

Geilenkirchen NATO Air Base FAQ

- How long does Express mail take?- It typically takes 3-5 Business days. However, being overseas it can take a bit longer.
- Why can I only book appointments for Express mail between 0800-1100?- It's because the outbound truck comes in the afternoon heading back to Frankfurt between 1100-1300 and Express mail has to go out same day.
- Why can I not pay cash in the Post Office?- Geilenkirchen is a cashless post office, because the nearest cash cage is in Spangdahlem. Therefore we cannot cash money orders. Please double check on the cost of a passport, because there are different tiers of costs associated with passports, and once issued we cannot cash a money order.
- Why is the Post Office only open from 1200-1700?- The truck is coming every morning, and we have to sort pitch and scan mail prior to opening.
- What can I do when having issues with the USPS online system?- We understand that for the most part the USPS online system to create customs forms and pay for postage isn't always working properly. Some customers have had success using stamps.com instead.
- How do I fill out customs forms correctly?- Please be as specific as possible, e.g. don't just put "T-Shirt" in the description but something like "Men's Cotton T-Shirt". Please do so to avoid your package being flagged with a hold.
- How early can I renew my vehicle registration?- It can be renewed 75 days prior to the expiration date.
- What do I need to renew my vehicle registration?- You will need to bring a passing German inspection, and the old registration.
- When can I get shipping plates for my vehicle?- You can receive shipping plates no earlier than 7 days before POV ship date.
- How do I schedule a new member for Newcomer's?- Let the new member come by the GK A&FRC, Bldg. 78 during operational hours at that time we will have them update their information in our AFFIRST Tracking system, sign them up for newcomers and give them a newcomer welcome packet.
- Can I let my friends/family drive my POV when they come here to visit me?- You have to obtain approval from your military Customs Office first. If you or another member of your household in possession of a USAREUR-AF driver's license is in the vehicle you don't require approval.
- I'm potentially separating/retiring. How can I attend a TAP class? The TAP program is a four step process including: Step 1: Initial Counseling (IC) Appointment (approx. 1h -completed 365 days before retirement/separation)/ Step 2: Pre-Separation Counseling Workshop (3 hrs -completed 365 days before retirement/separation)/ Step 3: TAP Workshop (3 days) and 2-Day Tracks (as required by Tier level)/ Step 4: Capstone Appointment (approx. 30 mins). When you're ready to start the process, please contact the A&FRC.
- Do you assist with German/ Dutch translation?- The A&FRC has two German local nationals that can assist you with some translation services (e.g. questions to utilities, internet, cell phone providers about bills, set up or closure of accounts). They also assist in helping scheduling services such as car repair or oil deliveries. Any legal or medical translation services is referred to the GK Legal office and 852 Medical Squadron. As for Dutch translating services please approach USAG Benelux Brunssum Army Community Service office.
- Where can I find the dates for A&FRC's workshops and classes offered?- Please check out the Geilenkirchen Airman and Family Readiness Center social media pages (see contact information).
- Can I shop in Germany after my retirement?- If you are retired military personnel, a dependent spouse, widow(er), retired reservist, 100% disabled veteran, unaccompanied dependent or a 20/20/20 former spouse you are permitted IAW AER 550-175 to purchase items from sales facilities on US bases and installations.
- Can I still use the APO in Germany?- Retired military personnel, widow(er)s, retired reservists, and unaccompanied dependents whose sponsor is serving in a restricted tour area, can apply to use the US Forces postal system.

- What do I need to think of when importing from outside the EU?- As a US service member, civilian component or their dependent stationed in Germany you should be aware of your tax relief rights when making purchases or importing items outside the EU as there is the potential of making big savings! Your local Military Customs Office can assist you in getting your items into Germany duty and tax-free with the AE Form 550-175A (Import / Export Certificate & Purchase Permit).
- How do I import (my) weapons?- It is prohibited to bring firearms into the Federal Republic of Germany until they are properly registered with U.S. Forces and German authorities. For detailed information US service members and civilian components should contact the Firearms Section of Motor Vehicle Registration.
- Can PA take official photos?- Unfortunately not. Please approach USAG Benelux Brunssum and book your appointment through <https://vios-europe.army.mil>. The studio is open on the 1st Tuesday of the month.
- Can I rent outside of homes.mil and how do I do this, what is required to start the process?- Yes you can. Once you have physically looked at this place, please provide us with contact information, so we can schedule and inspection to add the dwelling to our network.
- At what time will my TLA start to count?- The same day you hit boots on the ground to Germany.
- What would be a recommended area to live?- It depends if you have dependents residing with you or not. For Families it would be recommended to live close to AF North Brunssum School. So the Selfkant, Gangelt area would be the closest.
- What would be a typical local set up for a house?- Probably a duplex. Typically they have 1 and a half bathroom, 3 bedrooms and a full basement.
- I'm not a flyer do I need to in/out-process through the HARM office?- No, Only USAF Flyers need to in/out-process our office. All other individuals can simply state that at their final out that it is not a requirement and place an "N/A" on checklist next to HARM/Flight Records tasks.
- What do I need in order to in-process with the HARM office?- If you are a USAF flyer you will need to provide a copy of your orders and verify that your e-record has been transferred from your losing HARM office to ours.
- What do I need in order to out-process with the HARM office?- Just email us and provide a copy of your retirement/ separation/ PCS orders, date last flown, final out date, and if you will be TDY en route to also provide a copy of your training RIP.
- How will HARM pull my own products?- Follow the link provided: <https://arms.sso.cce.af.mil/aircrewSummary/servlet/ArmsServlet> and register by entering your SSN and click submit. Validate your correct Portal Name is reflecting on popup (if inaccurate you may need to submit a ticket to the FAS.team3@us.af.mil email in order to correct). Once completed you should have instant access and can pull your own reports.