



CANADIAN ELEMENT NORAD
WELCOME BACK HOME
APS 2026



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OVERVIEW

This Departure Book is designed to prepare you for the environment you will face during your posting back to Canada and to guide you step-by-step through each stage of your transition. The information is organized in the order you are likely to experience events, from preparation and travel to arrival and settlement, allowing you to follow it much like a checklist. Checklists are provided to assist you with keeping track of your progress.

The book consists of 7 main sections:

1. Posting Message Received
2. Three Months Prior to Departure
3. Before your House Hunting Trip (HHT)
4. After your House Hunting Trip
5. Before you Move
6. At the Border
7. Upon Arrival at Post

You will also see a colour legend throughout the document to show who each section is applicable to:

	CAF Members
	Dependants

By following the Departure Book in sequence, you can approach your move in a logical, organized manner; ensuring nothing is missed and your transition is as smooth as possible.

Note:

The Departure Book does not delve into specifics for every location to which a CAF member may be posted, as to address this would be cumbersome and information would not be applicable to all. However, in general terms, the information contained will help with most admin issues. Any specific cases or issues can be addressed to the [Canadian Forces Support Unit \(Colorado Springs \(CFSU \(CS\) Orderly Room \(OR\)\)](#).

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INTRODUCTION

1. THE ROLE OF CFSU (CS)

CFSU (CS) will provide administrative and financial assistance during your entire posting to the United States (U.S.) – from departing Canada, while you reside in the U.S., and after returning to Canada at the end of your tour. The purpose of this Departure Book is to provide familiarization with administrative procedures to be considered and actioned before leaving U.S., or cross-posting to another location. Once your positing message has been received CFSU (CS) will likely already be aware of your impending departure and the OR will be reaching out to you to ensure all departure requirements are satisfied. Completing your Out-Clearance properly is imperative to a successful repatriation back to Canada or cross-posting to another location.

2. CANADIAN FORCES MEDICAL LIAISON OFFICE (CFMLO)

The Canadian Forces Medical Liaison Office (CFMLO) at Canadian Defence Liaison Staff (Washington) (CDLS (W)) is responsible for all medical matters while posted to the U.S. Please review their [Health Care in the U.S. website](#) for all relevant medical care information. All medical matters should be directed to the [Health Services Team](#). You are responsible for ensuring that the CFMLO has access to all of your medical files prior to departing from post.

3. MILITARY FAMILY SERVICES (MFS)

Canadian Forces Morale & Welfare Services (CFMWS) in the United States, locally known as MFS, is dedicated to ensuring you feel supported during your OUTCAN posting and have the knowledge needed for a rewarding and positive experience. Their programs and services are developed and designed to supplement available local resources and address the needs of CAF families in coordination with the Chain of Command (CoC). The MFS team is there to help with all your family needs on departure from U.S. They are a great resource to use throughout your posting. They host a Return to Canada – Resources to Support Your Relocation annually. Please visit their [website](#) or contact them at mfs.coloradosprings@cfmws.com or 719-556-6551. They also host an annual Returning to Canada Connection virtually; please visit [CFMWS Returning to Canada website](#) for more information.

CHECKLIST

The following is a list of tasks to assist you in preparing for your posting back to Canada. This is not an exhaustive checklist but should help you in your move preparations. This should be read in conjunction with the entirety of this Departure Book and the CAF Relocation Directive (CAFRD). This checklist should also be used in conjunction with SIRVA checklists.

✓	Task		Responsibility
	Posting Message Received		
	1	Verify the accuracy of your posting message.	Member
	2	Read Departure Book and the CAFRD in its entirety to ensure you are informed of policies and entitlements.	Member
	3	Apply for a Residential Housing Unit (RHU) if required.	Member
	4	If you married a foreign national during your tour, ensure that you complete an application for “Permanent Residence in Canada”.	Member
	5	If you had a child born during your tour, ensure that you have the child’s Certificate of Canadian Citizenship and passport.	Member
	6	Log in to your SIRVA (BGRS) account and register for your move. It may take up to 5-7 days to be able to register.	Member
	7	Book your initial appointment with SIRVA.	Member
	8	Begin updating your home inventory. Yes, the movers do an inventory but, they may undervalue your HG&E. Ensure you include the replacement value.	Member
	9	Confirm with the School Board in your new location that they will accept U.S. School Board records for enrollment.	Member
✓	Three Months Prior to Departure		
	1	Reconcile your PTA if you haven’t already done so.	Member
	2	Review CBSA Regulations on Customs Clearance.	Member
	3	Engage with a Customs Broker to initiate exportation process for vehicles. This will give you time to gather all required documentation.	Member
	4	Review notice timelines for cancellation of utilities, insurance, etc. to ensure no penalties are incurred. Before your Utility plans are cancelled ensure you have all copies of	Member

		bills for final Utility Claim.	
	5	Book medical/veterinary appointments as required.	Member
	6	Consider seeking a pre-move out inspection with your landlord to ensure any deficiencies can be rectified prior to departure. This will assist in your security deposit being fully returned.	Member
✓		Before Your HHT	
	1	Plan your HHT through SIRVA.	Member
	2	Complete your HHT application.	Member
	3	Research Realtors or Rental Search Agents for your HHT.	Member
	4	Request a Letter of Employment if required.	Member
✓		After Your HHT	
	1	Plan your move dates and request a RFD date with losing/gaining units.	Member
	2	Submit your HG&E Move form (DND 4443) to Ottawa F&E USA . Follow up if not response received within a week.	Member
	3	Plan travel route and contact the Customs Agents at the border crossing to ensure all services required are available at that crossing (Vehicle Export, Pets, etc.).	Member
	4	Based on notice timelines already researched, provide disconnection notices for utilities.	Member
	5	Provide notice to vacate to landlord and begin discussing the return of your security deposit.	Member
	6	Obtain and complete PSS and FSS Out-Clearance Worksheets. They can be obtained by emailing PSS OR and FSS Cashier . Ensure you request a list of outstanding claims (Medical, CEM, TD, etc.).	Member
✓		Before You Move	
	1	Book hotels for your planned route. Ensure your hotels are within the city rate limits .	Member
	2	Obtain a letter from your vehicle and home insurance for claims history.	Member
	3	Request advance through SIRVA for relocation back to Canada.	Member
	4	Book final out-clearance appointments with TISS, FSS and PSS last.	Member

	5	Submit Special Leave (Relocation) leave once your move is confirmed.	Member/Losing Unit
	6	Book house cleaning services for move out.	Member
	7	Complete mail forwarding.	Member
	8	Ensure you have obtained all medical documentation for you and your family. All CAF members are required to send copies to the CFMLO prior to departing the U.S. via CDLS(W) Medical Admin.	Member
	9	Verify CBSA Regulations haven't changed since you received your posting message.	Member
	10	Finalize home and vehicle inventory.	Member
	11	Ensure exportation documentation, passports, drivers licenses, vehicle ownerships, customs paperwork, etc. is ready and set aside. Do not let mover's pack it up.	Member
	12	Complete final out-clearance with PSS.	Member
	13	Drop off CAC(s) to DEERS office prior to last departure of base.	Member
✓		At the Border	
	1	Be clear you are moving to back to Canada and close out your I-94.	Member/CBSA
	2	Export vehicles as required.	Member/Brokerage/CBSA
	3	Documents you will require: • Advise you have to clear HG&E at border in Canada (work with your driver for this) • Declare any alcohol or tobacco in your vehicle, make sure you have an inventory of items in your vehicle. • Have your home inventory list with the HG&E manifest provided by movers. • Ensure you have the driver's name and contact information from moving company. • Passports, vehicle registration and export documents, pet letter of health.	Member/Moving Company/CBSA
✓		Upon Arrival at Post	
	1	Sign for your HG&E if still required.	Member
	2	Complete gaining unit in-clearance requirements. Upon in-clearance be sure to do the following:	Member

		• Return your Official (Green) Passport(s) • Change your PSHCP from OUTCAN to INCAN coverage • Update APRV forms • Update your banking information to ensure you don't miss a paycheck.	
	3	Pay your final utility bill(s) and submit your Utility reconciliation.	Member
	4	If you have any outstanding advances that you were not able to clear up prior to your departure, please maintain contact with FSS to ensure your advance is not recovered.	Member
	5	Return your damage deposit to CFSU (CS). Contact FSS to make arrangements for either a pay recovery or sending a check.	Member

POSTING MESSAGE RECEIVED

4. POSTING MESSAGE VERIFICATION ●

Upon receipt of your posting message, immediately verify that all the information is correct, including dependant information. Of the utmost importance is the accuracy of your posting instructions. They play a vital role in successful return to Canada.

5. APPLY FOR RESIDENTIAL HOUSING UNIT (RHU) (IF REQUIRED) ●

You may apply for a RHU as soon as you receive a posting message. As per [CANFORGEN 203/25](#) and [DND Living Accommodations Instruction](#) you will be eligible for Priority 1 upon return to Canada.

6. APPLY FOR SPOUSE PERMANENT RESIDENCY (IF APPLICABLE) ● ■

If you married a foreign national during your posting to the U.S., ensure you complete an application for Permanent Residence in Canada.

7. DID YOU HAVE A CHILD WHILE POSTED OUTCAN? ● ■

If you had a child born during your posting, ensure that you have the child's Certificate of Canadian Citizenship and passport. 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.

8. SIRVA (BGRS) ACCOUNT ●

BGRS has been replaced with SIRVA; however, the interface is expected to be very similar. Ensure you log in to your account and register for your move. It may take up to 5-7 days to be able to register. It is recommended you book your initial appointment with SIRVA shortly after receiving your posting message. It is also recommended that you begin reading the [CAFRD](#) to ensure you are familiar with the policies and your entitlements.

9. HOME INVENTORY



On posting to the U.S., personnel were required to complete an inventory of HG&E. For return to Canada or for a cross-posting to another country, the inventory of is to be completed and given to the moving company, as well as one for customs at CBSA. Ensure you also have a copy. CBSA advises dividing 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.

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.

10. DEPENDENT SCHOOL REQUIREMENTS



Confirm with the school board in your new locations that they will accept U.S. School Board records for enrollment.

THREE MONTHS PRIOR TO DEPARTURE

11. POST TRAVEL ALLOWANCE (PTA)

PTA claims must be reconciled prior to departure from post but can be reconciled at any time. Proof of travel must be provided. If you haven't reconciled already please visit the [FSS Claims SharePoint](#) for more information.

12. CANADIAN CUSTOMS REGULATIONS



This section outlines the customs exemptions on personal and HG&E 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 “[Moving Back to Canada](#)”.

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](#)

Officers and Non-Commissioned Members of the CAF 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.

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 HG&E, 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 HG&E. 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 HG&E. This is in case you will have to complete the necessary documentation through the local customs officer at your destination.

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. See link for more details: [Importing Goods into Canada](#).

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.

A. [KEY CBSA MEMORANDA](#)

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 CAF 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 CAF Personnel](#) – This Memorandum outlines the procedure for the release of in-bond personal effects shipped in advance by CAF personnel.
- E. [CBSA Memorandum D2-3-6 – Non-Commercial Provincial Tax Collection](#)

Programs – This memorandum provides general information for administering agreements between the 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.

13. PETS AND PLANTS CUSTOMS REGULATIONS ● ■

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.

Most plants or plant products originating from the Continental U.S. do not require a permit. To find out what plants or plant products require a permit from the Continental U.S., please consult the following website: [CFIA - Plants](#)

Pets must meet specific requirements when travelling to Canada or another country. It is your responsibility to review all the requirements for your situation. Please consult the following website: [Pet Imports](#).

14. VEHICLE EXPORT AND IMPORT ● ■

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](#); and
- D. [Transport Canada: Frequently Asked Questions - Importing a Vehicle Purchased in countries other than the United States](#).

Before you import a vehicle from the U.S., you should understand each step of the importing process, including:

- A. [Vehicle admissibility](#);
- B. [Vehicle branding history](#);
- C. [Recall clearance](#);
- D. [Cost considerations](#); and
- E. [Inspection requirements](#).

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. An AES Broker is recommended and a few below are recommended:

- A. [AUTOEXPORTS](#)
- B. [Border Buddy](#)
- C. [CanAm Import Group](#)

In taking a vehicle home on posting, there will be a requirement to export a vehicle from the U.S. 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 U.S. 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 you will be driving back to Canada.

Even though your PMV may have been purchased in Canada, it still needs to be exported from the U.S. Reimbursement for the fees associated with an AES broker is reimbursable via SIRVA, and you will be able to locate an AES broker via Google or using links above. Also, it is recommended that you consult with the border port of entry that you intend to cross into Canada to determine what is required. 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 forth.

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 (vehicle interior and exterior).

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.

Individuals are responsible to consult with the border crossing location to determine what documentation, if any, will need to be forwarded in advance of your arrival. Some smaller crossings may even require the paperwork to be sent via traceable mail. 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.

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.

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 [RIV website](#).

A. [WHAT TO DO AT THE BORDER](#)



Produce title documents, registration and sales receipts. Complete [Vehicle Import Form – Form 1](#) for both returning Canadian vehicles or vehicles purchased outside of Canada. Retain this form as it is required by your province or territory to license the vehicle. To save

time at the border, it can be completed via [E-Form](#) on the RIV website. 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 label. Returning Canadian vehicles are exempt from fees associated with the RIV program when former residents of Canada bring the same vehicle that they exported to the U.S. 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;
- B. The individual can substantiate that the vehicle was purchased or registered by them 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 CBSA that they owned the vehicle while in Canada, when they import it back into Canada.

Note:

[Vehicle Import Form](#) – Form 1 IS VERY IMPORTANT: Complete [Vehicle Import Form](#) – Form 1 for both returning Canadian vehicles or vehicles purchased outside of Canada. Retain this form as it is required by your province or territory to license the vehicle. To save time at the border, it can be completed via [E-Form](#) on the RIV website.

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 website; by mailing a cheque or money order to RIV's head office; or in person at a [licensed customs brokers office](#), by cash, cheque or credit card. Personal cheques will be held for 10 business days for bank clearance before RIV will release a 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. 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.

B. WHAT TO DO UPON ARRIVAL IN CANADA



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. 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. 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.

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. RIV will send a Canadian Statement of Compliance label with instructions on where to affix it to the vehicle. 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. If you are having trouble completing the RIV inspection within 45 days it is important to contact the [Registrar of Imported Vehicles](#).

C. [IMPORTING A VEHICLE INTO ANOTHER COUNTRY](#)



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 can provide you with more information.

BEFORE YOUR HHT

15. HHT PLANNING



The [CAFRD](#) governs all cost move benefits and as such, you must contact SIRVA for HHT entitlements upon receiving your posting instructions. After receiving your consultation, you can then start planning your HHT. The HHT application form is available in your SIRVA account. You must first have your CO recommend the HHT. If you are taking any leave in conjunction with your HHT, you must have an approved leave pass entered in Monitor Mass. Without this leave pass your HHT cannot be authorized.

Please note that the FSD regarding HHTs and moves apply only to DND civilians and not CAF members.

Members are reminded that the aim of the HHT is to secure suitable accommodations and facilitate a door-to-door move. CAF members are reminded that there is no SIRVA office in the U.S. therefore, your move will be handled completely by SIRVA through your SIRVA account. Nonetheless, the [CANELEMNORAD Relocation Coordinator](#) can assist in any issues you may encounter.

Once you have gotten your HHT approved you can begin to plan the rest of your HHT. If you require a letter of employment for a mortgage or loan please reach out to [CFSU \(CS\) OR](#).

Things to keep in mind in the planning stage:

- [Geographical boundaries](#);
- Purchasing versus renting a home;
- Realtor selection;
- Pet relocation;
- Children's education;
- Notice timelines for utilities, insurance, etc.;
- Insurance (home and vehicle);
- Route planning; and
- Vehicle exportation/importation.

AFTER YOUR HHT

16. PLAN YOUR MOVE



Once you have the date you acquire your new residence you can submit your Application for Movement of Household Goods and Effects (HG&E) (DND 4443) to Ottawa. The DND 4443 and posting message are to be sent to [Ottawa HG&E](#). The traffic section in Ottawa 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. The departure date should be on or as close as possible to the COS date. 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.

Ensure you request a change to your Report for Duty (RFD) date if required.

No entitlement exists to claim the cost of moving HG&E in a privately owned, rented or borrowed vehicle. Ensure you are using an assigned moving company.

Once Ottawa has issued an order for movement or storage of HG&E, no changes shall be made unless authorized by Ottawa HG&E. All changes are subject to the flexibility of the agent chosen to affect the move. Should the selected moving company request a change to pack and load dates for any reason, please contact Ottawa HG&E.

It is important to understand your responsibilities in the damage 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.

17. PLAN YOUR ROUTE OF TRAVEL ● ■

It is important to plan how you will travel (air, train, road) and confirm which Border Crossing you will be arriving at. If you are driving it is important that you contact that Border Crossing to ensure they can accommodate all your importation needs (vehicles, pets, etc.). Book the hotels you wish to use. Ensure you visit [city rate limit website](#) to ensure you are within your entitlements at each hotel you wish to use.

18. CFSU (CS) OUT-CLEARANCE ● ■

At this point you will have received an email from the PSS OR and FSS with out-clearance questionnaires. If you haven't received it yet, please contact [CFSU \(CS\) OR](#). It is imperative that you complete these questionnaires so CFSU (CS) can ensure all of your claims have been reconciled and all your allowances ceased in a timely manner.

19. SECURITY DEPOSITS ●

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.

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 and you will probably be back in Canada when the landlord has to comply with the maximum time requirement. 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.

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 (start speaking with your landlord early). By this time the security deposit cheque should have been returned by the landlord and accordingly, it shall be returned to CFSU (CS). Failure to do so may result in recovery action against pay. 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. Members posted to the U.S. are issued security deposits in U.S. funds and are requested to return the security deposit cheques directly to the CFSU (CS) (payable to the Receiver General for Canada) to the following address:

Canadian Forces Support Unit
Colorado Springs
135 East Ent Avenue, Building 365
Peterson Space Forces Base
Colorado Springs, Colorado 80914, USA
Attn: CFSU(CS) FSS

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. You can also set up a bill payment with your U.S. bank, and they will send a cheque to CFSU (CS). Ensure you set it as an individual and not a company as The Receiver General for Canada will not show up that way. The Payee should be The Receiver General for Canada, and you can send it to the above address also. Under no circumstances are members to deposit these cheques directly into their Canadian bank accounts, as CFSU (CS) will not reimburse any loss of exchange. 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 CFSU (CS) Cashier.

A. HOW TO AVOID LOSING YOUR SECURITY DEPOSIT

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. 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 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 they are 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;
- 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.

B. IN CASE OF DISPUTES

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 dispute mediation 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 favour. Some landlords detest appearing in court so they may very well just write you a cheque to avoid that hassle. As well, some state laws require landlords to pay double or triple the deposit amount if they do 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.

Whatever method above is chosen, OUTCAN CAF members are encouraged to review the contents of [CBI 10.5.12\(7\)](#) which may be of assistance in dealing with this type of problem. A good website to check the state imposed time limits to return security deposits can be found [here](#).

BEFORE YOU MOVE

20. RECONCILIATION OF ALLOWANCES

A. [COMMUTING ASSISTANCE ALLOWANCE \(CAA\)](#)

Members eligible for CAA can submit their claim as soon as they are posted out. Please visit [FSS SharePoint](#) for more information. Your reconciliation can be submitted to [CFSU \(CS\) CAA/Utilities + Box](#).

B. [UTILITY ALLOWANCE/RECONCILIATION](#)

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. Once your final utility bills have been received and paid, please visit [FSS SharePoint](#) for more information. Your reconciliation can be submitted to [CFSU \(CS\) CAA/Utilities + Box](#). 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 CFSU (CS) or Canada Revenue Agency.

C. [STANDING ADVANCES](#)

All members are to ensure their standing advances are finalized promptly after departure from U.S. post unless there are extenuating circumstances. The following advances: CEM, medical and security deposit may be granted extended periods of up to 90 days before recovery action is initiated. If you have any questions on balance of standing advances, contact the [FSS](#).

Note:

Failure to provide the applicable documentation in order to perform the reconciliation of any claimable advances will result in recovery action.

21. COMMON ACCESS CARDS (CAC) ● ■

Members are to return their CACs, as well as DEERS cards issued to their dependents, to their base security office or DEERS on their last day that base access is required.

22. CHANGE OF ADDRESS ● ■

Start early to notify all personal contacts of your new address in Canada. If you have been using the CFPO 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 [CFSU \(CS\) OR](#) of the new address in Canada and the date expected of arrival.

[Change of Address \(COA\)](#) is a request to tell the United States Postal Service (USPS) to reroute your mail (including letters and packages) for ALL/OR SELECTED individuals at the specified address. Please note the following:

- A. You cannot submit a Change of Address online from an international address;
- B. If you are moving to an international address outside of the U.S., you will need to fill out the same Change of Address (COA) form [PS Form 3575](#) that is filed for a domestic move at your [Local Post Office](#); and
- C. If you forget to submit a COA prior to moving to an international address, you can write a letter to your old Post Office in the United States and the postal establishment now serving your new international address explaining the situation. Provide directions on how and where you need mail forwarded. The letter should also include as many details asked on the PS Form 3575 (Change of Address Form) as possible.

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.

Note:

If you are filing a Change of Address *from another country to the United States*, you will need to contact the foreign country's postal administration.

23. SPECIAL LEAVE (RELOCATION) ●

It is the policy of the CAF to ensure that members have the time they need away from their primary duties to resolve personal administrative matters arising from posting relocations and attached postings. In accordance with [CAF Leave Policy Manual Chapter 5.10](#) a period of five days for Special Leave (Relocation) may be authorized by 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 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.

The second half of your Special Leave (Relocation) is completed upon arrival at your gaining unit. If you do not have access to Monitor Mass, please contact the gaining unit OR for assistance.

24. MEDICAL ● ■

A. GENERAL

Every year during the posting season there seem to be roadblocks with regards to CAF personnel gathering medical and dental documents for return to Canada. CFMLO team 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. Please visit the [CFMLO website](#) for many important details. 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.

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 forwarded to the next posting. Direct any questions to the HS Coordinator.

Health care delivery in the U.S. can sometimes be delivered in different ways depending on location. While the CDLS(W) Medical Team 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.

B. [MEDICAL RECORDS](#)



CAF members are required to 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. A general instructions document from Colorado Springs can be found [here](#); please ensure you enter the correct name of the Medical Facility under Item 6 for your location. 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. There have been some facilities that have requested 60 days. Ensure to make a comment on the form stating a requirement to print off or PDF 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. 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.

Medical documents must be forwarded to the CFMLO Team via Medical Records ([Ms. Natalia Pela](#)) prior to departing post for placement on the permanent medical record. The permanent medical record, housed at CDLS(W), will be forwarded directly to the next posting in Canada (to upload/access medical records via Canadian Forces Health Information System (CFHIS)).

Dental records must be forwarded to the [OUTCAN Dental Officer](#) for entry into the CAF Dental electronic records system prior to departure from post.

Note:

There can be significant negative impacts on future health benefits if your medical/dental records are not submitted to the CFMLO/OUTCAN Dental Officer. This cannot be overstated.

C. [PUBLIC SERVICE HEALTH CARE PLAN \(PSHCP\)](#)



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 of arrival back in Canada. 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. More information can be found on [CFMWS Returning to Canada website](#).

Members who are cross posted to another OUTCAN unit shall retain their Level III PSHCP Comprehensive coverage while abroad.

For assistance, access your [Canada Life](#) portal or call Canada Life at 1-855-415-4414. Canada Life representatives are available Monday through Friday from 8 AM to 5 PM your local time. For Comprehensive (OUTCAN) coverage, you can access your [MSH International portal](#). The MSH contact center can also be reached at 1-833-774-2700.

D. [DEPENDENT HEALTH CARE UPON RETURN TO CANADA](#)



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 OR.

Families are often required to go into the local provincial health care office (many provinces now include photos on the resident's health care card, requiring everyone's presence) to initiate coverage. Proof of citizenship will be required (most common "proof" documents are Birth Certificate or Canadian Citizenship Certificate) and proof of 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. Every effort must be made to clear medical advances prior to departure from post.

Ensure that both Canada Life and MSH International have updated contact information with your new address and phone number.

25. DWAN ACCOUNTS ●

When clearing out of your losing unit, ensure to return all borrowed equipment (laptops, monitors, keyboards, etc.) and that the local TISS strip your DWAN and/or CSNI account(s) and enter each account into the "transfer OU". Also, if you have information that you need to retain from your personal drives and/or your PST file, copy them to your D365 OneDrive. Your local administrator can help you if you need assistance.

AT THE BORDER

26. SHIPMENT OF HG&E

Your shipment of HG&E may 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.

Forms required in your possession when clearing goods in Canada:

- A. Copy of Carriers Manifest of Goods (Inventory);
- B. Copy of posting message stating your tour start and end date;
- C. Copy of Carriers Manifest of Goods Exported from Canada; and
- D. Receipts and/or proof of ownership.

27. I-94

The I-94 is an Arrival/Departure record, issued either in paper or electronic format by a U.S. CBP Officer to foreign visitors entering the U.S. The purpose of an I-94 is to verify immigration across U.S. borders. At the border, ensure that you state clearly to the CBP officer that you are moving back to Canada and that you need to close out your I-94 under your visas. It is recommended that you check your [I-94 status](#) shortly after your departure from the border to ensure that your movement has been properly recorded. If it is incorrect, it will need to be amended.

UPON ARRIVAL AT POST

28. OFFICIAL (GREEN) PASSPORTS ●

Passports must be surrendered on completion of the duty for which they were issued. Once you arrive at post you must contact the OR and surrender your Official (Green) passport(s).

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 passport or returned to Official Travel once you arrive at your new destination.

29. GAINING UNIT IN-CLEARANCE ●

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. Additionally ensure you change your PSHCP from OUTCAN to INCAN coverage and update your APRV forms with your new information.

30. DELIVERY OF HOUSEHOLD GOODS AND EFFECTS (HG&E) ●

Upon arrival at post, ensure your driver has your cell/hotel number for HG&E delivery. If you have a change in itinerary, ensure your driver has your current contact information. For further assistance, contact the U.S. HG&E Movement representative in Ottawa at (613) 949-9978 or DND.Ottawa.F&E.USA-Ottawa.M&E.USA.MDN@forces.gc.ca.

Unpacking of your HG&E must be completed by the carrier/local agent to comply with insurance regulations. You may find that unpacking is not a normal practice by some U.S. agents, and some seem quite surprised that unpacking is requested or required. However, the moving contract includes the charges for unpacking, and it is a mandatory requirement within the regulations. To avoid problems in obtaining unpacking services on arrival of your HG&E, you are advised to take the following actions:

- A. Prior to departing your unit, ensure your Base Traffic Section, mover, and especially the driver, are aware that unpacking at destination will be required;
- B. Upon arrival at your destination, ensure the destination agent is aware that unpacking is required on arrival of HG&E;

- C. Prior to off-loading the truck, advise the driver that you wish to be unpacked. If your request is refused, advise the driver they have 24 hours to unpack. Notify the driver and your HG&E Movement representative in Ottawa if they refuse, keeping in mind the time zone difference between your time zone, so appropriate action can be taken; and
- D. Contact Ottawa HG&E to receive a copy of your FEAMS report to finalize your BGRS move claim.

A. DAMAGED HG&E CLAIMS



To facilitate insurance claims for missing articles or boxes, you are expected to annotate your copy of the moving company inventory list as the van is unloaded and note any shortages. When the van is completely off-loaded, ensure the driver countersigns the list. In-transit insurance on HG&E is now being provided by the moving company. Any insurance claims must be handled between the member and the moving company. Members normally have 30 days from the date of unpacking to notify the carrier company if they wish to make a claim. These dates may vary based on the mover and the contract. It is recommended that you request direct deposit for any funds being provided to you.

LIST OF ABBREVIATIONS

AES	Automated Export System
APRV	Annual Personnel Readiness Verification
APS	Active Posting Season
CAA	Commuters Assistance Allowance
CAC	Common Access Card
CAF	Canadian Armed Forces
CAFRD	Canadian Armed Forces Relocation Directive
CANELEMNORAD	Canadian Element NORAD
CBP	Customs and Border Protection
CBSA	Canada Border Services Agency
CDLS (W)	Canadian Defence Liaison Staff (Washington)
CEM	Children Education Management
CFIA	Canadian Food Inspection Agency
CFMLO	Canadian Forces Medical Liaison Officer
CFMWS	Canadian Forces Morale & Welfare Services
CFPO	Canadian Forces Post Office
CFSU (CS)	Canadian Forces Support Unit (Colorado Springs)
COA	Change of Address
CoC	Chain of Command
COS	Change of Strength
CRA	Canada Revenue Agency
DEERS	Defense Enrollment Eligibility Reporting System
DND	Department of National Defence
F&E	Furniture and Effects
FSD	Foreign Service Directives
FSS	Financial Support Services
HG&E	Household Goods and Effects
HHT	House Hunting Trip
HRA	Human Resource Administrator
HS	Health Services
MFS	Military Family Services
MTF	Military Treatment Facility

NATO	North Atlantic Treaty Organization
NORAD	North American Aerospace Defense Command
OR	Orderly Room
OUTCAN	Outside Canada
PMV	Personal Motor Vehicle
PSHCP	Public Service Health Care Plan
PSS	Personnel Support Services
PTA	Post Travel Assistance
RIV	Registrar of Imported Vehicles
RFD	Report for Duty
RHU	Residential Housing Unit
SIRVA (BGRS)	SIRVA is the new BGRS (Brookfield Global Relocation Services)
TISS	Telecommunications and Information Systems Section
URS	Unit Records Support
U.S.	United States
USPS	United States Postal Service
VAC	Veteran's Affairs Canada
VIN	Vehicle Identification Number

POINTS OF CONTACT

Name	Email
CANELEMNORAD Relocation Coordinator	canelemnoradrelocationcoordinator@forces.gc.ca
CEM CFSU (CS)	cfsucscem-usfccsgee@forces.gc.ca
CEM Ottawa	CEMGEE@forces.gc.ca
CFSU (CS) Administrative Assistant	sergio.rivas@forces.gc.ca
CFSU (CS) FSS (Claims)	p-cos.claims@forces.gc.ca
CFSU (CS) FSS (Travel)	cfsu.travel@forces.gc.ca
CFSU (CS) Orderly Room	cos.centralregistry@forces.gc.ca
DND Ottawa HG&E	DND.Ottawa.F&E.USA-Ottawa.M&E.USA.MDN@forces.gc.ca
DND Passports	dndpassports-passeportsmdn@forces.gc.ca
Health Services Team	cdlsw-medicaladmin-elfcw-adminmedical@forces.gc.ca
MFS	mfs.coloradosprings@cfmws.com
Official Travel	IRCC.HIOBOfficialTravel-VoyagesofficielsDGOHI.IRCC@cic.gc.ca