

# *Welcome Letter*

Welcome to the United States Army Garrison (USAG) Schinnen! As the only U.S. Army installation in the Netherlands, we are the executive agent for base operations support to American service members, civilians, and their families stationed throughout the Netherlands, Belgium and northern Germany. USAG Schinnen is at the center of the "Benelux", an acronym for Belgium (BE), Netherlands (NE) and Luxembourg (LUX), and characterizes our proximity to these three nations and to local NATO organizations. This tri-border region forms a dynamic cross border community that possesses a distinct set of challenges and opportunities. The services we provide directly support personnel assigned to JFC HQ Brunssum, the NATO Air Base in Geilenkirchen, Germany and other outlying organizations. Our services are far-reaching, diverse and bring the Army's garrison standardized services to joint, combined, and interagency personnel assigned in the Netherlands (such as Den Haag, Amsterdam, and Brunssum) and Germany (including Muenster, Bremerhaven, Bonn, Rheindahlen, and Geilenkirchen). Our area of responsibility is large, the missions of supported units varied, and our focus on support to Americans assigned to NATO - a distinction.



Upon arrival, you'll have access to a premier Commissary, AAFES, gym, Family Morale, Welfare, and Recreation programs and much more. Some of these services will consist of satellite offices deployed to your location, while others are resident at USAG Schinnen. Although we are geographically dispersed, the numerous services, programs and facilities we provide are second to none. Your access to community information, late breaking announcements, AFN links, movie schedules, and more begins at the USAG Schinnen web site: <http://www.usagschinnen.eur.army.mil>. Please add this site to your book marks and consider using it as your home page. The website provides the information needed to quickly discover that the Schinnen area is a great place to live and work and is ready to provide resources so you may become an active member of our community. In addition to the web pages, other sources of information include: Newcomer's information "At-a-glance", which is linked to our web site; the Tri-Border Reporter, a monthly newspaper that contains community news, events, and local advertising; and our Housing Manual. To receive news updates from our Public Affairs Office, send an e-mail to [paousagshi@eur.army.mil](mailto:paousagshi@eur.army.mil) to be added to our distribution list. Collectively, these resources form a system of information designed to keep you abreast of ongoing opportunities and connected to the only U.S. Army garrison in the Netherlands.

Once again, welcome to the Benelux region and to the USAG Schinnen community where the Army is home. Mission Possible!

Sincerely,

KIMBERLY L. WAYLAND

Deputy Garrison Manager

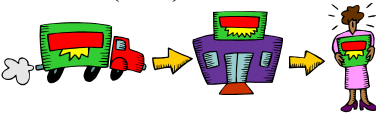




## U.S. ARMY GARRISON SCHINNEN IN & OUT PROCESSING INFORMATION SHEET

1. This information sheet is to assist you during In & Out- Processing.
2. Should you require any assistance or clarification to the instructions below, contact the appropriate office. Additional help will be provided by the Central Processing Facility at: DSN **360-7334/7544** or COM **046-4437334/7544**


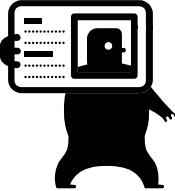

















3. Information pertinent to in-processing requirements in your community is as follows:
  - a. The following work-centers require appointments and should be in-processed in the following order. Installations that do not require appointments will be accomplished with the help of your designated sponsor.
  - b. Always have your in-processing checklist and Soldier Readiness forms filled out by all applicable work-centers while in-processing.
  - c. **Return the in-processing checklist** when finished **in-processing (this should be no more than 14 working days)**. An appointment will be made with the CPF Manager 14 duty days after arrival to review the checklist. This will allow the CPF Mgr. to clear you.
  - d. **Return the out-processing checklist** when finished **out-processing to Personnel Service Center (PSC)**. An appointment with PSC will be made by CPF (1 or 2 days before availability date)






LOCATION	AGENCIES AND INFORMATION	
Schinnen (SCN) 	<b>CENTRAL PROCESSING FACILITY (CPF)</b>	Location: Schinnen, Bldg. 8, Room 215 Operating Hours: M-F: 0800-1600/ Lunch: 1200-1300 DSN Phone: 360-7334/7544 COM: 011-31- 046-443-7334/7544 AFNORTH Bn Soldiers go to unit S-1 before the CPF. <b>Bring your orders, addendum(s).</b>
SCN 	<b>COMMUNITY ORIENTATION</b> <b>Relocation, EFMP, FAP, FRP, &amp; AER.</b>	<b>Army Community Service (ACS)</b> Location: Schinnen, Bldg. 39, DSN Phone: 360-7500/7512 COM: 011-31-46-443-7500/7512 Operating Hours: Mon-Fri. 0900-1600. <u>Please allow at least 30 minutes to process through the ACS for:</u> Customer Intake Form and Needs Assessment forms, receive <b>Welcome Package, Prepaid Cell, and GPS from Relocation Readiness Program</b> . Process through Exceptional Family Member Program (EFMP) and Financial Readiness. Army Emergency Relief (AER) program information will be provided. Process through Family Advocacy Program for Victim Advocate training. Newcomers will be signed-up for Newcomers Tour and introduced to the rest of the ACS programs.
SCN 	<b>HOUSING</b>	Location: Schinnen, Bldg.18 Operating Hours: M-F: 0800-1630 Phone: Govt. Quarters: 046-443-7340/DSN 360-7340 Housing Rep: 046-443-7455/DSN 360-7455 Temp. Furnishing: 046-443-7440/DSN 360-7440 Housing Office. (Bring the following documents): <ul style="list-style-type: none"> <li>- 5 copies of Orders and all amendments</li> <li>- ID card/Family member's social security number</li> <li>- Family member's addresses and phone number if not residing with you. (<b>Housing orientation brief is held the 1<sup>st</sup> and 3<sup>rd</sup> Tuesdays of the month at 1400</b>)</li> </ul>

<p>SCN</p> 	<p><b>Driver's Testing</b></p>	<p>Location: Schinnen, Bldg. 4          Operating Hours: M-F: 0730-1600          POV Testing: Done only on Wednesdays (0745-1200)          Phone: 360-7433 / 046-443-7433          Bring the following documents:          - HQ AERAN FORM (600-55/2R) for POV: Issued when books are picked up/HQ AERAN (600-55/1R) application for GOV license JFC HQ ID Card          - See attached file at the end of this document</p>
<p>JFC HQ</p> 	<p><b>VEHICLE. REG</b></p>	<p>Location: JFC HQ, Bldg. 102          Operating Hours: M-F: 0815-1500          Phone number: 045-526-2554          Bring the following documents: Orders/Copy of Registration papers/Proof of Insurance (with Dutch Address)/Make sure that you have all important papers on your car/New/Sales/Initial In processing need an apt./Bring customs documents if a new car/Blue USAFE Driving Permit/National Drivers License. <b>(PLEASE CALL and schedule APPOINTMENT)</b></p>
<p>JFC HQ</p> 	<p><b>Child, Youth, &amp; School Services (CYSS)</b></p>	<p>Location: JFC HQ, BLDG. 501          Operating Hours during School hours: M-F 0900-1800          Operation Hours during vacation: M-F: 0800-1800          Phone: 364-3008/3033          Bring the following documents to Central Enrollment:          - Orders          - Shot Records          - DG's for registration          - CYSS Registration application</p> <p><b>School Liaison</b> 364-2023 for free or reduced lunch tickets</p>
<p>JFC HQ</p> 	<p><b>JFC HQ HIGH SCHOOL</b></p>	<p>Location: JFC HQ          Operating Hours: M-F:0800-1630          Phone: 045-527-8251          Bring the following documents for in &amp; out processing:          Orders/Shot records/          Records from other schools/Birth Certificate or Passport/          SSN/Sponsors U.S. ID</p>
<p>JFC HQ</p> 	<p><b>CHILD DEVELOPMENT CENTER (CDC)</b></p> 	<p>Location: JFC HQ , Bldg. 501          Operating Hours: M-F: 0700-1800          Phone: 364-2575          Bring the following documents:          - Copy of Orders          - Copy of current physical and shot records per child.</p>
<p>JFC HQ KMAR</p> 	<p><b>DUTCH MARECHAUSSEE</b>          Dutch Residence Card</p> 	<p>Location: JFC HQ, Next to vehicle registration.          Operating Hours: M-F 0815-1500          Phone: 045-525-8000          Requirements: Dutch Residence Card registration, NATO ID, US Passports, 2 picture size passports for all family members.          See attached file at the end of this document.</p>
<p>JFC HQ</p> 	<p><b>LIBRARY</b></p>	<p>Location: JFC HQ, Bldg. H-604, next to B&amp;S Shop          Operating Hours: T-W: 1000-2000          TH-FR: 1000-1800          SAT-SUN:1200-1600          Phone: 364-2469/2669  <b><u>Bring your orders</u></b></p>

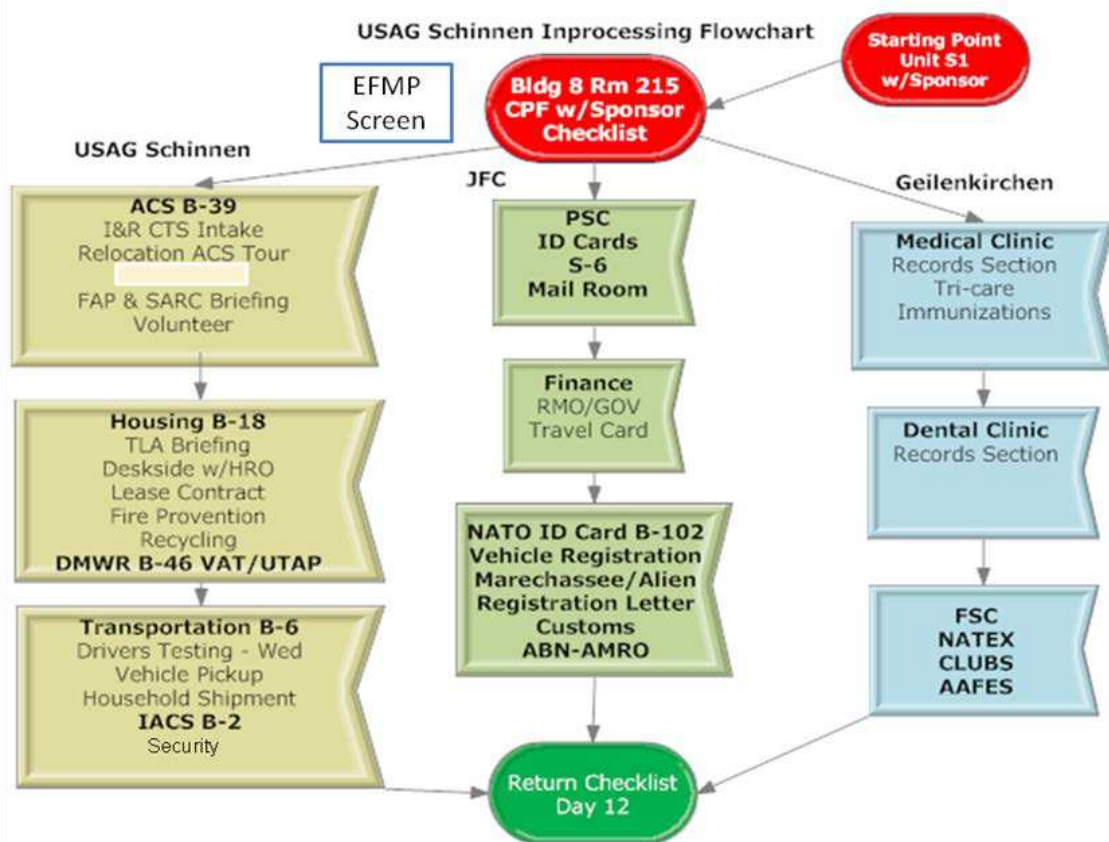


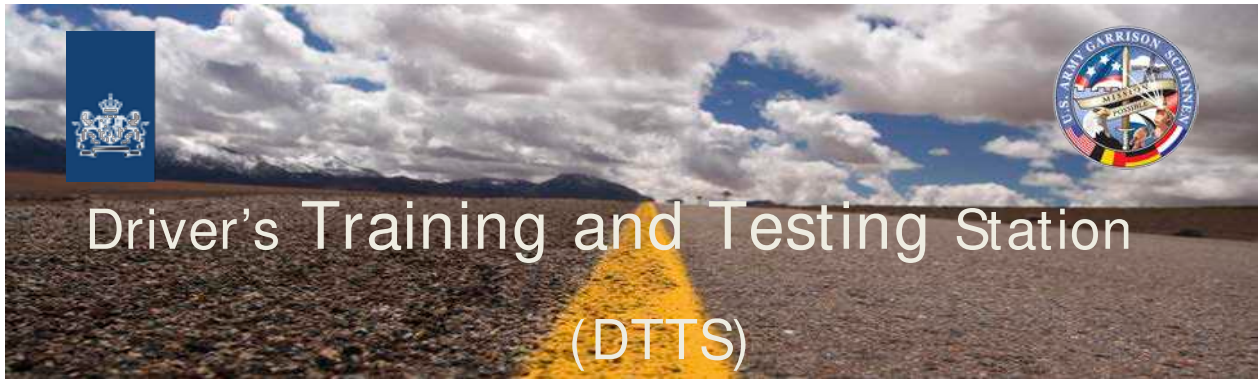
<p><b>JFC HQ PSC</b></p> 	<p><b>PASSPORTS &amp; ID CARDS (PSC)</b></p>	<p>Location: JFC HQ, Bldg 603          Operating Hours: M-T-W 0830-1215/ 1400-1600          Thursday: 1400-1600/ Friday 0830-1400          Phone DSN: 364-2216</p>
<p><b>JFC HQ Pass</b></p> 	<p><b>PASS/PERMIT JFC HQ</b></p>	<p>Location: JFC HQ, Bldg. 102          Operating Hours: M-F: 0815-1500          Phone: 045-526-2542/3650          Bring the following documents:          - Orders          - (application for ID must be filled out by the PSC)          - Dependant children =&gt;18 statement of dependency (issued by sponsor or CPF mgr.)</p>
<p><b>SCN</b></p> 	<p><b>ANDREWS FEDERAL CREDIT UNION</b></p>	<p>Location: Schinnen, Bldg. 8 1ST FLOOR          Operating Hours: Tue-Sat: 0900-1600          Thu: 1130-1700          Phone: 360-7507/7508          CLOSED SUNDAYS AND ALL US HOLIDAY'S.</p>
<p><b>SCN</b></p> 	<p><b>COMMUNITY BANK</b></p>	<p>Location: Schinnen, Bldg. S-19          Operating Hours: Mon: closed/Phone: 360-7412/4350          Bring the following documents: ID card          Tue/Wed/Fri 1000-1700 Thur: 1100-1800/ SAT: 1030-1530</p>
<p><b>SCN Pro-Gear</b></p> 	<p><b>CENTRAL ISSUE FACILITY (CIF) For Pro-Gear.</b></p>	<p>Location: Schinnen, Bldg. SSO          Operating Hours: M-F: 0800-1200/ 1230 -1530/Phone: 357-7770          Bring the following documents:          - Copy of orders          - Former CIF records from previous unit</p>
<p><b>SCN</b></p> 	<p><b>RESOURCE MANAGEMENT OFFICE (RMO)/ GOVERNMENT TRAVEL CARD</b></p>	<p>Location: Schinnen, Bldg 8 (soldier assigned to Schinnen)          Manpower in processing          Operation Hours M-F 0800-1200/ 1300-1600  <u><b>Bring your orders</b></u></p>
<p><b>SCN</b></p> 	<p><b>39th Signal Call 119</b></p>	<p>Location: Schinnen, HQS Bldg. #8, Rm. 115          Operating Hours: M-W/F: 0800-1630          Thu: 1300-1500          Phone: 360-7272/7224          Forward application requesting a network/ domain password through distribution or contact your unit IMO.</p>
<p><b>SCN</b></p> 	<p><b>PMO-SCHINNEN/IACS</b></p>	<p>Location: Schinnen, Bldg. 2          Operating Hours IACS:          M: 0830-1600          T-W-F: 0830-1700          Thu: 0830-1500          Lunch: 1200-1300          Phone: 360-7555/7322  <u><b>Bring your orders</b></u></p>
<p><b>SCN</b></p> 	<p><b>DPW/SELF HELP SHIP Store</b></p>	<p>Location: Schinnen          Operating Hours: M-F: 0800-1200/1230-1600          Phone: 360-7229          Bring the following documents:          - Orders          - ID Card</p>

<p>SCN</p> 	<p><b>DOL/ TRANSPORTATION</b></p>	<p>Location: Schinnen, Bldg. 6 Operating Hours: M-F: 0800-1630 Phone: 360-7575 / 7604 Bring the following documents:</p> <ul style="list-style-type: none"> <li>- Orders and any amendments</li> <li>- Shipping documents</li> <li>- for inbound shipment</li> <li>- Household goods</li> <li>- Inventory</li> <li>- In processing by phone is permitted</li> </ul>
<p>SCN</p> 	<p><b>VALUE ADDED TAX (VAT) AND UTILITY SUPPORT</b></p>	<p>Location: Schinnen, Bldg. 46, Room 105 Operating Hours: M-F: 0730-1600 Phone 360-1780</p> <p>Enroll in the Utility Tax Avoid Program (UTAP) to receive 19% tax refund on your GAS, Electric, and Water!</p> <p>Contact the UTAP Office after 90 days or after you receive your first utility.</p>
<p>SCN</p> 	<p><b>EDUCATION CENTER</b></p>	<p>Location: Building 19 (Over the community bank) Operating Hours: M-F: 0800-1630 Phone: 046-443-7651/7641 DSN: 360-7651/7641 Bring the following documents: Orders/DA 669/All transcripts</p>
<p>SCN</p> 	<p><b>LEGAL CENTER Netherlands Law Center</b></p>	<p>Location: Schinnen Building 37 Operating Hours: M-TU-W-TH-F:0900-1700 Lunch: 1200-1330 Phone: DSN: 360-7688/046-443-7688 <b><u>Bring your orders</u></b></p>
<p>GK</p> 	<p><b>Airman &amp; Family Readiness Center (Family Support)</b></p>	<p>Location: Geilenkirchen Nato Air Base, Germany, Bldg 78. Operating Hours: 0800-1700 DSN: 458-6015 or 6016 Phone: 0049-2451-63-3791/3792 FAX: 0049-2451-65-819</p>
<p><b>Geilenkirchen (GK)</b></p> 	<p><b>DENTAL CLINIC (GK)</b></p>	<p>Location: Geilenkirchen (NATO) Bldg. 198 Operating Hours: M-W/F: 0800-1700 Tue: 0800-1600 Thu: 0800-1130 Phone: 0049-2451-99-3535 Bring the following documents:</p> <ul style="list-style-type: none"> <li>- Dental Records/When you cannot make a Dental appointment: M-W/ F: 0745/ 1245 Thu: 0745</li> </ul>
<p>GK</p> 	<p><b>470th Medical Clinic &amp; TRICARE</b></p>	<p>Located: Geilenkirchen (NATO) Base, Hospital Operating Hours: M-W,F: 0745-1700/TH:800-1200 Phone: 0049-2451-99-3400 Appointment Line ext. 3200 Phones with voice 0049-2451-99-3401 or 3401 or 3402 or 3403 Bring the following documents:</p> <ul style="list-style-type: none"> <li>- Tri-Care enrollment form</li> </ul>
	<p><b>CIVILIAN PERSONNEL OFFICE (CPO)</b></p>	<p>Location: Chievres Belgium Phone: CPAC Chievres: 361-5422</p>

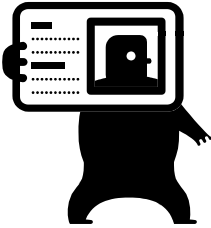
	<b>UNIT COMMANDER</b>	Location: Your Unit Operating Hours: Check with your unit Phone: Check with your unit Bring the following documents: When in-processing schedule an appointment to meet with your Unit Commander
	<b>UNIT MAILROOM</b>	Location: Your Unit
	<b>UNIT-RATION CARD</b>	Location: Your Unit Operating Hours: Check with your unit Phone: Check with your unit/For USAG Schinnen personnel 360-7334 Bring the following documents: - ID Card - Soldier must sign for family member's ration control cards
	<b>UNIT S-1/S-2/S3</b>	Location: Your Unit Phone: Check with your unit Bring the following documents: - Copy of Clearance - Bring 201 File
	<b>UNIT-ISG</b>	Location: Your Unit Phone: Check with your unit/For USAG Schinnen personnel 360-7226

The flowchart will help in locating facilities in the Tri-border area; Schinnen, JFC, & Geilenkirchen. Use this chart to help streamline in-processing.





# Driver's Training and Testing Station (DTTS)



The Driver's Training and Testing Station is located on US Army Garrison Schinnen in building 4. Our office provides a wide variety of services for Active Duty, Service members, DOD civilians and their Families members.

If you would like to have a head start before you come to the Netherlands you can follow this link for two videos:

[http://www.hqusareur.army.mil/rmv/driving\\_in\\_europe.htm](http://www.hqusareur.army.mil/rmv/driving_in_europe.htm)

Then click on Driving in The Netherlands (32mins) and Defensive Driving in The Netherlands (25mins) for a good preview of things you can expect when you arrive.



Also there is a booklet on the Internet that tells you all the road signs and Dutch Traffic Law. This booklet is not 100% bullet proof, but good information for getting started.

Road Traffic Signs and Regulations in the Netherlands – Download 4.8 MB

<http://www.rijksoverheid.nl/documenten-en-publicaties/brochures/2009/08/01/road-traffic-signs-and-regulations-in-the-netherlands-2009.html>

Phone: 011-31-46-443-7656  
Fax: 011-31-46-443-7432  
Or: [DriversTesting@benelux.army.mil](mailto:DriversTesting@benelux.army.mil)

Unit 21602  
APO AE 09703-1602

Local address:  
Borgerweg 10  
6365CW Schinnen, Netherlands



See you at the Drivers Testing Office for service with a smile.



# Dutch Permit of Residence (alien ID card)



Obliged / mandatory for all NATO members  
- NATO Civilians (non-military)  
- Dependants/ family members: spouses, children 14 and older, etc

Military persons are exempt, but are obliged to register their dependants/family members within 3 days after arrival in the Netherlands.

The Dutch Residence Permit is an official Dutch identity document and proof of registration in The Netherlands to be used for identification by the Law Enforcement Agencies or Government Officials.

Travelling outside The Netherlands the Permit is your proof of registration in The Netherlands.

You are permitted to stay in The Netherlands for a limited period (as indicated on the Permit),

The Residence card is issued free of charge by the Dutch Immigration Department.

Failure to be in possession of a valid Permit of Residence in The Netherlands renders you liable to Legal prosecution.

You are obliged to inform Alien Registration Office whenever one of the following circumstances arises:

- \* New arrivals
- \* Change of address
- \* Departure/leaving The Netherlands permanently, turn in residence permit this also includes members of your family
- \* Marriage
- \* Birth
- \* Divorce
- \* Death
- \* Lost of the Permit
- \* And all other circumstances that effect your personal life due to Alien Registration Act.

\*You don't have to (must not) register with Town-Hall authorities in the city that you live reside in. The Office of the Royal Marechaussee Rep. Alien Registration will inform the Municipalities (Town-Hall) and will keep record of your personal file.

If you need Official Dutch documents in reference to your stay in the Netherlands the Alien Registration Office will provide you with the necessary documents.

Even for future purposes (if you left the Netherlands) the Alien Registration Office can provide documents for you, they keep records for life (80 years).

To request the Residence Card you need;

- National ID-cards
- JFCBS ID-cards
- Passports
- Each person must report in person and must bring also 2 passport-size pictures, (pictures must match Dutch-Passport criteria and can be taken by Pass & Permit Office on JFCBS) and report to, Royal Marechaussee Representative Alien Registration Office JFC HQ Brunssum Bldg H 100

Tel. 045-526-3191 – 045- 4058480

Fax:045-527-5224

Operating hours Mon/Fri 0815-1530



# Banking, Internet, Phone, & Cable

## **What you need First!**

1. *A Dutch mailing address (house address), Orders, & Stateside Driver's License in order to open a Dutch Bank account.*
2. *Call ABN-AMRO Bank at 0900-0024 (Option 4 English) and ask to open an account at the Brunssum Branch. The Bank Rep will explain what you need to bring.*
3. *Once you have your bank account client number you can request your internet service, mobile/cell telephone service, or combined package.*
4. *The Cable Company is called Ziggo. You can request basic Ziggo Cable TV without a Dutch bank account. The bills can be mailed to your local address monthly or quarterly.*
5. *If you decide to combine the Ziggo Cable service with an All in one package or order an All in one from the beginning then you will need to provide a Dutch bank account number.*
6. *The KPN Telephone Company owns the Telephone lines in the Netherlands (NL). KPN offers a huge selection of Telephone products (Cell & Landline), Internet, and Television over their lines. KPN also leases their lines to other ADSL Internet Service Providers (ISP) throughout the Netherlands.*

How to Call:

- ***www.kpn.nl***                      **0900-0244**
- Option 1 New products/orders and questions
- Option 1 for a customer service desk
- Then you will transfer to the department at your request.
- Option 2 Problem with connection/Disrupted service, Help with installation appointment
- Option 3, Bills & payments questions
- Option 4 Moving or changes
- Option 5 termination and other questions

Dial 9 to return to main menu

- ***www.ziggo.nl*** (formerly @home) **0900-1884**
- **Ziggo clients can call from their home phone the toll free number 1200**
- Enter client number or Postcode (1234#) press 1 to confirm or 2 to change input.
- Option 1 Payment or bill
- Option 2 Problem with connection/Disrupted service
- Option 3 Moving, then Option 4 for Termination, change of person data
- Option 4 Status of order
- Option 5 for new product order

### **Cell Phones:**

[www.kpn.nl](http://www.kpn.nl) - 0800-0105

[www.lebara-mobile.nl/en](http://www.lebara-mobile.nl/en) - 0900 - 4321 321

[www.simpel.nl](http://www.simpel.nl) - 0900 – 2221114

***www.tele2.nl***                      **0900-2411602**

- Option 1 Internet or Television > stay online ready with your client number or telephone number; input either number and press# or press 0 then 3 for admin.
- Option 2 Mobile
- Option 3 Landland phone
- Option 4 New product

### **Other DSL Providers who lease the KPN network:**

- [www.alice.nl](http://www.alice.nl)                      0900-1560
- [www.vodafone.nl](http://www.vodafone.nl)                      0800-0200056
- [www.telfort.nl](http://www.telfort.nl)                      0900-9596
- [www.online.nl](http://www.online.nl)                      0900-9515 client#  
ask for help.
- [www.hetnet.nl](http://www.hetnet.nl)                      0900-0244 (KPN)
- [www.planet.nl](http://www.planet.nl)                      0900-0244 (KPN)
- [www.xs4all.nl](http://www.xs4all.nl)                      020-3987540 Direct

**For Internet, Cell Phone, Home Phone, Cable service, and products contact the local companies:**

T for telecom [www.tfortelecom.nl](http://www.tfortelecom.nl)

BelCompany [www.BelCompany.nl](http://www.BelCompany.nl)

ThePhoneHouse [www.phonehouse.nl](http://www.phonehouse.nl)

This is a basic information sheet. These products are not endorsed by the USAG Schinnen or ACS.



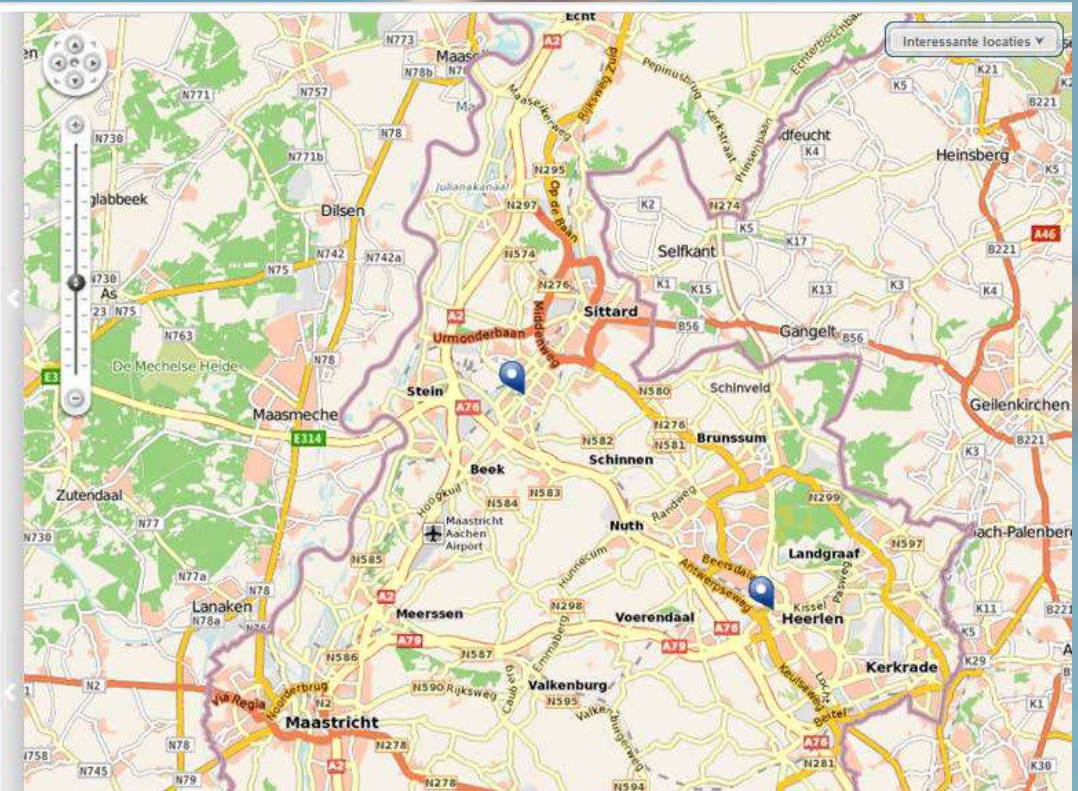
# Locations found on [www.goudengids.nl](http://www.goudengids.nl) your local Yellow Pages.

Opslaan 2 Gouden Gids De Telefoongids

Sorteer op: Relevantie | A-Z | Afstand | Waardering

« Terug naar resultaten

-  **t for telecom** Telecommunicatie-diensten  
Salmstraat 39  
6161EL Geleen
-  **t for telecom in Dixons** Telecommunicatie-diensten  
Corio Center 33  
6411LX Heerlen


-  **BelCompany Maastricht** Mobiele  
Maastrichter Brugstraat 33  
6211ES Maastricht
-  **BelCompany Maastricht** Mobiele  
Muntstraat 8  
6211EJ Maastricht
-  **BelCompany Beek** Mobiele  
Wethouder Sangersstraat 139  
6191NA Beek lb
-  **BelCompany Brunssum** Mobiele  
Kerkstraat 47  
6441BB Brunssum
-  **BelCompany Heerlen** Mobiele  
Corio Center 17  
6411LX Heerlen
-  **BelCompany Kerkrade** Mobiele  
Orlandopassage 14  
6401AM Kerkrade
-  **BelCompany Roermond** Mobiele  
Varkensmarkt 2  
6041ET Roermond
-  **BelCompany Sittard** Mobiele  
Limbrichterstraat 47  
6131EB Sittard
-  **BelCompany Venlo** Mobiele  
Vleesstraat 27  
5911JC Venlo
-  **BelCompany Weert** Mobiele  
Langstraat 28  
6001CV Weert

