

Brookfield Global Relocation Services

Welcome Booklet



The graphic features the Brookfield logo in blue on the left. The main content is split into two columns. The left column has a header in French: "Bienvenue sur le site Web des Services gouvernementaux des Services globaux de relogement Brookfield, anciennement Services de relogement Royal LePage." Below this is a row of four images: a Canadian flag, a house, a group of people, and an office interior. The right column has a header in English: "Welcome to the Brookfield Global Relocation Services, formerly Royal LePage Relocation Services Government Services Website." Below this is a row of four images: a Canadian flag, a house, a group of people, and an office interior. At the bottom, there are two columns of text with checkboxes. The left column is in French and the right column is in English. A hand cursor icon points to the "CF Members/Relocation Coordinators" checkbox in the English column.

Brookfield

Bienvenue sur le site Web des Services gouvernementaux des Services globaux de relogement Brookfield, anciennement Services de relogement Royal LePage.

Welcome to the Brookfield Global Relocation Services, formerly Royal LePage Relocation Services Government Services Website.

Pour des renseignements personnalisés, précisez-nous qui vous êtes.

For personalized information tell us who you are

Membre muté ou coordonnateur en réinstallation des FC

Membre muté ou réviseur en réinstallation de la GRC

Employé réinstallé ou coordonnateur des réinstallations de la fonction publique

Personne nommée par le gouverneur en conseil/ ou groupe de la direction

Fournisseur

Site web sécurisé

CF Members/Relocation Coordinators

RCMP Transferees/Relocation Reviewers

Public Service Transferees/Relocation Coordinators

Governor in Council Appointees/Executive Group

Suppliers

Secure Web Site

Revised: April 7, 2010

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A

Members who have not yet been posted or have not had their file released

Brookfield Global Relocation Services (Brookfield GRS) can offer services once we have received authorization for your relocation on posting or release. Unfortunately, we cannot answer any questions about benefits that are offered to you before this time, as your benefits are based on the information contained in your file authorization.

Until you receive your authorization, our public website, www.irp-pri.com, contains general information about the Integrated Relocation Program. You will find:

- The CF IRP Directive
- General Briefing Sessions
- *It's Your Move* manual

Click on *CF Members/Relocation Coordinators*



Click on *About the Program* located at the top of the page

Click on a link located on the left-hand side of your screen

- Frequently Asked Questions (FAQs)

Has your Career Manager let you know that you may be posted?

Are you ready to elect to release but want to know more about your benefits before you make your decision?

Want more information on the IRP?



Congratulations on your posting or release! We understand that you may be moving for the first time, the tenth time or the last time, but each time, it is important to review your documentation and consult with your Advisor to mitigate out-of-pocket expenses and to ensure the smoothest relocation possible.

To begin, you will need a computer with an internet connection, but if you don't have access to a computer, you can use the KIOSK facility in your local Brookfield GRS office.

First, you will need to:



Pre-register



Register

Before you begin, your employer must authorize your file. It may take up to five (5) days to authorize your file after receipt of your posting message, so please be patient. You can pre-register once you receive your posting message. Once your file has been received, our system will match the record and send you your username and password to allow you to register.

NOTE: It is your responsibility to pre-register within 21 days of receiving your posting message. Your file will be cancelled if you have not registered within 45 days of receipt of your posting message.

Step A: Pre-Register



Go to www.irp-pri.com

Click on CF Members / Relocation Coordinators

Click on Brookfield GRS Pre-Registration

Fill in your information according to your posting message, paying close attention to your last name, COS date (*DD/MM/YYYY*) and service number (*no spaces*)

The system matches your information with the posting message downloaded to our system. Two email messages with your username and password will be sent to the email account you entered in your pre-registration form. If you don't receive an email, check your spam or junk mail folder.

Once you have received both emails, you will know you have successfully completed the pre-registration process.

Step B: Register

Log in at www.relodialogue.com using the username and password provided to you during the pre-registration process.

Fill in the required information

- The system will generate a confirmation email, including a list of required documents, as listed later in this section. Once again, if you don't receive an email, check your spam or junk mail folder.

Once your registration is complete, our system alerts your Brookfield GRS Advisor. Within two (2) business days of your registration your Advisor will:



Contact you (*usually by email or telephone*) to ensure your intentions



Book your 1st Relocation Planning Session

You will soon have your 1st Relocation Planning Session. There are a number of things to do to prepare. Before your 1st Relocation Planning Session, we suggest you:

Review your policy document at www.irp-pri.com under the *About the Program* tab

Review your GRIP (*for more information on the GRIP, please see Section C*)

Before your 1st Relocation Planning Session, you will need to submit a number of required documents to avoid delays. You can submit documents at the local Brookfield GRS office, by mail or certain documents can be scanned and electronically submitted (*see Section G*).

At least two (2) business days prior to your 1st Relocation Planning Session you will need to submit the following documents:

- Acknowledgement and Consent to Collect Information Form* (*available at www.irp-pri.com*)
- Posting Message or Release Document
- Verification of Posting Allowance and Dependant(s) Form* (*original form available by clicking [Secure Website at www.irp-pri.com](http://www.irp-pri.com)*) to be completed by you and verified by your Orderly Room
- Copy of a voided cheque or official documents verifying banking information
- Vehicle license plate numbers and province, if applicable

In addition, you will submit the following if you are posted (*not released*):

B

Members who have just been posted / released

- F6 Pay Screen (*Pay Guide - available from the BOR*)

In addition, you will submit the following if you are a renter:

- A copy of your current lease

In addition, you will submit the following if you are a homeowner:

- Existing Survey / Certification of location for your origin property
- Deed for origin property
- Mortgage Detail Information Form* (*available at www.irp-pri.com*)
- If you anticipate equity loss on your home, Agreement of Purchase and Sale from when you bought your home at origin
- Appraiser Choice Form** (*available at www.irp-pri.com - more information is available in Section D and in the It's Your Move Manual*)

*Only the Member can sign forms unless the Member provides Power of Attorney authorizing another person to sign on the Member's behalf.

**If you have already used a Service Provider, make sure to complete the Certification of Services Received Form* available at www.irp-pri.com (see Section D for more information).

During your 1st Relocation Planning Session, your Advisor will typically review your move plan, explain your Financial Worksheet, provide options and advice on disposal of your principal residence, facilitate a house hunting trip or destination inspection trip, review your Advance Requests (see *Section E for more information*) and answer any questions you may have.

The General Relocation Information Package (*GRIP*) is available on your secure website. The GRIP is composed of:



Canadian Forces Integrated Relocation Program Directive (*CF IRP Directive*)



It's Your Move manual



Buy or Rent Decision Model



Destination Guide

Your GRIP is located on your secure website available from www.irp-pri.com:

Click on *Secure Website*



Log in using the username and password provided to you after pre-registration

Click on *Home* located at the top of our screen

Click on the *General Relocation Information Package (GRIP)*

Your CF IRP Directive and the *It's Your Move* manual are also available at www.irp-pri.com:

Click on www.irp-pri.com



Click on *CF Members/Relocation Coordinators*

Click on *About the Program*

Click on the appropriate link located on the left-hand side of your screen

Reviewing your GRIP will make you more comfortable with the relocation process and ensure a smooth move overall. The information is updated at least once annually.

Your CF IRP Directive is the key to the benefits available to you during your relocation.

Review this document to ensure you are aware of all of the possibilities and to ensure you can ask your Advisor the right questions for you.

Your *It's Your Move* manual includes the following chapters:

- Websites
- Planning Your Move
- Rent Smart
- Sell Smart
- Buy Smart
- Third Party Service Providers
- Tax Smart
- Glossary

We recommend everyone read the “Websites”, “Planning Your Move”, “Third Party Service Providers” and “Tax Smart” chapters and the appropriate chapters on renting, selling and buying.

The Buy or Rent Decision Model is a tool designed to help you make your decision about your future home at destination. Fill in the required information and let the Buy or Rent Decision Model do the calculations for you.

The *Destination Guide* is available in both Renter and Homebuyer editions for over 50 common destinations for CF Members. In this guide you'll find fun facts and general information about your new community, where to find more information on the rental or housing market, local utilities, secondary school boards, post-secondary institutions and hospitals, all specific to your new location.



Accessing the Third Party Service Provider Directory (TPSP Directory)

During your relocation, you may need the services of a service provider such as an appraiser, home inspector, lawyer, notary, Realtor® or rental search assistance agent.

The choice of service provider is up to you; however, each service provider has a maximum reimbursable rate (*please check the “Third Party Service Provider” chapter in your It’s Your Move manual for more information on rates*), and any fee in excess of these rates will be your responsibility. Brookfield GRS maintains a TPSP Directory of Service Providers who have agreed to provide their services at the maximum rate in their service area.

To find members of the TPSP Directory in your area, please go to www.irp-pri.com and:

Click on *Secure Website*

Log in using the username and password provided to you after pre-registration

Click on the *Home* button located at the top of your screen



Click on *Third Party Service Providers Directory* located on the left-hand side of your screen

Choose your service provider type

Choose the Province where you would like the service provided

Choose the City** where you would like the service provided

Choose Excel or PDF format to produce a report on the available members of the TPSP Directory

NOTE: If you intend to print the report, please choose PDF

D

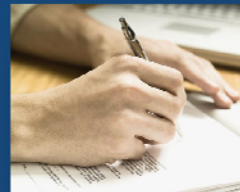
Accessing the Third Party Service Provider Directory (*TPSP Directory*)

**If you do not find a service provider for your city, please contact your Brookfield GRS Advisor who will provide you with a choice of service providers in your area. These service providers are willing to provide the service at or below the maximum reimbursable rate.

If you choose a member of the TPSP Directory, they will be paid by Brookfield GRS, however, the TPSP cannot be paid until we have received your signed Certification of Services Received form via fax, scan (*see Section G*) or by mail* (*Certification of Services Received form available at www.irp-pri.com*).

If you choose a service provider that is not in the TPSP Directory, you will pay the service provider and will be reimbursed via an Itemized Expense Summary (*see Section E*). You will need to provide a signed Certification of Services Rendered form (*available at www.irp-pri.com*) with your Itemized Expenditure Summary in order to be reimbursed.

Only the Member can sign forms unless he/she provides Power of Attorney authorizing another person to sign on the Member's behalf.



On-line Itemized Expenditure Summary (expense claims and advance requests)

The Itemized Expenditure Summary module will allow you to complete advance requests and prepare expense claims 24/7 from your secure website. You can access all of these features from the “Itemized Expenditure” tab on your secure website.

Some things to note about advances before you begin:



You can only request advances against a specific benefit, ex. HHT, Final Move Trip



For the following advance request types, you will need to provide supporting documentation by fax, scan (see Section G) or by mail in addition to completing the request online:

HHT, DIT, AAT – HIT/DIT/AAT Application form (available on your secure website)

Sale or Purchase – Purchase or Sale Agreement



Brookfield GRS has a responsibility to reduce the possibility of over-advance of funds. If you request more than one advance, any outstanding balance will be taken in to account. If you receive advances in excess of the benefits you have claimed, you will be required to return the difference.



The status of your advance request is either:

On-line Itemized Expenditure Summary (*expense claims and advance requests*)

- Pending Submit – You are in the process of creating your advance request and it has not been submitted to your Advisor. You have not pressed *Submit*.
- Waiting for Audit – You have submitted your Advance Request and you are waiting for your Advisor to review your request and/or your Advisor is awaiting your supporting documentation.
- Paid – Your Advisor has reviewed and approved your request and an EFT request has been submitted to your banking institution.

To complete a new online advance request:

Go to www.irp-pri.com

Click on *Secure Website*

Log in using the username and password provided to you after pre-registration

Click on *Itemized Expenditure Summary* from the banner menu located at the top of your screen

Click on *Advance Request / Claim Status*

Click on the *Add* button located on the right-hand side of your screen

Select the type of expense you wish the advance to cover

– For certain types of advances, you will see a *Calculate* button

Click on *Calculate*, enter the requested information and **Click OK**



On-line Itemized Expenditure Summary (expense claims and advance requests)

Enter the amount of your advance

- If your advance had an estimate, the amount entered may not exceed the estimate

Click Save

- You can now modify, delete or submit your advance

Click Submit to complete your Advance Request

- Your Advance Request has been submitted to your Advisor and will be processed
- A final message will ask you if you would like to print the request for your records

Some things to note about Itemized Expenditure Summary (expense claims) before you begin:



To proceed with payment, in addition to the online Itemized Expenditure Summary, Advisors require a hardcopy of your Itemized Expenditure Summary and original receipts submitted via by mail or hand delivered



You can only submit Itemized Expense Summaries based on a specific benefit, ex. HHT, Final Move Trip



The status of your Itemized Expense Summary is either:

- Draft – You are in the process of creating your Itemized Expense Summary and it has not been submitted to your Advisor. You have not pressed *Submit*.

On-line Itemized Expenditure Summary (*expense claims and advance requests*)

- Submitted – You have submitted your Itemized Expense Summary and you are waiting for your Advisor to review your request.
- Review in Progress – Your Advisor is in the process of reviewing your Itemized Expense Summary and/or is awaiting your hard copy.
- Paid – Your Advisor has reviewed and approved your Itemized Expense Summary and an EFT request has been sent to your banking institution.

To complete a new online Itemized Expense Summary:

Go to www.relodialogue.com

Click on *Itemized Expenditure Summary* from the banner menu located at the top of your screen

Click on the *Add* button located on the right-hand side of your screen



Choose a type of expense to be reimbursed

Click on the *Add* button located on the right-hand side of your screen

Fill in the appropriate information

- *Step 2* – utilized for information to calculate benefits not related to specific receipt
- *Step 3* – utilized for information based on specific receipts
 - Do not repeat any expenses included in Step 1

Edit and Review expenses in Step 4

Add any comments related to your Itemized Expense Summary in Step 5

Click Save. This will not submit your Itemized Expense Summary to your Advisor. Choose this option only if you anticipate any additional expenses related to this benefit

Click Submit to submit the Itemized Expense Summary to your Advisor. Choose this option only if you have received all applicable receipts related to this benefit

Print a copy of the Itemized Expense Summary

Photocopy or Upload (see Section G) all receipts and the Itemized Expense Summary

Mail or Drop Off your Itemized Expense Summary at your local Brookfield GRS office. Be sure to include original Itemized Expense Summary and your original receipts in an envelope labelled with your name, your Advisor's name, your telephone number, service number and Brookfield GRS file number clearly marked on the outside.

Expense Claim Troubleshooting



What happens if I submit an expense and realize I made a mistake?



Please contact your Advisor. He / She will correct the submission.



What happens if I submit an expense that I cannot claim?



Your Advisor will review and adjust your Itemized Expenditure Summary and advise you of any changes.

Note: All claims are subject to audit and reimbursement. Recovery of funds to/ from the member can occur for up to six years from the date of completion of the final move claim.

Returning Document and Forms

If you have documents or forms to return, please put them in an envelope and leave them in the basket at the reception area of your local Brookfield GRS office or mail them to your Advisor.

Please ensure that you include the following information on the envelope:

- Your name
- Your service number
- Your phone number
- Your Advisor's name
- Date

The following documents must be originals:



Any forms except Certification of Service Received form



Receipts

The following documents should be copies and can be uploaded to the secure website:



Lease and Lease Termination Letter



Listing Agreement



Agreement of Purchase and Sale Deed



Survey / Certification of Location



Certification of Service Received form

Your secure website allows you to keep a personal electronic filing cabinet and submit certain documents directly through the Document Management module. Acceptable document formats include: .doc, .pdf, .jpg, .png, .tiff, .ppt, .xls, .txt or .rtf format.



You can keep a copy of your receipts and forms accessible 24/7



You can submit documents where copies are acceptable (*see previous page – Section F*)

To upload documents to the secure website:

Go to www.irp-pri.com

Click on *Secure Website*

Log in using the username and password provided to you after pre-registration



Click on the *Home* button located at the top of your screen

Click on *Document Management* located on the left-hand side of your screen

Click on *Browse*

Locate the document you wish to upload

Click on *OK*

- Your document has been uploaded

As you proceed through the relocation process, you will find that your policy and your Advisor will use many acronyms. Below is a list of acronyms typically utilized:

CAL	Commercial Airline
CFHA	Canadian Forces Housing Agency
CFIRP	Canadian Forces Integrated
CI	Capital Improvements
CIBC GMP	CIBC Group Move Plan
CMHC	Canada Mortgage & Housing
CMTT	Central Material Transport Terminal
COB	Close of Business
COH	Crown Owned Housing
COR	Change of Report (date)
COS	Change of Strength
CPP	Canada Pension Plan
CRA	Canada Revenue Agency
CRA	Compulsory Retirement Age
CRS	Central Removal Services
DAE	Dependant Allowance Element
(D)HG&E	Dependant's Household Goods and
DIT	Destination Inspection Trip

Acronym Cheat Sheet

EFT	Electronic Funds Transfer
EI	Employment Insurance
ETA	Estimated Time of Arrival
FW	Financial Worksheet
GBS	General Briefing Session
GDS	Gross Debt Service
GOC	Government of Canada
GRIP	General Relocation Information
HEA	Home Equity Assistance
HELOC	Home Equity Line of Credit
HG&E	Household Goods and Effects
HGRS	Household Goods Removal Service
HHT	House Hunting Trip
HIT	House Inspection Trip
HLC	Home Loans Canada
IAW	In Accordance With
ILM&M	Interim Lodging, Meals and
IP	Isolated Post
IPR	Intended Place of Residence
IR	Imposed Restriction

IRD	Interest Rate Differential
IRP	Integrated Relocation Program
IYM	<i>It's Your Move</i>
LLA	Lowest Logical Airfare
LTS	Long Term Storage
M/E	Member / Employee
MAR	Market Activity Report
MDI	Mortgage Default Insurance
MFSR	Military Foreign Service Regulations
MIB	Mortgage Interest Buy-Down
MID	Mortgage Interest Differential
MLI	Mortgage Loan Insurance
MLS	Multiple Listing Service
MQ	Married Quarters
NCR	National Capital Region
NJC	National Joint Council
NSDP	Needs and Services Destination
PA	Posting Allowance
PIT	Principal / Interest / Taxes
PMV	Private Motor Vehicle

Acronym Cheat Sheet

POA	Power of Attorney
PWGSC	Public Works and Government
QPIP	Quebec Parental Insurance Plan
QPP	Quebec Pension Plan
RA	Release Annuitant
RCL	Relocation Checklist
RCP	Replacement Cost Protection
RDD	Required Delivery Date
RFD	Report for Duty
RNA	Release Non-Annuitant
RPMR	Realtor's Pricing and Marketing Report
RRSP	Registered Retirement Savings Plan
RSA	Rental Search Assistance
RTA	Return to Assist
RTDRA	Reverse Temporary Dual Residence
RV	Recreational Vehicle
SC	Service Couple
SCA	Special Commuting Assistance
SE	Separation Expense
SIN	Social Insurance Number

SIT	Storage in Transit
SIV	Storage in Van
SQ	Single Quarters
SRA	Standard Residential Appraisal
STSI	Shared Travel Service Initiative
TAN	Travel Authorization Number
TBS	Treasury Board of Canada Secretariat
TD	Temporary Duty
TDRA	Temporary Dual Residence Assistance
TDS	Total Debt Service
TED	Tour Expiry Date
TLQ	Temporary Living Quarters
TNL	Travel to New Location
TOS	Terms of Service
TP	Transferee Profile
TPSP	Third Party Service Provider
TR POL	Travel Policy
TTG	Transit Time Guide
UAB	Unaccompanied Baggage
YOS	Years of Service

Still Have Questions?

**Please contact your
Brookfield GRS Advisor**

Your Advisor's information is
on your secure website under *Contact*

You can also pick up a card at your
local Brookfield GRS office

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