

## FREQUENTLY ASKED QUESTIONS ABOUT THE ANNUAL POSTING SEASON 2021 MITIGATION MEASURES FOR LIMITED COMMERCIAL REMOVAL SERVICES

- References:
- A. CAF [Relocation Directive](#)
  - B. Adjudication Request Form (*Intranet – Benefits/Benefits-Generic/Relocation Management*)
  - C. CAFRD BAdminO COVID-19 (*Intranet – Benefits/Benefits-Generic/Relocation Management*)
  - D. CAFRD BAdminO Standard (*Intranet – Benefits/Benefits-Generic/Relocation Management*)

This year's annual posting season is unusual, and more challenging than some of your past experiences. Not only has COVID-19 affected how we all do business, but it has also affected the van lines we contract to ship your Household Goods and Effects (HG&E). Due to some extraordinary circumstances, the van lines have fewer drivers and less labour than normal. This has affected much of the planning for the move season and means we are having to take some measures to mitigate the impacts on you and your move – especially if you are planning on moving in July. July is going to be a challenging month. We recognize that impacts of reduced commercial removal services capacity are beyond your control. No doubt you have questions. If your question isn't addressed below, then please contact your Base Traffic Section. A list of Base Traffic/F&E contact information by location is available in the "**Relocation Assistance Document**" which can be found under the Relocation Benefits/Management Tab on the Internet: [Canada.ca/military-relocation](http://Canada.ca/military-relocation) or intranet <http://cmp-cpm.mil.ca/EN/BENEFITS/BENEFITS-GENERIC.PAGE>.

Q1. I have not yet made financial commitments concerning selling, buying or with regards to terminating or starting a lease. What are my best options?

A. Discussions about your Report for Duty (RFD) date should be done with your gaining and losing unit. While the RFD date is normally 30 days plus/minus of your Change on Strength (COS) date, due to the peculiarities that COVID-19 has created, you may change your RFD date from 30 days prior to, or up to 90 days after your COS date, with CO approval. You could also extend your RFD by between 90 and 180 days with Level 1 approval. Such a delay would result in greater likelihood of smooth pack/load/shipment of your household goods and effects (HG&E). See CANFORGEN 028/21 and your posting message for more details.

Q2. I have already made financial commitments and have a fixed closing date, or end of lease date. How can I be flexible?

A. You have options regarding the timing of your pack/ load and unpack/unload services. You can request to have those occur on a weekend or statutory holiday. Consult with your Base Traffic Section and review the Pre-Move Information Booklet for more details. If your pack and load occurs earlier than normal due to a request by the van line, you are entitled to additional Interim Lodging, Meals, and Miscellaneous (ILM&M) in accordance with the CAF Relocation Directive, paragraph 5.04.

Q3. I have tried to adhere to the principle of a door to door move, but am being told that won't be possible due to van line capacity. What do I do?

A. If you are separated from your HG&E due to a delay created by the van line, you may request additional ILM&M benefits from your Base/Wing Admin O as detailed in the CAF Relocation Directive, articles 5.08, 5.09, 5.11, 9.1.08, AND 12.2.01. You remain entitled to Storage in Transit (SIT) throughout this period. You may find that Base Traffic and the van lines move your HG&E into Storage in Transit as a mitigation measure to even out the demand on shipping resources. The above mentioned articles will cover your interim living expenses during the delay that is outside your control.

Q4. I've purchased a replacement residence, but can't occupy when scheduled because the seller cannot vacate.

A. As above, you may request Interim Lodging, Meals, and Miscellaneous (ILM&M) expenses from your Base/Wing Admin O as detailed in the CAF Relocation Directive, articles 5.08, 5.09, 5.11, 9.1.08, AND 12.2.01. When doing so, make sure you inform Base Traffic so that they can make appropriate arrangements for Storage in Transit. The above mentioned articles will cover your interim living expenses during the delay that is outside your control.

Q5. I've made financial commitments, have tried every possible means to be flexible, and Base Traffic tells me I can't get my pack/load serviced. I have to be out of my home. Help!

A. We have some emergency options for you. These options are only permissible between 15 June 2021 and 31 August 2021 in order to address this particular peak posting season, but note: you will require a DCBA Adjudication Decision

Letter in order to receive an advance of funds and reimbursement of expense through BGRS if you take one of these options.

- A. You may try to book your own move with the local carrier of your choice. If you select this option, you must inform Base Traffic immediately, who will consult with DCBA and with DMCSS and inform you of the maximum amount claimable. You will be informed how to upload this information to show the amount claimable.
- B. If you can only book a local mover who does not leave your geographic area, you can hire them to move your HG&E to a local storage facility until such a time that the contracted van line can relocate your HG&E to your new place of duty. If you select this option, you must inform Base Traffic immediately, who will consult with DCBA and with DMCSS and inform you about the reimbursement process. We recognize there will be an "up front" out of pocket cost, so DCBA will be very fast to approve your adjudication so you can claim your expense. With your successful adjudication you can request an advance from BGRS.
- C. You may self-move. This is likely only viable if you have a small amount of HG&E. If you select this option, you are to inform Base Traffic immediately, who will consult with DCBA and DMCSS and inform you of the maximum amount claimable. In accordance with the CAF Relocation Directive, articles 3.3.01 and 6.08, you are not entitled to a kilometric allowance for a rented trailer and will continue to be limited to a maximum travel distance of 500km per day.

Q6. I've tried to be flexible, Base Traffic is unable to schedule a van line to remove my HG&E, and I'm fed up. I'm staying in my home.

- A. We do not recommend that. You are reminded that you cannot be compensated under the CAF Relocation Directive for any legal expenses arising from a decision to remain in your principal or rental residence after the date of vacancy when alternate shipping options are available. As an option of last resort, we strongly recommend an option that gets your HG&E into local storage pending Base Traffic being able to re-schedule removal.

Q7. It's moving day. No one showed up. What do I do?

- A. Call Base Traffic. They will attempt to resolve issues with the van line.

Q8. My relocation circumstances don't quite line up with the wording of the CAF Relocation Directive or the options suggested in this FAQ. What do I do?

A. You should submit an adjudication to DCBA via your CAFRD Coord as soon as possible. The coordinator is to mark all requests of this nature as URGENT 2021 SIT/SHIPPING EXPENSE in order for DCBA to prioritize the adjudication. When doing so, ensure to provide all relevant details. You will need to upload your approved adjudication to your Member's Secure Website in order for the service provider to reimburse/reconcile your claims.

Q9. What else should I do?

A. Remain flexible and positive. The CAF will do everything it can to support you during this period. You should remain in contact with your Base Traffic Section throughout the move process. When encountering exceptional circumstances, do not make any financial commitments or incur any expenses related to moving HG&E before receiving confirmation of your relocation contingency plan from your Base Traffic Section. Remember, verbal direction is not sufficient authority to initiate expenditures. If your circumstances fall outside the scope of the CAF Relocation Directive, submit an adjudication to DCBA via your CAFRD Coordinator as early as possible, clearly outlining the compensation you require in order to minimize "out-of-pocket" expenses. A list of CAFRD Coordinators is available under the Relocation Tab at: <http://cmp-cpm.mil.ca/EN/BENEFITS/BENEFITS-GENERIC.PAGE>