

Canadian Armed Forces Relocation Program Overview



Serving Those Who Serve

BGRS



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Introduction



About the CAF RP

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About the CAF RP

- A unique program that provides CAF members and their families assistance to relocate in response to operational requirements
- The CAF RP has a Core funding component for the direct reimbursement of expenditures which the CAF Relocation Directive considers essential to a CAF member's relocation
- The program provides a flexible approach according to their situation and family circumstances
- The program provides for BGRS to arrange all travel requirements as identified in the relocation directive (e.g. HHT, DIT, TNL, etc..) via the contracted travel provider (HRG)
- The CAF RP excludes the physical movement of Household Goods and Effects (HG&E) however BGRS can assist CAF members in completing the movement of household good form

About BGRS

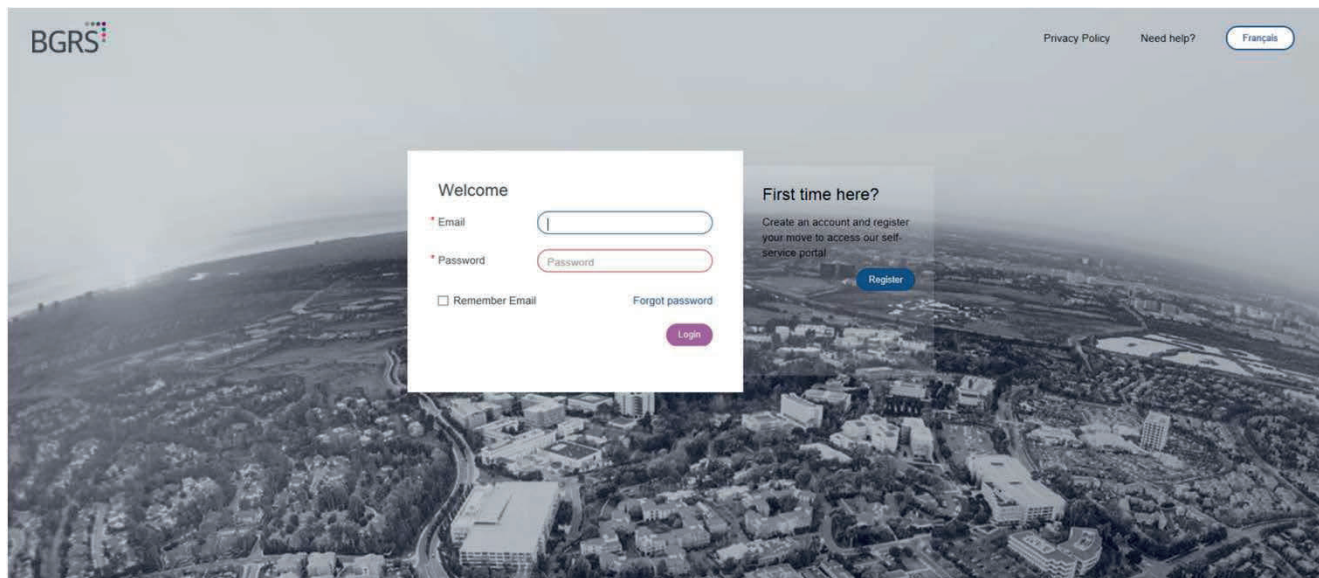
- Administering more than 14,000 CAF relocations per year
- Provides support services to CAF members and their families, primarily via interactive on-line services, that includes professional advice, information, and assistance during the relocation, with the aim of presenting every reasonable opportunity to maximize the available provisions of the CAFRP Directive
- The web-based service enables the CAF member to complete the relocation process electronically from any location connected to the Internet
- The technology solution ensures an electronic record is kept for all transactions and information exchanged between the CAF member and BGRS
- Web services are available 24/7
- Assistance from Agents is available from 0800 to 2000 (Eastern Time) Monday to Friday

Web Based Services – BGRS Guide

The BGRS Guide website allows CAF members to:

- View their relocation budget, track and request advance of funds, upload receipts, track expenses, and submit claims
- Review the directory to select Third-Party Service Providers (TPSPs)
- Access relocation information, including Virtual Information Presentations (VIPs) and FAQs

bgrsguide.bgrs.ca

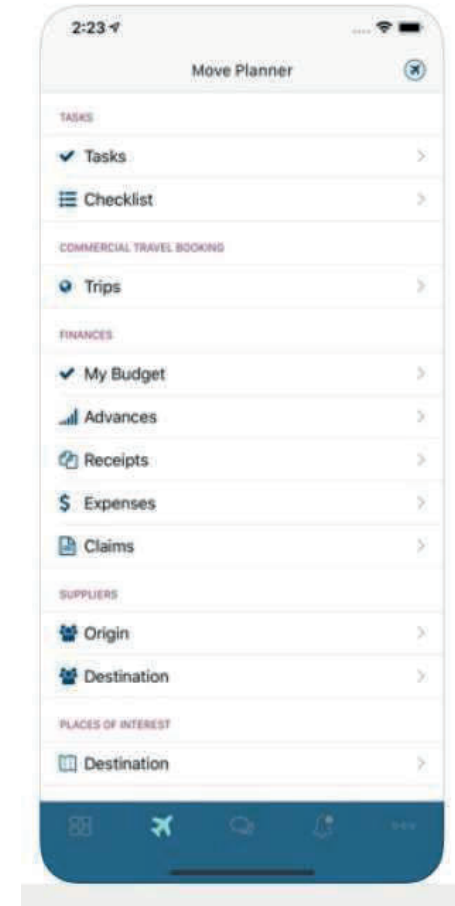


Web Based Services – Mobile App



Key Features of the CAF BGRS Mobile App:

1. Enhanced user experience design incorporating such items as Move Planner, Communications Hub, Knowledge Centre
2. Easy to use interface to manage relocation expenses from mobile devices
3. Categorize and organize expense items including uploading receipts and completing claims
4. Informative tools to improve the relocation experience: Map enabled locations for CAF members' destinations such as schools, hospitals, restaurants, stores, hotels and other points of interest
5. Access to BGRS and Suppliers contact information
6. Manage messages and outstanding tasks



The Relocation Experience



CAF Members Starting the Process

Respective Responsibilities

Move Timeline

Funding



BGRS

CAF Members Starting the Process

A CAF member:

- Receives a Posting Message
- Registers on bgrsguide.bgrs.ca or the mobile app following the instructions on the Posting Message (may take up to 5 business days for BGRS to receive the file authorization from the CAF)
- Completes the Preliminary Relocation Assessment
- Through the Member Secure Website (MSW), the CAF member is able to:
 - Book a Planning Session
 - Review the personalized Tasks created for their particular move
 - Visit the Knowledge Centre to learn from FAQs, Virtual Information Presentations and ReloFacts
 - Visit the Finances section to see their Move Budget

Customized Planning Sessions

CAF Members can book a 30-minute planning session, to discuss their particular situation with a BGRS Agent. This can include a tour of the Member Secure Website, assisting in clarifying sections in the CAF Relocation Directive, reviewing expense claims, etc.

To promptly secure a first planning session during the Active Posting Season (APS), CAF members need to book the session immediately after completing their Preliminary Relocation Assessment (PRA). The BGRS system prioritizes first planning session requests for the next 5 business days of the PRA being completed. Requesting a first session on day 4 after completing the PRA significantly reduces the priority element, as only 1 business day is left in the priority structure.

All subsequent requests for a planning session are based on availability.

Relocation Experience

What CAF members do...

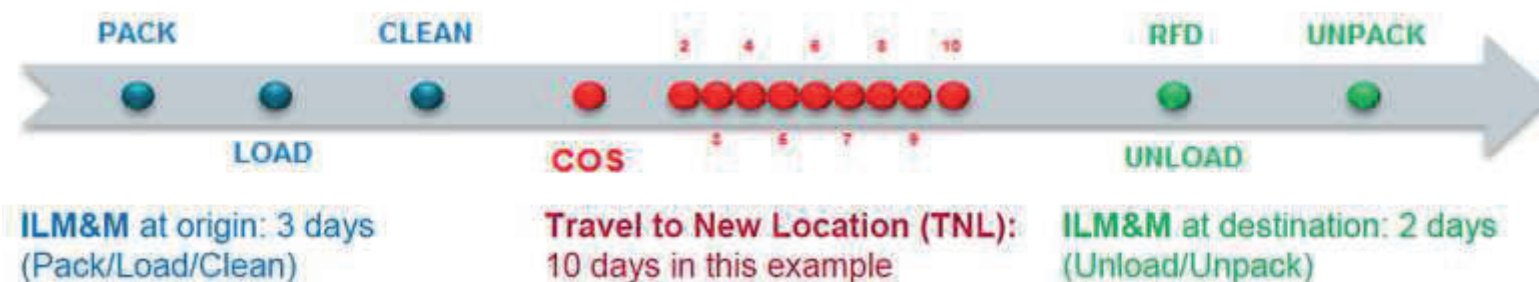
- Review and register on bgrsguide.bgrs.ca
- Book a planning session
- Enter banking information
- Read the Relocation Directive
- Complete personalized tasks
- Request advance of funds and submit expense claims
- Request commercial travel
- Upload supporting documentation and receipts
- Select TPSPs directly
- Complete the HG&E forms and forward to Base Traffic
- Finalize their move file once settled at the new location

What BGRS does...

- Facilitate the relocation experience
- Clarify the process and the Relocation Directive
- Provide bilingual Agents to assist
- Help prioritize the relocation by generating personalized Tasks
- Estimate funds
- Create a Move Budget
- Advance funds once requested by the CAF member
- Review expenses and receipts
- Facilitate travel through HRG
- Assist CAF member with the completion of the HG&E forms including movement of PMV

The Move Timeline

- Typically, the Change of Strength (COS) date is the first day of travel
- CAF members coordinate the disposal and acquisition of their residence to coincide with the COS date in order to facilitate, as much as possible, a door-to-door move in accordance with the CAF Relocation Directive
- Generally, the Report for Duty (RFD) date is the first day the CAF member reports to the new place of duty. As per the example below, the RFD date would be the day following the final travel day.
- CAF members may request, through the CAF, an RFD 30 days before or after COS date



Access to Funding

- CAF members are to ensure their banking information is added in their profile on the Member Secure Website
- CAF members must request an advance or make a claim through bgrsguide.bgrs.ca to receive funds
- Relocation funding is distributed to CAF members through EFT
- CAF Members need to ensure that advance of funds are requested in anticipation of incurring the expenses
- Once an advance of funds is approved by BGRS, it takes approximately 7 days for the funds to be received in the CAF Member's bank account



Overview CAF Relocation Directive



BGRS

Accessing the Relocation Directive

To access the CAF Relocation Directive visit:

<http://www.forces.gc.ca/en/about-policies-standards-benefits-relocation/toc-byyear.page>

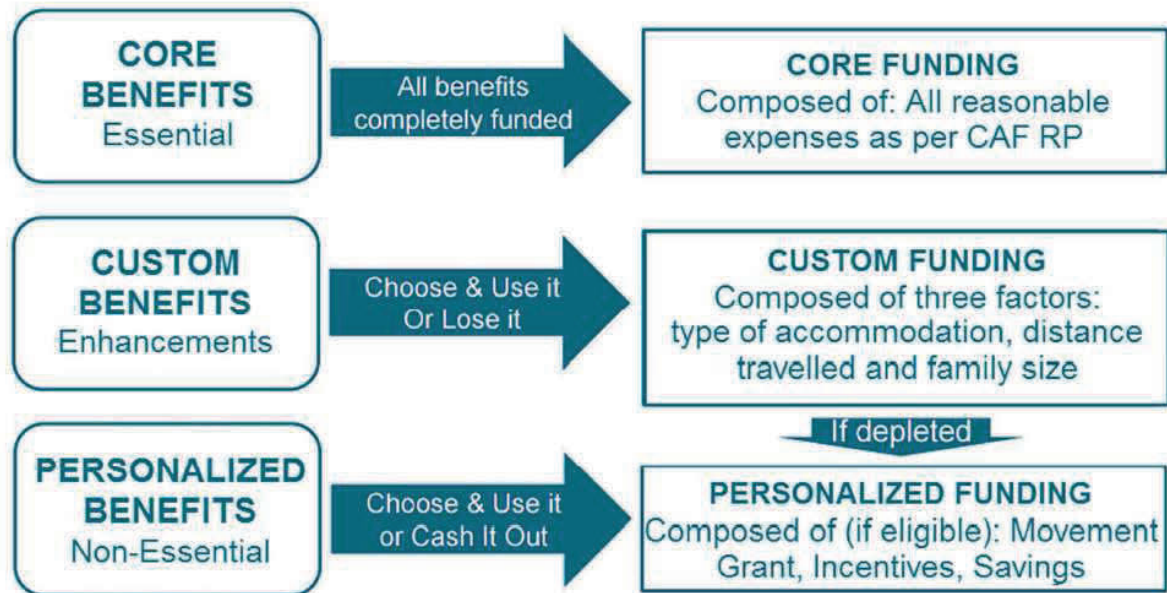
- After registering on bgrsguide.bgrs.ca and completing the Preliminary Relocation Assessment (PRA), the Move Profile features a direct link to the latest version of the Relocation Directive



Relocation Funding

(as per Chapter 1 of the Relocation Directive)

Relocations are funded through three unique benefit components (as per article 1.2.02 of the Relocation Directive)



House Hunting Trip

(as per Chapter 4 of the Relocation Directive)

Typical Standard HHT (as per article 4.1.01)

- Purpose: to secure accommodation at the new place of duty with the intent of facilitating, as much as possible, a door-to-door move
- 5 days and 5 nights plus two travel days (7 days & 6 nights) for the CAF member and/or their spouse, reimbursed from the Core Component
- During the HHT, CAF members receive a reimbursement based on the meal entitlement (as per article 3.1.01 and 4.3.01)
- CAF members are also entitled to lodgings during the HHT (as per article 4.4.01)
- Dependant Care Assistance is an entitlement for CAF members with dependants while conducting their HHT (as per article 4.6.01)

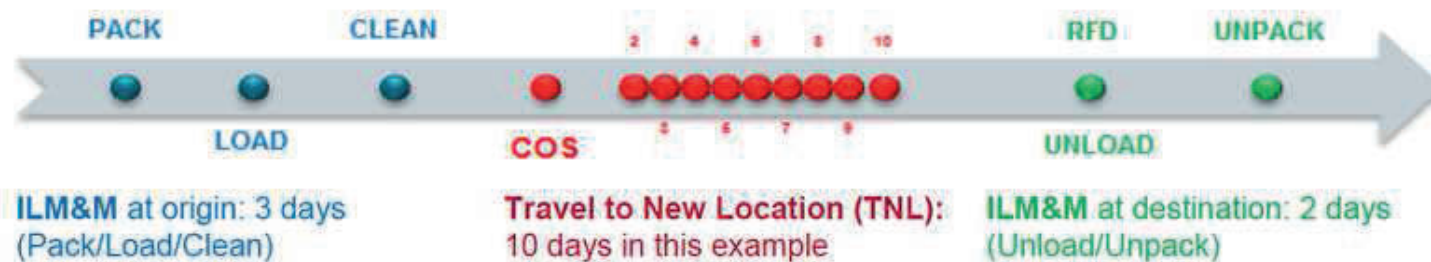
ILM&M

(as per Chapter 5 of the Relocation Directive)

Interim Lodgings, Meals and Miscellaneous (ILM&M) Expenses are a benefit available to CAF members when they are authorized to move their Household Goods and Effects (HG&E)

Typically, ILM&M covers the following expenses:

- Meal entitlements (a daily allowance as per article 5.07)
- Commercial lodgings (as per article 5.08)
- Non-Commercial lodgings (as per article 5.09)
- Miscellaneous allowance (as per section 1.4 and article 5.10)



Shipment of HG&E

(as per Chapter 9 of the Relocation Directive)

- A door-to-door move is the successful coordination of all the necessary steps that make up a relocation (as per article 2.2.01)
- Failing to arrange, as much as possible, a door-to-door move may jeopardize the reimbursement of Interim Lodging, Meals and Miscellaneous (ILM&M) expenses and potential HG&E storage costs
- When requested by the CAF Member, BGRS will assist them in completing the required form and to select the pack and load dates for the move. Members will then forward the form to Base Traffic to book the move through the Household Goods and Removal Services (HGRS) contract (as per article 9.01)

The \$650 Movement Grant

(as per Chapter 1 of the Relocation Directive)

- Wherever a move of Household Goods and Effects (HG&E) is authorized and eligibility has been established, CAF members are entitled to claim a non-accountable Movement Grant of \$650 (as per article 1.2.2.02)
- There is no all-inclusive list of what the Movement Grant covers as it is given to help offset expenses which aren't specifically provided for in the Relocation Directive
- The Movement Grant is non-taxable and is paid out once members submit an expense claim

The Posting / Relocation Allowance

- The Posting Allowance is administered by the CAF members Base/Wing OR
- The Reserve Relocation Allowance is administered centrally, by the CAF/DRBM

Travel to New Location by Private Motor Vehicle (PMV)

(as per Chapter 6 of the Relocation Directive)

- CAF members authorized to use a Private Motor Vehicle (PMV) or motorcycle and to tow a trailer are paid a kilometric allowance (as per article 6.09)
- During travel, CAF members are entitled to lodgings and meals allowances (as per article 6.05 and 6.04, respectively)

CAF members are authorized one calendar day of travel (as per article 6.09):

- For trips of 500 km or less;
- For each 500 km traveled; and
- When travel on the last day is in excess of 500 km but less than 600 km

Booking Commercial Travel

(as per Chapter 6 of the Relocation Directive)

During the relocation, CAF members may require Commercial Transportation for some of the following reasons:

- Travelling on a House Hunting Trip (HHT)/Destination Inspection Trip (DIT)
- Travel to New Location (TNL)
- Return to Assist, when on Unaccompanied/Imposed Restriction (IR), or from Place of Enrolment

CAF members must submit commercial travel requests through the Trips section of bgrsguide.bgrs.ca

- The travel requests are then verified and sent by BGRS to Hogg Robinson Group (HRG), the separately contracted travel service provider, who books the travel and contacts the CAF member directly with an itinerary
- As per definition of Commercial Transportation (as per article 1.4), upgrades to Business Class or First Class are not authorized under the CAF RP.
- To obtain seating availability on the desired day/flight, CAF members need to submit their trip request as much in advance as possible
- Only changes authorized are for service or compassionate reasons IAW CFIRP Directive 4.2.03 & 6.08



Third Party Service Providers

(as per Chapter 1 and 2 of the Relocation Directive)

- BGRS invites suppliers such as appraisers, home inspectors, lawyers, notaries, rental search agents, and realtors®/brokers to join their supplier directory (as per section 1.4 and article 2.7.01)
- To join, those suppliers must agree to certain service levels as well as maximum ceiling rates
- If a CAF member chooses to use a supplier that is not in the directory and they charge above the maximum ceiling rates, CAF members are responsible to personally cover the additional expenses (as per article 2.7.01)
- CAF members initiate contact with the TPSP and self-identify as a CAF member
- BGRS will pay participating TPSPs directly, when invoice is provided
- CAF members need to ensure that their TPSP submits an invoice in advance of the day where funds are required, as it takes approximately 7 days for the funds to be received by the TPSP, once the transaction is approved by BGRS
- CAF members must certify that services from TPSPs have been rendered
- For non-participating TPSPs, CAF members can request an advance of funds to pay the TPSP directly, then must submit an expense claim on the MSW to reconcile the advance of funds

Rent, Sale and Purchase

(as per Chapter 7 and 8 of the Relocation Directive)

Examples of Core Benefits:

Principal Residence Disposal

- Real estate commission not exceeding ceiling rates (as per article 8.2.03)
- Legal fees not exceeding ceiling rates (as per article 8.2.04)
- Rent or lease liability (as per article 7.03)
- Professional cleaning (as per article 3.4.04)
- Appraisal fees not exceeding ceiling rates (as per article 8.2.05)

Principal Residence Acquisition

- Rental agency finding fees for up to two days (as per article 7.05)
- Credit validation for new rental (as per article 7.05)
- First structural inspection not exceeding ceiling (article 8.3.08)
- Legal fees not exceeding ceiling rates (as per article 8.2.07)

Temporary Dual Residence Assistance (TDRA)

(as per Chapter 8 of the Relocation Directive)

- In some cases, CAF members have to manage the costs associated with maintaining two residences at the same time
- To cover the additional expenses incurred for a second residence, CAF members may be entitled to claim actual and reasonable expenses incurred to maintain an origin home (as per article 8.2.07), provided it remains unsold, vacant and actively marketed (as per section 1.4)

Temporary Dual Residence Assistance (TDRA) may cover the following expenses:

- Interest charges on a first mortgage (or on a second mortgage if there are no charges on a first mortgage)
- Property and school taxes
- Utilities
- Property Insurance
- Property maintenance (such as lawn cutting, snow removal, and minor maintenance)
- Rental of a mobile home pad



Frequently Asked Questions



Frequently Asked Questions

There is a much larger bank of FAQs and content available after the PRA is completed. The following few may be helpful when preparing for a move.

When can BGRS provide services?

BGRS is authorized to provide services once all of the following steps have been completed:

- The CAF member has received a posting/release message; and
- The CAF has provided BGRS with the authorization for the move; and
- The CAF member has created an account with BGRS – (the posting message includes instructions on how to complete this step); and
- The CAF member has completed the Preliminary Relocation Assessment (PRA)

BGRS will provide services, via telephone or email, to CAF members that are having difficulties registering or do not have internet access at their location

Should I be keeping receipts for every expense I incur?

- A CAF member must keep receipts for expenses they expect to claim during their relocation. All expenses are required to have a receipt attached in order to be submitted for reimbursement (as per article 2.9.04) unless the CAF Relocation Directive states receipts for a specific entitlement are unnecessary.
- CAF members are able to upload receipts to their electronic file at anytime by scanning or taking a picture
- The CAF Relocation Directive states that expenses such as meals and incidentals are a daily allowance and therefore no receipts are required to make a claim (as per article 3.1.01)
- Original receipts must be retained by CAF members for a period prescribed by CRA guidelines

Why is a property appraisal required?

For homeowners, a property appraisal is required (as per article 8.2.05) to:

- Help establish market value;
- Facilitate disposal;
- Establish a home value for funding purposes; and
- Build a relocation budget
- Determine eligibility as Actively Marketed
 - Definition: The principal residence listing price does not exceed the appraised value established in accordance with article 8.2.05 of the CFIRP

When multiple appraisals are obtained, the funding is calculated using an average of the appraised values (as per article 8.2.05)

How do I know if I am eligible for a HHT or DIT?

(as per Chapter 4 of the Relocation Directive)

- A CAF member may be entitled to a HHT when they have not secured accommodation at the new place of duty
- A CAF member may be entitled to a DIT when they have already secured accommodation, or officially contracted for the construction of a replacement residence
- CAF members are entitled to either a HHT or DIT, not both
- The trip is to be taken after the official notification of posting and normally before the COS date (as per article 4.2.01)
- The HHT/DIT Application Form (available on bgrsguide.bgrs.ca) is to be completed, signed, and uploaded to bgrsguide.bgrs.ca to authenticate approval from the CAF to conduct the trip

Where do I find a list of TPSPs, if I have not yet received my posting message?

- The list of participating TPSPs and their Service Level Agreements are only available as part of bgrsguide.bgrs.ca
- A CAF member needs an active file, where they have completed the Preliminary Relocation Assessment (PRA), in order to access it

My mother-in-law is a realtor. Can I use her services for my relocation?

- All Third Party Service Providers (TPSPs) must be at arm's length
- An arm's length transaction is one that is consummated between two or more non-related parties as per Canada Revenue Agency (CRA) interpretation

Related individuals include:

- Direct-line descendants, as well as spouse or common law partners, brothers, sisters, and in-laws; and non-immediate family members such as cousins, aunts, uncles, nephews and nieces
- Refer to Relocation Directive section 1.4 and article 2.7.01 for additional information

Am I entitled to purchase or sell prior to my posting message being received?

A CAF member may claim benefits provided that the closing date of residence sold or purchased is no more than one year before or two years after the:

- Change of strength (COS) date; or
- The date of the shipment of HG&E to the new place of duty; whichever is later

Refer to Relocation Directive 8.1.03 for additional information

Can I book my own flight?

- Commercial travel bookings are governed by the another contract with HRG
- All commercial travel bookings (flights, car rental and rail) must be requested online via the MSW

Can I choose my own movers instead of having it booked through the Furniture & Effects Department?

- The shipment and storage of HG&E is governed by the Household Goods and Removal Services (HGRS) contract (as per article 9.01)
- The CAF arranges and pays for the cost of packing, loading, insuring, shipping, storage in transit (SIT) (within limitations), unloading and unpacking of authorized HG&E
- Refer to Chapter 9 of the CAF Relocation Directive for additional information
- With BGRS' assistance, CAF members must complete the Movement of Household Goods form (available on bgrsguide.bgrs.ca), upload the completed form to the MSW and submit it to the Base Traffic/Furniture and Effects (F&E) Agent



Thank you!

BGRS 

