



# **PRE-MOVE INFORMATION BOOKLET**

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## INTRODUCTION

A successful move is not a matter of chance. It is the result of planning, hard work, and accepting the responsibility to assure a successful move. The results of your efforts and active involvement will have a direct impact on its success. To make your moving experience less stressful, this pre-move information booklet details the services you will receive from the Carrier (the moving company) and what will be expected of you (the shipper) during each phase of the shipment of your household goods and effects (HG&E). Every effort has been made to ensure the contents of this booklet reflect the intent of the current Household Goods and Moving Services (HGMS) contract. Please take the time to review the information contained in this booklet. Reviewing the information will help you understand and manage your expectations. If you have any questions about the contents of this booklet or any phase of your move, you are encouraged to contact your Moving Consultant or your Transportation Agent/Relocation Reviewer/Departmental Co-ordinator (referred to as TA throughout the remainder of this booklet). It is mandatory that you acknowledge receipt of this booklet by signing and dating the enclosed form.

## GENERAL INFORMATION AND RESPONSIBILITIES

### Your Responsibilities:

Upon receipt of your posting message you are responsible to immediately register with BGRS in order to have your move booked. Any delay in booking your move may result in additional cost to the Crown which you may become responsible for.

- You are responsible to adhere to all movement services timings as coordinated by the Transportation Agent and agreed upon between you and the carrier.
  - You or your representative are responsible to be present at your residence between 0800 hrs and 2030 hrs on each day a movement service is scheduled to occur. Your residence is your place of duty during your scheduled moving services. Your absence during these services requires the written approval of your CO which must be provided to the Base F&E section.
  - Failure to adhere to the timings coordinated between you, the Transportation Agent and the carrier, may result in additional and significant costs, which you may become responsible for.
  - **Under no circumstance are you to coordinate with the carrier, a change in date for the delivery of moving services, without prior consent from the TA and BGRS.**
- You are responsible to thoroughly review this booklet, fully understand all move processes, and seek clarification for any areas with which you are unsure.
  - Provide personal e-mail and cell phone number to allow for contact at both origin and destination. Advise the carrier of your arrival date and possession date. Advise the carrier of any changes that may occur.
  - You are in control of all stages of your move. At any time if you are feeling overwhelmed or feel you are losing track of the current movement service, you have the right to request the Carrier's representatives to slow down or temporarily stop whatever service they are performing. (pre-move consultation, pack, load, unload and unpack)
  - At any time during your move, the Carrier is not performing their responsibilities as per the content of this booklet, contact your local Transportation Agent immediately
  - For your interest, it is highly recommended that you allow 24 hrs for sensitive electronic equipment to reach room temperature prior to use of shipments transported during winter months.

## Carrier's Responsibilities:

- The carrier is responsible to deliver services and provide documentation in the official language of your choice (English or French).
  - The carrier is responsible to coordinate all HG&E and PMV movement services (pre-move consultation, pack, load, unload and unpack) to commence between 0800 hrs to 1600 hrs and cease no later than 2030 hrs, Monday to Friday, excluding officially recognized Federal Government holidays. Movement services may occur outside of these times if approved by the Transportation Agent and agreed upon by you and the carrier.
  - The carrier is responsible to confirm with you, at least 24 hours prior to service delivery, the exact timing when the pre-move consultation, pre-packing, packing, loading, unloading and unpacking services will be rendered. They must adhere to the mutually agreed upon times and promptly notify you of any delays in excess of 1 hour. The total delay shall not exceed 4 hours from the agreed times.
  - The carrier is responsible to provide you with dedicated telephone, facsimile and e-mail services at the carrier's office and must acknowledge or respond to all transmissions within 60 minutes between 0800 to 1600 hours (carrier's office time).
- With regard to the safekeeping of HG&E, the carrier is responsible for the following:
    - to use all reasonable precautions to protect HG&E from damage and loss.
    - to use appropriate handling equipment when moving/loading HG&E.
    - to protect all HG&E from the elements (rain, snow or sun) and theft at all times.
  - With regard to the safekeeping of the residence, the carrier shall properly protect the residence from inadvertent damage. The carrier shall be liable for replacement/repair costs for damage to the origin and destination property caused by the carrier.
  - The carrier is responsible to provide you with copies of all signed documentation.
  - The carrier is responsible to notify you immediately when a HG&E or PMV shipment has incurred loss or damage (i.e. inadvertently dropped the TV in the van while unloading or sliced the couch while removing shrink-wrap).

## STEP 1 – PRE-MOVE CONSULTATION

### Your Responsibilities:

- Be present for the pre-move consultation.
- Insure your residence and HG&E are in a sanitary condition.
- Familiarize yourself with the content of the Pre-Move Information Booklet.
- Ask questions if you are in doubt.
- Identify all articles that you plan to move.
- Identify any items that may be in a storage area which is not immediately adjacent to your residence (condo storage lockers, PMQ garages, etc.). For the purpose of this contact, these areas are considered a single pick-up with your main residence.
- Identify all high value items.
- Review the room-by-room survey provided by the carrier and your weight entitlement.
- Contact the carrier if you have any additions/deletions to your household goods after the survey has been performed. The carrier must be notified of additions prior to pack day. Any additions made on pack or load day can be refused by the carrier.

### Carrier's Responsibilities:

- Notify you in the case of any delays in excess of one hour and the delay shall not exceed four (4) hours from the agreed time.
- Provide and review the Pre-move Information Booklet.
- Answer any questions.
- Perform a complete visual survey of your household goods and provide an estimated weight of your shipment.
- Identify items that require special preparation or that cannot be safely transported – Annex A, Appendix 1.
- Identify services which are not covered under the contract – Annex A, Appendix 2.
- Provide a thorough review of the claims process.
- Provide a list of all appliances and electronics that require certification on packing day.
- Provide a copy of room-by-room electronically generated survey within 2 business days of the survey being performed.
- If you would like additional replacement cost protection coverage because the government provided RCP is not sufficient for the value of your goods, the carrier will make it available.

Amplifying information for the Pre-Move Consultation can be found at Annex A, pages 11 to 16.

## STEP 2 - PACKING

### Your Responsibilities:

- Be present on the agreed time with the carrier and at all times during pre-packing and/or packing and servicing/certification.
- Ensure that only non-essential articles are packed if pre-packing arrangements were made.
- Prepare your house for the packing team: defrost refrigerators and deep freezers, drain water from all appliances, remove all items to be shipped from the walls, move articles from crawl spaces and attics to an area more readily accessible to the carrier (with the exception of attics in PMQs at CFB Borden and Kingston).
- Dispose of or make alternate arrangements for shipment of flammable or dangerous goods and all inadmissible items.
- Prepare those items which are only acceptable for transport, if prepared by shipper.
- Ensure any tags from previous moves are removed from your items.
- Clearly identify all items that will not be packed and/or moved to your new residence (i.e. Items going to long term storage, items travelling with you, etc.) to the packing crew. When possible, these items should be removed from the work area of the packers to avoid confusion.
- Have appliances and electronic equipment available for preparation for shipping and certification. You must provide the blocking kit for front loading washers.
- Segregate high value articles in one room.
- Ensure all high valued items are annotated on high value inventory (HVI) listing – Annex A, Appendix 1.
- For claim purposes, it is highly recommended that you allow the carrier to professionally pack all of your items.

### Carrier's Responsibilities:

- Arrive on the agreed time or notify you of any delays.
- Protect the floor of the residence to prevent damage to floors.
- Ensure that only non-essential articles are packed if pre-packing arrangements were made.
- Place aside non-admissible item(s) and identify articles needing preparation.
- Complete certification of major articles, appliances, and electronics.
- List and pack high value articles.
- Remove all empty containers, packing materials, and other debris accumulated incidental to packing and loading from your premises.

Amplifying information for the Packing Service can be found at Annex B, page 17.

## STEP 3 – LOADING

### Your Responsibilities:

- Be present on the agreed time with the carrier and be present during the whole loading operation.
- Accompany the driver during the tagging and listing of your goods.
- Agree with the listings and exceptions, which identify the condition of your items (dents, scratches, etc.), before signing off on them; note any objections in ink on the inventory.
- Damage to property/ residence must be reported immediately to the driver and annotated on the paperwork. Claims for property damage must be initiated with the carrier within seven calendar days.
- You and the carrier are responsible to check all rooms, closets, attics, basements, cupboards, drawers, sheds, grounds and garage to verify that nothing has been left behind.

### Carrier's Responsibilities:

- Arrive on the agreed time or notify you of any delays.
- Protect residence during loading operation.
- Tag and list all your household goods and packed cartons.
- Point out to shipper and note pre-existing damages on the inventories.
- Protect goods against bad weather.
- Annotate damage to residence on inventory listings or bill of lading.
- The Contractor shall obtain the contact details of the new owner, if applicable; to arrange for the repair and/or replacement of damaged property within ten (10) business days from the loading date.
- Remove all empty containers, packing materials, and other debris accumulated incidental to packing and loading from your premises.

Amplifying information for the Loading Service can be found at Annex C, page 19



## STEP 4 - UNLOADING

### Your Responsibilities:

- Be present on the agreed time with the carrier and be present at all times during unloading.
- Account for all your items using Bingo Sheets or Inventory Listing.
- Note any untagged items for later reconciliation with the inventory listing, you shall transfer all discrepancies to the Inventory Listing. The Bingo Sheet is used for the convenience of the member and is not a Government approved document.
- Note any damaged boxes.
- Do not sign the inventory until you have examined your goods and noted any damaged or missing items on both the Driver's copy and your own copy of the Inventory. If you fail to note damages/losses at this time, this portion of your claim may be jeopardized. The signing of the inventory at the time of delivery shall not preclude claiming for damage and/or loss of small packed items that may have gone astray in the packing or unpacking material as well as to articles where damage was not readily visible at the time of delivery.
- Damage to property/ residence must be reported immediately to the driver. Claims for property damage must be initiated with the carrier within seven calendar days.
- You have the right to stop the unloading at any time to determine a tag number of an item, and you have the right to ask the unloading crew to slow down if you are having trouble-keeping track.

### Carrier's Responsibilities:

- Arrive on the agreed time or notify you of any delays.
- Protect your residence from damage with pads, etc.
- Protect your goods against bad weather (i.e. Rain).
- Reconcile discrepancies between the bingo sheet and the inventory listing and annotate any irreconcilable discrepancies on the inventory listing.
- Within the limits of space and access, place items in rooms specified by you or as per the inventory sheets.
- Alert you to any damage/loss and assist in the annotation of said damage/loss.
- Re-assemble pieces of furniture and any other items that were disassembled at origin by the carrier.
- Reassemble items taken apart at origin by our carrier or by the driver.
- Stop the unloading at any time if you require to determine a tag number of an item, and to slow down if you are having trouble-keeping track.

Amplifying information for the Unloading Service can be found at Annex D, page 20.

## STEP 5 – UNPACKING

### Your Responsibilities:

- Be present on the agreed time with the carrier and be present at all times during unpacking.
- Set the priorities for which rooms you would like to have unpacked first in order to ensure your house is made habitable as soon as possible.
- Put unwrapped items “away” in cupboards/drawers, etc.;
- Tell the unpackers where your clothes that were shipped in wardrobe boxes should be hung.
- Insist that the unpackers slow down if, at any time, you feel you are “losing track” of the unpacking.
- If the unpacking is not finished by 2030 hrs, you have the right to request that the unpackers return the next business day to complete the work.
- Use the loss/damage packed items form to note any damaged or lost items discovered during unpacking. If you do not, this portion of your claim may be rejected.
- Do not sign the certificate of unpacking or the loss/damage packed items form until you are confident you have checked all of the items you requested to have unpacked. Failure to note loss or damage at this time may jeopardize this portion of your claim.
- If you elect to do your own unpacking, you will have to sign a form certifying that you refused unpacking services. If you refuse unpacking services, you have the right for a one-time carton pickup within 30 days of delivery at no charge to you.

### Carrier’s Responsibilities:

- Arrive on the agreed time or notify you of any delays.
- Commence unpacking services no later than the next business day after unloading.
- Prepare appliances and major articles for use at destination within 24 hours. The carrier must prepare major articles and appliances for use. This does not include hooking up gas or water. This is the shipper’s responsibility. Certification is at Carrier’s discretion.
- Unpack all boxes, barrels, cartons, and crates.
- Place unwrapped items on tables/counters/floors, but will not put them “away” in cupboards or drawers, etc.
- Hang clothes removed from wardrobe boxes in closets.
- The carrier must remove all of the provided packing material and empty containers from your residence on completion of unpacking. If an additional pick-up is required subsequent to unpacking, the Shipper must call within a 30-day time frame from delivery and the Contractor shall provide this one-time service within 5 business days of completion of unpacking or contact. If the Shipper has not protected the packing material and empty cartons from inclement weather this service may be declined.
- If the destination carrier refuses to unpack, they will sign the unpacking certificate to that effect and will be liable for packed items that are damaged or lost.

Amplifying information for the Unpacking Service can be found at Annex E, page 21.

## Annex A to PRE-MOVE CONSULTATION

1. The pre-move consultation is normally the initial face-to-face contact between you and the carrier that sets in motion the HG&E or PMV shipment process. Early identification of issues at this initial stage can prevent and reduce problems that could arise during the move.

### *Carrier's Responsibilities*

2. The carrier is responsible to conduct a face-to-face pre-move consultation at your residence.
3. The carrier is responsible to provide you with the Pre-move Information Booklet and review the contents in detail with you to ensure you understand the processes and procedures involved in your move. These include but are not limited to:
  - a. A review of any inadmissible items, items that are only accepted in limited quantities and items that the Shipper is responsible to prepare for shipping that were identified during the pre-move consultation. Appendix 1
  - b. A review of services that are not covered under the contract and will be coordinated at your expense. Appendix 2
  - c. A thorough explanation of the RCP/PMV protection coverage and a thorough explanation of the claims process. Annex F
4. The carrier is responsible to provide you with a list of all major articles and appliances that require servicing and certification prior to, or on the final day of packing.
5. The carrier is responsible to provide you with an electronically generated room-by-room weight estimate no later than 2 business days after the consultation. This pre-move weight estimate is to be completed on a room-by-room basis and is to itemize each piece of furniture, the estimated number of cartons by cubic measure, the estimated weight of HG&E by room, and the total estimated weight of HG&E.
6. The carrier is responsible to provide you with quotes in writing for any services excluded under the contract.

### *Employee Responsibilities*

7. Identify all the articles you plan to move which includes articles in a crawl space, attic, garage, storage shed, cottage, office or articles stored off-site, such as a mini-storage warehouse. You must make all these items available for viewing at the time of the consultation. As the Government contract allows for only one pick up of household goods, you will be responsible for bringing all goods to a single location, prior to the arrival of the carrier's packing team. (areas such as PMQ garages and condo storage lockers are considered as one pick up location)
8. You are responsible to review in detail the Pre-move Information Booklet. If you do not understand any of the procedures or processes, you are responsible to seek clarification from the carrier and/or the Transportation Agent.
9. If you remove or add any HG&E after the pre-move consultation, you must advise the carrier immediately, so that the weight estimate can be amended before the load date. The carrier will not be compensated by DND for the movement of any additional items/weight added after the packing has been completed. Therefore, the carrier has the right to refuse or request payment directly from you for any items added by you after the packing is complete.

### *Addressing Unsanitary/Contaminated HG&E*

10. As a guideline, HG&E may be deemed unsanitary/contaminated when it contains excessive mould, mildew, fleas, blood, vermin, excrement, noxious fumes, irritants and/or offensive odours. This also includes HG&E that is in an extremely cluttered condition.
11. During the pre-move consultation, or during the packing or loading stage, if the carrier identifies the HG&E as unsanitary, all movement services will be suspended. Your chain of command will be informed in order to have the situation rectified as soon as possible. Once the issue has been resolved, the movement services will recommence. The carrier may re-inspect your residence if deemed warranted. In extreme circumstances your move may be cancelled. Such situations will be addressed on a case-by-case basis.
12. HG&E that is identified as unsanitary/contaminated on the day of delivery will not be delivered under any circumstances due to the potential risk of contamination of the residence/attached residences and/or health issues.

### *Required Documentation for Moves between Canada and Continental USA*

13. During the pre-move consultation, the carrier is responsible to inform you of all supporting documentation required to allow for the HG&E and/or PMV to be transported across Canada/USA borders.

## Appendix 1 to Annex A: MOVEMENT OF EXTRAORDINARY ITEMS

### *Acceptance of Shipper Prepared Items*

1. The carrier shall accept the following items if you prepare them in accordance with the manufacturers' instructions, or as outlined below:
  - a. Scuba diving tanks shall be emptied, the pressure valve removed, and a dust cap installed;
  - b. Waterbeds and hot tubs shall be drained;
  - c. Combustion engine fuel tanks shall be drained;
  - d. Home fitness equipment shall be disassembled;
  - e. Baby/infant cribs shall be disassembled;
  - f. Outdoor articles embedded in the ground or secured to a building shall be removed, detached and cleaned;
  - g. Outdoor articles such as steel utility cabinets/sheds up to 12 ft x12 ft x 8 ft, swing sets, slides, sky rides, jungle gyms, satellite dishes, hot tubs/spas, garden and patio furniture and other outdoor apparatus of a similar nature including boats and watercraft shall be disassembled and cleaned. The disassembled items must be able to fit inside a normal van;
  - h. Indoor articles such as steel shelving, pool tables, elongated worktables, counters, and saunas shall be disassembled and cleaned. The disassembled items must be able to fit inside a normal van;
  - i. For all items (in particular those covered by sub-paragraphs f and g above), the carrier must advise you, in writing, at the time of the pre-move consultation which items are your responsibility to remove, detach, relocate to/from the curb side due to safety, due to accessibility and size issues that may compromise safe loading/unloading. If the carrier fails to do so, all actions required to move the item(s) shall be the carrier's responsibility;
  - j. You must provide the carrier with instructions on how to disassemble and assemble items (i.e. Shranks, wall units) and assist if necessary;
  - k. The mechanical components of clocks (i.e. Grandfather) shall be prepared for shipment by securing the pendulum, removing weights, and securing the chains;
  - l. CD, Video Cassette Recorder, DVD and Blue Ray players or similar items shall be prepared for shipment by removing all removable storage media (i.e. discs, tapes and SD cards) and ink cartridges from all printers if applicable;
  - m. All batteries shall be removed from household items and disposed of appropriately;
  - n. Pool tables must be prepared for shipment as per manufactures specifications and moved to an area accessible to the contractor;
  - o. Packed by owner articles, provided that a carrier inspection takes place;
  - p. All mechanical components of pianos shall be prepared for shipment and if necessary, due to size, moved to an area accessible to the contractor; and
  - q. Non-restricted firearms shall be prepared, documented, and packed in conjunction with the carrier and with strict adherence to federal regulations.

### *Items Accepted in Limited Quantities*

2. The carrier shall accept the following items in quantities not to exceed the limits below:
  - a. Empty bottles (i.e. preserving jars, beer, wine bottles). Limit: 100 lbs;
  - b. Major parts of a PMV/snowmobile/personal watercraft/ motorcycle assemblies /large components (including truck caps). Limit: 500 lbs;
  - c. Building materials. Limit: 500 lbs;
  - d. Hobby material and collections, (i.e. Rocks forming part of lapidary hobby. Limit: 500 lbs.

### *Items Accepted at Shipper's Risk*

3. The carrier may accept the following items provided you agree that the carrier is not liable for any loss or damage to these items. The carrier will be liable for any damage these items may cause to other HG&E articles being shipped.
  - a. House plants;
  - b. Dried flowers; and
  - c. Green ware.

### *Inadmissible Items*

4. The carrier will advise you during the pre-move consultation which items are inadmissible. The following items are considered inadmissible and shall not be carried under any circumstances:
  - a. Commodities which are regulated by the Transportation of Dangerous Goods Act (<http://laws-lois.justice.gc.ca/eng/acts/T-19.01/>), the Transportation of Dangerous Goods Regulations (<http://www.tc.gc.ca/eng/tdg/clear-tofc-211.htm>) or by other Federal and/or provincial laws, are not be moved with HG&E (i.e. pressurized containers, fuel, propane tanks, etc.);
  - b. Firewood;
  - c. Perishable goods;
  - d. Livestock and pets;
  - e. Aircraft, ultra-light, micro-lights, and associated parts;
  - f. Farm or construction equipment;
  - g. Hot tubs exceeding either 900 pounds or 300 cubic feet;
  - h. Above-ground swimming pools;
  - i. Saunas exceeding 152 cubic feet;
  - j. Outdoor fixed barbeques (brick, cement or stone);
  - k. Patio stones, ornamental rocks and concrete statues;
  - l. Trailers exceeding 12 ft in length by 8 ft width by 3 ft in height;
  - m. Boats exceeding 12 ft in length;
  - n. Personal watercraft;
  - o. Canoes and kayaks exceeding 18 ft in length;

- p. Dog houses;
- q. Ammunition and restricted firearms as defined by the Criminal Code of Canada (<http://laws-lois.justice.gc.ca/eng/acts/C-46/>);
- r. Items on the Shipper's premises belonging to a previous or current personal business (i.e. hair salon, upholstery, seamstress, tailoring);
- s. All types of outdoor fencing and outdoor animal enclosures;
- t. All types of outdoor wooden portable buildings such as sheds and gazebos;
- u. Steel utility cabinets/sheds exceeding 12 ft x12 ft x 8 ft; and
- v. Liquids (i.e. Cans of paint, sealed mason jars, beverages) which if ruptured or spilled could cause extensive damage to the shipments.

### *High Value Items*

5. If you plan to ship any items of special or extraordinary value, they should be noted on the High Value Inventory (HVI) supplied by the Carrier detailing the make, model and serial number if applicable. It is recommended that you assemble all these items in one area on packing day with the exception of items that require certification by a technician. The Carrier will review the HVI form with you for completeness.
6. Proof of purchase and/or certified appraisals are required for articles such as oil paintings, prints, antiques, furs, art objects, collectible vehicles, matched sets, collections or other articles of high value. Items falling into these categories valued in excess of \$5000.00 must be supported by written appraisals. Photographs are required when an article cannot be described in writing.
7. The following items are not covered under the carrier's insurance and should travel with you: accounts, bills, deeds, evidence of debt, letters of credit, passports, documents, house plants, green ware, stamp and coin collections, airline or other tickets, postage stamps, money, currency, bullion, notes, securities, manuscripts, parchments, awards, certificates, mechanical drawings, dies or patterns, precious stones, jewellery, dried flowers, or aircraft parts.
8. If you have a valuable collection of books, sports cards, and/or collection of CDs, DVDs, video games, or videos, ensure that you have a complete list of the collection. Give a copy of this inventory list to the Carrier and request their signature as acknowledgment of receipt. Failure to take these precautionary steps may result in claim processing issues.

### *Recreational Vehicles*

9. The carrier shall transport the following recreational vehicles and other motorized equipment with the HG&E.
  - a. All-terrain Vehicles (ATV);
  - b. Snowmobiles;
  - c. Motorcycles;
  - d. Motorized tricycles or bicycles;
  - e. Mopeds;
  - f. Scooters, and;
  - g. Boats less than 12 ft in length with inboard or outboard motors.

### *Items Requiring Specialized Handling*

10. If for safety reasons and/or to avoid unnecessary damage to the residence, it is determined that an item cannot be moved to or from a particular location in the residence without professional handling services, the carrier will:
  - a. Identify to you the items requiring specialized handling during the pre-move consultation; and
  - b. You are responsible for having the items identified as requiring specialized handling prepared for shipment, including arranging for any special handling equipment needed to move the object such that the carrier can access it for loading.

### **Appendix 2 to Annex A: INADMISSIBLE SERVICES**

1. The following services are inadmissible (i.e. not billable to the Government):
  - a. Access to storage;
  - b. Access to attics and crawl spaces (with the exception of attics in PMQs at CFB Borden and CFB Kingston);
  - c. cleaning;
  - d. Connecting and disconnecting appliances (over and above that required to ensure that they are in working condition as required by appliance certification);
  - e. Fumigation;
  - f. Extra insurance in excess of the authorized coverage;
  - g. Mothproofing;
  - h. Provision of shipping bases for automatic washers;
  - i. Removing or installing valance boxes, curtain rods, wall hooks for pictures, etc.;
  - j. Taking up or putting down wall to wall carpets, hall runners;
  - k. Removal of built in appliances, and
  - l. Extra loading or delivery.



## Annex B: PACKING

1. Packing services include the packing of all HG&E, article and appliance preparation and certification, disassembly of furniture and other items for proper packing, inspection of any cartons packed by you (for inadmissible items) and crating when required by the carrier. The carrier may repack any containers you have packed. However, if the carrier chooses not to repack a container, the carrier will remain liable for the packed items.

### *Carrier Responsibilities*

2. The carrier is responsible to ensure the preparation and certification of major articles and appliances for shipment is completed without interfering with packing.
3. The carrier is responsible to complete packing on the day prior to the load date unless you and the carrier agree to pack and load a small shipment (4,000 lbs or less) on load day.
4. The carrier is responsible to request approval from the TA to perform pre-pack services for shipments with a weight estimate greater than 14,000 lbs, or when deemed necessary. The pre-pack shall not take place any earlier than 10 business days prior to the load date during the APS or 5 business days prior to the load date outside of the APS. The carrier is to advise you that approval has been granted by the TA and is not to pre-pack any items which would prevent you from sleeping or eating at your residence, or that have been identified as essential for day-to-day living.
5. The carrier is responsible for scheduling the pre-pack date and timings with you, preferably during the pre-move consultation, but no later than three weeks prior to the load date.

### *Servicing/Certification of Major Articles & Appliances*

6. On the final day of packing, the carrier will:
  - a. Ensure that qualified personnel certify the operating condition of all major articles and appliances;
  - b. Ensure that qualified personnel prepare articles for shipment in accordance with manufacturer's specifications by blocking, unblocking and/or draining of washing machines and draining of ice making refrigerators and portable dishwashers.
  - c. Provide you with a copy of the form listing all the major articles and appliances prepared and certified for shipment. This form must be signed and dated by both you and the carrier.

### *Employee Responsibilities*

7. You are responsible to make all major articles and appliances accessible for servicing/certification on load day.
8. You are responsible to provide blocking materials to the carrier as advised during the pre-move consultation to prevent movement as noted in the manufacturer's instruction manual. If the custom blocking kit is not provided, the carrier is released from liability if related damage occurs.
9. You should be prepared to provide instructions or to assist with disassembly by providing direction as needed on pack/load day.
10. Weapons must be clearly marked and labelled on carton / container (bows, swords, rifles, etc.) and available for carrier inspection prior to loading. **The carrier cannot handle firearms directly but will supply gun cartons as needed and ensure they are properly sealed for transport.**
11. Segregate necessary personal items that you will be taking with you to your new home – travel wear, eyeglasses/sunglasses, all keys including keys for file/china cabinets, personal documents such as your passport and any item excluded from the Replacement Cost Protection (RCP) coverage providing you can safely transport those items.

## Annex C: LOADING

### *Carriers Responsibilities*

1. The carrier must request approval from the TA to perform pre-loading services on the day prior to the load date for shipments with an estimated weight greater than 14,000 lbs, or when deemed necessary. Once authorized, the carrier is to advise you that approval has been granted by the TA and shall complete all packing services prior to pre-loading.
2. The carrier must assign a unit that can accommodate the whole shipment.
3. The carrier must perform only one pick-up of HG&E, which must be at the principal residence address at origin.
4. Dropping a trailer at the Shipper's residence for loading must be done in exceptional circumstances only.
5. The carrier is responsible to disassemble pieces of furniture and any other items as required (unless specifically excluded within Annex A).
6. The carrier is responsible to tag and condition the HG&E, with your participation, using the pre-printed inventory listing.
7. The carrier must place all HG&E inside the van. The attachment of any items outside the van (i.e. on tailgate) is expressly prohibited.
8. The carrier is responsible provide you with copies of both the Inventory Listing and the Bill of Lading which is to be signed and dated by both you and the carrier.
9. The carrier is responsible to remove any accumulated unused packing materials and other debris incidental to packing from your residence.

### *Shipper*

10. Ensure all of your goods are loaded.
11. Ensure you do a walk around and note any damage to residence as a result of pack/load activity.
12. For PMV see Annex G, page 26.

## Annex D: UNLOAD

### *Carriers Responsibilities*

1. The carrier is responsible to unload and place HG&E in the corresponding rooms as per the inventory listing, or as per your direction.
2. The carrier is responsible to re-assemble pieces of furniture and any other items that were disassembled at origin by the carrier.
3. The carrier must prepare major articles and appliances for use. This does not include hooking up gas or water. This is the shipper's responsibility.
4. The carrier is required to assist you during unloading to ensure that all exceptions such as visible loss and damage are annotated on the inventory listing.
5. The carrier will provide you with a copy of the signed inventory listing before departing the residence. The signing of the inventory listing at this time shall not preclude any claim for damage and/or loss where damage is not readily visible at the time of delivery.
6. You and the carrier will sign and date the Bill of Lading.

### *Shipper*

7. Account for all your items using Bingo Sheets or Inventory Listing.
8. If there is a split shipment note any items missing which may prevent you from setting up "house".
9. You may not delay delivery due to renovations, painting, cleaning, etc.
10. Items can only be delivered to one location.

## Annex E: UNPACKING

### *Carrier Responsibilities*

1. You are entitled to a full unpacking service. The carrier is required to place unwrapped items on tables/counters/floors, but not put them in cupboards or drawers. The carrier must allow you a manageable period of time to put items away in an organized manner as the contents are unpacked.
2. Servicing / Re-Certification at Destination: On the unpack day, the carrier will ensure that the appliances and major articles are prepared for your use no later than the day of unpacking, i.e. any blocks to prevent movement are removed. For small shipments that are delivered and unpacked on the same day, the carrier may perform the re-certification 24 hours after delivery to allow time for the appliances to acclimate and settle.
3. Since certification at origin and destination are at the Contractor's discretion, the Contractor will be held liable for any damage to articles (electronic, computer, etc.) and appliances unless it can be conclusively proven that such damage was not move related. If an article or appliance does not function at destination, it will be assumed that the damage was move related unless otherwise indicated by a qualified repair technician.
4. Loss/Damage Packed Items Form: The carrier is responsible for assisting you with annotating all losses and/or damages on the "LOSS/DAMAGE PACKED ITEMS" form. The carrier will provide you with a copy of the completed form, signed and dated. In the event that there are no damages, the form shall be annotated as such.
5. Unpacking Certificate: The carrier is responsible for obtaining signature and date on the Unpacking Certificate once unpacking services have been completed to your satisfaction. The carrier will provide you with a copy of the completed form, signed and dated.
6. The carrier must remove all of the provided packing material and empty containers from your residence on completion of unpacking. If an additional pick-up is required, the carrier shall provide this one-time service within 30 days of unloading and within 5 business days of completion of unpacking or contact by you. If you have not protected the packing material and empty cartons from inclement weather this service may be declined.

### *Employee Responsibilities*

7. If you elect to do your own unpacking, you will have to sign a form certifying that you refused unpacking services. If you refuse unpacking services, you have the right for a one-time carton pickup within 30 days of delivery at no charge to you.

## Annex F: HG&E REPLACEMENT COST PROTECTION AND CLAIMS PROCESS

### *Filing a Claim*

#### *Your Responsibilities:*

- Submit your claim within 90 calendar days of the delivery date. For any damages to your destination property, a separate claim must be submitted within 7 calendar days of the delivery date. You are only permitted to submit one claim for HG&E; therefore, it is vital that the claim is complete as no supplementary claims will be entertained.
- If you do not have the original receipts for the items you are claiming, it is your responsibility to research and provide substantiation for the cost of the like items you are proposing as replacements.
- As a start-state, it is highly recommended that you claim the full replacement cost of the damaged item; once the claim has been submitted this amount cannot be increased. This amount may be reduced if the item is repaired or if an “appearance allowance” is offered.
- Be aware that the typical process when replacement is approved is for the carrier to provide you with a check for 50% of the agreed upon replacement cost. Once the item is purchased, the shipper provides the carrier with the receipt. The carrier then forwards the remaining 50% of the replacement cost.
- Do not proceed with repairs, replacement or disposal of any damaged or missing items as the Carrier reserves the right to inspect and to appoint repair firm(s) if required.
- Although the Carrier will make every effort to settle your claim fairly, you may not agree with the assessment. If this is the case, you should contact the Carrier in writing and request a review of your proposed settlement as soon as possible.
- Check your Pre-Move Information Package for a list of exclusions and exceptions to the RCP coverage.
- Contact the Carrier, using the number in your Pre-Move Information Package, if there is damage to your property at any stage of the move. Claims for damage to property are not included in your RCP coverage. Also, note any damage to your property on your Inventory, Bill of Lading or packing/unpacking certificate.

#### *Carrier’s Responsibilities:*

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Assign one account manager to oversee the claim process.</li><li>• Provide a consistently high level of claims settlement satisfaction.</li><li>• Provide in writing, clear and concise instructions outlining how to file a claim and the subsequent claims process.</li><li>• Provide a Statement of Claim form to the Shipper within 5 business days of the request to submit a claim.</li><li>• Assist the Shipper when required, to complete the Statement of Claim form.</li></ul> | <ul style="list-style-type: none"><li>• Provide the Shipper with a main point of contact (account agent) to oversee and provide guidance regarding the claims settlement process.</li><li>• Follow-up with the Shipper regarding any improperly documented claims within 2 business days of receipt.</li><li>• Provide the Shipper an agreeable settlement offer within 45 business days of receipt of the properly documented HG&amp;E claim.</li><li>• Provide the Shipper a fully itemized report with each settlement cheque, with full explanation of any denials.</li></ul> |
|--|---|

## *Replacement Cost Protection*

1. The Contractor shall:
  - a. Provide replacement cost protection (RCP), as hereinafter described, for physical loss or damage that is attributable to Contractor mishandling and incidents which occur during pre-packing, packing, loading, transportation, storage, unloading and unpacking of the Shipper's HG&E.
  - b. Be responsible for RCP for all phases of the move regardless of who is providing the service on the Contractor's behalf.
2. The coverage for shipments in transit, local or long haul, lots in long term storage shall be a minimum of \$100,000 per shipment for all shipments weighing 10,000 lbs or less. For shipments over 10,000 lbs, the coverage shall be calculated at the rate of \$10.00 per lb computed on the actual weight. In the event of a catastrophe, resulting in the total, or all but total, loss of the shipment or lots in long term storage, this coverage shall apply to each shipment in transit and lots in long term storage. The amount of this coverage is exclusive of taxes.
3. The coverage shall extend from packing at origin to unpacking at destination including storage in transit up to 120 days or SIV, notwithstanding the mode of transportation employed, which may include transportation of third party common providers, government conveyances and private vehicles.
4. When the Shipper would like additional RCP coverage because the government provided RCP is not sufficient for the value of the goods, the Contractor shall make it available.
5. The Contractor shall be liable for replacement/repair costs for damage to the Shipper's major articles and appliances that were certified to be in operating condition at origin, but were not in operating condition at destination unless it can be proved that the damage is not move related.
6. The following items are excluded from the RCP coverage:
  - a. Accounts, bills, deeds, evidence of debt, letters of credit, passports, documents, house plants, green ware, stamp and coin collections, airline or other tickets, postage stamps, money, currency, bullion, notes, securities, manuscripts, parchments, awards, certificates, mechanical drawings, dies or patterns, precious stones, jewellery, dried flowers, or aircraft parts;
  - b. Loss or damage caused by, or resulting from, inherent vice or by wear and tear, unless the deterioration is a direct result of improper storage by the Contractor;
  - c. Loss or damage caused by war, invasion, act of a foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military power;
  - d. Loss or damage caused by contamination by radioactive material;
  - e. Loss of market value to antiques, works of art, or other related high-value items that have been damaged and repaired by the Contractor;
  - f. Computer down time, TV rentals and other related losses;
  - g. Emotional upset or stress, or the loss or damage of items that have intrinsic value such as a family album, keepsakes, heirlooms, etc.; and
  - h. Telephone calls travel, and personal time expended settling a claim.

7. For purposes of this contract, the date of discovery of the loss or damage by the Shipper, or reported to the Shipper by the Contractor, shall be deemed to be the date the loss or damage occurred;
8. The settlement shall be based on the lesser of the cost to repair the item(s) with new materials of like kind and quality or the cost to replace the item(s), including all applicable taxes if incurred;
9. In order to expedite a claim, the Contractor may offer a reasonable appearance allowance for minor damage, such as a small scratch or dent, to an article, which the Shipper does not wish to have repaired or replaced. In such instances the liability of the Contractor shall be limited to the lesser of the cost to repair (including all applicable taxes if incurred) or the depreciated value of the item;
10. Loss or damage to recreational vehicles, the Contractor shall not be liable for more than the Canadian Blue Book value dated the month of loading, or the professionally appraised value. The Contractor will repair the item(s) with material of like kind and quality;
11. Repair or replacement costs shall not normally be paid for minor damage to articles such as garden tools, lawnmowers, snow blowers, sports equipment, boats, canoes, etc. which can sustain damage such as scratching, denting, chipping and marring during normal use.
12. All costs associated with obtaining any repair estimates or other documentation required shall be paid by the Contractor;
13. In the event that a shipment cannot be delivered due to major loss or damage, the Contractor is to take immediate action to permit the Shipper to move into the residence, commence housekeeping (i.e. sleeping, the preparation and consumption of meals), or be liable for the cost of commercial meals and lodgings, at the prevailing Treasury Board rates after the final day of the TTG;
14. In the event of loss or damage at a warehouse where it is impractical for the Shipper to be onsite, the Contractor shall advise the Shipper of the loss or damage in writing through the TA. The Shipper shall have the option to:
  - a. Authorize the immediate repair or replacement of the loss or damage, subject to approval by a representative selected by the Shipper; or
  - b. Repair or replace the lost or damaged item when the Shipper is able to accept delivery of the LTS lot.
  - c. Where the Contractor pays the replacement value of a damaged item, the damaged item becomes the property of the Contractor.



### *Claim Settlement Process*

1. Once a Shipper has indicated their intent to submit a claim for loss or damages, the Contractor must commit to the claim settlement process. In all cases the Contractor shall:
  - a. Provide claim settlement services, and all related documentation, in either the official language (OL) of Canada of the Shipper's choice;
  - b. Assign an account manager to oversee these services to provide a consistently high level of claims settlement satisfaction;
  - c. Clearly inform the Shipper in writing of the loss or damage claim process by providing clear and concise instructions outlining how they are to file a claim. The instructions must also include statutory limitations, indicate that the claim must be submitted within the 90 calendar days of the delivery date. Outline settlement procedure(s) and the timelines that must be followed. Flexibility in allowing claimants to modify claims for items that may not have been readily visible up to 90 calendar days after the unload day is required as is entertaining an extension when warranted by extenuating circumstances.
  - d. Provide a HG&E Statement of Claim form to the Shipper within 5 business days of the request to submit a claim.
  - e. Assist the Shipper, when required, to complete the Statement of Claim form, in certifying evidence of loss or damage, and fully answering questions regarding the completion of the form and the claim settlement process;
  - f. Provide the Shipper with a main point of contact (account agent) to oversee and provide guidance regarding the claims settlement process;
  - g. Follow-up with the Shipper regarding any improperly documented claims within 2 business days of receipt;
  - h. Provide the Shipper an agreeable settlement offer within 45 business days of receipt of the properly documented HG&E claim;
  - i. Entertain an extension to the claim filing time limits when extenuating circumstances such as a quick posting, deployment or other similar situations; In such circumstances, advise the Shipper in writing that a Statement of Claim form must be received by the Contractor prior to the expiration of the applicable statute of limitation; and
  - j. Provide the Shipper a fully itemized report with each settlement cheque, with full explanation of any denials.

## Annex G: PERSONAL MOTOR VEHICLE (PMV)

### *Your Responsibilities:*

- At origin, you will have the vehicle ready for the Carrier or his representative at residence or at a specified location.
- Vehicle must be clean and prepared as be the Carrier's instructions.
- With the Carrier you will inspect the vehicle and the Carrier will complete a vehicle Condition Report (VCR).
- Upon delivery you must check the condition of the vehicle thoroughly against the Vehicle Condition Report.

### *Carrier's Responsibilities:*

- At time of survey, the Moving Consultant will provide information on the handling of the vehicle.
- Will pick up the vehicle at residence or at a specified location.
- Will complete VCR and have the shipper sign the VCR.
- We will deliver the vehicle at residence or at a specified location.
- Will ensure the vehicle is clean and will inspect and annotate new damage with shippers.

### *Introduction*

1. To make your moving experience less stressful this annex details the services you will receive from the Carrier and what will be expected of you (the Shipper) for the shipment of your PMV. Every effort has been made to ensure that the contents of this annex reflects the current International Movement of PMV contract. Please review the information contained in this annex and contact your Furniture and Effects (F&E) section if you have questions at any stage during this process.

### *General*

2. A decrepit, inoperable PMV will not be shipped at Crown expense. Ensure the PMV is in good operating condition prior to handover. If it is not, you will be responsible for the cost of repairs to render the PMV serviceable. The carrier will only ship a registered, licenced, and insured vehicle.
3. The insurance coverage for a new PMV is the actual cost of the PMV as stated on the bill of sale provided by the Shipper.
4. For used PMVs, the value of the PMV(s) will be based on the value listed in the edition of the Canadian Red Book (Official Car Valuations and Canadian Older Car/Truck) effective the month in which the move order was issued. An additional \$1,000 of coverage will be added to cover the costs of accessories and auxiliary equipment. Only permanently attached PMV accessories and auxiliary equipment in addition to original manufacturers equipment such as those used for changing tires and effecting minor repairs may be shipped with the PMV. No other articles shall be left in the PMV.
5. For PMVs not listed in the Canadian Red Book, the insured value will be based on an appraisal from a professional vehicle appraisal firm. The appraisal must not be more than thirty (30) calendar days old. The shipper is responsible to obtain and pay for this appraisal and claim as a relocation expense.

6. The Carrier will contact you seven (7) calendar days from the date of receipt of the Move Order, or within two (2) calendar days for a rush move, to confirm the PMV's particulars. At that time, you will be advised of the documentation requirements for Customs clearance at destination if this is a move outside Canada (origin/destination). The delivery date of your PMV is regulated by a Transit Time Guide (TTG) which identifies a window of calendar days in which the Carrier has to deliver your PMV. When you arrive at destination please consult with your destination Base Traffic – TA to confirm if your PMV(s) is ready for delivery.

#### *At Origin*

7. The Carrier will contact you two (2) calendar days in advance of the load date to confirm the timings and scheduled pickup location. The agreed upon location will not exceed a distance of 35 kilometers from your residence. If you are unable to personally attend to the pickup, you shall appoint an agent with power of attorney to hand over the PMV.

#### *International Border Documentation*

8. You must be in possession of the original valid registration or proof of ownership, a copy of your passport and any other documentation required to facilitate entry of the PMV into the destination country. This documentation MUST be kept with you to clear customs and register the PMV. A copy of your registration will be provided to the Contractor by the F&E section. It is strongly recommended that documents be scanned, or a photo be made of them vice photocopy as the image is much clearer when providing copies to F&E. Please refer to your F&E section immediately if original documents are requested by the Carrier.
9. Only permanently attached PMV accessories and tools such as those used for changing tires and effecting minor repairs are to be left in the PMV. You as the Shipper are responsible to remove the license plate(s) before handing over the PMV. Each Shipper is required to verify with their sponsor unit to find out if they are to retain their provincial license plates.
10. Wheel covers must be removed and secured in the PMV trunk. Personal belongings, household effects and other articles such as child safety / booster seats must not be left in the PMV. Ensure the PMV is washed and cleaned before it is inspected and being picked up by the Carrier. Leave the keys for the ignition and trunk with the Carrier.
11. Ensure that the PMV contains proper fluid levels and no more than one quarter of a tank of fuel when handed over to the Carrier for shipment. There shall be antifreeze solution in the radiator in sufficient quantity and strength to protect the PMV from damage in cold weather. All tires including the spare must be in serviceable condition and meet minimum safety standards. The emergency spare tire must be properly secured. Spare tires (winter tires for example) shall not be placed in the vehicle for shipment, these go with your HG&E.
12. Ensure the Carrier is informed of any "special handling instructions" for the PMV, such as those for the alarm system, immobilizer, or other unique accessories required to operate the PMV.
13. For certain destinations, the Contractor may have to ship the PMV in a sea container, which will require the battery to be disconnected. The Contractor will inform the shipper if this is the case and inform the Shipper to provide any special instructions for disconnecting the battery.

14. Ensure the Carrier prepares the Vehicle Condition Report (VCR) at origin in your presence and provides you with a copy after you have verified and signed off on any identification of pre-existing damage on the PMV, including: Exterior body condition, such as dents, scratches or glass damage, etc., undercarriage, exterior details such as battery, fog/spot lights, tire condition, windshield, etc. Interior details such as carpet and upholstery.

*At destination*

15. As part of the delivery process, you are required to provide contact information to the destination F&E section as well as to the Carrier so that you can be contacted as soon as your vehicle is available for delivery. Upon notice of arrival of your PMV(s) you must contact the Carrier to obtain shipping documents.
16. If your PMV is being imported into Canada: You must pick up the shipping documents and report to the nearest Canadian Border Services Agency (CBSA) office to custom clear your PMV. Once the customs formalities are completed, return to the Carrier with the CBSA stamped documents.
17. If your PMV(s) is being imported to any other country other than Canada the destination F&E section or Canadian/High Commission will discuss the customs procedures and delivery instructions with you.
18. Before taking possession of your PMV ensure the PMV has been washed and cleaned to allow a proper examination for any damages which may have occurred in transit. Carefully inspect it, noting any new damage on the Carrier's VCR, and sign to acknowledge receipt of your PMV. Failure to annotate new damage on the VCR may jeopardize any potential claim. The carrier is responsible to provide you with a copy of the signed VCR. If you notice damage after the carrier has departed, you must report this immediately (within 24 hours) so that your file can be annotated appropriately.

Please note: For PMV shipments to Embassy posts, the Contractor will liaise with the Embassy Relocation section to arrange delivery of your PMV(s).

### *Claim Process*

19. Claim settlement services and forms are available to you in Canada's two official languages.
20. Claims must be filed within twenty (20) business days of the PMV final destination delivery date unless prior written notice is provided to the Contractor for an extension due to exceptional circumstances. Exceptional circumstances are defined as an unforeseen deployment, posting or other similar assignments. Extensions under these circumstances will not exceed nine (9) months.

### *Canada/USA Claims*

21. Statement of Claim forms and instructions to complete the form are available through the Contractor's web sites as determined by your assigned Van Line.
22. The Contractor will assist you in the completion of the Statement of Claim form, in certifying evidence of loss or answering questions with respect to the form and/or settlement process.
23. The Contractor must acknowledge receipt of your Settlement of Claim within two (2) business days. In cases where the form has been incorrectly completed or improperly documented, the Contractor must advise you in writing within two (2) business days listing the corrective action that is required.
24. Any concerns with the PMV shipment process – or any other part of the relocation process - may be passed to the destination F&E section. Your comments are appreciated as they will contribute to addressing issues and improving the quality of service.

## Annex H: MOVES TO/FROM THE UNITED STATES

1. If you are relocating to the United States, you and your family cannot proceed to the United States without being in possession of a valid passport(s) and Visa. Once these are received you must communicate this to the origin TA, so the receipt dates can be added to your move file. These must be obtained prior to load day to avoid a move postponement. You must declare at the border that you are moving to the United States and must complete the US customs form I-94. Failing to comply with the above will cause unnecessary delay in clearing your shipment through US Customs.
2. If you are relocating to Canada from the United States you must have the following documents in your possession in order to clear customs: passport; posting message/transfer notice; Military/Civilian photo identification; any receipts for goods purchased within the last six months of your posting in the United States; a personal itemized inventory detailing the item values; and a receipt for levy payment on importation of alcohol, if applicable.

## Annex I: Information for Your Return to Canada

This document explains the procedure of your return to Canada. It contains valuable information taken from federal departments such as the Canadian Border Services Agency as well as Transport Canada. This information should help you plan the return of your household goods and effects, your personal vehicle as well as your alcoholic drinks and your pets, back to Canada.

### *Moving Back to Canada – Step-by-Step*

1. These procedures only pertain to the Traffic Section's involvement in the move of Furniture and Effects (F&E) and Private Motor Vehicles (PMVs) back to Canada.

The following are the steps taken for the move back to Canada:

- a. You receive your posting message.
- b. Contact Brookfield and plan your house hunting trip (HHT).
- c. Start your inventory listing for your F&E, your food items and any alcohol (you are shipping this separately) you are taking back to Canada.
- d. Proceed on your HHT. Please ensure that all the furniture you take back to Canada will fit into the new house/accommodations. DND is not responsible for any furniture that does not fit to another location.
- e. Contact Brookfield and plan the date of your move and the removal of your vehicle(s). Ensure you have your vehicle registration(s) certificates and passports (military member and spouse only) available during the interview. If you intend on moving a motorcycle or trailer, the registration certificates are also required. For a trailer, the registration is only required if the trailer has a vehicle identification number (VIN). Be prepared to provide Brookfield with the weight and the exact dimension of your vehicle and your motorcycle. Once the CF483 and PMV request are completed, we will get them either from you in person or from your Brookfield advisor if you are in a remote location.
- f. Finalize your inventory of your F&E, including allowable food (consult CBSA web site) and alcohol (you are responsible for making your own arrangements for shipping this including any customs fees and duty). Although not mandatory, it is suggested to forward us by email an electronic copy of your inventory of F&E in case the moving company loses their own copy. You will require at least 3 printed copies of the inventory listings as follows: one copy for the moving company; one copy for Canada Customs and one copy to be retained by you, the member.
- g. Clean both inside and outside of your vehicle(s) no more than 24 hrs before dropping off the vehicle to the transporter. The transporter will clean the undercarriage of the vehicle before shipping. For overseas moves remove BOTH licence plates from the vehicle. Remove wheel hub caps and place them in the trunk of the vehicle. Leave the spare tire and the tools to change the spare in the trunk.
- h. The contractor will perform the load of your F&E and the removal of your PMV(s) on the requested date, chosen during your Brookfield interview. If you encounter any problems call the Traffic Section immediately. DO NOT WAIT until the inventory is totally packed and loaded to raise your concerns. Sign all the documents pertaining to the move and keep a copy of these signed documents from the movers.

- i. Return to Canada. At your FIRST point of entry into Canada, on the Canada Customs form E311, declare that you have GOODS TO FOLLOW and provide a copy of your inventory listing to the Customs Agent. These will ONLY PRE-CLEAR your shipment; the final customs clearance will be officially completed on the day before or the day of the actual delivery at your residence.
- j. On the next business day following your arrival in Canada, contact the Base Traffic Section at destination and leave a telephone number where you can be reached at any time as your shipment may make it back to Canada faster than anticipated. Follow the directives of the Base Traffic Section as this will alleviate any extra costs that DND might pay for a late delivery.
- k. Base Traffic at destination will inform you of the procedures that are required to be completed before taking possession of your F&E; each location is different so ensure you receive a brief by the destination base, so you are informed of the latest information.

*Ownership, possession and use requirements*  
(Also known as the 6-month rule)

- 1. To qualify for duty and tax-free importation on your furniture's and effects, you must have owned, possessed and used the goods for at least six months prior to your return to live in Canada. The six-month stipulation is waived if you have been away from Canada for five years or more.
- 2. Replacement goods are also exempt from the six-month requirement. To qualify for the exemption, the goods must be replacements for goods that would have met the six-month ownership, possession and use requirements, except for the fact that they were lost or destroyed as the result of a fire, a theft, an accident or another unforeseen circumstance. In addition, replacement goods must be of a similar class and about the same value as the goods they are replacing.
- 3. This 6-month rule only applies to the return of your furniture's and effects. Alcohol and motor vehicle taxes are calculated in a different way.
- 4. For further information, consult the publication called *Immigrating or Returning to Live in Canada* available on the CBSA Web site.



### *Inventory lists*

1. A complete inventory list of your Household Goods and Effects (HG&E), and your food items must be completed by the member posted back to Canada. It is not to be confused with the load manifest created by the moving company. Your detailed inventory lists are used to clear your shipment through Canada Customs. It is mainly used to describe in detail what you own at the time of your arrival back to Canada.

### *How detailed should the list be?*

2. If your shipment was to get lost during transit, a fairly well detailed list to identify all items in the house, similar to what you would be submitting to your insurance company is required. There are no requirements to write the title of every single DVDs. Again, you will need inventory lists for your HG&E as well as for your food items.
3. REMEMBER: No meat or meat by-products can be sent back to Canada, even if these items are originating from the USA or Canada. Food must be clearly identified by product name (Ex: FLOUR, SPICES, and OLIVE OIL). Food identified by the word FOOD will be investigated by CBSA at your own cost. There is no requirement to write down the ingredients or to photocopy the labels.
4. It is your responsibility to ensure a copy of your inventory lists are given to the moving company during the loading. If you wish to do so, you can send by email an electronic copy to the Traffic section as well.

### *Alcoholic beverages and wine cellars*

- Though as a flammable liquid, alcohol by definition is an inadmissible to ship, as a courtesy below is a list provincial liquor control boards, required to comply with any 3<sup>rd</sup> party importation of alcohol.
- Remember; every province has a different way of issuing an importation license. Contact information can be found on next page.

<http://www.cbsa.gc.ca/travel-voyage/fr-ar-eng.html>

### *Provincial and Territorial Liquor Control Authorities*

Newfoundland & Labrador  
Newfoundland Labrador Liquor Corporation  
<http://www.nfliquor.com/>

Manitoba  
Manitoba Liquor Control Commission  
<http://www.mlcc.mb.ca/>

Prince Edward Island  
Prince Edward Liquor Commission  
<http://www.peilcc.ca/>

Saskatchewan  
Saskatchewan Liquor and Gaming Authority  
<http://www.sлга.gov.sk.ca/>

Nova Scotia  
Nova Scotia Liquor Commission  
<http://www.mynslc.com/>

Alberta  
Alberta Liquor and Gaming Commission  
<http://www.aglc.ca/>

New Brunswick  
Alcohol NB Liquor  
<http://nbliquor.com/>

British Columbia  
British Columbia Liquor Stores  
<http://www.bcliquorstores.com/>

Québec  
Société des Alcools du Québec  
<http://saq.com/>

Yukon  
Yukon Liquor Corporation  
<http://www.ylc.yk.ca/>

Ontario  
Ontario Liquor Control Board  
<http://lcbo.com/>

North West Territories  
North West Territories Liquor Commission  
<http://www.fin.gov.nt.ca/liquor/>

### *Exporting Vehicles from the United States*

1. You are now required to file export information in the Automated Export System (AES) when exporting a vehicle.
2. The U.S. Census Bureau revised its regulations on March 14, 2013. One of the changes was that used self-propelled vehicles must be filed in the AES 72 hours prior to export, no matter the value or country of ultimate destination (including Canada). This change became enforceable October 3, 2014.

Note: U.S. Customs and Border Protection (CBP) considers a vehicle to be “used” if the legal title of the vehicle is transferred by the manufacturer, distributor or dealership to the purchaser of the vehicle. Some examples are automobile, truck, tractor, bus, and motor home.

CBP recommends that you contact the customs office where you plan to cross, directly, to verify the documentation required and their hours of operation.

3. You do not need to file if you are temporarily visiting the U.S. or Canada with your vehicle.
4. If you have questions regarding the new requirement, contact the Census Bureau’s Trade Regulations Branch: 1-800-549-0595, option #3 E-mail: [ftdregs@census.gov](mailto:ftdregs@census.gov)

*Non-U.S. residents must:*

1. Select and authorize a U.S. agent (i.e. Freight Forwarder, Broker, etc.) to file export information to the AES on your behalf Ex: Pacific Customs Brokers Ltd, Livingston etc.
2. Provide the U.S. agent with your foreign passport number (instead of an EIN) along with other required data elements.
3. Obtain the ITN from the authorized agent:

*Foreign persons visiting the U.S. cannot register to file through AES or AESDirect*

4. To find a U.S. agent or freight forwarder, simply use an Internet search engine to locate one or visit: [www.export.gov/logistics/eg\\_main\\_018144.asp](http://www.export.gov/logistics/eg_main_018144.asp)

Source: <http://www.cbp.gov/trade/basic-import-export/export-docs/motor-vehicle>

*Importing a vehicle into Canada*

1. If you are planning to import a vehicle into Canada, you should be aware that it has to comply with Canadian importation laws. The vehicle must meet the requirements of the CBSA, Transport Canada and the Canadian Food Inspection Agency before it can be imported. All vehicles must be clean and free of soil, related matter and organic material (soil) prior to arriving in Canada. This requirement applies to all vehicles, regardless of origin.
2. You cannot import a vehicle that was manufactured to meet the safety standards of a country other than the United States or Canada unless the vehicle is 15 years of age or older at the date of entry. A professional appraisal is required no earlier than 30 days prior to booking your vehicle's move for every vehicle older than 15 years, regardless of where they were built. If you are sending a US specs vehicle, you may have to get a professional appraisal done as well if the vehicle has no equivalent in the Canadian Red Book.
3. Not all vehicles that are manufactured for sale in the United States can be imported into Canada. As a rule, if the vehicle you plan to import was manufactured for sale in the United States and is less than 15 years old, you need to find out if it qualifies for importation under Transport Canada's Registrar of Imported Vehicles (RIV) program. The RIV program ensures that qualifying vehicles imported into Canada are modified, inspected and certified to meet Canadian safety standards.
4. You will have to pay import assessments that may include duty, excise tax and GST / HST. Provincial / territorial sales taxes may apply when you license your vehicle.

<http://www.cbsa.gc.ca/publications/pub/bsf5048-eng.html>

### *Vehicles taxes and licensing*

1. If you are taking back to Canada the same vehicle you brought over, you will not be paying any taxes. If you are buying a car overseas, regardless of the origin, you will be subject to taxes. CBSA will help you at finding how much you will pay based on numerous factors like the car value, age of the vehicle, optional equipment, etc.
2. If you lived abroad for more than one year and have owned a vehicle for more than 6 months prior to your return date, you may be entitled to a rebate on how the taxes will be calculated as long as you keep the car for a 12-month period after you return to Canada. Again, CBSA can help at answering any questions you may have in regard to your own situation.
3. Licensing your vehicle back in Canada might be a bit challenging. If your car was never registered in Canada before your return, you will have to register the vehicle with the Registrar of Import Vehicles (RIV) and there is a fee for it. Your car may require a federal inspection prior to being registered. Additionally, your provincial licensing authority may also require a safety inspection prior to issuing permanent license plates.
4. Canadians returning home must contact their local military licensing offices to verify if they can legally drive with their foreign plates in Canada for a short period of time and how and when they should return the plates. If they cannot drive in Canada with foreign plates or if the plates must be returned before leaving (Ex: Belgian diplomatic plates) they should contact in advance the destination provincial authority for instruction on how to proceed.

### *Importing a pet to Canada*

1. If you're planning to bring back pets with you, you must visit the Canadian Food Inspection Agency website. As a rule, cats and dogs should be vaccinated against rabies and the vaccination certificate must be written (Translated) at least in English or French. Dogs that are not accompanied by their owners require both a rabies vaccination certificate as well as a veterinary certificate of health.
2. Canada does not require a waiting period between the time the animal is vaccinated for rabies and the time the animal is imported into Canada.
3. Dogs may require additional documentation when flying. Please check with your airline to determine whether you meet its requirements.
4. Please keep in mind the importation to Canada of meat and meat by-products is strictly forbidden; therefore, due to the nature of pet food, the Canadian Food Inspection Agency has banned the importation of any pet food that is not made and imported directly from the United-States.
5. It is your responsibility to contact the Canadian Food Inspection Agency for more details.

[www.inspection.gc.ca](http://www.inspection.gc.ca)

## References

Canada Border Services Agency <http://www.cbsa-asfc.gc.ca>

Canadian Food Inspection Agency [www.inspection.gc.ca](http://www.inspection.gc.ca)

Transports Canada <http://www.tc.gc.ca>

Registrar of Imported Vehicles (USA) <http://www.riv.ca>

CFAO 20-17 / OAFIC 20-17 [http://admfincs.mil.ca/admfincs/subjects/cfao/020-17\\_e.asp](http://admfincs.mil.ca/admfincs/subjects/cfao/020-17_e.asp)

## Important Phone Numbers

### F&E Sections

Bagotville (418) 677-4000 (7827)

Borden (705) 424-1200 (3422, 3567)

CDLS Washington (202) 448-6247

Cold Lake (780) 840-8000 (8537)

Colorado Springs (719) 556-8249

Comox (250) 339-8211 (8278)

Edmonton (780) 973-4011 (4657, 4658)

Esquimalt (250) 363-2000 (4104, 4107)

Gagetown (506) 422-2000 (2779, 2217)

Gander (709) 256-1703 (1143)

Geilenkirchen 011-49-2451-717119 / 717136

Greenwood (902) 765-1494 (5503, 5193)

Halifax (902) 427-0550 (8533, 8535, 8537, 8539)

Kingston (613) 541-5010 (2649, 5014, 5622)

London (519) 660-5275 (5724, 5729)

London (UK) 011-44-1895-613023 / 613024

Montreal / St-Jean (450) 358-7099 (7415)

North Bay (705) 494-2011 (2521, 2522)

**Ottawa** (Local) (613) 992-8771 (613) 995-1018

**Ottawa** (Moves to USA / Pour les États-Unis)

(613) 995-5034

**Ottawa** (Overseas destinations / Destinations

Outre-Mer) (613) 996-5416

Petawawa (613) 687-5511 (5274, 5698)

Shilo (204) 765-3000 (3628)

St-John's (709) 733-3722

Toronto (416) 633-6200 (2664, 3764)

Trenton (613) 392-2811 (2245, 2535)

Valcartier (418) 844-5000 (5482, 6703)

Wainwright (780) 842-1363 (1683, 1687)

Winnipeg (204) 833-2500 (5026, 5526)

Yellowknife (867) 873-0700 (6888, 6932)

The following publications were used to prepare this information booklet

CBSA BSF5087 Rev 10: Moving back to Canada

CBSA BSF5048 Rev 10: Importing a vehicle to Canada

CBSA BSF5113 E: Immigrating or Returning to Live in Canada

CBSA Memorandum D2-3-2: Former residents of Canada – Tariff Item 9805.00.00

*Electronic copies of these documents are available on both the CBSA website and the CFSU (E) Traffic section web page.*

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