



European
Joint
Support Unit

In Processing/Arrivals

Naples





ARRIVAL GUIDE

The United Kingdom National Support Element (UKNSE) Naples is commanded by the European Joint Support Unit (EJSU) and provides Firm Base Support to Service Personnel, Civilians and Dependants serving in Italy, in order to deliver success on operations.

Please note that although you have been provided with this UKNSE Arrival Guide, your current Unit are responsible for your pre-departure preparations (removals etc).

Part 1 - Before you arrive checklist

Essential administrative actions to be completed ahead of your move to Naples are detailed in this section. Information and actions in the following checklist are supported by documents, e-mailed to you by the UKNSE JNCOs with this Location Guide: these documents are written here with a yellow background for ease of reference.

To avoid any unnecessary delay, it is essential you take the time to read all documents accompanying this Location Guide, and complete and return items in the following checklist at your earliest opportunity. The NSE can be contacted with any issues, queries or concerns along the way.



Checklist:

Topic/Useful information (Before you arrive)

Supportability overseas

- Prior to your assignment to JFC Naples (JFCNP), it is essential that you read and digest the EJSU Supportability DIN which contains vital information about welfare, schooling and medical support available in country.

Actions:

- Read 2018DIN01-104 - Supportability Overseas
- Complete and return Annex D to the UKNSE at the earliest opportunity

Personal Data Arrival Form (PDAF)

- This form aims to capture all of the relevant information required by your Sponsor, the School, HIVE, Community Liaison Officer (CLO) and Defence Infrastructure Organisation (DIO) prior to your arrival. It also helps the UKNSE to prepare your in-processing paperwork.
- Please note: the PDAF includes a box to enter place of birth. If your spouse is a non-British national, they will need to apply for a Sojourners Permit within 5 days of arrival into Naples. The UKNSE will direct you to whom to apply through.

Action: Complete the PDAF and return to the UKNSE

Authority to travel

- PSTAT 1 or 2

The e-mail to which this Location Guide is attached has been cc'd to DSCOM Families Section for their further action and they will be in touch in due course. On receipt of their email you are to complete their documentation and return it to DSCOM. DSCOM are the sole authority for your call forward into Country. Failure to complete the paperwork sent to you will result in a delay to your 'call forward into country' being issued and consequently have a knock-on effect on your ability to travel, as well as your entitlements and allowances.

- PSTAT 3, 4 or 5

Complete the Medical Screening documentation. You are not to book any travel until SO2 Med has approved your Medical supportability.

Action (PSTAT 1 or 2): Complete all documentation sent to you by DSCOM and return to DESDSCOM-FamSec-Gp@mod.gov.uk in a timely manner

Action (PSTAT 3, 4 or 5): Complete 20190121-GMSC_Screening_Sec A & Sec B and 20190328-F-Mov_564e_Word_Format-V0.1 and send to SGDPHC-O-GMSC-GroupMailbox@mod.gov.uk



Assignment Order

- Once assigned, it is essential that you print a copy of your Assignment Order (AO) as this will time out from your workflow and you may be unable to retrieve it. The ID number on your AO acts as your authority reference for all of your logistical applications such as housing and removals.
- Royal Navy Personnel assigned to JFCNP are to contact the Relocations Office based at HMS Nelson upon receipt of their AO to request an overseas pack. All removals and travel are to be arranged through the Relocations Office: Mrs Amanda Cleveland, Relocations Officer, Logistics Department, Travel & Relocations, Ground Floor, Orion Block, HMS Nelson, Portsmouth, PO1 3HH
Email: Amanda.Cleveland417@mod.gov.uk
Phone: 9380 24644 / 02392 724 644

Action: Print Assignment Order

Action (RN personnel): Contact the Relocations Office to request an overseas pack

MODNET

- All personnel are to ensure they have a working MODNET account prior to their arrival at JFCNP.
- Complete the MODNET Site Move Form and return at your earliest opportunity. Please note there is NO I-Hub support at location, so MODNET password resets, site moves etc can take anything up to 2 weeks. MODNET is only available in the UK NSE.

Action: Complete the MODNET Site Move form and return to the UKNSE



Accommodation

- Personnel assigned to JFCNP will be accommodated in Substitute Service Accommodation (SSA). All personnel (Married or Single) are required to MANUALLY complete MOD Form 1132, have it signed off by your current Unit HR, scan it and e-mail it to the UKNSE for action.
- Queries regarding housing are to be directed to the DIO Housing Assistant, Ms Daniella Lock:
Email: Daniella.Lock103@mod.gov.uk
Phone: +39 081 334 2111 or +39 331 670 8235
- Useful contact info:
 - DIO Housing Admin Europe in SHAPE – Lisa Barr
Email: Lisa.Barr104@mod.gov.uk
Phone: +32 (0)6544 4026
 - DIO Accommodation Manager Southern Italy – Mr Dom Morrone
Email: Domenico.Morrone100@mod.gov.uk
Phone: +39 (0)81 334 2410 or +39 081 334 2244
- Once a property is allocated by DIO you will be informed, and can then book removals and request a march-in.
- If you require transit accommodation on arrival, this is to be arranged through the Community Liaison Officer (CLO) (Arrivals) or Chief Clk in the UKNSE:
 - Community Liaison Officer (Arrivals)
Email: clo.arrivals@gmail.com
Phone: +39 335 152 0323
 - Chief Clk – POWtr McGregor
Email: Robert.Mcgregor873@mod.gov.uk
Phone: +39 081 721 2579

Action: MANUALLY complete MOD Form 1132 and send to UKNSE, DIO Housing Admin Europe in SHAPE (Lisa Barr) and DIO Accommodation Manager Southern Italy (Domenico Morrone)

Please note: Part 6 of the MOD Form 1132 is to be signed off by your current Unit HR: failure to do this will result in a delay in the processing of your application

Action: Request march-in with the DIO Accommodation Manager Southern Italy (Domenico Morrone)

Action: Arrange transit accommodation with the CLO (Arrivals) or Chief Clk



Schooling

- Children aged 3 – 11: British Forces School (BFS)

If your child/ren are aged between 3-11 years and you wish to enrol them at the BFS, you will need to contact the school's Admissions Clerk:

Email: Naples.School@modschoools.org; Phone: +39 081 839 55111

For more information on the school, visit <https://www.bfsnaples.school/>.

- Children aged 11+: Naples Middle High School (NMHS), US Department of Defence Education Activity (DODEA)

If your child/ren are aged 11+ and you would like to enrol them at the NMHS, you will need to complete the steps detailed below.

- Contact CEAS (Children's Education Advisory Service)

Email: DCYP-CEAS-Enquiries@mod.gov.uk

Phone: 94344 8244 / 0044 1980 618244

- Contact NMHS - Michaela Pellecchia is the registrar at NMHS and is available from 0730-1600

Email: NaplesMHS.Registrar@eu.dodea.edu

Phone: 0039 081 811 4061

For more information on the school, visit <https://www.dodea.edu/naplesmhs/>.

Please note: The Registration Pack for New Students is on the website and you will need to make an appointment to visit the school upon your arrival. You will also need to complete Annex B and return at the earliest opportunity (School Fees are paid directly to NMHS by EJSU). If you have child/ren attending the Naples Middle High School, you will need to complete form DCYP 001.

- Boarding School - CEA (Continuity of Education Allowance)

Prior to arrival in Naples, Service Personnel in receipt of CEA will be required to obtain a new CEA Eligibility Certificate (EC) from the Children's Education Advisory Service (CEAS – see below for contact info). If the application needs to be signed off by Unit HR Naples (CO EJSU), it is to be forwarded to the Admin Co-Ord (Emma.Long105@mod.gov.uk) for further action.

CEAS, Trenchard Lines, Upavon, Pewsey, Wilts, SN9 6BE

Email: DCYP-CEAS-Mailbox@mod.gov.uk

Phone: (Civ): 01980 618244 (Mil): 94344 8244

- Children at college

If you are not in receipt of CEA but your child attends college in the UK you are to provide proof from the college that they attend.

- Schools Children's Visits (SCV)

If you are in receipt of CEA and will be moving in-between term times and require an SCV, you are to complete the SCV Application prior to booking your flight via the EJSU SHAPE Travel Cell.

Email: EJSU-J1-Travel-MailBox@mod.gov.uk

Phone: (mil) 9205 423 4844 or (civ) +32 (0)65 44 5834



Action (if enrolling 3-11):

- Contact BFS Admissions Clerk
- Request a Pupil Information Profile (PIP) from current school and send to BFS

Action (if enrolling 11+):

- Contact CEAS and NMHS
- Complete Annex B and return to xx
- Complete form DCYP 001 and return to the UKNSE Admin Co-ord at Emma.Long105@mod.gov.uk

Action (parents of boarders): Contact CEAS for new CEA Eligibility Certificate. If required sign off by CO, send to UKNSE Admin Co-ord (Emma Long)

Action (parents of children at college): Obtain proof of child's/children's attendance at college

Action (as required): Apply for and book SCV via JPA and the SCV Application

Removals

- Army / RAF Personnel – All personnel are to seek advice from their Unit HR and from JSP 752, Chapter 3 regarding their removal entitlements.
- Once you have sought advice you are to complete the online application at GRMS Agility's website, obtain a signature from your Unit HR and forward onto the removal company. Once the removal company has received your application, they will liaise with you directly.

Action: Apply for removals at <https://grms.agility.com/loginLoad.do>

Travel

- When making your travel arrangements, it's important to note that the JFCNP Pass and Privileges Office implement a strict policy when it comes to the issue of IDs and privileges. Personnel are NOT to arrive any earlier than 14 days prior to their AO date, as they will NOT be able to obtain their full arrival status which includes access to Base, US Support Site, medical facilities and vehicle registration.
- Please note that your current Unit are responsible for you until you are arrived at JFCNP by the UKNSE; this includes travel, pay and allowances. If your Unit is unsure, they are to liaise directly with the UKNSE.
- You will normally need over 6 months' validity beyond the date of travel on your passport in order to be allowed to fly. Passports can be renewed through Unit HR.

Actions:

- Seek advice from Unit HR on travel entitlements
- Plan travel to JFC Naples, for arrival no earlier than 14 days prior to AO date



Security Clearance

- All Service Personnel are to ensure they hold a valid NATO Secret Personnel Security Certificate (NATO SC) with a minimum of 6 months validity before departing their current Unit (unless post requires Developed Vetting, which will be annotated on the AO). Without NATO SC you will NOT be issued your passes or given access to tax free privileges.

Action: Ensure a valid NATO SC is held. Queries should be directed to your current Unit Vetting Office

Uniform

- All Service Personnel are required to bring both winter and summer dress in accordance with their Single Service Regulations.
- Winter Dress is routinely worn between Oct – May and Summer Dress worn between Jun – Sep, although this is subject to change in line with Host Nation Base Regulations.
- Personnel assigned to NATO appointments are encouraged to wear MTP in accordance with the JFCNP Dress Directive.
- See Supportability DIN for further guidance on kit and equipment; any queries regarding uniform should be directed to your sponsor.

Action: Check uniform, kit and equipment readiness for arrival in JFCNP

Leave and Allowances

- It is important to note that until you are arrived on JPA by the UKNSE, your current Unit are still responsible for the action of your pay and allowances. Generally, and providing it is in line with regulations, you will be entitled to the following:
 - Relocation Leave (JSP 760, Chapter 8) – 10 days. Relocation leave will be added to JPA upon receipt of your AO by your Unit HR. It is to be taken as soon as practicable, and, in any event, not more than 6 months after the date of relocation. It is important to note that Relocation leave does NOT attract LOA. You are to submit your relocation leave via JPA Self Service.
 - Disturbance Expense (DE) (JSP 752, Chapter 7, Section 1). Disturbance Expense can be submitted 45 days prior to your assignment date via JPA Self-Service.
 - Advance of Pay (JSP 754, Chapter 1, Section 5). If you require an advance of pay, you are entitled to apply for up to 4-months net pay which is recovered over a 12-month period. You will need to complete a JPA Form E004 and submit to your current Unit HR.



- School Children's Visits (SCV)

The aim of SCV is to contribute towards the cost of reuniting children of Service Personnel with their parents at their duty station during school holidays. It is a principle condition that there will be a parental contribution made towards all SCV. Eligible children will be entitled to up to 6 return SCV at public expense per academic year. The journey is to be applied for via JPA Self-Service and the application for travel is to be made via an SCV Application which will be authorised and booked by EJSU Shape Travel Cell.

Action: Book and take relocation leave

Action: Apply for DE

Action (as required): Apply for Advance of Pay

Action (for SCV, if moving between term-times): Apply for and book SCV via JPA and the SCV Application, to be returned to EJSU SHAPE Travel Cell at EJSU-J1-Travel-MailBox@mod.gov.uk

Training and certification

- Fitness Testing – All Personnel are to arrive at JFCNP in date Fitness Test and it is your responsibility to keep in-date.
- CCS/Weapons – All Personnel going into a NATO post are to ensure they arrive in-date CCS / Weapon Handling Testing.
- Fire Awareness Training – All Personnel are to ensure they arrive at JFCNP in date and it is your responsibility to keep in date. Please note this Trg is delivered via the Defence Learning Environment (DLE).
- Individual Education – If you wish to continue your individual education by using your Standard or Enhanced Learning Credits, further information can be sought from the UKNSE Admin Co-ord (Emma.Long105@mod.gov.uk). Please note that the EJSU Learning Centre is located at SHAPE in Belgium.
- European Matrix Test – All personnel who require an FMT 600 are required to complete a European Matrix Test; this can be completed using the Defence Learning Environment (DLE) prior to arrival.
- Survival Italian Lessons – All Service Personnel and their spouses are eligible to undertake the Survival Italian Language course at public expense, subject to funding via EJSU J7. If you are interested in undertaking these lessons, contact the Admin Co-ord (Emma.Long105@mod.gov.uk) who will be able to provide you with further information.

Action: Check certification and action as required



2. Fuel Card

- Tax-free fuel is purchased in Italy using a fuel card (FORAX). Users pay at the pump using the fuel card, which is required to be linked to a personal credit card. The system is administered by the US Support Site at Gricignano, so your fuel bill is calculated and charged in US dollars.
- Please note the requirement for a credit card if you wish to use the tax-free fuel facility. Applications for credit cards can be more straightforward when made from the UK. It is advisable, where possible, that you sign up for a dedicated travel credit card that does not charge for transactions in euros or dollars, see www.moneysavingexpert.com.

Action (as required): Application for a credit card

3. Sponsoring and arrivals week

- All incoming personnel are allocated a sponsor, a Serving Person from the UK element based at JFCNP. The sponsor's role is to assist with information pre-arrival, and with in-processing on arrival. An example of what you can expect during your arrivals week and in-processing can be seen in the attached Sponsor Guide, which you are recommended to read prior to arrival.
- Note the requirement for important documents at your in-processing (SP and spouse, as applicable), and bring them with you when you travel:
 - PAP Authorisation
 - Passport
 - UK Driving License
 - Vehicle insurance and log book (to secure a temporary vehicle pass)
 - FMT 600
 - NATO Security Clearance
 - CEA Eligibility Certificate / College Letter
 - Assignment Order
 - Military ID
 - Credit card (for application for a FORAX fuel card)

Action: Read Sponsor Guide

Action: Pack and bring required documents (listed) for in-processing on arrival



Part 2 - Once you have arrived checklist

Essential administrative actions to be completed once you are arrived in Naples are listed in this section. Your sponsor and the NSE will guide and assist you through these actions, and more information is in the Sponsor Guide.

Checklist:

Action (Once arrived)

Arrivals in the UKNSE (allow 15-30 minutes). Your sponsor will book an appointment for you with the UKNSE where you will complete arrivals and a JPA Mandatory check.

Document/s required

- PAP Authorisation
- Passport
- UK Driving License
- Vehicle insurance and log book (to secure a temporary vehicle pass)
- FMT 600
- NATO Security Clearance
- CEA EC / College Letter
- Assignment Order
- Military ID
- Credit card (for application for a FORAX fuel card)

Arrivals with J1 NATO or NCIA – Service Person only.

Arrivals with Pass and Permits Office to obtain ID and driving license translation and to arrange FORAX payments – Service Person and all entitled dependants.

Non-British Nationals to apply for a Sojourners Permit within 5 days of arrival into Naples. Liaise with UKNSE Host Nation Liaison Officer (HNLO) on arrival (based in UKNSE).

- Passport

Register with the British Forces Clinic (BFC) – Service Person and all entitled dependants.

Codice Fiscale, arranged with the Community Liaison Officer (CLO) Arrivals - Service Person and all adult entitled dependants.

- Passport



Part 3 – NSE Useful Information

Allowances:

- Local Overseas Allowance (LOA) (JSP 752, Chapter 6, Section 4)

The aim of LOA is to contribute towards the necessary additional local cost of day-to-day living when Service Personnel are required to serve overseas. The rate changes twice a year (Apr/Oct) and is affected by any changes to the Forces Fixed Rate (FFR) of currency exchange. The amount you are paid varies depending on rank and number of dependants. Rates of LOA can be found in the JPA Library.

- Living out Supplement of Local Overseas Allowance (LOSLOA) (JSP 752, Chapter 6, Section 5)

The aim of LOSLOA is to assist Single/Unaccompanied Service personnel serving overseas to meet the necessary additional costs of food and incidentals expenses when they are without easy access to their Unit's Service messing facilities, or other publicly funded arrangements, but do have self-catering facilities. Rates of LOSLOA can be found in the JPA Library.

- Get You Home Overseas (GYH (O)) (JSP 752, Chapter 6, Section 10)

All Service personnel are entitled to claim one return journey per year. The 12-month period commences from your AO date until the day before in the following year. If you do not use your GYH (O) you will lose it. Journey applications and GYH(O) claims are all made on JPA, further advice and guidance should be sort from the UKNSE. The current flight allowance can be found in JSP 752, Chapter 1, Section 6.

Dental:

- Naples is a location where the Defence Primary Healthcare (Dental) (DPHC(D)) do not deliver your dental care. Dental care is delivered in accordance with: Instruction for Service and Entitled Personnel Serving Overseas Who Receive Dental Treatment from Non-Service Sources

- Service Personnel. Please read the attached DIN for further information. You should be dentally fit before you depart your current Unit and it is your responsibility to ensure you remain dentally fit and deployable. J1 Admin Co-Ord (UKNSE) will advise on local dental procedures for you and your family. Instruction for Service and Entitled Personnel Serving Overseas Who Receive Dental Treatment from Non-Service Sources

- Families and other entitled civilians. Families are entitled to seek dental care from civilian providers. Funding is provided to ensure personnel can access the same level of dental care overseas as would be available under the general NHS Dental Services. If you are not entitled to free dental treatment, you must pay a patient contribution towards the cost of the treatment. This patient contribution is identical to the NHS patient contribution you must pay when receiving treatment in the UK. There are three NHS charge bands, see the NHS Website for details: How much will I pay for NHS dental treatment? - Health questions - NHS Choices



Driving Licence:

You must obtain an International Driving Permit from a UK Post Office; this requires an up to date passport-sized photo. The UK driving licence must be in date, and the IDP is only valid for 1 year, or until the date of expiry of the UK licence, whichever is sooner. Service Personnel can reclaim their costs (for IDP and photos) through an expense claim on JPA. Family members who wish to drive whilst in Italy should also obtain the IDP but will not be entitled to a refund.

JPA:

There is one JPA Suite in Naples, at the UKNSE (subject to office opening hours).

Medical:

- There is a British Forces Clinic (BFC) at JFCNP, which provides (wherever possible) a Primary Care Service equivalent to that available in the UK. The BFC is, however, a small team and they do not have access to the full range of Primary Care and Health disciplines; there is no regular Dermatology or Urology support. Obstetrical cover is good and uncomplicated pregnancies can be managed locally without difficulty.

- If you have any significant and existing medical conditions it is essential that you declare these prior to arrival. If you are taking any prescribed medication, including oral contraception, please ensure that you bring at least 3 months' supply with you and inform the BFC on arrival. The dispensary carries a limited range of medicines and may have to order your drug from the UK. It is advised that spouses and dependants are in date all routine vaccinations. 2017DIN01-188 Health Service Support for Personnel Assigned to European Joint Support Unit (EJSU) Locations

Mess:

- Officers' Mess

The UK Joint Officers' Mess (JOM) was formally constituted in Jan 14 to promote the effectiveness of Officers of the Armed Forces of the Crown based at JFCNP, through the provision and support of an Officers' Mess to promote social, sporting and other activities. Although the Mess has no physical building/room it is active with over 50 members. A typical, illustrative entertainments programme for the JOM JFCNP includes:

- Two formal functions; summer and winter.
- An annual, formal Battle of Britain cocktail party in September.
- An annual, formal Trafalgar Night dinner in October.
- Three to four informal dining functions.
- Four symposiums.
- Other informal functions as approved by the committee.



Mess bills are raised on a six-monthly basis and currently stand at €10 per month with an admin fee of €15 (€75 per six months).

- **WO & SNCOs' Mess**

The Mess Chairman's post is rotated around each of the 3 services on a 6-monthly basis so that all individual service traditions and specific events are represented. For those Mess Members that wish to opt-in, Mess Fees are €10 per month and all Mess Functions will be paid for. Those Mess Members wishing to opt out of this scheme will be required to pay in full for all Mess Functions.

Passports:

Ensure your passport is valid for six months prior to any travel through Europe or UK/overseas. During your posting to Italy, passports can be renewed via the UKNSE, and will be paid for (for all eligible personnel) through the public purse. JPA expense claims for photos are acceptable however claims for passports through JPA must only be completed with the advance approval of the Head of Location.

Split Pay:

You have the option to split your pay into your UK and an Italian bank account. The percentage of the split is individual choice and can be actioned in the UKNSE. Inform the UKNSE once your Italian bank account is opened, they will advise further. You will also need to confirm which bank you want any expense claims to be paid into (UK in £ or Italy in €): this can be alternated during your tour but only through the UKNSE.

Tax Free – Amazon:

You can claim your tax back from all Amazon purchases delivered to a BFPO address, but this must be completed within three months of the purchase. The letter of authorisation for tax-free purchases can be obtained from the UKNSE. This is then completed with the order numbers and returned by email to vat-refund-requests@amazon.co.uk. VAT can also be claimed back from most other UK companies that ship to a BFPO address, though you will need to contact them to establish what process is required.

Temp Duty Travel and Claims:

Whilst you are assigned to JFCNP there may be a requirement for you to travel to other locations on duty. There are 3 types of travel:

- NATO
- HOCS
- National (UIN A2939A)

The action you need to take prior to booking any duty travel is dependent on what type of travel you are undertaking. You must take advice and guidance from the UKNSE prior to undertaking the journey. Failure to complete the correct travel booking process will result in any subsequent JPA expense claim being rejected.