



# AIRMAN AND FAMILY READINESS

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**WILLKOMMEN  
IN DEUTSCHLAND!**

**WELCOME!**



# OVERVIEW

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- Facts about Germany
  - Where you are
  - Out and About
  - German Customs
  - German Law
  - Housing Expenses
  - Around the House
  - German Phone System
  - Cell Phones
  - Internet Options
  - Paying Euro Bills
  - Conversion of Dollars to Euros
  - Value Added Tax Program
  - Shopping on the Local Economy
  - Insurance
  - Fuel Ration Card Program
  - German Law Enforcement
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# FACTS ABOUT GERMANY

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- Size comparable to Montana
  - 82,800,000 million inhabitants estimated in 2017
  - Largest population in the EU and 2nd largest number of immigrants worldwide
  - Reunified in 1990
  - Federal republic of 16 states
  - Capitol Berlin
  - Largest economy in Europe, 4th largest economy worldwide
  - A pretty cool place to be ;-)
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# RHEINLAND-PFALZ





# YOU ARE HERE





## GUTEN TAG! – GETTING TO KNOW YOU

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- Introduce yourself to your neighbors
- To break the ice, it's helpful to learn little German phrases
- It's O.K. to make eye contact
- Do not ask How are you? unless you really want to know
- Shaking hands / Germans aren't huggers
- Don't show up unannounced
- Germans are very direct



# SEI UNSER GAST – BE OUR GUEST

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- Be punctual
- Bring a gift to the hostess when invited over, for example a bottle of wine or chocolate
- Lay your knife/fork parallel to each other across right side of plate, when finished with meal
- Smoking sections in restaurants are rare
- Smoking and drinking alcohol are popular in Germany
- Gratuity is included in the bill; tips still appreciated
- Germans are less casual when they go out





# SEI UNSER GAST – BE OUR GUEST

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- Dogs may be allowed in a restaurant
- Not all restaurants accept credit cards, but most do
- No wait to be seated
- Don't leave the money on the table
- No free refills
- Drinks contain little to no ice
- Water is usually carbonated



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# ENGLAND



# USA



# DEUTSCHLAND





## LAW

- Mowing the lawn / loud noises not before 7 am or after 8 pm, not at all on Sundays or German holidays.
- Quiet hours between 1300-1500
- Washing your car on the street / driveway can get fined
- Sweep your sidewalk on a regular basis
- Shovel snow to avoid a fine





# HOUSING EXPENSES

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- Be aware of extra housing expenses  
(Briefed in detail during Base Intro)
  - Deposit of 1-3 month's rent
  - Realtor fees are to be paid by the landlord
  - No built-in closets
  - Utilities (Water, Heat, Electricity, Garbage)
  - UTAP helps you reduce utility costs by providing tax relief for 19 % electricity, 19 % gas and 7 % water
  - Heating of the home
    - Electric
    - Fuel Oil
    - Gas





# SAMPLE ELECTRIC BILL

wir freuen uns - 870-MWRF52FighterWing Spangdahlem, Flugplatz Spangdahlem, 54529  
Spangdahlem als unseren Kunden zu begrüßen.  
Die Vertragsdaten fassen wir noch einmal für Sie zusammen:



**Strom**      **RWE privat classic Grundversorgung**  
Zählernummer: 344000-19926  
Vertragsbeginn: 01.07.2007  
HT-Zählerstand in kWh (Beginn): 181529

Unter Berücksichtigung der Preise und des voraussichtlichen Jahresverbrauches ergibt sich folgende Abschlagsaufteilung:

	<b>Nettobetrag</b>	<b>Umsatzsteuer</b>	<b>Abschlagsbetrag</b>
Strom	79,00 €	0 %	0,00 €
			79,00 €

Bitte zahlen Sie zu folgenden Terminen:

am 15.08.2007	158,00 €
am 15.09.2007	79,00 €
am 15.10.2007	79,00 €
am 15.11.2007	79,00 €
am 15.12.2007	79,00 €
am 15.01.2008	79,00 €
am 15.02.2008	79,00 €
am 15.03.2008	79,00 €

RWE Rhein-Ruhr  
Aktiengesellschaft

Postfach 1316  
50303 Brühl

Vorstand des  
Aufsichtsrates:  
Berthold A. Bonkamp

Vorstand:  
Hans-Dieter Eifkemper  
(Vorsitzender)  
Dr. Heinz-Wilhelm Mölders  
Dr. Arndt H. Neuhaus  
Achim Südmüller

RWE AG Düsseldorf

**monthly payment amount  
and date due**

Commerzbank Essen  
BLZ 260 400 99  
Kto.-Nr. 140 1710 00

USt.-IdNr. DE 1520 00 514

Wir bitten Sie zu berücksichtigen, dass bei rückwirkendem Vertragsbeginn zum ersten Fälligkeitstermin ein angesammelter Abschlagsbetrag angefordert wird.



# Water faucets and radiators



Don't forget to bleed  
your radiators! **(stop**  
**once water comes out)**



# ELECTRONICS



German vs. American



# TRANSFORMERS & 110 vs 220





# PHONE SYSTEM

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- Primary phone company in Germany (D-Telekom)
- Compare prices at all locations...and inquire about “military clause” should you have to end service prior to contract ending date
- Germans usually answer the phone using their last name
- Example for a German phone number:

**06371 – 475100**

**Calls from Germany to the US**

**001 XXX XXX XXXX**

**Calls from the US to Germany**

**011-49-6371-475100**



# CELL PHONES

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- **With a contract (usually for 24 months)**
- **Pre-paid phone, cards available at supermarkets and gas stations**
- **Make sure the network is available in your location**
- **Shop around to compare prices!**
- **Providers: O2, Vodafone, Otelo, 1&1, Quix**
- **Contracts renew automatically for another year**
- **Cancel you contract by registered mail 3 months and 1 day in advance...Template available at base legal**



## INTERNET OPTIONS

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- **Check out available providers at Saturn / Media Markt electronics stores, Comm Shop, etc. and provide full German address**
- **Internet and Home Phone can be offered as a combination package, but can be received separately through different providers**
- **Possible providers are: Kabel Deutschland, Vodafone, 1&1 etc.**



# PAYING BILLS

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- **Electronic Euro Payments**
  - Fees vary depending on bank and whether you have an account
  - One-time payment orders
    - Parking tickets, doctor bills
  - Recurring Payment Order/Standing Payment Order
    - Rent/house payment, utilities, cable, German kindergarten
- **Automatic Debit**
  - Company automatically withdraws money from your account
    - Cell phone/Home Phone



# ONE TIME PAYMENT SLIP

1. Payment Recipients Name
2. Payment Recipients IBAN
3. BIC
  
4. Reference Number
5. Account Holders Name
6. Account Holders IBAN
  
7. Date & Signature

**SEPA-Überweisung**  
S Kreissparkasse  
Kaiserslautern

MALADE51KLK Für Überweisungen in Deutschland, in andere EU-/EWR-Staaten und in die Schweiz sowie nach Monaco in Euro.

Angaben zum Zahlungsempfänger: Name, Vorname/Firma (max. 27 Stellen, bei maschineller Beschriftung max. 35 Stellen)

IBAN	Bei Überweisungen in Deutschland immer 22 Stellen → sonstige Länder 15 bis max. 34 Stellen			
DE12345678901234567890				
BIC des Kreditinstituts/Zahlungsdienstleisters (8 oder 11 Stellen)				
MALADE51KLK				
Die Angabe des BIC kann entfallen, wenn die IBAN des Zahlungsempfängers mit DE beginnt.				
Betrag: Euro, Cent				
123.45				
Kunden-Referenznummer – Verwendungszweck, ggf. Name und Anschrift des Zahlers - (nur für Zahlungsempfänger)				
INVOICE NUMBER 12345				
noch Verwendungszweck (insgesamt max. 2 Zeilen à 27 Stellen, bei maschineller Beschriftung max. 2 Zeilen à 35 Stellen)				
Angaben zum Kontoinhaber: Name, Vorname/Firma, Ort (max. 27 Stellen, keine Straßen- oder Postfachangaben)				
DOE, JOHN				
IBAN	Prüfziffer	Bankleitzahl des Kontoinhabers	Kontonummer (ggf. links mit Nullen auffüllen)	16
DE12345678901234567890				
Datum	Unterschrift(en)			
03.03.2016				



# CONVERTING YOUR MONEY

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- **Two exchange rates**
  - Military exchange rate
  - Commercial exchange rate
  - +/- 10%
- **Re-conversion of Euros to Dollars**
  - Rate changes daily
- **ISA Fees (Visa and Master Card fees)**
  - International Service Assessment (ISA) fee
  - <http://www.indexcreditcards.com/internationaltransactionfees/>



# VALUE ADDED TAX (VAT) RELIEF

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(Discussed in detail at Base Intro Briefing)

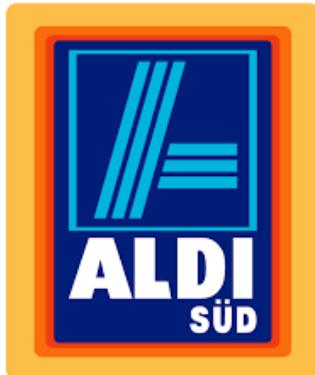
For personnel who are under the German – U.S. SOFA

The VAT (Value Added Tax) Office is a wonderful way to save up to 19% on purchases made on the local economy. There are two types of forms: one for purchases under 2,500€ and one for purchases over 2,500€. VAT forms can be purchased from your local VAT Office for a small fee. To purchase a form, please bring your ID with you.

VAT Office Located in  
Bldg 2118  
DSN 480-5309



# Shopping- Groceries





# Shopping- “Home Depot”



Opelkreisel 16, 67663 Kaiserslautern



Torfstr. 8, 66849 Landstuhl



Mainzer Str. 33, 67657 Kaiserslautern



# Shopping- Furniture



Merkurstraße 62-64, 67663 Kaiserslautern



Europaallee 21, 67657 Kaiserslautern



Opelkreisel 3, 67663 Kaiserslautern



Denisstraße 7, 67663 Kaiserslautern



# Shopping Downtown – Clothing, Shoes, Jewelery

- **K in Lautern**, Fackelrondell 1, 67655 Kaiserslautern, open Mon- Fri 09:30- 20:00)





# Shopping- Farmer's Market

- „Wochenmarkt“ 07:00-13:30 in Kaiserslautern
  - Tuesdays and Saturdays: Stiftsplatz
  - Thursdays: Koenigsstr.





# REFUND ?

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# INSURANCE

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- Insurance:
  - Car, Renter's and Pet
    - Local
    - Stateside
- ADAC – Germany Only
- ADAC Plus – Europe & US





# FUEL RATION CARDS

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- Available at Air Base KMCC Exchange and Express Gas Station
  - Works like a pre-paid card
  - Use at on-base AAFES gas stations & on the local economy at Esso gas stations only within Germany
  - Never pump more fuel than the remaining vehicle ration will cover or you will have to pay off base fuel prices (over twice the amount than on-base prices)
  - Sponsors or spouses must bring their US POV registration certificate (AE Form 190-1A)
  - Utilize Esso App to locate gas stations within Germany

**FOR MORE INFORMATION GO TO:**

**<https://www.aafes.com/exchange-stores/overseas/germany-fuel-ration/>**

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## German Polizei Liaison

*Ramstein Air Base Bldg 2371 room 125  
( Law Enforcement Desk )*

DSN 480 - 1985/1987/1988

Comm 06371-47-1985/1987/1988

DSN 480 - 1189 /Comm 06371-47-1189

- 110 German Polizei
- 112 Emergency Line/FIRE/Ambulance



## LAST THOUGHTS

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**Allow yourself time to adjust and  
Welcome to Germany and the  
Kaiserslautern Military Community!**

**Ramstein A&FRC  
Building 2120, Room 106  
DSN 480-5100  
Commercial 06371-47-5100**