

# PASSENGER TRAVEL INSTRUCTIONS

## PART 5 - UNACCOMPANIED BAGGAGE

### CHAPTER 1 – UNACCOMPANIED BAGGAGE – OVERVIEW

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#### **Annex A: Abbreviations & Terminology**

#### **Annex B: Unaccompanied Baggage Points of Contact**

#### INTRODUCTION

- 1. Personal Effects (PE).** PE are the personal and household belongings which a service person, MOD civilian and their immediate family would reasonably be expected to own and move from one home to another on a qualifying assignment
- 2. Unaccompanied Baggage (UB).** UB is PE and/or household furniture which a Service person or MOD civilian is entitled to have moved separately from themselves or their immediate family at public expense. It excludes: motor vehicles, motor cycles, any other mechanically propelled vehicle or items specified in the prohibited items list contained in Part 5 Chapter 4.

## SCOPE AND APPLICABILITY

3. **Entitlement.** This policy applies to all military personnel and MOD civilians undertaking official removal & storage tasks. Entitlements for Service personnel are determined by Service Personnel Policy (SP Pol) and are detailed in the [JSP 752 – Tri Service Regulations for Allowances](#). Entitlements for Civil Servants are available from the People, Pay and Pensions Agency (PPPA) and via the Defence Intranet under [Change of Work Location, Travel and Subsistence](#).
4. **Out of Scope Movement.** All queries, disputes or requests for removal services at public expense that cannot be managed within existing entitlement must be staffed through the PPPA Relocations Cell for Civil Servants or the Pay and Allowances Casework and Complaints Cell (PACCC) for Service personnel. The Global Removal Management Service (GRMS) staff will not arbitrate, negotiate, sanction or process out of scope requests.
5. **Privately Arranged Movement.** Moves as a result of personal choice and not service reasons must be arranged and funded privately. In such instances the schemes detailed in JSP 800 do not apply. The MOD will not be held liable for any loss or damage to PE that are moved under private arrangements.

## RESPONSIBILITY & AUTHORITY

6. **DSCOM Families Section.** The Global Removal Management Service (GRMS) team within the DSCOM Families Section are responsible for delivering a sustainable removal and storage contract to the MOD to meet the entitlements of Service personnel, MOD civilians and where applicable their immediate families when relocating at public expense.
7. **Agility Logistics Ltd.** Agility Logistics Ltd will provide the unaccompanied baggage service including: management of applications, surveys, packing, collection, delivery, unpacking and storage of UB within the applicant's entitlement.
8. **Contractual Matters.** DSCOM Families Section retains sole authority for all technical matters concerning the movement of publicly funded UB and its appointed contractors.
9. **Agility Logistics Ltd Sub Contractors.** Agility Logistics Ltd subsequently allocate removal and storage tasks to a number of sub-contractors to undertake the actual removals.
10. **Abbreviations and Terminology.** Annex A provides a detailed list of the abbreviations and terminology referred to in JSP 800 Part 5.
11. **Points of Contact (POC).** Annex B provides POC details.
12. **GRMS User Information.** Part 5 contains the generic policy concerning the movement of UB. Detailed information about the GRMS is available online as follows:
  - a. The Defence Intranet Users should refer to the DSCOM Families Section Team site under [Relocation Services Team Page](#).
  - b. Internet Users should refer to the [GRMS Agility Webpage](#).

## ANNEX A TO PART 5 CHAPTER 1: ABBREVIATIONS & TERMINOLOGY

Abbreviation	Meaning
AU	Authorised User – Entitled person submitting an application
BFG	British Forces Germany
DBS	Defence Business Services
EU	European Union
FMS	Furniture Movement Service
GRMS	Global Removal Management Service
HN	Host Nation
LoA	Letter of Authority
MSS Div	Movement Support Services Division
NWE	North West Europe
PACCC	Pay and Allowance Casework and Complaints Cell
PE	Personal Effects
ROC	Retirement Overseas Contribution
RS	Relocation Services
RSO	Removal Service Overseas
SOBF(G)	Standing Order British Forces Germany
SP	Service Person
SP Pol	Service Personnel Policy Branch (Deputy Chief of the Defence Staff Personnel and Training)
SPS	Self Pack Service
SPVA	Service Personnel & Veterans Agency
UB	Unaccompanied Baggage
UKRS	United Kingdom Removal Service
UM	Unit Move
UMO	Unit Movement Officer
UMPC	Unit Movement Planning Conference

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**ANNEX B TO PART 5 CHAPTER 1: UNACCOMPANIED BAGGAGE POINTS OF CONTACT**

<b>ISSUE</b>	<b>ORGANISATION</b>	<b>EMAIL</b>	<b>TEL</b>	<b>FAX</b>
<b>Contract Issues OCASH Retirement Overseas Vehicle Movement</b>	GRMS Section Relocation Services, MSS Division, Logistic Commodities Logistic Commodities & Services Cedar 3A Mail Point # 3338 MOD Abbey Wood Bristol BS34 8JH		Mil 9679 81011  Civ 0306 7981011	Mil 9352 38973  Civ 01179 138973
<b>Arms Plot /Unit Moves (Bulk moves for families only)</b>	Families Section, DSCOM Cedar 3A Mail Point # 3338 MOD Abbey Wood Bristol BS34 8JH		Mil 9679 81010  Civ 0306 7981010	Mil 9352 38973  Civ 01179 138973
<b>Booking assistance /guidance Storage - accompanied personnel and single homeowners Complaints of service</b>	Agility GRMS 66-68 St. Mary's Butts Reading RG1 2LG	<a href="mailto:grmsapps@agilitylogistics.com">grmsapps@agilitylogistics.com</a>	0844 282 1465	SPS 0844 2821467  RSO 0844 2821468  Storage 0844 2821468  UKRS 0844 282 1469  FMS 0844 2821469
<b>Authority for movement outside policy entitlement (Military Personnel) Casework to be submitted via Unit HR to SPVA in accordance with JSP 752</b>	Service Personnel and Veterans Agency Pay and Allowances Casework and Complaints Cell Mail Point 600 Kentigern House 65 Brown Street GLASGOW G2 8EX	<a href="mailto:spvapa@cccworkremovalstorage">mailto:spvapa@cccworkremovalstorage</a>	N/A	Mil 94561 2605

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# PASSENGER TRAVEL INSTRUCTIONS

## PART 5 - UNACCOMPANIED BAGGAGE

### CHAPTER 2 – REMOVAL AND STORAGE SERVICES

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#### **Annex A: Process for Retirement Overseas Contribution**

#### **Annex B: Vehicle Movement Application Process**

#### INTRODUCTION

1. **Use of the GRMS.** MSS Div is responsible through DE&S for providing the MOD with the primary method of moving UB. With the exception of Arms Plot/Unit moves being carried out under collective arrangements, all publicly funded UB movement should be carried out under arrangements detailed in this chapter or under the United Kingdom Private Arrangement Self Help Scheme (UKPASH). Individuals should not move their UB by any means other than those described in this JSP.

2. **Service Movement Arrangements.** The authoritative policy describing entitlement and removal services is the [JSP 752](#): The following provides a detailed guide of the removal services that are currently delivered under MOD contract.

a. **The Furniture Movement Service (FMS) and United Kingdom Removal Service (UKRS).** FMS and UKRS are similar in all aspects and will be collectively referred to as FMS throughout this policy. FMS countries include: Belgium, Denmark France, Germany, Holland, Italy, Luxembourg, Norway, Portugal, Spain, Turkey and the United Kingdom

(Including Northern Ireland and the Scottish Outer Isles). This service is available for entitled personnel who are moving as follows:

- (1) Internal UK movement.
- (2) UK to FMS countries.
- (3) FMS countries to the UK.
- (4) FMS to FMS countries.

Under this service up to 67.92 m<sup>3</sup> of UB will be contractor packed, moved to the new residence and then unpacked. Only one consignment may be moved and personnel using this scheme are not entitled to publicly funded storage. Personnel who were assigned to an FMS country may elect to use the Removal Service Overseas and store the remainder of their PE for the period of that assignment. They may use FMS to move their PE from store for any subsequent assignment in an FMS country.

b. **The Removal Service Overseas (RSO).** The RSO is available to entitled personnel who are moving as follows:

- (1) UK to any other country.
- (2) Overseas to the UK.
- (3) Between overseas locations.
- (4) All personnel travelling to or from the USA and to Australia.

This scheme may be used by entitled personnel for movement to, from and between all overseas locations. PE will be packed, moved and unpacked by an appointed contractor. Details of individual entitlements are provided in the [JSP 752](#). With the exception of the USA and consignments shipped (imported) to Australia, only one consignment may be moved under this scheme. Any balance of consignment entitlement must be moved using the Self Pack Service. All personnel moving to the USA and Australia must use the RSO. In such circumstances up to 2 consignments may be moved within the overall RSO entitlement. Any PE that cannot be moved within the entitlement may be stored in the UK at public expense.

c. **The Self Pack Service (SPS).** The SPS is available to all Service personnel except those who are moving to the USA and consignments imported to Australia (who must use the RSO), or those who elect to move their PE under private arrangements as detailed in para 3 of this chapter. The SPS may be used within the UK and to, from or between overseas locations. Service personnel moving in advance of their immediate family may use it in conjunction with the RSO or FMS. However, the volume moved will be deducted from their overall entitlement. Under the SPS personnel are responsible for obtaining packing materials from unit supplies and for the packing and unpacking of their PE. Entitlements are detailed in [JSP 752](#).

d. **Private Movement Arrangements.** Service personnel who wish to make private movement arrangements, but be reimbursed for the costs involved should use the UK Private Arrangements Self-Help Scheme (UKPASH). This scheme is only to be used for moves within the UK. There is no MSS Div involvement in this scheme. Further details of the scheme are available in [JSP 752](#).



## STORAGE OF PE

3. **General.** Furniture may be stored at public expense by Service personnel under one of the following conditions:
  - a. When using the RSO.
  - b. When SPS is used in lieu of RSO
  - c. When assigned to Northern Ireland or the Scottish Outer Isles (having not used FMS/UKRS).
  - d. By single homeowners or householders assigned overseas.
4. **Storage Service.** PE are normally packed for storage by the MOD contractor, at the Service person's residence, into a container or crate, sealed on site and then removed from the property. Storage consignments are held in secure storage facilities for the duration of the AU entitlement. Consignments that require removal from store for a subsequent UK or FMS country assignment will be delivered to the address in the secured container or crate and unpacked to the same standard as FMS or RSO deliveries (See Annex B Chapter 3). Publicly funded storage entitlements are detailed in [JSP 752](#).
5. **Inherited Furniture.** Service personnel who inherit furniture while entitled to storage at public expense may have the additional amount added to store provided they stay within the overall maximum storage entitlement. The additional costs of transportation and handling must be met by the Service person.
6. **Storage of White Goods – SSFA.** Service personnel accommodated in a SSFA property equipped with white goods may be permitted to store their own white goods at public expense. Storage of white goods will only be authorised for those items provided in the SSFA property and not for additional personal items. One of each of the following items may be stored: washing machine, tumble dryer, dishwasher, freezer and refrigerator.
7. **Retirement Overseas.** Personnel requesting official removal services in support of retirement overseas must apply for Contribution of Removal Costs detailed in Annex B to the MSS Div GRMS Section prior to movement. The GRMS Section will then process the request and inform the applicant of the maximum contribution that would be awarded.
8. **Movement of Private Vehicles.** Service personnel or Civil servants moving on permanent assignment (for more than 12 months) to a Small Station may be entitled to have their vehicle shipped to their new overseas station at public expense. Details of eligibility and entitlement are contained in the [JSP 752](#) for Service personnel and from [PPPA Relocations Cell](#) for Civil servants. Applications for Vehicle Movement should be submitted to the GRMS Section of MSS Div. Vehicle Movement Procedures and the Application for Vehicle Movement are at Annex C This scheme must not be used as a private repayment service for in lieu of non-entitlement. Personnel wishing to move privately owned vehicles outside the scope of entitlement should seek indulgence advice from local movement agencies or make private arrangements through a Freight Forwarding Company.
9. **Excess Baggage.** Using the GRMS contract between MOD and Agility Logistics Ltd, a Service person's entitlement will be collected and moved at public expense. Entitlements are stated in [JSP 752](#). Because surveying PE and estimating volumes is not a precise science, a small 'excess' baggage volume (strictly not more than 15% above entitlement) can be moved using the GRMS contract but the excess charge will be recovered from the Service person's salary. Any volume of PE over and above excess baggage will have to be moved under private arrangements and not under the services provided by the GRMS contract.

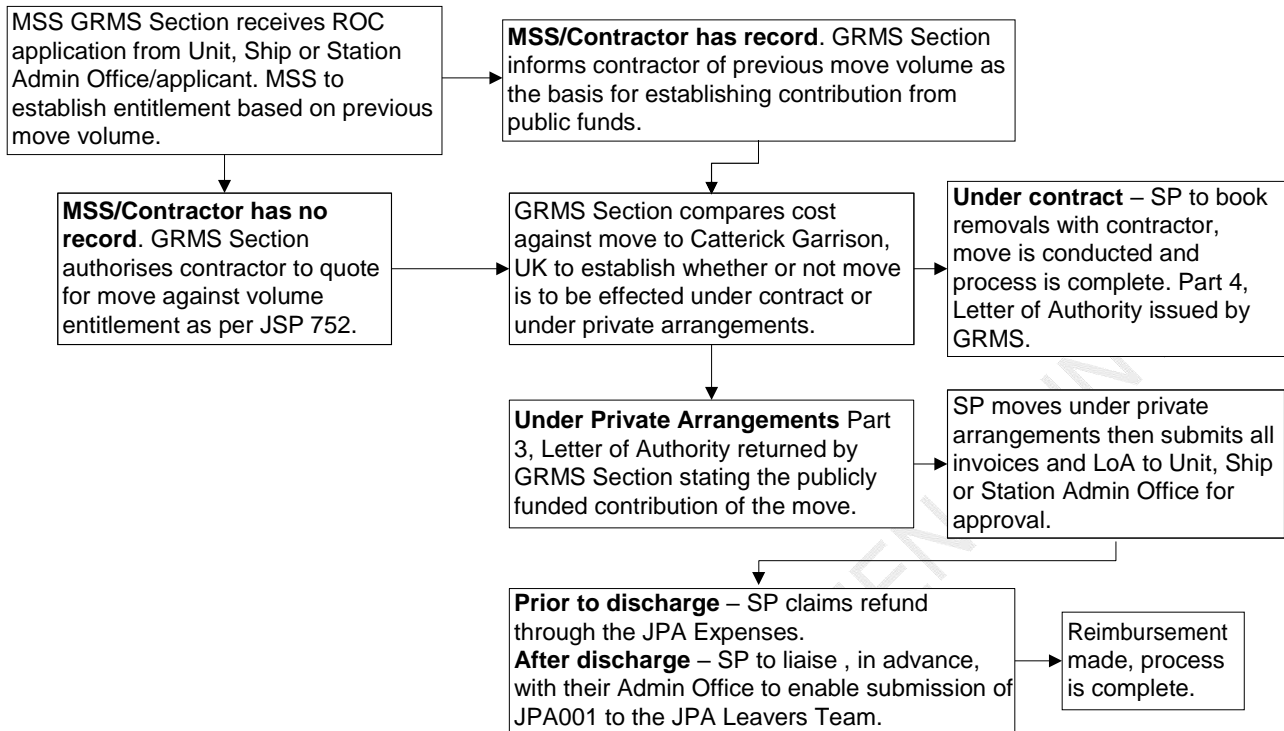
10. **Excess Baggage Costs.** Excess baggage costs will fluctuate according to many market forces (fuel, cross-handling, shipping, customs charges etc). These fluctuations will be magnified by distance and thus variance in excess baggage charges for RSO moves could be significant. Therefore, excess baggage costs cannot be published in advance for RSO destinations, however, indicative costs can be provided by Agility Logistics Ltd on request. FMS costs will vary less because in most cases distances are smaller and thus maximum and minimum costs have been set within the contract with Agility Logistics Ltd. All costs associated with the GRMS contract are commercially sensitive and will not be published: Service personnel using the RSO, FMS or UKRS services should contact Agility Logistics Ltd and they will be given an estimate of the cost for their excess baggage.

11. **RSO Costs.** A more detailed explanation of why RSO costs vary and historical variances across RSO routes worldwide are available on the Agility website. It is essential that AU appreciates the RSO illustrations are only a guide and do not constitute a quote. Although Agility Logistics Ltd will arrange movement of excess baggage at contract rates there will always be an element of risk attached to the estimated cost.

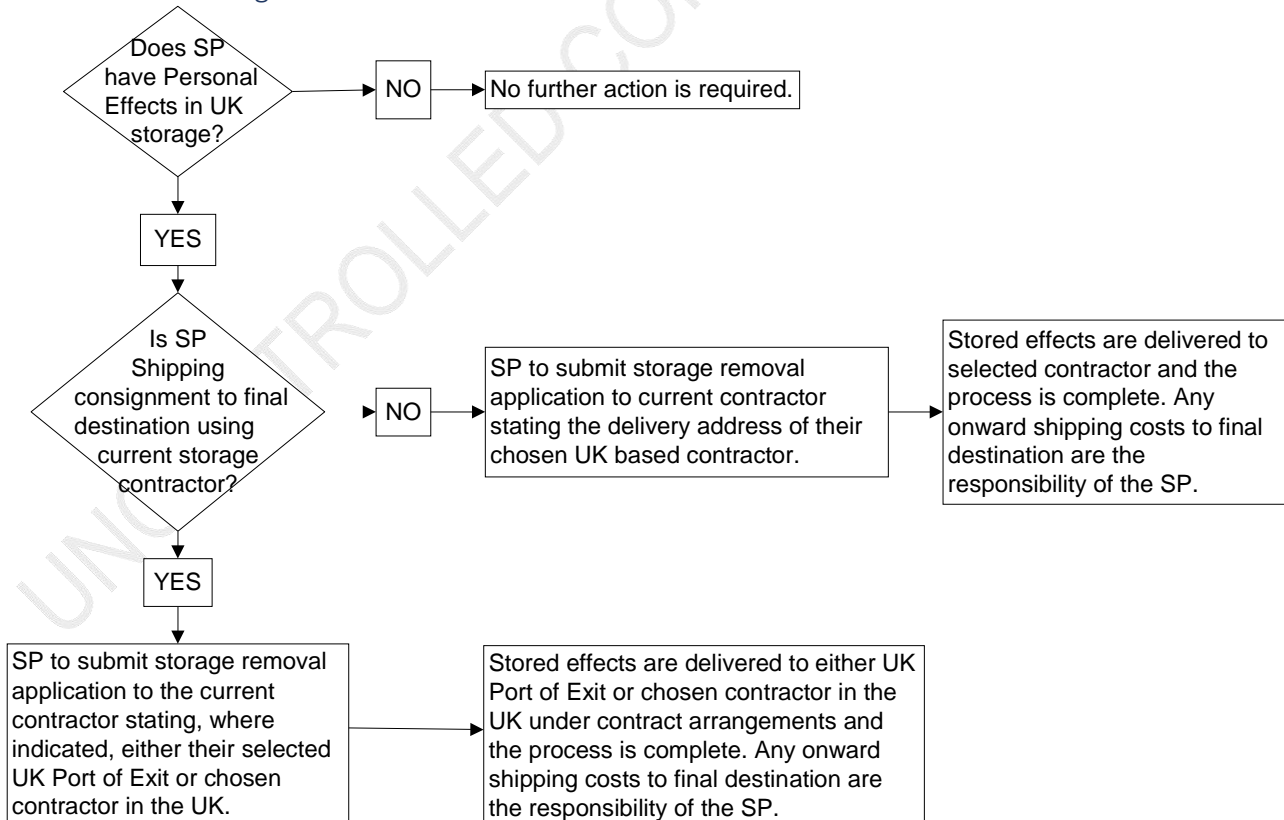
12. **Movement of Additional Baggage - Private Arrangements.** An AU may opt to move more than their entitlement plus the excess baggage element. In this case the GRMS contract will move only the volume of entitlement at public expense. The first 15% of the additional volume will be moved, under contract rates, as excess baggage with the costs reclaimed direct from individual's salary. Any volume in excess of the above must be moved under private arrangements and all costs associated with the private arrangement will fall directly to the individual. The individual is at liberty to contact any commercial supplier in the market to make their private arrangements. Although Agility Logistics Ltd cannot move the additional volume under the terms of the MOD GRMS contract, they are a worldwide company and they may be able to provide you with advice on the potential cost and how you might achieve a best value for money move for your additional volume. Contact details for Agility Logistics Ltd are available on both websites.

# ANNEX A TO PART 5 CHAPTER 2: PROCESS FOR RETIREMENT OVERSEAS CONTRIBUTION

## Movement of Personnel



## Movement of Storage



# APPLICATION FOR CONTRIBUTION OF REMOVAL COSTS – RETIREMENT FROM OVERSEAS ASSIGNMENT

After completion of Parts 1 and 2 this form should be posted or faxed to:

GRMS Section, MSS Division  
 Cedar 3A, Mail Point 3338  
 MOD, Abbeywood  
 Bristol, BS34 8JH

Tel (Civil) 03067 981011  
 Abbey Wood (Mil) 9679 81011  
 Fax (Civil) 01179 138973  
 Abbey Wood (Mil) 9352 38973

**PLEASE USE BLACK INK AND CAPITAL LETTERS**

## PART 1 (to be completed by the applicant)

Service No:	
Name:	
Rank:	

Please tick as applicable:  RN  RM  ARMY  RAF  ACCOMPANIED  UNACCOMPANIED

Current Duty Station:			
Current Address:			
Contact Telephone No: (including area code)		Contact Fax No:	
Date of Discharge from the Service:			

Country to which you are Retiring:			
New Address:			
Movement Details / Departure Address:			

I confirm that:

- a. I understand that the calculation for the movement of my effects under the current Regulation contained in JSP 752, Chapter 7, paragraph [07.0205e](#) will be made using surface (not air) freight rates, this will be based on the last move of the actual volume within entitlement of effects, unless there has been a change in circumstances.
- b. The information quoted above is, to the best of my knowledge, correct.
- c. None of the prohibited items listed in current regulations is, or will be, included in my or my immediate family's PE.

- d. I accept that in choosing to settle other than in the UK and being in receipt of a Letter of Authority, I will be totally responsible for making all of the necessary arrangements, including payment for the movement of my effects by private arrangement.
- e. I accept that if I elect to move my or my immediate family's PE under private arrangements it will be at my own risk and that MoD, or its agent, will not be liable for any loss, damage or delay in my or my immediate family's PE from any cause whatsoever whilst in transit.
- f. I understand that the Estimate of Refund is not the authority to claim the refund.
- g. I understand that I am not eligible to submit a claim if I am in receipt of removal/relocation costs paid for by a third party, or if any third party has agreed in principle to pay for such costs. If the third party has agreed to meet the costs in part, I acknowledge that I am only entitled to the balance of the actual costs from the MOD.
- h. I understand my claim for reimbursement is to be accompanied by an original receipted invoice and that a claim will not be paid based on an estimate of the costs of removals and that any claim is to be submitted within 3 months of my termination date. Payment will be in Pounds Sterling and where the receipted invoice is in a currency other than Pounds Sterling the rate is to be calculated using the FFR.
- i. I agree to repay any money paid to me by the MoD which represents an overpayment or for which I am otherwise ineligible including, but not limited to, money received or promised by a third party.

Each applicant must complete their own individual application form. All applications must be submitted through the Service person's Unit, Ship or Station Admin Office.

Signed: ..... Date: .....

Name: ..... Rank: .....

**PART 2** (to be completed by Current Unit, Ship or Station Admin Staff)

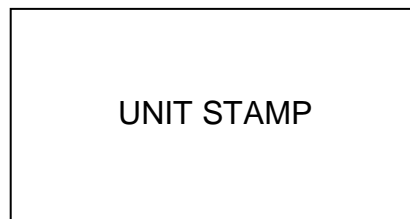
It is confirmed that the Service person is entitled to move under this scheme and that his/her circumstances have not changed since moving to the current assignment:

Signed: .....  
(to be signed by OR9 or above)

Name: .....

Rank: .....

Date: .....



**PART 3** (to be completed by GRMS Section)

The following Unique Reference Number (URN) must be quoted on all correspondence relating to this request:

Unique Reference Number (URN):	
MSS confirms that, based on the information provided above at Parts 1 and 2, the maximum contribution would be: (see <b>JSP 752</b> paragraph <a href="#">07.0205e</a> )	£ (Sterling)

If you wish to apply for removal costs please complete Part 4 and return to GRMS Section. If eligible a Letter of Authority will then be issued.

Signed: .....

GRMS Section for Asst Hd MSS Div

Date: .....



**PART 4** (to be completed by individual, if required, after Part 3 has been completed by MSS).

**Request for a Letter of Authority to receive a contribution towards the costs of removals when retiring overseas from an overseas assignment.**

I request GRMS Section issue me with a Letter of Authority to receive removal costs expended up to the maximum stated at Part 3 when retiring overseas from an overseas assignment. I acknowledge the maximum amount, in accordance with paragraph [07.0205e](#), I may be entitled to claim is:

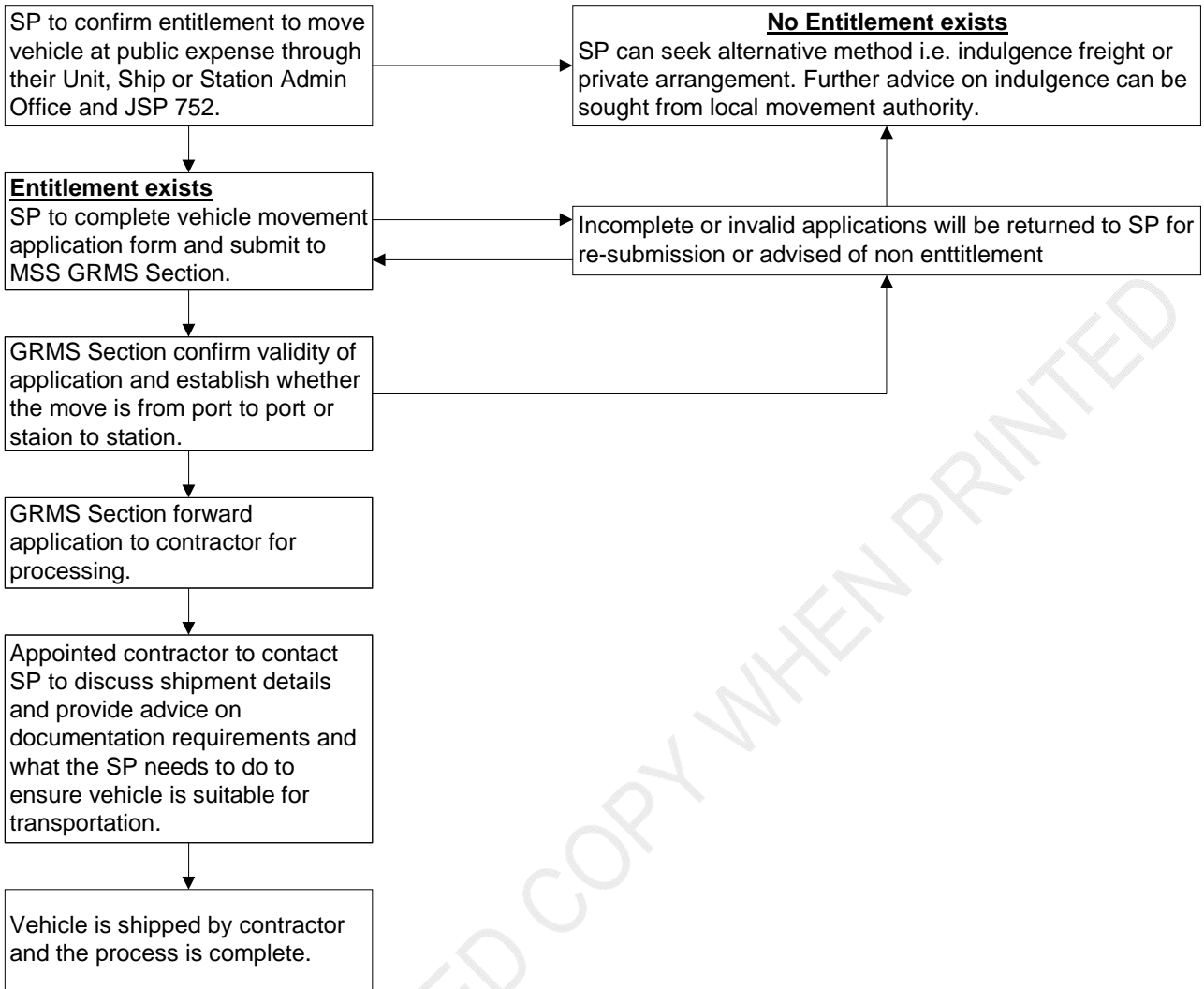
<b>£ (Sterling):</b>	
----------------------	--

I accept that I may only claim the actual admissible costs incurred, in accordance with the regulations in JSP 752, and that the claim must be supported by a receipted invoice.

Signed: .....Date: .....

Name: ..... Rank: .....

**ANNEX B TO PART 5 CHAPTER 2: VEHICLE MOVEMENT APPLICATION PROCESS**



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## APPLICATION FOR MOVEMENT OF VEHICLE AT PUBLIC EXPENSE

After completion of Parts 1 to 6 this form should be posted or faxed to:

GRMS Section, MSS Division  
Cedar 3A, Mail Point 3338  
MOD, Abbeywood  
Bristol, BS34 8JH

Tel (Civil) 03067 981011  
Abbey Wood (Mil) 9679 81011  
Fax (Civil) 01179 138973  
Abbey Wood (Mil) 9352 38973

**PLEASE USE BLACK INK AND CAPITAL LETTERS**

### PART 1 DETAILS OF APPLICANT *(to be completed by the applicant)*

Service / Staff No:	
Name:	
Rank:	
Assignment Authority:	

Please tick as applicable:  RN  RM  ARMY  RAF  CIVILIAN

### PART 2: TYPE OF VEHICLE *(To be completed by the applicant)*

Vehicle Type: i.e Car		
Vehicle Make and Model:		
Vehicle Colour:		
Year of Manufacture:	Engine c.c	
Registration Number: Chassis No/VIN (USA Use Only)		
Value (£):		

### PART 3 CONTACT DETAILS *(To be completed by the applicant)*

These contact details are where either you or your family can be contacted in case the shipping agent has any queries regarding your application.

At present location until (Date):		At new location from (Date):	
Civilian Tel No:		Civilian Tel No:	
Civilian Fax No:		Civilian Fax No:	
E-mail address:		E-mail address:	

### PART 4 VEHICLE SHIPMENT DETAILS *(To be completed by the applicant)*

Requested Point of Collection (Port, warehouse, depot, station):	
Preferred Collection Date:	
Requested Point of Delivery (Port, warehouse, depot, station):	
Preferred Delivery Date:	



**PART 5 ACCEPTANCE OF CONDITIONS** (To be completed by the applicant)

I confirm that:

- a. I will complete all the necessary documentation and carry out all necessary vehicle preparations within my responsibilities as advised by the shipping contractor.
- b. I declare that no items, as detailed in the prohibited items list, or items not ancillary to my vehicle, will be placed or left in or on my vehicle.
- c. I agree to refund the MoD any costs incurred as a result of my failure to comply with my responsibilities in relation to the movement of my vehicle at Public Expense.
- d. The information given on this application form is, to the best of my knowledge, correct.
- e. I certify I have read, understood and accept the above conditions and request that any monies payable to the MoD be reclaimed through my salary by the following method:

Lump Sum **OR**  Instalments

Signed: ..... Date: .....

Name: ..... Rank:.....

**PART 6 UNIT AUTHORITY** (to be completed by Current Unit, Ship or Station Admin Staff)

I confirm that the applicant is entitled to move their vehicle at public expense:

Signed: .....  
(to be signed by OR9 or above)

Name: .....

Rank: .....

Date: .....



**PART 7 INLAND HAULAGE** (to be completed by GRMS Section)

Authorised for Inland haulage:

YES  NO

Signed: .....

GRMS Section for Asst Hd MSS Div

Date: .....



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# PASSENGER TRAVEL INSTRUCTIONS

## PART 5 - UNACCOMPANIED BAGGAGE

### CHAPTER 3 – GRMS, CONTRACTOR AND USER RESPONSIBILITIES

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#### **Annex A: FMS And RSO Tasks**

#### **Annex B: Storage Tasks**

#### **Annex C: SPS – General**

#### **Appendix 1: Unaccompanied Baggage Self Pack Contents List**

#### **Appendix 2: Responsibilities Of The Service Person At Dispatching Or Receiving Unit Store**

#### INTRODUCTION

1. The Movement of PE is governed by various regulations and restrictions. Due to the individual contents of consignments each move is unique in nature and it is essential that sufficient time is spent planning and preparing individual moves.

#### RESPONSIBILITIES

2. Roles and responsibilities of the AU and all other agencies are specific. This ensures that the focal point for any part of the process has a clear understanding of their individual responsibility, ensuring PE is moved effectively. The following details the division of responsibility:

a. **GRMS Section, DSCOM Families Section.** Manage the policy and technical aspects of the GRMS and legacy UB contracts including processing Vehicle Movement and Retirement Overseas Applications and the coordination of the Families UB element of all Unit Moves. DSCOM Families Section also deliver Removal and Storage presentations to single service focal points, garrisons units, Service personnel and their families on request.

b. **Agility Logistics Ltd.** The prime contractor to the MOD for UB. Manage the application process and the commitment of removal and storage tasks. Allocate subcontractors to tasks and manage AU issues and complaints.

c. **M & S Shipping International (Ltd).** The prime contractor to the MOD for the management of Legacy Storage<sup>1</sup>. Manage the application process for removal from legacy storage and associated removal tasks. Allocate sub-contractors to legacy tasks and manage AU issues and complaints.

d. **Removal and Storage Sub-Contractors.** Provide the AU with pre-movement surveys, a professional packing, unpacking, collection, delivery, movement and storage service where applicable, to the MOD contracted standard.

e. **AU.** Civil servants or Service personnel or their accompanying spouses or civil partners where an entitlement exists and an application has been submitted. Responsible for the submission and accuracy of Removal and Storage Applications. Preparation of UB consignments prior to the arrival of sub-contractors for packing and or collection in accordance with this policy and the current GRMS guides. Securing insurance cover for the removal and storage of UB (Disturbance Allowance includes an element for purchasing transit insurance).

f. **Authorising Officer.** Responsible for countersigning applications to confirm the accuracy of the AU details and the legitimacy of the move at public expense. Authorising Officers must be OR 9 or above and must not self authorise.

3. **Tasks.** The following annexes provide detailed guidance of the tasks to be performed by the contractor and customer when moving UB at public expense.

- a. Annex A: FMS and RSO (including UK movement).
- b. Annex B: Storage.
- c. Annex C: SPS (General).

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<sup>1</sup> Legacy Storage is those consignments that were moved in to store pre Oct 10

## ANNEX A TO PART 5 CHAPTER 3: FMS AND RSO TASKS

### Tasks to be Performed by the Customer

1. **Insurance.** The AU is strongly advised to take out insurance for the removal and storage of your UB with a policy that covers "New for Old" replacement. Disturbance Allowance includes an element for purchasing transit insurance. MOD contractors are not responsible or obliged to provide insurance cover for consignments moving under service arrangements.
2. The customer should ensure the following tasks are completed prior to the collection of their PE:
  - a. The packing of items that they do not wish the removal crew to pack – provided the contractor has agreed to this beforehand. You should check with your insurer that self-packed items are not excluded from your insurance policy. (The contractor is not obligated to unpack boxes that have been packed by you).
  - b. Difficult fastenings are undone before the removal crew arrive (i.e. top of wall units, screws etc). However, do not remove or lift these items, but leave in a safe manner for the contractor to move as required. Be sure to warn the contractor the top is unscrewed etc. Do not remove fitments.
  - c. Disconnect cookers and fires, defrost freezers, take down electrical fittings, drain water and secure washing machine drums in accordance with manufacturer's instructions and take down TV or satellite aerials. It is advisable to seek advice from a qualified trade's person to complete these tasks.
  - d. Dismantling of self-assembly furniture such as wardrobes, but not standard construction beds.
  - e. Fridges and freezers are delicate machines and therefore should be prepared for removal with care. Generally, freezers should be empty, however, when the move only involves a short journey, contractors may agree to move fridges/freezers with the contents if asked. Food should be packed in polythene bags so that it can be taken out easily when the fridge/freezer is moved into/out of the van. Always obtain the contractor's advice and comply with weight restrictions.
  - f. Hi-Fi systems are best moved in original packaging. Always ensure that moving parts are restrained. The contractor does not provide specialist packing.
  - g. You must ensure that all items are removed from loft space before the collection commences. Crews are not responsible for entering loft space to remove items.
  - h. It is your responsibility to check that all items have been removed from your residence before the crew depart and to ensure that items that must remain in the property are not removed.
  - i. You should always check with the contractor to ascertain the conditions under which any house or garden plants will be moved. Please note that the transportation of plants is entirely at the contractor's discretion.

j. You are required to countersign the Inventory agreeing to its accuracy and content. You must sign the Collection/Delivery Notes to confirm the percentage packed and unpacked by the carrier.

k. If you elect to unpack cartons which were packed by the contractor, you should make these available for collection within 21 days of delivery and ensure they are kept in clean / dry conditions. Contractors are not required to collect wet cartons and may refuse to take those that are water damaged.

l. Small items of garden furniture and equipment may be moved. Other outdoor equipment on the Prohibited Items List may be moved if private arrangements are made with the nominated contractor. However, you are responsible for all additional costs incurred as a result of the movement of these items.

m. Any changes to addresses, dates or times for collection or delivery must be submitted in writing and received and receipt confirmed by Agility Logistics Ltd at least two working days before the move.

### **Tasks to be Performed by the Contractor**

3. The contractor will undertake the following tasks:

a. Carry out a pre-move survey and prepare an inventory. (You should check with the pre-move surveyor if there are any tasks they require to be performed prior to collection and if owner packed boxes should be left open to enable the crew to check if packing is adequate).

b. Advise you of a date for collection/delivery. The time will only be specified as AM or PM due to the unpredictability of traffic conditions.

c. Provide all the labour necessary for the proper and efficient packing of your furniture and effects, including the subsequent unpacking on delivery. (The contractor is not obligated to unpack boxes that have been packed by you).

d. Disassemble and reassemble standard bedsteads. The contractor is not contracted to dismantle cabin beds, bunk beds, waterbeds or any other type of complex furniture. You must provide special tools, such as Allen keys for jobs the contractor will undertake.

e. Take down, (but not re-hang) wall hangings, paintings, pictures, mirrors etc.

f. Take up and relay loose coverings, such as rugs and carpet squares (but not if laid down with fastenings or other adhesive).

g. Pack and unpack small items such as glass, china, kitchen utensils, books etc. (The contractor will take items from cupboards, china cabinets, drawers and shelves etc but on delivery will only unpack cartons and place items on to a flat surface in the relevant room for you to put away).

h. Carriers are not obliged to provide cardboard removal cartons, prior to your move, but they may do so at their discretion, providing your request is submitted in a reasonable timescale and it is possible to deliver to the area at no additional cost. (If you foresee this requirement requests should be made at the time of the pre-move survey).

- i. If the contractor agrees to you packing certain items for carriage, then they will accept liability for the items as packed. If the contractor is unwilling to accept owner-packed items because they consider them to be insufficiently prepared and packed, they will repack prior to movement.
- j. After unpacking, the contractor is to remove all dry and re-usable packing materials. If some boxes are not unpacked at time of delivery, they should be made available for the contractor to collect within 21 days (as long as they are kept dry and not water damaged).

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## ANNEX B TO PART 5 CHAPTER 3: STORAGE TASKS

### Tasks to be Performed by the Customer

1. **Insurance.** The AU is strongly advised to take out insurance for the removal and storage of your UB with a policy that covers "New for Old" replacement. Disturbance Allowance includes an element for purchasing transit insurance. MOD contractors are not responsible or obliged to provide insurance cover for consignments moving under service arrangements.
2. The customer should ensure the following task are completed prior to collection for storage:
  - a. Ensure that your valuation form has been completed and returned to your storage contractor.
  - b. Pack those articles you do not wish the contractor to pack (provided the contractor has agreed beforehand that this may be done). It is essential that you provide a packing list to the contractor for these boxes.
  - c. Dispose of any hazardous items detailed on the prohibited items list.
  - d. It is of vital importance that all PE placed into store is clean, thoroughly dried and aired. Any moisture will form condensation resulting in damp, which may spread through your consignment. Leather items are particularly susceptible to mould/mildew if not completely clean and dry and the contractor's liability does not include mould or mildew to your effects whilst in store. See Section 3 j).
  - e. It is not advisable to dry clean, wash or polish items immediately prior to collection day as the residual moisture can cause condensation in the consignment. PE should be left to air for at least 7 days prior to storage to prevent any mould or mildew.
  - f. You should also defrost and dry out refrigerators, drain and dry out washing machines, dishwasher Sumps (drains) and all white goods thoroughly several days before putting them into storage as they can cause condensation resulting in damp and mildew spreading throughout the consignment. Always obtain the contractors advice if in doubt.
  - g. Storage contractors do not disconnect appliances or take down electrical fittings, TV or satellite aerials. Qualified agents should be used where appropriate or if in doubt of the procedure.
  - h. Loosen any difficult fastenings before the contractors arrive (i.e. top of wall units, screws etc). Do not remove or lift these items. Leave in a safe manner as the contractors will remove as required. Be sure to warn them of loosened fittings.
  - i. Hi-Fi Systems, TVs, Videos, Computers and other specialist electrical goods - the contractor will not provide specialist packing but original packing is best where possible. Ensure all moveable parts are restrained.
  - j. You should adhere to all weight and size restrictions detailed in JSP 800 Part 5 Chapter 4.
  - k. You must ensure that all items are removed from loft space before the collection commences Crews are not responsible for entering loft space to remove items.
  - l. Any changes to addresses, dates or times for collection or delivery must be submitted in writing and received by Agility Logistics Ltd and the nominated contractor at least two working days before the move.

m. If you change the size of your consignment by more than one cubic metre after the pre-move survey has been carried out, you must inform both the contractor and the Agility Logistics not less than 7 days prior to the date of collection. This is particularly important, as the consignment will be loaded into storage containers at residence. Failure to do this may result in a charge against you if additional vehicles are required or containers are were or subsequently become required.

### **Tasks to be Performed by the Contractor**

3. The contractor will undertake the following tasks:
  - a. Agree a suitable date and time for collection.
  - b. Provide all packing materials and labour necessary for packing and storage. Contractors are not obliged to provide removal cartons prior to your move but they may do so at their discretion, providing your request is submitted in a reasonable timescale and it is possible to deliver to the area at no additional cost. (You should also make such requests at the time of the pre-move survey).
  - c. Load/unload PE into storage containers and seal on site.
  - d. The contractor will complete a new inventory for each container as it is loaded and once sealed will inform you of the seal number.
  - e. Move the containerised PE to an approved storage facility and maintain a record of contents for the period of storage entitlement.
  - f. Provide company indemnity insurance for the movement and storage element of the task, only. You are strongly advised to take out insurance to cover the removal and storage of your UB with a policy that covers "New for Old" replacement.

## ANNEX C TO PART 5 CHAPTER 3: SPS – GENERAL

1. **Insurance.** The AU is strongly advised to take out insurance for the removal and storage of your UB with a policy that covers "New for Old" replacement. Disturbance Allowance includes an element for purchasing transit insurance. MOD contractors are not responsible or obliged to provide insurance cover for consignments moving under service arrangements.
2. **Use of SPS.** In accordance with Civil Servant and Service Personnel entitlements, the SPS service may be used under the following circumstances:
  - a. All single or married unaccompanied personnel (except on assignment to or from the USA and consignments imported to Australia which must be completed using the RSO). In such cases standard SPS volume entitlements still apply.
  - b. Civil servants and Service personnel accompanied by their immediate family when travelling to, from or between overseas stations in lieu of using FMS or the RSO where a 2nd consignment entitlement exists (except on assignment to or from the USA and consignments imported to Australia that must be completed using RSO).
3. **Sourcing Packing Materials.** Under the SPS, individuals are responsible for obtaining packing materials from unit supply organisations and for the subsequent packing and unpacking of their PE.
4. **Restriction of Carriage.** There are certain restrictions on the acceptance of carriage of SPS boxes and all AU's are required to familiarize themselves with the maximum weights, dimensions and prohibited items listed at Part 5 Chapter 4.
5. **Serviceability.** Boxes, cartons and packed items must be serviceable and capable of protecting and securing their contents. Although every effort is made to protect and care for consignments during transit, packed items must be robust enough to withstand reasonable levels of stress or strain during transit and handling en-route.
6. **Box Markings.** All Boxes must be clearly labeled on at least 2 adjacent sides with the Customer Reference Number, Name, Staff/Service Number and Delivery Address of the AU. Re-used boxes should be checked to ensure they are undamaged and complete with folding bottom and tops. All markings from previous use must be removed or clearly deleted.
7. **High Value and Specialist Items.** AU's are advised that items which are extremely sensitive to movement, delicate or of particularly high value should be moved under private arrangements. Under the publicly funded GRMS schemes there is no provision for the bespoke or unique handling of items such as bonded stores, specialist equipment, fine art, jewelry or currency etc.
8. **Suitability of PE for Carriage.** AU's should contact the Agility Logistics Ltd staff if unsure of the suitability of shipment of any item prior to packing.
9. **Liability.** SPS consignments are regularly consolidated with other shipments during transport. AU's must comply with the packing requirements and prohibited items list to minimise the risk of damage and contamination to PE or other consignments during transit. Any notification of contamination by carriers, Customs & Immigration, other consignor or authority will be investigated by DSCOM Families Section and the Agility Logistics Ltd staff. If the AU's consignment is the source of contamination to other property as a result of negligence or failure to comply with these regulations they may be held responsible for any subsequent claim or legal action.

10. **Collection and Delivery Addresses.** Collection and delivery addresses are grouped by entitlement and personal status category. SPS collections and deliveries will not be made beyond the scope and grouping of the following categories.

a. **Service Families Accommodation(SFA) or Substitute Service Families Accommodation(SSFA).** Collection and/or delivery will be made to the allocated accommodation (This does not include irregular occupancy of surplus Families Accommodation where the entitlement exists for Single Living Accommodation (SLA) – see sub para b for procedure).

b. **SLA within a barrack or mess.** Applicants must make arrangements to deliver and collect their consignments from the Naval Support Organisation, Quarter Master or Station Support Squadron. The nominated carrier will only be permitted to collect or deliver to and from central unit stores for security reasons.

c. **Substitute Single Living Accommodation (SSLA).** Collection or delivery will be made from or to that allocated accommodation. (Sub para b should be noted if moving to or from SLA).

d. Single homeowners or married unaccompanied homeowners moving to or from assignments where their private residence is their registered official Residence at Work Address (RWA) may arrange for collection or delivery from/to this address.

11. **Packing Lists.** All Self pack boxes or receptacles must be accompanied by an individual detailed packing list. The packing list should include the following details:

a. **Customer Details.** Service or Staff number, Surname, initials, parent unit (for unit moves), losing unit for individual assignments.

b. **Addresses.** Collection and delivery addresses must be accurate. Where consignments are being shipped to BFPO addresses it is important to provide the full civilian address and contact number for contractors to arrange collection and delivery.

c. **Details of the Consignment.** All consignments being shipped from, to or between overseas locations must include details of the country of origin and value for customs purposes. Failure to supply this information on the packing list may cause delay to delivery and any associated costs will be deducted from the individuals pay.

d. **Declaration.** A declaration is required from the AU to confirm the accuracy of the packing list.

12. Where consignments are being moved under a courier contract or UM arrangements, the Unaccompanied Baggage Self Pack Contents List at Appendix 1 should be completed for each box/receptacle. When a removals contractor has been tasked, the appropriate inventory packing list will be supplied within the service.

13. **Tasked Contractors.** The type of contractor tasked to collect or deliver self pack consignments will be determined by the following:

- |    |  |   |
|----|--|---|
| a. | Mixed consignments (Furniture and boxes) | Removal Contractors   |
| b. | Box only consignments                    | Courier Contractors   |
| c. | Unit Moves (Single/unaccompanied)        | Station or Formation<br>Movement Organization<br>(Movement Control) |

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## **Distribution**

### **Individual SP Consignments**

- 1 x copy in the box or attached to the item
- 1 X copy held by shipper (Signed and stamped when received by the unit store)
- 1 x copy to accompany UB paperwork for contractor (copy of passport where applicable)
- 1 x copy retained by the dispatching unit store

### **Unit Moves**

- 1 x copy in the box or attached to the item
- 1 x copy held by shipper
- 1 x copy for Movement Control Staff
- 1 x copy for Unit Movement Officer/QM

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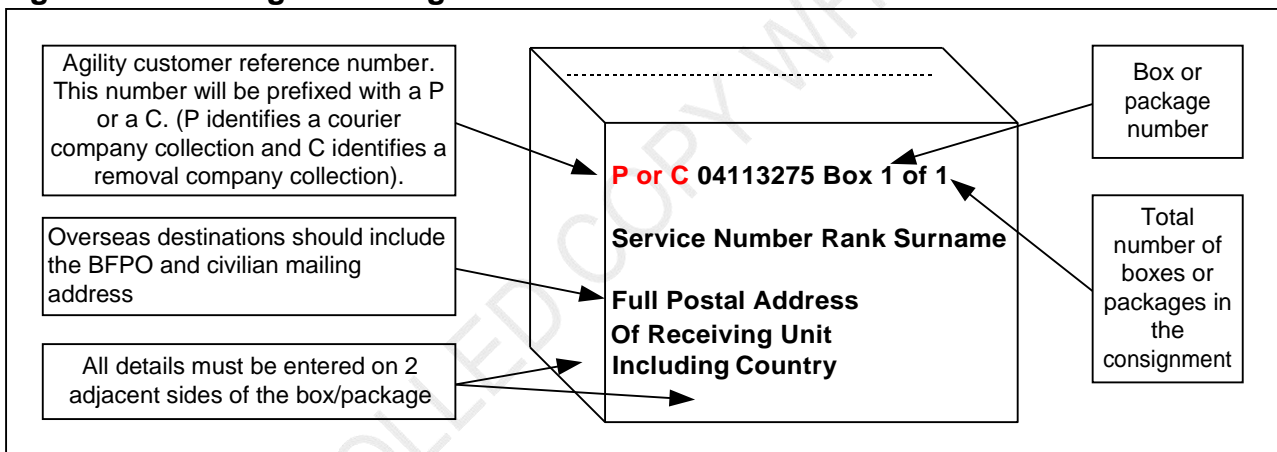


## APPENDIX 2 TO ANNEX C CHAPTER 3 PART 5: RESPONSIBILITIES OF THE SERVICE PERSON AT DISPATCHING OR RECEIVING UNIT STORE

1. **Responsibilities of the Service Person.** Prior to handing over consignments to the NSO, SSS or QM, individual service personnel requiring the movement of PE are to ensure they complete the following:

- a. Complete the online application on the Agility GRMS website. Ensure the printed application is signed by an authorising officer prior to emailing to the Agility GRMS office at Reading.
- b. Familiarise themselves with the UB policy contained within Part 5 of this volume.
- c. Arrange the provision of suitable packing materials through your current unit central store.
- d. Pack all PE in accordance with the restrictions of carriage and prohibited items list detailed in chapter 4.
- e. Close and seal each box or package and label as detailed in Figure 1 on 2 adjacent sides prior to handing over to the unit store for collection.

**Figure 1: Labelling of Package**



f. Deliver the boxes to the unit store with three completed and signed Unaccompanied Baggage Self Pack Contents Lists and a copy of the owners passport for all shipments moving from or to any non EU country.

g. The unit store should check the boxes and/or items correspond with the Self Pack Content Lists and return a stamped and signed copy of each sheet to the owner as proof of receipt. The receipted copy should be retained by the owner until the shipment has been checked and received as complete at the final destination.

2. **Responsibilities of the Unit Store.** Unit Store staff are responsible for the accurate dispatch and receipt of Self Pack service consignments between unit lines. Their specific responsibilities are as follows:

- a. Consignments should not be accepted from individual service personnel without first checking all the actions detailed in paragraph 1 have been completed.
- b. A Consignment Note must be completed for all consignments collected by couriers. Unit Stores requiring blank copies of consignment notes should contact Agility GRMS SPS team as detailed in Annex B to Chapter 1 or by email ([sps@agilitylogistics.com](mailto:sps@agilitylogistics.com)). Internal UK movements will require the completion of a general consignment note which is straight

forward to complete. Consignments requiring shipment through international borders will require the completion of International an International Consignment Note as detailed in Figure 2.

**Figure 2: International Consignment Note**

The form is titled 'INTERNATIONAL CONSIGNMENT NOTE' and includes the TNT logo. It contains the following sections and callouts:

- 1. Sender's Account Number:** A field with a grid for digits and a '1' callout.
- 2. Customer Reference:** A field with a '2' callout.
- 3. From (Collection Address):** Fields for Name, Address, City, Postal/Zip Code, Province/Region, and Country, with a '3' callout.
- 4. To (Receiver):** Fields for Name, Address, City, Postal/Zip Code, Province/Region, and Country, with a '4' callout.
- 5. Services:** A section with checkboxes for Special Express (9:00, 10:00, 12:00) and Economy Express (12:00), with a '5' callout.
- 6. Postal/Zip Code:** A field with a '6' callout.
- 7. Options:** Checkboxes for Priority, Enhanced Liability, and others, with a '7' callout.
- 8. Dangerous Goods:** A section with checkboxes for 'No', 'Yes', and 'UN No.', with a '8' callout.
- 9. Goods Descriptions:** A table with columns for General description, Number of Units, Weight (Kilo, Grams), and Dimensions (Length, Width, Height) in cm, with a '9' callout.
- 10. Date:** Fields for Date, Day/Month/Year, and Time, with a '10' callout.
- 11. Received by:** A field for the signature of the receiver, with a '11' callout.

Instructions for the entries required by Unit Stores Staffs:

1. Senders Account Number. If blank enter 1550232.
2. Customer Reference. Enter the Agility Customer Reference Number prefixed by the letter P as marked on the packages and Self Pack Contents List.
3. Collection Address. Enter the full civilian mailing address of the collection barracks including department and building number where applicable.
4. Receiver. Complete the civilian mailing address of the receiving unit as marked on the consignment packages.
5. Services. Tick Economy Express **only**.
6. Postal/Zip Code. Leave blank.
7. Options. Leave blank.
8. Dangerous Goods. Leave Blank.
9. General Description. Brief description of goods and dimensions in cm.
10. Date. Date of collection.
11. Received by. Completed by driver on collection.

c. Unit Store staff are advised to use the Self Pack Service Check List provided to ensure both the service person and unit store have completed all necessary actions prior to arranging dispatch. Failure to correctly prepare consignments or paperwork may result in refusal of acceptance for carriage by contractors, Customs delays en-route or loss of consignments.

**Figure 3: Unaccompanied Baggage Self Pack Service Checklist for Unit Stores**

<b>UNACCOMPANIED BAGGAGE SELF PACK SERVICE CHECKLIST FOR UNIT STORES</b>			
Consignment Details: Service No: _____ Rank: _____ Name: _____			
Agility Reference Number: _____ Number of Packages in Consignment: _____			
<b>Service Persons (Authorised Users) Responsibilities</b>			
Ser	Action	Yes (√)	No (x)
1	Complete the online application, print off and ensure signed by an authorising officer. (Email fax or post to GRMS)		
2	Familiarise themselves with the relevant Unaccompanied Baggage Policy for the Self Pack Service		
3	Pack PE in suitable cartons or packages in accordance with the restriction of carriage and prohibited items list (Chap 4)		
4	Securely seal each box or package (any receptacles with locks or padlocks must be accompanied by the keys or relevant combination)		
5	Mark 2 adjacent sides with the Agility P or C Reference Number as detailed in Appendix 2 to Annex C		
6	Mark 2 adjacent sides with the package number of the total consignment as detailed in Appendix 2 to Annex C (e.g. 1 of 4, 2 of 4, 3 of 4, 4 of 4)		
7	Mark 2 adjacent sides with their number rank and surname as detailed in Appendix 2 to Annex C		
8	Mark 2 adjacent sides with the full postal address of the receiving unit (overseas destinations must include civilian addresses) as detailed in Appendix 2 to Annex C		
9	Provide the unit store with 4 x signed Self Pack Contents List for each package		
10	Provide a passport copy to accompany the paperwork for all non EU locations		
<b>Unit Store Responsibilities – Prior to Dispatch</b>			
11	Check the detail entered on the Self Pack Contents List corresponds with the items presented by the service person including all box/package markings		
12	Check the number of packages correspond with the total number of packages detailed on the paperwork and package markings		
13	Confirm from the prefix of the Agility Reference Number whether collection will be made by courier (P) or a removal company (C)		
14	Confirm receipt of 4 x signed Self Pack Contents List for each package		
15	Stamp, countersign and return 1 x Self Pack Contents List for each package to service person		
16	Consolidate the consignment in store for collection		

17	Complete 1 x Courier International Consignment Note for all consignments that have and Agility Customer Reference Number prefixed by "P" (Detail instructions overleaf)		
<b>Unit Store Responsibilities – During Collection and Dispatch</b>			
18	Handover all packages for the consignment, 2 x copy of the Self Pack Contents List, the copy of the service persons passport (where applicable) and the International Consignment Note to the courier. (For Removal Company collections just 2 x copy of the Self Pack Contents List and copy of the passport)		
19	Retain 1 x copy of the Self Pack Contents List and back copy of the International Consignment Note, or the Removals Company receipt of collection and file for unit records		
Dispatch Details: Name of driver: _____ Company: _____  Vehicle Registration Number: _____ Date and Time of Dispatch: _____  Name of Unit Store: _____ Name of Dispatcher: _____  Dispatchers Signature: _____			

d. Agility Reference Numbers are unique to each service persons consignment and must not be reused or duplicated for other consignments. Unit Store staff must not accept consignments for shipment without the service person providing their Agility reference.

e. The receiving Unit Store staff should check that all packages annotated on the driver's delivery receipt are accounted for in total. Refer to Fig 1 to cross reference package markings to the delivery receipt. If any packages are missing they should be annotated clearly on the driver's receipt and recorded in the Unit Store log. Agility GRMS SPS team should subsequently be contacted by phone or email to report the error. Under no circumstances should the delivery be refused as the consignment will be returned to the point of origin causing delay to the service person receiving their PE and result in additional cost to the MOD.

# PASSENGER TRAVEL INSTRUCTIONS

## PART 5 - UNACCOMPANIED BAGGAGE

### CHAPTER 4 – METHOD OF MOVEMENT AND RESTRICTIONS OF CARRIAGE

#### CONTENTS

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#### Annex A: List of Prohibited And Restricted Items

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#### METHOD OF MOVEMENT (MOM)

1. **Furniture Movement Services (FMS)** (including internal UK movement) consignments will always be transported by surface. Surface will include road, rail, sea or combination thereof. The MOM for RSO consignments will be determined by MSS Div and regularly reviewed. The size of consignments, cost of movement, security of the load, geographical restrictions and location of the collection / delivery addresses are primary factors that will be considered. MSS Div will retain the authority to change the MOM, routes and transit times for all RSO and overseas SPS movement as deemed necessary. The International regulations and host nation laws concerning the import and export of PE must be adhered to when transporting UB consignments. Factors influencing the acceptance of carriage through the GRMS are:

- a. Dimensions of individual items.
- b. Weight of individual items.

- c. Substances and materials used in the construction and manufacturing process of items.
- d. Attraction of National and International Regulations for the Transportation of Dangerous Goods.

2. **MOM for common destinations.** Table 1 provides a guide to the MOM for common destinations. These transit times do not apply to Unit Moves (See chapter 5) and are for planning purposes. Changes to shipping routes, customs requirements and airport/seaport procedures are common place and frequently implemented at short notice by local authorities therefore impacting on the actual transit times “door to door” for some consignments.

3. **Personnel requiring immediate access to PE** for service reasons on arrival at their new assignment destination should refer to Accompanied Air Baggage Scales and or Excess Air Baggage as detailed in JSP 800 Volume 2 Part 2 Chapter 2.

## **RESTRICTION OF CARRIAGE**

4. **Influencing Factors.** International regulations and host nation laws concerning the import and export of PE must be adhered to when transporting UB consignments. Factors influencing the acceptance of carriage through the GRMS are:

- a. Dimensions of individual items.
- b. Weight of individual items.
- c. Substances and materials used in the construction and manufacturing process of items.
- d. Attraction of National and International Regulations for the Transportation of Dangerous Goods.
- e. Customs, Excise and Bio-security regulations in the host nations (This includes crossing national borders en-route).
- f. Legal possession or ownership of the item in the country of origin and destination.

5. **MOM Variations.** In some instances, the MOM may dictate restrictions of carriage.

**Table 1: Method of Movement**

Location	AU required in Destination Country Before Dispatch of UB	Method of Movement	Average Transit Times
Ascension Island	NO	S	8 - 10 weeks
Australia	YES	A	3 - 5 weeks
Belize	YES	S	8 - 10 weeks
Bosnia	YES	S	2 - 3 weeks
Brunei	YES	S	8 - 10 weeks
Canada	YES	S	7 - 9 weeks
Croatia	YES	S	2 - 3 weeks
Cyprus	NO	S	4 - 6 weeks
Falkland Islands	NO	S	10 - 12 weeks
Gibraltar	NO	S	4 - 5 weeks
Italy	NO	S	10 - 14 days
Jordan	YES *	S	6 - 8 weeks
Kenya	YES	A	2 - 3 weeks
Kuwait	YES *	S	6 - 8 weeks
Nepal	YES	A	4 - 5 weeks
New Zealand	YES	A	4 - 5 weeks
Norway	NO	S	1 - 3 weeks
Oman	NO	S	6 - 8 weeks
Saudi Arabia	MOD SA Approval	A	2 - 4 weeks
Turkey	YES	S	6 - 8 weeks
UAE	YES	S	6 - 8 weeks
USA east coast	YES *	S	6 - 7 weeks
USA west coast (excl Hawaii)	YES *	S	8 - 10 weeks
FMS Countries	NO	S	2 - 14 days
UK (internal)	NO	S	1 - 7 days
N. Ireland	NO	S	5 - 10 days
Rest of World	TBC	TBC	TBC

**Notes:**

- Transit times are based on the consignment being collected in the UK (See Chapter 4 paragraph 2)
- Method of Movement is reviewed regularly by MSS Division and may be subject to change at short notice. AU's (Authorised Users) will be notified by the GRMS staff in any such instances
- A – Air movement will be the primary method of transport but may include elements by surface transport.
- S – Surface movement will be the primary method of transport and may include road, rail, sea or a combination thereof.
- Rest of World methods of movement and approximate transit times will be determined on receipt of applications, subject to volume, origin and final destination.
- Transit times for Unit Moves may vary from those detailed above and further advice should be sought from the SA Mov MSS Div (See Annex B to Chapter 1 for details)
- Countries annotated with \* normally require copy of the AU visa to accompany UB but may be dispatched in advance of AU's arrival in country. Primary contractor will advise.

6. **Geographical and Environmental Factors.** There are various geographical and environmental factors that must be considered when shipping PE and this restricts the size and weight of individual items. Maximum dimensions and weights by type of service are as follows:

- RSO – SEA.** There are no maximum or minimum individual dimensions for any item, but the maximum volume must not exceed 1.5m<sup>3</sup>. All items must be a manageable 2 man lift and not exceed 125 Kgs.
- RSO – AIR.** Individual items must not exceed any of the following dimensions 1.5m (Length) x 1.3m (Width) x 1.3m (Height) or a total volume of 1.5m<sup>3</sup>. All items must be a manageable 2 man lift and not exceed 125 Kgs.

c. **SPS – UK and FMS Countries.** Individual boxes should not exceed 0.7m (Length) x 0.6m (Width) x 0.5m (Height) or 0.21m<sup>3</sup>. Boxes must not exceed 70 Kgs for internal UK movement. Boxes must not exceed 30 Kgs when moving between FMS countries. Each box must be manageable as a one-man lift.

d. **SPS – RSO.** Individual boxes should not exceed 0.7m (Length) x 0.6m (Width) x 0.5m (Height) or 0.21m<sup>3</sup>. Boxes must not exceed 30 Kgs in weight. Each box should be a manageable one-man lift.

e. **FMS/UK.** FMS and UK movement services attract fewer restrictions. However, all items must be a manageable 2-man lift. It is essential that there is sufficient access to properties, through doorways, on stairs and along corridors for removal teams to complete tasks safely. Users should highlight any items that may be difficult to move due to limitations of property access during the surveyors visit. The surveyor will inform users of any items that they consider are oversized. Removals teams are not qualified or authorised to remove windows or access doors to properties. It is the owners' responsibility to ensure that large items that have been assembled in the property are disassembled to a manageable size prior to removals teams starting the task.

7. **Responsibility of the AU.** It is the responsibility of the AU to acquaint themselves with the import and export regulations of countries to which they are sending or dispatching their UB. Host nation guidance is available from the relevant Embassy's, Consular's or Customs and Immigration websites. The MOD and its contracted suppliers will not be held liable or responsible for the shipment of illegal or prohibited items moved under the GRMS. Any confiscation or requirement as a result of illegal import, export or ownership of PE is a private matter between the AU and appropriate authority. Any delay or demurrage as a result of non-compliance will not be funded at public expense. Chapter 6 provides further details of Customs requirements.

8. **Restricted and Prohibited Items.** Household and personal effects may not include items that are either restricted or prohibited for transport and shipment. Annex A provides a list of restricted and prohibited items for carriage as UB. This list is non-exhaustive and AUs are strongly advised to seek guidance from the Agility Logistics Ltd staff or their nominated contractor if in doubt of the suitability for carriage or shipment.



**ANNEX A TO CHAPTER 4 PART 5: LIST OF PROHIBITED AND RESTRICTED ITEMS**

	FMS	RSO	SPS UK	SPS RO W	Storage
Any articles attracted to the regulations concerning Transportation of dangerous Goods for road, rail, sea, air (UN Classes 1- 9)	x	x	x	x	x
Ammunition and explosives (including fireworks)	x	x	x	x	x
Currency or currency instruments	x <sup>(1)</sup>	x	x <sup>(1)</sup>	x	x <sup>(1)</sup>
Dangerous or controlled drugs	x	x	x	x	x
Firearms of any type	x	x	x	x	x
Knives/blades excluding those acceptable in both the country of collection and delivery	x	x	x	x	x
Motor vehicles, motorcycles and mopeds sit on mowers (Including parts and assemblies)	x <sup>(2)</sup>	x <sup>(2)</sup>	x <sup>(2)</sup>	x <sup>(2)</sup>	x <sup>(2)</sup>
Internal combustion engines or parts there of	x <sup>(3)</sup>	x	x <sup>(3)</sup>	x	x <sup>(3)</sup>
Flammable liquids or materials (e.g. paints, dye, matches, firelighters, solid fuel, methylated spirit)	x	x	x	x	x
Perishable, liquid or frozen foodstuffs	x <sup>(4)</sup>	x	x	x	x
Alcohol (including wine, spirits and beer)	x <sup>(5)</sup>	x	x <sup>(5)</sup>	x	x
Tobacco products (including cigarettes, cigars and pipe or rolling tobacco)	x <sup>(5)</sup>	x	x <sup>(5)</sup>	x	x
Plants, plant or tree cuttings, bulbs, logs, timber, shrubs and seeds for sowing	x <sup>(6)</sup>	x	x <sup>(6)</sup>	x	x
Any item which if it escapes/leaks from its receptacle could contaminate the remainder of your PE or any other cargo	x	x	x	x	x
Compressed gas and aerosols containers of any type (including sub aqua bottles, gas bottles, hairspray)	x <sup>(7)</sup>	x	x <sup>(7)</sup>	x	x <sup>(7)</sup>
Corrosive substances (including articles containing mercury – barometers, thermometers, wet cell batteries, acids and alkalis)	x <sup>(8)</sup>	x	x <sup>(8)</sup>	x	x <sup>(8)</sup>
Heavily magnetised articles	√	x	x	x	√
Oxidising materials(including bleaching agents, peroxides and potassium chlorate)	x	x	x	x	x
Radio transmitters (including walkie-talkies, microphones, micro-bugs and mobile phones) not approved in the destination	x	x	x	x	√
Other portable electronic equipment such as transistor radios, alarm clocks, torches, remote controls etc(unless batteries are removed)	x	x	x	x	√
Poisonous Substances	x	x	x	x	x
Items derived from rare or endangered species (including certain types of fur, ivory, reptile leather and items made from them)	x <sup>(9)</sup>	x <sup>(9)</sup>	x <sup>(9)</sup>	x <sup>(9)</sup>	x <sup>(9)</sup>
Live or stuffed(dead) animals and birds	x	x	x	x	x <sup>(10)</sup>
Wood shavings and fodder(including hay and straw)	x	x	x	x	√
Indecent, offensive or obscene magazines, films, videotapes, computer discs or articles.	x	x	x	x	x
Trailers (any type), caravans, garden sheds, greenhouses wooden garden furniture.	x <sup>(11)</sup>	x <sup>(11)</sup>	x <sup>(11)</sup>	x <sup>(11)</sup>	x <sup>(11)</sup>
Notes:					

1. Only applicable to those services annotated
2. 1 x set of winter or all weather/summer tyres and 1 x set of continental or UK headlamps will be accepted for carriage as UB for vehicles that are currently owned. These items must be clean and free from oil, soil or road grime.
3. With the exception of powered go-karts, mini mottos, motor mowers , garden strimmers, hedge trimmers, chainsaws and small outboard motors. Any such items must be drained, vented and certified in accordance with current international regulations.
4. Accepted for carriage at owners risk if agreed with contractor. Must be pre-bagged so that the items can be removed from the freezer compartment during loading and unloading from removal vehicles.
5. Accepted under agreement with the contractor for UK internal movement only.
6. Accepted under agreement with the contractor for UK internal movement only
7. Discharged and certified cylinders may be accepted under agreement with nominated contractor.
8. Household barometers/thermometers may be accepted under agreement of the nominated contractor.
9. Seek specific advice from the contractor.
10. Taxidermy prepared hunting trophies may be accepted for storage in agreement with contractor
11. Specific advice for the carriage and storage of garden furniture is to be directed to the nominated contractor.

The country in which you are assigned may have laws that prohibit or restrict the export or import of certain items. It is the AU responsibility to comply with these laws. Individuals importing personal effects into the UK are advised to read the appropriate pages of HM Customs and Excise Website.

**THE INCLUSION OF PROHIBITED ITEMS IN YOUR BAGGAGE MAY LEAD TO PENALTIES, THE CONFISCATION OF THE GOODS CONCERNED BY THE RELEVANT AUTHORITIES AND REFUSAL OF CARRIAGE BY THE CONTRACTOR.**

# PASSENGER TRAVEL INSTRUCTIONS

## PART 5 - UNACCOMPANIED BAGGAGE

### CHAPTER 5 – ARMS PLOT / UNIT MOVES

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1. **Applicability.** For this Chapter all references to Unaccompanied Baggage (UB) will apply to the movement of PE belonging to a Service person and their immediate families under collective arrangements as per JSP752.

2. **Arms Plot / Unit Moves.** UB will be moved under collective arrangements, as part of a Unit Move (UM) for the single services in the following circumstances:

- a. The permanent administrative relocation of any unit moving more than 30 personnel from one duty station to another in a compressed period of time.
- b. Arms Plot moves as a result of a unit re-role or change of commitments.

3. **Responsibility for the Movement of UB.** Responsibility for the coordination and movement of UB is as follows:

- a. Units are responsible for notifying the DSCOM Families Department of their intent to unit move providing estimated figures at least 12 months prior to requirement. 6 months prior to planned movement these figures must be confirmed with MSS and the losing and receiving formation movements unit. Each unit must nominate a primary point of contact for all movement planning activity.
- b. Service personnel accompanied by their immediate families will have their PE moved under collective arrangements controlled by DSCOM Families Department.
- c. Single and married unaccompanied Service personnel will have their PE moved under centrally coordinated arrangements through their Formation HQ and single service or supporting movement organisation.

4. **DSCOM Families Department.** The DSCOM Families Department is the tri-service single point of contact for policy direction and guidance on all matters concerning the movement of Families UB in support of any UM. Units must confirm figures provided during initial notification to UM with the DSCOM Families Department at least 6 months prior to any planned move date. This will assist with identifying movement windows and resource requirements. DSCOM Families Department lead on all activity concerning bulk movement of families UB and will produce the Families Unaccompanied Baggage Movement Instruction prior to initiating the interface between the unit and contractor. See Part 5 Chapter 1 Annex A for contact details.

5. **Planning.** Each UM is unique in structure, requirement and size. It is essential that all units planning to UM, identify a Unit Movement Officer (UMO). The UMO should contact the relevant movement agencies at least 6 months prior to the planned move date, to initiate a Unit Move Planning Conference (UMPC). The UMPC should aim to identify unit requirements, deadlines and supporting organisations constraints. It is essential that the following organisations should be represented:

- a. The supported HQ (*OP COM*).
- b. The supporting HQ (*ADMIN COM*).
- c. Defence Estates (*Losing and receiving station*).
- d. Unit Welfare Officer.
- e. Losing/receiving Garrison HQ.
- f. Other units moving in tandem (*Arms Plot*).
- g. DSCOM Families Department – (Families UB Movement).
- h. Losing / receiving Formation Movement Staff (*Passenger movement, freight, regimental and public property, single/married unaccompanied soldiers UB*).