Soldier and Family Problem Solving Guide
How Do I Solve Pay Problems?

Leave and Earnings Statement (LES)

You must have a Power of Attorney

What about my spouse’s entitlement

Need spouse’s LES

Can I make a change on my spouse’s LES (start/stop an allotment)?

http://mipay.dfas.mil

No. Changes can only be made by the Soldier. If an allotment needs to be stopped, started, or changed, take care of it before the Soldier deploys.

My spouse’s pay is incorrect

Contact your unit Rear Detachment or PAC. They will assist you in correcting the problem.

Your spouse may receive a few extra entitlements while deployed. However, these are not definite. Ask Military Finance about Family Separation Allowance (FSA), hazardous duty pay, tax exempt status and other entitlements.

For more information, contact the Finance Battalion:

________________________________________
How Do I Solve Problems in Paying My Bills?

Problems Paying Bills

I don’t know how to pay my bills.

Has the Soldier already deployed?

Yes

Take the time to teach your spouse how to manage the family’s finances during the deployment. ACS can assist you.

No

I can’t pay my bills because of my financial situation.

Make an appointment with an ACS financial counselor. They can help you set up a spending plan and repayment plan with your creditors.

Make an appointment with the ACS Financial Readiness Program at ACS. ACS offers a full-range of financial management classes and one-on-one assistance.

To learn more about the services provided by ACS Financial Readiness Program, call ________________.
How Can I Get Emergency Financial Help?

Army Emergency Relief (AER) can provide financial assistance in the following circumstances:

**Initial rent and deposit**
- AER application
- Current LES
- Rental contract
- Verification for AER assistance from Housing Referral Office

**Utilities to prevent cut off**
- AER application
- Current LES
- Utility cut-off notice

**Non-receipt of pay and food**
- AER application
- 3 previous months' LES

**Medical and funeral expenses**
- AER application
- Current LES
- Itemized medical/ funeral bill

**Rent to prevent eviction**
- AER application
- Current LES
- Eviction notice
- Verification from Housing Referral Office

**Medical and funeral expenses**
- AER application
- Current LES
- Itemized medical/ funeral bill

**Essential POV repairs**
- AER application
- Current LES
- Itemized repair bill to include labor on garage letterhead
- Memorandum from Unit Commander stating the Soldier's POV is essential to mission accomplishment, and no public transportation is available.

**Loss of funds**
- AER application
- Current LES
- Statement of how funds were lost
- Copy of military/civilian police report

**Emergency travel**
- AER application
- Current LES
- DA Form 31, Authorized Leave Request
- Copy of port call travel orders issued by transportation or travel office pricing printout

For more information, call Army Emergency Relief at ____________________.
Help! I Am Locked Out of My House

I am locked out of my government quarters.
- Call Family Housing Office
  - If after duty hours, call the Military Police.

An MP will go to the fire station and get a key for your quarters. Then, the MP will come and unlock your door.

I am locked out of my off-post housing.
- You will need to call a locksmith. (Either keep numbers of locksmiths in your wallet or consider giving a key to a local relative or close trusted friend.)
Do I Need a Power of Attorney?

A Power of Attorney (POA) is a legal document that allows one person to conduct business in another person’s name.

**General**
Covers all legal matters and may not be in your interest. Talk to Legal Assistance about which POA is best for your situation.

**Special**
Covers only the situation listed on the Power of Attorney.

The Soldier can go to the Legal Assistance Center with a valid ID card and obtain a POA.

For more information, call the Legal Assistance Center at ________________.
How Can I Get Legal Help?

Soldier or family member being sued

- Soldier civil matter/criminal matter

  **Criminal**
  
  No relief under Servicemembers Civil Relief Act. Inform RDC.

  **Civil**
  
  Civil suits can be subject of Service members Civil Relief Act.

  The installation Legal Assistance Center can advise on all legal issues but cannot represent you in court.

Family needs to refer to attorney in area of lawsuit

For hours of assistance, call the Legal Assistance Center at ________________.
How Can I Help A Distressed Person?

Flow Chart for Helping Distressed

Call received
- Log call on contact sheet
- Is caller hysterical, unable to be reasoned with?
  - NO
  - Determine problem
    - Money problem?
    - Legal problem?
    - Medical problem?
    - Isolation/emotional problem?
    - Family problem?
    - Auto problem?
    - Relocation problem?
    - Housing problem?
      - Refer the person to the rear detachment, FAC, FRG leader, or the appropriate agency or community resource.
      - http://www.militaryonesource.com
  - YES
  - Attempt to Calm Caller
    1. Reassure that help is available.
    2. Do not reinforce rumors.
    4. Keep caller talking.
    5. If caller cannot be calmed in 15 minutes, offer to transfer caller to a trained counselor.
    6. If caller is calmed, proceed.

Remember: Treat the caller as you would want your wife, husband, mother, etc. to be treated.

None of these? Use common sense.

Spiritual? Life or death?
- Refer to Chaplain or local pastor
How Can I Help Someone Who is Depressed?

Depression

Contact personal support system (family, friends, etc.)

Talk to Family Readiness Group network. ACS has a listing of FRG leaders and telephone numbers.

Social Work Services or community mental health services

Chaplain or local pastor

Phone Numbers

Social Work Service: ____________________________
Community Mental Health: ____________________________
Chaplain: ____________________________
How Can I Help Someone Who is Bored and Lonely?

Emotional/Isolation Problem

Spouse Bored At Home

Volunteering

Employment

On Post - ACS Employment Assistance Program

Classes on:
- Interviewing workshops, career exploration, resumes, and cover letters. Application preparations are available at ACS or your local Employment Services Office.

State Employment Services Office

On Post: Non-Appropriated Fund (NAF) Job Office

ACS

ACS is always in need of volunteers in all programs. Call for information.

Community

Local service agencies or Volunteer Center.

For volunteer positions, call ACS at ________________.
Call the ACS Employment Readiness Program at ________________.
How Can I Help Someone Who is Feeling Isolated?

**Isolation/Emotional Problems**

I have not heard from my spouse.

Contact your Rear Detachment Commander. The ACS Mobilization and Deployment Manager has a list of RDC phone numbers. The Rear Detachment Commander is the primary point of contact for family members who have any questions or need assistance.

**Handy Phone Numbers**

Rear Detachment Commander: ______________________________

Rear Detachment Duty Office: ______________________________
How Can I Solve Child Care Problems?

Child Development Center (CDC)

I cannot pay my childcare bill

Contact the director of the program that your child is in. If you foresee payment problems, talk with the director before it happens.

My FCC provider is sick.

Each provider has a back-up substitute in case they are unable to provide care for children. If the sub is unavailable, call Central Enrollment, and they will provide you with care at the main center (if available).

My FCC provider is leaving in a few days.

For full-time care, call Central Enrollment Registry, and they will tell you what is currently available through FCC or at the center.

I cannot pick up my child before 6:00.

All parents can authorize three or more individuals to pick their child up. The person picking the child up must bring in an ID card so that the CDC can release the child.

Child Care Important Phone Numbers

Child Development Center ________________________________
Central Enrollment ______________________________________
FCC Coordinator ________________________________________
How Can I Solve Problems with My Children?

**Family Problems**

**Problems with Children**

**At Home**

- Use your personal support system (family, friends, etc.)
- Talk to people in your Family Readiness Group. They may be experiencing some of the same difficulties.
- Take a parenting class. Classes are available through ACS or at various places throughout the community (Red Cross, YWCA, churches, and health care agencies. Call ACS at ____________.
- Utilize the Family Advocacy Program’s library of books, pamphlets, audiotapes, and videotapes, regarding parenting.

**I really need a break from my children!**

- Form a cooperative baby-sitting group with friends and neighbors.
- Volunteer in the community. Some agencies offer free child care.

**At School**

- If the child is having any type of problems in school during the deployment, contact the classroom teacher first.
- Contact the principal if more assistance is needed, and the principal will guide you to the correct resource.

**On Post, register your children with CDC in the hourly care program.**

**Respite Care**

Contact Military One Source for parenting assistance.
Stateside: 800-342-9647; OCONUS: 800-3429-6477 (add applicable access code.)
www.militaryonesource.com
How Can I Reach My Family Readiness Group Leader?

I need to contact my Family Readiness Group.
Who do I call?

ACS has a current listing of all FRG leaders and their telephone numbers. This is confidential information only to be given to individuals within that FRG leader’s unit.
How Can I Get in Touch with My Deployed Spouse?

Contact your Rear Detachment Commander. The Rear Detachment Commander is the primary point of contact for family members who have any questions or need assistance.

Rear Detachment Commander
Contact ACS, the local armory or the sponsor’s unit for this information.
How Do I Contact My Spouse’s Unit When He is Deployed?

Administrative Problems

How do I contact my spouse’s unit if I need them?

- Contact the Rear Detachment Commander at your spouse’s unit.
- Contact your Family Readiness Group leader.

Access the unit’s Virtual Family Readiness Group (vFRG) for current telephone numbers or contact Army Community Service.
USAREUR
Problem Solving

The following pages are relevant to the U.S. Army in Europe. The problems and solutions are unique to Soldiers and families living overseas, particularly in Germany. (The procedures may be different on your installation so review with appropriate agencies.)
How Do I Get Birth Certificates and ID Cards for Newborns?

Birth Registration Requirements

Parents must register a child born to them in USAREUR with the appropriate U.S. or foreign authorities (in some instances, with both). This registration documents the child’s citizenship and enables the child to get a passport. A child must have a passport to travel in Europe and to enter the U.S.

To apply for the child’s birth registration, U.S. citizen parents should report with the child, required documents, and a U.S. postal money order in the amount due to the servicing Personnel Detachment (PD) by 30 days after the child’s birth (USAREUR REG608-3). The birth registration agent at the PD will help the parents fill out the birth registration application, administer the oath, assemble the application and required items, and send the packets to the servicing American embassy or U.S. consulate. The embassy or consulate will complete processing and send the child’s consular report of birth to the PD. The PD will notify parents when the consular reports of birth are received. Processing of birth registration takes 2-4 weeks if correctly completed.

Documents required for the child’s birth registration vary according to the citizenship and current and past marital status of the child’s natural parents. Standard items are the child’s birth certificate and the natural parent’s birth certificates or evidence of citizenship. Other items may be a marriage certificate, divorce decree, and residence/paternity affidavits. The servicing PD has information on documents required for the birth registration and where to write in the U.S. for missing documents.

Non-U.S. citizen parents must contact their home country embassy or consulate authorities for guidance on birth registration procedures. If their home country does not have an embassy or consulate or their home country authorities advise that the child is not entitled to citizenship under its laws, they should contact the appropriate American embassy, U.S. consulate, U.S. mission, or U.S. Immigration and Naturalization Service Office for guidance and documents needed for the child for traveling to and from the U.S. (USAREUR SUPPL 1 TO AR 608-61, APP F).
How Do I Get a New Passport?

Expired Passports

**Spouse needs to renew no-fee passport**

**Spouse who is not a citizen of the U.S. needs to renew passport**

**Spouse is dependent or deployed civilian employee**

**Contact Installation Personnel Service BN**

Bring proof of Command sponsorship, the expiring passport, and two passport-size photographs. The spouse will be assisted in completing the application. The application and required items will be sent to the servicing U.S. embassy or consulate. The new passport will be sent to the Personnel Detachment when completed to be given to the spouse.

**Contact Installation Personnel Service BN**

If the spouse is not a citizen of the U.S., he/she must contact the embassy or consulate of the country in which he/she has citizenship. If the country does not have an embassy or consulate, he/she should contact the U.S. embassy, consulate, mission, or Immigration and Naturalization Service Office for guidance on the documents needed to travel outside the country of assignment or residence.

**Spouse needs to bring ID card, expired passport, two passport-sized photos, and a check or money order for $40 to the Personnel Detachment. They will assist the spouse in completing the application and forward it to the servicing embassy or consulate. The embassy or consulate will complete the processing and send it back to the Personnel Service Detachment.**
How Can I Get ID Cards for My Family?

**Lost ID Card (Family Member)**

Are unmarried dependents over the age of 21 authorized ID cards?

You must have a Power of Attorney (if without sponsor), a passport, and a memorandum from the sponsor’s Commander stating lost ID card. Verification may be accomplished by use of DEERS/RAPIDS or Records screen, and/or original documents as necessary.

**Can children under 10 receive an ID card when parents are deployed?**

Normally, no. However, if one of the following applies, the answer is yes: if the dependent is enrolled in a full-time course of study at an approved institution of higher learning (sponsor must verify on DD 1172 that he/she provides at least 50% of dependent’s support). Form from education must verify that the child is enrolled full-time. They are authorized a card until age 23 while enrolled; or incapable of self-support because of a mental or physical handicap that existed before their 21st birthday (requires a dependency).

**Children of single military parents or dual military couples need a valid ID card, even under age 10. Call the ID card issuing agency.**
How Can I Get a Passport for a Baby?

Passports for Babies

Both parents are U.S. citizens

Parent needs to report to the Personnel Detachment with the baby, birth certificates of parents, marriage certificate, divorce decrees (if applicable), and a $82.00 money order. The Personnel Detachment will assist the spouse in completing the applicable forms so the child will have a birth certificate, passport, and Social Security number.

Spouse is not a U.S. citizen

U.S. citizen parent needs to report to the Personnel Detachment with the baby, birth certificate of spouse who is a U.S. citizen, marriage certificate, divorce decree (if applicable), and a $82.00 money order. The parent will be assisted in completing the applicable documents and administered the oath.
When Do I Need My Passport?

Passports—Traveling

Do I need my passport when traveling to other countries?

- Yes, you should carry your passport with you at all times. A valid American passport is required to cross most international borders.

How does a spouse get a tourist passport?

- Contact local Personnel Detachment. Spouse should bring military passport, two passport-size photos, and a money order for $97.00. Personnel Detachment will assist the spouse in completing the appropriate application, and they will mail the application and documents to the servicing embassy or consulate. The embassy or consulate will complete processing and send the passport to the Personnel Detachment.

Personnel Support Battalion (PSB) Phone Number: ______________________________

Closest Consulate Phone Number: ______________________________
How Can I Contact the American Red Cross?

Verification of emergencies is needed in most cases. Message may be received via Command after hours. Call Red Cross night/day shift to initiate request.

**During Duty Hours:**
Go to PSB with approved DA Form 31 to get orders cut.

**After Duty Hours:**
Call MP desk for MPs to contact on-call staff member. Have DA 31 to get orders cut.

**During Duty Hours:**
Report to transportation with copies of E/LV orders to get travel referral.

**After Duty Hours:**
Call MP desk for on-call transportation worker. Receive an ITR form to take to the airport.

**During Duty Hours:**
If financial assistance is needed, contact the Army Emergency Relief Office. Bring copies of LES, orders, and travel cost estimate.

**After Duty Hours:**
If financial assistance is needed once emergency leave is approved, contact the American Red Cross. Copies of LES, orders, and travel cost estimate will be required.

**Handy Phone Numbers**
American Red Cross: (duty hours): ________________________________
American Red Cross: (after duty hours): ________________________________
Military Police (non-emergency): ________________________________
Army Emergency Relief: ________________________________
What Are the Rules about Mailing to My Spouse?

Postal Problems

Care packages for deployed Soldiers while Postal Restriction X is in effect

Restriction X only permits first-class mail, including video or voice tapes of a personal nature, weighing less than 11 ounces.

How can a spouse get the APO of his/her deployed spouse?

The Unit Mailroom should call the Postal Operations Supervisor at their servicing APO. The servicing APO has a complete list of units and APO numbers of units involved in contingency operations.

Is a spouse required to put a stamp on mail being sent to a deployed spouse?

No, “MPS” mail is authorized to be sent to deployed

Is a customs form required, and are there restrictions on what can be mailed in a care package?

Yes, a customs form is required. The following items cannot be mailed: securities, currency, firearms, pornography, horror comics, registered mail, alcoholic beverages, narcotics, hazardous material, and rationed items. Rationed items may be lifted by the Customs, USAREUR PM.

Handy Phone Numbers

Army Post Office: __________________________________________________
Community Mail Room (CMR): ________________________________________
Customs Office: ____________________________________________________
How Can I Use the MPS Mail System Overseas?

**MPS Mail**

- **What can be sent to or mailed from the deployed force?**
  - Maximum Weight = 70 lbs
  - Maximum Size = 108 inches (linear)

- **Is spouse required to put a stamp on mail being sent to a deployed spouse?**
  - No, “MPS” mail is authorized to be sent to deployed Soldiers.

- **Can MPS letters sent by the deployed Soldier be forwarded to an economy address in Germany?**
  - No, only letters with first-class postage may be sent to an economy address in Germany.

For more information, contact the CMR/Unit Mail Clerk or Postal Officer.

The Postal Officer of the serving postal company or platoon
or

Headquarters, 1ST PERSCOM, Postal Operations Directorate, Postal Operations and Services Division, Unit 29058, APO AE 09081
DSN 379-6364
CIV 06202-80-6131

http://www.1perscom.army.mil/POD
How Can I Use Free Mail?

Free Mail

Are deployed Soldiers authorized "free" mail?

Yes, "free" mail can be put into effect for those Soldiers who have deployed. However, the United States Postal Service (USPS) must first authorize this procedure.

What can a deployed service member mail as "free" mail?

Deployed Soldiers do not pay postage on letters, post cards, voice cassette tapes, and personal video records weighing less than 11 ounces.
What about the Deploying Soldier’s Mail?

Soldier’s Mail

Disposition of Deploying Soldier’s Mail

Soldiers may elect one of the following options for disposition of their mail prior to deploying:
1. Forward all mail to the deployed Soldier (see Restriction “X” information in the box to the right).
2. Deliver all mail to a family member (normally a spouse).
3. Forward all mail addressed to the Soldier, and deliver remaining mail to a family member (usually a spouse).
4. Deliver all mail to a designated individual other than a family member. If this option is selected, the individual must complete a standard delivery order (PS Form 3801) designating another authorized Military Postal Service (MPS) user to pick up the mail.
5. Hold all mail until deployed Soldier returns. This option is not available for deployments in excess of 30 days due to limited space in the UMR/CMR.

If disposition instructions are not left by a Soldier, all mail will be delivered to the spouse. For unaccompanied Soldiers, all mail will be forwarded and remaining mail will be held.

Standard USAREUR Deployment Address

Grade/Rank, Full Name
Company, Unit name
Battalion, Division name
APO AE XXXXX

Deploying personnel should provide their deployment address to their family and friends, not their business correspondents or publishers. Bulk rate business mail and second-class magazines will be forwarded by the UMR/CMR to the deployed service member when permitted. Restriction “X” will limit mail to first-class mail weighing 11 ounces or less.

How can a spouse get the APO of his/her deployed spouse?

The Unit Mailroom should call the Postal Operations Supervisor at their servicing APO. The servicing APO has a complete list of units and APO numbers of units involved in contingency operations.
How Can I Get In-Loco-Parentis Status for Someone to Care for My Child?

Guidance for submitting requests for childcare providers of personnel deployed

U.S. sole and dual-service parents deploying may request ILS support for persons acting In-Loco-Parentis.

Requests may be submitted by the sponsor or by the Rear Detachment Commander or BSB/ASG Commander on behalf of the sponsor.

Requests may be sent by fax (DSN 381-7213), mailed, or hand carried to the Office of the USAREUR Provost Marshall, Taylor Barracks, Command Section (NATO/SOFA Office), Bldg. 333, Mannheim.

Each request received by the Office of the USAREUR Provost Marshall will be processed in a timely manner. If approved, applicants will receive a letter of authorization and a partially completed AE Form 600-700A (USAREUR Privilege and Identification Card) reflecting authorized privileges and limitations. Authorization will be in six-month increments.

Letter of authorization and AE Form 600-700A will be taken to the servicing ID card section for issuance of an ID card.

Ration cards (if authorized) may be obtained from the sponsor’s Personnel and Admin Center (PAC).

To drive a USAREUR-plated vehicle, the person acting In-Loco-Parentis must possess an international driver’s license (not issued in Germany) or an official translation of their U.S. driver’s license. German automobile clubs provide translation services.
How Can I Get Support for In-Loco-Parentis Caregivers?

Administrative Problem

Individual Logistic Support for Persons Acting In-Loco-Parentis

A person acting In-Loco-Parentis has lost his/her ID card. How can he/she get another one?

After calling the Office of the USAREUR Provost Marshall, NATO/SOFA Office (DSN 381-7354/8141), fax a copy of the original letter to the person acting In-Loco-Parentis to have logistical support to DSN 381-7213. If the letter of authorization is not available, a statement from the sponsor’s Commander certifying that the ID card was lost must be faxed. The Office of the USAREUR Provost Marshall will then reissue the authorization.
What about Foreign Nationals Acting as In-Loco-Parentis?

**Administrative Problems**

**Individual Logistic Support for Persons Acting In-Loco-Parentis**

- Can a single Soldier have his/her mother, who is a German national, care for his/her children in the mother’s home on the economy and shop in the commissary to purchase American food for the Soldier?

- U.S. Soldier is being deployed and is separated from German wife and has custody of children. Wife’s German sister will be living in quarters to care for children. Can sister shop in commissary and PX and get an ID card to take proper care of the children?

This is a German national and, under the SOFA regulations, is considered an “ordinary resident.” Under the SOFA regulations, ordinary residents are not authorized to use U.S. facilities or have an ID card. This Soldier can submit a request through his/her Commander to the Office of the USAREUR Provost Marshall (NATO/SOFA Office), APO AAE 09086, requesting an exception to policy for his/her mother, acting In-Loco-Parentis, to be authorized in the commissary on the Soldier’s behalf. Please have the Soldier call the Office of the USAREUR Provost Marshall NATO/SOFA Office (DSN 381-7354/8141) before submitting the request. For more information, contact the ILS specialist at DSN 379-6516.

The Soldier can submit a request for an exception to policy for this person, acting In-Loco-Parentis, to shop in behalf of the Soldier to the Office of the USAREUR Provost Marshall (NATO/SOFA Office), Unit 29931, APO AE 09086. This office will coordinate with the German government to determine if this person, acting In-Loco-Parentis, will be able to shop on behalf of the Soldier. Contact local Customs MP.
How Can I Get Administrative Support for Childcare Providers Acting In-Loco-Parentis?

Individual Logistic Support for Persons Acting In-Loco-Parentis

Can a single parent who is deploying allow his/her American parent to live in quarters, take care of children, use the commissary, PX, gas coupons, and ration card to shop on behalf of the Soldier?

A request for exception to policy should be initiated by the sponsor. If the sponsor is deployed, the request can be mailed by the sponsor’s Commander or the Rear Detachment Commander to the Office of the USAREUR Provost Marshall, Attn: NATO/SOFA Office, Unit 29931, APO AE 09086. The request must include name, Social Security number, rank, unit, deploying order number, unit phone number, home phone, mailing address, and USAREUR POV license plate number of sponsor. Provide the reasons for the request (single parent deploying for a period of time needing a person to act on my behalf to shop in the commissary and PX, drive USAREUR-plated vehicle, and purchase rationed items), the names and ages of each family member, and the name, citizenship, and passport number of the person acting In-Loco-Parentis.

Can a dual military family, where both parents are deployed, hire someone who is not an American living in Germany to care for their children and get this person permission to live in government housing and use the commissary and PX?

A request must be submitted through Commander channels to the Office of the USAREUR Provost Marshall (NATO/SOFA Office), Unit 29931, APO AE 09086. Request an exception to policy for the person, acting In-Loco-Parentis, to be authorized to shop in the commissary and PX on the Soldier’s behalf. Once this request is received, the Provost Marshall Office will coordinate with the German government to determine if this person can shop on behalf of the Soldier.

Contact local Customs MP for more information.
How Do I Get A USAREUR Driver’s License?

If you have a stateside driver’s license and an ID card, you must attend a two-hour driver orientation on driving in Europe. You must also take and pass a written and signs test. In addition, you will need a check or money order for $10.00.

Call driver’s testing for more information.
How Can I Replace My Lost USAREUR Driver’s License?

Lost Driver’s License

Notify Military Police

Go to driver’s testing office; bring a valid ID card and a $10.00 check or money order. They will verify that you have a valid driver’s license. You will fill out an application and take an eye test. You will receive a temporary license, and a permanent one will be sent to you in the mail.
How Do I Get Emergency Leave in USAREUR?

Emergency Leave

If a spouse is notified that a parent died while spouse is deployed, how does he/she get home?

Unit Commander has approval authority on emergency leave. When the leave is for travel of family members only, the PD will cut Order Format 342, authorizing family travel back to the U.S. Contact the Soldier member’s Rear Detachment Commander or the MP station to get this process started.

See also - AER loans.

See also Administrative Problem - Red Cross message.
How Can I Go Back to the U.S. for a Visit?

Isolation/Emotional Problem

I want to go home (from USAREUR).

You can leave your quarters during the entire length of deployment as long as you provide a letter to the Rear Detachment stating there is someone taking care of your quarters, in case there is a problem.

You are allowed to fly AMC (space available) anywhere in the theater or back to the States. You will need a letter from your spouse’s Commander stating that you and your family members are Command-sponsored.
My Car/Truck Broke Down. What Do I Do?

**Auto is broken down on the road**

ADAC is available as a roadside service for on the spot general repairs or as a towing service to a garage.

You must be a member to receive their services. Sign up at your local community bank.

**Auto is broken down at home**

Call AAFES and explain the problem. Depending on the situation, they will try to troubleshoot your problem and offer a solution. You will have to tow your vehicle to the AAFES garage in your KASERNE or to a local garage.

**MWR no longer provides a towing service.**
I Had an Accident, and I Am Lost.
How Do I Get Help?

**I am lost. What do I do?**

If you get lost in a city, contact the Military Police for that area. The Military Police or any German Polizei Station should be able to assist you.

**How do I use a German pay phone?**

To use most German pay phones, you must purchase a German phone card. These cards can be purchased at the Deutsche Bundespost. They come in various denominations. Also, you may inquire about a “T” card. A few phones may take coins, but it is best to purchase a phone card in advance and store in your car for emergencies.

**Car Accident**

Report to the Military Police as soon as possible with all details.

**OFF POST**

Polizei and/or Military Police may or may not come to the scene depending on the severity of the accident.

If the accident involves a German, contact the Polizei.

**ON POST**

Military Police may or may not come to the scene depending on the severity of the accident.

You must acquire a name, address, phone and insurance information on your own.

Note:
All traffic accidents need to be reported to the Military Police as soon as possible “on” or “off” post.
When I’m Deployed, What Happens to My Stuff?

Single unaccompanied Soldiers’ household goods and unaccompanied baggage shipment or storage

Once a tenant unit has been notified that it will deploy, the Unit Commander is required to appoint a single POC for each company-size unit to coordinate with the servicing Personal Property Processing Office (PPPO) to arrange shipment and/or storage of deploying single unaccompanied Soldiers’ personal property. The POC should normally be a senior or company grade officer who is familiar with the Commander’s priorities and will remain with the rear detachment.

Whenever possible, single unaccompanied Soldiers of each unit will be counseled, processed, and picked up as a single unit.

The unit POC should immediately contact the servicing PPPO to arrange for a counseling date. The POC will provide the PPPO with a list of all single Soldiers deploying in his/her company. The list will reflect the unit deployment date, name, rank, SSN, estimated weight in pounds for each Soldier’s personal property to be moved, and pickup address (barracks or off-post address.)

Inbound Shipments: _____________________________________________
Outbound Shipments: ___________________________________________
How Do I Take a AMC (Space Available) Flight Home?

Request a Command sponsorship letter through your Rear Detachment Commander. Use unit letterhead stationary, and include sponsor’s name, rank, and Social Security number. It should also include all names of the sponsor’s (Command sponsored) family members along with their Social Security numbers (or child’s date of birth) and passport country of origin, i.e., U.S. passport.

You may bring your Command sponsorship letter or fax it to the Ramstein Terminal DSN: 479-4440/4299; com: 011-49-6371-47-4440/4299. Fax: DSN 480-2364; com: 011-49-6371-47-2364.
You will be assigned a “Julian” date. Your “Julian” date is the day your letter was received by the terminal. This does not guarantee you a seat on any flight.

For flight schedules, contact Ramstein at DSN: 479-4440/4299 Commercial; 011-49-6371-47-4440

Prior to traveling on space available, make sure you have with you the Command sponsorship letter, all ID cards, passports, $12.50 customs fee per person, long-term parking pass (if applicable, can be acquired at terminal), and baggage ID tags (can be acquired at terminal).

You may want to come to the Ramstein area the night before. For reservations, contact Ramstein Guest Lodging at 011-49-6371-4900; DSN 480-4900

Be prepared to wait!! This is “space available” transportation. Depending upon your “category” and “avail date,” you may/may not get a flight out the same day.
How Can I Go Home for an Extended Visit and Still Keep My Quarters in Germany?

Leaving Quarters for an Extended Period of Time

You can leave your quarters during your sponsor’s deployment as long as you have a letter stating there is someone taking care of your quarters in case there is a problem. That person will need a Power of Attorney to care for your quarters. Also, there may be a limit on the amount of time the quarters may stay vacant. Contact the Housing Office for more information.