APPENDIX A-G

PERFORMANCE WORK STATEMENT FOR PACKING, CONTAINERIZATION AND LOCAL DRAYAGE OF DIRECT PROCUREMENT METHOD (DPM) PERSONAL PROPERTY SHIPMENTS

PART I – DESCRIPTION OF SERVICES

A. SCOPE OF WORK

The contractor will furnish all personnel, equipment, facilities, supplies, services, and materials, except as specified herein as government-furnished, for the preparation of the personal property of Department of War (DoW) personnel for shipment, drayage and/or storage and related services through the Direct Procurement Method (DPM). Work to be performed will be those services in the Schedules awarded to the contractor as outlined in individual Contract Line Item Number (CLIN) items (see Attachment A-G3). Table A-G-1, Task/Type of Move Matrix, shows which tasks normally apply to each type of move. The contractor shall furnish all materials except Government-Owned Containers (GOC [Federal Specification PPP-B-580]), all equipment, plant and labor; and perform all work in accomplishing containerization of personal property for overseas or domestic movement or storage, including stenciling, cooperage, drayage of personal property in connection with other services, decontainerization of inbound shipments of personal property; and the handling of shipments into and out of the Contractor's facility. Specific requirements for each task are described below. If specific instructions or requirements are not provided, commercial standards of services and best business practices are acceptable. Excluded from the scope of this contract is the furnishing of like services or materials which are provided incident to complete movement of personal property when purchased by the Through Government Bill of Lading or other method/mode of shipment or property to be moved under the Personally Procured Move (PPM) program or otherwise moved by the owner. The contractor shall perform services within the following defined areas of performance, which include terminals identified in the Schedule and/or individual CLIN items. The Government will consider all areas of performance described in the Schedule and/or individual items as including the contractor's facility, regardless of geographical location.

The quantities shown by area of performance for each item in this Solicitation are the Government's estimates of requirements, which may be ordered during the period of the contract

AREA 1: Zone 50 Benewah, Bonner, Boundary, Kootenai, Lath, Shoshone

AREA 2: Zone 51 Clearwater, Idaho, Lewis

AREA 3: Zone 52 Nez Perce

AREA 4: Zone 89 Whitman, Adams, Stevens,Pend Oreille, Spokane, Lincoln

AREA 5: Zone 90 Franklin, Columbia, Garfield, Asotin, Grant, Ferry, Douglas

AREA 6: Zone 91 Chelan, Okanogan, Walla Walla

1. Pre-move Survey. The contractor agrees to perform pre-move survey on all shipments, either in residence, virtually (with customer's consent, e.g., email or software consent), or telephonically). The Contractor will conduct a pre-move survey (electronic, telephonically, or physical) and provide the U.S. Government and customer weight estimates on all shipments five GBD from accepting shipment but NLT nine Government Business Days (GBD) prior to the first scheduled pack/pickup date, whichever is later. For shipments ordered less than nine Government Business Days (GBD) prior to first scheduled pack/pickup date, weight estimates must be provided NLT three Government Business Days (GBD) prior to first scheduled pack/pickup date. For shipments ordered less than three Government Business Days (GBD) prior to the first scheduled pack/pickup date, weight estimates must be provided NLT one day prior to first scheduled pack/pickup date. Weight estimates must be accurate within 10% of actual shipment net weight.

2. Weighing.

   a. The gross, tare, and net weight of all shipments will be determined through the use of scales properly certified by a state inspector of weights and measures in accordance with (IAW) the regulations of the state or district having legal jurisdiction over the scales. Personnel designated to operate the scales will be licensed or otherwise qualified as weigh masters if required by the state, commonwealth, or district. When a metric scale is utilized, the contractor will use one (1) kilogram per 2.2 pounds for conversion.

   b. The contractor will submit weight tickets IAW the International Tender and 400NG within 4 GBD's after shipment pickup date prior to shipment arrival. Tickets will reflect gross, tare, and net weight, in duplicate, properly certified IAW federal, state, and commonwealth or district regulations to the ordering officer with documentation (Contract Data Requirements List [CDRL] 0002).

   c. When scales are not available or their use is not practical, the application of a constructive weight of seven (7) pounds per cubic foot will be used provided prior written approval is obtained from the ordering officer. (See Paragraph A.2.d for constructive weight of professional books, papers, and equipment [PBP&E], also known as PRO or PRO-Gear.)

   d. When PBP&E (also known as Military (M-PRO) or Spouse (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, certified platform-type, or warehouse scales. The total weight of such articles will be annotated separately on the inventory and packing list. The PBP&E weight may be obtained using bathroom or certified platform type scales. If it is not possible or practical for the contractor to weigh the items at the time of packing and pickup, and there is no cube indicated on the inventory, a constructive weight of seven (7) pounds per cubic foot will be used for PBP&E.

   e. The weight tickets will contain the name and address of the weighing station, date, name of contractor, van or trailer number, name of customer, call number assigned by the ordering officer, and signature of the weigh master.

   f. For inbound personal property, the contractor will bill on the origin net weights obtained from the Personal Property Government Bill of Lading/Bill of Lading (PPGBL/BL) or other movement document and need not submit a weight certificate, unless a reweigh is ordered. When a reweigh is ordered, the contractor will bill on the reweigh weight.

   g. If the PPGBL/BL, movement document, or container does not reflect the net weight for inbound shipments or if the PPGBL/BL is unavailable at the destination, the contractor will bill on the origin gross weights obtained from the PPGBL/BL, or other available sources, such as containers or supporting documentation. The contractor is required to use all means available (containers, supporting documentation) to obtain a net weight prior to submitting the bill. If the bill is submitted on the origin gross weight, the contractor is paid for the gross

weight based on the net weight bid price.

h. The contractor will perform reweigh services when ordered. The reweigh will normally be requested at the time the delivery order is placed and will be performed IAW instructions set forth in Paragraph A.2.a. When so advised by the ordering officer, a designated representative of the ordering officer or the customer will be permitted to accompany, in a separate conveyance, the contractor to witness the reweigh. This would be at no extra charge and the contractor would not provide the separate conveyance. TSPs will be required to automatically reweigh **shipments that meet any of the following criteria**: a. All shipments for grades E-6 thru O-10, and DoW Civilians, weighing 7,000 pounds or more. All shipments for grades E-1 thru E-5, weighing 4,000 pounds or more.

i. When a reweigh is ordered, the contractor will furnish the origin weigh tickets in duplicate to the PPSO within seven GBDs after shipment pick up.

j. When the weighing of a shipment at origin is witnessed by the Personal Property Shipping Office (PPSO), the back of all copies of the weight ticket will be annotated with the statement "weight observed" and verified by the signature of the PPSO. The number seven (7) copy of the PPGBL/BL (property received copy) will be similarly annotated prior to mailing to the destination PPSO. When computer-generated PPGBL/BLs are used, the copy going to the destination PPSO will be annotated.

k. Billing Procedures. For Continental United States (CONUS) activities, to include Hawaii and Alaska, shipments are payable on the basis of 100-pound minimum weight for unaccompanied baggage (UB) and a 500-pound minimum weight for household goods (HHG), net or gross weight, as indicated in the bid item. For overseas activities, excluding Hawaii and Alaska, shipments are payable on the actual net weight shipped.

l. Actual pieces, weight, and cube of UB shipments will be provided to the Transportation Office (TO)/PPSO prior to the issuance of the PPGBL/BL.

3. Time Requirements.

a. This contract begins August 1, 2026, and ends July 31 2031, both dates inclusive. Any work ordered before, and not completed by the expiration date shall be governed by the terms of this contract. The Government will not place new orders under this contract that require that performance commence more than 15 Government Business Days (GBD) after the expiration date. The Government may place orders required for the completion of services (for shipments in the contractor's possession) for 180 Government Business Days (GBD) past the expiration date. The ordering officer will normally give the contractor notice to commence services ordered herein at least one (1) full workday prior to the date specified. Oral orders will be confirmed in writing within two (2) Government Business Days (GBD) following order acceptance by the contractor. The contractor will be available to receive orders between the hours 0800 and 1700. Upon request, the contractor will provide information as to whether the service will be performed between the hours of 0800 to 1200 hours or between the hours of 1200 to 1700 hours, based upon the best information available.

b. The contractor will not begin pickup or delivery services at a customer's residence before 0800 hours or after 1700 hours without prior approval of the ordering officer and the customer. The contractor will not begin any service that will not allow completion by 2100 hours without approval by the ordering officer and the customer by 1600 hours of the scheduled date. When services cannot be completed on the scheduled date, the contractor will notify the ordering officer and the customer. In case of an approved suspension of operations, the contractor will assure his/her return the next workday at 0800 hours to complete the services.

c. Containerization must be done at residence. If containerization is ordered at the contractor's

facility, the HHG or UB will be picked up on the date and within the hours specified and with prior approval from the PPSO. Unless a longer period is authorized by the ordering office, the maximum containerization time allowed at the contractor's facility will be three (3) GBD's following the specified pickup date for HHG and two (2) GBD's following the specified pickup date for UB.

d. The contractor will accept from commercial carriers and pickup from commercial, air, water, and military terminals inbound shipments of HHG or UB. The contractor will notify the ordering officer upon arrival of a shipment but not later than 1200 hours of the next workday. Delivery will be affected within three (3) Government Business Days (GBD) following the date of the contractor's arrival notification unless otherwise specified. For shipments in storage, the contractor will affect delivery to the residence within three (3) Government Business Days (GBD) following notification for delivery by the ordering officer (e.g., if the ordering officer calls on Monday, the personal property will be delivered on or before Thursday). The contractor will not deviate from the specified delivery date unless approved by the ordering officer.

4. Preparation, Packing, Loading, and Containerization.

a. Personal property will be prepared, packed, loaded, and containerized for all types of shipments destined for the CONUS or Outside CONUS (OCONUS). It is the contractor's responsibility to coordinate with the ordering officer container size and configuration for each mode of shipment prior to packing containers.

b. The contractor will perform all preparation and packing in a manner requiring the least cubic measurement, producing packages that withstand normal movement without damage to the container or contents and at a minimum of weight. All shipments will be protected from the elements (rain, snow, or sun) and theft at all times.

(1) Items of unusual nature may require disassembly service by a third party. The contractor will not arrange for third-party servicing without the authorization of the ordering officer. The charges for third-party service will be billed by the contractor as a separate charge on the invoice and supported with two (2) copies of the third-party company's invoice. Examples of such items are shranks, wall units, grandfather clocks, and grand pianos.

(2) The contractor will not be required to disassemble swing sets, outdoor recreation equipment, television and radio antennas, and similar articles. The customer will disassemble these items. Items disassembled by the customer will be shown in the remarks section of the inventory as Disassembled by the Owner (DBO).

(3) Customer-Packed Items. The contractor will inspect and repack items already packed by the customer, with the exception of Attachment A-G3, Schedule I, Item 0006, Outbound Service-Unaccompanied Baggage Packed by Customer, and Item 0007, Outbound Service-Unaccompanied Baggage Packed by Customer-Consolidated Shipments/Government Facility. The carrier assumes liability for whatever they pack. The carrier has the right to inspect all items and will use the appropriate carton(s) to pack all items (e.g., clothes in wardrobe boxes), thereby affording items the proper protection. PPSOs will ensure items are shipped in sealed cartons for stacking in trucks/crates and to avoid pilferage. Therefore, one (a) of two (b) things must occur:

(a) The carrier packs all the contents in cartons and then stacks empty plastic totes or tubs separately for onward movement, or

(b) The customer provides an already-packed tote/tub and the carrier then inspects it and decides to do one (1) of the following:

1 Empty the tote/tub and place its contents in a carton, or

2 Ship the tote/tub as is with contents (it will be the carrier's responsibility to place the tote/tub in a proper carton or container for safe movement; tape may not be placed directly on the tote/tub).

3 The empty plastic container is to be wrapped in pads for protection.

NOTE: The above decision is at the carrier's discretion. Service Members/DoW Civilian Employees cannot insist that the contents must remain in the tote/tub, since the carrier assumes liability for the tote/tub and the contents.

(4) Trunks and Footlockers. Trunks and footlockers may contain a properly packed quantity of HHG that is reasonable for the construction and condition of the container.

c. When the ordering officer authorizes tailgating, the load will not extend beyond the surface of the tailgate or beyond the surface of the vehicle. The tailgated items will be protected from inclement weather by a suitable covering.

d. Containerization. Containerization of outbound HHG and UB will be done at the member's/employee's residence, unless otherwise authorized by PPSO. The contractor will perform all exterior containerization services as prescribed in Paragraph A.7 for the type of articles, destination, and method of shipment designated by the ordering officer.

(1) Firearms. When firearms are included in containerized shipments, they will be placed in the number one container in such a manner to permit easy withdrawal for inspection. Make, model, caliber or gauge, and serial number of the firearm will be listed on the inventory form (see Paragraph A.5.c).

(2) Boats. Boats may include, but are not limited to, the following: canoes, skiffs, light rowboats, kayaks, and sailboats. The contractor will be required to accept a boat and/or boat trailer less than 14 feet in length or over 14 feet in length (Service Member only) but less than 500 pounds in weight from a customer. Employees are limited to domestic shipment of boats and their associated trailer that can be transported in a moving van (e.g., canoe, kayak, rowboat, or outboard/inboard motorboat [14 feet or less]). Components and boat accessories that will not fit into an American Society for Testing and Materials (ASTM) D4169-14, Standard Practice for Performance Testing of Shipping Containers and Systems or Military Surface Deployment and Distribution Command (SDDC) Pamphlet 55-12, Transportation and Travel Commercial Containers for Department of Defense Household Goods Shipments, container will be containerized IAW ASTM D6251/D6251M-011, Standard Specification for Wood-Cleated Panelboard Shipping Boxes. The customer will be responsible for any special crating or materials needed to move the boat by DPM.

e. Security Seals. All exterior HHG/UB containers and boxes, including overflow and oversize boxes and rug tubes/cartons, will be sealed with accountable seals at the member's/employee's residence, unless otherwise authorized by the ordering officer. Sealing will be completed prior to any movement and the seal (control) numbers entered on the inventory, cross-referencing the container number. Two (2) seals, as a minimum, for UB, will be used per box and seals will secure the access overlap top and ends. If only two (2) seals out of a set of four (4) are used, the seals not used will be destroyed at the time of sealing or given to the customer. Four (4) seals, as a minimum, on HHG, will be used per box and seals will secure the access overlap door and side panels.

f. Removal of Debris. Packing and loading at the origin will include, as a minimum, removing from the Service Member's/DoW Civilian Employee's residence all empty contractor-provided containers, packing materials, and other debris accumulated incident to packing and loading unless specifically waived by the customer in writing.

5. Tagging, Inventorying, and Packing List. The contractor, in coordination with the customer, will prepare an accurate, legible, HHG/UB descriptive inventory similar to Figure A-G1-1, Household

Goods Descriptive Inventory. The contractor will count and examine all goods tendered for shipments, receipt for them, and make written exception for any goods not in apparent good order. All tagging will be accomplished prior to the removal of goods from the residence.

a. Inventory Identification. Each carton will be marked to indicate the general contents and member's/employee's last name. Each carton will be tagged and inventoried as a separate inventory line item. Identify the cartons by type and cube with an indication of general contents, such as, linens, pots and pans, mirror carton, 3.5 cubic feet.

b. Inventory Symbols. The "Exception Symbols" and "Location Symbols," as shown in Figure A-G1-1, will be used to describe locations and exceptions. Locations and exceptions will be true and accurate. The omission of exception symbols will indicate good condition except for normal wear. Describe in as much detail as possible items of furniture; for example, television sets will be identified as being either "color" (C) or "black and white" (B&W) and console or portable. The contractor will annotate on the inventory item(s), such as TVs, stereo components, computer hardware, VCRs, and video cameras, by make, model, and serial number when these are visible on the outside of the item.

c. Each privately owned firearm will be annotated on the inventory by make, model, caliber or gauge, and serial number.

d. For PBP&E, ensure the term "PRO-GEAR (PRO)" is used to identify such articles on the inventory, together with the cube and weight of the individual carton; a line entry item for each container, such as, carton PRO 3 cubic ft., 53 lbs. These items identified by the customer will be separated from other items of the shipment, weighed separately, and placed in separate boxes or cartons to provide safe transportation. The symbol PRO will be used.

The total weight of the packed professional items will be recorded on the last page of the inventory and on the packing list for outbound HHG and UB shipments.

e. Items disassembled by the contractor will be shown in the remarks section of the inventory as Contractor Disassembled (CD). Items disassembled by the customer will be shown in the remarks section of the inventory as DBO. When an article is packed in an original container furnished by the customer, the inventory will indicate the type of article and will be shown as Contractor Packed (CP).

f. Motorcycles, mopeds, and motor scooters will be inventoried as one line item, listing their serial number, make, year, model, and odometer reading. For international shipments, ensure one copy of the title and/or registration is attached to all copies of the PPGBL/BL/Commercial Bill of Lading/Transportation Control and Movement Document (TCMD).

NOTE: Motorcycles and mopeds that do not conform to vehicle emissions standards and motor vehicle safety standards of the destination country cannot be shipped as part of a HHG shipment.

g. When the ordering officer permits the contractor to partially containerize a shipment at the warehouse, each item removed from the residence will be annotated on the inventory as Containerized Warehouse (CW).

h. Inventory Form. The inventory form will bear the signature of the customer, and date signed, together with the signature of the contractor's representative and date signed certifying to the inventory shall be given to the customer prior to the driver leaving the origin with the property.

i. The contractor will prepare the inventory in five (5) copies for outbound HHG and UB shipments and in three copies for local drayage moves. The original and all copies will be legible and will bear the name and complete mailing address of the contractor. The original inventory will be furnished to the ordering officer, the contractor will retain one (1) copy, and one (1) copy will be given to the customer (CDRL 0003, Household Goods Descriptive Inventory). For HHG and UB, the contractor will place in a waterproof envelope secured to the "No. 1 container": one (1) copy of the inventory; one (1) copy of the DD Form 1299, Application for the Shipment and/or Storage of Personal Property, Figure A-G-2, and if an overseas shipment, one (1) copy of the Service Member's/DoW Civilian Employee's orders and custom's document. Additionally, for HHG, the contractor will place an envelope containing the following documents in an easily accessible location inside the "No. 1 container": one (1) copy of the packing list and Exception Sheet for shipments released from non-temporary storage (NTS). For UB shipments, the contractor will place one (1) copy of the Service Member's/DoW Civilian Employee's orders inside the carton prior to sealing. The customer will be required to furnish all the necessary copies of his or her orders.

j. Annotate the receiving document or inventory to show any overage, shortage, and damage found, including visible damage to external shipping containers and condition of security seals each time custody of the property changes from a storage contractor (warehouseman) to the contractor or from one contractor or carrier to another. When available, use the same inventory prepared at origin to verify delivery and condition of the articles at destination.

k. Packing Lists. The packing list identified in Figure A-G1-2, Packing List of Household Goods, or a similar format, will be used. The contracting officer will advise the contractor as

to the required packing list prior to the start date of the contract. The contractor will prepare

a packing list at the time the goods are packed, noting the number of each piece, the weight, and the cubic measurement.

l. Removal from NTS. When the personal property is to be removed from NTS, the contractor will obtain from the storage contractor two (2) legible copies of the NTS inventory and in conjunction with the storage contractor, check each item of the storage lot IAW such inventory. If at the time each item is checked there is a difference in condition of the item from that listed on the NTS inventory, the contractor will prepare an Exception Sheet and such differing conditions will be noted thereon. When the contractor elects to make a new inventory, differences as to condition of individual items, as compared with the NTS inventory, will be shown on an Exception Sheet as described above. In the event the opinions of the contractor's representative and storage contractor's representative differ as to shortages and overages or condition of an item(s), both opinions will be listed on the Exception Sheet and separately identified as to the source. Both parties will sign and date the Exception Sheet, each retaining a legible copy for their respective files (CDRL 0004, Exception Sheet). Such an Exception Sheet will remain an internal industry document. In the event a claim is filed, the contractor will provide legible copies of the Exception Sheet to the claims officer.

(1) Preparation of Inventories. Inventories prepared on shipments released from NTS will indicate the same article identification and item number as on the NTS inventory or a cross-reference will be made on the new inventory indicating the item number and identification from the NTS inventory. The use of legible photo reproductions of the storage contractor's inventory in lieu of preparing a new inventory is permissible.

(2) Identify personal property by affixing a tag or tape to each article (not applicable to individual items in packing containers). Each shipment will be separately identified by lot number. Each article will be assigned a number that will correspond with the item number shown on the inventory form. The type of identification used and the method of affixing it to the article will be such as not to damage any article so identified.

(3) Identify items disassembled or serviced by the contractor or by a third party at origin and record such items in the remarks section of the inventory.

6. Appliance Servicing and Unservicing. The contractor will service and unservice appliances IAW manufacturer's specifications. If third-party servicing or unservicing is required and approved by the ordering officer, the contractor will bill the services as prescribed in Paragraph A.4.b.(1).

7. Containers and Vehicles

a. GOCs. GOCs are containers constructed IAW Commercial Standard ASTM-D4169. GOCs also include those containers listed in SDDC Pamphlet 55-12, those meeting ASTM-D6251, and wooden overflow and oversize containers purchased by the government or received by the contractor awarded the Schedule II, Inbound Services contract. GOCs will be used to the extent as they are available for Schedule I, Items 0001 through 0005, before using contractor-furnished containers.

(1) All GOCs and contractor-furnished containers will be free of defects (holes, loose or broken framing, missing skids, caulking repairs, or separated plywood). Unacceptable containers are those that have been extended to accommodate oversize or overflow items, any panel bowed or bulging beyond their normal conformity, those with deteriorated plywood (either rotted or delaminated), those caulked on outside seams or joints, and those patched without the use of caulking compound. Patches on the outside surfaces are not acceptable because they increase the overall dimension and are subject to being scraped off during handling. The floor will be solid and all skids installed and in sound condition.

(2) All GOCs and contractor-furnished containers must conform to United States (U.S.) Department of Agriculture requirements for Wood Packaging Materials (WPM). WPM

is defined as wood pallets, skids, load boards, pallet collars, wooden boxes, reels, dunnage, crates, frames, and cleats. Packaging materials exempt from the requirements are materials that have undergone a manufacturing process such as corrugated fiberboard, plywood, particleboard, veneer and oriented strand board. All WPM must be constructed from Heat Treated (HT) lumber (HT to 56 degrees centigrade for 30 minutes) and certified by an accredited agency recognized by the American Lumber Standards Committee (ALSC), Incorporated, or an equivalent organization recognized by the host nation's government for WPM procured outside the United States IAW WPM policy and WPM enforcement regulations (http://www.alsc.org). Wood fumigated with methyl bromide is not authorized for use in the shipment of HHGs as damage may occur to the HHGs. All materials must include certification markings IAW ALSC standards and be placed in an unobstructed area that will be readily visible to inspectors. Pallet markings will be applied to the stringer or block on diagonally opposite sides and ends of the pallet and be contrasting and clearly visible. All dunnage used in configuring and/or securing the load will also comply with International Standards for Phytosanitary Measures Publication No. 15, International Standards for Phytosanitary Measures (ISPM): Guidelines for Regulating Wood Packaging Material (WPM) in International Trade and be marked with an ALSC approved dunnage stamp. Failure to comply with the requirements of this restriction may result in refusal, destruction, or treatment of materials at the point of entry. Additional information on WPM requirements can be found at http://www.aphis.usda.gov.

b. Containers for articles such as large pieces of marble or glass table tops that require more protection than the standard packing techniques will be constructed IAW ASTM D6039/D6039M-11, Standard Specification for Crates, Wood, Open and Covered. These containers will be used for interior packing purposes.

c. Skids. Any container that will be handled with a forklift will be constructed with two (2) or more skids. All wooden containers entering the Defense Transportation System (DTS) with a gross weight of 100 pounds or more or with length and width dimensions of 48 inches by 24 inches or more will be equipped with two (2) skids of not less than a minimum of three (3) inches high and 3-1/2 inches wide. Skid sizes will be IAW ASTM-D6251.

d. Banding. Containers of plywood construction will be banded IAW Commercial Standard ASTM D3953-13, Standard Specification for Strapping, Flat Steel and Seals, or of equal quality with nonmetal banding.

e. Coopering of GOCs will be performed when authorized by the ordering officer. Patches will not increase the overall container dimensions. All repairs will be done prior to delivery to residence.

f. Vehicles. The contractor will ensure that all vehicles used in the movement of personal property will be of a safe and sound condition so as not to permit damage to personal property. In addition, contractors must comply with the Federal Acquisition Regulation (FAR) 52.204-24 provision and FAR clause 52.204-25 at: https://www.acquisition.gov/content/52204-reserved.

8. Marking Exterior Shipping Containers. The contractor will mark all GOCs by stenciling with letters at least one (1) inch high. Freehand marking will not be used. Felt-tip markers will not be

used. All old shipment markings will be obliterated prior to delivery to residence. Each container will be stenciled with all required elements prior to departure from the warehouse.

a. Permanent markings on containers will be legible and conform to Commercial Standard ASTM-D4169 and SDDC Pamphlet 55-12. The following permanent markings will be stenciled in black letters 1-1/2 inches high, Figures A-G1-3, Location of Permanent Markings on ASTM-D4169 Wood HHG Box, and A-G1-4, Location of Permanent Markings on MIL-STD-1489 HHG Box:

On "one side" and "one end":

"USE NO HOOKS"
"STORE UNDER COVER"
"US PROPERTY"
"SDDC APPROVED"

In the appropriate places:

"CENTER OF BALANCE"
"LIFT HERE"
"FORKLIFT HERE"

b. On Commercial Standard ASTM-D4169 and SDDC Pamphlet 55-12 containers, the following additional permanent markings will be stenciled on one side and one end toward the top of the container in black letters two (2) inches high. The contractor will stencil the word "UP" with an arrow pointing to the top of the container. Then under "UP" on an orange background not to exceed 8 x 10 inches in black letters approximately 2 inches high, the contractor will stencil "DPM." The word "EXPEDITE" will be symmetrically spaced below in 1-1/2-inch-high black letters. (See Figures A-G1-3 and A-G1-4.)

c. Shipments shall be identified as "BLUEBARK" and will be stenciled in one (1) inch letters with the code word BLUEBARK above the PPGBL/BL number. Markings such as "deceased" or "casualty" shall not be included.

d. As a minimum, the property Service Member's/DoW Civilian Employee's last name will be legibly handwritten or stenciled on all containers for identification purposes prior to departure from the origin residence or other pickup point.

e. Permanent markings on DPM HHG, Figure A-G1-5, Container Marking for Household Goods, and UB, Figure A-G1-7, Markings of Unaccompanied Baggage containers will be legible and conform to Commercial Standard ASTM-D4169 and SDDC Pamphlet 55-12. DPM HHG and UB containers will have a completed Military Shipping Label (MSL) affixed on one (1) side and one (1) end panel for all shipments entering the DTS, except for passenger bags and similar packages, which will have an MSL affixed to one (1) surface. The MSL, Figure A-G1-6, Military Shipping Label for Personal Property, 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 as described below and the two-dimensional bar code is prepared IAW Appendix A-R. If the shipping container does not lend itself to the application of the label, or if the label would cover or interfere with other required markings, the label will be attached to a general-purpose tag or a placard. The general-purpose tag or placard will be tied, wired, or otherwise fastened to the shipment unit or movement conveyance.

f. The following listed human readable data and Code 39 linear bar codes will be placed on each MSL. Some entries are keyed to numbered blocks on the MSL, and some are in addition to that form's requirements. The human readable unit of measure will be provided in U.S. standard terms (e.g., pieces, inches, feet, and pounds for measured items) and the data

values will be rounded up to the nearest whole number with leading zeros suppressed. Also see Military Standard-129, Department of Defense Standard Practice, Military Marking For Shipment and Storage, and ANSI MH10.8.1.

(1) Transportation Control Number (TCN): Human readable and linear bar code using 1/2-inch-high Code 39 format.

(2) Transportation Account Code (TAC), PPGBL/BL number, and carrier.

(3) From: The consignor Department of Defense Activity Address Code (DODAAC) and in-the-clear address.

(4) 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.

(5) Ship to/POE: Three-digit air/sea port of embarkation (POE) code, and enough space for five (5) lines of up to 35 characters for the in-the-clear address.

(6) Transportation Priority: Bold text 3/4 inches tall.

(7) POD: Three-digit air/sea port of debarkation (POD) code or blank.

(8) Consignee/Mark For: Service Member's/DoW Civilian Employee'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.

(9) Weight: Actual gross weight (this piece) with unit of measure. Do not zero fill.

(10) RDD: Three-digit code or blank for Required Delivery Date. Blank for classified unit move.

(11) Cube: Cube (this piece) with unit of measure. Do not zero fill.

(12) Tare Weight: Weight of container before loading personal property.

(13) Date Shipped: Four-position code or in-the-clear date. Blank for unit move.

(14) Net Weight: Weight of personal property loaded into a container.

(15) Piece Number: The piece number (of total pieces) of this shipment and a linear bar code using 1/2-inch high Code 39 format. Do not zero fill. The piece number and total pieces may be expressed as "Piece Number of Total Pieces" to save space on the label.

(16) Total Pieces: Total number of pieces in this shipment unit. Do not zero fill.

(17) PDF417 2D symbol IAW with Appendix A-R.

NOTE: Social Security Number WILL NOT be stenciled on the container unless it is a part of the TCN. Failure to comply will be considered a violation and action will be taken by the PPSO.

g. Carriers may optionally stencil shipment markings in addition to the MSL on the outside of containers. Freehand marking is not acceptable. Markings will be proportional to the available space on the container. Old markings not applicable to the current shipment will be permanently obliterated before the container's arrival at the Service Member's/DoW Civilian Employee's residence. One (1) copy of the Service Member's/DoW Civilian Employee's orders will 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 baggage belongs will be identified.

h. Overflow Containers. Overflow containers (Schedule I, Item 0003) will be limited to use for those items that accumulate over and above that which can be packed into an ASTM-D4169

or SDDC Pamphlet 55-12 container. The construction of an overflow container will be IAW ASTM-D6251. The overflow container normally is of lesser size than ASTM-D4169 or SDDC Pamphlet 55-12 containers and will be limited to one per shipment.

i. Oversize Containers. Oversize containers (Schedule I, Item 0003) will be limited to use for a single item that exceeds the dimensions of and cannot be accommodated in ASTM-D4169 or SDDC Pamphlet 55-12 container and therefore requires a specially built container. One (1) or more of this type may be required per shipment. These containers will be constructed IAW ASTM-D6251 and the exterior container dimensions furnished to the ordering officer.

j. Other Shipments. Containers constructed for other shipments (Schedule I, Item 0003) will be constructed IAW ASTM-D6251. Other shipments are defined as small shipments that require a lesser size box (container) than specified in Commercial Standard ASTM-D4169 or SDDC Pamphlet 55-12.

k. The contractor will report, store and, when directed by the ordering officer, reposition government-owned HHG containers. When repositioning is ordered, the contractor will load the GOCs on vehicles and deliver them to the site identified by the ordering officer.

(1) The outbound contractor, when directed by the ordering officer, will pick up and store empty GOCs from other local carrier or government facilities within the contract area of performance. When the contract is awarded to different contractors, storage of the GOCs is the responsibility of the outbound contractor unless otherwise directed by the ordering officer. The storage of containers contemplated under this contract means, as a minimum, that containers, if not stored within a building, will be stored in a manner to protect from precipitation, ground water or other moisture.

(2) GOC Report. The contractor will submit a GOC report (a local form or for Air Force Installations, AF Form 384, Government-Owned Container Control Record). The report will be submitted to the ordering officer 15 Government Business Days (GBD) after the contract start date and thereafter on the first workday of each month (CDRL 0005, Report of Government-Owned Containers). The contractor will keep an accurate, up-to-date count of all GOCs.

(3) Serviceable/Unserviceable Containers. The contractor will not commingle serviceable or unserviceable containers. After inspection by the ordering officer, these two categories of containers will be segregated. The ordering officer and contractor will mutually agree upon the inspection and disposition schedule. Unserviceable containers will be disposed of at no cost to the government.

(4) The new outbound contractor will pick up the serviceable empty GOCs from the previous contractor(s) not later than 30 calendar days after commencement of the contract.

9. Outbound Documentation and Movement.

a. PPGBL/BL and similar documents covering outbound HHG shipments will be picked up from the ordering officer by the contractor each workday or obtained IAW locally established procedures, such as mail or courier. Distribution of completed PPGBL/BL and TCMDs will be as outlined below.

b. On outbound HHG shipments, the contractor will complete by typing the following information on the original PPGBL/BL and all copies:

(1) Block 26 (Packages). Enter the number and kind of containers, such as “1 F/L” or “2 CTNS”.

(2) Block 27 (Description of Shipment). Enter the aggregate weight and cube of the total number of each different type of container shown in Block 26.

(3) Block 28 (Weight). Enter the gross, tare, and net weight.

c. On outbound UB shipments, the contractor will provide information on actual pieces, weight, and cube to the TO/PPSO within one (1) day after pickup so that the TO/PPSO can prepare the PPGBL/BL. Information will include:

(1) Packages to include the number and kind of containers, such as "1 F/L", "2 CTNS".

(2) The aggregate weight and cube of the total number of each different type of container.

(3) The gross, tare, and net weight.

d. On all outbound shipments moving by a PPGBL/BL, the contractor will surrender the original and copies "2", "3", and "4" of the PPGBL/BL to the carrier when the shipment is picked up. The contractor will return copies "5", "6", and "7" of the PPGBL/BL to the ordering officer not later than the close of business the next workday after the day the shipment is picked up (CDRL 0008, Bill of Lading). Computer-generated PPGBL/BLs are not numbered. In instances where computer-generated PPGBLs/BLs are used, enough copies will be made to ensure the right number of copies will be submitted. All copies of the PPGBL/BL returned to the ordering officer will bear a legible pickup date, carrier pro number stickers, and signature of the carrier's representative. The contractor will furnish the ordering officer the completed inventory, packing list, and weight tickets not later than four (4) Government Business Days (GBD) from the date of pickup for HHG and three (3) Government Business Days (GBD) from the date of pickup for UB shipments.

e. On outbound overseas shipments, the contractor will complete by typing the following information on the original TCMD (Figure A-G1-10) and all copies:

(1) Block 22 (Pieces). Enter the total number of pieces in the shipment.

(2) Block 23 (Weight). Enter the gross, tare and net weight.

(3) Block 24 (Cube). Enter the total cube of the shipment.

f. One (1) completed copy of the TCMD will be placed in the waterproof envelope on the number one (1) container, three (3) copies will be given to the carrier, and one annotated copy will be returned to the Contracting Officer's Representative.

g. If any container being prepared to enter the DTS has an outside measurement greater than 84 inches, the contractor is required to prepare an Outsized Air Cargo Report (CDRL 0011).

h. Carrier Pickup of Shipments. Within one (1) workday after the property is ready for shipment, the contractor will contact the assigned carrier, as indicated on the PPGBL/BL, to arrange for pickup. When shipments are not picked up by the assigned carrier by close of business of the next workday, after contractor notification, the contractor will notify the ordering officer of the carrier's failure to pickup the shipment not later than 9 a.m. of the next workday.

i. For outbound shipments requiring drayage to an air or sea terminal within the contract area of performance, the contractor will deliver the shipment to the designated terminal within five (5) Government Business Days (GBD) of the request by the ordering officer for UB or within six (6) Government Business Days (GBD) of a request by the ordering officer for HHG. For shipments drayed to a terminal, the delivery receipt or transfer document will be returned to the ordering officer not later than the next workday following delivery.

j. The contractor is required to submit a weekly report showing outbound shipments on-hand which were picked up prior to the previous Wednesday (CDRL 0009, Contractor's Weekly Report).

k. When the contractor's facility is located in a town, city, or metropolitan area other than the location of the PPSO, telephone notification of completed containerization or arrival of shipments will be considered as meeting the requirements for written notification.

l. On outbound overseas shipments entering the DTS, the contractor will prepare and affix a two-dimensional and linear barcoded MSL as described in Paragraph A.8.f and Appendix A-R.

10. Storage.

a. Identification. All outbound shipments will be properly identified by the member's/employee's name, PPGBL/BL number, and call or lot number. Such identification will be in plain view on each lot.

b. Vehicles will not be used for the storage of shipments. Pickup and drayage includes placing the goods within the facility on the pickup date specified in the order; however, at the latest, the shipment will be placed in the facility no later than the day following pickup. When the contractor chooses to allow the personal property to remain on the truck until the next working day, contractor will be held liable for any loss or damage occurring during this time without regard to cause.

c. All personal property will be stored to maintain a minimum of two (2) inches of clearance from the floor to the undermost portion of the personal property. This elevation requirement will apply after three (3) Government Business Days (GBD) handling-in period. Items waiting for the completion of handling-in services will be protected at all times. In addition, the property will not be stored in contact with exterior walls. Height of HHG stacked loose will not exceed 10 feet. Extension ladders, TV antennas, swing sets, and similar items are excluded from this height requirement.

d. Shipping Containers. The contents of containerized shipments will not be removed from containers when placed in storage. Shipment will not be decontainerized prior to delivery to residence unless ordered by the ordering officer.

e. Storage Charges. Storage charges for outbound HHG and UB shipments will not commence earlier than the sixth workday following date of ordering officer's receipt of contractor's notification of completion of containerization service. Storage charges will apply for each 30-day period or computed as a fraction thereof. Date of release from storage will not be considered in computation of storage charges.

f. Storage charges for inbound HHG and UB shipments will not commence earlier than the sixth (6th) workday following date of contractor's notification to the ordering officer of arrival of shipment. Storage charges will apply for each 30-day period or computed as a fraction thereof. Date of release from storage will not be considered in computation of storage charges.

g. When the contractor cannot release a shipment from storage or deliver a shipment on the date requested by the ordering officer, the storage charges will cease on the requested date instead of the actual date of release.

h. The contractor is required to submit an on-hand report for all inbound shipments at the contractor's facility (CDRL 0010, Report of Shipments on Hand). This report will list all inbound shipments in storage and/or waiting to be delivered. Negative reports are required. The TO will identify when reports are to be submitted.

i. The ordering officer will follow Service guidelines when authorizing additional storage. The ordering officer will notify the contractor of the expiration date of storage at government expense.

11. Facilities. Contractor's facilities will meet the guidelines outlined in Appendix A-D.

a. Inspection of Contractor's Facility. The contractor's facility will be initially inspected and approved by a representative from the contracting office or PPSO for compliance with this contract and the standards and regulations stated or referenced therein. Thereafter, inspections will be on a quarterly basis or, if deemed necessary, on a more frequent basis. Inspections will be conducted using Appendix A-E. If a facility is found to be unsatisfactory, it may be declared ineligible to receive further orders under the contract.

b. Upon receipt of contract award, the contractor will furnish to the contracting officer evidence of the kinds and minimum amounts of insurance covering work to be performed. The contractor will maintain at least the minimum insurance coverage required as specified in the FAR Part 28.307.2 Liability, throughout the contract period for the following policies:

(1) Workmen's Compensation Insurance $_____;

(2) Comprehensive General Liability Insurance $_____, and Automobile Liability Insurance $_____. Each policy will contain an endorsement that cancellation or material change in the policy will not be effective until after a 30-day written notice is furnished to the contracting officer.

12. Cargo Insurance. The contractor must provide a certification of cargo insurance reflecting coverage on a continuous basis in at least the amount shown below to cover legal liability. The certificate will contain the statement that the insurance company will provide the designated installation contracting officer with a 30-day written notice of any change, expiration, or cancellation of said policy. The underwriter of cargo insurance will have a rating of "A" or better in the current issue of Best's Insurance Guide. The certificate will be prepared with original signatures and provided to the designated installation contracting officer. The minimum cargo liability coverage required for both domestic and international shipments is found in Appendix A-G6.

13. DPM Delivery, Unloading, and Unpacking.

a. The contractor will furnish the ordering officer with the written receiving notice not later than the next workday following the arrival of the inbound shipment. For each individual shipment, the receiving notice will contain the name and rank/grade of the property customer, PPGBL/BL number, number of pieces, size and type of containers, weight, and name of the carrier. When markings on the containers or documents indicate the shipment is of a deceased customer (BLUEBARK), this information will also be provided. The above information will be obtained from the available documents or containers.

b. Unloading and unpacking, upon delivery to the residence, will include the one-time laying of rugs, assembling of disassembled furniture, unservicing of appliances, and the one-time placement of furniture and like items in the room of the dwelling or a room designated by the property customer. The contractor will not be required to move items after once placed as designated. Third-party services as set forth in Paragraph A.4.b(1) will be performed when authorized. Unless specifically waived by the customer, in writing, unpacking services will be performed. The contractor will have the customer certify and sign on the inventory or delivery document that unpacking was or was not performed.

(1) Unpacking Service. The unpacking service will consist of the unpacking, on a one-time basis, of all barrels, boxes, cartons, and crates. The contents will be placed in a room

designated by the customer. This includes the placement of articles in cabinets, in 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 article(s) in a manner desired by the customer. The unpacking of and removing from the member's/employee's premises all empty containers, packing material, and other debris will be performed at the time the goods are delivered to the residence and to the member's satisfaction.

14. Claims. The provision of full replacement value (FRV) to all DoW customers provides for the replacement, repair, or payment for the non-depreciated value of lost or damaged items. The liability limits for FRV are found in Attachment A-G6.

15. Subcontracting. The contractor shall not subcontract without the prior written approval of the contracting officer. The facilities of any approved subcontractor shall meet the minimum standards required by this contract.

16. Drayage.

    a. Drayage included for Schedule I, Outbound, applies in those instances when a shipment requires drayage to an air, water, or other terminal for onward movement after completion of shipment preparation by the contractor. Drayage not included is when it is being moved from a residence or other pickup point to the contractor's warehouse for onward movement by another freight company, carrier, etc.

    b. Drayage included for Schedule II, Inbound, applies in those instances when shipment is delivered, as ordered, from a destination contractor's facility or other destination point to the final delivery point. Drayage not included is when shipment or partial removal of items from shipment is performed and prepared for member's pickup at destination delivery point.

    c. For drayage, the contractor will reposition empty Government containers as directed by the contracting officer within the area of performance and at no additional cost to the Government.

17. Erroneous Shipments. The contractor shall forward to the rightful owner, articles of personal property inadvertently packed with goods of other than the rightful owner, ensure that all shipments are stenciled correctly. When a shipment is sent to an incorrect address due to incorrect stenciling by the contractor, the contractor shall forward it to its rightful owner. The contractor shall deliver to the designated air or surface terminal all pieces of a shipment, in one (1) lot, at the same time. The contractor shall forward to the owner any pieces of one (1) lot not included in delivery, and remaining at its facility after departure of the original shipment. Any forwarding that results from an erroneous shipment shall be at the contractor's expense and by a mode of transportation selected by the contracting officer with the least possible delay.

18. The contractor shall provide additional services not included in the Schedule but required for satisfactory completion of the services ordered under this contract, at a rate comparable to the rate for like services as contained in tenders on file with the United States Transportation Command in effect at time of order.

PART II – GOVERNMENT-FURNISHED PROPERTY AND SERVICES

1. The government will furnish the following items:

    a. Government-owned containers

    b. The Government-Owned Container Control Record Form

    c. DD Form 1299, Application for Shipment and/or Storage of Personal Property, with special order and customs forms

d. DD Form 1796, Receipt of Unaccompanied Baggage

e. DD Form 1384, Transportation Control and Movement Document (TCMD).

2. The title to all HHG Type II wooden containers, crates, or metal shipping boxes furnished by the government will remain the property of the government.

3. Return of Excess Government-Furnished Property. Upon the expiration of the contract, the contractor will return unused government-furnished forms and supplies to the ordering officer. Returned forms and supplies are to be in good reusable condition.

PART III – GENERAL REQUIREMENTS

1. Application. This Performance Work Statement (PWS) contains basic instructions for the packaging, packing, tagging, inventorying, containerization, marking, loading, storing, unpacking, and inspecting of HHG and UB. This PWS applies to domestic and international DPM shipments. It does not apply to domestic or international Through Government Bill of Lading shipments.

2. Personnel. The contractor will furnish adequate supervision, labor, materials, supplies, and equipment necessary to perform all the services contemplated under this contract. For shipments on Fairchild AFB, drivers and packing crews should be vetted to ensure no criminal record or conviction that would prevent them from accessing the installation prior to scheduled service start date(s). The contractor's office will be staffed at all times during normal working hours with personnel authorized to book shipments and arrange for services under the contract. All contractors will have available an English reading, speaking, and writing employee at all times during packing and unpacking services.

3. Materials. The contractor will provide boxes, cartons, mattress cartons and/or plastic bags (plastic bags may only be used when a direct delivery address has been designated by the origin PPSO), tape, labels, packing lists, filler material, paper pads, wrapping, and any other type material to ensure proper packing for damage free movement. All materials will be new or in sound condition. All previous markings pertaining to any previous shipment will be completely obliterated and all material will be free of any substance injurious to the articles being packed and to the customer. New material will be used for packing mattresses, box springs, linens, bedding, and clothing. Plastic mattress shipping bags will not be used for shipments being consigned to long term NTS.

4. Documentation and Reports. The contractor will ensure all the documentation performed by the contractor will be accurate and legible. All invoices submitted for billing to the ordering officer will be complete and display a detailed and accurate account of services performed.

5. Quality Control and Assurance.

   a. Quality Control. The contractor will establish a complete quality control program to assure the requirements of the contract are provided as specified. One (1) copy of the contractor's quality control plan will be provided to the contracting officer as part of the proposal submission (CDRL 0001).

   b. Quality Assurance. The contractor will provide monthly metrics measuring the Service Delivery Summary Performance Threshold (CDRL 0012). These statistics will be used in the monthly evaluation of the contractor and also as a part of the annual performance report.

6. CONUS to OCONUS UB shipments using Air Mobility Command (AMC) aerial ports. The carrier will provide the actual weight and cube of each shipment after pickup to the ordering officer prior to the PPGBL/BL being produced. Information must be provided within two (2) Government Business Days (GBD) after pickup.

PART IV – ATTACHMENTS

Attachment A-G1: Figures
Attachment A-G2: Publication and Commercial Standards
Attachment A-G3: Contractor Documents Requirement Listings
Attachment A-G4: Definitions
Attachment A-G5: Acronyms
Attachment A-G6: Direct Procurement Method (DPM) Claims and Liability Procedures
Attachment A-G7: Direct Procurement Method (DPM) Third Party Payment System (TPPS)

1. NAME OF CLAIMANT *(Last, First, Middle Initial)*			3. PICK-UP DATE *(YYYYMMDD)*	LIST OF PROPERTY AND CLAIMS ANALYSIS CHART *(Items 14 through 31 to be filled out by Claims Office)*							
2. CLAIMANT'S INSURANCE COMPANY *(If applicable)*			4. DELIVERY DATE *(YYYYMMDD)*	14. ORIGIN CONTRACTOR	17. 2ND CONTRACTOR		21. CLAIM NUMBER		22. NET WT/MAX CAR		
a. NAME		b. POLICY NO.									
5. LINE NO.	6. QTY	7. LOST OR DAMAGED ITEMS *(Describe the item fully, including brand name, model and size. List the nature and extent of damage. If missing, state "MISSING.")*	8. INV NO.	9. ORIGINAL COST / 10. MM/YYYY PURCHASED	11. AMOUNT CLAIMED a. Repair Cost *(or)* b. Replacement Cost	15. INVENTORY DATE *(YYYYMMDD)*	18. EXCEPTION SHEET DATE *(YYYYMMDD)*		23. GBL NUMBER		24. LOT NUMBER		
						16. EXCEPTIONS	19. INV NO.	20. EXCEPTIONS	25. AMOUNT ALLOWED	26. ADJUDICATOR'S REMARKS	27. ITEM WT	28. HOUSE LIABILITY	29. CARRIER LIABILITY
12. REMARKS				13. TOTAL	$ 0.00		30. TOTAL AMOUNT ALLOWED	$ 0.00		31. THIRD PARTY LIABILITY	$ 0.00	$ 0.00

DD FORM 1844, MAY 2000 PREVIOUS EDITION IS OBSOLETE. Reset Page of Pages

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Figure A-G-1. DD Form 1844, List of Property and Claims Analysis Chart

CUI (when filled in)

APPLICATION FOR SHIPMENT AND/OR STORAGE OF PERSONAL PROPERTY
(Read Privacy Act Statement on back before completing form.)

1. DATE PREPARED *(DD/MMM/YYYY)*

2. SHIPMENT NUMBER

3. NAME OF PREPARING OFFICE

4. TO *(Responsible Origin Personal Property Shipping Office)*
a. NAME

5. DESTINATION PERSONAL PROPERTY SHIPPING OFFICE
a. NAME
b. ADDRESS *(Street, Suite Number, City, State, ZIP Code)*
b. TELEPHONE NUMBERS *(Include Area Code)*
c. TELEPHONE NUMBERS *(Include Area Code)*

6. CUSTOMER INFORMATION
a. NAME *(Last, First, Middle Initial)*
b. DOD ID
c. RANK/GRADE
d. AGENCY
e. EMAIL ADDRESS PRIMARY *(Work)*
f. EMAIL ADDRESS ALTERNATE *(Personal)*

7. REQUEST ACTION BE TAKEN TO TRANSPORT OR STORE THE FOLLOWING HOUSEHOLD GOODS/UNACCOMPANIED BAGGAGE/ ITEMS AND/OR POUNDS OF PROFESSIONAL BOOKS, PAPERS AND EQUIPMENT (PBP&E) *(Enter quantity estimate)*
a. AUTHORIZED WEIGHT
b. ESTIMATED WEIGHT
c. ESTIMATED MEMBER PBP&E
d. ESTIMATED MIL SPOUSE PBP&E

8. THIS SHIPMENT/STORAGE IS REQUIRED INCIDENT TO THE FOLLOWING ORDERS:
a. TYPE ORDERS *(X one)* ☐ PERMANENT ☐ TEMPORARY
b. ISSUED BY
c. NEW DUTY ASSIGNMENT
d. DATE OF ORDERS *(DD/MMM/YYYY)*
e. ORDERS NUMBER

9. PICKUP (ORIGIN) INFORMATION
a. ADDRESS *(Street, Apartment Number, City, County, State, ZIP Code)*
b. TELEPHONE NUMBERS *(Duty/Home/Cell) (Include Area Code)*
c. AGENT DESIGNATED TO RELEASE PROPERTY/TELEPHONE NUMBER

10. DESTINATION INFORMATION
a. ADDRESS *(Street, Apartment Number, City, County, State, ZIP Code)*
b. TELEPHONE NUMBERS *(Duty/Home/Cell) (Include Area Code)*
c. AGENT DESIGNATED TO RECEIVE PROPERTY/TELEPHONE NUMBER

11. EXTRA PICKUP INFORMATION *(If applicable)*
a. ADDRESS *(Street, Apartment Number, City, County, State, ZIP Code)*
b. TELEPHONE NUMBERS *(Duty/Home/Cell) (Include Area Code)*
c. AGENT DESIGNATED TO RELEASE PROPERTY/TELEPHONE NUMBER

12. EXTRA DELIVERY INFORMATION *(If applicable)*
a. ADDRESS *(Street, Apartment Number, City, County, State, ZIP Code)*
b. TELEPHONE NUMBERS *(Duty/Home/Cell) (Include Area Code)*
c. AGENT DESIGNATED TO RECEIVE PROPERTY/TELEPHONE NUMBER

13. INTRANSIT INFORMATION/PERMANENT MAILING ADDRESS
a. ADDRESS *(Street, Apartment Number, City, County, State, ZIP Code)*
b. TELEPHONE NUMBERS *(Duty/Home/Cell) (Include Area Code)*
c. EMAIL ADDRESS *(Other than Primary or Alternate)*

14. DESIRED DATES FOR *(DD/MMM/YYYY)*
a. EARLIEST PICKUP
b. LATEST PICKUP
c. DESIRED PICKUP
d. EST SHPT ARRIVAL

15. DIRECT DELIVERY REQUESTED *(X one)* ☐ YES ☐ NO

16. REMARKS

17. 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 CUSTOMER
b. DATE SIGNED *(DD/MMM/YYYY)*

18. CERTIFICATE IN LIEU OF SIGNATURE ON THIS FORM IS REQUIRED WHEN REGULATIONS SO AUTHORIZE. Personal property is baggage, household goods, 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, MAR 2022 CUI (when filled in)
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Page 1 of 2
Reset

Figure A-G-2. DD Form 1299, Application for Shipment and/or Storage of Personal Property

CUI (when filled in)

PRIVACY ACT STATEMENT

AUTHORITY: 37 USC 406 and 5 USC 5726.

PRINCIPAL PURPOSE(S): 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 customer in case goods to be shipped exceed Government entitlement limits.

ROUTINE USE(S): DD Form 1299 may be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents as the official shipping and storage order.

DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and impede storage arrangements.

CERTIFICATION OF SHIPMENT RESPONSIBILITIES

In consideration of said household goods or mobile home being shipped at Government expense, I hereby agree that:

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.

4. I agree, prior to shipment and at my expense to place my mobile home in condition to withstand transportation.

5. I understand the entitlements for transportation of my mobile home and/or shipment of household goods/unaccompanied baggage are provided for in Chapter 5 of JTR.

6. I understand the Government will not be responsible for goods remaining in storage after the expiration of the authorized period. I also understand the timeline for all my responsibilities for filing a claim on those goods begins when Government responsibility expires.

7. Professional books, papers and equipment are or were necessary in the performance of official duties Member/Spouse if applicable.

CONDITION FOR STORAGE

In consideration of said household goods being stored at Government expense, I hereby agree as follows:

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 Govern- ment 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 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.

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. All new Government contracts for the storage of household goods limits the liability of $6.00 times the net weight of the lot is mandatory at each NTS Facility location. Applicants are advised to consider obtaining insurance on their household goods while such goods are in storage.

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PREVIOUS EDITION IS OBSOLETE.

Figure A-G-2. DD Form 1299, Application for Shipment and/or Storage of Personal Property (Cont'd)

Table A-G-1. Task/Type of Move Matrix

Task	Local Move	Outbound Household Goods	Outbound Unaccompanied Baggage	Inbound Household Goods	Inbound Unaccompanied Baggage
Pre-move Survey	X	X	X		
Weighing	X	X	X	X	X
Time Requirements	X	X	X	X	X
Preparation, Packing, Loading, and Containerization	X	X	X		
Tagging, Preparing Inventory and Packing List	X	X	X		
Appliance Servicing and Unservicing	X	X	X	X	X
Containers and Vehicles	X	X	X	X	X
Marking Exterior Shipping Containers		X	X		
Storage		X	X	X	X
Facilities		X	X	X	X
Cargo Insurance	X	X	X	X	X
DPM Delivery, Unloading, and Unpacking	X	X	X	X	X
Claims	X	X	X	X	X

Table A-G-2. Service Delivery Summary

Performance Objectives	Performance Work Statement Paragraph	Performance Standard
Proper Packing/Loading/ Containerization of Personal Property for Onward Movement	Part I, Paragraph A.4, Paragraph A.7	No more than 3 percent of the total number of shipments are incorrectly packed/loaded/containerized per month.
On-Time Pickup/Delivery of Personal Property	Part I, Paragraph A.3	No more than 5 percent per month of the total number of shipments are validated customer complaints for untimely pickup/delivery.
Timely Pickup/Return, Proper Preparation of Documentation	Part I, Paragraph A.2.i, A.8.a, A.8.c, A.8.i	98 percent on-time return of completed, accurate, legible documentation to PPSO per month. 96 percent on-time pickup of documentation from PPSO per month.
Accurate Invoicing of Charges	Part III, Paragraph 4	98 percent error-free invoice submission rate per month.
Maintain Adequate Facilities and Serviceable Equipment	Part I, Paragraph A.11, Paragraph A.7.h	Less than three (3) violations per quarter based on inadequate facilities or unserviceable equipment as outlined in Appendix A-E.
Protection and Accountability of Government-Owned Containers (GOCs).	Part I, Paragraph A.7.a, A.7.a.(1), A.7.e, A.7.g.(1), A.7.g.(2)	No more than 2 percent of total number of GOCs improperly protected during this quarter. Less than two (2) failures per month to recoup GOCs within the specified time frame.

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ATTACHMENT A-G1

FIGURES

The following pages contain the figures referenced in this part.

Figure	Description	Page
A-G1-1	Household Goods Descriptive Inventory	V-A-2
A-G1-2	Packing List of Household Goods	IV-A-3
A-G1-3	Location of Permanent Markings on ASTM-D4169 Wood HHG Box	IV-A-4
A-G1-4	Container Marking for Household Goods	IV-A-5
A-G1-5	Military Shipping Label for Personal Property	IV-A-6
A-G1-6	Markings of Unaccompanied Baggage	IV-A-7
A-G1-7	Joint Statement of Loss and Damage at Delivery (DD Form 1840)	IV-A-8
A-G1-8	Notice of Loss or Damage (DD Form 1840R)	IV-A-9
A-G1-9	Transportation Control and Movement Document (TCMD) (DD Form 1384)	IV-A-10

HOUSEHOLD GOODS DESCRIPTIVE INVENTORY TAG COLOR _____ NOS. _____ THRU _____

PAGE NO. NO. OF PAGES

CONTRACTOR OR CARRIER | AGENT | CARRIER'S REFERENCE NO.

OWNER'S GRADE OR RATING AND NAME | CONTRACT OR GBL NO.

ORIGIN LOADING ADDRESS | CITY | STATE | GOV'T. SERVICE ORDER NO.

DESTINATION | VAN NUMBER

DESCRIPTIVE SYMBOLS
CP - Packed By Carrier
PBO - Packed By Owner
CD - Carrier Disassembled
DDO - Disassembled by Owner
PB - Professional Books
PP - Professional Papers
PE - Professional Equipment
B&W - TV Black & White
C - TV Color
MCU - Mechanical Condition Unknown

EXCEPTION SYMBOLS
BE - Bent
BR - Broken
BU - Burned
CH - Chipped
CU - Contents and Condition Unknown
D - Dented
F - Faded
G - Gouged
L - Loose
M - Marred
MI - Missing
MO - Mishandled
P - Peeling
R - Rubbed
RU - Rusted
SC - Scratched
SH - Short
SO - Soiled
ST - Stained
S - Stretched
T - Torn
W - Badly Worn
Z - Cracked
NOTE: The omission of these symbols indicates good condition.

LOCATION SYMBOLS
1. Arm
2. Bottom
3. Corner
4. Front
5. Left
6. Leg
7. Rear
8. Right
9. Side
10. Top
11. Veneer
12. Edge
13. Center
14. Seat
15. Drawer
16. Inside
17. Door
18. Shelf
19. Hardware

ITEM NO.	STB. CL./ CR. REF.	ARTICLES	CONDITION AT ORIGIN	ROOM	EXCEPTIONS (IF ANY) AT DESTINATION

REMARKS/EXCEPTIONS _____

IMPORTANT NOTICE → *BEFORE SIGNING – CHECK SHIPMENT, COUNT ITEMS AND DESCRIBE LOSS OR DAMAGE IN SPACE ON THE RIGHT ABOVE. IF FOR ANY REASON YOU WERE NOT GIVEN OPPORTUNITY TO INSPECT THIS SHIPMENT, YOU SHOULD CALL THIS TOLL FREE NUMBER, 800-348-3746.*

"WE HAVE CHECKED ALL THE ITEMS LISTED AND NUMBERED ON THIS PAGE INCLUSIVE AND ACKNOWLEDGE THAT THIS IS A TRUE AND COMPLETE LIST OF THE GOODS TENDERED AND OF THE STATE OF THE GOODS RECEIVED"

AT ORIGIN	LOADING HAULER NAME & NUMBER (Signature)	DATE	AT DESTI-NATION	DELIVERING HAULER NAME & NUMBER (Signature)	DATE
	OWNER OR AUTHORIZED AGENT (Signature)	DATE		OWNER OR AUTHORIZED AGENT (Signature)	DATE

FORM 14 (REV. 10/93) PRINTED IN U.S.A.

Figure A-G1-1. Household Goods Descriptive Inventory

PACKING LIST OF HOUSEHOLD GOODS Page 1 of

SHIPPING ACTIVITY OWNER (Name) (Rank or rate)

PACKED BY LOT NO. DATE

CONSIGNED TO (Name and complete address)

METHOD OF SHIPMENT

☐ Rail (LCL) ☐ Air Freight ☐ Motor Freight ☐ Water Other_____ (Specify)

Container No.	*Type of Container	Contents	Inv No.	Wt. (Lbs.)	Location of Condition	Cubic feet

*ABBREVIATIONS

FOR TYPE OF CONTAINER:		EXCEPTION SYMBOLS		LOCATION SYMBOLS	
NW - Nailed Wood	BR - Broken	F - Faded	R - Rubbed	B - Bottom	RT - Right
FB - Fiber Board	BU - Burned	G - Gouged	SC - Scratched	C - Corner	S - Side
OC - Open Crate	CH - Chipped	GC - Good Condition	SO - Soiled	F - Front	TOP - Top
BRL - Barrel	CU - Contents and Conditions Unknown	L - Loose	T - Torn	LEF - Left	LG - Leg
HGCC - Household Goods Consolidated Crate	D - Dented	M - Marred	Z - Cracked	RE - Rear	V - Veneer
		NW - Normal Wear	OR - Owner's Risk		

Figure A-G1-2. Packing List of Household Goods

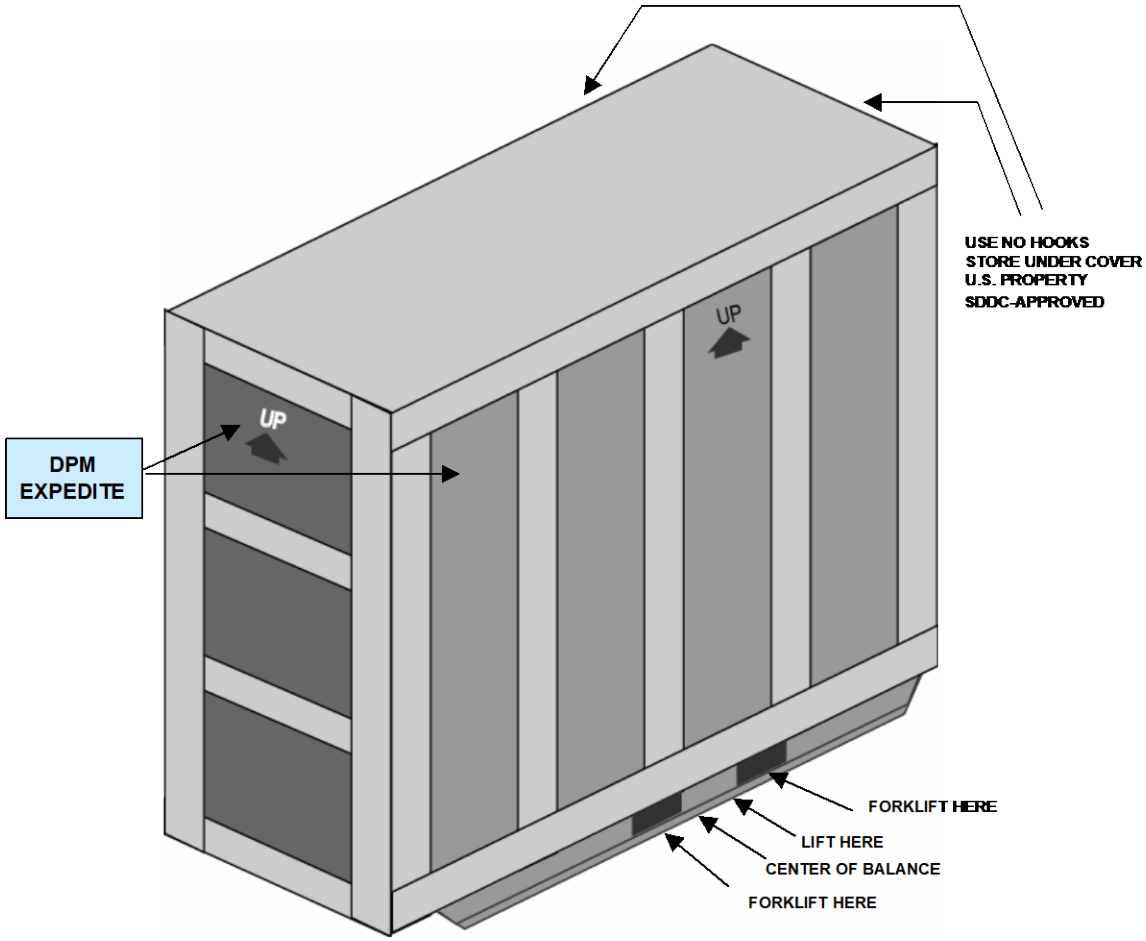

Figure A-G1-3. Location of Permanent Markings on ASTM-D4169 Wood HHG Box

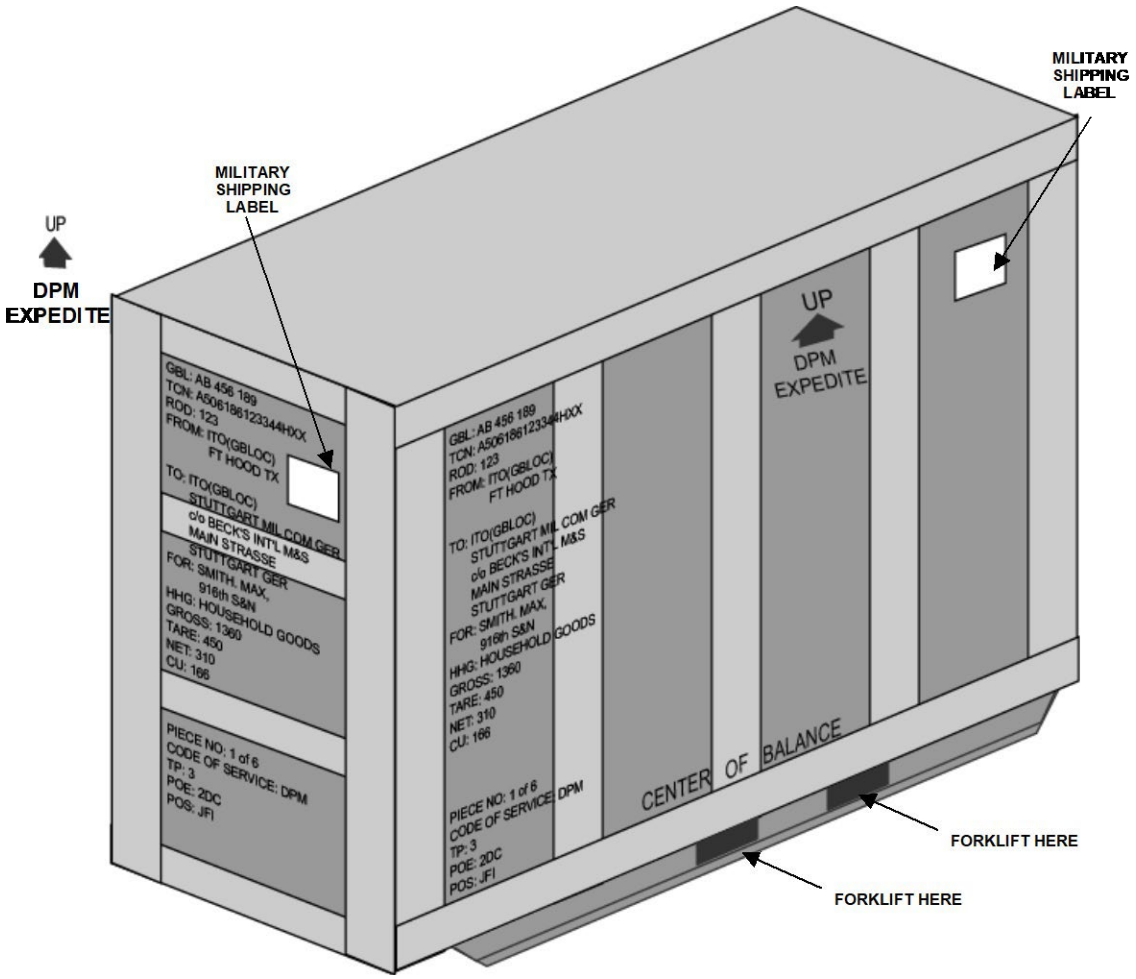

Figure A-G1-4. Container Marking for Household Goods

Figure A-G1-5. Military Shipping Label, Personal Property

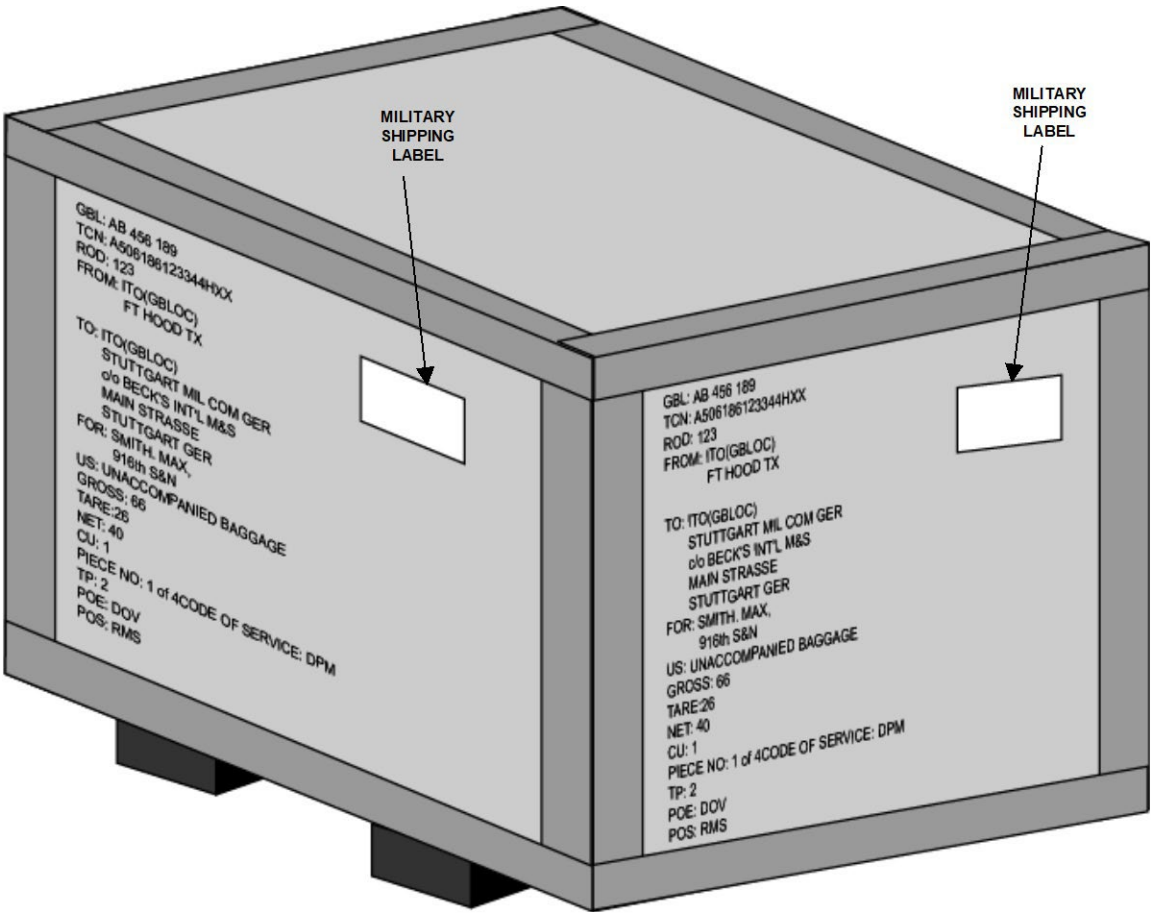

Figure A-G1-6. Markings of Unaccompanied Baggage

CUI (when filled in)

JOINT STATEMENT OF LOSS OR DAMAGE AT DELIVERY

Privacy Act Statement

AUTHORITY: The requested information is solicited pursuant to one or more of the followin : 5 U.S.C. 301, 31 U.S.C. 3721 et seq., 31 U.S.C. 3711 et seq., and EO 9397, November 1943 (SSN).

PRINCIPLE PURPOSE(S): The information requested is to be used in evaluating claims.

ROUTINE USE(S): The information requested is used in the settlement of claims for loss, damage or destruction of personal property and recovery from liable third parties.

DISCLOSURE: Voluntary; however, failure to supply the requested information or to execute the form may delay or otherwise hinder the payment of your claim.

GENERAL INSTRUCTIONS: The carrier's/contractor's representative will complete and sign DD Form 1840 and obtain the signature of the member or member's agent. The member or member's agent will not, under any circumstances, sign a blank or partially completed DD Form 1840. Three completed copies of DD Form 1840 and blank DD Forms 1840R will be provided the member or member's agent by the carrier's/contractor's representative for each shipment. If no loss or damage is involved, write "NONE" in description column.

SECTION A - GENERAL *(To be completed by carrier/contractor)*

1. NAME OF OWNER *(Last, First, Middle Initial)*	2. SOCIAL SECURITY NO.	3. RANK OR GRADE	4. NET WT OF SHIPMENT

5. ORIGIN OF SHIPMENT *(City and State/Country)*	6. DESTINATION OF SHIPMENT *(City and State/Country)*

7. PPGBL/ORDER NUMBER	8. PICKUP DATE	9. NAME AND ADDRESS OF CARRIER/CONTRACTOR

10. CODE OF SERVICE	11. SCAC	12. CARRIER/CONTR REF. NO

SECTION B - RECORD OF LOSS OR DAMAGE *(To be completed jointly by member and carrier's/contractor's representative)*

13. Notice is hereby given to the carrier/contractor to whom this statement is surrendered that the shipment was received in condition as shown below and the claim, if any, will be made for such loss or damage as indicated subject to further inspection and notification to the claims office within 70 days by DD Form 1840R found on the reverse side hereof. **THE VALUE INDICATED IN BLOCK 14c IS TO BE USED FOR QUALITY CONTROL ONLY.**

a. Inv. No.	b. Name of Item	c. Description of loss or damage *(If missing, so indicate)*

14. ACKNOWLEDGMENT BY MEMBER OR AGENT *(X and complete as applicable and sign below)*

a. I received my property in apparently good condition except as indicated above.
☐ was ☐ was not used.

b. Unpacking and removal of packing material, boxes, cartons, and other debris ☐ is ☐ is not waived.

c. I estimate the amount of my loss and/or damage at
$

d. I have received three copies of this form. **I understand that I have 70 days to list any further loss and/or damages on the back of this form and give this to the nearest claims office, and that failure to do so may result in my being paid a smaller amount on a claim.**

e. Telephone Number | f. Date Signed

g. Signature

15. ACKNOWLEDGMENT BY CARRIER'S/CONTRACTOR'S REPRESENTATIVE *(X and complete as applicable and sign below)*

☐ a. Property was delivered in apparently good condition except as otherwise noted above

☐ b. I will initiate tracer action for missing items

c. Name of delivering carrier/agent/contractor

d. Storage in transit?
☐ Yes ☐ No

e. Signature | f. Date Signed

DD FORM 1840, JAN 88
PREVIOUS EDITION IS OBSOLETE.

CUI (when filled in)

PAGE_____ OF_____ PAGE(S)

Controlled by: A&S
CUI Category: PRVCY
Distribution/Dissemination Control: FEDCON

Figure A-G1-7. DD Form 1840, Joint Statement of Loss and Damage at Delivery

NOTICE OF LOSS OR DAMAGE

INSTRUCTIONS TO MEMBER: You have up to 70 days to inspect your property and note all loss or damage. Should you find any loss or damage not reported on DD Form 1840 at the time of delivery, complete Section A below. Use only ball-point pen or typewriter. **THE COMPLETED FORM MUST BE DELIVERED TO YOUR LOCAL CLAIMS OFFICE NOT LATER THAN 70 DAYS FROM DATE OF DELIVERY. FAILURE TO DO SO MAY RESULT IN A REDUCTION OF THE AMOUNT PAYABLE ON YOUR CLAIM.** Keep a copy of this form for your records, receipted and dated by the claims office. If more than one page is needed, please number the pages.

SECTION A - *(To be completed by member)*

1. STATEMENT OF PROPERTY LOSS OR DAMAGE: You are hereby notified of the loss or damage in the following shipment of personal property.

a. Name of Member *(Last, First, Middle Initial)*	b. PPGBL Order Number	c. Date of Delivery

d. Origin of Shipment *(City and State/Country)*	e. Destination of Shipment *(City and State/Country)*

f. You are further notified that property owner intends to present a claim for this loss and/or damage.
You are hereby extended an opportunity to inspect the property.

2. LIST OF PROPERTY LOSS/DAMAGE *(NOTE: Tracer action is requested for items listed as missing)*

a. Inv. No.	b. Name of Item	c. General Description of Loss or Damage *(If missing, so indicate)*

SECTION B - *(To be completed by claims office)*
(NOTE: Mail original to home office of carrier/contractor listed in item 9 on DD Form 1840)

3. TO *(Home Office of Carrier/Contractor)*

a. Name and Address *(Street Address, City, State, and Zip Code)*	b. Date of Dispatch

4. YOUR REPRESENTATIVE MAY CONTACT THIS CLAIMS OFFICE FOR ASSISTANCE

a. Name and Address of Claims Officer	b. Signature	
	c. Date Signed	d. Telephone Number

DD FORM 1840R, JAN 88 PREVIOUS EDITION IS OBSOLETE. PAGE _____ OF _____ PAGE(S)

Figure A-G1-8. DD Form 1840R, Notice of Loss or Damage

TRANSPORTATION CONTROL AND MOVEMENT DOCUMENT — PAGE NO.

1. DOC ID	2. TRLR CTR	3. CONSIGNOR	4. COMMODITY SPECIAL HANDLING	5. AIR DIM	6. POE	7. POD

8. MODE	9. PACK	10. TRANSPORTATION CONTROL NO.	11. CONSIGNEE	12. PRI	13. RDD	14. PROJ	15. DATE SHPD	16. ETA	17. TR ACCT

18. CARRIER	19. FLIGHT-TRUCK-VOY-DOC NO.	20. REF	21. REMARKS	22. PIECES	23. WEIGHT	24. CUBE

	a. Transship Point	b. Date Rec	c. Bay Whse	d. Date Shpd	e. Mode Carrier	f. Flight-Truck-Voy Doc No.	g. Ref	h. Stow Loc	i. Split	j. Cond	k. Signature-Remarks
25.											
26.											
27.											

28. CONSIGNEE	29. DATE RECEIVED/OFFERED *(Sign)*	30. CONDITION	31. REMARKS

32. DOC ID	33. TRAILER - CON-TAINER	34. CONSIGNOR COMM ABBR OTHER	35. COMMODITY SPECIAL HANDLING	36. VOY NO		37. POD	38. MODE	39. TYPE PACK	40. TRANSPORTATION CONTROL NUMBER	41. COSIGNEE	42. PRI	43. REMARKS AND/OR					44. ADDITIONAL REMARKS OR		
				Air Dim a.	POE b.							RDD a.	Proj b.	Stow Loc Shpd c.	Stow Loc ETA d.	Tac e.	Pieces a.	Weight b.	Cube c.

DD FORM 1384, OCT 2000 PREVIOUS EDITIONS MAY BE USED. Reset

Figure A-G1-9. DD Form 1384, Transportation Control and Movement Document (TCMD)

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ATTACHMENT A-G2

PUBLICATIONS AND COMMERCIAL STANDARDS

The publications below have been coded as mandatory or advisory. The contractor is obligated to follow those coded as mandatory. The contractor will be guided by those publications coded "advisory" to the extent necessary to accomplish requirements in the Performance Work Statement. Each applies to the current edition, unless otherwise specified.

Table A-G2-1. Publication Codes

Specification	Title	Mandatory	Advisory
ASTM-D3953-15	Standard Specification for Strapping, Flat Steel and Seals		X
ASTM-D4169-16	Standard Practice for Performance Testing of Shipping Containers and Systems	X	
ASTM-D5118/D5118M-15	Standard Practice for Fabrication of Fiberboard Shipping Boxes	X	
ASTM-D5168-12	Standard Practice for Fabrication and Closure of Triple Wall Corrugated Fiberboard Containers	X	
ASTM-D6039/D6039M-11	Standard Specification for Crates, Wood, Open and Covered	X	
ASTM-D6251M-11	Standard Specification for Wood Cleated Panelboard Shipping Boxes	X	
International Standards for Phytosanitary Measures Publication No. 15	International Standards for Phytosanitary Measures (ISPM): Guidelines for Regulating Wood Packaging Material (WPM) in International Trade		X
Military Standard-129	Department of Defense Standard Practice, Military Marking For Shipment and Storage		X
PPP-C-1797A	Cushioning Material, Resilient, Low Density, Unicellular Polypropylene Foam		X
DTR 4500.9-R	Defense Transportation Regulation, Part II, Cargo Movement and Part IV, Personal Property	X	
SDDC PAMPHLET 55-12	Commercial Containers for Department of Defense Household Goods Shipments		X

NOTE: All publications marked as Mandatory will be maintained at the contractor's facilities.

Copies of government publications may be obtained by submitting a written request to:

DLA Document Services Headquarters
5450 Carlisle Pike Bldg. 09
PO Box 2020
Mechanicsburg, PA 17055-0788

Copies of commercial standards may be obtained by submitting a written request to:

American Society of Testing and Materials
100 Barr Harbor Drive
West Conshohocken, PA 19428-2959

Telephone Number: 610 832-9585
Facsimile: 610 832-9555

The request must contain the title of the specification, its number, and date. Supplements or amendments to these mandatory publications may be issued during the life of the contract and must be in full force and effect as soon as possible but not later than 30 Government Business Days (GBD) after receipt by the contractor. Changes in the contract price due to publication supplements and amendments may be considered under the Changes clause.

ATTACHMENT A-G3

CONTRACTOR DOCUMENTS REQUIREMENT LISTINGS

Contractor's Quality Control Program. See Contract Data Requirements List (CDRL) 0001.

Weight Tickets. See CDRL 0002.

Household Goods Descriptive Inventory. See CDRL 0003.

Exception Sheet. See CDRL 0004.

Report of Government Owned Containers. See CDRL 0005.

Joint Statement of Loss and Damage at Delivery. See CDRL 0006.

Claims Correspondence. See CDRL 0007.

Bill of Lading. See CDRL 0008.

Contractor's Weekly Report. See CDRL 0009.

Report of Shipments On-Hand. See CDRL 0010.

Outsized Air Cargo Report. See CDRL 0011.

Monthly SDS Metrics Report. See CDRL 0012.

The following abbreviations and their meanings are used in the CDRL.

ASREQ	-	As Required
COR	-	Contracting Officer Representative
DAC	-	Day after contract start
DS	-	Destination
EAS	-	Each shipment
MTHLY		Monthly
N/A		Not applicable
ONE/R	-	One time with revisions
PPSO	-	Personal Property Shipping Office
QTRLY	-	Quarterly
WKLY	-	Weekly

CONTRACT DATA REQUIREMENTS LIST

Form Approved
OMB No. 0704-0188

The public reporting burden for this collection of information is estimated to average 440 hours 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 collecting of information, including suggestions for reducing the burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0704-0188), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person must 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 form to the above address. Send completed form to the Government Issuing Contracting Officer for the Contract/PR No. listed in Block E.

A. CONTRACT LINE ITEM NO.	B. EXHIBIT	C. CATEGORY: TDP TM OTHER
D. SYSTEM/ITEM	E. CONTRACT/PR NO.	F. CONTRACTOR

1. Data Item No.	2. Title of Data Item	3. Subtitle	17. Price Group
0001	Contractor's Quality Control Program		
4. Authority (Data Acquisition Document No.)	5. Contract Reference	6. Requiring Office	18. Est. Total
	Part III, Para.5.a	COR	
7. DD 250 Req	9. Dist Statement Required	10. Frequency	12. Date of 1st Submission
DS		One/R	
8. App Code		11. As of Date	13. Subsequent Submit
		N/A	

14. Distribution

a. Addressee	b. Copies	Final Reg	Final Rep
15. Total			

16. Remarks
Basic version submitted at preaward survey conference. Updated version submitted on contract start date. Schedule I, II, and III.

1. Data Item No.	2. Title of Data Item	3. Subtitle	17. Price Group
0002	Weight Tickets		
4. Authority (Data Acquisition Document No.)	5. Contract Reference	6. Requiring Office	18. Est. Total
	Part I, Para A.2.b.	COR	
7. DD 250 Req	9. Dist Statement Required	10. Frequency	12. Date of 1st Submission
DS		EAS	
8. App Code		11. As of Date	13. Subsequent Submit
		N/A	

14. Distribution

a. Addressee	b. Copies	Final Reg	Final Rep
15. Total			

16. Remarks
Weight tickets not required on inbound shipments unless reweigh is ordered. Schedule I, II, and III.

1. Data Item No.	2. Title of Data Item	3. Subtitle	17. Price Group
0003	Household Goods Descriptive Inventory		
4. Authority (Data Acquisition Document No.)	5. Contract Reference	6. Requiring Office	18. Est. Total
	Part I, Para A.5.i	COR	
7. DD 250 Req	9. Dist Statement Required	10. Frequency	12. Date of 1st Submission
DS		EAS	
8. App Code		11. As of Date	13. Subsequent Submit
		N/A	

14. Distribution

a. Addressee	b. Copies	Final Reg	Final Rep
15. Total			

16. Remarks
Inventories not required on inbound shipments. Schedule I and III.

1. Data Item No.	2. Title of Data Item	3. Subtitle	17. Price Group
0004	Exception Sheet		
4. Authority (Data Acquisition Document No.)	5. Contract Reference	6. Requiring Office	18. Est. Total
	Part I, Para A.5.l	COR	
7. DD 250 Req	9. Dist Statement Required	10. Frequency	12. Date of 1st Submission
DS		See 16	
8. App Code		11. As of Date	13. Subsequent Submit
		See 16	

14. Distribution

a. Addressee	b. Copies	Final Reg	Final Rep
15. Total			

16. Remarks
Exception sheets are made on shipments from NTS when contractor's representative and storage contractor's representative disagree on condition of goods. Maintained in contractor's file and made available to claims office.

G. PREPARED BY	H. DATE	I. APPROVED BY	J. DATE

CONTRACT DATA REQUIREMENTS LIST

Form Approved
OMB No. 0704-0188

The public reporting burden for this collection of information is estimated to average 440 hours 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 collecting of information, including suggestions for reducing the burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0704-0188), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person must 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 form to the above address. Send completed form to the Government Issuing Contracting Officer for the Contract/PR No. listed in Block E.

A. CONTRACT LINE ITEM NO.	B. EXHIBIT	C. CATEGORY: TDP TM OTHER
D. SYSTEM/ITEM	E. CONTRACT/PR NO.	F. CONTRACTOR

1. Data Item No.	2. Title of Data Item	3. Subtitle	17. Price Group
0005	Report of Government Owned Containers		
4. Authority (Data Acquisition Document No.)	5. Contract Reference: Part I , Para A. 8.g.(2)	6. Requiring Office: COR	18. Est. Total
7. DD 250 Req: DS	9. Dist Statement Required	10. Frequency: See 16	12. Date of 1st Submission
8. App Code		11. As of Date: See 16	13. Subsequent Submit
14. Distribution: a. Addressee	b. Copies: Final Reg	Final Rep	
15. Total			

16. Remarks
Initial report due 15 days after contract start date. Subsequent reports are due the first workday of each month. Schedule I and III.

1. Data Item No.	2. Title of Data Item	3. Subtitle	17. Price Group
0006	Joint Statement of Loss & Damage at Delivery		
4. Authority (Data Acquisition Document No.)	5. Contract Reference: Part I , Para A.14	6. Requiring Office: COR	18. Est. Total
7. DD 250 Req: DS	9. Dist Statement Required	10. Frequency: See 16	12. Date of 1st Submission
8. App Code		11. As of Date: See 16	13. Subsequent Submit
14. Distribution: a. Addressee	b. Copies: Final Reg	Final Rep	
15. Total			

16. Remarks
DD Form 1840. Schedule II and III.

1. Data Item No.	2. Title of Data Item	3. Subtitle	17. Price Group
0007	Claims Correspondence		
4. Authority (Data Acquisition Document No.)	5. Contract Reference: Part I , Para A.14.	6. Requiring Office: COR	18. Est. Total
7. DD 250 Req: DS	9. Dist Statement Required	10. Frequency: See 16	12. Date of 1st Submission
8. App Code		11. As of Date: N/A	13. Subsequent Submit
14. Distribution: a. Addressee	b. Copies: Final Reg	Final Rep	
15. Total			

16. Remarks
Each time any correspondence regarding a claim is received from anyone other than the local TO, the contractor must furnish the TO an information copy. Schedule I, II, and III.

1. Data Item No.	2. Title of Data Item	3. Subtitle	17. Price Group
0008	Bill of Lading		
4. Authority (Data Acquisition Document No.)	5. Contract Reference: Part I , Para A.9.d	6. Requiring Office: COR	18. Est. Total
7. DD 250 Req: DS	9. Dist Statement Required	10. Frequency: See 16	12. Date of 1st Submission
8. App Code		11. As of Date: N/A	13. Subsequent Submit
14. Distribution: a. Addressee	b. Copies: Final Reg	Final Rep	
15. Total			

16. Remarks
Original and copies 2, 3, and 4 are given to the carrier. Copies 5, 6, and 7 to the TO and copy 8 maintained by the contractor. In instances where computer generated PPGBL/BLs are used, enough copies must be made to ensure the right number of copies will be submitted.

G. PREPARED BY	H. DATE	I. APPROVED BY	J. DATE

CONTRACT DATA REQUIREMENTS LIST

Form Approved
OMB No. 0704-0188

The public reporting burden for this collection of information is estimated to average 440 hours 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 collecting of information, including suggestions for reducing the burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0704-0188), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person must 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 form to the above address. Send completed form to the Government Issuing Contracting Officer for the Contract/PR No. listed in Block E.

A. CONTRACT LINE ITEM NO.	B. EXHIBIT	C. CATEGORY: TDP TM OTHER
D. SYSTEM/ITEM	E. CONTRACT/PR NO.	F. CONTRACTOR

1. Data Item No.	2. Title of Data Item	3. Subtitle	17. Price Group
0009	Contractor's Weekly Report		
4. Authority (Data Acquisition Document No.)	5. Contract Reference	6. Requiring Office	18. Est. Total
	Part I, Para A.9.j	COR	
7. DD 250 Req	9. Dist Statement Required	10. Frequency	12. Date of 1st Submission
DS		WKLY	
8. App Code		11. As of Date	13. Subsequent Submit
		See 16	

14. Distribution

a. Addressee	b. Copies	Final Reg	Final Rep
15. Total			

16. Remarks
Block 11 - Day of submission
Block 12 - First Monday after contract start date
Schedule I

1. Data Item No.	2. Title of Data Item	3. Subtitle	17. Price Group
0010	Report of Shipments on Hand		
4. Authority (Data Acquisition Document No.)	5. Contract Reference	6. Requiring Office	18. Est. Total
	Part I, Para A10.h	COR	
7. DD 250 Req	9. Dist Statement Required	10. Frequency	12. Date of 1st Submission
DS		See 16	
8. App Code		11. As of Date	13. Subsequent Submit
		See 16	

14. Distribution

a. Addressee	b. Copies	Final Reg	Final Rep
15. Total			

16. Remarks
Blocks 10 & 11 - Determined by the TO
Negative reports are required. Should identify when reports are submitted to TO
Schedule II

1. Data Item No.	2. Title of Data Item	3. Subtitle	17. Price Group
0011	Outsized Air Cargo Report		
4. Authority (Data Acquisition Document No.)	5. Contract Reference	6. Requiring Office	18. Est. Total
	Part I, Para A.9.g	COR	
7. DD 250 Req	9. Dist Statement Required	10. Frequency	12. Date of 1st Submission
DS		See 16	
8. App Code		11. As of Date	13. Subsequent Submit
		See 16	

14. Distribution

a. Addressee	b. Copies	Final Reg	Final Rep
15. Total			

16. Remarks
Schedule I

1. Data Item No.	2. Title of Data Item	3. Subtitle	17. Price Group
0012	Monthly SDS Metrics Report		
4. Authority (Data Acquisition Document No.)	5. Contract Reference	6. Requiring Office	18. Est. Total
	Part III, Para 5.b		
7. DD 250 Req	9. Dist Statement Required	10. Frequency	12. Date of 1st Submission
DS		MTHLY	
8. App Code		11. As of Date	13. Subsequent Submit
		N/A	

14. Distribution

a. Addressee	b. Copies	Final Reg	Final Rep
15. Total			

16. Remarks
Schedule I, II, and III.

G. PREPARED BY	H. DATE	I. APPROVED BY	J. DATE

ESTIMATED QUANTITIES

The quantities shown by area of performance for each item in this Solicitation are the Government's estimates of requirements, which may be ordered during the period of the contract.

The Government's estimated maximum daily requirements, excluding Saturday, Sunday; National, State, and local holidays are listed below by area of performance within each schedule. Bidders must complete the "Bidder's Guaranteed Daily Capability", which must equal or exceed the Government's minimum acceptable daily capability, for all items within an area of performance for which they submit bids. Failure to do so will render the bid non responsive.

	Government's Estimated Maximum Daily Requirement	Government's Minimum Acceptable Daily Capability	Bidder's Guaranteed Daily Capability
OUTBOUND (Schedule I) Area	NCWT	NCWT	NCWT
INBOUND (Schedule II) Area	NCWT	NCWT	NCWT
INTRA-CITY AREA (Schedule III) Area	NCWT	NCWT	NCWT
(Repeat for each area listed)			

SCHEDULE I

OUTBOUND SERVICES

Item 0001. Complete Service - Outbound (HHG). Services must include pre-move survey, servicing of appliances, disassembly of furniture, packaging, inventorying, tagging, wrapping, padding, packing and bracing of HHG in Government-owned and furnished shipping containers (Shipping Container Commercial Spec ASTM-D4169-14, SDDC Pamphlet 55-12) at member's/employee's residence, or at contractor's facility when ordered by the PPSO, properly securing and sealing for shipment, weighing, obliterating old markings, marking, strapping, and drayage of the container within an area of performance. Contractor will complete a post walk around with members/employee's to ensure no damage occurred during pack out. Service must also include loading of shipments on linehaul carrier's equipment at the contractor's facility. When containers will not accommodate all articles of any one lot, loose articles must be packed in the said containers before any over-packed articles are placed therein. Overflow, oversize, and other shipments must be paid for under Item 0003.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Total
AA. At member/employee residence: Container, Commercial Spec ASTM-D4169-14, or SDDC Pamphlet 55-12	_____	NCWT	_____	_____
AB. At contractor's facility: Container, Commercial Spec ASTM-D4169-14, or SDDC Pamphlet 55-12	_____	NCWT	_____	_____

Item 0002. Outbound (HHG From Nontemporary Storage). Service must be the same as Item 0001 above except that: (a) HHG must be picked up at a nontemporary storage facility and transported to contractor's facility; or (b) HHG must be delivered to contractor's facility; and (c) pre-move survey, servicing of appliances, preliminary packing and accessorial services must not be provided. Overflow articles requiring containerization will be paid for under Item 0003.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Total
AA. Pickup by contractor: Container, Commercial Spec ASTM-D4169-14, or SDDC Pamphlet 55-12	_____	NCWT	_____	_____
AB. Delivered to contractor: Container, Commercial Spec ASTM-D4169-14, or SDDC Pamphlet 55-12	_____	NCWT	_____	_____

Item 0003. Complete Service-Outbound (HHG-Overflow Articles and HHG Shipments requiring other than ASTM-D4169-14 or SDDC Pamphlet 55-12). Service must be the same as Item 0001 or Item 0002 except that the loose articles are drayed to contractor's facility when ordered by the contracting officer for containerization in Government-furnished or contractor-furnished containers. Overflow, other shipments, and oversize containers must be constructed IAW ASTM-D6251. Each container must be caulked during assembly. Overflow boxes and other shipments must be limited to one per shipment. Other shipments are small HHG shipments that normally require a lesser size box than specified in Commercial Spec ASTM-D4169-14 or SDDC Pamphlet 55-12. Overflow containers are of a lesser size than specified in Commercial Spec ASTM-D4169-14 or SDDC Pamphlet 55-12 and oversized containers are always of a greater size than specified in Commercial Spec ASTM-D4169-14 or SDDC Pamphlet 55-12. One or more of these containers may be required per shipment. Price bid for Item 0003 includes container plus weight of its contents.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Total
AA. Government-Furnished Containers: Overseas Pack Overflow Articles	_____	NCWT	_____	_____
AB. Government-Furnished Containers: Overseas Pack Oversize Articles	_____	NCWT	_____	_____
AC. Government-Furnished Containers: Overseas Pack Other Shipments	_____	NCWT	_____	_____
AD. Government-Furnished Containers: Domestic Pack: Overflow Articles	_____	NCWT	_____	_____
AE. Government-Furnished Containers: Domestic Pack: Oversize Articles	_____	NCWT	_____	_____
AF. Government-Furnished Containers: Domestic Pack: Other Shipments	_____	NCWT	_____	_____
AG. Contractor-Furnished Containers: Overseas Pack: Overflow Articles	_____	NCWT	_____	_____
AH. Contractor-Furnished Containers: Overseas Pack: Oversize Articles	_____	NCWT	_____	_____
AI. Contractor-Furnished Containers: Overseas Pack: Other Shipments	_____	NCWT	_____	_____
AK. Domestic Pack: Overflow Articles	_____	NCWT	_____	_____
AL. Domestic Pack: Oversize Articles	_____	NCWT	_____	_____
AM. Domestic Pack: Other Shipments	_____	NCWT	_____	_____

Item 0004. Complete Service-Outbound (Unaccompanied Baggage). Service includes packaging, inventorying, packing in Government approved containers, weighing, strapping, obliteration of old markings, marking, and loading shipments on the linehaul carrier's equipment. Service must be performed at member's/employee's residence. (Service may be performed at contractor's facility when ordered by the Ordering Officer.)

Area.....	Estimated Annual Quantity	Unit	Unit Price	Total
AA. Government-Furnished Containers: Drayage Included	_____	NCWT	_____	_____
AB. Government-Furnished Containers: Drayage Not Included	_____	NCWT	_____	_____
AC. Contractor-Furnished Containers: Drayage Included	_____	NCWT	_____	_____
AD. Contractor-Furnished Containers: Drayage Not Included	_____	NCWT	_____	_____

Item 0005. Complete Service-Outbound (Unaccompanied Baggage from Nontemporary Storage). Service must be the same as Item 0004 except that (a) unaccompanied baggage must be picked up at a nontemporary storage facility and transported to contractor's facility; or (b) unaccompanied baggage must be delivered to contractor's facility; and (c) servicing of appliances, preliminary packing and accessorial services must not be provided.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Total
AA. Government-Furnished Containers: Drayage Included	_____	NCWT	_____	_____
AB. Government-Furnished Containers: Drayage Not Included	_____	NCWT	_____	_____
AC. Contractor-Furnished Containers: Drayage Included	_____	NCWT	_____	_____
AD. Contractor-Furnished Containers: Drayage Not Included	_____	NCWT	_____	_____

Item 0006. Outbound Service-Unaccompanied Baggage Packed by Member/Employee. Service must include weighing, strapping, banding, obliterating old markings, and marking. Service may include containerization in outer shipping containers as ordered by the contracting officer.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Total
AA. Containerization Not Required: Drayage Included	_____	GCWT	_____	_____
AB. Containerization Not Required: Drayage Not Included	_____	GCWT	_____	_____
AC. Containerization Required: Drayage Included	_____	NCWT	_____	_____
AD. Containerization Required: Drayage Not Included	_____	NCWT	_____	_____

Item 0007. Outbound Service-Unaccompanied Baggage Packed By Member/Employee-Consolidated Shipments/Government Facility. Service must be the same as Item 0006 above except that service must include two or more shipments picked up from a Government office, warehouse, or facility.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Total
AA. Containerization Not Required: Drayage Included	_____	GCWT	_____	_____
AB. Containerization Required: Drayage Included	_____	NCWT	_____	_____

Item 0008. Expensive and Valuable Items. Service must include inventorying each item, packing in Government-approved, contractor-furnished container(s), marking, banding, and cubing at member's/employee's residence. Drayage will be ordered by the contracting officer. If drayage is required, weighing must be done on properly certified scales and a certified weight ticket must be furnished. If drayage is not required, weighing must be done at member's/employee's residence on portable or bathroom scales. In jurisdictions where local law prohibits the certification of portable scales, a weight certificate will not be required. However, upon the written authority of the contracting officer, the contractor may apply a constructive weight of 11 pounds per gross cubic foot of the container.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Total
AA. Drayage Included	_____	NCWT	_____	_____
AB. Drayage Not Included	_____	NCWT	_____	_____

Item 0009. Storage. Storage of containerized articles must be furnished when ordered by the contracting officer. Charges must not commence earlier than the sixth workday following date of transportation officer's receipt of notification of completion of containerization service. Storage charges apply for each 30-day period or fraction thereof. Date of release from storage must not be considered in computation of storage charges.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Total
	_____	NCWT	_____	_____
	_____	NCWT	_____	_____

Item 0010. Containers. Service must consist of the furnishing of the following types of new containers or specially constructed wooden crates. Containers furnished or specially constructed are to be assembled and ready for loading. When a specific container from the SDDC Pamphlet 55-12 is ordered, the order will indicate the SDDC approval number.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Total
AA. Container (ASTM-D4169-14)	_____	ea	_____	_____
AB. Container (SDDC Pamphlet 55-12)	_____	ea	_____	_____
AC. Crate (ASTM-D6039/D6039M-11)	_____	cu ft or fraction thereof	_____	_____

Item 0011. Remarking, Coopering and Assembly/Disassembly Service.

AA. Remarking of Shipments for Reconsignment. Service must consist of obliteration of all old markings, stenciling of necessary information on loaded shipping containers scheduled for reconsignment, and loading on the hauling carrier's vehicle.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Total
	_____	ea	_____	_____

AB. Coopering. Service must consist of repair of containers not to exceed 30 percent of total area of shipping container or cost of repairs will not exceed 50 percent of the container replacement cost. Minor repair, such as replacement of bolts, nails and bands must be accomplished at no expense to the Government.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Total
	_____	ea	_____	_____

AC. Assembly/Disassembly of Government-Owned Containers. Contractor will assemble Government-owned containers. Component parts will be furnished by the Government. Contractor will disassemble Government-owned containers. Component parts will be put into a cloth bag and attached to the container. Knocked down container sections will be banded.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Total
AD. Assembly	_____	each	_____	_____
AE. Disassembly	_____	each	_____	_____

Item 0012. Drayage Beyond the Contract Area of Performance. Service must consist of drayage of packed shipments beyond the contract area of performance, not to exceed ____ miles. Mileage must be computed on the shortest highway distance commencing with the point of pickup to the outer boundary of the contract area of performance.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Total
AA. Household goods loaded mile	_____	per	_____	_____
AB. Unaccompanied baggage	_____	per	_____	_____

Item 0013. Attempted Pickup. When the initial attempt to pickup a shipment at the member's/employee's residence is unsuccessful, charges apply provided the Contractor notified the contracting officer via telephone and provided that after contractor's notification, the contracting officer (a) cannot locate the member/employee within 30 minutes, (b) cannot have the member/employee at the residence within one hour after notification, and (c) the contractor left a notice of attempted pickup at the residence.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Total
AA. Household goods	_____	_____	ea shpmt	_____
AB. Unaccompanied baggage	_____	_____	ea shpmt	_____

NOTE: All Above Items are included in the evaluation of bids

Item 0014. Desiccant Packs. Service consists of adding desiccant packs to be placed in crates headed to NTS Retrograde facilities

Area.....	Estimated Annual Quantity	Unit	Unit Price	Total
AA. Household goods	_____	_____	ea shpmt	_____
AB. Unaccompanied baggage	_____	_____	ea shpmt	_____

NOTE: All Above Items are included in the evaluation of bids

RECAPITULATION SCHEDULE I

Schedule Total - Area ..... $.....
(Repeat for each area listed.)

SCHEDULE II

INBOUND SERVICES

Item 0015. Complete Service-Inbound (HHG). Service must include drayage from contractor's facility to storage warehouses, air and surface transportation terminals, military installation shipping offices and ocean or river terminals/piers and return, unloading from the delivering carrier's vehicle, handling into contractor's facility, drayage to member's/employee's residence, decontainerization and unpacking of loaded containers of HHG and placing goods in rooms as directed by member/employee, unservicing appliances, assembly of any disassembled articles and removing shipping containers, barrels, boxes/crates, and debris from member's/employee's residence and will complete a post walk around with member's/employee's to ensure no damage occurred during delivery and complete drayage of empty containers to contractor's or Government facility.

Area.....	Estimated Annual Quantity	Unit	Price	Unit Total
	_____	NCWT	_____	_____

Item 0016. Complete Service - Inbound (HHG). Service must be same as Item 0015 above except that drayage of shipment to residence is not required.

Area.....	Estimated Annual Quantity	Unit	Price	Unit Total
	_____	NCWT	_____	_____

Item 0017. Complete Service Inbound (HHG). Service must be the same as Item 0015 above except removal of items from outer container will be at the contractor's facility and articles will be drayed to member's/employee's residence.

Area.....	Estimated Annual Quantity	Unit	Price	Unit Total
	_____	NCWT	_____	_____

Item 0018. Inbound Service-Contractor Facility (HHG). Services must include drayage from storage warehouses, air and surface transportation terminals, military installation shipping offices, and ocean or river terminals/piers to contractor's facility, unloading from the delivering carrier's vehicle into the contractor's facility and delivery of articles to property member/employee, motor van carrier, or NTS contractor at the contractor's facility.

Area.....	Estimated Annual Quantity	Unit	Price	Unit Total
	_____	NCWT	_____	_____

Item 0019. Complete Service-Expensive and Valuable Items. Services must include drayage from the storage warehouses, air and surface transportation terminals, military installation shipping offices, and ocean or river terminals/piers to contractor's facility, unloading from the delivering carrier's vehicle, handling into contractor's facility, decontainerization and unpacking of containers at member's/employee's residence, and removal of shipping containers and debris from the residence.

Area.....	Estimated Annual Quantity	Unit	Price	Unit Total
AA. Drayage Included	_____	NCWT	_____	_____
AB. Drayage Not Included	_____	NCWT	_____	_____

Item 0020. Complete Service-Inbound (Unaccompanied Baggage). Service must include drayage from contractor's facility to storage warehouses, air and surface transportation terminals, military installation shipping offices and ocean or river terminals/piers and return, unloading from the delivering carrier's vehicle, handling into contractor's facility, drayage of unaccompanied baggage containers to member's/employee's residence, unpacking of containers, reassembly of articles and removal of all shipping containers and debris from the residence.

Area.....	Estimated Annual Quantity	Unit	Price	Unit Total
	_____	NCWT	_____	_____

Item 0021. Complete Service-Inbound (Unaccompanied Baggage). Service must be same as Item 0020 except that drayage to residence is not required.

Area.....	Estimated Annual Quantity	Unit	Price	Unit Total
	_____	NCWT	_____	_____

Item 0022. Inbound Service - Contractor Facility (Unaccompanied Baggage). Service must be the same as Item 0020 except service must also include removal of unaccompanied baggage from outer shipping containers for pickup by the member/employee or release to a motor carrier or other contractor at the contractor's facility.

Area.....	Estimated Annual Quantity	Unit	Price	Unit Total
	_____	NCWT	_____	_____

Item 0023. Storage. Storage of containerized articles must be furnished when ordered. Charges under this item must not commence earlier than the sixth workday following date of contractor's notification to the transportation officer of arrival of shipment. Storage charges apply for each 30-day period or fraction thereof. Date of release from storage must not be considered in computation of storage charges.

Area.....	Estimated Annual Quantity	Unit	Price	Unit Total
	_____	NCWT	_____	_____

Item 0024. Remarking, Coopering, and Assembly/Disassembly Service.

AA. Remarking of Shipments for Reconsignment. Services must include drayage from storage warehouses, air and surface transportation terminals, military installation shipping offices, and ocean or river terminals/piers to contractor's facility, unloading from the delivering carrier's vehicle, handling into contractor's facility, obliteration of all old markings, stenciling of necessary information on loaded shipping containers schedule for reconsignment loading on the hauling carrier's vehicle.

Area.....	Estimated Annual Quantity	Unit	Price	Unit Total
	_____	ea piece	_____	_____

AB. Coopering. Service must consist of repair of containers not to exceed 30 percent of total area of shipping container or costs of repairs will not exceed 50 percent of the container replacement cost. Minor repair, such as replacement of bolts, renailing and rebanding must be accomplished at no expense to the Government.

Area.....	Estimated Annual Quantity	Unit	Price	Unit Total
	_____	ea piece	_____	_____

AC. Assembly/Disassembly of Government-Owned Containers. Contractor will assemble Government-owned containers. The Government will furnish component parts. Contractor will disassemble Government-owned containers. Component parts will be put into a cloth bag and attached to the container. Knocked down container sections will be banded.

Area.....	Estimated Annual Quantity	Unit	Price	Unit Total
AD. Assembly	_____	each	_____	_____
AE. Disassembly	_____	each	_____	_____

Item 0025. Attempted Delivery. When the initial attempt to deliver a shipment at the member's/employee's residence is unsuccessful, charges apply provided the contractor notified the contracting officer via telephone and provided that after contractor's notification, the contracting officer (a) cannot locate the member/employee within 30 minutes, (b) cannot have the member/employee at the residence within one hour after notification, and (c) the contractor left a notice of attempted delivery at the residence.

Area.....	Estimated Annual Quantity	Unit	Price	Unit Total
AA. Household Goods	_____	ea shpmt	_____	_____
AB. Unaccompanied Baggage	_____	ea shpmt	_____	_____

Item 0026. Reweighing. Service must consist of weighing the loaded containers prior to delivery and weighing the empty containers after delivery.

Area.....	Estimated Annual Quantity	Unit	Price	Unit Total
AA. Household Goods	_____	ea shpmt	_____	_____
AB. Unaccompanied Baggage	_____	ea shpmt	_____	_____

Item 0027. Drayage Beyond the Contract Area of Performance. Service must consist of drayage of packed shipments beyond the contract area of performance, not to exceed ____ miles. Mileage must be computed on the shortest highway distance commencing with the point of pickup to the outer boundary of the contract area of performance

Area.....	Estimated Annual Quantity	Unit	Price	Unit Total
AA. Household Goods loaded mile	_____	per	_____	_____
AB. Unaccompanied baggage loaded mile	_____	per	_____	_____

Item 0028. Partial Withdrawal. Service must be the same as Items 0015, 0016, 0020, or 0021, except a partial removal of the items from the outer container will be performed at the contractor's facility. Articles not removed from the shipment will remain at the contractor's facility.

Area.....	Estimated Annual Quantity	Unit	Price	Unit Total
AA. Household Goods Drayage included	_____	NCWT	_____	_____
AB. Household Goods Drayage not included	_____	NCWT	_____	_____
AC. Unaccompanied Baggage Drayage included	_____	NCWT	_____	_____
AD. Unaccompanied Baggage Drayage not included	_____	NCWT	_____	_____

Item 0029-0030. Reserved.

NOTE: All above Items are included in the evaluation of bids

RECAPITULATION SCHEDULE II

Schedule Total - Area ....…..... $.....

(Repeat for each area listed.)

SCHEDULE III

INTRA-CITY AND INTRA-AREA MOVES

Item 0031. Complete Service for Intra-City and Intra-Area Moves. Service must include a pre-move survey, servicing of appliances, packaging and packing at member's/employee's residence to protect HHG properly during transit, tagging of items, inventorying, loading, weighing, drayage, unloading, unpacking, and placing of each article in member's/employee's new residence as directed by member/employee or member's/employee's designated representative and removal of all empty containers and materials from residence.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Unit Total
	_____	NCWT	_____	_____

Item 0032. Attempted Pickup or Delivery. When the initial attempt to pickup or deliver a shipment at the member's/employee's residence is unsuccessful, charges apply provided the contractor notified the contracting officer via telephone and provided that after contractor's notification, the contracting officer (a) cannot locate the member/employee within 30 minutes, (b) cannot have the member/employee at the residence within one hour after notification, and (c) the contractor left a notice of attempted pickup or delivery at the residence.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Unit Total
AA. Attempted Pickup	_____	ea shpmt	_____	_____
AB. Attempted Delivery	_____	ea shpmt	_____	_____

Item 0033. Drayage Beyond the Contract Area of Performance. Service must consist of drayage of packed shipments beyond the contract area of performance, not to exceed ___ miles. Mileage must be computed on the shortest highway distance commencing with the point of departure from the outer boundary of the contract area of performance to the destination point.

Area.....	Estimated Annual Quantity	Unit	Unit Price	Unit Total
	_____	Per loaded mile	_____	_____

(Repeat for additional areas as needed.)

NOTE: All above Items are included in the evaluation of bids.

RECAPITULATION SCHEDULE III

Schedule Total-Area ..... $.....

(Repeat for each area listed.)

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ATTACHMENT A-G4

DEFINITIONS

This part defines words and terms commonly used in this performance work statement.

BLUEBARK. United States military personnel, United States citizen civilian employees of the Department of War, and the dependents of both categories who travel in connection with the death of an immediate family member. It also applies to designated escorts for dependents of deceased military members. Furthermore, the term is used to designate the personal property shipment of a deceased member.

Call Number or Lot Number. A locally assigned control number provided by the ordering activity when a requirement for services is placed with the contractor. For inbound shipments, the number is normally assigned when the Personal Property Shipping Officer receives the freight bill or written receiving notice from the contractor. For outbound or local drayage shipments, the number is normally assigned at the time the order is placed with the contractor.

Complete Service. The rate bid per each item includes all related services, such as long carry, stairs, elevators, excessive distances, necessary to perform the complete pickup and delivery of the personal property shipment.

Containerization. The use of containers to unitize cargo for transportation, supply, and storage. Containerization incorporates supply, transportation, packaging, storage, and security together with visibility of container and its contents into a distribution system from source to user.

Contracting Officer. The Service member or Department of War civilian with the legal authority to enter into, administer, modify, and/or terminate contracts.

Direct Procurement Method. A method of shipment in which the Government manages the shipment throughout. Packing, containerization, local drayage, delivery, unpacking, storage, and related services are obtained from commercial firms under a contractual arrangement or by the use of Government facilities and employees.

Drayage.

a. Schedule I – Drayage included applies in those instances when a shipment requires drayage to an air, water, or other terminal for onward movement after completion of the shipment preparation by the contractor. If it is being moved from a residence or other pickup point to the contractor's warehouse for onward movement by another freight company, carrier, drayage not included applies.

b. Schedule II – Drayage included means delivery of the shipment from destination contractor's facility or other destination point to the final delivery point as ordered. When shipment or partial removal of items from shipment is performed and prepared for customer's pickup at destination delivery point, drayage not included applies.

Employee. A civilian individual:

a. Employed by an Agency (See Agency), regardless of status or grade.

b. Employed intermittently as an expert or consultant and paid on a daily, while actually employed, basis.

c. Serving without pay or at $1 a year (5 U.S.C. § 5701(2), Definitions) (also referred to as "invitational traveler" for temporary duty travel purposes only).

GCWT. Code to designate gross hundredweight.

Government-Owned Containers. Government-Owned Containers (GOC) include all exterior wooden shipping containers purchased by the Government or constructed by the contractor for services under a contract. GOCs include containers meeting the requirements of American Society for Testing and Materials (ASTM) D4169-16, Standard Practice for Performance Testing of Shipping Containers and Systems, ASTM D5118/D5118M-12, Standard Practice for Fabrication of Fiberboard Shipping Boxes, ASTM D6251/D6251M-11, Standard Specification for Wood-Cleated Panelboard Shipping Boxes, and Military Surface Deployment and Distribution Command Pamphlet 55-12. GOCs include all wooden exterior-shipping containers purchased by the Government and received by the contractor awarded those services identified in Schedule II, Inbound Services.

Household Goods. See the Joint Federal Travel Regulations, Appendix A (http://www.defensetravel.dod.mil/site/travelreg.cfm) for uniformed members and the Joint Travel Regulations, Appendix A (http://www.defensetravel.dod.mil/site/travelreg.cfm) for Department of War civilian employees for definitions of household goods.

International. The movement of household goods or unaccompanied baggage between a point in the Continental United States and a point in an overseas area.

Intertheater. The movement of household goods or unaccompanied baggage between one overseas theater and another overseas theater.

Intratheater. The movement of household goods or unaccompanied baggage within one overseas theater.

Issuing Officer. Only authorized or acting Personal Property Shipping Offices may issue Personal Property Bills of Lading. Such authorized persons may be military personnel or civilian employees of the government on duty at the issuing office. As stated in 41 CFR §101-41.302-4, accountability for Personal Property Bills of Ladings used by a contractor-shipper remains with the issuing office. The name and title of the issuing officer and the name and address of the issuing office, rather than those of the contractor-shipper must appear on the Personal Property Bills of Lading.

Item or Article. The terms item and article used in this Regulation are interchangeable. Each shipping piece or package and the contents constitute one item.

Lot Number. See Call Number.

Member. A commissioned officer, commissioned warrant officer, warrant officer, and enlisted person, including a retired person, of the Uniformed Services.

> **NOTE**: "Retired person" includes members of the Fleet Reserve and Fleet Marine Corps Reserve who are in receipt of retainer pay.)

Member/Employee. Any member of the Government's uniformed or civilian service.

Metrics. A statistical measurement of performance.

NCWT. Code used to designate net hundredweight.

Ordering Officer. The contracting officer of a using activity or a Government individual appointed by the contracting officer authorized to order services under the contract.

Outsize Air Cargo. A single item that exceeds 1,000 inches long by 117 inches wide by 105 inches high in any one dimension.

Packaging. The processes and procedures used to protect materiel from deterioration, damage, or both. It includes cleaning, drying, preserving, packing, marking, and unitization.

Packed by Owner. Those articles packed in a container by the owner.

Packing. Assembly of packaged items into a shipping container with necessary blocking, bracing, cushioning, weatherproofing, reinforcement, and marking.

Personal Property. Household goods, unaccompanied baggage, privately owned vehicles, and mobile homes, as defined in the Joint Federal Travel Regulations and the Joint Travel Regulations.

Personal Property Shipping Officer (PPSO). The individual designated by authority to perform assigned traffic management functions at military installations or activities, regardless of whether or not that is the organizational title of the individual. For the purpose of this contract, the term PPSO includes representatives designated to order the services required and to inspect and evaluate those services performed by the contractor for acceptance or rejection.

Professional Books, Papers, and Equipment for Member/Employee. **(Also called PRO or PRO-Gear.)** Articles of household goods in a Customer's possession needed for the performance of official duties at the next or a later destination. Examples of Professional Books, Papers, and Equipment include:

a. 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/Department of War Component for official use.

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

(a) Commercial products for sale/resale used in conducting business,

(b) Sports equipment,

(c) Office furniture,

(d) Household furniture,

(e) Shop fixtures,

(f) Furniture of any kind even though used in connection with (ICW) the PBP&E (e.g., bookcases, study/computer desks, file cabinets, and racks),

(g) Personal computer equipment and peripheral devices,

(h) Memorabilia including awards, plaques or other objects presented for past performance (includes any type of going-away gifts, office decorations, pictures, etc.),

(i) Table service including flatware (including serving pieces), dishes (including serving pieces, salvers and their heating units), other utensils, and glassware.

b. Other items of a professional nature that are not necessary at the next/subsequent PDS, such as textbooks 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.

Pro Number. The abbreviation of the word progressive and is usually prefixed to an agent's record numbers on freight bills.

Quality Assurance Evaluator (QAE). Representative of the Personal Property Shipping Officer who has been appointed as a QAE to be responsible for providing technical assistance to the contracting officer in administration of the contract. The QAE must be responsible for inspection and acceptance of materials and services rendered by the contractor.

Residence. Normally considered to be the home, barracks, or other dwelling of the Service/Agency customer.

Unaccompanied Baggage. (See the Joint Travel Regulations, Appendix A, for complete definition.) That portion of the member's/employee's authorized weight allowance of personal property that is not transported free on a ticket used for personal travel and which is shipped separately from the bulk of the household goods. This shipment may be shipped by the expedited transportation mode. Examples are: personal clothing; professional books and equipment needed on arrival for performance of official duties; pots, pans, linens, and other light housekeeping items; collapsible cribs, playpens and baby carriages; small radios, portable televisions and small tape recorders; special equipment required for patients; and other items required for the health, comfort, and morale of the member/employee. (In addition, refer to individual Service/Agency Regulations for specific definition of unaccompanied baggage.)

ATTACHMENT A-G5

ACRONYMS

Acronym	Meaning
AMC	Air Mobility Command
BL	Bill of Lading
BLOC	Bill of Lading Office Code
CD	Contractor Disassembled
CDRL	Contract Data Requirements List
CLIN	Contract Line Item Number
CONUS	Continental United States
CP	Carrier Packed
CPPSO	Consolidated Personal Property Shipping Office
CU	Cube
CW	Containerized Warehouse
CWT	Hundredweight
DBO	Disassembled by Owner
DD Form	Department of Defense Form
DPM	Direct Procurement Method
DTR	Defense Transportation Regulation
FAR	Federal Acquisition Regulation
GCWT	Gross Hundredweight
GOC	Government-Owned Container
HHG	Household Goods
ITGBL	International Through Government Bill of Lading
JPPSO	Joint Personal Property Shipping Office
JTR	Joint Travel Regulations
MSC	Military Sealift Command
MSL	Military Shipping Label
NCWT	Net Hundredweight
NTS	Nontemporary Storage
OCONUS	Outside Continental United States
PBP&E	Professional Books, Papers and Equipment
PBO	Packed By Owner

Acronym	Meaning
POD	Port of Debarkation
POE	Port of Embarkation
POF	Privately Owned Firearms
PPGBL/BL	Personal Property Government Bill of Lading/Bill of Lading
PPPO	Personal Property Processing Office
PPSO	Personal Property Shipping Office
PRO	PRO-Gear (Professional Books, Papers and Equipment)
QAE	Quality Assurance Evaluator
RDD	Required Delivery Date
SDDC	Military Surface Deployment and Distribution Command
SDS	Service Delivery Summary
SF	Standard Form
SOW	Statement of Work
TCMD	Transportation Control Movement Document
TCN	Transportation Control Number
TGBL	Through Government Bill of Lading
TP No.	Transportation Priority Number
UB	Unaccompanied Baggage

ATTACHMENT A-G6
DIRECT PROCUREMENT METHOD (DPM) CLAIMS AND LIABILITY PROCEDURES

A. CLAIMS PROCESS FOR SHIPMENTS

1. Claims Filing:

   a. Member/employees who have property lost and/or damaged in transit and wish to file against the contractor must file their claims within 2 years from the delivery date of the shipment that gave rise to the claim. If the member/employee submits the claim within 9 months of the delivery date, the contractor must be liable for the full, undepreciated replacement value on all lost or destroyed items. If a claim is not completely settled after 30 Government Business Days (GBD), members/employees may transfer the claim to the Service Military Claims Office (MCO). Members/employees may transfer a claim immediately, and still be eligible for Full Replacement Value (FRV), under the following conditions:

      (1) Notice that the contractor has made a final offer on the claim or denied it in full.

      (2) Notification by the United States Transportation Command (USTRANSCOM) that the contractor is in bankruptcy.

      (3) Notification that the contractor contract is terminated.

      (4) The contractor's failure to comply with the catastrophic loss provisions in Paragraph A.13, and as verified by the MCO.

      (5) The contractor's failure to comply with essential items provisions in Paragraph A.14, and as verified by the MCO.

   b. War or armed conflict: For the purpose of filing with the contractor within 2 years, if a claim for loss and/or damage accrues during war or an armed conflict in which an armed force of the United States is involved, or has accrued within 2 years before war or an armed conflict begins, and there is good cause for delay in filing due to that armed conflict or war, the claim must be presented within a reasonable time frame as determined by the MCO after the cause no longer exists, or after the war or armed conflict ends, whichever is earlier. An armed conflict begins and ends as stated in concurrent resolution of Congress or a decision of the President. This same exception must apply to the 9-month filing period required to trigger the contractor liability for FRV. Any extension granted by this provision must be at least as long as the duration of the good cause and may be longer, at the discretion of the contractor. If the contractor anticipates denial of an extension, they may contact the Service Military Claims HQ for an advisory opinion.

   c. When a member/employee transfers a claim to the MCO, the MCO may contact the contractor using the toll-free number or electronic mail (e-mail) address given to the member/employee, to determine if the contractor has already obtained estimates. If the contractor has obtained estimates, the contractor must transmit the estimates within 24 hours, or the next business day if notification occurs on a Friday, Saturday, or the day before a holiday, by facsimile (fax) or e-mail to the MCO. If the contractor has not obtained estimates, the MCO may give the contractor until the next business day to decide whether to inspect and obtain estimates on those items requiring estimates, and to make arrangements with the member/employee and repair firms for the estimates. If the contractor decides to inspect and obtain estimates, the estimates must be obtained by the second business day after contact unless the member/employee agrees to allow additional time. If the contractor is

unable to obtain estimates within 2 Government Business Days (GBD) and the member/employee does not agree to allow additional time, the MCO must proceed to adjudicate and settle the claim.

d. The MCO may assert a demand against the contractor for liability as established in Paragraph B. The contractor is not liable for payment of items for which the contractor has already paid the member/employee, if the correspondence between the contractor and the member/employee clearly indicates prior settlement was in full for the entire claim or was in full for the particular item and customer is satisfied.

e. For purposes of qualifying for FRV and for meeting the 2-year limit for filing claims directly with the contractor, a claim submitted directly by the member/employee to the contractor must be submitted within 9 months from the delivery date to be eligible for FRV or 2 years for depreciated value. The claim must identify the member/employee; contain facts sufficient to identify the shipment or shipments involved; must assert a demand for a specific or determinable amount of money; and must list each lost and damaged item and give a description of the damage.

f. For shipments that have been in the custody of one or more contractors or a warehouse that are not agents of the delivering contractor, then the 9-month limit for obtaining FRV and the 2-year limit for filing the claim is met for all contractors and warehouses in the chain of custody, if the claim is filed with the delivering contractor within the 9-month or 2-year time limit. If the delivering contractor believes some of the loss and/or damage occurred while the goods were in the custody of a prior contractor or warehouse, the delivering contractor must forward the claim to the prior contractor with the documents or other evidence that establish the prior contractor or warehouses liability. The delivering contractor must also advise the member/employee the date the claim was forwarded, the items for which the delivery contractor is denying liability, and the address/telephone number of the prior contractor or warehouse to which the claim was forwarded. Filing with the delivery contractor satisfies the requirement for all contractors and warehouses in the chain of custody that a claim must be filed directly with a contractor to entitle the member/employee to FRV settlement.

2. Exceptions to Filing Claims Directly with the Contractor:

a. Filing with the delivery contractor satisfies the requirement for all contractors in the chain of custody that a claim must be filed directly with a contractor to entitle the member/employee to settlement on the basis of FRV. Exceptions to the requirement that the member/employee file directly with the contractor must be granted on a case-by-case basis, in writing, by the MCO. Some examples of exceptions are:

(1) No access to a telephone or fax machine.

(2) Claims for deceased member/employees (BLUEBARK) involving surviving family members not familiar with the claims process.

(3) Language barriers in the claims filing process.

3. Substantiation of Claims:

a. In addition to the minimum requirements needed to meet timely filing, all claims must include the following information in order for the contractor to begin the settlement process: any notices of concealed damages or loss that were found after the date of delivery, and not previously provided to contractor under Paragraph A.4; sufficient information about the shipment to enable the contractor to locate a copy of the bill of lading (BL), service order, or inventory; a description of each item that is lost; and a list of each item that is damaged including a statement of the nature, location and extent of the damage. The description of items lost and/or damaged must also include the date of purchase of each item (if known); the

age of each item (if known); or, for items that were not purchased (e.g., gifts or bequests), the date the member/employee acquired the item, along with an estimate of the original purchase price or value at time of purchase/acquisition (if known).

b. For claims filed directly with the contractor within 9 months of the delivery date, the contractor is responsible for obtaining all repair estimates or replacement cost estimates needed to settle the claim. The contractor may request the assistance of the closest MCO to obtain the name of reputable repair firms. If the contractor is still unable to obtain a repair or replacement estimate on an item, the contractor may ask the member/employee to obtain the estimates, provided the contractor agrees to pay all estimate fees and drayage costs incurred, even if the final settlement does not include payment for that item. If the member/employee is unable or unwilling to get the estimate(s), the contractor must adjudicate the claim based on the other evidence in the file. The member/employee must cooperate with any reasonable request from the contractor in making items available for repair or for repair estimates. If the member/employee does not cooperate, the contractor must seek assistance from the closest MCO of the member/employee's Service. If the member/employee still does not cooperate, the contractor may delay settlement on those items that need estimates until the member/employee makes the item(s) available.

c. For claims that are not filed within 9 months of the delivery date but are correctly filed in accordance with (IAW) Paragraph A. 1, the member/employee must provide the contractor with repair and replacement estimates on any item for which the amount claimed exceeds $100.00. See Paragraph A. 6, Repair Estimates, for rules on use of contractor estimates for claims filed with the military.

d. Internal damage rule: If the claim includes repair of internal damage to appliances or electronic items, and there is no new external damage to the item, the claim must be supported by additional substantiation regardless of the amount claimed. For these items, the member/employee must submit both a written statement explaining how they know the item was working when tendered to the contractor, along with an estimate of repair that includes both an explanation of the damage and a statement by the repair technician as to their opinion of the cause of the damage. For claims filed directly with the contractor, the same information must be required to establish that the loss or damage occurred in transit. However, on those claims that are filed directly with the contractor within 9 months of the delivery date, the contractor must attempt to obtain the repair estimate, including the repair technician's opinion as to the source of damage, and must have the right to request assistance from the member/employee under the rules stated in Paragraph A.3.b.

4. Notice of Loss and/or Damage:

a. Recording loss and/or damage. When unloading or unpacking articles at destination, the contractor must, in coordination with the member/employee, check the inventory prepared at origin and inspect each article for loss and/or damage. The contractor must, along with the member/employee record loss and/or damage on a DD Form 1840, Joint Statement of Loss or Damage at Delivery, Figure A-G6-1. The DD Form 1840 must indicate any differences in count and condition from that shown on the inventory prepared at origin and must be jointly signed by the contractor and the member/employee. For split shipments or partial deliveries, a separate DD Form 1840/DD Form 1840R, Notice of Loss or Damage, Figure A-G6-2, must be completed for each delivery of property to member/employee.

b. The DD Form 1840/1840R must be prepared in five copies by the contractor. The contractor must obtain a receipt by member/employee signature in the space provided on the Form and provide the member/employee three copies of the DD Form 1840/1840R. The contractor must furnish the origin Personal Property Shipping Office (PPSO) a completed copy of the

Form within 180 calendar days after the delivery date. If the member/employee waits until the 180th calendar day to submit the DD Form 1840R to the contractor, the contractor must have 48 hours to submit the DD Form 1840R to the PPSO. One copy of the form must be held in the contractor's files for further reference.

c. Upon delivery of the Household Goods (HHG) or Unaccompanied Baggage (UB), it is the joint responsibility of the contractor and the member/employee to record all known loss and/or damage that is found at delivery on the DD Form 1840. Later discovered loss or transit damage must be listed on the DD Form 1840R, or a reasonable facsimile thereof. The contractor must accept the DD Form 1840R, as overcoming the presumption of correctness of the delivery receipt, if it is transmitted or postmarked within 180 calendar days of the delivery date. Notice is not required if a claim is filed with the contractor within 180 calendar days of delivery. Neither the DD Form 1840 nor DD Form 1840R are conclusive; both can be rebutted by other evidence.

d. If notice of loss and/or damage of HHG or UB is postmarked or transmitted to the contractor more than 180 calendar days after the delivery date, the loss and/or damage on that notice must be presumed not to have occurred while the goods were in the possession of the contractor unless there is good cause for the delay, as determined by the MCO. Good cause may include, but is not limited to, officially recognized absence or hospitalization of the member/employee during all or a portion of the period of 180 calendar days from the date of delivery. In case of recognized official absence, the Service MCO must provide the contractor with the proof of the officially recognized absence and the additional days granted must not exceed the period of official absence.

e. Contractors failure to provide the DD Form 1840/1840R to the member/employee and to have proof thereof must eliminate any requirement for notification to the contractor. Notice using the DD Form 1840/1840R is not required by the contractor in the case of major incidents requiring the contractor to notify USTRANSCOM and the PPSO of the incident. Such incidents include fire, pilferage, vandalism, and similar incidents that produce significant loss, damage, or delay.

f. The inventory prepared at origin and the delivery receipt is valid evidence that either the MCO or the contractor must consider along with timely notification in determining whether or not a member/employee has sustained loss and/or damage in the shipment.

g. The member/employee must use the DD Form 1844, List of Property and Claims Analysis Chart, Figure A-G6-3 or a reasonable facsimile thereof, when submitting a claim to the contractor or MCO. The DD Form 1844 can be obtained from the MCO, or it may be generated by the Transportation Service Provider (TSP) Contractor or MCO automated data system.

5. Inspection by the Contractor:

a. The contractor may inspect the damaged items at any time prior to settlement of the claim but may not deny a claim solely on the basis it was unable to inspect any item. If the member/employee has repaired an item before the contractor inspection, the member/employee must provide the repair bill or some other evidence of the damage and repair cost to the contractor. If the member/employee has disposed of a damaged item, they must give the contractor evidence that the item was damaged beyond economical repair.

b. If, before a claim is filed, a member/employee calls the contractor and asks for either inspection of an item or permission to dispose of items, the contractor must provide notification of inspection or disposal permission to the member/employee within 2 Government Business Days (GBD) of being contacted. In such cases, if the contractor gives notice to inspect the items,

they must do so within 45 calendar days of being contacted by the member/employee unless the member/employee grants a further extension.

c. If the member/employee refuses to permit the contractor to inspect, the contractor must contact the Service MCO and request assistance in arranging an inspection of the goods. If the member/employee causes a delay by refusing inspection, the contractor must be provided with an equal number of days to perform the inspection (45 calendar days plus delay days caused by member/employee).

6. Repair Estimates:

a. Responsible party: The contractor is responsible for paying all repair estimates required to process any and all claims filed directly with the contractor by the member/employee. The MCO is responsible for paying for all repair estimates required to process and substantiate any and all claims filed with the MCO by the member/employee. The contractor is responsible to pay all estimate costs and other costs associated presented by an MCO as a result of claims transferred to the MCO by the member/employee pursuant to, claims filing in Paragraph A.1, unless:

(1) The contractor previously provided a reasonable estimate, or

(2) The contractor previously offered to pay the member/employee a value that matches or exceeds the repair cost for all items on the estimate, or

(3) The item damaged is repairable and the contractor offered to repair it at no cost to the member, or

(4) The contractor previously offered to pay the replacement cost or to replace it in kind.

b. All estimates provided by the contractor must identify a repair firm willing and able to make the repair within a reasonable time, for the amount stated. The repair firm must be reputable, having a reputation for timely and satisfactory performance. All estimates must be itemized.

c. If an MCO receives an itemized repair estimate from the contractor before a claim is settled, the MCO must use that estimate provided it is the lowest and meets the criteria in Paragraph A.6.b, above. If the contractor estimate is the lowest overall estimate and is not used, the MCO must advise the contractor in writing of the reason the lowest overall estimate was not used in determining the contractor's liability.

d. If the contractor sends the MCO a lower repair estimate after the recovery demand is made by the MCO, the lower repair estimate must be considered in the recovery rebuttal or appeal process. The lower estimate must prove the repair was unreasonable based on the value of the item before it was damaged.

e. If a contractor has made an inspection/estimate based upon the DD Form 1840R and the member/employee subsequently updates the notice, the contractor is authorized to make an additional inspection/estimate. The contractor must contact the MCO to determine if a deduction of $75.00 or actual inspection cost (lesser amount) is authorized from the contractor's liability for performing the second inspection/estimate.

f. The contractor must ensure qualified repair firms and subcontractors perform the repairs. If requested by the MCO or member/employee, they must provide the name and telephone number of the repair firm doing the work.

7. Settlement of Loss and Damage Claims:

a. For loss and/or damage claims, the contractor must pay, deny, or make an offer within 60 Government Business Days (GBD) of receipt of a complete, substantiated claim.

b. The contractor must complete payment to the member/employee within 30 Government Business Days (GBD) of receipt of notice the member/employee has accepted a full or partial settlement.

c. In cases where more than one independent contractor or TSP is responsible for the loss/and or damage, the contractor or TSP receiving a claim from the delivery contractor has a 60 day period for payment, denial or a final written offer. The 60 day period begins upon receipt of the claim from the delivery contractor, not on the date that the delivery contractor originally received the claim.

8. Partial Settlements:

a. If the member/employee cannot reach a mutually acceptable settlement directly with the contractor for all or a portion of their claim, they can accept a partial settlement from the contractor on item(s) on which the member/employee and contractor have reached an agreement. If the member/employee elects to accept partial settlement, the contractor may pay the member/employee for item(s) on which an agreement has been reached. The member/employee may transfer any unsettled portion of their claim to an MCO. The MCO may assert a recovery demand on the contractor. The contractor must not be liable for payment on any item(s) already paid to the member/employee if correspondence between the contractor and the member/employee lists the item(s) as "payment is being made" and clearly indicates that prior payment was in full and final satisfaction.

9. Quick Claim Settlement:

a. The contractor may establish a quick claim settlement procedure to quickly resolve and pay claims for minor loss and/or damage discovered at the time of delivery. Such procedures should cover payment of less than $2,000.00 total. Payment must be made within five (5) Government Business Days (GBD) of delivery. The process of settling and paying such claims must be left to the discretion of each contractor. Any small claim settlement agreements can only contain a limited release of liability and must specifically list the item(s) and the damage for which payment is being made. The member/employee must be advised that they may still file claims for later discovered loss and/or damage. A copy of the settlement agreement must be made available to the MCO, on request. If the member/employee receives a "quick" claim settlement and then files an additional claim, the member/employee must indicate they received a quick claim settlement and may not file an additional claim for any item(s) settled through the quick claim process.

10. Salvage:

a. To the extent not prohibited by law or agreement, the contractor is entitled to take possession of and sell for salvage any damaged item(s) for which they paid either the depreciated or full, undepreciated replacement cost, or replaced the damaged item(s) with a new item(s).

b. If the contractor pays the member/employee the depreciated or full undepreciated replacement cost of a lost item(s), and the lost item(s) is subsequently located, the contractor must notify the contracting officer, transportation officer (to) and the member/employee for instructions. The member/employee may decide to either request or decline delivery of the item(s). If the member/employee elects to receive a found item(s), the member/employee must refund any amount paid on those item(s). If the member/employee declines delivery of the item(s), the contractor may retain the item(s) for salvage.

c. If the contractor locates an item(s) within 60 Government Business Days (GBD) of receipt of notice of the loss, and a claim on that item(s) has not yet been paid, then the member/employee must be obligated to accept delivery of the item(s) in lieu of a claim, even if the member/employee has already replaced the item(s). If the contractor locates a lost item(s) more than 60 Government Business Days (GBD) after receipt of notice of

the loss, but the item(s) has not been replaced, and a claim on the item(s) has not been paid, then the member/employee must be obligated to accept delivery of the item(s) in lieu of a claim. If a lost item(s) is later delivered with damage, the time limits for qualifying for FRV protection and for filing claims on that item(s) must not commence until the delivery of that item(s). Not withstanding the above, any essential item(s), as described in essential items, Paragraph A.14, that have been replaced may be declined by the member/employee before the 60 day period has run. This provision applies only when:

(1) The item has been missing for at least 7 Government Business Days (GBD) from the date of delivery and the contractor has been notified pursuant to essential items, Paragraph A.14.

(2) The item is necessary for daily life, such that it must be replaced within 2 Government Business Days (GBD) of notice to contractor.

(3) The item has in fact been replaced.

d. The contractor must take possession of salvage item(s) at the member/employee's residence, or other location acceptable to the member/employee, not later than 30 Government Business Days (GBD) after receipt of a complete claim from either the member/employee or the MCO. However, in no case must the 30-day period for the contractor to take possession end until after the period allowed for the contractor's inspections (see inspection by the contractor, Paragraph A.5. The 30-day pickup period can be extended by an agreement between the contractor and the member/employee. If the member/employee refuses to cooperate with the contractor, they should contact the Service MCO and request assistance. At any time, the member/employee may ask the contractor for permission to dispose of an item. The contractor must provide a response within 2 Government Business Days (GBD) (Paragraph A.5).

e. The contractor may not exercise salvage rights if the depreciated replacement value of all salvageable items totals less than $100.00, or in the case of a single salvageable item, the item has a value of less than $50.00. However, if a shipment has more than one salvageable item and one of the items has a value of $50.00 or more, the contractor may exercise salvage rights even if the total of all salvageable items is $100.00 or less.

f. The contractor may not exercise salvage rights on any item that is hazardous or dangerous to the health or safety of the member/employee or the member/employee's family. Such items include, but are not limited to, broken mirrors or glass, spoiled food, moldy mattresses, or other fabric items. Exception: The member/employee must retain antiques, figurines, and crystal with a single item value of $50.00 or more for potential salvage.

g. If the contractor is unable to exercise salvage rights due to the disposal of an item(s) by the member/employee, the contractor may reduce its liability by 25 percent on any item that has a depreciated replacement value of $50.00 or more. The contractor is entitled to no deduction for salvage on a single item with a depreciated replacement value of less than $50.00 unless the total combined depreciated replacement value of all items that have been disposed of is $100.00 or more.

11. Claims for $25.00 or Less:

To reduce administrative costs, the Services agree they must not pursue a claim against a contractor for loss and/or damage to HHG or UB transported under this document if the amount of the claim is $25.00 or less. This provision does not apply to claims submitted directly to the contractor by a member/employee.

12. Dispute Resolution:

a. If a member/employee does not accept a settlement offered by the contractor, the member/employee may transfer a claim to the MCO. If the member/employee transfers a

claim to the military, the MCO must resolve the member/employee's claim IAW the Service's claims regulations. The MCO must then assert a recovery claim against the contractor. The contractor must pay, deny, or make an offer on the recovery claim within 60 Government Business Days (GBD) of receipt of the claim, unless an extension is granted.

b. If the contractor and the MCO cannot reach a mutual settlement on the recovery claim, the Service may collect the amount of its recovery claim by administrative offset from money that is owed to the contractor for transportation services, or from any other payment due the contractor directly from the Government. If payments to the contractor are made by a third party payment system, the contractor agrees that the MCO may direct the party paying the contractor to divert all or part of any payment to the military finance center in order to accomplish offset to pay a Government claim from a prior shipment.

c. In cases where more than one independent contractor or TSP has had custody of the shipment, the claim must be filed with the delivery contractor. The delivery contractor who first receives the claim may forward it to a prior contractor or TSP in the chain of custody. If the prior contractor or TSP disputes the liability and alleges the delivery contractor was liable, the member/employee may transfer the claim to the MCO for resolution of the claim without giving prior notice to the delivery contractor.

13. Catastrophic Loss Payments:

a. The contractor is responsible for identifying and making partial/advance payments to member/employees who have suffered a catastrophic loss. These payments are designed to relieve a member/employee's hardship associated with the loss of all or a majority of their HHG or UB. The payments are an advance and should not exceed the member/employee's expected total liability. The member/employee is required to file a claim for their loss. Any advance payment made must be deducted from the member/employee's eventual award. Such payments are subject to the same maximum liability and rules as all payments.

b. Catastrophic loss occurs when over 60 percent of the inventory line items in a given shipment are lost, damaged, or destroyed. Contractors may declare any loss catastrophic and make a partial payment. If the contractor cannot contact the member/employee within 48 hours of the catastrophic event, they must make payment or come to an agreement on payment within 48 hours of making contact. Catastrophic losses and payments must be recorded with the origin/destination transportation office, contracting office and MCO. The declaration of a loss as catastrophic and the making of a partial payment is not an admission of liability regarding any particular piece of property.

c. Contractors must make advance payments as soon as possible after a catastrophic loss occurs. Payments must be made within 48 hours of discovery or being notified of a catastrophic loss unless the member/employee and contractor otherwise come to an agreement. Contractors may make an advance payment in any amount they believe must not exceed their total expected liability to the member/employee. However, the contractor is required to pay no less than 5 percent of their total maximum liability for the shipment.

d. The contractor must inform the member/employee's MCO within 24 hours if a contractor identifies or is informed of a catastrophic loss for which it believes it is not liable under claims filing, Paragraph A.1. In such cases, the MCO must handle the advance payment and claim. If it is later determined that the contractor was, in fact, liable for the loss, the MCO must assert a recovery claim against the contractor. The contractor must be liable as if the member/employee had filed a claim with the contractor within 9 months of their loss.

14. Essential Items:

a. The contractor is responsible for promptly dealing with member/employees who have had essential items lost, destroyed or made unusable due to damage. The member/employee is responsible for notifying the contractor, MCO, or PPSO of such a loss within 7 Government Business Days (GBD) of the shipment delivery. Any item(s) not identified within 7 Government Business Days (GBD) must not be considered "essential."

b. Essential items are only those items necessary for everyday living, which would reasonably need to be replaced promptly. Items used solely for entertainment purposes are not considered essential. Fungible items that are regularly used up or worn out and must be routinely replaced are not considered essential. Essential items include but are not limited to:

(1) Refrigerators or other appliances necessary for the safe storage and preparation of food.

(2) Necessary medical equipment.

(3) Mattresses.

c. Upon notification of the loss of an essential item(s) by the member/employee, transportation officer/contracting officer or MCO and/or USTRANSCOM, the contractor must either pay for such items; provide temporary or permanent replacements for them, or such other arrangement as agreed to by member/employee. Such action must be taken within 2 Government Business Days (GBD) of notification, regardless of whether a claim has been filed. Any payments made by the contractor pursuant to this paragraph must be considered an advance on any claim and should not exceed the contractor's expected total liability. The member/employee is required to file a claim for their loss. Any advance payment made must be deducted from the member/employee's eventual settlement. Such payments are subject to the same maximum liability and rules applying to all payments under the contract.

d. If a contractor declines to provide or pay for an essential item(s) or fails to respond to notification within the 2-business-day period, the member/employee may file a claim for items directly with the MCO. In such cases, the member/employee retains rights to FRV for those essential items with which notice was provided to the contractor. The member/employee is expected to file the remainder of their claim consistent with all claims provisions.

e. In the event that a contractor identifies or is informed of the loss and/or damage of an essential item(s) for which it believes it is not liable under claims filing, Paragraph A.1, exclusions from liability, the contractor must inform the member/employee's MCO within 24 hours. In such cases, the MCO must handle the advance payment and claims. If it is later determined that the contractor or contractors were, in fact, liable for the loss, the MCO must assert a recovery claim against the contractor. The contractor must be liable as if the member/employee had filed a claim with the contractor within 9 months of their loss.

f. Department of War, or any of its components, may require the contractors to provide claims reports. These reports must include, as a minimum, shipment information/identification, loss/damage reports, and information about claims settlement, if settlement has occurred.

B. LIABILITY

1. DPM Shipments:

When custody of a shipment is transferred from one TSP or contractor to another, the TSP or contractor delivering the shipment to another TSP or contractor must furnish the receiving TSP or contractor two legible duplicate copies of the shipment inventory. The receiving TSP or

contractor must have the option, at its expense, to conduct a joint inspection of every item and carton listed on the shipment inventory. If, at the time each item is checked, there is a difference in the condition of the items from what is listed on the shipment inventory, the receiving TSP driver must prepare an exception sheet noting the condition of the containers or to specific cartons within the containers and use a rider noting thereon any shortage/overage, or differing conditions, cross-referenced to the original shipment inventory. If no new loss and/or damage is discovered, an exception sheet must be prepared stating, "no differences noted", signed and dated by the receiving TSP's warehouseman and driver. In the event the opinion of the delivering TSP or contractor's driver and the receiving TSP or contractor representative differ, both opinions must be listed on the rider and separately identified. Both the delivering and receiving TSP or contractor representatives must sign and date the exception sheet/rider, each retaining a legible copy for their files. In the event a claim is filed, each TSP or contractor receiving the goods from another TSP or contractor must furnish legible copies of the exception sheet/rider to the member or MCO, upon request.

2. Liability Limits for Loss or Damage:

   a. The contractor is liable to the member/employee, or to the Service that contracted for the shipment, for loss and/or damage that occurs to the member/employee's personal property while it is in the custody of the contractor. Liability on all shipments, whether domestic or international, must be determined IAW the Carmack Amendment to the Interstate Commerce Act, (Title 49, United States Code, Section 14706, Liability of Carriers Under Receipts and Bills of Lading) unless a specific provision herein establishes a different rule or procedure.

   b. Effective 1 October 2019, when a claim is filed directly with the contractor within 9 months of the delivery date, the contractor 's maximum liability on all shipments must be the greater of:

      (1) $7,500 per shipment, or

      (2) $6.00 times either the net weight of the HHG shipment or the gross weight of the UB shipment, in pounds, not to exceed $75,000.

   c. On all other loss and/or damage claims asserted against the contractor, the contractor's maximum liability must be limited to $1.25 times the net weight of the shipment, in pounds.

   d. Payments by the contractor to a member/employee for inconvenience claims must not be deducted from the contractor's maximum liability for loss or damage but are a separate liability.

3. FRV Liability:

   a. When the member/employee files a claim with the contractor within 9 months of the delivery date, the contractor is liable for the FRV of any lost or destroyed items subject to the limits of liability stated in Paragraph B.2.

   b. If a member/employee submits a claim to a MCO within 9 months of the delivery date but wants the claim to be forwarded to the contractor for settlement, the member/employee must be considered as having filed within 9 months of the delivery date.

c. If the contractor receives a claim that has been forwarded by a MCO within 9 months of the delivery date, the contractor must be liable for the FRV. If the contractor receives a claim from a MCO more than 9 months after the delivery date, but it is postmarked or electronically transmitted within 9 months of the delivery date, then the contractor must treat the claim as if it had been filed directly with the contractor within 9 months of the delivery date and the contractor must be liable for FRV protection. On these claims, the contractor liability is as follows:

(1) For items that are damaged but not destroyed, the contractor must, at its option, either repair the items to the extent necessary to restore them to their original condition when received by the contractor, or pay the member/employee for the cost of such repair.

(2) For items that are destroyed (i.e., the repair cost exceeds replacement cost) or lost, the contractor must, at its option, either replace the lost or destroyed item with a new item, or pay the undepreciated replacement cost of a new item. New items must, to the greatest extent possible, be from the same manufacturer and must be the same make and model as the item that was lost or destroyed. If the contractor cannot find a new item that is the same as the item that was lost or destroyed, it may replace the item with one of comparable quality and features. For lost or destroyed items that are parts of sets, such as a silver service, crystal glasses, or china, the contractor may replace the lost item with a like item that matches the rest of the set. Items, such as collectable figures (e.g., Hummel and Lladro), collectable plates, collectable dolls, baseball cards, antiques, comic books, coin and stamp collections, and objects of art, which cannot be properly replaced with new items because their value is partly based on the fact they are no longer made and are no longer available for purchase, the contractor may replace the lost or destroyed item with the same or comparable item or pay the replacement cost of the item.

d. When FRV applies to a shipment including one or more motor vehicles (motorcycles, mopeds, or motor scooters), the contractor's maximum liability for the vehicles must be the value stated in the current issue of the National Automobile Dealers Association official used car guide (the "Guide") for such vehicle(s), adjusted for mileage and other factors considered in the Guide. However, if either the member/employee or the contractor has obtained an appraisal of the vehicle from a qualified appraiser, settlement must be based on the appraised value rather than the book value.

e. For boats, personal watercraft, ultra light aircraft, pianos, organs, firearms, objects of art, all-terrain vehicles, and snowmobiles, the contractor may replace the item with a comparable used item or pay the fair market value replacement cost since these are large, expensive items that are not part of the typical shipment and have an active, widespread secondary market.

f. The member/employee may reject a payment or item offered by the contractor to settle a claim. If a member/employee files a claim with the delivering contractor within 9 months of the delivery date but fails to settle the claim directly with the contractor, the member/employee may transfer their claim to a MCO subject to the limitation under claims filing procedures, Paragraph A.1. In cases where transfers have occurred, the contractor must not have the option to repair or replace items in kind but must pay the MCO the repair cost or undepreciated replacement cost of a new item, whichever is less. If the contractor can show that they offered the member/employee a replacement item of comparable or better quality than the item lost, the contractor's liability for that item must be limited to their replacement cost at the time offered (including any tax or drayage) or the amount demanded, whichever is less.

g. Replacement cost is based on the replacement cost at destination. It includes any shipping charges and sales tax. However, the contractor is not required to pay shipping charges and/or sales tax in excess of $10.00 on a claim until provided proof that the charges and taxes were actually paid.

4. Actual Value (Depreciated) Liability:

a. If the member/employee files a claim directly with the contractor more than 9 months after the delivery date, the contractor is liable for the depreciated value of the items up to a maximum of $1.25 times either the net weight of the HHG shipment or the gross weight of the UB shipment. Liability must be as follows:

(1) For items that are damaged but not destroyed, the contractor must, at its option, either repair the items to the extent necessary to restore them to their original condition when received by the contractor or pay the member/employee for the cost of such repairs, up to the depreciated value of the items.

(2) For items that are destroyed (i.e., the repair cost exceeds depreciated value) or lost, the contractor must pay the depreciated replacement cost for the item. However, if the member/employee is willing to accept a replacement item instead of cash payment, the contractor may settle all or part of a claim by delivering a replacement item(s) of like kind, quality, and condition to the member/employee.

b. If the member/employee files a claim directly with a MCO and does not file directly with the contractor for settlement, the MCO must adjudicate the claim pursuant to statutory and regulatory guidance. The MCO may then assert a recovery claim against the destination contractor. The contractor, on this type of a recovery claim, must be liable to the MCO for the depreciated replacement or repair cost, whichever is less. If the member/employee files a claim directly with a MCO, the contractor must not be liable for more than the depreciated replacement cost, not to exceed $1.25 times the net weight of the HHG shipment or the gross weight of the UB shipment, in pounds.

c. In settling claims for the depreciated replacement cost of an item, the MCO and contractor must use the Joint Military-Industry Depreciation Guide (JMIDG) for those items that are listed in the guide and any supplements. The MCO and contractor must use the current replacement cost of the item as a base to apply the depreciation factor to arrive at the current actual value of the item. If an item cannot be replaced, or no suitable replacement is obtainable, the proper measure of damages for items that depreciate must be the original cost, adjusted upward to reflect the increase in the Consumer Price Index since the date of purchase, and then adjusted downward to reflect the depreciation rate in the JMIDG.

d. Replacement cost is based on the replacement cost at destination. It includes any shipping charges and sales tax. The contractor is not required to pay shipping charges and/or sales tax in excess of $10.00 on a claim until provided proof that the charges and taxes were actually paid.

5. Exclusions from Liability:

a. The contractor is liable for physical loss and/or damage to any article that occurs while being transported or stored except loss and/or damage caused by or resulting from the following:

(1) From an act or omission of the member/employee;

(2) From defect or inherent vice of the article;

(3) From hostile or warlike action in time of peace or war including action in hindering, combating or defending against an actual, impending or expected attack; from any

weapon of war employing atomic fission or radioactive force whether in peace or war; or from insurrection, rebellion, revolution, civil war, usurped power or action taken by Governmental authority in hindering, combating or defending against such occurrence;

(4) From seizure or destruction under quarantine or customs regulations; confiscation by order of any Government or public authority, or risks of contraband or illegal transportation or trade;

(5) From delay caused by strikes, lockouts, labor disturbances, riots, civil commotions, or the acts of any person or persons taking part in any such occurrence or disorder;

(6) From Acts of God (also known as Acts of Nature);

(7) From pre-existing infestations by mollusks, arachnids, crustaceans, parasites, or other types of pests; and for fumigation or decontamination when not the fault of the contractor;

(8) From loss and/or damage that occurs prior to release to the contractor while the goods are in the possession of another TSP or contractor under an unrelated shipment of the goods. When a shipment is released from storage under another TSP or contractor's control, the new contractor or TSP is not liable for an item claimed as missing which should have been listed as a separate item on the inventory, but which was not listed on the inventory prepared by the original contractor or TSP. However, the contractor or TSP must be liable for items packed in cartons, if the carton is listed on the inventory, and the item claimed bears a reasonable relationship to the contents of the carton listed on the inventory, unless the TSP or contractor can produce evidence (i.e., exception sheet/rider) to shift liability back to a prior handler.

(9) The contractor is not liable for intangible property, securities, or for the sentimental value of an item.

(10) The contractor is not liable for pre-existing damage.

b. The exclusions listed above must not apply if the contractor's own negligence significantly contributed to the loss and/or damage. However, if the contractor, after giving written notice to the Government contracting office/transportation office, or electronic or written notice to the member/employee, of a potential risk of loss and/or damage to the shipment from the above causes, is instructed by the Government or the member/employee to proceed with such transportation and/or delivery, notwithstanding such risk, the contractor is not liable for the loss attributed to the risk.

6. Duty to Mitigate Loss:

a. If a loss and/or damage occurs to a shipment from one of the excluded causes listed in exclusions from liability, Paragraph B.5, the contractor may still be liable for additional damage that results from its failure to take reasonable steps to mitigate the extent of the loss. For example, if a shipment is damaged by water from a flood or hurricane, the contractor, as soon as practical, must attempt to clean and dry the items, rather than allow further damage (e.g., rust, warping, or mildew) to develop from prolonged exposure to dampness. In some cases, the responsible TO may direct the contractor to undertake specific mitigation work, or may authorize payment for mitigation work, subject to later determination of whether the Government or the contractor must be liable for the cost. The cost of any mitigation efforts not paid by the Government must be deducted from the contractor's maximum liability for loss or damage under liability, Paragraph B.1 and Paragraph B.2.

7. Time Limitations on Liability for Loss and/or Damage Claims:

a. The contractor must not be liable for loss and/or damage unless the member/employee files a claim directly with the contractor or with a MCO under the Military Personnel and Civilian Employees Claims Act (MPCECA) within 2 years of the delivery date of the shipment that included the loss and/or damaged items. For purposes of timely filing with the contractor or a MCO, timeliness must be determined by the MCO based on the statute, case law, and the Service's claims regulations and instructions.

b. When the member/employee files a claim with the contractor within 9 months of the delivery date, the contractor is liable for the FRV of any loss and/or damaged items subject to the maximum liability listed in Paragraph B.1.

c. For the purpose of the 2-year limit for filing directly with the contractor; if a claim for loss and/or damage accrues during war or an armed conflict in which an armed force of the United States is involved, or has accrued within 2 years before war or an armed conflict begins, and there is good cause for delay in filing due to that armed conflict or war, then the claim must be presented within a reasonable time as determined by the MCO after the cause no longer exists, or after the war or armed conflict ends, whichever is earlier. An armed conflict begins and ends as stated in concurrent resolution of Congress or a decision of the President. Any extension granted by this provision must be at least as long as the duration of the good cause and may be longer, at the discretion of the contractor.

d. If the member/employee files a claim with a MCO, the contractor must not be liable to the Government on a recovery claim if the Government does not dispatch a written demand on the contractor within 4 years of the delivery date. This 4-year period must be extended by any period granted under time limitations on contractor or contractor's liability for loss and/or damage claims, Paragraph B.7.c. If the Government does dispatch a written demand on the contractor within 4 years of the delivery date, the Government must have the normal 6 years specified in Title 28, United States Code, Section 2415, Time for Commencing Actions Brought by the United States to resolve the claim or file suit.

e. If a member/employee files a claim directly with the contractor and then receives written notice from the contractor that all or part of the claim has been denied, then the member/employee may transfer the claim to the MCO, provided such a claim can still be timely filed under the MPCECA. If a recovery claim is not filed by a MCO against the contractor within 4 years of the delivery date, including any extended period in time limitations on contractor or contractors liability for loss and/or damage claims, Paragraph B.7, or member's/employee's suit is not instituted within 2 years of receipt of the written notice, then the contractor is not liable for any part of the claim that was denied in the notice.

f. In summary, the specific timeline and steps for filing a claim are as follows:

(1) At delivery: Member/employee and contractor must review then sign the DD1840 regardless if there are any loss and/or damage evident at the time of delivery.

(2) Within 180 calendar days of delivery: Member/employee must submit the notice of loss and/or damage DD1840R to the contractor.

(3) Within 9 months of the delivery date: Member/employee must file a written or electronic claim with the TSP consisting of the information specified in Paragraph A. 1, to be eligible for FRV.

(4) If a claim is not completely settled after 30 Government Business Days (GBD), member/employees may transfer the claim to the MCO. However, member/employees may transfer a claim immediately, and still be eligible for FRV under the conditions in Paragraph A. 1.

(5) Within 2 years of the delivery date: Member/employee has the right to file their claim up to 2 years from the delivery date. If the claim is filed after 9 months from the delivery date but before 2 years from the delivery date, the member/employee is only entitled to depreciated value of the items as per claims rules.

8. Termination of Liability for Goods in Storage-in-Transit (SIT):

a. The contractor's responsibility for a shipment and its liability under the BL or for a shipment in SIT must terminate, and the warehouse must become the final destination of the shipment, on midnight of the day specified in the notice which the contractor receives through the PPSO advising that the Government nature of the shipment must terminate. The notice of termination cannot be retroactive. This notice of termination can be rescinded not later than 1 business day prior to the effective date of the termination.

b. The Government must pay the contractor for all SIT costs, up to and including the day of termination. Once termination, IAW the above paragraph, has occurred, the Government may not revive the contractor's liability under the original BL, or reinstate the original BL. If after termination, the Government wishes to continue the Government's payment for continued storage, the Government must enter into a new contract with the contractor and/or issue a purchase order or new BL for delivery and any additional services needed after the termination notice.

c. In the event that SIT converts to the member's/employee's expense, the contractor is required to provide a copy of the Joint Inspection Form (i.e., rider to the inventory or exception sheet) if requested by the MCO.

9. High-Value Items and High-Risk Inventories:

a. High-value items are limited to currency, coins, jewelry, silverware and silver service sets, crystal, figurines, furs, objects of art, computer software programs, manuscripts, comic books, baseball cards, stamps, and other collectable items or rare documents that have a value in excess of $100.00 per pound. For purposes of determining the contractor's liability, all such items must be deemed to weigh at least 1 pound. A collection of Compact Disks (CD) and Digital Video Disks (DVD) must not be considered high-value items. However, individual CDs or DVDs with a value in excess of $50.00 must be considered a high-value item.

b. The contractor's liability for high-value items must be limited to $100.00 per pound of the article if the member/employee fails to inform the contractor that such items are included in the shipment after the contractor asks the member/employee, in writing, to list any items in the above categories that must be included in the shipment. In order to account for such items, and in order to facilitate special handling of such items, the contractor may use a separate high-risk inventory. Items such as CDs, video tapes and DVDs, that do not qualify as high-value items for purposes of this provision limiting liability may be included on a high-risk inventory.

c. A high-risk/high-value inventory form, even if it is signed by the member/employee upon delivery which fails to note any shortage at delivery, must normally be treated like any other inventory for purposes of determining whether there was any loss and/or damage in transit. The DD Form 1840R that gives the contractor notice of later discovered loss and/or damage would overcome the presumption of correct delivery, even for high-value items listed on a special inventory, unless the following conditions are met:

(1) If the high-risk/high-value inventory form has a block to denote delivery, the member/employee must initial each block for each item. A checkmark, or an "X", is not sufficient.

(2) The high-risk/high-value inventory form must contain a warning, in bold type larger than any other type on the form, that if the member/employee notes on this inventory that an item was delivered, they may not later claim the item was missing with either the contractor or with a MCO.

(3) The destination contractor must attest in writing that, prior to departure from the residence, the contractor and the member/employee opened all containers in which the high-risk/high-value items were packed; they removed the items from the containers; physically inspected each item; and the contractor advised the member/employee of the consequences of signing the high-risk/high-value inventory form.

10. Items Liable to Cause Damage:

a. The following must not be accepted for shipment by the contractor:

(1) Property whose inherent nature is liable to impregnate, contaminate, or otherwise cause damage to other property or equipment.

(2) Items which cannot be taken from or delivered to the premises without damage to the items or the premises.

11. Rules for Inventory and Delivery of Damaged Items:

a. All current rules, published in the Defense Transportation Regulation, Appendix G - Performance Work Statement for Packing, Containerization and Local Drayage of Direct Procurement Method (DPM) Personal Property Shipments, for the preparation of the inventory for shipments must be followed.

JOINT STATEMENT OF LOSS OR DAMAGE AT DELIVERY

Privacy Act Statement

AUTHORITY: The requested information is solicited pursuant to one or more of the following: 5 U.S.C. 301, 31 U.S.C. 3721 et seq., 31 U.S.C. 3711 et seq., and EO 9397, November 1943 (SSN).

PRINCIPLE PURPOSE(S): The information requested is to be used in evaluating claims.

ROUTINE USE(S): The information requested is used in the settlement of claims for loss, damage or destruction of personal property and recovery from liable third parties.

DISCLOSURE: Voluntary; however, failure to supply the requested information or to execute the form may delay or otherwise hinder the payment of your claim.

GENERAL INSTRUCTIONS: The carrier's/contractor's representative will complete and sign DD Form 1840 and obtain the signature of the member or member's agent. The member or member's agent will not, under any circumstances, sign a blank or partially completed DD Form 1840. Three completed copies of DD Form 1840 and blank DD Forms 1840R will be provided the member or member's agent by the carrier's/contractor's representative for each shipment. If no loss or damage is involved, write "NONE" in description column.

SECTION A - GENERAL *(To be completed by carrier/contractor)*

1. NAME OF OWNER *(Last, First, Middle Initial)*	2. SOCIAL SECURITY NO.	3. RANK OR GRADE	4. NET WT OF SHIPMENT

5. ORIGIN OF SHIPMENT *(City and State/Country)*	6. DESTINATION OF SHIPMENT *(City and State/Country)*

7. PPGBL/ORDER NUMBER	8. PICKUP DATE	9. NAME AND ADDRESS OF CARRIER/CONTRACTOR

10. CODE OF SERVICE	11. SCAC	12. CARRIER/CONTR REF. NO.

SECTION B - RECORD OF LOSS OR DAMAGE *(To be completed jointly by member and carrier's/contractor's representative)*

13. Notice is hereby given to the carrier/contractor to whom this statement is surrendered that the shipment was received in condition as shown below and the claim, if any, will be made for such loss or damage as indicated subject to further inspection and notification to the claims office within 70 days by DD Form 1840R found on the reverse side hereof. **THE VALUE INDICATED IN BLOCK 14c IS TO BE USED FOR QUALITY CONTROL ONLY.**

a. Inv. No.	b. Name of item	c. Description of loss or damage *(If missing, so indicate)*

14. ACKNOWLEDGMENT BY MEMBER OR AGENT *(X and complete as applicable and sign below)*

a. I received my property in apparently good condition except as indicated above. A continuation sheet ☐ was ☐ was not used.

b. Unpacking and removal of packing material, boxes, cartons, and other debris ☐ is ☐ is not waived.

c. I estimate the amount of my loss and/or damage at $

d. I have received three copies of this form. I understand that I have 70 days to list any further loss and/or damages on the back of this form and give this to the nearest claims office, and that failure to do so may result in my being paid a smaller amount on a claim.

e. Telephone Number | f. Date Signed

g. Signature

15. ACKNOWLEDGMENT BY CARRIER'S/CONTRACTOR'S REPRESENTATIVE *(X and complete as applicable and sign below)*

☐ a. Property was delivered in apparently good condition except as otherwise noted above.

☐ b. I will initiate tracer action for missing items.

c. Name of delivering carrier/agent/contractor

d. Storage in transit? ☐ Yes ☐ No

e. Signature | f. Date Signed

DD Form 1840, JAN 88 *Previous editions are obsolete.* PAGE OF PAGES

Figure A-G6-1. DD Form 1840, Notification of Loss or Damage at Delivery

NOTICE OF LOSS OR DAMAGE

INSTRUCTIONS TO MEMBER: You have up to 70 days to inspect your property and note all loss or damage. Should you find any loss or damage not reported on DD Form 1840 at the time of delivery, complete Section A below. Use only ball-point pen or typewriter. **THE COMPLETED FORM MUST BE DELIVERED TO YOUR LOCAL CLAIMS OFFICE NOT LATER THAN 70 DAYS FROM DATE OF DELIVERY. FAILURE TO DO SO MAY RESULT IN A REDUCTION OF THE AMOUNT PAYABLE ON YOUR CLAIM.** Keep a copy of this form for your records, receipted and dated by the claims office. If more than one page is needed, please number the pages.

SECTION A - *(To be completed by member)*

1. STATEMENT OF PROPERTY LOSS OR DAMAGE: You are hereby notified of the loss or damage in the following shipment of personal property.

a. Name of Member *(Last, First, Middle Initial)*	b. PPGBL/Order Number	c. Date of Delivery

d. Origin of Shipment *(City and State/Country)*	e. Destination of Shipment *(City and State/Country)*

f. You are further notified that property owner intends to present a claim for this loss and/or damage. You are hereby extended an opportunity to inspect the property.

2. LIST OF PROPERTY LOSS / DAMAGE *(NOTE: Tracer action is requested for items listed as missing)*

a. Inv. No.	b. Name of Item	c. General Description of Loss or Damage *(If missing, so indicate)*

SECTION B - *(To be completed by claims office)*
(NOTE: Mail original to home office of carrier / contractor listed in item 9 on DD Form 1840)

3. TO *(Home Office of Carrier/Contractor)*

a. Name and Address *(Street Address, City, State, and ZIP Code)*	b. Date of Dispatch

4. YOUR REPRESENTATIVE MAY CONTACT THIS CLAIMS OFFICE FOR ASSISTANCE

a. Name and Address of Claims Officer	b. Signature	
	c. Date Signed	d. Telephone Number

DD Form 1840R, JAN 88 *Previous editions are obsolete* PAGE OF PAGES

Figure A-G6-2. DD Form 1840R, Notification of Loss or Damage

1. NAME OF CLAIMANT *(Last, First, Middle Initial)*			3. PICK-UP DATE *(YYYYMMDD)*	LIST OF PROPERTY AND CLAIMS ANALYSIS CHART *(Items 14 through 31 to be filled out by Claims Office)*							
2. CLAIMANT'S INSURANCE COMPANY *(If applicable)*			4. DELIVERY DATE *(YYYYMMDD)*	14. ORIGIN CONTRACTOR	17. 2ND CONTRACTOR		21. CLAIM NUMBER		22. NET WT/MAX CAR		
a. NAME	b. POLICY NO.										
5. LINE NO.	6. QTY	7. LOST OR DAMAGED ITEMS *(Describe the item fully, including brand name, model and size. List the nature and extent of damage. If missing, state "MISSING.")*	8. INV NO.	9. ORIGINAL COST / 10. MM/YYYY PURCHASED	11. AMOUNT CLAIMED a. Repair Cost *(or)* b. Replacement Cost	15. INVENTORY DATE *(YYYYMMDD)*	18. EXCEPTION SHEET DATE *(YYYYMMDD)*		23. GBL NUMBER		24. LOT NUMBER		
						16. EXCEPTIONS	19. INV NO.	20. EXCEPTIONS	25. AMOUNT ALLOWED	26. ADJUDICATOR'S REMARKS	27. ITEM WT	28. HOUSE LIABILITY	29. CARRIER LIABILITY
12. REMARKS				13. TOTAL	$ 0.00		30. TOTAL AMOUNT ALLOWED	$ 0.00		31. THIRD PARTY LIABILITY	$ 0.00	$ 0.00

DD FORM 1844, MAY 2000 PREVIOUS EDITION IS OBSOLETE. Reset Page of Pages

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Figure A-G6-3. DD Form 1844, List of Property and Claims Analysis Chart

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ATTACHMENT A-G7

DIRECT PROCUREMENT METHOD (DPM)
THIRD PARTY PAYMENT SYSTEM (TPPS)

A. INTRODUCTION

This attachment describes the DPM Electronic Bill Payment (EBP), Figure A-G7-1 guidelines and procedures for electronic bill payment processes using the Web-Enabled Transportation Operational Personal Property Standard System (eTOPS). These processes use the Department of War (DoW) TPPS as a payment tool to reimburse DPM contractors for services rendered; provide information visibility for stakeholders; improve the Defense Finance and Accounting Service (DFAS) and Finance Center (FINCEN) payment and collection process; and reduce paper documentation. This payment process uses the Contractor Self Invoicing methodology requiring the contractor to enter invoicing data through the TPPS user interface. Invoices are complete when the DPM contractor has provided the Personal Property Shipping Office (PPSO) with the weight tickets and supporting documentation. When the contractor enters their invoices using the TPPS user interface a corresponding government order is automatically created. Each item will be placed in an approval required status pending Notice of Completion (NOC) and the PPSO approval action. TPPS then processes a payment to the DPM contractor, normally within 72 hours. Invoice audit trail, payment tracking and transaction visibility is achieved. The TPPS maintains a funding Chart of Account (COA) sourced by the DFAS Transportation Global Edit Table-Revised (TGET-R) and uses the table to retrieve, validate, and edit Lines of Accounting (LOA) containing orders processed by the PPSO. There is no data feed from eTOPS. PPSOs are required to transcribe information from orders into the applicable transportation system.

B. SCOPE

These procedures apply to all the Services' and Coast Guard's PPSOs and participating commercial contractors. In order to participate in the Defense Personal Property Program, DPM contractors must have an active contract that lists the TPPS contractor as the payer (box 18) and have a trading partner agreement on file with the DoW TPPS provider. All Schedule I, II and III services provided on a DPM service order are part of these procedures.

C. THE DPM ELECTRONIC PAYMENT PROCESS

The DPM contractor enters invoice data using the TPPS user interface throughout the month. At the end of the billing cycle, the TPPS electronically generates monthly summary invoices, which show all payments to the DPM contractors made by the TPPS provider on behalf of the DoW and credits to the DoW. The monthly summary statement is made available for online viewing and certification by the JPPSO Certifying Officer. The monthly summary statement certification triggers the TPPS to send a copy of the Electronic Data Interchange (EDI) data feed to the DFAS. The DFAS pre-validates the certification and processes the monthly summary statement for payment (reimbursement) back to the TPPS provider. All invoices entered by the DPM contractor automatically go into "Approval Required" status for JPPSO review. The JPPSO can dispute the DPM contractor's invoice by assigning a "Hold" status to the invoice and providing reason(s). When an invoice is placed in a "Hold" status, the DPM contractor is notified via the TPPS. Negotiation and resolution between the DPM contractor and the JPPSO must be achieved for all "Hold" status invoices before they are approved in the TPPS. The prompt payment interest (PPI) "clock" begins when the DPM contractor successfully submits the Notice of Service Completion (NOSC) in the TPPS. The "clock" stops during the dispute "Hold" status process as well as for rejected invoices.

1. Process 1 – Establishing Accounting Data:

   The DPM EBP process requires that the LOA be added to the invoice. The Funds Manager (FM) creates the obligation in the travel order issuing entity's accounting system to obligate funds to cover all related expenses to be incurred by the traveler per the order. The obligation file is transmitted to the DFAS on a routine basis. FM is required to update DFAS via TGET-R when travel orders are established. The TPPS maintains LOA COA sourced by the data contained in the DFAS TGET-R repository. If the LOA is not located in the COA, the PPSO will enter the LOA information from the order and the invoice will align under the manual section on the monthly summary statement.

2. Process 2 – Initial Cost Estimates:

   Estimated shipment costs will not be calculated/used within the DPM electronic payment process.

3. Process 3 – Global Exchange (GEX) Validates and Translates EDI 858:

   An EDI 858 is not used for this DPM electronic payment process.

4. Process 4 – DPM Contractor Invoices created in TPPS:

   Upon completion of services, the DPM contractor submits an invoice for services rendered and the NOSC in TPPS using one of two available methods:

   a. Through an EDI 859 transaction set (the EDI 859 is a generic electronic interface for shipment information).

   b. Manually through the TPPS User Interface. This can be accomplished by creating an invoice using information contained in the DPM service order.

5. Process 5 – Approval Required in TPPS:

   The DPM contractor enters the invoice through the TPPS user interface, and a matching Government Order is automatically created using details from the invoice. The Services' maximum price threshold will be set at $0, triggering a manual PPSO "Approval Required" status for all DPM invoices. The PPSO will have three (3) Government Business Days (GBD) to approve, dispute, or deny DPM Invoices. Once the DPM contractor has entered the NOSC and the PPSO has approved the item, the TPPS provider will pay the DPM contractor.

6. Process 6 – Audit Exception Process in the TPPS:

   Invoices will not be assigned an "Audit Exception" status in the DPM payment process.

7. Process 7 – TPPS Summary Invoice Generation and Certification:

   At the end of the DPM TPPS billing cycle, the monthly summary invoice listing all payments with corresponding accounting information made by the TPPS provider on behalf of the DoW to the DPM contractor is generated. The monthly summary invoice will also include DoW credits. The PPSO COs can access the monthly summary invoice online for review and certification. The PPSO COs will review the individual transactions presented on the monthly summary invoice and confirm the validity of accounting information used and the accuracy of costs. The monthly summary invoice may reflect two different sections for accounting data, an "electronic" (FA2-compliant) and a "manual" (text LOA) listing. If there is a manual listing on the PPSO's monthly summary invoice, the PPSO CO will print a hard-copy monthly summary invoice validating the text LOAs by signing and sending the report to the DFAS/FINCEN payment center using Table A-G7-1. The PPSO CO must certify the monthly summary invoice within five (5) GBDs of the monthly summary invoice being made available in the TPPS. The TPPS provides a separate PPSO account for processing all DPM charges. The monthly summary invoice billing cycle will be on the 9th calendar day of each month or 1st business day thereafter.

8. Process 8 – Reconciliation and Obligation Adjustment:

   Reconciliation and Obligation Adjustment are not included under DPM TPPS electronic payment process.

9. Process 9 – The DFAS/Payment Center Approval and Processing of Payment to TPPS Provider:

   Normally within 24 hours after monthly summary invoice certification, the TPPS creates an EDI 810 invoice for each Accounting Installation Number (AIN), also known as an FSN, using the electronic accounting data on the monthly summary invoice. The EDI 810 is an electronic invoice that conforms to industry electronic data interchange standards. The TPPS sends the EDI 810 to the GEX. The GEX translates the EDI 810s into UDF 810s and sends them to the respective Entitlement System. Using the invoice information (i.e. EDI 810, UDF 810) that was provided through the interface, the DFAS pre-validates payments by confirming the existence and accuracy of the LOA and confirming sufficient funds were obligated. There is no tolerance level within the validation process. If insufficient funds were obligated, by any amount, it can cause delays to the payment process and potential subsequent prompt payment interest. Once validation is successful, the DFAS pays TPPS provider via an Electronic Funds Transfer.

10. Process 10 – DPM TPPS Electronic Payment Process Flow:

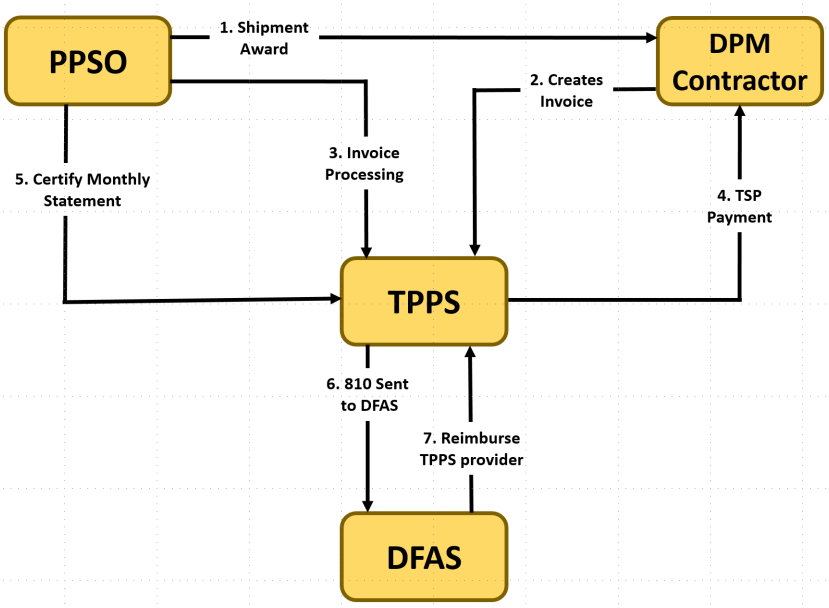

Figure A-G7-1. DPM EBP Process Flow

a. Shipment Awarded/Services Requested: The PPSO orders Schedule I, II and III DPM services using the DPM service order.

b. DPM Contractor Creates Invoice: The invoice is manually entered into TPPS through the user interface.

c. PPSO Processes Invoice: TPPS automatically assigns an "Approval Required" status to the DPM invoice created by the DPM contractor. The PPSO validates the entire invoice and approves it for payment. As part of the validation process, the PPSO must review applicable Evidence of Services Rendered documentation from the DPM contractor for all invoices as follows:

   (1) Schedule I: Weight tickets, inventories, weighted bill of lading, approved accessorial service requests, and any other supporting documentation.

(2) Schedule II: DD Form 1840 or Notification of Loss or Damage At Delivery, approved accessorial service requests, and any other supporting documents.

(3) Schedule III: Weight tickets, inventories, approved accessorial service requests, and any other supporting documents.

d. TSP Payment: The DPM contractor cannot be paid until the NOSC and PPSO approval (either automatic or manual) are received. The DPM contractor is paid (within 24-48 hours) after the PPSO approves the invoice for payment, removes an invoice from hold status, or resolves an eBill.

e. Monthly Statement: The monthly statement will cycle on the 9th of each month or 1st business day thereafter.

f. EDI 810 sent to DFAS: The electronic summary invoice must be certified and arrive via EDI 810 at the DFAS/FINCEN payment center by five (5) GBDs following receipt of the summary invoice. This is to ensure the payment center has sufficient time to disburse the amount owed to the bank.

g. Government Payment Made to TPPS Provider: DFAS reviews/reconciles invoice and makes payment to the TPPS Provider.

11. DPM Contract Inclusions:

a. DFAR Clause 48 CFR 252.232-7003, paragraph (c) (2) applies and must be included in each contract. Contract payments will be made via the DoW approved electronic third party payment system and associated processes outlined in Defense Transportation Regulation (DTR), Part IV, Attachment A-G7.

b. SF 1449 Block 18a: Shall contain the following:

18a. PAYMENT WILL BE MADE BY CODE	
"The Third Party Payment System. See payment details in DTR Attachment A-G7"	

Table A-G7-1. DFAS Financial Payment Centers

Service	Payment Center	Phone Number	Fax
Army	DFAS - Indianapolis, IN	317-212-2464	317-212-2397
Air Force	DFAS - Limestone, ME	207-328-1605	207-328-1699 or 207-328-1873 (w/cover page)
Navy	DFAS - Indianapolis, IN	317-212-7814	317-212-3956
Marine Corps	DFAS - Columbus, OH	614-693-0953	866-217-6523
Coast Guard (for non-Coast Guard shipment)	DFAS - Indianapolis, IN	317-212-2464	317-212-2397
Coast Guard (for Coast Guard Shipments)	FINCEN, VA	757-523-6898	757-366-6501

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