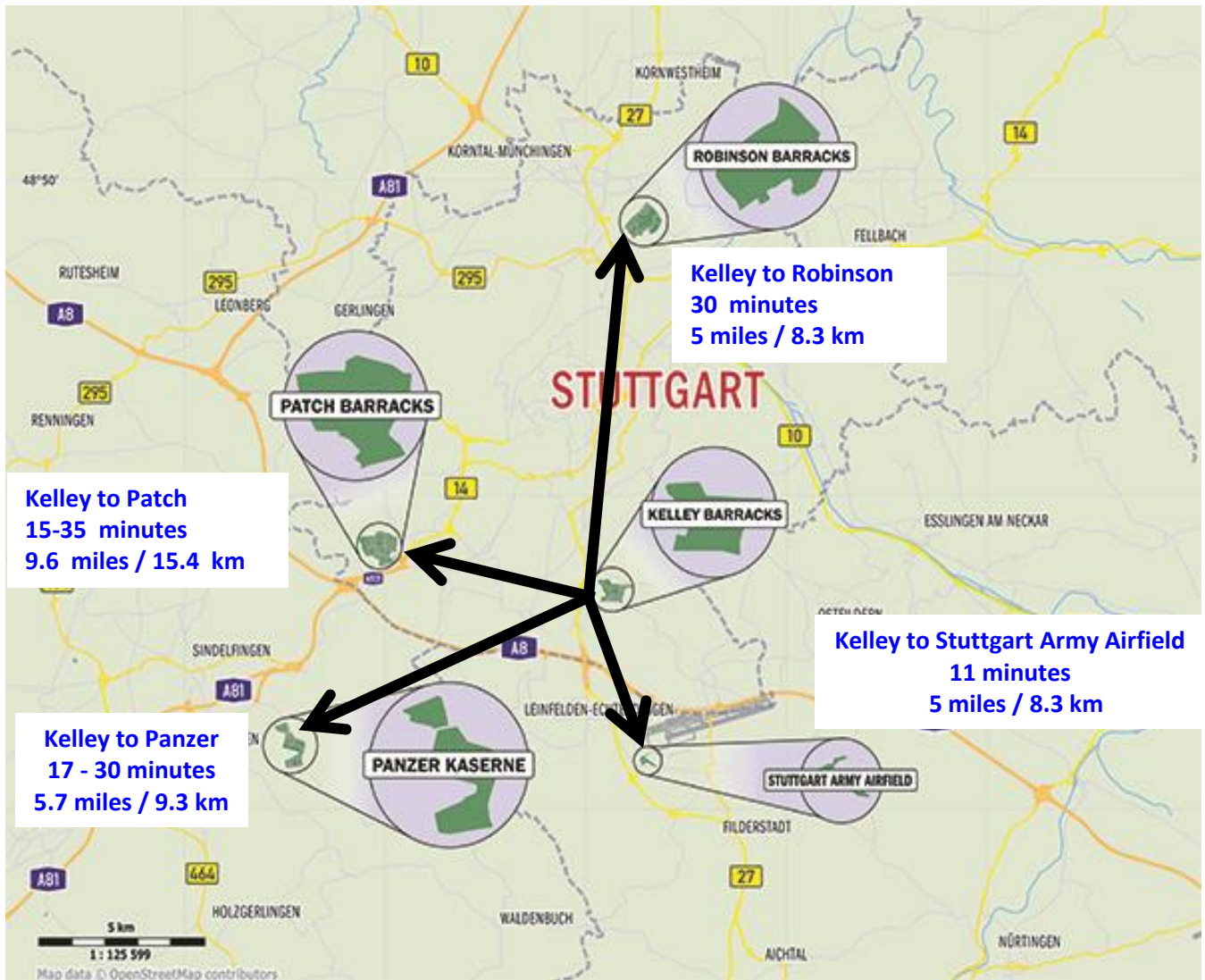
**Hours of Operation:** Monday – Friday 8:00 AM – 4:30 PM. Closed on Federal Holidays.

## VOTING BY ABSENTEE BALLOT IS EASY.

FVAP works to ensure Service members, their eligible family members and overseas citizens are aware of their right to vote and have the tools and resources to successfully do so from anywhere in the world.

1. Register to vote.
2. Request an absentee ballot at [FVAP.gov](https://fvap.gov).
3. Send the request to your local election office.
4. Receive your absentee ballot.
5. Vote and return the ballot to your State.

# INSTALLATION LOCATIONS / GPS ADDRESSES



**Kelley Barracks**  
**AFRICOM Headquarters**  
Plieninger Strasse 289  
70567 Stuttgart - Möhringen

**Patch Barracks**  
Kurmaecker Strasse  
70569 Stuttgart - Vaihingen

**Panzer Kaserne**  
Panzer Strasse  
71032 Stuttgart - Böblingen

**Robinson Barracks**  
Heidloch Strasse  
70376 Stuttgart - Burgholzhof

**Stuttgart Army Airfield**  
Filderstadt  
70629 Stuttgart