



European  
Joint  
Support Unit

# NSE

Stavanger





## **The United Kingdom National Support Element (UK NSE)**

As the UK NSE, 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, we send a 'Welcome to Norway' guide on receiving an Assignment Order. This has been produced to offer instantly accessible advice and guidance on the difficult task of planning your move. However, one document cannot contain all the answers to your questions about your posting to Norway. Therefore, this guide will be supported, where necessary, by personal contact with the person you will be replacing, with your sponsor and of course, the UK NSE team. All of which will be forwarded to you in a joining email.

### **Registering your vehicle:**

On posting to Norway you are classed as a temporary resident and should "register" your car with the local authorities within 30 days of importation and complete the process of obtaining Norwegian number plates within 90 days of arrival. The detailed procedure for registering your car is available from Host Nation Support on arrival. Your sponsor or the NSE will guide you through the process. Before a vehicle can be registered it must be insured by a Norwegian company against at least third-party liability. Most Norwegian companies will honour a "no claims bonus" certificate so bring with you a letter from your present insurance company stating the number of years claim free driving - not just the % bonus.

### **Arrival Paperwork:**

Once an Assignment Order is received you will be sent a welcome e-mail six months before your RFDD which has time lines, forms and literature required for moving to Norway. This will be accompanied by the Welcome to Norway guide that offers instantly accessible advice and guidance on the task of planning your move. A Sponsor will be nominated to assist you with the moving and setting up in Norway along with the help of the NSE team. The NSE will prompt for admin when required so nothing will be missed.

Your sponsor will arrange or bring you to the NSE to complete the arrivals process. You will be introduced to the team and given all the relevant information to assist you with living in Norway. Joining paperwork and all relevant forms will have been prepared before your arrival enabling a swift process.



### **Passports:**

Ensure your passport is valid for six months prior to any travel through Europe or UK/overseas. During your posting to Norway passports can be renewed in the NSE office. You will be required to provide up to date passport photos. Passport Application forms can be obtained in the NSE office and are to be returned completed to the NSE for further action. Passports for all eligible personnel will be paid for 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.

### **Driving Licence:**

For Driving in Norway there is no need for an International Driving Permit (IDP) now or after 31 Dec 20. For Travel in the EU existing arrangements will continue unchanged for the duration of the transition period - until 31 Dec 20. This means that UK driving licences will continue to be recognised in the EU without the need for an IDP. Arrangements for January 2021 onwards will be subject to the EU-UK future relationship negotiations.

If you are going to be driving in Europe it is recommended you 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 to 3 years depending on which IDP needed, or until the date of expiry of the UK licence whichever is sooner. Service Personnel and eligible MOD Civilians can have their costs reclaimed (for IDP and photos) through an expense claim on JPA/HRMS. Family members who obtain the IDP but will not be entitled to a refund.

### **Get You Home Entitlements:**

For those eligible personnel on a 12 month or longer assignment there is an entitlement for Get You Home Overseas Warrants, which helps towards the cost of returning home to see family and friends. The entitlement is for 1 warrant per 12-month period and will be renewed on the anniversary of the arrival date on assignment. Journey applications and GYH(O) claims are all made on JPA, further advice and guidance should be sought from the NSE Admin Office.



### **Banks and Split Pay:**

The recommended bank is Sparebank Mariero as they offer a fast set-up and with English online banking. Your sponsor or a member of the NSE will take you to the bank once your joining process is completed. The documentation needed is as follows: Bank Letter issued on joining, NATO ID card Passport and D-Number confirmation. You have the option to split your pay into your UK and Norwegian account, the percentage or amount of the split is individual choice. Once your Norwegian bank account is opened you must complete a JPA E016b in the NSE confirming amounts and which bank you want any expense claims to be paid into. This can be alternated during your tour but only through the UK NSE.

### **Local Overseas Allowance:**

You receive LOA for the length of your posting to Norway. The rate changes twice a year (Apr/Oct) and is affected by any changes to the Forces Fixed Rate (FFR). The amount you are paid varies depending on rank and number of dependants; up to date rates can be found on the JPA portal and on the notice boards outside the NSE.

### **JPA Suite:**

There is a JPA suite next to the NSE with two MODnet terminals which are available during NSE working hours. There is a door combination which you will be given when joining to allow access if NSE Staff are not available.



### **Temp Duty Travel and Claims:**

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

NATO (D0871A or D0864A)

HOCS

National (UIN F5107A)

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 NATO Travel section and/or the NSE prior to undertaking the journey. Failure to complete the correct travel booking process will result in any subsequent JPA Expense claim being rejected.

### **Amazon Tax Free:**

You can claim your tax back from all amazon purchases delivered to a BFPO address, this must be completed within three months of the purchase and email to [vat-refund-requests@amazon.co.uk](mailto:vat-refund-requests@amazon.co.uk)

### **Moms/MVA Local Tax Free:**

Norwegian shopping is more expensive than the UK, but as members of NATO we are entitled to reclaim the government tax (Moms/MVA) on certain items which are purchased in Norway but will be exported to the UK at the end of your posting. Purchase Authorization and Claim forms (PAC) are available from the NSE, completed forms with original receipts should be handed into the Community Support Office by the 1st of each month, so that they are included in that month's consolidated claim sent to NATO JWC. MOMS refunds will be paid direct to your Norwegian Bank Account This is done monthly in retrospect, and the monies take around 3 months to be refunded.



### **Medical and Dental Claims:**

All Medical treatments incur a fee and, where the provider has agreed to cashless billing, this fee will be settled by Central European Practice. If the provider does not accept cashless billing, you will settle the invoice. A claim form can be submitted at the NSE then forwarded for authorisation by Central European Practice, who issue a JPA reference number. This will be explained in more detail on your arrival.

All paperwork for Medical treatment is completed on arrival at the Dentist, any treatment that requires prior approval will be sort by the Dentist. The bills will be forwarded to the NSE for payment. This process will be explained in greater detail on your arrival.

### **Re-credit of bank fees for claims and split net pay:**

When any payments are transferred by MOD to your Norwegian bank account the Norwegian banks charge for this. Every 3 months the NSE call for bank statements with the details of the charges in order to reimburse the money back. This will be explained in more detail when you join.



### **BFPO Mail:**

The UKNSE 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 mailboxes. Parcel collection is between 1100-1200 weekdays or by prior arrangement with the NSE.

Current procedures and sizing regulations remain extant on all incoming mail the Address is:

Rank Name Number  
JWC  
NATO  
Stavanger  
BFPO 50

Outgoing mail is restricted to pre-paid or (UK) stamp affixed mail Please note the NSE cannot provide UK postage stamps. The BFPO website should be consulted for further information on size, weight, cost and restricted items.

### **Leave policy in Norway:**

The annual leave entitlement is the 38 days plus 4 days Authorised Absence to cover the Norwegian Public Holidays.

TOIL is a local arrangement where personnel are compensated for working weekends (exercises), the forms are available from outside the NSE. They are to be signed by your Line Manager and SNR then returned to the NSE for filing.

One day's travel time is granted to anyone going on leave to the UK for at least 3 working days or more. The forms can be completed at the NSE who will check and credit the day on JPA.