

FREQUENTLY ASKED QUESTIONS

When can I speak to someone from BGRS?

BGRS can offer our services once official authorization from your employer has been received. Answers to specific questions regarding benefits and entitlements are based on the information contained in that authorization. Until such time, we invite you to review the information contained in this website, particularly, the NJC Directive and It's Your Move Manual.

When do I pre-register?

On receipt of official notification from your employer, proceed to www.irp-pri.com and pre-register, keeping in mind it may take up to 5 days for your employer to download your file to BGRS.

What do I need in order to pre-register?

You will need a computer with an internet connection to pre-register at www.irp-pri.com. The system will request that you enter your name, email address and employer name. This will be matched against the criteria your employer has provided BGRS.

Is pre-registration the same as the registration?

Once your file has been authorized by your employer the system will match the information from your employer with your pre-registration and send your password and User ID via email. You will then be able to complete the registration process.

If you have not received your password and/or User ID, please check your spam or junk mail folder.

- Please note that it may take up to five (5) business days for your employer to authorize your file.

What do I do when I get my User ID and password?

Once you've received your User ID and password, complete the registration process by filling in the information required on the secure website, accessible at www.irp-pri.com. On successful registration, a confirmation email will be sent to you and will contain a list of required documents that need to be provided to BGRS prior to your 1st Planning Session.

How do I make contact with BGRS to book my 1st Planning Session?

On successful registration, a BGRS Advisor will be assigned and contact you within two (2) business days to discuss your relocation intentions and book your 1st Planning Session.

What are participating suppliers and do I have to use them?

Participating Third Party Service Providers (TPSP) are suppliers who provide specialized services in accordance with the Integrated Relocation Program (IRP) program. TPSP's are real estate appraisers, home inspectors, rental search agents, realtors and lawyers/notaries. The "Open Broker" policy of the IRP gives you the freedom to select any TPSP regardless if they are on the directory or not, however, all suppliers must be at 'arm's length' from you. TPSP fee reimbursement is subject to capped ceiling rates.

What is an 'Arm's Length' transaction?

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. It also includes non-immediate

family members such as cousins, aunts, uncles, nephew and nieces. Should a supplier be used that is not 'arm's length', reimbursement of their services is not eligible.

Where do I find a list of participating suppliers?

The list of participating Third Party Service Providers (TPSP) can be found on the secure website. Once registered, you will have access to the directories. Simply choose your supplier type, the province and the city where the service is required. Please contact BGRS if you cannot locate a TPSP in your area. We can source out TPSP's as required.

How are my Third Party Service Providers (TPSP) going to get paid?

BGRS will pay any participating suppliers on your behalf. If you choose a non-participating supplier, you will be responsible to pay the supplier and seek reimbursement with BGRS. BGRS can advance the funds to you. Once an itemized paid receipt from the supplier is obtained, a claim can be processed up to the capped ceiling rate to offset the advance previously provided.

What is a Department Coordinator?

A Department Coordinator is an authority on your relocation file who works in conjunction with your department's National Department Coordinator. BGRS is required to request their approval, on your behalf, for various items identified in the Policy such as reimbursement of relocation expenses, travel and interim authorizations, and file closure. Your Department Coordinator works closely with BGRS throughout your relocation.

How long can I claim expenses for my relocation?

Government of Canada relocation files are authorized for one year. Expense reimbursement is for eligible expenses incurred within that time frame. Your employer requires your file to be reconciled and closed after the authorization period so that it is returned to them for their audit.

Do I need permission from BGRS to list my home?

We strongly recommend that you consult with BGRS first as well as review your employer's relocation policy prior to making any financial commitments. There are specific capped ceiling rates and eligibility requirements that apply to home sale benefits. Entering into financial commitments prior to the specific authorization timelines of your employer may preclude eligibility to certain benefits.

Can I go on a House Hunting Trip if I haven't disposed of my current residence?

Employees are responsible to coordinate a door-to-door move. Without a known dispossession date at origin, this may prove difficult. BGRS will normally recommend that your home be disposed of prior to taking an HHT; however, the authority to take an HHT rests with your Department Coordinator, who must approve an HHT/DHIT, granting you approval for the trip and reimbursement of associated benefits. Entering into financial commitments prior to the specific authorization timelines of your employer may preclude eligibility to certain benefits.

What if I can't sell my residence?

There are relocation benefits in place to assist with the financial burden of dual residency. Your Advisor will discuss the temporary dual residence assistance benefits with you and review your options so you can decide which option is best for you and your family.

Once I dispose of my current residence what is my next step?

Notify your Advisor that you have disposed of your residence and inform if you require a House Hunting Trip and/or Destination Home Inspection Trip to find a replacement residence.

Can I drive to my destination on HHT or DHIT, even though it would be faster if I flew?

There may be options available in your employer's relocation policy which allow flexibility with HHT or DHIT mode of travel, please discuss with your Advisor. The mode of transportation must be approved by your Department Coordinator.

What if I go on a House Hunting Trip and don't find a place to live?

If your HHT is unsuccessful you should begin formulating a 'Plan B', knowing that eventually your employer expects you to relocate. Discuss your options with your Advisor so you can determine the best course of action for you and your family.

What if my plan was to buy but I end up renting? Do I get penalized for that?

The goal is in securing a residence. Your employer and BGRS realize that intentions may change throughout the course of relocating. If you change your intentions, you are encouraged to refer to your employer's policy and discuss these changes with your Advisor to minimize any financial impact.

What if I choose a rental search agent but find my own rental unit?

If you've requested the services of a rental search agent you are responsible to show-up for the scheduled appointment with the agent otherwise rental search fees will be your responsibility and are not reimbursable from any funding component.

What if I've secured a new residence but have not yet disposed of my old one?

There are relocation benefits in place to assist with the financial burden of dual residency. Your Advisor will discuss the temporary dual residence assistance benefits with you and review your options so you can decide which option is best for you and your family.

How can I get an advance and how long does it take?

Advance requests are submitted through your secure website. BGRS will process the request within 3-5 business days. Please note your employer will not authorize the release of travel type advances more than 21 days prior to the first travel day.

What if I buy a new vehicle or dispose of a vehicle before I move?

If you acquire a vehicle before you actually relocate please provide BGRS with the new license plate number to update your profile and set aside funds for relocating it to destination. Similarly, if you dispose of a vehicle as your advisor will no longer need to set aside funds for relocating that vehicle.

How is my mileage for travel calculated?

The authorized mileage for travel is calculated based on the postal codes of the old and new place of duty, utilizing the Treasury Board approved ProMiles Software.

While travelling to my new location, can I stay with family members along the way instead of staying in a hotel?

Yes, and you may claim the non-commercial accommodation allowance when you stay with friends or family during your relocation.

How is the length of travel calculated?

Employees are authorized one calendar day:

- for trips of 500 km or less
- for each 500 km travelled
- when travel on the last day is in excess of 500 km but less than 600 km

Can I take vacation during travel to my new work location?

While some people do take vacation during a relocation it would be best to refer to your employer's policy and discuss your intentions with your Advisor as your decision may impact the benefits if certain relocation criteria are not met.

What if I'm waiting for my home to be built? Where will my furniture and effects go?

Your furniture and effects will likely be placed in storage while you are waiting for your home to be built. The cost of the storage may not be covered through your employer's relocation program. Please notify your Advisor of your specific scenario to determine if storage costs are covered.

What if my furniture arrives before I do?

If your furniture arrives before you, it may go into short-term storage until you arrive, or it may stay on the moving truck, depending on what the moving company decides. You should discuss this potential with Central Removal Services (CRS). Please note that the intent is to have your furniture delivered on your arrival to ensure a door-to-door move.

How do I get reimbursed for my relocation expenses?

Please complete an on-line Itemized Expenditure Summary (expense report) for the expenses you wish to claim. Print and submit it with original receipts to your Advisor for processing. The Expense Claim will then be forwarded to you for signature and funds deposited into your bank account 3 – 5 business days after receipt of your signed claim form.

Can I submit more receipts even though I've done my final move claim?

You can submit another claim for your eligible relocation expenses within your employer's policy time limitation.

Is there someone outside of BGRS that I can talk to if I experience problems with my move?

The Department Coordinator is responsible to act as a liaison between you and BGRS. Please contact your Department Coordinator if you are experiencing problems that you feel need attention outside of BGRS.

When is my move completed?

If you have nothing further to claim, have used all eligible relocation benefits and received payment of funds in your personalized envelope your move would be considered complete and your file would be ready for reconciliation. Your Department must approve your file for closure at which time any remaining funds in Personalized may be paid out. Your Department will audit your file to ensure compliance to the Directive and the benefits paid.

If you're planning to purchase a home within your employer's policy time limitation, your move will be considered complete; however, your file would remain available for future benefit administration. Your Advisor will provide further assistance when you are ready to purchase.

I've uploaded documents but I cannot see them on my file.

Uploaded documents need to be reviewed and accepted by your Advisor in order to be viewed on the Secure Website. As documents are uploaded, your Advisor will be notified that documents are waiting for their action.

Can I book my own travel?

Commercial travel via train and air must be facilitated through BGRS to American Express Travel once your department has approved the travel and supplied a Travel Authorization Number (TAN). BGRS is not authorized to reimburse travel you have booked and paid for on your own.

Can I book my own moving company?

The move of household goods and effects (HG&E) is facilitated through BGRS. The move application form is completed then sent to your Department Coordinator for authorization and onward submission to the Central Removal Services (CRS). Specifics concerning the move of your HG&E should be discussed with CRS.