



European
Joint
Support Unit

In Processing/Arrivals

LISBON





In Processing/Arrivals

IN PROCESSING

You will require an appointment with the NSE for initial in-processing. At this appointment you will be given a brief by each member of the NSE, provided with forms to be completed and documents, letters and certificates. Your sponsor will accompany you to the Base Security Office to apply for your, your family's and car Base Security Passes.

REQUIREMENTS

STATUS	NATIONAL DOCUMENTS	LISBON DOCUMENTS
Military	Assignment Order and Passport	NATO Security Clearance Certificate
Dependants	National ID Card or Passport	

OPENING HOURS

Mon - Thu	0800 - 1200	1300 - 1600
Fri	0800 - 1200	



RELOCATION

Arrivals Information

The Host Nation Liaison Officer (HNLO) has everything you need to know when arriving in Lisbon.

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

Please call into the NSE to speak to the HNLO on arrival as she will brief you on Medical and Dental, start the process to import your vehicle(s), advise you on Tax privileges/entitlements and how to claim VAT. She will also provide you with a NIF (Fiscal Identification Number) which you will need to open a bank account, contract internet for your new house and claim VAT. She will inform you how to apply for a SOFA card and provide you with a SOFA Certificate and a proof of address letter, which you will need for the bank. The HNLO will also provide you with a Duty Free Fuel (DFF) Card for your vehicle(s) and inform you on your DFF entitlement. She can also advise you on School Transport for your children. The HNLO works out of the UK NSE.

Email on Gisela.Casano@rgf.nato.int or Gisella.Casano100@mod.gov.uk

Phone: [+351 214 404 393](tel:+351214404393)

It is also a good idea to contact the Community Liaison Officer (CLO) who will have useful information via email about Lisbon. You can contact her at: EJSU-Lisbon-CLO@mod.gov.uk

The team looks forward to meeting you.



Timeframe	Action/Task	Comments	Action for SP or Spouse	Check
1 Immediately	<p>Lisbon 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 <p>Family members will be directed to the Community Liaison Officer whilst the SP is completing arrival documentation</p>	<p>Please adhere to your NSE appointment as delays may affect your security office 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 for your In-Processing.• Proof of Address – for the bank/local businesses• Information relating to allowances during your assignment• SOFA Certificate• NIF Document (Fiscal Identification Number) <p>Once you are in receipt of your Base Pass it will give you:</p> <ul style="list-style-type: none">• Access to the base for you and your vehicles• The relevant areas on camp that you require (based on your job role) <p>You must apply for the following with the JALLC detachment:</p> <ul style="list-style-type: none">• Diplomatic Card for yourself and your dependants• Duty Free Privilege Rations Card	SP & Spouse	



2	No later than 20 days	Register your vehicle(s) and trailers (caravans) with	<p>You are mandated to register all your vehicles and any caravan/trailers with the Portuguese 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 4 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 Portugal. <p>Failure to provide any of these documents will result in the registration process failing.</p>		
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3	As soon as required	Arrange to collect BFBS Box and card (if required).	The Head of Location can advise you about 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	
4	As soon as required	Contact local telephone/internet providers for TV/internet/mobile phones as necessary.	There are many providers in Portugal. They have good English-speaking support staff and each have their own strengths and weaknesses. You can apply for their services with the help of your sponsor.	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>General Accounting Rate (GAR) of the day changes on the 1st of every month.</p>	SP	
7	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 rep is located in the LISBON NSE admin office	SP	



8	Dependant on Forecast of Events (FOE)	Attend: <ul style="list-style-type: none"> • Town Hall • Families Forum • Meet & Greet/Hails & Farewells (Single Service specific) 		SP and Spouse/ Family	
9	Within first 6 weeks of arrival	Personal Administration <ul style="list-style-type: none"> • Check Statement of Earnings • Are you on the correct LOA Rates? • Has your 1 x Respite Provision allowance been entered on JPA • Has your 1 x GYH(O) allowance been entered on JPA 	Report any issues to LISBON NSE admin office immediately.	SP	

NSE USEFUL INFORMATION

Finance

Split Pay:

You have the option to split your pay into your UK and a Portugal account, the percentage of the split is an individual choice and this can be actioned in the NSE office. Report to the NSE once your Portuguese bank account is opened and complete a JPA Form E016b. You will also need to confirm which bank you want any expense claims to be paid into: UK in £ or Portugal 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 LISBON. 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 the NSE office.

JPA access:

There is a WIN10 laptop for MODNET/JPA access in the NSE office, which is available during NSE opening hours.

Passports:

Ensure your passport has at least six months validity prior to any travel through Europe or UK/overseas. It is an individual's responsibility to apply for passport renewals. During your posting to Lisbon, passports can be sent through the BFPO in the NSE office. JPA Expense claims for



passports are acceptable however; claims for passports through JPA are only to be completed with the advance approval of the Head of Location.

Driving Licence:

Portuguese authorities accept your UK drivers licence, as long as you carry your Diplomatic Card. You will not need an IDP during your tour in Portugal.

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.

Temp Duty Travel and Claims:

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

- NATO
- HOCS
- National (UIN N5413A)

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 SFN admin and/or LISBON 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 the HNLO at the NSE admin office and all Amazon receipts. 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 local shops, you must spend over €270. HNLO will explain in more detail during the arrivals process at the NSE admin office.



Vehicles & Travel

UNIT & STATION INFORMATION

ID Cards

All military personnel, entitled civilians and dependants are required to carry a Base Pass card. Your Duty Free Privilege Card is required to be shown in the International.

Diplomatic ID

It is a legal requirement for ALL dependents and military personnel to have a diplomatic ID. This is proof of legal residence within Portugal. 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. The process to obtain a card is done at the Foreign Ministry in Lisbon with support from JALLC detachment. Query this with HNLO at the same time as obtaining the LISBON Base Pass card, although Diplomatic ID can take up to 2 months to arrive.