



European
Joint
Support Unit

In Processing/Arrivals

SHAPE



IN PROCESSING

You will require an appointment with the NSE for initial in-processing. At this appointment you will be given all relevant forms for you to take to the CENTRAL PROCESSING CENTRE (CPC) to obtain your SHAPE ID. The CPC runs an appointment basis only. The NSE will book your SHAPE ID appointment on your behalf in order to coincide with in-processing at the NSE. This will then allow you to arrange appointments for vehicle registration and protocol ID's through the Shape2Day website.

REQUIREMENTS

STATUS	NATIONAL DOCUMENTS	SHAPE DOCUMENTS
Military	National ID Card or Passport	SHAPE Form 94 Security Clearance Paperwork
NATO Civ & Civ Component	National ID Card or Passport	SHAPE Form 94 and Certificate of Assignment
Contractors (with a SHAPE Temporary Entry Card)	National ID Card or Passport	SHAPE Form 550C and Contract of Employment
Dependants	National ID Card and Passport	SHAPE Form 94

OPENING HOURS

Mon. - Thurs.	0845 - 1300 1400 - 1700
Fri.	0845 - 1300

RELOCATION

Arrivals Information

The HIVE has everything you need to know when arriving in SHAPE.

The HIVE Information Service is available to all members of the British community. It is here to provide information and answer questions you may have upon arrival or during your stay.

Please call into the HIVE on arrival if you would like information on the area or have any queries. The HIVE is located in Building 309 (next to the post office)

Email on shapehive@armymail.co.uk or hannah.smith174@mod.gov.uk

Phone: +32 (0) 471611678

Alternatively visit the HIVE's Blog at; www.shapehive.blogspot.com for up to date information.

It is also a good idea to sign up to the HIVE blog where you will receive useful information via email about SHAPE. You can sign up at: www.shapehive.blog.com

I look forward to meeting you.

TRANSITION & SERVICE LEAVERS

Housing

The HIVE holds information around JSHAO Housing briefings which cover civilian housing, rental, forces help to buy & government help to buy schemes, social housing and homelessness. There are also several publications in the HIVE that could prove useful.

NON UK NATIONALS

The HIVE can assist foreign and commonwealth families with information on British Citizenship, Families' Visas and entitlement to benefits.

	Timeframe	Action/Task	Comments	Action for SP or Spouse	Check
1	Immediately	<p>SHAPE NSE Arrival Interview (pre-booked before arrival):</p> <p>Update/Check Personal Administration:</p> <ul style="list-style-type: none"> Update RWA / EC / NOK on JPA Complete arrival paperwork Check SHAPE 94 forms <p>Family members will be directed to the Community Hub whilst the SP is completing their arrival documentation.</p>	<p>Please adhere to your NSE appointment as delays may affect your CPC appointment. You need to ensure you have with you the following documentation:</p> <ul style="list-style-type: none"> Passport(s) MOD F 90 Marriage Certificate Child(ren)'s birth certificate <p>You will receive:</p> <ul style="list-style-type: none"> All relevant documentation to take to SHIPPS for your In-Processing. SOFA stamps in all eligible passports. Proof of Residency – for the Bank/Local businesses Information relating to allowances during your assignment. SHAPE Arrival Certificate (to be returned on completion). <p>Once you are in receipt of your SHAPE ID will give you:</p> <ul style="list-style-type: none"> Access to SHAPE for you and your vehicles. The relevant areas on SHAPE that you require (based on your job role). Purchase of Rationed goods in the Rationed Items Store (RIS) located on camp by Carrefour. Tax free fuel for all vehicles that have been registered through SHIPPS. It is an offence to purchase Tax Free fuel for any vehicle not registered. Access to Medical support in the local community and American Medical Section. Community activities run through the Moral and Welfare Branch (MWB). 	SP & Spouse	
2	Immediately	Register with medical and dental centre	The Medical and Dental Centres are located on SHAPE in the SHAPE Healthcare facility. You must register all eligible personnel in your family. A SHAPE pass is not required to register with the British Sections but you must register with the American Section (for Bloods/Test/Lab) once you are in receipt of your SHAPE ID.	SP	
3	No later than 28 days	Register your vehicle(s) and trailers (caravans) with SHIPPS	<p>You are mandated to register all your vehicles and any caravan/trailers with the Belgium authorities. Failure to do may result in a fine and/or disciplinary action. You require the following for registration:</p> <ul style="list-style-type: none"> A pass certificate for the CT Inspection (vehicles over 3 years old or any vehicle (regardless of age) that has a towing capability. V5, BFPO Form 73 or equivalent vehicle registration documentation. A Green Card proving valid insurance for Belgium. Payment (in cash) for the registration. <p>Failure to provide any of these documents will result in the registration process failing.</p>		



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4	As soon as required	Arrange to collect BFBS Box and card (if required).	The Community Hub in Bldg 309 can provide you with a BFBS Box and card. In addition, BFBS TV and Radio can be accessed through the Defence Gateway on any computer and laptop, the BFBS TV and/or Radio Apps can be downloaded onto smart phones and tablets.	SP or Spouse	
5	As soon as required	Contact local telephone/internet providers for TV/internet/mobile phones as necessary.	There are two main providers in Belgium Proximus and VOO. Both have good English-speaking support staff and both have their own strengths and weaknesses. You can apply for their services online.	SP or Spouse	
6	As soon as required	Consider opening a local bank account.	<p>There are various choices for local banking, do your research and select the one that fits best for your needs. Most do have English-speaking support staff. Once you have opened a Bank Account you must bring the bank details to the NSE Admin office who will then set up your JPA Banking information in accordance with your needs.</p> <p>There is a Chip and Pin facility within the BFPO office in Bldg 309 which will allow you to take funds from your UK bank cards at the General Accounting Rate (GAR) of the day. The GAR changes on the 1st of every month. The amounts you can withdraw are restricted to £1000 per month in 4 withdrawals. There is a facility for cheque encashments for the first 3 months in unit only. These should only be used for amounts exceeding the £1000 and are at the discretion of the Imprest Operator. Any cheque that is not honoured by the bank will be recovered from the your next SOE in full.</p>	SP	
7	Within 14 days of arrival	Book into relevant Mess (if applicable).	<p>Report to:</p> <p>WO1 (RSM) Pullen – 100 Area Base Support Group (BSG) – Senior Ranks & Jnrs</p> <p>Cdr Hughesdon – 100 area SACT SEE - Officers</p>	SP	
8	Within 14 days of arrival	Complete SHAPE Arrivals Certificate.	Return to the SHAPE NSE	SP	
9	Within first 14 days of moving into Service Family Accommodation (SFA)	<p>“Licence to occupy” to be signed and returned to DIO if the SFA was taken over by proxy.</p> <p>Return “14 Day Initial Defects Form” to DIO, listing any faults or defects to the property.</p>	DIO is located on the top floor of Bldg 306.	SP	
10	Dependant on Forecast of Events (FOE)	<p>Attend:</p> <ul style="list-style-type: none"> Town Hall Families Forum Meet & Greet/Hails & Farewells (Single Service specific) 		SP and Spouse/ Family	
11	Within first 6 weeks of arrival	<p>Personal Administration</p> <ul style="list-style-type: none"> Check Statement of Earnings Are you on the correct LOA Rates? Are you paying the correct Accommodation Charge? Has your 3 GYH(O) allowance been entered on JPA 	Report any issues to SHAPE NSE immediately.	SP	

NSE USEFUL INFORMATION

Finance

Split Pay:

You have the option to split your pay into your UK and a Belgian account, the percentage of the split is individual choice, and this can be actioned in the NSE office. Report to the NSE once your Belgian bank account is opened and complete a JPA E016b. You will also need to confirm which bank you want any expense claims to be paid into UK in £ or Belgium in €, this can be alternated during your tour but only through the NSE.

Local Overseas Allowance:

You receive LOA for the length of your posting to SHAPE. 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 in both JPA Suites (100 Area & Bldg 309).

JPA Suite:

There are two JPA suites in SHAPE; three MODnet terminals outside the NSE office in Bldg 309 which are available 24 hours a day; three MODNet Terminals in the JPA suite, 101 area, next to the UK NMR Registry which are available during the Registry opening hours.

Passports:

Ensure your passport has six months on prior to any travel through Europe or UK/overseas. During your posting to SHAPE passports can be renewed in the NSE office. You will be required to provide up to date passport photos; there is a photobooth in the Carrefour on SHAPE. Passport Application forms can be obtained in the NSE office and are to be returned completed to the NSE for onwards action. Please ensure your form and photos are counter-signed as this is a requirement when being sent through MoD. Passports for all eligible personnel will be paid for through the public purse, JPA Expense claims for photo's are acceptable however claims for passports through JPA are only to be completed with the advance approval of the Head of Location.

Driving Licence:

You are required to 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 and eligible MOD Civilians can have their costs reclaimed (for IDP and photos) through an expense claim on JPA/HRMS. Family members who wish to drive whilst in Belgium should also 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 3 warrants 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.



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Temp Duty Travel and Claims:

Whilst you are assigned to SHAPE there maybe 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 dependant on what type of travel you are undertaking. You must take advice and guidance from the Registry in 101 Area and/or SHAPE NSE Admin team 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 are able to claim your tax back from purchases delivered to a BFPO address. Amazon being the most common must be completed within three months of the purchase. The form can be obtained from outside the NSE office (building 309, room 103) which will already be stamped. This is then completed with the order numbers and returned by email to vat-refund-requests@amazon.co.uk. This form is used for any of the purchases you wish to claim VAT back on.

Local Tax Free:

To claim tax back from other shops, you must collect a “facteur” form from the customer services desk at the shop. This is an invoice of goods sold as detailed on your receipt. A form then can be obtained from the CLO office, ensure you receive two copies in French. Both forms need to be originals. These in addition to the ‘facteur’ are then taken to the VAT office in SHIPPs, building 210. This then needs to be collected a week later and posted to ‘redall’ who will process the refund which can go directly into your Belgian bank account.



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UNIT & STATION INFORMATION

ID Cards

All military personnel, entitled civilians and dependants are required to carry an ID card. Your SHAPE ID is required to be shown in the Carrefour Supermarket and the RIS (Rationed Items Store) and should be carried at all times.

Protocol ID

It is a legal requirement for ALL dependents to have a protocol ID and a strong recommendation for all military personnel. This is proof of legal residence within Belgium. It should be noted these cards expire on the end of tour date, and so any changes to this date will require a new card to be applied for. In addition to this, children's card will expire on their 1st, 3rd and 5th birthday and a new photo must be taken at the time of application for the new card. The process to obtain a card is done at SHIPPs, usually at the same time as obtaining the SHAPE ID card, although they can take up to 2 months to arrive.