

Dear KMC Residents,

During the ongoing COVID-19 crisis, the customer service teams at the Kapaun Vehicle Registration and Vehicle Inspection Offices are working hard to provide continued support for the community while also practicing effective physical distancing to balance the health of our work force. For the time being office hours are limited for these functions, but we are continuing to serve personnel with pending mission essential movements AND an approved Exception to Policy allowing movement, as well as personnel with extreme hardships. Because appointments are limited, personnel pending mission essential movements will have priority. If there are open appointments, personnel requiring service to alleviate a personal hardship will be scheduled on a space available basis.

If you're wondering whether or not your personal situation qualifies as a mission essential movement or personal hardship, here is some further guidance to help you. Mission essential movements are limited to approved PCS, separations, deployments, or retirements. If you are approved to conduct one of these 3 movements, you may call the Kapaun Vehicle Registration Office and Vehicle Inspection Office to schedule an appointment for service. You must have your approved Exception to Policy memo before an appointment will be scheduled for you. New registrations, such as those required for newly purchased or acquired vehicles, will not be conducted unless an exception is requested to alleviate an extreme, personal hardship.

Personal hardships will be evaluated on a case-by-case basis and will require an exception request be submitted by the requestor's First Sergeant or Commander. Hardship requests for mission essential personnel will be prioritized above those who are not mission essential. Here are a few examples of situations where a hardship exception would be considered: 1- An Airman or Soldier has recently PCSed into Germany and their vehicle has just arrived. The service member has been paying out of pocket for a rental car, and that is causing the member to experience a financial hardship. 2- A mission essential member's vehicle is no longer operational and has to be replaced. 3- A member has 3 vehicles and is attempting to sell one of the vehicles. The member is incurring a financial hardship because of the third vehicle and is now attempting to sell it. ****Please note that certain instances, such as those in examples 1 and 2, a vehicle inspection will be required****

As a reminder, the Vehicle Registration Office is operating on an appointment-only basis until the current travel bans are lifted. You can schedule an appointment with Vehicle Registration by using the [appointment plus system](https://booknow.appointment-plus.com/9rm3mcns) found on the Ramstein Air Base website (<https://booknow.appointment-plus.com/9rm3mcns>) or by calling DSN 489-4500 and 0631 536 4500 on a commercial line. If you have an approved ETP, you will need to e-mail that to 569USFPS.S5BV.VehicleRegistration@us.af.mil before your appointment can be confirmed. The Vehicle Inspection Office will be open every Thursday from 0730 to 1500 (7 a.m. to 3 p.m.) and will only serve customers with an approved ETP in hand. Appointment is not required. Only one driver per vehicle (no family members or pets) will be allowed in the Vehicle Inspection Office at a time. Please contact the Vehicle Inspection Office at DSN 489-6400 or 0631 49 6400 with any questions.

Please contact our offices via the methods listed above if you have any questions about scheduling appointments. Thank you for your understanding as we work to provide continued service during these challenging times.

V/r,
569 USFPS Vehicle Registration & 86 VRS Vehicle Inspection Offices