



European
Joint
Support Unit

Departures

SHAPE





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Foreword

**Foreword by
Warrant Officer Class 1 Deborah Fairclough
Head of Location
National Support Element SHAPE**



As the Head of Location SHAPE I would like to wish you all the best in your new posting.

I am sure that your time here at SHAPE has been filled with many new experiences and that you will look back on your time here with fond memories.

You will shortly be receiving an email from the SHAPE NSE to inform you of what actions you need to do in order to prepare for your departure. This process will require you to fill out a plethora of forms for various departments, it will be painful, but it is imperative that you read everything and complete the forms in a timely manner. Whilst we cannot envision every scenario you may face upon your re-assignment we will endeavour to help where possible.

This departure booklet should lay out all the information you need in order to leave us in good order, however if there is something we have not covered then please send us an email and we will endeavour to get you the answer. For all administrative/financial questions please contact the NSE on GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk

Thank you for your time here at SHAPE and myself and the team would like to wish you all the best for the future.

Assignment Checklist *(for your ease print these pages off)*

Ser	Time	Action	Comments	✓
1	Immediately	<ul style="list-style-type: none"> Children's Schooling? Moving Overseas? – Passports for all the family. Health Issues? – Discuss with GP. Apply for SFA (if applicable). Pets to move? – Pet Passport, vaccinations etc The process of obtaining a Pet Passport can take up to 7 months. Contact Agility for Removals with your TOR reference. 	<p>MF 1132: Application to occupy Service Family Accommodation</p> <p>Complete Transfer of Residence for those returning to the UK - https://www.gov.uk/government/publications/application-for-transfer-of-residence-tor-relief-tor01</p>	
2	On receipt of new address	<ul style="list-style-type: none"> School Admissions (in UK you can use a Bks address while awaiting SFA) Apply for Disturbance Allowance (no earlier than 45 days before joining date).NOTE: this will be the UK rate and not the Overseas rate Apply for Removals. Pet arrangements. Local Information – Contact Estate Manager (EM) concerned (as stated in your letter of allocation). 		
3	6 – 8 weeks before move	<ul style="list-style-type: none"> Packers survey. Book pre-march out where applicable Pet Passport – Check that it is up to date and all necessary vaccinations have been administered. 		
4	28 days before move	<ul style="list-style-type: none"> Stop Spilt Pay Address confirmation. Issue change of Address Transit Accommodation. Movements (ferries flights / tickets etc) – Parent Unit. Check entitlement to allowances and travel. Consider Advance of Pay. Consider starting SHAPE and NSE clearance procedures 		
5	1 week prior to move	<ul style="list-style-type: none"> Double-check all arrangements with the many agencies that you have dealt with up to this point. This offers an opportunity to clarify details and rectify any potential problems. Ensure that you have informed the NSE of your final day in office to depart for allowances. Remember to hand in your SHAPE ID, Protocol ID and SF52 in order to complete your out-processing at SHIPP's and that you have arranged for the de-registration of your vehicle Ensure that you have arranged for your Belgium bank account to be closed. 		



6	1 week prior to move	<p>Children's Education</p> <ul style="list-style-type: none">Have you got the record of your child's education to take to the new school? <p>Telephone / TV</p> <ul style="list-style-type: none">You will need to arrange disconnection of your telephone and reconnection in your new location.		
7	2 Days prior to move	<ul style="list-style-type: none">Fridge/Freezer - empty, defrost and dry out your fridge /freezer. <p>Moving Day Refreshments</p> <ul style="list-style-type: none">Arrange for refreshments for the next day. Pack a carton of tea and coffee, UHT milk, juice cartons, biscuits etc. Plan the evening meal for the move day – it may be easier to eat out. Keep a kettle and tea handy for the packers! You are under no obligation to provide refreshments to the packers but a little bit of hospitality may assist in your smooth move! <p>Toddlers</p> <ul style="list-style-type: none">Keep small children occupied and out of the way for their safety. <p>Pets</p> <ul style="list-style-type: none">Also give thought to what is to happen to pets when the packers arrive. They will need to leave doors open and will be moving around, keep them out of harms way.		
8	Move Day	<p>Emergency Contact</p> <p>Give your removers an emergency contact number so they can get in touch in case of delays.</p> <p>Check House</p> <p>Walk around the house to ensure all items to be moved have been placed in the removal vehicle. Do not forget to check the sheds, garages and behind doors! Make sure items belonging to the house are kept separately and not removed.</p> <p>Handover the House</p> <p>Make sure that the house is ready for handover – it is always best to discuss any major problems with the housing staff prior to handover. You do not want to be delayed due to disagreements on damage. Any necessary repairs need to be planned by the housing staff – remember someone else like you will be moving into the house. Make sure you take a note of utility meter readings so you can check the final bill when it comes.</p> <p>Note: Unfortunately, late notice assignments are sometimes received, or the official Assignment Order can arrive late. Although an Assignment authority is required for housing applications and other aspects of your move, start planning early. It may be possible for your unit to obtain the Assignment Authority prior to receiving the Assignment Order.</p>		



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SHAPE National Support Element Key Points:

Your out-processing from SHIPPs can take up to two weeks so factor this in when arranging your departure timelines. It's recommended to book a SHIPPs appointment in advance to avoid delay. NSE Clearance form is now mostly virtual and is to be completed in addition to the SF52. The SF52 is part of the SHIPP's out-processing more details can be found [here](#).

SFA/SLA

Submit your housing application as soon as possible. If you are assigned to another overseas location use the manual 1132 process and email to the relevant DIO department.

If heading to the UK, and in need of SFA, follow the link for further guidance:

- <https://modgovuk.sharepoint.com/sites/defnet/DIO/Pages/Apply-for-Service-Family-Accommodation.aspx>
- **Future Accommodation Model (FAM)**

Find out if you are assigned to a FAM unit in the UK - [FAM Pilot UINs](#), if you are then further information can be found at [FAM](#) and the [FAQS](#)

REMOVALS

All applications for movement of personal effects and household furniture must be submitted via the Agility Logistics GRMS website. Once you know the address you will be moving to you can start to arrange your removals by going online to <https://grms.agilitylogistics.com>. The on-line application process leads you through a series of questions to determine your removals requirement and volumetric entitlement. Once complete print/email to GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk for signature by HoL. The completed form is to be emailed back to Agility.

SP are required to follow the instructions given to them by the Agility suppliers to avoid any **unnecessary delays and or charges**. **SP will be required to produce paperwork on request** and are to discuss these requirements with their Agility suppliers as soon as possible. SP are reminded to book moves in good time and prepare for delays. Personnel returning to the UK are to use the Transfer of Residence (ToR) process and follow the Gov.uk website for updates:

- <https://www.gov.uk/government/publications/application-for-transfer-of-residence-tor-relief-tor01>
- <https://www.iamovers.org/ResourcesPublications/ShipperGuides.aspx?navItemNumber=580>



- **Transfer of Residence (ToR) TOP TIPS:**

- The completed form and supporting documentation is emailed to HRMC, and can take 7+ days from completion to approval. The email address is annotated on the form.
- Once you start the form, you can't save it. Therefore, ensure you have all information to hand ie vehicle details.
- You should attach the following supporting documents (as necessary):
 - Vehicle registration documents (Belgium issued)
 - Photocopy of passport page
 - Proof of Belgium address (The NSE proof of residence form is sufficient)
 - Proof of UK address
 - Assignment order
 - Contents list x 2 signed (List furniture/appliances and add Qty of boxes of personal items, or unknown number if completing in advance of the pack.

You will receive an approval letter and reference number which is to be passed to the removals company.

If you are returning to the UK for less than 12 consecutive months the online application process should not be completed. Instead, you should contact customs.specialproceduresreliefs@hrmc.gov.uk and request a TOR1 Postal Application.

VEHICLE REGISTRATION

The above does not affect the vehicle registration process. Your vehicle must be de-registered with SHAPE and will need to re-registered back in the UK. Please note that SHIPPS appointments are not always readily available, so it is encouraged to book this well in advance.

On travelling back to the UK on DVLA plates ensure you have the correct nation identifier in accordance [with this guidance](#).



SHIPPS OUT PROCESSING

SHIPPS require an additional out-processing form to be completed. NATO related section of the SHIPPS departure form do not need to be completed by non-NATO staff. The SF52 can be found at the following link:

<https://www.shape2day.com/arrivingleaving/outprocessing>

Appointments to out-process through SHIPPS can be made through the following link:

<https://www.shape2day.com/arrivingleaving>.

You will need three appointments in total – VAT, Customs and Fast Lane. The VAT and Customs should be booked for at least two weeks in advance of your departure.

In the event that the VAT office are unable to accept appointments an email can be sent to them. The email address is: vat.shape@minfin.fed.be. They require the following:

- ***A copy of the car registration documents (both parts are needed) and, if applicable, the bill of sale of the vehicle.***
- ***In case of out-processing you need a copy of SF52 stating the date of departure when de-registering.***

ATTENTION: SHAPE sponsors are only allowed to start their out-processing procedure 2 weeks prior the end of their tour of duty. After checking, you will receive the authorisation to de-register your vehicle by e-mail.

GENERAL GUIDANCE

The import process returning your vehicle to the UK is now through the Germany Enabling Office (GEO), information on how to do this can be found on:

<https://www.ejsu.net/vehicle-importing-to-uk/>

Once you have completed your UK registration through the GEO you are to then complete to Deregistration from SHAPE, information on how to do that can be found at

<https://www.shape2day.com/arrivingleaving/vehicles/deregistering-a-vehicle>.

Additional information on returning your vehicle to the UK can be found at the following link:

<https://bfgnet.de/vlo/returning-a-vehicle-to-the-uk.html>

If you are assigned to another overseas location you are to contact the relevant admin team to ascertain what action you will need to do in order to take your vehicle with you. You must always de-register your vehicle here in Belgium once you have registered in the receiving country.

NATIONAL INSURANCE CREDITS

Your Spouse or Civil partner may be able to get National Insurance credits whilst accompanying you on your overseas posting. These credits can help fill gaps in their National Insurance record making sure they qualify for certain benefits including the State Pension.

You can apply if:

- You are still overseas but are due to return to the UK.
- You have recently returned to the UK and not passed the time limit for applying.

Further information and details on how to make a claim can be found at:

[National Insurance Credits for Partners of Armed Forces Personnel Overseas](#)

EJSU NATIONAL SUPPORT ELEMENT (NSE) CLEARANCE CERTIFICATE



Number: Rank: Name: Workplace:

In order to out process in good order you are required to complete the Virtual clearance as well as visit those departments that are unable to offer a virtual clearance process in accordance with the guide as follows.

ALL PERSONNEL (MODNET CLEARANCE)

EJSU I-HUB

EJSU-J6-iHub-Mailbox@mod.gov.uk

DATE:

Bldg 306, Room 118

Last day in Office:
(LOA will cease on this date)

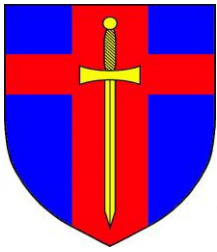
SHAPE PERSONNEL ONLY

UKNMR (All CDR/LT COL/WG CDR and above) Booked via UKNMR PA on Ext. 6255 UKNMR PA; Bldg 101, Room F139 SNCO UKNMR Registry Ext: 6306 Bldg 101, Room 101	UKNMR REGISTRY ALL shapeuknmr-registrygrpmailbox@mod.gov.uk DATE: Bldg 101, Room 101	STRAPSO PO Clerk ALL Bldg 101, Rm G117 Commoet Ext 6310
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ALL

PERSONNEL

MS (Appraisals Administration) ALL EJSU: EJSU-J1-MS-MULTIUSER@mod.gov.uk SHAPE: GSO-EJSU-Belgium-NSE-MA@mod.gov.uk Bldg 309, Room 103	WO & Sgt's Mess Treasurer SNCO Ratings only Johann.deklerk@ncia.nato.int DATE:	EJSU Travel Cell ALL EJSU-J1-Travel-Mailbox@mod.gov.uk DATE: Bldg 306, Room 111	J2 (Vetting & NATO Security Clearance) ALL EJSU-J2-Mailbox@mod.gov.uk DATE: Bldg 306, Room 209, 1 st Floor
DIO All Jason.lack101@mod.gov.uk DATE: Bldg 306, Room 215, 1 st Floor	Community Liaison Officer (CLO) All gso-ejsu-belgium-communityhub@mod.gov.uk DATE: Bldg 309, Room 135	Education Learning Centre All nicola.clark121@mod.gov.uk DATE: Bldg 309, Room 105	QM Dept/ RQMS EJSU-J4-Clothing-Mailbox@mod.gov.uk DATE: Bldg 244
BFPO (Forwarding Post) ALL Saimone.Talevinukuleka475@mod.gov.uk DATE: Bldg 309, Room 131	EJSU MT Section (Driver File) ALL EJSU-J4-MT-MailBox@mod.gov.uk DATE: Bldg 244	Medical Centre Health Facility ALL UKStratCom-DMS-DPHC-MON-Grp@mod.gov.uk DATE: Bldg 401, Ground Floor	Dental Centre Health Facility ALL UKStratCom-DMS-DPHC-MON-DenGrp@mod.gov.uk DATE: Bldg 401, 1 st Floor
Single Service OF5 Army - Col Gent Christopher.gent@shape.nato.int RN – Capt Moules Matthew.moules@ncisg.nato.int RAF - Gp Capt Moss Timothy.moss@shape.nato.int	Joint Officer's Mess (JOM) Officers Only Enrico.ventola@ncisg.nato.int DATE:		



EJSU NATIONAL SUPPORT ELEMENT (NSE)

Feedback Sheet	Poor	Adequate	Good	Very Good
Initial contact with NSE				
Departing Pack contents				
Departing Process by the NSE				
Departing Process by CPC 'SHIPPS'				

Please provide feedback in relation to the Departing Process including Out-Processing at CPC's.

Please comment below in relation to issues you have experienced.

Forwarding Address:

Contact Telephone Number:

I certify that I have completed all clearances as required by SHAPE, including the de-registration of all vehicles and the out processing of all personnel with AMIS cards through SHIPPS. All departments have been contacted, I have handed in all equipment that I had on loan (where applicable), cleared any outstanding bills (including the mess bill as applicable) and I have nothing outstanding as per this clearance certificate.

SP Signature:

Date:

NSE

Print or electronically sign and return to:

GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk

Bldg 309