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Global Support Organisation

# Location Guide

# Scandinavia



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As you would expect, there are too many variables involved to cover every possible situation; nor can we consider some peoples' propensity to leave things to the last minute! This guide is therefore not exhaustive. It is also somewhat generic. That said, though some of the regulations may vary, it does mean that this guide remains pertinent to those arriving from elsewhere in Europe or further afield. As such, users must adapt it to their own circumstances. All references, advice and timeframes given relate to formal guidance from the agencies and institutions concerned. Please be aware that these are subject to change at very short notice.

The best advice is to be proactive and plan. Norway is not in the EU and some civil servants have a secret penchant for bureaucracy; the earlier we can begin your paperwork the easier life will be when you arrive in Norway. While it is not possible to formally initiate the 'Arrivals Process' without a JPA Assignment Order or make further progress without your new address, it is possible to begin background preparations and complete those processes that do not require an Assignment Order or new address. These will be covered in full under the relevant sub-headings.

On behalf of the EJSU NSE team, we wish you a pleasurable move to Norway and a fun filled, exciting tour in this fascinating and beautiful country.



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- Congratulations on your posting to Stavanger.
- Located in the middle of fjord country on Norway's South-West coast, you will be surrounded by breath-taking scenery and moderate temperatures. Stavanger is not only home to NATO JWC but also a hub for the petroleum industry which makes it not only a cosmopolitan place to live but also a small-town feel considering it is a city in Norway. You are encouraged to get involved in the local community as well as seeing as much of the country as you can. The experience will be what you make it.
- Your sponsor will be able to guide you through the process and answer any questions you may have. The aim of this guide is to make your forthcoming move as simple and as pain free as possible, whether you are moving from London or Lisbon. For some, the process of moving house will be routine while for others it may be an unknown or daunting experience.
- Even for the most experienced, moving house doesn't always get easier, especially as regulations vary between locations and personal circumstances continually change. What applied or was acceptable 2 years ago may now be invalid or defunct.
- This guide is designed to provide an informed and logical process within which UKNSE Stavanger can offer advice and guidance on the preparations you need to make for your departure from your current posting and your arrival at your new home.
- We hope this provides a viable and practical framework within which one should be able to achieve a (relatively) stress-free move. It will set out and clarify as far as possible the rules, regulations and procedures you must comply with, both when leaving the UK or other overseas assignment and entering Norway, directing you to the relevant website or point of contact as appropriate. It will also highlight recurring problems.



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## Norway Facts



### Population

5,474,360  
Most population are located in the southern part of the country.

### Capital

Oslo; 1,085,992

### Area

323,758 sq kilometres  
(125,004 sq miles)

### Language

Norwegian (majority English speaking)

### Religion

Evangelical Lutheran

### Currency

Norwegian Krone (NOK)



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## Stavanger Facts

Stavanger, Norway's fourth largest city, is situated in the south-western corner of the country and has approx. 121,610 inhabitants.

The Gulf Stream carries warm seawater along the coast which gives the west coast a maritime climate with relatively cool summers and mild winters. Temperatures throughout the year are between  $-4^{\circ}\text{C}$  and  $24^{\circ}\text{C}$ . Winter days are short 0930-1530 hours in contrast to the long summer days 0300-2300 hours.

Old Stavanger (Gamle Stavanger) is a historic area of the city situated on the western side of Vågen, the inner harbour area of Stavanger. This area has a selection of preserved small white wooden houses dating from the 18<sup>th</sup> & 19<sup>th</sup> century.

Stavanger Domkirke (St. Svithun's cathedral) was built between 1100 and 1125 by the English bishop Reinald in Anglo-Norman style. St. Svithun (English bishop of Winchester) was buried in the grounds of the cathedral in July 862 so that the "sweet rain of heaven" could fall on his grave. His body was moved to a shrine inside the cathedral on 15th July 971, the ceremony was delayed by 40 days of torrential rain, a sign of St. Svithun's displeasure at the move. As the saying goes 'Should it rain on St Swithun's day, 15th July, we shall have 40 days of rain, likewise if it is fine on that day, expect dry weather for the following 40 days'.

The 3 Swords is a monument celebrating the battle of Hafrsfjord in the year 872, when Harald Hårfagre (Fairheaded Harald) united Norway into one kingdom. The swords, which are about 10 metres tall, stand for peace, freedom and unification.

Preikestolen (Pulpit rock) is one of Rogoland County's most visited attractions, a natural rock formation with a 25 square metre plateau, which stands 604 metres above the sea. The 6km hike to Preikestolen takes around 4 hours and walkers are rewarded with spectacular views of the Lysefjord.

Norwegians are enthusiastic outdoor types whatever the weather, their philosophy is: 'There's no such thing as bad weather, just bad clothing'. Along the coast there are a number of large, sandy beaches, attracting surfers from all over the area. Inland are numerous mountains and resorts enabling snow lovers to take advantage of the alpine & cross-country ski routes during the winter months with plenty of walking available in the summer.

Hytter (Cabins) Hytter are small wooden cabins out in the countryside, more than a quarter of all Norwegians own at least one of these rustic getaway homes and use them as a base to hike/fish/ski from at weekends and holidays.



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## The United Kingdom National Support Element (UKNSE)

As the UKNSE, one of our main responsibilities is to help you settle into life at JWC. To achieve this, remembering that family circumstances and individual requirements are constantly changing, this 'Welcome to Norway' page has been produced to offer instantly accessible advice and guidance on the difficult task of planning your move.

This guide will not contain all the answers to all your questions about your posting to Norway. Therefore, must be supplemented, where necessary, by personal contact with the person you will be replacing, with your sponsor and of course, the UKNSE team. Please start your preparations early.

The UKNSE team is small but very experienced in the problems you are facing or are about to face. Moving to an overseas location, especially in the case of a non-EU country such as Norway, is never easy but it is worthwhile.





## The Joint Warfare Centre (JWC)

The Joint Warfare Centre is located at Jåttå. During World War II (1943), German forces built a bunker which is part of JWC today. In 1950, the Norwegian Air Force moved in, followed by the Navy (Coast Guard) in 1957. More recently, Defence Command South Norway relocated from Oslo to Jåttå, to become fully operational in 1987.

On 3 March 2000, following numerous efforts to reshape NATO's command structure, the Command was renamed Joint Command North (JCN) to reflect its new role as a third level headquarters, subordinate to Allied Forces North Europe (AFNORTH) in Brunssum, the Netherlands.

On 12 June 2003, Alliance Defence Ministers approved a historic reform of NATO's command structure, to include the establishment of a new command, Allied Command Transformation (ACT) headquartered in Norfolk, Virginia, US. ACT commands the Joint Warfare Centre (JWC) in Stavanger.

## JWC Role Today

As directed by Headquarters Supreme Allied Command Transformation (SACT), the JWC is to promote and conduct NATO's joint and combined experimentation, analysis, and doctrine development to maximize transformational synergy and to improve NATO's capabilities and interoperability.

It assists Allied Command Transformation's developmental work on new technologies, modeling and simulation.

Through its subordinate Joint Allied Lesson Learned Centre (JALLC), the JWC is to perform joint analysis, collect lessons learned and feed them back into the transformation network.

The JWC conducts training on, as well as development of, the new concepts and doctrine for joint and combined staffs. Through its subordinate Joint Force Training Centre (JFTC), the JWC is to assist Allied Command Transformation and Allied Command Operations (ACO) in promoting doctrine by training of NATO forces.

It also assists ACO in evaluating joint force training and has formal links to NATO agencies/bodies and national/multinational training centres/facilities.



## Your Sponsor

You will be allocated a Sponsor via the NSE, this will not be the family which you are relieving. This is to help maintain continuity of support after you have taken over.

The NSE try to match you with a family of similar circumstances to you, they will help to guide you and your family providing support and advice with all aspects of your move before arriving in Norway. They will also be on hand to help welcome you once you arrive in country helping your family settle into your new surroundings, supporting with local admin after you arrive.

Once your sponsor has been allocated, please discuss with them the level of support which you require. There is a Sponsor Checklist which details what you can expect from your Sponsor.

## Spouse Employment Opportunities

Norway should be an interesting and enjoyable tour for everyone, however, for spouses there are very limited opportunities for employment. Those families who have been used to a second income should factor the possible reduction in earnings into any financial commitments. The initial setting-up costs, particularly if you arrive in autumn or winter, can be high on items such as winter tyres, cold weather clothing, as well as the usual cost of telephone, insurance and so on.

## Housing

The standard of accommodation is very high. Our community is split over two DIO Housing Estates.

Hundvag which is an island which is approximately 9 miles from NATO JWC.

Forus is walking distance from NATO JWC and close to the British School of Stavanger (BISS).

More information can be found under the Accommodation Guide.



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## Transportation

### International Travel

**By Plane.** Stavanger Airport, Sola (SVG), is located 15 kilometers from the city center. You can rent a car; take a bus or a taxi to and from the airport. SAS, Lufthansa, KLM, Widerøe & Norwegian.com (a budget airline) operate from here. There is also Haugesund Airport (HAU) located approx. 2 hours drive north of Stavanger, a regular bus service operates from Stavanger bus station. Ryanair operate from this airport, a cheaper alternative to the airlines flying out of Stavanger.

**Flybussen** Airport express coaches (click on link)

**By Ferry.** If you wish to take your car to Norway, there are various routes you can take:

Ferry/Tunnel to Calais, drive through Germany and Denmark than take a ferry from Hirtshals to Kristiansand or direct to Stavanger. This journey can take approx. 1½ days (Pets allowed).

Ferry from Harwich to Hook of Holland (approximately 6 hrs) then a day's drive to Hirtshals (Pets allowed).

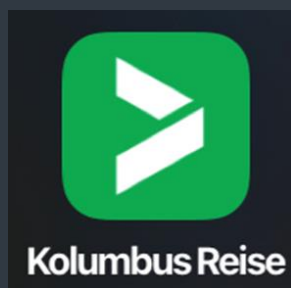
### Domestic Travel

**By Train.** The Norwegian State railway (NSB) run along the southern coast of Norway to Oslo. There are no trains northward. The railway station is located in the centre of town next to the bus station by the lake. Gausel train station is a 5 minute walk from the Gausel houses.

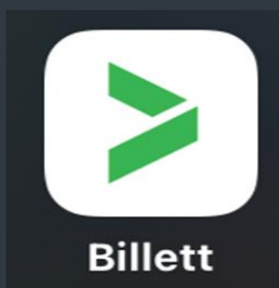
**By Bus.** The public bus service is consistent and reliable:

- **Kolumbus**, the local bus service. Timetable info at [www.kolumbus.no](http://www.kolumbus.no)

The following Apps are useful to navigate routes and purchase tickets.



Timetable



Tickets



Live tracker –travel app



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## Cycling

There are some fantastic cycle paths and routes in and around the city and wider surrounding areas. Cycling is a great way to get out and about and familiarise yourself with the local area. It is very safe and inexpensive way to get around. It is a legal requirement to have front and rear light fixed onto your bike and a bell. It is not a legal requirement to wear a helmet, but it is strongly recommended that you do. Unfortunately, Stavanger in more recent years has had a problem with bike theft. It is imperative to have a robust bike lock. If you do need to park your bike in and around the City Centre, try and park it within a busy area where it will be seen at all times this may prevent it from being targeted.

If you have an electric bike, it is advisable to disconnect and take the battery with you, once parked.

[Green cycle routes in and around Stavanger](#)



## UK COMMUNITY - INFORMATION SHEET

### 1. UK Community

- a. The UK community (UKC) refers to all service personnel and their families assigned to the Joint Warfare Centre in Stavanger

### 2. UK Community Fund

- a. **Purpose.** The UKC Fund is run wholly for the collective good and benefit of the UK Community working in JWC and their dependents. The UKC Fund committee manages voluntary community contributions and public grants to provide collective facilities and entertainment to its members.
- b. **Membership.** Any serving Service member (including Full-Time Reserve Personnel) and their families are automatically eligible to join the fund. Payment of subscription fees will allow personnel to participate in UKC events and use UKC assets, including the Community House. Should any person not wish to be a member of the UKC Fund, they can inform the Fund Manager by email and thereby formally withdraw their right to use UKC assets or attend UKC events.
- c. **Subscriptions.** The rate of subscriptions are agreed in January each year and payable on arrival at the JWC. The total amount will be adjusted to reflect your arrival date.
- d. **Events.** Events are planned and run throughout the year in order to benefit the UK community.
- e. **Committee.** The UKC Fund is managed by committee under the stewardship of the following roles appointed by the serving UK Senior National Representative (SNR). The committee from 01Apr23 is below



| Community Fund                            | Name                  |
|---|-----------------------|
| Managing Trustee                          | Col Kevin Rafferty    |
| Fund Manager                              | Lt Cdr Guy Grantham   |
| Treasurer                                 | CPO Del Shannon       |
| Secretary                                 | Sqn Ldr Becks Fewings |
| Asset Officers                            |                       |
| Community House Supervising Officer       | Lt Cdr James Westlake |
| Hundvag Kit Store Manager                 | Cdr Gavin Heirs       |
| Gausel Kit Store Manager                  | CPO Gary Betts        |
| Cross Country Ski Store Equipment Manager | Lt Cdr Adam Leveridge |
| Snekke Officer                            | Lt Cdr Kris Storey    |
| Oslo Officer Fund Officer                 | Lt Cdr Guy Grantham   |
| Treasurer Oslo Officer Fund Officer       | CPO Rob Dewars        |

3. **IKM.** The UKCF maintains an information site on the JWC NU SharePoint portal. All UKCF related documents can be accessed through the document library. [Home - United Kingdom \(nato.int\)](#)
4. **Community House.** The Hundvåg Community House (HCH) is a welfare facility aimed specifically for all UK military personnel of JWC and their immediate families. It is managed by the Community House Officer who is responsible for the smooth running and propriety within the HCH. It is not a facility for other serving members or civilian personnel within or outside the Hundvåg service accommodation unless specifically authorised by the UK SNR.
5. **Assets.** The UKC Asset Officers manage and maintain a number of assets. These assets are available for use by UKCF members and their guests. Separate Safety Management Plans govern the use of each of the assets below.
  - a) **Kit store.** Both the communities have a Kit Store (garage) containing a mixture of light watercraft, mountain bikes and other items that can be booked and used by members. The operation of the equipment is overseen by the Kit Store Manager in each location and governed by the Kit Store Safety Management Plan.
    1. **Light watercraft.** Sit on top kayaks, sea kayaks and paddleboards are available at each store. Personal flotation devices are to be worn at all times when using them.



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- **D NUMBERS**

- The NSE will make the application for your D Number which is required for services such as bank accounts, mobile contracts, internet and Health Services etc. The number is somewhat limited compared to the regular P (Personal) Number Norwegians get so you may find that using it causes some challenges. Norwegian numbers will start with their day of birth so if your number does not start with 1, 2 or 3 you may experience difficulties, especially with services using older computer systems. If you experience any issues, please contact Host Nation Support (HNS) who are extremely helpful. You must link your D Number with your postal address as it has been reported that some people in the wider community who do not do this do not receive their mail through the Norge Postal Service. Please see the NSE or HNS for further online instructions or this can be done at your local service centre (SUA) appointment, please see below.
- Your D Number is a basic configuration and will only be valid for five years before it automatically will be deactivated. Once deactivated you will have problems with a lot of services in Norway and will essentially become invisible on the system for healthcare, education etc. Everyone must book an appointment with the local service centre (SUA) for foreign workers in order to get a proper ID control and update and validate the number as soon as you arrive in post. Your entire family will need to attend the appointment with their original passports. Once the ID control is done the number will be active for five years before you will have to go through the same process. If you are remaining in Norway for over five years you can not pre-empt the renewal it must be done once five years have lapsed. Please ensure you have a SUA appointment in place at the five year point to ensure you don't lose any access to healthcare and bank accounts etc. The NSE will provide further details in your Joining Call.
- Copies of your D Numbers are available for you at the NSE. On the notification you are also provided with details of your registered doctor and Legesentre (Medical Clinic). We have no jurisdiction on what clinic you are registered with, but you have the right to change doctors twice in every 12 month period if there is availability. Contact the HNS Office if you would like to change doctor.



## IMPORTATION OF VEHICLES AND PARCEL GOODS

Non-Norwegian members of the NATO Joint Warfare Centre (JWC) with entitlements have access to import vehicles and parcels duty-free under the NATO Directive #16-12 'Duty Free Vehicles' and Directive #16-13 'Individual Duty-Free Privileges'.

**Importation of Duty-Free Vehicles** – Only the Service person may import their privately-owned vehicle to Norway using the NATO form III. The NSE will cover the documentation required to register your vehicle. **IMPORTANT NOTICE ON EXPORT:** It is very important that the Norwegian plates are handed back to the Norwegian road authorities. Failure to do so may cause the vehicle to remain registered as a uninsured vehicle and incur 150NOK per day fines. If the destination country keeps the plates make sure they issue an official statement so that you can de-register correctly in Norway. The COI document must be handed to the HNS office.

It is worth noting that Stavanger Customs Office has limited opening hours. Opening hours are:

Monday, Wednesday and Friday 0800-1200 and the address is:  
Risavika port  
Tananger (foreign terminal), first floor  
Kontinentalvegen 31,  
4056, Tananger

**Personal Import by civilian parcel post** – If mail is sent through the Norwegian civilian post to your postal address the Norwegian Post Office will notify you, or Community Support Section, of the arrival of the parcel. If the item is valued at less than 1,500NOK or annotated as a 'gift' it may be imported free of duty and tax (shipping excluded, item value only). To do this, you must obtain and complete customs clearance using NATO Form I.

The form is to be completed where applicable and signed by the individual; counter-signed by HNS and NSE and then processed through the HNS customs office in Community Support Section. You then take the form direct to Stavanger Customs – HNS will advise on this. Once customs clearance has been approved the parcel may be collected/delivered.

The original NATO Form I with all stamps and signatures is to be returned to HNS once the process is completed and the parcel collected.





- **IMPORTATION OF TAX-FREE GOODS INTO NORWAY VIA BFPO**
- There has been an audit and review into the NATO Forms used by JWC for the importation of Tax-Free Goods into Norway. This includes the process, accuracy of completion and compliance with the Supplementary Agreement (SA) to ensure that JWC is applying the correct application of the rules and regulations on relief from tax and duties. The fallout of the review is that the UK NSE must adopt the following procedures to ensure that appropriate tax has been paid on mail received.
- The 2 examples below show when taxes on mail must be paid:
- **Receipt of Parcel from UK NSE** – In accordance with the SA, personnel may receive parcels free of duty free and taxes if the contents are valued at less than 1500NOK through the postal system at the NSE. If your mail is over 1500NOK and is not a gift you are to produce an invoice/receipt from Stavanger Tolls Customs to show that taxes have been paid before the parcel will be given out.
- **Receipt of Parcel through Norwegian Postal System** – If you receive a parcel valued under 1500NOK through the Norwegian postal system and it is stopped by customs you are required to complete the NATO I Form (see the NSE) then hand into customs to release your parcel (in order to get it released tax free). If your parcel is over 1500NOK you will be required to pay tax on it unless you can prove that it is a gift.
- **INDIVIDUAL MVA RECLAIM**
- **Purchases on local market.** Entitled personnel may only seek reimbursement of taxes paid on the purchase of non-consumable goods for personal use that are not reasonably to be considered as fixed property items. No tax relief or reimbursement is available on services, such as telecommunications, utilities, travel agents, service or labour charges or event tickets.
- **Import by parcel post.** Reference allows for entitled personnel to receive items through parcel post free of duties and taxes provided that they are for personal use and the value of the contents do not exceed 1500NOK. Entitled personnel may also receive gifts through parcel post free of duties and taxes provided that they are for personal use.
- Please see the HNS support for PAC claim forms and how to submit a claim. Original receipts must be provided so it is advisable that you take photocopies and receipts must be no older than six months.



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- **NORWEGIAN LAWS**

- Physical discipline is a crime, please consider this when reprimanding children.
- Carrying weapons is illegal.
- There is a ban on open fires – certain periods of the year.
- Although no laws against noise there is an expectation to be courteous to your neighbours. Between the hours of 2300-0700 noise should be kept to a minimum and you shouldn't mow your lawn on a Sunday morning.
- Oral agreements are binding so please be careful what you agree to.
- You should carry your Driver's License with you whilst driving.
- The Norwegian government expects households to be self-sufficient in an emergency for up to 3 days. Please see guidance at link:
- [dsb\\_beredskap\\_brosjyre\\_originalutvikling\\_engelsk\\_utenlogo\\_print\\_fogra39\\_nbb.pdf](#)

- **WORK PERMITS**

- Advice from HNS regarding permit application, if you are self-employed and applying for a business license. All enquiries can be directed to them.
- The first part of the process is to apply for a residence permit as a family member of NATO under a diplomat status. There will be a checklist of supporting documents you require. Please see HNS for a step-by-step guide of setting up an account to submit the application. Once you have received the work-permit from the police you can go to the tax office located two buildings from the police station and apply for the tax-card. Take all supporting documentation with you and it is recommended to make an appointment online.
- You can earn 55000NOK on the economy without having to pay any taxes but you will still need a tax card for this to be done correctly. Tax deducted depends on the amount earned up to 36%. The application price for the work permit is currently 1500NOK and lasts for two years.



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- **TRADING FROM HOME**

- Occupants of all DIO accommodation are reminded that their License to Occupy does not allow for running a business from home (including mobile businesses) without prior DIO approval. EJSU further require that approval to set up a business from home is specifically sought and received from EJSU command, before DIO consider any application.
- You must apply for a Business Licence and become a registered business with the local Kommune. HNS can offer step-by-step guidelines for this but you must first, gain approval from DIO / CO EJSU.
- Please contact DIO for more information on 0032 (0)65 44 46 20.

- **PHONE/INTERNET**

- There is currently no requirement to wait for your Norwegian bank account to be set up prior to arranging Internet/Mobile Phone contracts.
- In the past 'Get' now known as 'Telia' has been recommended to provide Norwegian television and telephone packages. Telephone only packages are available however discounts may be available the more services you sign up for.
- <https://www.telia.no/>

- **TV/SATELLITE**

- As above regarding television. BFBS is available to you here in Norway. You will need to log into your Defence Gateway which will give you instructions to be able to watch this on you smart devices which includes Amazon Fire Stick. This will give you access to a number of British channels including Sky Sports and Movies.
- <http://getbfbs.com/bfbs-player>

- **LEGAL HELP**

- **For UK matters:** The Law Society (of the respective jurisdictions: England and Wales, Scotland or Northern Ireland) maintains a list of solicitors by location and subject area. The lists can be accessed via the respective Law Society website.
  - England and Wales <http://solicitors.lawsociety.org.uk/>
  - Scotland <https://www.lawscot.org.uk/find-a-solicitor/>
  - Northern Ireland <https://www.lawsoc-ni.org/solicitors>
- Military applicants wishing to instruct a Northern Ireland based solicitor should also contact their J2 Security Cell for a list of approved Northern Ireland law firms.
- When you return to the UK, you will need to instruct a civilian solicitor.
- **For overseas matters:** Guidance on overseas lawyers can be obtained from the Foreign and Commonwealth Office's (FCDO) published List of Lawyers Abroad.
  - [www.gov.uk/government/collections/list-of-lawyers](http://www.gov.uk/government/collections/list-of-lawyers)
- Where a territory is not specified in the FCDO's list, Army personnel should contact the in-country Army HQ for guidance on local lawyers.



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- **UNIT & STATION INFORMATION**

- **ID Cards**

- All military personnel, entitled civilians and dependants must carry an ID card. Your ID must be shown in the shops on base and should be carried at all times. Cards expire at the end of your tour date and a new card must be applied for should there be changes to this date.
- Children under the age of 12 do not require an ID card and can gain access with a parent.

- **WELFARE & SUPPORT SERVICES**

- European Welfare Officer                      0032 (0)6544 8082 / 5234 / 6733
- Mobile    0032 (0) 478 97 02 80
- Padre    0032 (0)65 44 53 46
- Mobile    0032 (0) 470 66 45 82
- Army Welfare Service (AWS)                      0044 1904 882053
- AWS provides a confidential non-discriminatory support service to assist with the challenges that arise in personal and service lives.

- **TEMPORARY DUTY (TDY)**

- GSO personnel are medically covered by HEALIX for their permanent/assigned Host Nation (HN) location; however, HEALIX does not cover GSO Personnel when travelling on TDY to other HN location. Therefore, GSO Personnel are to ensure they have an in date [EHIC/GHIC](#) card which will cover dental or medical expenses before travelling outside their HN. The only exception to this rule, GSO personnel travelling to Norway or Turkey will be covered by International S.O.S (ISOS) medical cover for the duration of their visit.
- GSO personnel are to have in their possession an in date [EHIC/GHIC](#) and personal travel insurance when traveling on TDY. MOD is not liable for the cost of insuring baggage and personal effects and such arrangements remain a personal responsibility.





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## NASE STAFF CONTACT INFORMATION

### Head of NSE

CPOWtr Matt Rudge

5134 2060

Mobile - +47 92655232

Email – [GSO-EJSU-Scandinavia-Head-NSE@mod.gov.uk](mailto:GSO-EJSU-Scandinavia-Head-NSE@mod.gov.uk)

### HR Admin

LWtr Sam Tucker

5134 2065

Email – [GSO-EJSU-Scandinavia-JNCONSE@mod.gov.uk](mailto:GSO-EJSU-Scandinavia-JNCONSE@mod.gov.uk)

### Community Liaison Officer /BFPO Postal Clerk

Claire Monk

5134 2067

Mobile – +47 92603615

Email – [Claire.Monk104@mod.gov.uk](mailto:Claire.Monk104@mod.gov.uk)

### Admin Clerk

Claire Dewars

5134 2067

Mobile – +47 92603615

Email – [claire.dewars101@mod.gov.uk](mailto:claire.dewars101@mod.gov.uk)

### DIO Local – Estate Manager

Dave Maple

5134 – 2068

Mobile - +47 46630220

Email – [Dave.Maple100@mod.gov.uk](mailto:Dave.Maple100@mod.gov.uk)



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| Deadline Prior to move date             | Action  | POC   | Date |
|---|---|---|------|
| <b>As Soon As Possible Following AO</b> | Book Agility Logistics Removals<br><br>Please complete form online, print and hand it to HoL who will sign it and submit it   | <a href="https://grms.agilitylogistics.com">https://grms.agilitylogistics.com</a><br><br>UKNSE Hd NSE 5134 2060 |      |
| <b>14 days</b>                          | Inform DIO of Assignment  | <a href="mailto:DIOSDOS-ESG-Housing-Enquiry@mod.gov.uk">DIOSDOS-ESG-Housing-Enquiry@mod.gov.uk</a>              |      |
| <b>When Removal Dates are Confirmed</b> | Book SFA March Out (and pre march out if required)  | Mr Dave Maple<br>5134 2068 (Mob 46630220)   |      |
| <b>6 Weeks</b>                          | Arrange OPVP and/or Submit PAP and/or flight/hotel application (see note 1)   | UKNSE LWTR 5134 2065  |      |
| <b>2 Months</b>                         | Submit Advance of Pay (if required)   | UKNSE LWTR 5134 2065  |      |
| <b>2 Months</b>                         | Inform Host Nations Support of your Departure   | OJ Haheim<br><OleJohan.Haheim@jwc.nato.int>   |      |
| <b>6 Weeks</b>                          | Contact NSE to start vehicle export process   | UKNSE LWTR 5134 2065  |      |
| <b>4-5 Weeks</b>                        | Submit Disturbance Expense Application  | UKNSE LWTR 5134 2065  |      |
| <b>1 Month</b>                          | Ensure all outstanding school bills and fees have been settled  | UKNSE Hd NSE 5134 2060  |      |
| <b>1 Month</b>                          | Collect and complete NATO Leaving Routine   | HR Management Branch<br>Staff Assistant 5287 9214   |      |
| <b>1 Month</b>                          | Request Medical and Dental Records  | Host Nation Doctor and Dentist  |      |
| <b>1 Month</b>                          | Community Fund - apply for refund   | Sgt Willis-Sykes  |      |
| <b>1 Month</b>                          | Annual Reports (AR's) – Ensure you have completed/handed over any AR's you are responsible for. Also ensure your own AR has been completed or a plan is in place for completion | UKNSE Hd NSE<br>5134 2060   |      |
| <b>2 Weeks</b>                          | Contact SNR to arrange Leaving Call   | SNR 5287 9400   |      |
| <b>1 Week</b>                           | Confirm forwarding address (Service Address Only)   | UKNSE CLO<br>5134 2067  |      |
| <b>1 Week</b>                           | Return mailbox key and SOFA Card and collect NATO Travel Order  | UKNSE CLO<br>5134 2067  |      |
| <b>1 Week</b>                           | Return any outstanding items to the JWC library   | JWC Library   |      |
| <b>1 Week</b>                           | Submit completed NATO Leaving Routine   | HR Management Branch<br>Staff Assistant<br>5287 9214  |      |
| <b>Last Day In Unit</b>                 | Hand in all ID cards and car passes   | HR Management Branch<br>Staff Assistant<br>5287 9214  |      |

- This Leaving Routine has been produced to assist Service personnel and their families in the planning and execution of leaving Stavanger, Norway. Once completed the front page should be submitted to the NSE.
- 
- **Things to think about:**
- 
- Toll Brick (see note 2)
- Import car into the UK (see note 3)
- National Insurance Contributions (see note 4)
- SFA/SLA at new unit ([Pinnacle Service Families](#))
- Mobile Phone/Internet contracts (minimum notice period?)
- Divert mail at local Norwegian Post Office (Posten Norge)
- Relocation Leave (see note 5)
- Import tax (see note 6)
- UK Car Tax/MOT/Insurance
- Pets (see note 7)
- Swimming Pass – Return to PTI
- School/Nursery (see note 8)
- Bank Account/Split Of Net Pay (see note 9)
- Home Insurance
- Medical/Dental Records (see note 10)
- Application for Transfer of Residence Relief (Moving all items back to the UK see note 11)
- Personnel moving to another NATO location (see note 12)
- It is recommended that spouses visit the local police station to obtain a Certificate of Good Conduct, it's a background check based on your time in Norway and is the only document to provide proof of address for the spouse. This will be beneficial when applying for jobs/volunteer checks when returning to the UK.



# Scandinavia - Departures

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- 1. **Arrange OPVP and/or Privately Arranged Passage (PAP)/Flights/Hotels**
  - To arrange your travel to your next assignment, which may include flights, OPVP and PAP, you must follow the 'Travelling on Assignment and JPA Guide', which can be found under JPA Guides.
- 2. **Toll Brick**
  - You will need to contact your current provider and explain you are leaving Norway. Once you provide the date of your last day in the country, they will deactivate the Toll Brick and should advise you to destroy/recycle it.



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## • 3. Import Car into the UK

- Not all the following information will necessarily apply to your circumstances when you are taking a vehicle back to the UK, so please read the following information carefully, determine what applies to you.
- The Germany Enabling Office (GEO), Customs & Immigration Team (C&I) and Vehicle Licensing Office (VLO) interface with HMRC and DVLA enabling all personnel to re-register their vehicles with DVLA before departing the Host Nation and enter the UK without customs or registration issues. This also enables personnel to de-register with the HN before leaving Norway. You will then be able to return your Norwegian number plates to Statens Vegvesen who will issue a deregistration certificate, enabling you to cancel your Norwegian car insurance and take out new UK car insurance prior to leaving Norway.
- The Original UK VRN (if previously registered in UK) can then be displayed back on the vehicle as of the new DVLA registration date.
- The applicant will be required to pay UK Road Tax, from date of registration, by bank transfer to the HQ EJSU account in Europe.
- **Returning a Tax-Free Vehicle to the UK**
- You should note that personnel can only return tax free vehicles to UK at the end of tour, with a guarantee that no tax, is payable by using the Transfer of Residence (TOR) process. Tax free vehicles returned to the UK mid-tour are liable to tax at the discretion of HMRC and depending on circumstances. Please see relevant instructions on [Personal Imports](#) (not end of tour and only available on MODNet) and [C384](#) (available from any internet computer).
- The full process to follow on Transfer of Residence (TOR) is [HERE](#)
- **Returning a non Tax Free Vehicle to the UK**
- Any UK registered vehicle exported to Europe can be reimported to the UK under Return of Goods Relief (RGR) by applying for a [NOVA](#) from the GEO C&I (a Transfer of Residence and Unique Reference Number as mentioned above is not required for this process). Under this agreement HMRC will not apply tax or restrictions but certain time limits may apply. [See HERE](#).



- **Additional Information - GEO C&I Import to UK Process**
- During the C&I process you will be required to provide the following with the NOVA application form.
- Copies of HN registration
- UK Logbook (if held)
- HMRC TOR letter (which you will receive once TOR is applied for)
- Details of whether the vehicle was tax paid or tax free on purchase
- Copy of Assignment Order
- If no UK Logbook is held then C&I also need the vehicle/s previous UK registration number, colour of vehicle and cubic capacity (CC)
- The DVLA registration date requested must be:
  - A date within the validity of the NOVA supplied by C&I
  - A date before travel to UK
  - The date UK Insurance will commence
  - Not a weekend or Public Holiday
- ***Any questions on importing, registering, and deregistering vehicles in your host country should first be directed to your NSE POC.***
- C&I: [GSO-GEO-CI-GPMailbox@mod.gov.uk](mailto:GSO-GEO-CI-GPMailbox@mod.gov.uk).
- VLO: [GSO-GEO-VLO-GrpMailbox@mod.gov.uk](mailto:GSO-GEO-VLO-GrpMailbox@mod.gov.uk)





# Scandinavia - Departures

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- **4. National Insurance Contributions**
  - Spouses who have accompanied their partner abroad may be entitled to claim National Insurance Contributions for the duration of the assignment. Applications should be made on the [HMRC website](#) and submitted to the Hd NSE for action ([2016DIN01-176](#)).
- **5. Relocation Leave**
  - Ensure any Relocation Leave is submitted on JPA.
- **6. Import Tax**
  - If returning to the UK, Import Tax may be payable on any exported goods that you have received tax free from the UK (Amazon for example) within the previous 6 months (similar to an exported car), it's the individual's responsibility to declare this to HMRC.
- **7. Pets**
  - Ensure all preparations are in place to take your pet to your next location (Vaccinations, Passport, chip address etc). Also ensure the route you intend to take allows your pet to travel.
- **8. School/Nursery**
  - Dependant on your School/Nursery there may be a minimum notice period, ensure you let them know as soon as possible to avoid any extra fees.



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- **9. Bank Account/Split of Net Pay**

- **Bank Account** – as you may still have payments to make or refunds to receive (Toll Brick, MOMS etc), you are strongly advised to keep your bank account active for at least 3-6 months after leaving Stavanger. Once you are content that all credits/debits have been made you can close your account online via your internet banking. You may also be charged for your Debit Card annually (usually in January), so you may wish to check with your bank if it's possible to cancel your card and keep your account open.
- **Split of Net Pay** – any changes to your Split of Net Pay cannot be processed by the NSE until the first day of the following month. You must inform the NSE in plenty of time if you would like to do this.

- **10. Host Nation Medical and Dental Records**

- All Service Personnel and their dependants are to ensure that they request a copy of their Medical and Dental records from their Host Nation provider.
- Medical Documents for SP should be forwarded securely (DII) to [DPHCBFG-Translation@mod.uk](mailto:DPHCBFG-Translation@mod.uk) for translation and once returned, forwarded to the Medical Centre at your new assignment location.
- Dental Documents for SP should be taken by hand to the new Dental Practice (no translation required).
- Medical and Dental Documents for spouse/dependants should be taken (in Norwegian) to the new Medical facility where they will be translated by the NHS.
- Separate arrangements are available for SP's assigned to a further overseas posting, further advice should be sought from the NSE.
- 



# Scandinavia - Departures

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- **11. Transfer of Residence Relief**
- Use this [form](#) to apply for transfer of residence (ToR) relief when moving or returning to the UK.
- Once you have completed all the required details, you will need to print out the form and sign. You can then email it to HMRC along with the following list of supporting documents:
- Copies of passports for all family members
- Tenancy Agreement for Norway
- Assignment Order stating you are returning to the UK
- A list of items to be taken back to the UK, signed at page 8



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# Scandinavia - Education

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- **SCHOOLS IN THE AREA**
- **BISS Preschool** (for children aged 18 months – 6 years)
  - Gauselbakken 105
  - 4032 Stavanger
  - +47 41517439 or +47 41517456
  - Email: [office.preschool@biss.no](mailto:office.preschool@biss.no)
  - Applications made through the website.
- **BISS Gausel** (for children aged 6 – 16 years) offering the International Baccalaureate (IB) Primary and Middle Years Programme.
  - This school is situated very close to our housing in Gausel and near to the JWC base.
  - Gauselbakken 107
  - 4032 Stavanger
  - +47 51950250
  - Email: [office.gausel@biss.no](mailto:office.gausel@biss.no)
  - Applications made through their website.
- **BISS Sentrum** (for children aged 6 – 16 years) offering the IB Primary and Middle Years Programme.
  - Misjonsmarka 1
  - 4024 Stavanger
  - +47 51505100
  - Email: [office.sentrum@biss.no](mailto:office.sentrum@biss.no)
  - Applications made through their website.
- **International School of Stavanger (ISS)** (for students aged 3 – 18) offering the IB Diploma Programme.
  - ISS provide school buses from all areas across the region including both UK patches. – **Please note ISS Buses are provided for use by children in Kindergarten and upwards, pre-schoolers are not permitted to travel on the Buses.**
  - Treskeveien 3,
  - 4043 Hafrsfjord
  - Stavanger
  - +47 51554300
  - Email: [information@isstavanger.no](mailto:information@isstavanger.no)
  - Applications made through their website.



- **SCHOOLING**

- If you have received a posting/Assignment Order for any location within EJSU, even if you are already serving overseas, you are required to contact the Families Section at Abbey Wood.
- Email: [UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk](mailto:UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk)
- They will send a family travel pack which will include forms such as the Confirmation of Educational Supportability – ESAR101. This form is to be completed for each child and returned to the Overseas Education & Supportability Team (OES).
- [RC-DCS-HQ-OES@mod.gov.uk](mailto:RC-DCS-HQ-OES@mod.gov.uk)
- The OES are available for any advice, guidance and support you need relating to your child's education overseas. They are happy to discuss and advise regarding any Special Education Needs (SEN) you might require for your child and any other aspects of your child's education.
- The documentation will ask you for the name(s) of your proposed school.
- Here in Stavanger, there are two main options for schooling taught in English:
- BISS – British International Schools Stavanger [www.biss.no](http://www.biss.no)
- ISS – International School Stavanger [www.isstavanger.no](http://www.isstavanger.no)
- **Important:** On receipt of your Education Supportability Certificate(s) from Defence Children Services you must immediately forward a copy to the Head of Location (HoL) via e-mail along with a completed GSO Endorsement form (provided in your new joiners e-mail) for each child. Following this process will ensure that the school tuition fees are paid centrally by the MOD and not locally by the parent. ***Please note Part C of the endorsement form is signed by the HoL NSE and not by your current Commanding Officer.***

BISS and ISS offer good standards of education with strong extra-curricular activities at both. BISS requires a school uniform whilst ISS doesn't, there are pros and cons to both of those options. The websites for both schools are very comprehensive, and we suggest you contact the schools at your earliest convenience to help you to make your decisions.

Secondary education pupils attend 'Leirskole' or camp school and require additional clothing to attend this curriculum event. For guidance on clothing requirements please see the table at the end of this document. We have provided evidence of requirements from ISS and requirements from several Stavanger Barnehages (kindergartens). These items are generally annual purchases. Many of the items would be required anyway as there are many opportunities for outdoor activities outside the education establishments.



## NURSERY

Barnehage (nursery/kindegarten) applications for children aged 1 – 5 years are made through the local kommune (council) through a digital process. The maximum numbers in all Barnehage's are kept low and therefore demand is high and the sooner you can get onto a waiting list, the better (note the MOD provide financial support for children aged 3 and 4, not earlier.)

The Norwegian way of life is very much based outdoors, you will find that this follows through with their education system, children are asked to attend with all of the correct changes of clothes for all weathers and will spend many happy hours outside!

Whilst there are no uniforms as such it is understood that schools and pre-schools mandate that students are equipped with additional winter clothing of a standard greater than that expected in the UK. For pre-schools and lower primary this is required daily and is a requirement of attendance.

With this in mind we have added a useful 'kit list\*' with current estimate costs for buying the items here in Norway. Please note that the list is provided for guidance only and that the prices may fluctuate, but it will serve as a good indicator for purchasing items before arriving in Norway.

The children are generally immersed in the Norwegian language, and it is very common that our little ones begin to understand and speak Norwegian with their new friends!

[Apply for kindergarten | City of Stavanger](#)

It is your responsibility to find appropriate education and childcare for your child(ren). Families must research childcare providers in the area and find a suitable setting which is within the Defence Instruction Notice (DIN) criteria. Completed applications should be forwarded to the NSE HoL for authorisation. Once approved the SP will be able to use JPA to arrange a reimbursement.

Apply to the Barnehage (nursery aged children 0-5) through the [Barnehage | Stavanger kommune](#).

Your sponsor will guide you in the local Barnehage options. Upon notification you will be posted to Norway (prior to educational clearance) apply to the Kommune to guarantee a place in the local Barnehage.

## **Tax Free Childcare Scheme for eligible working parents**

Reference: [2022DIN01-102-Tax-Free Childcare \(TFC\) Scheme for eligible working parents \(Service personnel\).docx \(sharepoint.com\)](#)

Serving Personnel are entitled to Tax-Free childcare (TFC) while serving overseas. Parents must open an online TFC childcare account, prior to commencing respective childcare in Scandinavia. If a TFC account is not activated, the SP will not be able to claim for TFC. There are no MOD approved childcare providers within Scandinavia, SP can only apply for TFC via the Manual top-up process utilising an 'Annex B: Claim for Government Tax-Free Childcare Top Up' submitted through the Armed Forces Families & Safeguarding team.

To register, and for more detail about the scheme, please visit [Apply for Tax-Free Childcare GOV.UK \(www.gov.uk\)](#)

Further information on the application process, eligibility and claims process can be found in the DIN. Should parents have any further queries on this then they can also contact the Armed Forces Child Expenses Team at the following group mailbox: [People-AFFS-Child-Expenses@mod.gov.uk](mailto:People-AFFS-Child-Expenses@mod.gov.uk)



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The Defence Wraparound Childcare (WAC) scheme has now been introduced to overseas locations. All of the locations in Scandinavia are covered. This is not based around JPA as it is in the UK, anyone who believes they have eligible children should contact the HOL on arrival in-country.

The Wraparound Childcare (WAC) scheme provides funding for up to 20 hours per week, per child, during term time, to eligible Service families with children aged 4 to 11 years old (4-16 years old if receiving Government disability allowances) who are in full time education in school or being home educated. **Over 7,000 Service children's before and after school childcare is currently being funded by WAC.**

WAC Overseas mirrors the WAC scheme in the UK, it is a reimbursement from Defence to Service personnel of up to 80% of the costs of before and after school childcare. Capped hourly rates apply and can be found in [2022DIN01-079-Defence Wraparound Childcare Allowance](#). The remaining 20% is claimed from HMRC via an active [Tax-Free Childcare account](#). WAC funding does not provide childcare spaces, it is funding for costs incurred when eligible families pay for before and after school childcare.

Important information.

- An active [Tax-Free Childcare](#) account must be in place for each child that personnel want to claim for (active means that you reconfirm your account with HMRC every 3 months and receive the 20% top up from HMRC when you add money into the TFC account).
- Registration and claims will be available from 6 January 2025, claims can't be submitted until registration confirmation including the child's unique WAC Overseas registration number is received.
- If Service Personnel have registered their child(ren) for WAC UK within JPA and have since been assigned to a location included in WAC Overseas and are accompanied by their family, they will need to register again using the WAC Overseas process.

Useful information and guidance is at the link [Wraparound Childcare \(WAC\) Frequently asked Questions](#).



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## Suggested Kit List

|   | <b>Barneha-<br/>gen (Pre-<br/>School)</b> | <b>Primary</b> | <b>Secondary</b> | <b>Approx. Cost<br/>(Norway)</b> |
|---|---|----------------|------------------|----------------------------------|
| Rain Suit (jacket and trousers)         | X   | X              | X                | 599 NOK                          |
| Summer-weight waterproof suit           | X   |                |                  | 699-899 NOK                      |
| Winter-weight snow Suit/Jacket-Trousers | X   | X              | X                | 899-1229 NOK                     |
| Wellington boots                        | X   |                |                  | 349 NOK                          |
| Warm-lined wellington boots             | X   | X              |                  | 449 NOK                          |
| Cold weather /boots                     | X   | X              | X                | 699 NOK                          |
| Hat                                     | X   | X              | X                | 149 NOK                          |
| Waterproof mittens                      | X   | X              | X                | 299 NOK                          |
| Woolen mittens                          | X   |                |                  | 99 NOK                           |
| Balaclava                               | X   |                |                  | 349 NOK                          |
| Warm mid-layer (Wool Trousers)          | X   | X              |                  | 399 NOK                          |
| Warm mid-layer (Down/Fleece)            | X   | X              | X                | 249 NOK                          |
| 2 x Wool (merino) underwear - top       | X   | X              | X                | 558 NOK                          |
| 2 x Wool (merino) underwear - legs      | X   | X              | X                | 538 NOK                          |
| Wool socks                              | X   | X              | X                | 149 NOK                          |
| Pram sleeping bag                       | X   |                |                  | 2799 NOK                         |
| Insect net for pram                     | X   |                |                  | 200 NOK                          |
| Merino wool - pram suit                 | X   |                |                  | 699 NOK                          |

# Scandinavia – Finance & Banking

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- **BANKING**

- SpareBank in Mariero is currently the recommended bank due to reduced waiting times to set up an account and receive bank cards. We advise this bank apose to Stavanger due to their sound knowledge of the services the bank can provide to NATO personnel and understands/speaks English. Sparebank allows all customers with D-numbers to get Bank ID, this includes children ages 12+. Book an appointment with them, bring your passports and request BankID. This will open up services like VIPPS.

If you need more information or help setting up services please speak with Host Nations Support (HNS). You will be provided instructions from the NSE shortly before arriving in post on how to start the 'set up' process remotely and your Sponsor will arrange a suitable time to take you to finish opening your account in person.

- <https://www.sparebank1.no/bank/privat.html>
- It may be worth noting that Den Norske Bank (DNB) is the alternative bank to use, which will issue Bank ID to Spouses however there is a charge approx. 3000 NOK
- One thing to consider when setting up online passwords, the Norwegian keyboard differs from the standard keyboard so please take note of where the '@' sign is for emails and any other symbols you place in your passwords.
- Most people use Wise to transfer funds between UK and Norwegian bank accounts.
- <https://wise.com/>
- In Norway the largest payment application is VIPPS, a mobile payment application designed for smartphones and developed by DNB. The application is open to customers from any Norwegian bank and gives the user the possibility to make and receive payments to a receiver's telephone number instead of an account number.
- <https://www.vipps.no/privat.html>
- In Norway you will find that there are many public digital services that require an electronic ID/key to access. These keys are divided into security levels where level 4 is the highest. The digital IDs give access to different sites according to their security level and entry requirement set by the service provider. The most common is Bank-ID (which is used and issued by the banks) allow access to other applications as such as VIPPS and Helsenorge.
- BUYPASS ID is available for spouses and will enable them to access most public services including Helsenorge independent of the Service Person. The smart card costs 989 NOK and this is not claimable. The card is valid for three years. It is recommended to order the smart card with a card reader (extra cost of 165 NOK) . The mobile BUYPASS ID app is not advised because if it locks for any reason it can only be unlocked with BankID. The main benefit of BUYPASS ID is the access to Helsenorge. This can also be obtained by giving the Service Person Power of Attorney to access the spouse's Helsenorge records however the range of available services is reduced.



## FINANCE & LEGAL

### **General Accounting Rate (GAR)**

The GAR is the rate at which sterling is converted to the local currency by the military. Contact the NSE for the monthly GAR.

### **UK Credit & Debit Cards**

Most UK credit/debit cards are accepted in large retail outlets, petrol stations, hotels and restaurants but you should check prior to purchase. When having your EU control check done on your car, they will only accept Norwegian bank cards and cash but otherwise cash is not widely accepted.

It is also possible to withdraw cash, with a UK credit/debit card, from a large network of cash point machines but a charge may be applied please check with your bank first.

### **Legal Help**

**For UK matters:** The Law Society (of the respective jurisdictions: England and Wales, Scotland or Northern Ireland) maintains a list of solicitors by location and subject area. The lists can be accessed via the respective Law Society website:

England and Wales <http://solicitors.lawsociety.org.uk/>

Scotland <https://www.lawscot.org.uk/find-a-solicitor/>

Northern Ireland <https://www.lawsoc-ni.org/solicitors>

Military applicants wishing to instruct a Northern Ireland based solicitor should also contact their J2 Security Cell for a list of approved Northern Ireland law firms.

When you return to the UK, you will need to instruct a civilian solicitor.

**For overseas matters:** Guidance on overseas lawyers can be obtained from the Foreign and Commonwealth Office's (FCDO) published List of Lawyers Abroad.

[www.gov.uk/government/collections/list-of-lawyers](http://www.gov.uk/government/collections/list-of-lawyers)

Where a territory is not specified in the FCDO's list, Army personnel should contact the in-country Army HQ for guidance on local lawyers.





- **HEALTHCARE INFORMATION**
- Please also read the [Central European Practice \(CEP\) Patient Information Leaflet](#) which contains important and relevant information for all [CEP locations](#).
- The NSE role is to provide a link between the Host Nation providers, the CEP and to One (HMG) HEALIX if one is needed.
- Your healthcare during this assignment will be delivered by Host Nation providers, with secondary care co-ordinated by One (HMG) HEALIX in conjunction with the CEP. You may also be referred into NHS services where appropriate.
- In the background the CEP 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 One (HMG) HEALIX.
- **One (HMG) HEALIX Healthline**
- **+44 (0)2084 817800**
- [healthline@One \(HMG\) HEALIX .com](mailto:healthline@One (HMG) HEALIX .com)
- **Central European Practice**
- **+32 (0) 6544 2280**
- [UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk)





- **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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- **ACCESSING HEALTHCARE**
- **Out of Hours**
- If you require care that cannot wait until the next working day, then attend the local Accident and Emergency Department.
- [Legevakt Stavanger Urgent Care – Map](#)
- [Stavanger Emergency Room | Stavanger](#)
- **If you attend A & E or are admitted to hospital unexpectedly you must call One (HMG) HEALIX**
- If you need the support of a clinical team out of hours the One (HMG) HEALIX Healthline is 24/7. They can be reached on **+44(0)208 481 7800**.
- **In an Emergency - call 113**
- **PRIMARY HEALTHCARE**
- The NSE will provide you with the name and address of the Doctor that you are allocated via Host Nations on your arrival to Norway. If you would like to change your doctor at any point for any reason, you can do so by consulting the 'Request New Doctor Guide' within Scandinavia Guides on EJSU.net.
- Primary Care may be viewed as day-to-day healthcare given by a Doctor/Nurse to get treatment or advice for your condition, to receive a prescription for medication or to undergo immunisations, routine optical or audiometry screening or using laboratory services such as getting a blood test. Bills stemming from Primary Care will be processed by the CEP. You may either pay upfront and submit your receipt as proof of payment to the CEP, or you may submit an Invoice from the provider to the CEP for processing.
- **SECONDARY HEALTHCARE**
- Your primary Doctor may consider an onwards referral to Secondary Care. Secondary Care may be viewed as attending Hospital for further screening services such as an Ultrasound, X-ray, MRI scan, Physiotherapy, or for a specialist opinion from a consultant, which may lead to surgery. In the very first instance you must contact One (HMG) ONE (HMG) HEALIX in order to gain financial approval prior to going ahead with Secondary Care services. One (HMG) ONE (HMG) HEALIX will take action and work closely with the CEP to ensure that the most appropriate clinical path is followed going forward. One (HMG) ONE (HMG) HEALIX will provide a 'guarantee of payment' to the provider in most scenarios. Alternatively, in exceptional circumstances, the cost may have to be settled by the CEP. It is vital that submitting invoices to the CEP is not delayed as this may incur additional costings.



- **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.

- **Physiotherapy and Rehabilitation**

- Once you have received your referral for physiotherapy from the Host Nation GP, One (HMG) HEALIX must be informed, they will then either arrange for the bill to be paid centrally or give you approval to pay the bill yourself and claim back via JPA. You must ensure you have obtained an authorisation letter prior to commencing physiotherapy treatment so that you do not become liable for the bill.
- One (HMG) HEALIX will conduct a clinical review to determine if therapy is required and approve any sessions as required. Typically, this will be reviewed after 5 sessions. The CEP will also be involved if there is any concern about a lack of progression or occupational implications for military personnel.

- **Optician**

- Routine Optician appointments can be made, and costs can be claimed through JPA for SP. Dependants will only receive re-imbursement from the MOD if the eye-test and spectacles are in support of a clinical condition or clinical screening programme.
- Please see the NSE prior to any Optician Appointment that you make, ensuring you will be eligible to claim.



- **Helsestasjonene (Health Station)**

- Ordinarily any health checks for pre-school children including post-natal check-ups, health visitor, vaccinations, guidance and counselling may have been offered via your GP surgery in the UK. In Norway the Health Stations are a free service for pregnant women, children and adolescents from 0-20 and their families. There you will receive guidance, counselling, health examinations and vaccinations. All children under the age of 5 must be registered with your local clinic when you arrive in country. This will not be done as part of your P Number and doctor application.

A local clinic is Hinna Helsestasjonene and is located from the basement car park of the Viking Stadium [stadionparken kjøpesenter](#)

- Jåttåvågveien 7
- 4020 Stavanger
- Telephone: 51 91 22 83

- For more information on pre and post-natal care, please contact the NSE.

- **Pre-natal**

- The midwife service is headquartered at Sentrum Health Centre. Your first antenatal appointment will be made here before assigning you to a local midwife at your nearest Health Centre.
- The address is:
- Klubbgata 5, on the 5<sup>th</sup> floor of the Arkaden shopping centre. You can book your first hour appointment with the midwife by phone 51 91 30 44.

- [Jordmortjenesten | Stavanger](#)

- **Vaccinations**

- Routine vaccinations may be carried out at your GP Surgery or larger pharmacy. The GP will prescribe the vaccine and then may ask you to order the vaccine at a chemist. They or the pharmacy will then administer it. Vaccination appointments may be booked by phone or online. It may be necessary to make an appointment at a Vaccination Clinic depending on the type of vaccination. Vaccinations for children under the age of 12 years are done at the GP Surgery. The cost may be able to be claimed back depending on eligibility.



- **REGISTERING BIRTHS AND OBTAINING BIRTH CERTIFICATES**

- Child is born – ‘**Live birth certificate**’ is to be provided by the hospital, it has been recommended by Host Nation Support and mandated by GEO to push for this documentation to be produced by the hospital, and it is important that the father ensures his name is written on this paperwork.
- SP to complete the ORS1 (NSE will provide) and provide the following:
  - A copy of the Live Birth/Certificate in Country of Birth of the child
  - A copy of Father’s Birth Certificate ( Long Copy)
  - A copy of Mother’s Birth Certificate (Long Copy)
  - A copy of Mother’s Passport if Married Name is not used
  - A copy of Marriage Certificate
  - Any documentation regarding change of name other than by marriage
- Once all the required documents have been gathered, it is to be sent to, Sylvia Lane, Registrar, GEO [Sylvia.Lane105@mod.gov.uk](mailto:Sylvia.Lane105@mod.gov.uk) Sylvia creates a Service Registration Birth Certificate, which is sent back to the NSE via DHL express delivery.
- This document will be the child’s UK Birth Certificate.
- ***It has been advised that a draft copy of the ORS1 is e-mailed to the Registrar for checking prior to signatures. [GSO-GEO-J1-GrpMailbox@mod.gov.uk](mailto:GSO-GEO-J1-GrpMailbox@mod.gov.uk)***
- Once we have received the Service Registration Birth Certificate in the NSE you will be informed, and you can then begin the process of applying for a UK passport.
- ***Please Note: An official Norwegian Birth Certificate will also be issued and sent to you by post, it may be that only the mothers name will be listed as there is no link between two parents due to the D-number. If this happens Host Nations have a system in place to file a protest and get both names on the birth certificate (as you will have the Services Registration Birth Certificate, you may not want to pursue this).***

- **HEALTHCARE PAYMENT PROCESS**

- All routine medical appointments are made through your GP. When you attend a Doctor’s appointment there will most likely be a check-in machine as you enter. Enter your date of birth and confirm your appointment to let the Doctor know you have arrived. You must ensure, when leaving the Medical Centre use the machine to pay for your appointment and claim the cost back through JPA. Prescriptions are paperless and computerised. You can therefore go into any Apotek (Chemist) to collect your prescription. Please ensure you always have your D Number with you.
- **JPA Claims**
  - In most instances you will be expected to settle a bill for healthcare or medication upfront. You must ask for a receipt as proof of your payment. Service Personnel (SP) must follow the instructions in the Healthcare JPA Claim Guide found in the claims section within this guide.
  - **Please note: All JPA Claims for reimbursement are to be submitted within 90 days of the period concerned, or the date on which the expenditure was incurred, as directed in JSP 752.**



# Stavanger – New doctor registration

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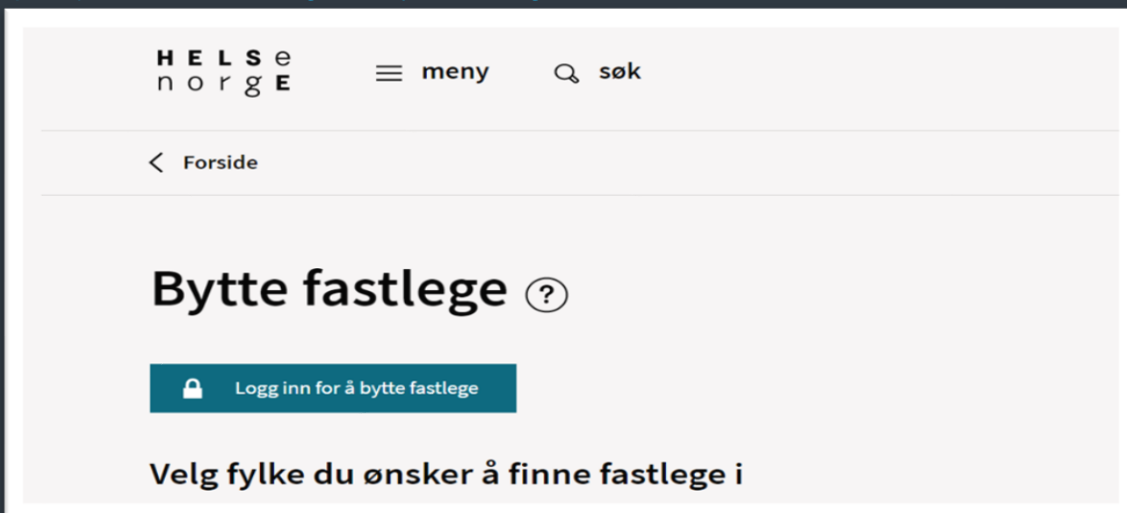


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# Stavanger – New doctor registration

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- [The Process for Requesting a New GP – Stavanger](#)
- Please visit the website below (log in without P Number):
- <https://tjenester.helsenorge.no/bytte-fastlege>



HELSE Norge

meny søk

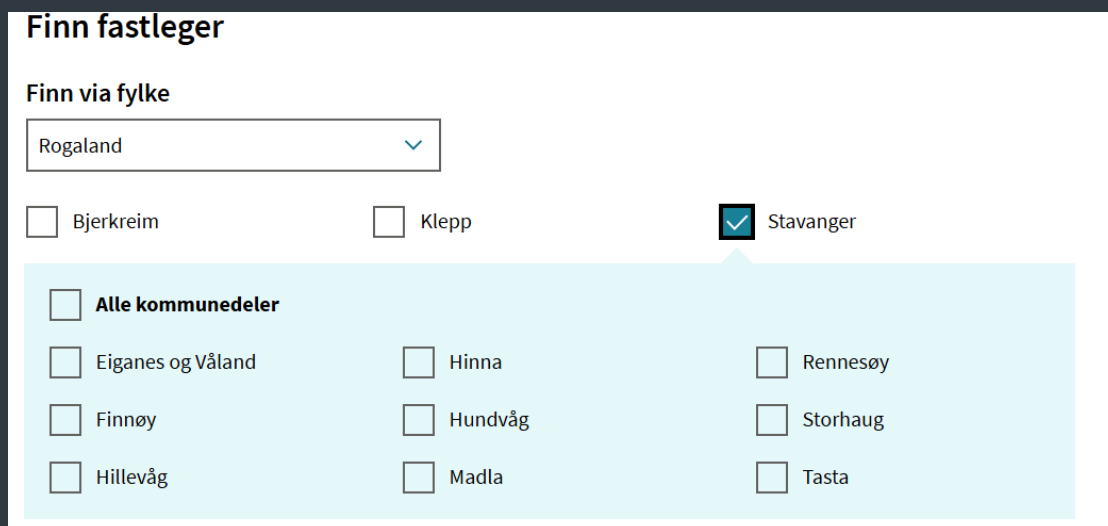
< Forside

## Bytte fastlege ?

Logg inn for å bytte fastlege

Velg fylke du ønsker å finne fastlege i

- Select Rogaland then Stavanger then closest kommune. ( You will know this information when you know which house you have been allocated).



### Finn fastleger

Finn via fylke

Rogaland

☐ Bjerkreim ☐ Klepp ☒ Stavanger

☐ **Alle kommunedeler**

|  |                                  |                                   |
|--|----------------------------------|-----------------------------------|
| <input type="checkbox"/> Eiganes og Våland | <input type="checkbox"/> Hinna   | <input type="checkbox"/> Rennesøy |
| <input type="checkbox"/> Finnøy            | <input type="checkbox"/> Hundvåg | <input type="checkbox"/> Storhaug |
| <input type="checkbox"/> Hillevåg          | <input type="checkbox"/> Madla   | <input type="checkbox"/> Tasta    |



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# Stavanger – New doctor registration

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|   | Fastlege  | Fastlegekontor   | Ledige plasser | Antall på venteliste |
|---|---|--|----------------|----------------------|
| ✓ | <b>Aboujamous, Nachaat</b><br>55 år, mann               | Madlaklinikken AS<br>Madlakrossen 9, 4042 HAFRSFJORD         | 0 av 1500      | 76                   |
| ✓ | <b>Apeland, Marit Bergem</b><br>64 år, kvinne           | Madlakrossen Legesenter<br>Madlamarkveien 2, 4041 Hafrsfjord | 0 av 1500      | 34                   |
| ✓ | <b>Czarnecki, Zbigniew Jan Waldemar</b><br>69 år, mann  | Madlakrossen Legesenter<br>Madlamarkveien 2, 4041 Hafrsfjord | 0 av 1300      | 37                   |
| ✓ | <b>Drace, Vedad</b><br>64 år, mann                      | Madlakrossen Legesenter<br>Madlamarkveien 2, 4041 Hafrsfjord | 0 av 1700      | 8                    |
| ✓ | <b>Ershadi, Mojtaba</b><br>51 år, mann                  | Madlaklinikken AS<br>Madlakrossen 9, 4042 HAFRSFJORD         | 108 av 1600    | Har ikke venteliste  |
| ✓ | <b>Hansen, Einar Mathisen</b><br>28 år, mann            | Hafrsfjord legesenter AS<br>Madlakrossen 25, 4042 Hafrsfjord | 0 av 950       | 53                   |
| ✓ | <b>Henanger, Geir Jensen</b><br>58 år, mann             | Geir Henanger AS<br>Madlakrossen 25, 4042 HAFRSFJORD         | 0 av 1900      | 12                   |
| ✓ | <b>Idehen, Norman Isaac Evbinmaharia</b><br>69 år, mann | Madlaklinikken AS<br>Madlakrossen 9, 4042 HAFRSFJORD         | 106 av 1500    | Har ikke venteliste  |

Available  
places

No. on  
waiting list

|   |                                       |  |             |                     |
|---|---------------------------------------|--|-------------|---------------------|
| ✓   | <b>Jacobsen, Ida</b><br>28 år, kvinne | Madlakrossen 25, 4042 Hafrsfjord                     | 0 av 800    | 12                  |
| ^   | <b>Liste uten fast lege</b>           | Madlaklinikken AS<br>Madlakrossen 9, 4042 HAFRSFJORD | 142 av 1000 | Har ikke venteliste |
| <p><b>Liste uten fast lege</b></p> <p><b>Fastlegeliste</b> ?</p> <p>Maksimalt antall plasser på legens liste: 1000<br/>Antall ledige plasser på legens liste: 142</p> <hr/> <p><b>Kontaktinformasjon og fasiliteter ved legekontoret</b></p> <p><b>Besøksadresse</b></p> <p>Madlaklinikken AS<br/>Madlakrossen 9, 4042 HAFRSFJORD</p> <p> Lokalet er tilpasset bevegelseshemmede</p> <p><b>Telefonnummer</b></p> <p><a href="tel:51938890">51 93 88 90</a></p> |                                       |  |             |                     |

Once you have chosen the GP you would like to register with (you can only be on the waiting list for one GP) please e-mail the name and address of GP to OJ:

[OleJohan.Haheim@jwc.nato.int](mailto:OleJohan.Haheim@jwc.nato.int) and Linda: [Linda.Svendsen@jwc.nato.int](mailto:Linda.Svendsen@jwc.nato.int) at Host Nations with the **Full Name, DOB (not P numbers)** of **everyone in your household** who require a change in GP. This information is sent to a specific contact within Helse Norge. You can telephone Helse Norge direct on 23327000, stating you are NATO, however you are not guaranteed that the person you speak to, will know how to process you under NATO. Therefore, we strongly advise against this option.

NOTE: You must **not** submit the request yourself online, as it will **not** work.



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# Scandinavia – Dental Care

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As there is no Service provision for dental care by Defence Primary Healthcare (DPHC) (Dental) in Stavanger, personnel are authorised to seek dental treatment from local civilian dental practitioners. Dental treatment is accessed via HEALIX / One HMG and provided by local Host Nation dental practitioners.

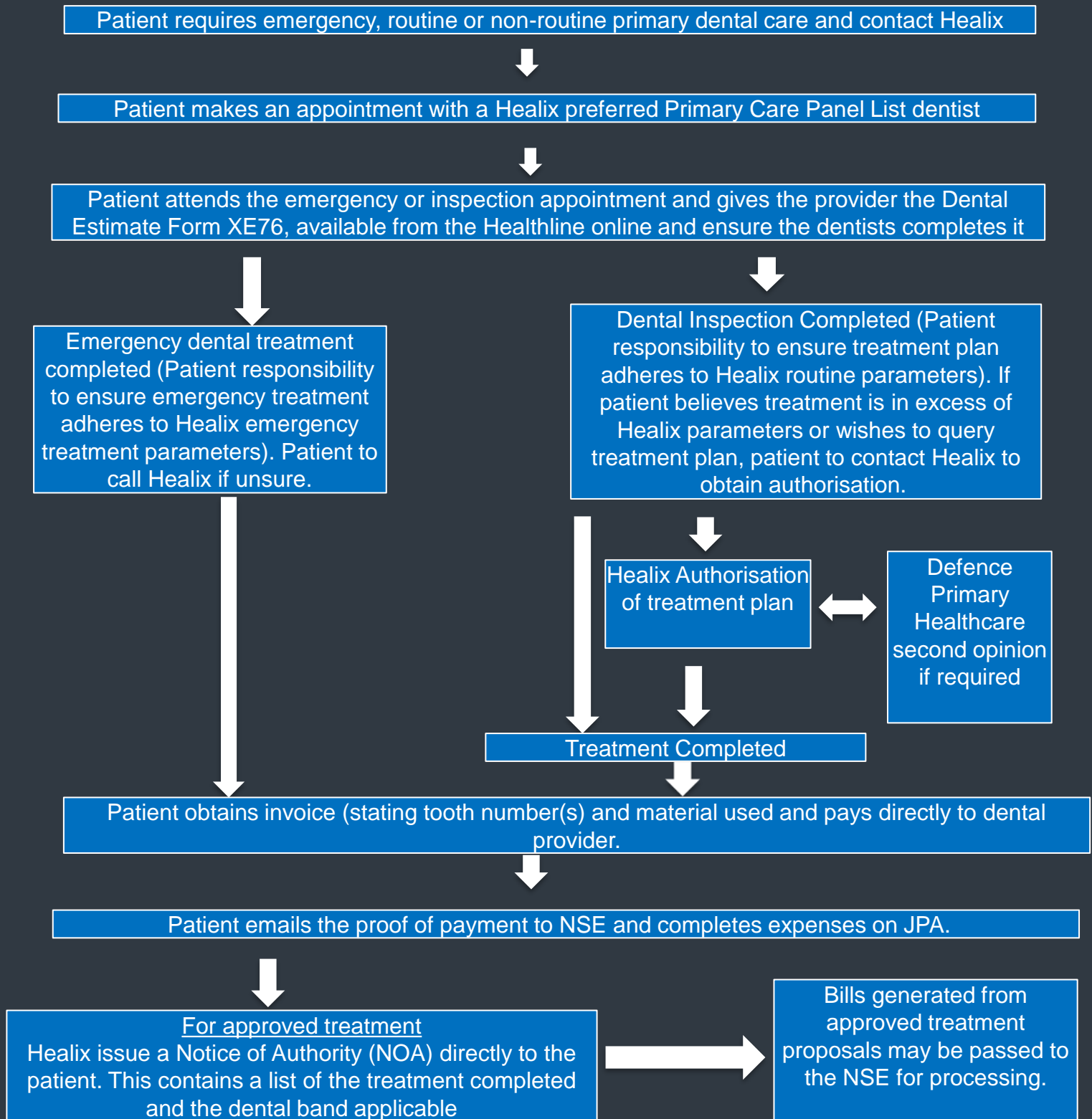
- Prior to attending **any** secondary dental appointments, contact should be made with One HMG Healthline who will provide further clarification on their processes to follow. They will provide the relevant forms and paperwork to take to your appointment, including the proposed treatment plan form for the dentist to complete. They will explain what treatments would need prior authority, making sure you **do not** proceed with treatment, **the cost for which you may subsequently become liable, if deemed unjustified.** Contact with the One HMG Healthline on +44 (0) 2084817800, or email [healthline@healix.com](mailto:healthline@healix.com)
- Furthermore, a clearance code can be obtained from your MOD Gateway lead (MOD parent depts./CoC) and registrants (patients) can generate their own username and password at [One HMG Healthline](#), which will help with your overall healthcare.
- Emergency treatment does not require prior approval; **however, patients are strongly advised to contact HEALIX before attending treatment.** Urgent treatment required for the relief of acute pain, haemorrhage or infection may be undertaken without delay, however any follow-on treatment may require authorisation.
- Patients are required to pay for the treatment and claim costs back through unit admin.
- Unless exempt, dependants will pay NHS patient contribution costs towards their dental treatment, with these costs being reclaimed by the NSE. The patient contribution paid to the MOD is equivalent to [NHS Dental Charges](#).
- Note: Dental practices can be recommended but are not independently assured. Patients should determine themselves where they wish to receive dental treatment.



# Scandinavia – Dental Care

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Flow chart showing the process of a Patient Paying for the Dentist Directly to Provider (Non-cashless billing)



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- Some of the local dental practitioners in Stavanger are listed below:
- Oris Dental Hinna Park
- Laberget 28
- 4020 Stavanger
- +47 51 59 70 10
- [hege@oris-stavanger.no](mailto:hege@oris-stavanger.no)
- ORIS Dental Madla
- Madlamarkveien 2A
- 4041 Hafrfjord
- +47 51 59 70 00
- [tannregulering@oris-stavanger.no](mailto:tannregulering@oris-stavanger.no)
- Knivsberg Klinikken
- Børehaugen 1
- 4006 Stavanger
- Norway
- <http://www.knivsberg.no>
- +47 51 85 86 86
- Orthodontist
- Kirkegt 28, 4006 Stavanger, Norway
- <http://vakresmil.no/>
- +47 67 22 88 11
- **Emergency Dental Clinic**
- Tannlegevakten Stavanger
- Tastagata 30-32, Inngang A
- 4007 Stavanger
- +47 51 65 92 70
- The Emergency Dental Clinic has telephone opening hours of 1100-1500 Saturday and Sunday. If you are unable to get a reply, it is strongly suggested that you drive directly to the Clinic. The entrance to the Clinic is via Entrance A, to the rear of the building. An appointment can be made directly there and you may be asked to wait or to come back for the appointment. The clinic will work on each weekend day until all appointments are complete, which may be beyond 1500. You will need to have P Numbers ready when making an appointment.



## IAW 2023DIN-020 Routine Treatments (Annually):

- 1: Dental examination / inspection / check-up.
- 2: Radiographs (intra-oral of no more than 1 x OPG, 2 x bitewings and 4 x periapical).
- 3: Routine restorations (Fillings) to a maximum of two. If more than two restoration are proposed, prior authorisation must be obtained before any fillings are carried out.
- 4: Non - surgical periodontal treatment (scale, polish - one course of treatment).
- 5: Straightforward extraction of no more than two teeth (excluding wisdom teeth).
- 6: Root canal treatment (non-surgical).
- 7: Repairs to dentures.
- 8: Fissure sealants for children.

Prior approval from One HMG Healthline (HEALIX) is not required for emergency, however, authority for routine treatment should go through One HMG to arrange funding. Emergency treatment required for the relief of acute pain, haemorrhage or infection can be undertaken without delay or prior notice being given. If non-routine treatment is required, you will need to contact OneHMG for prior approval for treatment.

For clarity on all routine procedures and authority for public funding, please contact One HMG Healthline (HEALIX) on +44 208 481 7800. The NSE can also provide further advice and guidance.



- All non-routine requests must go through One HMG Healthline (HEALIX) for authorisation on +44 208 481 7800.

IAW **2023DIN-020 Non-Routine Treatments:**

- 1: All requests for adult dental inspections at less than 12-month intervals and less than 6-month intervals for Under 18's.
- 2: All requests for more than two restorations proposed.
- 3: All requests for continued periodontal therapy following the first course of treatment and reviews.
- 4: All appliances made by a dental laboratory (veneers, inlays/on lays, crowns, bridges, full and partial dentures, soft and hard splints, anti-snoring devices and mouthguards).
- 5: Elective replacement of amalgam (silver) restorations with composite (tooth-coloured, 'white') restorations.
- 6: Fissure sealants for adults.
- 7: All orthodontic treatment.
- 8: Extraction of all third molars (wisdom teeth).
- 9: Surgical periodontal therapy.
- 10: Surgical endodontic therapy.
- 11: Elective surgical procedures eg; frenectomy, hemi-section or coron-ectomy.

**If non-routine treatment is initiated before approval is granted, treatment costs will not normally be refunded by MOD.**

Routine and non-routine treatment will not normally be authorised within the last 3 months of a tour.





- **Orthodontic treatment**
- **Any orthodontic treatment commenced without approval will not be eligible for funding at public expense.** Retrospective claims will not be reimbursed.
- Orthodontic treatment requests for orthodontic care are **non-routine** and will be considered for entitled personnel under the age of eighteen (18) with a clear health need for treatment; this is in line with NHS regulations.
- Prior approval from One HMG Healthline is required for all Orthodontic treatment. Treatment proposals must be submitted in accordance with [2023DIN-020](#)
- The complete treatment proposal and supporting evidence should be submitted to One HMG Healthline by either the patient, Embassy or Unit Administrative Staff. An NHS Business Services Authority clinical advisor will assess the case to determine whether the patient meets current NHS eligibility criteria, determined by IOTN and age. If the eligibility criteria are met, orthodontic treatment will be approved at public expense and provide a case transfer code. This is essential to continue any necessary treatment back in the UK.
- For advice or any guidance please contact One HMG Healthline on +44 208 4817 800 or email [healthline@healix.com](mailto:healthline@healix.com) as they will be able to provide further clarification on their processes. You can also obtain a clearance code from your MOD Gateway lead to access the following link [Healix Healthline](#)
- **Professional Advice.** Professional advice for any dental query can be obtained from HEALIX or DPHC(O). Further guidance can be obtained within [2023DIN01-037](#), Instruction for Service, Entitled Personnel and Civil Servants serving Overseas who receive dental treatment from non-Service sources:
- MODNET: [UKStratCom-DMS-DPHC-HQODen-Supp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-HQODen-Supp@mod.gov.uk)
- SfB: +443001527181
- Further information and general advice is available [My Healthcare Hub](#) via Defence Gateway





- **Pets and Registering Dogs**
- The rules for the importation of animals into Norway differ dependant on whether you are travelling from inside or outside of the EU (UK is classed as Third Country) and further information can be found in the links provided below.
- If arriving from the UK via Eurotunnel, then all documentation will be checked on arrival into France and then again when arriving via Ferry into Norway.
- If flying pets directly to Norway, then you must fly to Oslo (Gardermoen) Airport for Customs clearance.
- A general rule is the animal must have the following;
  - ID Marked (Microchip)
  - Hold a pet passport or health certificate
  - Valid anti-rabies vaccination
  - Anti-echinococcus treatment (dogs only)
- Please note certain breeds of dogs are banned, for example: Pit Bulls, American Staffordshire Terriers, Brazilian Mastiff, Dogo Argentino, Japanese Mastiff, Czech Wolfdog
- You are strongly advised to visit the Norwegian Food Safety Authority website ([www.mattilsynet.no](http://www.mattilsynet.no)) who are the authority for the importation of live animals into Norway.
- For current, up to date information and advice about travelling with pets please also visit:
  - [Carriage Of Animals Policy – Eurotunnel Le Shuttle](#)
  - [Taking your pet dog, cat or ferret abroad: Travelling to a non-EU country - GOV.UK \(www.gov.uk\)](#)
  - [Travelling with dogs, cats and ferrets from EU-countries to Norway | The Norwegian Food Safety Authority \(mattilsynet.no\)](#)
  - [Travelling with dogs, cats and ferrets from third countries and territories to Norway | The Norwegian Food Safety Authority \(mattilsynet.no\)](#)
  - [Taking a Dog to Norway: Rules and Regulations \(tripsavvy.com\)](#)
  - [Traveling to Norway with a dog – Formalities – PETROT \(petrotter.com\)](#)
  - [Bringing Dogs and Cats to Norway: From Moving to Importing Pets | PetRelocation](#)
  - [Travelling Norway with Dogs | Customs, Ferrys, Camping \(roads-and-rivers.com\)](#)



- **Dog walking rules in Norway**
- Like most countries dogs are more than welcome in Norway, however also like most countries there are people who have no time for man's best friend or are in some cases afraid.
- Between 1st April and August 20th annually a Leash Law (Bandtvang) is in effect which states that your dog must remain on the leash at all times, except in designated areas.
- This is the law and the police can fine you NOK 5,000 (approx £480) for breaking it!
- Outside of those times dogs can generally run free, although there may be some exceptions such as certain parks and busy areas, it is always best to check with your local commune. Control of your dogs off-leash is paramount and police have been known to stop dog walkers who they believe are not demonstrating sufficient control of their dog!
- Walking on farmland is prohibited between 30th April and 14th October.

## Vets and Norwegian Pet Passports

- Although not a legal requirement to do so, you are strongly advised to register with one of the many local Veterinary Practices on arrival into Stavanger.
- Should you intend to travel in and out of Norway with your pet during your time here, you would be well advised to discuss with the Vet the possibility of obtaining a Norwegian Pet Passport. This does come at a cost but will smooth the process of Customs/Border checks and reduce the amount of paperwork required each time you cross the Border.



# Scandinavia – Postal Services

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- **BFPO MAIL**
- The UK NSE runs a limited BFPO postal service. The post room is situated on the ground floor of the UKNSE building and is open during normal office hours for access to the mailboxes. You will be provided with your own personal mailbox and key on arrival in post. Parcel collection is between **1100-1300 weekdays**.
- For all incoming mail the following **must** be clearly stated on all packet/parcels:
- **The Senders / Return Address must be clearly stated, in full**
- **Recipients name and address - please write in BLOCK capitals.**
- **DO NOT USE ANY COUNTRY LOCATIONS**
- **SERVICE NUMBER**
- **RANK AND NAME**
- **UKJSU JWC NATO**
- **BFPO 50**
- **BF1 2AQ**
- **Customs declarations must be clearly declared with a CN22, listing each item, with the number of pieces, value and MUST BE SIGNED.**
- **All goods being shipped must include a minimum six-digit HARMONISED SYSTEM (HS) Commodity Codes and an accurate description for each item in the shipment. These rules are for all goods excluding documents.**
- Mail is collected from Stavanger Airport on a weekly basis (currently on a Monday morning). Small items will be placed in your mailbox (accessed with your key) and larger or 'signed for' items will be within the mail room. A notice is placed in the locker if there is a large or signed for parcel to be collected.
- We do provide a limited outgoing mail service which is restricted to items with pre-paid returns labels, **UK** stamped letters up to 100g, but **not Royal Mail Click and Drop service**. Please note the NSE cannot provide UK postage stamps. It is advisable to bring a supply of postage stamps with you from the UK. The BFPO website should be consulted for further information on size, weight, cost and restricted items. Should the mail be official or urgent please contact the UK NSE Admin team.
- Completed, signed CN22 labels must also be affixed to any outgoing parcel.



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- **BFPO Customer Service Contact Details**
- For all your customer service needs, you can contact BFPO directly on:
- [desbfpo-enquiries@mod.gov.uk](mailto:desbfpo-enquiries@mod.gov.uk)
- This can be useful if you ever experience damaged/missing mail, these enquiries cannot be made by NSE Staff on your behalf.
- **Posten Norge**
- You will be provided with name and address stickers for your allocated house (please see the NSE for more details). Each house has a mailbox on the main road, Posten Norge will not post your mail without your name and address clearly labelled on the mailbox. Along with your mail delivery there is a large amount of 'junk' mail and weekly circulars delivered. You can register at the Posten Office who will provide a sticker to place on your mailbox stating you do not want this junk mail. However, it is recommended to keep the sticker off for the first few months. This allows you to see what shops and services are available in the local area and any special deals that are available, if you so wish. It also lets you get used to Norwegian prices.



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# Scandinavia - Shopping

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## **SHOPPING**

Shopping of any sort in Norway is expensive so brace yourself and try not to convert everything into sterling. We are given a generous LOA package to help with these costs and we can claim back tax on many non-consumable items (Moms/MVA).

The one thing you will no doubt experience here is the lack of choice within the supermarkets. You will adjust and find your alternatives. Whilst Hello Fresh is available, a standard supermarket grocery delivery is not.

The regular Supermarkets for groceries are:

- **Coop (Tesco equivalent)** – it offers a similar points card system to Tesco. Membership offers you discounted products and points with monetary value.
- **Extra (Tesco equivalent)**
- **REMA (ALDI/LIDL equivalent)**
- **Helgo Meny (Waitrose / M&S equivalent)**
- **KIWI (ASDA equivalent)**

Take a close look when buying fruit and veg, make sure dates are good and inspect closely. You can get home and find that it is already on the turn. Fresh veg and fruit does not stay fresh for long.

- **Euopris** - This shop is like The Range/Home Bargains/. You can find household cleaning products, washing detergent/fabric conditioner. They intermittently have a small selection of British foods, Yorkshire / Tetley Tea, Marmite, Branston Pickle, Bisto Gravy and the like. Photos of these foods are often shared on the Stavanger Expats Facebook page. You need to be quick as often the brands are in demand.
- **IMS Internasjonalt Matsenter** - Within this store you will be able to find fruit, veg and many international products which you may find hard to come by elsewhere. It is worth a visit to perhaps find bespoke cooking items, spices, lentils, dried foods, and rice. They also have a bakery at the back of the shop, which make fresh nann breads to order.
- Gigaboks (Bulk buy )
- **Normal (Superdrug equivalent)** - Sells makeup, shampoos and conditioners. Good selection of hair products / make-up. Sometimes they have household items/groceries. Try and avoid on a Saturday, its full of young teens.



# Scandinavia - Shopping

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- **Local Shopping**

- Shopping Centres - [www.kvadrat.no](http://www.kvadrat.no) , AMFI centres ( in various locations) Tvedt Centre
- Ikea - [www.ikea.no](http://www.ikea.no)
- Lefdal (electrical goods) - [www.lefdal.no](http://www.lefdal.no)
- Elkjop (electrical goods) - [www.elkjop.no](http://www.elkjop.no)
- XXL (sports equipment) - [www.xxl.no](http://www.xxl.no)
- Clas Ohlson - the closest UK equivalent is that of Wilko. <https://www.clasohlson.com/>

- **Shopping Miscellaneous**

- **PANT**

- PANT is a tax added to soda and juice bottles, almost like a deposit for the bottle. There are machines within most supermarkets usually within the entrance where they can be recycled. You feed the cans and bottles into the machine, you are then given an option to accept a refund via a receipt or donate to charity. If you accept the refund receipt, you can use this to be offset against your shopping.

- **IKEA**

- IKEA offers a free family membership which offers discounts on set products every few weeks as well as free coffee and discounted meals. Look out for the emails and messages highlighting the current deals.

- **Norwegian Post (Posten Norge)**

- Any parcels received via Norwegian post will have a card put into your post box informing you of the parcel, where it's from, where to collect and any charges payable (including customs).

- **Shopping at JWC**

- Central Cellar. We have a shop on base that is open every day except Sunday (1100-1600). Frozen meat and certain basic groceries (some from the UK) are available. In addition, there is a small selection of gifts, traditional Norwegian knitwear, and clothing available. You can also purchase your monthly duty-free cigarettes/tobacco and alcohol ration direct from the Central Cellar. No prior ordering is necessary nor is it necessary to purchase your full quota in one go.
- U.S. Army and Air Force Exchange Service (AAFES). The US operate a small sized Base Exchange (BX) situated at NATO JWC which is open to UK Service families on production of a NATO Identity Card. They charge in US dollars, through your Debit or Credit Card.



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- **Moms/MVA**
- Norwegian shopping is more expensive than the UK, but as members of NATO we are entitled to reclaim the government tax (Moms/MVA) on certain non-consumable items which are purchased in Norway but will be exported to the UK at the end of your posting.
- All personnel are to ensure that when submitting Moms Claim Forms that they submit the correct form (these can be obtained from the Community Support Office).
- Completed MOMS forms with original receipts should be handed into the Community Support Office by the 1st of each month, so that they are included in that month's consolidated claim sent to NATO JWC. Moms refunds will be paid direct to your Norwegian Bank Account.



# Scandinavia - Shopping

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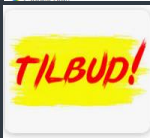
## Useful Apps



**EasyPark.** This App allows you to find and pay for parking with ease and is used in many places across Europe. The App tracks where you are located, you enter the parking location number which is displayed on the ticket machine within the car park.

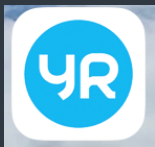


**APCOA FLOW** – Car parking app used at the airport for short stay parking, also used in some of the car parks throughout Norway



**Tilbud App** – shows the weekly offer magazines for supermarkets and a range of shops

There are a number of supermarkets and shops where you can become a member to receive better offers. Please look out for this when shopping in retail and supermarkets.



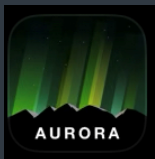
**Norwegian Weather App**



**Google Translate**



**Currency exchange app** – others use Wise or Revolute. There is also split pay available please speak to the NSE should you wish to split your pay between the UK and Norway.



**Aurora Forecaster** – This app shows if the Aurora will be visible at a given location.



**Hiking app** - shows trails of hikes in certain locations



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# Scandinavia - Hiking

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## Hiking Apps and Websites



Hiking trails and day hut app – shows local trails and where huts are available to use. Across Norway there are many day huts available for public use to shelter from the elements or have picnics whilst on day hikes.



Norwegian Trip planner App – created by the The Norwegian Tourist Association to help plan trips.



Emergency services app - should you require assistance from one of the emergency services.

Hiking Website (you will need to register for free) - <https://www.alltrails.com/>

Hiking Website (but it is only available in Norwegian) - <https://ut.no/>



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# Scandinavia – Useful Websites

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- **Websites**

- Airport - <https://avinor.no/en/airport/stavanger-airport/>
- Bus routes and Timetables - [www.kolumbus.no/en/](http://www.kolumbus.no/en/)
- Train routes and Timetables - [www.nsb.no/en](http://www.nsb.no/en)
- School - [www.biss.no](http://www.biss.no)
- School - [www.iss.no](http://www.iss.no)
- Nurseries and preschools - <http://www.stavanger.kommune.no/no/Tilbud-tjenester-og-skjema/Barn-og-familie/barnehage/>
- Council services - [www.stavanger.kommune.no](http://www.stavanger.kommune.no)
- Waste collection - <http://renovasjon.stavanger.kommune.no/>
- Norwegian government benefits - [www.nav.no](http://www.nav.no)
- Price Comparison Website- <https://www.prisjakt.no/>
- Advertising website, housing, jobs, items for sale etc. - [www.finn.no](http://www.finn.no)
- Gyms - [www.elixia.no](http://www.elixia.no)
- Swimming pool - <http://www.stavanger.kommune.no/svømmehallen>
- Traffic and driving information - <http://www.vegvesen.no/>
- Autopass / toll brick information - <https://nordjaeren.csautopass.no/csn/newUser>
- Importing a car in to the UK - <http://certificate-of-conformity.co.uk/importing-to-the-uk/>
- Tax office - <http://www.skatteetaten.no/>
- Banking – <http://www.sparebank.no/en>
- Insurance - <https://www.dnb.no/en/personal/insurance.html>
- Insurance - <https://www.frende.no/>
- Stavanger Legevakt (emergency care) - <http://www.stavanger.kommune.no/Tilbud-tjenester-og-skjema/Helse/Kommunelegen/Legevakt/Kontakt-oss/>
- **Family Federation / military websites**
  - Royal Navy - <http://www.nff.org.uk/>
  - Army - <http://www.aff.org.uk/>
  - RAF - <http://www.rafff.org.uk/>
  - Defence discount scheme - <https://www.defencediscountservice.co.uk/>
  - SSAFA support services - <https://www.ssafa.org.uk/>



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- **Tourist Info and Places of Interest**

- Tourist info - [www.visitnorway.com](http://www.visitnorway.com)
- Tourist Info - <http://www.visitrogaland.org/>
- Tourist info - [www.regionstavanger.com/en/](http://www.regionstavanger.com/en/)
- Tourist info - <http://www.stavangertravel.com/index.cfm>
- Local tourist areas info (skiing, fjords) - <http://www.sirdal.no/en/>
- Candle factory - <http://www.byrkjedalstunet.no/english>
- Oil museum - <http://www.norskolje.museum.no/index.asp?iLangId=1>
- Museums - <http://www.museumstavanger.no/home/>
- Theme park - <http://www.kongeparken.no/hjem/> (contact Gordon Ramsey for discounted tickets)
- Cinema - <http://www.sfkino.no/>
- Stavanger Maps - <http://www.stavanger-guide.no/>
- Ice Skating - <http://www.stavanger-ishall.no/>
- Petting Farm - <http://somagard.no/>

- **Skiing**

- [www.tjorhomfjellet.no](http://www.tjorhomfjellet.no)
- <http://alsheia.no/>
- <http://www.aadneram-skitrekk.no/>
- <http://www.fidjeland.com/>
- <http://www.hovden.com/> (NATO annual ski trip)
- <http://www.gilja.no/skitrekk.htm>
- <http://www.hemsedal.com/en/>
- <http://www.geiloskisenter.no/en/>
- <http://www.skistar.com/en/trysil/>
- <http://www.roldal.com/sider/tekst.asp?side=78>

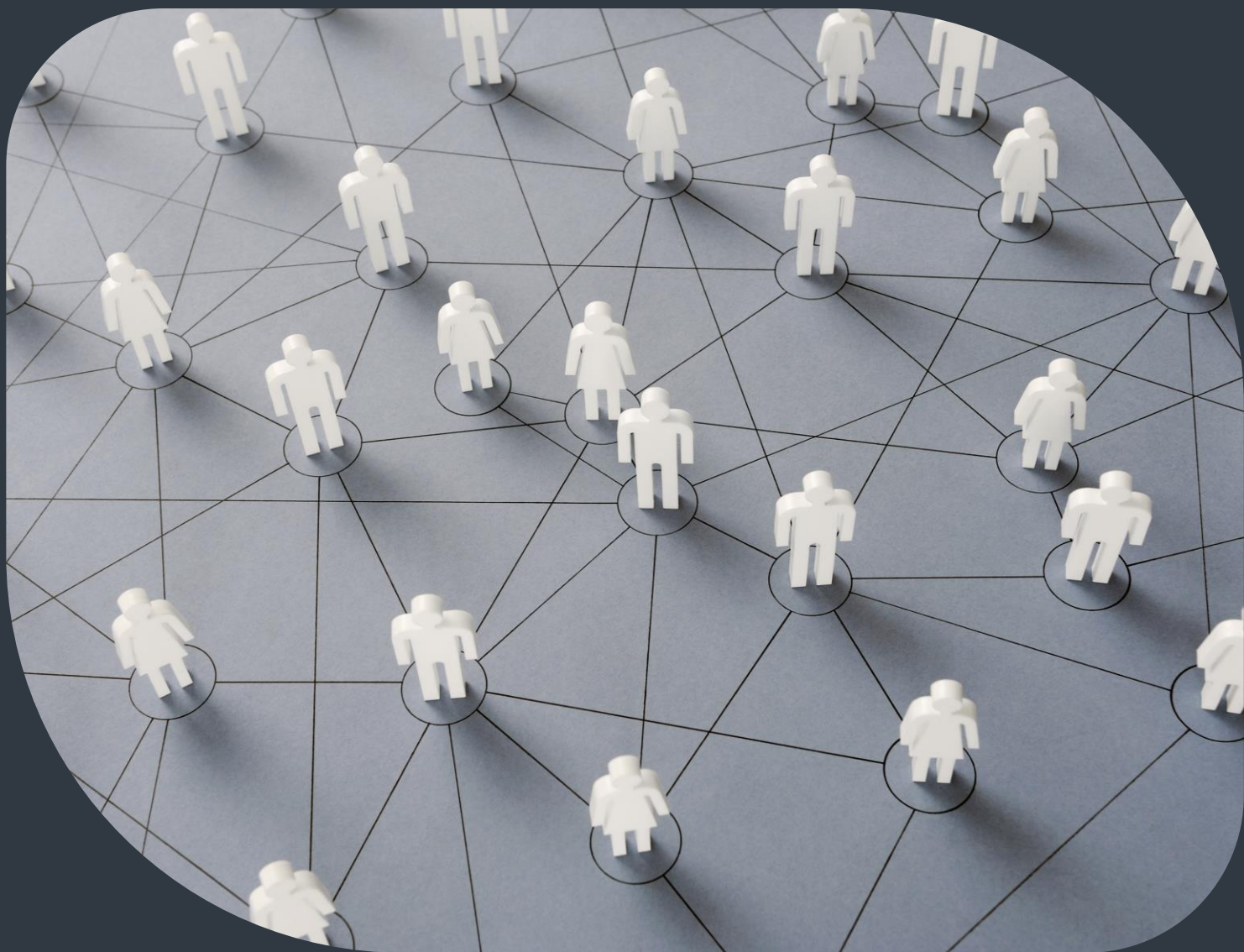
- **Golf**

- <http://www.sgk.no/>
- <http://www.solastranden.no/>
- <http://www.solagk.no/>
- <http://www.sandnesgolfklubb.no/>
- <http://www.randaberg-golf.no/>



# Scandinavia – Useful Contacts

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## NSE Staff and Contact Information

### Head of NSE

CPOWtr Matt Rudge

+47 5134 2060

Mobile - +47 92655232

Email – [EJSU-Stavanger-Head-NSE@mod.gov.uk](mailto:EJSU-Stavanger-Head-NSE@mod.gov.uk)

### HR Admin

LWtr Sam Tucker

+47 5134 2065

Email – [Samuel.Tucker105@mod.gov.uk](mailto:Samuel.Tucker105@mod.gov.uk)

### Admin Clerk

Claire Dewars

+47 5134 2066

Email – [-claire.dewars101@mod.gov.uk](mailto:-claire.dewars101@mod.gov.uk)

### Community Liaison Officer

Mrs Claire Monk

+47 5134 2067

Mobile – +47 92603615

Email – [Claire.Monk104@mod.gov.uk](mailto:Claire.Monk104@mod.gov.uk)

### UK NSE Group Mailbox

[GSO-EJSU-Scandinavia-NSE-Mailbox@mod.gov.uk](mailto:GSO-EJSU-Scandinavia-NSE-Mailbox@mod.gov.uk)

### DIO Local – Estate Manager

Dave Maple

+47 5134 2068

Mobile - +47 46630220

Email – [Dave.Maple100@mod.gov.uk](mailto:Dave.Maple100@mod.gov.uk)

# Scandinavia – Useful Contact Numbers

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## Useful Contact Numbers

|   |  |
|---|--|
| Police  | 112  |
| Fire  | 110  |
| Ambulance   | 113  |
| HEALIX 24/7   | 0044 (0)208 481 7800                           |
| Stavanger Kommune   | 04005  |
| Legevakt next to the hospital<br>(Local Emergency Medical Centre) | 51 51 02 02                                    |
| EJSU Duty Officer   | 0032 (0)0479911075                             |
| Army Welfare Service  | 0044 1904 882053                               |
| European Welfare Officer  | 0032 (0)65 44 8082<br>Mob 0032 (0)478 97 02 80 |
| Deputy European Welfare Officer                                   | 0032 (0)65 44 5234<br>Mob 0032 (0)478 79 15 75 |
| Padre David Norfield  | Mob 0032 (0)470 66 45 82                       |
| Padre Mike Jenkinson  | Mob 0031 (0)619717422                          |
| Joint Casualty and Compassionate Centre<br>(JCCC)                 | 0044 1452 519951                               |

# Scandinavia – Useful Contacts

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Army Welfare Service (AWS) 0044 1904 882053

AWS provides a confidential non-discriminatory support service to assist with the challenges that arise in personal and service lives.

Alcoholics Anonymous 0044 (0)800 9177 650

Offering support and guidance on alcohol dependency and sobriety.

<https://www.alcoholics-anonymous.org.uk/>

Childline 0044 (0)800 1111

A confidential, free, 24-hour counselling service for children and young people under the age of 19

<https://www.childline.org.uk/>

Combat Stress 0044 (0)800 138 1619

Support & treatment to former members of the British Armed Forces who are suffering from a range of mental health conditions.

<https://www.combatstress.org.uk/>

Veterans Aid 0044 (0)800 012 6867

A UK charity providing support to ex-servicemen and women.

[www.veterans-aid.net](http://www.veterans-aid.net)

# Scandinavia – Useful Contacts

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Veterans UK 0044 (0)808 1914 218

Veterans UK is part of the Ministry of Defence and is a dedicated support organisation for service personnel, veterans and their families

<https://www.facebook.com/modveteransuk/>

Veterans Gateway 0044 (0)808 802 1212

Access to a network of organisations, for veterans and their families to connect to for help, advice and support

<https://www.veteransgateway.org.uk/>

<https://www.facebook.com/veteransgateway/>

Victim Support 0044 (0)800 724 3176

Victim Support is an independent charity in England and Wales that provides specialist practical and emotional support to victims and witnesses of crime.

[crt.bfsws@coreassets.com](mailto:crt.bfsws@coreassets.com)

<https://www.facebook.com/victimsupport>

The list of welfare and Support services is not exhaustive and not endorsed by HIVE, other Welfare Support & Charities are available.

Cruse Bereavement 0044 (0)808 808 1677

Cruse Bereavement Care and its counterpart Cruse Bereavement Care Scotland are the United Kingdom's largest bereavement charity, which provide free care and bereavement counselling to people suffering from grief.

<https://www.cruse.org.uk/>

Macmillan Cancer Support 0044 (0)808 808 0000

Provides specialist health care, information and financial support to people affected by cancer

<https://www.macmillan.org.uk/>

# Scandinavia – Useful Contacts

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Money Advice Service 0044 (0)300 500 5000

An organisation that provides free and impartial advice on money and financial decisions

<https://www.moneyadviceservice.org.uk/en>

RBL 0044 (0)20 3376 8080

A British charity providing financial, social and emotional support to members and veterans of the British Armed Forces, their families and dependants.

<https://www.facebook.com/Royal-British-Legion-District-of-Germany-149170368511341/>

SSAFA 0044 (0)800 731 4880

The Armed Forces charity, is a UK charity that provides lifelong support to serving men and women and veterans from the British Armed Forces and their families or dependents.

[www.ssafa.org.uk](http://www.ssafa.org.uk)

The Samaritans 0044 (0)116 123

Is a registered charity who provide emotional support

<https://www.samaritans.org/>

Step Change 0044 (0)800 138 1111

The UK's leading debt charity to get expert debt advice and fee-free debt management to help you tackle your debts

[www.stepchange.org](http://www.stepchange.org)



# Scandinavia – Useful Contacts

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## QR CODES TO HELP

To find more about or to access help from these charities and organisations just scan the QR code on your private mobile phone – and don't forget that support is also available through your **Chaplains, the EJSU Welfare Team and other people around your location.**

|  |  |  |
|--|--|--|
| <p><b>Medical/Health</b></p> <div style="background-color: #e6f2ff; padding: 5px; margin-bottom: 5px;"> <p><b>Talk to Frank</b><br/>Everything you need to know about drugs, their effects and the law.</p> </div> <div style="background-color: #e6f2ff; padding: 5px; margin-bottom: 5px;"> <p><b>Samaritans</b><br/>Support for those with suicidal thoughts.</p> </div> <div style="background-color: #e6f2ff; padding: 5px; margin-bottom: 5px;"> <p><b>Combat Stress</b><br/>UK's leading charity for veterans' mental health issues.</p> </div> <div style="background-color: #e6f2ff; padding: 5px; margin-bottom: 5px;"> <p><b>Contact</b><br/>A group of charities working with the NHS &amp; MoD to make it simpler to find support with mental wellbeing.</p> </div> <div style="background-color: #e6f2ff; padding: 5px; margin-bottom: 5px;"> <p><b>Togetherall</b><br/>Supporting those with mental health issues 24/7.</p> </div> <div style="background-color: #e6f2ff; padding: 5px; margin-bottom: 5px;"> <p><b>Alcoholics Anonymous</b><br/>For those seeking strength and support through for alcohol related issues.</p> </div> <div style="background-color: #e6f2ff; padding: 5px; margin-bottom: 5px;"> <p><b>Al Anon</b><br/>Supporting the families and friends of those with alcohol issues.</p> </div> <div style="background-color: #e6f2ff; padding: 5px; margin-bottom: 5px;"> <p><b>Anxiety Network</b><br/>Helping those with panic disorder, generalised anxiety disorder and social anxiety disorder.</p> </div> <div style="background-color: #e6f2ff; padding: 5px; margin-bottom: 5px;"> <p><b>PTSD Resolution</b><br/>Help for Veterans, Reserves and Families who are struggling to reintegrate into a normal work and family life due to trauma suffered during Service.</p> </div> <div style="background-color: #e6f2ff; padding: 5px;"> <p><b>Cruse</b><br/>Bereavement support.</p> </div> | <p><b>Military Charities</b></p> <div style="background-color: #e6f2ff; padding: 5px; margin-bottom: 5px;"> <p><b>SSAFA</b><br/>The Armed Forces Charity. Providing welfare, health and support services to serving personnel, veterans and their families.</p> </div> <div style="background-color: #e6f2ff; padding: 5px; margin-bottom: 5px;"> <p><b>RAF Benevolent Fund</b><br/>Financial Support to the wider RAF Family.</p> </div> <div style="background-color: #e6f2ff; padding: 5px; margin-bottom: 5px;"> <p><b>Army Benevolent Fund</b><br/>Financial Support to the wider Army Family.</p> </div> <div style="background-color: #e6f2ff; padding: 5px;"> <p><b>Royal Navy Benevolent Trust</b><br/>Financial Support to the wider RN Family.</p> </div> <div style="background-color: #4b3681; color: white; padding: 10px; text-align: center; margin: 10px 0;"> <p><b>Whether you are serving, CS or a dependant - to contact the EJSU Welfare Team just send a form via EJSU Net:</b></p> <p><a href="http://www.ejsu.net/welfare-referrals/" style="color: white;">www.ejsu.net/welfare-referrals/</a></p> </div> <div style="background-color: #e6f2ff; padding: 5px;"> <p><b>UK Government</b><br/>Huge resource for pensions, claims, mental health support, medals and more.</p> </div> <div style="background-color: #ffff00; padding: 10px; text-align: center; margin: 10px 0;"> <p><b>There's no need to struggle alone – follow one of these codes, contact welfare, have a brew with the Padre, call a friend, chat with your Head of Location... it doesn't matter who, be brave, take the next step, have a chat.</b></p> </div> <div style="background-color: #e6f2ff; padding: 5px;"> <p><b>RBL Lifeworks</b> Royal British Legion's support for finding jobs.</p> </div> | <p><b>Domestic Violence &amp; Abuse</b></p> <div style="background-color: #ffe4c4; padding: 5px; margin-bottom: 5px;"> <p><b>Mankind</b><br/>Providing support to MALE victims of domestic violence &amp; abuse.</p> </div> <div style="background-color: #ffe4c4; padding: 5px; margin-bottom: 5px;"> <p><b>Women's Aid</b><br/>Providing support to FEMALE victims of domestic abuse.</p> </div> <div style="background-color: #ffe4c4; padding: 5px; margin-bottom: 5px;"> <p><b>Stonewall</b><br/>Support to LGBTQ+ victims of domestic violence &amp; abuse.</p> </div> <div style="background-color: #ffe4c4; padding: 5px; margin-bottom: 5px;"> <p><b>Respect</b><br/>"Are you hurting the ones you love? Choose to stop!" ... for advice contact the Respect Phoneline.</p> </div> <div style="background-color: #ffe4c4; padding: 5px;"> <p><b>Divorceaid</b><br/>Support for those going through the divorce process.</p> </div> <div style="background-color: #d9ead3; padding: 5px; margin-top: 10px;"> <p><b>Gamcare</b><br/>Supporting those with gambling issues.</p> </div> <div style="background-color: #d9ead3; padding: 5px; margin-top: 5px;"> <p><b>Joining Forces</b><br/>A credit Union providing cheap loans.</p> </div> <div style="background-color: #d9ead3; padding: 5px; margin-top: 5px;"> <p><b>StepChange</b><br/>Free debt advice &amp; solutions.</p> </div> <div style="background-color: #4b3681; color: white; padding: 10px; text-align: center; margin-top: 10px;"> <p><b>Whoever you are in our community, to arrange to chat with your Padre/Bish just email us and we will be in touch:</b></p> <p><a href="mailto:EJSU-J1-Chaplaincy@mod.gov.uk" style="color: white;">EJSU-J1-Chaplaincy@mod.gov.uk</a></p> </div> |
|--|--|--|

# Scandinavia – Useful Phrases

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|  |  |
|--|--|
| <b>EVERY DAY WORDS</b><br>Hello<br>Good-Bye<br>Good morning<br>Good Afternoon<br>Good Evening<br>Good night<br>How are you?<br>I'm very well, thank you<br>Yes<br>No<br>Please<br>Thank you<br>I'm sorry | Hei Hei<br>Ha det<br>God Morgen<br>God ettermiddag<br>God kveld<br>God natt<br>Hvordan har du det?<br>Jeg har det veldig bra<br>Ja<br>Nei<br>Vær så snill<br>Takk skal du ha<br>Beklager |
| <b>ACCOMMODATION</b><br>At the hotel<br>Do you have a free room?<br>Do you speak English?<br>I do not understand   | På hotellet<br>Har du et ledig rom?<br>Snakker du engelsk?<br>Jeg forstår ikke   |
| <b>AT THE PETROL STATION</b><br>Petrol<br>Unleaded<br>Diesel   | Bensin<br>Blyfri<br>Diesel   |
| <b>DIRECTIONS</b><br>Left<br>Right<br>Opposite<br>Straight on<br>Traffic lights<br>Roundabout<br>Crossroads  | Venstre<br>Høyre<br>Overfor<br>Rett på<br>Trafikklys<br>Rundkjøring<br>Kryss   |
| <b>EMERGENCIES</b><br>Help<br>Fire<br>Please go away<br>I'll call the police<br>It's urgent<br>I'm lost<br>I've lost<br>My passport<br>My car keys<br>I've had an accident                               | Hjelp<br>Brann<br>Gå vekk er du snill<br>Jeg ringer politiet<br>Det haster<br>Jeg har gått meg bort<br>Jeg har mistet<br>Passet mitt<br>Bilnøkene mine<br>Jeg har hatt en ulykke         |

# Scandinavia – Useful Phrases

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|  |   |
|--|---|
| <b>HEALTH</b><br>I need<br>A doctor<br>A telephone<br>An ambulance<br>An interpreter<br>Where is the hospital<br>I'm allergic to penicillin<br>I am<br>Diabetic<br>Asthmatic<br>A dentist<br>It hurts here | jeg trenger<br>En lege<br>En telefon<br>En ambulanse<br>En tolk<br>Hvor er sykehuset<br>Jeg er allergisk mot penicillin<br>Jeg er<br>diabetiker<br>Astmatisk<br>En tannlege<br>Det gjør vondt her |
| <b>EATING OUT</b><br>Breakfast<br>Lunch<br>Dinner<br>I have booked a table<br>A table for four, please<br>Can I<br>The menu<br>The bill<br>I would like<br>Some bread<br>Some beer<br>Some wine            | Frokost<br>Lunsj<br>Middag<br>Jeg har bestilt et bord<br>Et bord for fire, vær så snill<br>Kan jeg<br>Menyen<br>Regningen<br>Jeg ønsker<br>Litt brød<br>Noe øl<br>Litt vin                        |
| <b>AT THE BANK</b><br>The nearest bank<br>Change<br>Money<br>I would like to change my<br>English money into Euros please<br>How much money?<br>I have a credit card                                       | Den nærmeste banken<br>Veksel<br>Penger<br>Jeg ønsker å veksle min<br>Engelsk penger til euro takk<br>Hvor mye penger?<br>Jeg har et kredittkort  |

# Norway – Vehicles & Road Use

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# Norway – Vehicles & Road Use

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- **Registering Vehicles**
- When you register your vehicle, you will be given a new licence plate and your current plate will be taken from you (you will have to buy your own and replace it when you leave Norway). Your new registration will give details about where the licence was issued (R\_ for plates issued in Rogaland which is the Kommune Stavanger is in). Also ensure that you remove the relevant vehicle export section of your V5C prior to attending the traffic station. The Norwegians will take the V5C and replace with your local registration.
- Registering your vehicle may at first appear to be complex however, the lead authority for registering and de-registering of imported vehicles is Host Nation Support (HNS) located in JWC Community Services Building. This process will be relevant for bringing your current vehicle over from the UK but also if you are importing a new tax-free vehicle once you have been in Norway for the required length of time.
- **The registration process must be started within 30 days of your arrival into Norway.**
- There is no limit on how many vehicles you import on arrival into Norway but they must all arrive in Norway registered in the Service Person's name.
- **Please note – Norwegian insurance will not commence until your NOR licence plates are fitted, therefore please ensure you retain your existing insurance until that time.**
- If you are driving over to Norway, please remember that when driving in Mainland Europe, certain mandatory safety equipment must be held in your vehicle. Items such as first aid kit, spare bulbs, warning triangle, headlight adjusters etc. may be required, we advise you to check the internet for specific country guidance.
- [Driving in Europe checklist | RAC Drive](#)
- **Driving in Norway**
- Speeds in Norway are a lot slower than in many other countries and the speed limits are strictly enforced using radar traps and ALR. The police can, and will, impose hefty fines.
- In Norway the priority is on the right. Drivers on a road that is not a priority (marked with a yellow diamond) must give priority to traffic from the right.
- Drink driving is prohibited, and legal levels of alcohol are a lot lower than many other countries. It is compulsory for all drivers to submit to alcohol tests when requested by the authorities. To be safe it is best not to have any alcohol at all if driving.
- Those under the effect of drugs that may impair either their physical or mental faculties are banned from driving.
- You must give way to buses when they indicate to move from a bus stop. Be prepared for drivers to stop for buses.
- **Returning to the UK**
- Please ensure you start this process at least 4 months prior to your expected return to ensure UK number plates are received in plenty of time. The recommended process for this is at the link.
- <https://bfgnet.de/vlo/return-vehicle>
- Alternatively, you can follow the guidance on various DVLA/Gov.uk websites and import your car back to the UK (or onward assignment) on your Norwegian number plates. Once registration is complete your Norwegian plates **must then** be returned to the NSE in Stavanger who will return them to Norwegian authorities.



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# Norway – Vehicles & Road Use

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- Pedestrians have priority in most situations. Norwegians will step out onto road crossings without looking and expect all vehicles to give way. Cyclists/scooters should dismount before crossing but be prepared for this not to happen. Approach all crossings with caution just in case.
- E-Scooters are very common here in Norway, they should also adhere to all of the traffic regulations but again, be prepared for people to expect you to give way etc.
- For comprehensive up to date Norwegian traffic rules click on this link:
- [Norwegian traffic rules | Statens vegvesen](#)
- **Driving Licences**
- You may drive in Norway if you hold a valid driving licence from another EU/EEA country. However, you are subject to Norwegian health requirements. The local guidance will suggest you apply for a Norwegian Licence; however, this is **not** advised.
- As we are in Norway linked to NATO, as long as you have a valid driver's licence, you can use your National Licence in place of a Norwegian one for the duration of your service in Norway. This includes dependants. For more information, please speak to Host Nation Support (HNS) when you are in country.
- JWC Directive 16-12 details the requirements to allow visiting immediate family or other JWC entitled personnel to drive your vehicle in Norway – advice should be sought on arrival through your sponsor/Host Nation Support/NSE.
- Please note, it is mandatory (law) to carry your Driving Licence with you at all times when driving any vehicle in Norway.
- **Car Seats in Norway**
- All children must be secured in the vehicle with a system suitable for their age, size and weight. They can travel in the front or rear of the car. Over 36kg or 135cm the child can sit in a standard car seat using seatbelts.
- **Tax-Free entitlement**
- If you are serving UNACC you may purchase 1 tax free vehicle for import during your tour.
- If you are serving ACC you may purchase up to 2 tax-free vehicles for import during your tour.
- When purchasing a Tax Free vehicle, be aware of the restrictions applied by HMRC. When the car is exported, both the vehicle and the purchaser must remain outside of the UK for 6 months.
- [Personal Export Scheme \(VAT Notice 707\) - GOV.UK \(www.gov.uk\)](#)



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- **Auto Pass Brick for Tolls**

- AutoPASS is the automated system for the collection of road and ferry tolls, owned and operated by the Norwegian Public Roads Administration.
- To drive in Norway, you must apply for a 'toll tag' which will be mounted on the inside of the vehicle's windscreen. Full information and details of how to apply can be found in English on this link:
- [Startpage | AutoPASS](#)
- All up to date information regarding travel, vehicles and Norwegian Roads Administration is held by the State Highways Authority known locally as Statens vegvesen and can be found at this link:
- [About the organisation | Statens vegvesen](#)
- This website is very comprehensive and will give you the best guidance for everything to do with your vehicles.

- **Tyres in Norway**

- It is important that tyres are in good condition and appropriate for the weather/road surface conditions. As a driver, you are responsible for ensuring that the vehicle you are driving has sufficient road grip, all year round. Remember that the correct tyre markings and tread depth are no guarantee that your road grip is good enough.
- The required tyre tread depth is different in summer (at least 1.6mm) and winter (at least 3mm).
- The legal requirements for the very North of Norway and the South do differ, however, it is worth noting that the requirement for 'winter tyres' would still be necessary in snow, ice and if you were travelling into the mountains and ski areas.
- In winter, from 1<sup>st</sup> November to the first Sunday after Easter Monday inclusive, the required tread depth is at least 3mm. The length of time this requirement applies will vary somewhat from year to year, depending upon when Easter takes place that year.
- Here in Stavanger most people purchase a set of winter tyres that can be stored in their garage or held by local tyre garages in a 'tyre hotel' where the tyres can then be easily swapped when required. You may be able to purchase 'all weather' tyres but ensure that they comply to the requirements for your location in Winter.
- Studded tyres and chains can be used if weather and road surface conditions make it necessary. Stavanger, in general, has less snowfall than the rest of the country and a milder range of temperatures than the mountains and the North of Norway.



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- **Car Lights**
- Dipped headlights are always mandatory, even in the middle of the brightest summer day. If your car is a right-hand drive, you must use black triangles on your headlights to avoid dazzling other drivers. These should be fitted before you arrive in Norway to make sure you are driving legally when you get here.



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## Road Signs

Signs like this in parking areas are common. If you read the detail written in chalk or printed information they will set out dates and times when parking is forbidden between the arrows. Do not ignore them as the police check and issue fines.



Other Useful Signs to watch out for:



Priority  
Road



End  
of Priority Road



PriorityRight



Priority at the Next  
Intersection



Direction of  
Priority Road



Priority Over  
Oncoming Vehicles  
(White Arrow  
Indicates Priority)



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- **Cycling in Norway**
- Norway has invested heavily in cycle paths and lanes. Riding your bike in and around Stavanger requires you to have a road worthy bike with lights, reflectors, working breaks and a bell to alert pedestrians that you are approaching.
- Due to the amazing infrastructure for cyclists, there is less requirement to cycle on the roads, but if you do have to use the roads there are some key rules and it is worth remembering that pedal bikes, electric bikes, e-scooters and other small electric vehicles are defined as vehicles and must abide by the same rules as other drivers. Cyclists must:
  - give way to traffic from the right
  - give way to pedestrians at pedestrian crossings
  - stop at red lights
  - signal when you are turning
  - observe the speed limit
- As a cyclist you are less visible than cars and more exposed to accidents. Please dress appropriately and wear hi-vis clothes.



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- **Road Accidents**

- In case of a breakdown or an accident, all vehicles must have at least one high-visibility vest, a warning triangle, and third-party insurance.
- Norwegian insurance is fast and efficient and in general is processed electronically. In the case of an accident, you and the other parties will complete your claim forms on-line but independently to allow the insurance companies to gain all the facts relating to the incident.

- **Traffic Accident Guide**

- Stay calm, keep safe
- If you have had an accident, it's important not to panic.
- Turn off your car engine.
- Turn on your hazard lights and get out of the car safely – you may want to exit from the passenger side to avoid traffic.
- Consider the moment and situation you exit the car.
- Wear the reflective vest, secure the area and place the warning triangle.
- Take all necessary measures to avoid further damage or casualties.
- This includes extinguishing a fire if necessary.
- Consider using a flashlight at night
- **Don't put yourself in danger:**
  - Stand a safe distance away from your car and the road. Don't smoke or use mobile phones if there is a risk of petrol vapor in the air. Don't move any vehicle until the police have arrived, unless there's a chance of further injury if it stays in place.
  - The safety of everyone involved is always the first priority
- **Call for help:**
  - If you or anyone else has been hurt in the accident, call the emergency services immediately on 112. Be prepared to provide personal details, information concerning the type of accident, your location and casualties.
- **First Aid:**
  - Any person involved in an accident is obliged to provide assistance to casualties.
  - First Aid if you have sufficient knowledge
  - Actively assist casualties and seek for help



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- **Take down the details:**
- Once everyone involved is safe or being cared for, it's time to annotate exactly what happened. You'll need to write down:
  - The date, time and exact location of the accident
  - The name address and phone numbers of the other drivers
  - The make, model and registration numbers of the other vehicles
  - The name address and phone numbers of any witness, including passengers
  - Details of injuries and attending police officers The insurance details of the other drivers The details mentioned are included in the standardized European Traffic Accident Report forms. As a side note, it's a good idea to take photos of the accident scene, showing positions of the vehicles involved, any skid marks and any damage. If you don't have a camera or a camera phone, ask others in the area to do so or draw a sketch of the scene.
- **Don't admit liability:**
- Whether you've had a minor prang or suffered something more serious, don't admit liability even if you think the accident was your fault. You should not discuss details of a settlement with the other driver(s) without speaking with your insurance company.
- **Reminder :**
- Please make sure the safety and emergency equipment in your vehicle is up to date and in good condition. This applies especially for your First Aid Kit and the Fire Extinguisher. This equipment must be maintained frequently.



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## Accident Report

Does **not** constitute an admission of liability, just a statement of identity and the circumstances.

| <b>1</b> Date of accident<br>.....   |   | <b>2</b> Locality - Country - Place<br>.....  | <b>3</b> Injuries even if slight<br>no <input type="checkbox"/> yes <input type="checkbox"/> |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
|--|---|---|--|---|----------------|---|---|--------------------|---|---|--|---|---|--------------------------|---|---|--|---|---|---|---|---|-----------------------|---|---|--------------------------|---|---|---|---|---|--|---|----|---------------------------|----|----|------------|----|----|----------------------|----|----|---------------------|----|----|-----------|----|----|---|----|----|---------------------------------------|----|----|---|----|
| <b>4</b> Material damage<br>other than to vehicles A and B: <input type="checkbox"/> objects other than vehicles: <input type="checkbox"/><br>no <input type="checkbox"/> yes <input type="checkbox"/>   |   | <b>5</b> Witnesses: names, addresses, tel.<br>.....   |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| <b>Vehicle A</b>   |   | <b>Circumstances</b>  |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| <b>6 Insured/policyholder*</b><br>Surname.....<br>First name.....<br>Address.....<br>Postcode..... Country.....<br>Tel. or e-mail.....   |   | <b>12</b> Put a cross in each of the relevant boxes to help explain the drawing - * delete where appropriate:   |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| <b>7 Vehicle</b><br>Motor: Make, type.....<br>Registration No. ....<br>Country of registration.....<br>Trailer: Registration No. ....<br>Country of registration.....  |   | <table border="1"><thead><tr><th>A</th><th>What happened?</th><th>B</th></tr></thead><tbody><tr><td>1</td><td>* parked / stopped</td><td>1</td></tr><tr><td>2</td><td>* leaving a parking space / opening a vehicle door</td><td>2</td></tr><tr><td>3</td><td>entering a parking space</td><td>3</td></tr><tr><td>4</td><td>* emerging from a parking space, from private premises, from a track</td><td>4</td></tr><tr><td>5</td><td>* entering a parking space, private premises, a track</td><td>5</td></tr><tr><td>6</td><td>entering a roundabout</td><td>6</td></tr><tr><td>7</td><td>circulating a roundabout</td><td>7</td></tr><tr><td>8</td><td>striking the rear of the other vehicle in the same line of traffic and travelling in the same direction</td><td>8</td></tr><tr><td>9</td><td>going in the same direction but in a different line of traffic</td><td>9</td></tr><tr><td>10</td><td>changing lines of traffic</td><td>10</td></tr><tr><td>11</td><td>overtaking</td><td>11</td></tr><tr><td>12</td><td>turning to the right</td><td>12</td></tr><tr><td>13</td><td>turning to the left</td><td>13</td></tr><tr><td>14</td><td>reversing</td><td>14</td></tr><tr><td>15</td><td>changing to a lane reserved for traffic in the opposite direction</td><td>15</td></tr><tr><td>16</td><td>coming from the right (at a junction)</td><td>16</td></tr><tr><td>17</td><td>had not observed a priority sign or a red light</td><td>17</td></tr></tbody></table> |  | A | What happened? | B | 1 | * parked / stopped | 1 | 2 | * leaving a parking space / opening a vehicle door | 2 | 3 | entering a parking space | 3 | 4 | * emerging from a parking space, from private premises, from a track | 4 | 5 | * entering a parking space, private premises, a track | 5 | 6 | entering a roundabout | 6 | 7 | circulating a roundabout | 7 | 8 | striking the rear of the other vehicle in the same line of traffic and travelling in the same direction | 8 | 9 | going in the same direction but in a different line of traffic | 9 | 10 | changing lines of traffic | 10 | 11 | overtaking | 11 | 12 | turning to the right | 12 | 13 | turning to the left | 13 | 14 | reversing | 14 | 15 | changing to a lane reserved for traffic in the opposite direction | 15 | 16 | coming from the right (at a junction) | 16 | 17 | had not observed a priority sign or a red light | 17 |
| A  | What happened?  | B   |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 1  | * parked / stopped  | 1   |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 2  | * leaving a parking space / opening a vehicle door  | 2   |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 3  | entering a parking space  | 3   |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 4  | * emerging from a parking space, from private premises, from a track                                    | 4   |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 5  | * entering a parking space, private premises, a track   | 5   |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 6  | entering a roundabout   | 6   |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 7  | circulating a roundabout  | 7   |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 8  | striking the rear of the other vehicle in the same line of traffic and travelling in the same direction | 8   |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 9  | going in the same direction but in a different line of traffic  | 9   |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 10   | changing lines of traffic   | 10  |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 11   | overtaking  | 11  |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 12   | turning to the right  | 12  |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 13   | turning to the left   | 13  |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 14   | reversing   | 14  |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 15   | changing to a lane reserved for traffic in the opposite direction                                       | 15  |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 16   | coming from the right (at a junction)   | 16  |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| 17   | had not observed a priority sign or a red light   | 17  |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| <b>8 Insurance company</b> (see insurance certificate)<br>Surname.....<br>Policy No. ....<br>Green Card No. ....<br>Insurance Certificate or Green Card valid from..... to.....<br>Agency (or bureau, or broker).....<br>Address.....<br>Country.....<br>Tel. or e-mail.....<br>Does the policy cover material damage to the vehicle? no <input type="checkbox"/> yes <input type="checkbox"/> |   | <b>13</b> Sketch of accident when impact occurred<br>Complete your sketch later: <a href="http://www.AccidentSketch.com">www.AccidentSketch.com</a><br>Indicate 1, the layout of the road 2, by arrows the direction of the vehicles A, B 3, their position at the time of impact<br>4, the road signs 5, names of the streets or roads   |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| <b>9 Driver</b> (see driving licence)<br>Surname.....<br>First name.....<br>Date of birth.....<br>Address.....<br>Country.....<br>Tel. or email.....<br>Driving licence No.....<br>Category (A, B, ...).....<br>Driving licence valid until.....   |   | <b>14</b> My remarks:<br>.....  |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| <b>10</b> Indicate the point of initial impact to vehicle A by an arrow →<br>  |   | <b>10</b> Indicate the point of initial impact to vehicle B by an arrow →<br>   |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| <b>11</b> Visible damage to vehicle A:<br>.....  |   | <b>11</b> Visible damage to vehicle B:<br>.....   |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| <b>14</b> My remarks:<br>.....   |   | <b>15</b> Signatures of the drivers<br>.....  |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |
| <b>15</b> A →  |   | <b>15</b> ← B   |  |   |                |   |   |                    |   |   |  |   |   |                          |   |   |  |   |   |   |   |   |                       |   |   |                          |   |   |   |   |   |  |   |    |                           |    |    |            |    |    |                      |    |    |                     |    |    |           |    |    |   |    |    |                                       |    |    |   |    |

# Scandinavia – JPA Guides

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## Get You Home Overseas (GYH(O))

In order to assist our SP with their GYH(O) journey submissions and subsequent claims the NSE have created this How to Guide which will take you through the process.

Service Personnel and their families are entitled to one GYH(O) per twelve months. The reset date for this is the anniversary date of your arrival at post.

The journey can be split if the SP is travelling separately to their family.

**NOTE:** You are only able to submit Terminal Travel (MMA) for one of these claims and **not** both.

Please use the Power App below, as this will help you calculate what you can claim for you and your family and will let you know what the current GYH(O) rate is per family member (entitled dependants only). The App is also a useful tool for helping you calculate any Terminal Travel that you are entitled to at the time:

[DOB-GSO-RESPITE CALC - PowerApps](#)



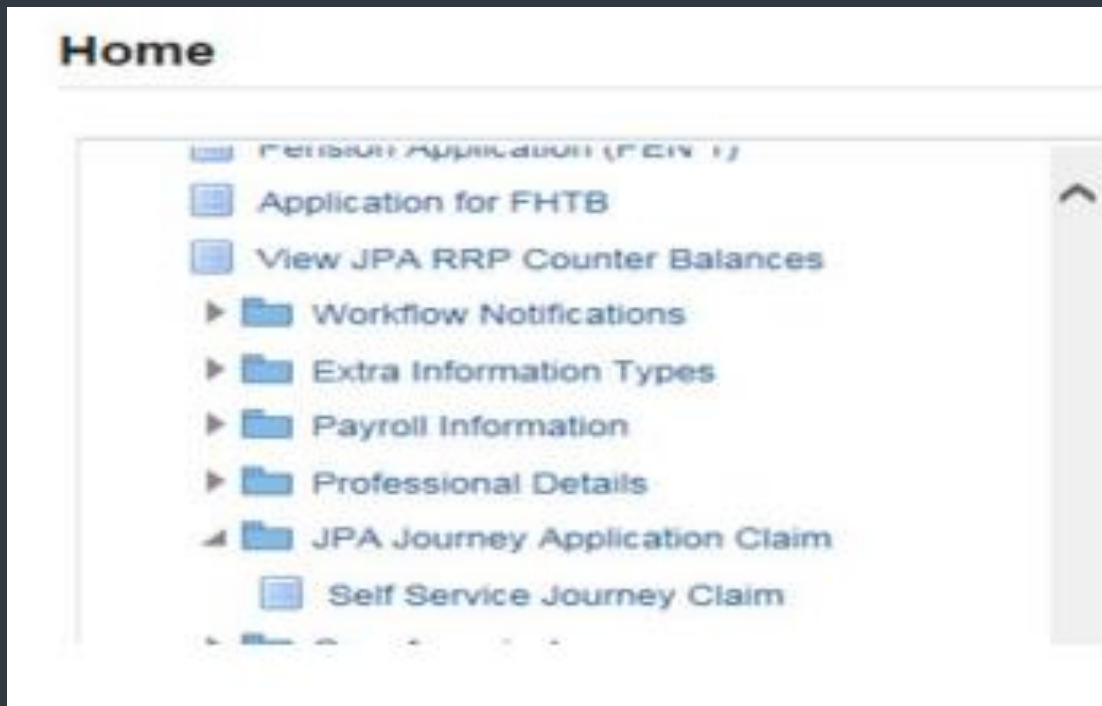
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# Scandinavia - GYH(O) JPA Guide

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## **JOURNEY APPROVAL (this must be done prior to booking your travel)**

1. Log on to JPA
2. Select JPA Self Service – Employee Armed Forces
3. Select 'My Home and Travel'
4. Select 'Self-Service Journey Claim'



5. Select 'Balance' button
6. Continue
7. Select the number of people travelling (JPA will show a list of your eligible dependants)
8. Continue
9. Enter the journey dates both Outbound and Inbound (include Terminal Travel)
10. Continue
11. Submit
12. Your journey request will then be sent to the LWtr in the NSE for approval



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Command

# Scandinavia - GYH(O) JPA Guide

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**GYH(O) Claim Submission (post journey)**

1. Log on to JPA
2. Select E-Expenses
3. Create New Expense Claim
4. From the drop-down menu of 'Type of Claim' select 'Leave Travel'
5. From the box titled 'Have you been told to use a UIN other than your own units'? Select No.
6. Leave the box 'Select your New UIN' blank
7. In 'Do you have the authority of the Budget Holder?' Select 'Yes'
8. Enter the Journey Number in the Authority box (this is the number generated when your GYH(O) was approved and can be found in your approval Workflow)
9. Repeat the Journey Number in the Journey Number box

Create Expense Report: General Information

Indicates required field

Expense Help and Current Allowance Rates

NameSUTCLIFFE, SCOTT PETER (Scottie) (30056137)

Cost CentreF5107A

Reimbursement CurrencyGBP - Pound Sterling

Type of ClaimLeave Travel

Authority4226552

Additional Information

Have you been told to use a UIN other than your own Unit's?No

Do You Have the Authority of the Budget Holder?Yes


SaveCancel

Step 1 of 3Next

10. Next
11. Each aspect of the trip will then be entered on a separate line on the next screen (remembering that you must cap the payment if/when you go over the GYH(O) limit for your country)
12. Please take note of the justification below when claiming Terminal Travel
13. Once all lines have been entered click Next

| Line | Date        | Expense Type  | Justification   | Reimbursable Amount (GBP) | Details                 |
|------|-------------|---|---|---------------------------|-------------------------|
| 1    | 24-Feb-2023 | Get You Home (Overseas) GYH(O) - Up to MOD Flight Allowance             | 2 x PAX claiming cost of return flight to the UK. Total cost was £390. Capped at £270 to keep within cap.                                 | 270.00                    | <a href="#">Details</a> |
| 2    | 20-Feb-2023 | Get You Home (Overseas) GYH(O) - Actuals within Motor Mileage Allowance | Claiming actual return mileage from RWA to Sola Airport. 12 miles x 2 = 24. 24 miles x 0.25 = £6.00                                       | 6.00                      | <a href="#">Details</a> |
| 3    | 24-Feb-2023 | Get You Home (Overseas) GYH(O) - Actuals within Motor Mileage Allowance | Claiming actual return mileage from UK airport (NAME OF AIRPORT) to leave address (POSTCODE). XX miles x 2 = XX. XX miles x 0.25 = £0.00? | 0.00                      | <a href="#">Details</a> |

14. Take the time to review the claim!
15. Ensure that the 'Terms and Conditions' are fully understood. Tick the box
16. Click Submit
17. The claim will then be sent to the LWtr in the NSE for approval



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# Scandinavia - Respite JPA Guide

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- **Respite**
- In order to assist our SP with their Respite Provision journey submissions and subsequent claims the NSE have created this How to Guide which will take you through the process.
- Service Personnel and their families are entitled to 4 Respite nights per twelve months. The reset date for this is the anniversary date of your arrival at post.
- **NOTE:** All entitled family members have to undertake the Respite together and cannot be split
- The following pages show how to request the journey approval and how submit the subsequent claim.
- You can find further information on the Respite Provision Allowance in **JSP 752 Ch 9 Sec 5**

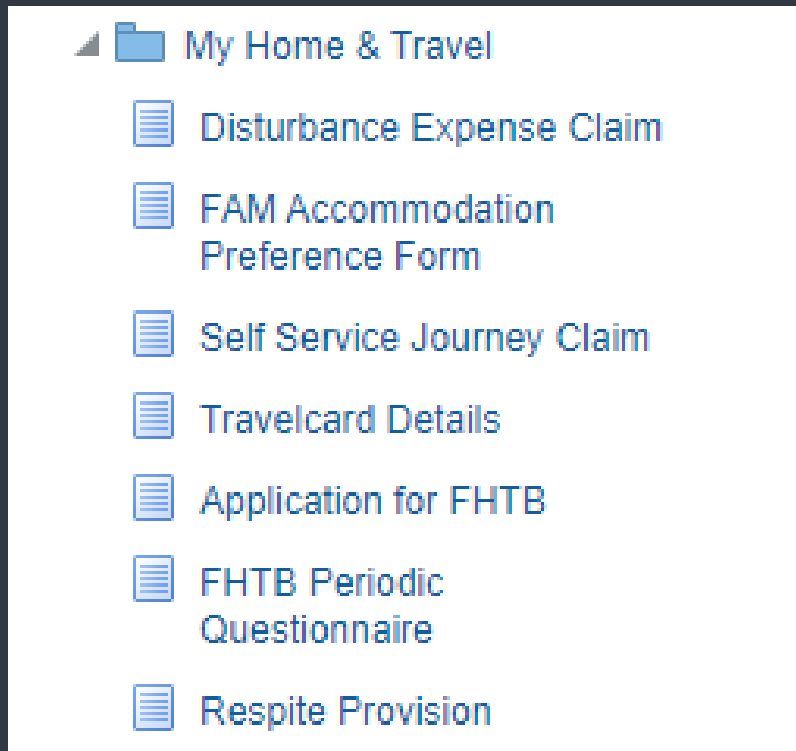


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## JOURNEY APPROVAL

1. Log on to JPA
2. Select JPA Self Service – Employee Armed Forces
3. Select 'My Home and Travel'
4. Select Respite Provision



5. Ensure you have the sufficient number of nights available (contact the NSE if you are unsure)
6. Create Claim
7. Complete the 'From Date' and 'Number of Nights'
8. Click to confirm Policy Acceptance



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## 9. Submit

Respite Provision Balance Information

Respite Provision balance information – the information displayed here is based on your current allocation. If your details are not correct please refer to your Unit HR Administrator.

|                        |   |                                  |  |                            |   |                                     |   |
|------------------------|---|----------------------------------|--|----------------------------|---|-------------------------------------|---|
| Type                   | Respite Provision   | Duty Station Location            | Norway   | Use by Date                | 06-Sep-2023   | Number of Nights Awaiting Approval  | 0   |
|                        | The element type holding the current allocation details                 |                                  | The location in which Respite Provision can be claimed                                 |                            | Respite nights must be claimed for periods dated before the Use by Date |                                     | The number of respite nights awaiting approval            |
| Unit                   | ESG NSE STAVANGER   | Location Cap (GBP)               | 134  | Number of Nights Allocated | 13  | Number of Nights Available to Claim | 1   |
|                        | The current primary Unit  |                                  | Duty Station Location Cap: Per Person, Per Night                                       |                            | The number of respite nights allocated for the current period           |                                     | The number of remaining respite nights available to claim |
| Reimbursement Currency | GBP   | Reimbursement Currency Cap (GBP) | 134  | Number of Nights Claimed   | 12  |                                     |   |
|                        | The Reimbursement Currency that is currently setup for Expenses payment |                                  | Duty Station Location Cap: Per Person, Per Night in the Expense Reimbursement Currency |                            | The number of respite nights claimed and approved                       |                                     |   |

Respite Provision Claim

Complete the fields below before Saving or Submitting your Respite Provision claim.

Claim Number

23026

From Date

23-Feb-2023

Number of Nights

1

☒

I have read and accept the Respite Provision policy outlined in JSP 752.

Tick the policy box to confirm you have read and accept the Respite Provision policy outlined in JSP 752

Back

Cancel

Save

Submit

10. A warning screen will ask you to confirm the Respite Provision Claim

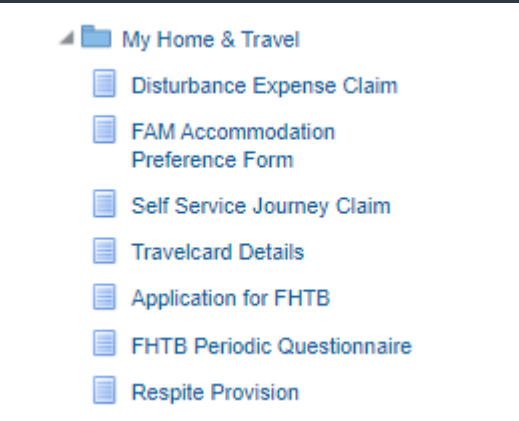
11. Click ‘Yes’

12. A confirmation box will appear confirming submission of your Respite request

You will now need to follow the instructions to retrieve your Claim and Approval number for future use on JPA:

13. Select 'My Home and Travel'

14. Select Respite Provision



15. Record Claim Number and Respite Approval Number, you will need this when claiming back your Respite Provision post journey

Respite Provision Balance Information

Respite Provision balance information – the information displayed here is based on your current allocation. If your details are not correct please refer to your Unit HR Administrator.

|                        |   |                                  |  |                          |
|------------------------|---|----------------------------------|--|--------------------------|
| Type                   | Respite Provision   | Duty Station Location            | Norway   | Use by D                 |
|                        | The element type holding the current allocation details                 |                                  | The location in which Respite Provision can be claimed                                 |                          |
| Unit                   | ESG NSE STAVANGER   | Location Cap (GBP)               | 134  | Number of Nights Allocat |
|                        | The current primary Unit  |                                  | Duty Station Location Cap: Per Person, Per Night                                       |                          |
| Reimbursement Currency | GBP   | Reimbursement Currency Cap (GBP) | 134  | Number of Nights Claim   |
|                        | The Reimbursement Currency that is currently setup for Expenses payment |                                  | Duty Station Location Cap: Per Person, Per Night in the Expense Reimbursement Currency |                          |

Respite Provision Claims

Respite Provision claims – your current and past Respite Provision claim information is listed in the table below. Please use the action icons available as required. To create a new claim please click on the Create Claim button above. For fu

| Claim Number | Unit              | Duty Station Location | Status   | From Date   | Number of Nights | Respite Approval Number | Expense Rep  |
|--------------|-------------------|-----------------------|----------|-------------|------------------|-------------------------|--------------|
| 19796        | ESG NSE STAVANGER | Norway                | Approved | 25-Dec-2022 | 4                | 22726                   | P17876834, P |
| 4968         | ESG NSE STAVANGER | Norway                | Approved | 24-Sep-2021 | 4                | 12982                   | P16356518    |
| 437          | ESG NSE STAVANGER | Norway                | Approved | 02-Sep-2021 | 4                | 10180                   | P16302169    |



# Scandinavia - Respite JPA Guide

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- **Respite Claim Submission**

1. Log on to JPA
2. Select JPA Expenses

A screenshot of a software interface titled 'Navigator'. It features a list of folders with blue folder icons. The folders are: 'Arrivals Clerk, Armed Forces', 'Debit Voucher Administrator, Armed Forces', 'Establishment Administrator (Read Only), Armed Forces', 'Expenses Auditor', and 'JPA Expenses'. The 'JPA Expenses' folder is highlighted with a red rectangular box. A 'Personalize' button is visible in the top right corner of the window.

3. Create New Expense Claim
4. The Reimbursement Currency will default to the currency of your Expense Bank Account
5. Select 'Respite Provision' from the 'Type of Claim' drop-down menu
6. Enter the Claim Number as the Authority for the (you would have saved this earlier as mentioned in the first part of this JPA Guide)
7. From the box titled 'Have you been told to use a UIN other than your own units'? Select 'No' from the drop-down menu
8. For Select UIN/ORG please leave blank
9. From the 'Do You Have Authority of the Budget Holder' drop-down, select 'Yes'
10. Select the correct 'Respite Approval Number' from the drop down (you would have saved this earlier as mentioned in the first part of this JPA Guide)
11. Enter the number of RP days you are claiming for, duty station location and total eligible claimants
12. Click Next

Create Expense Report: General Information

Save

Cancel

Step 1 of 3

Next

\*

Indicates required field

iExpense Help and Current Allowance Rates

Name

SUTCLIFFE, SCOTT PETER (Scottie) (30056137)

Cost Centre

F5107A

Reimbursement Currency

GBP - Pound Sterling

You will not be permitted to select a reimbursement currency unless a JPA payment method exists and you have a valid bank account for that currency.

Type of Claim

Respite Provision

Select Type of Claim. For further information click on iExpense Help button above and navigate to 'Types of Claim' hyperlink.

Authority

22726

Authorising Officer, Joining Instructions reference etc. For School Children's Visits or Self Service Journey Claims use the reference number given when you applied for the Journey.

Additional Information

If the UIN entered is not held on JPA please amend it or speak to your Unit HR for help.

Have you been told to use a UIN other than your own Unit's?

No

Select Your New UIN/ORG

Do You Have the Authority of the Budget Holder?

Yes

Respite Approval Number

22726

Number of nights claimed

4

Duty Station Location

Norway

Total eligible claimants

1



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# Scandinavia - Respite JPA Guide

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- **Respite Calculator**
- In order to submit the Respite Provision, claim **after** the journey has been completed, SP will need to calculate if the Notional or Actual journey costs will need to be submitted.
- You can calculate your entitled allowance using the Power App below and clicking on 'Calculate Respite':
- [DOB-GSO-RESPITE\\_CALC – PowerApps](#)
- Your maximum entitlement is calculated on a flat rate. The Power App will show you what the current rate is per person, per day.
- There are certain restrictions that are in place when claiming Respite Provision such as type of accommodation, also Respite Provision cannot be split and must be used by all eligible family members at the same time. If a family member is not on the trip, their part of the allowance will be lost.



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# Scandinavia - Respite JPA Guide

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- 12. From 'Expense Type' select the appropriate claim type (you may have to populate multiple lines)
- 13. Enter date expense Incurred
- 14. Enter receipt amount
- 15. Enter all pertinent information in the justification box (the NSE needs to totally understand how you utilised the allowances prior to approval)
- 16. Click 'Continue'. The Create Expenses Report: Review page will be displayed

Select Expense Lines: Duplicate Remove +

| <input type="checkbox"/> | Line | Date        | Expense Type                            | Justification  | Reimbursable Amount (GBP) | Details                 |
|--------------------------|------|-------------|---|--|---------------------------|-------------------------|
| <input type="checkbox"/> | 1    | 24-Feb-2023 | Respite Provision - Accommodation Costs | Myself and family stayed for four nights in a Norwegian Hotel in Tromsø. | 204.97                    | <a href="#">Details</a> |
| <input type="checkbox"/> | 2    | 24-Feb-2023 | Respite Provision - Flight Costs        | Return flight costs for my family and I to fly to Tromsø.                | 491.92                    | <a href="#">Details</a> |
| <input type="checkbox"/> | 3    |             |   |  |                           | <a href="#">Details</a> |
| <input type="checkbox"/> | 4    |             |   |  |                           | <a href="#">Details</a> |
| <input type="checkbox"/> | 5    |             |   |  |                           | <a href="#">Details</a> |
| <input type="checkbox"/> | 6    |             |   |  |                           | <a href="#">Details</a> |
| <input type="checkbox"/> | 7    |             |   |  |                           | <a href="#">Details</a> |
| <input type="checkbox"/> | 8    |             |   |  |                           | <a href="#">Details</a> |
| <input type="checkbox"/> | 9    |             |   |  |                           | <a href="#">Details</a> |
| <input type="checkbox"/> | 10   |             |   |  |                           | <a href="#">Details</a> |
| <span>Total</span>       |      |             |   |  | 696.89                    |                         |

- 17. Check the details and click 'Next'
- 18. Ensure that the 'Terms and Conditions' are fully understood. Tick the box
- 19. Submit

# Scandinavia - (SCV) JPA Guide

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- **School Children's Visit (SCV)**
- In order to assist our SP with their SCV journey submissions and subsequent claims the NSE have created this How to Guide which will take you through the process.
- SP are to submit a request for an SCV Journey (generating an SCV Journey Number) prior to the submission of any expenses. The Journey Number, is also the authority for EJSU Travel Cell to book any flights on behalf of the SP
- The following pages show how to request the journey approval and how to submit the subsequent claim.



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# Scandinavia - (SCV) JPA Guide

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- Step By Step Process of an SCV Journey Application/Claim

|   | PROCESS   | COMPLETE |
|---|---|----------|
|   |   |          |
| 1 | Apply for SCV Journey Number via JPA  |          |
| 2 | Submit Travel Request to NSE using the appropriate SCV Application Form   |          |
| 3 | NSE will staff the application and then submit JPA Confirmation of Authorisation and SCV Application Form to EJSU Travel Cell |          |
| 4 | NSE will receive booking confirmation and travel itinerary from EJSU Travel Cell and forward to SP for checking               |          |
| 5 | SP will submit SCV Mileage Claim on JPA upon completion of journey (if applicable)  |          |

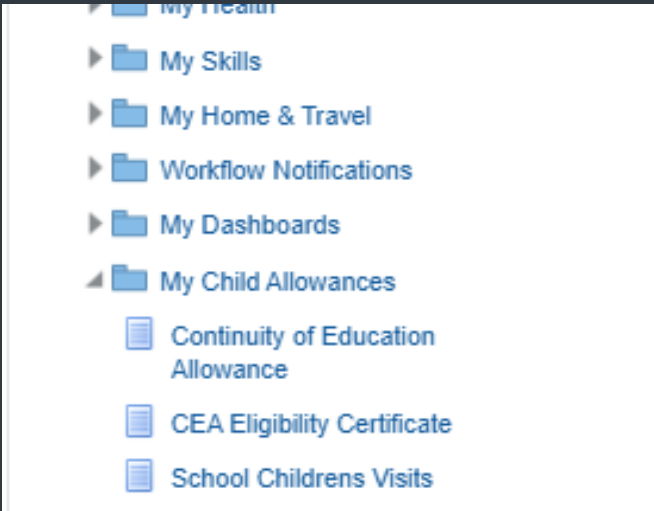


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## PRIOR JOURNEY APPROVAL

- 1. Log on to JPA
- 2. Select JPA Self Service – Employee Armed Forces
- 3. Select ‘My Child Allowances’
- 4. Select ‘School Children’s Visit’



- 5. Click on ‘Create SCV’
- 6. Select the persons travelling by clicking on the box next to their name
- 7. Continue
- 8. Confirm the travelling details
- 9. Complete **ALL** the Journey Legs (you will need this completed correctly if claiming back SCV Mileage post journey)

| Journey Legs     |        |             |                                       |                                       |
|------------------|--------|-------------|---------------------------------------|---------------------------------------|
| Inbound/Outbound | Method | Travel Date | From                                  | To                                    |
| Inbound ▾        | Air ▾  | 24-Feb-2023 | LHR <input type="text"/>              | Stavanger (Sola) <input type="text"/> |
| Inbound ▾        | Car ▾  | 24-Feb-2023 | Stavanger (Sola) <input type="text"/> | RWIA <input type="text"/>             |
| Outbound ▾       | Air ▾  | 28-Feb-2023 | Stavanger (Sola) <input type="text"/> | LHR <input type="text"/>              |
| Outbound ▾       | Car ▾  | 28-Feb-2023 | LHR <input type="text"/>              | NAME OF SCHOOL <input type="text"/>   |

# Scandinavia - (SCV) JPA Guide

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10. Use the drop-down menu to select if the travel is Inbound or Outbound; the Method of Travel; and the Dates
11. Select 'Add Journey' to complete each leg of the Inbound/Outbound Journey
12. Click 'Continue'
13. Click 'Submit'
14. Answer 'Yes'/'No' as applicable
15. Make a note of your journey number as you will need this for the SCV Application Form (prior to submitting to NSE) and any subsequent SCV Mileage Claim (if applicable)



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# Scandinavia - (SCV) JPA Guide

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- **Parental Contribution**
- SP will automatically have a Parental Contribution applied to JPA when the SCV Travel is approved. The NSE will check this each month and ensure the correct charge has been applied.



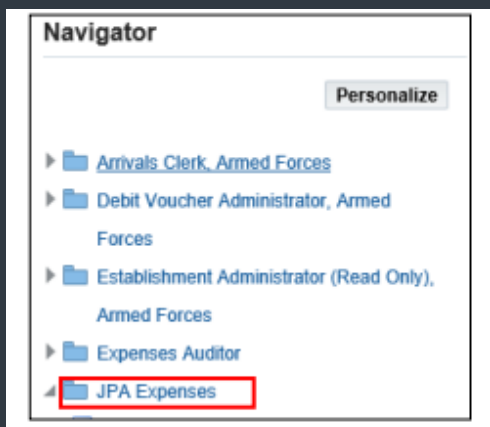
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# Scandinavia - (SCV) JPA Guide

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- **SCV Claim Submission**

1. Log on to JPA
2. Select JPA Expenses



3. Create New Expense Claim
4. From the 'Type of Claim' drop-down select 'School Children Visits'
5. The Authority will be the SCV Number that was generated, and you submitted to the NSE on the original SCV Application Form, however this can also be found on the Workflow that was originally generated
6. From the 'Do You Have the Authority of the Budget Holder?' drop down, select 'Yes'
7. Click 'Next'

**Create Expense Report: General Information** Save Cancel Step 1 of 3 Next

\* Indicates required field

**iExpense Help and Current Allowance Rates**

|   |                                      |  |                       |
|---|--------------------------------------|--|-----------------------|
| Name  | ATKINS, JOHN WILLIAM (John) (541065) | Type of Claim  | School Children Visit |
| Cost Centre   | D0871A                               | <small>Select Type of Claim. For further information click on iExpense Help button above and navigate to 'Types of Claim' hyperlink.</small>   |                       |
| Reimbursement Currency  | GBP - Pound Sterling                 | * Authority  | SCVNUMBER             |
| <small>You will not be permitted to select a reimbursement currency unless a JPA payment method exists and you have a valid bank account for that currency.</small> |                                      | <small>Authorising Officer, Joining Instructions reference etc. For School Children's Visits or Self Service Journey Claims use the reference number given when you applied for the Journey.</small> |                       |

**Additional Information**

If the UIN entered is not held on JPA please amend it or speak to your UIN HR for help.

|   |    |   |    |
|---|----|---|----|
| * Have you been told to use a UIN other than your own Unit's? | No | * Do You Have the Authority of the Budget Holder? | No |
| Select Your New UIN/ORG                                       |    | * School Visit Number                             |    |



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# Scandinavia – Dental JPA Claim Guide

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- **Dental JPA Claim**
- In order to assist our SP with their JPA Dental Claims the NSE have created this How to Guide which will take you through the process.
- **NOTE:** **All** SP and entitled family members **must** follow **all** instructions in the Dental Guide **prior** to submitting any subsequent claim on JPA. Failure to do so could result in dental claims not being approved and SP being liable for the cost.
- The following pages show how to put the claim on JPA and explain what documentation is required by the NSE in conjunction with a JPA submission.



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## **Documentation Required by the NSE**

Prior to the NSE being authorised to approve any Dental Claims for SP and/or their families, the NSE will require the following documentation (scanned and emailed to the NSE):

### Routine (please see Dental Care Guide)

Receipts of payment  
Dental Invoice

### Non-Routine (please see Dental Care Guide)

Receipts of payment  
Dental Invoice  
Healix confirmation

### Emergency (please see Dental Care Guide)

Receipts of payment  
Dental Invoice



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1. Log on to JPA
2. Select 'JPA Expenses' > 'Expense Home' > 'Create New Expense Claim'
3. Select 'Miscellaneous' from the 'Type of claim' drop-down
4. Authority will always be: 2023DIN01-037 (HEALIX)
5. From the box titled 'Have you been told to use a UIN other than your own units'? Select 'Yes' from the drop-down menu if you are a NATO employee. **If you are a non NATO employee please select No**
6. If you are a NATO employee UIN/ORG' F5107A. **If you are a non NATO employee please leave blank**
7. 'Do You Have the Authority of the Budget Holder: 'Yes'

8. Click 'Next'
9. Click 'Details' on Line 1

# Scandinavia – Dental JPA Claim Guide

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- 10. Select ‘Medical, Dental, Opticians, Prescription Fees’ from the ‘Expense Type’ drop-down
- 11. Enter date of expense
- 12. ‘Number of Days’ = 1
- 13. Enter the ‘Receipt Amount’ in NOK
- 14. Change currency to NOK
- 15. In the ‘Justification’ you **must** give as much detail as possible (who it was for, what treatment they had done, if it was Routine, Non-Routine or Emergency and the Healix Approval code if applicable)

Cash and Other Expenses: Details for Line 1

Duplicate

New Line

Remove Line

Continue

\* Indicates required field

iExpense Help and Current Allowance Rates

\* Indicates required field

\* Expense Type

Medical, Dental, Opticians, Prescription Fees

\* Date Expense Incurred

28-Feb-2023

For ADVANCES: Enter today's date. For claims enter the date the expense was incurred. Any future Date will invalidate the claim.

Daily Rate

1,000.00

Number Of Days

1

If this claim is for HDT or Incidental Expenses, please ignore this field.

Receipt Amount

1,000.00

\* Receipt Currency

NOK - Norwegian Krone

Receipt currency 'GBP - Pound Sterling' must be selected for :IE, Caravan Towing, Passenger Allowance, CLR, Military Equipment, Refund of Daily Food Charge/Core Meal, MOA, PAR, MMA and Respite Provision - MMA regardless of location to ensure correct set UK rate is paid.

Exchange Rate

0.0819873739444126

Reimbursable Amount

81.99

Justification

Non-Routine for my child Ralph. Root Canal that was approved by Healix. Healix Approval: 123456

Enter further details to support entitlement to this line of the claim, including Duty on Which Employed and any additional information that would support the validity of the claim for Authorisation or Audit purposes.

☐ Original Receipt Missing

- 16. Click ‘Continue’
- 17. Check the claim is correct

Create Expense Report: Cash and Other Expenses

Save

Cancel

Back

Step 2 of 3

Next

iExpense Help and Current Allowance Rates

Receipt-Based Expenses

☒ TIP CLICK the blue Details Icon to enter further information about your claim.

☒ TIP Date Example: 28-FEB-2023.

Select Expense Lines:

Duplicate

Remove


+

| <input type="checkbox"/> | Line | Date        | Expense Type                                  | Justification   | Reimbursable Amount (GBP) | Details     |
|--------------------------|------|-------------|---|---|---------------------------|-------------|
| <input type="checkbox"/> | 1    | 28-Feb-2023 | Medical, Dental, Opticians, Prescription Fees | Non-Routine for my child Ralph. Root Canal that was approved by Healix. Healix Approval: 123456 | 81.99                     | <div></div> |

- 18. Click ‘Next’
- 19. Ensure that the ‘Terms and Conditions’ are fully understood. Tick the box
- 20. Submit

## Personal Contribution (PC)

Unless exempt, dependants will pay NHS patient contribution costs towards their dental treatment, with these costs being reclaimed by the NSE. The patient contribution paid to the MOD is equivalent to [NHS Dental Charges](#)



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- **Methods of Payment for Healthcare**
- Access to clinical care across Europe & Turkey will carry a cost at various stages and settling bills for healthcare will differ in each location. There are various payment methods for consideration such as a 'guarantee of payment' issued to the healthcare provider by One (HMG) HEALIX, cashless billing (certain locations only), submitting an Invoice for payment from the provider to the CEP, or simply paying for care upfront and claiming a refund on the military JPA system.
- **Secondary Care**
- Your primary Doctor may consider an onwards referral to Secondary Care. Secondary Care may be viewed as attending Hospital for further screening services such as an Ultrasound, X-ray, MRI scan, Physiotherapy, or for a specialist opinion from a Consultant, which may lead to surgery. In the very first instance you must contact One (HMG) HEALIX in order to gain financial approval prior to going ahead with Secondary Care services. One (HMG) HEALIX will take action and work closely with the CEP to ensure that the most appropriate clinical path is followed going forward. One (HMG) HEALIX will provide a 'guarantee of payment' to the provider in most scenarios. Alternatively, in exceptional circumstances, the cost may have to be settled by the CEP. It is vital that submitting invoices to the CEP is not delayed as this may incur additional costings.
- **JPA Claims**
- In some instances you may be expected to settle a bill for healthcare or medication upfront. You must ask for a receipt as proof of your payment. Service Personnel (SP) must complete [FIN07 Form](#) for both their own healthcare or for that of their dependants, (*electronic signature accepted*) and submit the completed form along with the proof of payment to the CEP. The CEP will issue an unique JPA authorisation code & appropriate UIN to claim a refund against.
- For all correspondence regarding the settling of payments or for claiming JPA refunds, the following mailbox should be contacted: [UKStratCom-DMS-DPHC-EJSU-Fin@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-EJSU-Fin@mod.gov.uk)
- **Please note:** All JPA claims for reimbursement are to be submitted within 90 days of the period concerned, or the date on which the expenditure was incurred, as directed in JSP 752.



# SCANDINAVIA – Healthcare JPA Claim Guide

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- SP CAN ONLY CLAIM HEALTHCARE EXPENSES AFTER A FIN07 FORM HAS BEEN SUBMITTED TO CEP, APPROVED AND GIVEN A UNIQUE JPA AUTHORISATION CODE**

**Guide to submitting JPA Claims for CEP claims**

The screenshot shows the 'Create Expense Report: General Information' form in the JPA system. The form is divided into several sections: 'General Information', 'Cash and Other Expenses', and 'Additional Information'. The 'General Information' section includes fields for 'Name', 'Cost Centre', 'Reimbursement Currency', and 'Type of Claim'. The 'Additional Information' section includes a 'Have you been told to use a UIN other than your own Unit's?' dropdown and a 'Do You Have the Authority of the Budget Holder?' dropdown. Annotations point to the following fields:

- Change to currency of your expenses account**: Points to the 'Reimbursement Currency' dropdown.
- Drop down to miscellaneous**: Points to the 'Type of Claim' dropdown.
- Enter Claim code issued by CEP**: Points to the 'Authority' text input field.
- Drop down to yes and enter UIN issued by CEP**: Points to the 'Have you been told to use a UIN other than your own Unit's?' dropdown.

1. Log on to JPA
2. Select 'Create Claim'
3. Select 'JPA Expenses'
4. Select Miscellaneous for 'Type of Claim'
5. In Authority input the code given to you by CEP when your FIN07 was authorised
6. Select 'Yes' from the 'Do You Have Authority of the Budget Holder'
7. Select 'Yes' from the 'Have you been told to use a UIN other than your own Unit's?'
8. Input the UIN given to you by CEP after your FIN07 has been approved
9. Select 'Next'.



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# SCANDINAVIA – Healthcare JPA Claim Guide

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The screenshot shows the 'Cash and Other Expenses: Details for Line 1' form. The form is divided into several sections: 'Expense Type' (Medical, Dental, Opticians, Prescription Fees), 'Date Expense Incurred' (For ADVICE, Enter today's date. For claims enter the date the expense was incurred. For future dates, add justification), 'Receipt Amount' (GBP - Pound Sterling), 'Receipt Currency' (GBP - Pound Sterling), and 'Exchange Rate' (1). The 'Justification' field is empty. The 'Original Receipt Missing' checkbox is unchecked. The form also includes a 'Drop down to Medical, Dental' field, an 'Enter code from CEP' field, an 'Enter date on receipts' field, and a 'Change to currency of receipts' field.

1. Select Medical, Dental, Opticians, Prescription Fees as 'Expense Type'
  2. As justification input the code given to you by CEP when your FIN07 was authorised
  3. For Date expense incurred input the date on the receipt
  4. Change the receipt currency to whatever currency you paid in
  5. Click Return
  6. Click Next
  7. Review the claim
  8. Ensure that the 'Terms and Conditions' are fully understood. Tick the box
  9. Select 'Submit'
  10. The claim will then be sent to CEP for final approval
- **Please note: All JPA Claims for reimbursement are to be submitted within 90 days of the period concerned, or the date on which the expenditure was incurred, as directed in JSP 752.**



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# Scandinavia – Travelling on Assignment Guide

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- **Travelling on Assignment**
- In order to assist our SP with their plans on travelling on assignment and subsequent claims the NSE have created this 'How to Guide' which will take you through the process.
- There are several options with regards to travelling on assignment and the option(s), you can use will depend on your personal circumstances (number of dependants travelling with you and how many vehicles you plan to drive/ship back etc.)
- The options available are:
  - Flights – booked by EJSU Travel Cell or SP can book using **American GBT**
  - PAP (Privately Arranged Passage) – booked by the SP
  - OPVP (Self Drive) - booked by SP
  - OPVP (Overseas Vehicle Provision)
- Depending on your circumstances, you **may** be able to utilise more than one of the options listed above but only **one** type of OPVP may be used.
- Please familiarise yourself with the correct JSP prior to deciding which entitlement(s) you are going to opt for:
  - PAP – JSP 752 Chapter 6, Section 6
  - OPVP – JSP 752 Chapter 9, Section 4
  - OPVP (Self Drive) - JSP 752 Chapter 6, Section 12



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# Scandinavia – Travelling on Assignment Guide

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- **PAP – Privately Arranged Passage**
- The aim of a Privately Arranged Passage (PAP) is to provide assistance towards the travel costs incurred by Service personnel and accompanying immediate family. This is applicable when they are required to make a duty journey on assignment but, for personal reasons, they choose to travel by other than the recognised flight route.
- If you decide to drive a vehicle to your next assignment, you may opt for PAP.
- You will be required to complete the latest Travel Request Form (Annex D) which can be obtained from the NSE or on the EJSU.net Travel Page. Once this has been completed, it will need to be submitted to the NSE. The NSE will then staff and obtain SNR/COS approval and forward to EJSU Travel Cell for processing.
- When completing the Travel Request Form (Annex D), please remember the following points:
  - List the full details required for yourself and all family members travelling.
  - List each part of your planned itinerary.
  - Please complete the name and address of any hotels you require here and at your new assignment that coincide with your removals/march in/out.
  - Sign and date electronically, the NSE will seek the required approval prior to submitting to EJSU Travel Cell for processing.
  - Please note that if you will be travelling with any pets that this portion of the cost is attributable to the SP.
- Upon submitting the Travel Request Form (Annex D) to the NSE, you will need to provide the following accompanying documentation for the EJSU audit trail:
  - AO for next assignment
  - Removals confirmation – this will include the date of collection and delivery at your new post.
- However, with PAP you are also required to complete and submit the following additional documentation:
  - Annex A. Authority and Entitlement Certificate - Privately Arranged Passage - Service Person.
  - Annex B. Authority and Entitlement Certificate - Privately Arranged Passage - Immediate Service Family.
- The PAP Annexes can be obtained from the NSE or in the JSP 752 Chapter 6, Section 6.
- **EJSU Travel Cell require your completed, staffed and approved travel application six weeks prior to travel. Please take this into consideration when planning to submit, giving the NSE time to process for you.**



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# Scandinavia – Travelling on Assignment Guide

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- **Flights**
- If you decide to fly to your next assignment, your flights and any hotels you are entitled to will be booked by the EJSU Travel Cell.
- You will be required to complete the online form found here [BOOKING TRAVEL APP - DOB-GSO-TRAVEL-BOOKING-USER - Power Apps](#) alternatively if you are having issues accessing the site please speak to the NSE directly.
- When completing the booking travel app, please remember the following points:
  - List the full details required for yourself and all family members you wish to have a flight booked for.
  - List each part of your planned itinerary, including any Terminal Travel (journey to and from airport at either end).
  - You must list the flight details, including the flight numbers for the flights you require.
  - Please complete the name and address of any hotels you require here and at your new assignment that coincide with your removals/march in/out.
- Please note that if you will be travelling with any pets that this portion of the cost is attributable to the SP.



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# Scandinavia – Travelling on Assignment Guide

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- **PAP – Privately Arranged Passage**
- Things to note for PAP:
- PAP applications are submitted to MSS Relocations Services Families Section on your behalf to gain a PAP Quote and refunds are capped at the costs of the official mode of travel (including terminal travel at either end) at non-flexible economy class rates only, by the most direct route between the 2 duty stations, per eligible member of immediate family that is travelling in the PAP vehicle.
- Accommodation and subsistence expenses may not form any part of any PAP claim. All such expenses are the personal liability of the SP. Expenses such as ferries and tolls may form part of the claim (within your PAP Quote), but parking fees may not.
- PAP will be limited to a refund of expenses incurred by one private motor vehicle only and cannot be used in conjunction with **OPVP Self-Drive**. However, it can be used in conjunction with other OPVP options (shipping etc., please see further information in JSP 752 Chapter 6, Section 6).
- PAPs are regarded as starting at the duty station or RWA, and ending at the next duty station or RWA. But the overall PAP reimbursement will be capped at the costs of the most economical method of travel between the two by the most direct route (flights).
- No advance of pay is permissible for the costs associated with PAP. The full cost of a PAP must be borne initially by the Service person, who must make all their own private travel arrangements, including insurance.
- SP are to submit leave on JPA for the duration of the PAP journey and thus are considered as off duty. Leave applications on JPA should also include contact information during the PAP journey.



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# Scandinavia – Travelling on Assignment Guide

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- **Overseas Private Vehicle Provision (OPVP) – Self Drive**
- The aim of OPVP is to assist Service personnel permanently assigned to or from an overseas location with access to a private motor vehicle.
- OPVP Options:
  - Eligible SP may use the OPVP provision in one of the following ways:
    - To contribute towards the charges incurred (up to the capped rate) when required to cancel a vehicle lease agreement.
    - To contribute towards the cost (up to the capped rate) of privately shipping one vehicle to and from the permanent overseas assignment location.
  - **Self-Drive. On assignment to or from an LOA qualifying location, a self-drive claim is permitted for one eligible personal vehicle as recognised in OPVP policy. Hired or borrowed vehicles, vans, trailers or vehicles specifically used for the relocation of effects, are not eligible.**
  - ***This section is going to concentrate on Self-Drive***, so any further information required on other options for OPVP can be discussed with the NSE or found in the JSP 752 Chapter 9, Section 4.
- Things to note for Self-Drive:
  - If a SP selects the Self-Drive option of OPVP, the SP cannot use any other option of OPVP (options mentioned above) or use it in conjunction with PAP.
  - If a SP uses 'Self-Drive' as the OPVP option, the SP may claim up to the published OPVP cap rate (this can include MMA, tunnel and ferry costs etc.).
  - The SP is to ensure they have adequate insurance for themselves, their spouse/civil partner and any dependent children (if applicable) to meet cancellations, breakdown, medical or hospital expenses that may arise during the journey. Such occurrences will not be covered by MoD indemnity until arrival at the duty station.
  - Subsistence expense whilst traveling can include accommodation provision but is restricted to one night only and is to be in accordance with current subsistence regulations. Only family members in the Self-Drive vehicle are entitled to this subsistence. This additional expense is not included within the OPVP Cap Rate and can be reclaimed on JPA in accordance with OPVP Self-Drive JPA Guide below.
- Self-Drive MMA claims as an alternative to OPVP are capped at the OPVP allowance rate published at the time of booking as detailed in JSP 752, Chapter 3.

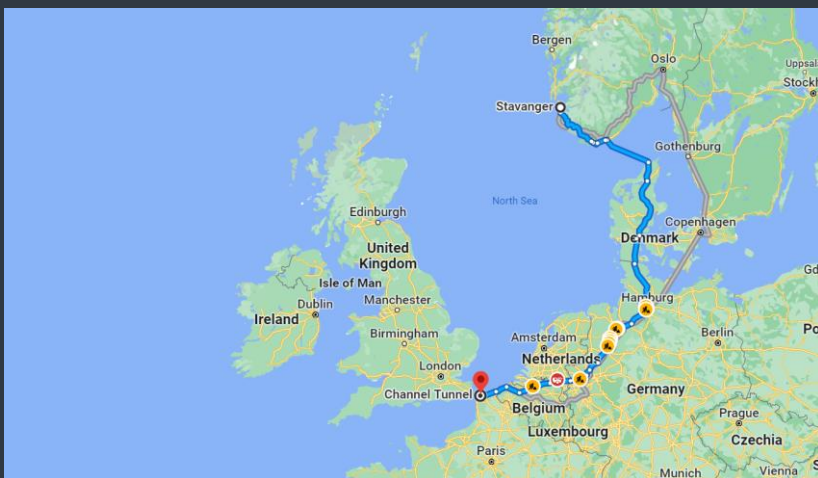


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- **Overseas Private Vehicle Provision (OPVP) – Self Drive**
- Claims are for one vehicle only, by the most reasonable direct, and economical route.
- **Example 1**



- Stavanger to Calais: 1008 miles @ 0.39 = 393.12 GBP (Norway MMA)
- Hirtshals Ferry: 350.00 GBP
- Channel Tunnel: 125.00 GBP
- Folkestone to RAF Coningsby: 200miles @ 0.25 = 50.00 GBP (UK MMA)
- Total: 918.12 GBP
- Based on this example, you would reclaim £443.12 MMA plus your full Channel Tunnel and ferry costs as it is below the OPVP Cap Rate.
- **Plus** you can claim one night hotel and subsistence costs, in accordance with current subsistence regulations for each permitted family member travelling in the Self-Drive vehicle.



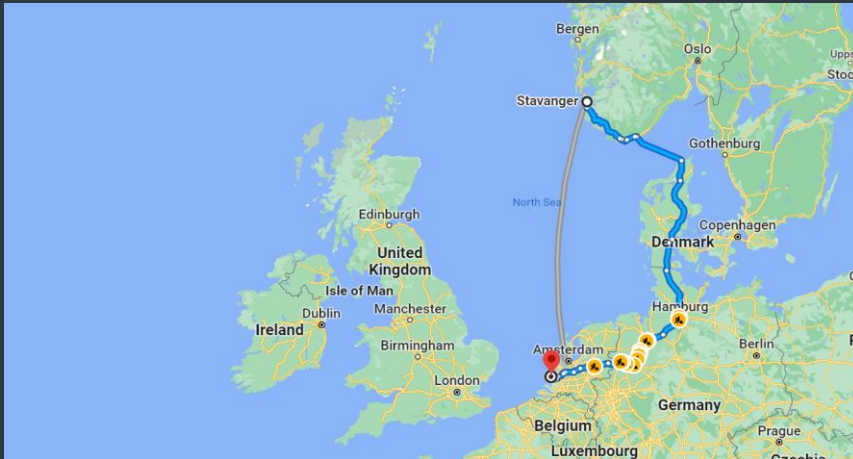
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- **Overseas Private Vehicle Provision (OPVP) – Self Drive**

- **Example 2**



- Stavanger to Rotterdam (via ferry to Hirtshals): 850 miles @ 0.39 = 331.50 GBP (Norway MMA)
- Hirtshals Ferry: 350.00 GBP
- Rotterdam Ferry to Hull: 450.00 GBP
- Hull to Liverpool: 130 miles @ 0.25 = 32.50 GBP (UK MMA)
- Total: 1164.00 GBP
- Based on this example, you would reclaim the following:
- MMA: £364.00
- Ferry Costs: £661.00 (actual cost reduced to keep within OPVP Cap)
- Total: 1025.00 GBP
- **Plus** you can claim one night hotel and subsistence costs, in accordance with current subsistence regulations for each permitted family member travelling in the Self-Drive vehicle.
- **Plans to use alternative routes to the examples shown above must be discussed with the NSE prior to booking to ensure that the proposed route remains within the spirit of the regulation and remains a recognised route back to the UK**



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- If you decide to use the Self-Drive option, there is no requirement to apply via the NSE. However, if you require one night subsistence while undertaking Self-Drive, you must book this via GBT prior to traveling using your own personal GBT Account and claim back on JPA once the journey has been completed and using the JPA Guide below.



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- The following information is to be used when claiming back any hotels, subsistence, PAP or Self-Drive when you reach your next assignment and the journey you decided to take has been completed.

- If you opted to fly only as mentioned above, your flights would have been booked and paid for by EJSU Travel Cell. However, you will be entitled to claim back any hotels that were booked by EJSU Travel Cell and any subsistence and Terminal Travel that you are entitled to for that country as follows via JPA as follows:

- Create Expense Report: General Information

Save

Cancel

Step 1 of 3

Next

\*

Indicates required field

iExpense Help and Current Allowance Rates

Name

SUTCLIFFE, SCOTT PETER (Scottie) (30056137)

Cost Centre

F5107A

Reimbursement Currency

GBP - Pound Sterling

▼

You will not be permitted to select a reimbursement currency unless a JPA payment method exists and you have a valid bank account for that currency.

Type of Claim

Change of Assignment ▼

Select Type of Claim. For further information click on iExpense Help button above and navigate to 'Types of Claim' hyperlink.

\*

Authority

AO123456

Authorising Officer, Joining Instructions reference etc. For School Children's Visits or Self Service Journey Claims use the reference number given when you applied for the Journey.

Additional Information

If the UIN entered is not held on JPA please amend it or speak to your Unit HR for help.

\*

Have you been told to use a UIN other than your own Unit's?

No ▼

Select Your New UIN/ORG

⌵

🔍

\*

Do You Have the Authority of the Budget Holder?

Yes ▼

📄

Total

0.00

Select Expense Lines:

Duplicate

Remove

Total Lines: 0

Grand Total: 0.00

Save

Home

Back

Step 2 of 3

Next



# Scandinavia – Travelling on Assignment Guide

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- **JPA Guide**

9. Click on 'Details'.
10. Click 'Subsistence' from the Expense drop-down.
11. 'Date Expense Incurred', select your first day in the hotel.
12. Select the amount of days that EJSU Travel Cell booked you in the hotel.
13. Change the 'Receipt Currency' to the currency of the country the hotel was booked in.
14. 'Total Day Subsistence' is the cost of food capped per person at the daily rate.
15. 'Total Night Subsistence' is the cost of the accommodation.
16. Select the correct 'Expense Location (Country)'.
17. Enter the 'DHRS Booking Code' which can be found on your booking from EJSU Travel Cell, this is not you Exemption Code you used when undertaking NATO travel.
18. Select 'Without Food'.
19. Choose if you are to aggregate.
20. Justify the claim with as much detail as possible.

\* Indicates required field

\* Expense Type

Subsistence Expense

\* Date Expense Incurred

01-Feb-2023

📅

For ADVANCES: Enter today's date. For claims enter the date the expense was incurred. Any future Date will invalidate the claim.

Daily Rate

5,000.00

Number Of Days

1

📅

If this claim is for HDT or Incidental Expenses, please ignore this field.

Receipt Amount

5,000.00

\* Receipt Currency

NOK - Norwegian Krone

Receipt currency 'GBP - Pound Sterling' must be selected for JE: Caravan Towing, Passenger Allowance, CLR, Military Equipment, Refund of Daily Food Charge/Core Meal, MOA, PAR, MMA and Respite Provision - MMA regardless of location to ensure correct set UK rate is paid.

Exchange Rate

0.0819873739444126

Reimbursable Amount

409.94

Justification

This is accommodation and food for myself, wife and two children while we stayed in a local hotel in Norway after moving out of SFA and waiting to leave Norway.

✎

Enter further details to support entitlement to this line of the claim, including Duty on Which Employed and any additional information that would support the validity of the claim for Authorisation or Audit purposes.

☐

Original Receipt Missing

Additional Information

\* Total Day Subsistence Costs incurred for the period of this Duty

1000.00

4000.00

\* Total Night Subsistence Costs incurred for the period of this Duty

Expense Location (Country)

Norway

Norway

123456

DHRS Booking Code

123456

Was this Accommodation Booked with or without Food?

Without Food

Do you wish to aggregate this line with other DS lines?

▼

📅

What is the start date of aggregation?

📅

What is the end date of aggregation?

📅

Update

Duplicate

New Line

Remove Line

Return

21. Click 'Return'.



# Strategic Command

# Scandinavia – Travelling on Assignment Guide

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Create Expense Report: Cash and Other Expenses

[Save](#) [Home](#) [Back](#) Step 2 of 3 [Next](#)

[Expense Help and Current Allowance Rates](#)

Receipt-Based Expenses

TIP

CLICK the blue Details Icon to enter further information about your claim.

TIP

Date Example: 02-MAY-2023.

Select Expense Lines: [Duplicate](#) [Remove](#) | [+](#)

| <input type="checkbox"/> | Line | Date        | Expense Type        | Justification  | Reimbursable Amount (GBP) | Details                 |
|--------------------------|------|-------------|---------------------|--|---------------------------|-------------------------|
| <input type="checkbox"/> | 1    | 01-Feb-2023 | Subsistence Expense | This is accommodation and food for myself, wife and two children while we stayed in a local hotel in Norway after moving out of SFA and waiting to leave Norway. | 409.94                    | <a href="#">Details</a> |
| <input type="checkbox"/> | 2    |             |                     |  |                           | <a href="#">Details</a> |
| <input type="checkbox"/> | 3    |             |                     |  |                           | <a href="#">Details</a> |

22. You will now need to add a line similar to above for any subsistence (accommodation and food) for the UK if you requested it and had it approved by EJSU Travel Cell.
23. Should EJSU Travel Cell approve Terminal Travel on your Travel Request Form (Annex D) (MMA, train, bus or taxi etc.). These will have to be claimed now on a separate line with a full justification.
24. If you had PAP approved, you can now navigate to [Privately Arranged Passage – PAP](#)
25. If you had Self-Drive approved, you can now navigate to [OPVP - Self-Drive](#)



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- JPA Guide

26. If there are no further lines to add, Click ‘Next’.

Terms and Conditions – Claimants Certificate can be found at JPA F022

☒ I accept the Terms and Conditions of the MOD's Travel and Expense Policies

Expense Report Summary

If you have updated your expense please click "Save" to ensure that the calculated totals below include all appropriate amounts.

General Information

Name

SUTCLIFFE, SCOTT PETER (Scottie)

(30056137)

Expense Dates

01-FEB-2023 - 01-FEB-2023

Cost Center

F5107A

Authority

AO123456

Approver

Have you been told to use a UIN other than your own Unit's?

No

Select Your New UIN/ORG

Do You Have the Authority of the Budget Holder?

Yes

Report Total

409.94

GBP

Reimbursement Amount

409.94

GBP

Expense Lines

Weekly Summary

Approval Notes [0]

Business Expenses

Cash Expenses

| Date        | Receipt Amount | Expense Type        | Justification  | Receipt Missing | Reimbursable Amount (GBP) | Details |
|-------------|----------------|---------------------|--|-----------------|---------------------------|---------|
| 01-Feb-2023 | 5,000.00 NOK   | Subsistence Expense | This is accommodation and food for myself, wife and two children while we stayed in a local hotel in Norway after moving out of SFA and waiting to leave Norway. |                 | 409.94                    |         |
| Total       |                |                     |  |                 | 409.94                    |         |

Save

Home

Back

Step 3 of 3

Submit

27. Take the time to review the claim!
28. Ensure that the ‘Terms and Conditions’ are fully understood. Tick the box.
29. Click ‘Submit’.
30. The claim will then be sent to the LWtr in the NSE or your new unit for approval.

# Scandinavia – Travelling on Assignment Guide

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JPA Guide

Part Two – PAP

If you opted to use PAP you would have been given a PAP Quote capped by EJSU Travel Cell, if so you can claim by using the following instructions:

1. Select a new line.
2. Click ‘Privately Arranged Passage’ from the Expense drop-down.
3. Select the date you started your PAP (this is the moment you leave country).
4. Leave the ‘Number of Days’ as 1.
5. Leave the ‘Receipt Currency’ as GBP.
6. In the ‘Justification’ please list all ferries/tunnels etc. and the cost. Remembering you cannot claim any hotels/subsistence cost made during your PAP journey.
7. In the ‘Receipt Amount’ you must cap this at the quote given to you by EJSU Travel Cell. You will find this on your Travel Request Form (Annex D) given back to you by the NSE.

Cash and Other Expenses: Details for Line 2

DuplicateNew LineRemove LineBackReturn

\* Indicates required field

iExpense Help and Current Allowance Rates

\* Indicates required field

\* Expense TypePrivately Arranged Passage (PAP)

\* Date Expense Incurred02-Feb-2023

Daily Rate450.00

Number Of Days1

Receipt Amount450.00

Your receipt amount exceeds the allowable limit for miscellaneous reporting.

Receipt CurrencyGBP - Pound Sterling

Exchange Rate1

Reimbursable Amount450.00

\* Justification

Ferry from Stavanger to Hirtshals £366  
Channel Tunnel £250

Total Cost £616 but capped at £450 by EJSU

Enter further details to support entitlement to this line of the claim, including Duty on Which Employed and any additional information that would support the validity of the claim for Authorisation or Audit purposes.

☐ Original Receipt Missing

If this claim is for HDT or Incidental Expenses, please ignore this field.

Receipt currency 'GBP - Pound Sterling' must be selected for :IE, Caravan Towing, Passenger Allowance, CLR, Military Equipment, Refund of Daily Food Charge/Core Meal, MOA, PAR, MMA and Respite Provision - MMA regardless of location to ensure correct set UK rate is paid.

8. Click ‘Return’



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9. You will now need to enter any further lines (Self-Drive etc. which is explained further down in this JPA Guide).
10. If there are no further lines to add, Click 'Next'.

11. Take the time to review the claim!
12. Ensure that the 'Terms and Conditions' are fully understood. Tick the box.
13. Click Submit.
14. The claim will then be sent to the LWtr in the NSE or your new unit for approval.



# Scandinavia – Travelling on Assignment Guide

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## JPA Guide

### Part Three – OPVP Self-Drive

If you opted to use OPVP Self-Drive, please continue from here using the following instructions:

1. Select a new line.
2. Click ‘MMA’ from the Expense drop-down.
3. Select the date you started your Self-Drive (this is the moment you leave country).
4. Leave the ‘Number of Days’ as 1.
5. Leave the ‘Receipt Currency’ as GBP.
6. ‘MMA Journey Distance’ will be the most direct route using Google Maps from Norway to point of departure from Mainland Europe (Norway MMA Rate). Ensure you enter the correct Miles of KM.
7. ‘Expense Location’ will be Norway for this leg of the journey.
8. Choose correct ‘Transport Type’.
9. ‘Driver/Passenger’ – Driver
10. ‘Non UK Claims Only’ – Duty Paid.
11. ‘Has this journey started from your RWA’ – Yes.
12. Please justify the claim in as much detail as possible using something similar from the example below:

Cash and Other Expenses: Details for Line 2

UpdateDuplicateNew LineRemove LineBackLine 2 of 5NextReturn

Expense Help and Current Allowance Rates

\* Indicates required field

Expense TypeMotor Mileage Allowance (MMA)

Date Expense Incurred02-Feb-2023

Daily Rate333.11

Number Of Days1

Receipt Amount333.11

Receipt CurrencyGBP - Pound Sterling

Exchange Rate1

Reimbursable Amount333.11

\* MMA Journey Distance850

Miles or KmMiles

Expense Location (Country)Norway

Transport TypeMotor Car

Driver / PassengerDriver

Non UK Claims OnlyDuty Paid

Has this Journey Started or Finished at your Residence at Work Address?Yes

Justification

Self-Drive (OPVP) (Norway MMA Rate) from my current unit to my point of departure from Mainland Europe, taking the most direct route and using Google Maps. .

Enter further details to support entitlement to this line of the claim, including Duty on Which Employed and any additional information that would support the validity of the claim for Authorisation or Audit purposes.

☐ Original Receipt Missing

13. Click ‘Return’.

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## JPA Guide

14. You can now claim MMA from UK point of entry to your new RWA at the UK MMA Rate using the following example:

Cash and Other Expenses: Details for Line 3

UpdateDuplicateNew LineRemove LineBackLine 3 of 5NextReturn

Indicates required field

Expense Help and Current Allowance Rates

Indicates required field

Expense TypeMotor Mileage Allowance (MMA)

Date Expense Incurred02-Feb-2023

Daily Rate32.50

Number Of Days1

Receipt Amount32.50

Receipt CurrencyGBP - Pound Sterling

Exchange Rate1

Reimbursable Amount32.50

JustificationSelf-Drive (OVPN) (UK MMA Rate) from entry point in UK to new RWA (Liverpool) using Google Maps.  
Enter further details to support entitlement to this line of the claim, including Duty on Which Employed and any additional information that would support the validity of the claim for Authorisation or Audit purposes.  
☐ Original Receipt Missing

Additional Information

MMA Journey Distance130

Miles or KmMiles

Expense Location (Country)United Kingdom

Transport TypeMotor Car

Driver / PassengerDriver

Non UK Claims Only

Has this Journey Started or Finished at your Residence at Work Address?

15. You can now claim ferries and/or tunnels using the example below as guidance. You **must** remember, you **cannot** exceed the OPVP Cap Rate.

Cash and Other Expenses: Details for Line 4

DuplicateNew LineRemove LineBackLine 4 of 4Return

Indicates required field

Expense Help and Current Allowance Rates

Indicates required field

Expense TypeFerry Charges

Date Expense Incurred02-Feb-2023

Daily Rate659.39

Number Of Days1

Receipt Amount659.39

Receipt CurrencyGBP - Pound Sterling

Exchange Rate1

Reimbursable Amount659.39

JustificationHirtshall Ferry: £350  
Rotterdam Ferry: £450  
Total: £800  
Capped at £659.39 meeting OPVP Cap Rate  
Enter further details to support entitlement to this line of the claim, including Duty on Which Employed and any additional information that would support the validity of the claim for Authorisation or Audit purposes.  
☐ Original Receipt Missing

16. Click 'Return'.

17. *If you have booked a hotel via your personal GBT Account, you can claim for this on a separate new line under subsistence and similar to the instructions in Part One of this JPA Guide. The hotel and subsistence **must** be within the cap rate for that country and is for one night only.*


18. If there is nothing further to add, click 'Next'.

19. Take the time to review the claim!

20. Ensure that the 'Terms and Conditions' are fully understood. Tick the box.

21. Click Submit.

22. The claim will then be sent to the LWtr in the NSE or your new unit for approval.



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