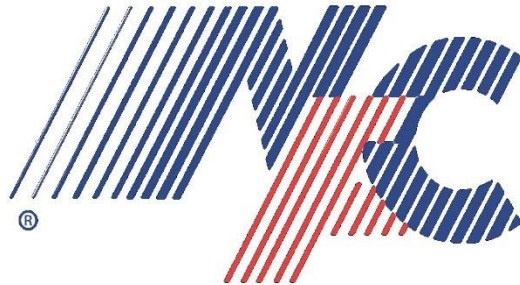


National Forwarding Co., Inc.



Military Guidebook

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Visit our website:

www.nationalforwarding.com

You will find updates about

- NFC
- Tonnage Lists
- Agent Memos
- DOD Personal Property Program



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 **Tonnage**
View our list of tonnage available to our hauling partners [>](#)

 **Agent Log-in**
Our Transportation Partner support is second to none [>](#)

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News

 [NVL International's New Website!](#)
Check out NVL Intern...

Moving Forward Newsletter

 [August - Historical CSS Performance 2010-2017](#)
A review of CSS scor...

Contact Us

The foundation of our success is providing quality responsive service. Contact us for your needs:

NATIONAL FORWARDING DIRECTORY

ADMINISTRATION & BILLING: PH: 708-345-0550 PH: 800-323-9125 FX: 708-345-3245 AGENCY SERVICES: PH: 800-323-9125 FX: 708-345-9112	OPERATIONS: PH: 800-722-9144 FX: 708-345-0554 MOVE MANAGEMENT: PH: 888-993-6683 FX: 708-356-5220 AFTER HOURS: 888-993-6683	CLAIMS: PH: 800-325-6889 FX: 708-345-5218 INTERNATIONAL: PH: 800-323-1963 FX: 708-450-1273 TONNAGE: www.nationalforwarding.com
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DEPARTMENTAL EMAIL		SPECIFIC TASK EMAIL	
Operations	nfcoperations@nationalforwarding.com	Blackouts	blackouts@nationalforwarding.com
Move Mgt.	movemanagers@nationalforwarding.com	Premove Surveys	premovesurveys@nationalforwarding.com
Agency	agencyservices@nationalforwarding.com	Preapprovals	preapprovals@nationalforwarding.com
Billing	nfcbilling@nationalforwarding.com	Pickup Weights	originweights@nationalforwarding.com
International	International@nationalvanlines.com	Reweigh Weights	reweigh@nationalforwarding.com
Int'l Quotes	quote@worldrelocations.com	OA Invoice/Paperwork	origin-docs@nationalforwarding.com
Claims	ncs@ncsclaims.com	Hauling Invoice/Paperwork	hauling-docs@nationalforwarding.com
Admin.	admin@nationalforwarding.com	Clearing & Delivery Info	clearing@nationalforwarding.com
		SIT Invoice/Paperwork	storage-docs@nationalforwarding.com
		Notice of Delivery out of SIT	movemanagers@nationalforwarding.com
		Fast Pay Paperwork	fastpay@nationalforwarding.com

PERSONNEL DIRECTORY

Name	Direct Dial (708)	Email @nationalforwarding.com
ADMINISTRATION		
Pat Johnson	450-2985	pat.johnson
Linda Griffin	450-2984	linda.griffin
AGENCY SERVICES		
Cheryl Garamoni	223-1928	cheryl.garamoni
Angela Beusse	223-1923	angela.beusse
Cindy Iorfida	450-2922	cindy.iofida
OPERATIONS		
Eileen Sherman	450-2962	eileen.sherman
Natasha Yalovay	450-2961	natasha.yalovay
Cesar Hermosillo	356-5225	cesar.hermosillo
Cindy Lopez	450-2987	cindy.lopez
Katherine Rozell	450-2978	katherine.rozell
Kelly Nichols	223-1950	kelly.nichols
Kevin Anda	450-2902	kevin.anda
Matt Logan	223-1936	matt.logan
Tony Ruiz	450-2987	tony.ruiz
BILLING and SETTLEMENT		
Michael Wilson	223-1993	michael.wilson
Rachel Davis	223-1905	rachel.davis
Arlene Kozlick	223-1971	arlene.kozlick
Barbara Johnson	223-1970	barb.johnson
Deanna Munizza	223-1922	deanna.munizza
Deepika Rochwani	450-2928	deepika.rochwani
Diana Cevizovic	223-1902	diana.cevizovic
Greta Ciuksyte	450-2980	greta.ciuksyte
Patty Farmer	450-2981	patty.farmer
Patty Hartung	356-5202	patty.hartung
Tom Kennedy	223-1906	tom.kennedy
Tracie DePasquale	450-2982	tracie.depasquale
ACCOUNTING		
Paul Kozlick	450-2986	paul.kozlick
Anthony Recchia	450-2983	anthony.recchia
INFORMATION TECHNOLOGY		
Jim Rostis	450-2979	jim.rostis
Michael Kaiser	223-1998	michael.kaiser

Name	Direct Dial (708)	Email @nationalforwarding.com
MOVE MANAGEMENT		
Tia Scott	356-5214	tia.scott
Allison Mitchell	356-5219	allison.mitchell
Amanda Brost	356-5209	amanda.brost
Christine Shufflit	356-5213	christine.shufflit
Deborah Marciniac	356-5217	deborah.marciniac
James Huzl	356-5218	james.huzl
Jennifer Thompson	356-5207	jennifer.thompson
Jill Deurloo	356-5208	jill.deurloo
Kiyera Hall	356-5216	kiyera.hall
Natalie Echeverria	356-5212	natalie.echeverria
Paul Robertson	356-5215	paul.robertson
Sarah Shufflit	356-5210	sarah.shufflit
Vianca Macedo	356-5206	vianca.macedo
CLAIMS @ncsclaims.com		
Kevin Spealman	223-1935	kevin.spealman
Pam Johnson	223-1979	pam.johnson
Akira Williams	223-1958	akira.williams
Brad Hides	356-5240	brad.hides
Camille Hall	223-1991	camille.hall
Dawn Jurkovich	223-1913	dawn.jurkovich
Heather Curran	223-1933	heather.curran
Jana Domagala	356-5239	jana.domagala
John Barrett	223-1917	john.barrett
Kaitlin Howard	223-1925	kaitlin.howard
Kim Loughman	356-5205	kim.loughman
Kristi Tablerion	356-5226	kristi.tablerion
Laurie Johnson	223-1972	laurie.johnson
Michael Czarnecki	223-1942	michael.czarnecki
Peggy Monson	223-1985	peggy.monson
Pooja Chavda	356-5203	pooja.chavda
Steve Caruso	223-1937	steve.caruso
INTERNATIONAL @nationalvanlines.com		
Susan Staszewski	450-2940	susan.staszewski
Jill Finnigan	450-2943	jill.finnigan
Jackie Thomas	450-2942	jackie.thomas
Jennifer Farrell	223-1915	jennifer.farrell
Jessica Saez	356-5227	jessica.saez
Kristin Louapre	450-2947	kristin.louapre
Petra DeFrance	223-1911	petra.defrance
Stephanie Benitez	450-2941	stephanie.benitez
Tina Empson	450-2970	tina.empson

Quick Check List

National Forwarding & Affiliates- Quick Check List

Our Origin agent needs to:

- Perform a **premove survey ASAP** (if the customer cannot be reached contact us) & return to NFC **no later** than 3 days prior to the **first pack date**. The GBL will be printed about a week before load day and emailed to you. Advise NFC of **any** changes, such as deleting a pack day or loading early.
- Origin Services include performing a pre-move survey, packing, High Value/High Risk Inventory, packing & labeling pro gear with contents and weight, APU if L/H vehicle is not available or there is an overflow, making sure the customer has proper documents and returning all origin documents to National Forwarding.
- **Origin documents must be sent to the base within 7 workdays from load day. NFC will forward the documents to the base once we receive the weights and inventories. (contact our office if the driver has not returned them to you within 3 Business days).**

Our Hauler needs to:

- Get a **new** light & heavy weight for shipments out of residence **or NTS** – take a rider on NTS shipments – if you smell or see mold – contact our claims office – do not load. 800-325-6889
- Contact NFC if there are any problems at residence, any last-minute pre-approvals & make sure the customer & origin agent have copies of documents (see document distribution list).
- Contact NFC with the **weights within 3 days after pick up** (include separate pro-gear weight.) **Return weight tickets and inventory to the origin agent NLT 3 days after pick up.**
- Contact NFC with an **ETA** to destination and for the availability of the customer.
- **Re-weigh** if requested, call in weights and send copies of weight tickets to our office within 3 days.
- Contact NFC **when you arrive at destination and request any necessary pre-approvals.**
- We will **arrive** the shipment in **DPS** and **request SIT # or deliver off to residence.**
- Residence deliveries include **onetime placement, full unpack, re-assembly and debris removal.**

Our Destination Agent needs to:

- Make sure the driver gets the shipment off in a timely manner.
- Help the driver find qualified help if the shipment is delivering to residence or a shuttle.
- **Advise NFC ASAP** if the customer or the base calls you **to release a shipment out of SIT.**
- **NFC must be advised** of a delivery **BEFORE** it delivers so we can enter the information into DPS.
- Delivery out of SIT includes **onetime placement, full unpack, re-assembly and debris removal**

National Forwarding & NVL Driver – Quick Check List

- Get a **new** light & heavy weight for shipments out of residence or NTS – **no back weighs** please!
- When loading from NTS, **check for mold, wet or in poor condition (note on rider)** – contact NFC Claims immediately before loading – NFC Claims 800-325-6889
- Contact NFC if there are any problems at residence, any last minute pre-approvals & **make sure the customer & origin agent have copies of documents** (see document distribution list)
- **Contact NVL Operations with shipment weight within 3 days after pick up** (including the **pro-gear** weight) Return **copies of your weight tickets and inventories to the origin agent, NVL and NFC NLT 3 days after P/Up *** A violation will occur if this is not performed *****
- Keep **NVL** and **NFC** posted with your **ETA** to destination
- **Loading & delivery hours – 0800 to 1700** – Any service that will not allow completion by 2100 Hours must have prior approval of PPSO and customer
- **You are in charge of your hired help** – make sure they can get on the base and are clean, qualified help wearing a company shirt
- **Contact NFC when you have arrived at destination** and request any necessary pre-approvals – NFC Operations 800-323-9125
- **Perform a re-weigh if requested** and call in the weights and send copies of weight tickets to **our office within 3 days**
- Residence deliveries include **onetime placement, full unpack, re-assembly and debris removal on delivery day** (this includes shipments out of NTS)

NFC 409 Network Drivers – Quick Check List

- Get a **new** light & heavy weight for shipments out of residence or **NTS – no back weighs** please!
- When loading from NTS, **check for mold, wet or in poor condition (note on rider)** – contact NFC Claims immediately before loading – NFC Claims 800-325-6889
- Contact NFC if there are any problems at residence, any last-minute pre-approvals & **make sure the customer & origin agent have copies of documents** (see document distribution list)
- **Contact NFC with shipment weight within 3 days after pick up** (including the pro-gear weight) Return **copies of your weight tickets and inventories to the origin agent and NFC NLT 3 days after P/Up *** A violation will occur if this is not performed *****
- Keep **NFC** posted with your **ETA** to destination
- **Loading & delivery hours – 0800 to 1700** – Any service that will not allow completion by 2100 Hours must have prior approval of PPSO and customer
- **You are in charge of your hired help** – make sure they can get on the base and are clean, qualified help wearing a company shirt
- **Contact NFC when you have arrived at destination** and request any necessary pre-approvals – NFC Operations 800-323-9125 --- Residence deliveries include **onetime placement, full unpack, re-assembly**
- **Perform a re-weigh if requested**, call in the weights and send copies of weight tickets to **our office within 3 days**

NATIONAL FORWARDING CO., INC. AND AFFILIATES

DISTRIBUTION OF DOCUMENTS-400NG/DP3 SHIPMENTS

<p><u>PREMOVE SURVEY:</u></p> <ul style="list-style-type: none"> Local agent must perform and forward the completed NFC Premove Survey form and Table of Measurements prior to the first pack day to: Premovesureveys@nationalforwarding.com 	<p><u>SERVICE MEMBER PAPERS AT ORIGIN:</u> (Note 2)</p> <ul style="list-style-type: none"> GBL Inventory & HV/HR inventory DD619 (Note 5) <p><u>SERVICE MEMBER PAPERS AT DESTINATION</u></p> <ul style="list-style-type: none"> DD619-1 if SIT, reweigh services or other accessorial services (Note 5) NTS shipments – copy of the GBL & copy of inventory DoD Loss & Damage Form
<p><u>ORIGIN/BASE PAPERS:</u> (Note 1)</p> <ul style="list-style-type: none"> GBL, weights filled in Weight tickets (Note 4) Driver must return DD619 (Note 5) Inventory, including HV/HR inventory <p>*To streamline our processes into a single email, we encourage the Origin Agent to process a single email to NFC with your invoice and all Origin Papers within seven (7) business days. Your single email will fulfill the base paperwork and origin papers requirement while expediting your origin service payment.*</p>	<p><u>HAULER'S RESPONSIBILITY:</u></p> <ul style="list-style-type: none"> Contact NFC with shipment weight including pro-gear weight, ASAP Forward weight tickets and inventories, including the HV/HR inventory, to the origin agent within 3 days (Note 4) Include a Rider if the shipment came out of NTS (Driver must get new weights for NTS shipments) Driver must have customer sign and date 619 & 619-1, all inventories and leave copies with customer
<p><u>HAULER/DELIVERY AGENT PAPERS:</u> (Note 3)</p> <ul style="list-style-type: none"> GBL & NFC BL DD619-1, (Note 5) Delivery inventory, including HR/HV inventory Reweigh weight tickets if applicable (Note 4) Rider against driver if applicable Notification of Loss or Damage at Delivery Any other documents regarding accessorial services to be billed 	

Note 1: Submitting paperwork via email

All paperwork can be submitted via email provided they are legible and complete copies. Below is a list of paperwork email addresses that should be used for processing paperwork to National Forwarding Co., Inc.

Please note, the following email addresses are not monitored for inquiry purposes and are strictly used for document transfer.

- Origin paperwork/base papers – origin-docs@nationalforwarding.com
- Storage paperwork – storage-docs@nationalforwarding.com
- Delivery/hauling paperwork – hauling-docs@nationalforwarding.com

Note 2: Service Member papers at Origin & Destination – The origin agent and delivery agent must leave these documents with the service member at the time of pickup and delivery.

Note 3: Hauler/delivery agent papers must be sent to the booking carrier's home office as proof of final delivery to property owner. Original Notification of Loss or Damage at Delivery is required for payment.

Note 4: Weight tickets must be legible and **include:** 1) location of scale, 2) date of weigh, 3) weights, 4) company ID, 5) customer's last name, 6) GBL number, 7) weighmaster signature

Note 5: List all accessorial services performed and the customer must initial each one. This includes: Extra Pickup/Extra Delivery, Third Party Service (TPS), Crating, Shuttle Service, Extra Labor, Bulky Articles, and Mini Storage Pickup/Delivery.

FORWARDING OF BASE PAPERWORK TO NFC

- The origin agents should submit all origin documentation within 1-3 business days of pickup to origin-docs@nationalforwarding.com. These documents include: **Rated** GBL, weights, inventory (carton and stick inventory) and DD619.
 - **Rating** of the GBL simply requires the Gross, Tare, Net and Pro Gear weight totals are filled in Block 28.
 - If your invoice is ready at the time you have all your paperwork prepared, simply include your invoice as the first page of your PDF file.
 - A single PDF containing all requested documentation is required. We are unable to accept emails containing multiple attachments.
- If the driver has not returned the weights and inventory by the 4th business day after pickup, please contact our office.
- If we have not received the documents by the 3rd business day after pickup we will reach out to the OA via email and ask for a paperwork status update.
- If we have not heard from the OA by the morning of the 5th business day, a second and final attempt will be made to obtain the paperwork from the OA. If the paperwork has not been received and processed by end of the 7th business day, the OA stands to receive a 5% deduction to their Origin Service Commission for failure to submit paperwork in a timely manner.
- For International shipments, you are asked to follow the same steps above, but email the paperwork to international@nationalvanlines.com

Agent Link Customers

- If you are submitting your documents via Agent Link, we receive a copy, so there is no need to submit them to NFC via email.
- You will, however, be required to submit your origin invoice to origin-docs@nationalforwarding.com

Customer Satisfaction

CUSTOMER SATISFACTION SURVEY QUESTIONS

Below is the list of Customer Satisfaction Survey Questions the customer fills out after the shipment has been delivered. Section II: The Transportation Provider applies to our industry. Specifically:

Section II: The Transportation Provider (i.e. the movers)	
Origin 1. Evaluate services provided at origin such as the quality of packing, labeling, and organizing of the packing crew:	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
Hauler 2. Evaluate origin services such as the care, courtesy and attitude of the loading crew.	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
Hauler 3. Evaluate how satisfied you were with the timeliness of the pickup of your personal property by the Transportation Provider (mover).	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
Destination 4. Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and unpacking.	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
Destination 5. How satisfied were you with the timeliness of the delivery of your personal property by the Transportation Provider (mover)?	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
All Parties 6. How would you rate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from contact through delivery, to include any follow up?	<input type="radio"/> Excellent (40 pts) <input type="radio"/> Good (30 pts) <input type="radio"/> Satisfactory (20 pts) <input type="radio"/> Poor (10 pts) <input type="radio"/> Unsatisfactory (0 pts)

- Downloads are done weekly from DPS and any survey involving your agency will be emailed to you. Please take the time to review them and take proactive measures if needed.
- If you have any questions or concerns please contact Agency Services at 800-323-9125 or agencyservices@nationalvanlines.com.

WATCH LIST SHIPMENTS

A shipment chosen to be on our Watch List has been booked with one of our carriers that will have a potentially high Customer Satisfaction Score in future performance periods.

You will receive a call or email advising you of the Watch List Shipment with a request to do your normal outstanding service and a request to give this shipment extra special attention, as we must receive a 12 for packing.

Our score on Watch List Shipments is critical to our volume of business going forward and, consequently, our ability to book shipments to you. We intend to monitor service carefully and look forward to any input that you can provide to assist with maximizing the score.

In addition to your usual service, please make sure that you do the following:

- Schedule and complete the pre-move survey as soon as possible. Sell your company to the customer and make him or her understand that you will give them the best move possible.
- Give the customer an after-hours emergency contact number. Ours is 888-993-6683.
- Call the customer the day before packing/loading and give them a timeframe for the arrival of the crew. If there are any changes, notify the customer immediately!
- Send a supervisor out to inspect the job while it is in progress.
- If this is a self-haul, communicate ETAs with our staff at 800-722-9144 or nfcoperations@nationalvanlines.com.

HOW CAN YOU GET HIGH CUSTOMER SATISFACTION SCORES?

National Forwarding works with agents and haulers who can provide EXCELLENT service to our customers in the military and are willing to go the 'extra mile'. Most excellent scores are achieved when the customers' experience at origin goes well. This starts with the first call to set up the premove survey and enables you to promote your company and the moving industry. The surveyor should ask, is there anything we can do to make this the best move you have ever had? This response should be noted and communicated to all parties involved.

There are no 2nd chances, how we perceive people in the first 5-10 seconds will dictate how we respond to them.

Communication throughout the move is a key to a successful moving experience for all.

Unpacking is a required service and should be done in a friendly and professional manner, in a way that makes our customers feel the service was willingly provided.

Work as a team, listen, apologize, never embarrass or disrespect, smile, make eye contact and use titles when addressing the customer.

Keep conversations related to the job.

Don't lose the HARDWARE!

The final delivery is our last chance to ensure the customer is left with a positive, pleasant moving experience.

Here are a few suggestions for agents and haulers to enhance the customers moving experience.

Origin Agent:

First Impressions – Surveyor

- Call the customer to introduce your company, make the Pre-Move Survey appointment
- Arrive at scheduled appointment time
- Sell your company, but only promise what you will provide
- Providing something 'extra' makes the customer feel special

First Impressions – Trained Packing Crew

- Call the day before pack day with an ETA of the packing crew – call again the next day with an updated arrival time – make sure the crew can get on the base in a timely manner and has the customer's phone number to update arrival time if necessary. A 2-hour window is suggested.
- Make sure the crew is clean, wearing company shirts and knows their responsibilities at the customer's home – make sure cell phones are left in the truck and the crew knows to take scheduled breaks and lunch. Each crew should have one leader who is in charge.
- The crew leader should walk through the home, make sure the customer has all personal items secured (handbag, jewelry, cash, etc.) and review items to be packed, including Pro-Gear. Any items that are not to be packed should be put in a closed room or the customer's car.

Lasting Impressions

- Make sure the crew clean up after they are finished. Packing debris should not be left in the home or outside. The crew should also clean up any of their personal water, soda or food packaging.
- If the mattresses were not packed so the customer could use them, make sure boxes or bags with tape is left at residence for the packing crew to return or the driver to pack.
- Someone from the office staff should call the customer or make an onsite inspection on the day of packing to make sure everything is going as smoothly as it should be. Sometimes customers are afraid to call if something is not going as planned.

Hauler:

First Impressions – Truck, Driver and Crew – at origin

- Call the customer to introduce yourself and advise your arrival time. Make sure you have enough help, prearranged the day before at the latest. Make sure you all can get on the base. A 2-hour window is suggested.
- Make sure your truck is clean (inside and out) and moving pads are clean and folded.
- The driver should be clean and in uniform or company shirt and so should the crew.
- The driver should introduce him/herself and the crew, and make a walk through with the customer while the crew gets the house ready with floor and door protection.
- Ask the customer if they are concerned about any particular item, make sure it is one of the first to get on the truck.

- Make sure all items are packed and appliances or clocks are serviced. Call NFC if packing is not complete so we can contact the origin agent. Make sure the customer has all their personal items (handbag, jewelry, cash, etc.) secured before starting to load.
- Have the tools to dis-assemble items and properly take care of the hardware.
- Take a final walk through the home to make sure everything has been loaded to the customer's satisfaction.
- Customer should sign all documents and receive a copy.

Lasting Impressions at Delivery - Driver

- Call the customer to advise arrival time, make sure you have your crew lined up, everyone is clean and in company uniform. All should be able to get on the base in a timely manner. Introduce everyone and while crew is preparing the house, walk through the house with the customer and ask if they are requesting a full or partial unpack. (this is a requirement). If the customer chooses not to have you unpack, all items and cartons must be placed in the proper rooms. Any items on the HV/HR inventory must be opened and checked off.
- Make sure customers' personal items are secured (handbag, jewelry, cash, etc.) before starting.
- Assemble everything that was taken apart at origin. Having extra screws on hand could be helpful.
- Take a final walk through with the customer to make sure everything has been properly placed and is assembled or unpacked to the customer's satisfaction.
- Make sure the customer signs all documents.
- All debris must be removed from the residence.

Destination Agent – Delivery out of SIT

First Impressions – Office Staff

- Contact the customer the day before delivery with an ETA of the arrival time of the crew and call again the morning of delivery to update the time. A 2-hour window is suggested. The crew should have the customer's phone number to call with ETA updates if necessary.
- Ask the customer if they are requesting a full or partial unpack.
- Make sure the crew is clean, in company shirts and can get on the base.
- Confirm the crew knows their responsibilities at the delivery and has the tools to properly assemble everything that was taken apart at origin. Having a packet of extra screws could be helpful.

Lasting Impressions - Crew

- Crew leader should take a walk through the house to make sure the customer's personal items are secured (handbag, jewelry, cash, etc.) before starting the delivery.
- Breaks and lunch should be done on schedule. Make sure the crew cleans up after themselves.
- Anything on the HV/HR Inventory must be unpacked and checked off even if the customer waives the unpacking.
- Remove all packing materials and debris from the home. The crew leader should take a final walk through the home to make sure everything is completed to the customer's satisfaction.
- Customer should sign all documents.
- An appearance by an office staff member at the delivery, always makes a good final impression

Procedures

PRE-MOVE SURVEY

- The Pre-Move Survey is a Performance Requirement in the Tender of Service and considered one of the most important parts of an origin agent's responsibility.
- A residence survey must be done on a domestic shipment registered at 4700lbs or more and an international shipment registered at 3200lbs or more, within a 50-mile radius of the servicing facility.
- A telephone survey may be made on short-haul shipments and shipments of lesser weight, and those with pickup points exceeding 50 miles from the servicing facility.
- The survey must be performed and entered into DPS as soon as possible, but no later than three business days prior to the load date.

The surveyor should:

- Contact the customer ASAP.
- Be knowledgeable of military procedures, friendly, and professional.
- **Use National Forwarding's Pre-Move Survey form.**
- Check for bulky articles, firearms, shuttle, and appliance servicing.
- Let the customer know what items cannot be shipped.
- Check the home for infestation of any kind, animal droppings, mold or mildew, etc.
- Suggest the customer reads the "**It's Your Move**" pamphlet on the **Move.mil** website.
- Never discuss anything about delivery. Refer customer to NFC.
- Remind the customer to secure all valuables before the crews arrive.
- Confirm the pack and load dates and call our office if dates do not coincide with customer's availability.
- Make sure anything promised to the customer is communicated and performed.
- Send the NFC Pre-Move survey form and cube sheet in a timely manner for DPS entry.

Items that should be noted on the pre-move:

- Items that require 3rd party services.
- Restrictions on crew movement (spiral stair cases, hoisting).
- Any preapprovals needed such as a shuttle or crating.
- Pack or load date changes.

NATIONAL FORWARDING CO., INC.
2800 ROOSEVELT ROAD BROADVIEW, IL 60155
708-345-0550

PRE-MOVE SURVEY CERTIFICATION

Customer:	GBL#:	BL#:	REG#:
Origin:	Destination:		
Pack Begin Date:	Pick Up Date:		

FOR OUR CUSTOMER: We are excited to have the chance to help you with your move. If you need us for any reason please call (800) 722-9144 or email us at Premovesurveys@nationalforwarding.com. If sending an email please put your GBL# in the subject. Our emergency after hours number is 888-993-6683. An accurate pre-move survey is the cornerstone of a quality move. Please assist us by confirming the following information.

1. Are you shipping firearms? YES or NO Origin Agent: If shipment is out of NTS please call the NTS warehouse and confirm if there are any firearms on the shipment?

2. Are you shipping any PROGEAR? YES or NO estimated amount _____

3. We show a delivery address of: 13580 County Rd. 3200 Rol, ROLLA, MO 65401

What day do you arrive at your new destination? ____ / ____ / ____

When do you expect to accept delivery of your household goods into your new address? ____ / ____ / ____

4. Is the first pack date correct? 11/13/17 If not, what is the new date? ____ / ____ / ____

5. Is the pick up date correct? 11/13/17 If not, what is the new date? ____ / ____ / ____

6. Please confirm your contact information: Email: guzz1577@yahoo.com

Phone#: Origin: 931-241-3129 Intransit: _____ Destination: _____ Cell: _____

7. Please acknowledge our agent has completed the pre-move survey of your shipment by signing:

Customer Signature: _____ Date: ____ / ____ / ____

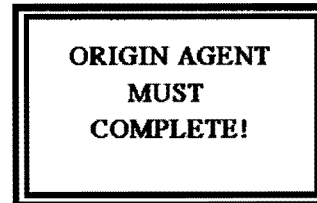
**For our Origin Agent: Email a signed copy of this form and the cube sheet to: premovesurveys@nationalforwarding.com
 No credit for pre-move if the cube sheet does not accompany this form.**

If this is a phone survey, please sign here: Agent Signature: _____ Date: ____ / ____ / ____

PRE-APPROVAL ITEMS

Crating: Yes or No. If yes please list ACTUAL item dimensions below.

Item: _____ Dimensions: ____ x ____ x ____
 Item: _____ Dimensions: ____ x ____ x ____
 Item: _____ Dimensions: ____ x ____ x ____
 Item: _____ Dimensions: ____ x ____ x ____



Bulky Articles - indicate quantity/size: Autos _____
 Motorcycles _____ CCs _____
 Jet Skis, Canoes, etc. _____
 Boat _____ Length _____
 TV _____ Size _____ Flat Panel? Yes or No
 Hot tub, Jacuzzi _____ Size _____
 Other not listed _____ Size _____

Shuttle: Is there a shuttle necessary? Yes or No If yes, what is the reason access is restricted? _____

3rd Party Services: _____

Other Notes/Comments: _____

ENTER THE PRE-MOVE SURVEY WEIGHT HERE: _____ LBS.

GIVE A COPY OF THIS FORM TO THE CUSTOMER SO WE CAN BE SURE THEY HAVE OUR CONTACT INFORMATION!

THIRD PARTY SERVICES AT ORIGIN

- The National Forwarding Agent Compensation Schedule requires all NFC Origin Agents to setup required Third Party Service (TPS) at origin.
- Two TPS companies have made arrangements with National Forwarding and are available for your use:

Alliance Relocation Services – 877-242-0455

Movers Specialty Service - 800-433-1159

- National agents are offered discounted rates with both of these companies, which allows for lower costs to better assist with government approval. When arranging a service with either company, mention that the order you are placing is for a National Forwarding shipment and you will receive the appropriate discounted rate.

If you have any questions or concerns, please contact our preapprovals department at 800-722-9144 or preapprovals@nationalforwarding.com.

PROFESSIONAL BOOKS, PAPERS & EQUIPMENT (PRO-GEAR)

- Every shipper is allowed up to 2000 lbs. of pro-gear and their spouse is allowed an additional 500 lbs. That combined weight will be deducted from the weight charged against the shippers allowed weight for their shipment.
- The shipment weight and the pro-gear weight must be entered on the GBL and into DPS.

Specific exclusions follow:

- Commercial products for sale/resale
 - Sports equipment
 - Office furniture
 - Household furniture
 - Shop fixtures
 - Furniture of any kind (bookcases, computer desk, file cabinets, racks)
 - Personal computer equipment and peripheral devices
 - Memorabilia including awards, plaques or objects for past performance
 - Table service including flatware, dishes, glassware and other utensils
 - Other items of professional nature that will not be necessary at the next/subsequent PDS, such as text books from previous schools unrelated to future duties and personal books, even if used as part of a past professional reading program or course of instruction and reference material that can be found on the internet.
- However, if the shipper insists these items are to be marked as pro-gear and counted toward the total pro-gear weight.
 - All pro-gear must be identified and separated from the household goods by the shipper. The items must be placed in separate boxes, marked, weighed and inventoried properly. The pro-gear must be further identified as M-PRO for the member and S-PRO for the spouse on the inventory.
 - The pro-gear boxes can be weighed on a bathroom scale or platform scale. If a scale is not available, a constructive weight of 7 pounds per cubic foot will be used. When a constructive weight is used, the symbol "C" must be entered after the weight.
 - It is a good idea to keep pro-gear together on the inventory so it can be added up more quickly. The pro-gear weight must be entered into DPS separately from the entire weight of the shipment.

Here is a sample of how the pro-gear could look on an inventory:

1.5 carton - reference material – M-PRO – 12 lbs (bathroom scale)
4.5 carton – Flight suits – S-PRO – 31.5 lbs C (constructive weight)

FRONT LOAD WASHER POLICY

Origin Agent

- During the pre-move survey determine if the shipper is in possession of the bolts to secure the washer for shipment.
- If necessary, obtain the necessary bolts using the make, model and serial number of the washer.
- The bolts must be installed before the shipment is loaded.
- Submit a receipt for the purchase of any bolts with your invoice for reimbursement up to \$50.
- Per the 400NG Tariff, “the cost for bracing/stabilization (and de-bracing/destabilization) of moveable parts IN or ON household appliances” is already being compensated in the 135A (Origin Service Charge) and the 135B (Destination Service Charge). Also “Third Party Servicing DOES NOT APPLY to washers (e.g. front load) and other household articles that require bracing/stabilization (and de-bracing/destabilization) of moveable parts IN or ON such appliances. The cost of this service is considered to be part of the TSPs transportation charge.”
- If damage is determined to be from a failure to service the washer at origin, this will be considered gross negligence and chargeback will be assessed at 100%.

Destination Agent

- Remove the bolts upon delivery, whether a direct delivery or a delivery from storage, and leave them with the customer.
- Damage to the washer or the residence due to failure to remove the bolts will be charged back in full without respect to any per pound per article limitation and the chargeback will be assessed at 100%.
- Indicate on the DD Form 619 that the bolts have been removed.
- Under **NO CIRCUMSTANCES** should the delivery crew connect the hoses, etc. for liability reasons.

If you have any questions or concerns, please feel free to contact our pre-approvals department at 800-722-9144 or preapprovals@nationalforwarding.com.

MATTRESSES AND BOX SPRINGS

ORIGIN AGENT

- Mattress bags are now allowed on Code D shipments.
- Cartons are preferred because they offer more protection.
- Only bags that are made specifically for shipping mattresses are allowed.

DESTINATION AGENT

- If a mattress comes into your warehouse bagged, simply note any exceptions for damage, etc.
- If a bag has been compromised (torn, ripped, etc.) then we do need to re-bag it, and if NFC is notified promptly the costs associated with this service will be reimbursed.
- Noting on a rider that a mattress or box spring has not been boxed or bagged will not mean that you are not liable for any damages.
- If there is no box or bag, the condition of the mattress or box spring must be noted, and new materials applied as per above.

SLEEP NUMBER BEDS (from Sleep Number Website, October 2017)

Follow these steps to disassemble and move your mattress.

1. Open your mattress

Locate the zipper at the head of the bed and completely unzip the mattress cover. If the bed is a duvet-style and has two zippers, unzip the bottom zipper and set the mattress cover top aside. Some memory foam beds come with a hidden zipper under the edge of the mattress.

2. Disassemble your mattress

On one side of the bed, push in the gray tab where the hose attaches to the air chamber and pull to disconnect the hose. Pull the hose out of the mattress cover through the opening in the cover. Repeat for the second air chamber, if applicable. Note: some models have two hose connections per air chamber. Remove all the internal mattress components until you reach the mattress cover bottom.

MATTRESSES AND BOX SPRINGS

3. Pack the Firmness Control System (pump)

Unplug your Firmness Control System (the unit with the hoses attached) from the wall and pack securely in a box with packing material. You will need to move this box with minimal exposure to shock and vibration.

4. Pack the mattress

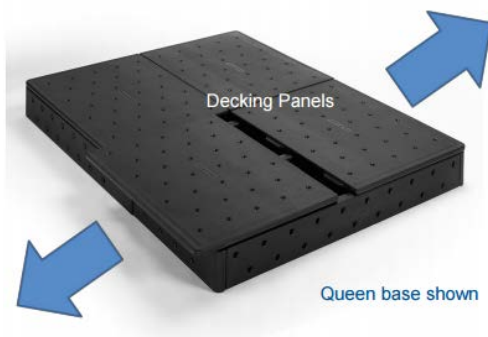
The mattress cover and foam comfort pad should all be double bagged to prevent stains. The air chambers should be fully deflated and boxed to abrasions and other damage.

Moving your Sleep Number modular base

Follow these steps to disassemble and move your modular base.

1. Remove decking panels

Slide decking panels off of the frame by pushing and slide off to the sides of the frame.



2. Remove pins

If you have legs attached to your base, unscrew wing nuts and fully detach legs.

3. Pack the base

We recommend boxing the decking panels and support beams to prevent damage during the move.

Moving your FlexFit adjustable base

We recommend having two people disassemble and/or reassemble your bed.

1. **Unplug the FlexFit Control System** from the wall and disconnect all cables connected to the FlexFit Control System.

2. **Secure the cables** by wrapping or tying them to the frame of the base.

MATTRESSES AND BOX SPRINGS

3. **Pack your remote(s) and FlexFit Control System** in a box with packing material to protect during transport.
4. **Detaching the mattress from the adjustable base**
 - Remove the mattress retainers (2-8 per bed) that hold the mattress cover bottom to the adjustable base by loosening the hex head bolts using a 7/16-inch socket. Bag all hardware so that it is not lost.
 - Make sure to double bag the mattress cover (top and bottom) to prevent stains.
5. **Preparing your adjustable base**
 - *For King Size Bases Only:* Eastern and California King, Split King, and FlexTop® King beds consist of two individual adjustable bases connected by bed straps at the head and foot. Mark the bases with tape to indicate the left and right side for later reference.
 - Loosen the two inside legs at the head of the bed (one on each base) by turning counter-clockwise to unscrew. Do not remove the legs entirely; just loosen enough to remove the bed strap (see diagram on next page). Once the bed strap is removed, screw the legs securely back into the adjustable bases. Repeat at the foot of the bed.

Important: The head and foot sections of the base bend. Use caution when moving. The base is heavy and will require two people to move it.

Moving your DualTemp Layer

1. **Detach hoses**

Push in the circular connector pin and gently pull to detach the connector hoses from the heating and cooling source.
2. **Pack hoses and heating/cooling source**

Pack them in a box with packing material to minimize shock and vibration in transport.
3. **Remove Secure Fit System bands**

If your DualTemp Layer came with Secure Fit System Bands, detach the Secure Fit System Bands on each side and slide them out from between the mattress and base.

MATTRESSES AND BOX SPRINGS

4. Pack the DualTemp layer

Gently fold or roll the layer and double bag to prevent soiling during transport.

See <https://www.sleepnumber.com/> for much more information

WATCHING FOR MOLD

ORIGIN AGENT

- **NEVER** pack or load any part of a shipment where mold is present. Contact our claims department immediately. If you can't reach us, and you see mold, don't pack or load anything and call our emergency number 888-993-6683.
- Once we accept the shipment, we have problems. Even if exceptions have been taken, since nobody is going to want to accept it, and the costs of mitigation are the last TSP's responsibility, regardless of the mold's origins.
- Inspect shipments that have been in storage for mold, especially if the shipment smells musty.

DESTINATION AGENT

- If you receive a shipment into SIT which has moldy items contact our claims department **IMMEDIATELY**.
- **NEVER deliver any mold items to the customers residence**
- If we deliver these moldy items to the home we are also responsible for the possible cleaning of the home for mold.

Should you have questions or concerns please feel free to contact us at 800-325-6889 or ncs@nationalforwarding.com.

PARTS, HARDWARE, & CUSTOMER SATISFACTION

- Missing parts or hardware at destination is very expensive and could ruin what could have been a great score. It can also lead to an unwanted Letter of Warning from the base.
- The Tender of Service states we must unpack and re-assemble all items disassembled at origin, whether from residence, SIT or NTS.
- Completing this task is impossible when the parts or hardware is missing. The driver loading the shipment needs to take responsibility of the hardware.
- The hardware can be placed in a bag and attached to each item or it can be labeled and placed into a parts box. If a parts box is used, list as the #1 item on the inventory. We also strongly suggest that the parts box be listed on the High Value/High Risk Inventory, with the same HV/HR treatment, to include security seals.
- Do not roll the parts and hardware in paper. That can be dangerous when not labeled correctly, as it can be thrown out with the paper debris.
- Make sure if the customer has taken apart anything, like shelving units, the hardware is attached. If the hardware is not there, point it out to the customer and note it on the inventory.
- Destination agents should be aware if there is a parts box or if the hardware is attached to individual items. If there is no hardware note it on your rider to avoid chargebacks.
- Before delivering out of SIT, make sure the crew knows they must re-assemble items taken apart at origin. They should have the proper tools and an extra box of nuts, screws, bolts, etc. in case some of the original hardware is missing.
- Be proactive – if you know there is a lot of hardware missing, contact our claims department for advice on how to handle the delivery.
- **Correctly handling the hardware from the beginning of the move to delivery will help ensure we have satisfied the customer and will receive a good score.**

If you have any questions or concerns feel free to contact us at 800-325-6889 or ncs@nationalforwarding.com.

PARTS, HARDWARE, & CUSTOMER SATISFACTION

About Parts Boxes:

The DOD does not require the use of a parts box. It has become more prevalent because of a perceived advantage to this method, with the idea of preventing hardware loss. Unfortunately, I do not think the idea is working as well as industry would have liked. NFC does not require or forbid the use of a parts box. Either method – parts box or just attaching hardware to the individual items – is acceptable. It should be either/or however, not a combination of some parts attached to items while other parts are in a parts box.

I'd like to clarify something that was not mentioned in my recent newsletter article. It will always be the loader (driver if direct pick up, and origin agent if APU'd) that is responsible for disassembly. It is therefore that same party that will either attach the hardware to the items, or use a parts box. Some packers will leave a parts box at residence for the customer, but if a driver wants to use the parts box method, he should also have his own supply of parts boxes, as well as the necessary materials to bag and label the parts. Some packers like to do their own inventory (of the packed items) – but they will not be responsible for including the parts box on their inventory unless they're also loading. The bottom line here is this: Parts boxes, when used, should be the first item on the *furniture* inventory.

The following represents our current official policy, and liability will be determined accordingly should parts or hardware be lost.

When parts boxes are used:

- Parts for individual items must be bagged and labeled separately.
- Inventory should always say either "CD or DBO", and a count of the pieces for disassembled items.
- Parts box when used should be the first item on the furniture portion of the inventory.
- Strongly suggested but not required – **Parts box should also be listed on the High Value/High Risk Inventory.** We have the discretion to put anything we like on this inventory, if it helps to protect the HHG. The full HV/HR treatment would be given to them, including the numbered security seals. Remember though, the parts box must still appear on the regular inventory as the first item.
- If a parts box is missing or tampered with, the last handler will be deemed responsible for any cost to replace and reassemble. This can be expensive when we are forced to call in repair firms and third parties to perform this service.

PARTS, HARDWARE, & CUSTOMER SATISFACTION

- If loading a trailer that will be hauled by another party, the parts boxes should be located somewhere in the middle of the shipment if possible, not placed into belly boxes or other areas where they may not be found by the destination unloader.

If a parts box is NOT used:

- Loader must attach to the item, as in the days before parts boxes, either using parts bags or just screwing bolts securely back into the items, etc.
- Drivers and agents should have their own tools, sufficient to handle most situations.
- Inventory should always say either “CD or DBO”, and a count of the pieces for disassembled items.
- If all hardware, or enough hardware is missing as so it would have been noticeable by the receiving party, it is up to the last handler of the goods to annotate on a rider that all or part of the hardware is missing; otherwise, the last handler will be responsible. This has always been our policy when parts boxes are not used.
- If there is an overflow, the parts box must be on the main load/portion of the shipment. If not, the loader of the main load will be responsible for any associated costs.
- A blanket or pre-printed statement on a rider that all parts and hardware are unknown, and/or that receiving party takes no responsibility for missing parts or hardware will NOT relieve the receiving party of liability. Exceptions must be item specific.

We realize that especially during peak season, that unpacking and reassembly take extra time. That said, they are absolutely required services unless the customer asks us not to do it. There are many instances where the delivering party leaves without offering to reassemble, or they are asked but decline to do it. These situations are extremely detrimental to our scores, and have even earned the name “dump and run” by SDDC. Also, when a shipment is not unpacked or properly assembled at destination to the member’s satisfaction, the base can and will issue a Letter of Warning.

HIGH VALUE/HIGH RISK POLICY

Since Full Replacement Valuation took effect, a HV/HR (High Value/High Risk) Inventory was adopted (officially recognized) by DOD. It protects the TSP and agents in ways that were impossible in the past. For example, high value items are by definition items that are worth more than \$100.00 per pound, and if the customer does not high value items on a properly completed HV/HR form, TSP liability is limited to \$100.00 per pound. Additionally, if the HV/HR items are fully unpacked and the form is completed properly at delivery, the customer can't later claim those items missing. It is our policy that if any agent does not comply with our policy for HV/HR items, the agent will bear the expense of any HV/HR item claimed as missing, when it is otherwise impossible to determine responsibility.

ORIGIN AGENT/PACKER

- Prepare the HV/HR Inventory on each shipment. A copy of the HV/HR Inventory is in the Forms section of this manual. Only this specific government HV/HR Inventory is acceptable.
- **Listing *High Value* items is the joint responsibility between the packing crew and the customer.** High Value items are those worth more than \$100 per lb. The customer should be advised at the time of the pre-move survey that he will be asked to do this. For the most part, this only applies to packed items.
- **Listing *High Risk* items is the origin agent's responsibility.** High Risk items include, but are not limited to, CDs, DVDs, electronics, or other easily pilfered item. (Don't forget to list make, model and serial # for electronics – especially make and model#)
- In the VERY unlikely event there are no High Value or High Risk Items, the word "none" should be written on the form; otherwise it should be completed in full.
- If items are found on the inventory that should have been on the HV/HR Inventory, the origin agent will be found to be non-compliant with our policy.
- It is desirable for the packers to prepare the inventory of packed items. This way, you can ensure items with previous damage are noted, and the HV/HR items are listed on the HV/HR Inventory AND the regular inventory. You must list all items on the shipment considered high value, extraordinary or unusual in nature. Firearms must be handled in strict accordance with our separate Firearms Handling Policy in Section 1.5 of this manual.
- Pack the cartons carefully.

HIGH VALUE/HIGH RISK POLICY

- After the customer has witnessed the items are in the cartons and have been packed to their satisfaction, place the numbered Security Seals (they come in sets of two and are available through National Forwarding Co.) on the top and bottom of each carton. Have the shipper or releasing agent sign both seals, in the place designated for customer signature.
- The inventory number, carton contents and security seal numbers must be listed on both the HV/HR Inventory and the Regular Descriptive Inventory.
- The HV/HR Inventory must be filled out completely and accurately.
- The packing crew leader and the customer/releasing agent must certify the High Value Inventory is true and correct. Both must sign and date the form.

DRIVER

- Items on the HV/HR Inventory must also be on the Regular Descriptive Inventory.
- Always check to make sure all items on the HV/HR Inventory are present before loading.
- For sealed HV/HR cartons, check top and bottom seals to ensure none have been tampered with. Maintain a supply of HV/HR inventories in case the origin agent did not prepare one.
- If picking up from an agent's warehouse and no HV/HR Inventory is present, write on the rider there is no HV/HR Inventory.
- For any questions involving shipments coming out of storage (especially NTS), call (800)325-6889 before loading, as we can offer detailed advice on wording for the rider.

At Delivery (Driver if direct delivery, SIT agent if delivering out of Storage)

- If receiving a shipment into storage and there is no HV/HR Inventory, annotate on your rider there was none given to you. When checking in a shipment, make certain items on both the regular inventory and HV/HV Inventory are present.
- Check the conditions and document any tampering or damage to seals or cartons.

HIGH VALUE/HIGH RISK POLICY

- **Mandatory – Full unpack of all HV/HR Items is required at delivery - Have the customer initial** the rightmost column on the HV/HR Inventory beside each item, indicating unpacking was done and all items in the cartons were received in apparent good condition. It is not enough just to have the customer sign the form at delivery. If no initials appear in the right hand column, and we are forced to accept liability, the delivering agent may be held responsible for the loss.
- If there was an item count at origin, it is your responsibility to ensure all items were received.
- **Firearms:** Should go on the descriptive inventory AND the HV/HR Inventory with Make, Model, Serial Number and Caliber or Gauge. **IMPORTANT - See National's separate Firearms Procedure for further details on how to ship firearms.**

Please contact our claims department if you should have any questions or concerns at 800-325-6889 or ncs@nationalforwarding.com.

FIREARMS HANDLING AND CONTROL

PURPOSE

To prevent the loss and/or theft of firearms.

II. SCOPE

This policy applies to all agents of National Van Lines, National Forwarding Company and all subsidiaries and affiliates with whom a Transportation Service Agreement is maintained.

III. POLICY

The Department of Defense requires that TSPs take effective steps to prevent the loss and/or theft of firearms. In addition to being high value items, firearms are inherently dangerous, and stolen firearms are frequently used in the commission of crimes. It is the duty of every TSP and agent to take effective steps to prevent their theft or loss. If firearms are missing from a shipment, the Military Surface Deployment and Distribution Command will hold a TSP Review Board to determine whether the TSP should be disqualified from further participation in the DoD Personal Property Program.

IV. ORIGIN AGENT PROCEDURE

- A. With specific PPSO approval, firearms may be transported in a locked gun safe, provided that only the customer has a key and the locking of the gun safe at origin and the unlocking of the gun safe at destination is witnessed. Rifles or other firearms in gun cases, locked or otherwise, must be packed in a carton as outlined below.
- B. With the exception of A above, all firearms must be packed within a carton. The carton should not be labeled as containing firearms.
- C. According to the DTR/Tender of Service, each privately owned firearm will be annotated on the inventory by make, model, caliber or gauge, and serial number. This information must be on both the regular inventory and the high value/high risk inventory.
- D. Security seals must be affixed on the seams at the top and bottom of the carton. The customer must witness the packing of the firearms and sign the seals. Additional seals should be used if necessary to adequately secure larger cartons such as wardrobe cartons.

E.

FIREARMS HANDLING AND CONTROL

- F. It is the origin agent's responsibility to complete the high value/high risk inventory at the time the seals are affixed. The origin agent must ensure that the driver is aware of the firearms prior to loading.
 - G. Revenue Penalty - If the origin agent does not follow the procedures referenced above, the origin agent will forfeit their entire booking commission. Further, if a TSP Review Board is convened against the TSP as a result of a missing firearm and the loss is attributed to the agent's failure to follow the firearms handling policy, the agent will hold the TSP harmless from any and all expenses incurred to defend and/or appear at the TSP Review Board.
 - H. On containerized shipments, the origin agent's responsibilities specified above will still apply. The High Value/High Risk Inventory and Security Seal Procedures pertaining to cartons are still applicable. Firearms should be put in the first crate labeled "No. 1." At the time of delivery, the firearms must be located and their receipt acknowledged by the property owner.
- V. IN-TRANSIT PROCEDURE
- A. Any time the shipment changes hands, the receiving party should check off the high value inventory and carefully scrutinize the seals, acknowledging receipt of the high value items and the fact that security seals are still in place and undisturbed. If there is any question about whether the seals are intact, or if no seals were used, the carton should be opened, and the presence of the firearms noted. The Carton should then be re-sealed with new security seals. The rider should be annotated that the carton was inspected, and new seals numbers annotated on the rider.
 - B. There is a mandatory unpack for firearms at delivery, as part of the High Value/High Risk Program. The customer must initial each item on High Value/High Risk Inventory, including the firearms, and sign that they received.
 - C. If firearms are noted as missing or if any irregularities are noted, our claims and customer service department is to be telephoned immediately at 800-325-6889.
 - D. If a firearm cannot be located at the time of delivery, the destination Transportation Office and local police must be called. All delivery personnel, including their personal and company vehicles and all equipment and debris must remain on the scene until police arrive to conduct a thorough investigation and search for the missing firearm(s).

UNPACKING, ASSEMBLY & DEBRIS REMOVAL

Unpacking & Assembly

- All shipments must be unloaded and unpacked at destination and a one-time placement of items in the room designated by the customer must take place. **This includes the placement of articles in cabinets, cupboards or shelving in the kitchen.**
- **Placement only.** This does not include arranging the articles in a manner desired by the customer.
- All items disassembled at origin or releasing from NTS must be reassembled. Make sure the driver or crew have the proper tools necessary.
- The **unpacking must be performed to the customer's satisfaction at the time of delivery.** If the customer does not want his shipment unpacked, he must waive the unpacking in writing on the Loss and Damage form. The customer is contacted to confirm the unpacking was done to their satisfaction and payment will be made accordingly.

Debris Removal

- Customers are **entitled** to a full unpack and **debris removal at the time of delivery only.**
- If the customer chooses to perform his own unpack, he is responsible for the disposal of the debris.
- Do not tell the customer someone will come to pick up the boxes or give them the phone number of the local agent.
- Per the 400NG tariff, debris pickups are not authorized. If we have to send someone to pick up the boxes, any associated costs will be assumed by the appropriate party.

The delivery service should be done in a friendly and professional manner that makes our customers feel the service was willingly provided.

When calling the customer to confirm arrival time of the driver or crew, ask if the customer wants a full unpack.

Make sure your driver or delivery crew know their responsibilities prior to arriving at the customers residence.

Our Move Managers contact the customers to confirm the unpacking and debris removal was done to their satisfaction.

UNCRATING VS. UNPACKING

The delivering agent is responsible to uncrate all crated items at the time of delivery, regardless if a 3rd party is used for crating at origin. This applies to NTS shipments as well, and all crates are to be left with the service member to be used for future moves. Billable item code for uncrating is 105E, and is paid per the tariff rate. Shipments in which the member retained crates from a previous, uncrating would then be labor-based; billable item code 120A. All uncrating requests are subject to government approval. In order for NFC to appropriately bill the government, delivering agent must note the item/s and crate size (LxWxH), or if labor-based must note the item/s and # of men/hours utilized, on the 619/619-1.

Uncrating and unpacking are two separate services and it is stated in both the 400NG Tariff and Defense Transportation Regulation (DTR) that the service member is entitled to these services, unless specifically waived. While a member may waive the unpacking service, that does not constitute waiving uncrating. Should a member decide they do not want an agent to perform uncrating, it needs to be documented on the 619/619-1 or the Loss/Damage at Delivery form and signed by the member. By doing this it releases the delivering agent's responsibility to perform the uncrating service. Uncrating would then be the responsibility of the member. If an agent fails to uncrate at delivery and does not have the appropriate documentation that service was waived this may result in a chargeback, should NFC have to utilize a 3rd party service company to perform the uncrating.

Shipper is entitled to a full unpack and removal of debris at time of delivery only (billable item code 105A). This includes reassembly of all items that were disassembled at origin, and a one-time placement of all HHG items. Delivering agent must remove any and all packing material/boxes, etc. that they unpack. If the service member waives the unpacking, they would not be entitled to a box pickup at a later date-this service is no longer authorized by the government. Unless an agent is willing to return as a courtesy, the member should be reminded that they are responsible for the disposal of anything they unpack.

If you have any questions or concerns please feel free to contact our preapprovals department at 800-722-9144 or preapprovals@nationalforwarding.com.

Weights & Inventories

PROPER MILITARY INVENTORY PROCEDURES

(Check the Tender of Service for a complete list)

- Prepare a LEGIBLE Inventory – Make sure the top and bottom portion are filled out properly, make sure page numbers are used and each page is signed and dated by the customer.
- PBO is not allowed– every tote or previously packed carton must be checked and repacked if necessary.
- List all contents of totes, duffle bags or trunks or list as empty.
- Do not use general descriptions - décor is too general – list the room and what kind of décor, holiday, artificial flowers, pictures, etc.
- Describe sofa/chair – color, plaid, stripe, how many cushions, etc.
- List contents of dressers or chests – state empty or list contents.
- If using a parts box, it needs to be on the inventory - hardware needs to be cross-referenced to an item #.
- Do not use 'ditto' marks or vertical drawn lines – do not use the work miscellaneous.
- Make, Model and Serial # of all electronics should be listed on the regular inventory and the High Value/High Risk Inventory.
- Pro Gear – best if listed on one page (see Pro-Gear procedures).
- Make sure the condition is marked, be specific with exceptions, do not over-inventory or use the same exception symbol over and over.
- Make sure the numbers on the inventory correspond to the tags.
- If unopened and in manufacturer's carton, state 'factory packed'.
- Firearms must be listed on the GBL and packed in a box labeled sporting goods. Firearms should be listed on the regular inventory and the HV/HR Inventory including the make, model and serial number.

PROPERLY COMPLETED INVENTORY

TAG LIST NO. _____

HOUSEHOLD GOODS DESCRIPTIVE INVENTORY		TAG COLOR Red NOS. 91 THRU 120	PAGE NO. 3 OF 12 PAGES								
CONTRACTOR OR CARRIER National Van Lines, Inc. Broadview, Illinois 60155 U.S. DOT No. 76628		AGENT National Van Lines	CARRIER'S REFERENCE NO. 333533								
NAME, RANK/GRADE, SSN Smith, John E-8		CONTRACTOR OR GBL NO. B9AC0000011									
ORIGIN LOADING ADDRESS 123 Fake Street		GOVT. SERVICE ORDER NO.									
CITY Virginia Beach, VA		VAN NUMBER									
DESTINATION San Diego, CA											
<table style="width: 100%; font-size: small;"> <tr> <th style="width: 25%;">DESCRIPTIVE SYMBOLS</th> <th style="width: 25%;">EXCEPTION SYMBOLS</th> <th style="width: 25%;">LOCATION SYMBOLS</th> <th style="width: 25%;"></th> </tr> <tr> <td> 8 BW - BLACK & WHITE TV C - COLOR TV CP - CARRIER PACKED PRO - PACKED BY OWNER CD - CARRIER DISASSEMBLED SW - STRETCH WRAPPED DD - DISASSEMBLED BY OWNER PB - PROFESSIONAL BOOKS PE - PROFESSIONAL EQUIPMENT PP - PROFESSIONAL PAPERS MD - MECHANICAL CONDITION UNKNOWN </td> <td> DC - DENT SB - SCRATCH BU - BURST CH - CHIPPED CU - CRACKS B - CONDITION UNKNOWN </td> <td> D - DENTED F - FINGER G - GONGED L - LOST M - MARRIED MI - MILDRED NO - NOT REPAIRED P - PILED R - RIPPED S - STRETCHED T - TORN SC - SCORCHED SH - SHIRT SO - SOILED ST - STAINED S - STRETCHED T - TORN SC - SCORCHED Z - CRACKED </td> <td> 1. AREA 2. WESTERN 3. CORNER 4. FRONT 5. LEFT 6. LINES 7. ROOM 8. RIGHT 9. SIDE 10. TOP 11. VENTIL. 12. SOLE 13. CENTER 14. INSIDE 15. SEAT 16. DRAWER 17. DOOR 18. SHELF 19. HARDWARE 20. INSIDE </td> </tr> </table> <p style="text-align: center; font-size: x-small;">NOTE: THE OMISSION OF THESE SYMBOLS INDICATES GOOD CONDITION EXCEPT FOR NORMAL WEAR.</p>				DESCRIPTIVE SYMBOLS	EXCEPTION SYMBOLS	LOCATION SYMBOLS		8 BW - BLACK & WHITE TV C - COLOR TV CP - CARRIER PACKED PRO - PACKED BY OWNER CD - CARRIER DISASSEMBLED SW - STRETCH WRAPPED DD - DISASSEMBLED BY OWNER PB - PROFESSIONAL BOOKS PE - PROFESSIONAL EQUIPMENT PP - PROFESSIONAL PAPERS MD - MECHANICAL CONDITION UNKNOWN	DC - DENT SB - SCRATCH BU - BURST CH - CHIPPED CU - CRACKS B - CONDITION UNKNOWN	D - DENTED F - FINGER G - GONGED L - LOST M - MARRIED MI - MILDRED NO - NOT REPAIRED P - PILED R - RIPPED S - STRETCHED T - TORN SC - SCORCHED SH - SHIRT SO - SOILED ST - STAINED S - STRETCHED T - TORN SC - SCORCHED Z - CRACKED	1. AREA 2. WESTERN 3. CORNER 4. FRONT 5. LEFT 6. LINES 7. ROOM 8. RIGHT 9. SIDE 10. TOP 11. VENTIL. 12. SOLE 13. CENTER 14. INSIDE 15. SEAT 16. DRAWER 17. DOOR 18. SHELF 19. HARDWARE 20. INSIDE
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ITEM NO.	WEIGHT ORIGIN	WEIGHT DESTINATION	QUANTITY	ARTICLES	CONDITION AT ORIGIN	EXCEPTIONS (IF ANY) AT DESTINATION					
9			35	4.5 ctn - Flight jacket	M - Pro Gear 35 - # C						
2			35	1.5 ctn - Reference Material	S - Pro Gear 22 # S						
3			35	Red sofa: 4, 5, 6, ctt	5, 1, BR Leather; 3, cushion 15 W						
4			35	DR wood chain, 5, 1, L	4, 5, 6, Z						
5			35	Toy Box, SC 4, 20, 3							
6			35	Red Tool Box - Full of Tools - Locked	4, 5, 3, D						
10			35	Samsung TV: MN LNH6000KF, SN# 33662146	Seal 132636						
8				SEE BACK OF THIS PAGE (PART 1) FOR CARRIER'S NOTIFICATION FORM TO BE COMPLETED							
REMARKS/EXCEPTIONS											
CHECK OFF EACH ITEM AT DELIVERY											
RECEIVED \$ _____ IN FULL SETTLEMENT OF MY CLAIM				SHIPPER'S SIGNATURE _____							
THE PROPERTY HAS BEEN RECEIVED AND IN APPARENT GOOD CONDITION EXCEPT AS NOTED ON THE SHIPPING DOCUMENTS.											
NOTICE BEFORE SIGNING - CHECK SHIPMENT, COUNT ITEMS AND DESCRIBE LOSS OR DAMAGE IN SPACE ON THE RIGHT ABOVE.											
	CONTRACTOR, CARRIER OR REPRESENTATIVE (DRIVER)	DATE	DATE								
AT ORIGIN	<i>Don Doc</i>	<i>8/1/14</i>	<i>9/17/14</i>								
AT DESTINATION	<i>John Smith</i>	<i>9/1/14</i>	<i>9/17/14</i>								
Shipments stretch wrapped in residence at origin. Customer to initial at left.		Shipments unwrapped in residence at destination. Customer to initial at left.									

1. List tag color and item numbers on every page
2. List page numbers (1 of 3 pages or 5 of 7 pages, etc.)
3. Agency Name
4. Carrier Bill of Lading
5. Customer's full name and rank (if available)
6. Government Bill of Lading
7. Complete origin loading address
8. Complete destination address; if unknown, list the city and state
9. Pro-Gear: List carton size, item description, M (member), or S (spouse). The weight should be listed for each individual item as Constructed (C) or weighed on a Scale (S)
10. List furniture item with brief description and do not over write exceptions
11. List tool boxes or dressers as full/empty or locked/unlocked with brief description of contents
12. Electronics should include a brief description with make, model and serial number
13. Make sure the driver and customer sign and date at completion of loading
14. Make sure the driver and customer sign and date at completion of delivery

PROPER WEIGHING PROCEDURES

Here are some reminders regarding weighing procedures on military shipments:

- All weight tickets **MUST** contain the shipper's last name and GBL number!
- All shipments must be weighed at origin including shipments releasing out of NTS.
- A reweigh, when requested, should be performed at destination prior to delivery. Please bear in mind that the Transportation Office and customer are entitled to witness any shipment weighing if they so choose.
- Separate weights should be obtained for any extra pickup or extra delivery requiring an accessorial service that has a weight based compensation calculation. This primarily includes shuttles and mini-storage pickup fees.
- Pro-Gear, aka Professional Books, Papers & Equipment, should be weighed separately (on a bathroom scale or platform scale) from household goods and entered on the GBL while being appropriately notated on the inventory. If a scale is not available a constructive weight should be estimated at 7 lbs per cube.
- Leave all pads, dollies, hand trucks, ramps, and other equipment required to transport the shipment on the vehicle during the tare and gross weighing. No person(s) should be on the truck during the time of weighing.
- Fuel tanks should be full at the time of each weighing. If not full, fuel should not be added between the tare weighing and the gross weighing.
- Separate weight tickets are required for the tare and gross weights, except when using the same scale for both.

PROPER WEIGHING PROCEDURES

The following is minimum information that is required on weight tickets:

1. Location of scale
2. Date of weigh
3. Weights
4. Company ID
5. Shipper's last name
6. GBL number
7. Weighmaster Signature

60227599
TICKET NUMBER

CAT SCALE
CERTIFIED AUTOMATED TRUCK SCALE

CAT SCALE COMPANY
P.O. BOX 630
WALCOTT, IA 52773
(563) 284-6263
www.catscale.com

1056 SCALE
60227599 LOCATION:
PUBLIC WEIGHMASTERS
CERTIFICATE OF
WEIGHT & MEASURE

IMPRINT SEAL HERE
(IF APPLICABLE)

WEIGH NUMBER
7599

CUSTOMER COPY

THE CAT SCALE GUARANTEE
The CAT Scale Company guarantees that our scales will give an accurate weight. What makes us different from other scale companies is that we back up our guarantee with cash.[®]

WEIGH WHAT WE SAY OR WE PAY[®]
If you get an overweight fine from the state **AFTER** one of our CAT Scales showed a legal weight, we will immediately check our scale and we will:
(1) Reimburse you for the cost of the overweight fine if our scale is wrong. **OR**
(2) A representative of CAT Scale Company will appear in court **WITH** the driver as an expert witness if we believe our scale was correct.

IF YOU SHOULD GET AN OVERWEIGHT FINE, YOU SHOULD DO THE FOLLOWING TO GET THE PROBLEM RESOLVED:
1) Post bond and request a court date.
2) Call CAT Scale Company direct 24 hours a day at 1-877-CAT-SCALE, ext. 7 (Toll Free) or visit www.catscaleguarantee.com for instructions.
3) **IMMEDIATELY** send a copy of the citation, CAT Scale Ticket, your name, company, address, and phone number to: CAT Scale Company Attn: Guarantee Department.

*The four weights shown below are separate weights. The **GROSS WEIGHT** is the **CERTIFIED WEIGHT** and was weighed on a full length platform scale. All weights are guaranteed by CAT Scale.

DATE: **10-18-2014**

STEER AXLE	4480	1b
DRIVE AXLE	7680	1b
TRAILER AXLE	00	1b
GROSS WEIGHT	12160	1b

LOCATION:
1378
LOVES COUNTRY STORES
I 25 EXIT 104
PUEBLO CO

This is to certify that the following described merchandise was weighed, counted, or measured by a public or deputy weighmaster, and when properly signed and sealed shall be prima facia evidence of the accuracy of the weight shown as prescribed by law.

SMITH, JOHN
BGAC000001

LIVESTOCK, PRODUCE, PROPERTY, COMMODITY, OR ARTICLE WEIGHED **FREIGHT ALL KINDS**

COMPANY _____ TRACTOR # **01** TRAILER # **01**

FEE **\$10.50**

WEIGHMASTER OR WEIGHER SIGNATURE *Misty Norris*
HISTY NORRIS

FULL WEIGH TICKET # (IF REWEIGH) _____

© CAT Scale® Reg 3050 04/14

DRIVER & TRUCK UNLESS CHECKED HERE

REWEIGH REQUESTS

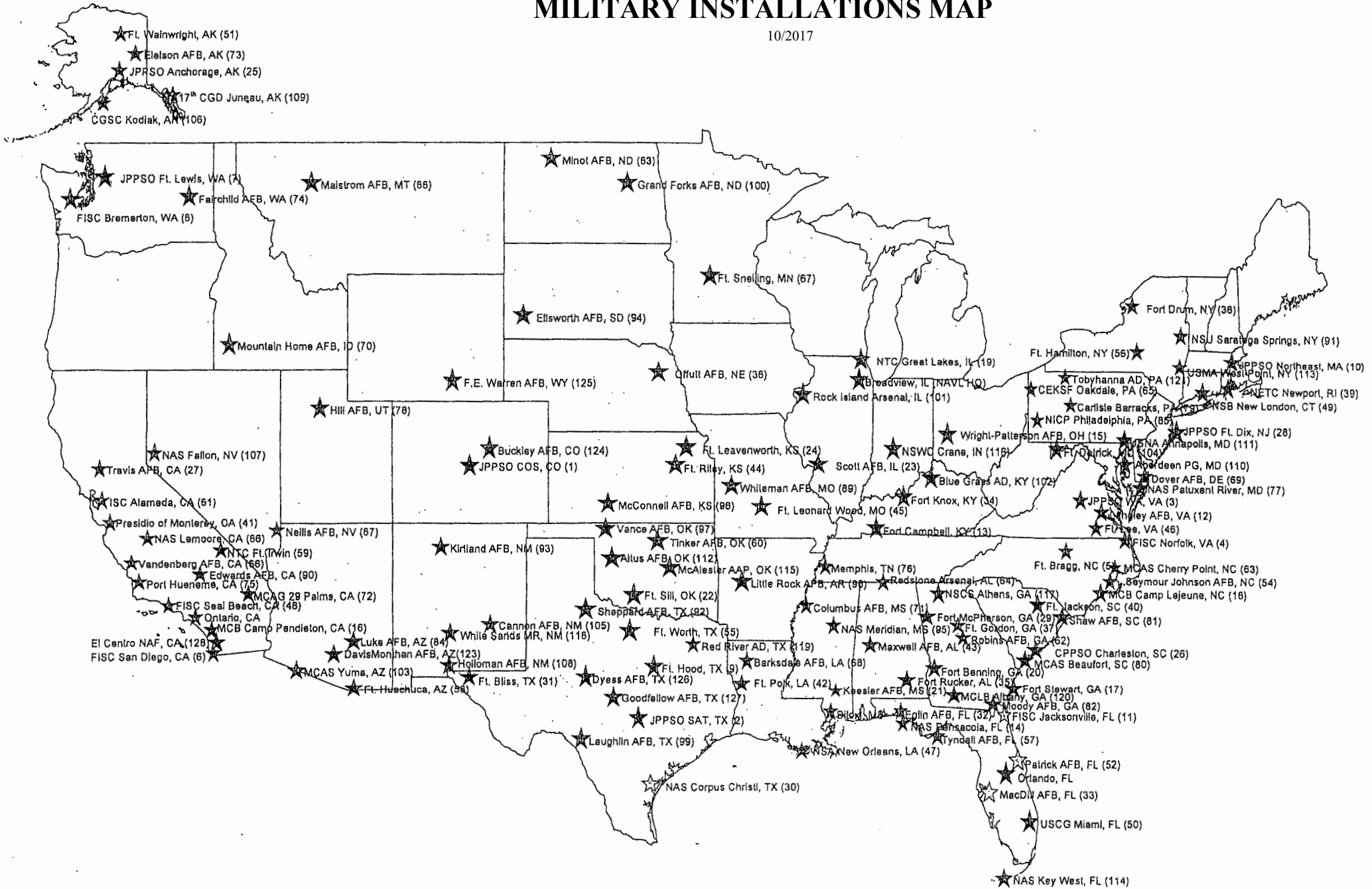
- PPSO's or shippers can request a reweigh anytime during the move. Upon notification of a reweigh, NFC will notify the appropriate agent. If the customer or PPSO is requesting a witnessed reweigh, agent must provide the date, time and location of the reweigh to coordinate with the shipper.
- When a shipment is delivering direct to residence or a private storage facility, the driver must get a new heavy weight ticket prior to offloading the shipment.
- If the shipment is delivering to SIT, it must be reweighed before being placed into SIT. We will not request SIT until we receive the heavy weight amount.
- Within 48 hours, the driver needs to contact us with the light weight and follow up with forwarding the reweigh tickets to our office within three (3) days for submission to the base.
- When a request for a reweigh is made after the shipment has been placed into SIT, the destination agent is required to perform the reweigh.
- Forward the reweigh weights tickets to reweigh@nationalforwarding.com

*It has been brought to our attention by a hauling agent that the driver should remove any debris from the delivery truck if the delivery went to residence. The packing materials were included in the heavy weight of the shipment and should not be included in the light weight.

Defense Transportation Regulation

MILITARY INSTALLATIONS MAP

10/2017



APPENDIX B

THE DEFENSE PERSONAL PROPERTY PROGRAM (DP3) TENDER OF SERVICE (TOS)

A. QUALIFICATIONS

1. General:

- a. Gender. The first person singular pronoun is used throughout this TOS and refers to a person, partnership, or corporation submitting such tender.
- b. TOS:
 - (1) I understand this TOS, the International Tender, and the Domestic Tariff are binding.
 - (2) I will submit to the Commander, Military Surface Deployment and Distribution Command (SDDC), the Electronic TOS Signature Sheet (ETOSSS) certifying I have read and understand the terms and conditions and agree to provide service as set forth in this TOS. I will retain the actual TOS for my files.
 - (3) As required on the ETOSSS, I agree to either certify I am not under common financial and/or administrative control with any other Transportation Service Providers (TSPs) or to provide a list of the TSP(s) with which I have a common financial and/or administrative control relationship. As used herein, the term “common financial and/or administrative control” means the power, actual as well as legal, to influence the management, direction, or functioning of a business organization. Circumstances surrounding organization or operation that may, but do not always, result in a common financial and/or administrative control relationship include the following:
 - (a) Majority or minority ownership
 - (b) Familial relationships
 - (c) Voting of securities
 - (d) Common directors, officers, and/or stockholders
 - (e) Voting or Holding trusts
 - (f) Associated companies
 - (g) Contract or debt relationships.
 - (4) I understand submission of this ETOSSS, hereafter referred to as Tender, is a prerequisite to my consideration for Department of Defense (DoD) approval for the movement of personal property; it does not obligate the government in the distribution of traffic; and such submission indicates I consider myself to be qualified, willing, and able to accept shipments from military activities and seek such shipments under the terms set forth herein. Changes, additions, and deletions are effective upon receipt of notification unless specifically stated otherwise.
 - (5) I agree to comply with all requirements of the DP3 TSP Qualification Program as prescribed by Headquarters (HQ) SDDC and the TSP Qualification Business Rules.
 - (6) I agree to maintain up-to-date documentation with SDDC. This includes the ETOSSS, financial data, changes in ownership, Certificate of Independent Pricing and Certificate of Responsibility, and all additional required certifications. Failure to maintain accurate documentation with SDDC may result in my DoD approval being revoked.

c. Unethical Acts:

I agree that the ETOSSS is signed with knowledge of the law that whoever, in any matter within the jurisdiction of any department or agency of the United States, knowingly and willfully:

- (1) Falsifies, conceals, or covers up by any trick, scheme, or device, a material fact;
- (2) Makes any false, fictitious, or fraudulent statements, or representation; or
- (3) Makes or uses any false writing or document knowing the same to contain any false, fictitious, or fraudulent statement or entry

will be subject to the provisions of this Tender (to include punitive action) and the penalties prescribed in the criminal law of the United States (i.e., 18 U.S.C. § 1001, Statements or Entries Generally).

d. Operating Authority:

- (1) I certify I hold all necessary operating authority issued in my name, from regulatory bodies, for the transportation of personal property and must provide copies of each authority to SDDC, or I am exempt from such regulatory certificate by operation of law or order of a regulatory body and, in addition to tariff and legal requirements, agree to the provisions of this Tender.
- (2) I agree to provide service to the entire region and rate areas for which I have rates on file.

e. Surface/Aerial Port Agents:

- (1) I understand and agree the facilities of the Continental United States (CONUS) and overseas surface/aerial port agents meet national/host country standards and codes with respect to fire safety, prevention and protection requirements; storage of combustible materials; and are utilized in accordance with (IAW) generally accepted warehousing practices. I understand the facilities are subject to inspection by competent authority; if facilities are found unsatisfactory, I will be subject to non-use until deficiencies are corrected or shipments are moved to an acceptable facility.
- (2) Upon request, I will submit to SDDC, electronic copies of my surface and aerial port rosters in the following manner:
 - (a) A listing of CONUS surface and aerial port terminal agents
 - (b) A listing of overseas surface and aerial port terminal agents
 - (c) A listing of overseas general agents.

f. Performance Bonds.

I will provide the performance bonds reflecting at least the minimum required by this program on a continuous basis to cover my legal liability. The bond will contain the statement that the bond company will provide the Commander SDDC, 30-day notice via the Defense Personal Property System (DPS) of any changes, expirations, or cancellations of said policy. The SDDC Performance Bond will be prepared and submitted electronically by my insurer. The following is the minimum performance bond coverage required:

Domestic Interstate \$50,000 or 2.5 percent of previous year domestic interstate revenue, whichever is greater.

International \$150,000 or 2.5 percent of previous year international DoD revenue, whichever is greater.
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g. Cargo Liability Insurance.

I will provide the certificate of cargo insurance reflecting at least the minimum required by this program on a continuous basis to cover my legal liability. The certificate will contain the statement that the insurance company will provide the Commander SDDC, 30-day notice via the DPS of any changes, expirations, or cancellations of said policy. The underwriter of cargo insurance must have a policyholder’s rating of “A- (minus)” or better in the current Best’s Insurance Guide. The SDDC Insurance Certificate will be prepared and submitted electronically by the TSP’s insurer. The following is the minimum cargo liability coverage required:

Amount per Shipment		Amount Per Aggregate Losses/ Damages at Any One Place and Time
Domestic	\$50,000.00	\$150,000.00
International	\$50,000.00	\$150,000.00

h. Financial Information.

- (1) I will provide SDDC annual financial updates from my financial statements that have either been audited or reviewed by a Certified Public Accountant (CPA) via DPS. Financial statements must be prepared according to generally accepted accounting principles using the accrual basis, including balance sheets and profit/loss statements. Financial statements, audits, or review memorandums must include all referenced footnotes. Financial data must be submitted by my accountant or Chief Financial Officer (CFO) for a publicly held firm via the DPS. I must ensure statements are prepared and submitted in DPS by my CPA or CFO for publicly held firms, stating they are correct to the best of their knowledge. Data report must include my quick and debt to equity ratios. Should SDDC have financial questions, I may be asked to provide SDDC the financial statements and audit or review report prepared by the CPA. If these reports are requested, they must be submitted by me within 5 working days of the request and must include all referenced footnotes in the CPA’s report. Specific method of transmittal of these reports must be included within the request. I may voluntarily provide company tax returns in addition to the financial statements. These statements and other factors will be evaluated by SDDC to determine the need for additional action. These actions will be accomplished through the TSP qualification process.
- (2) I will submit my annual statements within 150-calendar days, of the year-end, normally defined as December 31, 20XX. If I desire to change my report date, I must coordinate the date with SDDC.
- (3) If I am a new TSP applying for initial approval, I must have the data in Paragraph A.1.h.(1) submitted by my accountants using the most recent data available at the time of application. These statements must meet SDDC’s minimal requirements as stated in TSPs Qualifications business rules.
- (4) Combined or consolidated statements embedding the finances of other companies will not be accepted. Letters of guarantee from a parent company will not be accepted.
- (5) Financial Ratios: All TSPs must meet and maintain the following financial ratios:
 - (a) Quick Ratio: 1 to 1 or better
 - (b) Debt to Equity: 4 to 1 or less.

B. MUTUAL AGREEMENTS/UNDERSTANDINGS

1. Service:

I will perform prudent traffic management to provide service IAW the provisions of this Tender.

2. Personnel:

I will use only personnel qualified in their assigned duties in the handling of personal property. Company representatives must present a clean, professional appearance with the name of the company they represent on their attire. I understand smoking will not be allowed in the customer's residence, or within 10 feet of the customer's personal property.

I will not use prison labor, and/or if any of my personnel appear to be under the influence of alcohol or drugs, be in possession of firearms or drugs or uses abusive language during the handling of DoD customer's property, I will replace said individual(s) immediately with other qualified personnel.

3. Through Responsibility:

- a. I understand all shipments tendered to me must be moved under my responsibility from origin to destination.
- b. As part of my through responsibility, I understand if, through my fault or the fault of my agent, I ship the wrong property or all or a portion of a shipment is sent to the wrong destination, I will be responsible for the return of the erroneous shipment and movement of the correct property to the customer's destination at my expense. Movement must be expedited when the customer is in need of the property as ordered by the Personal Property Shipping Office (PPSO).
- c. I understand I am not liable for movement costs for shipments released in error by a contractor, PPSO, owner, or owner's representative.
- d. I understand if I am unable to perform in such a manner as to complete the through movement of a shipment in a timely manner, the government may take possession of the property and complete the movement. I understand I am liable for all additional costs incurred by the government in excess to those costs that would have been incurred by me if I had maintained total through movement of the shipment.

4. Reports:

I agree to provide reports to SDDC, as required and as needed.

5. Termination of Shipment:

I understand a shipment may be terminated at any time by the PPSO. Such termination will not constitute a diversion. The point of termination will become the destination point, and all rates and charges will be computed accordingly.

6. Pickup at or Delivery to a Military Terminal:

I understand when I have been notified an entire shipment is available for pickup at a military terminal (air or surface), I must pick up the shipment as soon as possible, but not later than 1 workday for military air terminals and not later than 5 working days for military water terminals from the date of receipt of notification. If the shipment is not removed within the specified time frame, the terminal Transportation Officer (TO) has the option of charging storage IAW the rate tender beginning on the second or sixth day, and/or terminating the Bill of Lading (BL) and issuing a new BL for onward movement by the same or a different mode/method of

transportation. Upon delivery of a shipment to a military air or ocean terminal, I agree to provide the terminal TO with a memorandum copy of the BL describing the shipment.

7. Use of a DoD Approved Alternate TSP:

- a. When I accept a shipment and find that because of unavoidable circumstances I am unable to physically transport the shipment, I will inform the PPSO via DPS and notify the customer of the name of the TSP to whom the shipment has been transferred. I will continue to be shown on the BL as the initial TSP and will accept through responsibility from time of pickup at origin to delivery at destination.
- b. I understand SDDC publishes a list of approved TSPs and a list of TSPs that have been disqualified or revoked. TSPs appearing on the disqualified or revoked lists will not be allocated shipments in DPS and are not to be used by other approved TSPs. I understand the use of aforementioned TSPs may result in punitive action against me (see Chapter 405, Quality Assurance, of this regulation). I may use approved TSPs and/or non-DoD approved TSPs. I understand the use of alternate TSPs that subsequently provide unsatisfactory service will negatively affect my Performance Score (PS).

8. Shipment In-Transit Status/Tracing Shipments:

I will trace shipments upon request from a PPSO or the customer and agree to acknowledge such a request and make a prompt report to the requester as to the location of the shipment within 1 business day from the initial request domestically and within 72 hours (3 business days) for international shipments.

9. Storage in Transit (SIT):

I understand SIT at origin and/or destination must be approved by the responsible PPSO designated representative. I will refer to the Shipment Management Business Rules, Chapter 402, of this regulation for further details and I will assume full responsibility for arranging for placement of the shipment in a DoD-approved storage facility.

10. Weighing of Shipments:

- a. I will weigh all shipments IAW the International Tender and Domestic Tariff and provide weight tickets to the origin PPSO within 7 working days after shipment pickup.
 - (1) Weighing of Professional Books, Papers, and Equipment (PBP&E). When PBP&E (also known as M-PRO or S-PRO), are included as part of the shipment, the weight of such articles will be annotated separately on the inventory; weight may be obtained using bathroom or platform-type scales. In the event scales are not readily available, a constructive weight of 7 pounds per cubic foot may be used for PBP&E. When a constructive weight is used for PBP&E, the symbol (C) will be inserted by the TSP/agent after the weight to indicate a constructed weight was used. Shipments may be weighed on certified platform or warehouse scale.
 - (2) Reweighing. I agree to reweigh a shipment upon request of the customer, origin/destination PPSO, and further agree to provide the ordering PPSO a legible copy of the weight tickets within 7 working days after the reweigh is performed. The shipment will be reweighed, whenever possible, before being placed in SIT. Upon request of the PPSO or customer to witness the reweigh, the TSP must provide reweigh date/time to give a reasonable opportunity for the interested parties to be present at the weighing. When a shipment is reweighed and the weight recorded is less than the net or gross weight secured at the initial weighing, I agree to invoice the government on the lower of the two net or gross weights at the time of billing. In the event the reweigh information is not available at the time of my initial submission, I will adjust

supplemental billings to reflect the reduced charges or voluntarily submit a refund based upon the new weight obtained.

- b. I will obtain and provide certified true copies of all weight tickets. I understand that failure to provide certified weight tickets is a violation of this Tender and may result in punitive action. When certified weight tickets are lost and otherwise unobtainable, the TSP must request PPSO approval to utilize a constructed weight to be paid for services rendered. Any request for payment based on a constructed weight must be in writing and contain a detailed description with all related documentation of the circumstances surrounding the loss of the weight tickets, to include all efforts to obtain certified true-copies. The TSP is required to submit a legible inventory, signed by the member or designated representative, of all items packed and transported at government expense. Upon PPSO approval, a constructed weight of 7 pounds per cubic foot per inventory line-item will be utilized to determine applicable shipment charges. The TSP must use the weight estimator located at www.move.mil to obtain the applicable cubed weight for furniture and other items not normally packed within shipping cartons/containers.

11. Removal of Property from Facilities Disapproved by the PPSO:

When my facilities or the facilities of my SIT warehouse are disapproved for further use, and it is considered necessary by the PPSO to remove the personal property to prevent damage or contamination, I will immediately remove the property to a DoD-approved warehouse. The costs of such removal will be at no expense to the government or the customer.

12. Loss or Damage:

I will exercise care to prevent loss or damage of personal property in the process of packing and unpacking and will properly and amply protect personal property in my possession. I agree to pay, decline, or make a firm settlement offer in writing to the claimant within 60 days after receipt thereof IAW the International Tender and Domestic Tariff and will complete payment to the claimant within 30 days of receipt of notice the claimant has accepted full or partial payment. If the claim is not settled within the 60-day period, I will, at that time and at the expiration of each succeeding 30-day period while the claim remains pending, advise the claimant in writing of the status of the claim and the reasons for delay in making final disposition. I will request an extension from the claimant in writing. If the Government is the claimant, I understand the Government claims office can proceed to collect the claim by administrative offset, if it is not settled within 60 days of receipt or within an agreed extension time. I will ensure DPS is updated with final action taken, including date and total amount of the settlement.

13. Inconvenience Claims:

- a. I hereby reaffirm it is my responsibility to pick up on the agreed date and deliver personal property shipments on or before the RDD as reflected on the BL, and to meet the agreed upon delivery date out of SIT. My failure to do so can cause serious inconvenience to DoD customers and their family, and can result in the expenditure of funds by the customer for lodging, food, and/or rental/purchase of household necessities.
- b. I agree to acknowledge receipt of an inconvenience claim filed by a customer or a PPSO within 7 calendar days from the date of receipt. I further agree to reimburse the customer within 30 days from receipt for reasonable out-of-pocket expenses while awaiting the delivery of their Household Goods (HHG) or Unaccompanied Baggage (UB) that result from my failure to pick up on the agreed dates and deliver on or before the RDD as stated on the BL or correction notice thereof. I am not liable for costs if a delay was caused by natural disasters; acts of the public enemy; acts of the Government; acts of the public authority; violent strikes; mob interference; or delays of Code 5, Code J, or Code T shipments that were

caused by the Government and my negligence did not contribute to the delay. When supported by receipts, my maximum liability for lodging and meal expenses will not exceed the daily lodging and meal per diem rate, based on the number of dependents in the customer's family (e.g., the customer and spouse would be expected to share one room in a hotel; additional dependents, depending on age and sex, maybe require additional rooms). I will document the claim fully with an itemized list of charges and accompanying receipts for charges incurred. For a missed pickup, charges will be computed from the first day of the missed pickup as specified on the BL and will be payable through the actual pickup date. For failure to deliver on or before the RDD, charges will be computed starting on the first day after the RDD as specified on the BL, and will be payable through the date of actual delivery of the shipment. I am not responsible for payment of an inconvenience claim when a shipment is ordered into SIT at destination, unless the need for SIT is a direct result of my failure to deliver on or before the RDD. For example; if the customer is available to accept delivery after the RDD and they are officially ordered away prior to arrival of the shipment, I agree to reimburse the customer through the day prior to the customer's departure from the area. I also agree that I may be liable for an inconvenience claim, should a shipment be placed in SIT without my notifying the customer.

- c. Expenses: Out-of-pocket expenses are expenses incurred by a customer and their dependents because they are not able to use necessary items in their shipment to establish their household. Expenses include but are not limited to lodging, meals, and laundry service, as well as furniture and/or appliance rental (to include rental of a television) and/or purchase of items such as towels, pots, pans, paper plates, plastic ware, and napkins. A request for reimbursement of alcoholic beverages in any quantity is prohibited. If I purchase or reimburse tangible household items such as towels, pots, and pans, I may make arrangements to reclaim those items upon delivery of the customer's shipment.
- d. I am not liable for costs if a delay was caused by natural disasters; acts of the public enemy; acts of the Government; acts of the public authority; violent strikes; mob interference; or delays of Code 5, Code J, or Code T shipments that were caused by the Government and my negligence did not contribute to the delay.
- e. In the event of a disputed claim, the origin PPSO (for missed pickup) or destination PPSO (for delivery) will make every effort to resolve the dispute between the customer and the TSP. Should I disagree with the PPSO resolutions, I may appeal the case to SDDC within 10 days of notification from the responsible PPSO. I understand the decision of SDDC is final and the claim must be settled within 10 days from the date of the SDDC final decision. If SDDC determines the claim is valid, and I refuse to pay or resolve the claim, SDDC may place my company in non-use and convene a TSP Review Board to determine whether further punitive action should be taken.

14. Statement of Accessorial Services Performed:

My representative will prepare a DD Form 619, Statement of Accessorial Services Performed, Figure B-1, itemizing accessorial services performed and furnish the customer or customer's representative a copy when such services are required and separately charged. An invoice supporting the type of service performed must support appliances serviced by a third party. No accessorial services will be billed when such services are included in single factor rates. All accessorial services must be requested and approved by the PPSO in DPS.

15. Shipment Inspection by PPSOs:

My services and manner of handling personal property are subject to inspection and acceptance by the PPSO or PPSO's authorized representative.

16. Substitute Documents in Lieu of Lost BL:

If the original BL is lost or destroyed, I will request and be provided a certified true copy of the issuing office's copy for use as a substitute billing document. If the original copy of the BL is located and made available to me before settlement is made, I will return the certified copy to the issuing office. If the original BL is found after settlement, I will forward the original BL to the issuing office for proper voiding.

17. Billing Procedures:

For services rendered, I agree to bill the Service/Agency finance office responsible for payment of the transportation charges IAW procedures disseminated by the Commander, SDDC or other Services.

18. International Shipments:

- a. I understand, if I am unable to use a vessel or aircraft of United States (U.S.) registry, I must certify the use of foreign flag vessel/aircraft prior to start of the movement as indicated in the International Tender. Upon request, I will furnish a copy of the certification during invoicing.
- b. Transportation Service Providers and their associated port agents, overseas general agents, and/or other responsible parties must ensure that the shipper's Social Security Number (SSN), the shipper's rank/grade, the words "DoD Personal Property, DoD Shipment or Military Shipment," or the Government Bill of Lading (GBL) number is not utilized (entered) in the "Marks and Numbers," "Description of Goods," or any other fields in the Automated Manifest System (AMS) or the Automated Commercial Environment (ACE). This ensures compliance with Homeland Security Customs and Border Protection guidance for safeguarding Personally Identifiable Information (PII). I understand that my failure to do so is a violation of this Tender and places unnecessary risks on impacted customers.

19. Unusual Occurrences (Strikes, Port Congestion, Fires, Pilferage/theft, Vandalism, and Similar Incidents):

- a. In the event of incidents of major significance producing significant loss, damage or delay resulting from strikes, port congestion, fires, pilferage, vandalism, and similar incidents, I will notify the origin and destination PPSO and SDDC by Electronic Mail (e-mail) of the incident not later than the first working day upon discovery. If the incident occurred en route to final destination, I will notify the PPSO responsible for the area where the incident occurred. In addition, I will provide the following detailed information via e-mail, within 5 working days after the incident or discovery thereof, to all the parties previously notified.
 - (1) Type of incident
 - (2) Location of incident
 - (3) Last name, first name, middle initial, grade, and Service/Agency of shipper
 - (4) BL number and date issued
 - (5) Standard Carrier Alpha Code (SCAC)
 - (6) Code of service
 - (7) Origin TO
 - (8) Destination TO
 - (9) Date shipment received by TSP

- (10) RDD
 - (11) Date and time of incident or discovery thereof
 - (12) Amount of loss and extent of damage
 - (13) Current status of shipment(s), including new Estimated Time of Arrival (ETA)
 - (14) Name of vessel or flight information
 - (15) Location of the shipment(s) (i.e., port and pier location) and date the vessel arrived or warehouse location or air terminal, plus the container owner's name and serial number of sea container.
- b. I will furnish addressees reports of significant changes in the status of shipments, as they occur, by e-mail. An after action report that provides a final assessment of the loss or damage incurred, the delays encountered, and the final disposition of the personal property shipments involved must be sent to addressees.

C. PERFORMANCE REQUIREMENTS

1. Pickup and Delivery Dates:

- a. When a shipment is accepted at origin, I agree to meet the specified pickup date and will deliver the shipment on or before the RDD as stated on the BL. Shipments will not be scheduled by the TSP or the PPSO for pickup or delivery on Saturdays, Sundays, U.S. holidays, or foreign national holidays unless there is a mutual agreement between the customer, the PPSO, and the TSP. RDDs will not be established on Saturdays, Sundays, U.S. holidays, or foreign national holidays. I will not begin pickup or delivery at the customer's residence before 0800 hours or after 1700 hours without prior approval of the PPSO and the customer. I agree to provide information on the afternoon preceding the scheduled pickup or delivery as to whether the service will be performed in the morning (0800 to 1200) or in the afternoon (1200 to 1700) of the following day. This data will be based upon the best information available and will be provided upon telephone request of the PPSO or the customer. I further agree I must not begin any service that will not allow completion by 2100 hours without prior approval of the PPSO and the customer.
- b. Pre-Move Survey:
 - (1) I agree to perform pre-move surveys on all shipments. I will conduct an in residence pre-move survey on all domestic shipments estimated at 4,700 pounds or more and all international shipments estimated at 3,200 pounds or more that are within a 50-mile radius of the servicing facility. This requirement applies to all shipments with a minimum notice of 5 business days in advance of the shipment pickup date. Telephone surveys may be made on short-fuse shipments and shipments of lesser weight and/or those with pickup points exceeding 50 miles from the servicing facility. I agree to make initial contact with the customer within 3 business days of shipment award date and to provide the customer with contact and pre-move information. Subject to the customer's availability, I agree to complete the pre-move survey and update DPS with pre-move survey data (estimated weight, agreed upon pack/pickup dates, and RDD information) as soon as possible but NLT 3 business days prior to the pickup date. For short-fuse shipments, I agree to conduct a pre-move survey (physically or telephonically) and enter pre-move data (e.g., estimated weight, agreed upon pack/pickup dates, and RDD information) in DPS as soon as possible but NLT 1 business day prior to the first scheduled pack/pickup date.

- (2) I understand, I must enter the pre-move weight and the agreed pack and pickup dates in DPS before the BL can be printed.
- c. Shipment Arrival/Delivery/Delays:
 - (1) Upon shipment arrival at the destination, I agree to record the arrival and/or delivery in DPS and to notify and coordinate delivery of the HHG with the customer. In the event the shipment arrives at the destination on a weekend or holiday, I may contact the customer to ascertain if delivery can be made. If I am unable to contact the customer after 2 hours domestically or 3 hours internationally and in the event the delivery cannot be accomplished, I agree to submit a request for storage approval via DPS.
 - (2) When I know for any reason it will be impossible for me to meet the schedule pickup date or to have the shipment at destination on or before the RDD, I agree to notify the customer at the earliest practicable time, advising them of the new pickup date or the last known location of the shipment and to furnish an estimate of the delay expected beyond the RDD. In addition, I agree to update DPS with the following prior to the missed pickup date and/or before expiration of the RDD:
 - (a) New scheduled pickup date
 - (b) For missed RDDs
 1. Last known location of the shipment
 2. Cause for delay
 3. New ETA
 - (3) For those shipments that arrive after the RDD, I agree to deliver IAW requirements of the applicable solicitation or tender.
2. Preparation of Articles:
 - a. I understand all articles having surfaces liable to damage by scratching, marring, soiling, or chafing must be wrapped at time of loading at residence in textile or paper furniture pads, covers (other than burlap), or other acceptable wrapping materials. When storage of these articles is necessary, they must be afforded the same protection against damage.
 - b. Items of unusual nature such as, but not limited to, wall units, water beds, grandfather clocks, hot tubs, pool tables, pipe organs, plasma TVs and satellite dishes may require special service by a third party. I understand accessorial requiring pre-approval (as detailed in the Appendix A, Third Party Payment System), must be entered into DPS and approved by the PPSO.
 - c. I agree to disassemble at the point of origin all the items of personal property that, in my judgment, require disassembly to ensure safe delivery at the destination, except items that are outdoors, such as swing sets, other playground equipment, television and radio antennas, and similar articles. My labor charges or third-party service for the disassembly/assembly must be reviewed by and approved by the PPSO within DPS. I also agree to utilize the services of reputable professionals with a proven track record of satisfactory performance.
 - (1) All nuts, bolts, screws, small hardware, and other fasteners removed from articles by the TSP in the preparation for shipment must be properly affixed/packaged to allow for reassembly at destination. If packaged separately, items must be properly inventoried and cross-referenced to the associated inventory item in which the hardware belongs (i.e., “Nuts, bolts, screws for Inventory #55 – Baby Crib”).

- d. I understand it is the customer's responsibility to assure waterbeds are properly drained. I may refuse waterbeds not properly drained.
 - e. Legs or other articles removed from furniture must be properly wrapped, bundled together, and identified (i.e., dining room table legs, six each) and listed as a separate item on the inventory.
 - f. I am not required to remove/place property from/in an attic, crawl space or similar storage area and am not required to go into areas that:
 - (1) Are not accessible by a permanent stairway (ladders are not considered a permanent stairway);
 - (2) Are not adequately lighted;
 - (3) Do not have a finished floor; or
 - (4) Do not allow a person to stand erect.
3. Packing Requirements:
- a. Packing. I understand I am liable and responsible for all packing. I have the responsibility to inspect all prepacked goods to ascertain the contents, condition of the contents, and only articles not otherwise prohibited by the Tariff/Tender are contained in the shipment. Furthermore, when I determine goods require repacking, such packing must be performed by me. In all cases, the inventory must reflect items where I am entitled to bill for the full pack/unpack charges. I understand the use of damp, wet, or unclean packing materials is prohibited. If the material is not new, all marks pertaining to any previous shipment must be completely obliterated, and all material must be free of any substance injurious to the articles being packed or to the owner. I agree to use the best commercial practices in selecting packing materials, and agree to use containers that meet military specifications when required. I further understand I must use only personnel who are trained in appropriate methods of packing/unpacking.
 - b. Materials. I understand all materials referred to in this chapter must be new or in sound condition and new material must be used for packaging mattresses, box springs, linens, bedding, and clothing. Mattress bags may be used provided they are in new condition.
4. Manner of Packing:
- a. All packing by my company must be performed in a manner requiring the least cubic measurement, producing packages that must withstand normal movement without damage to container or contents, and at a minimum of weight. Further, the number and weight of containers must not be greater than necessary to accomplish efficient movement. At the customer's request, articles may be packed in original containers by my packers, when furnished by the customer, provided the containers are considered in good condition for shipping purposes.
 - b. Linens, Clothing, Draperies, and Lightweight Items. I understand small, lightweight, unbreakable items (e.g., clothing items, linens and items normally kept in drawers) may remain in drawers instead of being removed and packed. When not considered as safe for carriage in drawers, chests, dressers, trunks, these and similar items must be packed carefully into regular cartons and must be properly sealed at residence. Clothing normally on hangers in closets and draperies must be packed in wardrobes subject to the following:
 - (1) Upright wardrobes will be used for Code D shipments.

- (2) Flat wardrobes will be used for all containerized shipments, except when upright wardrobes are requested by the customer.
 - (3) Hangers will be removed from clothing packed in flat wardrobes.
 - (4) For final line-haul delivery out of nontemporary storage, the wardrobe used for storage is acceptable and no transfer is necessary.
- c. Mirrors, Pictures, and Paintings (Glass-Faced or Other Than Glass Faced Paintings), Glass or Stone Table Tops, and Similar Fragile Articles Requiring Crating or Similar Protection. These articles must be wrapped and packed in a crate or a fiberboard carton. I understand, prior to performing accessorial crating services I must obtain authorization from the PPSO.
- d. Rugs and rug pads must be properly rolled, (not folded) for shipment and must not be subsequently folded or bent to an extent causing damage to the rug.
5. Inventory:
- a. I agree to:
 - (1) Prepare an accurate, legible Household Goods Descriptive Inventory, listing all items received, including contents of cartons (automated inventories or similar documents that provide equal or better information are acceptable), in coordination with the customer or the customer's representative. I must provide the customer or customer's representative with the opportunity to identify in writing high-risk or high-value items or the optional use of a high-risk or high-value inventory.
 - (2) Use extreme care in listing articles of furniture and packing containers; listing of articles must be as specific as possible to include make, model, color, and serial number when visible on the outside of the article. The listing of upholstered furniture and rugs must be specific as to color and description (e.g., striped or floral, number of cushions, approximates size).
 - (3) Identify containers by type and cube with an indication of general contents (e.g., linens, pots, and pans; 2 cubic feet).
 - (4) Not use words such as "household goods/personal property" or other general descriptive terms in the preparation of the inventory.
 - (5) List and describe item(s) of property to the extent necessary to properly identify it (them).
 - (6) Ensure that my representative will use diligence to record any unusual conditions and that special care is exercised to ensure the inventory reflects the true condition of the property. The "Exception Symbols" and "Location Symbols," as shown on the Household Goods Descriptive Inventory must be used to describe the conditions, such as marred, scratched, soiled, worn, torn, gouged, and etc. If the condition of any article contained in the shipment is such that the use of one or more exception symbols is unnecessary, the omission of these symbols will indicate good condition except for normal wear.
 - (7) Ensure that the term "M-PRO" is used to identify a military member's PBP&E and the term "S-PRO" is used to identify a military spouse's PBP&E on the inventory. In addition, use of the term "consumables" will be used on the inventory when shipment of consumables is authorized for movement on a BL. All PBP&E and/or consumable items will be identified as such on the inventory, together with the cube and weight of the container; a line entry item for each container (e.g., carton M-PRO/S-PRO, 6 cubic ft., 150 lbs). All PBP&E items identified by the member, member's spouse or employee

will be separated from other items of the shipment. PBP&E must be segregated between the military member's PBP&E and spouse PBP&E, placed in separate boxes or cartons, marked, weighed and inventoried separately. The total weight of the PBP&E must be entered into DPS. If the shipment contains consumables, the total weight of all consumables will be entered into DPS. When it is impossible or impractical to weigh the PBP&E or consumables, a constructive weight, based on 7 pounds per cubic foot, will be used.

- (8) List on the inventory the general contents of dressers or chests of drawers and/or identify on the inventory as "empty" if there are no contents.
- (9) Annotate mopeds and motorcycles on the inventory as one line item listing the serial number, make, model, year, and odometer reading.
- (10) Annotate each privately owned firearm on the inventory by make, model, caliber or gauge, and serial number.
- (11) Annotate the inventory to show any overage, shortage, and damage found, including visible damage to external shipping containers each time custody of the property changes from a TSP to a storage contractor, from a storage contractor (warehouse man) to a TSP or from one TSP to another.
- (12) I agree for shipments moving in door-to-door container service, if the customer or PPSO permits me to partially containerize the shipment at the warehouse, each item removed from the residence must be annotated on the inventory as Containerized at Warehouse (CW).
- (13) I agree to secure from the storage contractor two legible copies of the non-temporary storage inventory and in conjunction with the storage contractor, check each item of the storage lot IAW with such inventory. If, at the time each item is checked, there is a difference in condition of the item from that listed on the non-temporary storage inventory, I must prepare an Exception Sheet, and such differing conditions will be noted thereon. When an original inventory is unavailable or illegible, and it is necessary to make a new inventory, I must indicate any differences as to condition of individual items, as compared with the non-temporary storage inventory. In the event the opinions of my driver and storage contractor's representative differ as to shortages/overages or condition of an item(s), both opinions must be listed on my Exception Sheet and separately identified as to source. Both parties must sign and date the Exception Sheet, each retaining a legible copy for their respective files. Such Exception Sheet must remain an internal industry document. In the event a claim is filed with the military activity, I must provide legible copies of the Exception Sheet, if any, to the concerned claims officer upon request.
- (14) I must use the same inventory prepared at origin to verify delivery at destination.
- (15) I must identify personal property by affixing a tag or tape to each article (not applicable to individual items in packing containers). Each shipment must be separately identified by lot and each article must be assigned a number that must correspond with the item number shown on the inventory form. The type of identification used and the method of affixing it to the article must be such as not to damage any article so identified.
- (16) I agree to identify items disassembled or serviced by my company at origin and record such items on the Household Goods Descriptive Inventory form. In addition, if the customer disassembles/services an item, I will annotate the inventory accordingly.

- (17) I must only use the term “miscellaneous” or its abbreviation “misc” to describe the contents of containers when the total items in a container are too numerous to list on the carton or inventory line item and then only if the room or area from which they are packed is identified (e.g., “misc-youths room”). If such a description is used, I agree not to contest a claim for missing items related to the nature of such cartons.
 - (18) I must annotate all electronics (e.g., stereo equipment, computers, and televisions) on the inventory with make, model, and serial number when they are visible on the outside of the item.
 - (19) Use of bingo cards/check off sheets. I agree that I may use bingo cards/check off sheets as internal company documents only. However, bingo cards/check off sheets are not to be signed by members/employees and should not be used to record loss/damage.
6. Condition of Vehicles and Container Protection:
- I agree that the interiors of vehicles and containers used to transport personal property must be clean and must be provided with clean pads, covers and other protective equipment to ensure safe transit and delivery of personal property. Vehicles and containers must be maintained to ensure they are free from holes or other conditions that could permit the entry of water and to ensure doors, when closed, fit tightly and securely. All wooden containers and commercially-designed containers that are not of a weather-proof nature must be properly protected from the elements when inclement weather conditions exist.
7. Split Shipments:
- If it is necessary to split a shipment for the line-haul movement, the established RDD applies to all parts of the shipment. I must prepare a separate inventory for the overflow portion of a shipment and provide one copy to the customer at time of pickup. In addition, one copy must be provided to the origin or destination PPSO upon request.
8. Tailgate Loading:
- I understand that tailgate loading of personal property is not the preferred method of transportation. When tailgate loading is necessary, I agree to ensure property is protected from the weather elements and the load must not extend beyond the sides or end of the tailgate or above the top of the exterior surface of the vehicle.
9. Containers:
- a. I agree to use the best commercial practices in selecting containers to safeguard movement of personal property and I agree to use containers that meet military specifications when required. I understand that TSP-owned/leased commercially-designed shipping containers are authorized provided they meet or exceed Military Specification PPP-B-601.
 - (1) I agree to use security seals on all containerized shipments. All exterior HHG/UB containers/cartons must be sealed with accountable seals at the customer’s residence, unless containerization at the warehouse is authorized by the customer or servicing PPSO. Applicable seal control numbers must be entered on the inventory and cross-referenced to each container utilized. For UB, I agree to use two seals, as a minimum per container/carton, and seals must secure the access overlap top and ends. If only two seals out of a set of four are used, the seals not used must be destroyed at the time of sealing or given to the customer. For HHGs, wooden containers must have a minimum of four seals per container and seals must secure the access overlap door and side panels. Commercially-designed shipping containers of permanent structure must be locked and sealed using a commercially approved tamper-evident device.

- (2) For all containerized shipments entering the Defense Transportation System (DTS) through a DoD operated aerial or seaport, I agree to complete Military Shipping Label (MSL) and documentation requirements as follows:
- (a) Transportation Control and Movement Document (TCMD). I agree, upon receipt of the three copies of the TCMD from the origin shipping office, to fill in Blocks 22, 23, and 24 with the actual pieces, weight, and cube data. If for some reason obtaining actual data will delay transmission of TCMDs beyond the specified transmission time frames, an estimated weight and cube data is authorized on personal property shipments from commercial vendors. When estimated data are used, the pieces field must be annotated with “EEEE”. Upon providing this actual or estimated information to the origin shipping office, I agree not to move the shipment until a release is issued by the origin shipping office. Upon receiving the release, I must place one copy of the TCMD in a waterproof pouch (marked for the outloading air and water terminal) on the number one container, present a copy to the receiving office at the air or water terminal, and retain a copy for my own use.
 - (b) ITGBL HHG and UB containers for shipments entering the DTS (Codes 5, T, and J). I agree to complete an MSL and affix it on one side and one end of the container, except for duffel bags and similar packages, which must have an MSL affixed to one surface. The MSL requires human-readable information as well as linear and two-dimensional bar codes. The human-readable and linear bar coded portions of the MSL are prepared by the TSP or TSP’s agent as described below and the two-dimensional bar code is prepared IAW Appendix R. If the shipping container does not lend itself to application of the label, or if the label would cover or interfere with other required markings, attach the label to a general purpose tag or a placard. The general purpose tag or placard must be tied, wired, or otherwise fastened to the shipment unit or movement conveyance.
 - (c) Place the following listed human readable data and Code 39 linear bar codes on each MSL. Provide the human readable unit of measure in U.S. standard terms (e.g., pieces, inches, feet, and pounds) for measured items and round up the data values to the nearest whole number with leading zeros suppressed. Also see MIL-STD 129, Department of Defense Standard Practice, Military Marking for Shipment and Storage, <http://www2.dla.mil/J-6/DLMSO/eLibrary/Manuals/milstds.asp>, and American National Standard for Material Handling (ANSI) MH10.8.1, Linear Bar Code and Two-Dimensional Symbols Used in Shipping, Packaging, Receiving, and Transport Applications.
 - 1 Transportation Control Number (TCN): Human-readable and linear bar code using 1/2-inch-high Code 39 format.
 - 2 From: The consignor Department of Defense Activity Address Code (DODAAC) and in-the-clear address.
 - 3 Transportation Account Code (TAC), BL Number, and TSP.
 - 4 Piece Number: Piece number of this shipment (of Total Pieces) and a linear bar code using 1/2-inch-high Code 39 format. Do not zero fill. Piece Number and Total Pieces may be expressed as “Piece Number of Total Pieces” to save space on the label.
 - 5 Total Pieces: Total number of pieces in this shipment unit. Do not zero fill.

- 6 Weight: Actual gross weight (this piece) with unit of measure. Do not zero fill.
- 7 Date Shipped: Four-position code or in-the-clear date.
- 8 RDD: Three-digit Julian Date.
- 9 Cube (ft): Cube (this piece) with unit of measure. Do not zero fill.
- 10 POE/CCP/Ship To: Three-digit air/water POE code, and enough space for five lines of up to 35 characters for the in-the-clear address.
- 11 Transportation Priority: Bold text 3/4 inches tall.
- 12 POD: Three-digit air/water POD code or blank.
- 13 Type Service: In-the-clear text (e.g., TGBL CD J). The clear-text descriptions may be derived from the personal property TCN field 15 descriptions.
- 14 Tare Weight (lb): Weight of container before loading personal property.
- 15 Net Weight (lb): Weight of personal property loaded into a container.
- 16 TCMD Information: Linear bar code, Code 39 format.
- 17 Consignee/Mark For: Customer's name followed by the consignee DODAAC and/or Mark For in-the-clear address, and linear bar code using 1/2-inch-high Code 39 format.

NOTE: SSN must not be stenciled on the container unless it is a part of the TCN. Failure to comply will be considered a violation and action must be taken by the PPSO.

- b. The TSP may optionally stencil marking in addition to the MSL on outside containers. Freehand marking is not acceptable. Marking must be proportional to the available space on the container.
- c. Container Marking/Labeling for Non-DTS Shipments:
 - (1) I agree to stencil or label ITGBL (Codes 4, 6, 7, and 8) containers. Individual shipment markings must be stenciled or labeled on two surfaces (one side and one end panel) of each container or IAW other applicable specifications as ordered by the PPSO. When using labels, the TSP must ensure labels are adhered to the container by a water resistant adhesive and a clear water resistant vinyl spray is then applied to each label. The label must be printed on 8.5" x 11" stock with a minimum font size of 36 pt. If the shipping container does not lend itself to application of the label, or if the label would cover or interfere with other required markings, attach the label to a tag or a placard. The tag or placard must be tied, wired, or otherwise fastened to the shipment unit or movement conveyance.
 - (2) Place the following data on each stencil or label. Provide the unit of measure in U.S. standard terms (e.g., pieces, inches, feet, pounds for measured items) and round up data values to the nearest whole number with leading zeros suppressed. Also see Military Standard-129.
 - (a) FROM: Name of Origin PPSO
 - (b) BL: B/L Number
 - (c) Piece Number: Piece number of this shipment and total number of pieces
 - (d) Weight: Actual gross weight with unit of measure

- (e) RDD: Required Delivery Date (Julian Date)
- (f) Cube (ft): Cube of this piece with unit of measure
- (g) Code of Service
- (h) Tare: Weight of container before loading personal property
- (i) Net: Weight of property loaded in container
- (j) TSP: TSP Standard Carrier Alpha Code (SCAC) code
- (k) To: Name of Destination PPSO
- (l) For: Customer's last name, first name.

NOTE: SSN must not be stenciled or on the label of the container. Failure to comply will be considered a violation and action must be taken by the PPSO.

- (3) Any old markings must be permanently obliterated before the container's arrival at the customer's residence. One copy of the customer's order must be placed in each container used to ship UB. When an order applies to more than one customer, the name of the customer to whom the UB belongs must be identified.

10. Documents Provided the PPSO:

- a. I understand I must provide weight tickets to the PPSO not later than 7 workdays after the pickup date and maintain all supporting documents for audit and dispute purposes. I further understand according to individual Service policies, as soon as possible, but not later than 7 workdays after the pickup date, I must furnish the origin PPSO supporting shipment documentation (see note). Other associated documents, such as the inventory and customer signed DD Form 619, etc., are randomly requested for PPSO review or must be provided to the PPSO as required by Service policy, by either electronic or manual means.
- b. Weight tickets must be legible, be signed by the person performing the weighing, and contain required information as outlined in the applicable domestic tariff and/or international tender. If the shipment is to be delivered prior to the submission of the aforementioned documents, the origin PPSO must be advised of the weight via DPS and/or telephone prior to delivery.

NOTE: Air Force and Navy documentation requirements are:

- (1) For Domestic shipments processed by an Air Force or Navy shipping office: Weighted BL (Gross/Tare/Net/Pro Gear Weights) Weight Tickets, DD Form 619, DD Form 619-1, Statement of Accessorial Services Performed (Storage-In-Transit Delivery and Reweigh), [Figure B-4](#), Inventories and Third Party Invoices.
 - (2) For International shipments processed by an Air Force or Navy shipping office: Weighted BL (Gross/Tare/Net/Pro Gear Weights), Weight Tickets, Inventories, and Third Party Invoices.
- c. Documents to be provided to the origin Air Mobility Command aerial port. The port agent/contractor must provide TCMD data in connection with delivery of shipment to the aerial port.

11. Documents Provided the Customer:

- a. At the time of pickup, I must furnish the customer or the customer's representative:
 - (1) Electronic or hard-copy of the BL upon request.
 - (2) A legible copy of the Household Goods Descriptive Inventory and a copy of the High Value Household Goods Inventory (if used).

- (3) One legible copy of DD Form 619 (if applicable).
- b. At the time of delivery, I must furnish the customer or the customer's representative:
 - (1) A legible copy of the DD Form 619-1 if SIT, reweigh services, or other accessorial services are performed enroute or at destination.
 - (2) For shipments originating from non-temporary storage, I must furnish the customer or their representative a legible copy of the Household Goods Descriptive Inventory.
 - (3) One copy of the DoD Defense Personal Property Program Notification of Loss or Damage AT DELIVERY, [Figure B-2](#), and the DoD Defense Personal Property Program, Notification of Loss or Damage AFTER DELIVERY, [Figure B-3](#), documents. I must ensure all identified loss/damage is identified on the document, as applicable.

12. [SIT](#):

- a. In addition to the packing requirements contained in this tender for preparing personal property for transportation, when a shipment is placed in SIT in the CONUS, I agree to the following:
 - (1) Storage. When a shipment is placed into SIT, the warehouseman will have until the close of business of the third working day following the date the SIT control number is issued to complete the handling-in services. Personal property must be stored on skids, dunnage, pallet bases, elevated platforms, or similar storage aids maintaining a minimum of at least 2 inches clearance from the floor to the bottom portion of the stored property. This elevation requirement will apply after the 3-day handling-in period. Items waiting for the completion of the handling-in services must be protected at all times. In addition, the property will not be stored in contact with exterior walls. Trash cans, extension ladders, lawn mowers, TV antennas, swing sets, and other like items are excluded from this requirement.
 - (2) Shipping Containers. The contents of containerized shipments must not be removed from containers when placed in SIT.
 - (3) Identification. All lots of loose Domestic HHGs must be properly identified. Proper identification must consist of customer's name, BL number, and SIT control number. Such identification must be in plain view on each lot. Containerized HHG (Codes 2, 4, 5, 6, and T) and UB (Codes 7, 8, and J) are exempt from this requirement provided containers are marked IAW [Paragraph C.9.c.](#)
 - (4) Rugs and Carpets. Rugs and carpets must be stored on racks in a horizontal position (rolled up in tubes) without folding any portion of the rug, carpet, or padding.
- b. Upholstered or Overstuffed Furniture.
 - (1) Items stored loose on racks must be placed in an upright (normal) position and covered or protected against dust. No boxes, cartons, or other items may be placed upon this type furniture.
 - (2) When items are placed in individual storage rooms or when containers are employed for warehouse storage, they will have protection, padding, blocking, and bracing to preclude damage from any pressure against the upholstery, including pressure from its own weight as well as from conditions external to the container. The use of shrink/stretch-wrap is allowed but not required.

13. Unloading And Unpacking At Destination:

I understand, unloading at destination includes the one-time laying of rugs and the one-time placement of furniture and like items in a room or dwelling designated by the customer or their representative. All articles disassembled by the TSP or originating from nontemporary storage must be reassembled. On a one-time basis, all barrels, boxes, cartons, and/or crates must be unpacked (upon request) and the contents placed in a room designated by the customer. This includes the placement of articles in cabinets, cupboards, or on shelving in the kitchen when convenient and consistent with safety of the article(s) and proximity of the area desired by the customer, but does not include arranging the articles in a manner desired by the customer. The unpacking service and removal of debris must be performed to the customer's satisfaction at the time the goods are delivered to the residence unless specifically waived in writing by the customer or customer's agent. The waiver will be held in my files for further reference.

14. Recording Loss And Damage:

I will record loss/damage revealed while unloading and/or unpacking. When unloading and/or unpacking articles at the destination residence, I will, in coordination with the customer or the customer's authorized agent, inspect each article for damage and check the inventory against possible loss of or damage to articles. A record will be made of any difference in count and condition from that shown on the inventory prepared at origin, and such record will be jointly signed by my representative and the customer or the customer's authorized agent. Such record of count and condition will be indicated on the DoD Defense Personal Property Program Notification of Loss or Damage AT DELIVERY, [Figure B-2](#), and the DoD Defense Personal Property Program Notification of Loss or Damage AFTER DELIVERY, [Figure B-3](#), documents, as applicable. One copy will be furnished to the customer or the customer's authorized agent. In case of missing items, tracer action will be initiated immediately and the PPSO and customer will be advised in writing of the results within 30 days from the date of delivery of the shipment. Every effort will be made to locate missing articles/items before recommending the submission of a claim by the customer. I agree, provided claims action has not been initiated, to forward to the customer by expedited means, missing articles/items when located, at no additional cost to the government or the customer. In the event articles/items are located subsequent to claims action by the customer and/or the government, I will hold the articles/items at the point of location, notify the destination PPSO, and await disposition instructions. When articles/items are returned to the customer, any claims that have been paid in favor of the customer will be readjusted in my favor.

15. Removal of Debris:

Subject to Paragraph 13 above, I must remove from the customer's premises all of my unused, empty containers, packing materials and other debris accumulated incident to packing/unpacking and loading/unloading.

16. Quality Control Program:

I agree to establish within my company a quality control system to provide total visibility of all facets of the program and ensure the service provided is equal to or greater than the standards of service established by HQ SDDC. This system will include, but not be limited to, specific subsystems for the functions of traffic management (routing, tracing, and billing), packaging, employee training and supervision, and agent supervision. Upon request, I must provide HQ SDDC detailed descriptions of this quality control system.

D. CERTIFICATION

1. Violations:

Any substantial violation of this Tender, or failure to perform IAW the DTR Part IV, DP3 Business rules, the International Tariff and Domestic Tender, and/or other legal requirements, may be used as the basis for punitive action by a PPSO or SDDC. I also understand that the severity of the violation and/or repeated violations of this Tariff/Tender, as determined by the Commander, SDDC, may be used as justification for non-use or termination of this TOS, without which I am not permitted to participate in further DoD personal property traffic.

2. Effective Date:

This TOS will be effective on the date approved by the Commander, SDDC, and will be applicable to shipments of personal property that I accept for movement and servicing in DP3 as phased in, including shipments on BLs, or purchase orders, and will form a part of the conditions thereof.

3. Terms and Conditions:

a. It is mutually agreed and understood between the U.S. Government and TSPs, including Forwarders, who are parties to BL that:

- (1) The BL is governed by the regulation relating thereto as published in 41 CFR Part 101-41, Transportation Documentation and Audit, with special attention drawn to Federal Management Regulation (FMR), Part 102-118, Transportation Payment and Audit, and applicable Commercial Shipments Rules and Conditions.
- (2) Except as provided in 41 CFR 101 or as otherwise stated hereon, the BL is also subject to the same rules and conditions as govern commercial shipments made on the usual forms provided therefore by the TSP.
- (3) All parties to the BL (TSPs, freight forwarders, or their representative), recognize that this shipment is made under the auspices of the U.S. Government, agree to forego any liens that may arise from any cause whatsoever and not to detain or impound this shipment made on the usual forms provided therefore by the TSP.
- (4) The TSP will in no way demand prepayment of charges nor make any collection of charges at the time of delivery.
- (5) Interest will accrue from the voucher payment date on overcharges made hereunder and paid at the same rate in effect on that date as published by the Secretary of the Treasury pursuant to the Debt Collection Act of 1982.

b. General instructions and administrative directions:

- (1) Continuation sheets of the prescribed must be used and attached hereto when space under “Description of Shipment” on the face of the BL is inadequate.

c. All accessorial or special services must be requested and approved in DPS prior to performance of service or use of special service.

CONTAINS INFORMATION SUBJECT TO THE PRIVACY ACT OF 1974, AS AMENDED.

STATEMENT OF ACCESSORIAL SERVICES PERFORMED				OMB No. 0702-0022 OMB approval expires May 31, 2011			
<p>This form is required only when accessorial services are chargeable to the Government. Carrier will enter complete information or "None" in columns. "Unit Price" and "Charge" columns may be omitted when charges are itemized on the Standard Form 1113.</p> <p>The public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, Executive Services Directorate, Information Management Division, 1155 Defense Pentagon, Washington, DC 20301-1155 (0702-0022). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.</p> <p>PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ABOVE ORGANIZATION.</p>							
1. GOVERNMENT BILL OF LADING NUMBER		2. DATE OF PICKUP AT ORIGIN (YYYYMMDD)		16. ACCESSORIAL SERVICES			
3.a. NAME OF OWNER (Last, First, Middle Initial)				PACKING, PACK MATERIALS AND UNPACKING (1)	NUMBER (2)	UNIT PRICE (3)	CHARGE (4)
b. SSN		c. RANK OR GRADE		a. DISH PACK			
4. ORIGIN OF SHIPMENT		5. DESTINATION OF SHIPMENT		b. CARTONS (Less than 3 cubic feet)			
6.a. ORDERING ACTIVITY/INSTALLATION NAME		b. LOCATION		c. CARTONS (3 cubic feet)			
7.a. NAME OF CARRIER		b. NAME OF AGENT (Last, First, Middle Initial)		d. CARTONS (4-1/2 cubic feet)			
8. SIGNATURE OF CARRIER'S REPRESENTATIVE		9. DATE (YYYYMMDD)		e. CARTONS (8 cubic feet)			
10. CARRIER'S SHIPMENT REFERENCE NO.		11. AGENT OR DRIVER CODE		f. CARTONS (8-1/2 cubic feet)			
12. PROFESSIONAL BOOKS, PAPERS AND EQUIPMENT (PBP&E) INCLUDED IN SHIPMENT (If not included, write "None".)		LBS.		g. WARDROBE (Not less than 10 cubic feet)			
13. STORAGE-IN-TRANSIT (SIT)		a. STORED AT (1) CITY (2) STATE		h. MATTRESS, CRIB			
		b. SIT SERVICES PROVIDED AT (X one)		i. MATTRESS (Not exceeding 39" x 75")			
		ORIGIN DESTINATION OTHER		j. MATTRESS (Not exceeding 54" x 75")			
DATES (YYYYMMDD):		f. NUMBER OF DAYS		k. MATTRESS (39" x 80")			
c. IN		d. ORDERED OUT		l. MATTRESS (Exceeding 54" x 75")			
e. DELIVERED OUT		g. NET WEIGHT		m. TOTAL			
h. REQUESTED DELIVERY DATE (YYYYMMDD)		i. SHIPMENT ORDERED INTO AND OUT OF SIT ON DATES INDICATED AND AUTHORIZED BY SIT CONTROL NO.		n. TOTAL SUBJECT MAX-PAK \$ /cwt			
j. WAS STORAGE POINT FOR CARRIER'S CONVENIENCE (X one)		YES NO		o. GRANDFATHER CLOCK CARTONS			
14. REWEIGH CERTIFICATION (If applicable)		a. NUMBER		p. CORRUGATED CONTAINERS (Special constr.)			
b. ORIGINAL GROSS		c. REWEIGH GROSS		q. BOXES - WOODEN CRATES (Not over 5 cu.ft.)			
d. ORIGINAL TARE		e. REWEIGH TARE		r. BOXES (Over 5 cu.ft./not over 8 cu.ft.)			
f. ORIGINAL NET		g. REWEIGH NET		s. BOXES (Over 8 cu.ft.) (Gross cu.ft.)			
15. APPLIANCES SERVICED (Owner/Agent must initial each entry separately.)		TYPE a.		t. CRATES (Cubic feet (Minimum charge:)			
		MAKE/MODEL NO./MANUFACTURER b.		u. CARTONS, DOUBLE WALL (PPP-B-1364) & TRIPLE WALL (PPP-B-640) (Not over 4 cu.ft.)			
		OWNER/AGENT INITIALS c.		v. CARTONS (Over 4 cu.ft./less than 7 cu.ft.)			
				w. CARTONS (7 cu.ft./less than 15 cu.ft.)			
				x. TOTAL PACKING CHARGE			
				y. LABOR (Describe service in "Remarks" (Enter number of man-hours)			
				z. (X as applicable) EXTRA DELIVERY			
				EXTRA PICKUP AUXILIARY SERVICES			
				aa. PIANO/ORGAN CARRY SERVICE			
				bb. ELEVATOR/STAIR/EXCESS DISTANCE			
				cc. SERVICING APPLIANCES/OTHER ARTICLES (As itemized and initialed in Item 15)			
				dd. OTHER (Describe in "Remarks")			
				ee. TOTAL ACCESSORIAL SERVICE CHARGES			
17. REMARKS							
18. STATEMENT OF OWNER, MILITARY INSPECTOR/TRANSPORTATION OFFICER							
a. MATERIALS WERE FURNISHED/ACCESSORIAL SERVICES WERE PERFORMED				b. SIGNATURE (Do not sign until Carrier has completed column 16(2).)		c. DATE SIGNED (YYYYMMDD)	
AT ORIGIN OTHER (Explain)							
AT DESTINATION							
19. TRANSPORTATION OFFICER CERTIFICATION. I CERTIFY THAT SHIPMENT SERVICES WERE ACCOMPLISHED AS SHOWN BELOW.							
a. SERVICES ACCOMPLISHED (X as applicable)		(3) REWEIGH CERTIFICATION		(6) WAITING TIME		(9) OTHER (Specify)	
(1) ACCESSORIAL SERVICES (Listed in Item 16)		(4) THIRD PARTY SERVICES		(7) UNPACKING SERVICE (Baggage only)			
(2) STORAGE-IN-TRANSIT		(5) BULKY ARTICLE CHARGE		(8) OVERTIME LOADING/UNLOADING CHARGE			
b. SIGNATURE OF TRANSPORTATION OFFICER				c. TITLE (Print or type)		d. DATE SIGNED (YYYYMMDD)	

DD FORM 619, MAY 2008

PREVIOUS EDITION MAY BE USED.

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Figure B-1. DD Form 619 – Statement of Accessorial Services Performed

DEFENSE PERSONAL PROPERTY PROGRAM (DP3) NOTIFICATION OF LOSS OR DAMAGE <u>AT</u> DELIVERY			
COMPLETED BY TSP:			
NAME OF OWNER _____	RANK/GRADE _____	BRANCH OF SERVICE _____	WEIGHT _____
BL NO. _____	TSP REFERENCE NO. _____	SCAC _____	PICK UP DATE _____
IS THIS A PARTIAL DELIVERY (Y or N)? _____			
PURPOSE AND GENERAL INSTRUCTIONS: <ul style="list-style-type: none"> To provide the Transportation Service Provider (TSP) notice of loss or damage discovered AT the time of delivery. The customer (or their designated representative) and the TSP's delivery representative must jointly complete this document. List in NOTED LOSS AND/OR DAMAGE section below all damage and missing items noticed before TSP's representative departs. DO NOT leave blank. If no loss or damage is discovered at the time of delivery, write "NONE" in DESCRIPTION OF DAMAGE. THIS DOES NOT CONSTITUTE "FILING A CLAIM". CLAIM MUST BE FILED VIA DPS CLAIMS MODULE – http://www.move.mil/. <p style="text-align: center;">NOTED LOSS AND/OR DAMAGE</p> If more than one page is needed, include your name, Bill of Lading No. and number the Page _____ of Page _____ on each page used.			
INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (If missing, so specify) (Electronic items, provide brand & model number)	
NOTE: TSP is responsible for one-time placement of items during delivery. If requested, the TSP will unpack and remove cartons to the customer's satisfaction. Member requested unpacking and removal of cartons? YES ___ NO ___			
PLEASE READ CAREFULLY BEFORE SIGNING -- THIS IS CUSTOMER'S NOTIFICATION OF LOSS AND/OR DAMAGE <u>AT</u> DELIVERY			
By signing below, Customer acknowledges receipt of: <ul style="list-style-type: none"> One (1) copy of this NOTIFICATION OF LOSS OR DAMAGE <u>AT</u> DELIVERY and one (1) copy of the NOTIFICATION OF LOSS OR DAMAGE <u>AFTER</u> DELIVERY. 			
Customer understands that he/she: <ul style="list-style-type: none"> Will receive from the delivering TSP a "NOTIFICATION OF LOSS OR DAMAGE <u>AFTER</u> DELIVERY" document to identify loss or damage found after delivery. This notification document will provide instructions on how to file a claim on-line. Can provide notification to the TSP within 75 days by entering the information from the <u>AFTER</u> Delivery document into the DPS on-line claims module or mail NOTIFICATION OF LOSS OR DAMAGE <u>AFTER</u> DELIVERY document to the TSP by certified return receipt, fax or electronic dispatch. Will NOT be eligible for loss or damage recovery by the TSP or Government for any item not identified within 75 day period after delivery. 			
Received for Delivery at: Street Address _____ City _____ State _____ Zip _____ Telephone Number _____ Customer Email _____ Signature of Customer _____ Delivery Date _____ (or his/her designated representative)	Name/Address of Transportation Service Provider (TSP) TSP Email: _____ Toll-Free Telephone Number _____ Fax Number _____ Delivering TSP Signature _____ Date _____		

Figure B-2. Notification of Loss or Damage AT Delivery

DEFENSE PERSONAL PROPERTY PROGRAM (DP3) NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY		
INSTRUCTIONS TO CUSTOMER (OR HIS/HER DESIGNATED REPRESENTATIVE): <ul style="list-style-type: none"> You have up to 75 days to inspect your property, note all loss and damage not previously discovered and reported at the time of delivery and provide notice to the Transportation Service Provider (TSP). The preferred method of submission to the TSP is via the DPS on-line Claims Module--see instructions in Section A. If you are unable to file on-line you may give written notice of loss and damage following the instructions in Section B. If TSP is not notified within 75 days, you may lose any potential monetary recovery for your loss and damage. This is only notification to the TSP of your loss or damage—THIS DOES NOT CONSTITUTE FILING YOUR CLAIM. For information about filing a claim against the TSP, see Section C below. If you have any questions about completing this document, contact the TSP or Military Claims Office (MCO) or locate your Service Military Claims website at www.move.mil (under DOD Customer tab). 		
SECTION A -- DPS ON-LINE NOTIFICATION <ul style="list-style-type: none"> On-line notification can be completed via the internet by accessing DPS via "http://www.move.mil". You must notify TSP in DPS by midnight GMT of the 75th day following delivery to be eligible for Full Replacement Value. If you submit this notice on-line via the DPS claims module, you DO NOT need to complete Section B. 		
SECTION B -- WRITTEN NOTIFICATION <ul style="list-style-type: none"> If you are unable to provide notice on-line via DPS, you may fill out this section and send it to the TSP. This NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY must be mailed by certified return receipt, faxed or emailed to the TSP identified below by midnight GMT of the 75th day following delivery. Keep a copy of this document and certified mail receipt for your records as proof it was sent to the TSP within 75 days. If more than one page is needed, please include your name, Bill of Lading No. and number of pages on each supplemental page used. USE ONLY BALLPOINT PEN OR INDELIBLE INK. 		
NOTICE TO TSP: You are hereby notified the customer (or their designated representative) intends to present a claim for the loss and/or damage as noted on the NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY and this document. You are hereby extended the opportunity to inspect the property.		
INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (If missing, so specify.) <small>(Electronic items, provide brand & model number)</small>
_____ CUSTOMER SIGNATURE (OR THEIR DESIGNATED REPRESENTATIVE)		_____ DATE OF DELIVERY
SECTION C -- FILING A CLAIM AGAINST THE TSP <ul style="list-style-type: none"> With limited exceptions, to receive Full Replacement Value for eligible loss and damage, you MUST file your claim online via the DPS Claims Module within 9 MONTHS of your property's delivery. To submit your claim to the TSP who shipped your personal property, access DPS at http://www.move.mil and follow instructions for filing a claim. You do not need repair estimates to enter your claim in DPS. If you choose not to file your claim in DPS, you may file a claim directly with your servicing MCO; however, you will not be eligible for full replacement value and will be responsible for obtaining repair estimates. For ANY questions about filing a claim, contact your servicing MCO. 		
Delivery Date _____ BL _____ : Street Address _____ City _____ State _____ Zip _____ Telephone Number or Email _____ Customer's Name (PRINT) _____ Signature of Customer _____ Date _____ (or their designated representative)	SEND TO: Name/Address of Transportation Service Provider (TSP):	

Figure B-3. Notification of Loss or Damage AFTER Delivery

CONTAINS INFORMATION SUBJECT TO THE PRIVACY ACT OF 1974, AS AMENDED.

STATEMENT OF ACCESSORIAL SERVICES PERFORMED (STORAGE-IN-TRANSIT DELIVERY AND REWEIGH)		OMB No. 0702-0022 OMB approval expires May 31, 2011	
The public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, Executive Services Directorate, Information Management Division, 1155 Defense Pentagon, Washington, DC 20301-1155 (0702-0022). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.			
PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ABOVE ORGANIZATION.			
DISTRIBUTION: 1. ORIGINAL COPY TO CARRIER. 2. COPY TO PROPERTY OWNER.		3. ADDITIONAL COPIES MAY BE MADE FOR CARRIER'S USE.	
1. GOVERNMENT BILL OF LADING NUMBER	2. DATE OF PICKUP AT ORIGIN (YYYYMMDD)	13. STORAGE-IN-TRANSIT (SIT)	
3.a. NAME OF OWNER (Last, First, Middle Initial)		a. STORED AT (City and State)	b. SIT SERVICES WERE PROVIDED AT (X as applicable)
b. SSN	c. RANK OR GRADE	DESTINATION <input type="checkbox"/> OTHER <input type="checkbox"/>	
4. ORIGIN OF SHIPMENT	5. DESTINATION OF SHIPMENT	c. DATE IN (YYYYMMDD)	d. DATE OUT (YYYYMMDD)
6.a. ORDERING ACTIVITY/ INSTALLATION NAME	b. LOCATION	e. NUMBER OF DAYS	f. NET WEIGHT
7.a. NAME OF CARRIER	b. NAME OF AGENT (Last, First, Middle Initial)	g. THIS SHIPMENT WAS ORDERED INTO AND OUT OF SIT ON DATES INDICATED HEREON AND AUTHORIZED BY SIT CONTROL NUMBER:	
8. SIGNATURE OF CARRIER'S REPRESENTATIVE	9. DATE (YYYYMMDD)	SIT IN EXCESS OF 90 DAYS WAS AUTHORIZED (X) <input type="checkbox"/> YES <input type="checkbox"/> NO	
10. CARRIER'S SHIPMENT REFERENCE NO.	11. AGENT OR DRIVER CODE	h. SIGNATURE OF TRANSPORTATION OFFICER	
12. REMARKS		i. DATE (YYYYMMDD)	
		14. REWEIGH CERTIFICATION	
		a. ORIGINAL GROSS	b. REWEIGH GROSS
		c. ORIGINAL TARE	d. REWEIGH TARE
		e. ORIGINAL NET	f. REWEIGH NET
		g. THIS SHIPMENT WAS ORDERED FOR REWEIGH AND SERVICES WERE ACCOMPLISHED AS SHOWN ABOVE.	
		(1) SIGNATURE OF TRANSPORTATION OFFICER	(2) DATE (YYYYMMDD)
		15. ADDITIONAL SERVICES	
		(1) NUMBER	(2) UNIT PRICE
		(3) CHARGE	
		a. LABOR - NUMBER OF MAN-HOURS (Describe services in "Remarks")	
		b. PIANO/ORGAN OR EXCESS CARRY SERVICES	
		c. OTHER (Describe in "Remarks")	
16. CONSIGNEE'S STATEMENT OF DELIVERY AND LOSS OR DAMAGE			
Notice is hereby given to the carrier to whom this statement of accessorial services performed is surrendered that the shipment was received in condition as shown below and that claim, if any, will be made for the value of such loss and/or damage as indicated.			
a. DESCRIPTION OF LOSS OR DAMAGE		b. ACTUAL OR ESTIMATED WEIGHT	
17. WAIVER Unpacking and removal of packing material, boxes/cartons, and other debris is hereby waived.	a. INVENTORY NUMBERS	b. SIGNATURE	
18. CERTIFICATION. I have received the property described on this form:			
a. FROM (Name of Transportation Company)	b. AT (Actual Point of Delivery)	in apparent good order and condition except as noted above.	
c. SIGNATURE OF CONSIGNEE OR AUTHORIZED AGENT		d. DATE OF DELIVERY (YYYYMMDD)	

DD FORM 619-1, MAY 2008

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**Figure B-4. DD Form 619-1, Statement of Accessorial Services Performed
(Storage-In-Transit Delivery and Reweigh)**

CHAPTER 405

QUALITY ASSURANCE (QA)

A. INTRODUCTION

QA standards in the DP3 consist of scored and non-scored factors. Non-scored factors include the requirements of the DTR, Part IV and other guidance provided by SDDC.

B. QA REQUIREMENTS

The DTR Part IV, the International Tender, the Domestic 400NG Tariff, and other guidance provided by SDDC, including, but not limited to, TMAs, specify the requirements of service that the TSP agrees to fulfill in the movement of DOD sponsored personal property shipments. The provisions of these business rules provide guidance for the use of QA procedures for both domestic and international shipments, including OTO shipments, special solicitations, VMs, and all shipments processed in the DP3.

1. **TSP Accountability**: The TSP on the BL is fully responsible for the shipment and storage (including, but not limited to, all loss and damage, claims, or other violations). No subcontractor or separate entity is considered to have moved or stored the shipment for the purposes of QA. It is the responsibility of the TSP to use sound judgment in its selection of personnel as company representatives. Any violation of the rules is considered an act of the TSP listed on the BL and dealt with according to the procedures listed herein.
2. **Satisfactory Service**: The TSP must consider the satisfaction of the DOD customer and the PPSO. The DOD customer is the primary gauge of the quality of service as determined by the results of the CSS Reports and quality control procedures must be used by the PPSO to help ensure that only those TSPs providing high quality service are used.
3. **Time Frames**: All time frames, unless otherwise noted, are in calendar days.
4. **Correspondence**: All correspondence to/from a TSP must be handled expeditiously. All correspondence concerning appeals can be sent by mail, e-mail, or FAX but must be supported by evidence of timely submission such as certified mail, e-mail delivery confirmation, or other electronic data which is subject to review and interpretation by the appellate bodies delineated in these rules. All correspondence must include the SCAC. A TSP declaring CFAC is responsible for monitoring its mailing address locations as provided in the ETOSSS and published by SDDC, for appeal decisions and other correspondence.

C. INSPECTIONS ACTIONS AND PERFORMANCE EVALUATION

Evaluation of TSP performance begins when the origin PPSO offers a shipment to the TSP. Acceptance of the offer binds the TSP to perform IAW the general terms established by the DOD and agreed upon by the TSP and the specific terms contained on the BL and the rate solicitation.

1. **Shipment Inspections**:
 - a. **Non-Scored Factors in DP3**: All requirements of DTR Part IV, the International Tender, the Domestic 400NG Tariff, and other guidance provided by SDDC, including, but not limited to, TMAs, is evaluated independently from BVS factors. The monitoring of services via inspections is a critical component of this program and necessary to ensure that DOD customers continue to receive the quality service promised by this program and provided by industry. Punitive action for violations can be taken by the PPSO and/or SDDC.

- b. **Inspection Goal:** An inspection goal of not less than 50 percent (e.g., percentage of all Personal Property shipments Inbound/Outbound) must be set by individual Service policy. Inspections can be physical and/or telephonic.
 - c. **Inspection requests:** When requested by another PPSO, the DOD customer, SDDC, or the TSP, a PPSO must make a maximum effort to inspect a specific shipment. This is subject to the PPSO's ability and Service policy. The following considerations must be made when requesting an inspection:
 - (1) Whether or not an inspection was conducted at the origin.
 - (2) An indication of poor quality service or TOS violations on the shipment, (which must be identified in the request for inspection).
 - (3) Indications of the DOD customer's dissatisfaction with the service provided by the TSP.
 - d. **Shipment Evaluation and Inspection Record (DD Form 1780) Procedures:**
 - (1) The DD Form 1780, [Figure 405-2](#), is a web form in DPS and must be used by inspectors to record any TOS violations found on inbound or outbound shipments.
 - (2) Shipments not moving via DPS require a DD1780 to be completed manually.
2. **TSP Performance File:** A performance file must be kept for TSP's. The files may be maintained in DPS, electronically, and/or hard copy. PPSO's should utilize DPS capabilities to the fullest extent possible, minimizing hard copies. The TSP performance file should contain, or make reference to, the following (as applicable):
- a. Origin and destination shipment inspections (e.g., DD Form 1780)
 - b. Customer Satisfaction Surveys (CSS)
 - c. Investigation records of complaints made against the TSP
 - d. Shipment reweigh records
 - e. Letters of Warning (LOW) and Letters of Suspension (LOS) (DD Form 1814, [Carrier Warning/Suspension/Reinstatement/Cancellation of Warning, Figure 405-1](#))
 - f. TSP's responses/corrective actions to LOW/LOS or complaints
 - g. All other communications concerning TSP's performance
 - h. Photographs depicting substandard service.
- NOTE:** Items a., b., d., and e. above are maintained in DPS and are available for review by the PPSO, SDDC and Service HQ's.
- Performance File Maintenance:** Files must be maintained for both the international and domestic shipments. TSP performance files must contain shipment information for two calendar years.
3. **PPSO Review:** When taking punitive action the PPSO WILL review the overall TSP's performance within DPS for both failures and successes. The PPSO must look for recurring deficiencies or patterns of unacceptable performance and initiate action to warn, suspend, or recommend disqualification/non-use through SDDC,
4. **TSP Review:** TSP's may review their performance within DPS. These reports include CSS, claims scores, LOW/LOS, among other performance factors. PPSO will allow the TSP to review their applicable performance file information that is not contained within DPS.

D. PUNITIVE ACTIONS

QA Actions: When a TSP violates any provision of its agreement and/or the DP3 Business rules, the PPSO may issue a LOW, LOS, or recommend an action to SDDC. CSS comments may be used as supporting evidence in the issuance of a LOW/LOS. The PPSO must take into consideration the severity of the violation, impact on the DOD customer, the quality of the TSP's past performance, and the actions the TSP may have taken to correct the deficiencies. QA actions in the DP3 are summarized below:

1. **LOW:**

A LOW serves as notice to a TSP that if violations or performance problems continue, suspension action may follow. LOWs must be prepared by the PPSO using DPS. A LOW is generated by DPS after an inspector inputs the violation in DPS. Violations are tallied by the system at a BLOC for a rolling 180 days for TSP inbound/outbound traffic. When a TSP commits the same violation three or more times during a 180 day period, suspension action may be considered.

NOTE: A LOW may be issued for any violation(s) and is not limited to those listed on the DD Form 1780.

A LOW, DD Form 1814, [Figure 405-1](#), is issued by the PPSO to a TSP for unacceptable performance. The LOW must state, as a minimum:

- a. DOD customer's name,
- b. BL number, and
- c. The rule or regulation indicating the violation that resulted in the LOW.

The TSP may view the DD Form 1780, which supports the warning in DPS. Notification of the LOW is sent to the TSP via DPS. Unless a written response is requested by the PPSO, TSPs are not required to respond to LOWs.

2. **LOS:**

a. **LOS:** All LOS are overt actions by the PPSO to ensure the suspension action is appropriate and not due to system error. When a LOS is issued, DPS notifies the TSP of the suspension action. The LOS must state the following to substantiate the suspension:

- (1) DOD customer's name,
- (2) BL number,
- (3) Rule or regulation violated on the shipment(s) (e.g., IAW DTR Part IV, Appendix B).
- (4) PPSO must enter "Failure to provide corrective action within 30 days from the effective date of a suspension may result in the LOS remaining in effect, until corrective action has been provided and accepted".

NOTE: See [Table 405-1](#) for an overview of QA actions in DPS. Violations of the TSP's agreement are tallied by DPS to facilitate the PPSO/SDDC's visibility of any trends of performance failures. DPS reporting supports monitoring the number of LOWs/LOSs for a TSP.

b. **Regular Suspensions:**

- (1) A regular suspension may be imposed when a TSP repeatedly violates any provision of its contractual agreement or commits any single violation which merits suspension. When a regular suspension is issued within DPS, a TSP has 20 days to respond to the notification. The effective date is 21 days after notification. As a guideline, when a TSP commits the same violation three or more times during a 180 day period,

suspension action will be considered. The following are examples of violations that include some, but not all, reasonable grounds to impose a regular suspension:

- (a) Repeated failure to perform a pre-move survey as required.
 - (b) Repeated failure to meet the RDD entered on the BL.
- (2) A PPSO may issue two types of regular suspensions:
- (a) **BLOC Market Suspension**: This suspension is moderately restrictive and issued within DPS (QA Management) for suspension from a market (dHHG, iUB, or iHHG) in which the violations occurred. For example, a suspension as a result of multiple LOWS, etc.
 - (b) **BLOC Suspension**: Most restrictive. Suspension, for all markets, from the BLOC where violations occurred. For example, use this type of suspension when issuing a third suspension of any type within 180 days.

NOTE: Channel suspension functionality is reserved solely for SDDC's internal use.

- (3) Suspension Length: Regular suspensions, either BLOC Market or BLOC, are for 30 days.

c. **Immediate Suspension**:

An immediate suspension is effective on the date the PPSO initiates the suspension (e.g., the system date on which DPS sends the TSP notification).

- (1) A PPSO may issue two types of immediate suspensions:
- (a) **BLOC Market** (dHHG or iUB or iHHG) **Suspension**: Moderately Restrictive. Suspensions should apply only to the market in which the violation occurred. An immediate suspension may be issued for, but not limited to:
 - 1 Refusal of standard shipment award.
 - 2 Missed pickup – A missed pickup occurs when the TSP does not keep the appointed pickup date and causes severe inconvenience to the customer or fails to meet pickup date without any type of communication with the customer.
 - 3 A DOD customer's property remaining in a TSP's origin facility on or after the RDD.
 - 4 TSP personnel smoking in the member/employee's residence, within 10 feet of member/employee's personal property, or at any time in the moving van or container.
 - (b) **BLOC Suspension**: Most Restrictive. Suspension, for all markets originating from the BLOC where the violation(s) occurred. PPSOs may utilize this as a result of flagrant violations justifying an immediate suspension. An immediate BLOC suspension may be issued for the followings violations, including but not limited to:
 - 1 Turn-back: A turn-back occurs when the TSP notifies the origin PPSO that they are unable to service a shipment previously accepted.
 - 2 TSP personnel being under the influence of, or using, alcohol or unlawful drugs at the DOD customer's residence.
 - 3 TSP personnel using abusive language, actions, or immoral conduct in the presence of the DOD customer or the DOD customer's family.

- 4 Evidence of fraud and/or theft on the part of the TSP's personnel.
- 5 Evidence of deliberate damage to the DOD customer's possessions.
- 6 Evidence of a TSP or TSP's representative who falsifies, conceals, or covers up by any trick, scheme, or device, a material fact; or makes any false, fictitious, or fraudulent statements, or representation; or makes or uses any false writing or document knowing the same to contain any false, fictitious, or fraudulent statement.
- 7 Evidence of the TSP or TSP's representative or subcontractor holding a shipment hostage as forbidden by Section 406 of Title 37, USC, and explained in the TOS, the DP3 International Tender, and/or the DP3 Domestic 400NG Tariff.
- 8 Use of a disqualified or revoked TSP in any capacity (s).
- 9 Use of a non-qualified/ineligible DOD warehouse for storage of a DOD customer's shipment.

NOTE: An immediate suspension does not require prior issuance of a LOW.

- (2) **Suspension Length:** Immediate suspensions, either BLOC Market or BLOC, are for 30 days.
 - d. **TSP Corrective Action:** To be removed from suspension, a TSP must provide proof of corrective action to the PPSO before it can be reinstated. This notice may be sent electronically or via certified mail to the PPSO no later than 15 days following the suspension and the TSP remains in suspension status until such time as acceptable corrective action is completed. If the TSP's corrective action is deemed to be insufficient, the PPSO must notify the TSP within 15 days of the date of the electronic notification or the postmark on the TSP's notice of corrective action.
 - e. **Multiple Suspensions, Recommendations, and Double Jeopardy:** All suspensions must run consecutively. If a TSP receives a second suspension while under a current suspension, the TSP remains in a suspended status for a minimum of 30 days before the second suspension begins. A single PPSO may not impose an additional suspension on a single TSP for the same type of violation if the pickup date of the shipment on which the same violation occurs was prior to the date of the original suspension. A PPSO must not suspend a TSP more than once on a single shipment; however, the PPSO must require corrective actions apply to all violations before the TSP is reinstated. Double jeopardy is the act of applying punitive action against a TSP for an offense for which they have already been punished. PPSOs and SDDC can enact punitive action against a TSP based on the TSP's overall performance. Separate PPSO and SDDC punitive actions do not constitute double jeopardy. Origin and destination PPSOs may take punitive actions for separate and distinct violations that occur in each PPSO's AOR on the same shipment. If supported by evidence and proof, the separate origin and destination punitive actions do not constitute double jeopardy.
3. **SDDC Non-Use Actions:** Non-Use: The act of SDDC temporarily suspending a TSP from all or specified parts of the DP3 program. Action may be taken immediately after receipt of information indicating there is a threat to the safety or security of personal property shipments (in transit or storage) or where a TSP fails to meet the requirements necessary to be an approved participant in the DP3 program. When a TSP disputes the accuracy of the information on which non-use is based a TRB hearing will normally be held within 30 days after the TSP is placed in non-use. (SDDC Regulation 15-1). SDDC can initiate non-use of a TSP for a definite or

indefinite period of time. Non-use of a TSP maybe directed by SDDC, as a result of, but not limited to, the following:

- a. Non-payment of debts owed to the government (Federal Claims Collection Act of 1966), or TSP agents or other entities exposing Government shipments to actual and/or potential delay, frustration, seizure, or detention.
- b. Overall performance. (Includes but is not limited to: Not meeting the MPS, repeated violations of its contractual agreement).
- c. Failure to meet or maintain the requirements in “TSP Qualification” (SDDC Pamphlet 55-4).
- d. Failure to disclose a CFAC relationship.

NOTE 1: Any outstanding claims against a TSP that has been placed in permanent, world-wide non-use status by SDDC can be transferred by the customer to their Service Claims Office and still be eligible for FRV.

NOTE 2: SDDC initiated non-use may include removal from OTO/Volume Move/Special solicitation.

NOTE 3: A TSP failing to disclose CFAC may be removed from the program for a period of up to two years and prosecuted for filing a false official statement in violation of 18 USC 1001.

E. TSP APPEALS

NOTE: Any appeal opens the entire case for re evaluation.

1. Appeals to the PPSO: A TSP has the right to appeal any punitive action imposed by the PPSO. All appeals must be mailed or e-mailed directly to the PPSO who imposed the punitive action. The appeal must be dated within 15 days from the punitive action notification date. TSPs who e-mail appeals must provide evidence that the e-mail was sent to a generic e-mail address as listed in the Personal Property Consignment Instruction Guide. TSPs should use e-mail delivery and/or read receipts with the e-mailed appeal. The PPSO must use the date of the mail or e-mail to verify the appeal meets the 15 day appeal period requirement, and review all facts upon receipt. The TSP's appeal must be factual, fully documented, and provide irrefutable evidence of why the punitive action was erroneous and/or why it should be removed.

NOTE: PPSOs will not accept appeals of scored BVS factors or of BVS scores. Such appeals must be sent directly to SDDC. (See Chapter 403)

2. PPSO Appeal Outcomes: The PPSO must respond to the TSP's appeal in writing (e.g., e-mail) no later than 15 days from the e-mail date of the appeal or the TSP may be reinstated. The PPSO may use e-mail to respond to all appeals regardless of how they were received. The PPSO must either inform the TSP that the appeal is granted or provide a reason for its denial.
 - a. For a successful appeal in the TSPs favor.
 - (1) When a LOW appeal is granted, PPSO must rescind immediately.
 - (2) When the TSP's appeal is granted before the regular suspension takes effect (21st day): The TSP remains on the TDL without having lost any shipments.
 - (3) For an immediate suspension, when TSP's appeal is granted in their favor, the TSP will be immediately returned to the TDL.
 - b. For a unsuccessful appeal (not in the TSPs favor).
 - (1) When a LOW appeal is denied, LOW will remain in effect.

- (2) If a TSP’s appeal is denied, the regular suspension is effective on the 21st day from notification and remains in effect as discussed in Para. [D.2.b\(1\)](#).
 - (3) If a TSP’s immediate suspension is denied they will remain in suspension status, until expired or until acceptable corrective action has been received.
3. **Appeals to SDDC:** If an appeal is denied by the PPSO, the TSP may further appeal to SDDC at sddc.safb.ppperf@us.army.mil. All appeals must come from the responsible TSP identified on the BL and cannot be delegated to any entity, including companies that are in CFAC. This appeal must be initiated no later than 15 days from the date of the PPSO’s decision. The appeal must include a copy of the TSP’s initial appeal to the PPSO, the PPSO’s response, and any other supporting documents which assists the appellate authority in rendering a decision. SDDC may respond by e-mail/to the TSP and PPSO, regardless of how the appeal was received. If SDDC does not respond within 20 days from the e-mail or postmarked date of the TSP’s appeal, the TSP must be reinstated until the TSP is provided a response. The TSP must maintain evidence that the appeal was complete and was sent to SDDC with an accompanying delivery and/or read receipt.
- a. **SDDC Appeal Outcome:** SDDC must respond that the appeal is granted or provide a reason for its denial to the President and CEO of the responsible TSP, as listed on the ETOSSS, and notify the PPSO of the decision via e-mail. SDDC is the final appellate authority for all appeals.

F. PPSO RECOMMENDATION FOR SDDC DISQUALIFICATION/NON-USE

A PPSO may request disqualification/non-use of a TSP by SDDC IAW SDDC Regulation 15-1 which can be found on the SDDC Personal Property web site.

- 1. **Disqualification** (Ref. SDDC Reg. 15-1): Only SDDC may disqualify a TSP. Disqualification action may be taken independently by SDDC, or may result from the recommendation of a PPSO.
- 2. **TSP Non-Use:** PPSO may recommend non-use of a TSP based on the following:
 - a. PPSO has issued three suspensions to the same TSP within a 180 day period.
 - b. TSP shows total disregard for DP3 requirements and continued participation in the program is not in the best interest of the US Government.

G. APPELLATE ADDRESSES

Inquiries and appeals for SDDC must be submitted electronically to sddc.safb.ppperf@us.army.mil.

H. TSP’S PARTICIPATION IN OTOS, SPECIAL SOLICITATIONS, AND VM SHIPMENTS

The OTO, VM, and Special solicitation programs must be monitored under the same rules as all other international and domestic programs. SDDC may remove a TSP from participation in these programs based on violations or a pattern of violations. Removal from participation in these programs may be in conjunction with, or independent of, disqualification from other markets, channels, or codes of service. TSPs participating in the OTO program are required to provide an RDD status report via e-mail, of all shipments missing the RDD. Reports are requested the first work-day of each week to sddc.safb.ppperf@us.army.mil. This report must reflect shipment information in the following format:

SCAC	OTO Number	BL#	Member's/Employee's Name/Rank	Pickup Date	RDD	Est. Del. Date	Current Location	Remarks
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Failure to do so may result in QA action by SDDC. TSPs that repetitively fail to meet the RDD may be removed from the OTO program, unless failure is through no fault of the TSP.

I. LIST OF FIGURES AND TABLES

1. [Figure 405-1](#) - DD Form 1814, TSP Warning/Suspension/Reinstatement/Cancellation of Warning.
2. [Figure 405-2](#) - DD Form 1780, Shipment Evaluation and Inspection Record.
3. [Table 405-1](#)- Quality Assurance actions in the DP3.

CARRIER NOTICE OF				1. DATE (YYYYMMDD)
<input type="checkbox"/> WARNING	<input type="checkbox"/> SUSPENSION	<input type="checkbox"/> REINSTATEMENT	<input type="checkbox"/> CANCELLATION	
2. FROM		3. TO		
SECTION I - SHIPMENT DATA				
4. PROPERTY OWNER'S NAME	5. PPGBL	6. PICKUP DATE (YYYYMMDD)	7. DESTINATION	
SECTION II - CARRIER ACTION				
8.				
<input type="checkbox"/>	a. DUE TO THE VIOLATIONS CITED BELOW, YOU ARE HEREBY WARNED THAT A REPETITION OF THE TYPE OF SERVICE PROVIDED IN SECTION I ABOVE WILL SERVE AS A BASIS FOR YOUR SUSPENSION.			
<input type="checkbox"/>	b. DUE TO THE VIOLATIONS CITED BELOW, YOUR COMPANY IS SUSPENDED AT THIS ACTIVITY UNTIL PROOF OF CORRECTIVE ACTION IS PROVIDED.			
<input type="checkbox"/>	c. YOUR COMPANY WILL BE REINSTATED TO THE LIST OF CARRIERS ELIGIBLE TO SERVE THIS ACTIVITY ON THE DATE SHOWN BELOW.			
9. TENDER OF SERVICE VIOLATIONS/REMARKS				
10a. NAME OF PERSONAL PROPERTY SHIPPING OFFICER (Last, First, Middle Initial)		b. SIGNATURE		11. EFFECTIVE DATE OF ACTION (YYYYMMDD)

DD FORM 1814, SEP 1998

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**Figure 405-1. DD Form 1814, Carrier
 Warning/Suspension/Reinstatement/Cancellation of Warning**

SHIPMENT EVALUATION AND INSPECTION RECORD				1. DATE (YYYYMMDD)	REPORT CONTROL SYMBOL	
2. MEMBER'S NAME (Last, First, Middle Initial)		3. GRADE/ RANK	4. COMPONENT	5. CARRIER NAME	SCAC	
6. PPGBL/ORDER NUMBER	7. ORIGIN PPSO		GBLOC	8. DESTINATION PPSO	GBLOC	
9. CODE OF SERVICE						
10. PICKUP ADDRESS <i>(Street, City, State and ZIP Code)</i>			11. DELIVERY ADDRESS <i>(Street, City, State and ZIP Code)</i>			
12. PICKUP DATE (YYYYMMDD)		13. MISSED PICKUP <i>(X one)</i> YES <input type="checkbox"/> NO <input type="checkbox"/>	14. REQUIRED DELIVERY DATE (RDD) (YYYYMMDD)	15. MISSED RDD <i>(X one)</i> YES <i>(No. of days)</i> <input type="checkbox"/> NO <input type="checkbox"/>	16. ESTIMATED LOSS/ DAMAGE	
17. DATE IN STORAGE-IN- TRANSIT (SIT) (YYYYMMDD)		18. DATE OUT OF SIT (YYYYMMDD)		19. DELIVERY DATE (YYYYMMDD)		20. WEIGHT
21. LOSS/DAMAGE <i>(If applicable)</i> a. TYPE <input type="checkbox"/> b. SOURCE <input type="checkbox"/>			22. CUSTOMER SATISFACTION <i>(X one)</i> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN <input type="checkbox"/>		23. TENDER OF SERVICE VIOLATIONS CODE(S)	
24. SHIPMENT INSPECTION <i>(Explain all marked Tender of Service (T/S) Violations in Remarks.)</i>						
T/S (X) CODE VIOLATION			T/S (X) CODE VIOLATION			
A	FAILED TO PERFORM REMOVE SURVEY <i>(If applicable)</i>			N	FAILED TO PROVIDE REQUIRED DOCUMENTS TO MEMBER	
B	IMPROPERLY PACKED/LOADED SHIPMENT			O	FAILED TO UNPACK/REASSEMBLE	
C	IMPROPER/INADEQUATE PACKING MATERIAL			P	FAILED TO COMPLY WITH SIT REQUIREMENTS	
D	PREPARED INVENTORY IMPROPERLY			Q	CONTAINERS NOT PROPERLY MARKED	
E	PREPARED DD619/DD1840 IMPROPERLY			R	FAILED TO PROTECT CONTAINERS FROM WEATHER	
F	USED UNQUALIFIED PERSONNEL			S	FAILED TO PACK, WEIGH AND ENTER PBP&E ON INVENTORY/PPGBL	
G	IMPROPERLY SERVICED/DESERVED APPLIANCES			T	FAILED TO REPORT SHIPMENT IN WEEKLY REPORT	
H	FOLDED/FAILED TO PROPERLY ROLL RUG(S)			U	UB/HHG CONTAINERS FAILED TO MEET SPECIFICATIONS	
I	FAILED TO RECORD LOSS/DAMAGE			V	FAILED TO NOTIFY PPSO OF INABILITY TO MEET RDD	
J	FAILED TO WEIGH SHIPMENT AS PRESCRIBED BY ICC			W	FAILED TO TRACE WITHIN 24/48 HOURS <i>(As applicable)</i>	
K	FAILED TO REMOVE PACKING MATERIALS/DEBRIS			X	FAILED TO NOTIFY PPSO OF ARRIVAL/DELIVERY	
L	FAILED TO REWEIGH WHEN REQUESTED			Y	FAILED TO CONTAINERIZE AT RESIDENCE	
M	FAILED TO PROVIDE REQUIRED DOCUMENTS TO PPSO			Z	OTHER <i>(See Remarks)</i>	
25. REMARKS						
26. PRINTED NAME/SIGNATURE OF ORIGIN INSPECTOR			DATE SIGNED		29. SHIPMENT EVALUATION <i>(X one)</i> SATISFACTORY <input type="checkbox"/> UNSATISFACTORY <input type="checkbox"/>	
27. PRINTED NAME/SIGNATURE OF DESTINATION INSPECTOR			DATE SIGNED			
28. PRINTED NAME/SIGNATURE OF SHIPPING OFFICE REPRESENTATIVE			DATE SIGNED			
30. SHIPMENT SCORE						

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Figure 405-2. DD Form 1780, Shipment Evaluation and Inspection Record

Table 405-1. QA Actions in the DP3

Type	PPSO Actions	SDDC actions
Letter of Warning (LOW)	Can be issued for: TOS and other shipment violations.	
Regular Suspension	Issued for/when: BLOC Market - (Moderately Restrictive) may be issued when a TSP has been issued three or more LOW for the same violation(s) during a 180 day period, or commits any single violation which merits suspension. BLOC: Issued for third suspension of any type within 180 day period.	Adjudicates appeals when submitted by the TSP.
Immediate Suspension	Initiated for/when: BLOC Market – (Moderately Restrictive) will be issued for Shipment Refusals. May be issued for missed pickup date, shipment remaining at origin past the RDD, etc (see paragraph D.2.c.). BLOC – (Most Restrictive) is issued for Serious/flagrant violations.	Adjudicates appeals when submitted by the TSP.
Immediate Non-use	Can recommend to SDDC the Immediate Non-use of a TSP.	Immediate non-use taken against a TSP when determined that TSP has failed to meet regulatory requirements of the program and or safety/security of Government shipments.
Disqualification	Can recommend to SDDC the disqualification of a TSP.	SDDC, after convening a TSP Review Board, may disqualify TSP from the DOD program. IAW SDDC Regulation 15-1.

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ATTACHMENT K1 “IT’S YOUR MOVE” ARMED FORCES MEMBERS



June 2017

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A. WHO IS THIS ATTACHMENT FOR?

This attachment was created to assist Armed Forces Members (Army, Navy, Air Force, Marine Corps and United States (U.S.) Coast Guard). It helps you understand your allowances and responsibilities involving the shipment and or storage of your Household Goods (HHG) and Unaccompanied Baggage (UB). This policy directive has been reviewed by the Per Diem, Travel and Transportation Allowance Committee (PDTATAC) according to Department of Defense (DoD) Directive 5154.29, DoD Pay and Allowances Policy and Procedures, as PDTATAC Case RR090630. Any conflict between this directive and the Joint Travel Regulations (JTR) is resolved based on the JTR and not this directive.

B. WHAT'S NEW IN THIS ATTACHMENT?

1. The Defense Personal Property Program (DP3), Defense Personal Property System (DPS), Full Replacement Value (FRV) protection in the event you suffer loss and or damage to your personal property and Customer Satisfaction Survey (CSS) requirements just to name a few.
2. The contents contained in this attachment are not all inclusive of allowances. For detailed Service specifics, consult your Service regulations. For uniformed member allowances, consult the JTR. For further information, contact your local Transportation Office (TO).
3. For shipments from the United States to overseas (export) or shipments from overseas to the United States (imports), if you would like to request that certain Personally Identifiable Information (PII) on the TSP vessel manifest not be shared or made available to the public per 19 CFR 103.31, complete a Vessel Manifest Confidentiality Request form located at <http://www.move.mil/> under the “Quick Links” section.

C. DEFENSE PERSONAL PROPERTY PROGRAM

1. To improve your moving experience and streamline the process for those who support it, the DoD developed a new program called the “Defense Personal Property Program (DP3).” This new program focuses on meeting the needs of Armed Forces Members, DoD Civilian Employees and their families by promoting a higher service quality.
2. The backbone of the DP3 is the DPS, which automates and simplifies your personal property move process.

D. DEFENSE PERSONAL PROPERTY SYSTEM

1. As a centralized, integrated system, DPS supports the DP3 as the one-stop source for managing personal property moves. For the first time, the Military Surface Deployment and Distribution Command (SDDC) has oversight of claims and Transportation Service Provider (TSP) information in one convenient location. In addition, DPS provides the convenient 24/7 access to personal property shipment information and a conduit for a direct relationship between DoD customers and TSPs throughout the entire moving process.
2. Some highlights of DPS include the ability of DoD customers to use DPS to settle claims directly online with their TSP. Claims protection includes FRV of lost items and/or items damaged beyond repair, direct communications and claims settlement between the customer and the TSP. DPS is the focal point for all DoD customers, TSPs, Personal Property Shipping Offices (PPSOs), the Service Headquarters (HQ), TOs, and others who participate in the personal property moving process.

3. Accessing DPS:
 - a. First time DPS users must obtain an Electronic Transportation Acquisition (ETA) login Identification (ID) and password before accessing DPS.
 - b. To obtain an ETA login ID and password, go to <http://www.move.mil>.
 - c. Once you have accessed Move.mil, click on “New to Move.mil -- First Time Users Click Here!”
 - d. Follow instructions for checking browser capability and to obtain a user ID and password.
 - e. After obtaining a user ID and password, select “Login to DPS”.

E. INTRODUCTION

1. A successful move is not a matter of chance. It is the result of planning and hard work. At the center of these efforts is you, the customer. If you expect a good move, you must play an active role.
2. This attachment has been prepared to help you understand your allowances and responsibilities concerning the shipment and or storage of HHG and/or UB. It is also intended to help you understand your allowances and responsibilities in the event you have to file a claim for loss and/or damage.
3. For additional DPS user and personal property shipping information, please visit <http://www.move.mil> or contact your local PPSO, TO, or Personal Property Processing Office (PPPO). Additional websites are listed at the end of [this attachment](#).
4. Your new unit may assign you a sponsor who should contact you some weeks in advance of your reporting date. A sponsor can often provide information helpful to you in arranging a smooth move. Contact your new unit if you have not heard from your sponsor within a reasonable period. It is your move. Ask questions. Read and understand what you sign. Get involved.

F. VALUABLE TIPS

1. Have expensive and valuable items (e.g., artwork, collectibles, heirlooms) appraised. The Government does not pay for the appraisals, but consider this part of your investment in the event of loss or damage. Attempt to locate original purchase receipts for your more expensive items and keep them separate from the rest of your shipment. Consider using a video camera or taking close-up pictures to record the condition of your furniture, working condition of your stereo, television and the actual appearance of your expensive and/or valuable items prior to the HHG pack/pickup dates. This could help in the event you must file a Loss/Damage Claim.
2. Do not ship small, extremely valuable items such as stocks, bonds, jewelry, coins/coin collections, and items of great sentimental value such as photo albums. Pack them in your suitcases and hand-carry them, as well as your purchase receipts, pictures, and appraisals.
3. Protecting Your PII on International Shipments. Public Law allows for certain data elements on an ocean vessel manifest that may contain PII to be shared with parties outside the DoD. To protect your PII, visit <http://www.move.mil/> select “Quick Links” and download the “Vessel Manifest Confidentiality Request Form”. Once completed, send to the email address identified on the form. Approvals can take up to 90 days to process, but once approved, it is good for 2 years.

G. WEIGHT ALLOWANCES

- The JTR prescribes the maximum Permanent Change of Station (PCS) and Non-Temporary Storage (NTS) weight allowances that you can ship and/or store at Government expense based on the member’s rank and dependency status. The JTR also prescribes Temporary Duty (TDY) weight allowance based on the member’s rank. Weight allowances do not include Professional Books, Papers and Equipment (PBP&E/Pro-Gear) or required medical equipment.

NOTE: The Secretary concerned may authorize a higher weight allowance (not to exceed [NTE] 18,000 pounds) of a member below pay grade O-6, but only on a case-by-case basis. The Secretary may increase the member’s PCS weight allowance if the Secretary determines that failure to increase the member’s weight allowance would create a significant hardship to the member or the member’s dependents

PCS and NTS Weight Allowance (Pounds)		
Grade NOTE 1/NOTE 3	With Dependents NOTE 2	Without Dependents
Officer Personnel		
0-10 to 0-6	18,000	18,000
0-5/W-5	17,500	16,000
0-4/W-4	17,000	14,000
0-3/W-3	14,500	13,000
0-2/W-2	13,500	12,500
0-1/W-1/Service Academy Graduates	12,000	10,000
Enlisted Personnel		
E-9	15,000 Note 4	13,000 Note 4
E-8	14,000	12,000
E-7	13,000	11,000
E-6	11,000	8,000
E-5	9,000	7,000
E-4	8,000	7,000
E-3 to E-1	8,000	5,000
Aviation Cadets	8,000	7,000
Service Academy Cadets/Midshipmen		350

NOTE 1: Includes a Uniformed Service regular and Reserve Component member, and an officer holding a temporary commission in the U.S. Army/Air Force.

NOTE 2: For this table, a member “with dependents” is a member who has a dependent eligible to travel at Government expense incident to the member’s PCS. Actual dependent travel has no bearing. Incident to a member’s first PCS after:

- The death(s) of all of the member’s dependent(s), or
- A divorce that leaves the member with no dependent(s) eligible to travel at Government expense, the member has the weight allowance of a member “with dependents”.

NOTE 3: A member appointed from an:

- Enlisted/warrant officer grade to a commissioned officer grade, or
- Enlisted grade to a warrant officer grade or rating is authorized the grade’s weight allowance:

- a. Held on the member's PCS authorization/order effective date used for HHG transportation, or
 - b. From which an appointment was accepted, whichever is greater.
3. Upon reversion, the member is authorized the weight allowance of the grade held:
- a. On the member's PCS authorization/order effective date then being used for HHG transportation, or
 - b. Before reversion, whichever is greater.

NOTE 4: A member selected as Senior Enlisted Advisor to the Chairman of the Joint Chiefs of Staff, Sergeant Major of the Army, Chief Master Sergeant of the Air Force, Master Chief Petty Officer of the Navy, Sergeant Major of the Marine Corps, or Master Chief Petty Officer of the Coast Guard is authorized a weight allowance of:

1. 17,000 pounds with dependents or,
2. 14,000 pounds without dependents.

for a PCS authorization/order issued on or after receiving notice of selection to that position and for the remainder of the military career.

TDY WEIGHT ALLOWANCES (POUNDS) Service and Grade NOTE 1			
Army, Air Force, and Marine Corps	Navy, Coast Guard, and National Oceanic and Atmosphere Administration Corps	Public Health Service	Weight Allowance
Officer Personnel			
General/General of the Army	Admiral	N/A	2000 NOTE 2
Lieutenant General	Vice Admiral	Surgeon General	1500
Major General	Rear Admiral (upper half)	Deputy/Assistant Surgeon General	1000
Brigadier General	Rear Admiral (lower half)	Assistant Surgeon General	1000
Colonel	Captain	Director	800
Lieutenant Colonel/ Warrant Officer (W-5)	Commander/Warrant Officer (W-5)	Senior	800
Major/Warrant Officer (W-4)	Lieutenant Commander/Warrant Officer (W-4)	Full	800
Captain/Warrant Officer (W-3)	Lieutenant/Warrant Officer (W-3)	Senior Assistant	600
First Lieutenant/Contract Surgeon/Warrant Officer (W-2)	Lieutenant (Junior Grade)/Warrant Officer (W-2)	Assistant	600
Second Lieutenant/Officer Graduate of Service Academy/Warrant Officer (W-1)	Ensign/Officer Graduate of Service Academy/Warrant Officer (W-1)	Junior Assistant	600
Enlisted Personnel			
E-9	E-9	N/A	600 NOTE 3
E-8	E-8	N/A	500
E-7 to E-1	E-7 to E-1	N/A	400
Aviation Cadet	Aviation Cadet	N/A	400
Service Academy Cadet/Midshipman	Service Academy Cadet/Midshipman	N/A	350

NOTE 1: Includes a Regular member, a member of a Uniformed Service Reserve Component, and an officer holding a temporary commission in the Army/Air Force of the United States.

NOTE 2: The Secretarial process may authorize additional weight up to 2,000 pounds (up to 4,000 pounds total) for the Chiefs of Staff, U.S. Air Force and U.S. Army, the Chief of Naval Operations, the Commandant of the Marine Corps, and the Commandant of the Coast Guard.

NOTE 3: A member selected as Senior Enlisted Advisor to the Chairman of the Joint Chiefs of Staff, Sergeant Major of the Army, Master Chief Petty Officer of the Navy, Master Chief Petty Officer of the Coast Guard, Chief Master Sergeant of the Air Force, or Sergeant Major of the Marine Corps, who requires a TDY weight allowance of HHG, is authorized a weight allowance of 800 pounds for a TDY authorization/order issued on or after receiving notice of selection to that position and for the remainder of the military career.

2. You, not your TO or TSP, are responsible for staying within your authorized weight allowance. If the weight of items packed, shipped, or stored exceeds your weight allowance, you are financially responsible for the payment of all charges connected with excess weight in accordance with (IAW) your Service guidance/regulations.
3. For this reason, estimating the weight of your HHG is very important. Estimates should start early, even before you visit your TO or before you prepare your application to ship and or store personal property in DPS. The counselor at your TO requires an estimated weight for each shipment you intend to make.
4. An easy and usually dependable method for making this estimate is to figure 1,000 pounds per room (not including storage rooms or bathrooms), then add the estimated weight of large appliances and items in the garage, storage rooms, basement, etc. An optional method is to use the “Weight Estimator” at: http://www.move.mil/dod/before_you_begin/weight_allowance.cfm; then access the “Weight Estimator” tab.
5. Weight Estimates Not Official:
 - a. Weight estimates are not official; they are planning tools only. You can never use weight estimates to refute excess weight charges.
6. Excess Weight Can Cost Big Money:
 - a. Exceeding your authorized weight allowance on a move can cost you a lot of money. Charges for excess weight can range from several hundred to several thousand dollars.
 - b. Notification of overweight charges can take many months after your move is completed. For a member who is separating from the Service and no longer remains in an active pay status, excess costs should be paid prior to the movement of HHG. Excess costs are collected IAW Service regulations. Contact your local TO for additional information regarding excess costs.
7. Verify Accuracy of Excess Cost:
 - a. The way to avoid excess weight charges is to stay within your authorized weight allowance by estimating early and disposing of unnecessary possessions. When you receive a notification for exceeding your weight allowance, check it carefully. Often you may not have received credit for PBP&E/Pro-Gear. The estimated weight of PBP&E/Pro-Gear must be declared at the time of counseling (at your local TO or when Self-Counseling in DPS if applicable) and annotated on DD Form 1299, Application for Shipment and/or Storage of Personal Property, [Figure K1-1](#).
 - b. If you have any questions concerning your excess weight, contact your local TO.
8. Request for Reweigh:
 - a. The TO at origin or destination can authorize a reweigh of your personal property shipment at your request at no cost to you. This ensures a reweigh of your personal property is completed or scheduled prior to accepting delivery. If you are available when your shipment is reweighed, you have the right to witness the reweigh and/or request to see the reweigh tickets for verification.

9. Overseas Weight Limitations:

- a. Some overseas areas impose administrative weight restrictions. If the area to which you are assigned provides Government furniture, for example, the Government may impose an administrative weight restriction, which would prevent you from shipping your full JTR weight allowance overseas. In these cases, a member is limited to HHG transportation of 2,500 pounds (net) or, 25 percent (net) of the member's authorized weight allowance whichever is greater, plus UB transportation. If both spouses are members and are assigned to the same Outside Continental United States (OCONUS) area where they jointly occupy quarters, they are limited to one administrative weight allowance, based on the higher ranking member's weight allowance; however, each is authorized individually to UB transportation, PBP&E/Pro-Gear, and required medical equipment. The counselor at your TO can provide information on weight-restricted areas.
- b. If you are administratively weight restricted, you have the option of storing the remainder of your HHG in long-term storage called NTS, or you may ship your HHG to a designated location within the Continental United States (CONUS) for the duration of your overseas tour. UB is included in your JTR weight allowance, but is in addition to your administrative HHG weight allowance. Authorized PBP&E/Pro-Gear are not counted against the full JTR weight allowance or an administrative weight allowance. If declaring PBP&E/Pro-Gear, you must provide an estimated weight during counseling and it must be annotated on your DD Form 1299 prior to HHG/UB pickup.

H. MOTORCYCLE OR DIRT BIKE SHIPMENTS

1. Generally, motorcycles and or dirt bikes can be shipped either as a separate Privately Owned Vehicle (POV) shipment, or in your HHG shipment. However, some countries do not allow the importation of motorcycles and or dirt bikes. If shipped to a country which does not allow their importation, the entire HHG shipment and or motorcycle/dirt bike shipment may be held by the Host-Country Customs officials and may not be released until the unauthorized shipment has been corrected. This action may result in a monetary inconvenience on your part.
2. Contact your local TO for details based on Host-Country requirements to which being assigned to, or you may consult the Personal Property Consignment Instruction Guide (PPCIG) by visiting: <https://tops.ppcigweb.sddc.army.mil/ppcig/menu/home/warning.do>.
3. When shipping a motorcycle, the following outlines your responsibilities during the moving process:
 - a. Fuel injected models must be drained of fuel. Carbureted models must be drained down to reserve, or as low as possible. This can be done by running the engine until empty and/or using a siphoning device.
 - b. Make sure that tires are properly inflated, and vehicle is free of fluid leaks. Oil, transmission and fuel leaks are the usual culprits that must be repaired prior to shipment.
 - c. Disconnect battery and tape ends with electrical tape to prevent sparking.
 - d. Empty saddlebags and ensure you remove all belongings. Any paperwork, keys, boxes, or spare parts need to be shipped separately. Saddlebags and windshields can stay on the motorcycle and helmets may be shipped as long as they are securely strapped to the motorcycle.

NOTE: Ensure inventory reflects when helmet is attached to the motorcycle.
 - e. Ensure motorcycle is unlocked so the driver can roll onto the truck and onto the skid.

- f. If equipped with a full style touring windshield, it is recommended that it be removed and shipped separately (crated if necessary).

I. CONSUMABLE ITEMS

If you are assigned to a permanent duty station in a remote location listed in the JTR, Appendix F, Part I, you are authorized to ship up to 1,250 pounds of suitable consumable goods per tour year (i.e., 12-month tour – 1,250 lbs; 18-month tour – 1,875 pounds) of assignment. As with PBP&E/Pro-Gear, these items must be packed, marked, and weighed separately. The inventory should identify them as “Consumable Items”. Contact your local TO for additional details if applicable.

J. PROFESSIONAL BOOKS, PAPERS, AND EQUIPMENT (PBP&E/PRO-GEAR)

1. PBP&E allowances have changed for members whose travel orders are issued 1 May 2014 and after. The new allowances limit PBP&E to 2,000 pounds net weight and no longer include personal computers and accompanying equipment, and/or awards presented for significant contributions while performing official duties.

NOTE: Members/Employees whose travel orders were issued prior to 1 May 2014 are not subject to the PBP&E weight limitation and may include personal computers and accompanying equipment, and awards presented for significant contributions while performing official duties. Members who have transported more than 2,000 pounds of PBP&E overseas prior to the change will be grandfathered and allowed to return the same amount to the CONUS. Please see the JTR, Par. 5266-B, Weight Limit and 5688-B, Exception for further information.

2. Member:
 - a. PBP&E/Pro-Gear is defined as: HHG in a member's possession needed for the performance of official duties at the next or a later destination. If you have PBP&E/Pro-Gear to declare, you must do so at the time of counseling (at your TO or during Self-Counseling in DPS). Your estimated weight is printed on your DD Form 1299 or the word “None” is present if you do not declare a weight for PBP&E/Pro-Gear. You also must separate professional items from the rest of your property so they may be packed, marked, and weighed separately.
 - b. When properly listed on the inventory and weighed, the weight of PBP&E/Pro-Gear does not count against the total weight of your shipment(s). Before signing your inventory prepared by the TSP(s), be sure these items are listed as “PBP&E/Pro Gear” and not as “books” or “miscellaneous”. The proper designation of these items and the exclusion of the weight can be very important.
 - c. The following items are considered PBP&E/Pro-Gear:
 - (1) Reference material
 - (2) Instruments, tools, and equipment peculiar to technicians, mechanics, and members of the professions
 - (3) Specialized clothing such as diving suits, flying suits; astronaut’s suits, flying suits and helmets, band uniforms, chaplain’s vestments, and other specialized apparel not normal or usual uniform or clothing
 - (4) Communications equipment used by a member in association with the Military Affiliated Radio System
 - (5) Individually owned or specially issued field clothing and equipment

- (6) Government- or uniformed service-owned accountable Organizational Clothing and Individual Clothing property issued to the employee or member by the Service/DoD component for official use.

NOTE: Excluded from PBP&E/Pro-Gear are:

1. Commercial products for sale/resale used in conducting business
 2. Sports equipment
 3. Office furniture
 4. Household furniture
 5. Shop fixtures
 6. Furniture of any kind even though used in connection with (ICW) the PBP&E (e.g., bookcases, study/computer desks, file cabinets, and racks)
 7. Personal computer equipment and peripheral devices
 8. Memorabilia including awards, plaques or other objects presented for past performance (includes any type of going away gifts, office decorations, pictures, etc.)
 9. Table service including flatware (including serving pieces), dishes (including serving pieces, salvers and their heating units), other utensils, and glassware
 10. Other items of a professional nature that are not necessary at the next/subsequent PDS, such as text books from previous schools unrelated to future duties, personal books, even if used as part of a past professional reading program or course of instruction and reference material that ordinarily would be available at the next/subsequent PDS either in hard copy or available on the Internet.
- d. Reminder: The estimated weight of PBP&E/Pro-Gear must be provided during counseling and annotated on DD Form 1299.
3. Member's Dependent Spouse:
 - a. Member's Dependent Spouse PBP&E/PRO-Gear. The Service concerned may authorize an additional weight NTE 500 pounds for PBP&E/PRO-Gear that belongs to the member's spouse when on a PCS. PBP&E/PRO-Gear for a member's spouse must meet the definition of spouse PBP&E/PRO-Gear in the JTR, Appendix A, and is necessary for employment or community support activities at the next duty station or a later destination. The shipment of PBP&E/PRO-Gear for a member's spouse is in the same manner and under the same conditions as other HHG. PBP&E/PRO-Gear will be identified as belonging to the spouse and packed, weighed, and inventoried separately, to include listing the actual weight of PBP&E/PRO-Gear.
 - b. The following items are considered PBP&E/Pro-Gear:
 - (1) Reference material
 - (2) Instruments, tools, and equipment peculiar to technicians, mechanics, and members of the professions
 - (3) Specialized clothing such as diving suit, flying suits and helmets, band uniforms, nurse uniforms, chaplains' vestments, and other specialized apparel not normal or usual uniform or clothing.

K. WHEN TO MAKE ARRANGEMENTS

You may ship personal property at any time after you receive your official orders/authorization (e.g., PCS, Separation [ETS] or Retirement [RET]). Contact your TO early to increase the chances of having your personal property moved on the date you want. Pack dates are usually a day or two before the actual pickup date of your shipment. Pack dates can and do vary. To ensure a smooth move, the TSP or its representative coordinates the pack dates with you during the pre-move survey process. Delaying the call or visit can create hardships for everyone.

L. WHO TO SEE

The Army, Navy, Air Force, Marine Corps, and Coast Guard operate TOs. Your origin TO is your first point of contact when questions or problems about the movement of your personal property arise prior to shipment.

M. WHAT YOU “MAY” SHIP AS HHG

1. You may ship all personal property associated with the home and all personal effects belonging to you and your dependents on the effective date of your PCS orders. Also included are:
 - a. PBP&E needed and not needed for the performance of official duties at the next or a later destination. PBP&E that are needed are not calculated in the member's weight allowance and therefore must be weighed separately and identified on the origin inventory as PBP&E.
 - b. Spare POV parts (e.g., car engine/transmission) not to exceed the member's administrative HHG weight allowance and a pickup tailgate when removed.
 - c. Integral or attached vehicle parts that must be removed due to their high vulnerability to pilferage or damage (e.g., seats, tops, winch, spare tires, portable auxiliary gasoline can(s), CD players, GPS systems, and miscellaneous associated hardware).
 - d. Consumable goods for a member ordered to locations listed in the JTR, Appendix F, Part I.
 - e. A vehicle other than a POV (such as a motorcycle, moped, hang glider, golf cart, or snowmobile [and/or the associated trailer]).
 - f. A boat or personal watercraft (e.g., a jet ski, canoe, skiff, dinghy, scull, kayak, rowboat, sailboat, outboard/inboard motorboat) and/or the associated trailer.
 - g. Ultralight vehicles (defined in 14 Code of Federal Regulations Section (§) 103 as being single occupant, for recreation or sport purposes, weighing less than 155 pounds if unpowered or less than 254 pounds if powered, having a fuel capacity NTE 5 gallons, having an airspeed NTE 55 knots, and having a power-off stall speed NTE 24 knots).
 - h. A utility trailer, with or without a tilt bed, with a single axle, and an overall length of no more than 12 feet (from rear to trailer hitch), and no wider than 8 feet (outside tire to outside tire). Side rails/body no higher than 28 inches (unless detachable) and ramp/gate for the utility trailer no higher than 4 feet (unless detachable).
 - i. Government or military owned accountable Organizational Clothing and Individual Clothing property issued to the member by the Agency/Service for official use.

N. WHAT YOU “MAY NOT” SHIP AS HHG

1. The following items may not be shipped as HHG (includes, but not limited to):
 - a. Personal baggage when carried free on commercial transportation.
 - b. Automobiles, trucks, vans and similar motor vehicles, airplanes, mobile homes, camper trailers, horse trailers, and farming vehicles.
 - c. Live animals including birds, fish, and reptiles.
 - d. Articles that otherwise would qualify as HHG but are acquired after the PCS authorization/order effective date, except:
 - (1) Bona fide replacements for articles that have become inadequate, worn out, broken, or unserviceable on/after the PCS authorization/order effective date, but before the date the bulk of the HHG are released to the TO or TSP for transportation when purchased in the United States for transportation, to an OCONUS PDS with authorization/approval through the Secretarial Process ([43 Comp. Gen. 514 \(1964\)](#)), or
 - (2) Replacement HHG items, in cases in which the original HHG shipment is destroyed or lost, through no fault of the member, during transportation incident to a change of TDY station or PDS ([68 Comp. Gen. 143 \(1988\)](#)).
 - e. Cordwood and building materials.
 - f. HHG for resale, disposal, or commercial use.
 - g. Privately owned live ammunition.
 - h. Hazardous articles including explosives, flammable and corrosive materials, poisons, propane gas tanks.
2. Local laws or TSP regulations may prohibit commercial shipment of certain articles not listed above. Laws and regulations prohibit articles liable to impregnate or otherwise damage equipment or other property—for example, hazardous materials including explosives, flammable and corrosive materials, and poisons. Contact your TO if you have a question about any item refused for shipment by the TSP.
3. If you are not sure of an item, check with your TO for more details.

O. GYPSY MOTH

Do Not Move a Serious Pest to a New Neighborhood.

1. Planning to move from a State infested with gypsy moth to one that is not infested? Moving your outdoor lawn furniture, lawnmower, garden tools and or playground equipment across State lines? You need to know about a regulation intended to prevent the interstate spread of this pest.
2. To prevent the spread of Gypsy Moth, you are responsible for making sure that your outdoor household articles do not move the gypsy moth. How you do this is your decision. The quarantine regulations allow for self-inspection of HHG, and this attachment was developed to assist you should you choose to self-inspect. Alternatively, you may pay a U.S. Department of Agriculture (USDA)-trained certified pesticide applicator to inspect the articles you plan to move.
3. To learn more about Gypsy Moth, where the problematic areas are, and how you can prevent the spread of Gypsy Moth, go to <http://www.move.mil>, access the “Before You Move” tab and click on “General” and then “Gypsy Moth”. Your local TO can also provide additional details.

P. ALCOHOLIC BEVERAGE SHIPMENT

1. Each Service allows for the importation of Alcoholic Beverage Shipment; however, the method of importation varies. The following extract from the JTR states that the shipment of alcoholic beverages as HHG must conform to 27 United States Code (U.S.C.) § 122.

Section 122 – Shipments into States for possession or sale in violation of State law. The shipment or transportation, in any manner or by any means whatsoever, of any spirituous, vinous, malted, fermented, or other intoxicating liquor of any kind, from one State, Territory, or District of the United States, or place noncontiguous to but subject to the jurisdiction thereof, into any other State, Territory, or District of the United States, or place noncontiguous to but subject to the jurisdiction thereof, or from any foreign country into any State, Territory, or District of the United States, or place noncontiguous to but subject to the jurisdiction thereof, which said spirituous, vinous, malted, fermented, or other intoxicating liquor is intended, by any person interested therein, to be received, possessed, sold, or in any manner used, either in the original package or otherwise, in violation of any law of such State, Territory, or District of the United States, or place noncontiguous to but subject to the jurisdiction thereof, is prohibited.

2. Visit the following websites for additional information on the importation of alcoholic beverages into the United States:
 - a. State Wine Laws: <http://www.wineinstitute.org>.
 - b. Personal Importation of Alcoholic Beverages: http://www.ttb.gov/importers/personal_importation.shtml.
 - c. Alcohol Beverage Control Boards for the United States: <http://www.ttb.gov/wine/state-ABC.shtml>.

Q. SHIPPING AND OR STORING YOUR POV

To obtain information regarding shipping and/or storing your POV, visit the Defense Transportation Regulation Personal Property website at <https://www.sddc.army.mil/pp/Pages/default.aspx> and, depending on your needs, select either “Shipping Your POV” or “Storing Your POV” from the right-hand column.

R. UNACCOMPANIED BAGGAGE (UB)

UB is that part of a member’s prescribed weight allowance of HHGs that:

1. Is not carried free on a ticket used for personal travel,
2. Ordinarily is transported separately from the major bulk of HHG, and
3. Usually is transported by an expedited mode because it is needed immediately or soon after arrival at destination for interim housekeeping pending arrival of the major portion of HHG.

NOTE 1: UB ICW permanent duty and Consecutive Overseas Tour/In Place Consecutive Overseas Tour travel consists of personal clothing and equipment; essential pots, pans, and light housekeeping items; collapsible items such as cribs, playpens, and baby carriages; and other articles required for the care of dependents. Items such as refrigerators, washing machines, and other major appliances or furniture must not be included in UB.

NOTE 2: ICW an extended TDY assignment, UB is limited to the necessary personal clothing and effects for the individual and equipment directly related to the assignment.

S. BOATS

WARNING! Boat shipment and storage expenses are partially reimbursed by the Government, and the member bears financial responsibility for any out-of-pocket expenses not paid by the Government.

1. Shipping Your Boat:

- a. The typical member is not well informed on the movement of boats in Government shipments. The JTR authorizes movement of a boat, up to a cost not to exceed the amount to move your maximum authorized weight allowance. This sounds quite simple enough; however, most boats move under a One-Time-Only (OTO) rate at commercial rates.
- b. Review the following information before arranging for shipment of your boat at Government expense.
 - (1) Consider a Personally Procured Move (PPM): If you are moving your boat within the CONUS or between the CONUS and Alaska, consider making a PPM (at least for the boat). You could receive an incentive of 95 percent of the Government Constructed Cost (GCC) to move the same property (up to the amount of weight remaining on your allowance), less actual expenses and applicable taxes. The incentive is based on actual weight moved, not to exceed your maximum weight allowance. This program allows you to move the boat at Government expense and possibly make money for doing it.
 - (2) Make your own arrangements: If you choose not to perform a PPM, consider making your own arrangements with a commercial boat hauler. You are authorized reimbursement, not to exceed the GCC to move your same weight of HHG. Contact your TO for guidance before making your own arrangements. In most cases, the member has either avoided or reduced excess cost by making personal arrangements. As with PPM moves, you must have weight remaining on your allowance to receive reimbursement. Boats may be shipped within CONUS or overseas (subject to host country restrictions). The definition of boats includes, but is not limited to, canoes, skiffs, sailboats, light rowboats, kayaks and dinghies, or sculls. You must ensure the boat and motor are securely fastened/strapped to the trailer.

2. Shipping Your Boat Trailer:

- a. The trailer must have a valid license; however, if the origin state does not require a license; a transit permit at the member's expense is necessary for the tow-away TSP to transport the boat trailer. Below are trailer safety standards to note prior to the shipment of the boat trailer.
 - (1) The trailer must have working lights, wiring, and brakes (if so equipped).
 - (2) The trailer must be equipped with good tires and hubs that have been checked for adequate lubrication and good bearings.
 - (3) The trailer frame must not be bent, twisted, or broken.

3. Member's Responsibility:

- a. Ensure the boat is prepared for shipment to avoid additional charges.
- b. Pay all accessorial service charges, including special packing, crating and handling costs. This includes the difference between special boat rates and the Government cost to transport a like weight of HHG. Be aware these costs can be expensive.
- c. Remove pilferable items, clothing, televisions, skis, and similar items. Lower or remove all antennas, masts, fishing/trolling poles, and outriggers.

- d. Ensure the boat is ready for the TSP on the agreed upon pickup date. The TSP can charge you for attempted pickup cost.
4. Methods of Shipping Your Boat:
- a. Domestic:
 - (1) Any boat (e.g., personal watercraft, jet ski) less than 14 feet long without a trailer, and dinghies and sculls of any size may be shipped as HHG with your HHG shipment.
 - (2) Boats (e.g., personal watercraft, jet skis) 14 feet or longer, or less than 14 feet with a trailer, may be moved as a separate HHG shipment. Such moves are normally arranged by the TO.
 - (3) PPM includes hiring a commercial mover or sailing the boat yourself.
 - b. International:
 - (1) Any boat (e.g., personal watercraft, jet ski) and/or trailer that fits into a standard overseas container and small boats such as canoes, kayaks and rowboats may be shipped with your HHG.
 - (2) Boats, personal watercraft, etc. that do not fit into a standard overseas shipping container may be moved with the member's HHG but require separate rates to be solicited under the OTO program.
 - (3) PPM includes hiring a commercial mover or sailing the boat yourself.
 - c. As a principal residence:

When your boat is your principal residence, you have two movement options:

 - (1) Within the CONUS and to or from Alaska you may sail it yourself and receive the actual transportation cost subject to the limitations in the JTR Chapter 5, or the automobile mileage rate in the JTR Chapter 2 for overland mileage for the official distance between the authorized points.

NOTE: Your travel and transportation allowances may be limited.
 - (2) Let the Government arrange to move your boat. In this case the Government will pay up to what it would cost to ship the like weight of HHG up to your maximum HHG weight allowance.

If you live on your boat and move it as a principal residence, you are not authorized a separate shipment of HHG. Movement of a boat as a principal residence is governed by the same rules and regulations as shipping a mobile home. The rule restricting shipment to any place outside the CONUS except Alaska is the same as that for a mobile home. Contact your local TO for additional information.

T. FIREARMS

1. When shipping firearms within or to the CONUS, you must comply with local and/or state laws, and Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) regulations. For shipments to overseas countries, you must abide by the laws of the host country. When returning firearms from overseas to the United States, you must identify your firearms on your individual customs declarations and obtain ATF Form 6, Part II, and ATF Form 6A. These forms are required to bring firearms into the United States. The forms are available on the ATF website at <http://www.atf.gov/>, and the process period may be as long as 6 weeks. Some basic rules include:
 - a. Make the firearm inoperable by removing the bolt, firing pin, trigger assembly, and other arming parts.
 - b. Remove all ammunition from the firearm.
 - c. Ensure the firearm information is written on the inventory: make, model, serial number, unique characteristics, and caliber or gauge.
 - d. Firearms shipped in containerized shipments must be placed in the number one container to insure easy access by custom officials.
2. Compliance with the law is your responsibility:
 - a. Local and state laws vary regarding possession and registration of firearms. To be safe, do not carry firearms on your person, except as authorized by local laws and regulations. When carrying a weapon, be sure to check the laws of all states or countries through which you intend to travel to your new duty station.

U. ARRANGING THE MOVE

Either you visit your TO to arrange the movement and or storage of your personal property or, if applicable, you may “Self Counsel” yourself using DPS. Provide the following at time of counseling:

1. Complete set of orders/authorization including amendments/for each type of shipment planned (e.g., HHG, NTS, UB).

NOTE 1: If you perform “Self-Counseling” in DPS and electronically submitted your Application(s) to Ship and or Store Personal Property to the responsible TO for review, you must either Electronic Mail (e-mail), facsimile, mail, or hand-carry your orders/authorization to include amendments/endorsement to the responsible TO for review/approval. Failure to do so may result in your personal property not getting packed/picked up on the dates you requested.

NOTE 2: For shipments from the United States to overseas (export) or shipments from overseas to the United States (imports), if you would like to request that certain data elements of your PII not be shared or made available to the public per 19 CFR 103.31, complete a confidentiality request form located at <http://www.move.mil/> under the “Quick Links” section.

2. An idea of when you want to move and an estimated weight. Be as flexible as possible when selecting HHG pack and pickup dates. Your preferred dates may not be available during some periods such as summer or days near official holidays. Avoid scheduling lease termination or house sale closing on the same date your HHG are to be packed, picked up, or delivered. Leave some time in your schedule for the unforeseen. You or your designated representative must be available between the hours of 8:00 a.m. and 5:00 p.m. on pack, pickup, and delivery dates.
3. The date you plan to arrive at your new duty station. Your arrival date assists your TSP and/or local TO with scheduling delivery of your shipment(s), which may reduce storage costs paid by the Government. For example, if you know you are not available to accept a shipment for 3 months, do not schedule a HHG delivery date during the 3 months you are not available.

4. What type of shipment you want to make (HHG, UB and or NTS) and the estimated weight. Do not forget to declare PBP&E/Pro-Gear.
5. Information on excess cost. The minimum excess cost is approximately \$100.00 per hundred pounds over the maximum weight allowance. If you have not used an item, or you plan to get rid of it “soon” we encourage you to “pitch it before we ship it.”
6. A list of large or unusual items (e.g., large screen TV [i.e., plasma, LCD, DLP], piano, pool table, china cabinet, wall unit, satellite dish, hot tub, boat, motorcycle, recreational vehicle).
7. A letter of authorization signed by you or a power of attorney; required if you are unable to visit the TO. You may appoint your spouse or an agent to act on your behalf. Be sure the person you choose knows what you want and has the information to make the right arrangements. Remember, this person is acting for you, and you are responsible for that person’s decisions.

V. DOCUMENTATION

1. If you receive a personal property counseling at your TO, your counselor provides you with copies of all documentation associated with the movement and or storage of your shipment(s). Look over your documentation carefully before signing.
2. If you performed “Self-Counseling” in DPS, you are prompted screen-by-screen to read and acknowledge your inputs. You will also receive a shipment summary prior to electronically submitting your application(s) for shipment and or storage to your responsible TO for review. You then are able to print the documentation created for each shipment request. In the event corrective actions are required on your part in DPS, your TO notifies you by phone and or e-mail.

NOTE: Keep copies of all documentation related to the shipment and or storage of HHG. Do not pack them in your shipments. It is recommended that you hand-carry your documentation to your new destination.

W. RESPONSIBILITIES

A good move depends largely on how much you get involved and how well prepared you are when the TSPs arrive. The following is a guide to assist you and may be used as your record of tasks accomplished.

1. Your Responsibilities (at Origin):
 - a. Keep your TO/TSP informed of any change in your orders or other changes, such as a current telephone number or e-mail address where you are available until you leave your old duty station.
 - b. If shipping any engine power driven equipment (e.g., motorcycle, dirt bike, lawnmower, snowmobile, moped, boat), ensure they are free of dirt or grease. Disconnect the battery cables and tape the leads so they do not make contact with the battery terminals. Batteries with acid or alkali are prohibited from shipment; only nonspillable gel-type batteries are authorized. Disconnect lead from spark-plug and also tape the wire lead so it does not make contact with spark-plug. With the motorcycle/dirt bike running, completely run it out of gas until it stalls. No fuel can be in the tank when shipping a motorcycle/dirt bike as a HHG shipment.
 - c. Do not change your shipping dates unless necessary. Changing moving dates, especially during the summer months, can mean a lengthy delay in getting your move rescheduled. Contact the TO and/or TSP, immediately if rescheduling the shipping dates is necessary. Notify the TO/TSP if you or your designated representative is not available during the scheduled pack and or pickup dates. If the TSP arrives to pack/pickup your personal property

- and either you or your designated representative is not available, you may be financially responsible for an “Attempted” pickup charge. This fee must be paid in full prior to re-scheduling new pack and pickup dates.
- d. Contact the origin TO if the TSP, or the TSP’s representative has not contacted you a few days prior to your scheduled pickup date.
 - e. You or your representative designated in writing must be home when the TSP arrives to pack and remove your belongings (between the hours of 8:00 a.m. and 5:00 p.m.).
 - f. Thirty days in advance is not too early to begin preparation for your move.
 - g. If you want to request confidentiality of your PII, complete the confidentiality request form located on <http://www.move.mil/>, under the “Quick Links” section.
 - h. Ensure any untidiness of your residence or pickup location does not hinder the job performance of the crew that packs your property.
 - i. Remove your TV antenna; disconnect your satellite dish.
 - j. Empty, defrost, and thoroughly wash the inside of your refrigerator and/or freezer to keep mildew at a minimum during transit and storage, these appliances need at least 2 days to dry out. Leave doors open after cleaning.
 - k. Drain water from hot tubs and waterbeds.
 - l. Remove window air conditioners.
 - m. Disconnect and prepare all components such as stereos, compact disc players, videodisc players, computers, printers, televisions, and VCRs for the move.
 - n. Disconnect all appliances, such as washer, dryer, and stove. Charges associated with disconnecting these appliances are your responsibility so you should complete disconnections prior to the HHG pack and pickup dates. If you are shipping or storing a front-load washer, please provide necessary hardware (e.g., shipping bolts) when available.
 - o. Disconnect TVs (Plasma/LCD/DLP); un-mount them from the wall.
 - p. Dispose of foods that could spill or spoil in transit or in storage.
 - q. Dispose of worn out and unneeded items before the move to avoid wasteful packing, moving, or storage expenses and excess weight to you.
 - r. Remove hanging objects scheduled for shipping from the walls, ceilings, and cabinet. This includes curtain rods, kitchenware (kitchen utensil, food racks), mirrors, and pictures.
 - s. Dismantle outdoor play equipment and outdoor structures (e.g., utility sheds, playhouses, swing or gym sets).
 - t. Ensure personal property items are free of soil/pest infestation (e.g., gypsy moths, brown tree snakes). Remember: Complying with requirements of the USDA and state laws is your responsibility.
 - u. Remove personal property from an attic, crawl space, or similar storage area within the residence. The TSP is not required to go into areas that:
 - (1) Are not accessible by a permanent stairway (ladders are not considered a permanent stairway),
 - (2) Are not adequately lighted,

- (3) Do not have a finished floor, and
- (4) Do not allow a person to stand erect.
- v. Have your property separated by shipment and distinctly marked. Put items that are to go in the UB shipment in one room. Distinctly mark items for storage, items not to be packed, etc. This reduces the chance of items getting into the wrong shipment or preventing shipment of discarded items. When possible, dispose of all trash and items to be discarded prior to the TSP's arrival.
- w. Separate your professional items and any authorized additional consumables. Be sure they are identified on the inventory as "PBP&E/Pro-Gear" or "Consumable Items" and ensure they are weighed separately or a constructive weight has been annotated on the inventory.
- x. Remove all old TSP markings and stickers from furniture and boxes.
- y. Identify contents left in drawers. Be sure the inventory reflects the contents.
- z. Safeguard all cash, jewelry, or other expensive items. Hand-Carry them.
- aa. Airline tickets and passports are important documents. It is a good idea to keep these items locked in your car, or ask a friend or neighbor to keep them until your HHG shipment is picked up.
- bb. Ensure each carton and loose item (e.g., ladder, rake) has an inventory tag and all tag numbers appear on the inventory.
- cc. Monitor the wrapping and packing of your items. Make sure everything is wrapped individually and adequately. Make sure heavy items are not packed on top of light items. Do not allow your property to be taken to the warehouse to be packed without first consulting the TO.
- dd. Drain all gasoline, oil, and water from power-equipment (e.g., lawn mowers, snow blowers) prior to pick up.
- ee. Have any pre-packed boxes, cartons or totes available for the TSP to check. TSPs may repack items in pre-packed containers to ensure safe transport of your property.
- ff. Carefully read the inventory prepared by the TSP's personnel before you sign. Look at it from time to time while the items are packed. Ensure all boxes and loose items are listed correctly on the inventory. If a box contains crystal or ceramic figurines, make sure the inventory says "crystal" or "Hummels" or "Lladros," etc., instead of a generic description such as "kitchen items" or "glass."
- gg. Make sure major items (e.g., pieces of stereo equipment) are individually noted on the inventory with complete and accurate descriptions.
- hh. If the packers list "color television," have them add the size, make, model, and serial number (when readily accessible). This procedure also applies to stereo and video components. Closely check the string of symbols showing pre-existing damage. These symbols are explained in the top, right-hand corner of the inventory. For example, "BR 2-4-5-3" means "broken, bottom, front-left corner."
- ii. A good inventory shows what you shipped and what condition the item was in at the time of pickup. If your inventory is inaccurate, tell the TSP's representative, and write down why you disagree at the bottom of the inventory in the space marked for exceptions.
- jj. Do not argue with the TSP's representative. If you have a problem, call your TO at once.

- kk. Do not sign anything until you read, understand, and agree with it. You must be provided a legible copy of everything you sign. Never sign a blank, incomplete, or illegible form, or a form you cannot clearly understand.
2. Your Responsibilities (at Destination):
- a. Contact the destination TO and or the TSP delivering your personal property as soon as possible after your arrival even though you may not know the delivery address for your personal property. The TO/TSP needs a telephone number and/or address where you can be reached on short notice.
 - b. As soon as you have a delivery address for your personal property, call the TO again and provide this information.
 - c. If possible, be prepared to accept delivery of your property as soon as it arrives. This will prevent additional handling, reduce the chance of loss or damage, and reduce or eliminate storage expenses.
 - d. You or your designated representative in writing must be home on the day of delivery.
 - e. Know in advance where you want each piece of furniture placed in your new residence. You are allowed a “one time placement of goods” by the TSP upon your request.
 - f. Check each carton or item off the inventory. Make sure everything that was picked up is delivered.
 - g. If you discover any loss and/or damage at the time of delivery, list all missing and or damaged items by appropriate inventory number on the DD Form 1840, Joint Statement of Loss or Damage at Delivery/Defense Personal Property Program Notification of Loss or Damage AT Delivery Form. Do not sign for services if the TSP did not perform them.
 - h. Do not argue with the TSP. Contact the destination TO if problems arise.
3. TSP’s Responsibilities (at Origin):
- a. Conduct Pre-Move Survey (physical or telephonic) depending on the type of shipment and estimated weight. When required, it should be conducted prior to the first day of packing.
 - (1) Purpose of Pre-Move Survey: TSP or TSPs representative determines weight/volume of property to be packed/loaded, quantity and type of packing materials required, whether or not items require special crating (e.g., marble tops, artwork, grandfather clock), whether a third party should be involved to disassemble certain objects (e.g., German Wall Unit, other specialized furniture/equipment). If a TSP/TSP representative feels special services are required that were not identified at the time of counseling, the TSP/TSP representative submits a request to the TO for review/approval. (The TO makes the final determination. If denied, you can request the TSP to provide specialized services, however, at your own expense).
 - (2) TSP/TSP representative determines the number of days required to pack/pickup shipment.
 - (3) TSP/TSP representative and you can negotiate pack, pickup, and delivery dates during the Pre-Move Survey. Keep both your origin and destination TO informed of any changes, to include pickup/delivery address or telephone number/e-mail address changes.
 - b. Begin packing/pickup between 8:00 a.m. and 5:00 p.m.

- c. Protect appliances against damage while in transit. The TSP secures moving parts that, if allowed to move in transit, could damage the appliance.
 - d. Use new, clean packing materials for linen, clothing, and bedding.
 - e. Use new or like-new packing materials for all other items. Excelsior or newspaper is not allowed. Items packed in boxes should be padded and insulated from carton walls.
 - f. Pack mirrors, pictures, and glass tabletops in specially designed cartons.
 - g. Wrap and protect all finished surfaces from marring or scratching; use furniture pads.
 - h. Properly roll and protect rug and rug pads at residence. Only small throw rugs may be folded.
 - i. Pack all designated PBP&E in separate boxes. These cartons must be marked “PBP&E/Pro-Gear”, weighed separately, and listed on the inventory form.
 - j. Put all nuts, bolts, and screws from a disassembled item in a bag and attach securely to the item.
 - k. Mark each carton to show general contents.
 - l. Prepare an accurate and legible inventory.
 - m. Obtain approval from the TO prior to loading on the tailgate of the moving van.
 - n. Remove all excess packing material from your residence.
4. TSP’s Responsibilities (at Destination):
- a. Begin delivery between 8:00 a.m. and 5:00 p.m.
 - b. Perform a one-time placement of rugs prior to placement of your HHG.
 - c. Unpack and unwrap all cartons, boxes, and crates.
 - d. Place each item or carton in the room you indicate. This one-time placement includes placing unpacked articles in cabinets, cupboards, or on kitchen shelves when convenient, safe, and it is your desired location. Have placement planned out before the TSP arrives. TSPs are required to place each item only once.
 - e. Assemble all furniture and equipment if disassembled at origin.
 - f. Remove packing and blocking from appliances. The TSP is not required to connect appliances to electric, gas, or water outlets.
 - g. Provide a “Joint” written record of any loss and or damage at delivery on DD Form 1840 or on the “Defense Personal Property Program Notification of Loss or Damage AT Delivery” Form. You and or your designated representative along with the delivery TSP sign this form. The TSP’s representative must provide a copy of this form.
 - h. As stated earlier, TSPs are not required to go into an attic, crawl space, or similar storage area for the purpose of delivering and placing personal property. This includes areas that:
 - (1) Are not accessible by a permanent stairway (ladders are not permanent stairways)
 - (2) Are not adequately lighted
 - (3) Do not have a finished floor
 - (4) Do not allow a person to stand erect.

- i. Once the shipment has been delivered, the TSP is not required to deliver property to a self-storage facility.

NOTE: It is not advisable to waive unpacking at any time during the delivery. However, if unpacking is waived, the TSP is not required to return later to unpack or remove debris.

X. CLAIMS FOR LOSS AND DAMAGE FRV

Unfortunately, you may suffer loss or damage to your personal property during movement. If your property is lost or damaged you have the right to file a claim directly with the TSP. (You may also purchase additional insurance for your move through the TSP or from a private insurance company.)

1. For shipments not processed in DPS, a member notifies the TSP of Loss/Damage noted the day of delivery on DD Form 1840. The member/designated agent and the TSP sign/date DD Form 1840 on the date of delivery. Additional loss/damage noted after the delivery date is recorded on DD Form 1840R, Notice of Loss or Damage. The time frame and FRV listed below apply. When filing a claim for Loss/Damage, you do so at your Military Claims Office.
2. All DoD customers are eligible for FRV protection on DoD-funded personal property shipments at no cost to you.
3. If the member's property is lost or damaged during a move, they may file a claim against the TSP. The member can file a claim directly in DPS with the TSP for damaged or lost items at the time of delivery or after delivery. The member is authorized FRV coverage as detailed below:
 - a. FRV:
 - (1) If a claim is filed directly with the TSP within 9 months of delivery, then the TSP's maximum liability on each Domestic HHG (dHHG), International HHG (iHHG), and International Unaccompanied Baggage (iUB) shipment is:
 - (a) \$5,000 per shipment or
 - (b) \$4.00 times the net weight of the HHG shipment, or gross weight of the iUB shipment, in pounds, not to exceed \$50,000, whichever is greater.
 - (2) For loss/damage discovered on the date of delivery, the member must complete the Defense Personal Property Program Notification of Loss or Damage AT Delivery.
 - (3) For loss/damage discovered after the delivery date, the member must complete the Defense Personal Property Program Notice of Loss or Damage After Delivery.
 - (4) For direct claims settlement between member and TSP:
 - (a) Claims must be filed through DPS.
 - (b) Claims must be filed with the TSP first to maintain FRV eligibility.
 - (5) A member has the option to transfer the claim to the military claims Service after 30 days. In these instances, the military claims office pays the member depreciated value and then pursues the FRV claim with the TSP. After settlement with the TSP, if the FRV settlement exceeds the amount paid by the military claims Service to the member, the member receives the difference.
 - b. The TSP may offer quick claim settlement:
 - (1) Less than \$500
 - (2) Within 5 days of delivery
 - (3) Not reported in DPS unless customer files an additional claim.

- c. The TSPs are responsible for obtaining repair estimates.
 - d. Member and TSP negotiate settlement through DPS:
 - (1) The TSP must pay, deny, or make an offer within 60 days of receipt of a complete claim through DPS.
 - (2) The member has the ability to accept or reject the TSP's offer on a line-by-line basis.
 - e. Inconvenience Claims. It is the TSP's responsibility to pick up and deliver shipments on the dates reflected on the BL. Failure to do so can cause serious inconvenience to the member and their dependents, and can result in the unnecessary expenditure of funds for lodging, food and/or rental/purchase of household necessities. An inconvenience claim may be filed for out-of-pocket expenses caused by the TSP's failure to act on the agreed dates at origin or destination. Inconvenience claims against the TSP must be reasonable, supported by receipts, and relate directly to relieving a definite hardship when establishing a household.
 - f. For dHHG and iHHG shipments, the member receives a toll free number prior to pickup for direct communication between the member and the TSP. The toll free number may be used for customer inquiries and problem resolution during any phase of the move. The TSP must respond to the member's concerns within 24 hours from the member's initial call if received Monday through Friday and by close of business the following workday for calls/inquiries received by the TSP on Saturdays, Sundays, or legal (officially declared national) holidays. The member should be counseled that the toll free number is not to be used for shipment changes (pickup date or delivery date changes). The member must contact the local TO for any changes after shipment award to a TSP.
4. For additional information on FRV, visit <http://www.move.mil> or go online to your respective Service claims office listed below.

Y. PURCHASING ADDITIONAL INSURANCE

Depending on the value of your HHGs, you may decide to purchase additional insurance through the TSP or a commercial company (at your own expense).

NOTE: The option to purchase additional insurance through the Government no longer exists.

Additionally, some homeowner policies may cover some items in shipment; check your policy or contact your insurance company for details.

1. Service Claims Offices:
 - a. Army: <https://www.jagcnet.army.mil/>
 - b. Air Force: <https://claims.jag.af.mil>
 - c. Navy: http://www.jag.navy.mil/organization/code_15.htm
 - d. Marine Corps:
https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MF/C_PERSONNEL/Property
 - e. Coast Guard: <http://www.fincen.uscg.mil/hhg.htm>.

Z. DURING AND AFTER THE MOVE

1. Evaluation of Move:

At some time during packing, pickup, and/or delivery of your personal property, a Quality Control inspector from the TO may drop by to check on the progress of the services being performed by the TSP. If you have any questions or problems, inform the inspector or contact the TO.

2. Customer Satisfaction Survey (CSS):

- a. Your voice counts. After receiving your delivery at destination, you are asked to complete a CSS survey. The CSS is the primary source of data that is used in determining the performance portion of each TSP. It is very important to update your e-mail address and contact information at destination. You will be informed on the importance of completing the CSS on the web upon delivery of each shipment moved. If you did not complete this survey you will receive e-mail reminders. You, as a customer, can assist in improving the quality of personal property moves. Your opinion counts, and every completed survey enhances the program.
- b. To access the survey, please call 800-462-2176 Option 4 to complete the CSS.

AA. PERSONALLY PROCURED MOVE (PPM)

1. The PPM program is an alternate means of moving your personal property. You must make the arrangements at origin just as you would for a Government arranged move and complete certain other requirements to include obtaining weight tickets.
2. This program is an option available to you or to a deceased member's next of kin.
3. The PPM program allows you to personally move HHG and either be reimbursed up to the Government's cost or to collect an incentive payment from the Government when you have orders for PCS, TDY, ETS, or RET, or assignment to/from or between Government Quarters.
4. The following are authorized methods of moving your personal property:
 - a. POV PPM. There are no restrictions as to the type of POV or equipment used to perform personally procured transportation of HHG except for a Government owned vehicle.
 - b. Privately Owned Trailers. The utility trailer weight applies one time only if the trailer is used as the means of conveyance. A utility trailer, with or without a tilt bed, with a single axle, and an overall length of no more than 12 feet (from rear to trailer hitch), and no wider than 8 feet (outside tire to outside tire). Side rails/body no higher than 28 inches (unless detachable) and ramp/gate for the utility trailer no higher than 4 feet (unless detachable). The member or member's dependent must own the trailer prior to the effective date of the PCS or TDY order.
 - c. Other methods include "You-Load They-Drive," Rental Equipment, Parcel Post, and Hire a Commercial Company. Contact your local TO to obtain Service unique details on PPM allowances and procedures.
5. Approval:
 - a. The TO must provide counseling and prior approval for a PPM move. Failing to comply with Service requirements of the program may limit payment or result in complete denial of your claim. Articles not meeting the definition of HHG in the JTR are not authorized in the total weight to be shipped.

6. Excess Costs:
 - a. Actual authorized moving costs that exceed the Government cost is at your expense. If you draw an advance allowance based on the estimated weight of your HHG, and the actual shipment weight is less, you are required to reimburse the Government the excess amount.
NOTE: Performing a PPM does not eliminate the possibility of excess cost.
7. Estimating Weight:
 - a. The most important step you can take to avoid paying back any of your advanced operating allowance is to accurately estimate the weight to be moved.
8. Weight Allowances:
 - a. The JTR weight allowances are applicable in connection with TDY, PCS, ETS, and RET moves. Your personal property counselor can advise you of your authorized weight during your counseling session. You are required to complete an inventory of HHG to determine an estimated weight.
9. Incentive:
 - a. As an incentive to participate in the program, you are authorized to receive 95 percent of what it would cost the Government to transport your HHG. The computation is based on actual weight transported NTE your authorized JTR weight allowance. Your TO can estimate the constructive move cost based on the estimated weight to be moved and the authorized distance from origin to destination.
 - b. Incentive payment estimates, provided at the time of counseling, are estimates only. Overestimating the weight of your shipment may result in a larger than authorized advance allowance. If this happens, you are required to reimburse the Government the amount advanced that exceeded your authorized amount for the actual weight moved.
10. The member's responsibilities under the PPM program are to:
 - a. Obtain the necessary equipment, moving aids, packing materials, and vehicles to safely transport your property
 - b. Locate weight scales to obtain certified weight tickets (empty and full weights) for each segment of the move
 - c. Obtain receipts for expenses IAW Service and Internal Revenue Service (IRS) requirements
 - d. Submit a settlement claim to the destination TO.

The TO can provide guidance on submitting your final documentation. If you elected an advance operating allowance, you should file your final settlement claim within 45 days after the start of the move. Failure to file in a timely manner could result in the Government recouping your advanced operating allowance from your pay.
11. Operating Expenses:
 - a. Operating expenses you incur to perform the move may be applied to your income tax filing. See current IRS publication for information. Authorized expenses include payment for rental vehicles/trailers, packing materials, moving equipment (hand trucks or appliance dollies), blanket wraps, gasoline, and oil expenses, (not oil changes), itemized expenses that may be directly related to PPM (e.g., tolls, cost for weight tickets). These costs are deducted from the incentive payment to determine the financial profit for tax purposes.

- b. This does not include tow hitches added to your POV, winterizing your POV, replacement of tires, flat tire repair, cracked or broken windshields, and any other service or repairs to your POV.

12. Advance Operating Allowance:

- a. An advance operating allowance, IAW your respective Service guidance/regulations, may be provided up to 60 percent of the estimated Government cost to help defray your operating cost. The operating allowance helps defray the cost of rental vehicle, gasoline, oil, tolls, packing material, moving equipment, and other services directly related to the move. Your personal property counselor can determine the amount based on your estimated weight.

NOTE: If you elect to draw an advance operating allowance when performing a PPM shipment, you should submit your PPM documentation to the respective TO for final computation and settlement with 45 days from the start date of the move.

13. Weight Tickets:

- a. You must obtain empty and full weight tickets from a certified weigh station for all PPMs (including commercial companies you may have hired to perform the move for you) regardless of weight allowance. Your personal property counselor can provide you with a list of locations of certified scales at counseling time and inform you what information has to be included on your individual weight tickets.

NOTE: No incentive payment is paid without weight tickets.

- b. No passengers are to be in the vehicle when obtaining the weight tickets. Weight tickets should reflect the status of the gas tank (i.e., full, $\frac{3}{4}$ tank, $\frac{1}{2}$ tank, $\frac{1}{4}$ tank, and empty). If making multiple moves (i.e., TDY to several locations) separate weight tickets are required for each segment of the move.
- c. If you are going to tow your POV behind the rental vehicle, the POV must be disconnected before obtaining weights.

14. Temporary Storage:

- a. Temporary storage for a PPM shipment is authorized only when circumstances prevent HHG delivery to the residence. Temporary storage arranged by the member must utilize a commercial storage facility (public storage) used by the general populace to store personal property. Reimbursement for commercial storage is limited to the actual expenses incurred NTE the GCC to store a like weight of HHG within the member's JTR weight allowance. You should have a residence available for delivery of the HHG upon arrival at destination. If not, you should contact the destination TO prior to making arrangements for storage. There is no storage authorized in connection with a local move.
- b. Types of storage may include:
 - (1) Extending truck or trailer rental time, keeping personal property in the vehicle
 - (2) Use of mini-storage warehouses or conventional storage facilities subject to time limits in the JTR.
- c. If you store property in a mini-storage/commercial warehouse or rental vehicle/equipment, you must pay for the storage fees and file for reimbursement once the property is removed.

15. Insurance Coverage:

- a. If you are planning to use a trailer for a PPM, check your automobile insurance policy to see if you are properly covered in case of loss or damage. Some automobile insurance companies

extend coverage when trailers are towed behind a POV; others may not. If you must procure additional insurance, the Government does not reimburse that expense.

16. Claims for Loss and Damage:

- a. You assume the risk for and are responsible for preventing loss and/or damage before, during, and after the move. Submit claims IAW current Service regulations. Because PPM move participants are responsible for arranging the entire move, claims for loss and/or damage are generally not paid except in those cases where an act transpires that is beyond your control (e.g., vehicle accident, fire, or theft) and it is determined that you are free of negligence. If you contract with a commercial moving company to pack or transport your goods, you will have to file a claim directly against that TSP before you can file a claim for loss and damage with the Government. The Government does not pay you for any amounts that you could have recovered from the TSP with which you had the contract.

17. Submit PPM settlements to:

ARMY AND AIR FORCE	Active Duty Personnel: New Permanent Duty Station TO Retired/Separated Personnel and Last Permanent Duty Station TO
NAVY	Fleet Logistics Center (FLC) Business Support Department HHG Audit Team Code 302 1968 Gilbert Street Suite 600 Norfolk, VA 23511-3392
MARINE CORPS	Commanding General ATTN: Code 470 814 Radford Boulevard Marine Corps Logistics Base Albany, GA 31704-1128
COAST GUARD http://www.fincen.uscg.mil/dity.htm	Commanding Officer ATTN: PPM Desk U.S. Coast Guard Finance Center 1430A Kristina Way Chesapeake, VA 23326-0017

BB. STORAGE

When authorized, a member may be entitled to either temporary storage known as Storage-In-Transit (SIT) or long-term storage known as NTS.

1. SIT:

- a. SIT is short-term storage that is part of HHG transportation. SIT may occur at origin, destination, and/or anyplace en route. SIT is not authorized for HHG moves between local quarters when no PCS exists.
- b. SIT (ICW authorized HHG transportation) should not exceed 90 days unless the member requests (in writing) an additional period, NTE 90 days, that is authorized/approved by a Service/Defense Agency designated official. If no additional storage is authorized or approved, the member is financially responsible for the additional storage expense.

- c. Acceptable justification for an additional SIT period includes:
 - (1) Serious illness of the member.
 - (2) Serious illness or death of a dependent.
 - (3) Impending assignment to Government/Government-controlled quarters or privatized housing.
 - (4) Directed TDY after arrival at PDS.
 - (5) Nonavailability of suitable civilian housing.
 - (6) Awaiting completion of residence under construction.
 - (7) Natural Disaster.
 - d. The maximum SIT limit of 180 days is generally adequate for most Permanent Duty Travel. Only in limited circumstances can SIT be authorized beyond 180 days IAW JTR. Your local TO can provide additional information if applicable.
2. NTS. A member may be eligible for NTS when (includes, but not limited to):
 - a. A member performs PCS travel to a designated isolated CONUS Permanent Duty Station.
 - b. A member moves to/between OCONUS areas.
 - c. Is unable to use HHG in Government/Government-controlled quarters or privatized housing.
 - d. Storage is in the best interest of the Government.
 - e. In conjunction with retirement.
 3. In the event your HHG are placed into NTS, keep your TO and or the TSP storing your HHG informed of any changes of address, contact phone numbers, e-mail address or receipt of new orders/authorization. If stationed overseas and your tour is extended or you PCS to another overseas tour, ensure you provide your TO a complete copy of your new orders/authorization and amendments/endorsements. This action ensures your HHG continue to be stored at Government expense. Failure to do may result in financial costs at your expense. For additional information contact your servicing PPSO/TO.

NOTE: The Government does not pay for climate controlled NTS.

CC. TRANSPORTATION OF UNAUTHORIZED HHG ARTICLES

Shipment of unauthorized HHG items defined in Appendix A of the JTR must be transported separately from authorized HHG. You, not the TSP, must arrange shipment of unauthorized items. When non-HHG articles are disclosed, the member is financially responsible for all identifiable transportation costs for the articles. If the transportation cost of the articles cannot be established, the weight of the non-HHG articles is excess weight per JTR. HHG shipments are subject to Quality Assurance inspections by the origin and/or the destination TOs.

DD. WEBSITES TO VISIT

1. State Wine Laws: <http://www.wineinstitute.org>.
2. Personal Importation of Alcoholic Beverages: http://www.ttb.gov/importers/personal_importation.shtml.
3. Alcohol Beverage Control Boards for the United States: <http://www.ttb.gov/wine/state-ABC.shtml>.
4. Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) regulations: <http://www.atf.gov/>.
5. The Air Force Personal Property & Passenger Travel website has a multitude of relocation information available for all Service members: <http://www.move.mil>.
6. CSS: 1-800-462-2176 Option 4.
7. Defense Travel Management Office: <http://www.defensetravel.dod.mil/>.
8. GSA “FedRooms” program offers specially negotiated Federal government hotel rates with FEMA certified hotels, simplifying hotel selections for Government travelers. The website address is <http://www.fedrooms.com>.
9. Homeowner’s Assistance Program is a special relief program designed to provide financial assistance to eligible Military and Federal employee homeowners when the real estate market is so adversely affected by a military installation partial or complete closure, a reduction in scope of operations, or a realignment that the personnel are unable to dispose of their dwellings under reasonable terms and conditions. The website address is <http://hap.usace.army.mil/>.
10. Internal Revenue Service Form 3903 and Publication 521, Moving Expenses: <http://www.irs.gov/pub/irs-pdf/f3903.pdf> and <http://www.irs.gov/pub/irs-pdf/p521.pdf>.
11. Internal Revenue Service Form 4684 and Publication 4684; Casualties and Thefts: <http://www.irs.gov/pub/irs-pdf/i4684.pdf> and <http://www.irs.gov/pub/irs-pdf/f4684.pdf>.
12. Moving Your Mobile Home: <http://www.sddc.army.mil/PP/default.aspx> and select “Moving Your Mobile Home”.
13. DoD Household Goods Portal: <http://www.move.mil>.
14. Navy members can contact the Navy’s HHG Helpline at 800-444-7789 for assistance. To determine whether you qualify as a Smart Web Move customer please visit <http://www.xmarks.com/site/www.smartwebmove.navsup.navy.mil/swm/>.
15. Per Diem, Travel and Transportation Allowance Committee (PDTATAC) maintains and implements new statutory changes to the JTR. Within the regulations are per diem, travel and transportation allowances, relocation allowances, and certain other allowances of Uniformed Service members (including regular and reserve components) based on law. The website is <http://www.defensetravel.dod.mil/>.
16. POV Locator: <https://www.whereismypov.com/>.
17. Shipping a POV: <http://www.sddc.army.mil/PP/default.aspx> and select “Shipping Your POV”.
18. Storing a POV: <http://www.sddc.army.mil/PP/default.aspx> and select “Storing Your POV”.
19. Military Surface Deployment and Distribution Command, SDDC: <http://www.sddc.army.mil/PP/default.aspx>.
20. Weight Estimator Form: http://www.move.mil/dod/before_you_begin/weight_allowance.cfm and access the “Weight Estimator” tab.

APPLICATION FOR SHIPMENT AND/OR STORAGE OF PERSONAL PROPERTY <i>(Read Privacy Act Statement on back before completing form.)</i>		1. DATE PREPARED (YYYYMMDD)	2. SHIPMENT NUMBER
3. NAME OF PREPARING OFFICE		4. TO (Responsible Origin Personal Property Shipping Office) a. NAME	
5. NAME OF DESTINATION PERSONAL PROPERTY SHIPPING OFFICE		b. ADDRESS (Street, Suite Number, City, State, ZIP Code)	
6. MEMBER OR EMPLOYEE INFORMATION			
a. NAME (Last, First, Middle Initial)	b. RANK/GRADE	c. SSN	d. AGENCY
7. REQUEST ACTION BE TAKEN TO TRANSPORT OR STORE THE FOLLOWING:			
a. HOUSEHOLD GOODS/UNACCOMPANIED BAGGAGE/ITEMS/NO. OF CONTAINERS (Enter quantity estimate)			
(1) POUNDS	(2) POUNDS OF PROFESSIONAL BOOKS, PAPERS, AND EQUIPMENT (PBP&E) (Enter "NONE" if not applicable)	(3) EXPENSIVE AND VALUABLE ITEMS (Number of cartons)	
b. MOBILE HOME INFORMATION (Enter dimensions in feet and inches)			
(1) SERIAL NUMBER	(2) LENGTH	(3) WIDTH	(4) HEIGHT
(5) TYPE EXPANDO (Describe)			
c. MOBILE HOME SERVICES REQUESTED (X as applicable)			
<input type="checkbox"/> CONTENTS PACKED <input type="checkbox"/> MOBILE HOME BLOCKED <input type="checkbox"/> MOBILE HOME UNBLOCKED <input type="checkbox"/> STORED AT ORIGIN <input type="checkbox"/> STORED AT DESTINATION			
8. THIS SHIPMENT/STORAGE IS REQUIRED INCIDENT TO THE FOLLOWING CHANGE OF STATION ORDERS:			
a. TYPE ORDERS (X one) <input type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY		b. ISSUED BY	c. NEW DUTY ASSIGNMENT
d. DATE OF ORDERS (YYYYMMDD)	e. ORDERS NUMBER	f. PARAGRAPH NO.	g. IN TRANSIT TELEPHONE NO. (Include Area Code)
h. IN TRANSIT ADDRESS (Street, Apartment Number, City, State, ZIP Code)			
9. PICKUP (ORIGIN) INFORMATION		10. DESTINATION INFORMATION	
a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code) <i>(If a mobile home park, include mobile home court name)</i>		a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code) <i>(If a mobile home park, include mobile home court name)</i>	
b. TELEPHONE NUMBER (Include Area Code)		b. AGENT DESIGNATED TO RECEIVE PROPERTY	
11. EXTRA PICKUP/DELIVERY ADDRESS (If applicable)		12. SCHEDULED DATE FOR (YYYYMMDD)	
		a. PACK	b. PICKUP
		c. DELIVERY	
13. REMARKS			
14. I CERTIFY THAT NO OTHER SHIPMENTS AND/OR NONTEMPORARY STORAGE HAVE BEEN MADE UNDER THESE ORDERS EXCEPT AS INDICATED BELOW (If none, indicate "NONE.")			
a. FROM	b. TO	c. NET POUNDS (Actual or estimated)	d. POUNDS OF PBP&E (Actual or estimated)
15. CERTIFICATION OF SHIPMENT RESPONSIBILITIES/STORAGE CONDITIONS I certify that I have read and understand my shipping responsibilities and storage conditions printed on the back side of this form.			
a. SIGNATURE OF MEMBER/EMPLOYEE	b. DATE SIGNED	c. ADDRESS OF CONTRACTOR (Street, Suite No., City, State, ZIP Code)	
d. NAME OF CONTRACTOR (Origin DPM or non-temporary storage)			
16. CERTIFICATE IN LIEU OF SIGNATURE ON THIS FORM IS REQUIRED WHEN REGULATIONS SO AUTHORIZE. Property is baggage, household goods, mobile home, and/or professional books, papers and equipment authorized to be shipped at government expense.			
a. REASON FOR NONAVAILABILITY OF SIGNATURE		b. CERTIFIED BY (Signature)	
		c. TITLE	

DD FORM 1299, SEP 1998

PREVIOUS EDITION IS OBSOLETE.

Figure K1-1. DD Form 1299, Application for Shipment and/or Storage of Personal Property

PRIVACY ACT STATEMENT	
<p>AUTHORITY: 37 USC 406, 5 USC 5726; and E.O. 9397.</p> <p>PRINCIPAL PURPOSE(S): Primarily used for evaluating requests submitted by Service members and eligible individuals for shipment and/or storage of personal property. Also used to prepare the Government bill of lading and other shipping documents (as applicable) to move the personal property. Used by the Finance Office for collection from the member in case goods to be shipped exceed Government entitlement limits.</p> <p>ROUTINE USE(S): DD Form 1299 is provided to commercial carriers and shipping agents as the official shipping and storage order.</p> <p>DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipping dates and impede storage arrangements.</p>	
CERTIFICATION OF SHIPMENT RESPONSIBILITIES	
<p>In consideration of said household goods or mobile homes being shipped at Government expense, I hereby agree that:</p> <ol style="list-style-type: none">1. This shipment/storage lot consists of my property or the property awarded to my ex-spouse incident to a divorce which was acquired by me prior to the effective date of my orders.2. If my orders are modified or cancelled and affect this shipment, I will immediately notify the shipping office at point of origin (or port, if any) and destination.3. I will remit the proper amount or consent to the collection from my pay as may be necessary to cover all excess costs occasioned by this shipment.	<ol style="list-style-type: none">4. I agree, prior to shipment and at my expense to place my mobile home in condition to withstand transportation.5. I understand that transportation of my mobile home and shipment of baggage and household goods within the United States are provided in Chapter 10, JTR.6. I understand the Government will not be responsible for goods remaining in storage after the expiration of the authorized period.7. Professional books, papers and equipment are or were necessary in the performance of official duties.
CONDITION FOR STORAGE	
<p>In consideration of said household goods being stored at Government expense, I hereby agree as follows:</p> <ol style="list-style-type: none">1. I will notify the transportation office responsible for storing my nontemporary storage account of any changes in my storage entitlement.2. The Government is authorized to enter into any agreement and to do all acts and things which may be convenient or necessary to store the household goods. Storage of the household goods is furnished subject to such applicable laws and regulations as are now or may hereafter be in effect.3. The Government may store the household goods in Government facilities or in commercial storage under a Government contract.4. The Government may move or transfer by any appropriate means the household goods from their present location to Government or commercial storage facilities and from such facilities to an appropriate destination upon termination of storage.5. When the household goods are stored in Government facilities and the authorized period for storage at Government expense expires, the Government may require me to remove the household goods from their place of storage. In the event, after 30 days notice, I fail to remove the	<p>household goods, or if, after diligent effort, notice to me cannot be effected, the Government may proceed as follows: (a) place and store the household goods in commercial storage at my expense, or (b) if a commercial warehouse will not accept the household goods for commercial storage at my expense, the Government is hereby authorized to take whatever action in accordance with law and regulation may be deemed appropriate to effect disposition of the household goods.</p> <ol style="list-style-type: none">6. When the household goods are stored in commercial facilities and the authorized period of storage at Government expense expires, all storage and incidental charges accruing after the last day of the authorized period of storage shall be at my expense.7. The Government shall not be liable for charges incident to storage or services in connection with the household goods (1) not authorized by law or regulation to be at Government expense, (2) in excess of weight limitations imposed by law or regulation, or (3) after the expiration of the period of which storage at Government expense is authorized.8. Government contracts for the storage of household goods limit the liability of the warehouseperson to \$50 per article or package as listed on the warehouse receipt. Applicants are advised to consider obtaining insurance on their household goods while such goods are in storage.

DD FORM 1299 (BACK), SEP 1998

Figure K1-1. DD Form 1299, Application for Shipment and/or Storage of Personal Property, (Back) (Cont'd)

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