



CANADIAN DEFENCE LIAISON STAFF (WASHINGTON)  
**WELCOME BACK HOME! - 2024**



# THE COMMANDING OFFICER OF CDLS(W)

Canadian Defence  
Liaison Staff (Washington)



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## ADMINISTRATIVE PROCEDURES - RETURNING TO CANADA/POSTED TO ANOTHER LOCATION OUTCAN

You will find enclosed, the CDLS(W) “Departure Book”. The book outlines all the necessary preparations and actions required prior to, during, and after you either move back to Canada or going on a cross-posting to another OUTCAN position. The aim of this book is to make sure that the entire relocation process goes as smooth and worry-free as possible for you and your family. In order to enhance accessibility, a web version can be accessed on the CDLS(W) website.

While the specifics of your House Hunting Trip (HHT) and move will be administered by Brookfield Global Relocation Services (BGRS), there are several administrative processes particular to departing the United States that are addressed by CDLS(W) rather than BGRS. As such, this book is intended to ensure your administrative and financial liabilities are well being taken care of prior to your departure. From information on reconciliation of allowances and repayment of security deposits to important information on collecting medical/dental documents and crossing the border, this book will prove to be very beneficial and assist you during the move.

The information found in the “Departure Book” is a synthesis of DND, CAF, Canadian and US government policies. It does not supersede them but simply collates key information to provide awareness and an ease of use. I recommend you to print the “Things to Do” checklist found after the Table of Contents and use it as a step-by-step guide to help you ensure you do not overlook any key steps during the busy period. The checklist should be read in conjunction with the move plan information provided by BGRS.

I strongly encourage you to start planning early and make use of this information to facilitate your move.

If you have any difficulties or simply require clarification, please do not hesitate to contact us.

**J.C.M. Arcand**  
Lieutenant-Colonel  
Commanding Officer

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# MOVEMENT QUESTIONNAIRE

- 1 The purpose of this sections is a familiarization with administrative procedures to be considered and actioned before leaving the U.S., or cross-posting to another location. The link to the IN/OUT Routine was sent via email by the Support Services. The information is located on the [CDLS\(W\) website](#) under the Admin In/Out Routine tab at the bottom of the page. The Movement Questionnaire was sent in the initial departure email sent to you. This form should be sent to the [Admin & Pay](#) mailbox upon completion of your HHT. **Completing the Movement Questionnaire and returning it to the Admin & Pay Clerk is imperative to a successful repatriation back to Canada or cross-posting to another location. The information provided will initiate the appropriate ceasing of pay/allowances, as well as Rent and Utility allowances.**

## BEFORE YOU LEAVE

## SECURITY DEPOSIT

- 2 You are reminded that you will have a **maximum of 60 days from departure to reimburse the Crown for the advance of security deposit issued upon arrival.** By this time the security deposit cheque should have been returned by the landlord and accordingly, it shall be returned to CDLS(W). Failure to do so may result in recovery action against pay.
- 3 If you are returning to Canada for release purposes, your security deposit must be paid in full prior to your departure from the U.S.
- 4 Members posted to the U.S. are issued security deposits in U.S. funds. Accordingly, and to ensure that members are not adversely affected by fluctuating exchange rates, members are requested to return the security deposit cheques directly to the Housing Coordinator (payable to the Receiver General for Canada) to the following address:

**Housing Services Section**  
**Canadian Defence Liaison Staff Washington**  
 501 Pennsylvania Avenue NW  
 Washington D.C 20001-2114

- 5 This can be accomplished by depositing the security deposit cheque that you received from your landlord into your U.S. bank account and forwarding a personal cheque in U.S. funds payable to Receiver General for Canada. If you do not have a personal cheque, then you can go to your bank and get a certified cheque or money order in U.S. funds. **Under no circumstances are members to deposit these cheques directly into their Canadian bank accounts, as CDLS(W) will not reimburse any loss of exchange.**
- 6 It is **highly recommended** to maintain a U.S. bank account until the security deposit is returned and the outstanding advance has been settled with the CDLS(W) Cashier.

# RECONCILIATION OF ALLOWANCES

- 7 COMMUTING ASSISTANCE ALLOWANCE (CAA)** - Members eligible for CAA can submit their claim as soon as they are posted out. Please reach out to CDLS(W) Financial Services section: [cdlsw-FinancialSvcs@forces.gc.ca](mailto:cdlsw-FinancialSvcs@forces.gc.ca) for the most updated spreadsheet.
- 8 POSTTRAVEL ALLOWANCE (PTA)** - Members who have not reconciled their PTA (formerly called VTA) advance must complete the reconciliation form, attach all relevant copies of receipts and email to [cdlsw-FinancialSvcs@forces.gc.ca](mailto:cdlsw-FinancialSvcs@forces.gc.ca) mailbox prior to departure from the US Post.
- 9 UTILITY ALLOWANCE** - Utility allowance will cease the month prior to departure from post. You will be able to recover the final month of utilities paid through the utilities reconciliation. Failure to submit a reconciliation may result in the full recovery of these allowances. You may wish to maintain a U.S. bank account until the utility reconciliation is settled; however, reconciliation payment can also be deposited into a Canadian account at the member's request, with a void Canadian cheque.
- 10 UTILITY RECONCILIATION** - Once your final utility bills have been received and paid, please reach out to [cdlsw-utilityreconciliation@forces.gc.ca](mailto:cdlsw-utilityreconciliation@forces.gc.ca) for the most updated form and procedures. To conform with auditing, detailed utility statements are required, not solely billing and payment histories. Download/print all utility statements prior to closing utility accounts as you may not be able to retrieve them once your service has been disconnected. Reconciliations must be received within one year of posting out to be eligible for reimbursement. Please be advised that you should retain your Utility Reconciliation worksheets and original bills for seven years, as these claims are subject to audit by CDLS(W) or Canada Revenue Agency.
- 11 STANDING ADVANCES** - All members are to ensure their standing advances are finalized promptly after departure from U.S. post unless extenuating circumstances. The following advances; CEM, medical and security deposit may be granted extended period up to 90 days before recovery action is initiated. If you have any questions on balance of standing advances contact the Financial Services section at [cdlsw-FinancialSvcs@forces.gc.ca](mailto:cdlsw-FinancialSvcs@forces.gc.ca).

**Failure to provide the applicable documentation in order to perform the reconciliation of any claimable advances will result in recovery action taken by CDLS(W) Cashier, with the authority from the CO.**

## FOREIGN SERVICE PREMIUM

- 12 FOREIGN SERVICE PREMIUM (FSP)** - You must have 10 FSP compensation days (at post) in the month that you depart to get a point credit for that month.

Ref: [MFSI 10.14.02](#)

## COMMON ACCESS CARDS (CAC)

- 13** Members are to return their CAC cards, as well any DEERS cards issued to their dependents, to their base security office. For personnel assigned to the Canadian Embassy, Defence Attachés are to return their cards to the CDLS(W) Visits Coordinator, while all other members are to return their cards to the CDLS(W) Protocol Coordinator. In addition, CDLS(W) CAF members are to return all diplomatic cards that were issued to them and their dependents to the CDLS(W) Protocol Coordinator during their last week of employment at the Embassy.

## CHANGE OF ADDRESS

- 14** Start early to notify all personal contacts of your new address in Canada. **Note that the Canadian Embassy address is not to be used as a forwarding address.**
- 15** If you have been using the CFPO (CFPU) in Trenton (PO 5277, Belleville address) for the mailing of financial documents to the U.S., contact your financial institution and provide them with another mailing address on return to Canada. Ensure to notify HRA of the new address in Canada and the date expected of arrival. **CDLS(W) will forward mail for a maximum of 6 months, after which time all documents will be returned to sender.**
- 16** International Mail (Outbound): USPS has put together a helpful guide for a change of address to Canada, considered International. The information, including the form PS 3575 can be obtained online at <http://faq.usps.com/?articleId=221220>. **The key point to remember is to visit the local post office and submit a manual Change of Address (COA) form (PS 3575) prior to moving as this cannot be done via the internet.** The United States Postal Service (USPS) will forward mail once you fill in the appropriate documentation. For any issues or problems with the local post office counter personnel, ask to speak with a supervisor or call USPS (1-800-275-8777) and request the COA form (PS 3575) be sent directly and then take it to your local post office. If a COA is not submitted prior to moving to an International address, a letter should be sent to the old Post Office in the U.S. and the Post Office now serving the new international address explaining the situation. The letter should include as many details found on the COA Form and provide direction on how and where the mail is to be forwarded.
- A** Express Mail, Periodicals, Standard Post, Package Services, and Standard Mail items are not forwarded internationally. In addition, First-Class Mail, First-Class Package Service, and Priority Mail items that contain a non-forwarding endorsement or appear to contain merchandise are not forwarded internationally;
  - B** First-Class Mail, First-Class Package Service, Priority Mail cards, and unregistered letters are forwarded internationally for **12 months**, as long as **both** of the following conditions are met:
    - 1** The mail piece does not contain a non-forwarding endorsement; and
    - 2** The mail piece does not appear to contain merchandise.
  - C** A temporary COA forwards mail for 6 month intervals, not to exceed 1 year;
  - D** The Post Office will advise publishers of a customer's new address; and
  - E** All international mail that is not forwarded will be treated as Return to Sender (RTS) or waste, depending on the class of mail;

## ANNUAL LEAVE

**17** The taking of Annual Leave in conjunction with the move is an item for consideration in relocation planning. When planning leave, consider the following:

- A** Annual Leave before COS date must be authorized by current unit CO and it is to be enclosed with posting questionnaire; and
- B** Annual Leave after COS date requires the gaining unit CO's concurrence by written confirmation (email) with CDLS(W) as an info addressee (CC'd).

Refs:

A. [A-PP-005-LVE/AG-001](#), Canadian Forces Leave Policy Manual / B. [QR&O 16.14, Annual Leave](#)

## BEFORE YOU LEAVE

## SPECIAL LEAVE (RELOCATION) AT THE LOSING UNIT

**18** The CO of the losing unit will grant the first component of this leave **up to five days at the beginning of relocation on posting**. Members who relocate Household Goods and Effects (HG&E) will be granted three days for personal administration and two days to supervise the packing and loading of HG&E. **Those who do not relocate HG&E will be limited to two days for personal administration.**

## BEFORE YOU LEAVE

## SPECIAL LEAVE (RELOCATION) AT THE GAINING UNIT

**19** The CO of the gaining unit will grant the first component of this leave **up to five days at the beginning of relocation on posting**. Members who relocate Household Goods and Effects (HG&E) will be granted three days for personal administration and two days to supervise the packing and loading of HG&E. **Those who do not relocate HG&E will be limited to two days for personal administration.**



## MEDICAL CARE - GENERAL

- 20** Every year during the posting season there seem to be roadblocks with regard to CAF personnel gathering medical and dental documents for return to Canada. CF H SVCS GP DET Washington provides advice to ensure all the necessary information that will be required is gathered for the member and their family, and make it as smooth as possible. The dangers of not doing this properly are:
- A** Files may not be released in time before departing the U.S., meaning coordinating remotely to arrange for files to be sent after you have physically left the location; and
  - B** The files may not end up on the permanent medical file, which could have VAC implications down the road and even more immediate complications if the next health provider does not have access to those documents.
- 21** Permanent records should be housed at CF H SVCS GP HQ DET Washington (CDLS(W)) and will be sent to your next Canadian base clinic. All medical files received on members during the OUTCAN posting will be combined with their permanent medical file and forward to the next posting. Direct any questions to the HS Coordinator.
- 22** Health care delivery in the United States can sometimes be delivered in different ways depending on location. While the CDLS(W) Medical section strives to provide the most up to date information, it is very helpful for members to include medical points of contact and perhaps recommended providers to replacements. Also emphasize that if they run into any issues with health care, to visit the [website](#) and contact CFHS GP HQ DET Washington if their question cannot be answered there.

## MEDICAL CARE FOR PERSONNEL POSTED TO U.S. FACILITIES

- 23** **FILL OUT THE FORM DD2870** – Authorization for Disclosure of Medical or Dental Information and deliver to the local treatment facility NLT 30 days prior to when you want to pick up the file. There have been some facilities that have requested 60 days. Ensure to make a comment on the form stating a requirement to print off of all electronic records. Note that sometimes they will not print out a copy of electronic files because they are so used to dealing with U.S. personnel who would have that information available to them at their next posting. Our electronic health records do not talk to theirs; therefore, all the data in their system must be printed and added to a member's permanent medical file.
- 24** When picking up your file from the local treatment facility, **ensure you receive an electronic copy** (if possible) of your records as well as a hard copy.
- 25** **Ideally these documents should be forwarded to CFHS det Washington prior to the posting;** however, if this is not possible, hand carry in a Protected B manner to the next posting and deliver to the Clinic Medical Records section and the information will be placed on the permanent medical record. The permanent medical record, housed at CDLS(W), will be forwarded directly to the next posting in Canada.

## MEDICAL CARE FOR PERSONNEL NOT POSTED TO U.S. FACILITIES

- 26** For those personnel not posted to a U.S. Military Base, **it is your responsibility to ensure that copies of all medical files have been gathered from the medical facilities used during the time in the U.S.** This includes hospitals, family doctors, specialists, dentists, etc. If you do not gather this information and it has not been provided to our staff already, it will not make its way to your permanent file – thereby incurring the risks previously listed.

Ref: [CANFORGEN 085/14](#)

## MEDICAL CARE FOR Dependents

- 27** While the CAF is not responsible for the management of the healthcare of CAF dependents, dependents may have used U.S. Military medical facilities, and therefore have records there. In the past, these records have been left at the facilities and not followed the dependents. **All dependents who received treatment at a U.S. military facility should fill out the same DD2870 form and collect their records to bring with them to place on their medical files of their next medical provider.**

# PUBLIC SERVICE HEALTH CARE PLAN (PSHCP)

- 28** Upon relocation to Canada, **members participating in the PSHCP shall cease to be eligible for Comprehensive coverage once they are in possession of provincial health coverage.** Members should make every effort to complete an application to transfer coverage within 60 days. Should the member be posted back to a province/territory where a waiting period is imposed before provincial/territorial coverage takes effect, the member's dependents will continue to be covered under Comprehensive coverage until the provincial/territorial health insurance coverage takes effect. In most cases a military waiver can be requested through the province/territory in order to keep wait times at a minimum.
- 29** **Members who are cross-posted to another OUTCAN unit shall retain their Level III PSHCP Comprehensive coverage while abroad.**
- 30** For assistance, call the SunLife PSHCP call center at: [1-888-757-7427](tel:1-888-757-7427). SunLife representatives are available Monday through Friday from 6:30 AM to 8 PM EST. An interactive claims status telephone service is also available by following the appropriate phone prompts. For Comprehensive (OUTCAN) Coverage, you can email Allianz Global Assistance at [pshcp@allianz-assistance.ca](mailto:pshcp@allianz-assistance.ca).
- 31** The following web sites are provided for general information about PSHCP:
- A** Public Service Health Care Plan | [Home](#)
  - B** Public Service Health Care Plan | [Managing my coverage](#)

**32** Upon return to Canada, you will be pleased to know that all ten provinces and the territories, with the exception of Nunavut, have eliminated the 90-day wait period for provincial health insurance coverage for military families. You are encouraged to apply for health insurance coverage in your new province/territory of residence **as soon as possible** when you relocate, and as per [CANFORGEN 085/14](#) your dependents should receive health insurance coverage on the day you apply for it. For more information about how to apply for provincial health insurance, please contact the applicable provincial or territorial ministry of health office. All contact information can be found at [Health Canada](#). Once it is confirmed that provincial/territorial health insurance has started for all dependents, ensure your comprehensive coverage with PSHCP has ceased and your coverage is reverted to supplementary via your new Orderly Room.

**33** Parents of children born outside Canada are reminded to apply for Canadian citizenship immediately after the birth of their child. The citizenship process can take many months and if citizenship is not received prior to the families return to Canada it can impede or delay provincial health care coverage for the child. Parents returning to Canada may be given a temporary provincial health care card for the child, for a six month period, while awaiting the conclusion of the citizenship application process. **Please contact CDLS(W) Protocol immediately for instructions if you have not started the process of obtaining a citizenship certificate for a child born in the U.S.**

**34** Upon returning to Canada, families are often required to go into the local provincial health care office (many provinces now include photos on the residents health care card, requiring everyone's presence) to initiate coverage. Proof of citizenship will be required to demonstrate (most common "proof" documents are Birth Certificate or Canadian Citizenship Certificate) and residency (Mortgage/Lease Agreement, Motor Vehicle Registration, or letter from employer) for each family member. In summary, prior to returning to Canada, members are strongly advised to:

- A** Check with their applicable provincial health care plan office to verify waiting periods and any requirements for temporary cards;
- B** Ensure citizenship application paperwork is initiated immediately, if applicable; and
- C** Do not amend Comprehensive PSHCP coverage until provincial coverage is in effect for all family members. Health care expenses incurred during any waiting period, if applicable, are to be administered as if you were still residing in the U.S. "R70" or Excess Dental expenses settled after return to Canada cannot be finalized by your home unit. Please forward to SO Health Admin and indicate if you wish to have the funds deposited into an active U.S. account or a Direct Funds Transfer (DFT) to a valid Canadian bank account. **Every effort must be made to clear medical advances prior to departure** – exceptional circumstances may be approved by the SO H Admin. Contact the SO H Admin at **(202) 448-6559** if further clarification is required.

**35** Ensure that for both Sun Life and Great West Life you have updated your contact information to your new address and phone number.

- 36** The purpose of the HHT is to provide the member with an opportunity to seek suitable accommodation and thereby make the move as practicable, expeditious, and economical as is possible.
- 37** While Brookfield Global Relocation Services (BGRS) remains responsible for advising and processing move entitlements, CDLS (W) will continue to provide support for various other issues not under the control of BGRS. The BGRS office at your gaining unit will administer the origin and destination services. **Once the posting message has been received, contact BGRS to register online to initiate move and HHT.**
- 38** After receiving the HHT consultation from BGRS, the consultant will sign the HHT application and send a copy to you. CO CDLS(W) or your L1 sponsor shall recommend the HHT. If you are taking any leave in conjunction with your HHT, you must complete a CF100 and submit it to a Human Resources Administrator (HRA). Without this leave pass your HHT cannot be authorized.

Ref: [It's Your Move](#)

# MOVING HOUSEHOLD GOODS AND EFFECTS (HG&E)

- 39** This chapter explains the process for arranging the move of HG&E and how to determine the pickup date. Note that if there are HG&E in Long Term Storage (LTS) back in Canada and they are located within 800 km of the new place of duty in Canada, arrangements cannot be made to ship the HG&E from LTS until accommodation is available. If necessary, these arrangements can be made, upon arrival at the new place of duty.
- 40** The DND 4443 (Application for Movement of HG&E) and posting message are to be sent to Ottawa: [DND.Ottawa.F&E.USA-Ottawa.M&E.USA.MDN@forces.gc.ca](mailto:DND.Ottawa.F&E.USA-Ottawa.M&E.USA.MDN@forces.gc.ca).
- 41** The traffic section in Ottawa (NDHQ/BTfc) will award the contract to a local carrier in your area. A representative from the selected van line will then be in contact to do a **PRE-MOVE SURVEY** of your HG&E.
- 42** If you have not secured an address at the new place of duty, storage in transit (SIT) may be annotated in the **“TO ADDRESS”** block of the application. However, once a new residence has been secured, advise BGRS and CDLS(W) with the details including the availability date.
- 43** The pickup date of HG&E will normally be governed by the COS date. Coordinate departure date to be on or as close as possible to the COS date. **Note that the pickup date is the day HG&E is loaded onto the moving van. Packing will normally be done the day(s) before.**
- 44** The pickup date may be adjusted for a number of reasons:
- A** A weekend, holiday or Monday cannot be chosen, as packing will not be authorized for a weekend or holiday;
  - B** Early or late report dates to facilitate a door-to-door move; or
  - C** Annual leave has been approved either prior to or after COS date.
- 45** No entitlement exists to claim the cost of moving HG&E in a privately owned, rented or borrowed vehicle.
- 46** Once NDHQ/BTfc has issued an order for movement or storage of HG&E, no changes shall be made unless authorized by NDHQ/BTFC, through CDLS (W). All changes are subject to the flexibility of the agent chosen to affect the move.
- 47** **Only with CDLS(W)’s approval and only under extreme circumstances will NDHQ/BTfc accept a change of pickup date within the last 10 days of the move.** Should the selected moving company request a change to pack and load dates for any reason, please contact NDHQ/BTFC and inform the Support Services Clerk.
- 48** It is important to understand your responsibilities in the claim process. During the **PRE-MOVE SURVEY**, the transportation agent will have you sign that you have been advised of the process and that you have received all the required documentation for submitting a loss or damage claim. A Notice of Intent to Claim must be filed within 30 days of delivery of your HG&E with the moving company. Failure to follow the process exactly may result in the insurance company not reimbursing you for your loss or damage. The required paperwork is given to you during the Pre-Move Survey. The information is available: <https://bgrsguide.bgrs.ca/account/login>.

- 49** On posting to the U.S., personnel were required to complete **“Inventory of Furniture and Effects”**. These forms are necessary for the return trip to Canada or to another country. For return to Canada or for a cross-posting to another country, **the Inventory of Furniture and Effects is to be completed in four copies ensuring that the CDLS(W) Admin Section certifies it. The original is to be placed on the member’s Pers file, a second copy is to be given to the moving company, a third for customs at Canada Border Services Agency (CBSA), and a fourth to be retained by the member.**
- 50** **CBSA advises to divide the inventory list into two sections.** In the first section, list the goods to accompany you; in the second, list the goods to follow. Goods that arrive later will only qualify for duty and tax-free importation under the entitlement as a former resident if they are on the original list.
- 51** This inventory list is not to be confused with the inventory list created by the moving company. A detailed inventory is used to clear the shipment through Canada Customs. It is mainly used to describe in detail what is owned at the time of arrival back to Canada. How much detail should the list be? If the shipment was to get damaged or lost in transit, a detailed list can identify all items in the house, similar to what you would be submitting to your insurance company.

**52** Important internet links are as follows:

- A** US Customs and Border Protection (CBP): [Exporting Motor Vehicle Guide](#)
- B** Canada Border Services Agency: [Importing a Vehicle Into Canada](#)
- C** Registrar of Imported Vehicles: [Importing a Vehicle](#)
- D** Transport Canada: Frequently Asked Questions - [Importing a Vehicle Purchased in countries other than the United States \(canada.ca\)](#)

VEHICLE EXPORT AND IMPORT

## **EXPORT FROM U.S. - ALL VEHICLES - AUTOMATED EXPORT SYSTEM (AES)**

**53** **AUTOMATED EXPORT SYSTEM (AES):** U.S. Customs and Border Protection (CBP) requires an export declaration to be filed through the AES for all vehicles (Used Self Propelled Vehicles (USPV)) being exported from the U.S. The fine for non-compliance (illegal activity, late filing or non-filing) can be up to \$10,000 USD.

**54** In taking a vehicle home on posting, there will be a requirement to export a vehicle from the United States, and import it to Canada. To this end, it is recommended to have a broker access the Automated Export System (AES) for the export of your personal motor vehicle (PMV) from the United States. Their knowledge and insight on the regulations, fees, duties and taxes related to exporting a vehicle will be of significant assistance. Note that it may take three or four days for your broker to action your request, so plan accordingly. In addition, and as a suggestion, you may also wish to consult with your moving company to determine if they might be in a position to assist you with the exportation of the PMV that will you will be driving back to Canada.

**55** Even though your PMV may have been purchased in Canada, it still needs to be exported from the United States. Reimbursement for the fees associated with an AES broker is reimbursable via BGRS, and you will be able to locate an AES broker via Google (we are unable to recommend an AES broker to you). Also, it is recommended that you consult with the border port of entry that you intend to employ to determine if the use of an AES broker is required (it may not be in some instances). Note that your PMV must be presented on the day of export at the appropriate port of entry, along with required forms, for examination and verification of the VIN and so on.



## EXPORT FROM U.S. - ALL VEHICLES - AUTOMATED EXPORT SYSTEM (AES)

- 56** If you and your spouse are co-owners of the vehicle and will not be crossing the border together, ensure you have a letter from the absent spouse indicating that approval is being provided to import the vehicle. Also, it is important to ensure your vehicle is cleaned before crossing the border (removal of dirt and so on in and out of the vehicle); you may wish to have your car washed before making your way to the border crossing.
- 57** For vehicles that are being shipped, the moving company will deal with the AES registration for you. You should be prepared to provide to your mover a copy of your title, old Canadian registration and any other documents proving that you own the vehicle. Vehicles registered with the U.S. Dept of State Office of Foreign Missions must indicate “District of Columbia” as the State of Origin for the vehicle to be exported.
- 58** Individuals are responsible to consult with the border crossing location to determine what documentation, if any, will need to be forwarded in advance of their arrival. Some smaller crossings may even require the paperwork to be sent via traceable mail eg. Fedex. Generally, 72 hours’ notice is required prior to the projected crossing date. Furthermore, border crossings can generally only accommodate vehicle exports Monday to Friday, 0800 to 1600 hrs. When planning your crossing, it is your responsibility to determine the hours of operation for the border crossing location in question, to forward any documents to them as needed in the timeframe specified, and to ensure applicable documents are presented at the border upon arrival.
- 59** Canadian vehicles that were imported into the U.S. as non-U.S. compliant vehicles upon posting are to be exported upon departing the U.S. at the conclusion of the tour of duty. According to Article XI, paragraph 6 of the NATO Status of Forces Agreement, **“Members of a force or civilian component may import temporarily, free of duty their private motor vehicles for the personal use of themselves and their dependents.”** The use of the word “temporarily” necessitates the export of the vehicle when the member leaves the host nation.

# IMPORT TO CANADA - VEHICLES THAT WERE PURCHASED IN THE U.S.

**60** Vehicles that were purchased in the U.S. fall under the Canadian Registrar of Imported Vehicles (RIV) program. The following paragraphs apply to passenger cars, motorcycles and mini-bikes, trucks and buses, snowmobiles and snowmobile cutters, trailers and trailer converter dollies, chassis-cabs, and multi-purpose passenger vehicles which include minibuses, motorized campers and utility vehicles. All information was retrieved and has been duplicated below from the RIV website at [www.riv.ca/](http://www.riv.ca/).

## **61** WHAT TO DO BEFORE IMPORTING:

- A** Check your vehicle against Transport Canada's List of Vehicles Admissible from the U.S. If there is no information concerning the current model year, contact the manufacturer to determine its admissibility. Information on specific vehicles can be found by visiting [\*\*Importing a vehicle \(Canada.ca\)\*\*](http://Importing a vehicle (Canada.ca))
- B** Some vehicles may require modifications in order to comply with [\*\*GOC safety standards for vehicles\*\*](#). Determine what modifications your vehicle may require before you import it. Modifications and the associated cost are the responsibility of the importer. Note that some manufacturers require that an authorized dealer perform the modifications. We recommend contacting the vehicle manufacturer or an authorized dealer to determine the cost and availability of parts for required modifications. Check the list on this web site for typical [\*\*modification requirements\*\*](#);
- C** [\*\*Recall clearance\*\*](#) is a requirement for all vehicles being imported into Canada. Contact your local dealership or vehicle manufacturer to identify all recall notifications associated with your vehicle(s), and requirements to receive a recall clearance letter. Recall clearance documents verify that any defects identified by the manufacturer as a potential safety risk to the vehicle's operator, occupants and public at large, have been corrected. Recall clearance is the responsibility of the importer. RIV will not release the inspection form for your vehicle until confirmation that there are no outstanding recalls, has been received. To facilitate the timely release of vehicle's RIV inspection form and avoid delays or additional expenses, obtain recall clearance documents early in the import process from your local dealership or manufacturer. Documents remain valid for 30 days prior to import and recall information can be submitted to RIV before importation of the vehicle;
- D** After payment and recall clearance documents have been received, RIV will send you an inspection form. The inspection form contains information about the modifications necessary to pass the RIV inspection. It is important not to proceed with any modifications to your vehicle until you receive the RIV inspection form that outlines the modifications to be completed in order to pass the inspection process. It is your responsibility to complete any necessary modifications and the RIV inspection, within 45 days from the date of import. The Motor Vehicle Safety Act does not require modifications to be performed by any specific individual or agency. However, in some cases, the manufacturer has advised Transport Canada that any modifications to the vehicle must be performed by a service centre authorized by the manufacturer;
- E** Refer to CBSA for detailed information on import duties and taxes. Other [\*\*cost considerations\*\*](#) are found on the RIV website;
- F** Use the [\*\*Importer checklist\*\*](#) to help make the importation of your vehicle process as efficient as possible. CBP recommends to contact the customs office where you plan to cross, directly, to verify the documentation required and their hours of operation;

# IMPORT TO CANADA - VEHICLES THAT WERE PURCHASED IN THE U.S.

- G** In addition to the requirements under the Federal Motor Vehicle Safety Act, there may be additional **provincial requirements** to be met with respect to automobile insurance, provincial/territorial sales tax, licencing fees and environmental standards in order to get the vehicle licensed and registered. These requirements are under the authority of the provinces and territories and they are not a pre-condition for importation; and
- H** **Auto insurance is a pre-condition for vehicle registration and licencing in every jurisdiction in Canada.** Some provinces and territories are self-insured (public auto insurance) and some rely on the private sector governed by provincial/territorial legislation.

**62** If you purchased a vehicle in the U.S. during your tour, you can expect to be responsible for the following duties and charges:

Vehicle purchased **less than 6 months** prior to return to Canada:

- A** If a North American-made vehicle (Canada, U.S. and Mexico), nil duty assessed;
- B** Otherwise, 6.1% duty on the vehicle's entire value;
- C** 5.0% GST on the vehicle's entire value;
- D** The applicable provincial sales tax on the vehicle's entire value, which is payable at the time the vehicle is registered. It should be calculated at the exchange rate prevailing in the hour that you register the vehicle, but in practice many provincial DMVs use the official Canada Customs receipt to calculate provincial taxation;
- E** \$100 CAD excise tax for vehicles with an air conditioning unit; and
- F** \$350 CAD Registrar of Imported Vehicles (RIV) charge.

**63** Vehicle purchased **more than 6 months** prior to return to Canada:

- A** If a North American-made vehicle (Canada, U.S. and Mexico), nil duty assessed;
- B** Otherwise, 6.1% on the vehicle's entire value, less a \$10,000 CAD exemption;
- C** 5.0% GST on the vehicle's entire value, less a \$10,000 CAD exemption;
- D** The applicable provincial sales tax on the vehicle's entire value, which is payable at the time the vehicle is registered. It should be calculated at the exchange rate prevailing in the hour that you register the vehicle, but in practice many provincial DMVs use the official Canada Customs receipt to calculate provincial taxation (which will have included the \$10,000 CAD exemption);
- E** \$100 CAD excise tax for vehicles with an air conditioning unit; and
- F** \$350 CAD Registrar of Imported Vehicles (RIV) charge.

- 64** Produce title documents, registration and sales receipts.
- 65** Complete [Vehicle Import Form – Form 1](#). It is your responsibility to complete it. **Retain this form as it is required by your province or territory to license the vehicle.**
- 66** CBSA will check the vehicle against Transport Canada's List of [Vehicles Admissible](#) from the U.S. and verify the VIN and manufacturer's Statement of Compliance (SOC) label.
- 67** Returning Canadian vehicles are exempt from the Registrar of Imported Vehicles (RIV) program when former residents of Canada bring the same vehicle that they exported to the United States, back into Canada. The following conditions apply:
- A** the vehicle was certified by the original manufacturer to comply with the Canada Motor Vehicle Safety Standards (CMVSS);
  - B** the individual can substantiate that the vehicle was purchased or registered by him/her in Canada prior to departure;
  - C** the vehicle **did not undergo substantial modifications or alterations while abroad**; and
  - D** the vehicle **has not entered into commerce** (sold, traded or leased to any other party).
- Individuals will be required to show proof to the Canada Border Services Agency (CBSA) that they owned the vehicle while in Canada, when they import it back into Canada.**

## NOTE

The following applies only if your vehicle was purchased outside of Canada.

- 68** CBSA may facilitate payment of the non-refundable RIV Fee. It may be paid with a major credit card at the border through CBSA; on-line through the RIV secure web site using Visa, MasterCard or American Express; by mailing a cheque or money order to RIV's head office; in person at a [licensed customs brokers](#) office, by cash, cheque or credit card.
- 69** Personal cheques will be held for 10 business days for bank clearance before RIV will release an RIV inspection form for the vehicle. This will use up a portion of the 45-day grace period in which modifications and the RIV inspection must be completed.
- 70** Payment of fees and receipt of Vehicle Import Form – Form 1 does not guarantee that the vehicle will conform with the applicable federal and provincial or territorial requirements.

## WHAT TO DO ONCE ARRIVING IN CANADA

- 71** Within 10 days, you will receive a letter from RIV with an inspection document (Form 2), which details what must be done to bring the vehicle into compliance.
- 72** **It is your responsibility to complete the necessary modifications within 45 days.** You may have the modifications done by the mechanic or garage of your choice; however, it is recommended that you contact the Original Equipment Manufacturer to discuss appropriate parts or warranty issues. Retain receipts for parts and labour to present at the inspection, along with Form 1, Form 2 and the recall clearance letter.
- 73** The RIV has contracted with Canadian Tire and a number of independent centres across Canada to perform RIV inspections. Refer to the RIV site for [inspection centers](#) in your area.
- 74** Once the vehicle has passed the RIV inspection process, the inspection center will stamp the Vehicle Import Form – Form 1. Keep the stamped copy of this Vehicle Import Form – Form 1 as it will be required for registration and licencing of the vehicle.
- 75** RIV will send a Canadian Statement of Compliance (SOC) label with instructions on where to affix it to the vehicle.
- 76** Failure to pass the RIV inspection process within the specified time will make the vehicle non-compliant. The importer will receive written notification, outlining fines and penalties under the Motor Vehicle Safety Act, and dictating that the vehicle must be removed from Canada.
- 77** If you are having trouble completing the RIV inspection within 45 days it, is important to contact the [Registrar of Imported Vehicles](#).

## IMPORTING A VEHICLE INTO ANOTHER COUNTRY

- 78** If cross posted to another country it is best to review that country's policies on what is required to import a vehicle, as the requirements may vary from one country to another. Consult the moving company who should help you with more information.

## MOVING BACK TO CANADA

- 79** This section outlines the customs exemptions on personal and household effects of personnel returning to Canada. For specific questions, which are not answered in the information below, contact one of the Canada Customs offices listed in the “Moving Back to Canada” booklet.

## IMPORTANT LINKS

- 80** Important links for this section are:
- A** Canada Border Services Agency - [Importing Goods into Canada](#)
  - B** Travellers - [Moving back to Canada](#)
  - C** CBSA - [Former residents of Canada](#)

## FINANCIAL LIMITATIONS

- 81** The Department of National Defence shall not accept any financial responsibility for:
- A** **Broker's or agent's fees for clearing goods through Customs;** and
  - B** **Interim lodging charges at the border in order to clear goods through Customs.**
- Note that this should be avoided because it will lead to adjudication.

## BREACHES OF CUSTOMS REGULATIONS

- 82** **Officers and Non-Commissioned Members of the Canadian Armed Forces and their dependents are subject to Canada Customs regulations in the same manner and to the same extent as all other Canadian Citizens.** Breaches of the regulations may lead to prosecution in court, confiscation of any goods, which are brought into Canada illegally and in addition, damage “the good relations” which exist with the customs authorities.

- 83** At the port of entry into Canada, you shall temporarily clear your vehicle and any effects that you have in your possession at the time, by use of customs documentation, available at the applicable border crossing. You will declare all goods being imported, including your unaccompanied household good and effects, which will then be listed on the customs documentation. **A copy of the documentation will be given to you, which must be presented to the customs official at destination when clearing the unaccompanied household goods and effects.** If you have no effects in your possession to clear, when crossing the border, the customs official may elect to defer the completion of the customs documentation for unaccompanied household good and effects. This is in case you will have to complete the necessary documentation through the local customs officer at your destination.

## CANADIAN CUSTOMS REGULATIONS

## NON-ACCOMPANIED HG&amp;E

- 84** Your shipment of household good and effects will be placed in bonded storage on arrival at the new unit. You will be required to personally custom-clear your goods by meeting with a customs official at the place of storage. This can be arranged by contacting the Base Traffic Section at your new unit. If you are already at your destination when your goods arrive, and your new residence is available for occupancy, you may custom-clear the HG&E while it is on the truck to avoid off-loading into the warehouse. In some instances the Canada Customs officials may choose to go through your shipment.
- 85** Forms required in your possession when clearing goods in Canada:
- A COPY OF CARRIERS MANIFEST OF GOODS** (Inventory);
  - B COPY OF CERTIFICATE OF FOREIGN DOMICILE;**
  - C COPY OF CARRIERS MANIFEST OF GOODS EXPORTED FROM CANADA;** and
  - D RECEIPTS AND/OR PROOF OF OWNERSHIP.**
- 86** The Certificate of Foreign Domicile (CFD) (Annex G to [CFAO 20-17](#) (DWAN only)) **must be hand-carried with other movement documents for presentation at border crossing.** The purpose of the CFD is to provide proof to the Customs Official of the length of absence from Canada.
- 87** Complete the required CFD (part of the Posting Back to Canada email that you have received) and return it to your HRA Clerk at CDLS(W) for signature. It will be returned promptly.



**88** The following Canada Customs regulations pertain to goods imported into Canada by Canadian residents who are returning from outside Canada. All goods must be declared in accordance with Revenue Canada requirements. Tariff Items 70310-1 to 70313-1 inclusive must comprise goods described (in the Customs regulations) as:

**“Goods (not including alcoholic beverages, cigars, cigarettes and manufactured tobacco, except where specifically provided) therefore acquired abroad by a resident of Canada for his personal or household use or as souvenirs or gifts, but not bought on commission or as an accommodation for any other person, or for sale, and declared by him at the time of his return to Canada under such regulations as the Minister may prescribe.”**

**89 ANY ITEM PURCHASED IN THE LAST 6 MONTHS OF YOUR POSTING WILL GO TOWARDS YOUR \$800.00 PERSONAL EXEMPTION (\$800 WORTH OF GOODS FREE OF DUTIES AND TAXES) FOR EACH PERSON IN YOUR FAMILY.** If these items are shipped with your HG&E shipment, advise the Canada Customs agent at the border and obtain the proper paperwork to take to destination. The Canada Customs agent at destination will request this paperwork when authorizing the shipment for release.



**90** The following CBSA memoranda should be reviewed in detail prior to return to Canada:

**A** [CBSA Memorandum D2-3-1 – Personal Exemptions for Residents Returning to Canada](#)

This memorandum outlines and explains the personal exemption entitlements for persons returning to Canada.

**B** [CBSA Memorandum D2-3-2 – Former Residents of Canada – Tariff Item 9805.00.00](#)

This memorandum outlines and explains the conditions under which former residents of Canada, residents of Canada, Canadian government employees and Canadian Forces personnel may import goods for personal and household use after a minimum residency or absence abroad of one year.

**C** [CBSA Memorandum D2-1-4 – Casual Donations – Tariff Item 9816.00.00](#)

Casual donations sent by persons abroad to friends in Canada, or imported personally by persons who are not residents of Canada as gifts to friends, and not being advertising matter, tobacco or alcoholic beverages, when the value thereof does not exceed sixty dollars in any one case, [importation is] free.

**D** [CBSA Memorandum D2-3-4 – Release of Personal Effects of Canadian Armed Forces Personnel](#)

This Memorandum outlines the procedure for the release of in-bond personal effects shipped in advance by Canadian Armed Forces personnel.

**E** [CBSA Memorandum D2-3-6 – Non Commercial Provincial Tax Collection Programs](#)

This memorandum provides general information for administering agreements between the Canada Border Services Agency (CBSA) and provincial authorities. The CBSA has agreed to collect provincial taxes for certain provinces on non-commercial goods imported through various means, specifically by travellers. This memorandum covers the importation of alcohol and tobacco products that exceed the personal exemptions. Note that the personal exemptions are the same for personnel returning from posting as for anyone returning from 48 hrs abroad. The taxes and fees payable vary by province and can be very high (e.g. 124% markup and \$0.89/litre for spirits brought into Quebec). You are strongly encouraged to read this memorandum if you are thinking of importing alcohol (wine, spirits, beer, etc.) at the end of your tour.

## CANADIAN CUSTOMS REGULATIONS

## NON-ACCOMPANIED HG&amp;E

**91** Under the National Animal Health Program, the Canadian Food Inspection Agency (CFIA) establishes import requirements for all animals and animal products entering Canada – including domestic plants.

**92** Most plants or plant products originating from the Continental US do not require a permit. To find out what plants or plant products require a permit from the Continental US, please consult the following websites:

**A** [Canadian Food Inspection Agency - Plants](#); and

**B** [Canadian Food Inspection Agency - List of plants requiring import permit](#).

**93** Canadian Food Inspection Agency - [Pet Imports](#).

# SURRENDER OF PASSPORTS ON RETURN TO CANADA

- 94** An Order-In-Council governing the issue of Special Passports (Green) and Diplomatic Passports (Red) provides that such passports must be surrendered on completion of the duty for which they were issued. Upon return to Canada, holders of such passports are responsible for returning them by traceable mailing method (ie. Priority Post) to NDHQ Official Travel without delay directly or through your gaining unit:

**NDHQ OFFICIAL TRAVEL**

101 Colonel By Drive  
Ottawa, Ontario; K1A 0K2  
Phone: **819-994-3550** or **819-956-8772**

- 95** For those posted to another country, new passports and visas will have already been received. As such, the old passport will normally need to be exchanged for the new passports, or returned to Official Travel once you arrive at your new destination.

**BEFORE YOUR MOVE**

## CONCLUSION

- 96** If you have any issues before you depart your post in the U.S., please contact your [HRA at CDLS\(W\)](#) and we will do all we can to assist you. Upon arrival at the new post in Canada or elsewhere, please contact the new URS at the gaining Base/Wing or CFSU(O) if you are posted abroad.
- 97** It is very important to clear into the new unit upon arrival. The gaining unit will need banking information to process pay. Delays in contact could cause financial stress.

# IN CASE YOU DO NOT HAVE COMPUTER ACCESS

98

The CDLS(W) website contains useful information for your departure. In the event that you do not have computer access or are unable to access our website, a contact information sheet has been added for quick reference (all updated contact information will be on the CDLS(W) website):

TYPE OF CONTACT	NUMBER	INFO
Website	SEE BELOW	<a href="https://www.cdls-w-elfcw.ca">https://www.cdls-w-elfcw.ca</a>
Fax Number	202-682-7673	AVN/DSN 251-7673
General Purpose Autovon	251-1740	From locations serviced by Autovon you will reach CDLS(W) switchboard - then ask for local
Toll-Free Access	1-800-247-7212	
Duty Officer	1-855-817-5032	
Housing Coordinator - Rent/Utilities Allowances	202-448-6493	<a href="mailto:CDLSW-housingsvcs@forces.gc.ca">CDLSW-housingsvcs@forces.gc.ca</a>
Utilities Reconciliations	202-682-7668	<a href="mailto:CDLSW-utilityreconciliation@forces.gc.ca">CDLSW-utilityreconciliation@forces.gc.ca</a>
Protocol Co-ordinator	202-682-7697	<a href="mailto:cdlsprotocol@forces.gc.ca">cdlsprotocol@forces.gc.ca</a>
HR Manager	202-682-7680	<a href="mailto:Eric.Collard@forces.gc.ca">Eric.Collard@forces.gc.ca</a>
Admin & Pay	202-448-6444	<a href="mailto:CDLSW-AdminandPay@forces.gc.ca">CDLSW-AdminandPay@forces.gc.ca</a>
CEM	202-682-7661	<a href="mailto:CDLSW-ChildrensEducation@forces.gc.ca">CDLSW-ChildrensEducation@forces.gc.ca</a>
Screenings	202-448-6252	<a href="mailto:CDLSW-OUTCANScreenings-ELFCW-processusdeselectionhorscanada@forces.gc.ca">CDLSW-OUTCANScreenings-ELFCW-processusdeselectionhorscanada@forces.gc.ca</a>
Releases		<a href="mailto:CDLSW-OUTCANReleases-ELFCW-liberationhorscanada@forces.gc.ca">CDLSW-OUTCANReleases-ELFCW-liberationhorscanada@forces.gc.ca</a>
ULO	202-682-7668	<a href="mailto:CDLSW-ULO-pft@forces.gc.ca">CDLSW-ULO-pft@forces.gc.ca</a>
Financial Services	202-682-7668	<a href="mailto:CDLSW-FinancialServices@forces.gc.ca">CDLSW-FinancialServices@forces.gc.ca</a>
Medical	202-448-6559	<a href="mailto:CDLSW-MedicalAdmin-ELFCW-AdminMedical@forces.gc.ca">CDLSW-MedicalAdmin-ELFCW-AdminMedical@forces.gc.ca</a>

## POSTING CHECKLIST

99

The following list of tasks exists to assist in your departure from the USA. It is not an exhaustive checklist, but should help you in your moving preparations and your return to Canada. It should be read in conjunction with the move plan information provided by BGRS.

<b>GAINING UNIT CLERK</b>	<b>WORK PHONE</b>	<b>WORK EMAIL</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>CDLS(W) CLERK</b>	<b>WORK PHONE</b>	<b>WORK EMAIL</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>

THROUGHOUT YOUR POSTING	OPI	REFERENCE
<input checked="" type="checkbox"/> If you married a foreign national during your tour, ensure that you completed an application for “Permanent Residence in Canada”	Member	<a href="#">Immigration and Citizenship</a>
<input checked="" type="checkbox"/> If you had a child born during your tour, ensure that you have processed the child’s Certificate of Canadian Citizenship and received a U.S. passport	Member, CDLS(W) Protocol	<a href="#">Immigration and Citizenship</a>
<input checked="" type="checkbox"/> Continuously update your inventory of HG&E, ensuring you: - Add items acquired in the U.S. Receipts are required for all major purchases; - Delete items disposed of in the U.S.	Member	<a href="#">Inventory</a>
<input checked="" type="checkbox"/> Continuously verify the following documents: - Passports must not expire before your TED (applicable if you received an extension, had an existing Official passport or you have a young dependent with 2 year validity passport); - Visas must not expire before your TED (applicable if you received a TED extension); - Check that immunizations are up-to-date; and - Check Canadian driver’s licenses (if retained)	Member	<a href="#">CDLS(W) Website</a>

WHEN YOU RECEIVE YOUR POSTING MESSAGE	OPI	REFERENCE
<input checked="" type="checkbox"/> Your Clerk will send you an email entitled “Posting Back to Canada” with helpful information and forms as part of your move back to Canada	CDLS(W) Admin and Pay	<a href="#">CDLSW-Adminand-Pay@forces.gc.ca</a>
<input checked="" type="checkbox"/> Access the BGRS website and register to initiate your move and claim	BGRS Rep destination	<a href="#">CDLSW-Adminand-Pay@forces.gc.ca</a>
<input checked="" type="checkbox"/> After registering with BGRS, notify Admin & Pay where you would like your Posting Allowance deposited, either to your CDN account or U.S. account. If no notification has been received at the time of the deposit of your Posting allowance, <b>it will default to your U.S. account.</b>	Member	<a href="#">BGRS</a>
<input checked="" type="checkbox"/> Contact your BGRS Rep to discuss move plans	BGRS Rep destination	<a href="#">BGRS</a>

## POSTING CHECKLIST

WHEN YOU RECEIVE YOUR POSTING MESSAGE	OPI	REFERENCE
<input checked="" type="checkbox"/> Contact gaining unit to confirm your RFD date	Member, Gaining unit	
<input checked="" type="checkbox"/> Prepare a written termination notice to your landlord, and info CDLS(W) Housing Coordinator	Member	<a href="#">Housing Coordinator</a>
<input checked="" type="checkbox"/> Update your inventory to prepare for your move. Sort your inventory into two lists, one showing all items that accompany you across the border, the other showing all items of HG&E shipped with the mover  <i>NOTE: Items purchased within the last 6 months may be subject to customs fees if your posting was less than 60 months</i>	Member	<a href="#">Para 48</a>
<input checked="" type="checkbox"/> Check with Canada Customs and Provincial and authorities on: - Importation of automobiles, vehicles, or trailers acquired in the U.S.; - Importation of tobacco and alcohol (beer, wines, and spirits); and - Importation of plants and/or animals	Member	<a href="#">Chapter 4</a> and <a href="#">Chapter 5</a>
<input checked="" type="checkbox"/> Go to CRA website and determine increase or decrease in income tax (dependent on posting location)	Member	<a href="#">CRA Website</a>
<input checked="" type="checkbox"/> Book your hotel for your last days at post and advise Admin & Pay, movers and BGRS Rep of specifics and contact information	Member	
<input checked="" type="checkbox"/> Obtain accident-free driving certificate from insurance company	Member	
<input checked="" type="checkbox"/> Contact all your U.S. health service providers to obtain medical records for yourself and your dependants. Submit your medical records to CDLS(W) Health Services. Retain those of your dependents to bring to your next posting	Member	<a href="#">Medical</a>
<input checked="" type="checkbox"/> Make arrangements with BGRS for HG&E movement. Ensure arrangements for the prepatation/servicing of appliances and electronics for shipment is arranged during pre-move inspection with rep	Member	<a href="#">Movement of HG&amp;E</a>
<input checked="" type="checkbox"/> Inform your insurance providers of your pending move from the U.S.	Member	

## POSTING CHECKLIST

AFTER YOUR HHT	OPI	REFERENCE
<input checked="" type="checkbox"/> Confirm move plan with BGRS	Member, BGRS Rep	<a href="#">Moving</a>
<input checked="" type="checkbox"/> After you know your move plan, send posting questionnaire to +CDLS(W) Admin & Pay positional mailbox	Member	<a href="#">Para 1</a>
<input checked="" type="checkbox"/> Return all move forms from the “Posting Back to Canada” email from your CDLS(W) cell clerk	Member	<a href="#">CDLSW-Adminand-Pay@forces.gc.ca</a>
<input checked="" type="checkbox"/> CDLS(W) will send member a stamped/signed Certificate of Foreign Domicile (ensure this is received)	CDLS(W)	<a href="#">Movement of HG&amp;E</a>
<input checked="" type="checkbox"/> Submit your Special Relocation Leave request to your CO for approval. Send the approved leave pass to CDLS(W) for HRMS entry	Member	<a href="#">Para 17</a>
<input checked="" type="checkbox"/> Submit detailed inventory of HG&E for certification to your cell clerk. Refer to reference paragraph for inventory requirements	Member	<a href="#">Inventory</a>
<input checked="" type="checkbox"/> If desired, request an advance from your BGRS Rep to cover hotel and meals during the move	Member, BGRS Rep	<a href="#">BGRS</a>
<input checked="" type="checkbox"/> Arrange for termination/disconnection of: - Telephone; - Light & power; - Gas; - Water; - Newspaper; - Cable/Internet company; and - Trash company (as required). Ensure they are provided your final billing address.	Member	<a href="#">Para 9</a>
<input checked="" type="checkbox"/> Send Change of Address card at USPS (from U.S, to Canada) to ensure mail is redirected at the appropriate line	Member	<a href="#">Change of Address</a>
<input checked="" type="checkbox"/> Check applicable PSHCP coverage required and applicable to start date. Investigate your next posting location’s provincial regulations and possible military waivers for eligibility delays for health cards	Member CDLS(W)	<a href="#">PSHCP</a>
<input checked="" type="checkbox"/> Order and receive Recall clearance documentation pertaining to vehicles to be imported to Canada within 30 days of crossing border, if applicable	Member	<a href="#">Para 63</a>
<input checked="" type="checkbox"/> Engage AES broker and obtain ITN to export vehicle from U.S.	Member	<a href="#">AES Section</a>

## POSTING CHECKLIST

FINAL MOVE PREPARATIONS		OPI	REFERENCE
<input checked="" type="checkbox"/>	Contact Cell Clerk to ensure all posting back documentation has been completed	CDLS(W) Cell Clerk	<a href="mailto:CDLSW-Adminand-Pay@forces.gc.ca">CDLSW-Adminand-Pay@forces.gc.ca</a>
<input checked="" type="checkbox"/>	Reconcile all outstanding claims (i.e. travel allowance, etc) with CDLS(W) Financial Services	Member, CDLS(W)	<a href="mailto:CDLSW-Financialsvcs@forces.gc.ca">CDLSW-Financialsvcs@forces.gc.ca</a>
<input checked="" type="checkbox"/>	Ensure all Children's Education claims are finalized (i.e. reconciliations for language tutoring, FRTs, Post-Secondary shelter, etc). <i>Failure to do so will result in recovery action.</i>	Member, Dependent Education	<a href="#">CDLS(W) Website</a>
<input checked="" type="checkbox"/>	Obtain all medical/dental documentation. For member, forward to CDLS(W) Medical section. For family members, send documentation to new Canadian doctor/dentist.	Member	<a href="#">CDLS(W) Website</a>
<input checked="" type="checkbox"/>	Advise new unit of ETA & MOT and CC CDLS(W) Cell Clerk	Member	<a href="mailto:CDLSW-Adminand-Pay@forces.gc.ca">CDLSW-Adminand-Pay@forces.gc.ca</a>
<input checked="" type="checkbox"/>	Contact provincial health care (timings as required by provincial authority) for medical care at new place of residence. Confirm your military status for possible waivers in delays	Member	<a href="#">PSHCP Provincial Health</a>
<input checked="" type="checkbox"/>	Send vehicle title to chosen border crossing, as applicable	Member	
<input checked="" type="checkbox"/>	You are required to collect any/all medical and dental documents that may have been generated during your OUTCAN posting BEFORE leaving the U.S. If requesting from a U.S. MTF, NLT 30 days from prior to your departure, complete the DoD form to request your medical documents (DD 2870 - Authorization for Disclosure of Medical or Dental Information)	Member	<a href="#">CDLS(W) Website</a>

## POSTING CHECKLIST

AT THE BORDER		OPI	REFERENCE
<input checked="" type="checkbox"/>	CONTACT CBSA AT THE POINT OF ENTRY INTO CANADA TO DETERMINE HOURS OF OPERATION	Member	
<input checked="" type="checkbox"/>	Formally export your vehicle with U.S. Customs and Border Protection using your ITN information and copies of the documents you sent to the border several days before	Member / CBP Agent	<a href="#">At the Border</a>
<input checked="" type="checkbox"/>	Visit Canada Customs with your inventory to declare items accompanying you. At this time you must also: <ul style="list-style-type: none"> <li>- Confirm whether you can clear the HG&amp;E shipment at the border or whether you will have to visit a bonded warehouse at or near your destination;</li> <li>- Make sure you have the driver's name and phone number of the moving van;</li> <li>- Make sure you have your vehicle exporting/importing forms (you may be required to pay GST on residual blue-book value); and</li> <li>- Make sure you have your HG&amp;E shipment form</li> </ul>	Canada Customs, Moving Company, Member	<a href="#">Para 83</a>

AFTER YOUR MOVE		OPI	REFERENCE
<input checked="" type="checkbox"/>	Report to Gaining URS. Clear into new unit.	Member	<a href="#">Para 94</a>
<input checked="" type="checkbox"/>	Pay your final utility bills, complete utility reconciliation and submit working soft copy Excel, signed utility overview and detailed utility statements to <a href="mailto:cdlsu-UtilityReconciliation@forces.gc.ca">cdlsu-UtilityReconciliation@forces.gc.ca</a> . If owing money, make sure you submit a U.S. dollar cheque payable to the Receiver General for Canada or member may authorize to have outstanding utilities amount recovered from pay.	Member	<a href="#">Para 9</a>
<input checked="" type="checkbox"/>	Return security deposit for rent to CDLS(W) Housing Services within 60 days of move or recovery action will commence. Cheque is to be made payable to the Receiver General for Canada in U.S. funds	Member	<a href="#">Para 2</a> <a href="#">Housing Coordinator</a>
<input checked="" type="checkbox"/>	Return Official passports (for yourself and dependents) to Official Travel or your new OR through trackable mail method and DND 728	Member, dependents	<a href="#">Para 93</a>
<input checked="" type="checkbox"/>	Contact CDLS(W) Cell Clerk to ensure your file is complete	Member, CDLS(W)	<a href="#">CDLSW-Adminand-Pay@forces.gc.ca</a>
<input checked="" type="checkbox"/>	Close your U.S. bank account once all outstanding bills have been paid	Member	



## POSTING CHECKLIST

AFTER YOUR MOVE	OPI	REFERENCE
<input checked="" type="checkbox"/> Any explanation of Benefits (EOB) letters received from Allianz Global Assistance with an R70 code and/or Excess Dental letters received from Grest West Life resulting from Dependent Health Care treatment obtained while posted in the U.S. should still be claimed through CF H Svcs Gp det Washington even after arrival in Canada	Member	<a href="#">CDLS(W) Website</a> <a href="#">Health Care</a> <a href="#">Start Page</a>

DOCS TO ENSURE YOU HAVE RECEIVED	OPI	REFERENCE
<input checked="" type="checkbox"/> The following docs should have been given to each member after completed posting back to Canada  Documentation from CDLS(W): - Certified HG&E Inventory; - Certificate of Foreign Domicile; and - Confirmation of PSHCP decrease	Member	<a href="#">CDLSW-Adminand-Pay@forces.gc.ca</a>  <a href="#">Para 48</a> <a href="#">Para 84</a> <a href="#">Para 8</a>

<b>DRIVERS NAME</b>	<b>WORK PHONE</b>	<b>WORK EMAIL</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>OTHER CONTACT NAME</b>	<b>WORK PHONE</b>	<b>WORK EMAIL</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>

## SECURITY DEPOSITS AND END OF LEASE

**100**

One of the biggest concerns that OUTCAN CAF members can have towards the end of their tour is vacating their residence, having the landlord conduct an inspection and then getting back their full security deposit. Most times, it is not a difficult process but...

**BEWARE** – most leases and/or State laws can give landlords up to several weeks before they are obliged to return any of the security deposit to the CAF tenant after the home is vacated.

**GUESS WHAT** – you will probably be back in Canada when the landlord has to comply with the maximum time requirement.

**DANGER** – there have been instances in the past where landlords have held back substantial portions/ all of the security deposits from CAF tenants for damages not noted during the march out inspection. The CAF tenant, now back in Canada, is at a significant disadvantage in trying to rectify the disputed allegations of damage.

# HOW TO AVOID LOSING YOUR SECURITY DEPOSIT

**101** The laws in different U.S.' states vary, but they all follow the same general principle – if you leave the property in the same condition that it was in when you first moved in, disregarding any normal wear and tear, you should get your full security deposit back.

**102** There are a number of things that you can do to avoid issues with landlords withholding all or some of your security deposit when you are complete your OUTCAN tour:

- A** Hire a professional cleaning service to clean the property after all of your items are out. This will make the place look great and some of the costs can be claimed as part of your move expenses. Double check your lease because you may have to have the home or carpets professionally cleaned as a move out obligation;
- B** Conduct a thorough and methodical march out inspection with the landlord. Be sure to discuss/ note any concerns or issues in a room by room manner. Don't be shy to ask the landlord if he/she is satisfied with the condition;
- C** Consider asking the landlord, if possible, to conduct a “pre-inspection” review of the home a few weeks in advance of the vacate date so that any obvious issues can be dealt with promptly (repaired, fixed, painted, or replaced);
- D** Have a witness present with you or, better yet, take pictures/video recording during the march out inspection. These precautions may very well be of great assistance if there ends up being a “he said/ she said” dispute about alleged damages;
- E** If damages are found, get them fixed promptly and then re-inspected by the landlord if possible. Try to avoid leaving any problems behind for the landlord to repair by using funds from your security deposit;
- F** When you leave, return all keys and remove everything that wasn't there on the occupation date, including any garbage, food, cleaning supplies, etc;
- G** Keep all receipts for any professional work and/or cleaning done to the leased home. If you try to do the repair work yourself, the landlord may not necessarily be satisfied with the quality of the work so be prepared to retain the services of a professional;
- H** Normal “wear and tear” cannot be claimed as damage by the landlord – this is a common point of dispute. If the home has an old, worn carpet or chipped paint, the landlord cannot hold back part of the security deposit to fix these issues – the landlord has to bear normal wear and tear costs;
- I** Pets are notorious sources of security deposit withholding disputes. Pets usually mean tenants must put in extra effort into cleaning in order to remove all traces of hair, scratch marks and smells. Be sure to fix all “modifications” that pets may have made to the leased home or lawn; and finally; and
- J** Demand an itemized list of concerns or issues the landlord may have during the inspection. Getting a signature of the landlord on an end of lease inspection form may also assist in any subsequent disputes.

**103** If your landlord has withheld some/all of the security deposit due to damage in dispute, then you have a few options:

- A** The best first step is to write a “demand letter” to your landlord contesting deductions or pointing out that the landlord has not complied with legal requirements for returning the deposit. Send it by registered mail so you have proof it was received. Request the payment of any amounts you are owed and keep a copy;
- B** If that does not work, you could try requesting mediation of the dispute with them if that service is available in the state/location you lived; and if that doesn’t work; and
- C** A final means to deal with a security deposit dispute is to file a small claims lawsuit. It is often not worth hiring an attorney for small claims court cases, so it’ll be you (or your agent) and the landlord appearing in the case. Check the Internet for small claims information and fees in your area. The good news is that, as long as you have a good case, there is a high probability the court will rule in your favor. Some landlords detest appearing in court so they may very well just write you a check to avoid that hassle. As well, some State laws require landlord to pay double or triple the deposit amount if he/she does not return the deposit or send a satisfactory notice of deductions within the time required by state law. The landlord may also be barred from claiming even legitimate deductions if notice of deductions is not given within the specified time.

**104** Whatever method above is chosen, OUTCAN CAF members are encouraged to review the contents of MFSI 10.5.12(7) which may be of assistance in dealing with this type of problem.

**105** Anyone interested in further information on this topic is welcomed to contact the Assistant Judge Advocate General, Colorado Springs office at 719-554-7635. A good website to check the state imposed time limits to return security deposits:

<http://www.nolo.com/legal-encyclopedia/security-deposit-limits-deadlines-your-state-36186.html>.