

USAREUR



Workforce Recruitment Program (WRP)
for College Students with Disabilities



2012

STANDARD OPERATING PROCEDURES AND HANDBOOK

1. Welcome Letter



Congratulations on becoming a with the United States Army Europe (USAREUR)!

You are about to become a fulltime, temporary federal civilian employee under the Department of the Army Workforce Recruitment Program (WRP) for College Students for Disabilities. The potential to earn college credit during this time is an option open to students. If you are interested in this option, you will need to discuss it with your college or university dean.

Plan to enjoy a wonderful work experience. You can market your newly gained skills for future employment. Coming to Europe can be a challenging event in experiencing not just one, but two different cultures that you might not be familiar with – (1) the military culture and that of (2) our host country where you will be working. During your off-duty time, you can experience the exhilaration and thrill as you explore Europe, with a deeper, greater sense of living and working internationally.

WRP in Europe is a little different than other WRPs located in the Continental United States, Hawaii, Alaska and Puerto Rico. We would like to ensure that you understand a few differences before you fully commit to employment overseas. Please review the WRP Acknowledgement Statement on page 5 of this handbook and if you have any questions, please contact us immediately.

As you prepare for your overseas experience, you might have some questions that will be covered by this Standard Operating Procedures (SOP) Handbook.

Congratulations and see you soon!

Erni Moya
USAREUR EEO Director

Rafael J. Reyes
WRP Coordinator

2. WRP Applicant Acknowledgement Statement

US ARMY EUROPE WORKFORCE RECRUITMENT PROGRAM (WRP) STATEMENT OF UNDERSTANDING For use of this document, see USAREUR WRP Standing Operating Procedures	
APPLICANT ACKNOWLEDGEMENT STATEMENT	
<p>I have been advised that being considered for the United States Army Europe (USAREUR) will be based upon understanding the following:</p> <ul style="list-style-type: none">- Transportation - I am responsible for the cost of transportation (Airline, shuttle, taxi and/or public transportation) from my home to Heidelberg, Germany (or assignment location) and return.- Health Insurance - I am responsible for my own health and dental insurance while assigned to USAREUR.- Medication - If under medication, I will ensure that I have sufficient medication to cover my needs during the employment tenure.- Family Members - This is an unaccompanied (without dependent(s)) assignment. Overnight guests are prohibited in government housing provided to WRP employees. Local hotel information is available; however, I understand that I am responsible for the cost.- Airline Ticket Purchase - I will not purchase airline tickets until a firm job offer is made by the Civilian Personnel Advisory Center (CPAC) and I have accepted the offer.- Passport - I will ensure that I have a current US passport and that it does not expire within six months from the end of my assignment/tour.- Government Housing – I will follow housing, cleaning, energy conservation, safety and environmental rules. I will ensure that monthly rent is paid on time. <p>NOTE:</p> <ul style="list-style-type: none">• Firm job offer will not be made without the completion of this form.• Failure to follow established rules may result in disciplinary action and/or termination.	
1. PRINTED NAME	2. DATE: (YYYYMMDD)
3. SIGNATURE:	

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3. Welcome to United States Army Europe

a. The WRP Workplace. The workplace is where you receive your assignments and information concerning your e-mail account, work hours, lunch period, etc. If you have any issues regarding these matters you should first go to your supervisor. The WRP Coordinator will be able to resolve any remaining issues (pay, time and attendance, etc.).

b. The WRP Employee Responsibilities. While here, you are guest of the German government, you will be representing your office, USAREUR, the DOD WRP Program, the United States of America and yourself. You are to conduct yourself in a professional manner. You are to be attentive to your work duties and to perform to your fullest potential. You are expected to arrive at work and work-related events on time. You are prohibited from going to work intoxicated from either alcohol or illegal substances. You must remain respectful at all times.

c. Supervisor and Sponsor Responsibilities

- (1) It is the supervisor's responsibility to supervise and mentor you. The supervisor provides you with information about your work schedule, attendance, pay, and the out-processing procedures. S/he will either be your sponsor or will assign a work colleague to be your sponsor.
- (2) The sponsor is to assist with the transition process into the Army culture and the European culture. The sponsor familiarizes the intern with living and working in an Army environment. The sponsor, as quickly as possible, provides his/her contact information to the intern prior to the intern's departure from the United States. Arrangements or information on available transportation options to/from the airport will be coordinated with the intern. The sponsor may wish to pick up the intern at the airport and take him/her to their apartment. On inprocessing day, the sponsor ensures the student reports to the Civilian Personnel Advisory Center and returns to the duty station.
- (3) If the organization is unable to provide a sponsor, the intern's supervisor will serve as the sponsor. Duties and responsibilities are detailed in the USAREUR WRP Sponsor's Standard Operating Procedure.

d. Army Chain of Command and Commander's Open Door Policies.

- (1) It is requested that you follow your chain of command at all times. For example, if you would like to speak with your organization Director, you should first contact your immediate supervisor. Your supervisor will schedule the appointment utilizing the chain of command procedures. To schedule an appointment with the Commander, under the Commander's Open Door Policy, you would normally first

inform your supervisor and allow your chain of command an opportunity to address your concern(s).

(2) Indirectly, you have two chains of command (CofC) as a WRP employee as follows:

(a) One at your duty organization

(b) Secondly, is your WRP chain of command as illustrated below.

Duty Work Site CofC

WRP Employee (YOU)

Immediate Supervisor

Supervisor

Director/Division Head

WRP CofC

WRP Employee (YOU)

Your Supervisor

WRP Coordinator (Mr. Reyes)

EEO Director (Ms. Moya)

USAREUR Assistant to DCoFS, G1

The chain of command is here for you. In order to properly address your concerns, it is important that you follow your chain of command. No contact should be made with the Department of the Army or Department of Defense WRP Administrators without first contacting the USAREUR WRP Coordinator.

e. Military Culture in Brief. As you would normally expect culture shock when traveling to diverse cultures, you may find the same is true when working in a military environment. The military culture includes serious security precautions, chain of command rules and standards. This is by no means a comprehensive explanation of the military culture.

f. Language. The military has its own language that some find unclear at times -- with its use of acronyms. Fortunately, you can ask someone what a term means, whether you read it or if it is used during discussions or conversations. A list of common acronyms and their meanings can be found in the last section of this SOP or at www.acronymfinder.com.

g. Security. Each time you enter a military base you will need to present your Common Access Card (CAC) or Installation Pass to the security guards. Before you receive this card, you must have a person with proper authorization sign you in. Be sure you carry your passport with you to access the post.

h. Civilian and Military Workplace. The military post population comprises military, civilian, contractor and local national personnel.

i. Rank and Position. High ranking individuals are the authority in the office and should be afforded customary respect and proper courtesies when addressing them. The Army's Rank System is on pages 60-68. Recommend you review and familiarize yourself with the information.

j. Dress code. There is no official dress code for civilian employees, but they are expected to dress professionally and in accordance with office functions and standards of appearance. Recommend you ask your supervisor or sponsor for guidance on whether to bring suits or other office attire. It is important to remember that this is an opportunity for you to make a good impression if you desire to pursue future employment with the federal service. Jeans, t-shirts, shorts, etc., are examples of attire that typically you will only use while off-duty. You may also wish to contact the WRP Coordinator for assistance.

k. Purchasing and Banking

- (1) Most of Europe uses the Euro currency. While on-post most purchases will be made in use the US Dollars (with the exception of some trips and restaurants).
- (2) US debit cards and credit cards can be used in Europe. We highly recommend notifying your bank and credit card companies before you leave the United States to let them know you will be working overseas. These companies might freeze your cards as a security measure if you fail to notify them of overseas use.
- (3) Also, a US bank may charge a conversion to Euros fee whether using your debit card as its intended purpose or as a credit card. It may also charge you a withdrawal fee for not using your bank's ATM. In order to get around these fees, you can set up an account at the Service Member Credit Union or Community Bank. Both of these financial institutions are open to civilian employees and provide ATM cards and checking account services.

l. Housing. It is your responsibility to find housing while assigned overseas. During the past WRP summer employment periods we have been fortunate to be able to offer on-post military housing for the use by the WRP employees at a reduced monthly rate. The WRP Coordinator for Europe will once again coordinate with military housing on your behalf. Information on availability of on-post housing will be provided to you in advance of your assignment and as soon as this information is available.

m. Living on Post in Heidelberg, Germany. In the past summer employment session, WRP employees lived in furnished, same gender housing. These three bedroom apartments are shared with other WRP students. The rent is subsidized and all utilities are included with the exception of internet, telephone, and cable connections. The apartments include washers and dryers. Kitchen supplies, bedding, linen, towels, curtains, and cleaning supplies are not provided by housing. (Please refer to paragraph 6 for additional information.)

n. International Driver's License.

- (1) When renting a car, an International Driver's License is mandatory in certain countries. We recommend you check with the American Automobile Association (AAA) before leaving the US for guidance in this area. You can obtain an International Driver's License at AAA or the driver's license office on-post.
- (2) Before you may drive any car with USAREUR license plates in Germany, you must study the Driver's Study Guide (DSG) and take/pass the USAREUR driving test. The DSG provides information to help you navigate the European roads. If you are issued a USAREUR driver's license, you are also authorized to purchase a limited amount of gasoline or diesel fuel with the Army Air Force Exchange Services (AFFES) gas card.

o. Disclosing disability. A WRP student will be asked to disclose his/her disability in order to participate in this program. All medical information is closely protected in accordance with the Privacy Act. This additional information may be required in order to complete the hiring process as the CPAC requires submission of "Schedule A" certification signed by a qualified medical official. The USAREUR WRP Coordinator will provide you with additional guidance and a sample copy upon request.

4. WRP Checklist – At **Appendix A** is a list of the inprocessing forms requiring completion and submission to the WRP Coordinator prior to arrival and upon acceptance of position offer.

5. Handbook. The following information will help you to prepare for employment with USAREUR.

a. Before Arrival

- Read this handbook and address your questions and concerns with the WRP Coordinator
- Ensure that the WRP Coordinator receives your latest "**OFFICIAL TRANSCRIPT**" by mailing it to:
HQ, USAREUR, G1 EEO
ATTN: AEAGA-EEO (Mr. Rafael J. Reyes)
Unit 29351 (Heidelberg)
APO AE 09014-9351
- **DO NOT PURCHASE YOUR AIRLINE TICKET** until:
 - (1) You receive a firm job offer from the Civilian Personnel Advisory Center (CPAC) HR Specialist, and
 - (2) You understand the housing arrangements for WRP students in USAREUR.

- You will in-process on the first Monday of the pay period. If you plan to arrive one or two days prior to your scheduled in-processing day, coordinate your planned arrival date(s) with the WRP Coordinator in order to ensure availability of lodging accommodations.
- Contact your airline company for luggage limitations and cost for extra baggage, if applicable.
- If required, ensure that you have sufficient medications for the entire WRP period or that you have a method of obtaining refills via mail services.
- If you receive financial assistance, contact your Vocational Rehabilitation Coordinator or your Social Security Office representative to ensure that you will not be penalized for participating in this program.
- Complete all the forms provided to you by the Civilian Personnel Office and the WRP Coordinator and be prepared to quickly submit the completed documents upon request via e-mail, fax or mail.
- You will be required to sign-up for Direct Deposit prior to your arrival. So ensure that you have a bank account and have the SF 1199A completed by your bank

NOTE: (press the Ctrl key and link below to access this form)

[SF 1199A – Direct Deposit Form](#)

b. After Receiving your FIRM Job Offer

- Respond to the offer immediately and contact your WRP Coordinator to complete your paperwork and to ensure all the required forms are submitted.
- Now you may purchase your airline ticket. Please, provide a copy of your flight itinerary to your WRP Coordinator and your supervisor/sponsor.
- Ensure that you contact your health insurance provider to verify that health care services, if required, will be covered overseas.

c. Arrival to Airport and Heidelberg

- Upon securing your luggage and clearing the German customs area, proceed to the exit and link up with your pre-arranged person (sponsor).
- If you are taking the Transfer & Limousine Service (TLS) -Heidelberg, you will proceed to the meeting point # __ as determined by TLS when the reservation is made. Click to access - <https://www.tls-heidelberg.de/en/online-booking/>

- If you are meeting your sponsor, please proceed to the baggage claim exit where your sponsor will be waiting.

From Airport to Patrick Henry Village (PHV)

- The TLS shuttle bus may have several passengers being dropped off in different locations. The TLS driver will let you know where your drop-off point is. Normally the drop-off location is the PHV Commissary Gate. The trip from the airport to Heidelberg may take 40-90 minutes depending on traffic and the number of stops. One-way cost is approximately 34 Euros. Log into: http://www.tls-heidelberg.de/content/index_eng.html for additional information.
- Your sponsor will meet you at the gate and provide you access to the post. You will need two forms of ID (your passport and driver's license).
- Your sponsor will take you to your apartment and s/he will give you a quick tour of the post to show you the quality of life areas such as the Shoppette, Commissary, ATM, Theater, Library, and food locations (Burger King, The Grill and Bowling Center).
- Ensure that you purchase a few items at the Shoppette before arriving at your apartment (bottled water, snacks, etc.). A trip to the Commissary to stock on groceries can be arranged with your sponsor. You may use your travel orders for the purpose of purchasing items at the commissary and/or Post Exchange (PX).

d. Arrival at your On-Post Apartment

- Upon arrival, you will be assigned a room (your name will be posted on your bedroom door). Ensure that you inventory the furniture and the condition of the apartment (wall, kitchen appliances, bathroom, etc).
- Each student will be responsible for everything inside the apartment and for the security of the apartment at all times. (See Housing information at paragraph 6).
- You will have a welcome packet inside your dining room table with all required information.
- Until a Common Access Card (CAC) has been issued to you, you will not be able to leave the post without your sponsor or a copy of your orders and two forms of ID (passport and drivers license). Without the listed items, once you leave the post, you will require an escort to gain access to the post. You may visit all the activities within the post; however, you are unable to purchase items or visit the activities

listed in fourth paragraph above, until you have an issued CAC or without a copy of your travel orders.

- Remember that you will be expected to respect the privacy of your roommates at all times!

e. Job Classification and Pay Setting

- The CPAC, not the WRP, will determine qualifications and grade/pay level, and/or classification of the students based upon your education, skills, and employment/volunteer experience. Students will be paid at the highest level for which they qualify. After a firm offer is made and accepted, changes to your grade will not be authorized. Ensure that your resume and transcript are current.
- The schedules, benefits and pay are processed by the employing organization. Neither the Department of the Army nor the WRP determines how these tasks are processed.
- The grade determination chart posted on the Department of Labor (DOL) WRP webpage is provided only as a guide for WRP participants. Each position has different/qualifying experience and education requirements.

f. Work Schedule. The normal/regular duty day is 8-hours. The pay period is 80-hours.

NOTE 1: Remaining at work while waiting for the shuttle bus does not constitute justification for compensatory time. Prior coordination is required with the WRP Coordinator for approval of compensatory time off and overtime approval.

NOTE 2: Job searching and/or utilizing government equipment (computer, fax, etc) for personal use is prohibited during your duty day.

NOTE 3: Any change in work schedule will be coordinated with CPAC, the WRP Coordinator and the supervisor.

The tour of duty will be determined by the supervisor (examples; 7:30-4:30 w/one-hour lunch break or until 4:00 pm with a 30-minute lunch break). The shuttle bus schedule is taken into consideration when determining work schedule; however, the WRP employee is responsible for 80 hours of work per pay period. Normally overtime will not be required in WRP. Any requests for overtime will be submitted to the WRP Coordinator for approval prior to scheduling overtime.

g. Lunch Break – as a minimum, 30 minutes will be allowed to each WRP employee. WRP employees will not work a full day without taking a lunch break away from their desk.

h. Shuttle Bus Information (Intra-Post). Free shuttle bus service is provided from PHV to Campbell, Patton and Tompkins Barracks. A shuttle schedule will be provided during the in-processing. The sponsor will provide information regarding the bus stop locations. If the shuttle bus is delayed, the WRP employee is responsible for his/her on-time arrival to the office. Additional information will be provided during in-processing.

NOTE: Due to force protection measures, the community shuttle bus schedule is not posted on the Web. A copy of the schedule can be obtained from the Transportation Motor Pool Office in Building 157 on Patton Barracks; from the bus driver; at bus stops; at the Lodging Office on Patrick Henry Village; and from the Army Community Service (ACS) at the Heidelberg Shopping Center.

i. FACEBOOK Social Media link. Visit the USAREUR “WRP Europe” site on Facebook by pressing your control key and click on the following link: [WRP Europe - FACEBOOK Link](#)

j. In-processing. Your sponsor and WRP Coordinator will assist you with in-processing and should be able to answer many of your questions. In-processing will take place on the first Monday of the pay period at the Civilian Personnel Advisory Center (CPAC). The WRP Coordinator will meet you at a pre-arranged time at the CPAC office and accompany you during your in-processing session. After in-processing is completed, your supervisor/sponsor will take you back to your new organization.

IMPORTANT: In addition to the CPAC in-processing requirements, with the assistance from your supervisor/sponsor you must complete the following actions to successfully accomplish the in-processing:

- Obtain AKO e-mail account/address (your supervisor will need to sponsor your account).
- In-process at the Community Mail Room to obtain your CMR mailing address. Your supervisor/sponsor will ensure that you have a CMR address prior to your arrival. Your CMR address must be available during the CPAC in-processing.
- Initiate process to obtain your civ@mail.mil e-mail account.
- Complete required on-line training (AT Level I, Computer Assurance, etc.).

AFTER 72-HOURS

- Obtain your Common Access Card – You will need the DD Form 1172-2 Application for Department of Defense Common Access Card DEERS Enrollment provided by CPAC during in-processing and two forms of ID.

- Register in the Installation Access Control System (IACS) soon after receiving your CAC.
- Obtain your Status of Forces Agreement (SOFA) Identification Certificate. You will need a form issued during in-processing.

NOTE: Important to follow this processing order! CAC (Room 122), IACS (Room 180) and SOFA (Room 232-B).

k. Installation Access Control System (IACS) Room 180. ID card holders will register using their ID card. The IACS registrar documentation indicates the individual is assigned in USAREUR. An expiration date for the IACS is established at this time. Acceptable documents include, but are not limited to, permanent change of station and temporary duty orders; DA Form 31 (Request and Authority for Leave); SF 50 (Notification of Personnel Action); and a DA Form 3434 (Notification of Personnel Action - NAF).

l. Passport/Status of Forces Agreement (SOFA) Office

(1) Heidelberg Passport Office. The Passport Office is located at the PX Shopping Center, Bldg 3850, Room 232. For more information please call DSN: 370-3921, CIV: 06221-57-3921 or email: usaghd.passports@eur.army.mil

(2) Hours of Operation: Mon - Wed & Fri, 1300-1600.

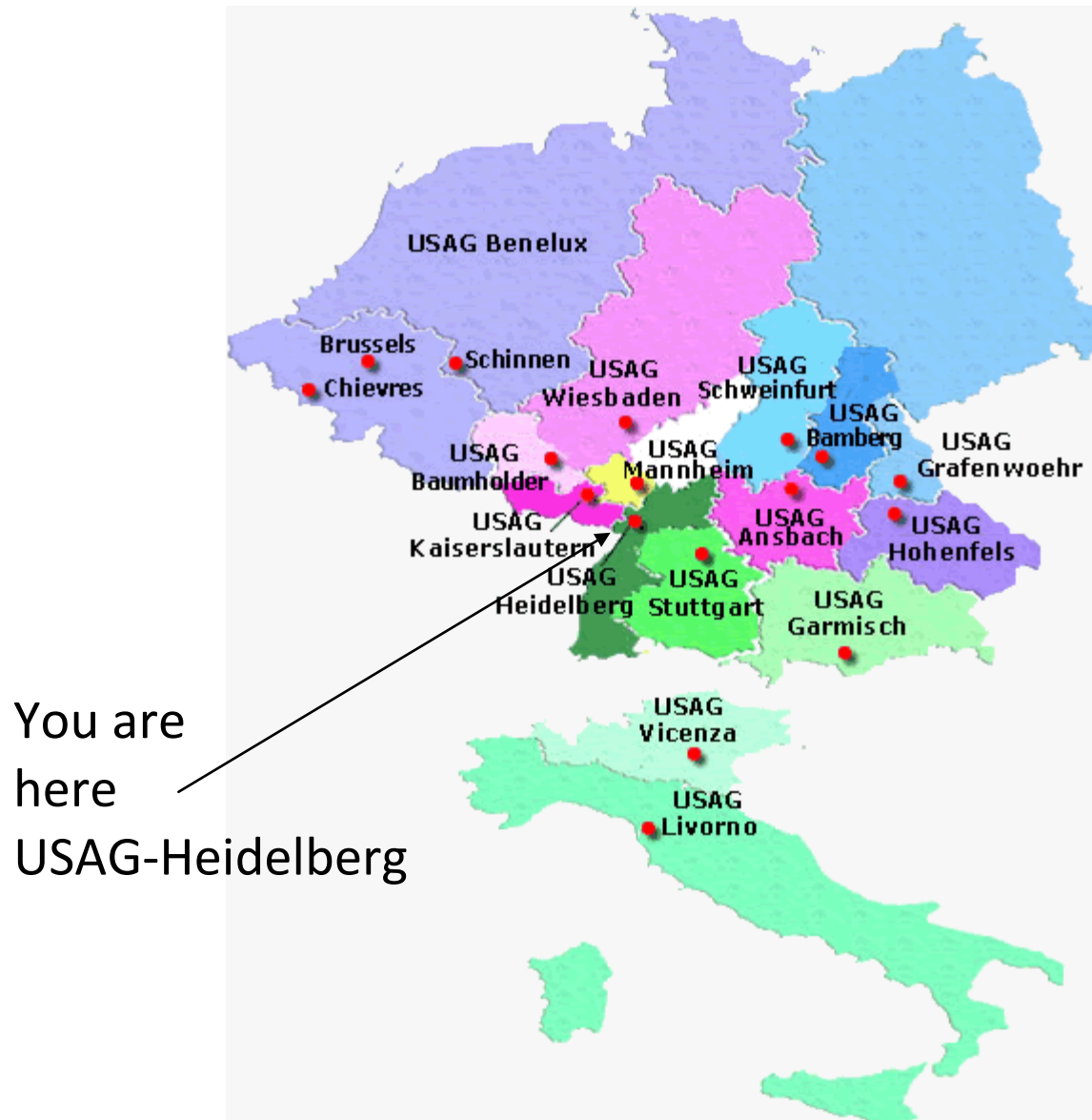
Walk-ins for all services except birth registrations (due to time constraints).
Last opportunity for sign-in is at 1545.

m. SOFA Identification Certificate Requirements

NOTE: You will need to obtain a Common Access Card prior to obtaining your SOFA Card

- AE Form 600-77A (Request for Status of Forces Agreement (SOFA) Identification). CPAC will prepare the required AE Form 600-77A
- Passport of the WRP employee
- Common Access Card (CAC) of the WRP employee

n. Map of Europe and Military Installations



o. Heidelberg Community Services. Press the control key and the link:
<http://mwrgermany.com/bwfacilities.html> to learn about activities available in your military community such as:

- Army Community Services available to you
- Arts and Culture
- Bowling Center
- Golf
- Java Café (Starbucks coffee served)
- Library services (wireless service,
free loans [books, magazines, DVDs, games, etc.]
- Mini Golf
- Outdoor Recreation activities
- Rod and Gun Club
- Sports and Fitness
- The Village Grill Restaurant

p. AAFES Movie Schedule.

- (1) Check the link below for the latest movie schedule at the Patrick Henry Village movie theater. CAC is required in order to access the theater. Price for first run movies is \$5.00.
- (2) The National Anthem is played before the movie begins. Everyone customarily stands and renders proper honors to the USA National Anthem by standing at attention (military) or placing your right hand over your heart (civilians).

<http://www.shopmyexchange.com/ems/euro/heidelberg.htm>

Commercial Phone Nr. 06221-27238

DSN: 388-9272

q. Commissary Store Information -- Located at Patrick Henry Village

(1) Store Hours of Operation

Week	Normal Hours Coordinator	Early Bird Hours
Sun	0730 - 0900	0900 - 2000
Mon	0730 - 0900	0900 - 2100
Tue	0730 - 0900	0900 - 2100
Wed	0730 - 0900	0900 - 2100
Thu	0730 - 0900	0900 - 2100
Fri	0730 - 0900	0900 - 2100
Sat	0730 - 0900	0900 - 2100

(2) Store Services

ATM	Bakery
Deli	Fresh Pizza
Fresh Sandwiches to go	Rotisserie Chicken
Plants	

r. Local Banking Center – Community Bank

Locations: Heidelberg (Shopping Center) and Campbell Barracks

Hours of Operation: M-W F 0930-1600

TH 1030-1700

SAT 1000-1330

Additional Local ATM Locations

ATM in Patrick Henry Village	Location Bldg 4542
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ATM in Patrick Henry Village Commissary	Location Bldg 4184
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ATM in Campbell Barracks	Location Bldg 31
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s. **ATM Fees.** ATMs serve the military community regardless of where banking is conducted.

Community Bank accountholders and Non-Community Bank accountholders using Community Bank ATMs: No fees

t. Heidelberg Chapel Services

Mark Twain Village Chapel

Catholic Mass

Weekend Mass: Saturday, 5:00 PM; Sunday, 9:00 AM

Weekday Mass & Holy Days of Obligation: Monday, Tuesday, Wednesday, Friday and Holy Days of Obligation, 12:05 PM

Confessions: Saturday, 4:00-4:45 PM

Jewish Shabbat Service

Worship: Friday, 7:00 PM

Traditional Protestant

Worship: Sunday, 10:45 AM

Gospel Protestant

Worship: Sunday, 12:30 PM

Patrick Henry Village Chapel

Catholic Mass

Weekend Mass: Sunday, 12:00 PM

Contemporary Protestant

Worship: Sunday, 10:15 AM

Lutheran Service

Worship: Sunday, 8:30 PM

Islamic Service

Jummah: Friday, 1:00 PM

For more information, contact the Baden-Wuerttemberg Chaplain Office at DSN 314 373-6190 or visit the USAG-BW Chapel link <http://www.bw.eur.army.mil/directorates/RSO/chapels.html>

u. USO Trips Information



There are many tours and events that occur in and around the service areas. Click on the link below for information about tours, special events and tickets currently available.

Contact your local USO for more inform

<http://affiliates.uso.org/rheinneckar/default.cfm?contentid=218>

USO HEIDELBERG

Shopping Center, Bldg 3850 (next door to the Post Office)

DSN: 370-6988/7924

CIV: (06221)–57–6988/7924

FAX: (06221)–57-6222

6. Handbook

Housing Information

a. What is the housing like?

The WRP does not require the employer to provide housing. By exception to policy, in USAREUR housing is provided when available at a reduced rate. The WRP Coordinator for Europe will once again coordinate with military housing on your behalf. Information on availability of on-post housing and monthly cost will be provided to you before the final job offer is made, in advance of your assignment, and as soon as this information is available.

If government housing is provided, you may be required to share a 2-3 bedroom apartment with other WRP employees of the same gender. The WRP Coordinator will assign student's bedrooms.

The WRP Coordinator will select/appoint the Senior Apartment Occupant based on the student's length of tenure and/or grade.

The Senior Apartment Occupant will ensure established rules are followed at all times and will ensure that schedules are established and posted for cleaning, trash removal, and laundry room utilization.

b. What items are provided in the apartment? The apartment is furnished with:

- a. Beds
- b. Dressers
- c. Closets
- d. Couch
- e. Chairs
- f. Kitchen table
- g. Stove
- h. Refrigerator
- i. Full bathroom
- j. Dishwasher
- k. Washer and dryer

c. What can be supplied on a loan basis from the Army Community Services (ACS) Lending Closet?

- l. Microwave (one per apartment)
- m. Cell phone (Pre-Paid) – limited amount
- n. Dinnerware
- o. Baking and Cooking Items

- p. Kitchen utensils (knives, forks, spoons, pots, pans, can opener, etc.)
- q. Coffee Maker
- r. Hair Dryer
- s. Iron and/or ironing board

NOTE: All of the items listed above may be obtained on a temporary loan from the ACS lending Closet at no cost to the WRP employee.

d. What does the intern provide at own expense?

- Cleaning supplies
- Internet access and connection fee
- Telephone service (cell phone)
- Cable TV
- Linen and pillows
- Shower curtain and hooks

NOTE: WRP roommates are encouraged to share the cost of the above listed items/services; however, not required to do so.

e. Where can you check out/rent DVDs, Books, and Video Games? You may obtain books, DVD movies and Video Games at no cost to you at the PHV Library or purchase or rent them from the Post Exchange and/or Shoppette.

f. Do you need to bring all those items that are not supplied? The Army often provides many ways to borrow or buy the things you need. You will be required to sign for the items or arrange transportation with your sponsor to access lending closets and the reuse/recycle center.

- (1) ACS Lending Closet. Provides most things you will need in an apartment to include kitchen supplies, sheets, irons/boards, etc. Items may be borrowed for your first month in country.
- (2) WRP Lending Closet. Provides items like microwaves, TV, lamps, blankets, dishes, curtains, bicycles, bicycle helmets, etc. You may use these items at no cost to you on a first come, first served basis.
- (3) The "Reuse/Recycle" Shop at Patrick Henry Village (PHV). Families that are leaving Heidelberg drop off their items for others to pick up at no cost. Items you are likely to find there include: hangers, lamps, radios, towels, sheets, a bath rug, fans, linen, blankets, pillows, bicycles, etc.
- (4) There is a Thrift Store at PHV next to the movie theater. It is a consignment store. It has limited hours.

7. On-Post Housing Self-Cleaning Standards

WHEN GOVERNMENT HOUSING IS PROVIDED THE FOLLOWING RULES ARE STRICTLY ENFORCED.

- a. Laundry Hours – PHV residents are required to complete their respective laundry before 9:00 P.M. to provide privacy to the senior occupant, as the laundry room is located inside the master bedroom or the basement.
- b. Clean as you go rules – Community areas (living room, bathrooms, kitchen, dining room and stairs) are to be cleaned by all occupants. The senior occupant will post a cleaning schedule.
- c. Residents must meet the following cleaning standards:
 - (1) **Floors:** Spots, wax, dirt and other foreign matter will be removed and the floors damp mopped. All wood floors will be polished and streak free. Special attention will be given to baseboards, corners, and under the furniture and equipment. Exercise care to avoid additional damage when attempting to remove stains. Use of chemicals or abrasives that could damage floors, (i.e., scouring powder, sandpaper) is prohibited.
 - (2) **Walls and ceilings:** Remove cobwebs, dirt, dust, food particles, grease and other spots. Remove nails and hooks by pulling straight out to prevent making the nail hole larger or tearing the wall. Fill holes with spackle using a small spackling tool or finger and immediately wipe surrounding area with a damp cloth. Remove contact paper, stickers, adhesives, and sticky residue. A cleaning product like Goo-Gone removes adhesive residue. Remove crayon, pen, pencil marks, dirt, cobwebs, and stains. **DO NOT spot paint walls.** Use care when scrubbing to prevent streaking or damage to painted surfaces. Soap and calcium deposits must be removed from tiled walls and tiles must be streak free.
 - (3) **Window panes:** Clean inside and outside and ensure the glass is streak free. Water spots are acceptable if it has rained within 48 hours preceding the inspection. Interior and exterior window frames and safety bars must be clean.
Windows screens: Screens will be left in place and cleaned with a dry, stiff-bristle brush.
 - (4) **Woodwork:** Baseboards, picture molding, window sills, doors, and door frames will be dusted and if necessary, washed to remove marks. Tops of doors and window frames will be dusted. Varnished woodwork will be cleaned, but not waxed. Floor wax will be removed from baseboards.
 - (5) **Light fixtures:** All components, including bulbs and tubes, will be free of insects, dirt, lint and film streaks. All light fixtures will have operational light bulbs. Fluorescent light bulbs must be disposed of through the Self Help Store.

- (6) **Radiators:** Special cleaning instruments are available at the Self Help Store to ensure radiators are thoroughly cleaned in front and back. They must be free of dirt, dust, and marks.
- (7) **Cabinets, closets, drawers, and shelves:** These must be free of dirt, dust and food particles and odor free. Shelf paper, tape, staples, and tacks will be removed and should feel clean to the touch.
- (8) **Wood furniture:** Wood surfaces will be cleaned and lightly polished. All furniture will be placed in the appropriate room, (i.e., sofa will be in the living room, etc.).
- (9) **Upholstered furniture:** Remove lint, dust, dirt, and spots. Steam cleaning may be necessary to remove stains. Steam cleaners for carpet and upholstery are available at the Self Help Store and at the AAFES Shoppette.
- (10) **Bedspring, bed frames, and mattresses:** Remove dust, dirt, and other foreign matter.
- (11) **Storage areas and basements, parking spaces:** Accumulated dust will be brushed off pipes, walls, doors, and window frames. Window panes will be cleaned and streak free. Floors will be swept clean.
- (12) **Plumbing fixtures:** Commodes, wash basins, tubs, showers, shower heads, faucets, and sinks will be cleaned to eliminate calcium deposits and spots. Surrounding areas will be free of dust, streaks, film and odor. Clean under the rim and base of the commode. Soap film and deposits will be removed from soap dishes. Sharp instruments, abrasives, and chemical cleaners containing lye or other caustics should not be used because they damage enamel and chrome surfaces.
- (13) **Refrigerator:** Remove and clean racks, drawers, and the drain pan. Remove dust from coils located on the refrigerator back. Clean doors, bars and seals. Sharp instruments or tools will not be used to accelerate defrosting or to disassemble the refrigerator. Disconnect and leave the door open.
- (14) **Government furniture:** Dusted and cleaned.
- (15) **Trash and trash cans:** All trash will be removed from the quarters and properly disposed. All trash will be separated IAW Recycling standards.
- (16) **Attic and basement storage rooms:** Walls, ceilings, floors, windows in storage rooms will be cleaned to meet the standards as stated for similar areas of the quarters. There will be no personal or government furnishings or equipment left in the attic storage rooms.

(17) **Exhaust fans and ventilators in kitchens and bathrooms:** Exhaust fan cases, fan motor, and grill and exhaust ventilator grill will be cleaned. **Range:** Do not move, disconnect, or disassemble ranges requiring the use of tools. Electric ranges will be unplugged and the breaker switch set to the “off” position or fuses on the range circuit removed before cleaning. Clean all accessible areas inside and out to remove grease, dust, rust, food, tarnish, and streaks. Parts that are removable without using tools will be removed, cleaned, and reinstalled. Oven cleaners containing lye and other caustics will be used according to directions, but will not be used on exterior enamel or chrome surfaces. Drip pans will be cleaned or replaced.

(18) **Washers, dryers, and other household equipment:** Will be cleaned of dirt, dust, grease, and other foreign matter. Components that are removable without the use of tools will be removed, cleaned, and reinstalled.

(19) **Hallways and stairwells:** Areas within the outside of the resident’s assigned quarters will be broom-swept and damp mopped to remove dirt and other foreign matter.

(20) **Attic and basement storage rooms:** Walls, ceilings, floors, windows in storage rooms and laundry rooms will be cleaned to meet the standards as stated for similar area of the quarters. There will be no personal or government furnishings or equipment left in attic storage rooms.

8. House Rules: WRP employees will take into consideration that other WRP participants share the same apartment. For this reason:

a. Overnight guests are prohibited (no exceptions). Visiting friends or family members may obtain reservations at the local PHV Lodge or local hotel. Visitors will be approved in advanced by every apartment member. In the absence of any or all roommates, no visitors will be allowed.

b. Loud music/noises are prohibited.

c. Bicycle store inside apartment is prohibited. Storage is provided in the basement or outside the apartment. No exception.

d. Trash and recycle material will be removed from the apartment within 24 hours in order to prevent pest issues. Trash and recycle containers are located at the end of each building. Apartment key is utilized to access trash point gate.

e. Front door and windows will be locked at all times.

f. Rent will be paid each pay period. 18 May, 1 Jun, 15 Jun, 29 Jun, 13 Jul, 27 Jul, 10 Aug, 24 Aug, 7 Sep and 21 Sep 2012.

9. Safety, Health and Final Inspections:

a. A housing inspection will be scheduled two to three days prior to intern's departure from Germany. WRP employees are required to be present during the inspection. Any damages will be charged to the WRP employee prior to his/her departure. Inspection will be based on the cleaning standards mentioned above.

b. All WRP participants will return assigned apartment keys to the WRP Coordinator NLT 1 October or as coordinated with the WRP coordinator.

c. Loaned equipment will be returned to the ACS lending closet, WRP closet or the "Reuse/Recycle" Shop 3 days prior to the final housing inspection.

d. During the final housing inspection everything must be cleared from the refrigerator, cabinets, and closets. WRP employees will pack their respective suitcases and place them in the living room area.

e. Safety and Health inspection will be conducted twice per month. Each pay period, the WRP coordinator will conduct a Safety and Health inspection of each apartment. WRP employees will be required to be present during this inspection. Inspection will take place at the same time as rent is collected.

10. Repairs and Service Orders

a. WRP employees are responsible for the maintenance of their assigned apartments and report problems immediately. For example: water leaks, broken towel hook, broken light fixtures, etc. Emergency Hotline DSN 115 COM: **06221-57-115**

b. The WRP employee will place a service order by e-mailing so.hd@eur.army.mil. A record of this request must be kept. You will also cc: a copy of your service order to your supervisor and the WRP Coordinator. You will be required to be present at your apartment during the repairs; therefore, administrative time will be given to you in order to meet with the contractor.

c. Damages due to negligence will be the responsibility of the occupants!

d. Light bulbs will be exchanged one-for-one at the Self-Help Store located at the Directorate of Public Works (DPW) compound, near the CPAC Office and the Shopping Center.

e. More information on how to request service work from DPW can be found on the Internet at <http://www.bw.eur.army.mil> under the Public Works Section.

Handbook

Civilian Personnel Information

11. Appointment Information. As a result of this appointment, your name will be reported to DOD and the Department of Labor through the DOL WRP web-link as an intern hired by USAREUR. If you accept other WRP job offers the system will report double job acceptance and your selection will be questioned. Only one job acceptance can be made in order to release funding for a position.

12. Tour of Duty – Hours of Work

a. Full Time – 40 hours each calendar week, normally Monday through Friday, eight (8) hours per day. No paid lunch period. Some missions may require other than Monday to Friday workweek, such as library employees, etc.

b. WRP employees are required to take at the minimum, a 30-minute lunch break. Lunch break is determined by the supervisor.

13. Your Position Description

a. All position descriptions are periodically reviewed to ensure that the duties being performed by an employee are needed, correctly described, and graded properly. This review is required by higher headquarters and is made by your supervisor in conjunction with the CPAC.

b. Rates of pay are based on the grade level assigned to a position. Grades and titles of positions are based upon the duties and responsibilities assigned by the supervisor of that position and are determined by US Office of Personal Management Classification Standards and guidelines issued by higher headquarters within USAREUR. Volume of work is not a grade determination factor. If you have questions about your grade, title, duties, and responsibilities you should discuss them with your supervisor. It is very important that the work you do on a regular and recurring basis is identified in your position description. If it is not, bring the situation to your supervisor's attention.

c. A copy of your position description should accompany your official notification of initial appointment, Standard Form 50 (SF-50), and each SF-50 issued thereafter, as a result of a change in your job. You should keep your position description handy for ready reference.

d. Grade determination is based on several factors and not solely determined by your level of education. You are responsible for providing an official copy of your latest college transcript in order to take your education into consideration.

14. Employee Benefits

a. Leave Entitlements

(1) Annual Leave is earned and credited on a biweekly basis at the rate of 4, 6, or 8 hours per pay period, depending on the total amount of creditable Federal service you have, including creditable Military service, as follows:

<u>YEARS OF SERVICE</u>	<u>ANNUAL LEAVE PER PAY PERIOD</u>	<u>TOTAL PER CALENDAR YEAR</u>
LESS THAN 3	4 HOURS	13 WORKDAYS
3 BUT LESS THAN 15	6 HOURS	20 WORKDAYS
15 OVER	8 HOURS	26 WORKDAYS

Temporary employees who have appointments of less than 90 days are not entitled to annual leave. Intermittent employees do not earn annual leave.

Part-time employees with a regularly scheduled tour of duty earn one hour of annual leave for each 20 hours in a pay status who have less than 3 years of service, 1 hour for each 13 hours in pay status who have 3 but less than 15 years of service, and 1 hour for each 10 hours in a pay status who have 15 or more years of service.

Annual leave can be used in 15-minute increments and must be approved in advanced by your supervisor on a Standard Form (SF) 71. Annual leave may be used for vacations, personal business, emergency leave, staying home with a sick family member, etc.

(2) Sick Leave is earned at the rate of 4 hours per pay period or 13 workdays per year, regardless of the number of years of creditable service an employee has.

Sick leave may be used when the employee (a) receives medical, dental, or optical examinations or treatment; (b) is incapacitated due to physical or mental illness, injury, pregnancy, or childbirth; (c) provides care for a family member as a result of physical or mental illness; injury, pregnancy; childbirth; or medical, dental, or optical examination or treatment; (d) makes arrangements necessitated by the death of a family member or attending the funeral of family member; (e) would, as determined by health authorities having jurisdiction or by health care provider, jeopardize the health of others by his or her presence on the job because of exposure to a communicable disease, or (f) must be absent from duty for purposes relating to the adoption of a child, including appointments with adoption agencies, social workers, and attorneys; court proceedings, required travel, and any other activities necessary to allow the adoption to proceed.

Sick leave can be used in 15-minute increments and must be approved by the employee’s supervisor. Sick leave for medical appointments should be requested as far in advance as possible. For unscheduled sick leave, the employee must personally (if at all possible) request sick leave from the supervisor. (Some organizations may deviate from this policy. You should confirm your organizations policy with your supervisors.) A written doctor’s statement may be required when any one period of absence exceeds three consecutive workdays. A supervisor who suspects sick leave abuse may require a doctor’s statement for any charge to sick leave if the employee has been given written notice of the requirement.

Questions regarding leave for maternity purposes and leave without pay (LWOP) should be directed to your supervisor.

(3) Home Leave: Ineligible

(4) Voluntary Leave Transfer Program (VLTP)

The Voluntary Leave Transfer Program allows an employee who has a medical emergency to receive transferred annual leave directly from other employees because of a medical emergency. This allows an employee to continue to receive pay while recuperating from an emergency (whether their own or family member’s). There is no limit on the amount of donated annual leave a leave recipient may receive from the leave donor(s). However, any unused donated leave must be returned to the leave donor(s) when the medical emergency ends.

In any leave year, an employee may donate not more than one-half of the amount of annual leave s/he would accrue during a leave year. For employees with “use or lose” annual leave, the employee may donate the lesser of the one-half of the annual leave S/he would accrue in a leave year or the number of hours remaining in the leave year for which the employee is scheduled to work and receive pay.

Supervisor’s **MUST** endorse and/or approve both employee applications to become leave recipients and employee applications to become leave donors.

b. Health and Life Insurance

Health Benefits:	Ineligible (Eligible - Veterans)
Federal Employees’ Group Life Insurance (FGLI)	Ineligible

c. Retirement Plans

Federal Employees Retirement System (FERS)	Not Covered
Civil Service Retirement System (CSRS)	Not Covered
CSRS – OFFSET	Not Covered
Social Security (FICA) only applicable to WRP	

d. Social Security Administration. Employees on temporary appointments of less than one year only pay into the Social Security system.

IMPORTANT NOTE: Very important information from the Social Security Administration (SSA) regarding students who receive Supplemental Security Income (SSI) and participate in the Workforce Recruitment Program. Contact your SSA case manager for questions regarding SSI.

Also, the student is welcome to meet with his/her local Benefits Specialist who is available to provide individual benefit analysis for beneficiaries at a location convenient to the beneficiary. The specialists are highly trained in SSA benefits and work incentives, as well as State and local benefits.

Press the “ctrl” key and the link below to access the Social Security Administration link.

[Social Security Administration](#)

Or press the “ctrl” key and the link below to access the SSI link.

<http://www.ssa.gov/ssi/text-understanding-ssi.htm>

e. Medicare – ALL appointments pay into Medicare.

f. Holidays. Full time employees who have appointments of more than 90 days, or who have been employed on one or more continuous appointments, the total of which exceeds 90 days, are entitled to be excused from duty and paid for official US holidays. If such employee is ordered to perform work on the holiday, they are entitled to be paid holiday pay (double time) for the time worked.

g. Living Quarters Allowance (LQA) Eligibility is based on
on individual circumstances

h. Transportation Agreement Ineligible

WRP employees are responsible for their own transportation cost from point of selection (home or university) to Heidelberg, Germany and return. This includes transportation to and from residence to the airport, round-trip airline cost, baggage cost (if required), and shuttle transportation from Frankfurt airport to Heidelberg and return. You are not eligible to transport your household goods, privately owned vehicle and/or your family members at government cost.

i. Identification Card and Common Access Card

You will receive a temporary ID Card upon arrival and a Common Access Card (CAC) after 72 hours or three days.

Your CAC card will expire on NLT 30 September or at the end of your appointment.

You are required to return your CAC to the WRP Coordinator before your departure from Germany. The WRP Coordinator will return all the CACs from WRP employees to the ID card facility at one time. The CAC is considered a sensitive/accountable item.

CAC is a sensitive item that must be protected at all times. If you misplace your CAC, ensure that you contact your supervisor and WRP Coordinator ASAP.

Possession of a valid ID card allows you access to all Government facilities, such as the PX, Commissary, theater, shuttle and bus service on-post, etc. Additionally, it gives you computer and gate access.

CAC will also allow you to sign-out books, DVDs, and materials from the PHV Library.

Use of health clinic and hospital are authorized upon payment of the standard fee for such service.

j. Passport and Status of Forces Stamp

You will ensure that you have a valid US Passport prior to accepting a WRP job in Europe. Your passport should not expire within 6-9 months from the end of your assignment.

After 72 hours or after receiving your Common Access Card (CAC), you must obtain a Status of Forces Agreement (SOFA) card.

You will carry your SOFA card and Passport with you when traveling off-post.

15. Pay Information

a. Pay Periods

Pay periods are two full weeks, beginning on Sunday and ending on Saturday (14 days). Civilian employees are paid approximately 10 days after the end of the pay period. Sometimes the first pay check may not be received for 4-to-6 weeks after appointment. After the first pay check, which will include back pay, you will receive one every two weeks.

WRP employees in Europe are centrally paid by the Defense Finance Accounting System (DFAS). Any questions regarding your individual pay check leave record or time keeping may be referred to your WRP Coordinator.

WRP does not fund for Premium Pay. Premium Pay consists of overtime pay, night and shift differential pay, and Sunday premium pay will be paid when due if eligible by type of appointment.

b. Step Increases

Ineligible

g. Allotments and Pay. Employees may authorize deductions from pay for the purpose of monthly allotments to credit unions, banks or for the purpose of US Savings Bonds. Authorization for such deductions should be made only if you intend to keep them in effect for some time. You must authorize direct mailing of your check to the bank with which you regularly transact business. Please arrange your allotments thorough www.mypay.dfas.mil

d. Personal Debt and Complaints

You are expected to pay bills promptly and to liquidate all debts according to whatever agreements were made at the time the debt was incurred.

The Government does not act as a collection agency. However, any debt complaint against you will be reported to your supervisor and will require an explanation in writing as to the reason of nonpayment.

The Government will not tolerate actions of irresponsibility, gross carelessness, neglect, dishonesty, or evasion of financial dealings. As an employee of the Department of the Army, you are expected to discharge your financial obligations in a manner that will avoid bringing discredit upon yourself and the US Government. Willful failure, without sufficient excuse or reason, to honor debts, including tax delinquencies and claims based on court judgments or to make and adhere to satisfactory arrangements for settlement, will constitute grounds for official reprimand, suspension, or removal.

16. Emergency Travel Information

Be sure to instruct your family in the US to notify the local American Red Cross if an emergency arises which requires you to return home to the US. The Red Cross chapter nearest your home will notify the chapter at your station overseas. It is very important to give family members in the US the best overseas address available at the time.

Absence of an employee for emergency travel purposes is charged to annual leave.

If you are required to return home, the travel cost from Heidelberg to your destination and return is your responsibility.

17. Training Information. The US Army has many training courses, resident and correspondence, available to improve the skills and abilities of employees. If you desire training that may help you do a better job or help you learn new skills, you should contact your supervisor for information and assistance in enrolling for courses.

18. Complaint Procedures. As a federal employee, you have certain resources that may be pursued in the event of job-related difficulties. These resources include those listed below. The Heidelberg Civilian Personnel Advisory Center will provide guidance to any employee having a complaint but not knowing where to go.

a. Grievance Procedures. A grievance is any dissatisfaction you may have with any working condition, working relationship, or your employment status. Grievance procedures vary somewhat between the various Defense agencies. For more information on grievance procedures, contact your supervisor or the Heidelberg Civilian Personnel Advisory Center.

b. Inspector General. Matters, which are appropriate for the Inspector General, concern complaints or allegations not personal to the employee. They relate to matters that do not directly affect the employment situation or well being of the employee. Examples of appropriate matters include allegations against third parties, reports of alleged mismanagement, etc.

c. Equal Employment Opportunity Office. Employees may file a complaint under the Equal Employment Opportunity (EEO) complaint system if they feel they have been discriminated against in a job-related matter based on national origin, race, color, religion, age, sex, generic information, or disability. Complaints of sexual harassment are also handled through the EEO system. For more information, contact your local USAG-BW EEO Office at DSN 373-7234.

19. Code of Ethics for Government Service

Put loyalty to the highest moral principle and to country above loyalty to persons, party, or government department.

Uphold the Constitution, laws, and legal regulations of the United States and of all governments therein and never be a party to their evasion.

Give a full day's labor for a full day's pay; giving the performance of your duties your earnest effort and best thought.

Seek to find and employ more efficient and economical ways of getting tasks accomplished.

Never discriminate unfairly by the dispensing of special favors or privileges to anyone, whether for remuneration or not; and never accept for yourself or your family favors or benefits under circumstances which might be construed by reasonable persons as influencing the performance of your government duties.

Make no private promise of any kind binding upon the duties of office, since a government employee has no private word which can be binding on public duty.

Engage in no business with the government, either directly or indirectly, which is inconsistent with the conscientious performance of governmental duties as a means for making private profit.

Never use any information coming to you confidentially in the performance of governmental duties as a means for making private profit.

Expose corruption wherever discovered.

Uphold these principles, ever conscious, that public office is a public trust.

20. Standards of Conduct

Each Department of Defense agency has a regulation that prescribes Standards of Conduct relating to possible conflicts between private interests and official duties. Violations of these standards may be cause for job related disciplinary action that could be in addition to any penalty provided by law. All US citizen employees must be familiar with the provisions of these regulations. Your supervisor must thoroughly brief you on the contents of the regulations within 60 days of your entrance on duty and semiannually thereafter.

21. Employee Conduct

As a US Government employee in Germany, it is essential that you conduct yourself in a manner that will bring credit to your profession and to the Nation you represent. Remember your conduct and actions are continually on display and under scrutiny of German residents. The high ethical and moral standards expected in stateside communities are even more essential overseas. Over the years, strong bonds of friendship and mutual understanding have developed between Americans representing the Armed Forces and the members of our host nation. One of the commendable actions of individuals is to provide day-to-day examples of friendship, propriety and good judgment. Indiscreet actions or public displays of temperament seriously detract from the important mission of building good will for the United States and its allies. Remember that regulations and organized programs cannot develop understanding nor promote good will, YOU CAN!!

22. Designation of Beneficiary

There are five designations of beneficiary; however, you will complete SF 1152 only!

SF-1152 – Unpaid Compensation (Annual leave and any unpaid wages)

SF-2808 – CSRS Retirement Contributions

SF-2823 – FEGLI (Federal Employees Group Life Insurance)

SF-3102 – FERS Retirement Contributions

TSP-3 – Thrift Savings Plan

You do not need to name a beneficiary if you wish to have the death benefits paid in the order of precedence noted below.

- a. Your surviving spouse.
 - b. Your child/children in equal shares, with the share of any deceased child being distributed among the descendants of that child.
 - c. Your parents in equal shares or the entire amount to the surviving parent.
 - d. The duly appointed executor or administrator of your estate.
- Your next of kin under the laws of your domicile at the time of your death.

23. Safety – Responsibility – Injury

It is your responsibility to observe safe work habits. Report unsafe working conditions to your supervisor immediately. When an employee sustains a traumatic injury in the performance of duty, the employee should give a written report on form CA-1 to the supervisor as soon as possible, but not later 30 days from the date of injury. If the employee is incapacitated, someone may take this action on the employee's behalf, including a family member, union official, representative, or agency official. The form must contain the original signature of the person given notice. For more information concerning the Federal Employees Compensation Act contact your supervisor.

24. Equal Employment Opportunity

Employees and job applications of the Department of the Army Appropriated or Non-Appropriated Fund activities are guaranteed equal employment opportunity without regard to race, color, religion, sex, national origin, generic information, age mental or physical Disability. Employment opportunities are not limited by anything other than mission needs and the individual's experience ability and demonstrated performance.

You, as an individual employee, will be uniformly and fairly treated under the Equal Employment Opportunity (EEO) Program. You will receive full and impartial consideration for initial employment and subsequent promotions. You will possess equitable standing and security as an employee of the Federal Government, and you will enjoy equal opportunity to

receive training, to develop skills and to advance in your chosen occupation and career, subject only to job requirements prescribed by higher authority.

If you believe you have been discriminated against or denied equal opportunity in employment contact your local EEO Office Heidelberg at 373-7234, Mannheim at DSN 385-3785 or Darmstadt at DSN 348-7105. You will receive attention without coercion or reprisal. You should present your EEO complaint to an Equal Employment Opportunity Manager. Your complaint will be impartially and expeditiously investigated and resolved.

25. See Appendix C for required Processing Forms that must be completed after tentative job offer is made and accepted.

26. WRP Applicant Required Forms to be completed and submitted to address in Item 28.

- Signed Acknowledgement Statement
- Copy of Official Transcript (Official transcript is required before firm job offer is made; however, student copy is accepted tentatively)
- The passport needs to be valid six months from 30 SEP XX as some airlines won't permit travelers to board planes if less than six months is left.
- Copy of Passport with at least three months remainder after 30 Sep XX
- Resume
- SF-50 (If Prior Federal Employee)
- Schedule A Appointment Certification
- DD Form 214 (if prior military service)

27. Official Mailing Address and Contact Information

HQ USAREUR, G1 EEO
ATTN: AEAGA-EEO (MR. RAFAEL J REYES)
UNIT 29351 (HEIDELBERG)
APO AE 09014-9351
COMM: 011-49-6202-80-6524
FAX: 011-49-6202-80-5193

E-MAIL: erni.r.moya.civ@mail.mil AND rafael.j.reyes-serra.civ@mail.mil

28. Firm Job Offer. Upon receipt of the required information from the WRP participant, the Civilian Personnel Advisory Center (CPAC) will make a firm job offer via e-mail.

NOTE: The CPAC is the only authorized agent to make a firm job offer to WRP participants. The WRP Coordinator will only gather required documentation in order to expedite the process and provide information regarding WRP in Europe.

29. After Accepting Job Offer - Upon accepting the WRP job offer the following actions will be part of ongoing process (not in sequence order):

Purchase airline ticket from home to Frankfurt, Germany

Provide a copy of your final travel itinerary to the WRP Coordinator and sponsor.

Ensure that you arrive a day or two before your scheduled in-process date.

In-processing is normally scheduled on the first Monday of the pay period. The WRP Coordinator and CPAC Specialist will assist you with your arrival date.

Coordinate shuttle bus transportation from Frankfurt Airport to Heidelberg. Your new supervisor or sponsor will assist you.

One frequently used shuttle service from the Frankfurt terminal to Heidelberg is the TLS-Heidelberg Shuttle Service. Press the control key and the link below in order to access the link: [TLS-Heidelberg Shuttle Service link](#).

30. US Dollar to Euro Currency Exchange

NOTE: When making your reservation you will need to provide your full name, flight information and destination. Cost is estimated at 33-35 Euros or \$48-\$50 Dollars (based on current exchange rates. You may review exchange information and rates by clicking the link below and entering the amount required.

[US to EURO Currency Converter](#)

31. Frequently Asked Questions:

a. Can I receive correspondence while assigned to US Army Europe? Yes, your sponsor will request your mailing address prior to your arrival or no later than your in-processing.

b. How many suitcases I can bring? Contact your airline company in order to determine luggage allowances and fees.

c. May I mail required personal items in advanced? Yes, you may coordinate with the WRP Coordinator based on USPS rules.

d. What about phone and internet services? There are a few options for phone services:

- Prepaid cell phones can be purchased on-post and calling cards can be used with these phones. There are no contracts for these phones. World phones are available with certain

phone services. Contact your cellular phone service provider about available services and prices.

- Magic Jack uses a computer's USB port and the internet as a phone service. It provides a US phone number. Annual fee required.
- Skype is a free online service if you are calling another person who uses the software. You and the person you are calling must be online at the same time.

NOTE: It is recommended to get the internet while in Europe if you are bringing a computer. There are portable modems, called wands, which connect through a USB port. They connect to a phone provider for the internet and can be used almost anywhere. Depending on the provider of the wand, there can be a month-to-month fee or day-to-day fee. There is no contract for this service.

ALSO: The Army Community Service (ACS) maintains a 24-hour access "Yellow Ribbon Room" found on most posts. The Yellow Ribbon Room provides computers, unrestricted internet access, webcams and microphones with no cost.

LASTLY: The Patrick Henry Village library has wireless access.

e. What about local transportation?

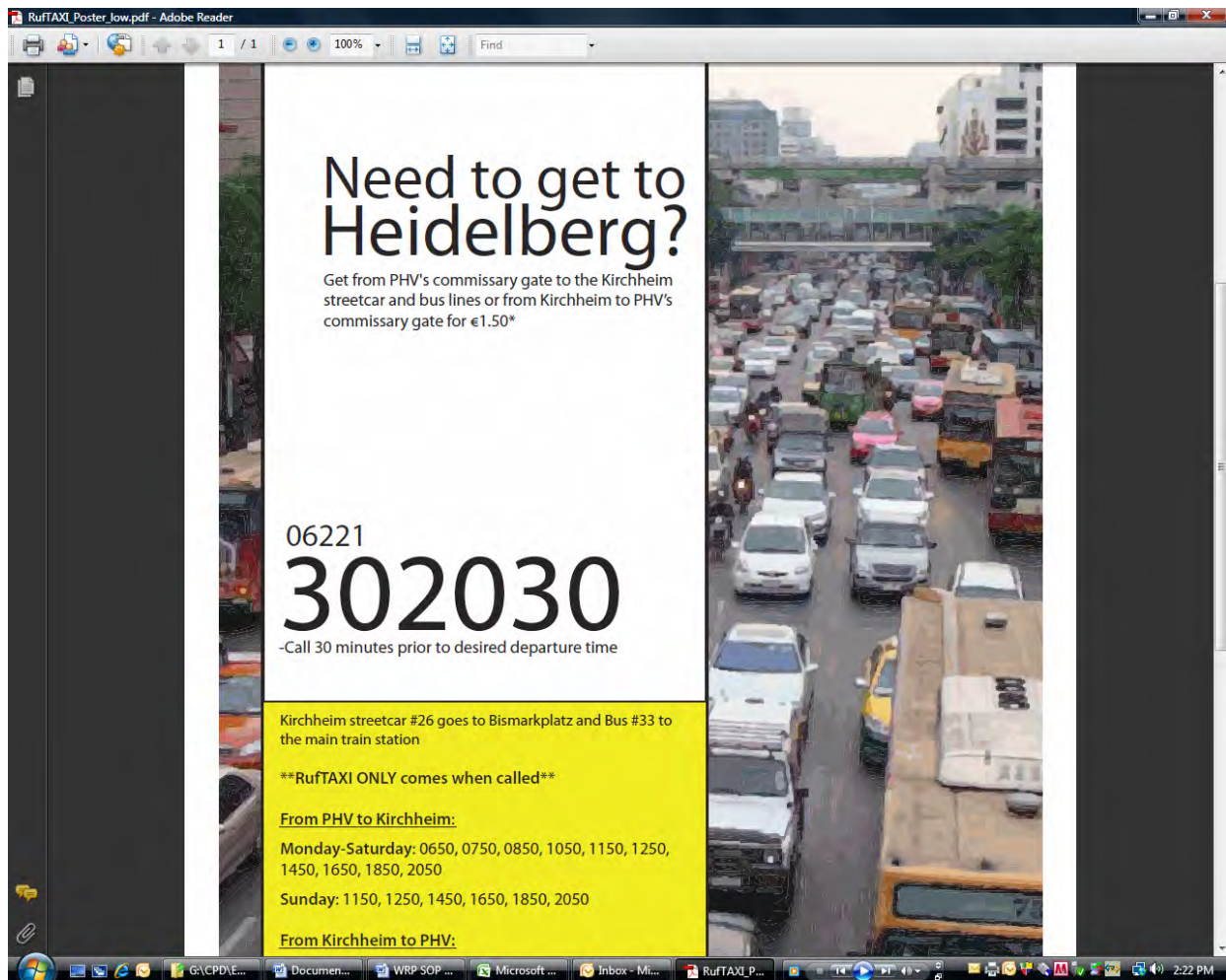
You are responsible for finding and paying for your own transportation when traveling off-post. Your sponsor may assist you in arranging transportation.

There are several modes of transportation such as public buses, taxis, train and tram available.

Also, bicycling is the preferred method to commute around Heidelberg. All villages are linked by a network of paved trails. Bicycles are available for loan on a first come basis. See your WRP Coordinator for this option.

Shuttle bus service between camps is provided at no cost. Shuttle bus schedule will be provided upon in-processing.

32. Taxi from PHV to Downtown and return



33. What about travel and tours?

The WRP Coordinator, supervisor and/or sponsor are not responsible for your leisure activities. However, the United Services Organizations (USO) is a great way start to exploring Europe. Other ways include using public transportation like the inter-county train system and cheap airline (i.e. Ryanair).

34. Safety and Traveling tips!

In any form of travelling, you must be mindful of security. The following are some recommendations safety recommendations from the USAREUR G3 Antiterrorism Division:

ALWAYS:

- Travel in small groups (never travel alone) and vary your movements.

- Let someone know where you're going and when you expect to return.
- Inform your supervisor or others as soon as possible, if travelling and an incident occur at your destination or any location on your itinerary.
- Remain alert and aware of your surroundings at all times. Avoid altercations, and if there are altercations or demonstrations, depart immediate area.
- Cooperate with the police and Security Officials.
- Monitor Armed Force Network (AFN) where available for updated information.
- Carry a cell phone if possible.
- Know emergency numbers and safe areas.
- Travelers are advised to have their passports in their possession and to contact the US Embassies in Austria or Switzerland for any additional information and updates regarding the security environment.
- Contact your Unit Security Office if you have any questions and before you leave the country.

35. Acronyms and Terminology

Army & Air Force Exchange Service (AAFES) – An agency of the United States Department of Defense. Its dual missions are to provide quality merchandise and services of necessity and conveniences to authorized customers at uniform low prices, and to generate reasonable earnings to supplement appropriated funds for the support of United States Army and Air Force Morale, Welfare and Recreation (MWR) programs.

Army Community Service (ACS) – To assist commanders in maintaining readiness of individuals, families, and communities within America's Army by developing, coordinating, and delivering services which promote self-reliance, resiliency, and stability during war and peace. Service including a lending closet, find-it guide and referrals for medical services.

Armed Forces Network (AFN) – The AFN worldwide radio and television broadcast network serves American service men and women, Department of Defense civilians and their families stationed at bases overseas, as well as US Navy ships at sea. AFN broadcasts popular American radio and television programs from the major US networks.

Military Post Offices (APO)

Civilian Personnel Advisory Center (CPAC) – Responsible for developing, promoting, and monitoring civilian personnel policies to meet the needs of management, supervisors, and the workforce.

Common Access Card (CAC Card) – A general identification card as well as for authentication to enable access to DOD computers, networks, and certain DOD facilities. It gives you access to most bases, shops such as the commissary, and on-base entertainment. It is very important and you must keep it on you at all times.

DeCA – Defense Commissary Agency

Commissary – Grocery Store.

Consolidated Mail Room (CMR) – Serves as post office to provide mail collection boxes or your personal mailbox on post. Items mailed to the address are considered mailed within the US. There are no international mail rates.

Department of Defense (DOD) – Co-Sponsor of the Workforce Recruitment Program (WRP) with Department of Labor (**DOL**).

Department of Labor (DOL) - Co-Sponsor of Workforce Recruitment Program (WRP) with Department of Defense (DOD). DOD funds, WRP participants, salaries for DOD.

“Down Range” – A war zone.

Post Exchange (PX) – Similar to a department store. Part of the Army & Air Force Exchange Services (AAFES).

Shoppette – A convenient store similar to a 24-hour 7-Eleven store.

Standard Operating Procedure (SOP) – Operating procedures is a set of instructions having the force of a directive, covering those features of operations that lend themselves to a definite or standardized procedure without loss of effectiveness.

Transformers – A device that transfers electrical energy from one circuit to another. This is important since US uses 110 voltage and Europe uses 250 voltages.

United States Army Europe (USAREUR)

United Service Organizations (USO) – A private, nonprofit organization whose mission is to support the troops by providing morale, welfare and recreation-type services to our men and women in uniform, family members and civilians. USO offers trips across Europe and other services, such as language classes.

36. Military Rank and Insignia:

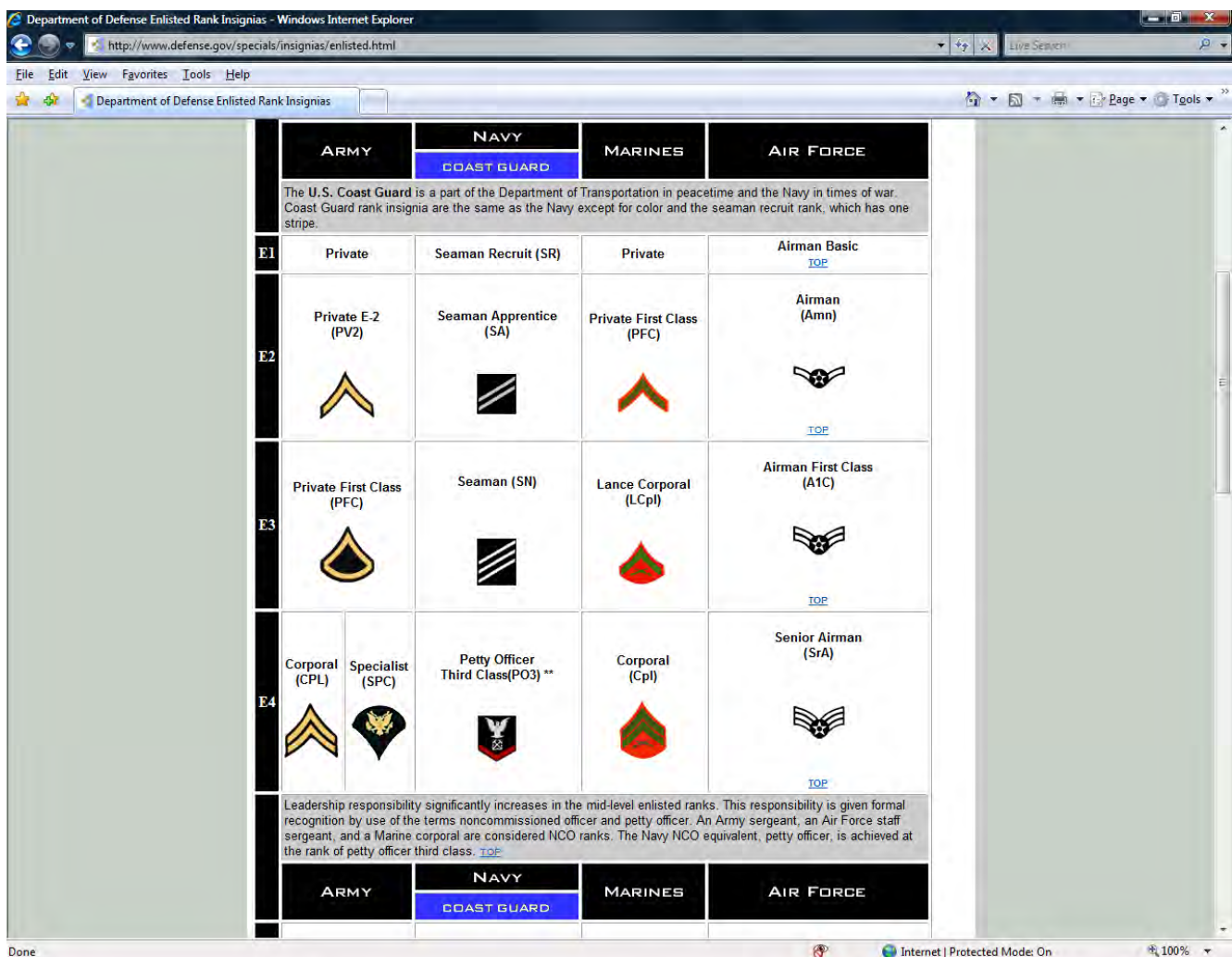
As a WRP employee you will be required to closely work with our military personnel. Proper military customs and courtesies are required when addressing our military leaders. At no time will Senior military leaders be referred to by their first name when addressing them.

Military leaders may be address the following ways;

Sir or Ma'am. Example Yes, Sir or Ma'am, Sergeant, First Sergeant, etc
Or by their rank and last name. Example: GEN Ham, CSM Chapel

The link below will take you to the Military Rank and Insignia web-link. Please press the "Control" key and the link below in order to access the link.

Military Officer and Enlisted Insignia Link



APPENDIX A













MILITARY OFFICER AND ENLISTED INSIGNIA

Department of Defense Enlisted Rank Insignias - Windows Internet Explorer

http://www.defense.gov/specials/insignias/enlisted.html

File Edit View Favorites Tools Help





















Department of Defense Enlisted Rank Insignias

	ARMY	NAVY COAST GUARD	MARINES	AIR FORCE
E5	Sergeant (SGT) 	Petty Officer Second Class (PO2) ** 	Sergeant (Sgt) 	Staff Sergeant (SSgt)  TOP
E6	Staff Sergeant (SSG) 	Petty Officer First Class (PO1) ** 	Staff Sergeant (SSgt) 	Technical Sergeant (TSgt)  TOP
E7	Sergeant First Class (SFC) 	Chief Petty Officer (CPO) ** 	Gunnery Sergeant (GySgt) 	Master Sergeant (MSgt)  TOP
<p>At the E-8 level, the Army, Marines and Air Force have two positions at the same pay grade. Whether one is, for example, a senior master sergeant or a first sergeant in the Air Force depends on the person's job. The same is true for the positions at the E-9 level. Marine Corps master gunnery sergeants and sergeants major receive the same pay but have different responsibilities. All told, E-8s and E-9s have 15 to 30 years on the job, and are commanders' senior advisers for enlisted matters.</p> <p>A third E-9 element is the senior enlisted person of each service. The sergeant major of the Army, the sergeant major of the Marine Corps, the master chief petty officer of the Navy and the chief master sergeant of the Air Force are the spokespersons of the enlisted force at the highest levels of their services. TOP</p>				
	ARMY	NAVY COAST GUARD	MARINES	AIR FORCE
			First	First Sergeant

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APPENDIX A

MILITARY OFFICER AND ENLISTED INSIGNIA

Department of Defense Enlisted Rank Insignias - Windows Internet Explorer									
http://www.defense.gov/specials/insignias/enlisted.html									
Department of Defense Enlisted Rank Insignias									
	ARMY		NAVY COAST GUARD		MARINES		AIR FORCE		
E8	Master Sergeant (MSG)	First Sergeant (1SG)	Senior Chief Petty Officer (SCPO) **		Master Sergeant (MSgt)	First Sergeant	Senior Master Sergeant (SMSgt)	First Sergeant	
									
								TOP	
E9	Sergeant Major (SGM)	Command Sergeant Major (CSM)	Master Chief Petty Officer (MCPO) ***	Fleet/Command Master Chief Petty Officer ***	Master Gunnery Sergeant (MGySgt)	Sergeant Major (SgtMaj)	Chief Master Sergeant (CMSgt)	First Sergeant	Command Chief Master Sergeant (CCM)
									
									TOP
E9	Sergeant Major of the Army (SMA)		Master Chief Petty Officer of the Navy (MCPON) and Coast Guard (MCPOCG)		Sergeant Major of the Marine Corps (SgtMajMC)		Chief Master Sergeant of the Air Force (CMSAF)		
									
							TOP		

APPENDIX A

MILITARY OFFICER AND ENLISTED INSIGNIA



Department of Defense Rank Insignias - Officers Rank - Windows Internet Explorer

http://www.defense.gov/specials/insignias/officers.html

File Edit View Favorites Tools Help

Department of Defense Rank Insignias - Officers ...

officers are direct representatives of the president of the United States. They derive their authority from the same source as commissioned officers but remain specialists, in contrast to commissioned officers, who are generalists. There are no warrant officers in the Air Force.

	ARMY	NAVY COAST GUARD	MARINES	AIR FORCE
W1	Warrant Officer 1 WO1 	USN Warrant Officer 1 — WO1 	Warrant Officer 1 WO 	NO WARRANT
W2	Chief Warrant Officer 2 CW2 	USN Chief Warrant Officer 2 — CWO2 USCG 	Chief Warrant Officer 2 CWO2 	NO WARRANT
W3	Chief Warrant Officer 3 CW3 	USN Chief Warrant Officer 3 — CWO3 USCG 	Chief Warrant Officer 3 CWO3 	NO WARRANT
		USN Chief Warrant		

Naval officers wear distinctively different rank devices depending upon the uniform they're wearing. The three basic uniforms and rank devices used are: khakis, collar insignia pins, whites, stripes on shoulder boards, and blues, stripes sewn on the lower coat sleeves.

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APPENDIX A














MILITARY OFFICER AND ENLISTED INSIGNIA

Department of Defense Rank Insignias - Officers Rank - Windows Internet Explorer

http://www.defense.gov/specials/insignias/officers.html

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Department of Defense Rank Insignias - Officers ...

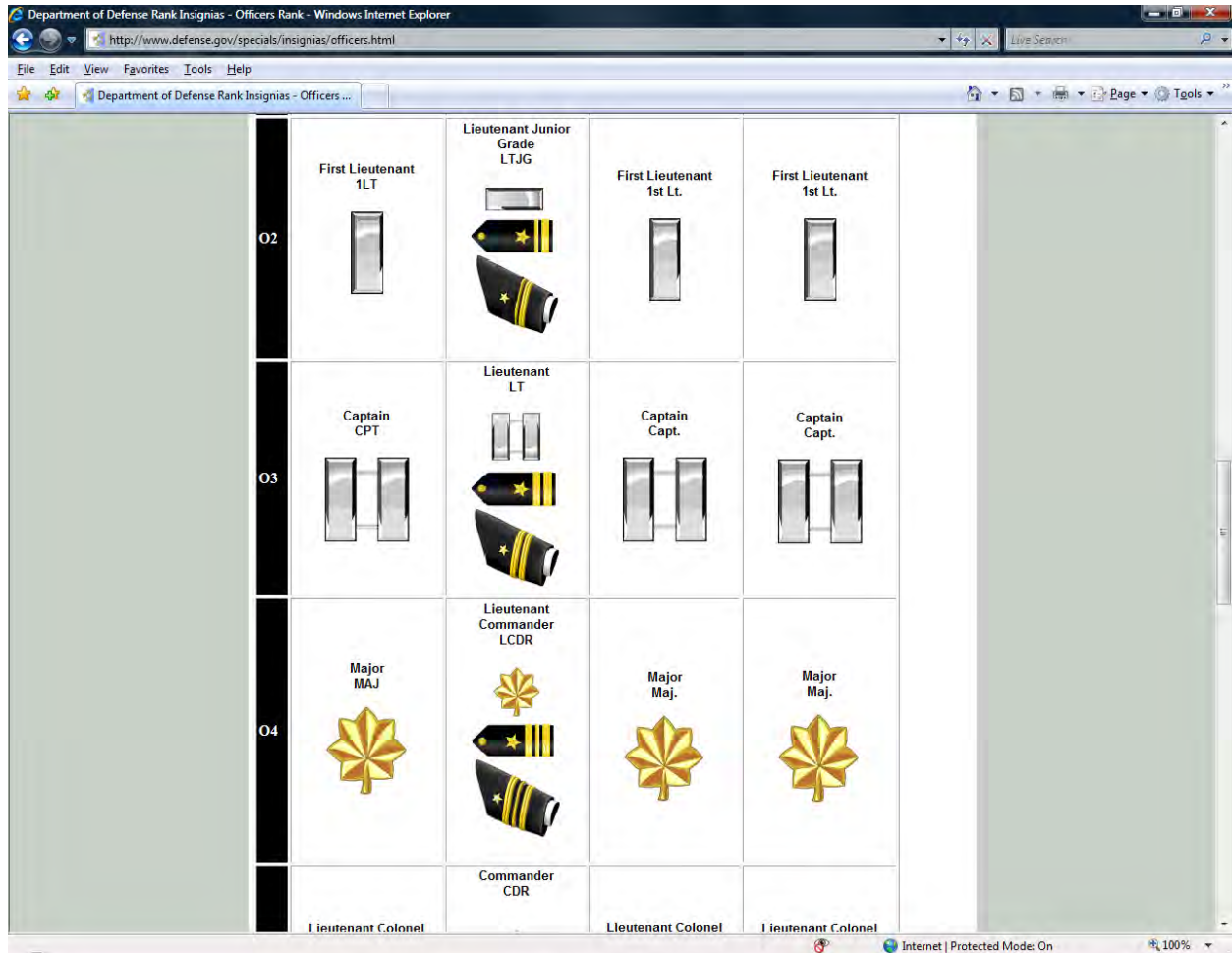
				
	Chief Warrant Officer 4 CW4	 	Chief Warrant Officer 4 CWO4	NO WARRANT
W4				
	Chief Warrant Officer CW5	USN Chief Warrant Officer CWO5	Chief Warrant Officer 5 CWO5	NO WARRANT
W5				
	ARMY	NAVY	MARINES	AIR FORCE
		COAST GUARD		
		U.S. Marine Corps		
	Second Lieutenant 2LT	Ensign ENS	Second Lieutenant 2nd Lt.	Second Lieutenant 2nd Lt.
O1		 		
	First Lieutenant 1LT	Lieutenant Junior Grade LTJG	First Lieutenant 1st Lt.	First Lieutenant 1st Lt.
				

http://www.usmc.mil/

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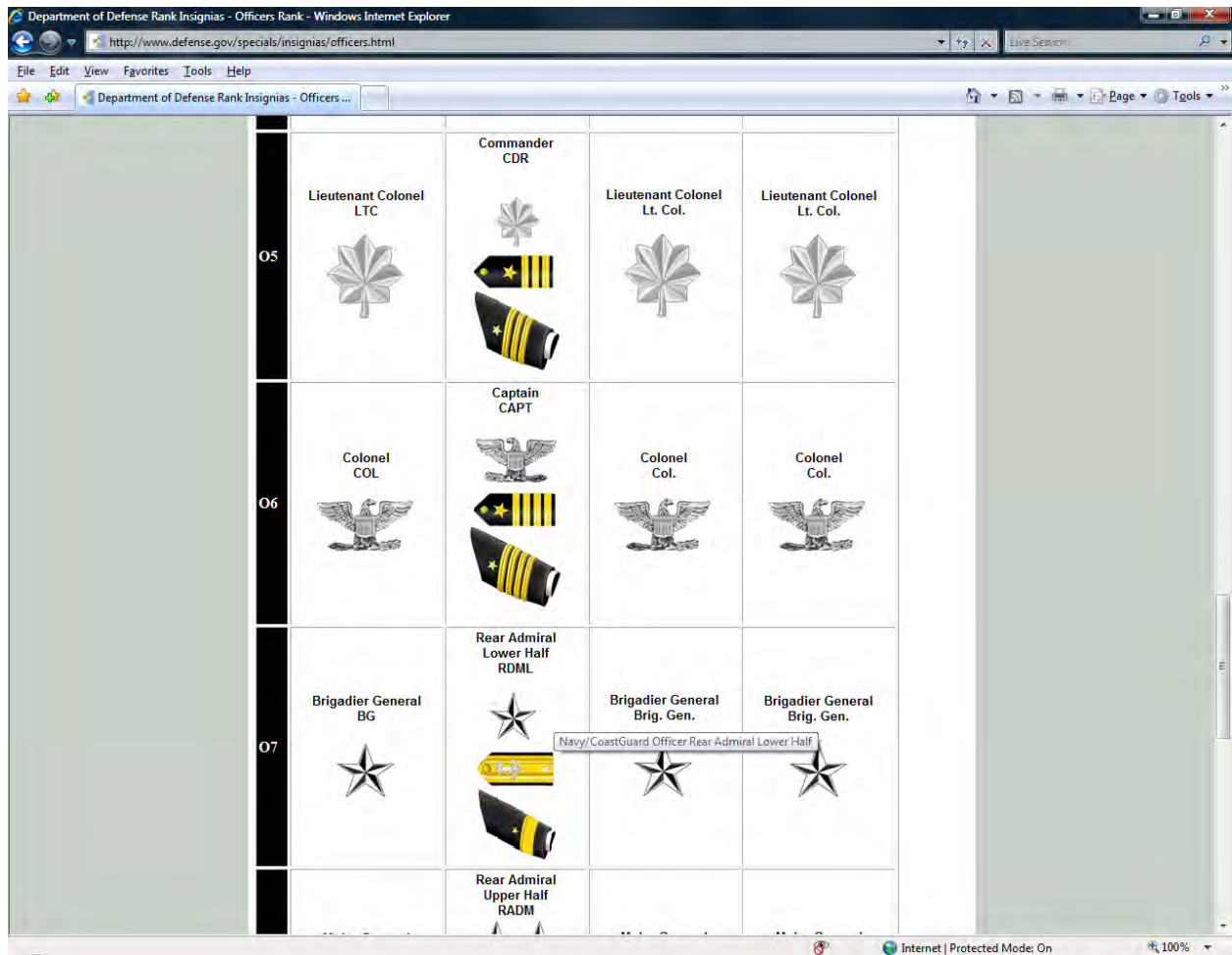
APPENDIX A

MILITARY OFFICER AND ENLISTED INSIGNIA


















APPENDIX A

MILITARY OFFICER AND ENLISTED INSIGNIA



APPENDIX A

MILITARY OFFICER AND ENLISTED INSIGNIA

Department of Defense Rank Insignias - Officers Rank - Windows Internet Explorer					
http://www.defense.gov/specials/insignias/officers.html					
File Edit View Favorites Tools Help					
Department of Defense Rank Insignias - Officers...					
O8	Major General MG		Rear Admiral Upper Half RADM	Major General Maj. Gen.	Major General Maj. Gen.
					
O9	Lieutenant General LTG		Vice Admiral VADM	Lieutenant General Lt. Gen.	Lieutenant General Lt. Gen.
					
O10	General GEN Army Chief of Staff		Admiral ADM Chief of Naval Operations and Commandant of the Coast Guard	General Gen. Commandant of the Marine Corps	General Gen. Air Force Chief of Staff
					

APPENDIX B

WRP Checklist – Inprocessing Forms

Inprocessing forms requiring completion and submission to the WRP Coordinator prior to arrival and upon acceptance of position offer.

Prior to Arrival – WRP Applicant Intern

Forms to be completed and returned to the WRP Coordinator

- Signed WRP Participation Acknowledgement Statement
- Copy of Official Transcript
- Copy of Passport with at least 6 months remainder after the Date Eligible for Return From Overseas (DEROS)
- Resume
- SF-50 (If Prior Federal Employee)
- Schedule A Appointment Certification
- DD Form 214 (if prior military service)

Forms to be completed after tentative job offer is made and accepted

- SF 256 – Identification of Disability
- SF 181 – Ethnicity and Race identification
- SF 1190 – Foreign Allowances Application, Grant and Report (ONLY FOR POST ALLOWANCE)
- SF 144 – Statement of Prior Federal Service
- DD Form 93 – Record of Emergency Data
- Military Status Form
- Form W-4 – Employee's Withholding Allowance Certificate
- State Form W-4 – IAW State Laws
- OF 306 – Declaration of Federal Employment
- SF 61 Appointment Affidavit
- New Employee/Change of Address Request
- SF 1199A – Direct Deposit Form
- Employee Education Data
- SF 1152 Designation of Beneficiary
- Form I-9 Employment Eligibility Verification
- AE Form 600-77A – Request for Issuance of Status of Forces Agreement (SOFA) Identification
- DD Form 1172-2 Application for Department of Defense Common Access Card DEERS Enrollment
-

WRP applicant will receive the required forms from the Civilian Personnel Advisory Center (CPAC) via e-mail. Hardcopies may be found in Appendix E of this handbook.

APPENDIX C

Press the Control key on your keyboard and click the form listed below in order to access the form link below.

1. [SF 256 – Self-Identification of Handicap](#)
2. [SF 181 – Ethnicity and Race identification](#)
3. [SF 1190 – Foreign Allowance Application Grant and Report \(ONLY FOR POST ALLOWANCE\)](#)
4. [SF 144 – Statement of Prior Federal Service](#)
5. [DD Form 93 – Record of Emergency Data](#)
6. [Military Status Form](#)
7. [Form W-4 – Employee’s Withholding Allowance Certificate](#) (Then select the Year)
8. [State Form W-4 – IAW State Laws](#) (Then select your State)
9. [OF 306 – Declaration of Federal Employment](#)
10. [SF 61 Appointment Affidavits](#)
11. [New Employee/Change of Address Request](#)
12. [SF 1199A – Direct Deposit Form](#)
13. [Employee Education Data](#)
14. [SF 1152 Designation of Beneficiary](#)
15. [Form I-9 Employment Eligibility Verification](#)
16. [SF 85 – Questionnaire for Non-Sensitive Positions](#)
17. [AE Form 600-77A – Request for Issuance of Status of Forces Agreement \(SOFA\) Identification](#)
18. [DD Form 1172-2 Application for Department of Defense Common Access Card DEERS Enrollment](#)

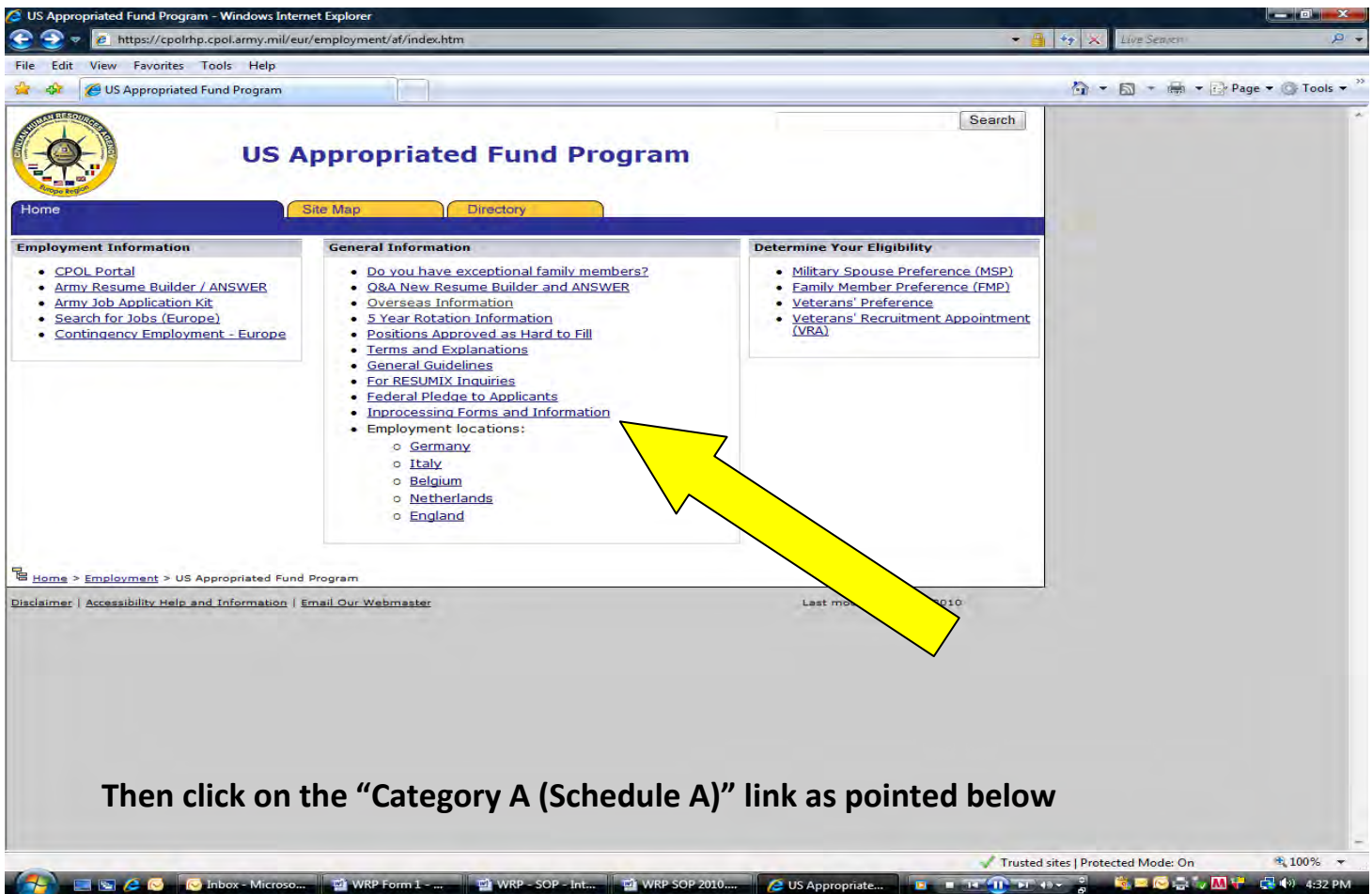
APPENDIX C (Continued)

NOTE: WRP applicant will also receive the required forms from the Civilian Personnel Advisory Center (CPAC) via e-mail. The link below will lead you to the site.

Press the Control key on your keyboard and double-click the link below in order to access the link below.

<https://cpolrhp.cpol.army.mil/eur/employment/af/index.htm>

Then click on the “In-processing Forms and Information” link as pointed below.



Then click on the “Category A (Schedule A)” link as pointed below

APPENDIX C (Continued)

Inprocessing - Windows Internet Explorer

https://cpolrhp.cpol.army.mil/eur/overseas/inprocessing/index.htm

File Edit View Favorites Tools Help

Category A https://cpolrhp.cpol.army.mil/... Inprocessing

Search

Inprocessing

Home Site Map Directory

Congratulations on being selected for a new position! Before a firm job offer may be extended, verification of employment source must be confirmed, pre-employment conditions must be met, and the necessary inprocessing forms must be completed. There are five steps to this process. Please read all five steps before proceeding.

NOTE: Most of the inprocessing forms are in Adobe Acrobat format and are designed to allow individuals to enter the necessary information and then print the form for signature. To download a copy, go to [Adobe Acrobat Reader](#).

Step 1: This step enables the personnel specialist to verify eligibility for the employment source claimed, determine the salary and determine eligibility for Living Quarters Allowance (LQA). The Employment Eligibility Verification link below contains the necessary forms. Open, complete, and print the required forms. In addition to the required forms, submit the documents required to verify employment eligibility. Any questions during this process should be directed to the personnel representative who requested this information.

Step 2: Once the employment source eligibility has been confirmed, the Civilian Personnel Advisory Center (CPAC) representative will indicate which Employment Category below contains the appropriate tentative offer and inprocessing forms. Click on the specific link to access the forms and complete the specific tentative offer form, to include the specific background investigation forms, as instructed by the CPAC representative. During this step, information regarding exceptional family members is requested in accordance with the [Army Exceptional Family Member Program](#). This enables the local medical facilities and schools to provide the CPAC with information about available services. In turn, the CPAC representative provides the information to the selected individual so he/she may consider their family needs when making their employment decision. Contact the CPAC representative before proceeding regarding questions about the category or any part of this process.

Step 3: After a firm offer has been extended and accepted, completion of the remaining inprocessing forms is necessary. Again, using the Employment Category indicated by the CPAC representative in Step 2 above, complete all of the forms listed under "Required Forms." Under the heading "Additional Forms", complete only those forms as instructed by the CPAC.

Step 4: Submit the inprocessing package to the CPAC representative once all of the forms have been completed. (Individuals selected for positions in Saudi Arabia will be instructed to return their inprocessing packages directly to the Civilian Personnel Operations Center (CPOC) - Europe Region.) More information about individual CPACs is available on the [CPAC Homepages](#) of this website.

Step 5: The CPAC representative will schedule an appointment to finalize the civilian personnel inprocessing.

EMPLOYMENT SOURCE VERIFICATION (Step 1)	
Employment Eligibility Verification	
EMPLOYMENT CATEGORY (Steps 2 and 3)	
Permanent and Term Appointments - No PCS	
Category A:	New Hire Family Member (Schedule A)
Category B:	New Hire (Other Than Family Member)
Category C:	Army to Army - No PCS (Current Army Emp...)
Category D:	Non-Army to Army - No PCS (Current Non-Ar...)
Permanent and Term Appointments - With PCS	

Trusted sites | Protected Mode: On 100%

APPENDIX C (Continued)

Category A - Windows Internet Explorer

https://cpolrhp.cpolarmy.mil/eur/overseas/inprocessing/category_a.htm

DD Form 93

File Edit View Favorites Tools Help

Category A

Declaration of Federal Employment, OF-306 (if not previously submitted during employment source verification process)

Questionnaire for National Security Positions, SF-86 * N

Questionnaire for Non-Sensitive Positions, SF-85 N

Questionnaire for Public Trust Positions, SF-85P * N

Questionnaire - Continuation Sheet for (SF-86, SF-85P, and SF-85) SF-86A * N

Questionnaire - Supplemental Questionnaire for Selected Positions, SF 85P-S * N

Additional Background Check Forms for Positions Involving Routine Contact with Children

Applicant Acknowledgment of Employer Obligation, DA-7214 N

CDS Employee Statement of Understanding, AE-608-20D-R N

CDS/YS Medical Assessment Checklist, AE-608-20A-R

CDS/YS Preemployment Check, AE-608-20C-R

CDS/YS Statement of Understanding, AE-608-20B-R

Release/Consent Statement, DA-7215 N

INPROCESSING FORMS

REQUIRED FORMS

Appointment Affidavit, SF-61

Benefits Enrollment (Health Insurance, Life Insurance, and Thrift Savings Plan)

Change of Address Form

Direct Deposit Sign-Up Form, SF-1199A

Educational Data Sheet

Employee's Withholding Allowance Certificate, W-4

Military Status Form

Record of Emergency Data, DD-93

Statement of Prior Federal Service, SF-144

(The CPAC will indicate which forms are also required.)

Confidential Financial Disclosure Report, OGE 450

Designation of Beneficiary, Unpaid Compensation of Deceased Civilian Employee, SF-1190 (Optional)

Designation of Beneficiary for FEGLI, SF 2823 (Optional)

Designation of Beneficiary for FERS, SF 3102 (Optional)

Foreign Allowances Application Grant and Report, SF 1190 (For Post Allowance - Full-time employees)

Notification to Request Your Official Personnel Folder (OPF)

Ethnicity and Race Identification, SF-181 (Optional)

Self Identification of Handicap Form, SF-256 (Optional)

Verification of A Military Retiree's Service in Non-Wartime Campaigns or Expeditions, SF-813

Home > Living and Working Overseas > Inprocessing > Category A

Trusted sites | Protected Mode: On 100%

Note: Form W-4 and State Form W-4 will be from the year in which you are hired and the State where you reside or attend college.

Complete the above listed forms and fax or mail per instructions provided to you by the WRP Coordinator.

APPENDIX D

Resources Living Overseas

HQ US Army Europe

<http://www.hqusareur.army.mil/life/default.htm>

Army Community Service

<http://www.gordon.army.mil/ACS/>

Phone and/or Internet Service

O2

Prepaid Cell Phone (Can be used with phone cards)

Month-to-month Cell Phone (Pay per month)

Internet Wand (Pay per month)

<http://www.O2.co.uk/>

Vodafone

Prepaid Cell Phone (Can be used with phone cards) (Can be found at the Post Exchange)

<http://www.online.vodafone.com/>

T-Mobile

Internet Wand (Pay day-to-day)

<http://www.T-mobile.com/>

Travel

United Services Organization

<http://www.USO.org/>

Ryanair

<http://www.ryanair.com>

Virtual Tourist (includes basic language)

<http://www.virtualtourist.com/>

Military Acronyms

<http://www.militaryterms.info/about/glossary-a.shtml>