



# Welcome Booklet



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**BGRS** can offer services once we have received authorization for your relocation. Your benefits are based on the information contained in your file authorization, so we cannot answer any benefits questions prior to receiving your authorization.

Until we receive your authorization, our public website, [www.irp-pri.com](http://www.irp-pri.com), contains general information about the Integrated Relocation Program, and information that will help you get ready for an upcoming relocation.



**Go to** [www.irp-pri.com](http://www.irp-pri.com).

**Click** English or French

**Click** *Where to Start*

**Click** *Canadian Forces Members* to find:

- Frequently Asked Questions
- *Preparing for a First Relocation Planning Session*
- Glossary and acronyms
- Links

**Click** *Policies and Directives* to find:

- The CF IRP Directive
- *It's Your Move* manual
- General Briefing Sessions
- Applicable Treasury Board Secretariat policies and directives

**Has** your Career Manager advised 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, the tenth or the last time, but each time, it is important to review your documentation and consult with your Advisor to minimize out-of-pocket expenses and 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 BGRS office.

You need to register in order to let BGRS know that you are ready to start the relocation process. In order to do that you need to:



Pre-register (must complete in order to register) at [www.irp-pri.com](http://www.irp-pri.com)



Register via the Secure Website Login at [www.irp-pri.com](http://www.irp-pri.com) with the user ID and password sent to you after you completed pre-registration

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

***NOTE: It is your responsibility to 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** (will provide user id and password)



Go to [www.irp-pri.com](http://www.irp-pri.com)

Click on English or French

Click on Pre-Registration

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

The system matches your information with the posting message downloaded to our system. Two email messages with your user ID 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 and will be able to continue with the self-registration process.

### **Step B: Self-Register**



**Click** on Secure Website Login at [www.irp-pri.com](http://www.irp-pri.com)

**Login** using the user ID 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 successfully completed, you will be assigned an Advisor who, within two (2) business days of your self-registration, will:



Contact you to confirm your intentions

Book your 1st Relocation Planning Session

### **Your First Relocation Planning Session**

You will soon have your 1st Relocation Planning Session. Before your 1st Relocation Planning Session, we suggest you:

**Review** the *Preparing for a First Relocation Planning Session* document from the *Where to Start* section at [www.irp-pri.com](http://www.irp-pri.com).

**Review** the CF IRP Policy under the *Policies & Directives* section at [www.irp-pri.com](http://www.irp-pri.com).

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

### **Required Documents**

You will need to submit a number of required documents **before** your First Relocation Planning Session to avoid delays. You can submit documents at the local BGRS 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:

- Posting Message or Release Document
- Verification of Posting Allowance and Dependant(s) Form\* (available on Secure Website) 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

If you are posted (not released, unless you reside in/moving to the province of Quebec), you must submit:

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

If you are a renter, you must submit:

- A copy of your current lease

If you are a homeowner, you must submit:

- Existing Survey / Certification of location for your origin property

- Deed for origin property
- If you anticipate equity loss on your home, Agreement of Purchase and Sale for your home at origin.
- Appraiser Selection Form\*\* (available on the Secure Website)

\* 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 on your secure website (see Section D for more information).

During your 1st Relocation Planning Session, your Advisor will typically:

- Discuss the applicable items on your Relocation Checklist
- Explain the Secure Website (advances/expense reports)
- Discuss your move plan
- Offer options and advice on finding a new home and selling or disposing of your current home
- Discuss and explain the door to door move policy
- Explain your Financial Worksheet
- Facilitate a House Hunting/Destination Inspection Trip (HHT/DIT)
- Action advance requests for your HHT/DIT
- Book appointment for the 2<sup>nd</sup> Relocation Planning Session

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



Go to [www.irp-pri.com](http://www.irp-pri.com)

**Click** on Secure Website Login

**Log in** using the user ID and password provided to you after pre-registration.

**Click** on Home located at the top of your 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](http://www.irp-pri.com):



Go to [www.irp-pri.com](http://www.irp-pri.com).

**Click** Policies & Directives.



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

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

We recommend that everyone read the “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.

In the Destination Guides, 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. It is available in both Renter and Homebuyer editions for over 50 common destinations for CAF Members.



During your relocation, you may need the assistance 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. BGRS 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](http://www.irp-pri.com)

**Click** Secure Website Login.

**Log in** using the user ID 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.**

\*\*If you do not find a service provider for your city, please contact your BGRS 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 BGRS, 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 in the Secure Website – IRP Forms).

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 Itinerary for Expense Claim (see Section E). You will need to provide a signed Certification of Services Received form (available in the Secure Website ) with your Itinerary for Expense Claim 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.*



The Advance/Expense Claim module will allow you to complete advance requests and prepare expense claims 24/7 from your secure website.

### What you should know about advances before you begin:



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



In addition to completing the request online, you will need to provide supporting documentation for the following advance request types in person at our local office, by mail, fax, e-mail or upload (see Section G):

- HHT/DIT – HIT/DIT Application form (available on your Secure Website)
- Sale or Purchase – Purchase or Sale Agreement



BGRS 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:

- Pending for Submit– You have not yet submitted your advance request to your Advisor.
- Waiting for Audit – You have submitted your advance request to your Advisor; however, your Advisor has not yet audited your request.
- Audit complete – Your Advisor has audited your advance request and is now waiting for approval.
- Approved – Your advance request has passed final audit.
- Accepted for Payment – Your advance request has been processed and your advance will be issued via EFT. You should expect the advance to arrive in your bank account within 3 days.

To complete a new online advance request:

**Go to** [www.irp-pri.com](http://www.irp-pri.com)

**Log in** to the secure website using the user ID and password provided to you after pre-registration.

**Click** on Advance/Expense Claim from the banner menu located at the top of your screen.

**Click** on Advance Request in the text.

**Click** on the Add button.

**Select** the type of benefits for which you want the advance.

**Enter** the requested amount of your advance.

- If your advance had an estimate, the amount entered may not exceed the estimate
- For more information on the estimate, click on the Estimate Details button

**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

What you should know about Itinerary for Expense Claim before you begin:



To proceed with payment, in addition to the online Itinerary for Expense Claim, Advisors require a hardcopy of your Itinerary for Expense Claim and original receipts submitted by mail or hand delivered.



You can only submit Itinerary for Expense Claims based on specific benefits, ex. HHT, Final Move Trip, Vehicle shipment.

The status of your Itinerary for Expense Claim is either:

- Draft – You are in the process of creating your Itinerary for Expense Claim and it has not been submitted to your Advisor. You have not pressed Submit.
- Submitted – You have submitted your Itinerary for Expense Claim and you are waiting for your Advisor to review your request.
- Review in Progress – Your Advisor is in the process of reviewing your Itinerary for Expense Claim and/or is awaiting your hard copy.
- Paid – Your Advisor has reviewed and approved your Itinerary for Expense Claim and an EFT request has been sent to your banking institution.

To complete a new online Itinerary for Expense Claim:

**Go to** [www.irp-pri.com](http://www.irp-pri.com)

**Click** on Secure Website Login

**Login** using the user ID and password provided after pre-registration.



**Click** on Advance/Expense Claim from the banner menu located at the top of your screen.

**Click** on the Itinerary for Expense Claim in the text

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

**Choose** a type of expense claim to be reimbursed.

**Fill in** the appropriate information in each of the 5 steps.

- Step 1 – used to detail the scenario for your expenses
- Do not repeat any expenses included in Step 1.
- Step 2 – used to calculate benefits not related to specific receipts
- Step 3 – used for expenses based on specific receipts
- Step 4 – edit and Review expenses submitted.
- Step 5 - add any comments related to your Itinerary for Expense Claim

**Click Save.**

- This will not submit your Itinerary for Expense Claim to your Advisor. Choose this option only if you anticipate any additional expenses related to these benefits.

**Click Submit** to submit the Itinerary for Expense Claim to your Advisor.

- Choose this option only if you have received all applicable receipts related to this benefit.

**Print** a copy of the Itinerary for Expense Claim.

**Photocopy or Upload** (see Section G) all receipts and the Itinerary for Expense Claim.

**Mail or Drop Off** your Itinerary for Expense Claim at your local BGRS office.

- Be sure to include your Itinerary for Expense Claim and your **original** receipts in an envelope labelled with your name, your Advisor's name, your telephone number, service number and BGRS file number clearly marked.

### 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 Itinerary for Expense Claim and advise you of any changes.

*I cannot add an expense claim. What's wrong?*

If you have an Itinerary for Expense Claim in draft status, you will need to complete it before you can create a new expense claim.

**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.**

If you have documents or forms to return, please put them in an envelope and leave them at the reception area of your local BGRS 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

Your receipts **MUST** be originals.

The following documents should be copied 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/](http://www.irp-pri.com/).

**Click** on Secure Website Login.

**Log in** using the user ID 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 Upload Now. 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 typical acronyms:

CAL	Commercial Airline
CFHA	Canadian Forces Housing Agency
CFIRP	Canadian Forces Integrated Relocation Program
CI	Capital Improvements
CIBC GMP	CIBC Group Mortgage Plan
CMHC	Canada Mortgage & Housing Corporation
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	(Dependants) Household Goods and Effects
DIT	Destination Inspection Trip
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 Package
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
IAW	In Accordance With
ILM&M	Interim Lodging, Meals and Miscellaneous
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>

## Acronyms

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
MIS	Mortgage Interest Subsidy
MLI	Mortgage Loan Insurance
MLS	Multiple Listing Service
MQ	Married Quarters
NCR	National Capital Region
NJC	National Joint Council
NSDP	Needs and Services Destination Package
PA	Posting Allowance
PIT	Principal / Interest / Taxes
PMV	Private Motor Vehicle
POA	Power of Attorney
PWGSC	Public Works and Government Services Canada
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 Assistance
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
SIT	Storage in Transit
SIV	Storage in Van

## Acronyms

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

**Any further questions?**

**Please contact your  
BGRS Advisor**

Your Advisor's information is  
available on the Secure Website under *Contact Us*.

You can also pick up a card at your  
local BGRS office.

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