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USAG BADEN-WÜRTTEMBERG (Heidelberg/Mannheim) CENTRAL PROCESSING FACILITY

*WILLKOMMEN IN HEIDELBERG UND MANNHEIM
"WELCOME TO HEIDELBERG AND MANNHEIM"*

ARRIVAL PACKET



ARRIVAL DAY + 1, FIRST DUTY DAY :

WITH THE ASSISTANCE OF YOUR SPONSOR, THE FOLLOWING ITEMS MUST BE COMPLETED AT YOUR ASSIGNED UNIT ON THE FIRST DUTY DAY AFTER ARRIVAL INTO GERMANY.

- ❖ AKO e-mail address
- ❖ In-processing
- ❖ ID Card/DEERS (Mannheim Soldiers may visit Bldg. 246, Room 121, Sullivan Barracks.)
- ❖ Community Mail Room (CMR) to obtain mailing address
- ❖ All orders with amendments, (5 copies)
- ❖ Duty Memorandum (3 copies). You will need to see your Unit S-1 for this form. The Duty Memorandum must contain the following information: Name, Grade, SSN, Unit, UIC, Effective Date, and Duty Position/Title/Para/Line.
- ❖ DA 31 (Leave Form) must be signed IN and OUT on an original leave form. Do not allow your unit to take the original, as it is necessary to in-process through Finance.
Please make sure Sections 14A, B, and C & 16A, B, and C are complete.

ARRIVAL DAY + 2, SECOND DUTY DAY

AT 0830 HOURS:

**REPORT TO THE CENTRAL PROCESSING FACILITY (CPF), BLDG 3850, ROOM 180
AT THE HEIDELBERG SHOPPING CENTER (GPS/Street: Czernyring 14, 69115 Heidelberg)**

Please bring with you the following items:

- ❖ 5 copies of all Orders with Amendments
- ❖ 3 copies of the Duty Memorandum
- ❖ Original + 1 copy of the DA 31 (Leave Form) Signed **IN** and **Out**
- ❖ Original of Finance and Travel Receipts
- ❖ Original of the POV Shipping Document
- ❖ Dental and Medical Records
- ❖ Military Personnel File

All Soldiers must have a sponsor present on Day 1 of in-processing at the CPF.

All Soldiers must be in duty uniform while in-processing.

NOTE: Only the Commander can authorize in-processing Soldiers to miss any part of in-processing or in-processing briefings . The Commander must submit a written request to the CPF Manager.

THE USAG BADEN-WÜRTTEMBERG CPF STAFF IS HERE TO ASSIST YOU:

Mr. Ivor Watson - Chief MPD
DSN: 370-3347
Civilian: 06221-57-3347
ivor.watson@eur.army.mil

Mr. Richard McKeller - CPF Manager
DSN: 370-8399
Civilian: 06221-57-8399
richard.mckeller@eur.army.mil

SFC Gina Breleur-ITC Coordinator
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Mr. Wilden Harper-In/Out Processing
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Ms. Kristin Harris-In/Out-Processing
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Ms. Jessica Keller-In/Out Processing
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Jessica.keller@eur.army.mil

The Central Processing Facility is open Monday-Friday (including Training Holidays) between the hours of 0800-1600. Closed for lunch 1200-1300

USAG BADEN WÜRTTEMBERG (Heidelberg/Mannheim)

CENTRAL PROCESSING FACILITY (CPF)

The Central Processing Facility staff is here to assist you in making a smooth in-processing transition. Your Sponsor should be of aid to you if you have questions regarding Unit information. If you need assistance or have questions, please contact us at DSN: 370-7687/6711 or Civilian: 06221-57-7687/6711.

The list below contains the agencies through which all Heidelberg and Mannheim personnel are required to in-process. We have also included a list of documents each agency requires. Most of the agencies are located at the CPF in Heidelberg, building 3850, room 180, on the Heidelberg Shopping Center.

Personnel Records:



Please report to the Central Processing Facility located at the Shopping Center in Building 3850, Room 180, in Booth 9 & 10 if you are assigned to one of the following Heidelberg or Mannheim Units:

HEIDELBERG

- ❖ EUROPE REGIONAL MEDICAL COMMAND (ERMC)
- ❖ HEIDELBERG HEALTH CLINIC
- ❖ 30TH MEDICAL COMMAND
- ❖ WARRIOR TRANSITION UNIT BATTALION HQ'S (WTU)
- ❖ EUROPE REGIONAL DENTAL COMMAND (ERDC)
- ❖ HEIDELBERG DENTAL ACTIVITY (HDENTAC)
- ❖ EUROPE REGIONAL VETERINARY COMMAND (ERVC)
- ❖ HEIDELBERG VETERINARY SERVICES
- ❖ USA INSTALLATION MANAGEMENT COMMAND EUROPE REGION (IMCOM-E)
- ❖ USAG BADEN WUERTTEMBERG
- ❖ DEFENSE DISTRIBUTION DEPOT EUROPE (DDDE) GERMERSHEIM
- ❖ US ARMY AERONAUTICAL SERVICES DETACHMENT EUROPE
- ❖ ARMED FORCES NETWORK HEIDELBERG (AFN)
- ❖ DEFENSE MEDIA ACTIVITIES-ATLANTIC REGIONAL HQ'S (DMA)
- ❖ USA TRIAL DEFENSE SERVICES HEIDELBERG

MANNHEIM

- ❖ MANNHEIM HEALTH CLINIC COLEMAN
- ❖ MANNHEIM HEALTH CLINIC BFV
- ❖ MANNHEIM DENTAL CLINIC COLEMA
- ❖ MANNHEIM DENTAL CLINIC BFV
- ❖ USA TRIAL DEFENSE SERVICES MANNHEIM
- ❖ AFIS EUROPE STARS AND STRIPS
- ❖ ARMED FORCES NETWORK MANNHEIM (AFN)
- ❖ ARMY MATERIAL COMMAND 405TH ARMY FIELD SUPPORT BRIGADE (AMC AFSB)
- ❖ RHINE RIVER DETACHMENT, 838TH TRANSPORTATION BATTALION

If your unit is not listed above, report to your battalion or brigade S-1 for Personnel Records in-processing.

Please provide a copy of your PCS orders, duty memorandum, last OER/NCOER and DD Form 4 series documents (enlistment contract-if applicable) during in-processing. Hours of operation are Monday-Friday 0800-1600. The phone number is 370-6220/6300 or Civilian: 06221-57-6220/6300.

Finance:



You will need the following documents:

- ❖ **1 Copy of PCS Orders** to include Amendments and Orders from Frankfurt Gateway Reception Center (FGRC)
- ❖ **Original Copy of DA Form 31 (Leave Form)** must include a control number, departure and return blocks must be signed (Blocks 1, 14, and 16)
- ❖ **1 Copy of the Duty Memorandum**

Depending on the individual situation:

- ❖ **1 Copy of Termination of Quarters** from the last duty station
- ❖ **1 Copy of DD Form 2367 OHA Report Form** (COT or ITT only)
- ❖ **1 Copy of DD Form 788 POV Shipping Form** (Diagram of POV)
- ❖ **Original Temporary Lodging Expense Receipts** (from last station)
- ❖ **1 Copy of Travel Advance Sheet** (if you received a travel advance: DLA, per diem, etc.)
- ❖ **1 Copy of Plane Ticket receipts** (only if you paid for your ticket to Germany if authorized Individual Bill Account (IBA))

Additional documents required for TDY en-route:

- ❖ **1 Copy of DD Form 1610 TDY Orders**
- ❖ **1 Copy of TDY Travel Advance Sheet or Accrual Sheet**
- ❖ **1 Copy of Statement of Non-availability** for Meals, Lodging or both
- ❖ **1 Copy of In and Around Mileage Log Sheet** (if authorized on orders)
- ❖ **Original Rental Agreement** (if authorized a Rental Car)

All reimbursable expenses \$75.00 or greater must be supported by an original receipt. (Lodging receipts are required regardless of amount). All PCS travel settlements are paid by electronic fund transfer to the member's current direct deposit account.

Finance is located at the Heidelberg Shopping Center in Building 3850, Room 180 in Booths #15 and # 17-22. The Finance representatives are available Monday-Friday between the hours of 0800-1600. To contact a Finance representative, please call DSN: 370-8570/6444/3066/7233/7348/8312 or Civilian: 06221-57-8570/6444/3066/7233/7348/8312.

Medical & Dental:



We collect medical and dental records from all Heidelberg and Mannheim personnel on the first day of in-processing for screening. The Medical Representatives will check your Medical Records for immunizations. A Dental Technician will check your Dental Records to determine the status of your dental readiness. When you receive your Medical and Dental briefings, you will be informed if you need immunizations or need to see a dentist.

NOTE: Both the Medical and Dental representatives are located at the Heidelberg Shopping Center in Building 3850, Room 180. Medical is in Booth 3 and Dental is in Booth 5. Hours of operation are Monday-Friday between the hours of 0800-1600.

Tricare



The Tricare representative is located at the Heidelberg Shopping Center in Building 3850, Room 180 in Booth 4. Hours of operation are Monday-Friday between the hours of 0800-1600. To contact the Tricare representative, please call DSN: 370-6156 or Civilian: 06221-57-6156.

Transportation Services:



You will need the following documents:

- ❖ **1 Copy of Orders including Amendments**
- ❖ **Copies of Shipping Documents** for household goods and POV

The Transportation representative is located at the Heidelberg Shopping Center in Building 3850, Room 267. Transportation Services is open Monday-Wednesday and Friday between the hours of 0900-1130 and 1300-1600. Thursday 1000-1600. To contact Transportation Services, please call DSN: 370-8126/3503 or Civilian: 06221-57-8126/3503.

Housing:



Housing is located across from the Shopping Center in Building 3980 on the 2nd Floor. Heidelberg and Mannheim In-coming Soldiers will in-process through the USAG Baden-Wurttemberg Housing Office.

NOTE: If you are staying in a hotel or the local guest house, make sure you visit the Housing office no later than the second business day after your arrival. **YOUR TLA DEPENDS ON IT!!**

You will need the following documents:

- ❖ **1 Copy of Completed DA Form 31 (Leave Form)**
- ❖ **1 Copy of PCS Orders** (if your family traveled with you)
or
- ❖ **1 Copy of your Family Travel Information (formerly called a DA Form 4001-R) electronically generated by the Military Personnel Division** (if your family has deferred travel)

Housing representatives are available Monday-Wednesday from 0800-1600, Thursday from 1000-1600, and Friday from 0800-1400. To contact Housing, please call DSN: 387-3302/3346 or Civilian: 06221-4380-3302/3346.

Barracks:

Single and unaccompanied Staff Sergeant (pay-grade E-6) and below report to Heidelberg Shopping Center, Bldg 3850, Room 180, Booth #6, 7, 11-13. Hours of operations are Monday-Friday 0800-1600. Please contact the barracks customer service representative at 370-8536/7262/6784/6764 or Civilian: 06221-57-8536/7262/6784/6764.

Deers/ID Cards



The Deers/ID Cards office is located at the Heidelberg Shopping Center in Building 3850, Room 122. Hours of operation are Monday-Friday between the hours of 0800-1600. The office is open on all Training Holidays. To contact Deers/ID Cards, please call DSN: 370-7535 or Civilian: 06221-57-7535. In-processing Soldiers must provide the following:

- ❖ CAC Card
- ❖ CMR Address

NOTE: Mannheim personnel may also in-process at the DEERS/ID Card office in Mannheim. The location is building 246, room 121. The phone number is 385-3104 or Civilian 0621-730-3104.

Heidelberg Central Issue Facility (CIF):



You will need the following documents:

- ❖ DA Form 3645 (Unit clothing records)
- ❖ 1 Copy of Orders or Duty Memorandum
- ❖ In-processing Checklist

The Central Issue Facility (CIF) is located at the Heidelberg Shopping Center in Building 3850, Room 130. Hours of operation are Monday-Wednesday and Friday from 1000-1130 and 1300-1400. Walk-in hours for Inter-Theater Transfers (ITT) are 0800-0930. To contact the Heidelberg CIF representatives, please call DSN: 370-3340/3339 or Civilian: 06221-57-3340/3339.

Mannheim Central Issue Facility (CIF)

The Central Issue Facility (CIF) is located on Spinelli Barracks, building 1515. For initial issue, appointments are only available on Friday from 0900-1200. Walk-in hours for Inter-Theater Transfers (ITT) are Monday-Wednesday 0900-1100. To contact a Mannheim CIF representative, please call DSN: 384-6583/6545 or 0621-730-6583.

IACS



The IACS representative is located at the Heidelberg Shopping Center in Building 3850, Room 180 in Booth 16. Hours of operation are Monday-Friday between the hours of 0800-1600. To contact the IACS representative, please call DSN: 370-4227 or Civilian: 06221-57-4227.

In-processing Soldiers must provide the following:

- ❖ ID Card or CAC Card
- ❖ CMR Address
- ❖ Unit Telephone Number

NOTE: Mannheim personnel may also in-process at the IACS office in Mannheim. The location is building 724A, outside the gate near the Bowling Center. The hours of operations are Monday-Friday 800-1200 and 1300-1600. The phone number is 380-9144 or Civilian 0621-730-9144.

Vehicle Registration:



For detailed information visit <http://rmv.hqusareur.army.mil/>

To register your POV shipped from the US or driven from another NATO country you will need the following documents:

- ❖ **ID card and USAREUR driver's license**
- ❖ **Proof of insurance, insurance confirmation card**
- ❖ **AE Form 190-1AA** (Application for Motor Vehicle Registration and Allied Transactions)
- ❖ **U.S. Title or Registration** (Name on the title/registration and insurance card must be the same person registering the POV)
- ❖ **DD Form 788** (Shipping document) or AE Form 550-175A (Customs form) if shipped privately or **current NATO registration**
- ❖ **Check or Money Order for the amount of \$30.00 made payable to "USAREUR Registration Fund"** (Credit/Debit Cards are also accepted)
- ❖ **Warning triangle and first aid kit must be shown at Inspection Point**
- ❖ **For further information on registering motorcycles and firearms contact Vehicle Registration**
- ❖ **Copy of orders assigning you to the Heidelberg or Mannheim community.**

The USAG Baden-Württemberg Vehicle Registration is located at located Spinelli Barracks in Bldg. 1567 in Mannheim. The hours of operations are Monday-Friday from 0800-1430. To contact Vehicle Registration, please call DSN:384-6911/6100/6909 or Civilian: 0621-730-6911/6100/6909.

NOTE: Vehicle Registration is closed on the last workday of every Month and all Federal & German Holidays.

Driver's Testing



For incoming Soldiers, you will need to schedule your Driver's testing appointment so it does not conflict with the ITC briefing schedule. For Military Spouses, please visit the Driver's Testing office to schedule your driver's test. Driver's Testing office is located at the Heidelberg Shopping Center in Building 3850, room 136, Monday-Friday between the hours of 0730-1130 and 1230-1630. To contact the Driver's Testing office, please call DSN: 370-7889/7972 or Civilian: 06221-57-7889/7972.

Child & Youth Services (CYS)



On your first appointment with CYS/CDC you will receive a full explanation on registration procedures and will be given a packet to be completed. The CYS representative services families, at the Heidelberg Shopping Center in Building 3850, Room 180 in Booth 14. Hours of operation are Monday, Wednesday, and Friday from 0900-1100. For Central Registration please call DSN 370-7684 or Civilian 06221-57-7684. For Youth Center Sports, please call DSN 370-7684 or Civilian 06221-57-7684.

Please provide the CYS representative with the following documents:

- ❖ CAC Card
- ❖ 1 Copy of Dependent Child(ren) SSN
- ❖ 1 Copy of Dependents immunization records
- ❖ 1 Copy of Sponsor's LES
- ❖ 1 Copy of Family Care Packet (have 30 days to turn in)
- ❖ 1 Copy of physical exam (have 30 days to turn in)

Department of Defense Dependent Schools (DODDS):



To register your school-aged children with DODDS, the following documents are required:

- ❖ 1 Copy of PCS Orders
- ❖ Child's immunization records
- ❖ Child's birth certificate
- ❖ Records of previous schools attended

Contact the Schools on Patrick Henry Village (PHV)

- ❖ Patrick Henry Elementary, Bldg 4499, DSN 388-9054/9057 or Civilian 06221-338-9054/9057
- ❖ Heidelberg Middle, Bldg 4460, DSN 388-9310/9311 or Civilian 06221-338-9310/9311

Contact the Schools on Mark Twain Village (MTV)

- ❖ Mark Twain Elementary, Bldg 3799, DSN 370-6996 or Civilian 06221-57-6996
- ❖ Heidelberg High, Bldg 3744, DSN 370-8004 or Civilian 06221-57-8004

Contact the Schools in Mannheim

- ❖ Mannheim Elementary School, Bldg 697, DSN 380-4369/4705 or Civilian 0621-730-4369
- ❖ Mannheim Middle School, Bldg 184, DSN 380-9181/4139 or Civilian 0621-730-9181
- ❖ Mannheim High School, Bldg 286, DSN 380-6852/6852 or Civilian 0621-730-6852

ADDITIONAL IN-PROCESSING INFORMATION

Arriving with a Child or Children?



The Child Development Center (CDC) and the Child and Youth Services (CYS) offers sixteen (16) hours of free childcare while you in-process. The point of contact (POC) is Ms. Stephanie Morales at DSN: 388-9240/9241 or Civilian: 06221-338-9240/9241.

Arriving with a Pet or Pets?



Please register your pet or pets at the Veterinary Clinic upon arrival. The Veterinary Clinic is located on Patrick Henry Village (PHV) in Building 4510 (between the Chapel and Library) and is open Monday-Friday from 0800-1200 and 1300-1600. To contact the Veterinary Clinic, please call DSN 388-9470 or Civilian: 06221-338-9470. For information on the Pet Ownership Responsibilities, please refer to the USAG Baden-Württemberg Command Policy Memorandum #34C, Pet Ownership Responsibilities in Government Quarters.

Army Community Services (ACS)



EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)

Please contact Army Community Services (ACS) located at the Heidelberg Shopping Center in Building 3850, Room 170. The point of contact (POC) for the Exceptional Family Member Program (EFMP) is Ms. Bushra Ghani at DSN: 370-6883 and Civilian: 06221-57-6883. EFMP Services are available Monday-Wednesday and Friday from 0730-1630 and on Thursday from 1100-1630.

In need of a few Household Items and Cooking Utensils?



Please contact ACS Lending Closet in Building 3850, Room 171 at DSN: 370-6975/6883 or Civilian: 06221-57-6975/6883 Monday-Wednesday and Friday from 1000-1600.

Families Learning About Germany (FLAG)



FLAG is an exciting program designed to inform Families on Cultural Differences, German history, Everyday Living, Historical Highlights, Public Transportation, Travel Opportunities, and Basic German Phrases. For more information, please visit Army Community Services (ACS) located at the Heidelberg Shopping Center in Building 3850, Room 170. Hours of operation are Monday-Wednesday and Friday from 0730-1630 and on Thursday from 1100-1630. To contact an ACS representative, please call DSN: 370-6883 and Civilian: 06221-57-6883.

Sure Start



Sure start is an early intervention program for families in our school community with incomes corresponding to E1-E4 or GS-01 through GS-04 range, living and working in the military installations overseas. The Sure Start Advisory committee comprised of school and community members review applications for enrollment. Priority in selecting 18 children to enroll in the program is given to dependents of sponsors in the E1-E4 or GS-01 through GS-04 and below range. Children must be 4 years old by 31 October in the school year in which they enroll. Please contact Patrick Henry Elementary at DSN: 388-9054/9057 or Civilian 06221-338-9054/9057 for more information.

ICE- Interactive Customer Evaluation:



Please take a minute to make comments on the Baden Württemberg Facilities and Programs via the Internet at <https://ice.disa.mil>