

Welcome Letter

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



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

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

Sincerely,

KIMBERLY L. WAYLAND

Deputy Garrison Manager

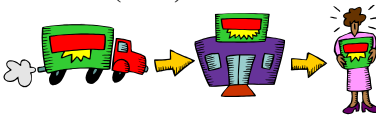




U.S. ARMY GARRISON SCHINNEN IN & OUT PROCESSING INFORMATION SHEET


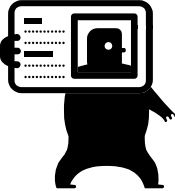







1. This information sheet is to assist you during In & Out- Processing.
2. Should you require any assistance or clarification to the instructions below, contact the appropriate office. Additional help will be provided by the Central Processing Facility at: DSN **360-7334/7544** or COM **046-4437334/7544**








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

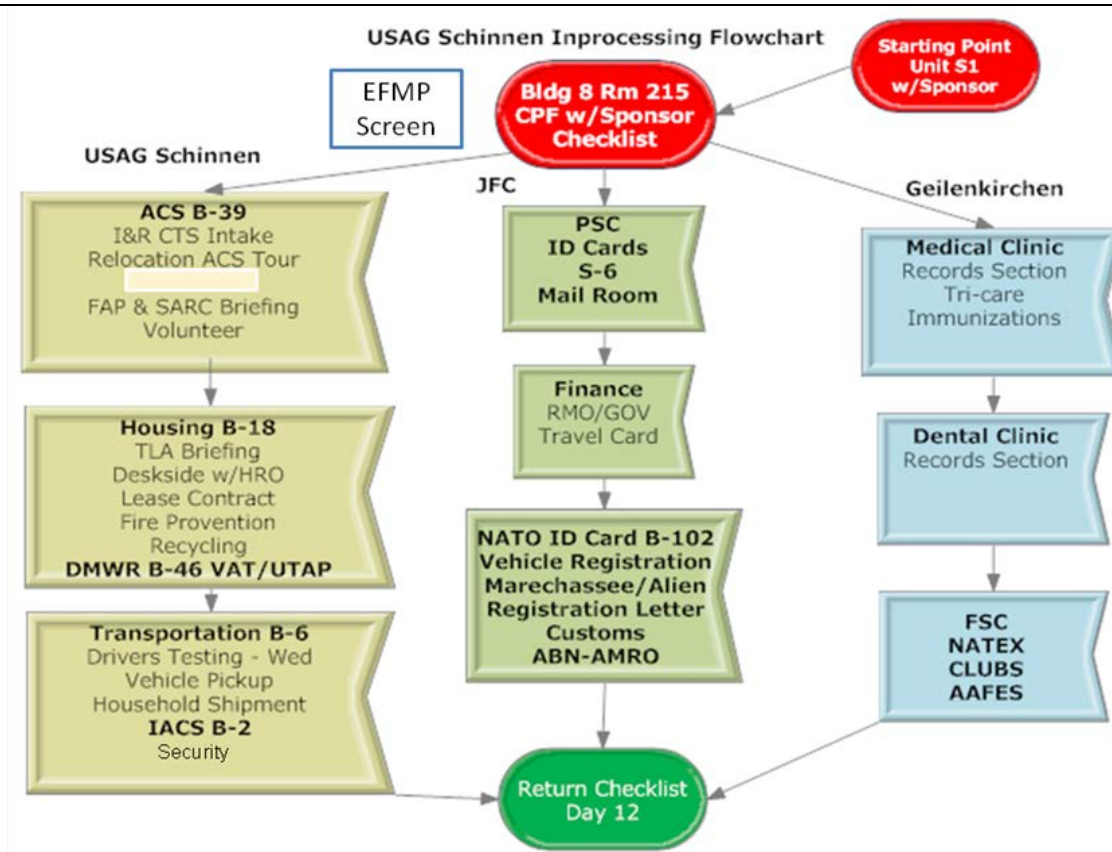
LOCATION	AGENCIES AND INFORMATION	
Schinnen (SCN) 	CENTRAL PROCESSING FACILITY (CPF)	Location: Schinnen, Bldg. 8, Room 215 Operating Hours: M-F: 0800-1600/ Lunch: 1200-1300 DSN Phone: 360-7334/7544 COM: 011-31- 046-443-7334/7544 AFNORTH Bn Soldiers go to unit S-1 before the CPF. Bring your orders, addendum(s).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

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

JFC HQ PSC 	PASSPORTS & ID CARDS (PSC)	Location: JFC HQ, Bldg 603 Operating Hours: M-T-W 0830-1215/ 1400-1600 Thursday: 1400-1600/ Friday 0830-1400 Phone DSN: 364-2216
JFC HQ Pass 	PASS/PERMIT JFC HQ	Location: JFC HQ, Bldg. 102 Operating Hours: M-F: 0815-1500 Phone: 045-526-2542/3650 Bring the following documents: <ul style="list-style-type: none"> - Orders - (application for ID must be filled out by the PSC) - Dependant children =>18 statement of dependency (issued by sponsor or CPF mgr.)
SCN 	ANDREWS FEDERAL CREDIT UNION	Location: Schinnen, Bldg. 8 1ST FLOOR Operating Hours: Tue-Sat: 0900-1600 Thu: 1130-1700 Phone: 360-7507/7508 CLOSED SUNDAYS AND ALL US HOLIDAY'S.
SCN 	COMMUNITY BANK	Location: Schinnen, Bldg. S-19 Operating Hours: Mon: closed/Phone: 360-7412/4350 Bring the following documents: ID card Tue/Wed/Fri 1000-1700 Thur: 1100-1800/ SAT: 1030-1530
SCN Pro-Gear 	CENTRAL ISSUE FACILITY (CIF) For Pro-Gear.	Location: Schinnen, Bldg. SSO Operating Hours: M-F: 0800-1200/ 1230 -1530/Phone: 357-7770 Bring the following documents: <ul style="list-style-type: none"> - Copy of orders - Former CIF records from previous unit
SCN 	RESOURCE MANAGEMENT OFFICE (RMO)/ GOVERNMENT TRAVEL CARD	Location: Schinnen, Bldg 8 (soldier assigned to Schinnen) Manpower in processing Operation Hours M-F 0800-1200/ 1300-1600 <u>Bring your orders</u>
SCN 	39th Signal Call 119	Location: Schinnen, HQS Bldg. #8, Rm. 115 Operating Hours: M-W/F: 0800-1630 Thu: 1300-1500 Phone: 360-7272/7224 Forward application requesting a network/ domain password through distribution or contact your unit IMO.
SCN 	PMO-SCHINNEN/IACS	Location: Schinnen, Bldg. 2 Operating Hours IACS: <ul style="list-style-type: none"> M: 0830-1600 T-W-F: 0830-1700 Thu: 0830-1500 Lunch: 1200-1300 Phone: 360-7555/7322 <u>Bring your orders</u>
SCN 	DPW/SELF HELP SHIP Store	Location: Schinnen Operating Hours: M-F: 0800-1200/1230-1600 Phone: 360-7229 Bring the following documents: <ul style="list-style-type: none"> - Orders - ID Card

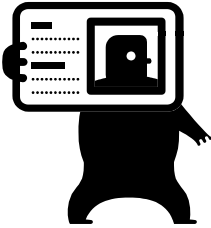
	UNIT COMMANDER	Location: Your Unit Operating Hours: Check with your unit Phone: Check with your unit Bring the following documents: When in-processing schedule an appointment to meet with your Unit Commander
	UNIT MAILROOM	Location: Your Unit
	UNIT-RATION CARD	Location: Your Unit Operating Hours: Check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

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





Driver's Training and Testing Station (DTTS)



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

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

http://www.hqusareur.army.mil/rmv/driving_in_europe.htm

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



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

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

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

Phone: 011-31-46-443-7656

Fax: 011-31-46-443-7432

Or: DriversTesting@benelux.army.mil

Unit 21602

APO AE 09703-1602

Local address:

Borgerweg 10

6365CW Schinnen, Netherlands



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

Dutch Permit of Residence (alien ID card)



Obliged / mandatory for all NATO members

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

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

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

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

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

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

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

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

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

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

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

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

To request the Residence Card you need;

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

Tel. 045-526-3191 – 045- 4058480

Fax:045-527-5224

Operating hours Mon/Fri 0815-1530

Banking, Internet, Phone, & Cable

What you need First!

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

How to Call:

- ***www.kpn.nl*** **0900-0244**
 - Option 1 New products/orders and questions
 - Option 1 for a customer service desk
 - Then you will transfer to the department at your request.
 - Option 2 Problem with connection/Disrupted service, Help with installation appointment
 - Option 3, Bills & payments questions
 - Option 4 Moving or changes
 - Option 5 termination and other questions
- Dial 9 to return to main menu

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

Cell Phones:

www.kpn.nl - 0800-0105

www.lebara-mobile.nl/en - 0900 - 4321 321

www.simpel.nl - 0900 – 2221114

- ***www.tele2.nl*** **0900-2411602**
- Option 1 Internet or Television > stay online ready with your client number or telephone number; input either number and press# or press 0 then 3 for admin.
- Option 2 Mobile
- Option 3 Landline phone
- Option 4 New product

Other DSL Providers who lease the KPN network:

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

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

T for telecom www.tfortelecom.nl

BelCompany www.BelCompany.nl

ThePhoneHouse www.phonehouse.nl



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

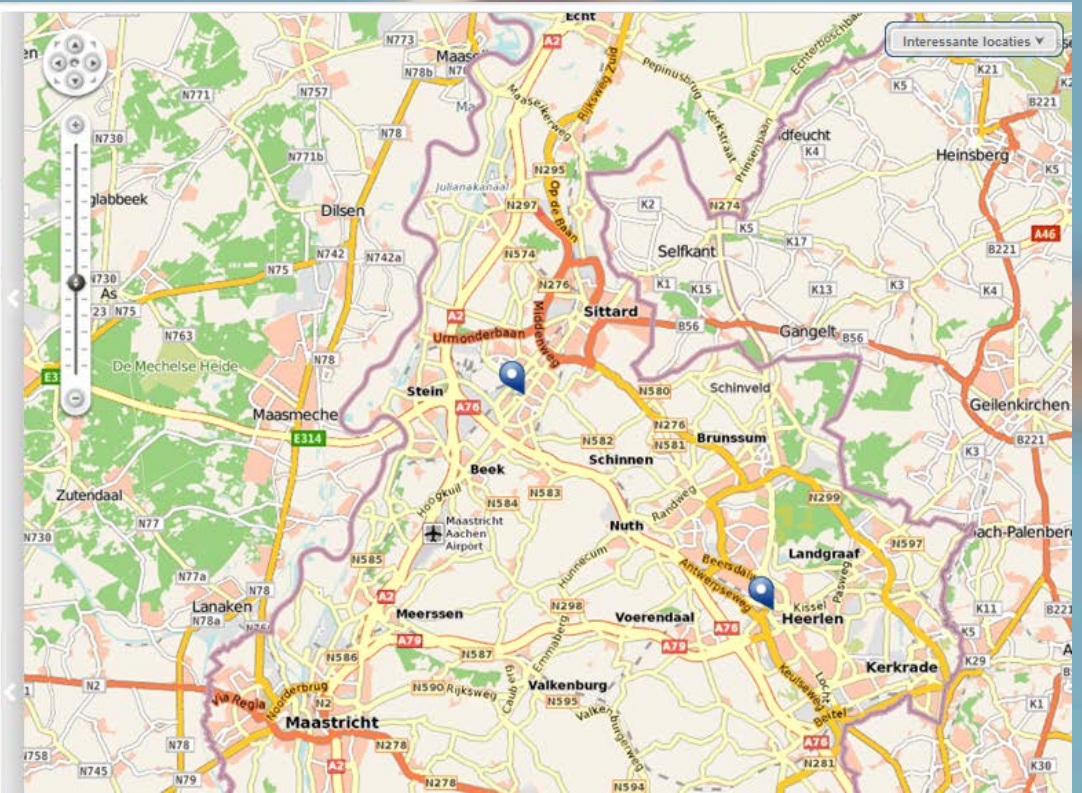

Locations found on www.goudengids.nl your local Yellow Pages.

Opslaan 2 Gouden Gids De Telefoongids











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

« Terug naar resultaten

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



BelCompany

-  **BelCompany Maastricht** Mobiele
Maastrichter Brugstraat 33
6211ES Maastricht
-  **BelCompany Maastricht** Mobiele
Muntstraat 6
6211EJ Maastricht
-  **BelCompany Beek** Mobiele
Wethouder Sangersstraat 139
6191NA Beek lb
-  **BelCompany Brunssum** Mobiele
Kerkstraat 47
6441BB Brunssum
-  **BelCompany Heerlen** Mobiele
Corio Center 17
6411LX Heerlen
-  **BelCompany Kerkrade** Mobiele
Orlandopassage 14
6461AM Kerkrade
-  **BelCompany Roermond** Mobiele
Varkensmarkt 2
6041ET Roermond
-  **BelCompany Sittard** Mobiele
Limbrichterstraat 47
6131EB Sittard
-  **BelCompany Venlo** Mobiele
Vleesstraat 27
5911JC Venlo
-  **BelCompany Weert** Mobiele
Langstraat 26
6001CV Weert

