

Family Out-Processing Booklet

**A small guide with some useful hints by the
Family Support Centre (FSC)**





Headquarters Allied Force Command Heidelberg

Postfach 10 26 20

69016 Heidelberg

Germany



COMMANDER'S MESSAGE

Over the next twelve to fifteen months most of you will be ending your tours at Allied Force Command Heidelberg and leaving for other assignments in your home countries or another foreign nation. Even though deployments and rotations are a fact of a soldier's life, any move is demanding and can represent an upheaval for all family members. This Family Support Centre Out-processing booklet is designed to help you with the practical aspects of your move so as to make your transition as smooth as possible. You will find advice on how to cancel your contract for your rental apartment or any other contracts such as insurance or telephone contracts, and there is a list of points of contact for a variety of support agencies. Do not hesitate to call on the Family Support Centre for assistance and support - our personnel there are available at any time to help you as much as possible.

Let me take this opportunity to thank you for the great contribution you have made to our Headquarters and to the NATO Alliance. Your tireless services and dedication to your duties, both at FCHD and in ISAF, your professionalism and expertise have been an example to us all and will be remembered throughout the NATO community for a long time to come.

Some of us will be sad to leave Heidelberg - a city where we have always felt very welcome and where we have made many good friends - whilst others will be looking forward to breaking out to new horizons or to spending some time in their home countries. No matter what, it can be a small world sometimes, and we are sure to meet again. So let us not say adieu, but let us build on continuity instead. Keep in touch with your colleagues from Heidelberg and their families, continue to share your knowledge gained, your experiences, your lessons learned for they will be invaluable to you, your colleagues and their families elsewhere, and they will continue to be of benefit for the NATO community at large.

Debbie and I would like to wish you and your families the very best for the future!

John W. Morgan III
Lieutenant General

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Out-processing from HQ

Out-processing in the headquarters is done in accordance with working directive 1.1.01 dated 12 July 2010 for the in- and out-processing of PE Personnel at HQ FC Heidelberg. The necessary steps and sequence are as follows:

Steps to be taken prior to leaving the HQ:

National responsibility (NSE/SNR or other):

- Notify the FC Personnel Section about the individual's end of tour (EOT) immediately after having received national confirmation;
- Notify the FC Personnel Section and HQ as well as Staff Element about a possible replacement.

The **Personnel Section** will notify the respective HQ Element about the individual's end of tour and replacement.

Mandatory steps to be taken by out-going person leaving the HQ:

- Pick up out-processing form (ANNEX C) from **Personnel Section** (Bld. 8, Office 219, Ext. 5211) and confirm end of tour;
- Out-processing from **NAFS takes place at BUDFIN Office;**
- Out-processing from respective element takes place at **Element's Admin Office**. Return all CIS-equipment to respective element's CIS MRAH Holder, hard drive to DCO and ask CIS POC for termination of account. The signature of out-processing form is required;
- The respective Element's **Division Security Officer (DSO)** will carry out a security out-briefing. Complete and sign Section V of Personnel Security Clearance Form (AD 70-1, ACO form 107). The signature of out-processing form is required;
- Return NATO ID Card, Security Badge and Personnel Security Clearance Form (AD 70-1, ACO form 107) to the **Security Guard Station - Pass & ID Office** (Bld. 7, Office 114A, Ext. 5603) and ask for Unescorted Visitors Badge (Deposit of Passport or Personal document is required). The signature of out-processing form is required;
- Go to **Personnel Section** for deletion from MAPS. Personnel Section has to make a copy of the out-processing form and file it. The Personnel Section will present Certificate of NATO duty to out-going person. The signature of the out-processing form is required;
- Return Unescorted Visitors Badge to **Security Guard Station;**
- Return US Installation Pass to **Directorate of Public Works (DPW) Building**. The signature of out-processing form is required;
- See to national out-processing if applicable (included cancelation of car registration, US privilege card, US ration cards in US NSE at Bld. 7, Room 434, housing and so on). The completed out-processing form has to be filed by respective national authority (NSE/SNR).

The Out-Processing Form (Annex C to HQ FC Heidelberg WD 1.1.01 dated 12 July 2010) is attached for your information:

NOTE: Personnel dealing with this form other than FC Personnel Section personnel shall not; copy, distribute, or otherwise disseminate this form. Treat as personal in confidence and need to know. Any questions or doubts please contact the FC PB office.

ANNEX C
to HQ FC Heidelberg
WD 1.1.01
Dated 12 JUL 2010

PERSONAL IN CONFIDENCE
(WHEN COMPLETED)

OUT-PROCESSING FORM

INTERIM

PERSONNEL INFORMATION

FULL NAME:	RANK/GRADE:
PE NUMBER:	DATE OF DEPARTURE (EOT):
STAFF ELEMENT / BRANCH / NATION :	

INFORMATION ON FOLLOWING ASSIGNMENT

UNIT NAME:	
CITY:	POSTAL CODE:
STREET & NUMBER:	COUNTRY:
TELEPHONE EXT:	E-MAIL:

OUT - PROCESSING

LOCATION and SEQUENCE of Out-processing	NAME/RANK	SIGNATURE	DATE OF OUT-PROCESSING
1. Bud & Fin Fiscal (Bldg 7, Room 323 Ext. 5660)			
2. HQ FC respective Element's Admin (CIS and other equipment, request for termination of accounts)			
3. HQ FC Element's DSO (Receive out-briefing; Section V of Personnel Security Clearance Form AD 70-1, ACO form 107)			
4 Security Guard Station / PASS & ID OFFICE (Bldg.7 Room 114A, Ext.5603) (Personnel Security Clearance Form AD 70-1, ACO form 107, NATO ID Card and Security Badge)			
5. FC HQ Personnel Section (Bldg 8, Room 219, Ext 5211) (MAPS, copy of out-processing form and present Certificate of NATO Duty).			
6. US Directorate of Public Works (DPW) Building (Installation Pass Office Building # 3962 1 st floor, Phone # DSN 370-3312) (turn in Installation Pass)			

7. NATIONAL AUTHORITY (NSE/SNR) (national out-processing including return of US privilege cards, file out-processing form)			
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PERSONAL IN CONFIDENCE



Moving out of house/apartment - notice periods, security deposit, renovations, final meter readings, utility costs

One of the most important steps when moving away is to cancel your rental contract. Cancelling a rental contract is no witch craft - however it is also not done by simply writing a cancellation letter. Every tenant should be aware of the following issues:

Termination of contract

A tenant has the right to cancel an open-ended rental contract at any time without giving any particular reasons for this cancellation. The legal period of notice in this case is three months. Since 2005 this three-month notice period applies to all rental contracts that were concluded after 31 August 2001. In Germany, this type of termination is referred to as an 'ordentliche Kündigung'.

Fixed-term rental contracts

In the case of a fixed-term rental contract, neither the tenant nor the landlord may cancel the contract before the agreed time. If you live in a furnished apartment, you may cancel your contract within period of notice of four months.

Cancellation letter

A rental contract must always be cancelled in writing. The letter should always contain at least the names and addresses of the landlord and the tenant, the date of cancellation as well as the address of the rented apartment. It is also important that the tenant signs the letter himself. If several people have signed the rental contract, all of them must sign the cancellation letter - irrespective of whether they actually live in the apartment or not. If you are not sure of what to write, you can find models of letters on the internet.

Posting of letter

Even if you are not obliged to state why you wish to cancel your rental contract, it is not enough to simply write a letter to the landlord and post it. The letter must reach the landlord no later than the third calendar day of the month, i.e. on 3 May if you wish to move out on 1 August. It is the tenant's responsibility to make sure the landlord has received the letter. The best thing therefore is to send the letter by registered post or to place it into the landlord's letter box in the company of an independent witness. Family members are generally not considered independent witnesses. Remember to keep a copy of the letter for your files.



Handing over of apartment

Following cancellation of the rental contract the apartment must be officially handed over to the landlord. The tenant should be present and ideally be accompanied by an independent witness. There should be an official written statement of this hand-over, listing any damages to the apartment and stating who is responsible for remedying these damages. Generally, the landlord has a form on him for this purpose. Models of such forms can be found on various websites (<http://www.umzug.info/pdf/Wohnungsuebergabeprotokoll.pdf>). At the end of the hand-over, the tenant should give back the keys of the apartment to the landlord. This should also be noted in the statement.

Refunding of deposit

After moving out the tenant will be refunded his deposit along with interest earned unless the landlord may claim damages from the tenant or the rent has not been fully paid. The landlord must pay back this deposit within six months.

Tip: Even if you have respected every legal requirement, it is advisable to have a good relationship with your landlord at the time of cancelling the contract. For instance, prior to sending the letter of cancellation you should inform your landlord by telephone that you are moving away and show that you are aware of his requirements and concerns as well.



Renovation

Generally, the question whether and in how far a tenant is responsible for any renovations and how much the landlord can demand from the tenant only arises when there is a change of tenant.

Who is responsible for redecoration?

Contrary to general opinion, it is the responsibility of the landlord to re-decorate a rental apartment. However, in most rental contracts this responsibility has been transferred to the tenant, even if the apartment was taken over in an undecorated state. However in recent years the courts have declared some renovation clauses as illegal.

Rigid renovation deadlines

Clauses that stipulate that renovations have to be carried out within a strict time frame are illegal. For instance some contracts stipulate that bathrooms and kitchens have to be renovated after three years, irrespective of whether there is a real need for such a renovation. In such a case the tenant has no obligation to re-decorate when he moves out (BGH, Az. VIII ZR 361/03). The same applies to clauses stipulating that the landlord may claim a certain percentage of the renovation costs (BGH, Az. VIII ZR 52/06). A rental contract may not contain any rigid renovation deadlines, but only clauses whereby renovations "generally" have to be carried out every three, five or seven years.



What has to be renovated?

All areas of the apartment subject to normal wear and tear have to be renovated at regular intervals. This includes painting and re-papering the walls and ceilings, cleaning any carpets fitted by the landlord, painting radiators and pipes, painting windows and front doors from the inside as well as the removal of smaller damages to plaster or wood. Painting the windows and doors on the outside is not included (BGH, Az. VIII ZR 210/08), nor is sanding down or sealing parquet or other types of wooden flooring (AG Bergisch Gladbach, Az. 61 C 260/94). However if the tenant has culpably caused any damages he must remedy these at his own expense, irrespective of whether such renovations are part of the rental contract.

How do renovations have to take place?

According to the Bundesgerichtshof (BGH, Az. VIII ARZ 1/88) a tenant must renovate the apartment to a professional standard. However, this does not mean that only a professional may carry out the renovations, but that the end result has to meet general quality standards. If a wall was painted red and the red paint still shows through a layer of white paint, the landlord may rightly claim that this renovation was not adequate and claim compensation. You have to be careful if the rental contract contains a clause forbidding the tenant to carry out renovations himself, because such a clause is illegal. Even though it is still the tenant's responsibility to renovate the apartment, he may do so himself and does not have to call on a professional to carry out the renovations (BGH, Az. VIII ZR 224/07). Nevertheless it is recommended to choose light, neutral colours so that the landlord can hand over the apartment to the next tenant without having to carry out any further decoration.

When do renovations have to take place?

In most cases landlords will only ask for renovation when a tenant moves out ("Endrenovierungsklausel"). Clauses obliging tenants to redecorate irrespective of when the last renovation works took place (BGH, Az. VIII ZR 308/02) are not legal. If a tenant carried out such works, because he assumed this clause was correct, he may even claim financial compensation from the landlord (BGH, Az VIII ZR 302/07).

Bills of utility costs - deadlines



In accordance with § 556 paragraph 3, sentence 1 BGB, tenants have a legal right to a bill for utility costs drawn up by the landlord. When drawing up this bill, the landlord has to respect certain deadlines in order to avoid the whole bill becoming invalid. As a tenant you should be aware of these deadlines and check each bill.

1. Billing period

The billing period, i.e. the period for which the landlord has calculated the utility costs, may not exceed one year (§ 556, paragraph 3, sentence 1 BGB). This period does not necessarily have to correspond with the calendar year. For instance, if a tenant moves into the apartment on 1 April, the billing period may run from 1 April until 31 March of the following year. It is up to the landlord to decide if the parties to the rental agreement do not agree on any other period. Once the period has been fixed, it may not be changed unilaterally.

It is also possible to agree on a shorter billing period. This also applies to any of the following years, because it is only the maximum period of twelve months that has to be respected; shorter periods are always permitted. However, if a landlord submits a bill for a period exceeding twelve months the bill is not valid. It has not been clarified yet whether it is only the extra amount that cannot be claimed or whether the whole statement is invalid. If the period has not expired yet, the landlord should draw up a new bill in order to correct this mistake.



2. Deadline for billing

In accordance with § 556, paragraph 3, sentence 2 BGB, bills for utility costs have to be presented to tenants by the end of the twelfth month following the end of the billing period. It can be a problem for the landlord to prove that the tenant has received the bill on time; possibly he may have to ask for a receipt from the tenant. For instance, if the billing period expires on 31 December 2006, the tenant must have received the bill at the latest by 31 December 2007. It is therefore not unusual for tenants to receive post from their landlords or property managers during the last days of the year. However, if the landlord exceeds this twelve-month period he may no longer claim payment of arrears (§ 556 paragraph 3, sentence 3 BGB). If the tenant refuses to pay in arrears, it is up to the landlord to prove in front of a court that he could not prevent expiry of the deadline, something he will find very difficult to do. If it is the property manager who is at fault, it is still the landlord who is held responsible.

A formal bill for utility costs must meet the following four conditions:

- The bill must lay out the total costs for the entire residence;
- It must lay out how much each tenant has to pay;
- It must be explained how the costs were divided up between the different parties;
- Any payments already advanced by the landlord must be laid out and deducted from the bill to be paid by the tenant.



3. Objection period

In accordance with § 556, paragraph 3, sentence 5 BGB, the tenant has twelve months time to check the bill for utility costs for any errors. After this deadline the tenant may no longer claim any damages, unless the delay was not his fault. Furthermore the arguments presented by the tenant have to be clear and concrete. Bills for utility costs must be paid within 30 days of receipt and not after expiry of the twelve-month period (§ 286, paragraph 3 BGB).

Of course a tenant has the right to see evidence for the costs charged, but he may only ask for copies paid by the landlord under certain circumstances. For instance it is not enough to claim that the heating costs were higher one year.

Make sure you always check the deadlines, ask for evidence, talk to the landlord about potential problems and questions, pay only a partial amount and reserve the right to a refund if you have any doubts and have the bill for utility costs checked by a lawyer whom you trust.

Model of cancellation

Max Mustermann
Musterstr. 1
69123 Musterstadt

Heidelberg, 23.03.12

Einschreiben / Rückschein

Thomas Mustermann
Musterstr. 120
69234 Musterstadt

Ordentliche Kündigung des Mietvertrages zwischen Max Mustermann und Thomas Mustermann, Musterstr. 1, 69123 Musterstadt, zum 30.06.12

Sehr geehrter Herr Mustermann,

unter Einhaltung der vertraglich vereinbarten Frist kündige ich hiermit den bestehenden Mietvertrag fristgerecht zum 30.06.12, da ich berufsbedingt nach Belgien umziehen werde.

Mit Vertragsende erlischt auch die Ihnen auf Widerruf erteilte Ermächtigung zur Abbuchung der monatlichen Miete von meinem Konto.

Bitte bestätigen Sie mir diese Kündigung unter Nennung eines Termins für die Wohnungsabnahme und Schlüsselübergabe.

Alternativ:

Die Übergabe der geräumten Räume sowie der Schlüssel erfolgt am 25.06.12. Bitte bestätigen Sie uns den Termin und diese Kündigung schriftlich.

Wir bedanken uns für das stets angenehme Mietverhältnis und wünschen Ihnen weiterhin alles Gute.

Mit freundlichen Grüßen

Checklist to prepare your move



Preparation of move

- Collect newspapers to use as packaging material for fragile goods;
- Decide what items you would like to take to the new apartment (magazines, old books, crockery, etc.) and which items you would like to throw away;
- Sell, auction off, store or give away any items you do not need anymore;
- Calculate the number of removal boxes you will need. The general rule is one box per square metre of living space - the box should not weigh more than 20 kilo;
- Buy removal boxes (you will find these in DIY shops, or even better, order them online and have them delivered to your front door!);
- If possible reserve a space in your apartment for things to be thrown away or alternately to be sold at a flea market or to be stored at a depot or in a cellar;
- Book a removal van at a car-hiring company. Ideally you should do this four weeks before moving;
- Get offers from removal companies;
- Organise people to help you with the move, i.e. packers, carriers, drivers, installers, craftsmen;
- Ask for leave - possibly special leave from your employer;
- Arrange for a temporary no-parking zone with the local or federal authorities;
- Organise a babysitter or a dogsitter for the day of the move;
- Label the boxes;
- Write a short description of the contents of the boxes;
- Indicate on the boxes, in which room they should be placed;
- Write a shopping list of packaging materials: paper, felt pens, rope and string, sticky labels, tape, wrapping paper, blankets, cardboard, foil, rubbish bags, cleaning detergents, towels, kitchen roll.



Organise the move

- Prepare a priority bag/case: Identity cards, documents, keys, medicines, cash, replacement glasses, address book, charging cables (for instance for a mobile phone), plasters, toilet paper, make-up, torch, camera, etc.;
- Put together a box for the first night: Bedding, shower gel, tooth paste, toothbrush, towels, slippers, soap, toilet paper, etc.;
- Put together a box of kitchen utensils for initial use: Kettle, coffee percolator, cutlery, cups, coffee/tea, plates, glasses, cooking pots, pepper and salt, dish-washing liquid, tea towel, kitchen roll, rubbish bags;
- Document the hand-over of the apartment, for instance with the help of a form;
- Take photographs of the apartment;
- Read the metres before handing over the apartment;
- Arrange a date to hand over the keys. Ask for a refund of your deposit.

Cancellation of insurance(s)

If you move abroad, your apartment in Germany will be insured for a further two months. After that your insurance contract will expire. You can claim back any out-standing payments you have made for the entire year. It is important that you inform the company as soon as you know that you will be moving.





Extraordinary cancellation

Reasons for extraordinary cancellation

An extraordinary cancellation will take place either because a deadline was not respected or procedures were not carried out correctly. However, an extraordinary cancellation is only legal if there is a valid reason. However, many suppliers will permit an extraordinary cancellation even though they would not have been legally obliged to do so. One example is if you go bankrupt or if a relative dies. Provided you can submit proof of your new residence abroad, you may also cancel a contract when you move to another country.



Following is a sample for the cancellation of a TELEKOM phone contract, which can also be filled out online:

<http://telekom.dsl-flatrate-angebote.de/kuendigung/vorlage/telekom-kuendigungsvorlage-festnetz-vertrag-kuendigen-umzug-ausland.pdf>

However, the cancellation of an existing phone contract due to the move abroad (is called “cancellation on important grounds”) is not a **legal right** as such, but in practice remains a matter of negotiation and a gesture of goodwill.

Phone companies/Internet/DSL etc. – cancellation of contract

Max Mustermann
Musterstr. 1
69123 Musterstadt

Heidelberg, 23.03.12

**Telekom Deutschland GmbH
Kundenservice / Kündigung
53171 Bonn**

**(or send the cancellation per fax to:
Telekom Fax-Nr. 08 00 – 33 0 10 09)**

Betreff: Kündigung meines Telekom Festnetz Vertrags aufgrund Umzug ins Ausland

Sehr geehrte Damen und Herren,

hiermit kündige ich wegen Umzug ins Ausland meinen Telekom Vertrag (Festnetz):

Schnellstmöglich (per sofort) Zu folgendem Termin: _____

Telekom Kundennummer: _____

Anschluss-Rufnummer: _____

Die Telekom Kündigungsbestätigung und die Schlussrechnung sollen gesendet werden an:

An meine bisherige Anschlussanschrift (siehe Absenderadresse des Kündigungsschreibens)

An diese Anschrift: _____

Der Betrag der Schlussrechnung bzw. Schlussgutschrift soll wie folgt verrechnet werden:

Abbuchung oder Erstattung über das bisherige bekannte Bankkonto.

Bankverbindung soll gelöscht werden. Ich überweise den Restbetrag (Gutschrift per Scheck).

Abbuchung oder Erstattung soll über folgendes neues Bankkonto erfolgen:

Konto-Nr.: _____ BLZ: _____ Bank: _____

Mit freundlichen Grüßen

Doctor – medical files

Right to view medical files

Patients in Germany have the right to view their medical files. Doctors are obliged to hand out any data they have stored about their patients. Patients have the right to view their records without having to state any particular



reason. They may also delegate this right to another

doctor or to another person whom they trust. They may also ask for copies of their records but they must collect these copies themselves. It is thus up to the doctor to decide how he allows a patient to view his files. Generally the patient will have to pay for any copies himself (0.50 € per page). Paragraph 28 of the directive on x-rays (RöV) stipulates that patients may also receive copies of their x-rays. This prevents them from having to undergo additional examinations and saves costs. Notwithstanding,

patients in Germany do not have a right to keep the original files. This would contradict the doctor's obligation to provide documentation. If a patient views his original files he must hand them back to the doctor afterwards and may only keep the copies he made.



Bank – cancellation of account

It is a good idea to keep your German bank account open for a while to handle final settlements like utility charges, security deposits etc.

Here is a link that you can use to cancel your current account:

<http://www.konto.org/download/pdf/girokonto-kuendigung-formular-eingabe.pdf>

<http://www.konto.org/download/pdf/girokonto-kuendigung-formular.pdf>

“Hiermit kündige ich meine/unsere oben-aufgeführte Kontoverbindung(en).

Das bestehende Restguthaben überweisen Sie mir bitte auf mein folgendes Konto:

Kontoinhaber:

Kontonummer:

Bankname:

Bankleitzahl:

- Der erteilte Freistellungsauftrag für Kapitalerträge verliert mit der Kontoauflösung seine Gültigkeit.”





Recognition of Certificates

If you move to another country, you have to make sure that diplomas, school certificates are recognised/approved. For example universities need from some countries an authentication of their certificates from an office for the recognition of foreign degrees. For easy access, Germany has created the so-called ANABIN database. There you have listed also the respective points of contacts in foreign countries:

ANABIN



Anabin is an acronym referring to the recognition and evaluation of foreign certificates of education ("Anerkennung und Bewertung ausländischer Bildungsnachweise"). The Central Office for Foreign Education has set up a data base with the secretariat of the Permanent Conference of Cultural Ministers of the Länder of the Federal Republic of Germany for numerous foreign countries containing extensive documentation about their education systems, the various diplomas and academic grades that can be obtained as well as their equivalence.

This database was developed in cooperation with the Ministry for Science and Arts of Hesse, the Central Office for Foreign Education as well as the Centre of Equivalence of the Austrian Federal Ministry for Science and Culture and the Centre of Equivalence of the Ministry for Science of Luxembourg. The technical concept was implemented by the company ifos GmbH in Darmstadt. The data base was financed by the ADAPT Programme of the European Union until end 2000. The information contained in the data base refers mainly to foreign higher education diplomas and grades, the conditions for obtaining them and their equivalence with German diplomas and grades. It refers exclusively to the structure of the various educational systems and does not make any statement about the international status or the political system of the relevant regions.

The purpose of the data base is to inform government ministries, educational establishments as well as other authorities responsible for the recognition of foreign diplomas about foreign higher education systems and diplomas. The data base is also available to the public in a limited form via the internet or other means. This system is intended to provide information to the public sector, to educational establishments, businesses and the public at large about foreign diplomas as well as their equivalence with other foreign diplomas and academic grades.

For further information about the respective countries, please see the website: <http://www.anabin.de/>

EUROPASS

The **europass** is a free service provided by the European Union. It promotes European mobility and supports citizens in presenting their qualifications and competences within the work and learning environment. This website provides you with all the information you need to know about the europass and the total of five documents it includes. Simply select your preferred access.



What is the europass?

The europass provides important assistance in making the best use of the opportunities offered by a united Europe. The europass enables you to present your qualifications, skills and competences in a comprehensible form right across Europe. This creates transparency. The europass thus opens the door to learning and work in Europe across all areas including higher education study, training and job search or equally within the scope of salaried employment or freelance work.

This is all made possible by the standardised europass documents which are issued in a uniform format right across Europe. These are the [europass Curriculum Vitae](#), the [europass Language Passport](#), the [europass Certificate Supplements](#), the [europass Mobility](#) and the [europass Diploma Supplement](#). These documents enable you to record all the qualifications you have acquired during the course of your lifetime regardless of the route via which you have obtained them. The europass also operates in a manner which is completely in accordance with the very latest European educational policy thinking by being increasingly aligned towards learning outcomes rather than being based on educational pathways and learning times (learning inputs).

For further information, please see the website: <http://www.europass-info.de/?id=283>



Postal Service – Deutsche Post

Redirection Service - Your mail will follow you, no matter where you move to



If you're moving house, the redirection service - *NACHSENDESERVICE* – of the Deutsche Post ensures that your items always reach the new address, for up to 12 months. In order to ensure that you can always be reached, you should order your redirection service ideally 2 to 3 weeks, and at least 5 working days, before you leave. Still if you're leaving home temporarily or in sensitive situations, you can trust the *NACHSENDESERVICE*. The Deutsche Post forwards your items in case of death or covered care.

Redirection service prices

	6 months	12 months**
Private customers	EUR 15.20*	EUR 25.20*
Business customers	EUR 30.20*	EUR 50.20*

* Including statutory VAT.

** only available online via eFiliale



Pets...



If you would like to move abroad with an animal, you must take account of the fact that many countries have quarantine and health regulations for pets. One of those is the antibody titer against rabies; this test has to have been done at least six months before entering the new country. You should obtain the necessary information about the import regulations of animals from your consulate - if possible several months before moving. You should study these regulations very carefully, otherwise there is the danger that your pet may not be able to move with you

to the foreign country but that it has to stay behind. The following questions are the sort of questions you should ask at your consulate:

- What restrictions apply in country xx for pets?
- Which documents do I need to get and submit to the authorities?
- Are there any age restrictions for pets?
- Does my pet need particular vaccines or tests?
- Which quarantine regulations have to be respected?
- Are these regulations already applicable?
- How will the pet be checked by customs and how will it be treated?
- Do I have to be present when these controls are conducted?

Further country-specific information

The countries of the European Union have harmonised their regulations concerning the importation of animals. According to these a cat, dog or ferret must have a passport. This is a blue document with the yellow stars of the EU. This passport must contain proof of a valid vaccination against rabies. Furthermore, the EU countries require animals to carry a microchip.



Some EU countries have introduced stricter requirements regarding rabies and require a health certificate from a vet. The quarantine period may also vary from country to country. Certain breeds of dog, that are generally classed as attack dogs may not be imported to certain countries. Some more exotic animals have to be notified to the authorities. Some countries do not permit the importation of an animal if the animal has been in certain countries during the preceding six months. The customs authorities will provide you with the

details. You should inform yourself in good time. You should also avoid traveling to countries that might pose a problem at a later point in time. Generally, a vet will know which countries ask for which vaccinations and what other measures to be taken. You can also find further information on the internet under www.europa.eu as well as on the homepage of the federal office for nutrition, agriculture and consumer protection (www.bmelv.de). Last but not least, the United Kingdom is extending its Pets Travel Scheme to the United States of America and Canada. As soon as this extension has entered into force, no animal needs to be put into quarantine anymore. One condition is that the animal has been tested as not suffering from rabies and that it carries an importation license.



Customs Regulations – Things to be aware of

People moving stateside this summer may take most types of pets with them if they plan ahead. However, endangered species laws prevent people from taking some turtles, birds and reptiles to the United States.

“Dogs must be free of disease and be vaccinated against rabies at least 30 days before they reach the USA,” said Bill Johnson, director of the U.S. European Command's Customs and Border Clearance Agency. “Puppies younger than three months and dogs in rabies-free areas such as the United Kingdom are exempted, however,” he added. Unvaccinated dogs will be inoculated on arrival and confined for 30 days at the owner’s expense. Cats must show no signs of disease and rabies vaccination is required in most U.S. states.

People wanting to ship pet birds should consult the USDA web site for the latest information on shipping birds as the procedures may change at short notice due to avian flu. The address is http://www.aphis.usda.gov/import_export/animals/nonus_pet_bird.shtml

Please be aware that you have to get in touch with your national authorities regarding e.g. vehicles that you have bought here!



Failure to comply with the necessary procedures may result in disciplinary action and a tax demand from German Customs. For more assistance, call a military customs office or the Customer Service office!

Please note: *This information is subject to change at short notice. We recommend you call the office you intend to visit in advance to ensure opening times and office locations are still current.*

OFFICE	LOCATION	CIVILIAN & DSN PHONE NUMBER	HOURS OF OPERATION
Heidelberg	US FORCES CUSTOMS - EUROPE PX Compound Central Processing Facility Building 3850, Room 271	06221-57-899 8 / 7142 DSN: 370-8998 / 7142	Mon-Fri: 0730-1200 & 1230-1600 Closed on weekends and US and German holidays

CUSTOMS



The following has been provided as a general guide to customs. These regulations are subject to change at any time. While the information provided has been gathered from reliable sources, it should not be considered absolute. If you are moving from within the EU there are no customs formalities. All that is required is a valid passport. If you are moving from outside the EU, you may need additional paperwork.

Items to Avoid Moving / Prohibited Items

The following items should generally be excluded from your shipment to avoid problems with customs or insurance cover.

- Any inflammable or corrosive items.
- Guns or ammunition.
- No foodstuffs.
- Wine and alcohol – duty and taxes apply.
- Jewellery, watches, cash, or other valuables.
- Narcotics, medicines, or drugs (unless a doctor's prescription is available).
- Ivory, any animal skins.
- Stamp or coin collections of a high value.
- Used computer ink-jet cartridges. They may leak. Take only new, sealed cartridges.
- Batteries should be removed from all items for movers to pack separately. They cannot be included in an air shipment.
- Aerosols cannot be included in an air shipment.

Guns

Most countries have stringent regulations on firearms and ammunition. As a rule, firearms which have no legitimate sporting or recreational use are not permitted entry into other countries.



Removal Goods



Non EU Citizens / Move from outside the EU

Used household and personal effects are allowed free of duty and Value Added Tax (VAT) providing they have been in the owner's possession and used abroad for at least six months and the owner has lived outside the EU for at least a year. In addition, the effects must be for the sole use of the owner and must be retained by the owner for at least 12 months after importation. However, if you have antique items over 100 years old which you have owned for less than six months, and for which you have a certificate of authenticity, these may be imported free of import duty and VAT. All new items and items less than six months old (including gifts), wines, spirits, tobacco and perfumes are subject to duty and VAT. If possible, keep copies of receipts/invoices for any new/dutiable items as these may be required by Customs and Excise. Movers recommend that you avoid including these items, in your shipment if at all possible. There is NO duty free entitlement on unaccompanied effects.

Required Documentation for Customs Clearance

- Copy of valid passport.
- Detailed inventory list, valued in Euros dated and signed.
- Letter of Professional Transfer (on Company Letterhead), certifying that the employee spent at least 1 year abroad.
- Non-cession certificate.
- Proof of residency – i.e. electricity or telephone bill.

It is advisable to supply all documents to your relocation company well in advance of the date of your move.



Importing Vehicles

Importing vehicles can be complicated. You will need to go through several procedures before you will be able to drive your car or motorcycle. Regulations for export vary greatly between countries of origin, and requirements in the port of entry.



EU Citizens moving within the EU

EU citizens may take their cars free of import taxes and duty, provided that the vehicle has been owned for at least six months and they are able to show customs that importation of the vehicle is for personal use only and not for financial gain; an official declaration stating the vehicle is for personal use only may requested.

Non EU Citizens / Moving from outside the EU

If you are from a non-EU country, you'll need to obtain certificate 846A from the customs services, it specifies that the vehicle complies with the respective customs requirements. Custom duty and tax will be charged, the amount will depend on where the vehicle originated from.

Documents required for vehicle importation are:

- Original certificate of title in your name.
- Insurance documents.
- Vehicle Value on the valued inventory or invoice.
- Original registration card – showing number of engine, chassis and horse power.

The documents should be dated at least six months before the estimated time of departure of the vehicles.



Engineer's report

Cars and motorcycles must comply with the regulations and standards, which involves a certificate and a detailed engineers report. Vehicles are also subject to a road worthiness test. If your vehicle does not meet the respective country regulations you are obliged to make the necessary changes to your vehicle, which can be expensive. Prior to shipping, you should contact the Homologation service of the brand of your car in order to obtain confirmation that the car may be imported into the respective country, and the list of modifications required. Once customs cleared, we will receive an import document from customs (846A). You will then need to go to the Police Department of your residence to ask for an appointment to have the vehicle checked by a garage and amendments shown on the homologation certificate, have been carried out. Normal registration can be obtained once modifications have been performed.



Registration

Once you have successfully passed customs and engineering regulations you will need to register your vehicle. This can only be achieved once you have a resident's permit. Registration is carried out at the Police Department for your residential area and the document you will receive is car registration document.

Once you have your this document, you are required to attach the registration plates within a 48 hour period.

Please note below some helpful websites of Governmental Automobile Departments:

- United Kingdom: www.dvla.co.uk
- France: www.equipement.gouv.fr
- USA: www.nhtsa.dot.gov/cars/rules/import
- Australia: www.dotars.gov.au
- Singapore: www.mot.gov.sg
- Germany: www.bmvbw.de
- Japan: www.mlit.go.jp

Moving / Relocation Companies

If you are moving, relocation companies offer a wide range of services. Most of them are standard services while others are a bit unusual. Other activities that are routine nowadays include: vocational training and on-the-job training for spouses and offspring; driver's training in English, and finding every sort of doctor, dentist, homeopathic and chiropractic practitioner imaginable. To sum up, their job includes everything and anything that enhances or accelerates the period of adjustment for the new arrivals' rapid integration in a new environment. Relocation specialists also handle the constantly increasing demand for tenancy management, to include general administration as well as financial management. And they are dealing ever more with group relocations, whether in the local area or internationally. They can even handle the relocation of complete companies. Orientation tours for individuals and families are an important part of a relocations company's service. Sometimes the tours can take the



whole day, with a stop for lunch. They may go to the neighborhood in which the newcomer will be working, and, if he or she wants to be near work they look at houses in the immediate vicinity. But the client may not like the neighborhood, or find it more important to have a place near where the kids will be going to school. Once the details are decided on; where the newcomers want to live, whether they want a house or apartment, whether or not they want it furnished, and the like, the relocating people go to work. They find several suitable places and take the client there. Once a place has been selected the relocators take care of such details as drawing up a lease and getting the utilities switched on. Prices for relocation services can vary depending on individual

circumstances. There may be separate fees for a standard house and school package as well as for full orientation tours depending on their length and intensity. The employer may pick up the tab for these, and many of them find it a great bargain. Individuals that require certain "a la carte" services may be able to work directly with a relocation company. A few decades ago all this was an expensive, time-consuming task handled by the employer. And the newcomer was rarely integrated into the culture of his new home. That was when some very service minded individuals began setting up relocation services. Other firms, notably moving and transport companies, are now in the market also and expanding the range of services they offer.



When it's time to go home again, the relocation specialists go into reverse. They book your flight, engage the movers, cancel your lease, arrange for the renovation that is called for in many German leases, and much more.

Examples of Relocation Companies are:

- Hasenkamp Relocation Services GmbH (<http://www.hasenkamp.com/en/relocation/removals.html>)
- RSB Relocation Services und Beratung (<http://www.rsb-relocation.de/en/>)
- UniGroup Worldwide UTS (<http://www.uts-germany.de/en/>)
- MAM Relocation Services (<http://www.rsb-relocation.de/en/>)
- CRA Europe (<http://www.cra-europe.de/relocation-e/Home/index.html>)