

# Removal of household effects Frequently Asked Questions (FAQs)



**IAEA**

International Atomic Energy Agency

# A quick guide to the removal of household effects

The Transport and Shipment Unit (TSU) supports staff members with the removal of their household goods and personal effects.

We can easily be contacted at [Transportation-Removals.Contact-Point@iaea.org](mailto:Transportation-Removals.Contact-Point@iaea.org), visit our office at A-0768 or call us on +43-1-2600/21167 or +43-1-2600/21197

If a household removal needs to be arranged, the TSU will be glad to assist you. In order for us to properly support you, the following procedure must be followed:

**Contact the Division of Human Resources (MTHR) at [MTHR.SC@iaea.org](mailto:MTHR.SC@iaea.org) for issuance of removal authorization at least 6 to 7 weeks before planned packing date**



**Contact the TSU to discuss the further procedure at least 4 to 5 weeks before planned packing date**



**Enable the moving companies to perform the pre-move surveys at least 4 weeks before planned packing date**



**After the moving company has been selected, complete and sign the insurance form(s) and send it/them to the TSU (if applicable) before packing and loading of the shipment(s)**



**Liaise with the moving company on the timeline and on the documents when the move has been awarded**

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# Glossary

## ***Air transportation***

Sending a shipment by unaccompanied airfreight.

## ***Chargeable weight***

Actual weight (gross weight) or the volumetric (also called volume or dimensional) weight of the shipment, whichever is the greater.

## ***Full removal entitlement***

For staff members who have a contract with the Agency of at least two years or who undergo a duty station change of at least two years.

## ***MTGS***

Division of General Services.

## ***MTHR***

Division of Human Resources.

## ***Surface transportation***

Sending a shipment by either ocean or road freight.

## ***TGSS***

Transport and General Support Section, one of the sections of MTGS.

## ***TSU***

Transport and Shipment Unit, one of the units in TGSS within MTGS.

## ***VCU***

Visa and Customs Unit, also part of TGSS, within MTGS.

## Removal of household effects

# Frequently Asked Questions (FAQs)

### Who is entitled to get their household effects moved and paid for by the Agency?

Professional staff members are normally entitled to shipment of their household and personal effects and of those of their recognized dependants to their duty station and to their country of repatriation. The Agency also pays for transport insurance of recruitment, transfer, or repatriation shipments, but not of education grant or home leave shipments. Specified weight and insurance limits apply to all shipments, depending upon the contract of the staff member and the number of recognized dependants.

After the staff member has been medically cleared and the contract has been signed, MTHR will issue an *Authorization for the removal of personal effects and household effects* using Form F-74 for each staff member entitled to payment of removal expenses. This authorization specifies the amount by weight and the mode of transport to which the staff member is entitled.

The TSU will obtain bids for the removal of the staff member's household and personal effects. The order will be awarded to the company submitting the lowest bid for all the services involved,

i.e. advance air freight shipment, surface shipment and permanent storage, if applicable.

For shipment authorized under Staff Rule 9.01.19, and for shipment and permanent storage authorized under Staff Rule 9.02.1 and 9.02.2, two or three bids will, in general, be required. The removal allowance, in addition to expenses incurred from residence to residence, includes temporary storage for up to 45 days.

Transport insurance will be covered under the Agency's general insurance policy, the insured value to be specified by the staff member. If this exceeds their entitlement, the staff member will be charged the difference in premium. Transport insurance coverage includes any interim storage for up to 45 days at an origin/destination warehouse. Staff members wishing to insure household/personal effects during permanent storage do so at their own expense.





## What is the procedure for getting my household goods moved?

The procedure is as follows:

- You need to be medically cleared; *and*
- You need to have signed your contract with the Agency;
- *Only* after the above two items are completed can MTHR issue the removal authorization, which documents the origin and destination address and the weight entitlements. It is the basis on which the TSU may invite the moving companies to bid;
- The TSU will then invite three moving companies to tender;
- Their representatives come to your home to survey the items and check the access to your home (e.g. on which floor you live, whether there is an elevator in the building, where the truck can park);
- It will take the moving companies about two weeks to submit their quotes to the Agency after the surveys have been conducted as it takes time to obtain the rates for their tasks (e.g. for packing, loading, handling, transport, delivery);
- Upon receipt of three comparable quotes, the TSU will select the best bidder and the award the move;
- Then you may proceed, e.g. set the days for packing/loading with the selected moving company, liaise on customs clearance documents.





## How long after the start of my contract do I have to ship my goods to Vienna?

You have six months from your starting date with the Agency to have the household removal initiated. If you wish to delay the move, kindly contact MTHR to ask for exceptional approval of the extension of this period, stating your reasons.

## May I choose the company to move my goods?

If you wish to use the services of a specific removal company, this firm can also be asked to submit a bid. If the firm in question does not submit the lowest bid, you may still make use of its services but the Agency's obligation will be limited to the amount of the lowest bid.

If this company is not a pre-selected supplier of the Agency, you would need to arrange the bidding process yourself. Please contact the TSU *before* making any such arrangements.

## How is the company chosen to make my relocation move?

The order will be given to the company submitting the lowest bid for all the services involved.

## Can I move goods from multiple locations?

The Agency covers the costs only from one address at origin to one address at destination (according to the removal authorization). Should you have more than one origin or delivery address, then kindly contact MTHR to ask for exceptional approval, stating your reasons.

## Are there any items that cannot be moved or included as part of the shipment?

Not included in the household removal are the transport of animals, weapons, boats, automobiles, motor cycles, trailers and other power-assisted conveyances that are not considered personal/household effects. Those items must be shipped separately at your own expense. Air shipments have further limitations on what can be transported.

## What is a pre-move survey? Is there something I need to prepare when the companies come?

The representative of the moving company will need to look at the items you wish to send. Please point out which items are to go by which mode of transport. Pre-packing is not required. Please note that, as this is a competitive bidding

process, the representatives of the moving companies may not see each other.

Are there any limitations with regard to volume or weight on how much can be shipped?

The weight entitlements are mentioned on the removal authorization. Kindly note that for air shipments, there are both weight and volume restrictions: e.g. 225 kg chargeable weight means that you may send max 225 kg gross including the packing material or max 1.3 m<sup>3</sup> gross including the packing material, whichever is reached first.

Is my allowance increased in proportion to the size of my family?

The weight entitlement is determined by MTHR (depending on the length of the contract with the Agency and the number of dependants).

If I need more items to be shipped, can I pay the difference in cost?

If you are over the weight entitlement, please feel free to pay the difference to the moving company directly.

What should I do if my spouse is also joining another UN based organization and there is also a move entitlement?

Please discuss this with MTHR.

How can I help to make the move as smooth as possible?

Please enable easy access to your accommodation and be available should the crew have any questions. It would be advisable for you to liaise with the moving company in advance so that you can have the documents required for customs clearance purposes ready. Please also discuss your travel itinerary with the moving company. In some countries, you need to be present at the customs office personally.

Is it customary to give a tip to the packing/delivery crew?

In some countries, such as in Austria, it is a courtesy to give a tip to the crew. The packers will surely appreciate it. The Agency does not cover any gratuities given to the moving companies.

Do I need to be present the entire time when the company is packing my items?

You can leave the accommodation once you have let the movers in and shown them what to pack and by what mode of shipment and come back before the



crew leave. However, please be available by phone in case the crew have questions. It is mandatory to sign off before the crew leave. Please be sure to leave those items behind that belong to your landlord.

Does the moving company prepare a list or do I need to compile one with value of items being shipped? How detailed should this list be?

The moving company will prepare a packing list for transport purposes. The insurance list needs to be completed by you. You will be sent a link once the moving company has been selected. Please note that 'owner packed' items are not fully covered through the Agency's insurance policy.

What is expected from the moving company when they come to pack my things? What is expected from me?

The moving company will provide the packing material and pack the items appropriately. Please show

the foreman which items are to be sent by which mode of shipment and to which destination (if there is more than one). Documents for export customs clearance are to be provided by you. The moving company will inform you about the paperwork required and whether you need to be at the customs office personally.

Does the company provide all necessary boxes and packing material?

Yes, the moving company will provide all necessary boxes and packing material.

Should I pre-pack anything?

You can pre-pack, but please leave the boxes open, so that the movers can check the contents and re-pack if required.

What is insured in the shipment?

Please see the *conditions* provided on the link for the insurance form.

What value should I put to the items? Replacement value? Original price? Current value?

The household goods and personal effects insured must be valued at the replacement cost at destination. Please enter values in euros.



### Does the shipment get transported by air, rail or sea?

If you have the entitlement for air and surface, then you can decide yourself which items should be sent by which mode of shipment – within the weight entitlements. Kindly note that not all items may be sent by air; for example perfumes (flammable items) and batteries are considered dangerous goods when sent by air freight. Increasingly, airlines are also not permitting any liquids to be sent in unaccompanied air freight.

If you have the entitlement for either air or surface, then you can decide which mode of shipment you prefer provided that the weight/volume is within the weight entitlement and that no items are restricted for this particular mode of shipment.

### How long can I expect to wait for my shipment to be delivered after it has been picked up?

Shipment times can vary depending on the transport duration and the process for arranging customs clearance, shipments. In general, air shipments arrive at the duty station 1–4 weeks after the initial removal, while surface shipments take 3–10 weeks. We suggest that you bring any essential items and clothing appropriate for a variety of seasons with you as shipments sometimes take longer than expected.

Please check with the moving company on the transit time. Should you move from a non-EU country to Austria, then kindly note the procedure for import customs clearance of your shipment(s) into Austria, as follows:

Once your HR information is reflected in the Agency's system and you have started work with the

Agency, please kindly pass by the Agency's Visa and Customs Unit (VCU) to apply for a legitimation card. After each shipment has left the country of origin, the moving company will send us the respective freight document, which we will pass on to the VCU. The VCU will then contact you to sign the customs declaration.

Once you have signed (and received your legitimation card), the declaration will be sent to the Austrian Ministry of Foreign Affairs, who verify the information, stamp and sign it and send it back to the Agency. Once the customs declaration has been processed by the Ministry of Foreign Affairs, the moving company will be able to arrange import customs clearance of the shipment and subsequent delivery. Please kindly note that it takes approximately one to two weeks until the declaration is received back from the Austrian Ministry. The procedure is the same for an air or a surface shipment and one declaration is required per shipment. The shipment needs to stay in bonded storage in the meantime.

### What kind of items should I include in my shipment?

Bulky and voluminous items (e.g. furniture) should not be sent by air. It should be noted that if you are moving within the EU, the transit times of air and road shipments are rather similar. If you are moving from a non-EU country to

Austria, it can take several weeks for import customs clearance documents to be processed.

### Are there items that I should not take?

Please check with the moving company on items which might be prohibited or dutiable/taxable. The Agency does not cover the costs for duties and taxes (e.g. alcohol, cigarettes) and those charges need to be paid by you.

Please note that the voltage in Austria is 220v and for electrical devices with other voltages, plugs may require transformers. We recommend bringing these with you.

### Does the Agency pay for storage of goods that I decide not to take?

Please see the *Permanent Storage* section on pages 16–19.

### Can I ship my motorcycle? My bike? My car? Other special items?

Please feel free to make the arrangements directly with the moving company concerning the transport, customs clearance and transport insurance of animals, weapons, boats, automobiles, motor cycles, trailers and other power-assisted conveyances. Please note that the Agency does not cover the costs or insurance associated with shipment of these items.

## Goods arrive at destination

How long will it take the goods to arrive at the 'ship to' destination?

Please check the transit time and the status of the shipment with the moving company.

What is necessary from my side?

Please see the above procedure for import customs clearance. Please also inform the moving company about the delivery address in a timely manner as arrangements that take time, such as a parking reservation, might be required.

What should I do if I do not yet have a residence to have goods moved to?

Please be informed that the Agency covers up to 45 days' temporary storage (either at origin or at destination) if incidental to moving. It is possible to have the shipment stored for a longer period if requested. If necessary, you are welcome to discuss this directly with the moving company. Transport insurance for the shipment is covered by the Agency through the insurance company Willis Ltd. The transport insurance includes 45 days

storage in transit. If you need a longer period for storage, the TSU will be pleased to liaise with the insurance company Willis Ltd. to inquire about the costs for additional insurance coverage (this is invoiced per calendar month or part thereof).

What if my legitimation card has not yet been issued?

Refer to page 11 for the procedure for import customs clearance.

How long can I expect the customs formalities to take?

Once the customs declaration is processed by the Austrian Ministry of Foreign Affairs and sent to the moving company, the procedure for import customs clearance into Austria takes approximately one to two working days, as long as all documents are in order.

What is the moving company expected to do when they bring my things? Is it their responsibility to unpack? Put furniture together?

The moving company will unpack the items and re-assemble the furniture that was dismantled at origin.

If I wish to unpack some boxes myself, is that OK?

Please feel free to unpack yourself.

Is the moving company responsible for taking away empty boxes?

Once you have finished unpacking all the boxes, the moving company will remove the empty packing material (once).

What happens if items are damaged during transport?

Should you wish to file a claim with the insurance company, then please notify them within 30 days of receipt of the goods at destination.





## Repatriation

Is the procedure different from the original shipment of my goods to Vienna?

In general, the process is the same. Let TSU know which morning or afternoon would be convenient for you and we will make the appointments for the surveys for you (the removers may not see each other, so usually we set the pre-move surveys one after the other).

Am I entitled to repatriation if my goods were not originally shipped to Vienna?

The removal entitlement upon your separation is not connected with an incoming shipment. Please contact MTHR for information on your entitlement.



Can I travel or stay in Vienna or must I ship my goods right after my contract expiry?

How long after the expiry of my contract do I have to ship my goods back home?

You have two years after the last day with the Agency to have the household removal initiated.

Can I repatriate to a different location from the one I originally shipped my goods from?

Kindly contact MTHR to discuss this.

What if my spouse is not repatriating at the same time as I am?

Please kindly contact MTHR to discuss the possibility of an advanced repatriation. Please note that there is only one air shipment allowed, either with the advanced repatriation, or when you move yourself.

If I divorce, is my ex-spouse entitled to a shipment back home?

Kindly contact MTHR in this respect.

## Other move related questions

I need to move house while in Vienna. Can the Agency recommend a moving service within Vienna?

The TSU will be pleased to send you a list of the pre-qualified moving companies but does not cover the shipment costs of moves locally.

If I'm not entitled to a paid move by the Agency, can the Agency recommend a moving company to handle my move?

The TSU will be pleased to send you a list of the pre-qualified moving companies.

Where can I find additional information on this subject?

If you have any further questions, the TSU will be happy to assist you.

## Permanent storage

When moving to or from a duty station, you may want to leave personal and household effects in storage. Here you will learn how shipment, storage and related costs are regulated.

### Who is eligible to use permanent storage?

If you are appointed for a period of not less than two years, or transferred from one duty station to another for a period of not less than two years, then you may use permanent storage if this is within the weight entitlement.

### What is the maximum weight entitlement for permanent storage?

If you have a full removal entitlement, you are entitled to permanent storage at origin.

The gross weight of goods in permanent storage plus double the chargeable weight of the air shipment plus the gross weight of the surface shipment must not be higher than the maximum weight for the surface shipment as shown on the removal authorization.

**IMPORTANT:** Please note that upon your repatriation the weight of items stored in the country of home leave at the expense of the Agency are to be deducted from the overall entitlement. The same applies for the move back after a duty station change.

### Examples:

- Weight entitlement: 8150 kg by surface.
  - 4000 kg gross are used for the surface shipment plus 4100 kg gross are for permanent storage; there is no air shipment.
  - Total weight used: 4000 kg + 4100 kg = 8100 kg, and this is within the entitlement.
- Weight entitlement: 4890 kg by surface.
  - 2000 kg gross are used for the surface shipment plus 3000 kg for permanent storage; there is no air shipment.
  - Total weight used: 2000 kg + 3000 kg = 5000 kg; this is 110 kg over the entitlement. In this case, the staff member has the following options:

- Reduce the weight by leaving some items behind (either for the surface shipment or for permanent storage or both); or
  - Pay for the overweight yourself (either for the surface shipment or for permanent storage).
- Weight entitlement: 4890 kg by surface.
    - 2000 kg gross are used for the surface shipment plus 2400 kg for permanent storage plus 225 kg chargeable weight by air.
    - Total weight used:  $2000 \text{ kg} + 2400 \text{ kg} + 225 \text{ kg} \times 2 = 4850 \text{ kg}$ , and this is within the entitlement.

### How is the financial ceiling for permanent storage calculated?

TSU will obtain bids for the removal of your household and personal effects. The order will be awarded to the company submitting the lowest bid for all the services involved, i.e. advance air freight shipment, surface shipment and permanent

storage, if applicable. The moving companies will also submit a rate for hypothetically sending the surface/air shipment plus permanent storage together in one consignment from origin to destination.

The total cost to the Agency in respect of the effects left in storage for the permitted period and those effects actually transported to the duty station, if any, shall not exceed twice the estimated cost of shipping the personal and household effects in the possession of the staff member at the time of recruitment or change of duty station through the lowest bidder.

Once TSU has received the first invoice for storage of your shipment (with the final weight) and the invoice for the surface/air shipment (with the final weight), they can calculate the financial ceiling for permanent storage.

Example:

The charges for transporting the items in permanent storage plus the surface shipment in one consignment are EUR 9840.00. This amount is doubled = EUR 19 680.00, and then the actual shipping costs for

the surface shipment of EUR 2 820.00 are deducted. The total is EUR 16 860.00, which is the financial ceiling.

### Which documents do I need to claim reimbursement of expenses for permanent storage?

You can also arrange permanent storage yourself. Upon submission of the following documents to TSU, you can claim reimbursement of expenses within the weight entitlement.

- Original form “claim for reimbursement of expenses” with the staff member’s signature
- Removal authorization
- Three quotes in English from three different self-storage facilities – the staff member needs to choose the lowest offer (it is important that the quotes are comparable as to the services they involved and the weight/volume)
- Proof of payment to the storage facility
- Original invoice(s) of the storage facility

- Inventory list in German or English (a copy is sufficient)
- Weight ticket (a copy is sufficient) showing the weight of the shipment in permanent storage.

Storage charges will be reimbursed only if the effects are stored in a warehouse for which the staff member is required to pay charges.

Reimbursement of insurance costs will be limited to coverage in respect of transportation into and from storage. Such payments will be charged against the financial ceiling.

### What is the maximum period for which permanent storage is authorized?

Storage charges will be reimbursed for the period of your service with the Agency but not exceeding seven years *within the financial ceiling*. In addition to that period, a total of up to 45 days may be reimbursed, within the financial ceiling, when incidental to removal of effects from residence into storage or from storage into residence and outside the staff member’s period of service with the Agency.

### How much time do I have to arrange for redelivery of goods in permanent storage?

You may transport the effects left in storage in one final shipment within six months from the time when the Agency stops paying the storage fees provided that the cost of any such shipment is within the financial ceiling.

If delivery is to be arranged to a destination other than the place where the staff member was recruited from or from the duty station, please contact MTHR.

### Can I get insurance for permanent storage?

If staff members want to insure their household/personal effects during storage, this will have to be done at their own expense.

Only transport into and from permanent storage can be insured via the Agency.

### Where can I find additional information on this subject?

Additional information can be found in the Administrative Manual, AM.II/1 - Rule 9.02.2 – Storage or simply stop by our offices on A-07.

Additional information can be found in the Administrative Manual, AM. VIII/9) – Transport, Use of Agency Vehicles or simply stop by our offices on A-07.





# Moving household goods

## 10 things to be aware of

1. The removal authorization is the basis for the household removal. It mentions the cities of origin and destination and the weight entitlements.
2. The removal must be initiated within six months of the date of appointment.
3. Three companies will be invited to tender for your removal and will need to survey the items for shipment at your residence.
4. Air shipments are measured according to chargeable weight (volume based measurement). Surface shipments are measured according to gross weight.
5. An insurance inventory must be submitted by you for us to insure the shipment.
6. If the shipment is coming from a non-EU country, please consider that the customs clearance process is additional to the transit time.
7. The movers will submit estimates to the IAEA Transportation Unit. You will be advised if the shipment is potentially above your entitlement and of any implications.
8. The Agency covers the removal charges for work done within normal working hours/days (i.e. surcharges for weekend work must be covered by the staff member).
9. The Agency covers up to 45 days' temporary storage (either at origin or at destination) if incidental to moving.
10. It is not necessary to include food items from home in your shipment. Vienna is a cosmopolitan city where you can purchase a wide range of international produce.

## 5 things that should be considered

1. Items in permanent storage are paid for by the Agency for up to seven years and subject to a financial ceiling. The financial ceiling does not always cover the entire seven year period!
2. The financial ceiling can be calculated only once the final costs for the surface/air shipment are known in addition to receipt of the first invoice for permanent storage.
3. When you repatriate at the end of your Agency contract, the weight of items in storage at origin will be deducted from the overall weight entitlement.
4. The Agency does not cover the costs for storage insurance.
5. Reimbursement of storage costs is possible only for a warehouse for which the staff member is required to pay charges.

## 3 things that should not be sent

1. No liquids or batteries are allowed in an air shipment.
2. The Agency does not cover any costs for duties/taxes.
3. The Agency household removal entitlement excludes the transport of animals, weapons, boats, automobiles, motor cycles, trailers and other power-assisted conveyances.

## 1 absolute rule/condition

Please inform the Transport and Shipment Unit immediately after accepting the offer if you wish to move as the bidding process can take up to six weeks.

This brochure has been compiled by the Transport and General Support Section (TGSS) and will be updated as needed. Should you notice any information that can be updated or improved, please pass along your suggestion to the TGSS Customer Service Point at the VIC in A-0750 or by email to [VCU.Contact-Point@iaea.org](mailto:VCU.Contact-Point@iaea.org)

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