



European
Joint
Support Unit

In Processing/Arrivals

Ramstein





National Support Element (NSE) - Arrivals Checklist

The information in this section has been compiled by the NSE

	Timeframe	Action/Task	Comments	Action for SP or Spouse	Check
1	Within your first week of Arrival	NSE Arrivals Brief and Package	<p>You will receive:</p> <ul style="list-style-type: none"> All relevant documentation to take to A1 for NATO Arrivals SOFA stamps + NATO Travel Order Ramstein Arrivals Certificate (to be returned on completion) Ration Card BFG Application Form (if applicable - to be returned with 2 x Passport Photos) <p>Your Sponsor will then take you to meet:</p> <ul style="list-style-type: none"> Accounts (Mess Bill) BFPO Office (Mail) VLO Office (Vehicle Registration) DIO (Housing) MTO (Military Transport Officer) <p>Following NSE Arrivals your Sponsor will take you to NATO AIRCOM A1</p>	SP & Spouse	
2	Within your first week of Arrival	Arrival Interviews	<p>You are required to have an Arrival Interview with:</p> <ul style="list-style-type: none"> Senior National Representative Deputy Senior National Representative Command Senior Enlisted Officer 1st and 2nd Reporting Officers 	SP	
3	No later than 28 days after arrival	Vehicle Registration	You are mandated under the SOFA to register your vehicles and any caravan/trailers/motorbikes with GEO via the VLO. Failure to do this may result in a fine and/or disciplinary action.	SP & Spouse	
4	As soon as required	Arrange to collect BFBS Box	DIO can provide you with a BFBS Box. In addition, BFBS TV and Radio can be accessed through the Defence Gateway on any computer and laptop, the BFBS TV and/or Radio Apps can be downloaded onto smart phones and tablets.	SP & Spouse	
5	As soon as required	Internet/Bank Account	The CLOs will have arranged an appointment with you prior to you arriving in Germany and during this they will take you around Ramstein village and help to set up Internet, bank accounts and so on.	SP & Spouse	
6	Within first 14 days of moving into Service Family Accommodation (SFA)	<p>"Licence to occupy" to be signed and returned to DIO if the SFA was taken over by proxy.</p> <p>Return "14 Day Initial Defects Form" to DIO, listing any faults or defects to the property.</p>	DIO is located on the top floor of Bldg. 539	SP	
7	Within 28 days of arrival	Complete Ramstein Arrivals Certificate	Return completed Certificate to the NSE	SP	
8	Within 28 days of arrival	<p>Do you have the following passes:</p> <ul style="list-style-type: none"> Green Base Pass Yellow Privilege Card Ration Card BFG Card (Spouse/Dependants only) NATO Pass SOFA Stamps within passports 	If you do not have any of the documents visit Ramstein NSE ASAP.	SP	



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Useful Information

Local Overseas Allowance (LOA)

The aim of LOA is to contribute towards the necessary additional local cost of day-to-day whilst serving overseas.

Up to date LOA rates can be found at the below link:

http://jpa-portal.afpaa.r.mil.uk/subsites/DocAttachments/LOA_Rates_Index.docx

Living Out Supplement of Local Overseas Allowance (LOSLOA)

The aim of LOSLOA is to assist eligible Single/Unaccompanied (S/UnAcc) Service personnel assigned overseas to meet the necessary additional costs of food and incidental expenses when they are without easy access to their Unit's Service messing facilities, or other publicly funded arrangements, but have self-catering facilities. The current LOSLOA rates can be found at the above link to LOA rates.

Voluntary Separated in Different Theatre

Service personnel who undertake a permanent voluntarily UnAcc assignment in a different Theatre to the UK family home, will be eligible for LSA Level 1 from the 1st day of the assignment, the current rate for LSA is £7.24 a day.

Get You Home Overseas (GYH(O))

The aim of GYH(O) is to reduce the separation of eligible personnel from close family, friends and UK lifestyle that results from a permanent overseas assignment. This is achieved by assisting towards the costs of return journeys to the UK or, in the case of non-British passport holders, to the country of domicile.

Further information with regards to GYH(O) can be found within JSP 752, Chapter 9 - however, upon submitting your first GYH(O), PMF staff in the NSE will be available to assist.

Travelling Time

Travelling Time is designed primarily to ensure that Service personnel do not spend an inordinate amount of their leave entitlement travelling to their home address. Here at Ramstein if a period of leave in the UK is over 3 or more working days there is an entitlement to claim a travelling day back – please contact PMF staff to have this actioned to your JPA.

Medical Care

The local Dr at Ramstein is Dr Nikolaus – 06371 598482

Hospital Helpline – 0049 521 305 3960

All Medical enquires should be directed to SHAPE Med Admin:

LLPHealthcare-SHAPE-0Gpmailbox@mod.gov.uk

All up to date Medical Information specific to our location can be found at the following website: www.patient-wise.de



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If you receive a Medical Bill when visiting the Dr, please email or send in the post to the below addresses:

ramstein@shcac.de

Compliance Department
8th Floor, Haus Burgblick
Bethesdaweg 10
33617
Bielefeld
GERMANY

Dental Care

All Dental Services are the individual's responsibility to source through the local economy whilst at Ramstein. A DIN outlining all of the D&G can be provided by the UK NSE – it is important that you read this DIN to ensure you understand the application process for Routine and Non-Routine services.

When receiving dental treatment please do not pay for any bills, instead request invoices. These invoices should then be brought along to the NSE, they will then be processed and sent to SHAPE J8 for payment. Note that all provisional treatments plans and dental invoices MUST be in English, as there is no translation service available within HQ Dental at Whittington. Documents submitted in German will be returned to the SP who will be responsible for arranging, and funding, translation into English.

Please ensure that you ask the Dentist for their IBAN and BIC if it is not included on the invoice to ensure there is no issues with payment.

Further information can be found at this website - www.patient-wise.de

Any queries you have can be emailed to: SGDPHC-OverseasSupportDental@mod.gov.uk

VAT Refunds

BFPO 109 is an eligible BFPO to claim VAT back from online purchases. The refund process will be further explained by the NSE staff upon arrival.

Postal Address for BFPO Mail:

RANK AND SURNAME

UK NSE

EJSU

Ramstein

BFPO 109

BF1 ODL

Some websites will not accept the BFPO number, hence it is important to include the above postcode, too.



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Split Pay:

You have the option to split your pay into your UK and a German account, the percentage of the split is individual choice - this can be actioned in PMF once your German bank account is opened. You will also need to confirm which bank you want any expense claims to be paid into (UK in £ or German in €). This can be altered through Self-Service JPA or PMF staff.

Please note: Your Bank Accounts will be checked on arrival to ensure that you meet the criteria set out in JSP 754 for Split Net Pay.

JPA Suite

The JPA suite is in the NSE: there are three MODNet terminals available for use during the following NSE opening hours:

Mon-Thurs: 0800-1700

Fri: 0800-1430

Passports

During your posting to Ramstein, passports can be renewed through PMF – please allow up to 6 weeks for this to be processed. It is advised that you check all expiry dates throughout your tour as this can impact the expiry date of other access passes. You should have at least 6 months expiry left on your passport.