

Government of Canada Relocation Support Services (GCRSS)
Contract TBS



Information Management Expenditure Tracking System (IMETS) User Manual



Version 1.0
14 December 16





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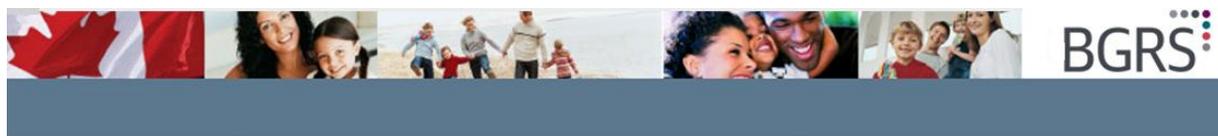
Document Change History

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**.



We are pleased to announce the re-branding of Brookfield Global Relocation Services to **BGRS**

Nous sommes fiers d'annoncer la refonte de la marque Services globaux de relogement Brookfield à **BGRS**

Secure Website Login

Connexion au site Web protégé

Please note that your User ID and password are case sensitive.

SVP notez que le programme fait la distinction entre les minuscules/majuscules lors de l'inscription de votre nom d'utilisateur et de votre mot de passe.

User ID

Code d'utilisateur

Password

Mot de passe

Login English

Connexion française

If you forgot your User ID, please contact your **BGRS** representative. If you forgot your password, or locked your account, [Click here](#).

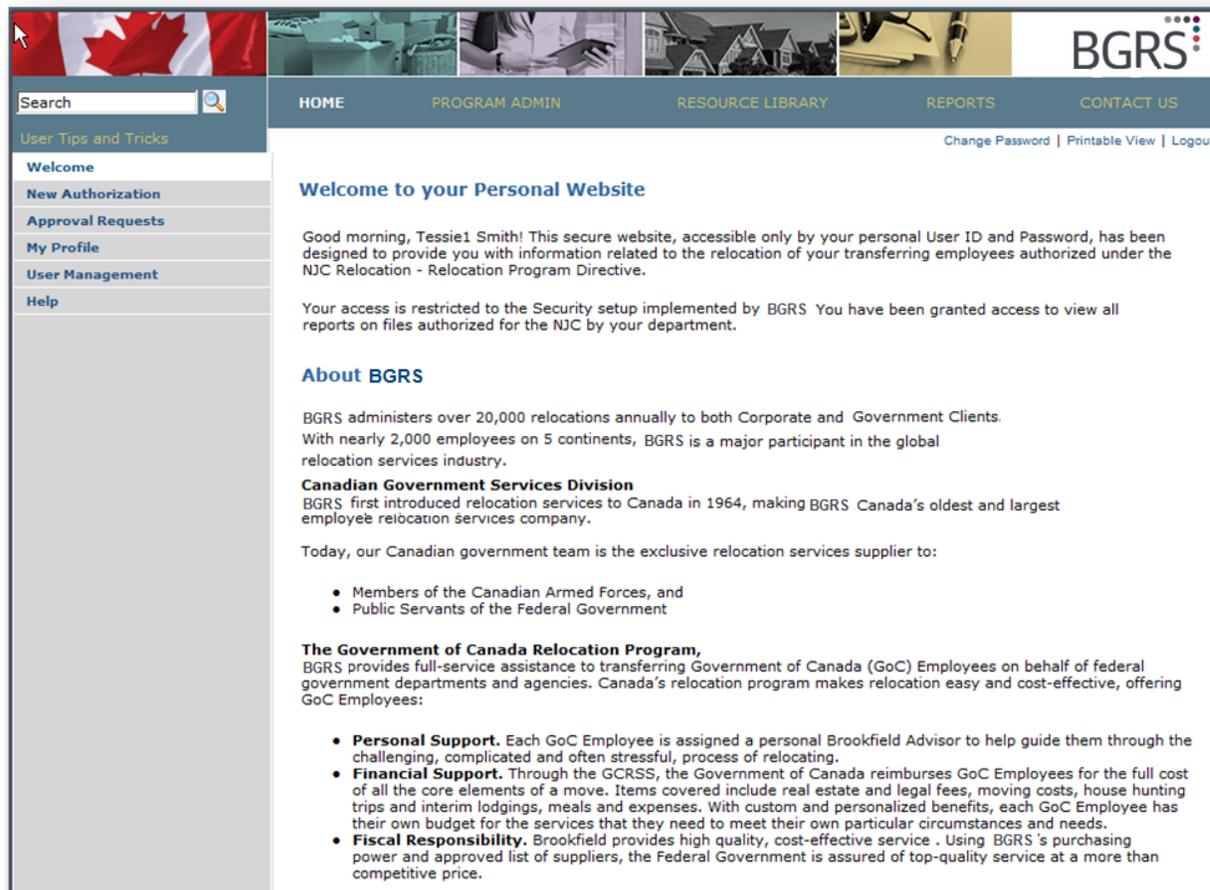
Si vous avez oublié votre identifiant, prière de contacter votre représentant de **BGRS**. Si vous avez oublié votre mot de passe, ou que votre compte est verouillé, [Cliquez ici](#).

This site is strictly for authorized users

Ce site est strictement pour les utilisateurs autorisés

2 Welcome to your Personal Website

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



The screenshot shows the BGRS Personal Website interface. At the top, there is a navigation bar with the BGRS logo and menu items: HOME, PROGRAM ADMIN, RESOURCE LIBRARY, REPORTS, and CONTACT US. Below the navigation bar, there is a search box and a sidebar with links: User Tips and Tricks, Welcome, New Authorization, Approval Requests, My Profile, User Management, and Help. The main content area displays a welcome message to a user named Tessie1 Smith, followed by a section titled "About BGRS" which provides information about the company's services and its role as the exclusive relocation services supplier for the Canadian government.

Welcome to your Personal Website

Good morning, Tessie1 Smith! This secure website, accessible only by your personal User ID and Password, has been designed to provide you with information related to the relocation of your transferring employees authorized under the NJC Relocation - Relocation Program Directive.

Your access is restricted to the Security setup implemented by BGRS. You have been granted access to view all reports on files authorized for the NJC by your department.

About BGRS

BGRS administers over 20,000 relocations annually to both Corporate and Government Clients. With nearly 2,000 employees on 5 continents, BGRS is a major participant in the global relocation services industry.

Canadian Government Services Division
BGRS first introduced relocation services to Canada in 1964, making BGRS Canada's oldest and largest employee relocation services company.

Today, our Canadian government team is the exclusive relocation services supplier to:

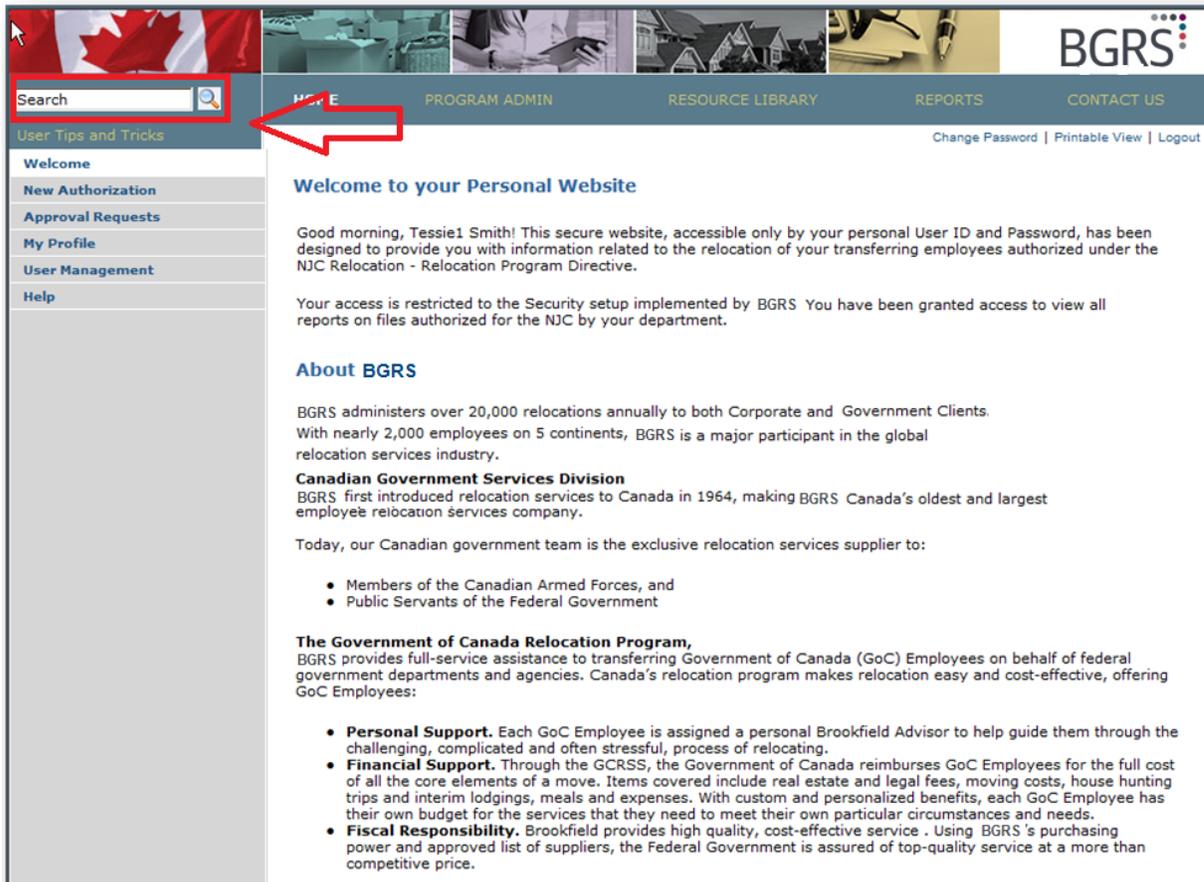
- Members of the Canadian Armed Forces, and
- Public Servants of the Federal Government

The Government of Canada Relocation Program
BGRS provides full-service assistance to transferring Government of Canada (GoC) Employees on behalf of federal government departments and agencies. Canada's relocation program makes relocation easy and cost-effective, offering GoC Employees:

- **Personal Support.** Each GoC Employee is assigned a personal Brookfield Advisor to help guide them through the challenging, complicated and often stressful, process of relocating.
- **Financial Support.** Through the GCRSS, the Government of Canada reimburses GoC Employees for the full cost of all the core elements of a move. Items covered include real estate and legal fees, moving costs, house hunting trips and interim lodgings, meals and expenses. With custom and personalized benefits, each GoC Employee has their own budget for the services that they need to meet their own particular circumstances and needs.
- **Fiscal Responsibility.** Brookfield provides high quality, cost-effective service. Using BGRS's purchasing power and approved list of suppliers, the Federal Government is assured of top-quality service at a more than competitive price.

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.



The screenshot shows the BGRS website interface. At the top left, there is a search bar with the text "Search" and a magnifying glass icon. A red box highlights this search bar, and a red arrow points to it from the text above. The navigation menu includes "HOME", "PROGRAM ADMIN", "RESOURCE LIBRARY", "REPORTS", and "CONTACT US". The main content area displays a "Welcome to your Personal Website" message, followed by a "Good morning, Tessie1 Smith!" greeting and information about the user's access to reports. Below this, there is an "About BGRS" section with a bulleted list of services provided to the Canadian Armed Forces and the Federal Government. The footer contains the text: "Property of BGRS, permitted Government uses defined under Public Works and Government Services Canada (PWSC) Contract No. 24062-140087/001/ZL. Copyright 2016 - BGRS".

4 New Authorization

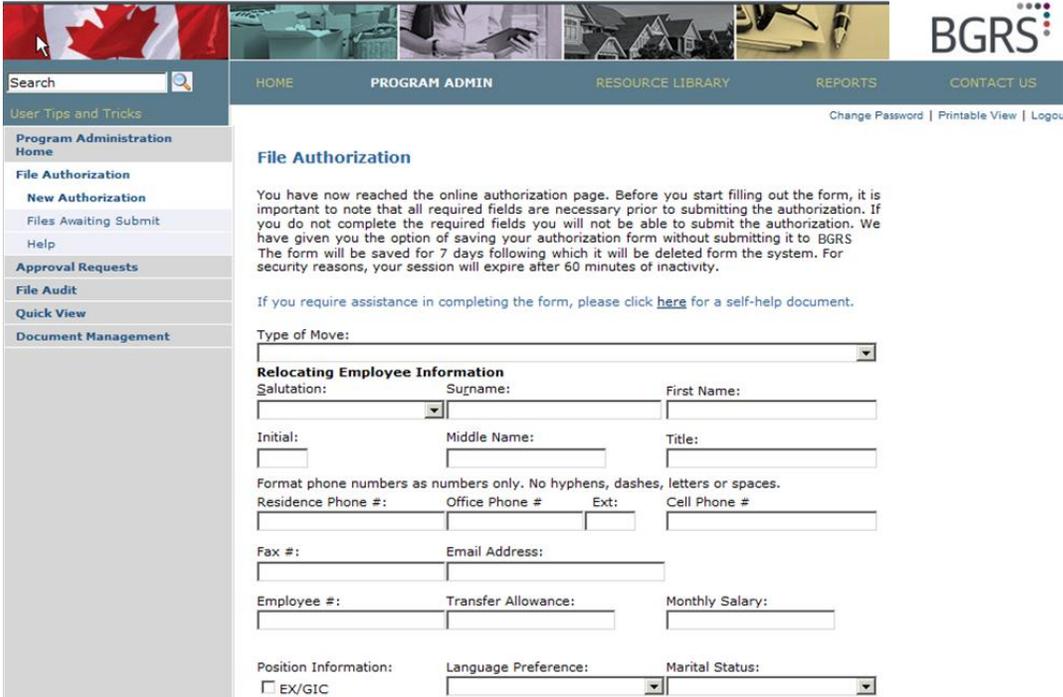
In the *Program Admin* tab, select *File Authorization*. Many fields are mandatory and the system will prompt you with a red asterisk should any information be missing or incorrect upon submission attempt. There are 3 main sections to the authorization form, Relocating Employee Information, Property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



The screenshot shows the BGRS web application interface. At the top, there is a navigation bar with links for HOME, PROGRAM ADMIN, RESOURCE LIBRARY, REPORTS, and CONTACT US. A search bar is located on the left. Below the navigation bar, there is a sidebar menu with options like User Tips and Tricks, Program Administration Home, File Authorization, New Authorization, Files Awaiting Submit, Help, Approval Requests, File Audit, Quick View, and Document Management. The main content area is titled "File Authorization" and contains the following text: "You have now reached the online authorization page. Before you start filling out the form, it is important to note that all required fields are necessary prior to submitting the authorization. If you do not complete the required fields you will not be able to submit the authorization. We have given you the option of saving your authorization form without submitting it to BGRS. The form will be saved for 7 days following which it will be deleted from the system. For security reasons, your session will expire after 60 minutes of inactivity." Below this text, there is a link for a self-help document. The form fields include: Type of Move (dropdown), Relocating Employee Information (Salutation, Surname, First Name, Initial, Middle Name, Title), Phone numbers (Residence, Office, Ext, Cell, Fax), Email Address, Employee #, Transfer Allowance, Monthly Salary, Position Information (checkbox for EX/GIC), Language Preference (dropdown), and Marital Status (dropdown).

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 Submit** 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.



The screenshot shows the BGRS web application interface. At the top, there is a navigation bar with the BGRS logo and several menu items: HOME, PROGRAM ADMIN, RESOURCE LIBRARY, REPORTS, and CONTACT US. Below the navigation bar, there is a search box and a sidebar menu with options like Program Administration, File Authorization, and Files Awaiting Submit. The main content area displays the title 'File Authorization - Awaiting Submit List' and a table with columns for Name, Address, Business Phone No., and Last Modified On.

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.

The screenshot shows the BGRS web application interface. The main content area displays the title "Approval Request - Exceptions to Policy" and a table of request records. The table has columns for Type, Policy Reference, Priority, Opened, Closed, Final Decision, Details, and Print. The records are as follows:

Type	Policy Reference	Priority	Opened	Closed	Final Decision	Details	Print
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

Approval Request - Details

Royal Lepage Relocation Services	
Office:	GOC/RCMP - Central Go to list page
Priority:	Urgent
RLRS File No:	
Name:	
PR:	
Move Type:	Posting/Transfer
Transfer Date:	28 Apr 2008
Origin:	Ottawa
Destination:	Halifax, Nova Scotia
Reference:	Approval Request = GOC/RCMP Approval for TDRA expenses
Date Initiated:	20 May 2008
Final Decision:	Approved
RLRS Recommendations & Client Comments:	
20-May-2008 As per Section 8.12 of the NJC IRD, RLRS is requesting authorization for the Employee to proceed unaccompanied to the new location.	
<input type="button" value="Save"/> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> <input type="button" value="Print"/>	

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.

The screenshot shows the BGRS web application interface. The main content area displays a table titled "Approval Request - Exceptions to Policy". The table has columns for Type, Policy Reference, Priority, Opened, Closed, Final Decision, and Details. There are four rows of data representing different approval requests.

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

6 My Profile

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

The screenshot shows the "Your Profile" page in the BGRS web application. The page includes a navigation menu on the left with options like "Welcome", "New Authorization", "Approval Requests", "My Profile", "Change Password", "Client Details", "User Management", and "Help". The main content area contains the heading "Your Profile" and a sub-heading "Here you can change and update your personal information including your password to the Client Secure Website."

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.

Change Password | Printable View | Logout

Client Details

Contact Type: Salutation: Name: Title: Audit Clerk Address:	Phone: Fax: File Administration Email: Primary Email: Language: English	<input type="button" value="change"/>
Contact Type: Salutation: Name: Title: Audit Clerk Address:	Phone: Fax: File Administration Email: Primary Email: Language: English	<input type="button" value="change"/>

6.2 Change Password

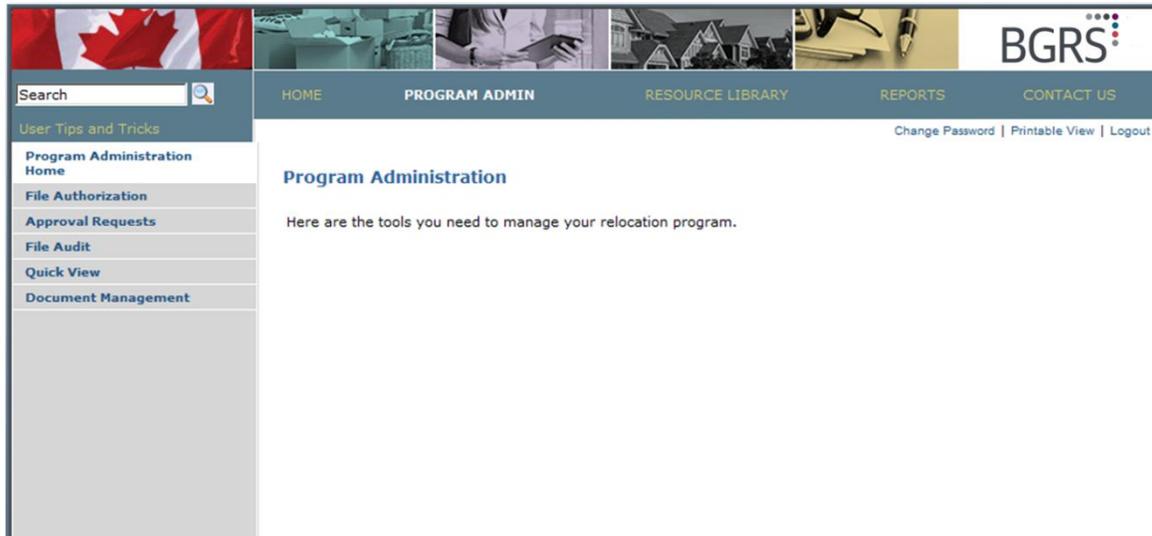
Password or secret question can be changed at any time once the secure website is accessed.

The screenshot shows the BGRS web application interface. At the top, there is a navigation bar with the BGRS logo on the right and menu items: HOME, PROGRAM ADMIN, RESOURCE LIBRARY, REPORTS, and CONTACT US. Below the navigation bar is a search box and a sidebar menu with options like Welcome, New Authorization, Approval Requests, My Profile (including Change Password), Client Details, User Management, and Help. The main content area is titled "Change My Password" and contains the following fields and instructions:

- Login ID:** hstgcgoc
- Current Password:** [Text input field]
- New Password:** [Text input field]
- Confirm New Password:** [Text input field]
- Instructions:** Password requires minimum of 8 characters, one of which must be a number
- Select a secret question:** [Dropdown menu with "What is your favorite colour?" selected]
- Secret answer:** [Text input field]
- Save:** [Submit button]

7 Program Admin

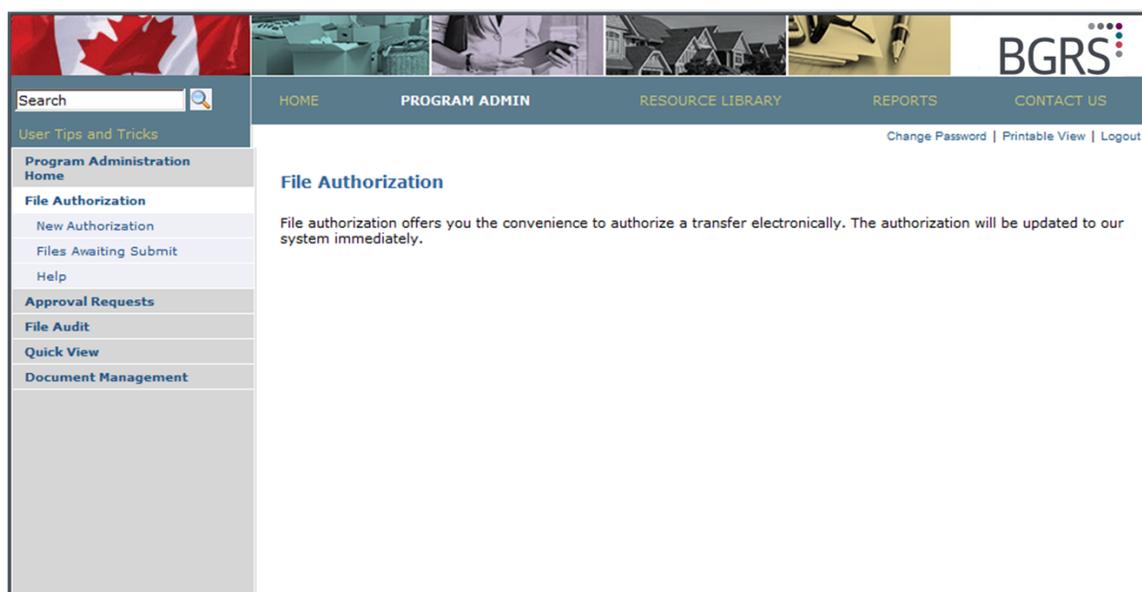
The *Program Admin* section of the website is where many of the modules will be found to assist you in the complete administration of relocation, such as, File Authorization, Approval Requests and Quick View. You will also be able to locate a document detailing the administration fees charged for each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



The screenshot shows the BGRS web application interface. At the top, there is a navigation bar with the BGRS logo on the right and menu items: HOME, PROGRAM ADMIN, RESOURCE LIBRARY, REPORTS, and CONTACT US. Below the navigation bar is a search box and a sidebar menu. The sidebar menu includes: User Tips and Tricks, Program Administration Home, File Authorization (with sub-items: New Authorization, Files Awaiting Submit, Help), Approval Requests, File Audit, Quick View, and Document Management. The main content area displays the title "File Authorization" and a brief description: "File authorization offers you the convenience to authorize a transfer electronically. The authorization will be updated to our system immediately."

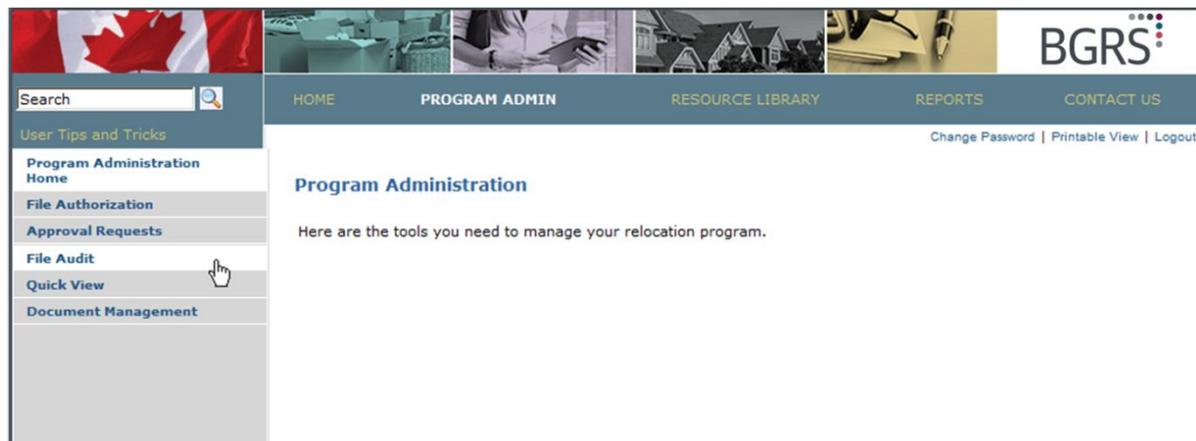
8 Program Admin > File Audit

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:

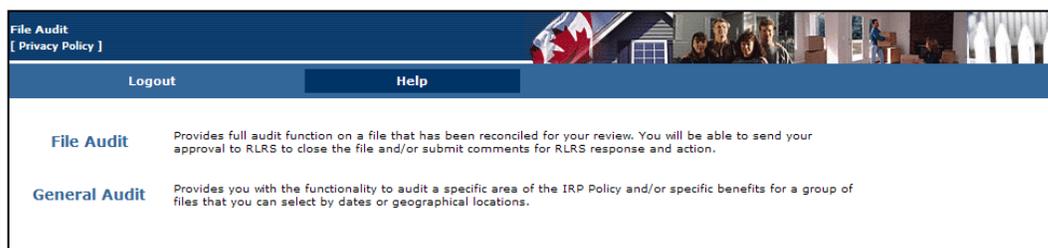
- Funding Envelopes
- Expenses Paid
- Supporting Data

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)

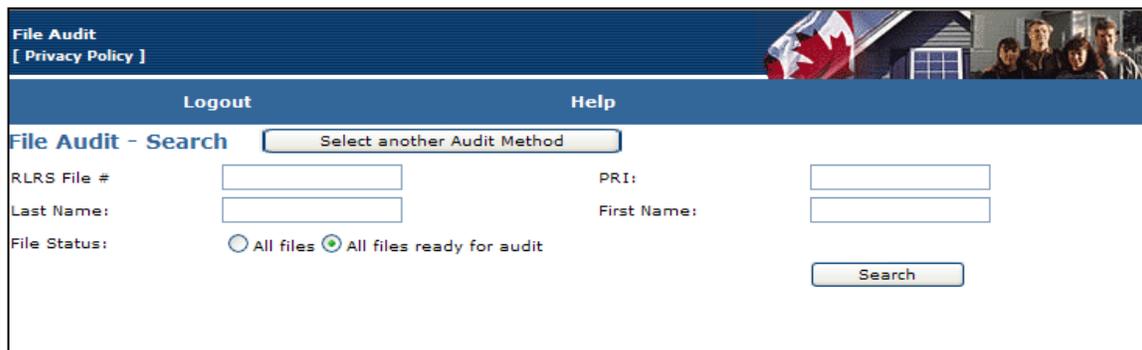
Once you have entered the File Audit Screen you have a choice of two different audit methods, as shown below.

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

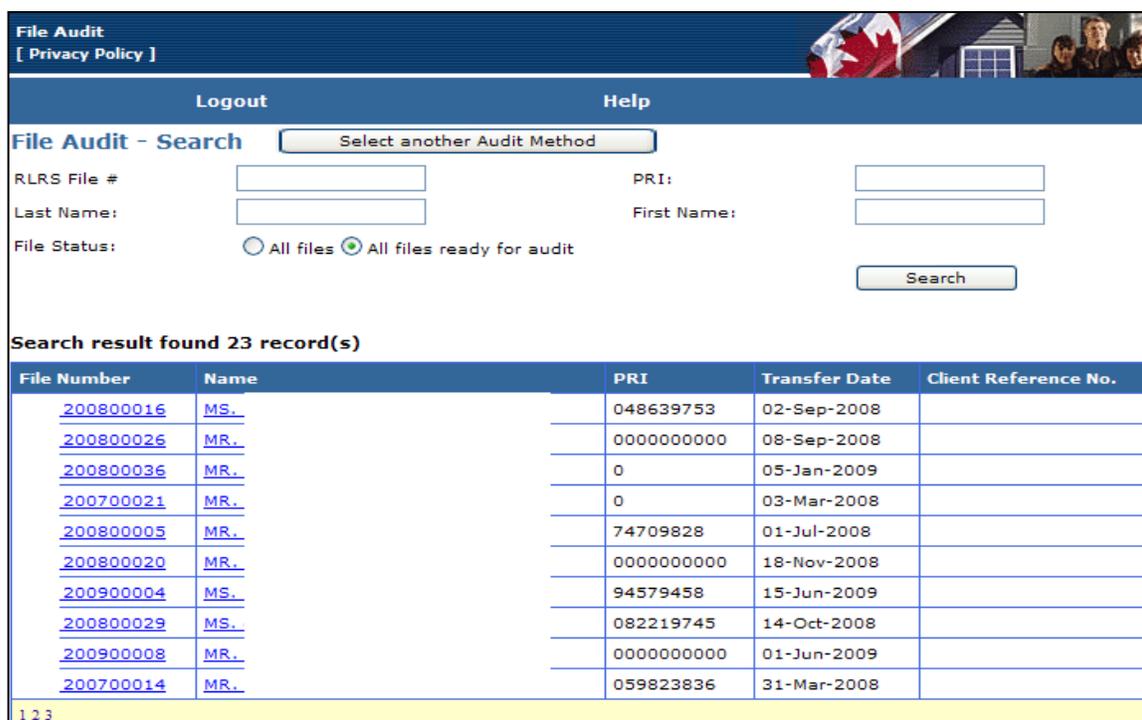


8.1 File Audit

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.



Search result found 23 record(s)

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

File Audit		RLRS File #:	200500014	File Status:	Reconciled File	Select another file	
Name:	M. Smith Charles	PRI	995026270				
Move Type:	Posting/Transfer	Transfer Date:	31-Mar-2006				
Origin City:	Sydney, NS	Origin Intentions:	Sell Principal Residence				
Destination City:	Ottawa, ON	Destination Intentions:	Purchase Residence				
People Moving:	4	Distance (km):	1685	Qualifying Rooms:	9	Actual Weig	
Funding and Paid Benefits Summary:							
GOC (All moves)							
Custom Funding Envelope:	\$7,617.27	Personalized Funding Envelope:	\$3,828.94				
Custom Funded Expenses:	\$813.40	Personalized Funded Expenses:	\$3,828.94				
	Balance available:	\$6,803.87	Balance available:	\$0.00			
Core Expenses:	\$20,483.49						
RLRS Administration Fee:	\$1,750.00						
Please click on any of the following for detail:							
Funding Detail	Family Information	Approval Requests					
Expenses Paid	Property Information	Notepad					
Prebills	HGBE Move Information	Client Observation/Response					
Suppliers							
View Audit List	View and/or edit the list of items to be audited						
Start Audit	Begin Audit process						
Approve to close	Select to send your approval to close this file to the RLRS Consultant						
Audit Results	Displays results of the last audit performed						
RLRS Relocation Consultant							
Office Location:	GOC/RCMP - Central						
Relocation Consultant:	Annie Lavoie	613-236-4856 x200	alavoie@royallepage2.com				

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	<input checked="" type="checkbox"/>
House Hunting Trip	<input checked="" type="checkbox"/>
Destination (Home) Inspection Trip	<input checked="" type="checkbox"/>
Travel to New Location	<input checked="" type="checkbox"/>
Unaccompanied Travel	<input checked="" type="checkbox"/>
Return Trip to Finalize Sale	<input checked="" type="checkbox"/>
Spousal Employment Services	<input checked="" type="checkbox"/>
Interim Living Expenses	<input checked="" type="checkbox"/>
Temporary Dual Residence Assistance	<input checked="" type="checkbox"/>
Home Disposal	<input checked="" type="checkbox"/>
Home Replacement	<input checked="" type="checkbox"/>
Shipment of Household Goods & Effects	<input checked="" type="checkbox"/>
Miscellaneous Expenses	<input checked="" type="checkbox"/>
Sundry Expenses	<input checked="" type="checkbox"/>
Reverse TDR	<input checked="" type="checkbox"/>

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.

Logout		Help	
Audit Result			
File Number	200500014 Last Audit Date: 10/06/2008 11:35:34 AM		
Print		Return to File Audit	Observation
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.

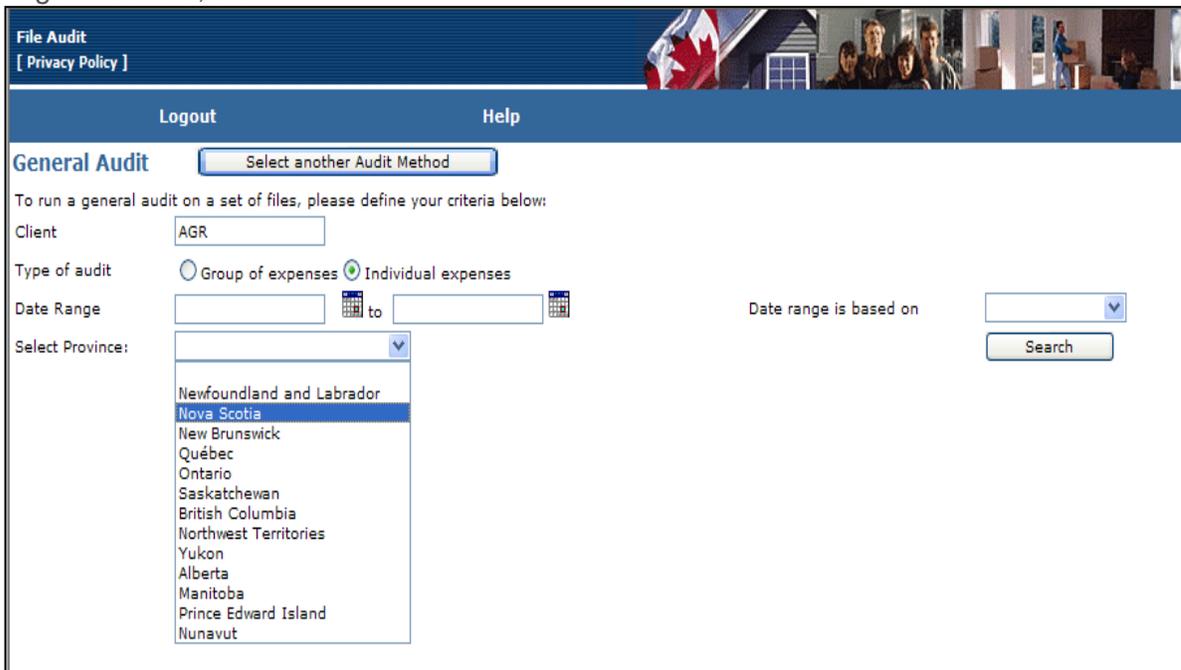
Approving to Close

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.



The screenshot shows the 'General Audit' interface. At the top, there are links for 'Logout' and 'Help'. Below that, the title 'General Audit' is followed by a button 'Select another Audit Method'. The main section contains the following fields and options:

- Client:** A text input field containing 'AGR'.
- Type of audit:** Two radio buttons: 'Group of expenses' (unselected) and 'Individual expenses' (selected).
- Date Range:** Two calendar icons with 'to' between them, indicating a date range.
- Date range is based on:** A dropdown menu.
- Select Province:** A dropdown menu with a list of provinces: Newfoundland and Labrador, Nova Scotia (highlighted), New Brunswick, Québec, Ontario, Saskatchewan, British Columbia, Northwest Territories, Yukon, Alberta, Manitoba, Prince Edward Island, and Nunavut.
- Search:** A button located at the bottom right of the form.

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	<input type="checkbox"/>
Home Inspection	<input type="checkbox"/>
Real Estate Commission	<input type="checkbox"/>
Legal Fee - Sale	<input type="checkbox"/>
Legal Fee - Purchase	<input type="checkbox"/>

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:

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

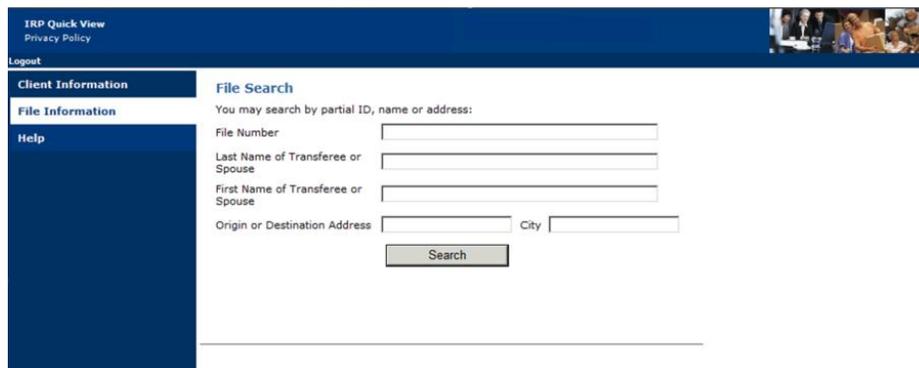
The user merely needs to select a view on the menu to be brought to the search page of that view and is able to then enter search criteria to narrow the search. When the system returns the result, selecting any link will drill down for more details for the selected client, file, invoice or payment.

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.



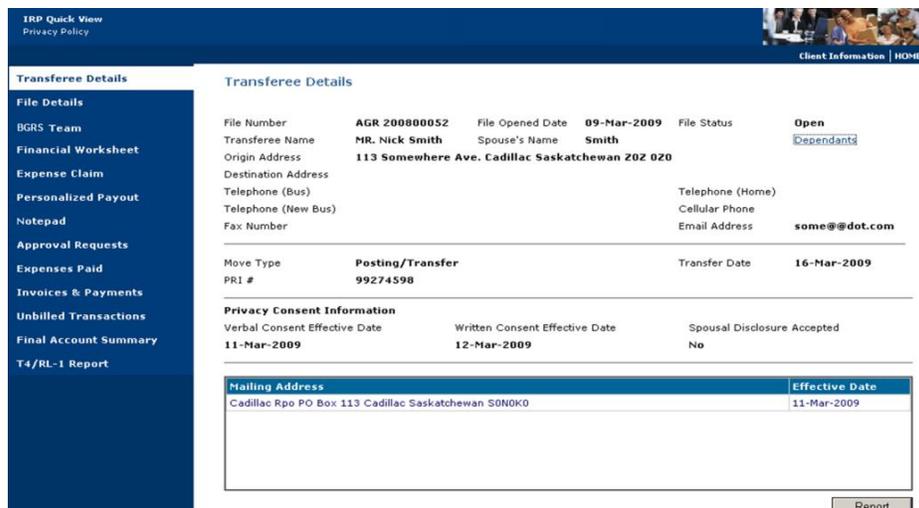
The screenshot shows the 'File Search' section of the IRP Quick View application. It includes a search form with the following fields:

- File Number
- Last Name of Transferee or Spouse
- First Name of Transferee or Spouse
- Origin or Destination Address
- City

A 'Search' button is located below the form. The left sidebar contains navigation options: Client Information, File Information (selected), and Help.

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.



The screenshot shows the 'Transferee Details' screen. The left sidebar lists various options: File Details, BGRS Team, Financial Worksheet, Expense Claim, Personalized Payout, Notepad, Approval Requests, Expenses Paid, Invoices & Payments, Unbilled Transactions, Final Account Summary, and T4/RL-1 Report.

The main content area displays the following information:

- File Number:** AGR 20080052
- File Opened Date:** 09-Mar-2009
- File Status:** Open
- Transferee Name:** MR. Nick Smith
- Spouse's Name:** Smith
- Origin Address:** 113 Somewhere Ave. Cadillac Saskatchewan S0Z 0Z0
- Destination Address:**
- Telephone (Bus):**
- Telephone (Home):**
- Telephone (New Bus):**
- Cellular Phone:**
- Fax Number:**
- Email Address:** some@.dot.com
- Move Type:** Posting/Transfer
- Transfer Date:** 16-Mar-2009
- PRI #:** 99274598

Privacy Consent Information:

Verbal Consent Effective Date	Written Consent Effective Date	Spousal Disclosure Accepted
11-Mar-2009	12-Mar-2009	No

Mailing Address:

Mailing Address	Effective Date
Cadillac Rpo PO Box 113 Cadillac Saskatchewan S0N0K0	11-Mar-2009

A 'Report' button is located at 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.

IRP Quick View
Privacy Policy

Client Information | HOME

- Transferee Details
- File Details
- BGRS Team
- Financial Worksheet
- Expense Claim
- Personalized Payout
- Notepad
- Approval Requests
- Expenses Paid
- Invoices & Payments
- Unbilled Transactions
- Final Account Summary
- T4/RL-1 Report

File Information

File Number	200800006	Transferee Name	MS. Lorraine Smith
Coordinator	Substitute	Billing Contact	Billing Contact

Appraisal Details

Appraisal Company	Appraised Value	Inspection Completed / Report Received Date

Inspection Details

Inspection Company	Type of Inspection

Listing Details

Broker	Agent	List Price	Expiry Date
Re/Max Canada		374,700.00	30-Jun-2008

Move Management Details

Pack Date	Load Date	Delivery Date	Unpack Date	Weight (lbs)	Distance (km)
16-Jul-2008	17-Jul-2008	21-Jul-2008	22-Jul-2008	14080	4649

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.

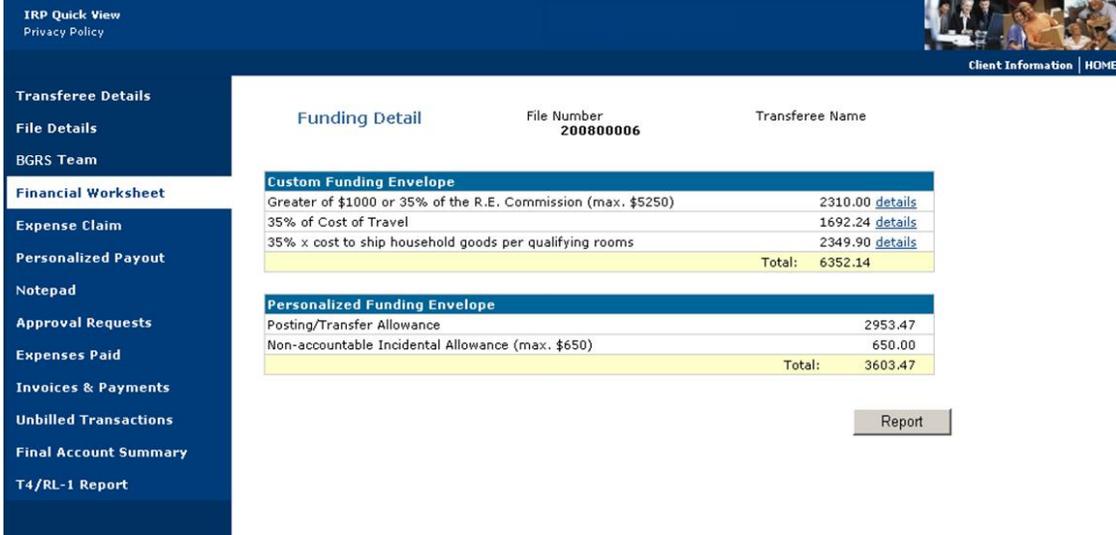


The screenshot shows a web application interface for BGRS. On the left is a dark blue navigation menu with options like 'Transferee Details', 'File Details', 'BGRS Team', 'Financial Worksheet', 'Expense Claim', 'Personalized Payout', 'Notepad', 'Approval Requests', 'Expenses Paid', 'Invoices & Payments', 'Unbilled Transactions', 'Final Account Summary', and 'T4/RL-1 Report'. The main content area displays 'Brookfield GRS Team' with 'File Number AGR 200800006' and 'Transferee Name MS. Lorraine Smith'. Below this is a 'File Team' table with the following data:

User Name	Role	Address	Phone Number	Email Address
Jennifer Wood	Team Leader	906 - 12th Ave SW, Suite 900 Calgary, AB T2R 1K7	4032096402	jennifer.wood@brookfieldgrs.ca
Maria Tin	Origin Consultant	906 - 12th Ave SW, Suite 900 Calgary, AB T2R 1K7	4032096442	maria.tin@brookfieldgrs.ca

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.



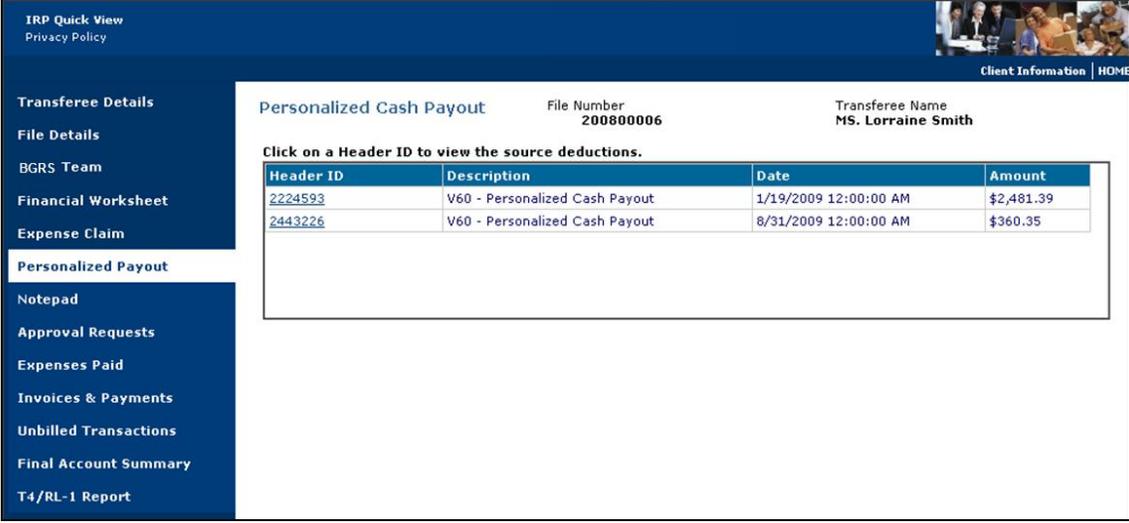
The screenshot displays the BGRS Financial Worksheet interface. On the left is a navigation menu with options: IRP Quick View, Privacy Policy, Transferee Details, File Details, BGRS Team, **Financial Worksheet**, Expense Claim, Personalized Payout, Notepad, Approval Requests, Expenses Paid, Invoices & Payments, Unbilled Transactions, Final Account Summary, and T4/RL-1 Report. The main content area shows 'Funding Detail' for File Number **200800006**. It contains two tables: 'Custom Funding Envelope' and 'Personalized Funding Envelope'. A 'Report' button is located at the bottom right of the main content area.

Funding Detail	File Number	Transferee Name
	200800006	
Custom Funding Envelope		
Greater of \$1000 or 35% of the R.E. Commission (max. \$5250)		2310.00 details
35% of Cost of Travel		1692.24 details
35% x cost to ship household goods per qualifying rooms		2349.90 details
	Total:	6352.14
Personalized Funding Envelope		
Posting/Transfer Allowance		2953.47
Non-accountable Incidental Allowance (max. \$650)		650.00
	Total:	3603.47

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.



IRP Quick View
Privacy Policy

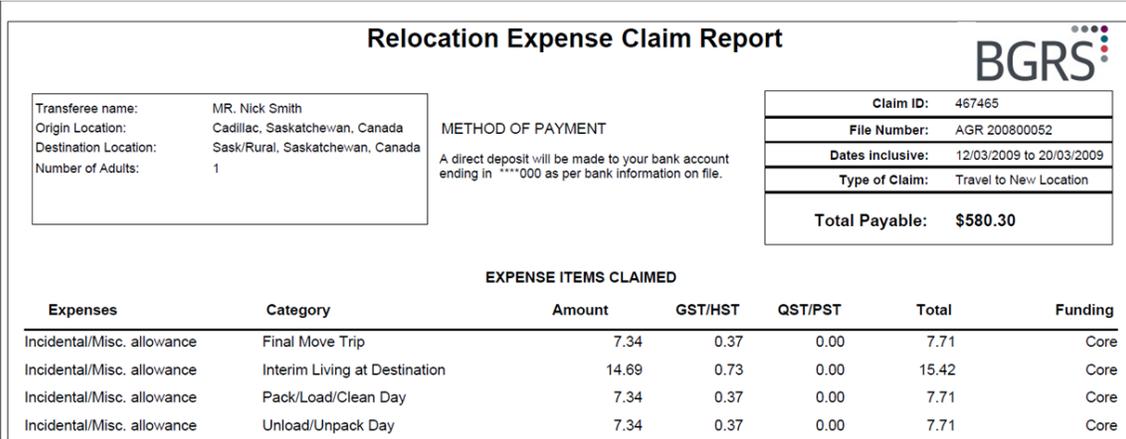
Client Information | HOME

Personalized Cash Payout File Number: **20080006** Transferee Name: **MS. Lorraine Smith**

Click on a Header ID to view the source deductions.

Header ID	Description	Date	Amount
2224593	V60 - Personalized Cash Payout	1/19/2009 12:00:00 AM	\$2,481.39
2443226	V60 - Personalized Cash Payout	8/31/2009 12:00:00 AM	\$360.35

Transferee Details
File Details
BGRS Team
Financial Worksheet
Expense Claim
Personalized Payout
Notepad
Approval Requests
Expenses Paid
Invoices & Payments
Unbilled Transactions
Final Account Summary
T4/RL-1 Report



Relocation Expense Claim Report

BGRS

Transferee name:	MR. Nick Smith	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
Origin Location:	Cadillac, Saskatchewan, Canada		File Number:	AGR 200800052
Destination Location:	Sask/Rural, Saskatchewan, Canada		Dates inclusive:	12/03/2009 to 20/03/2009
Number of Adults:	1		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.



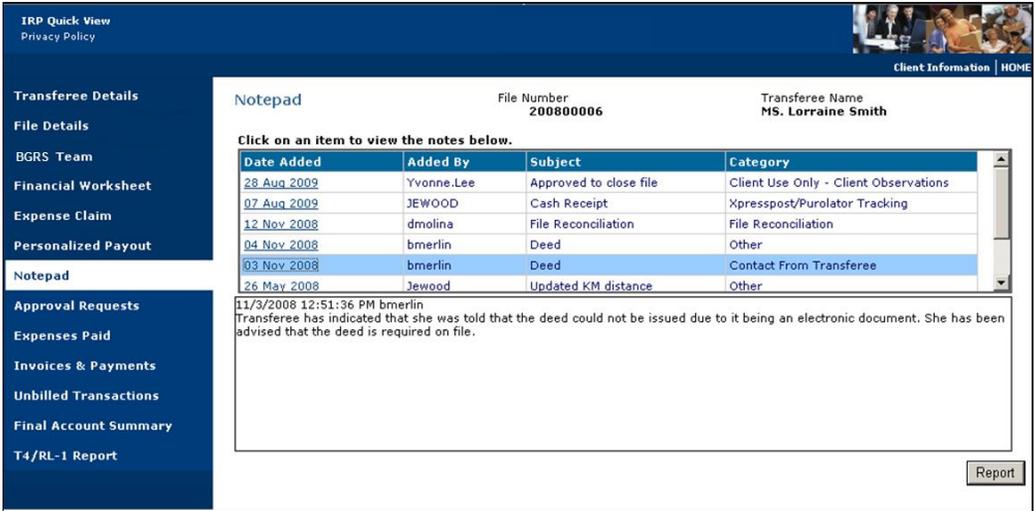
The screenshot shows the 'Personalized Cash Payout' screen for File Number 200800006 and Transferee Name MS. Lorraine Smith. The left sidebar contains navigation options: Transferee Details, File Details, BGRS Team, Financial Worksheet, Expense Claim, Personalized Payout (selected), Notepad, Approval Requests, Expenses Paid, Invoices & Payments, Unbilled Transactions, Final Account Summary, and T4/RL-1 Report. The main content area displays a table of payouts:

Header ID	Description	Date	Amount
2224593	V60 - Personalized Cash Payout	1/19/2009 12:00:00 AM	\$2,481.39
2443226	V60 - Personalized Cash Payout	8/31/2009 12:00:00 AM	\$360.35

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.



The screenshot shows the 'Notepad' screen for File Number 200800006 and Transferee Name MS. Lorraine Smith. The left sidebar is identical to the previous screenshot, with 'Notepad' selected. The main content area displays a table of notepad entries:

Date Added	Added By	Subject	Category
28 Aug 2009	Yvonne.Lee	Approved to close file	Client Use Only - Client Observations
07 Aug 2009	JEWOOD	Cash Receipt	Xpresspost/Purolator Tracking
12 Nov 2008	dmolina	File Reconciliation	File Reconciliation
04 Nov 2008	bmerlin	Deed	Other
03 Nov 2008	bmerlin	Deed	Contact From Transferee
26 May 2008	Jewood	Updated KM distance	Other

Below the table, a text entry is visible:

11/3/2008 12:51:36 PM bmerlin
 Transferee has indicated that she was told that the deed could not be issued due to it being an electronic document. She has been advised that the deed is required on file.

A 'Report' button is located at the bottom right of the main content area.

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.



IRP Quick View
Privacy Policy

Client Information | HOME

Transferee Details
File Details
BGRS Team
Financial Worksheet
Expense Claim
Personalized Payout
Notepad
Approval Requests
Expenses Paid
Invoices & Payments
Unbilled Transactions
Final Account Summary
T4/RL-1 Report

Expense Paid File Number: 200800006 Transferee Name: MS. Lorraine Smith

Vendor Number	Vendor Name	Payment Date	Amount	Currency
001168630	Lorraine Voisine	19-Jan-2009	1,225.06	CDN
001168630	Lorraine Voisine	11-Sep-2008	3,440.58	CDN
0020033978	Kenneth Delehanty	14-Jul-2008	2,638.55	CDN
0010019874	Bernard Duchin	03-Jul-2008	16,112.90	CDN
001168630	Lorraine Voisine	18-Jun-2008	5,650.00	CDN
001168630	Lorraine Voisine	28-May-2008	1,004.63	CDN
0010018014	Charleswood Building Inspection	21-May-2008	440.70	CDN
001168630	Lorraine Voisine	01-May-2008	1,500.00	CDN

1

Vendor Number: 0010018014 **Cheque Required Date:** May-21-2008
Payee Name: Charleswood Building Inspection
Payee Address: 4 - 139 331 Elmwood Drive Moncton, NB, E1A 1X6 **Payment Type:** W - EFT
Cheque Number: 173096
Cheque Date: May-22-2008
Invoice No.: Q6538 **Payment Amount:** 440.70
Invoice Date: May-21-2008 **Total Cheque Amount:** 440.70
Invoice Amt.: 440.70 **Cheque Cleared Date:** N/A

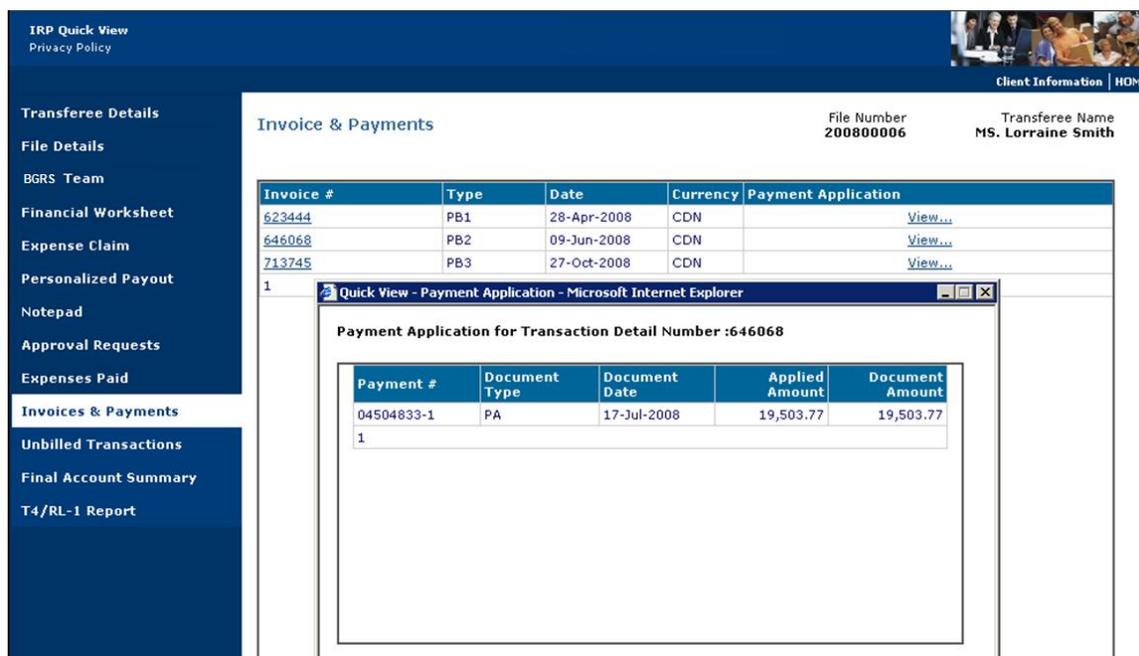
9.11 Invoices & Payments

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.



The screenshot displays the 'Invoices & Payments' section of the BGRS system. The main window shows a table of invoices with the following data:

Invoice #	Type	Date	Currency	Payment Application
623444	PB1	28-Apr-2008	CDN	View...
646068	PB2	09-Jun-2008	CDN	View...
713745	PB3	27-Oct-2008	CDN	View...

A 'Quick View' window is open, displaying a 'Payment Application for Transaction Detail Number :646068'. The window contains a table with the following data:

Payment #	Document Type	Document Date	Applied Amount	Document Amount
04504833-1	PA	17-Jul-2008	19,503.77	19,503.77
1				

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.

IRP Quick View
Privacy Policy

Client Information | HOME

File Number
200800013

Transferee Name
Smith

Unbilled Transactions

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

1 2 3 4 5 6 7 8

Excel Report



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



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:

Step 3: Select a category applicable to the document

*Document Category:

Step 4: Update document name, if needed

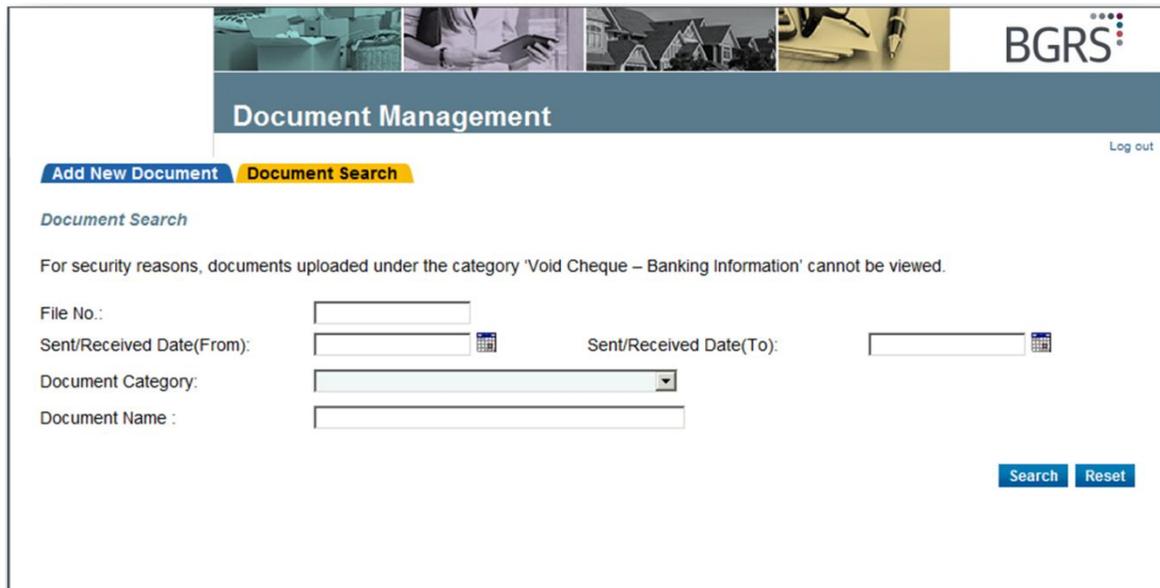
*Document Name:

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:

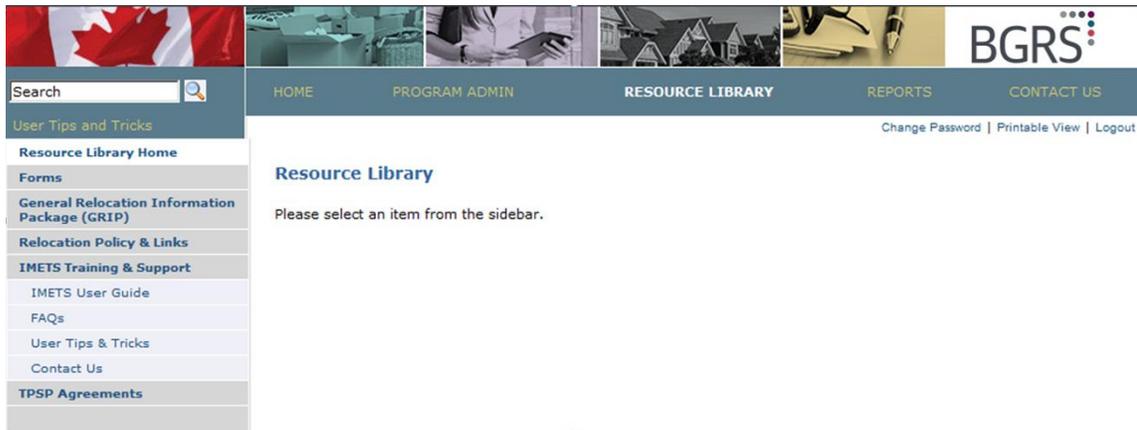
By choosing the *Document Search* tab you will be able to search for documents uploaded to a specific file or within a specific date range. The search results will populate below your search parameters, where you will be able to click on the specific document you wish to review.



The screenshot displays the BGRS Document Management web application. At the top, there is a navigation bar with the BGRS logo on the right and a 'Log out' link. Below the navigation bar is a header section titled 'Document Management'. Underneath, there are two tabs: 'Add New Document' and 'Document Search', with 'Document Search' being the active tab. The main content area is titled 'Document Search' and contains a message: 'For security reasons, documents uploaded under the category 'Void Cheque – Banking Information' cannot be viewed.' Below this message are four search criteria: 'File No.:' with a text input field; 'Sent/Received Date(From):' with a text input field and a calendar icon; 'Sent/Received Date(To):' with a text input field and a calendar icon; and 'Document Category:' with a dropdown menu. At the bottom of the search area, there is a 'Document Name:' label and a text input field. To the right of the input fields are two buttons: 'Search' and 'Reset'.

11 Resource Library

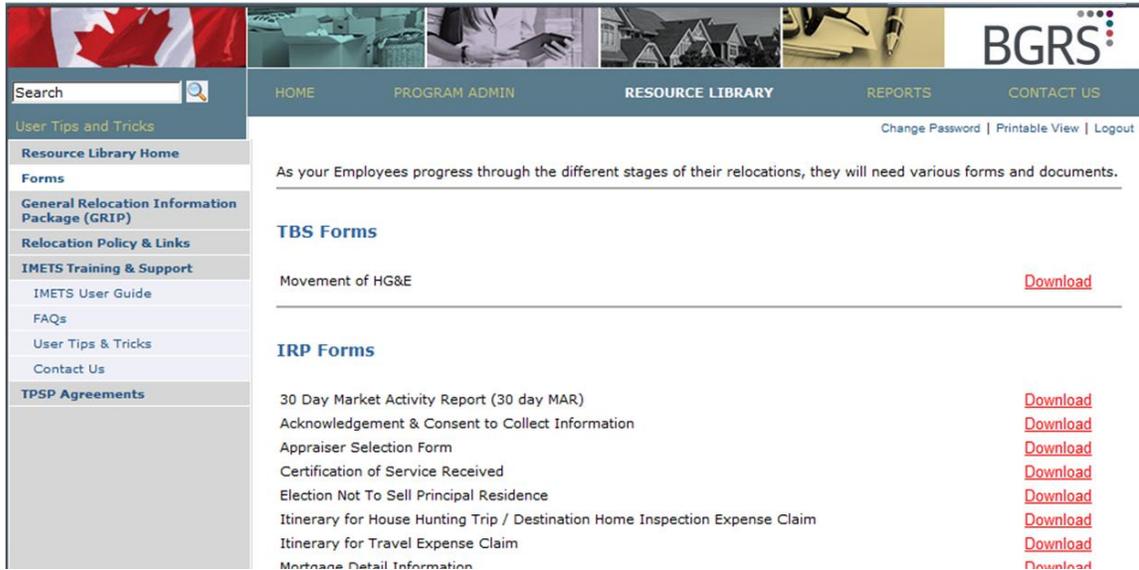
In the *Resource Library* you can find numerous documents such as BGRS forms, a copy of your relocation policy, and TPSP agreements.



The screenshot shows the BGRS Resource Library web page. At the top, there is a navigation bar with the BGRS logo on the right and a search bar on the left. The navigation bar includes links for HOME, PROGRAM ADMIN, RESOURCE LIBRARY (which is highlighted), REPORTS, and CONTACT US. Below the navigation bar, there is a sidebar on the left with a search bar and a list of links: User Tips and Tricks, Resource Library Home, Forms, General Relocation Information Package (GRIP), Relocation Policy & Links, IMETS Training & Support, IMETS User Guide, FAQs, User Tips & Tricks, Contact Us, and TPSP Agreements. The main content area on the right is titled "Resource Library" and contains the text "Please select an item from the sidebar." At the bottom right of the main content area, there are links for "Change Password", "Printable View", and "Logout".

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.



The screenshot shows the BGRS Resource Library website. The navigation bar includes links for HOME, PROGRAM ADMIN, RESOURCE LIBRARY (which is highlighted), REPORTS, and CONTACT US. A search bar is located on the left. The main content area is titled "As your Employees progress through the different stages of their relocations, they will need various forms and documents." and is divided into two sections: "TBS Forms" and "IRP Forms".

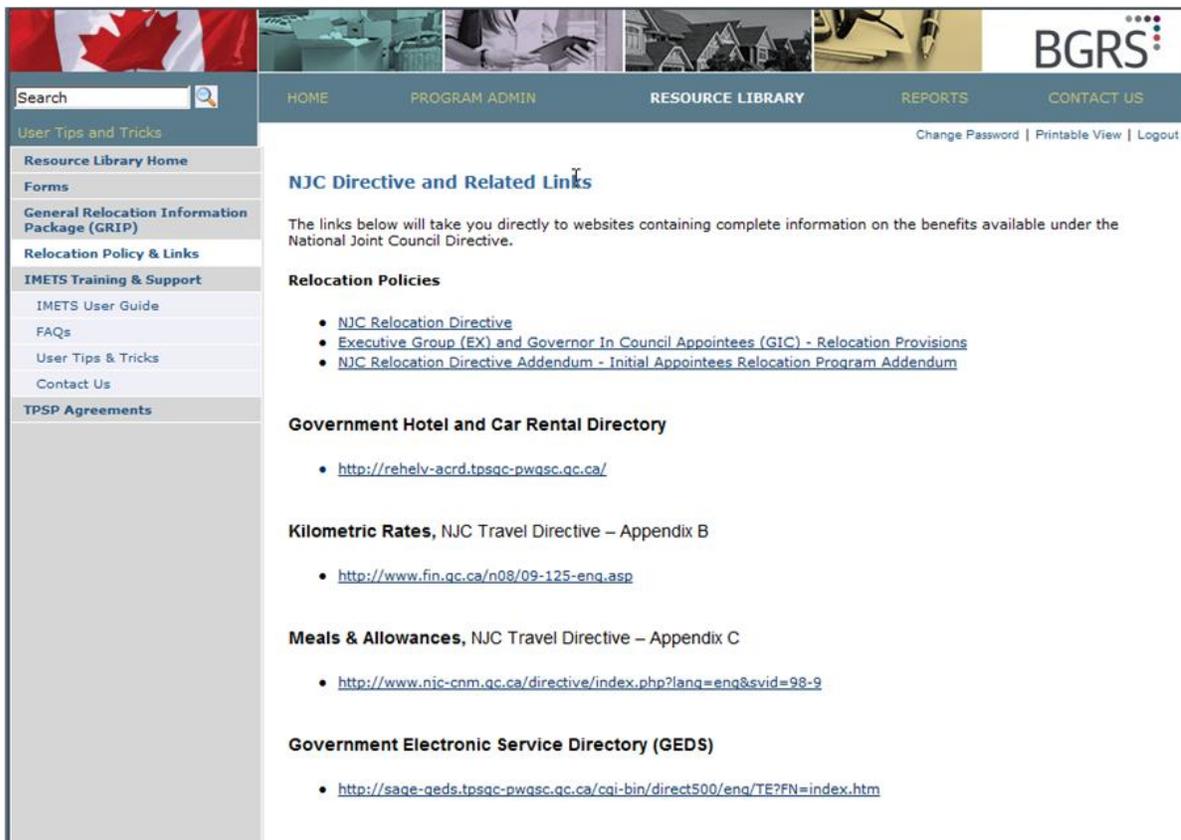
Form Name	Action
Movement of HG&E	Download
IRP Forms	
30 Day Market Activity Report (30 day MAR)	Download
Acknowledgement & Consent to Collect Information	Download
Appraiser Selection Form	Download
Certification of Service Received	Download
Election Not To Sell Principal Residence	Download
Itinerary for House Hunting Trip / Destination Home Inspection Expense Claim	Download
Itinerary for Travel Expense Claim	Download
Mortgage Detail Information	Download

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.



The screenshot shows the BGRS Resource Library website. The main content area is titled "NJC Directive and Related Links" and includes the following sections:

- NJC Directive and Related Links**
The links below will take you directly to websites containing complete information on the benefits available under the National Joint Council Directive.
- Relocation Policies**
 - [NJC Relocation Directive](#)
 - [Executive Group \(EX\) and Governor In Council Appointees \(GIC\) - Relocation Provisions](#)
 - [NJC Relocation Directive Addendum - Initial Appointees Relocation Program Addendum](#)
- Government Hotel and Car Rental Directory**
 - <http://rehelv-acrd.tpsqc-pwqsc.qc.ca/>
- Kilometric Rates, NJC Travel Directive – Appendix B**
 - <http://www.fin.qc.ca/n08/09-125-eng.asp>
- Meals & Allowances, NJC Travel Directive – Appendix C**
 - <http://www.njc-cnm.qc.ca/directive/index.php?lang=eng&svid=98-9>
- Government Electronic Service Directory (GEDS)**
 - <http://sage-qeds.tpsqc-pwqsc.qc.ca/cgi-bin/direct500/eng/TE?FN=index.htm>

11.4 IMETS Training & Support

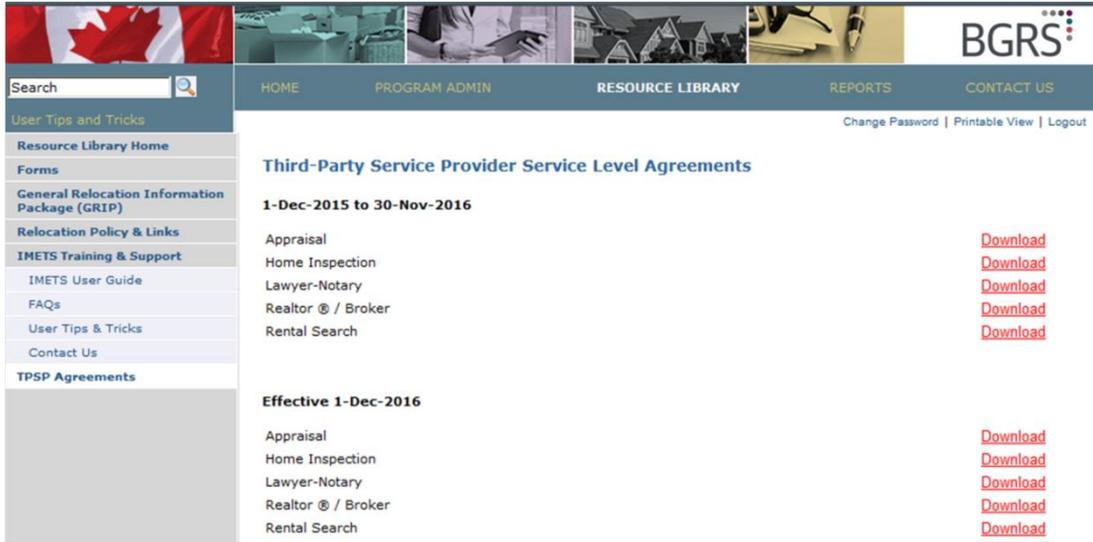
At any time a user can access the *IMETS Training & Support* section where you will have access to many help documents and user guides for the multitude of modules within the website. One will also be able to view the *Frequently Asked Questions* and their respective answers.



The screenshot shows the BGRS website interface. At the top, there is a navigation bar with the BGRS logo on the right and a search bar on the left. The main navigation menu includes links for HOME, PROGRAM ADMIN, RESOURCE LIBRARY, REPORTS, and CONTACT US. Below the navigation bar, there is a sidebar on the left with a search bar and a list of categories: User Tips and Tricks, Resource Library Home, Forms, General Relocation Information Package (GRIP), Relocation Policy & Links, IMETS Training & Support, IMETS User Guide, FAQs, User Tips & Tricks, Contact Us, and TPSP Agreements. The main content area displays the heading "IMETS Training & Support" and a message: "Please select an item from the sidebar." In the top right corner of the main content area, there are links for "Change Password", "Printable View", and "Logout".

11.5 TPSP Agreements

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



The screenshot shows the BGRS Resource Library website. The main content area is titled "Third-Party Service Provider Service Level Agreements". It lists two sets of agreements with their effective dates and download links for various services.

Effective Date	Service	Action
1-Dec-2015 to 30-Nov-2016	Appraisal	Download
	Home Inspection	Download
	Lawyer-Notary	Download
	Realtor ® / Broker	Download
	Rental Search	Download
Effective 1-Dec-2016	Appraisal	Download
	Home Inspection	Download
	Lawyer-Notary	Download
	Realtor ® / Broker	Download
	Rental Search	Download

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

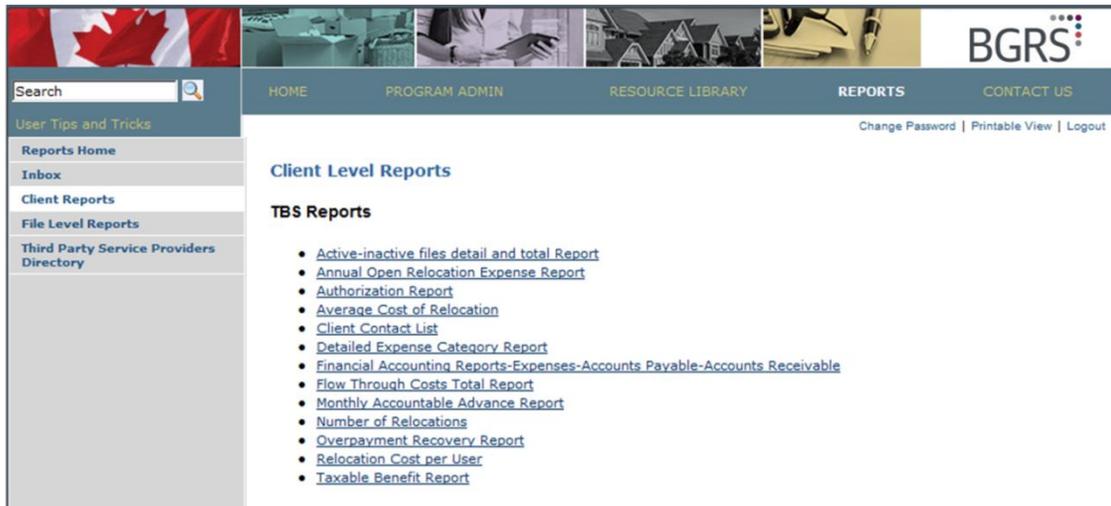
In order to retrieve any reports you have generated, go to the *Inbox*, located in your reports screen, and select which report you would like to view. It will tell you in the “Message” column if the report was uploaded successfully. Any reports you have generated will stay in your inbox for 60 days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

Delete	Name	Size (Byte)	Request Date	Expiry Date	Message
<input type="checkbox"/>	Active-inactive files detail and total Report	4249	12/7/2016 12:56:12 PM	2/7/2017 12:56:37 PM	Success
<input type="checkbox"/>	Financial Worksheet Package [IA 201600036]	157495	12/1/2016 1:56:02 PM	2/1/2017 1:56:27 PM	Success
<input type="checkbox"/>	Monthly Statement	147369	11/24/2016 6:09:47 PM	1/24/2017 6:10:10 PM	Success
<input type="checkbox"/>	Taxable Benefit Report	5120	11/23/2016 2:46:41 PM	1/23/2017 2:46:56 PM	Success
<input type="checkbox"/>	Feuille de contrôle de réinstallation(IA 201600019)	42702	11/23/2016 9:30:37 AM	1/23/2017 9:30:57 AM	Success

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.



The screenshot shows the BGRS website interface. At the top, there is a navigation bar with the BGRS logo on the right and menu items: HOME, PROGRAM ADMIN, RESOURCE LIBRARY, REPORTS (highlighted), and CONTACT US. Below the navigation bar, there is a search box and a sidebar on the left with links: User Tips and Tricks, Reports Home, Inbox, Client Reports, File Level Reports, and Third Party Service Providers Directory. The main content area is titled "Client Level Reports" and lists "TBS Reports" with the following items:

- [Active-inactive files detail and total Report](#)
- [Annual Open Relocation Expense Report](#)
- [Authorization Report](#)
- [Average Cost of Relocation](#)
- [Client Contact List](#)
- [Detailed Expense Category Report](#)
- [Financial Accounting Reports-Expenses-Accounts Payable-Accounts Receivable](#)
- [Flow Through Costs Total Report](#)
- [Monthly Accountable Advance Report](#)
- [Number of Relocations](#)
- [Overpayment Recovery Report](#)
- [Relocation Cost per User](#)
- [Taxable Benefit Report](#)

12.3 Financial Reports

Report Type	Description
Active-Inactive File Detail and Total Report	<p>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:</p> <ul style="list-style-type: none"> ○ 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) <p>End Date</p>

Report Type	Description
Annual Open Relocation Expense Report	<p>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:</p> <ul style="list-style-type: none"> ○ 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	<p>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.</p>
Average Cost of Relocation Report	<p>This cost report can be generated to provide the average cost of a relocation for homeowners and renters.</p>
Client Contact List Report	<p>Provides a list of contacts by department as well as status</p>

Report Type	Description
Detailed Expense Category Report	<p>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:</p> <ul style="list-style-type: none"> ○ 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
<p>Financial Accounting Reports</p> <ul style="list-style-type: none"> ▪ Expenses ▪ Accounts Payable ▪ Accounts Receivable 	<p>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.</p> <p>The report will include, at minimum, the following information:</p> <ul style="list-style-type: none"> ○ 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
<p>Flow Through Costs Total Report</p>	<p>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.</p>
<p>Monthly Accountable Advance Report</p>	<p>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.</p>

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	<p>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:</p> <ul style="list-style-type: none"> ○ 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.

File Level Reports

You can access file level reporting through this window. Either scroll through the list of active files or use the "Search" button (key first or last name and hit "Search") to find the file you're looking for. Highlight the file. Using the Report Type Drop down, select one of the available reports

201600056,	Select
201600055,	Select
201600052,	Select
201600049,	Select
201600047,	Select
201600046,	Select
201600044,	Select
201600043,	Select
201600042,	Select
201600041,	Select

1 2 3 4 5 6 7 8 9 10 ...

Select a client:

First Name:

Last Name:

Report Type :

- Detailed expenses to date
- Detailed expenses to date**
- Expense Summary
- Financial Worksheet Package
- Financial Worksheet Estimates & Expenses
- Financial Worksheet Funding
- Personal Relocation Profile

13 Contact Us

Search

HOME PROGRAM ADMIN RESOURCE LIBRARY REPORTS CONTACT US

Change Password | Printable View | Logout

User Tips and Tricks

Contact Us Home

Contact Us

Topic	Contact	Phone	E-Mail
IMETS or the Secure Website	IT Help Line	877.477.7356	assistance@BrookfieldGRS.ca
TBS Team Supervisor	Chris Hiltz	902.453.4215	Chris.Hiltz@BrookfieldGRS.ca
Client Services & Customer Experience	Jeanette Jones	416.510.5786	Jeanette.Jones@BrookfieldGRS.ca
Billing & Payment	Stephanie Sliwinski	416.386.6065	Stephanie.Sliwinski@BrookfieldGRS.ca

Brookfield Phone Directory

Click [here](#) to download

General Inquires

The answers to many of your questions can be located in our Tips and Tricks section.

Should you be unable to locate the answer within the IMETS Training Manual provided or frequently asked questions, please feel free to submit your question below.

Name

Email

Address

Phone

Number

Comments



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.