Government of Canada Relocation Support Services (GCRSS)

Contract TBS

Information Management Expenditure Tracking System (IMETS) User Manual

Version 1.0
14 December 16



Table of Contents

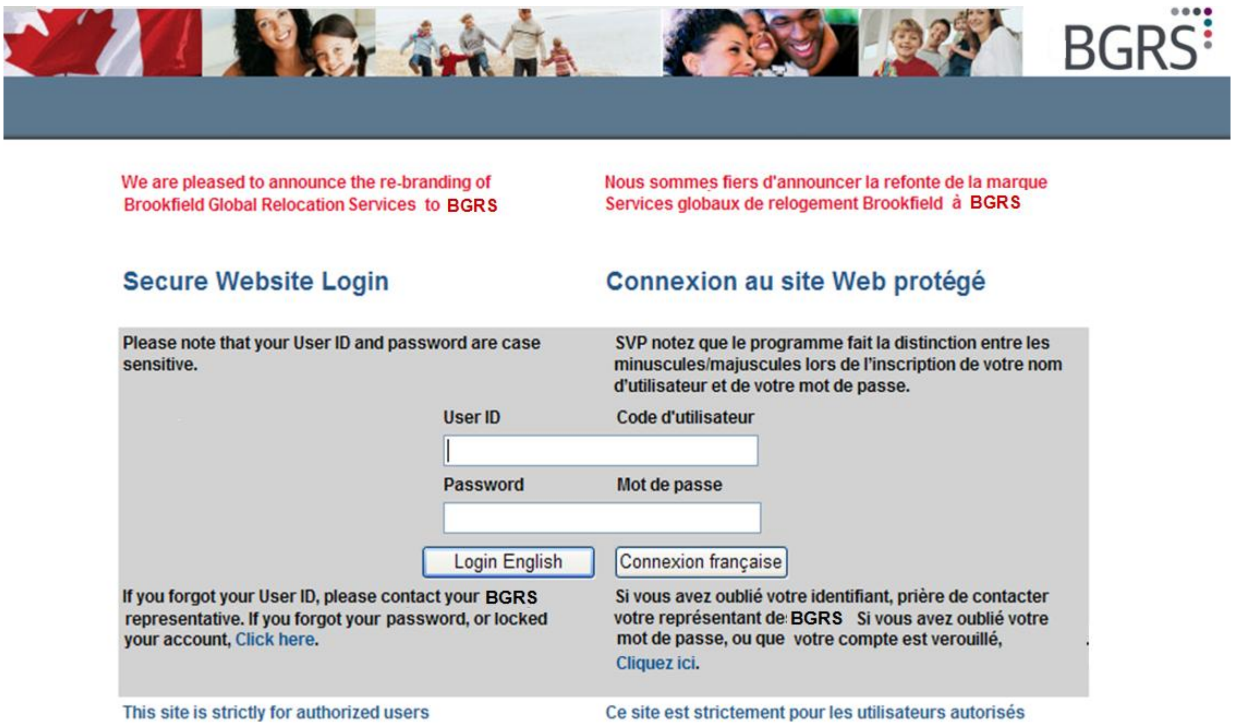
Document Change History

Version	Date	Note
1.0	14 December 2016	Original Submission
	25 January 2017	**Rebranding 2017**

1 Secure Website Login

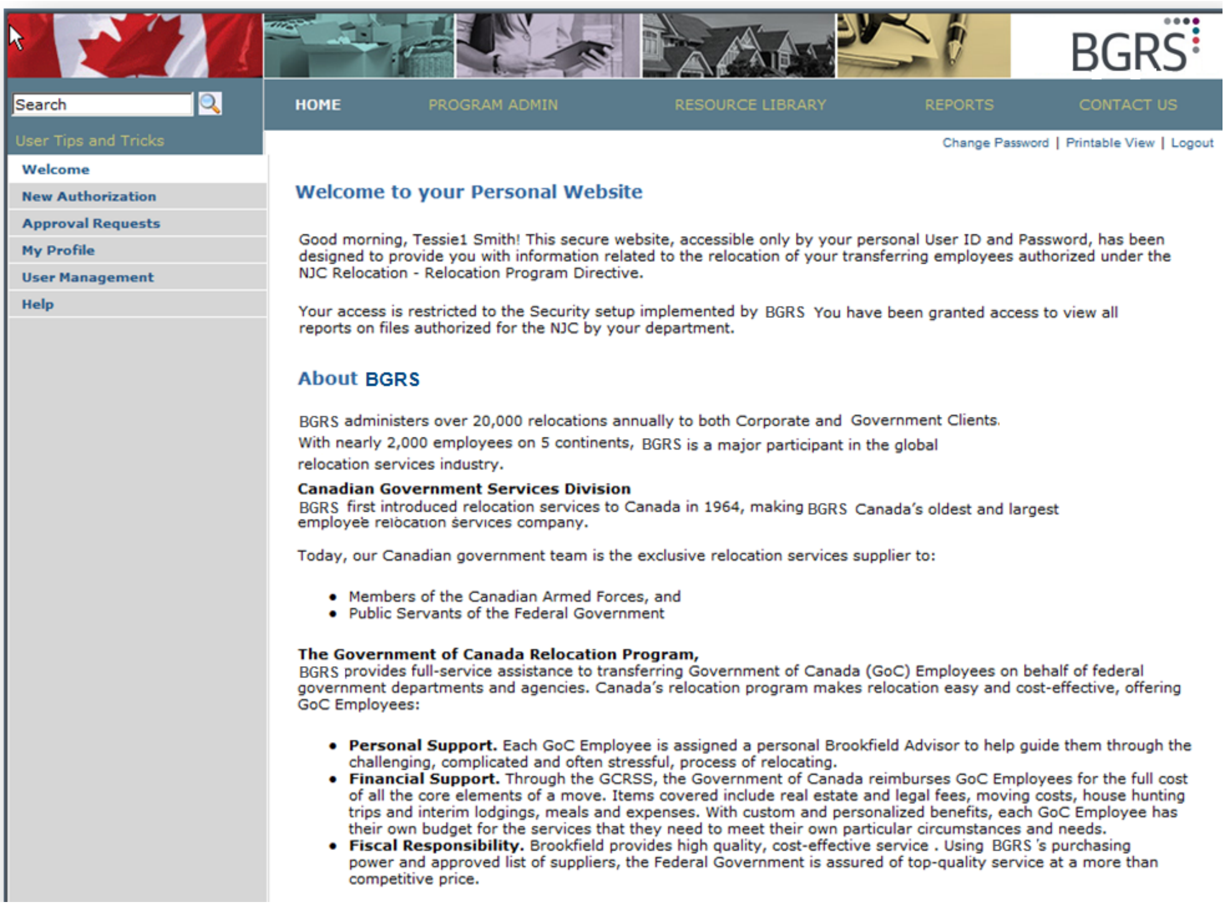
The Departmental National Coordinator (DNC) authorizes BGRS to provide Department Regional Coordinators (DRCs) and Reviewers with a user ID and password for the secure website www.relodialogue.com.

Once you have received your user ID and password you can proceed to the login page as shown here. Remember that user IDs and passwords are case sensitive and we recommend that you do not copy and paste from the emails received, as you may copy formatting which will not allow you to log in. You will be able to choose which language to view the website in by clicking either **Login English** or ***Connexion française***.



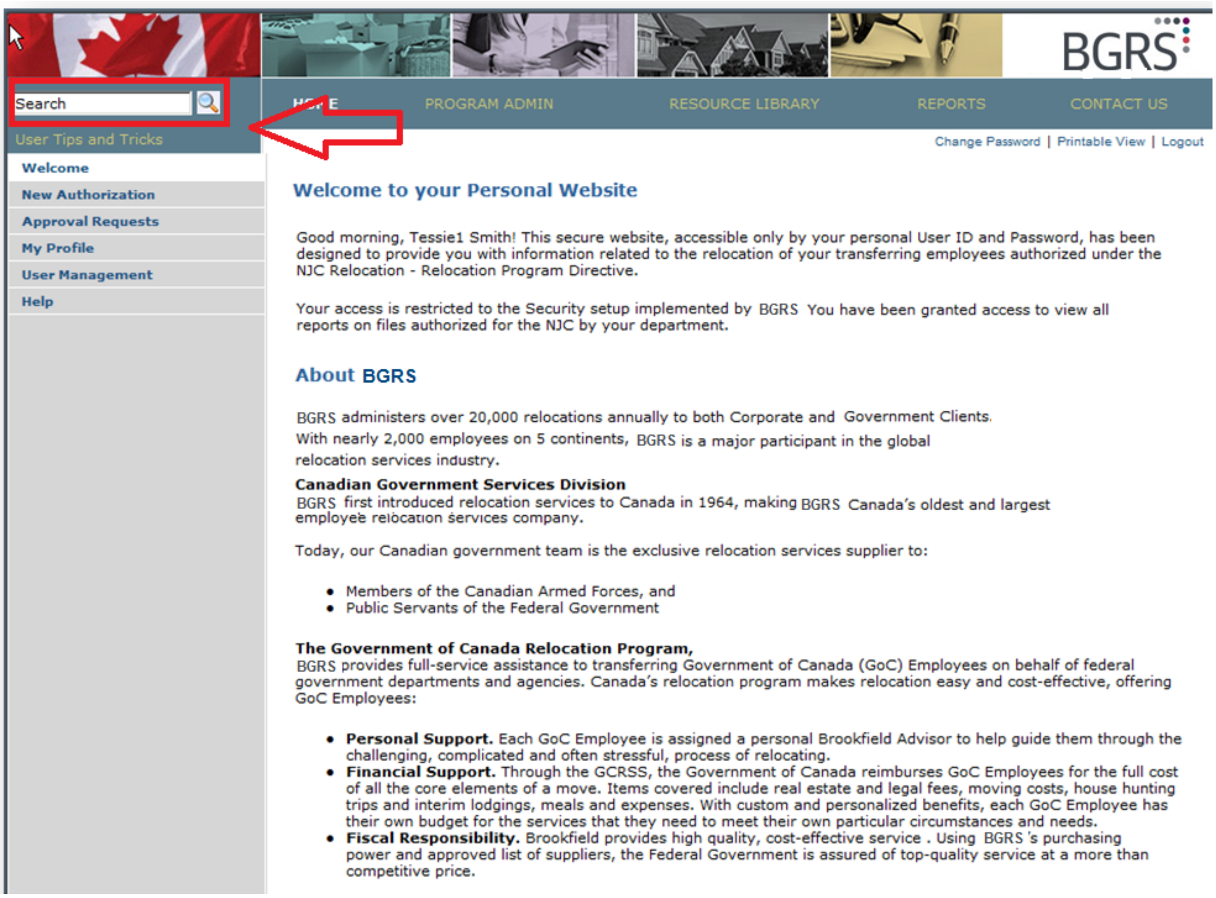
2 Welcome to your Personal Website

Once logged in and landed on the Welcome Page, immediate access to important information is granted.



3 Search Functionality

On the top left hand corner of the website, you will be able to enter a search criteria for specific text found within the documents found in the website.



4 New Authorization

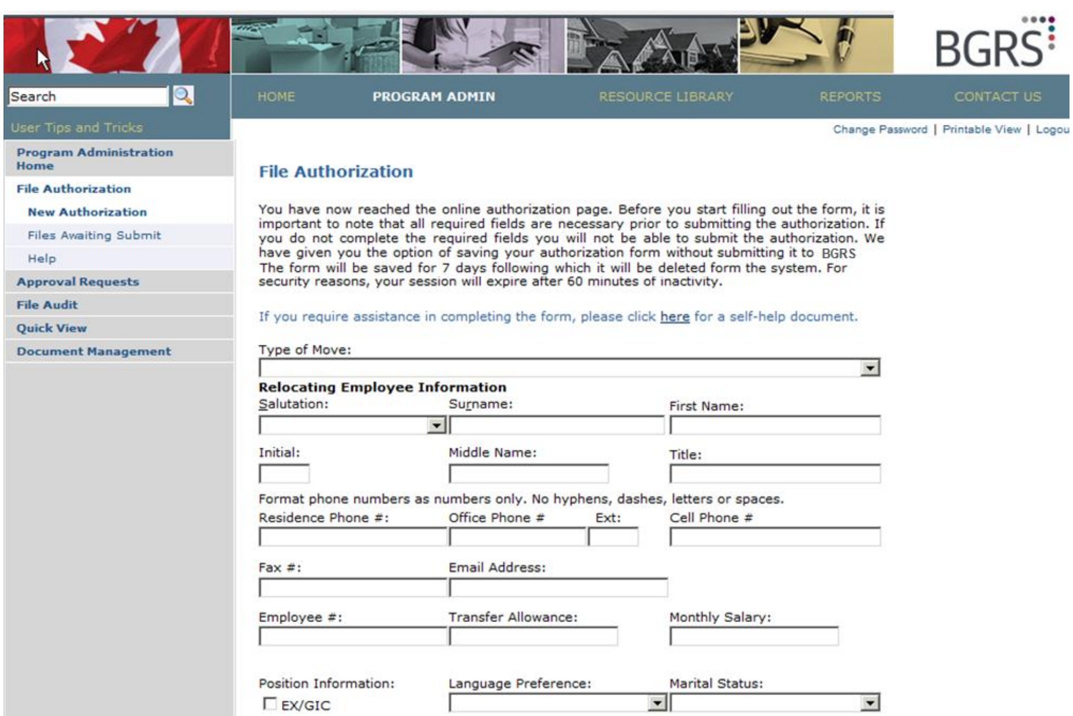
In the *Program Admin* tab, select *File Authorization*. Many fields are mandatory and the system will prompt you with a red asterisk should any information be missing or incorrect upon submission attempt. There are 3 main sections to the authorization form, Relocating Employee Information, Property Information and File information.

Some information that is important to note while completing the authorization:

- The coordinator, substitute coordinator and billing contact are the only contacts authorized with which BGRS will discuss any details of this files and are required fields.
- When choosing the move type, care must be taken to choose the correct one as choosing the wrong move type may result in incorrect funding calculations such as the case of Initial Appointee non EX/GIC vs. Transfer (initial appointee GIC/EX).
- When entering phone number information, please ensure it is formatted as numbers only - no hyphens, dashes, letters or spaces.

Once you have completed the required information, click the **Submit** button at the bottom of the page. You will be required to enter your password in order to continue.

The file is entered into our system once you hit the **Submit** button. Once your file has been submitted you will see a screen which will detail all the information that you have entered as well as provide you with the BGRS file number.

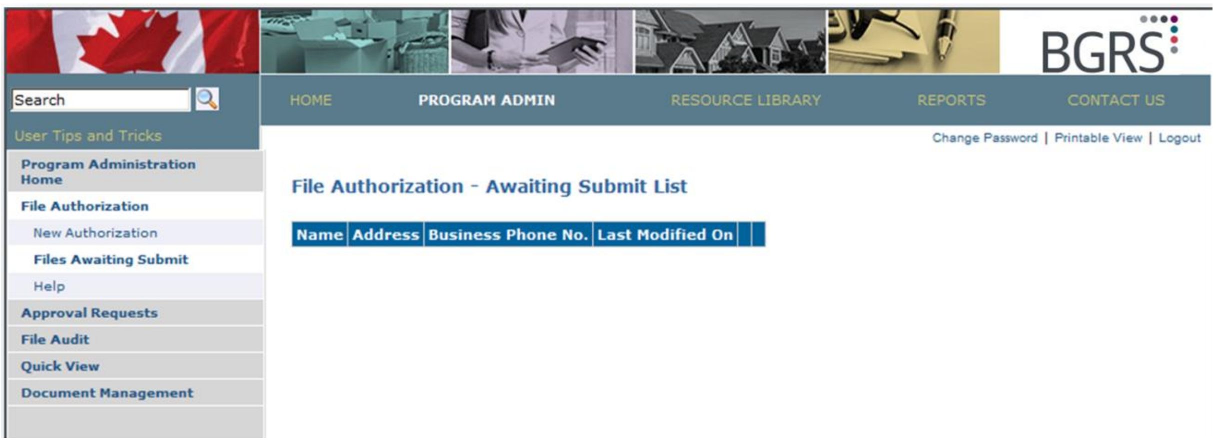


4.1 Files Awaiting Submit

You will receive a confirmation email to the effect that the file has been received in our systems. A separate email will be sent to the employee advising that you have authorized their relocation, and inviting them to visit the public website to self-register. They will then be contacted within 48 hours by their relocation advisor.

Should you find that you are missing some information, at the bottom of your authorization screen you can chose to **Save to Submi**t later for up to 7 days, after which the authorization will be deleted.

To return to a saved authorization you would chose the **Files Awaiting Submit** option rather than **New Authorization**. Just click **Modify** and you will be returned to the authorization so you can complete the missing information.



For quick reference, we have prepared a list of fields to explain what data is required and why:

#	Description	Mandatory Field?	What/Why data is requested
1	Type of Move	Yes	Allows BGRS to ensure the application of benefits in accordance with the Directive/Policy, as it relates to the correct move type.
2	Salutation	Yes	Identifies employee
3	Surname	Yes	Identifies employee
4	First Name	Yes	Identifies employee
5	Initial	No	Identifies employee (some may not have a middle name)
6	Middle Name	No	Differentiates between multiple employees with the same name
7	Title	Yes, for EX/GIC	Official job title. BGRS can confirm EX/GIC category and address employee utilizing correct title. Not required for IA/ER move types.
8	Residence Phone #	Yes	Contact information
9	Office Phone # Ext	Yes	Contact information
10	Cell Phone #	No	Contact information – employee may not have a cellular phone
11	Fax #	No	Contact information – employee may not have access to a fax
12	Email Address	Yes	Contact information – used to confirm authorization of file
13	Employee #	Yes	Contact information - Should the employee self-register, the system will use the employee # to create a system match and update the electronic file accordingly
14	Transfer Allowance	Yes	Required in calculation of funding for Personalized Envelope. Equivalent to two (2) weeks' salary or four (4) weeks' salary if employee is EX/GIC. To calculate the transfer allowance based on the employee's annual salary, divide by 52.176 and multiply by required number of weeks.

#	Description	Mandatory Field?	What/Why data is requested
15	Monthly Salary	Yes	Required to calculate tax equivalent to two (2) weeks' salary for Releve 1 tax documents provided with T4 documents (if applicable)
16	Position Information: GIC/EX	No	Check box if your employee is EX/GIC
17	Language Preference	Yes	Allows BGRS to assign file to a French or English consultant
18	Marital Status	Yes	Determine applicable benefits
19	House Number	No	Contact information - Required if applicable
20	Unit Number	No	Contact information - Required if applicable
21	Street	Yes	Contact information
22	City	Yes	Contact information
23	Province	Yes	Contact information
24	Postal/Zip Code	Yes	Contact information
25	Situation at Origin	Yes	Determine applicable benefits
26	Intention at Destination	Yes	Determine applicable benefits
27	Origin Work Postal Code	Yes	Determine distance from origin to destination
28	Destination Work Postal Code	Yes	Determine distance from origin to destination
29	Origin City	Yes	Determine distance from origin to destination
30	Destination City and Province	Yes	Determine distance from origin to destination
31	Coordinator	Yes	Contact information of the Departmental Coordinator assigned to the file

#	Description	Mandatory Field?	What/Why data is requested
32	Substitute Coordinator	Yes	Contact information of the substitute Departmental coordinator assigned to the file when the Coordinator is unavailable
33	Billing Contact	Yes	Department contact where invoices are to be sent
34	Submitted By	Yes	Defaults to login user's name
35	Reporting Date	Yes	Determine timeline for relocation
36	Comments/Special Instructions	No	Enables communication with BGRS for specific details, requirements to aide in administration of relocation.

5 Approval Requests

The Approval Requests Module was designed by BGRS to provide our clients with an efficient method of receiving complete information required to make an informed decision and approval for specific benefits as identified in the applicable Directive/Policies. The module is available in both official languages for all relocation files that you have authorized for relocation benefits.

The Approval Requests module is used:

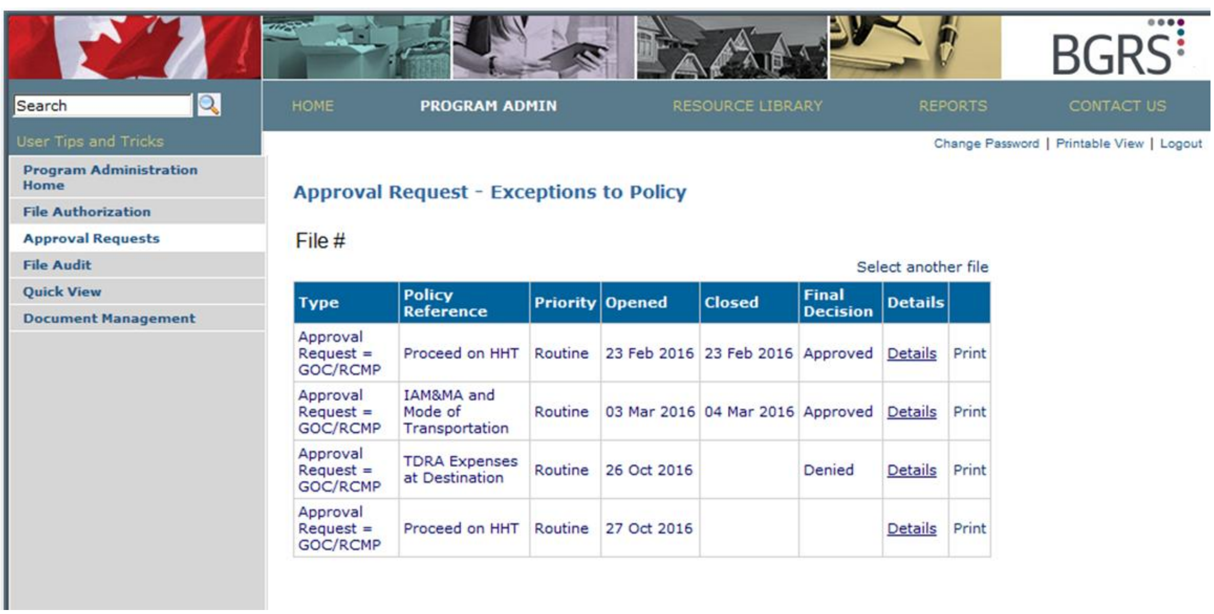
By BGRS advisor:

- To complete specific templates when required by employee (See Table 1)
- To submit to Departmental Coordinator, Relocation Reviewer or DCBA for approval

By the Department:

- To review request received
- To provide approval or denial to BGRS for action
- To submit any comments or observations to BGRS

If a request type has been previously approved, denied or resolved, a note is entered into the “final decision” column. No notes indicate that this is a “pending” request.



Type	Policy Reference	Priority	Opened	Closed	Final Decision	Details	
Approval Request = GOC/RCMP	Proceed on HHT	Routine	23 Feb 2016	23 Feb 2016	Approved	Details	Print
Approval Request = GOC/RCMP	IAM&MA and Mode of Transportation	Routine	03 Mar 2016	04 Mar 2016	Approved	Details	Print
Approval Request = GOC/RCMP	TDRA Expenses at Destination	Routine	26 Oct 2016		Denied	Details	Print
Approval Request = GOC/RCMP	Proceed on HHT	Routine	27 Oct 2016			Details	Print

When the BGRS advisor is required to send a specific request to you for approval they will complete a specially designed template. These templates ensure that all requests sent by any BGRS team member will be consistent and complete each time. Information provided will include:

- The type of request
- Urgent or routine
- Reference to the applicable Directive /Policy
- Any additional requirements of the employee
- All pertinent dates
- BGRS recommendations and comments

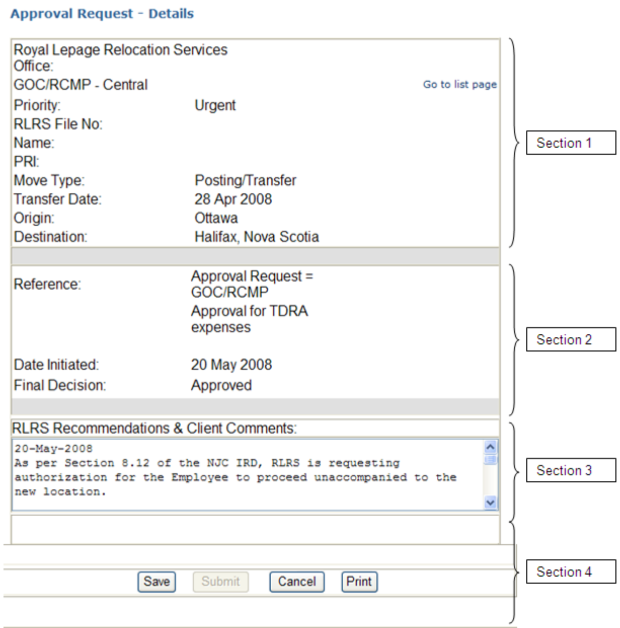
Table: Templates for GOC Departmental Coordinator Approvals

Template #	Subject
1	Prior Approval to Proceed on House Hunting Trip
2	Prior Approval to Proceed on DHIT
3	Authorization for Additional Travel Time on HHT
4	Authorization to Proceed on Second House Hunting Trip
5	Authorization for IAM&MA and Mode of Transportation
6	Authorization to Extend the Two-Year Limit on Sale
7	Authorization to Extend the Two-Year Limit on Purchase
8	Authorization to Proceed Unaccompanied
9	Request for Commuting Assistance
10	Authorization for Return Trip to Finalize Sale
11	Pre-Approval for HEA for Sale Below 95% of Appraised Value
12	Authorization of Shipment of PMV by Commercial Carrier
13	Pre-Approval for HSA - Sale Below 95% of the Appraised Value

Request Details

A report is displayed to provide you with basic information regarding this employee. The report is in four sections as shown below:

Section 1 – M/E Profile Information
Section 2 – Information regarding this specific request
Section 3 – Details of the request (as complete in applicable template)
Section 4 – Interactive portion for your approval, denial, comments



After you have reviewed the request, you have 3 options:

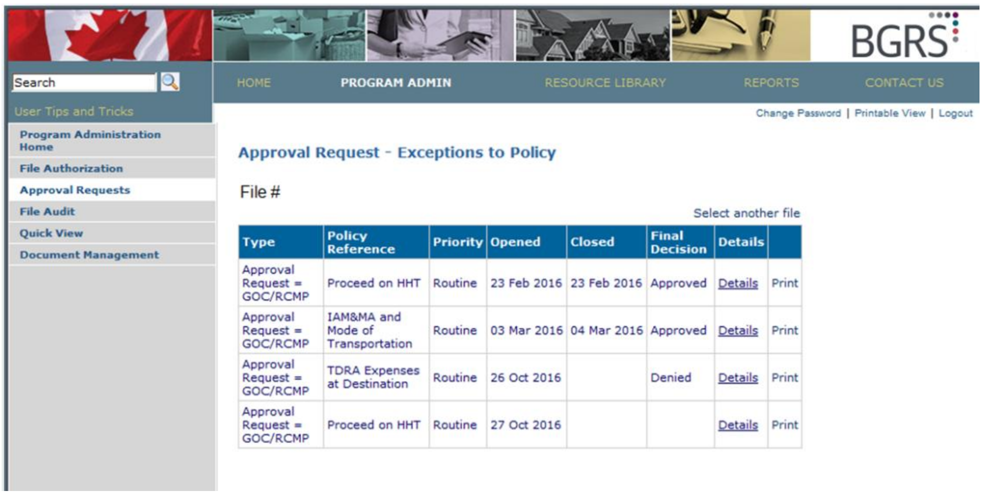
1. Approve by selecting the **Approve** button
2. Not approve by selecting the **Not approve** button
3. Enter comments or questions to the advisor without providing a final decision

You are able to print this or any report for file retention.

Upon completion, select **Submit** and your response is forwarded to the employee's assigned BGRS advisor for their action.

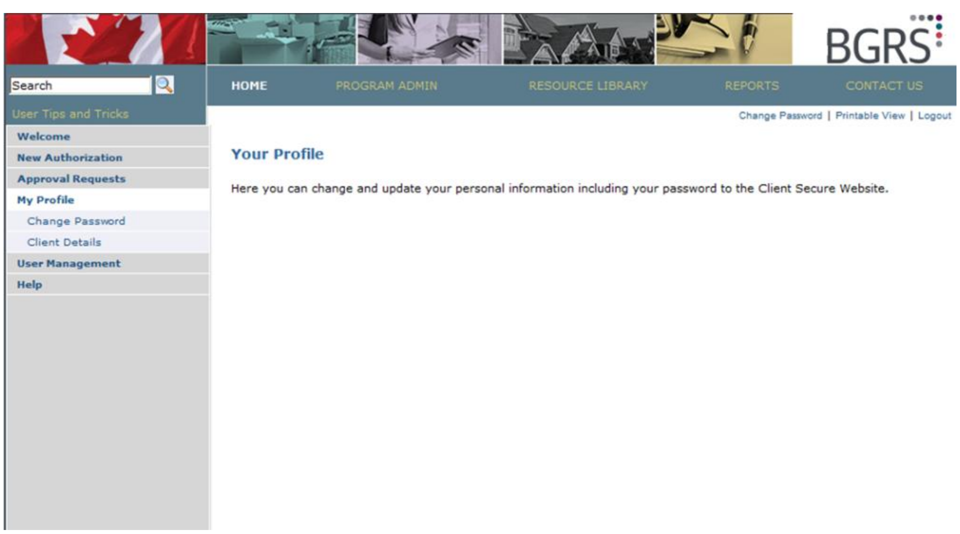
Regardless of your response, your comments are entered into the details of the request as "dated" information, as shown below.

Your final decision is also captured in the applicable column of the summary report as shown below. When the advisor notifies the employee of your decision and comments, they complete the request within the application, selecting the date all parties have been notified. This information will appear in the "Closed" column, as shown below.



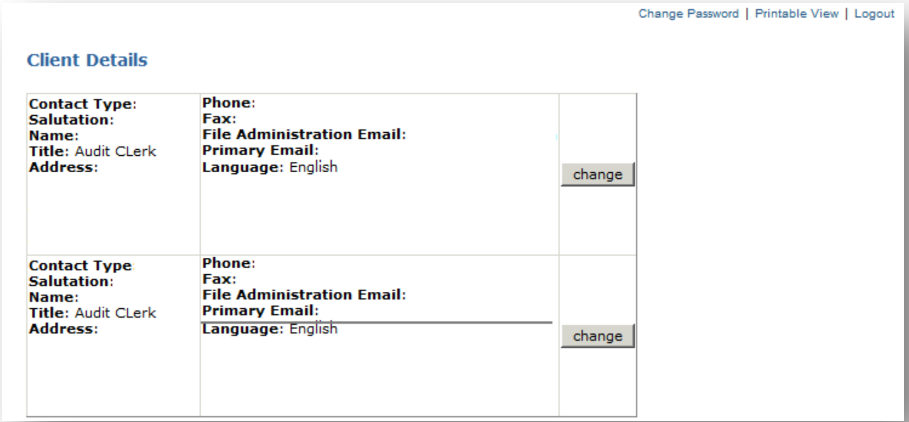
6 My Profile

At any time passwords can be changed or verified and the contact information on file with BGRS can be updated.



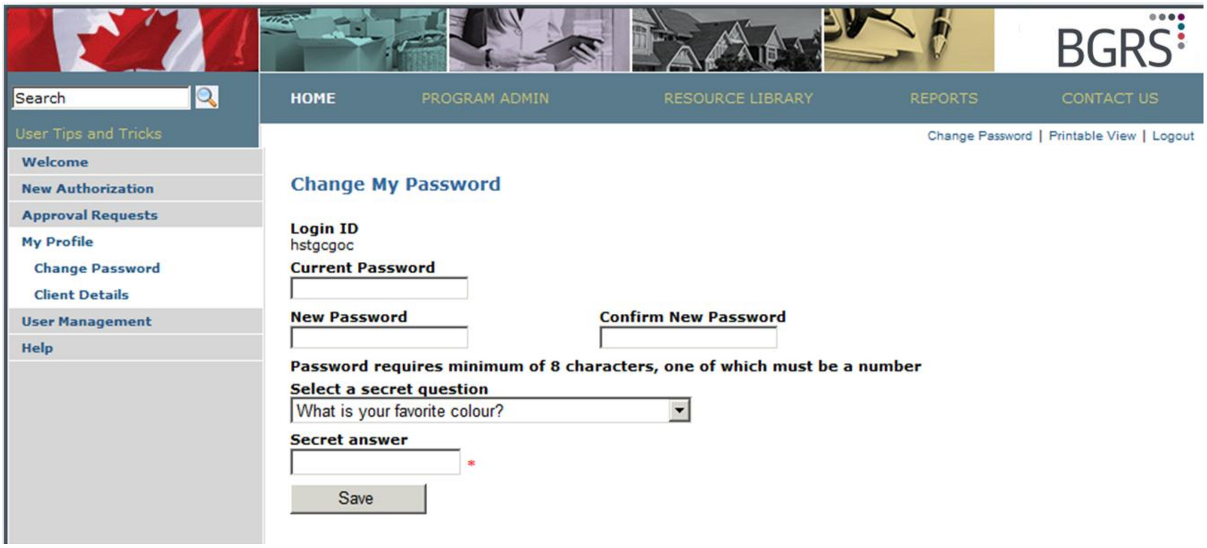
6.1 Client Details

Click on **Change** to update your profile.
Click **Save** to update your profile or click **Cancel** to return to the Client Detail Page.



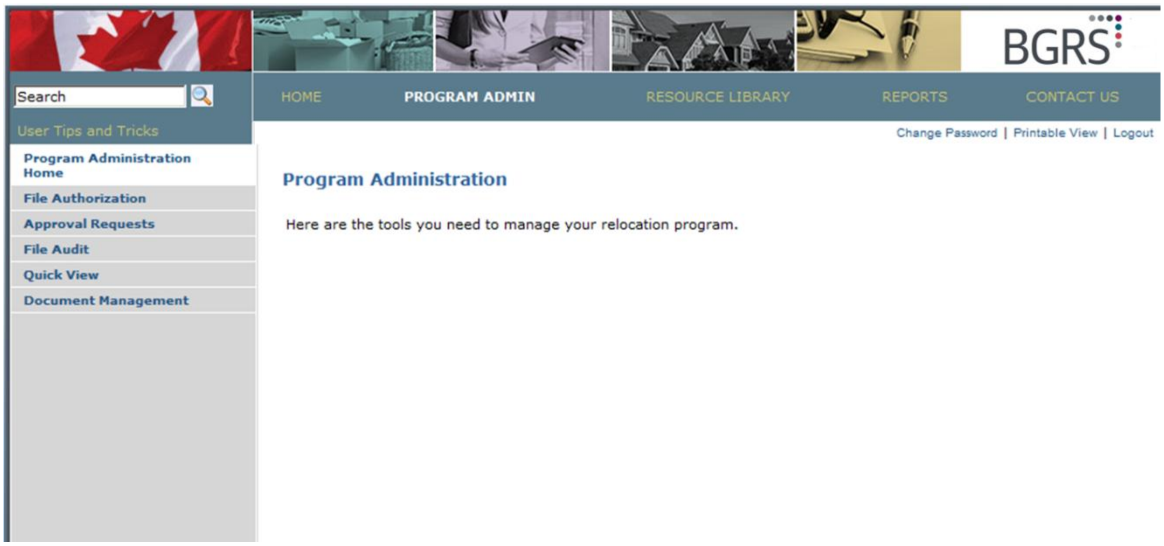
6.2 Change Password

Password or secret question can be changed at any time once the secure website is accessed.



7 Program Admin

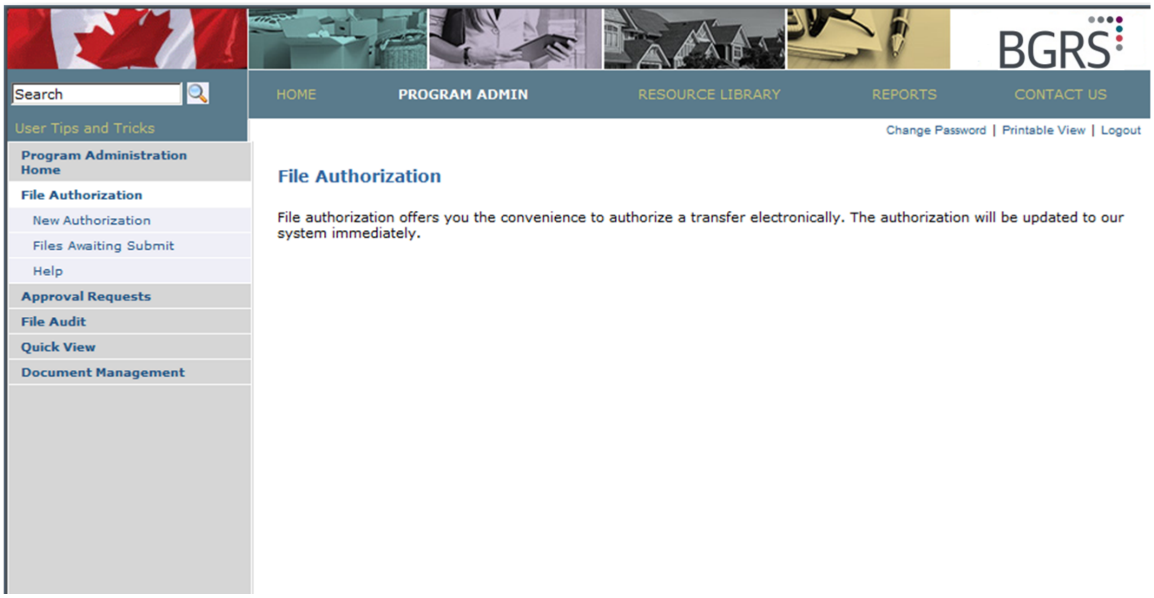
The *Program Admin* section of the website is where many of the modules will be found to assist you in the complete administration of relocation, such as, File Authorization, Approval Requests and Quick View. You will also be able to locate a document detailing the administration fees charged for each relocation and the scenarios associated with each fee.



7.1 File Authorization

The Online Authorization tool is easy to use. In addition to saving time, it automatically adapts the form to be completed, based on the move type selected. Requiring Move Type to be selected at the outset allows fields that are not required for that move type to be "greyed out". Selecting **Initial Appointee**, for example, generates a form that requires only the information applicable to this situation, while selecting **Transfer** generates a form that requires all relevant information to be entered.

At any time, you can click the "here" hyperlink found in "If you require assistance in completing the form, please click **here** for a self-help document." located at the beginning of the page.



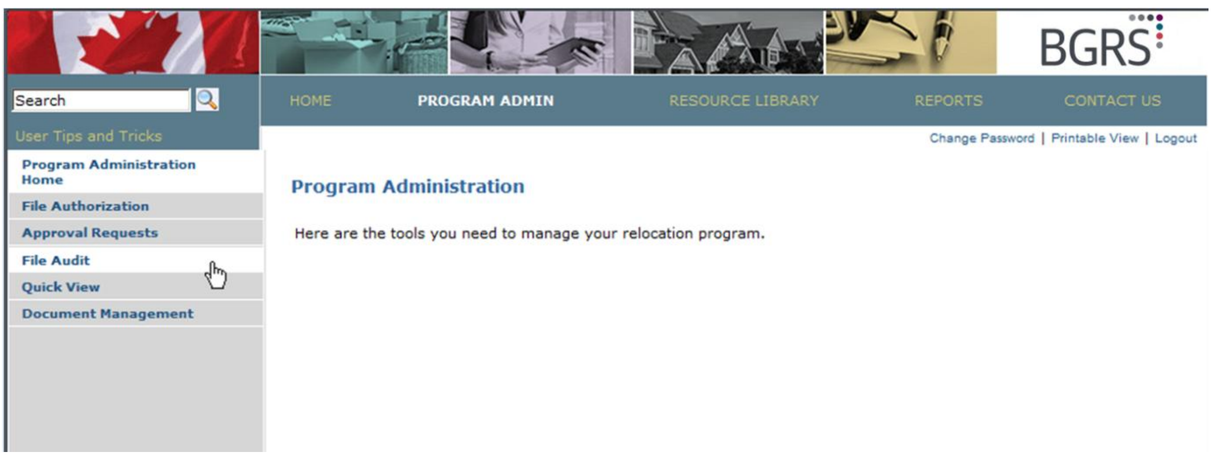
8 Program Admin > File Audit

The File Audit Module is a web based, interactive tool. It provides BGRS team members and the Departmental Coordinators/Reviewers, with an efficient method of reviewing relocation files.

The Audit Module is available:

- In both official languages
- 24 hours a day / 7 days a week
- For all relocation files that have been reconciled by BGRS staff or previously approved to close by the Departmental Coordinator/Reviewer

BGRS teams use the File Audit module to check compliance at any stage in the relocation. File Audit usage is mandatory prior to approving claims, during interim reconciliation and must be used to reconcile and close files. Care is taken by BGRS not to rely solely on the Audit Module to confirm that the file is ready for Client audit. Several other mechanisms are in place in our Administrative Working Instructions, to ensure accuracy and compliance.



When the BGRS advisor selects **Reconcile** in a file, the Coordinator/Reviewer receives an automated email message that reads:

Subject: File is ready for your Audit at www.relodialogue.com

This is to advise that BGRS File # XXX200800022, Smith, John, has been reconciled and is available for your electronic review, audit and agreement to close.

The Coordinator/Reviewer will then have the ability to audit, review, comment, and approve the file for closure. Their submission will generate an automated Scheduler entry in the BGRS system, notifying the team member who reconciled the file.

The Audit module allows for the department to review the details of their employee's relocation files in a safe and secure environment. Coordinators/Reviewers have access to all of the employee's details relocation information, including funding profile, itemized expenditures by category and a note area.

The module does a variety of audit checks on eligible benefits based on three major items:

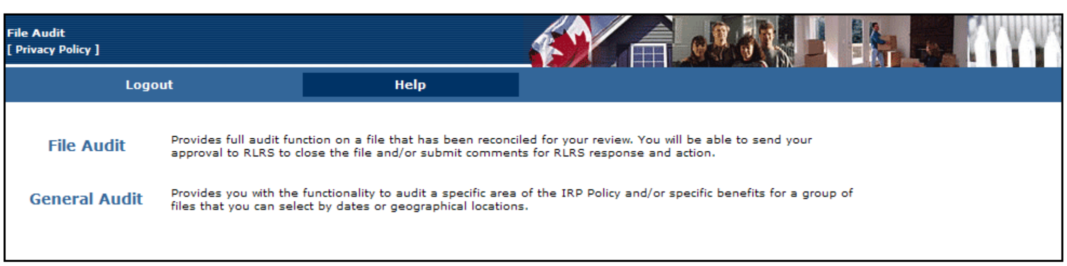
- Funding Envelopes
- Expenses Paid
- Supporting Data

Upon selection of the Start Audit button, the application will run an electronic audit check on a multitude of audit rules as prescribed by the applicable policy and contract. On completion of the process, the application will return an Audit result list detailing:

- Each expense audited
- The component from which the expense was paid
- Expenses that are in compliance
- Any non-compliance found
    - There are two types of non-compliances:
        - Paid expenses (will show component)
        - Missing data or missing expenses, (will not show component)

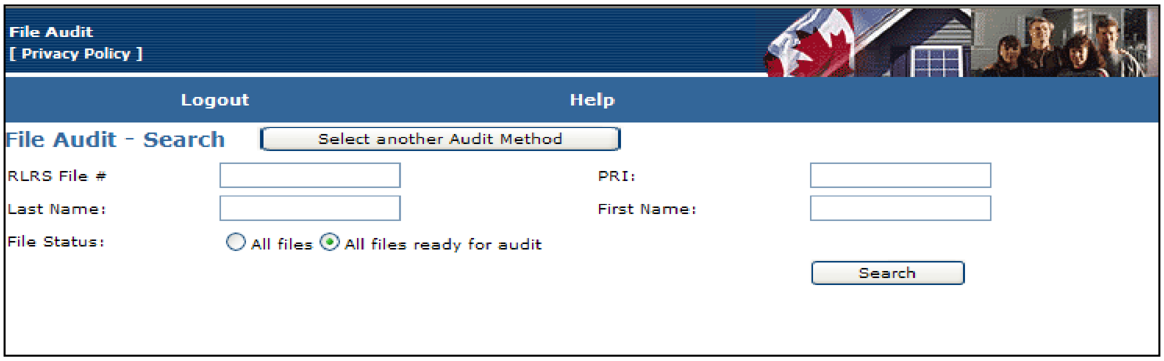
Once you have entered the File Audit Screen you have a choice of two different audit methods, as shown below.

- File Audit: Audit of a single file
- General Audit: Audit a specific expense over a group of files

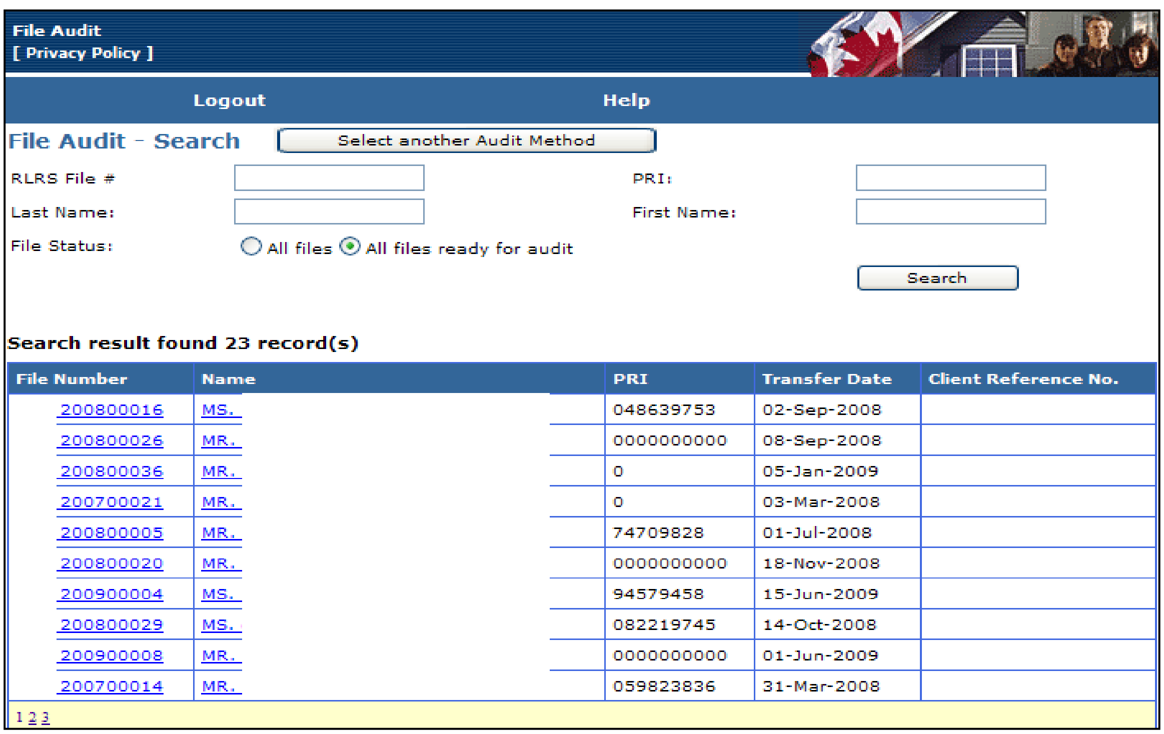


8.1 File Audit

This type of audit provides full audit functions on a single file. You will be able to review all benefits and paid expenses for each file, review and complete a variety of audit functions.



Click on *File Audit* which will bring you to the search screen. It will automatically default to search for all files ready for audit, once you click **Search** your file list will appear. You could also enter a search criteria based on BGRS file number, employee's last name, first name, PRI number. Click on the hyperlinked BGRS File number or employee's name to open the file audit detail screen.



File Number	Name	PRI	Transfer Date	Client Reference No.
200800016	MS.	048639753	02-Sep-2008	
200800026	MR.	000000000	08-Sep-2008	
200800036	MR.	0	05-Jan-2009	
200700021	MR.	0	03-Mar-2008	
200800005	MR.	74709828	01-Jul-2008	
200800020	MR.	000000000	18-Nov-2008	
200900004	MS.	94579458	15-Jun-2009	
200800029	MS.	082219745	14-Oct-2008	
200900008	MR.	000000000	01-Jun-2009	
200700014	MR.	059823836	31-Mar-2008	

1 2 3

There are 4 distinct sections to the file audit detail screen:

Section 1: Employee's Relocation Profile Summary

- Information that determines the funding amounts available
- Information that determines eligibility to GCRSS benefits

Section 2: Financial Information Summary

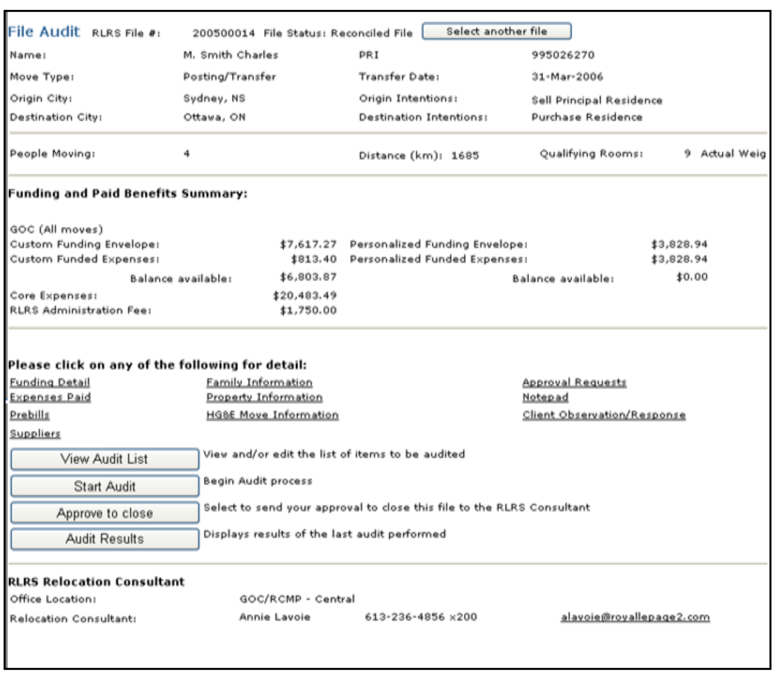
- Original totals of each funding envelope as calculated at the beginning of the move
- Total expenses paid from each envelope to date, including core
- Any remaining balances in the funding envelopes

Section 3: Employee's Profile and Financial information details

- Links to all file data information, including suppliers used, etc.
- Links to expenses paid, authorizations for policy specific items, etc.
- Function buttons to conduct and review an audit
- Note: (See below for examples of detail screens)

Section 4: BGRS Contact Information

- Name, location and contact numbers of the responsible advisor for this file



To begin your audit

Click the *View Audit List* to see all items this module will be reviewing for the file.

Audit List

Please make your selection and close the window. Your selections will be audited when you click on the 'Start Audit' button.

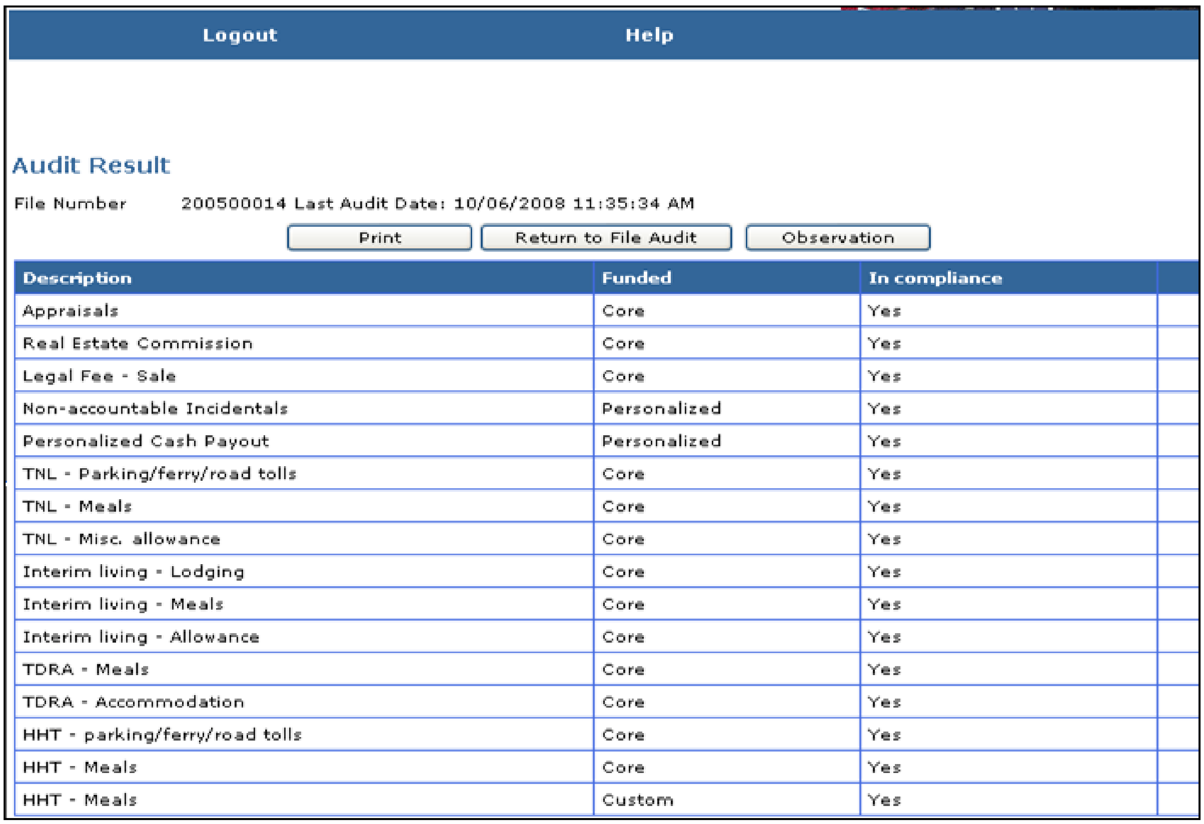
Description	Audit (checked = item included)
Custom/Personalized Funding Calculations	☑
House Hunting Trip	☑
Destination (Home) Inspection Trip	☑
Travel to New Location	☑
Unaccompanied Travel	☑
Return Trip to Finalize Sale	☑
Spousal Employment Services	☑
Interim Living Expenses	☑
Temporary Dual Residence Assistance	☑
Home Disposal	☑
Home Replacement	☑
Shipment of Household Goods & Effects	☑
Miscellaneous Expenses	☑
Sundry Expenses	☑
Reverse TDRA	☑

Check all

Uncheck all

Once you are ready to begin, click the *Start Audit* button and you will be advised that the audit is in progress and to please wait.

The audit results will then display. You will see each expense type that was paid on behalf of the employee and the system will indicate whether or not it is in compliance with the provisions of the directive.



Description	Funded	In compliance
Appraisals	Core	Yes
Real Estate Commission	Core	Yes
Legal Fee - Sale	Core	Yes
Non-accountable Incidentals	Personalized	Yes
Personalized Cash Payout	Personalized	Yes
TNL - Parking/ferry/road tolls	Core	Yes
TNL - Meals	Core	Yes
TNL - Misc. allowance	Core	Yes
Interim living - Lodging	Core	Yes
Interim living - Meals	Core	Yes
Interim living - Allowance	Core	Yes
TDRA - Meals	Core	Yes
TDRA - Accommodation	Core	Yes
HHT - parking/ferry/road tolls	Core	Yes
HHT - Meals	Core	Yes
HHT - Meals	Custom	Yes

In some cases you will see a *No* in the "In compliance" column and a "Details" link is provided. Selecting the **Details** link will open to an approval request and your approval as shown earlier in this presentation. You can choose to print these results if you wish by clicking the *Print* button.

In the Audit Results Screen, upon completion you will have access to three (3) function buttons:

- *Print* - Easily print the entire Audit Results Report;
- *Return to File Audit* - Return to "Approve to Close" or select another file;

- *Observation* - is a function button that opens an input page where the client can enter any observations questions or concerns regarding the results especially if they are not ready to provide approval to close. On completion of entering your comments, they are automatically sent to the BGRS advisor for response.

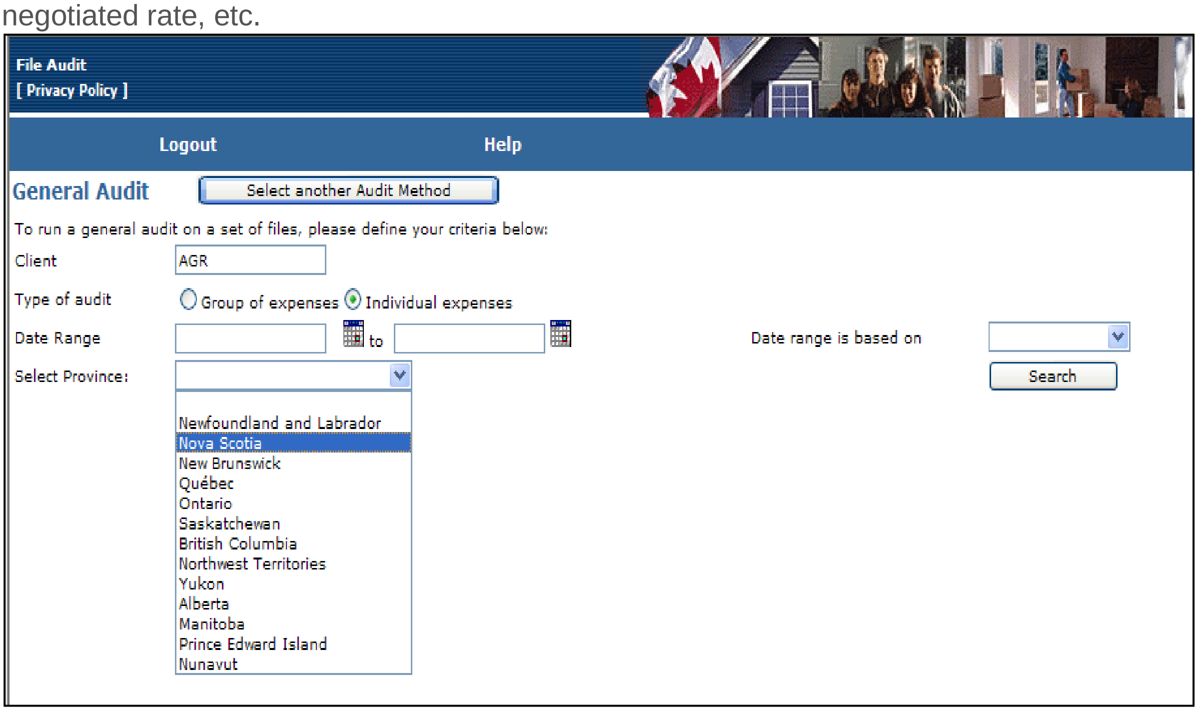
Approving to Close

Following your review of the audit results, you have the option to select the *Approve to close* button to notify BGRS of your approval to close the file and forward it to you. This will update the file status to “Client approved” and a *Scheduler* entry will be automatically sent to the responsible team member who reconciled the file. It will set the system audit trail to capture the user who approved to close. This button will be disabled when a file has already been approved to close or is closed. (BGRS users will not have access to this button).

Providing your approval to close a file does not limit your ability to question any benefit payments.

8.2 General Audit

Select this option from the File Audit home page if you wish to audit multiple files for a group of paid expenses or a specific pre-negotiated rate. You may enter criteria based on date ranges when the files were opened or reconciled. Select a province to audit compliance with pre-negotiated rate, etc.



From the audit list you may select the expenses you wish to include in this specific audit. You may select any individual expense or all of them.

23 files will be audited. Click on start to begin the process.

Description	Audit (checked = item included)
Appraisal	☐
Home Inspection	☐
Real Estate Commission	☐
Legal Fee - Sale	☐
Legal Fee - Purchase	☐

Start Audit

The module does a variety of audit checks on eligible benefits based on the funding envelopes and expenses paid.

Audit Checks on Custom/Personalized Funding Envelopes

- An active Financial Worksheet (FW) is created for the file.
- The selected FW template is correct based on the employee's Profile as held in the database;
- The adjustments required to reduce the Custom or Personalized funding, if any, have been entered and are negative values only.
- Incentive for homeowners who elect not to sell is included if the intent is 'Elect not to sell'.
- Interim living Savings on Shorter HHT, if any, must be a positive value. Claim processed must also have total HHT days less than 7.
- Recovery adjustments must be less than or equal to zero (<=0).
- Relocation Allowance is applied to funding only if allowed by Move Type
- Holdback on personalized funding is 10% of total funded amount prior to reconciliation and zero prior to closing.

Audit Checks on Expenses Paid

The module will check that expenses are paid in accordance with Policy and the employee's individual profile and move type. There are several sub-categories and many factors considered:

BGRS

Financial Worksheet Template

Benefits paid are allowable based on a specific component in accordance with Policy (core, custom or personalized). For example:

- Non-accountable incidentals, a personalized funded expense, will be identified as an error if it was paid out of the core or custom funding.
- Benefits paid are allowable based on specific Move Type as per the selected FW funding formula. For example: EX/GIC Move Type is not entitled to Home Equity Assistance.

Expense limitations

Expenses paid are in line with and/or do not exceed the maximum (see tables below) based on:

- TPSP agreement pre-negotiated rates (See Table 1)
- GCRSS Directive/Policy limited expense amounts (See Table 2)
- Employee's Profile as held in the IMETS database (See Table 3)

Table: Audit rules for Pre-negotiated Rates

Pre-negotiated Rates	Limited To:
Appraisal fee	The pre-negotiated rate effective on date service is requested
Home Inspection fee	Pre-negotiated rate effective on date service is requested
Real estate commission rate	Commission calculated on sale price x % rate at origin province
Legal fee - Origin Sale	Pre-negotiated rate effective on sale offer acceptance date
Legal fee – Destination purchase	Pre-negotiated rate effective on purchase possession date
Rental Search Assistance	Pre-negotiated rate effective on the first HHT travel date

Table 2: Audit Rules for benefits with amount limitations

NJC Directive	Limited To:
Home Equity Assistance	80% of loss from original purchase price to a maximum of $15000 from Core
Capital improvements	Original Purchase price plus upgrades must be less than sale price. Custom only.
Home Sale Assistance	10% of appraised value to a maximum of $15,000 from Core
Lease penalty	No more than 3 months' rent (based on amount entered in profile)
Rent in advance	No more than 1 month rent (based on data in destination detail)
Mortgage discharge penalty	Maximum $5000
Mortgage interest differential on purchase	Maximum $5000
Maximum core per day	Total daily meal allowance in the claim for a specific trip i.e. HHT cannot exceed allowable # of days x meal rate from Core
Maximum custom per day	Total daily meal allowance in the claim for a specific trip i.e. HHT cannot exceed allowable number of days x meal rate from Custom
Maximum core per night	Total number of nights for a specific trip i.e. HHT cannot exceed x number of nights allowable from core
Maximum custom per night	Total number of nights for a specific trip i.e. HHT cannot exceed x number of nights allowable from custom
Incidental/Misc rates	Rate used in the claim depending on # of people & days

Table: Audit Rules for Data Related Expenses

Data related Expenses	Eligible only if:
Travel Expenses for Spouse	profile and authorization indicates that the transferee has a spouse
Dependant care	transferee profile indicates minor dependants
Pet care	pets are indicated in the Transferee Profile
Car rental	travel by air as confirmed in Travel Module
Mileage allowance	travel is not by air, based on travel booking record

The application has been programmed with well over 200 potential error messages. Examples can be found below.

Table: Partial List of Programmed Error Messages

Programmed Error Messages
This expense is not paid in accordance with the move type selected.
This expense is not paid from the correct component in accordance with the policy.
This expense is related to a tenant and not applicable to a homeowner at origin.
This expense is not applicable to homeowner who listed and sold through a broker
The paid appraisal fee exceeded the pre-negotiated rate.
The paid home inspection fee exceeded the pre-negotiated rate
The paid commission exceeded the pre-negotiated rate.
The paid legal fee exceeded the pre-negotiated rate
The mortgage penalty exceeded the $5000 maximum
This expense is not applicable to homeowner who elected not to sell.
The paid commission exceeded the pre-negotiated rate
This expense is not applicable to a homeowner who sold privately.
This expense is not applicable when there is no loss on sale.
The paid loss from custom funding exceeded the maximum

Programmed Error Messages
This expense is not paid in accordance with the directive rules as setup in Financial Worksheet.
The paid home sale assistance amount from core exceeded the 10% maximum
This expense is related to a homeowner and not applicable to a SQ renter at origin
The paid rental lease penalty exceeded the 3 months maximum
This expense is related to a homeowner and not applicable to a renter at origin
Property sale information is missing.
The paid land transfer tax exceeded the amount based on the local rate.
The paid rent in advance exceeded one month's rent.
The paid legal fee exceeded the pre-negotiated rate.
Funding - Actual weight exceeded 20000 lb. limit, shipping over weight adjustment is missing.
Funding - Shipped 2 vehicles, PMV Shipment adjustment from custom is missing.
Funding template is incorrect.
Funding - Incentive for electing not to sell at origin is missing.
HHT Meal allowances exceeded the maximum core days allowed.
HHT Meal allowances exceeded the maximum custom days allowed.
HHT Incidental allowances exceeded the maximum core days allowed.
HHT Lodging benefits exceeded the maximum core days allowed.

9 Program Admin > Quick View

The Quick View module provides a view or window into all the key pieces of information required by Government Relocations users. These key pieces of information include information from various sources, namely, the IMETS database and *Solomon* Accounting Program. All Users can do a search and access the information with ease. The information includes:

- Client information
- Detailed individual file information
- Billing to the clients and their payment status

This module is accessible to you in a read-only format so there is no need to fear making any unwanted changes to the file; however there are some details that have been provided to you that can be printed.

The application is available to all clients through their client secure website and to BGRS users through the IMETS database.

File access is limited (for security) by user login identification. For the department, the login user has access to his/her department's files only. For BGRS users, IMETS limits file access to the log in identification as setup in their user profile.

On selection of the Quick View application from the menu, the system navigates to the main page with a list of four major views as listed on the main menu located on the left of the screen:

- Client Information
- File Information
- Invoices & Payments
- Expenses Paid

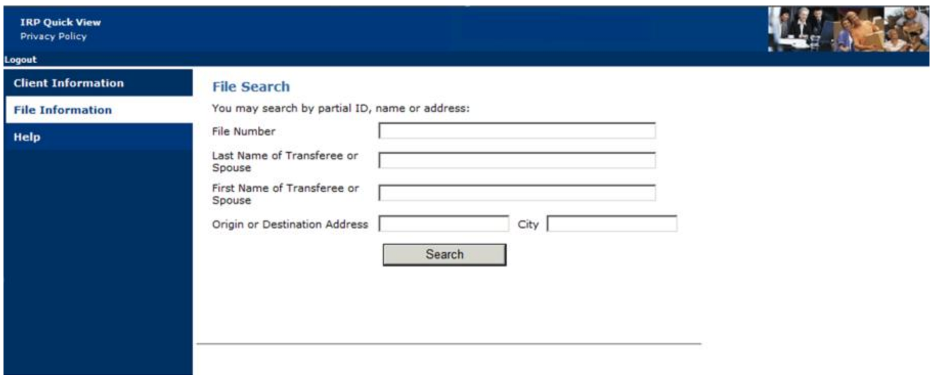
The user merely needs to select a view on the menu to be brought to the search page of that view and is able to then enter search criteria to narrow the search. When the system returns the result, selecting any link will drill down for more details for the selected client, file, invoice or payment.

Client Information

The Client information section provides a view of client related data only. The search functionality provides users means to search for a client by partial client id, client name and client contact name. All clients matching the search criteria will be listed on the screen.

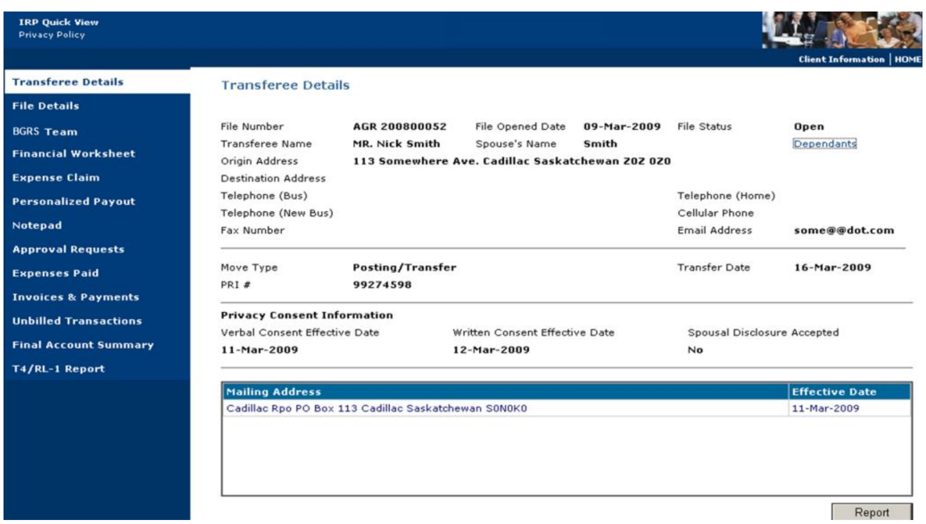
9.1 File Information

Once you have accessed the module, in the defaulted **File information** option, you can go directly to any file by searching by file number or even the employee information such as name or address.



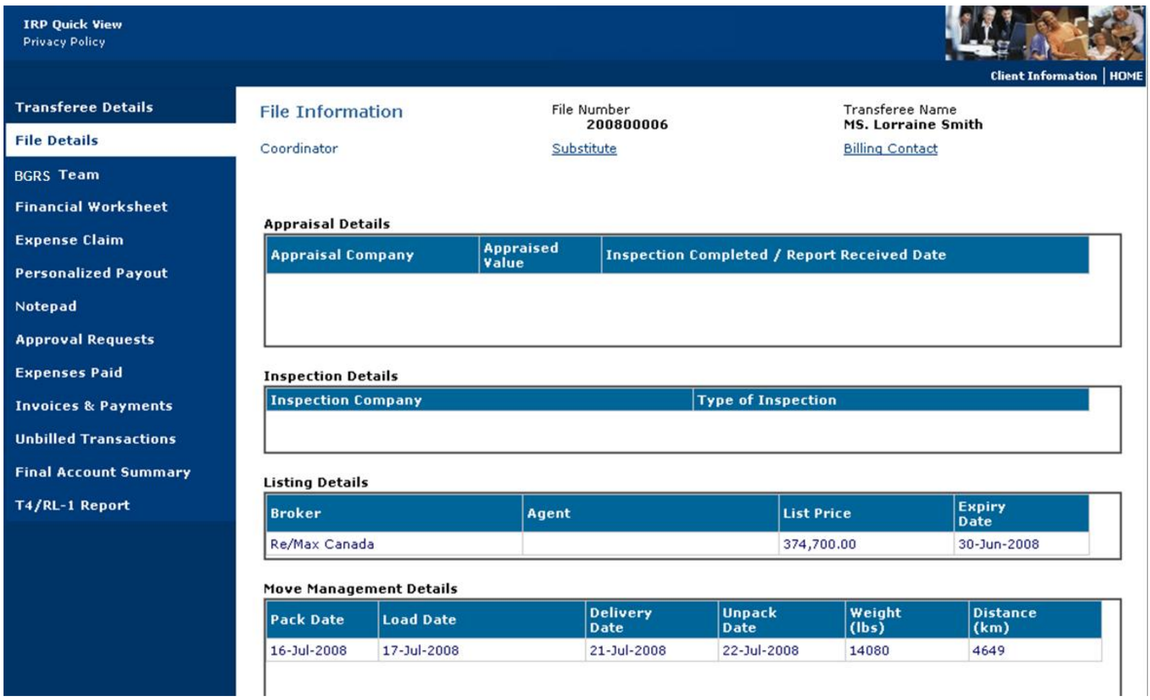
9.2 Transferee Details

The **Transferee Details** screen will show you the file status whether it is open or closed, the origin and destination addresses and the file type. If you were to click on the **Dependants** option it would list in a separate pop up any dependants this employee may have, it will show a blank screen should there be no dependants. You also have the option to print all these details in a PDF format for your files should you require them for quick reference. Simply click on the **Report** button on the bottom right of the screen.



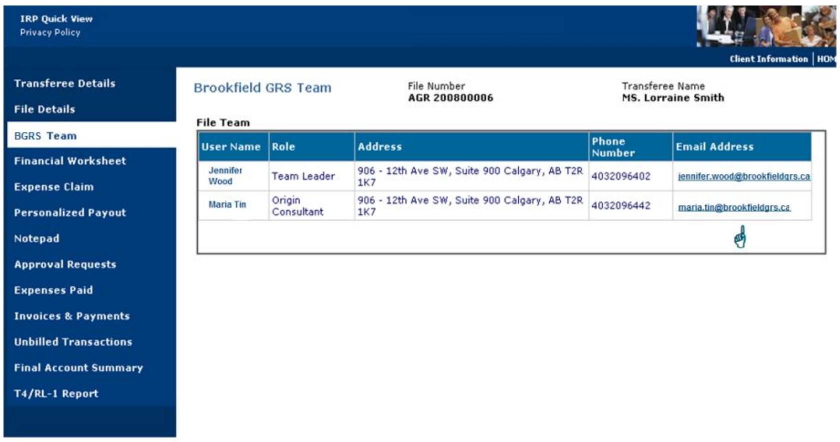
9.3 File Details

The **File Details** screen will provide information such as the Coordinator, Substitute Coordinator and Billing Contact assigned to the file. You will also be able to view at quick glance information such as the Appraisal Details, Inspection Details and Move Management information.



9.4 BGRS Team

The **BGRS Team** option will show you which advisor is responsible for this relocation as well as the team leader for the corresponding BGRS office. You are even able to send an email directly to the advisor on the file by clicking on the email address.



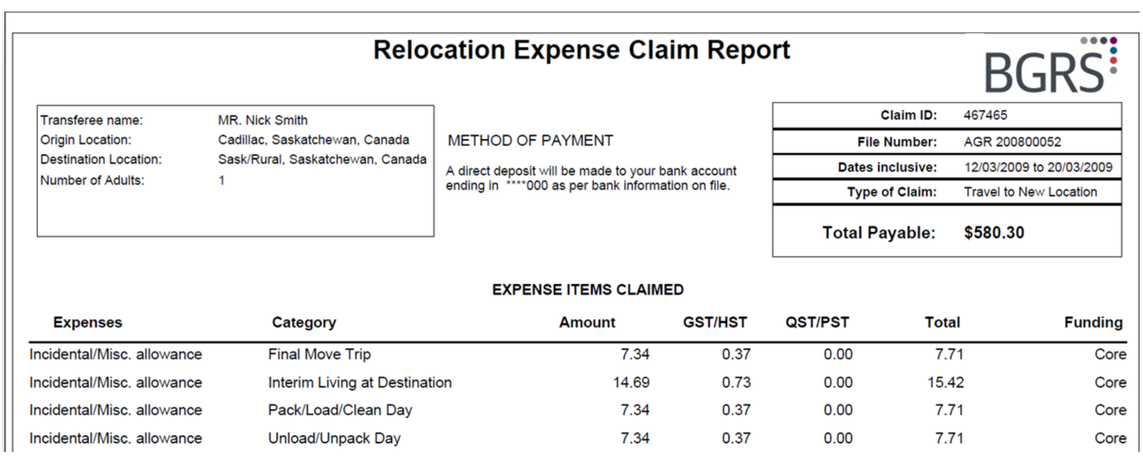
9.5 Financial Worksheet

You can view the funding envelopes of the financial worksheet by clicking on *Financial Worksheet*, if you wish to view the complete report it is just a matter of clicking on the *Report* tab.

9.6 Expense Claim

By choosing the *Expense Claim* option you can view any employee claims that were submitted to the advisor.

By clicking on the *Claim ID number* you will be able to view the complete claim form.



Relocation Expense Claim Report

BGRS

Transferee name:	MR. Nick Smith
Origin Location:	Cadillac, Saskatchewan, Canada
Destination Location:	Sask/Rural, Saskatchewan, Canada
Number of Adults:	1

METHOD OF PAYMENT

A direct deposit will be made to your bank account ending in ****000 as per bank information on file.

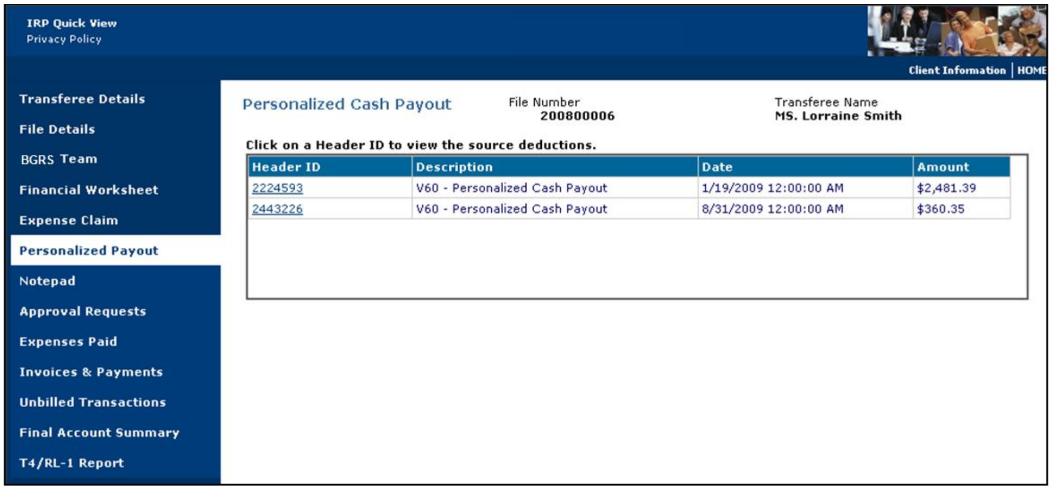
Claim ID:	467465
File Number:	AGR 200800052
Dates inclusive:	12/03/2009 to 20/03/2009
Type of Claim:	Travel to New Location
Total Payable:	**$580.30**

EXPENSE ITEMS CLAIMED

Expenses	Category	Amount	GST/HST	QST/PST	Total	Funding
Incidental/Misc. allowance	Final Move Trip	7.34	0.37	0.00	7.71	Core
Incidental/Misc. allowance	Interim Living at Destination	14.69	0.73	0.00	15.42	Core
Incidental/Misc. allowance	Pack/Load/Clean Day	7.34	0.37	0.00	7.71	Core
Incidental/Misc. allowance	Unload/Unpack Day	7.34	0.37	0.00	7.71	Core

9.7 Personalized Payout

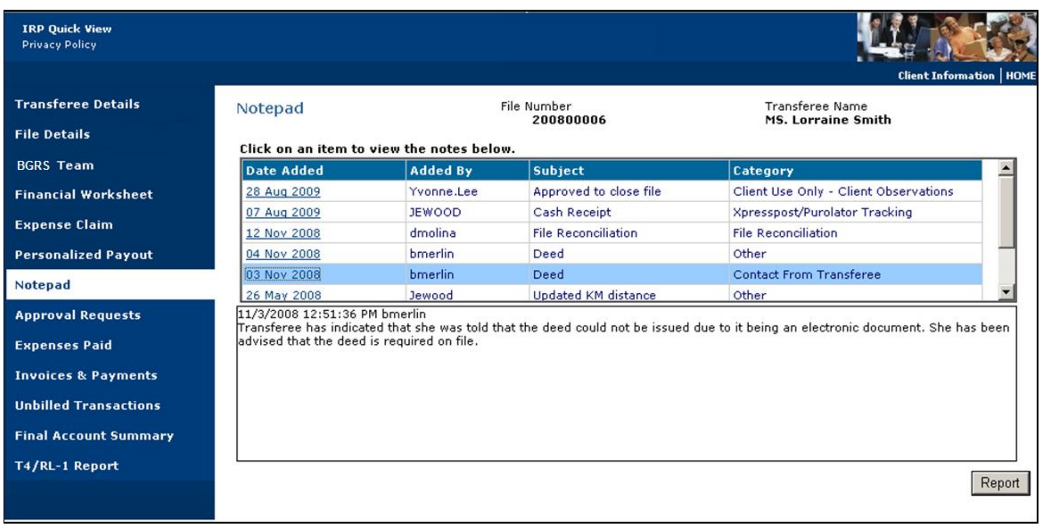
The *Personalized Payout* option will show any payouts to the employee.



9.8 Notepad

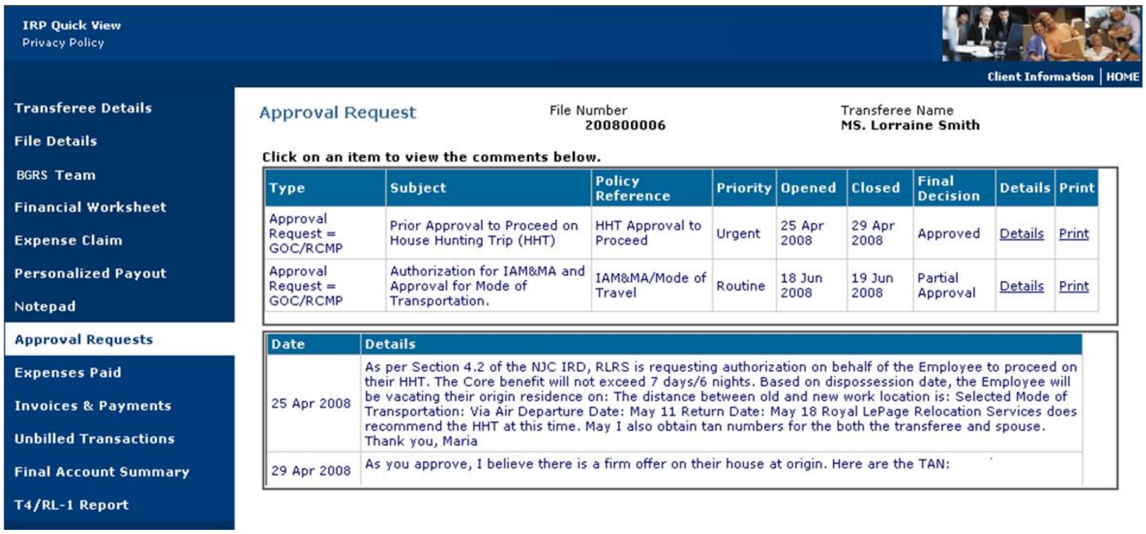
Rather than waiting for the completed closed file to view the Notepad entries you will be able to view any entries as they happen.

By choosing a date, it will show the complete entry for that date. You can also, by clicking the *Report* button, be provided with a PDF document listing all the Notepad entries rather than clicking each one individually.



9.9 Approval Requests

Any approval requests that have been sent to you throughout the file via the **Approval Requests** module will be available to view in Quick View as well. By clicking on the **Details** option it will show the complete approval request details. Should you wish to print the details for your files, you can do so by clicking the **Print** button, where a PDF document will be made available to you.

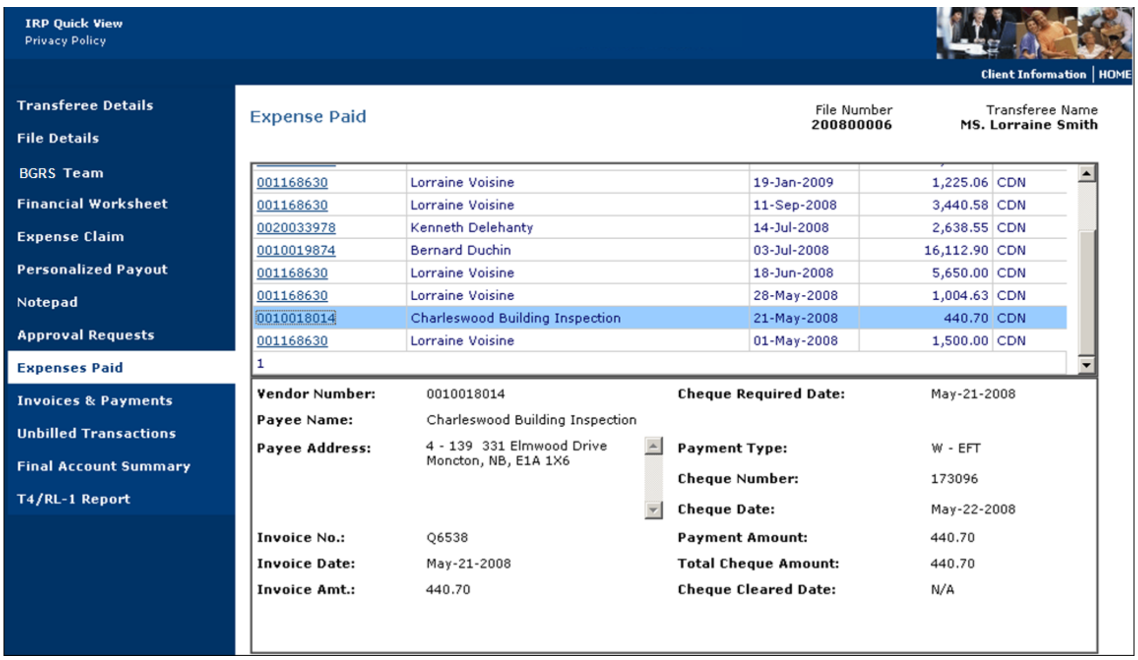


9.10 Expenses Paid

Expenses Paid section displays all the invoice payments that have been processed on this file, everything from an expense claim paid to the employee to fees paid directly to suppliers.

When choosing the vendor number it will provide you with the complete payment details, whether it was paid via cheque or electronic funds transfer and if it was paid by cheque information such as clear date will populate.

This view method is also available as a direct view from the Quick View launch page on the left hand side module.



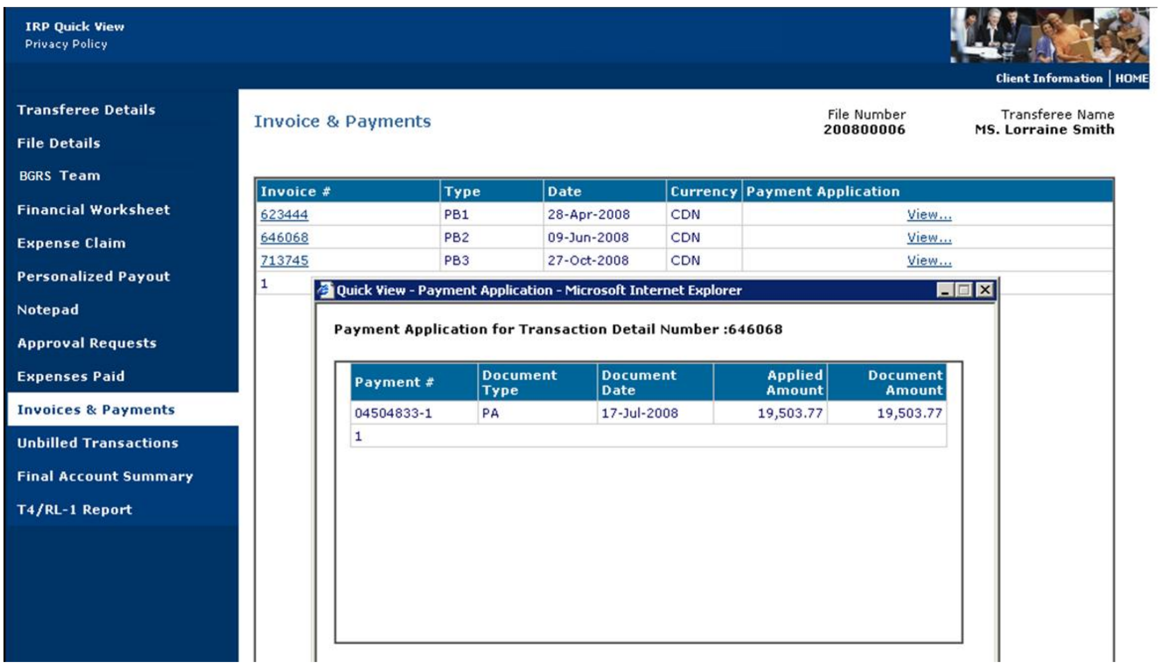
9.11 Invoices & Payments

Invoices and Payments section provides information such as whether the invoice remains outstanding and you will be able to view and or print a copy of the invoices as well.

By choosing *View* in “Payment Application”, it will show if a cheque has been received, the cheque number, the original amount of the cheque, should there have been more than one invoice being paid on that cheque and the date applied against the invoice. If no payment has been received the pop up box will remain empty.

If you were to click on the invoice number the invoice will generate in a PDF format to allow you to print a copy for your records should the original have been misplaced or a duplicate copy required.

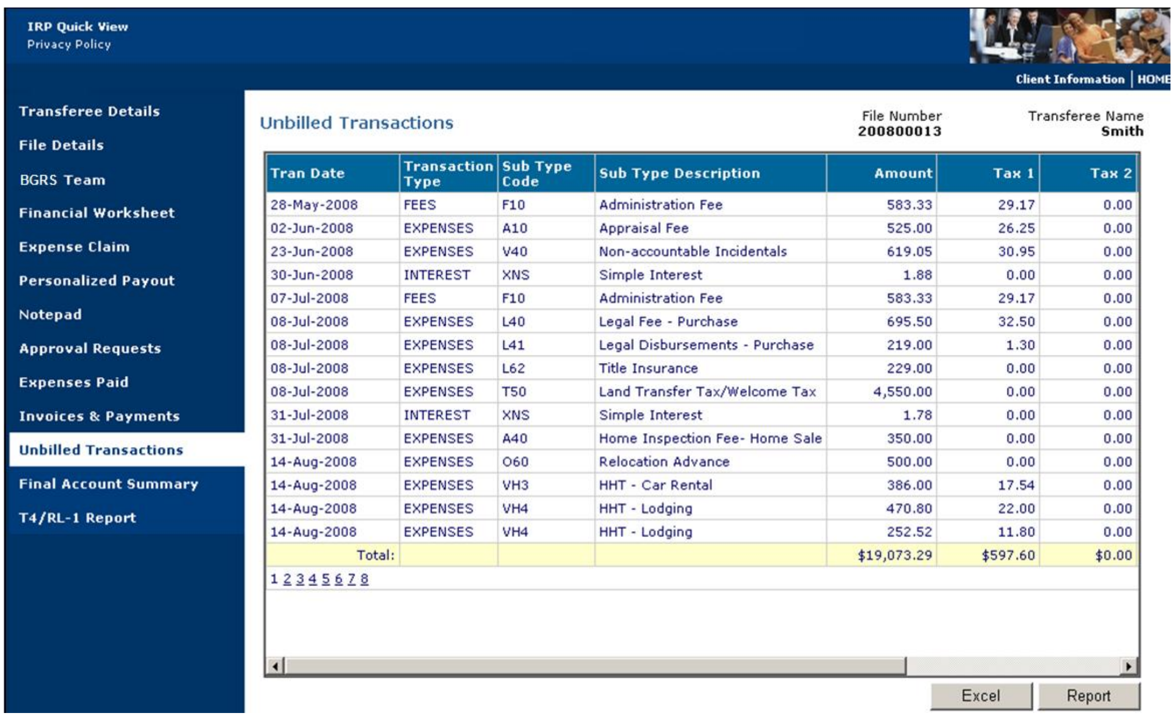
This view method is also available as a direct view from the *Quick View* launch page on the left hand side module.



9.12 Unbilled Transactions

Until the final invoice is generated it is sometimes difficult to know how much the relocation costs are to date. This is especially apparent at year-end when you are trying to determine your budget allocations. By viewing the **Unbilled Transactions** you can see what will be invoiced on the final invoice up to the viewing time along with any interest or administration fees to be incurred.

Many users take advantage, especially at year-end, of the ability to view the unbilled transactions on a file to compare to the pre-bill invoices issued and paid on a file vs. the funds disbursed in order to ensure that all funds have been allocated accordingly and the budgets set are within scope. In the past this report was available as read-only and on several screens, this made for difficulty in reconciling. The user can now generate either a PDF version of the data or export the data directly to an excel document for further analysis by clicking their choice in the bottom right hand of the screen.



Tran Date	Transaction Type	Sub Type Code	Sub Type Description	Amount	Tax 1	Tax 2
28-May-2008	FEES	F10	Administration Fee	583.33	29.17	0.00
02-Jun-2008	EXPENSES	A10	Appraisal Fee	525.00	26.25	0.00
23-Jun-2008	EXPENSES	V40	Non-accountable Incidentals	619.05	30.95	0.00
30-Jun-2008	INTEREST	XNS	Simple Interest	1.88	0.00	0.00
07-Jul-2008	FEES	F10	Administration Fee	583.33	29.17	0.00
08-Jul-2008	EXPENSES	L40	Legal Fee - Purchase	695.50	32.50	0.00
08-Jul-2008	EXPENSES	L41	Legal Disbursements - Purchase	219.00	1.30	0.00
08-Jul-2008	EXPENSES	L62	Title Insurance	229.00	0.00	0.00
08-Jul-2008	EXPENSES	T50	Land Transfer Tax/Welcome Tax	4,550.00	0.00	0.00
31-Jul-2008	INTEREST	XNS	Simple Interest	1.78	0.00	0.00
31-Jul-2008	EXPENSES	A40	Home Inspection Fee- Home Sale	350.00	0.00	0.00
14-Aug-2008	EXPENSES	O60	Relocation Advance	500.00	0.00	0.00
14-Aug-2008	EXPENSES	VH3	HHT - Car Rental	386.00	17.54	0.00
14-Aug-2008	EXPENSES	VH4	HHT - Lodging	470.80	22.00	0.00
14-Aug-2008	EXPENSES	VH4	HHT - Lodging	252.52	11.80	0.00
Total:				$19,073.29	$597.60	$0.00

9.13 Final Account Summary

Once the file has been closed and the final invoice is generated you can view in PDF format the current **Final Account Summary** and print it as well should you require another copy, until that time, the report will generate blank.

BGRS
39 Chemin Wynford
Don Mills, Ontario, M3C 3K5
Canada

Tél: (416) 386-6065
Télé: (416) 510-5651
www.brookfieldgrs.com

SOMMAIRE DÉFINITIF DU COMPTE

Personne-ressource pour la facturation:	Personne transférée:	# du client:	GOC AGR 00
Juneldan Smith	AGR 200800052	Rapport date:	12/14/2016
Agriculture and Agri-Food Can.	Nick Smith	Date début transfert:	03/09/2009
2001 University St Étage 6, Pièce 671-F Montréal, QC H3A 3N2	Somewhere Ave. Cadillac, SK	Date fermeture:	03/16/2011
		Page	1 of 2

Date	Description	Amount	GST/HST	QST	PST	Total
3/11/2009	Administration Fee	$583.33	$29.17	0.00	$0.00	$612.50
4/20/2009	Administration Fee	$583.33	$29.17	0.00	$0.00	$612.50
9/11/2009	Administration Fee	$583.34	$29.17	0.00	$0.00	$612.51
Total - Frais d'administration		**$1,750.00**	**$87.51**	**$0.00**	**$0.00**	**$1,837.51**

9.14 T4/RL-1 Report

The *T4/RL1 Report* will show a taxable benefit summary for the file for the most recent completed fiscal year which comes in handy at tax time. For example, any taxable benefits disbursed in tax year 2007 would not be visible in the reporting year of 2009 as only the 2008 taxable benefits are available for viewing at that time.

TAXABLE BENEFIT REPORT

BGRS File #

Name:

Address :

10 Document Management

Document Management applies to:

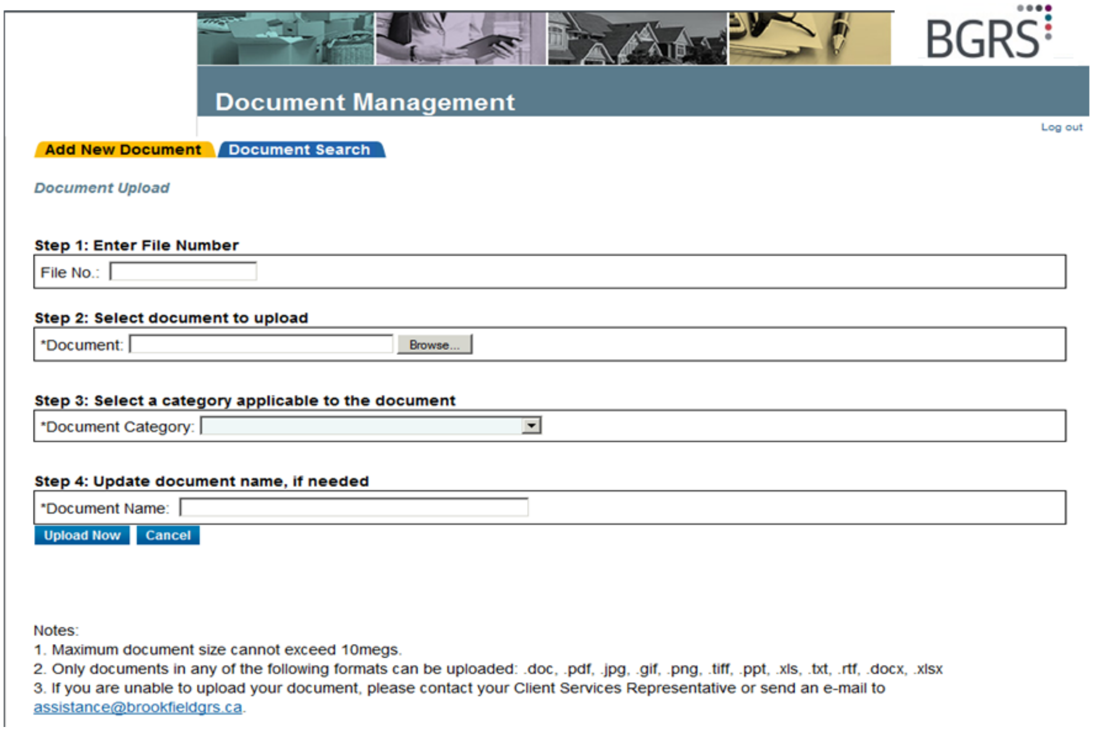
- Client Secure Website
- Employee Secure Website
- Supplier Secure Website

The documentation upload addition in conjunction with our new internal capabilities in document management will allow for authorized users to upload, store and view documents at a file level electronically. This will facilitate file reviews and audits. Some documents that you may find useful to view would be the appraisal reports, 30-day marketing reports and like documents which would aid in determining whether TDRA should be a continued benefit.

All documents uploaded to the document management by external clients will be placed in a staging area for BGRS to review and validate.

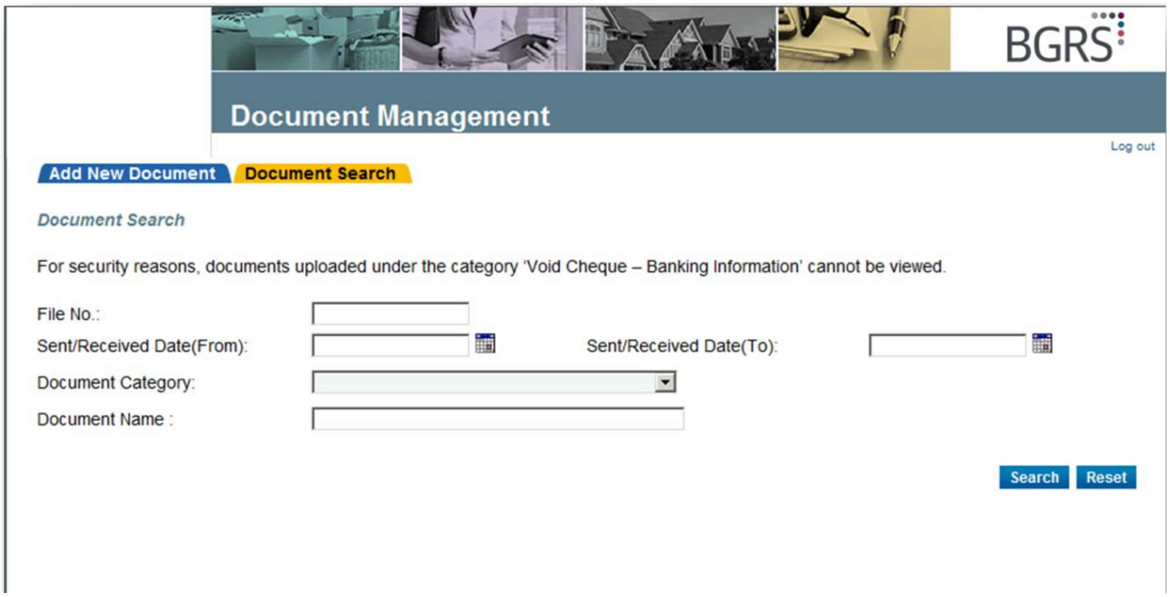
To add a document:

Enter the file number to which a document is to be uploaded, click the *Browse* button and from the system files/folders choose the document to be uploaded. Once selected, click the *Upload Now* button. Once the upload is complete an automated message is sent to the assigned BGRS advisor for review advising them of a document awaiting acceptance. After review, the document will either be accepted or rejected. Should a document be rejected, possibly due to duplication, or not legible, an auto email will be sent advising as such.


BGRS
Document Management
Log out
Add New Document
Document Search
Document Upload
Step 1: Enter File Number
File No.:
Step 2: Select document to upload
*Document:
Browse...
Step 3: Select a category applicable to the document
*Document Category:
Step 4: Update document name, if needed
*Document Name:
Upload Now
Cancel
Notes:
1. Maximum document size cannot exceed 10megs.
2. Only documents in any of the following formats can be uploaded: .doc, .pdf, .jpg, .gif, .png, .tiff, .ppt, .xls, .txt, .rtf, .docx, .xlsx
3. If you are unable to upload your document, please contact your Client Services Representative or send an e-mail to assistance@brookfieldgrs.ca.

To view documents uploaded to a file:

By choosing the *Document Search* tab you will be able to search for documents uploaded to a specific file or within a specific date range. The search results will populate below your search parameters, where you will be able to click on the specific document you wish to review.

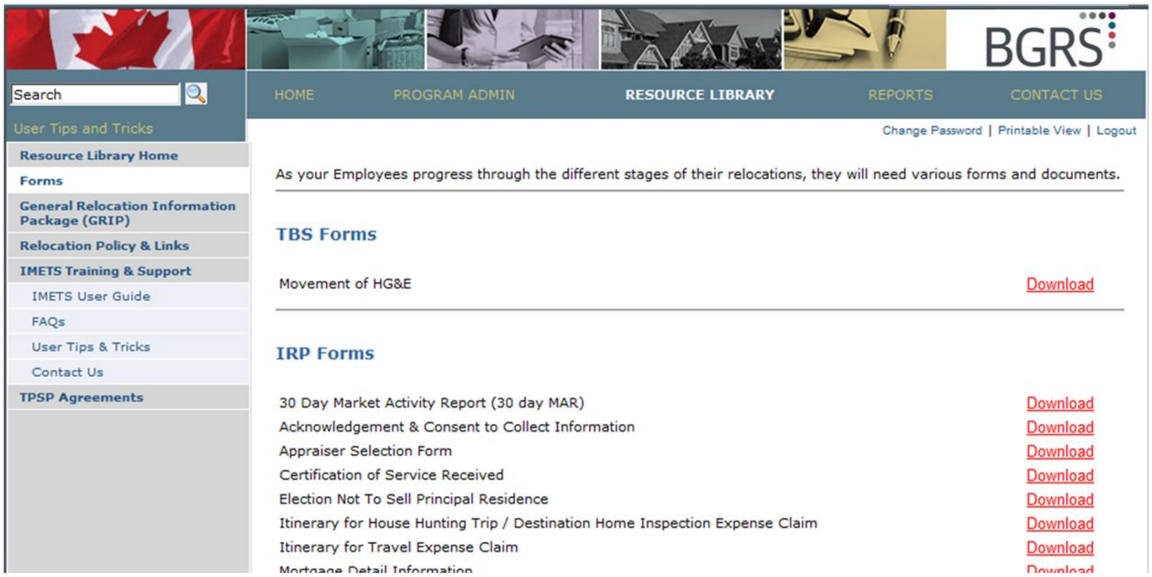


11 Resource Library

In the *Resource Library* you can find numerous documents such as BGRS forms, a copy of your relocation policy, and TPSP agreements.

11.1 Forms

Here you can find various forms that are essential to the success a GoC Employee's relocation. All forms are available in electronic format to be saved or printed by clicking the **Download** hyperlink.

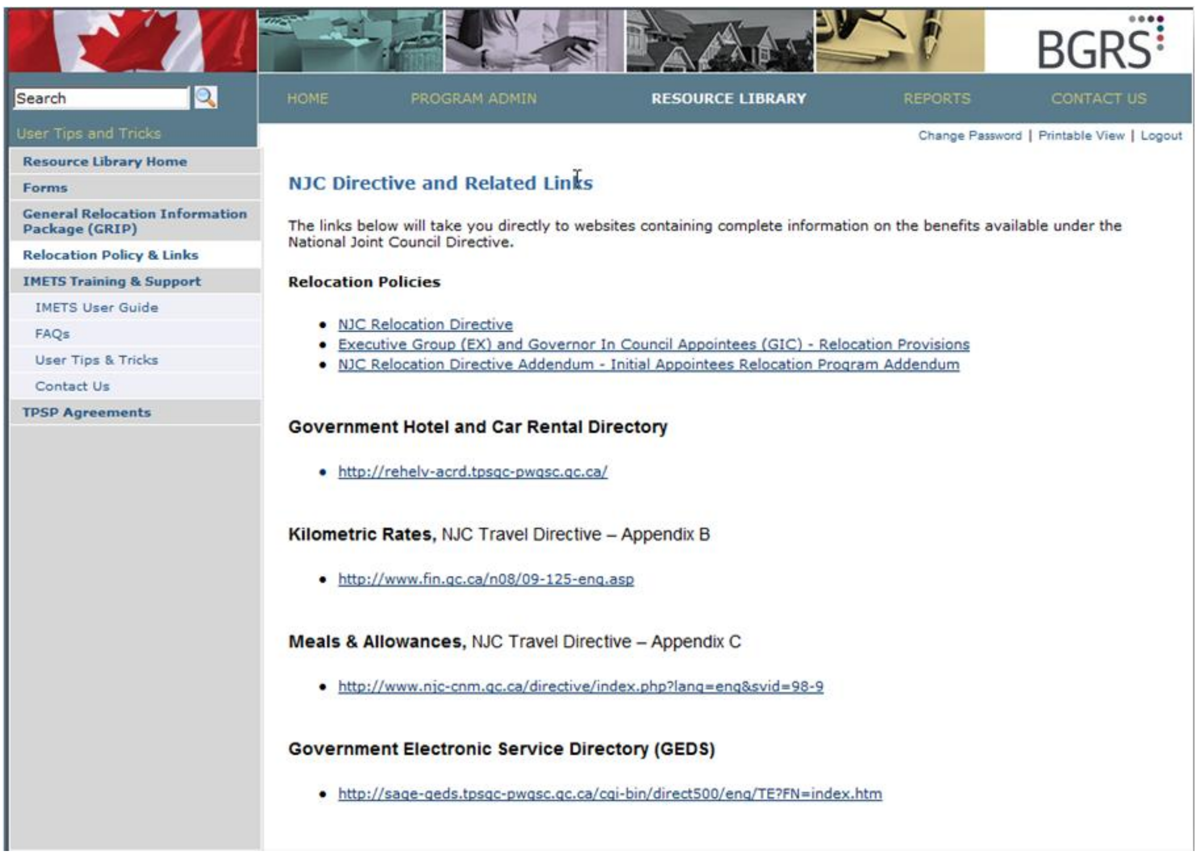


11.2 General Relocation Info Package (GRIP)

Within the GRIP section you will have access to the same information provide to the employee upon their authorization. Included is the It's Your Move Manual, related Policy documents, the Buy or Rent Decision Model and the destination guides available for many of the cities the employee will be relocating too.

11.3 Relocation Policy & Links

Within the Relocation Policy & Links section, you will have access to each of the relocation policies as well as other useful links such as the Government Hotel and Car Rental Directory and the NJC Travel Directive rates.

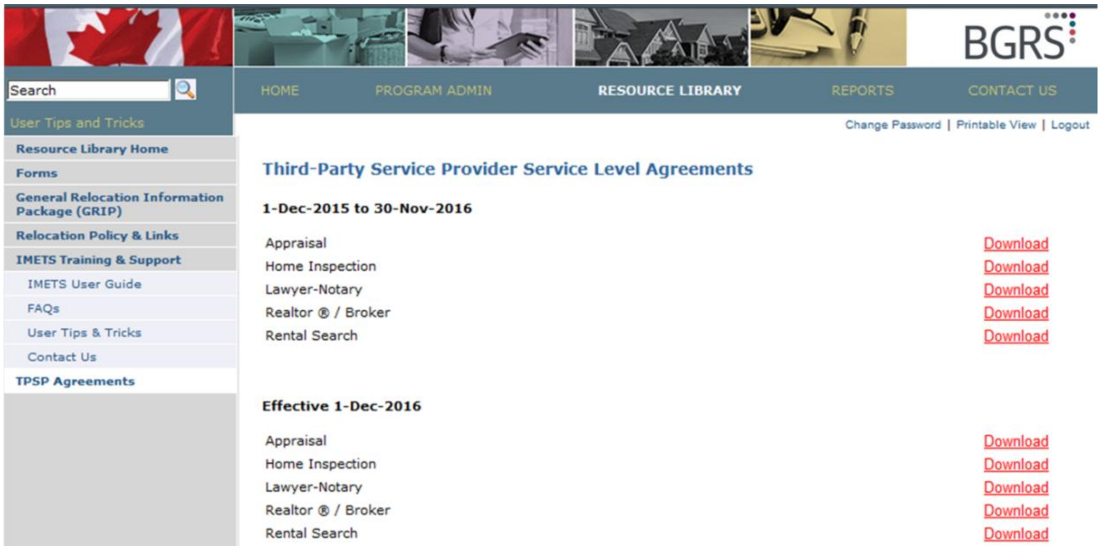


11.4 IMETS Training &Support

At any time a user can access the *IMETS Training & Support* section where you will have access to many help documents and user guides for the multitude of modules within the website. One will also be able to view the *Frequently Asked Questions* and their respective answers.

11.5 TPSP Agreements

Each of the TPSP Agreements and their effective dates are posted here.



12 Reports

In addition to acting as an information source, the website also gives you access to different types of reports. Once the report has been generated it will populate to the inbox where it will be stored up to 2 months or deleted by you prior to the expiry date.

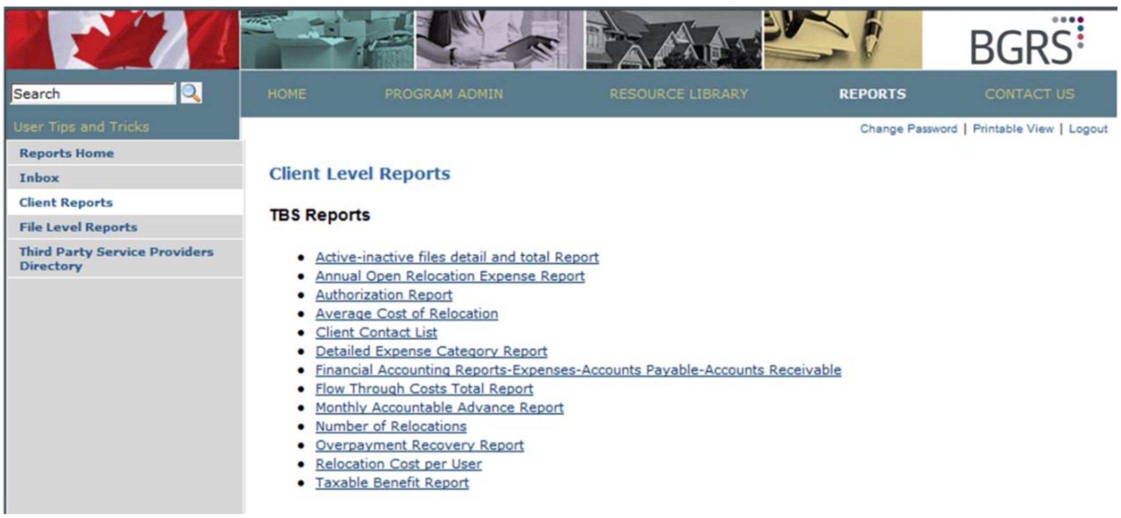
12.1 Inbox

In order retrieve any reports you have generated, go to the *Inbox*, located in your reports screen, and select which report you would like to view. It will tell you in the “Message” column if the report was uploaded successfully. Any reports you have generated will stay in your inbox for 60 days after which it will be deleted automatically (unless you chose to delete it prior).

12.2 Client Reports

The Client Reports provide a variety of information at a department level, division level if applicable, and in some cases file level.

Each report will be generated based on the parameters chosen by the user. The parameters made available to each user will be based on their individual access rights to the secure website.



12.3 Financial Reports

Report Type	Description
Active-Inactive File Detail and Total Report	Specific to the parameters chosen at the onset, the report will provide, per the close of the previous business day, a listing of either active or inactive files within a user defined period. Activity or inactivity will be based on whether a financial transaction was approved within the defined period, number of days requested. The details are available in either a summary or full details format. The detail report will include, at minimum, the following information: ○ Client ○ Division if applicable ○ File Number ○ File Status ○ Rank/Salutation ○ M/E Name ○ Service # (CF Specific) ○ Move # (CF Specific) ○ Move Type ○ Project Status ○ Team Id (Active) End Date

Report Type	Description
Annual Open Relocation Expense Report	Provided report will be based on any/all unapproved transactions per the end date entered within the parameter, excluding pre-bills and all inclusive administration fees. The report will include, at minimum, the following information: ○ Client ○ Division if applicable ○ File number ○ Salutation ○ Employee Name ○ Payee Name ○ Vendor Type ○ Subtype ○ Subtype Description ○ Additional detail ○ Transaction Date ○ Amount ○ GST/HST ○ PST/QST ○ Total
Authorization Report	The file authorization report, which can be generated as either a summary report or a detailed listing will show all files that were authorized during the requested period, excluding any files that have been deactivated. The user can choose to generate the report, including or excluding Initial Appointee move types or Initial Appointee move types on their own. The detail report will include the file number and status, transferee name, employee number, move type, origin and destination cities, the date authorized and the authorizing reviewer. The summary report also allows for a comparison to the same period for the previous year.
Average Cost of Relocation Report	This cost report can be generated to provide the average cost of a relocation for homeowners and renters.
Client Contact List Report	Provides a list of contacts by department as well as status

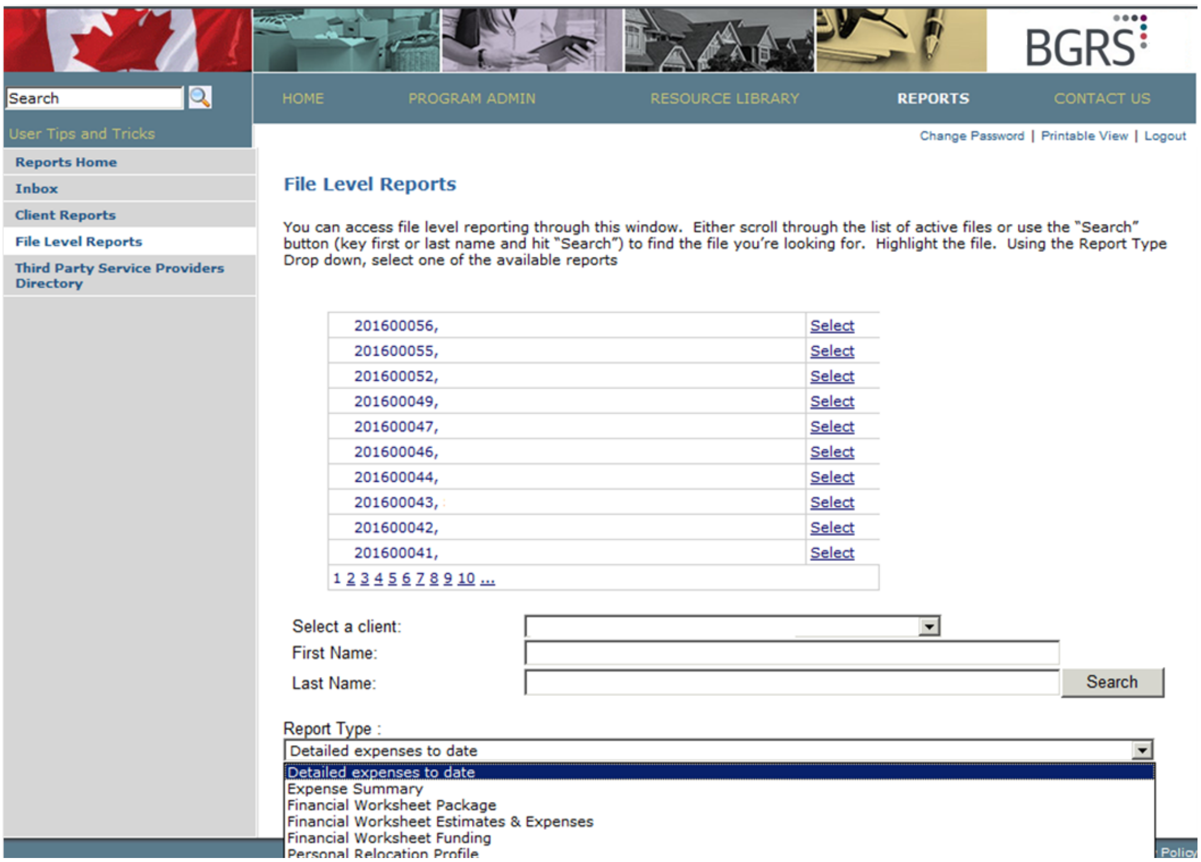
Report Type	Description
Detailed Expense Category Report	Similar to the Detailed Employee expense report, this report will provide a listing of all expenses by category for a specific department. Its purpose is to allow all of the relevant costs by amount, expense category and expense category subtype. Based on transactions approved within the set date range, the report will include, at minimum, the following information: ○ File Number ○ Salutation ○ Employee Name ○ Authorized Date ○ Open date ○ Transfer date ○ Expense Category ○ Subtype Description ○ Subtype additional details ○ Transaction date ○ Amount ○ GST/HST ○ PST/QST ○ Total ○ Total expenses paid to date

Report Type	Description
Financial Accounting Reports ▪ Expenses ▪ Accounts Payable ▪ Accounts Receivable	Upon determining within your chosen parameters of either by M/E or TPSP, this report can be generated to provide details of all transactions approved within the set date range, all payable specific transactions approved within the set date range or receivable specific transactions approved within the set date range. The report will include, at minimum, the following information: ○ Client ○ Division if applicable ○ File Number ○ Rank/Salutation ○ M/E Name ○ Service # (CF Specific) ○ Move # (CF Specific) ○ Payee Name ○ Vendor Type ○ Expense Category ○ Expense Category subtype ○ Subtype description ○ Subtype additional details ○ Transaction Date ○ Amount ○ GST/HST ○ PST/QST ○ Total
Flow Through Costs Total Report	This report summarizes the daily flow-through cost expenditures for each employee. The costs are organized by Expense Category and are based on all transactions approved within the set date range.
Monthly Accountable Advance Report	This Report will provide a monthly register of advances issued; including the name of the employee issued an advance, file number, origin and destination locations, amount, date advance issued, and reason for advance.

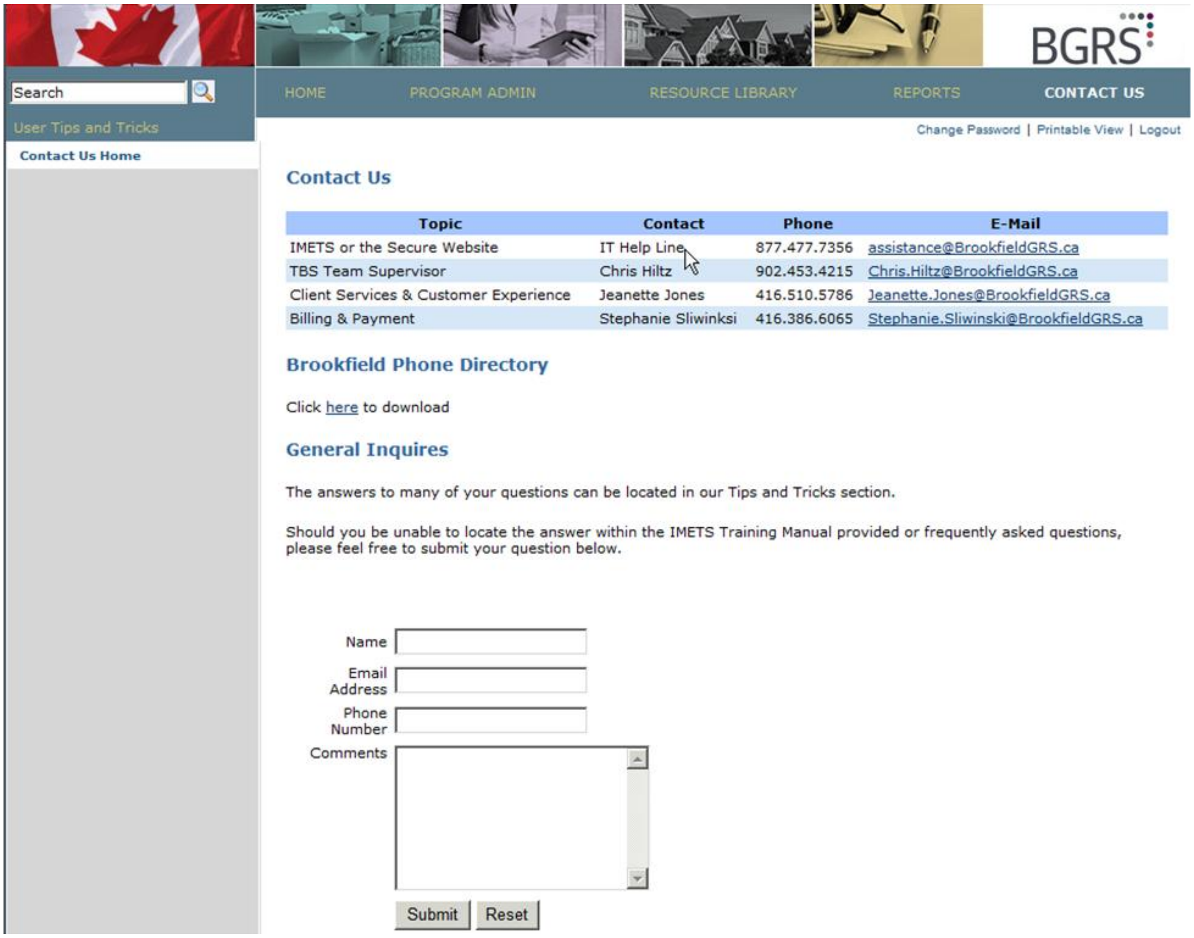
Report Type	Description
Number of Relocation Report	The report is a combination of the active/inactive report and the authorization reports to provide details such as totals and file cancellations among others.
Overpayment Recovery Report	This report will provide details of outstanding overpayment recoveries within a set date range and can be generated for either the employee or the TPSP for departmental review. The report will include, at minimum, the following information: ○ Client ○ Division if applicable ○ File Number ○ Salutation ○ Employee Name ○ Recovery type (transferee or TPSP) ○ Start date (date issued) ○ Recovery amount ○ Status (reconciled/outstanding)
Relocation Cost per User Report	The cost report can be generated to provide all costs of costs specific cost category. Report can be summarized by client, by division (if applicable) or by file details and the date range request can be by either the transaction approval date or the file closed date.
Taxable Benefits Report	This report will detail all the taxable benefits for an employee.

12.4 File Level Reports

Within the file level reports, a user can generate various file specific reports once the desired file is located based on your departmental access. Each of these reports will be provided in PDF format and can be generated by clicking the *PDF* button on the bottom left of the screen once you have chosen your report type and selected the desired file number. The generated report will be uploaded to your inbox upon completion.



13 Contact Us



Attachment: User Guides for the Transferee Secure Website

The following documents are included for reference purposes only as they pertain to the Transferee Secure Website for GoC Employees. These modules/features do not exist on the Client Secure Website.