

FAQ

Please see the below list of most frequently asked questions. If you do not find the answer to your question below, please contact Agility GRMS or your removals supplier.

Clicking on a question will take you to the answer.

Please remember you are required to read the JSP800 before you register your move online. For clarification on policy and entitlements refer to JSP752. Both of these documents can be found on the home page of this website.

Pre-Move

PM.1 I am trying to register my move but the website doesn't allow me to complete registration and/or print my form.

PM.2 Where can I find the JPA ID reference?

PM.3 I want to book my move but do not have all of the required information; can I submit my form and give the details later?

PM.4 How must my removals request be verified?

PM.5 How can I obtain my password?

PM.6 I have my assignment order but have not yet been allocated a quarter, what should I do?

PM.7 I have limited access to a computer, how do I apply for removals?

PM.8 I will be on leave in the weeks leading up to my removals date, how can I get my consignment(s) surveyed?

PM.9 Can you tell me where I can purchase transit insurance for my move?

PM.10 Who should I contact regarding date and address changes?

General

G.1 What is a Wasted Journey Charge?

G.2 Are the requested dates I enter at registration guaranteed?

G.3 What happens if my consignment isn't delivered within the transit time stated in the JSP800?

G.4 I have found out my new quarter is not going to be ready on the date I have requested delivery of my consignment. What should I do?

- G.5** The volume of my consignment exceeds that of my entitlement, what should I do?
- G.6** Am I allowed to move plants as part of my consignment?
- G.7** Are my goods insured during the removal process?
- G.8** Can I get boxes and materials to get started on my packing?
- G.9** How will my Sofas and Mattresses be packed?
- G.10** Will my removal supplier provide hanging wardrobe cartons?
- G.11** Will the removal supplier disconnect my washing machine?
- G.12** Do I need to defrost my fridge and freezer?
- G.13** I do not have the transit bars for my washing machine, will I be insured for damages?
- G.14** Will the removal supplier provide a full unpack of my effects?
- G.15** Can I move my motorcycle as part of my unaccompanied baggage?
- G.16** Can you move my vehicle?
- G.17** What if I buy or sell items after the survey has been carried out?
- G.18** I do not take over my quarter until 1430 hrs on Friday and have 50cbm to be delivered.
- G.19** My consignment has been delivered and there items damaged/missing. Who do I need to tell?

UKRS/FMS

- UF.1** Can I move a piano as part of my UKRS/FMS move?
- UF.2** I see from my removals guide that the timescale between collection and delivery between the UK and North West Europe (FMS) is seven days. Can I have a quicker delivery than this?

RSO & Storage

- R.1** Can you assist us in completing our customs forms for overseas destinations?
- R.2** Can you tell me the exclusions for importing goods into particular countries?

- R.3 I am moving accompanied to/from an overseas posting, what am I entitled to?
- R.4 I am a single homeowner moving overseas – how do I register for storage?
- R.5 Can I pack my belongings that are going into storage?

Unaccompanied move (SPS & SPSF)

- SP.1 Can I move a television, furniture or non carton items in an SPS consignment?
- SP.2 Can I have my collection from a house?
- SP.3 Can I specify dates for delivery on SPS(F)?
- SP.4 Who do I contact if the boxes sent by SPS have not been delivered?
- SP.5 How do I complete the form with more than three boxes?

Pre-Move

PM.1 I am trying to register my move but the website doesn't allow me to complete registration and/or print my form.

A. Registration on the website should be done using the internet – not DII (MOD intranet). In order to open the form, your computer must have Adobe Acrobat as the form is in PDF format. On completing the registration, a copy of your UBM form will also be sent to your email address.

PM.2 Where can I find the JPA ID reference?

A. The JPA ID can be found on the top left of your JPA Posting Order. We require this for all moves on posting.

PM.3 I want to book my move but do not have all of the required information; can I submit my form and give the details later?

A. You can apply and give your delivery address later; however you will need your JPA Assignment Order ID reference number and date or the JSP regulation to quote as the authority for your move.

Please ensure that any attachments required are submitted with your application, as we cannot book your move unless authorised correctly.

If your move is within 3 to 6 months of your assignment date you must attach a letter from or on behalf of your Commanding Officer authorising the delay for housing or schooling reasons.

If your move is over 6 months from your assignment date you must apply to PACCC for authority and attach their agreement.

Final Tour of Duty moves must be accompanied by a JPA F024.

Over 37 Package moves must have a letter from the Regt Admin Officer to confirm that you are claiming the Over 37 Package.

Medical Discharge moves must have a copy of the Medical Discharge letter with discharge date. Please note that anyone wishing to move after the discharge date must have permission from PACCC for an extension.

Defence Infrastructure Organisation moves must be accompanied by the DIO Initiated Move letter giving the DIO UIN for the move to be charged.

Mid Assignment moves for welfare or compassionate reasons can only be authorised by PACCC and their agreement must be attached to the application.

You are strongly advised to submit all supporting documentation as failure to do so may result in a delay to your move.

PM.4 How must my removals request be verified?

A. Agility Logistics will not act on your electronic application and will not book your removals until we receive your UBM form which **must** include your JPA posting ID (found on the top left of your JPA posting order and/or a copy of your JPA posting order.(b) authorising signature (warrant officer or above) and unit stamp. Your move must be within 3 months of the start of your posting.

If you wish to apply for a move more than three months after the start of your posting, you will need to submit a case to PACCC (see JSP800 for more information) unless:

Your spouse is moving 3-6 months after the posting date, and the delay is as a result of schooling reasons or to allow house sale or purchase. Your Commanding Officer will need to provide a letter confirming that this is the reason for the delay and that the move can take place.

If your move is not on posting you are also required to provide written authority from the MoD sponsor or written authority from a department confirming that they will pay for the cost of the removals i.e Defence Estates for SFA refurbishment programmes.

PM.5 How can I obtain my password?

A. Your password stays with you from the very first time you log on to register a shipment. You are able to re-set this password on the system by clicking on 'forgotten password' beneath the password box (highlighted blue). This will be sent to the email address you entered when the original booking was made. If you do not

still have access to this email address please call +44 844 282 1465 and a move-coordinator will be able to assist you.

PM.6 I have my assignment order but have not yet been allocated a quarter, what should I do?

A. As long as you are able to provide a town and postcode, please submit your removals application as soon as you receive your assignment order, this will allow the supplier to incorporate your removal requirements within their planning.

For FMS, RSO and UKRS, please use the area where you plan to live, the barracks, or unit postcode. You will then be able to request a change after the booking process. If you do not have a postcode, please enter **xxx xxx** in order to proceed with your registration.

For SPS we do need the correct delivery postcode. This should be readily available. If it is not, please use the nearest possible postcode and advise your move coordinator immediately as these shipments are booked and picked up very quickly in some cases.

As soon as you receive your quarter address, or if the details change, please advise your removal supplier or Agility GRMS

PM.7 I have limited access to a computer, how do I apply for removals?

A. Agility Logistics will retain an offline application facility, further details can be obtained by contacting Agility Logistics on +44 (0) 1189 502 826, however, you are strongly urged to apply for removals on receipt of your assignment order electronically.

PM.8 I will be on leave in the weeks leading up to my removals date, how can I get my consignment(s) surveyed?

A. Surveys are usually conducted approximately two weeks ahead of the physical move. In the event of their absence, individuals are required to ensure they nominate a representative who can provide the supplier with property access and is authorised to sign the survey form. Failure to provide the above may lead to a delay in removals. In any event, please discuss with the removals supplier.

PM.9 Can you tell me where I can purchase transit insurance for my move?

A Please see listings of insurers on this website which is a guide and is for reference only, Agility has not vetted and nor does Agility promote any particular insurance company. You **MUST** take out suitable insurance for your removal. **Adding your move to your existing house insurance policy is NOT adequate insurance.** Any claims from your insurer to Agility or its suppliers will be dealt with between the insurance company and Agility without delay. You will need to go through your own insurance company and **NOT** Agility or its suppliers in order for any claim to be valid.

PM.10 Who should I contact regarding date and address changes?

A. Please contact your assigned mover, the mover will update the Agility system.

General

G.1 What is a Wasted Journey Charge?

A. A Wasted Journey Charge (WJC) is an additional fee, raised against the MoD, when less than 48 working hours notice is given in respect of cancellation or amendment to collection or delivery arrangements. It is imperative that individuals or their unit notify the supplier immediately, **in writing**, of any changes to their requirements. WJC costs are usually reclaimed from the individual and can be quite substantial.

G.2 Are the requested dates I enter at registration guaranteed?

A. The dates you enter at registration are **requested** only – collection dates cannot be guaranteed until the allocated supplier has contacted you and confirmed. Please ensure to read the Transit Times prior to registering your move as you may be liable for any charges incurred as a result requesting unrealistic collection/delivery dates which subsequently incur additional charges such as storage.

RSO – Delivery dates cannot be confirmed until the consignment has cleared customs in the destination country. As soon as the supplier is able to arrange delivery, they will contact you directly. It is therefore vital that you keep your contact details up to date and advise us of any changes to prevent any delay to delivery.

G.3 What happens if my consignment isn't delivered within the transit time stated in the JSP800?

A. The transit times listed are to be used as a guide only. Transit times can and do vary due to circumstances outside our control. The supplier carrying out your move will be able to inform you of the current status of your consignment

G.4 I have found out my new quarter is not going to be ready on the date I have requested delivery of my consignment. What should I do?

A. You need to call your supplier immediately. Under the contract there is no entitlement for any deferred storage. It is vital that we are informed of any such cases immediately. Exceptions include but are not limited to:

- A housing issue where you will need to obtain authority from DIO to cover the costs and provide written confirmation from DIO. It is vital that we are informed of any such cases immediately.

- If your returning to the UK for less than 3 months for service reasons between two overseas postings. We will require written confirmation of this.
- Civilian MoD employees returning from overseas

Any other requests of this nature need to be submitted to PACCC.

G.5 The volume of my consignment exceeds that of my entitlement, what should I do?

A. Any volume excess should be identified at the survey stage and you will be advised accordingly. Your options are to either:

(a) Have the nominated supplier move your additional effects at your own expense (Your entitlement volume plus 15% can be moved under the Agility GRMS contract – the MOD will then recoup the cost of moving the excess volume through your salary. Your removal supplier allocated by Agility GRMS can move volume over your entitlement plus 15%, but this will be a private arrangement and any costs will need to be settled directly between you and the supplier.);

(b) Arrange alternative movement of your excess (above entitlement + 15%) at your own expense; or

(c) Reduce the volume of your consignment to within your entitlement. It is essential that, once your consignment has been surveyed, you notify the supplier of any volume changes immediately.

If you have any questions on rates for any volumes above entitlement or clarification on the above over entitlement regulations, please contact guiderates@agilitylogistics.com

G.6 Am I allowed to move plants as part of my consignment?

A. Only for moves within the UK. They are also moved at your own risk and only if there is adequate space on the vehicle and you are within your entitlement. Check this with the removal supplier at the time of the pre move survey.

G.7 Are my goods insured during the removal process?

A. No. It is your responsibility to make sure your effects are adequately covered. Suggested insurance companies can be found on our website under Transit Insurance Carriers. This is for reference only, Agility has not vetted nor does Agility promote any particular insurance company. You **MUST** take out suitable insurance for your removal. Adding your move to your existing house insurance policy is **NOT** adequate insurance. Any claims from your insurer to Agility or its suppliers will be dealt with between the insurance company and Agility without delay. You will need to go through your own insurance company and **NOT** Agility or its suppliers in order for any claim to be valid.

G.8 Can I get boxes and materials to get started on my packing?

A. A full packing service is provided for Storage, RSO, FMS and UKRS moves, but if you wish to pack some items yourself, the supplier may be able to provide you with packing materials at their discretion. The best way to obtain some cartons is to enquire with your removal supplier at the time when the pre move survey is arranged. This way the surveyor can bring some boxes with them for you to get started. Alternatively, you can request cartons and these can be delivered to you depending on availability and when the removal supplier has a vehicle in the area.

If your move is an SPS or SPSF, your QM department should be able to provide you with boxes. Removal companies do not pack SPS shipment.

G.9 How will my Sofas and Mattresses be packed?

A. The removal supplier will provide specialist suite and mattress covers to protect these items during transit.

G.10 Will my removal supplier provide hanging wardrobe cartons?

A. Special hanging wardrobe cartons will be provided by your removal supplier and these will be provided on the day of the removal.

G.11 Will the removal supplier disconnect my washing machine?

A. No. Your washing machine needs to be disconnected and drained by yourself (or a qualified trades person) prior to the removal. You will also need to make sure that the drum is secure in accordance to the instructions prior to transportation.

G.12 Do I need to defrost my fridge and freezer?

A. Yes, for insurance purposes fridges and freezers must be defrosted and be in a fit, dry state for moving by the time the packers arrive

G.13 I do not have the transit bars for my washing machine, will I be insured for damages?

A Transit bars should be fitted to all washing machines as per manufacturers instructions, if transit bars are not available the crew will take extra special care of the machine but we can not be held liable for damages. It is unlikely that any insurance claim (to your insurer) will be upheld for any electrical or mechanical items that are not visibly damaged but do not work.

G.14 Will the removal supplier provide a full unpack of my effects?

A. Yes but only if these boxes are packed by them. You will be responsible for unpacking any owner packed boxes. The removals supplier is also only required to unpack items onto a flat surface and will be unable to put items away into drawers and cupboards.

G.15 Can I move my motorcycle as part of my unaccompanied baggage?

A. No. Private Motorcycles are a prohibited item (refer to your removals guide for the full list of restricted items). However, depending on where you are moving from and to, you can ask Agility supplier for a private quote.

G.16 Can you move my vehicle?

A. We will only carry out vehicle moves which are authorised by the MOD MSS Div. Details of how to apply for a vehicle move can be found in the JSP800.

G.17 What if I buy or sell items after the survey has been carried out?

A. You must inform the moving company at least 7 days prior to collection, if you have added items and you are now not sure if they exceed your allowance. It is essential that the supplier is notified about any additions over 1m³ at least 7 days before your move. However, if you are adding new items but these are replacing similar items originally surveyed (eg. A TV replacing a TV or a sofa replacing a sofa) you are required to highlight the changes to the crew on the day, prior to packing. Any increase in volume will be noted and will cause extra charges to be applied after the removal.

G.18 I do not take over my quarter until 1430 hrs on Friday and have 50 cbm to be delivered.

A. You must speak with your quartermaster and agree a 0800am takeover of quarter. Our crews work Monday to Friday 0800 - 1800 hrs and would not complete your unload and unpack if we commenced at 1430 hrs on Friday.

G.19 My consignment has been delivered and there items damaged/missing. Who do I need to tell?

A. Please contact the removal supplier in the first instance. They will conduct a search for any missing item. If the item is not found, you will need to instigate a claim through your insurance company – this is to be made to the insurance provider you have chosen and the supplier in the first instance.

If items have been damaged, again, contact your supplier. Any claim will need to be made through your insurance company but the supplier will assist the insurance company with any information requested by them.

You **MUST** take out suitable insurance for your removal. Adding your move to your existing house insurance policy is **NOT** adequate insurance. Any claims from your insurer to Agility or its suppliers will be dealt with between the insurance company

and Agility without delay. You will need to go through your own insurance company and NOT Agility or its suppliers in order for any claim to be valid.

UKRS/FMS

UF.1 Can I move a piano as part of my UKRS/FMS move?

A. Only upright pianos that do not require additional handling and packing. You are able to move upright pianos as long as they can be safely handled by two people. If more than two people are required or you have a grand piano, speak to your removal supplier who will be able to provide you with a quotation. An extra charge may apply, please enquire.

UF.2 I see from my removals guide that the timescale between collection and delivery between the UK and North West Europe (FMS) is seven days. Can I have a quicker delivery than this?

A. The usual timescale is 7-14 days but you can speak to your removal supplier and if it is mutually convenient, a shorter timescale can be agreed.

RSO & Storage

R.1 Can you assist us in completing our customs forms for overseas destinations?

A. Your mover can assist with all customs forms.

R.2 Can you tell me the exclusions for importing goods into particular countries?

A. Please refer to the prohibited items list in the JSP800 Removals Guide provided on this website. Your removal supplier will also be able to assist you with specifics pertaining to your country of destination.

R.3 I am moving accompanied to/from an overseas posting, what am I entitled to?

A. For accompanied moves overseas, you are entitled to an **RSO** move (Removal Service Overseas), an **SPS** move (Self Pack Service) and **Storage** in the UK. Your initial registration on the website is for your RSO move. If you wish to make use of the SPS and/or storage, you must register for these afterwards. You will need to submit a signed and authorised UBM form each service you require.

The RSO is a full house move with a pre-move survey and full packing and unpacking service.

The SPS allows you to move **up to 6cbm of your RSO entitlement** as a second, self-pack consignment. If you use the whole of your entitlement on the RSO move your SPS will be cancelled.

Moves to/from USA or Australia: Due to security/customs restrictions there is no SPS to or from these countries. For moves registered by accompanied personnel, the second consignment will still appear as an SPS, but will be treated as an RSO and a full removal service will be provided. Moves registered by unaccompanied personnel will automatically show as an RSO move.

Storage allows you to store your effects in UK store for the duration of your overseas posting. Storage consignments cannot be collected more than 2 weeks prior to your posting start date and delivery out of store must take place within 28 days of your official return to the UK.

R.4 I am a single homeowner moving overseas – how do I register for storage?

A. Please advise us in writing that you are a single homeowner – we will then create a storage application for you and fax/email you the form to be signed and authorised.

R.5 Can I pack my belongings that are going into storage?

A. No – all effects going into long term storage must be packed by the removal company. If you obtain cartons ahead of packing dates, and want to place items in them, please leave them open for inspection.

Unaccompanied move (SPS & SPSF)

SP.1 Can I move a television, furniture or non carton items in an SPS consignment?

A. Yes, but you must enter these items with all furniture items in the furniture columns of the request form; this will produce an SPS (F) Furniture collection. At least one item must be included in the furniture section.

SP.2 Can I have my collection from a house?

A. Yes, but you must enter at least one item in the furniture section of the online request form; this will produce an SPS (F) consignment which will ensure a private address collection or delivery by a moving company and not courier service.

SP.3 Can I specify dates for delivery on SPS (F)?

A. You will be contacted immediately by the removal supplier who will discuss earliest possible dates for collection and delivery of SPS (F) consignments.

SP.4 Who do I contact if the boxes sent by SPS have not been delivered?

A. Please call Agility GRMS on 01189 525218/215

SP.5 How do I complete the form with more than three boxes?

A. All boxes are to be listed in the box section, there is space for three different size boxes, please list on 1 line e.g. MFO boxes x 6. Enter sizes in appropriate boxes and write on front of printed sheet.

If you have more than three different sizes of box, please manually add these to your printed form – our system will be updated on receipt of your signed and authorised UBM form.
