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Global Support Organisation

Location Guide

SE Germany



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Role of NSE

The South East (SE) Germany NSE are based in Willhelmsburgkaserne Barracks in Ulm and provides administrative, logistic and welfare support to British Service personnel and their families based in SE Germany at various locations including Ulm, Hallbergmoos, Ingolstadt, Manching, Oberammergau, Sonthofen and Stuttgart.

The NSE staff consists of Head of Location (HOL), JNCO, Admin Clerk, Host Nation Liaison Officer/Vehicle Licencing Officer (HNLO/VLO) and Community Liaison Officer (CLO)

Please note if you are assigned to a NATO position please refer to the NATO specific Pre-Arrivals requirements which can be found at the following link: (?)

Upon arrival at your new post please ensure that you contact SE Germany NSE in order to make an appointment for your arrivals brief. This can be booked by emailing via the following: GSO-EJSU-SEGermany-NSE-Mailbox@mod.gov.uk

The NSE opening hours are:

MON	08:30 – 12:30	13:00 – 17:00
TUES	08:30 – 12:30	13:00 – 17:00
WED	08:30 – 12:30	13:00 – 17:00
THURS	08:30 – 12:30	13:00 – 17:00
FRI	08:30 – 12:30	

When you receive your Arrivals email (shortly after receipt of your assignment order) from SE Germany NSE you will receive a registration link for SAMS. This is the GSO digital application where you will be required to upload documentation that will allow us to process your Pre-Arrivals. Please ensure that you complete this in a timely manner in order to prevent any delays with your arrival in location.



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NSE USEFUL INFORMATION

Split Pay:

You have the option to split your pay into your UK and a German account, the percentage of the split is individual choice, and this can be actioned in the NSE office. Report to the NSE once your German bank account is opened and complete a JPA E016b. You will also need to confirm which bank you want any expense claims to be paid into UK in £ or German in €, this can be alternated during your tour but only through the NSE.

Local Overseas Allowance:

You receive LOA for the length of your posting to Germany. The rate changes twice a year (Apr/Oct) and is affected by any changes to the General Accounting Rate (GAR). The amount you are paid varies depending on number of dependants; up to date rates can be found on the JPA portal.



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Passports:

Local rules dictate that your passport is valid for six months prior to any travel through Europe or UK/overseas, we recommend 9 months. During your posting to Germany passports can be renewed in the NSE office. You will be required to provide up to date passport photos. Passport Application forms can be obtained in the NSE office and are to be returned completed to the NSE for onwards action. Passports for all eligible personnel will be paid for through the public purse, JPA Expense claims for photos are acceptable however claims for passports through JPA must only be completed with the advance approval of the Head of Location.

Driving Licence:

You are recommend to obtain an International Driving Permit from a UK Post Office, this requires an up to date passport sized photo. The UK driving licence must be in date, and the IDP is only valid for 1 year, or until the date of expiry of the UK licence whichever is sooner. Service Personnel and eligible MOD Civilians can have their costs reclaimed (for IDP and photos) through an expense claim on JPA/HRMS. Family members who will be driving in Europe are also recommended to obtain the IDP but will not be entitled to a refund. The IDP is not a requirement for driving in Germany, however other nations within Europe may require this.

Get You Home Entitlements:

For those eligible personnel on a 12 month or longer assignment there is an entitlement for Get Your Home Overseas Warrants, which helps towards the cost of returning home to see family and friends. The entitlement is for 1 warrants per 12-month period and will be renewed on the anniversary of the arrival date on assignment. Journey applications and GYH(O) claims are all made on JPA, further advice and guidance should be sort from the NSE Admin Office.

Ration Cards:

Cigarettes, alcohol and coffee are rationed if you are buying them tax free. You will be issued with a ration card by GEO once your SOFA card has been produced. This will allow you to purchase the rationed items from the NAAFI. You can buy these items in the local shops but you won't be able to get them tax free.

Move and Track and subsequent Claims:

The NSE also has a few white fleet vehicles which can be booked through the Fleet Clerk for work related duties. To book a vehicle a transport request needs to be filled in and supporting documents need to be issued with it.

Please ensure your MyDrive is up to date in order to utilise the Fleet Vehicles.

Copy of driving status and endorsement from DVLA www.gov.uk/view-driving-license Copy of FMT 102, if you would like to use your own car for Duty journeys, copy of driving license front and back, copy of Matrix test (European and UK)



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SE Germany National Support Element

Key NSE information:

1. Your housing application (manual 1132) should be submitted as soon as possible, please note that all housing is privately rented and is not available for those personnel in Long Term relationships. Consideration will be given to requests but housing is at a premium so choices may not always be available.
2. You may wish to arrange for an International Driving Permit prior to your assignment to Ulm. This is advised for all members of the family who will be driving whilst in Germany. Only Service Personnel/MOD Civilians are able to reclaim the cost of this.
3. You will be allocated a Sponsor before your arrival. They will be responsible for escorting you to your place of work and to show you around in the initial stages. Please ensure you keep your sponsor informed of your travel and arrival date/time. You cannot access your place of work without them.
4. You will be required to obtain a NATO Travel Order from your losing unit for transition from your point of origin to your posting in SE Germany

NATO Specific Points to Note

1. A NATO ID Card cannot be obtained prior to your JPA Assignment Order date.
2. If you are Military or UKBC your current unit must arrange your NATO security certificate for you. This must be sent through to the NSE prior to arrival in order to ensure that the relevant paperwork is raised. If you do not have a NATO Security Clearance valid for 12 months, you cannot be issued with an ID.
3. As you are assigned into a NATO post you are required to undertake mandatory Cyber Security training prior to your assignment to Ulm. A certificate will be issued upon completion, which must be passed to your department to activate a NATO login and email address.

Please do not hesitate to contact this office via email on GSO-EJSU-SEGermany-NSE-Mailbox@mod.gov.uk should you require any further information or assistance.



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	Time	Action	Comments	
1	Immediately	Assignment Order Received on JPA <ul style="list-style-type: none"> • Make contact with SE Germany NSE - GSO-EJSU-SEGermany-NSE-Mailbox@mod.gov.uk • Ensure Passport(s)/Visa(s) are in date • DESCOM Families Section should have made contact - UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk 		
2	Immediately	Schooling Consideration <ul style="list-style-type: none"> • Apply for school places • Complete Education clearance 		
3	Immediately	Submit manual MOD F1132 to DIO, this will be sent to you by the NSE		
4	Asap	Medical <ul style="list-style-type: none"> • Register with HEALIX • Register with CEP 		
5	Asap JSEC ONLY	Complete location specific paperwork Copies will be provided in your Pre-Arrivals email <ul style="list-style-type: none"> • Data sheet for non Bundeswehr • Personnel Data Sheet 		
6	Asap	Family Pet(s) considerations <ul style="list-style-type: none"> • Pet travel • Pet vaccination/insurance 		
7	Asap	Personal Vehicle considerations <ul style="list-style-type: none"> • Insurance • Headlight change • European Matrix Test • MyDrive profile up to date (SP specific) • International Driving Permit may be obtained from your local Post Office (SP only can reclaim this cost) 		
8	For Consideration	Personal Administration considerations <ul style="list-style-type: none"> • CEA • Family Welfare • GHIC/E106 • Change of Postal address • Change address with government agencies • Broadband contracts • Cancel utility bills • Cancel standing orders/direct debits • Person/Family insurance/PAX cover • Travel insurance 		

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9	For consideration	Contact your losing unit to confirm any allowances which you may be entitled to		
10	For consideration	Personal administration <ul style="list-style-type: none">• Check statement of earnings• Unit clearance certificate• Change of address Royal Mail/Unit• UK broadband contract• Bills/Standing Orders/Direct Debits• Personal/Family/PAX cover		
12	NSE arrival JSEC ONLY	Personal administration <ul style="list-style-type: none">• Attend ID appointments as arranged by your Sponsor• Ensure you have arranged an ISOS medical Brief Appointment with Lt Col Oakes		

Contact Details

<p>Families Section Email: UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk</p> <p>Community Hub Email: GSO-EJSU-SEGermany-NSE-Mailbox@mod.gov.uk</p> <p>DIO Email: DIOSDOS-ESG-Housing-Enquiry@mod.gov.uk Claudia.Geitner100@mod.gov.uk</p>	<p>SE Germany NSE Room 211 Building 44 Ulm Email: GSO-EJSU-SEGermany-NSE-Mailbox@mod.gov.uk Tel no: 0049 731388 59015</p>
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Preparation for Assignment

Accommodation

Regardless of your employer, publicly funded accommodation is allocated in line with DIO and MOD policy. Your entitlement and personal status are the deciding factors for the type of accommodation you are allocated. The housing allocations administration department should be contacted regardless of personal status.

Housing Allocations Administration – Defence Infrastructure Organisation (DIO) contactable on: Civ: +32 (0) 6544 4026, Mil: 9205 423 4026, DIOSDOS-ESG-Housing-Enquiry@mod.gov.uk

If you have not received an email acknowledgment for your accommodation application please call the numbers listed above as soon as possible.

Removals

The aim of Movement of personal effects is to enable service personnel and, where applicable, their accompanying dependants to move their personal effects at public expense within MOD limits. Respective application forms can be found at:

<https://grms.agilitylogistics.com/external/agilityLoginLoad.do?section=WELCOME>

Regardless of the type or size of property being moved into, the service person is limited to a cubic metre allowance based upon SLA to which the service person is normally entitled in accordance with housing regulations.



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Booking Travel

No Travel should be booked until you have received an official 'CALL FORWARD' from either the NSE (single/unaccompanied personnel) or DSCOM Families Section for those coming with family. Hotel accommodation may be required for those coming with families, approval for any German hotels should be obtained from the NSE by the losing unit prior to booking. You will be able to book your travel through your losing unit and GBT (used to be HRG).

If driving from the UK you are entitled to Motor Mileage Allowance for two cars.

If you have not already done so please ensure that you Register / Update your Details with Global Business Travel (used to be HRG). This will prevent delays with your booking for your move. Updating your details will also assist the Travel Cell whilst you are in post should you be required to attend courses or training during your time with us.

Please note that if you are Army your account may need to be changed from ATT to AJT. This can be accomplished via the following instructions:

- HRG/GBT can be accessed by following this link:
•<https://uk.hrgsuite.com/dtd/Logon?returnurl=%2fdtd>
- When setting up the account you need to use Chrome and your MOD email address.
- The company is AJT and for the address, click on the search field and select Farnborough (the only one that comes up)
- Once logged in, updating your profile is easy – click the 'Person' icon at the top right and then click 'Manage Profile'. Make sure your personal and contact details are up-to-date and amend as necessary.
- To ensure others can book on your behalf, navigate to 'Authorised arrangers' and type DT Travel Cell into the 'Arranger group name' field. Click select – this is now complete.
- The Travel Cell cannot reset or amend your profile for you. If you have any problems or queries relating to your profile, you should contact the HRG/GBT online support team 0044 207 949 4812.

Global business travel can be reached either by email at: dtd.uk@amexgbt.com

Or telephone at the following numbers:

NEW PHONE NUMBER	PHONE NUMBER DESCRIPTION
(0044) 0207 949 4812	All Transient Travel Reservations and Online Support
(0044) 0203 788 4080	All Group Travel Reservations



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Passports

Check whether your passports will be valid for 10 years from the issue date and has 9 months validity remaining upon arrival, if it isn't or will only be valid for less than 9 months speak with your admin office to apply for a new passport - <https://www.gov.uk/check-a-passport-travel-europe>.

UK Driving Licences

We advise that you update your **driving licence with your BFPO address**, this should be done with the following information:

•SP – Number; Rank; Name / UK NSE / Department / Box 2035 / BFPO 105 / BF1 0AX

•Dependants - First Name; Surname / C/O - Number; Rank; Name / UK NSE / Department / Box 2035 / BFPO 105 / BF1 0AX

UK Bank Accounts

We advise that your **UK bank has your BFPO address** and not the address of your accommodation to avoid any confusion after arrival

Travel Insurance

Valid personal Travel Insurance for any travel outside Germany, including transiting through France and undertaking day trips or holidays to surrounding countries after arrival is advisable. Confirm in writing that your provider understands that you will be beginning your journeys from inside Germany. Many UK policies only recognise journeys beginning in the UK.

Education

Further information on Education and options available can be found in the Education section of this booklet via the following link:

NATO Mandatory Cyber Awareness Training

The impact of cyberspace attacks has become more intense in recent years and so with this in mind all personnel who will be working for NATO are now required to complete mandatory cyber awareness training prior to your arrival in country. All new NATO personnel to Germany are required to attain a minimum level of cybersecurity awareness. Once you have completed this course your certificate should be forwarded on to your relevant department for retention and to allow them to apply for a NATO account on your behalf. In order to complete the course please click on the document below and follow the link:

<https://jatl.act.nato.int/ILIAS/>



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Health Service Support for Personnel Assigned to European Joint Support Unit (EJSU) Locations.

During your time at post you and your family will fall under one of the DPHC Overseas virtual medical Practices – Central European Practice (CEP) - even though the majority of your direct clinical care will be provided by host nation clinical providers. CEP is the MOD point of contact for your medical support during your time overseas and are the contract lead for the management company which will coordinate any specialist care referrals - One HMG Healix. Please find [here](#) the CEP's pre-arrivals letter (EJSU.net under Healthcare and Central European Practice). It is **ESSENTIAL** that you read this letter as soon as possible to ensure you and your family are well prepared for your posting overseas. Do not delay reading the linked letter and ensure you share it with your family members if applicable

Any service families who have not undertaken medical screening should email UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk. Civilian staff should contact DBS. All screening is now undertaken by the Defence Global Practice. Servicepersons already hold a defence occupational assessment so are exempt screening but should ensure their JMES is in date for arrival. Medical screening is required upon assignment as laid out in [2020DIN01-137](#)

When you arrive in your assignment you will be cared for by a Host Nation provider with oversight of referrals, healthcare support and dental from Healix, backed up by the Defence Medical services 'Central European Practice'. <https://www.ejsu.net/health/central-european-practice/> You are likely to have been put in touch with the practice following screening but if not please email them at UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk so that they can send you:

Healix registration information and code. Register the family as soon as you receive this. (Healix facilitate payment on behalf of the MoD for any hospital care you may need while based at your posting location). Once you have registered you will need to upload your medical and dental fitness clearance certificate to the One HMG Hub provided by HEALIX. Upon receipt of this HEALIX will provide a confirmation certificate. Please ensure that you send this on to the NSE at your earliest convenience as this forms part of your supportability check.

DPHC practice new patient form. This is to ensure your record is maintained in the CEP. It is best to wait and return this once you know your future address and are within a month of arrival.

Of note we are currently updating all our information and making it more accessible. You can find details about how your healthcare will work in on EJSU Net at: <https://www.ejsu.net/health/>

Global Health Insurance Card (GHIC)

An in-date Global Health Insurance Card (GHIC) is required for SP and all family members. Avoid sites that ask for payment, request through <https://www.gov.uk/global-health-insurance-card>. This card should be carried when travelling in Europe (including in transit through France). Check the expiry date on the card and diarise to renew it if it expires during your tour.



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Housing

Both married and single living accommodation in SE Germany are private hirings, these are allocated by DIO. You have the option to have your accommodation fully-furnished, part-furnished or unfurnished as required.

Use of Electrical Adaptors

Below is information from the GEO SHEF manual regarding the use of electrical adaptors at the workplace or within residential accommodation:

It is common practice for UK based personnel to use electrical plugs mains adaptors to enable a 3 pin UK appliance to be plugged into a German 2 pin socket, normally to avoid cutting off a useable plug and perhaps invalidating the warranty. However, not all such adaptors are actually fit for purpose for use with all appliances i.e. their power rating is too low.

To meet the duty of care, it is GEO policy that all electrical adaptors used within the workplace or within residential accommodation must be fit for purpose and safe to use. UK 3 pin to German 2 pin adaptors connected to appliances that have a high current rating; for example, kettles, washing machines, dishwashers and tumble dryers must therefore at least be clearly marked '13 Amp' (this equates to a max of 3 Kw at 230V) and be earthed on both sides. Such adaptors, which are available from all main German electrical shops, can normally also be used for most types of household appliances unless otherwise stated in the manufacturer's instructions. Adaptors which do not show the current rating (amps) are not to be used in any circumstances. It is best practice to have all adaptors showing ratings and rated as described above, thus allowing flexibility of use and reducing risk.

Appliances which require high amperage or which must be earthed, whether using an adaptor or not, must be plugged into their own wall socket and never into a multi-socket extension lead. They must not be connected to adaptors that can take two UK 3 pins plugs as this can overload the socket.

Travel adaptors such as those for multi-country use are not suitable for appliances that require an earth connection and, as the name implies, are really for travel use. They may only be used with double insulated appliances; these will be marked with a symbol. Therefore, appliances that require an earth connection or high amperage should be connected to the mains by use of an appropriately marked and earthed adaptor. The MoD supplied multi-pin travel adapter NSN Z32 5935 99 147 2536 is only to be used for travelling purposes and not for permanent use.

The use of an adaptor that is of sub-standard or inferior quality may overheat causing injury or damage to the appliance, the wall sockets and electrical circuits and possibly in worse case a fire.



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The use of inappropriate adaptors in barracks or in single living accommodation is not permitted. Any such adaptors must be permanently taken out of use and the socket used visually checked for damage, which must be reported. Damaged sockets must not be used until professionally repaired and declared safe to use. If there are any concerns about electrical safety at your place of work or in your accommodation then this is to be reported immediately in accordance with local instructions.

Legal advice is that occupants of MoD accommodation (be it in the workplace or at home) will be liable to the MoD for the cost of repairing any damage caused by improper or inappropriate use, including use contrary to the guidance set out in this leaflet of electrical adaptors used by the occupants within the accommodation. The MoD will also seek to recover from such occupants all costs, claims, expenses and damages incurred as a result of claims by third parties alleging injury or damage caused by the improper or inappropriate use of adaptors.

Please see [here](#) for further information from DIO.



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Raising Works with DIO

Routine and Emergency Works

Mon-Fri 0900-1530

Call Ext 0049 (0)6371 401 413

**FOR EMERGENCIES OUTSIDE THE ABOVE HOURS CALL DUTY MOBILE
NUMBER**

MOBILE 0049 (0)173 538 3562

Please report faults this way do not go straight to landlord.

Please email DIO-RAMSTEIN-HELPDESK@mod.gov.uk and they will respond according to the urgency of the repair.

ROUTINE : Can take up to 30 working days to be repaired.

URGENT: Can take up to 7 working days to be repaired.

IMMEDIATE: Will be repaired within 24 hours.

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Driving

It is illegal to cross German pedestrian crossings when the red pedestrian light is on. Offenders risk a fine and payment of all costs in the event of an accident.

There is an environmental zone (Umweltzone) in some inner city centres. Only vehicles meeting specific exhaust emission standards are allowed to enter the zone and they must display their Umweltzone sticker in order to do so. You will receive your Umweltzone sticker from the VLO Registration along with your new number plates.

If you wish to drive in Germany you must carry a valid driving license, insurance and vehicle documents with you in the vehicle at all times. You are also expected to carry a first aid kit, red warning triangle and a hi-vis vest for each occupant of the vehicle. If the vehicle does not belong to the driver, written permission from the registered owner may also be requested. The minimum age for driving a car in Germany is 18.

Please also be aware that under new BREXIT regulations the GB sticker is no longer valid and has been replaced by the UK sticker.



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Vehicle Licensing Office (VLO)

The VLO Car Registration Process may at first glance appear complex, but the process is relatively straightforward and the VLO in the EJSU Ulm (Nadine.Buhler100@mod.gov.uk: Tel. + 49 731 388 590 15) is ready to assist you through the process.

Additionally, full instructions are available on the GSO VLO webpage [bfgnet](#). The pertinent points are summarised below.

EJSU Ulm Germany – Initial VLO Vehicle Registration Guide

PRIOR TO ARRIVAL

Detailed information and all application forms can be found on <https://bfgnet.de/vlo/initial-vehicle-registration.html>



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Winter Tyres

German law requires that winter tyres (marked with a snowflake) or Mud & Snow tyres (marked “M&S”, “M+S” or “M.S”) must be fitted when the vehicle is used in certain winter/adverse weather conditions, such as black ice; snow; slush; icy roads.



The penalties for not having winter tyres fitted are €60 if stopped and checked, and €80 if the lack of suitable tyres causes an obstruction to other traffic.

If you find yourself involved in any type of road traffic incident, you may find that the local police and insurers hold you responsible if the appropriate tyres are NOT fitted.

Purchasing Winter Tyres

When you are ready to purchase winter tyres please consider the tax-free opportunities. The VLO's recommendations where to go are as follows:

[A.T.U. Ulm](#) - Jägerstraße 14, 89081 Ulm

[A.T.U Neu-Ulm](#) - Wegenerstrasse 11, 89231 Neu-Ulm

[Premio Reifen+Autoservice](#) - Leibnizstr. 12, 89231 Neu-Ulm

You may want to consider purchasing “four season” tyres which will cover you all year. If your vehicle is recently new, these tyres may already be fitted, so consult your car manual or confirm with the car dealership.

For the most up to date information please go to: [bfgnet](#) and remember, the HNLO in the EJSU Ulm office (+49 (0) 731 388 590 15 or Nadine.Buhler100@mod.gov.uk) is there to help you.



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Car Insurance

On arrival, in order to register your vehicle, you are to provide proof of insurance (GSO approved), British Green Card or insurance policy with schedule, and current renewal receipt or cover note. The German Double White Card stamped and signed by the insurance broker if this is a German vehicle.

Consider car insurance requirements for Germany and Europe. The policy must be from the country you are registering your vehicle in unless you are with Forces Solutions/Forces Mutual that cover both Germany and UK. There are only a limited number of UK based insurers that who will cover overseas military personnel.

All insurance documentation must have either a BFPO or SFA address as all insurance must be valid for residency in Germany.

All German Insurance companies are accepted e.g. Allianz, ERGO, and Mirascon. This needs to have a chassis number, not UK registration number. Also the address must be the current German address or BFPO address.

Whoever you choose for your car insurance you MUST ensure they are GEO recognised as this may hinder the registration process if they are not.

GEO approved insurances are:

- Frizzell Financial Services (Liverpool & Victoria Ins Coy) - for UKBC/UKBT (CSMA members)
- Forces Financial provided by Aviva Ageas Service Insurance Co
- Towergate Wilson
- TF Insurance Services Ltd,
- Zenith
- AGEAS
- Markerstudy
- **Forces Mutual**
- **Forces Solutions**
- Ergo
- Allianz
- Mirascon
- Culpeck – Applicable to Motorhomes only

If you wish to use an alternative insurance provider, who will insure your vehicle whilst in Germany applications must be addressed to OC BFG VLO (MAIN), BFPO 39. Also the address must be the current German address or BFPO address (BFPO no. 105 2035) if it is a UK-based insurer.



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Vehicle Registration Process

You can register as many tax-paid vehicles as you like whereas you can only have 1 tax free vehicle under 1 year old per person plus one tax-free motorcycle, quad, bike, moped or bicycle with auxiliary motor.

All application forms and more detailed information can be found at [bfgnet](#).

Vehicle registration is a two-part process:

1. Customs for import to Germany
2. Vehicle registration onto the GEO vehicle licensing database.

In order to be able to register your vehicle in Germany there are a number of documents you will be required to submit. The NSE VLO will send you a vehicle information email detailing the requirements.

Purchasing a Tax Free Vehicle

1. PURCHASE IN THE UK – PERSONAL EXPORT SCHEME (PES)

You are able to purchase a tax-free vehicle in the UK up to 60 days before your departure provided you intend to leave the UK with the vehicle and remain outside the UK for at least 6 months. Please ensure that if you intend to pursue this option to contact the NSE VLO for further guidance.



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ON ARRIVAL

Complete
Form 20

Pay VLO
charges € 10
for each new
number plate

Complete TÜV
(Veh > 3yrs old) or
light test (Veh < 3
yrs old)

Documents required:

- MOD90 or passport for dependant
- GSO approved insurance certificate showing Chassis Number
- Proof of Ownership (Vehicle Log Book or Allocation Certificate and Certificate of Conformity (CoC))
- Proof of Payment for new number plates (if applicable)
- TÜV test certificate (Roadworthiness Inspection Report) = basic test + emissions test!
- Light test pass certificate (for vehicles <3 years old)

AFTER REGISTRATION

Apply for ARAL Fuel
Card
using your new GSO
VRN



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On Arrival

•You will be required (if the vehicle is more than 3 years old) to obtain a German TÜV (equivalent of a UK MOT) roadworthiness certificate which is valid for 2 years. However, the requirement for a TÜV is replaced by a lighting check if the vehicle is less than 3 years old. NB. For both the inspections your vehicle is required to have acceptable headlights; fitted or flat beam.

•When registering your vehicle with GEO you will receive new alternative number plates, for which you will be required to pay a fee of €20 (this can be paid via bank transfer)

Upon completion of the above you will receive:

- Form 80
- Registration Certificate (BFG Form F73)
- New number plates
- Emission sticker

These will be delivered to NSE Ulm and they should be immediately fitted to your vehicles.

Once your vehicle is fully registered then you may apply for an ARAL card via [ARAL Fuel card application](#). You will be required to pay GEO the fee of €50 when you apply for the card. The fee can be paid via bank transfer. However if your new vehicle is coming in on a Tax Free VX302 (pre-ordered) or on Export / X Plates, your VRN does not change and you will remain on your existing plates.



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Departures – End of Tour

Vehicle de-registration may be done in person with the VLO in Ulm or remotely if you are at an ISODET location.

Tax Free

Vehicles purchased Tax Free can only be returned to the UK without tax liability at the end of the Assignment under the Transfer of Residency (TOR).

You must declare the vehicle on a TOR application to HMRC.

Any Tax-Free vehicle returned to the UK will have a 12 month sale restriction placed on it by HMRC.

Further guidance can be sought from VLO in Ulm.



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TV & Radio

BFBS

BFBS TV & Radio is available via the Defence Gateway to download onto your phone, laptop, iPad or Apple TV. There are 9 nine channels including Sky Sports 1 and 2, a full list of channels and a listings guide can be found online at www.bfbs.com.

GEZ – TV Licence Germany, if you happen to receive a bill in the post from the GEZ address to your property please ensure you bring this to the HNLO Ulm. There is no requirement to pay this licence fee under the NATO, SOFA status whilst serving in Germany.

Postal Services

For SP based in Ulm mail from the UK is received through the British Forces Post Office (BFPO) which is delivered and sorted through the SE Germany NSE. All post will be collected by the NSE and can be picked up from the NSE office.



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HEALTHCARE INFORMATION - OUTLINE

Please also read the **Central European Practice Patient Information Leaflet** which contains important and relevant information for all CEP locations.

This leaflet is designed to add local detail which may be useful as you arrive. If you are newly assigned you should also receive a panel list of known healthcare providers from Healix. You will also speak to the CEP to ensure you are registered. There is a healthcare coordinator at Obertsdorf who will be able to support you in navigating the local healthcare system. Their main role is to provide a link between the host nation providers, the CEP and to Healix if one is needed.

Your healthcare during this assignment will be delivered by Host Nation providers, with secondary care coordinated by Healix in conjunction with the Central European Practice. You may also be referred into NHS services where appropriate.

In the background the Central European Practice manages your NHS registration and records if you are fully registered. The CEP also conducts military occupational health clinics and can provide UK MoD clinical advice and support for our patients and to Healix.

Healix Healthline
+44 (0)2084 817800
healthline@healix.com

Central European Practice
+32 (0)6544 2280
UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk

Emergency Healthcare

An emergency medical response is delivered solely by HN emergency services and not by FCO Healthline (Healix). Individuals must therefore understand the means of activating a HN emergency medical response in their specific location. HN emergency services will transport the patient to a local hospital emergency facility if required. The patient or a member of his/her family must contact FCO Healthline (Healix) as soon as practicable, to notify them of this occurrence in order that further support and assistance can be delivered. Note that some HN ambulances may charge for their services and expect to be paid immediately. In such cases individuals may contact FCO Healthline (Healix) or the local NSE to seek assistance.

FCO Helpline 24/7 FCO Healthline (HEALIX) +44 (0) 208 481 7800



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CEP TELEMEDICINE SUPPORT

You can reach the CEP on telephone or email. If you wish to discuss a local healthcare pathway, military occupational medicine, submit your bills or send the CEP a secure and confidential message both eConsult and video-consulting are also available.

Before use it is essential to highlight that the CEP is not set up to provide direct care as we have no referral or investigation rights in your location so this is not a replacement for your host nation providers.

Video-consulting

Attend Anywhere is a video consulting site. If it is safe and appropriate the CEP staff can give you a time and send you a link to the secure online waiting room to speak with a clinician.

eConsult

eConsult allows you to describe your issue and attach pictures using secure software.

<https://centraleuropean.webgp.com/>

How to:

- Ignore pop up window saying 'looks like you are overseas' and **continue**
- Input a UK telephone number (not overseas). Use Defence Global Practice (DGP) phone number if required – 01543 434705
- Use a UK postcode (not BFPO). Use DGP postcode if required; WS14 9PY
- If you are diverted to 999/A&E/UTC/111 this is because you need a more urgent review and will need to use your local equivalent services
- Time zones are UK based at the moment, so you will need to convert these to local (the eConsult will have a UK time on it and not the local time)



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CHILDREN

Paediatrician (English spoken)

GPs in Germany often do not see children. If this is the case you can attend the local community paediatrician.

Children's needs will largely be met by German services but we have a UK trained Health visitor based from SHAPE who can provide UK support should it be requested by the CEP.

- Childhood Immunisations
- Monitoring growth & development
- Nutrition and feeding
- Sleep, routines and toilet training
- Behaviour management
- Parenting questions

Immunisations

You should maintain a red book and be aware on assignment of when your child is due any immunisations.

Notably, children attending German Kindergarten or schools must have had chickenpox after the age of one or have the Varicella (chickenpox) vaccination. The measles vaccination is also mandatory for all children attending German Kindergarten or schools. Please ensure that your child's red health book is kept current with all vaccinations and assessments.

Other Child-Focused Organisations

The CEP also work closely with the Department for Children and Young People (DCYP) for Speech and Language services; Educational Psychology and Educational Social work. We also have links to the British Forces Social Work Service when children or families need additional support.



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SPECIALIST SERVICES

Women's health services

Rather like children's health, GPs in Germany rarely manage specific women's health problems. All women's health services, including a full midwifery and obstetric service will be in a specialised service.

Cervical screening

You can book an appointment when you are due to have cervical screening, however we have no direct link with any practice in Oberammergau so there is a risk of losing continuity. We cannot assure the quality or records.

It is important, if electing to have your cervical screening in Germany, that you recognise that although the service is of good quality, the continuity of information is less coherent than continuing with UK screening. If you would prefer to have cervical screening in the UK, ideally linked to a trip you are making anyway, this may be organised through Healix or DPHC.

The CEP should be forwarded any results in order the basics may be entered on the national screening system.

Pregnancy

It is important that you let Healix know of your pregnancy in order that you can be linked into the local service. Ensuring your baby is registered with us will allow the CEP and Healix to ensure you are supported after birth. The NHS pregnancy and baby guide offers information about all stages of pregnancy, birth and the first months with your child.

Health professionals will record your progress in a maternity record. In Germany this is called a Mutterpass. You will be given your Mutterpass and be asked to bring it to each medical appointment, the record will be updated by the Service Provider during your pregnancy. It is important to take your maternity record (Mutterpass) if you go to the UK (or other countries) so if you visit the midwife, hospital or GP whilst you are there, they can access previous information and record their findings.



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Occupational Health

Preparedness for military employment, deployment and routine medicals, including aircrew and other specialist medicals, is managed between the chain of command and the CEP.

Immunisation status is now available to commanders and individuals for the operational immunisations but the CEP will also review readiness for role and highlight deficiencies where possible.

Any occupational health matters will be discussed initially by phone or video consult.

Opticians and eye tests

Adults and children aged 16 or over who require routine eye tests:

Most low-risk patients should have their eyes checked every two years. If a patient is considered at low risk, your employer will refund eye test charges every two years via Host Nation provision. If a patient is at higher risk, but still considered suitable for Host Nation testing, you can reclaim the cost of more frequent eye testing. The maximum refund provided will be in line with UK costs - i.e. up to a maximum of c€36.

Please speak to the healthcare coordinator for the CEP who can offer you the correct paperwork in advance. If you are military it is very important that you return the completed FMed79 to the CEP staff to ensure records are maintained.

You may make an appointment with a local optician of your choice.

You may pay for sight test charges incurred but retain an itemised receipt to reclaim the cost of the eye test and send it to the CEP.

Eye Tests for Children

Any child under the age of 16 should be seen by a GP or Health Visitor for advice on sight tests. Any children under the age of 8 (for whom parents or teacher / other have vision concerns) are advised to discuss these concerns with the paediatrician or School Health Team. The maximum claim here is c£70. (see UK HC12).



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SECONDARY CARE

Referrals to Hospital / outpatient clinics

Should a GP refer you to another clinician, please make sure you let Healix know as soon as possible.

All referrals require approval prior to arranging an appointment at the hospital. This is partly to allow you to obtain a UK perspective on the treatment plan and also to ensure that billing is organised with the provider. Once approved, Healix will contact you to send you a guarantee of payment letter.

If your hospital clinician recommends surgery or any other significant intervention, you should contact Healix following the appointment to ensure the plan is authorised, safe, coherent with UK NHS standards. They will support you in arrangements and payment.

Please send any reports or invoices relating to approved hospital care directly to Healix.

Consultant Advisors and Clinical Review

If a specialist recommends surgery or other significant treatment which may have an impact on your operational fitness, Defence Consultant Advisor (DCA) opinion may be sought. DCAs are military clinical specialists who provide decision support in terms of ensuring treatment is in line with UK best practice and also advising on any impact on occupational fitness.

Should the DCA decide that your long term career prospects may be best served by a different approach, a referral to a UK-based team may be recommended.

The CEP runs multi-disciplinary team meetings weekly between the doctors, medics, nurses and, if required, UK physio or health visitor. This allows management to be discussed as necessary between an experienced team. We recognise it can be challenging to have care overseas in a different language and culture. The aim is always to ensure that your treatment is safe, effective and in line with NHS standards.



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Medical Care

In an emergency dial 112 for an ambulance

Civilian Prefix
0731 1690 – Ext.

Medical Clinic Ulm
Stuttgarter Strasse 199, 89081 Ulm



Office Hours	From – to
Monday, Tuesday and Thursday	07:00 – 12:00 13:00 – 16:30
Wednesday Afternoon: emergency consultations only.	07:00 – 12:00
Friday	07:00 – 12:00

Email Addresses
SanVersZUlm Heilfürsorge@bundeswehr.org SanVersZUlm G-Karte@bundeswehr.org

Phone Numbers	Civilian Prefix 0731 1690 – Ext.
Reception	Mil: 90-5900 -1820
Director, Medical Clinic	Mil: 90-5900 -1800
Dental Clinic	Mil: 90-5900 -1850
Treatment Room	Mil: 90-5900 -1827
BA 90/5 / Functional Diagnostics	Mil: 90-5923 -1821
Long-Term Medication	Mil: 90-5900 -1826
Fax Number UMS Fax	Mil: 90-5900 -1809 Mil: 90 9645 5900 1809
Emergency Line	Mil: 90-5900 -1866

From – to	Long-Term Medication	Days
09:00 – 15:00	Medication pick-up Order via email/Heilfürsorge (DEU)	Mon – Fri

From – to	Consultation	Days
07:00 - 07:30	Schedule acute appointments via fax	Mon – Fri
08:00 – 10:00	Consultation for acute medical problems	Mon – Fri
10:00 - 12:00 13:00 – 16:30	Regular consultation BA 90/5 final assessments	Mon, Tue, Thu

	Bundeswehr Medical Care	Phone
Mon, Tue & Thu	09:00 – 12:00 / 13:00 – 15:00	90-5900-1825
Wednesday	09:00 – 12:00	
Friday	09:00 – 10:30	

From – to	Examinations/Treatments	Days
08:00 - 09:30	Blood sampling (w/o appointment)	Tue – Thu
07:30 - 08:30	Pick-up BA 90/5 forms (w/o appointment)	Mon – Thu
09:00 - 11:30	Eyesight/hearing test (BA 90/5) (w/o appointment)	Mon, Tue & Thu
13:00 - 16:00	Ergometry and functional diagnostics, by appointment only	Mon, Tue & Thu
09:00 - 11:30	Resting ECG and spirometry (w/o appointment)	Wednesday
13:00 – 15:45	Vaccination, afternoon	Mon – Wed

MN staff, please check with your SNR whether or not you are eligible to receive treatment in this facility.

ULM SPECIFIC

Doctors

On your arrival in Ulm the HNLO will help you find a local doctor and dentist near your residence and will accompany you on your registration and will be happy to assist you registering. Please be aware that not all practices will require you to register before needing treatment.

You will also receive a medical letter from the Central European Practice issued by your NSE Ulm explaining the billing process and to be taken with you to the doctor for your convenience and the HNLO will accompany you at your first visit for translation requirements. The following is a list of GP's who accept cashless billing and speak English:

- Citypraxis Ulm (GP), Ulm <https://www.citypraxis.de/>
- Dr Owen-Eilts, Holzheim (GP) <https://holzheim-hausarzt.de/>
- Dr Fischer, Goegglingen (GP) Dr Fischer, Riedlenstr. 20, 89079 Ulm-Goegglingen

Duty regional Doctor for weekend cover can be found in local press or information given on 0032 78157500

PHARMACIES WHICH SPEAK ENGLISH

- Hirsch-Apotheke, Hirschstraße 23, <https://www.hirsch-apotheke-ulm.de/>
- Neutor-Apotheke, Olgastraße 83-85, <https://www.neutor-apotheke-ulm.de>
- Alb-Apotheke, Heroldstatt <https://www.alb-apotheke-heroldstatt.de/>
- Riedlen-Apotheke, Ulm-Goegglingen <https://www.riedlen-apotheke.de/apotheke/willkommen.htm>
- Glacis-Apotheke, Neu-Ulm <https://www.glacis-apotheke.de/>
- Sonnen-Apotheke, Elchingen https://sonnen-apotheke-elchingen.business.site/?utm_source=gmb&utm_medium=referral
- Hubertus-Apotheke, Unterechingen <https://www.hubertus-apotheke-unterelchingen.de/>

An after hours service is provided on a roster.

The pharmacies rostered 'on' duty stay open at night or on the weekend or public holiday. The address and phone numbers of the pharmacies rostered on duty are given in every pharmacy that provide a list or in the German newspapers. Pharmacies may also have a sign in their window with the name and address of the nearest pharmacy open on duty. There is a search engine [here](#) (only German) with all the out of hours doctors and pharmacies.



ULM SPECIFIC

DENTAL TREATMENT

Universitätsklinikum Ulm, Zahnklinik (Dental department)

Albert-Einstein-Allee 11, 89081 Ulm

tel. 0049 (0)731 500 642 22

E-Mail: prothetik.termine@uniklinik-ulm.de

Website: <https://www.uniklinik-ulm.de/zahnaerztliche-prothetik.html>

Opus DC Dental Clinic (Long opening hours)

Neue Str. 72-74, 89073 Ulm

There are also Opus DC dental practices in Thalfingen etc.)

Tel. **0049 (0)0731 140 160**

Website: www.opus-dc.de

Out-of-hours emergency treatment at the weekends and public holidays should be sought at Emergency dental care (Zahnärztlicher Notdienst in der Region Ulm / Neu-Ulm). Authorisation is to be granted from the dental centre on return for approval of payment.

Emergency dental care (Zahnärztlicher Notdienst) is available from Saturday 08:00hrs until Monday 08:00 hrs.

Please dial 0049 (0)180 591 16 80.



ULM SPECIFIC

HOSPITALS

In Ulm the University Hospital departments, which are distributed all over the city, provide emergency care and treat patients with referrals. Whereas Internal Medicine is on Eselsberg, Pediatrics, Urology, ENT and Eye care is on Michelsberg and Surgery on Safranberg. More information is available on <https://www.uniklinik-ulm.de/>. Even where the doctors speak fluent English, receptionists and staff at the front desk do not necessarily speak English. Therefore you will also receive a medical letter from the Central European Practice issued by your NSE Ulm explaining the billing process and to be taken with you to the doctor for your convenience and the HNLO will accompany you at your first visit for translation requirements.

University Hospital

<https://www.uniklinik-ulm.de/>

<https://www.uniklinik-ulm.de/patienten-besucher/anreisen-parken.html>

Donauklinik Neu-Ulm

<https://www.donauklinik-neu-ulm.de/dk/>

Krankenhausstraße 11

89231 Neu-Ulm

tel. **+49 (0) 0731/ 804-1809** or **+49 (0) 731/ 804- 1817**

University Hospital, Pediatrics (Abteilung für Kinder- und Jugendmedizin)

<https://www.uniklinik-ulm.de/kinder-und-jugendmedizin.html>

Klinikbereich Michelsberg

Eythstr. 24 89075 Ulm

tel. **+ 49 (0) 731 500 57 444**

If your child is sick on a weekend or evening, first phone your children's doctor and listen to the recorded message. If you cannot do this, or no help is available, you should go to the hospital.

Women's Health Services (Donauklinik Ulm)

<https://www.donauklinik-neu-ulm.de/dk/>

Krankenhausstraße 11

89231 Neu-Ulm

tel. **+49 (0) 0731/ 804-1809** or **+49 (0) 731/ 804- 1817**

University Woman`s hospital (very close to the barracks, Michelsberg)

<https://www.uniklinik-ulm.de/frauenheilkunde-und-geburtshilfe.html>

University Children`s hospital

<https://www.uniklinik-ulm.de/kinder-und-jugendmedizin.html>

Army hospital (Bundeswehr hospital)

Specifically for service personnel from the Bundeswehr but not for dependants

<https://ulm.bwkrankenhaus.de/startseite.html>



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ACCESSING HEALTHCARE

In an Emergency - call 112

Primary Healthcare

You are free to choose your own GP although the CEP is more likely to be able to maintain your records and arrange direct billing system with practices commonly used by the UK population. Primary care services have traditionally been provided by Dr Beck in Oberammergau:

Dr Christian Beck
Othmar-Weis-Straße 5
82487 Oberammergau
Reception: +49 (0)8822 4244.



Opening Hours:

Mon & Wed: 0830-1130 and 1600:1800
Tues & Thurs: 0830-1130 and 1630-1800
Fri: 0830-1130

www.hausartz-ammertal.de

Dr Beck is a German qualified GP who speaks good English and has been seeing international patients for many years. Please call to make an appointment before attending. The Practice will ask you for a letter to confirm that you are entitled to attend.

Out of Hours

If you require care that cannot wait until the next working day then attend the local accident and emergency department.

NB. If you attend A and E or are admitted to hospital unexpectedly call Healix

If you need the support of a clinical team out of hours the Healix Healthline is 24/7. They may be reached on +44(0)208 481 7800 and can also reach the CEP when required.



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Prescriptions

The pharmacy listed below is commonly used by UK personnel. Please take your prescription, whether issued by a GP or hospital, and they will dispense medication.

Stern Apotheke
Dorfstrasse 5
82487 Oberammergau
+49 (0)8822 1000



We will aim to have direct billing here but you may initially have to pay and reclaim the costs by providing evidence to the CEP and then reclaiming on JPA.

Info: 'Apotheke' is German for Chemist please look out for the sign below to find your local Apotheke.



Repeat Prescriptions

Please follow your Apotheke's guidance regarding ordering repeat prescriptions.



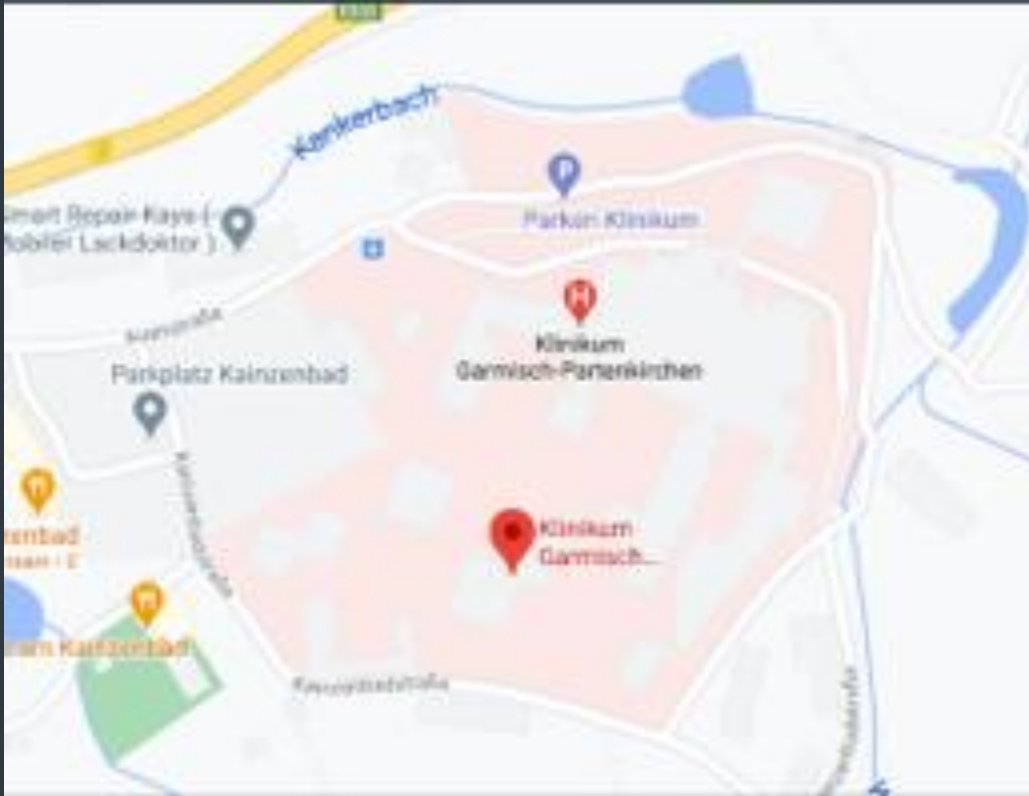
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Main Hospital Sites

Klinikum Garmisch-Partenkirchen
Auenstraße 6
82467 Garmisch-Partenkirchen
Reception: 08821 77-0
Fax: 08821 77-10 79.
<http://www.klinikum-gap.de>



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Overseas Education and Supportability Team (OEST)

Who are we?

We are a specialist team within Defence Children Services (DCS) with a focus on all issues regarding Service children's education overseas.

The role of the team is to:

- Provide advice and guidance for Service personnel and eligible MOD civilians about education in overseas locations;
- Coordinate the assessment of educational supportability required for any Service personnel travelling abroad;
- Provide educational advice on supportability and allowances in overseas locations; ➤ Work with DCS schools to develop high-quality provision for children with Special Educational Needs and/or Disabilities (SEND);
- Support parents when children have needs that emerge while overseas;
- Run the MOD Virtual School for all children in non-DCS school areas.

Advice

If you are considering an overseas posting, please get in touch with us as early as possible. We are able to advise on the impact the posting may have on your child's education and give you the information you need to make informed decisions. While it is every parent's responsibility to research and make choices about their child's education overseas, we can help with this process

Supportability

The MOD need to be confident that a child's educational needs can be met in any overseas location. This means that, before any Service person travels abroad, they must ensure their children have Confirmation of Educational Supportability. The emphasis of the supportability assessment is positive; where possible, we try to ascertain what support will need to be put in place to make a placement successful. If you have any questions about this process, please contact the DCS school in location directly or, if you are not going to a DCS school area, contact us.

SEND

We are subject matter experts in SEND and can provide advice and support when a child begins to have difficulties in an overseas location. If you are concerned about your child's special educational needs while overseas, please do contact us.

Virtual School

As part of the MOD's public duty to safeguard the dependants of Service personnel overseas, DCS have set up a Virtual School (VS). The VS is available to provide support and guidance for families of children who are educated in non-DCS school areas, including those who Electively Home Educate. The aim of the virtual school is to work in partnership with the Service child's actual educational setting to ensure that they are safe and supported at all stages of their education.

Please contact us on RC-DCS-HQ-OES@mod.gov.uk



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Local German Schools and Nursery's

Local German schools and nursery's can be used which are usually free of charge, however it is worth noting that these are usually taught in German. Many local schools and nursery's will give additional language support to help your child learn German and interact with their classmates. The HNLO can help with locating a nursery or school local to your SFA. Please be aware that for nursery settings you may have to go on a waiting list or be offered limited hours to begin with.

ULM SPECIFIC

SCHOOLING OPPORTUNITIES IN Ulm

Schooling for dependents of UK personnel, in English, is limited to International School of Ulm/Neu-Ulm which is centrally located and can easily be reached by means of public transport.

INTERNATIONAL SCHOOL OF ULM / NEU-ULM

Schwabenstrasse 25, 89231 Neu-Ulm, Telephone [+49-731-379 353-0](tel:+49-731-379-353-0), Fax [+49-731-379 353-50](tel:+49-731-379-353-50), E-Mail: info@is-ulm.de

The school enjoys a spacious, well-equipped building with dedicated rooms for all subjects; including science, music, art, technology, a performance hall, and a cafeteria. There is an outside activity and play area, and the school has use of a large gym and indoor swimming pool within a short walking distance.

The International School of Ulm/Neu-Ulm is an authorized IB World School, offering the Primary Years Program (PYP) from Kindergarten to Grade 5 and the Diploma Program (Grades 11 and 12) of the International Baccalaureate (IB). Students at ISU have the opportunity to study for IGCSE examinations in subjects identified by the Bavarian government as core subjects: English Language (First Language), and English Literature (additional award), German as a First Language or German as a Foreign Language, History, Geography, Mathematics, Coordinated Sciences (double award), visual Arts, French, Spanish, English (Second Language).



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INTRODUCTION

If you intend to bring a pet to Germany, you must include the details on your housing application form. Please ensure that you check with your vet well in advance to book in any time-sensitive appointments that your pet may require. Every pet that comes into Germany MUST be micro chipped. If you buy a pet whilst in Germany, please make sure it has been chipped and has a pet passport. If not then it is your responsibility to go to a vet ASAP and ensure it is completed.

For the latest information on returning to the UK with your pet, please visit 'Bringing your pet dog, cat or ferret to the UK' on <https://www.gov.uk/take-pet-abroad>

PET PASSPORTS

All the information you require regarding bringing your pet to Germany, and returning to the UK with it, can be found on the [DEFRA website](#). If you are intending for your pet to travel with a courier the following provides information on those approved:

<https://www.gov.uk/government/publications/pet-travel-approved-air-sea-rail-and-charter-routes-for-the-movement-of-pets>

REGISTRATION OF DOGS UPON ARRIVAL

There is a requirement within Germany that all dogs need to be registered with the local authorities. Please take special note of any [banned breeds within Germany](#). There is a section on your Registration link which will allow you to provide your dogs details. The NSE will then use this information to register with GEO in order to obtain a letter to take to the Town Hall which will negate the need to pay dog tax (Hundesteuer). It is important to note that the registration location is connected to the RWA. Mrs Nadine Buhler will also be able to assist should there be any queries regarding your dog at the Stadt. In addition to this information you will also require specific Dog 3rd Party Liability Insurance to be taken out. This is not designed to cover vet bills as this is purely for liability. The companies which some SP have used and cover Germany are:

Get Safe

[COYA](#)

Although you may be able to find others more suited to your needs.

The NSE will submit the application form to the GEO on your behalf and once your SOFA status has been granted a letter will be received into the NSE which we will duly pass along to you. The letter received from GEO does not negate the need to register with the Town Hall it just ensures that you will not be liable for the tax.

If you are resident within Neu-Ulm the following form can be completed online and submitted direct to the Stadt: [Formular Anmeldung eines Hundes](#)

If you are resident in Ulm the following form can be completed online and submitted direct to the Stadt: [Hundesteueranmeldung \(Formular der Stadt Ulm\) \(Pdf\)](#)



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Assignment Checklist *(for your ease print these pages off)*

Ser	Time	Action	Comments	
1	Immediately	<p>Submit e1132 if moving to UK and manual 1132 if abroad</p> <p>Contact Agility for Removals with your TOR reference.</p> <ul style="list-style-type: none"> •Pets to move? – Pet Passport, vaccinations, de-registration with Stadt etc The process of obtaining a Pet Passport can take up to 7 months. 	<p>Complete Transfer of Residence for those returning to the UK - https://www.gov.uk/government/publications/application-for-transfer-of-residence-tor-relief-tor01</p>	<input type="checkbox"/>
2	On receipt of new address	<ul style="list-style-type: none"> •School Admissions (in UK you can use a Bks address while awaiting SFA) 		
3	6 – 8 weeks before move	<ul style="list-style-type: none"> •Packers survey. •Commence vehicle de-registration process •Ensure NOVA / TOR 1 has been submitted •OJAR/SJAR – consult NSE •Apply for Disturbance Allowance (no earlier than 45 days before joining date).NOTE: this will be the UK rate and not the Overseas rate •Local Information – Contact Estate Manager (EM) concerned (as stated in your letter of allocation) to arrange your Pre-March Out and March Out. 		
4	28 days before move	<ul style="list-style-type: none"> •Stop Spilt Pay •Address confirmation. •Inform any relevant Government Agencies of address change •Movements (ferries flights / tickets / hotel etc) – Travel Cell. •Check entitlement to allowances and travel. •Consider Advance of Pay. •Consider starting location specific clearance procedures •Ensure contacted Mrs Nicola Clark, GSO HQ IER Clerk, to ensure all language resettlement costs are cleared 		
5	1 week prior to move	<ul style="list-style-type: none"> •Ensure that you have informed the NSE of your final day in office to depart for allowances. •Remember to hand in any ID's in order to complete your out-processing and that you have arranged for the de-registration of your vehicle •Ensure that you have arranged for your German bank account to be closed •Ensure you have De-Registered with HEALIX and CEP 		

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SE Germany National Support Element Key Points:

SFA/SLA

Submit your housing application as soon as possible. If you are assigned to another overseas location use the manual 1132 process and email to the relevant DIO department . If heading to the UK, and in need of SFA, follow the link for further guidance:

• [Pinnacle Service Families - Pinnacle Service Families](#)

Future Accommodation Model (FAM)

Find out if you are assigned to a FAM unit in the UK - [FAM Pilot UINs](#), if you are then further information can be found at [FAM](#) and the [FAQS](#)

REMOVALS

All applications for movement of personal effects and household furniture must be submitted via the Agility Logistics GRMS website. Once you know the address you will be moving to you can start to arrange your removals by going online to <https://grms.agilitylogistics.com>. The on-line application process leads you through a series of questions to determine your removals requirement and volumetric entitlement. Once complete print/email to GSO-EJSU-SEGermany-NSE-Mailbox@mod.gov.uk for signature by HoL. The completed form is to be emailed back to Agility.

SP are required to follow the instructions given to them by the Agility suppliers to avoid any **unnecessary delays and or charges**. **SP will be required to produce paperwork on request** and are to discuss these requirements with their Agility suppliers as soon as possible. SP are reminded to book moves in good time and prepare for delays. Personnel returning to the UK are to use the Transfer of Residence (ToR) process and follow the Gov.uk website for updates:

• <https://www.gov.uk/government/publications/application-for-transfer-of-residence-tor-relief-tor01>

• <https://www.iamovers.org/ResourcesPublications/ShipperGuides.aspx?navItemNumber=580>

HEALIX and CEP

Ensure that you de-register with both HEALIX and CEP.



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Transfer of Residence (ToR) TOP TIPS:

The completed form and supporting documentation is emailed to HRMC, and can take 7+ days from completion to approval. The email address is annotated on the form.

Once you start the form, you can't save it. Therefore ensure you have all information to hand ie vehicle details.

You should attach the following supporting documents (as necessary):

- Vehicle registration documents (Germany issued). Your goods can be entered on the same form as your vehicle(s).
- Photocopy of passport page
- Proof of German address
- Proof of UK address
- Assignment order
- Contents list x 2 signed (List furniture/appliances and add Qty of boxes of personal items, or unknown number if completing in advance of the pack.
- You will be required to complete a current valuation of the items. A zero input may delay your processing and your items being permitted through border control

You will receive an approval letter and reference number which is to be passed to the removals company.

VEHICLE REGISTRATION

The above does not affect the vehicle registration process. Your vehicle must be de-registered with GEO and will need to re-registered back in the UK.



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Personnel are required to deregister their vehicles prior to returning the vehicle to the UK

Apply for a NoVA /TOR 1 by completing the NoVA application form. Applications are advised to be submitted 6 weeks before registration with the DVLA. Send the application to VLO, Mrs Nadine Buhler.

NB. The date requested on the NoVA / TOR 1 application form should be the date of registration NOT the date you are travelling. Avoid selecting weekends and periods of Stand Down as you will be unable to complete the registration on that date.

Vehicles must have a valid VLO registration. If not, you must complete the process for renewal.

Up to 14 days before the Registration date customers must attend an NSE Office with the following documents.

NoVA 1

v55/5 (pages 1 and 2)

Form 73

Form 4003

Form of ID (driving licence plus one other)

Vehicles over 3 years old - TÜV certificate (must have 14 days or more remaining, by date of DVLA registration)

Proof of UK address for V5 Document

CoC - for vehicles registered by VLO, must provide Allocation Certificate and Certificate of Conformity

Valid UK Insurance Certificate or Cover Note

The VLO will check all the documents and forward to the GEO. Please ensure you have either a contact telephone number and/or email.

IMPORTANT: Please be aware that from this point forward the UK Registration Process cannot be cancelled despite any subsequent changes of circumstance.

On the date of registration, you must first pay any duty due (Registration Fee). Payment will be advised by the VLO.

In order to be issued with a NoVA your vehicle must be in Germany on your nominated UK registration date. A physical check of your vehicle will take place on collection of your UK registration documentation at your local NSE.

You will also need to submit Aral Fuel card, GPS Photos and if applicable the registration plates when you are collecting your DVLA paperwork.



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Once you have UK registered your vehicle you are no longer permitted to use your Aral Fuel Card. The use of your Aral Fuel Card after the vehicle's UK registration date is a contravention of the conditions of use and would result in a sanction.

The Vehicle Licensing Office (VLO) is here to register your vehicle and then register you with DVLA upon your permanent return to the UK. Advice on vehicle registration procedures can be obtained from your Local Vehicle Licensing Office or the Vehicle Licensing Office Helpline during operating hours on:

Civ: 0049 (0)5254 982 2036

Mil: 94879 2036

More information can be found at:

[https://bfgnet.de/vlo/returning-a-vehicle-to-the-uk.](https://bfgnet.de/vlo/returning-a-vehicle-to-the-uk)

GENERAL GUIDANCE FOR IMPORTING A PRIVATE VEHICLE TO THE UK.

This information is only for personnel reimporting a personal vehicle to the UK from another EU member state (*excluding vehicles registered in Cyprus or through the BFG system*) and only prior to BREXIT. For vehicles that have never been registered within the UK please go to the HMRC Website (<https://www.gov.uk/importing-vehicles-into-the-uk>) for further guidance.



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NATIONAL INSURANCE CREDITS

For spouses who accompanied their partner overseas it is possible to apply for National Insurance Credits, which help fill the gap accrued during an overseas posting. Class 1 credits can be applied for, for any overseas posting after 6 April 2010, but there is a time limit. Class 1 national insurance credits count towards your State Pension and may help you qualify for some other benefits, for example new style jobseekers allowance and new style support and employment allowance. This process must be completed prior to leaving Ulm. For more information visit:

<https://www.gov.uk/guidance/national-insurance-credits-for-partners-of-armed-forces-personnel-overseas#class-1-credits-for-postings-on-or-after-6-april-2010>

The form (MODCA1) can be downloaded from this website. The Unit Welfare Officer must complete the second section.

DOG DE-REGISTRATION

Please ensure that you de-register your dog with your local Stadt prior to departure.

This can be submitted as an online form at the following links -

Neu-Ulm: [Optionale Anmeldung – Anmeldung eines Hundes \(Hundesteuer\) \(komuna.net\)](#)

Ulm: [Hundesteuerabmeldung \(Formular der Stadt Ulm\)](#)



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Clearance Certificate

Clearance Certificate		<i>In accordance with the Data Protection Legislation, the Ministry of Defence will collect, use, protect and retain the information on this form in connection with all matters relating to personnel administration and policy</i>				JS Form JPA M001 Introduced Mar 05	
Rank		Initials		Surname (in BLOCK capitals)		Service / Employee Number	
Proceeding to (Organisation)						On (Date)	

I certify that I am not aware of any deficiencies of equipment, stores or other items in my department for which the above named is liable other than any listed in the liabilities section below

	Department	Action	Name	Signature	Date
1	JSEC/SJLSG J1 (Ulm based SP only)	Complete Clearance			
2	NSE/HNLO	Tax forms Returned (Only for dependants who work under German Authorities)			
3	NSE/Pers Admin Clk	Ration Card(s) returned			
4	VLO Clk	De-Register vehicle(s)			
5	CEP	De-Register			
6	Dental – Healix	De-Register			
7	Medical – Healix	De-Register			
8	Clear GSO HQ IER Clerk	Ensure Educational and Resettlement funds are cleared			
9	NSE JNCO	OJAR/SJAR is complete			

Forwarding Address (For mail):

Signature

****The clearance chit is to be completed and returned to the NSE prior to departure****