

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 oil & gas 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 1 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

5,621,613

Most population are located in the southern part of the country.

Capital

Oslo; 1,546,706

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° C and 24°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 18th & 19th century.

Stavanger Domkirke (St. Svithun's cathedral) was built between 1100 and 1125 by the English bishop Reinald in <u>Anglo-Norman</u> style. St. Svithun (English bishop of Winchester) was buried in the grounds of the cathedral in July <u>862</u> 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'.

Sverd i fjell (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.



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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.



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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 centre. 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

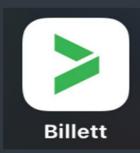
By Train. The Norwegian State railway (NSB) run along the southern coast of Norway to Oslo. There are no trains northward. The railway station is located in the centre of town next to the bus station by the lake. Gausel train station is a 5 minute walk from the Gausel houses.

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

- Kolumbus, the local bus service. Timetable info at www.kolumbus.no
 All tickets must be scanned to validate them, failure to do this could result in fines being issued.
- The following Apps are useful to navigate routes and purchase tickets.







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



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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



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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. <u>Home United Kingdom</u> (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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- **2. Mountain bikes**. A number of mountain bikes are available in each store. Helmets are to be worn at all times when using the bikes.
- **3.** Other items. A number of other small items exist within each kit store (roller skis, hedge trimmer) that are not on the booking sheets. Use of these items should be coordinated with the Kit Store Manager.
- **b) Ski Store.** A number of cross country skis are available for use by members. The operation of the Cross Country Ski Store is overseen by the Cross Country Ski Store Equipment Manager and governed through the Cross Country Ski Store Safety Management Plan.
- c) Snekke. The Snekke is a leisure water craft. The operation of the Snekke is overseen by the Snekke Officer. Responsibility for the safety of the Snekke, people on board, other water users, and property lies with the Coxswain who is in charge of the Snekke during use. The Coxswain is to have undergone a familiarisation on the Snekke and be briefed on all safety issues. The operation of the Snekke is governed by the Snekke Safety Management Plan.
- **6. Assurance**. Members will be required to undergo a familiarisation before using items from the Kit Store, the Cross Country Ski Store or the Snekke. The Asset Officers are responsible for conducting this familiarisation. Following each familiarisation, members will be required to sign acknowledging they have read and understood the respective Safety Management Plans.
- **7. Insurance.** Members and guests using items from the Kit Store, Cross Country Ski Store or the Snekke are required to have personal accident insurance.







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P Number

Once you arrive in Norway you will need to apply for a personal indentification number known as a P number. Every person in Norway who plans on staying for over six months must apply for a P number.

This number is issued by the Norwegian Tax Administration office and is essential for accessing services such as opening a bank account, registering you car as well as accessing a Doctors Surgery. Once you have received a P number you will also be assigned a Doctors Surgery, however there is private doctors that can be utilised whilst you wait for your P number.

To apply for a P number you will need to complere the Move to Norway form which can be found here Move to Norway - The Norwegian Tax Administration. When completing the form, you will need to upload two documents. One is a documentation of housing which will be produced by the NSE and given to you at your joining call. The second is a documentation of legal residence which will be produced by Host Nations Support (HNS.

Once you have completed the form you will be able to book an appointment at the local Service Centre for Foreign Workers (SUA) office. <u>Lagårdsveien 46, 4010 Stavange</u>r.

All members of the family will be required to be at the appointment as you must provide the following documents:

- Passports for all members of the family
- Proof Of Marriage form (if applicable) As long as all are present at the appointment you do not have to bring the marriage certificate to your ID check appointment
- Parental Responsibility Agreement form (if applicable) As long as all are present at the appointment you do not have to bring the birth certificate to your ID check appointment.

Once completed the P numbers will be sent to your registered home address, they can take up to 12 weeks but we have found they are usually processed quicker than this.



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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.



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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 the 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:
- <u>dsb_beredskap_brosjyre_originalutvikling_engelsk_utenlogo_print_fogra39_nbb.pdf</u>

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-plaver

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.
- <u>www.gov.uk/government/collections/list-of-lawyers</u>
- 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 <u>EHIC/GHIC</u> 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

HR Admin

LWtr Sam Tucker

5134 2065

Email - 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

Admin Clerk

Claire Dewars

5134 2066

Email - claire.dewars101@mod.gov.uk

DIO Local – Estate Manager

Dave Maple

5134 - 2068

Mobile - +47 46630220

Email - <u>Dave.Maple100@mod.gov.uk</u>



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Deadline Prior to move date	Action	POC	Date
As Soon As Possible Following AO	Book Agility Logistics Removals Please complete form online, print and hand it to HoL who will sign it and submit it	https://grms.agilitylogistics.c om UKNSE Hd NSE 5134 2060	
14 days	Inform DIO of Assignment	DIOSDOS-ESG-Housing- Enquiry@mod.gov.uk	
When Removal Dates are Confirmed	Book SFA March Out (and pre march out if required)	Mr Dave Maple 5134 2068 (Mob 46630220)	
8 weeks	Submit Advance of Pay (if required)	UKNSE LWTR 5134 2065	
8 weeks	Inform Host Nations Support of your Departure	OJ Haheim <olejohan.haheim@jwc.na to.int></olejohan.haheim@jwc.na 	
6 Weeks	Arrange OPVP and/or Submit PAP and/or flight/hotel application (see note 1)	UKNSE LWTR 5134 2065	
6 Weeks	Contact NSE to start vehicle export process	UKNSE LWTR 5134 2065	
4-5 Weeks	Submit Disturbance Expense Application	UKNSE LWTR 5134 2065	
4 weeks	Ensure all outstanding school bills and fees have been settled	UKNSE Hd NSE 5134 2060	
4 weeks	Collect and complete NATO Leaving Routine	HR Management Branch Staff Assistant 5287 9214	
4 weeks	Request Medical and Dental Records	Host Nation Doctor and Dentist	
4 weeks	Community Fund - apply for refund	CPO Del Shannon	
4 weeks	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 5134 2060	
2 Weeks	Contact SNR to arrange Leaving Call	SNR 5287 9400	
1 Week	Confirm forwarding serving address, return mailbox key	UKNSE CLO 5134 2067	
1 Week	Return SOFA Cards and collect NATO Travel Order	UKNSE ADMIN 5134 2066	
1 Week	Return any outstanding items to the JWC library	JWC Library	
1 Week	Submit competed NATO Leaving Routine	HR Management Branch Staff Assistant 5287 9214	
Last Day In Unit	Hand in all ID card and car passes	HR Management Branch Staff Assistant 5287 9214	

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- 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:
- OPVP PAP (see note 1)
- 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)
- HNS Depature Process P number (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 beneficial when applying for jobs/volunteer checks when returning to the UK.



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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.

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 <u>Tax-Free</u> 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 <u>Personal Imports</u> (not end of tour and only available on MODNet) and <u>C384</u>
 (available from any internet computer).
- The full process to follow on Transfer of Residence (TOR) is <u>HERE</u>
- Returning a <u>non</u> 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 <u>NOVA</u> 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. <u>See HERE</u>.



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- 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.
- VLO: GSO-GEO-VLO-GrpMailbox@mod.gov.uk
- 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.



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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.

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 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.

11. Transfer of Residence Relief

- Use this <u>form</u> 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

12. HNS - Departure Process

When leaving Norway, you need to speak with Host nation support to complete the out-processing paperwork for your P-number. This paperwork will then be given to the SUA to confirm that you will no longer be resident in Norway.



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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
- Applications made through the website.
- BISS Gausel (for children aged 6-16. Offering the international Baccalaureate (IB) Primary and middle years programme. The school is situated very close to our housing in Gausel and near to the JWC Base.
- Gauselbakken 107
- 4032 Stavanger
- +47 51950250
- Emails office.gausel@biss.no
- Applications to be made through their website.
- BISS Sentrum (for children aged 6-16 years) offering IB Primary and Middle years programme.
- Misjonsmarka 1
- 4024 Stavanger
- +4751505100
- Email office.sentrum@biss.no
- Applications made through their website.
- International School of Stavanger (ISS) (for students 3-18) offering IB Diploma Programme.
 ISS provide school buses from all areas across the region including both UK patches. Please note ISS buses are provided for by the school. Pre-schoolers are not permitted to travel on the buses.
- Treskeveien 3, 4043 Hafrsfjord
- Stavanger
- +47 51554300
- information@isstavanger.no
- All applications are made through their website
- Sandnes International School
- Sandnes International School (SdIS) is available for students between 6 to 16 years old. Offering
 the international Baccalaureate (IB) Primary and middle years programme. SdIS also offer a bus
 service for students that meet the criteria. School,
- Prinsens Vei 8
- 4315 Sandnes
- Norway
 - +47 51201575

Strategic office esdis.no

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- 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: <u>UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk</u>
- 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
- 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 three main options for schooling taught in English:
- BISS British International Schools Stavanger <u>www.biss.no</u>
- ISS International School Stavanger www.isstavanger.no
- SdIS Sandnes International School https://sdis.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 these 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.

For Secondary school pupils who are approaching exam age whilst at post, please check the curriculum / examination requirements against facilities offered.



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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!

Whislt there are no uniforms as such it is understood that school and pre-schools mandate that students are equipped with additional winter clothing of a standard greater than that expected in the UK. For pre-school 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 <u>Barnehage | Stavanger kommune</u>. 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: <u>2022DIN01-102-Tax-Free Childcare (TFC) Scheme for eligible working parents (Service personnel).docx (sharepoint.com)</u>

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 <u>Apply for Tax-Free Childcare GOV.UK (www.gov.uk)</u>

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



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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 <u>Tax-Free Childcare</u> 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 <u>Wraparound Childcare (WAC) Frequently asked</u> Questions.



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Suggested Kit List

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

Scandinavia – Finance & Banking





Scandinavia - Finance & Banking

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BANKING

- SpareBank in Mariero and Amfi Madla are currently the recommended banks due to reduced
 waiting times to set up an account and receive bank cards. We advise this bank appose 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 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

- Whilst waiting for your P–Number to come through the Norwegian system we recommend
 having alternative payment method like Monzo or Revolut for this interim period. Some UK
 bank or credit cards also offer no charges for payments abroad.
- 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.



Scandinavia – Finance & Banking

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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 https://solicitors.lawsociety.org.uk/ Scotland https://www.lawsoc-ni.org/solicitors 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

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 <u>Central European Practice (CEP) Patient Information Leaflet</u> which contains important and relevant information for all <u>CEP locations</u>.
- 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
- Central European Practice
- +32 (0) 6544 2280
- 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, so you will need to convert these to local (the eConsult will have a UK time on it and not the local time)





- 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
- When you have been assigned a P number, you will automatically be allocated a GP. 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.



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- 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 5th 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.



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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 <u>Sylvia.Lane105@mod.gov.uk</u> 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
- 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.

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 P 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





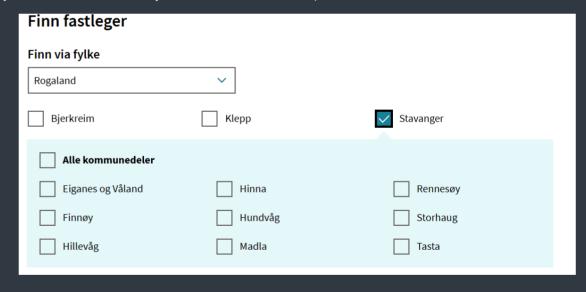
Stavanger - New doctor registration

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- The Process for Requesting a New GP Stavanger
- Please visit the website below (log in P Number):
- https://tjenester.helsenorge.no/bytte-fastlege



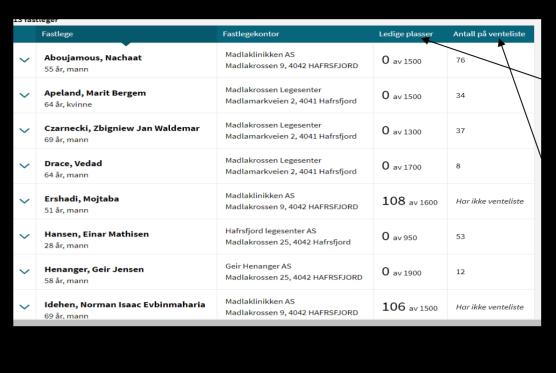
• Select Rogaland then Stavanger then closest kommune. (You will know this information when you know which house you have been allocated).





Stavanger - New doctor registration

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Madlakrossen 25, 4042 Hafrsfjord 28 år, kvinne 142 av 1000 Har ikke venteliste Liste uten fast lege Madlakrossen 9, 4042 HAFRSFJORD Liste uten fast lege Fastlegeliste ? Maksimalt antall plasser på legens liste: 1000 Antall ledige plasser på legens liste: 142 Kontaktinformasjon og fasiliteter ved legekontoret Besøksadresse Madlaklinikken AS Madlakrossen 9, 4042 HAFRSFJORD Lokalet er tilpasset bevegelseshemmede Telefonnummer

Once you have chosen the GP you would like to register with (you can only be on the waiting list for one GP) . You will be notified once the change has been implemented. Should you have any questions the team in Host Nations are always willing to assist. You have the right to change your GP every 6 months should you wish to.



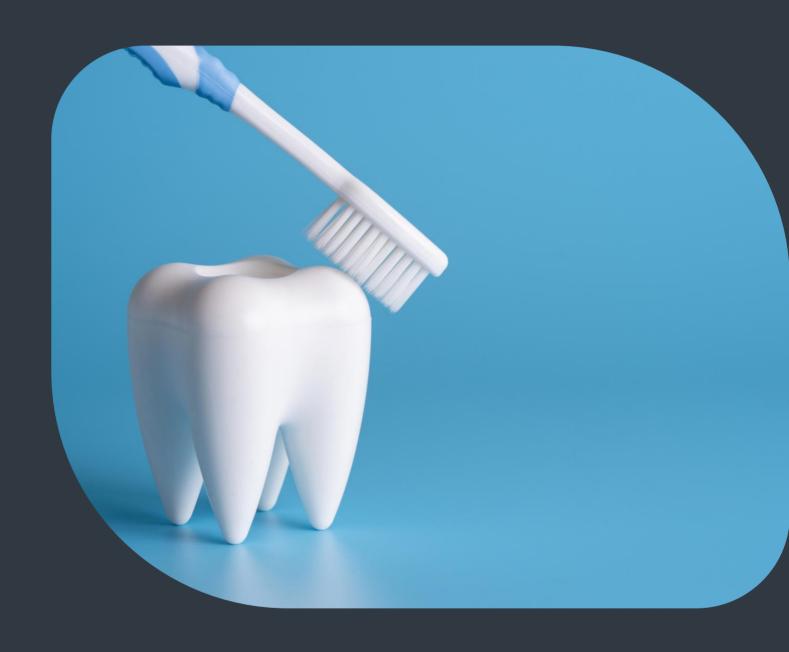
51 93 88 90

Available

places

No. on

waiting list





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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 <u>any</u> 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 <u>do not</u> proceed with treatment, <u>the cost for which you may subsequently become liable, if deemed unjustified</u>. Contact with the One HMG Healthline on +44 (0) 2084817800, or email 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; <u>however, patients are strongly</u>
 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 <a href="https://www.nHS.com/NHS
- Note: Dental practices can be recommended but are not independently assured. Patients should determine themselves where they wish to receive dental treatment.



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

Patient requires emergency, routine or non-routine primary dental care and contact Healix



Patient makes an appointment with a Healix preferred Primary Care Panel List dentist



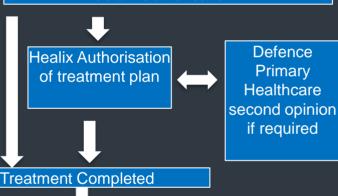
Patient attends the emergency or inspection appointment and gives the provider the Dental Estimate Form XE76, available from the Healthline online and ensure the dentists completes it



Emergency dental treatment completed (Patient responsibility to ensure emergency treatment adheres to Healix emergency treatment parameters). Patient to call Healix if unsure.



Dental Inspection Completed (Patient responsibility to ensure treatment plan adheres to Healix routine parameters). If patient believes treatment is in excess of Healix parameters or wishes to query treatment plan, patient to contact Healix to obtain authorisation.



Patient obtains invoice (stating tooth number(s) and material used and pays directly to dental provider.



Patient emails the proof of payment to NSE and completes expenses on JPA.



For approved treatment

Healix issue a Notice of Authority (NOA) directly to the patient. This contains a list of the treatment completed and the dental band applicable



Bills generated from approved treatment proposals may be passed to the NSE for processing.



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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
- ORIS Dental Madla
- Madlamarkveien 2A
- 4041 Hafrfjord
- +47 51 59 70 00
- <u>tannregulering@oris-stavanger.no</u>
- 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.



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Routine Treatments

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 if 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.

NON Routine treatments

<u>All</u> 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.

Back to Index Orthodontic treatment

- <u>Any orthodontic treatment commenced without approval will not be eligible for funding at public expense</u>. Retrospective claims will not be reimbursed.
- Orthodontic treatment requests for orthodontic care are <u>non-routine</u> 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 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 Healthline
- Professional Advice. Professional advice for any dental query can be obtained from HEALIX or DPHC(O). Further guidance can be obtained within <u>2023DIN01-037</u>, Instruction for Service, Entitled Personnel and Civil Servants serving Overseas who receive dental treatment from non-Service sources:
- MODNET: <u>UKStratCom-DMS-DPHC-HQODen-Supp@mod.gov.uk</u>
- SfB: +443001527181
- Further information and general advice is available My Healthcare Hub via Defence Gateway



Scandinavia - Pets





Scandinavia - Pets

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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;

- o ID Marked (Microchip)
- o Hold a pet passport or health certificate
- o Valid anti-rabies vaccination
- o 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 (<u>www.mattilsynet.no</u>) 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)
- <u>Travelling with dogs, cats and ferrets from EU-countries to Norway | The Norwegian Food Safety Authority (mattilsynet.no)</u>
- 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 I Customs, Ferrys, Camping (roads-and-rivers.com)



Scandinavia - Pets

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Dog walking rules in Norway

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





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 **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.



Scandinavia - Postal Services

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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

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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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:

Extra (Tesco equivalent)

Coop (Tesco Equivalent) it offers a similar points card system to Tesco. Membership offers discounts and points 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.

Europris - 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.

Local Shopping

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



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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.
- Moms/MVA
- Norwegian shopping is more expensive than the UK, but as members of NATO we are entitled toreclaim the government tax (Moms/MVA) on certain non-consumable items which are purchasedin 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 correctform (these can be obtained from the Community Support Office).
- Completed MOMS forms with original receipts should be handed into the Community
 SupportOffice by the 1st of each month, so that they are included in that month's consolidated
 claim sentto NATO JWC. Moms refunds will be paid direct to your Norwegian Bank Account.



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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

Scandinavia - Hiking

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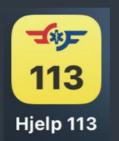
Hiking Apps and Websites



Hiking trails and day hutter app – shows local trails and where hutters are available to use. Across norway there are many day hutters 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/



Scandinavia - Useful Websites

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- Websites
- Airport https://avinor.no/en/airport/stavanger-airport/
- Bus routes and Timetables www.kolumbus.no/en/
- Train routes and Timetables www.nsb.no/en
- School www.biss.no
- School <u>www.iss.no</u>
- Nurseries and preschools http://www.stavanger.kommune.no/no/Tilbud-tjenester-og-skjema/Barn-og-familie/barnehage/
- Council services www.stavanger.kommune.no
- Waste collection http://renovasjon.stavanger.kommune.no/
- Norwegian government benefits <u>www.nav.no</u>
- Price Comparison Website- https://www.prisjakt.no/
- Advertising website, housing, jobs, items for sale etc. www.finn.no
- Gyms www.elixia.no
- Swimming pool http://www.stavanger.kommune.no/svommehallen
- 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/



Scandinavia - Tourist Links

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Tourist Info and Places of Interest

- Tourist info www.visitnorway.com
- Tourist Info http://www.visitrogaland.org/
- Tourist info <u>www.regionstavanger.com/en/</u>
- 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?iLangld=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

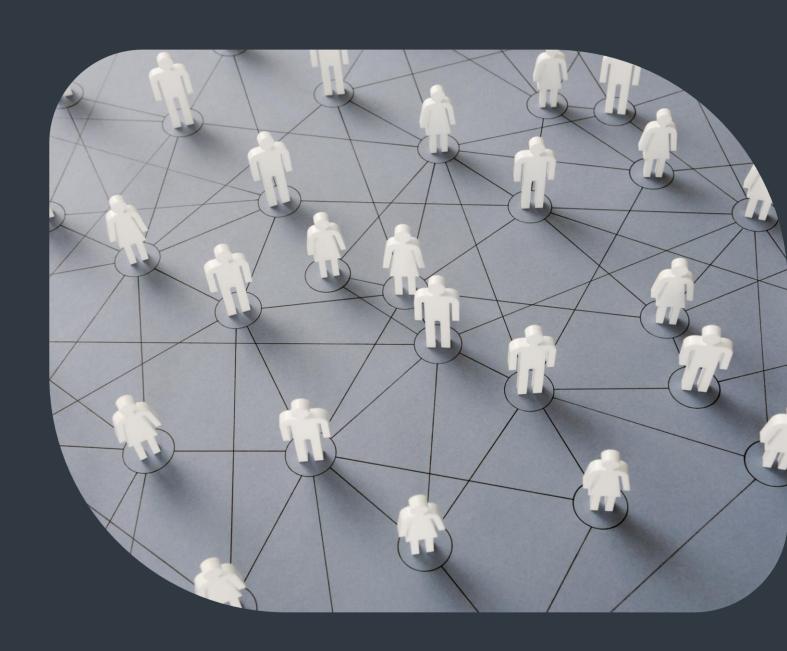
- www.tjorhomfjellet.no
- http://alsheia.no/
- http://www.aadneram-skitrekk.no/
- http://www.fidjeland.com/
- http://www.hovden.com/ (NATO annual ski trip)
- http://www.gilja.no/skitrekk.htm
- http://www.hemsedal.com/en/
- http://www.geiloskisenter.no/en/
- http://www.skistar.com/en/trysil/
- http://www.roldal.com/sider/tekst.asp?side=78

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

HR Admin

LWtr Sam Tucker +47 5134 2065

Email - Samuel.Tucker105@mod.gov.uk

Admin Clerk

Claire Dewars +47 5134 2066

Email -claire.dewars101@mod.gov.uk

Community Liaison Officer

Mrs Claire Monk +47 5134 2067

Mobile - +47 92603615

Email - Claire.Monk104@mod.gov.uk

UK NSE Group Mailbox

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

Useful contact numbers

112 Police Fire 110 Ambulance 113

HEALIX 24/7 0044 (0)208 481 7800

04005 Stavanger Kommune

Legevakt -

Local Emergency Medical Centre 51 51 02 02

GDO (Global Duty Officer) 0032 (0)0479911075

Army Welfare Service 0044 1904 882053

European Welfare Service 0032 (0)65 44 8082 Mobile 0032(0)478 970280 Deputy European Welfare officer 0032 (0)65 445234 Mobile 0032 (0)478 791 575

Padre David Norfield Mobile 0032 (0)470 664 582 Padre Mike Jenkinson Mobile 0031 (0)619 717 422

Joint Casualty and Compassionate Centre 0044 1452 519 951

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.

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

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

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

Scandinavia - Useful Contacts



Scandinavia – Useful Phrases

	i				
EVERY DAY WORDS					
Hello	Hei Hei				
Good-Bye	Ha det				
Good morning	God Morgen				
Good Afternoon	God ettermiddag				
Good Evening	God kveld				
Good night	God natt				
How are you?	Hvordan har du det?				
I'm very well, thank you	Jeg har det veldig bra				
Yes	Ja				
No	Nei				
Please	Vær så snill				
Thank you	Takk skal du ha				
I'm sorry	Beklager				
Tim Sorry	Deriagei				
ACCOMMODATION					
At the hotel	På hotellet				
Do you have a free room?	Har du et ledig rom?				
Do you speak English?	Snakker du engelsk?				
I do not understand	Jeg forstår ikke				
Tuo not unuci stana	l l l l l l l l l l l l l l l l l l l				
AT THE PETROL STATION					
Petrol	Bensin				
Unleaded	Blyfri				
Diesel	Diesel				
210001	510001				
DIRECTIONS					
Left	Venstre				
Right	Høyre				
Opposite	Overfor				
Straight on	Rett på				
Traffic lights	Trafikklys				
Roundabout	Rundkjøring				
Crossroads	Kryss				
OI 033I 0au3	IN you				
EMERGENCIES					
Help	Hjelp				
Fire	Brann				
Please go away	Gå vekk er du snill				
l'il call the police					
·	Jeg ringer politiet Det haster				
It's urgent I'm lost					
	Jeg har gått meg bort				
l've lost	Jeg har mistet				
My passport	Passet mitt				
My car keys	Bilnøklene mine				
I've had an accident	Jeg har hatt en ulykke				

Scandinavia – Useful Phrases

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





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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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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 1st 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.

Car Lights

Dipped headlights are always mandatory, even in the middle of the brightest summer day. If your caris 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 gethere.



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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

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.

Road Accidents

In case of a breakdown or an accident, all vehicles must have at least one high-visibility vest, a warningtriangle, and third-party insurance.

Norwegian insurance is fast and efficient and in general is processed electronically. In the case of anaccident, you and the other parties will complete your claim forms on-line but independently to allow theinsurance 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 toavoid 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



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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

Take down the details:

Once everyone involved is safe or being cared for, it's time to annotate exactly what happened. You'llneed 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, anyskid 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.

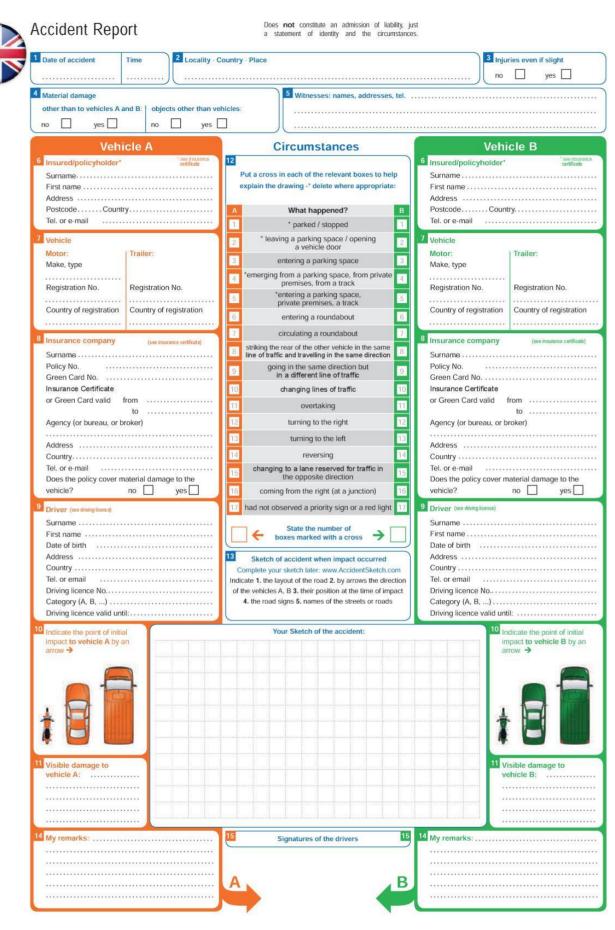
Don't admit liability:

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.





Travel





Travel

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ENTRY/EXIT SYSTEM (EES)

On 12th October 2025, the European Union begins a gradual roll out of the new Entry/Exit System (EES) for non-EU nationals traveling to the 29 Countries of the Schengen Area.

This Automated system will track short stays of up to 90 days within any 180-day period.

- The EES introduces biometric checks (fingerprints and facial images) and automated tracking of entries/exits for non-EU nationals entering the Schengen Area.
- UK nationals are considered third-country nationals under EES.
- The EU is expected to fully implement EES registration at airports, seaports, and land borders by late 2025.
- This will impact all British travellers going to the European Union and the wider Schengen Area which includes Switzerland, Iceland and Norway but excludes Ireland.
- EES To whom does the EES not apply? includes "Members of the armed forces travelling on NATO or Partnership for Peace business, who hold an identification and individual or collective movement order provided for by the Agreement between the parties to the North Atlantic Treaty regarding the Status of their Forces and may apply to civilian component or dependents referred to in the NATO Status of Forces Agreement." Civilian Component applies to immediate family members who officially reside with you in your assigned country, children travelling on School Children's Visits, and members of the Ministry of Defence Civil Service.
- To that end, UK military personnel and their immediate family members DO NOT need to register for EES. When transiting through the point of departure or arrival, personnel are advised to follow signage for EU personnel and carry all documentation detailed in this document. DO NOT attempt to register at one of the EES terminals

The Ministry of Defence continues to liaise with the EU Commission and individual Host Nations to determine the requirements for MOD personnel and their families under EES.

To alleviate any issues faced in the interim, all SP wil be issued with a NATO Travel Order (NTO) to assist with movement across borders (in conjunction with the NATO ID).

Family members of UK Service Personnel who do not hold a EU passport, accompanying a Service Person under the NATO SOFA are generally exempt from EES. Family members should carry:

- Valid passport
- Individual NATO Movement Order
- Host nation ID (if applicable)
- NATO SOFA card
- Any additional valid documents supplied by local agencies/authorities
- Proof of association with Service Person.

A Norwegian Residency Card is likely to be issued in Q1 2026 to all serving NATO SP and their accompanying families. This should hopefully further alleviate issues faced with EES.



Travel

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PERSONAL TRAVEL

When traveling for non-duty reasons, families may be subject to EES checks at borders. The 90/180-day rule applies unless exempt by residency or NATO SOFA status.

Recommended documents:

- Valid passport
- Host nation ID (if applicable)
- NATO SOFA card
- · Copy of assignment orders
- Individual NATO Movement Order
- Any additional valid documents supplied by local agencies/authorities
- Proof of association with Service Person

Before you conduct any travel, personal or duty please ensure the following.

- You and your family have valid passports
- If your Host Nation issues residency cards, you have them, and they are valid.
- You have registered and received your NATO SOFA cards.
- You have checked and are carrying any other supporting documentation.
- You have given yourself extra time at borders for additional delays you may encounter following the introduction of EES.
- You have downloaded and printed your Individual NATO Movement Orders

What to expect at the border?

When transiting through the point of departure or arrival, personnel are advised to follow signage for EU personnel and carry all documentation detailed in this document. DO NOT attempt to register at one of the EES terminals.

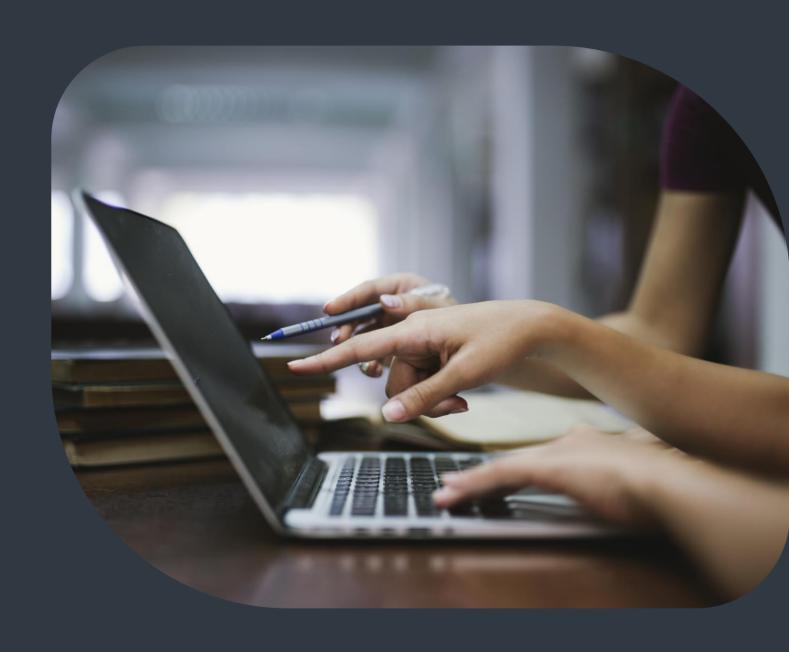
For personal travel, if the arrival/departure point is EES enabled, each individual travelling will be asked to place their passport into a kiosk. They will then be asked for four fingerprints as well as a facial biometric scan. This will register the individuals' details on the EES system.

The system will not be live at this point, and it is not expected to become fully operational until 9th April 2026, this means that you may have to register in this manner more than once. Ensure you continue to give yourself extra time at borders until the EES system is fully in place.

After you have gone through the registration you and your family will then proceed as normal to the usual border checks with your passports. At this point there should be no difference to how the checks have been performed previously.



Scandinavia – JPA Guides





Scandinavia - GYH(O) JPA Guide

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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

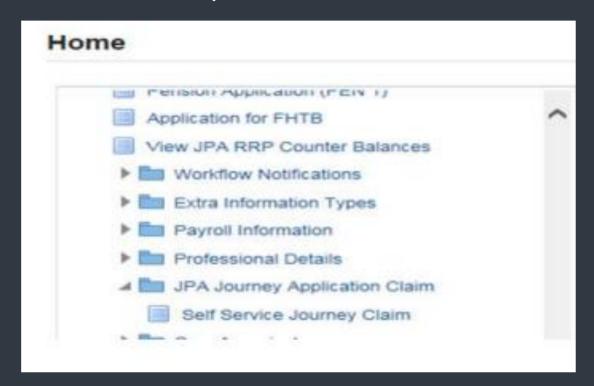


Scandinavia - GYH(O) JPA Guide

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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'

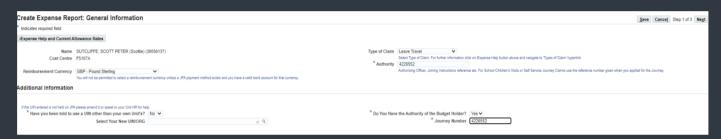


- 5. Select 'Balance' button
- 6. Continue
- 7. Select the number of people travelling (JPA will show a list of your eligible dependants)
- 8. Continue
- 9. Enter the journey dates both Outbound and Inbound (include Terminal Travel)
- 10. Continue
- 11. Submit
- 12. Your journey request will then be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



Scandinavia - GYH(O) JPA Guide

- 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



- 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	<u>=</u>
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 \times 2 = 24. 24 miles \times 0.25 = £6.00	6.00	₫
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	▣

- 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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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.

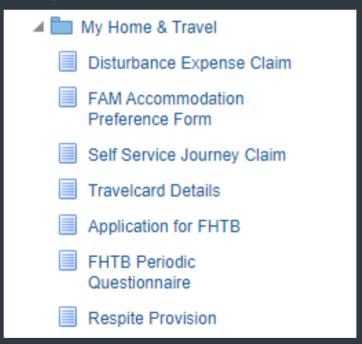
NOTE: All entitled family members have to undertake the Respite together and cannot be split

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

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

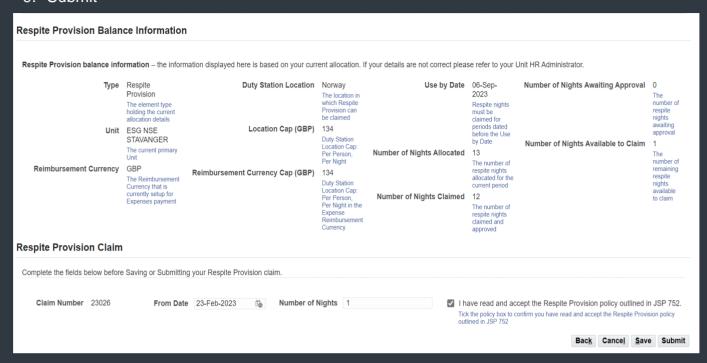


- 5. Ensure you have the sufficient number of nights available (contact the NSE if you are unsure)
- 6. Create Claim
- 7. Complete the 'From Date' and 'Number of Nights'
- 8. Click to confirm Policy Acceptance

Strategic Command

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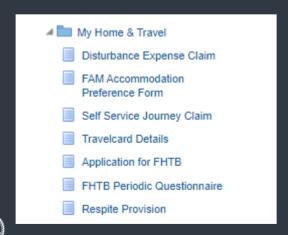
9. Submit



- 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



Strategic Command

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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.								
		spite Provision element type holding the current allocation ils		Duty Station Location	Norway The location in which Respite Provisi claimed	ion can be		Use by D
	Unit ES	3 NSE STAVANGER		Location Cap (GBP)	134		Number o	f Nights Allocat
The curre		current primary Unit			Duty Station Location Cap: Per Person	on, Per Night		
		P Reimbursement Currency that is currently setup expenses payment			 134 Duty Station Location Cap: Per Person, Per Night in the Expense Reimbursement Currency 		Number of Nights Claim	
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 further claim Number \(\triangle \) Unit \(\triangle \) Unit \(\triangle \) Duty Station Location \(\triangle \) Status \(\triangle \) From Date \(\triangle \) Number of Nights Respite Approval Number Expense Reg								
		•			Number of Nights	Respit	••	
19796 ESG NSE STA	VANGER	Nonvay	Approved	25-Dec-2022	4		22726	P17878834, P
4968 ESG NSE STA	VANGER	Norway	Approved	24-Sep-2021	4		12982	P16356518
437 ESG NSE STA	VANGER	Norway	Approved	02-Sep-2021	4		10180	P16302169

• 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.

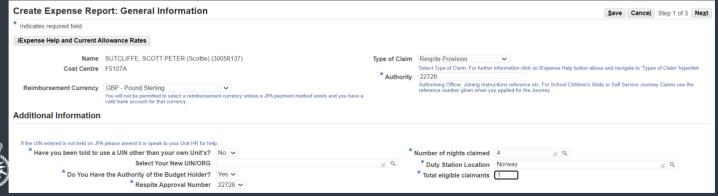


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- Respite Claim Submission
- 1. Log on to JPA
- 2. Select JPA Expenses

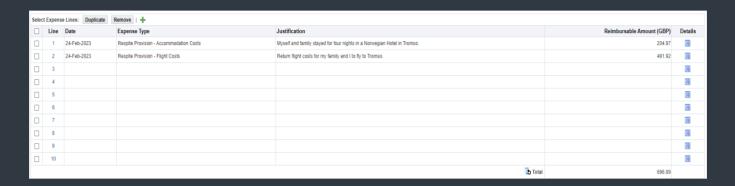


- 3. Create New Expense Claim
- 4. The Reimbursement Currency will default to the currency of your Expense Bank Account
- 5. Select 'Respite Provision' from the 'Type of Claim' drop-down menu
- 6. Enter the Claim Number as the Authority for the (you would have saved this earlier as mentioned in the first 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



Strategic Command

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



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



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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.

Step By Step Process of an SCV Journey Application/Claim

City By Otep 1 100033 of all COV Courtley Application/Glaim					
	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)				

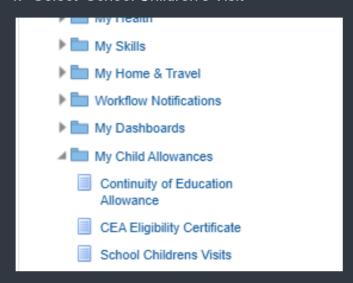


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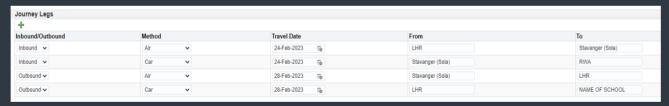
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PRIOR JOURNEY APPROVAL

- 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)



- 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 Caim (if applicable)

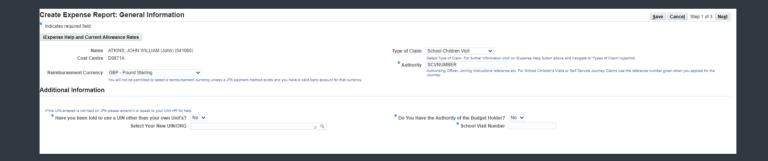
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Parental Contribution

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.

- SCV Claim Submission (After the SCV is completed)
- 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

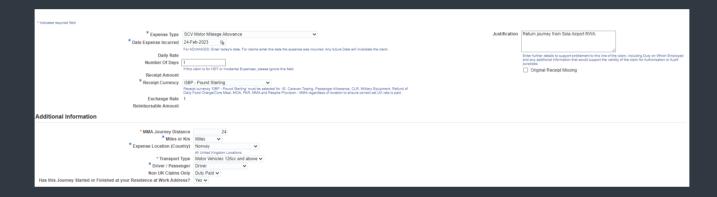




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7. Complete a line for each return SCV Mileage Journey that was made:





8. Continue

- 9. Check the details are correct and click 'Next'
- 10. Ensure that the 'Terms and Conditions' are fully understood. Tick the box
- 11. Submit



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.
- <u>NOTE</u>: <u>All</u> SP and entitled family members <u>must</u> follow <u>all</u> instructions in the Dental Guide <u>prior</u> 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.

Documentation Required by the NSE

Prior to the NSE being authorised to approve <u>any</u> 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

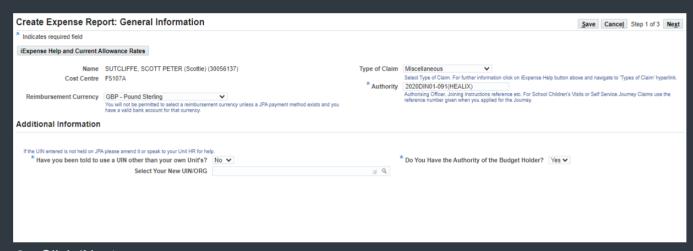


Scandinavia - Dental JPA Claim Guide

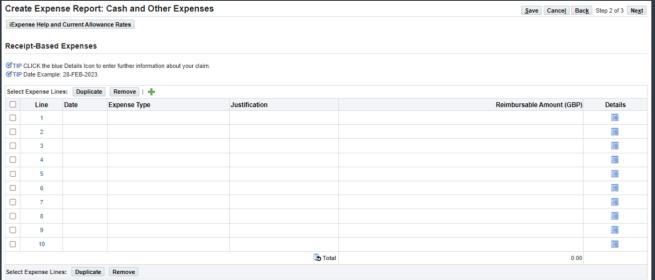
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JPA Claim

- 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: 2025DIN01-029.
- 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

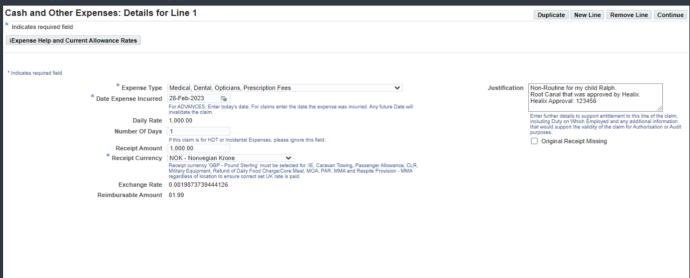


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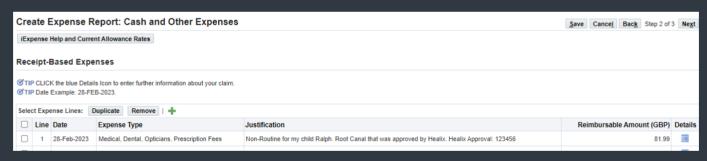
Scandinavia - Dental JPA Claim Guide

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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 <u>must</u> 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)



- 16. Click 'Continue'
- 17. Check the claim is correct



- 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 <a href="https://www.nHS.com/

Strategic Command

SCANDINAVIA - Healthcare JPA Claim Guide

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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

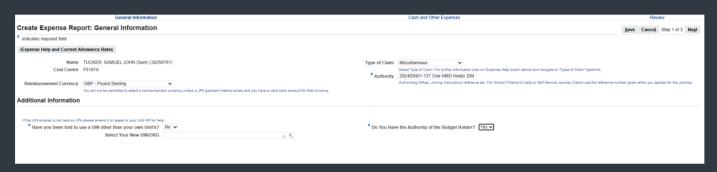
- In some instances you may be expected to settle a bill for healthcare or medication upfront. You must ask for a receipt as proof of your payment.
- For primary healthcare there is no need to go to CEP/Healix for authorisation. You can attend your appointment, pay at the appointment and then claim back on JPA.
- If after primary healthcare you are recommended to have Secondary Healthcare (SHC),
 then you will need to approach Healix to get this treatment authorised.
- If authorised you can then claim back this on JPA. Please retain the Healix authorisation in the event of an audit.



SCANDINAVIA - Healthcare JPA Claim Guide

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- 1. Log on to JPA
- Select 'Create Claim'
- 3. Select 'JPA Expenses'
- 4. Select Miscellaneous for 'Type of Claim'
- 5. In Authority please put 2024DIN01-137 One HMG Healix DIN
- 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. If you are a non NATO employee please select No
- 9. If you are a NATO employee change to UIN/ORG' F5107A. If you are a non NATO employee please leave blank



- 11. Select Medical, Dental, Opticians, Prescription Fees as 'Expense Type'
- 12. As justification please do not put anything which could break medical confidentiality, routine doctors appointment will suffice.
- 13. For Date expense incurred input the date on the receipt
- 14. Change the receipt currency to whatever currency you paid in
- 15. Click Return
- 16. Click Next
- 17. Review the claim
- 18. Ensure that the 'Terms and Conditions' are fully understood. Tick the box
- 19. Select 'Submit

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.



- 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 <u>may</u> be able to utilise more than one of the
 options listed above but only <u>one</u> type of OPVP may be used.
- Please familiarise yourself and ensure you fully understand your entitlements using 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



- Flights
- If you decide to fly to your next assignment, your flights and any hotels you are entitled to can be booked by yourself. All bookings must be booked using Amex Global Business Travel, formally HRG.
- Please note that if you will be travelling with any pets that this portion of the cost is attributable to the SP.
- 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. PAP can be utilised alongside OPVP Self Drive if you have two vehicles.
- 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.



- 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.
- 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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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. This one nights accommodation must be booked through Amex GBT formally HRG.

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.



Stavanger to Calais: 1008 miles @ 0.39 = 393.12 GBP (Norway MMA)

Hirtshals Ferry: 350.00 GBP

Channel Tunnel: 125.00 GBP

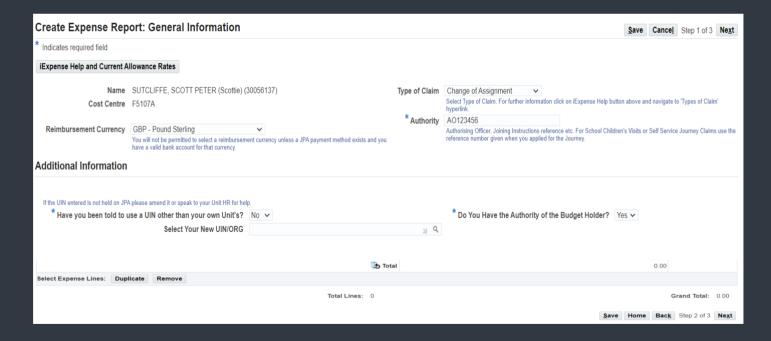
Folkestone to RAF Coningsby: 200miles @ 0.25 = 50.00 GBP (UK MMA)

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.
- Costings arent accurate purely for example purposes.



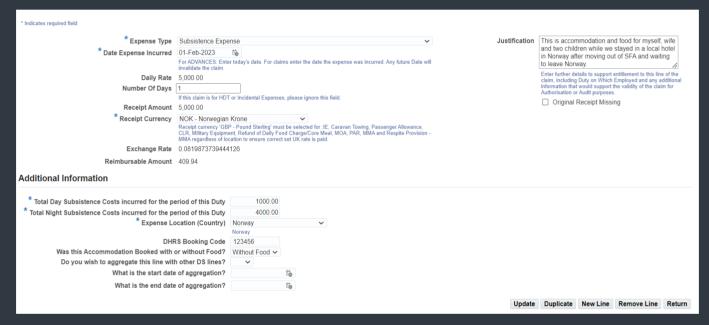
- JPA Guide
- The following information is to be used when claiming back any hotels, subsistence, PAP or Self-Drive when you reach your next assignment and the journey you decided to take has been completed.
- Part One Flights
- If you opted to fly only as mentioned above, your flights would have been 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:
- 1. Select 'E-Expenses'.
- 2. Create New Expense Claim.
- 3. From the drop-down menu of 'Type of Claim' select 'Change of Assignment'.
- 4. From the box titled 'Have you been told to use a UIN other than your own units'? Select 'No' from the drop-down menu
- 5. Leave Select UIN/ORG blank.
- 6. 'Do you have the authority of the Budget Holder?' Select 'Yes'.
- 7. In the 'Authority' box, enter your AO ID, this can be found on your Assignment Order.
- 8. Click 'Next'.





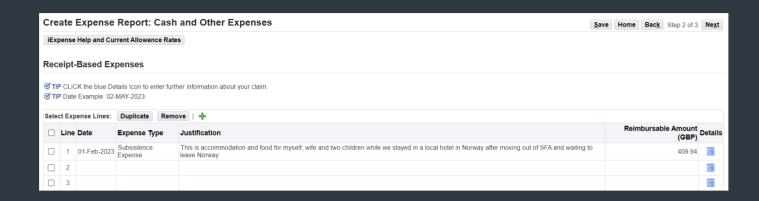
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- JPA Guide
- 1. Click on 'Details'.
- 2. Click 'Subsistence' from the Expense drop-down.
- 3. 'Date Expense Incurred', select your first day in the hotel.
- 4. Select the amount of days that EJSU Travel Cell booked you in the hotel.
- 5. Change the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



13. Click 'Return'.

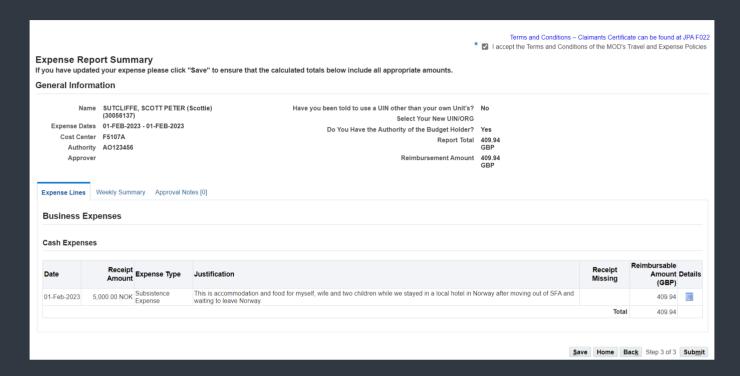




- 22. You will now need to add a line similar to above for any subsistence (accommodation and food) for the UK if you are entitled to.
- 23. If you had PAP approved, you can now navigate to <u>Privately Arranged Passage PAP</u>
- 24. If you had Self-Drive approved, you can now navigate to **OPVP Self-Drive**



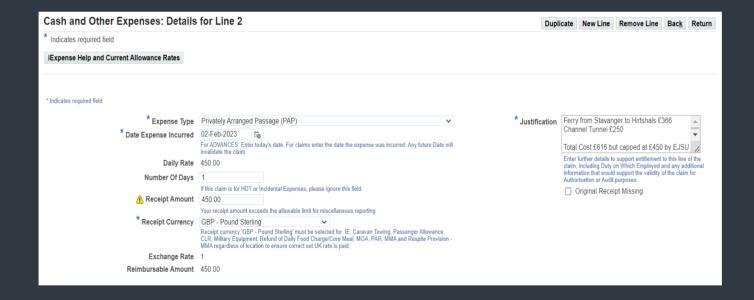
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 - 25. If there are no further lines to add, Click 'Next'.



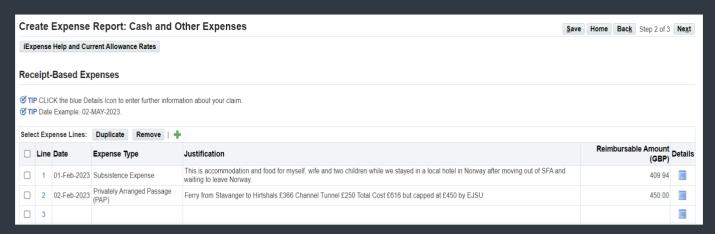
- 26. Take the time to review the claim!
- 27. Ensure that the 'Terms and Conditions' are fully understood. Tick the box.
- 28. Click 'Submit'.
- 29. The claim will then be sent to the LWtr in the NSE or your new unit for approval.



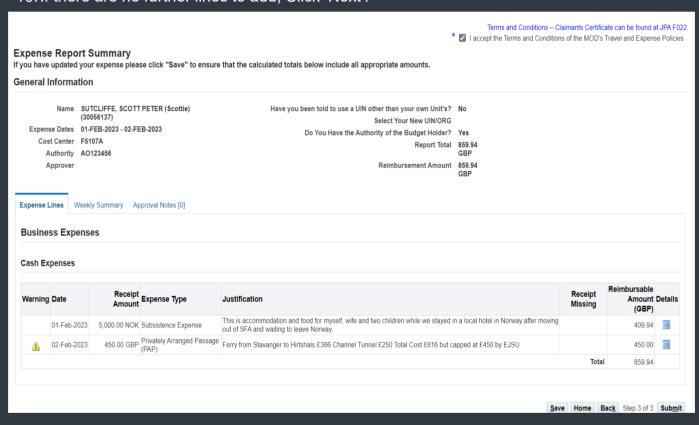
- JPA Guide
- Part Two PAP
- If you opted to use PAP you would have been given a PAP Quote to claim use the following instructions:
- 1. Select a new line.
- 2. Click 'Privately Arranged Passage' from the Expense drop-down.
- 3. Select the date you started your PAP (this is the moment you leave country).
- 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 your PAP quote.
- 8. Click 'Return'







- 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.



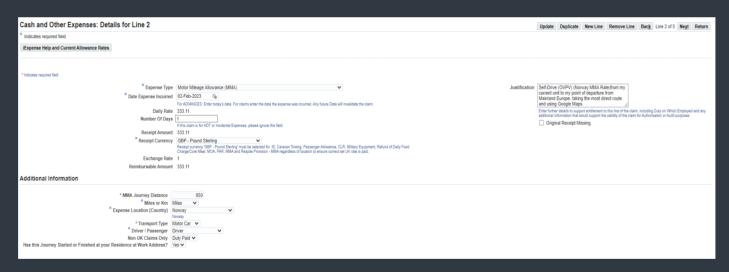
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JPA Guide

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:

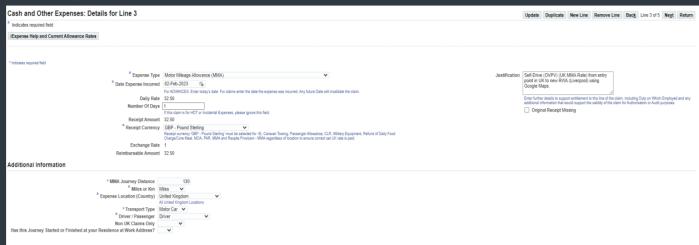


13. Click 'Return'.

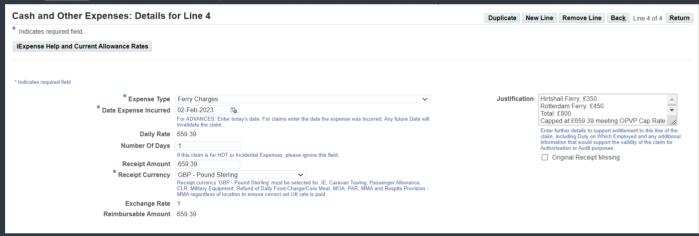


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- JPA Guide
- 14. You can now claim MMA from UK point of entry to your new RWA at the UK MMA Rate using the following example:



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



- 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 <u>must</u> 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.

