

**SPECIAL OPERATIONS COMMAND EUROPE  
(SOCEUR)**

**NEWCOMERS GUIDE**

**STUTT GART, GERMANY**





Congratulations on your assignment to Special Operations Command Europe!

Let us be the first to welcome you to Special Operations Command Europe (SOCEUR), United States Special Operations Command's most diverse theater. We look forward to your arrival. As a sub-unified command, SOCEUR's mission is to plan, coordinate and conduct special operations for United States European Command. Your selection for this joint assignment indicates a record of proven performance and recognition of exceptional future potential by your service.

Your assignment to SOCEUR will be a rewarding experience, not only because of the challenges and the responsibilities of working in this joint headquarters, but also because of the social and cultural opportunities available here in Europe. We are confident you will find the Stuttgart military community to be closely knit, hospitable and eager to welcome newcomers.

Again, welcome aboard, we are excited to have you and your family here as a member of this incredible SOCEUR team. If there is anything we can do to assist in your assignment here, do not hesitate to contact our Personnel Directorate (J1) at DSN 324-379-4110 or via email at [soceurlistj1pssm@socom.mil](mailto:soceurlistj1pssm@socom.mil). We look forward to meeting and serving with you.

We wish you all the best with your move; there's great work to be done!

Sincerely,

A handwritten signature in black ink that reads "Jeremy M. Lile". The signature is written in a cursive style with a large, sweeping initial "J".

JEREMY M. LILE  
Command Sergeant Major, U.S. Army  
Command Senior Enlisted Leader

A handwritten signature in black ink that reads "Steven G. Edwards". The signature is written in a cursive style with a large, sweeping initial "S".

STEVEN G. EDWARDS  
Major General, U.S. Air Force  
Commanding General

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## Planning your move after receipt of reassignment orders

One of the most important steps in your move will be gathering all the necessary documentation. It's best to have all your documents accessible and always kept in your carry-on luggage while traveling. The Panzer Central Processing Facility (CPF) is your first step for In-Processing into the USAG Stuttgart Community. To find resources during pre-arrival, arrival, and post-arrival to USAG Stuttgart and SOCEUR at Patch Barracks, please visit for [newcomers](#) or [all services](#) website.

## EFMP / Command Sponsorship

**The Exceptional Family Member Program (EFMP)** provides comprehensive support to Family members with special needs. An Exceptional Family Member is a Family member with any physical, emotional, developmental, or intellectual disorder that requires special treatment, therapy, education, training, or counseling, and meets the eligibility criteria. Screening and registration in the EFMP program will indicate whether they have permission to travel with dependents and obtain command sponsorship on reassignment orders. For more information about EFMP and helpful articles about the program, visit the [Enterprise EFMP site](#) to start a family member travel screening overseas travel package.

Civilian sponsors through the Civilian Personnel Advisory Center (CPAC) on-boarding process must indicate whether their dependents will travel with them on their request for orders (RFO). Through the on-boarding process the sponsor will be provided with the EFMP screening documents that must be completed by your healthcare provider and uploaded to USA Staffing.

**Once the Command Sponsorship** is approved service member/civilian employees will then be provided with an amendment to their reassignment orders that specifically state the dependents' name(s) on the amended reassignment orders.

## Passports & SOFA Services

Once Command Sponsorship is approved for dependent(s), you must start the paperwork for the "No Fee" passport. A "No Fee" passport is different than a tourist passport and dependent(s) will need both. This special issuance passport, which is stamped with Status of Forces Agreement (SOFA), allows travel with the sponsor on official military PCS orders only. Contact your local on-post passport office for further guidance for applying for the "No Fee" passport. Visit the [USAG Stuttgart passport & SOFA services](#) for checklist and instructions.

Please be aware that using the "No Fee" passport is **NOT AUTHORIZED** for leisure travel; you will have to use your standard tourist passport for non-official travel. It is highly recommended to apply for a tourist passport prior to your move so you can travel throughout Europe. It is highly encouraged for parents of children of all ages (including newborns) to apply for a tourist and "No Fee" passport. Children must be command sponsored and enrolled in DEERS to apply for a no fee passport.

SOCEUR personnel and dependents should carry both passports when traveling on leisure outside Germany.

## Scheduling Personal Property Resources

SOCEUR personnel may have the opportunity to set up three different types of pack outs before your overseas move. To schedule household goods pickup, visit [Military Onesource](#) to access the [Defense Personal Property System](#) (DPS) website to schedule transportation pickup or your local transportation office.

1. **Non-Temporary Storage (NTS)** which is what stays behind in the U.S.
2. **Unaccompanied Baggage (UB)** typically takes 30+ days to receive
3. **Household Goods (HHG)** typically takes 60+ days to receive

### Non-Temporary Storage

When deciding what to leave behind, keep in mind that European homes are typically much smaller than US homes. Therefore, the military will store your items stateside at no cost to you while you are stationed overseas. The [Stuttgart MWR](#) offers storage units that vary in size at a monthly rate. Renting storage units here would be at the expense of the individual.

Check all electronics/appliance to see if they are dual voltage (ranges between 110 to 240Hz). Germany uses 220 voltage unless living on-post housing which has dual voltage outlets. If they are not dual voltage, consider how frequently you use them. Some small appliances from the US may still be used in Germany with a transformer. Many appliances will not work properly even with a transformer. German electronics/appliance as well as transformers can be purchased at the PX, local economy stores, as well as the Thrift Shop and thru various Stuttgart FB pages.

There are also no closets in German homes, only wardrobes, which are much more limited in their storage capacity. (*Fun Fact:* In Germany, homeowners are taxed by room on their property taxes rather than just by total size - which is why they do not build closets or pantries into their homes - they count as taxable rooms!)

**Recommended Storage Items:** Washer and Dryer, Appliances that will not take 220v, Garage Items and anything you haven't seen/touched in a while.

### Unaccompanied Baggage

***\*\*Try to schedule this shipment as soon as possible. The sooner the better!!!\*\****

This is a smaller shipment of items that will arrive sooner than your HHG shipment. (Estimated ship time is 4-5 weeks.) Your weight allowance for UB is separate from your HHG. No furniture, large items, or liquids are permitted. The items in this shipment should be considered as a "survival package" - things you will need to hold you over in your new home while waiting for your HHG to arrive.

### Household Goods (HHG)

Find moving resources, relocation assistance and personalized support at [Military Onesource](#) for OCONUS moves and guides to adjust in a foreign culture.

An overseas move carries the inherent risk of damage to your items during shipping. It is a good idea to take a photo/ video inventory of your home before the movers arrive.

You should also create an inventory list of your belongings before the movers arrive. Make a list of items with their model numbers, serial numbers, and estimated cost. When your movers arrive, they will create a "High-Value" inventory form - ensure they have included all your items, serial numbers, and values correctly.

***Suggested video documentations for HHG inventory:*** Electronics (with serial numbers); kitchen appliances.

### Shipping & Registering your POV / Storage / Driver License

The first step in processing your vehicle for your permanent change of station is turning it in at your nearest Vehicle Processing Center (VPC) at <https://www.pcsmypov.com/>. For more information shipping or storing your personally owned vehicle for a permanent change of station to Stuttgart, read [Turn-In OCONUS Brochure](#) or [Pick-Up OCONUS Brochure](#). Shipping a POV can take a significant amount of time - estimates range from six to twelve weeks.

### USAREUR Driver License / Vehicle Registration

DoD ID card holders are eligible to obtain a USAREUR (United States Army, Europe) driver's license. With this license, ID card holders are authorized to drive a USAREUR-plated vehicle or other German-registered vehicles. For more information taking the USAREUR driver license test, visit [Driving in Germany](#) to make appointments online. DoD ID card holders are required to inspect and register their POV with the USAREUR driver license and active U.S. Driver License. Registered vehicles are not subject to German taxes or German vehicle registration. All shipped vehicles and used vehicles purchased in Germany must pass a safety inspection before they can be registered. For more information to help with vehicle registration and inspection, visit [checklist for registration services](#) and making appointments during your arrival.

**Prior to your inspection make sure you have the following items in your POV:** Road Triangle, Reflective Vest and a first aid kit. If you do not have all the following items, you will not pass inspection. These can be purchased at the local PX or Car Care Center.

### **\*\*\*IMPORTANT:**

1. The USAREUR Driver License only permits to drive in Germany **ONLY**. This license is not valid to drive outside of Germany. If planning to drive outside Germany, you must obtain an international license. The Driver's License office on Panzer can assist with needed form and address of the closest Rathaus (City Hall) to apply.

2. You will not pass vehicle registration with after-market tint on the **front driver and passenger windows**, all other windows are ok. This must be removed before inspection.

## Temporary Lodging Reservations

Once orders are received, it is highly recommended to book your hotel accommodations as soon as possible, your sponsor can assist with this. There are two on-post lodging options, Panzer Hotel and the Kelley Hotel. Panzer is the most convenient because it is where the garrison in-processing is located. Below are the links to the hotels to make reservations. AirBnBs are **NOT authorized**.

**Panzer Hotel:** <https://stuttgart.armymwr.com/programs/panzer-hotel>

**Kelley Hotel:** <https://stuttgart.armymwr.com/programs/kelley-hotel>

It is important to remember to **report to housing within two workdays of arrival** to receive instructions and authorization for TLA. During in-processing, finance will explain the steps on how to request reimbursement.

## Temporary Lodging Allowance (TLA) / Housing Office

**TLA** will be authorized for your OCONUS move to partially reimburse you for more than normal expenses incurred while occupying temporary lodging as well as expenses for meals obtained because of using temporary lodgings. You are authorized TLA when your COLA eligibility begins (boots on ground) and for up to 60 days while house hunting. Visit the [Temporary Lodging Allowance](#) website for updated source guidance and TLA Computation examples and common scenarios.

1. Regardless of branch of service, Service Members are required to live in On-Post Quarters and are required to check-in with the Housing Office immediately after arrival regarding their place on the waitlist. Service Members authorized by housing authority to seek off-post quarters must prove an AGGRESIVE housing search to continue authorization of TLA (ensure Housing approval is granted first).
2. Aggressive private rental search is categorized as viewing 3 homes within the first 15 days of arrival, following issuance of CNA, and 6 houses each 15-day period thereafter.
3. For travel, per diem rates, and dislocation allowance, visit [Defense Travel Management Office](#) (DTMO).
4. For more information on On-Post or Off-Post housing, floor plans, and appointments, and TLA information, visit [Stuttgart Housing Office](#).

## Housing Waiting List

All service members are mandated to be placed on post government housing waiting list, visit [Stuttgart Housing Office](#) to submit application. If a waiting list exists and housing is not projected to be available for assignment a Certificate of Non-Availability (CNA) may be issued. However, if adequate family housing is available in a service member's category, the service member will be assigned to a housing unit either on Robinson, Panzer, Kelly, or Patch Barracks.

**Civilians are not entitled** to reside in on-base quarters. Please review the Off-Post Housing for more information.

### **Single Soldiers & Geographic Bachelors**

Contact the Stuttgart Housing Office prior to shipping HHG's. E1-E6 are required to reside in the barracks if the utilization rate is 95% or below. Geo-Bach receiving BAH stateside are required to reside in the BEQ/BOQ if the utilization is 95% or below.

### **Civilian Entitlements**

Civilian Employees must review their PCS orders (DD Form 1614) to determine their authorized entitlements. Contact the SOCEUR J1-Civilian Office for more information (kelly.s.hawkins.civ@socom.mil and thaddeus.v.butler.civ@socom.mil).

Prior to departure: DA Civilians may be entitled up to 10 days of the Pre-departure Subsistence Expense Portion of the Foreign Travel Allowance (PSE-FTA) using the Total Actual Subsistence Method. The purpose of PSE-FTA is to assist employees with the costs of temporary lodging, meals, laundry, and dry cleaning that are incurred when an employee transfers to a foreign post from a post in the U.S.

Upon Arrival: DA Civilian will in-process with the J1, within 5 days of arrival to do a full review of entitlements.

Temporary Quarters Subsistence Allowance (TQSA): DA Civilians may be entitled to TQSA (Actual Expense) up to 90 days. The purpose of TQSA is to assist with temporary lodging, meals, laundry and dry cleaning in a foreign area when an employee first arrives at a new post and permanent quarters are not yet available.

Miscellaneous Expenses Allowance (MEA): MEA is payable when a civilian employee vacates a residence at the old Permanent Duty Station (PDS) and establishes a new temporary or permanent residence at the new PDS.

Relocation Income Tax Allowance: The RITA reimburses an eligible transferred employee substantially all of the additional Federal, State, and local income taxes incurred because of receiving taxable travel income.

Living Quarters Allowance (LQA): LQA is granted to an eligible employee to help defray the annual cost of suitable, adequate living quarters for the employee and his/her family at a foreign post where government-leased or -owned housing is not provided.

Civilians entitled to LQA per the Department of State guidance can find additional information at: [DSSR Entitlement Information](#).

*For further off post housing information please contact the housing office by [email](#).*



## Day of Arrival

### What to Expect...

Service members will be given a sponsor that he/she will remain in contact with prior to arrival. The assigned service members sponsor can assist to pick you up from the [Stuttgart Airport](#) and escort you to the hotel that was booked.

It is strongly recommended to save the German cell phone number of your sponsor as well as the SOCEUR Joint Operations Command (JOC) Duty number +49 0711-7073-4300/4341.

The USAG Stuttgart, Panzer Kaserne [Central Processing Facility](#) (CPF) at building 2913, 1st Floor is the first step to in-process the installation and receive a personalized checklist to attend all required in-processing briefings and self-made appointments.

Download the USAG Stuttgart mobile app available for download either Google Play or iTunes at [Stuttgart Citizen](#) website.

### Vehicle Resale Lot (Lemon Lot)

If you're in the market of purchasing a vehicle or even a second vehicle there is the Vehicle Resale Lot (also known as lemon lot) is located next to the Exchange on Panzer Kaserne. If you can't seem to find a vehicle in the lemon lot, you can always search Facebook Marketplace or Stuttgart Facebook Groups.

### ESSO Fuel Card

If needing to rent a vehicle (not a PCS entitlement) or after POV registration and inspection, head over to the Exchange Customer Service desk and apply for a [Esso fuel card](#). Make sure to bring the registration and USAREUR license. You will be allotted approximately 400 L of gas per month per long term vehicle (which is set at the U.S. price either on post or at any Esso gas station). If you exceed the monthly allotment, you will have to pay at the economy price. Make sure that all drivers are listed on the registration and BOTH names are on the fuel card – they check ID's strictly when you pay for gas.

**NOTE:** Visit the [Customs office](#) on Panzer to receive the AE Form 550-175L, POL (Fuel) Authorization for Rental Vehicle to obtain a Fuel Ration Card authorization for rental vehicles.

### Cell Phones

If you wish to use a German cell phone service, the two options are the prepaid method, and the other option is a contract.

#### Prepaid

Before you PCS request your phone to be unlocked from your provider. (Tell the cell phone provider you are on a deployment to Germany. They typically can place your

number on hold for three years).

When you arrive, you can take your phone to T mobile on post and tell them you want a prepaid SIM card. SIMs are also available from vendors on the economy, such as Vodafone. When you need to purchase more minutes just simply go to any cash register at the Shoppette, Exchange, or reload online.

### **Contract- T Mobile/ TKS**

If prepaid is just not what you're looking for, you can visit a T Mobile/ TKS store located at the Exchange or there are other options on the economy such as Vodafone or Telecom. The monthly bill is in Euro not U.S. Dollar.

**\*\*\*IMPORTANT:** German contracts are different in comparison to the U.S. contracts. If you neglect to call and cancel your contract it will automatically renew into another 2-year contract; they automatically reset at the end of the contract period.

## **Pets**

Planning for shipment of your pet includes researching airline requirements and visit [Stuttgart Veterinary Clinic](#) website for pet travel to Germany and restricted dog breeds. You will need to ask the airlines the requirements for size, weight, number of animals, kennel construction, documentation and seasonal limitations. For eligible personnel, pets can be flown on military flights in conjunction with your move, but availability and regulations are always changing, as well as fees. Check here for more information on flying with pets on the [Patriot Express Flights](#), if not traveling commercial to Stuttgart Airport.

## **Medical**

During the two weeks of in-processing, you will have an opportunity to be briefed by an Overseas Tricare coordinator during the in-processing brief at the CPF.

The [Stuttgart Army Health Clinic](#) is located at Patch Barracks. There are no hospitals located at any of the posts in Stuttgart. Should you need emergency care, always go to the nearest host nation hospital for care or call 112 and request an English-speaking dispatcher.

There are eight major hospitals in the Stuttgart metropolitan area, and the Stuttgart clinic works primarily with three of them.

- The Böblingen Hospital is located very near Panzer Kaserne and provides a wide range of inpatient care, as well as pediatric care. Patients will often be referred here for surgeries, pediatric care needs and other inpatient care.
- The Sindelfingen Hospital (a partner organization to the Böblingen "Klinikum" or hospital) specializes in orthopedics and muscular-skeletal conditions and injuries.
- The Robert Bosch Hospital in Stuttgart provides a wide variety of inpatient

services and has a premiere trauma center but does not have pediatric care.

## Dental

Dependents have the option to use the [Dental Clinic](#) on Panzer Kaserne (based on space available) or use a Tricare approved dental provider or visit [www.tricare-overseas.com](http://www.tricare-overseas.com) to locate an approved provider. Unless otherwise eligible, civilian employees will not receive dental care at the Army dental clinic.

**\*\*\*IMPORTANT:** Please note that being seen at the on post dental clinic is a privilege for dependents and if you are a no show for just one appointment you will lose this privilege.

## DoDEA Schools Registration

Visit the [Stuttgart Community Schools](#) and click on the school's name to visit the actual website for registration and enrollment instructions. Here is a link from the Patch Elementary School as an example providing what documents are required for students to attend a [DoDEA School Overseas](#).

**\*\*\*IMPORTANT:** Please note, verification of housing is one of the required documents that is needed for verification and proof of eligibility to attend a DoDEA School.

## Child Youth Services (CYS) / Parent & Outreach Services

Parent and Outreach Services is the gateway that connects Families to CYS programs. Its mission is to support Readiness and Well-Being of Families by helping to balance military mission requirements and parental responsibilities. Visit [USAG Stuttgart CYS Services](#) programs for more information about PCS'ing and CYS registration. Space at the on-post childcare/daycare facilities is very limited. Personnel with low priority or are ineligible for on-post childcare, should explore off-post options

## Additional Programs Available at Stuttgart Garrison

### ARMY COMMUNITY SERVICES, ACS

Army Community Services (ACS) delivers programs tailored to your needs. They help maintain community readiness and resiliency through a wide range of educational opportunities, special events, individualized counseling services, and other offerings. Check out [USAG Stuttgart ACS](#) to learn more about what programs are available.

### USO STUTT GART

Located on Panzer Kaserne on the 3rd floor in building 2915 directly across from the Exchange. The Center features a nice lounge area with an internet café consisting of computers capable of printing and complete with CAC card access, free WiFi and phone calls locally and to the States; donated maps and brochures of the surrounding area to include the public transportation system; and free refreshments. Visit the [USO Stuttgart](#) website for upcoming events.

### **PATCH SKI CLUB**

The Patch Ski Club plans ski/snowboard trips as well as golfing, biking, rafting, and hosts socials twice a month. Visit the [Patch Ski Club](#) located in Stuttgart for other many trips.

### **STUTT GART COMMUNITY SPOUSES CLUB (SCSC)**

The purpose of the Stuttgart Community Spouses' Club (SCSC) is to foster and preserve the ideals of service and camaraderie among its members and the Stuttgart Community. Additionally, SCSC manages the Patch Thrift Shop to provide low cost, quality goods to the community and raise funds for local programs. Visit the [SCSC](#) website for more information on membership or community events.

### **Preservation of the Force and Family (POTFF) Program**

**Mrs. Stottlemire, Dawn** – POTFF Program Director

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Duty Cell: +49 (0) 171-926-0853 / Email: [dawn.a.stottlemire.civ@socom.mil](mailto:dawn.a.stottlemire.civ@socom.mil)

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**LTC Vest, Cody** – SOCEUR Command Chaplain

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Email: [troy.morken@socom.mil](mailto:troy.morken@socom.mil)

### **Behavioral Support**

Got Behavioral Support? (You do! As the SOCEUR/POTFF Psychologist, Dr. Roger Schmidt is the in-house behavioral health asset. Anyone with an affiliation with SOCEUR is eligible for services. That includes active duty personnel, dependents (spouses/and children from ages 10-18), contractors, and civilians (GS).

If you, a peer, a troop of yours, or a family member is struggling with: Anger issues, Mood challenges, Anxiety, Operational Stress, Marital problems, Sleep problems/insomnia, PTSD/nightmares, Parenting difficulties, Chronic pain, etc...

**Mr. Phillips, Christopher** – DSN: 324-379-4043 / Commercial: +49 (0) 711-7073-4043

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**WELCOME TO SOCEUR**