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Preface

In 2016, the Commander of United States Transportation Command (USTRANSCOM) directed the Military Surface Deployment and Distribution Command (SDDC) to establish a Defense Personal Property Program (DP3) Operational Planning Team (OPT). This OPT was created to improve the relocation experience for service members and their families. One of the team’s recommendations to improve the program was to write a basic, standardized personal property training manual for the Joint community. The team suggested that more effective training could improve customer service and that standardized training could lead to consistent execution of the program for all of the Military Services.

Based on the OPT’s recommendation, USTRANSCOM brought together subject matter experts from each of the Military Services to tackle this training program. This team defined the most critical tasks required to perform basic customer service functions at the Personal Property Processing Office (PPPO). From there, they brought together regulatory, training, and other information from across the program to provide source material to cover all critical tasks.

As a result of these efforts, this manual was created to establish training for new PPPO employees at the installation level, provide an important baseline of job knowledge, and give an understanding of the primary functions of personal property customer service. This training provides a very basic level of information to military and civilian employees recently assigned to positions in personal property and applies to employees from all of the Military Services.

Although this material will cover subjects like communications, counseling and quality assurance, it should not be used as a substitution for understanding regulations such as the Joint Travel Regulations (JTR), Federal Travel Regulation (FTR), Defense Transportation Regulation Part IV – Personal Property (DTR IV), or other Military Service regulations. In other words, this manual is not to be used as an official reference publication for counseling or other customer service functions. It is intended for familiarization training only and should be used by supervisors to support on-the-job training, active mentorship, and other local training programs in developing employees.

End of Course Testing

Following completion of this manual, all new employees will be required to successfully pass a multiple-choice test provided by personal property supervisors. The test will be administered by the first line supervisor as a “closed book” examination, meaning no reference materials (including this manual) are allowed to be used during the test. In order to pass, employees must achieve a score of 80% or better. Failing the test will require employees to review materials and re-take until a passing score is attained. New employees should be given 30 days to complete this manual and should not be allowed to counsel service members or conduct quality assurance functions until they’ve passed the test. Testing will be documented in the employee’s records using the certificate provided in Appendix F and is subject to inspection during USTRANSCOM staff assistance visits. The test itself can be found in Appendix D of this manual, with the test answer key and certificate of training completion at Appendix E. Certificates can be filled in and printed locally.
Unit 1. Defense Personal Property Program (DP3) Overview

On behalf of the Military Services, USTRANSCOM coordinates with over 800 commercial moving industry Transportation Service Providers (TSPs) to execute roughly 430,000 household goods (HHG) and 65,000 privately owned vehicle (POV) shipment and storage actions around the world each year. The DP3 is not a low-cost program. It uses a “Best Value Score” system to award shipments to TSPs. In other words, the TSPs with the best combination of Customer Satisfaction Survey (CSS) scores and low rates are awarded the most shipments. The goal of this best value system is to provide the best move experience possible to service members and their families.

DP3 policy is coordinated with the Military Services through USTRANSCOM. Each Military Service headquarters uses these policies to implement DP3 for their Service. As a result, the organization of each Service is a little different from the next. Regardless of the Service, however, two critical parts of the program are the Military Service-run Personal Property Processing Offices (PPPO) and Personal Property Shipping Offices (PPSO). They use guidelines from the Joint Travel Regulations (JTR), Defense Transportation Regulation 4500.9-R Part IV (DTR IV), and other Military Service policies to counsel customers, book shipments and evaluate TSP performance. As a PPPO counselor, it is important to understand how individual Services are organized and how to request assistance from a chain of command or higher headquarters.

1-1. The Defense Personal Property System (DPS)

Most of these counseling, booking and TSP evaluation actions are completed in, or supported by, the Defense Personal Property System. DPS was introduced in an effort to make moving easier for all Department of Defense (DoD) members. The DoD, USTRANSCOM, and the Military Surface Deployment and Distribution Command (SDDC) developed DPS as the one-stop source for managing personal property moves. DPS is a centralized, integrated web-based system and it is accessible worldwide. DPS is used as the primary system for managing personal property shipments today. It has the capability to automate, streamline, and coordinate virtually every aspect of handling a personal property shipment.

Through DPS, a government employee or military service member has the ability to self-counsel and submit an application online instead of traveling to a transportation office. The member can also track his or her shipments through DPS, file a claim, and settle directly with their moving company or TSP. The DPS enables full replacement value (FRV) for lost and damaged goods, as opposed to the depreciated value offered in the past. DPS offers the opportunity to make sure only quality, reputable TSPs handle personal belongings. To help make this happen, customers are asked to complete a CSS in DPS once their move is complete to ensure that only the best TSPs move personal property.

NOTE: DPS training materials can be found in the system itself but is only available to first-time DPS users. New users can request an account and access DPS through the Move.mil website at https://move.mil/.
1-2. Peak Season

One of the most important aspects of DP3 that PPPO employees need to understand is that permanent change of station (PCS) movements of service members and their families drive workload. Although military personnel perform PCS moves year-round, more service members move during the summer than in any other time during the year. This time period, known as the peak season, occurs every year from 15 May through 31 August. During this time, roughly 40% of all annual moves are executed. As a result, PPPOs will see an increase in their number of customers about three weeks before the start of peak season. This increase will typically continue as personal property deliveries are happening into September.

The increase in the number of customers means that PPPOs need to expect to be busy and will be conducting more counseling, more QA inspections, more customer support assists and other support functions. Counselors need to advise customers that shipments could take longer to book during peak season. Customers should also be reminded to have alternate requested pack/pick-up dates that are separated from their primary dates by two or more weeks. This will help them to get the best customer service possible.

In preparation for peak season, it is a good idea for PPPOs to reach out to local movers and installation support functions such as human resources/personnel and installation security. Meetings with these parties can help to avoid last minute assignment, installation access or quality assurance issues. They can also help to build relationships that can assist with problem solving or customer support should issues arise. Section 2-6 of this manual provides a description of some of the installation support functions who can be of assistance during peak season.

Unit 2. Fundamentals of Customer Service and Communications

Since the implementation of DPS and other internet-based sources of information, the face-to-face customer base of the installation level PPPO has decreased. However, customer service is still a very important part of personal property operations and many customers prefer face-to-face interactions. One of the most important aspects of customer service has to do with the PPPO’s ability to communicate effectively with service members so that they understand what to expect from the move process, and what is expected of them for a successful move.

2-1. Professionalism and Courtesy

When customers seek assistance, their basic issues are comfort, convenience, and confidence in the personal property section doing the job right. These concepts are explored below.

Comfort. It is important to ensure customers have a suitable comfortable environment when they visit the PPPO. Is there a comfortable chair available? Is lighting adequate? Is there a tabletop next to the chair for the member to use when writing? Is there a computer terminal for customer use? Objects such as chairs, tables, desks, and even counters can act as barriers in nonverbal communications. This is what makes the use of space important. In certain situations, counselors should get out from behind the counter or desk and extend a cordial handshake. This initial
interaction may help put the customer at ease. Extremes in temperature, lack of ventilation, dim lighting, distracting noise, awkward seating arrangements can be barriers to effective listening. These are simple, yet important details that mean a lot to the customer. If customers come to the office, make the effort to have these details addressed.

**Convenience.** Because of the personal nature of shipping household goods and vehicles, many customers anticipate that they will experience anxiety and frustration when dealing with the PPPO. Because this is the case, PPPO employees and management should consistently evaluate the PPPO environment. A variety of things can cause frustration and should be eliminated, including the following:

- Inaccurate handouts, brochures or signage.
- Lack of knowledge of the moving process by personal property employees.
- Unreasonable restrictions to when customers can visit or contact the PPPO.
- Unavailability of required paperwork or computer systems.
- Telling customers “it’s not my job” without giving an alternative source of assistance.

**Confidence.** Just as all military specialists are expected to be experts in their field, customers expect that PPPO counselors are doing their jobs correctly. How can members be confident their personal property will be picked up on time? Will they be that member who tells the horror story about their lost shipment? Word of mouth anecdotes of good experiences with a PPPO go a long way toward building this confidence. Before others can feel confident about you, you must feel confident about yourself. Being prepared enhances self-confidence. By being self-confident you are better able to communicate effectively with others. As you express self-confidence, it is very unlikely that a customer will question your directions or instructions. Poor grooming, unconvincing stage presence, clumsiness, poor use of gestures and eye contact, and cleanliness are all barriers to conveying a self-confident image. Additionally, choose your words carefully and use proper grammar. This includes avoiding poor diction, profanity and pompous language.

Another way to build confidence is through evaluating current PPPO operations. A good way to conduct this evaluation is to have customers complete a simple survey. Responses can reveal problems not readily apparent to PPPO employees. Many times, making minor adjustments in procedures is all it takes to net big gains in customer confidence. Increasing your knowledge and experience is another important part of this issue. If you are proficient in your job, the customers will see that in you and feel confident that the information you are providing them is valid. You will become the go-to person, and the customers will know that they spoke to a knowledgeable technician.

### 2-2. Written Communication

An excellent way to display professionalism is through effective writing. In today's world of time constraints and information overload, readers don't have time to wade through obscure
writing, searching for meaning. If you write well, readers will read what you write, quickly understand it, and remember who wrote it. To be effective, writing should be:

- **Complete**: answers the question
- **Concise**: uses fewest words to get point across
- **Clear**: understood in a single, rapid reading (avoid acronyms/jargon)
- **Organized**: logical and coherent
- **To the point**: bottom-line up front
- **Correct**: proper spelling, punctuation, grammar

An important part of effective writing is proofreading. The primary reason for reviewing reports, shipment forms and other documents is to ensure high quality, accurate communications. After completing informational emails, system entries or shipment paperwork, review them for accuracy. Inaccurate information or putting the wrong entry in the wrong block could cause extended delays, excess cost to the member, or unnecessary expenditure of government funds. An example is the failure to indicate professional books, papers, and equipment. You should also insist that the members check their paperwork very carefully for accuracy before signing.

Email has become one of the primary methods of written communication with customers. Communicating via email has different challenges than verbal communication or even text/chat communications. When writing emails, consider the following:

- ✓ Respond promptly. Research shows that 90% of customers expect a reply within 24 hours or less.
- ✓ Get in the habit of using an out-of-office message if your email system has one. The message should be professional, include dates of the absence, when you will respond, and an alternate contact who can assist customers in your absence.
- ✓ Limit replying to all, especially when you do not know everyone on the email list.
- ✓ Avoid creating unnecessary emails for customers to read. Provide the final answer only.
- ✓ Address emails appropriately. The “To” line is for the primary people who need to be aware of the email. The “Cc” (carbon copy) line is for people who do not have any specific actions to take, but should be kept in the loop. The blind carbon copy “Bcc” should not be used regularly—only use this option when you want to protect email recipients’ privacy.
- ✓ Send the email message to the correct people. Be careful using the auto-populate function; double-check that recipients’ names are correct prior to sending the email.
- ✓ Use attention-grabbing subject lines that are specific, concise and meaningful. Be aware that question marks and exclamation points can trigger spam filters. Update the subject line if the topic of the response has changed.
- ✓ Choose positive vocabulary words and phrases.
✓ Begin and end the message with phrases similar to those used in conversation and letters (e.g., “thank you for contacting us,” “feel free to contact us with additional questions,” “thank you for bringing this to our attention,” “sincerely,” “thank you,” “best regards,” etc.)

✓ Give a clear, complete, and accurate response. Avoid partial responses and answer all questions from the original inquiry. Provide sources of additional information when necessary.

✓ Use acronyms only when appropriate, especially when your audience consists of non-military personnel such as spouses or other dependents.

✓ Choose fonts to assist the reader, sized 10 pitch or larger, with limited bold and italicized fonts. Small fonts can make emails difficult to read.

✓ Avoid use of bullets and write in complete sentences.

✓ Limit bold and all caps, it could imply that you are yelling.

✓ Avoid repetitious characters or punctuation.

✓ Avoid emoticons or playful acronyms and abbreviations.

✓ Use proper punctuation.

✓ Use spelling and grammar checks and proofread prior to sending.

✓ Avoid personal stationery and quotes.

✓ Provide appropriate contact information so that recipients can reach you.

✓ Pick up the phone when needed. There are multiple ways of communicating. If you are unsuccessful communicating via email, use another method.

✓ Communication security refers to measures and controls taken to deny unauthorized persons access to information derived from U.S. government information systems, relative to national security. In this instance, you would simply ensure that the receiver has a need to know the information you are transmitting.

Communication security is a vital area that must be included in your job every day. As a PPPO employee, you will have access to personally identifiable information (PII) that must be handled properly. Also, when you are transmitting information, make sure you double check the receiver’s email address to ensure you are sending it to the right person and always use security encryption.
2-3. *Listening*

Along with writing and speaking, listening is a critical aspect of communication. Listening attentively shows respect, builds trust, and cements relationships. It helps you to understand (and solve) the customer’s issue. It can be the most effective way to communicate. However, it can be hard to listen because of barriers we either encounter or create. Even though it may not feel like it, listening is an active behavior. It isn’t always easy to do, but it does pay off. Here are some techniques to follow that will help you be an effective listener:

- Avoid distractions and background noise when possible.
- Learn the value of silence – avoid interrupting the caller/customer.
- Listen for key words and phrases.
- Take notes.
- Confirm and clarify when necessary.
- Be patient and don’t interrupt.
- Be accepting, not judging: although you may not agree, you should respect another’s opinions and ideas.
- Reflect/think before responding.
- Paraphrase so that you clarify what the speaker has said. This is accomplished by repeating the speaker’s message thereby helping you to remember what was said and ensuring to the speaker that you were listening.

Things to avoid:

- Preparing rebuttals.
- Attacking the speaker or the speaker’s message.
- Taking too many notes and missing key points.
- Listening for facts only and failing to see the big picture.
- Daydreaming, which shows lack of commitment.
- Slouching, which reduces alertness.
- Pretending to listen, which stems from laziness.
- Reacting with emotion or overreacting.
In addition to hearing with our ears, we can use non-verbal communication to make us better listeners. Your body position, eye contact, use of space and touching are all effective listening factors that convey a message to the customers. You don’t want to slump over the counter while a customer is explaining why he missed the pick-up of his property. Crossing your arms over your chest sometimes tells the customer you're not interested. Many people feel that a person who can't look them in the eye also can't be trusted. That's why eye contact is so important when dealing with people. Look directly at your customer when they speak. Greeting a customer with a handshake can immediately establish rapport with your customer. Below are some other tips for listening effectively:

- Look at the speaker's whole face; it avoids staring.
- Watch the speaker's lips; it enhances hearing.
- Focus on one eye, then the other; it increases attentiveness.
- Shift eyes occasionally; it relieves tension and avoids staring.

2-4. Conflict Resolution

Regardless of how well we communicate or listen, with over 430,000 household goods and vehicle shipments each year, inevitably there will be some challenges. Although the primary focus is on the customer, conflict can also arise with service providers, contractors or other government employees. Regardless of the source of the conflict, the goal should be to resolve it as quickly, professionally and effectively as possible. The listening skills described in the previous section can be very helpful in diffusing conflict. You can also start resolving a conflict by anticipating where conflicts may arise and preparing to deliver difficult messages and/or bad news. Taking an empathetic view that considers how the customer or other party may perceive a situation is an excellent approach. Here are some other effective ways to prepare to deliver bad news:

- Verify the facts and ensure you know the who, what, where, when, how, and why.
- Alert those involved, especially those who may be able to effect immediate change.
- Activate damage-control measures, encourage other key parties to do the same.
- Review alternatives for resolving the situation.
- Develop a recommendation for key decision makers; this could be the customer, your supervisor, the service provider or other interested party.
- After deciding on a corrective course, pick the right time to disclose the news to the customer, but don't stall; bad news generally does not get better with time, however you need to determine the appropriate time and place to disclose.

When interacting with customers:

- Do not be aggressive or defensive.
- Adopt a professional demeanor and positive tone, even when the customer may not.
Describe any damage-control measures taken to support the customer.

Present alternative solutions and find legal ways to say “yes.”

Offer recommendations when necessary.

As long as it is authorized and feasible, execute to the customer’s decision.

2-5. **Customer Support Warm Hand-Off**

There will be times when a customer’s question, complaint, or inquiry may not be able to be answered or resolved with the PPPO. In these cases, counselors may have to enlist the help of other agencies to assist the customer. This could include PPPOs at other installations, a servicing PPSO or a PPSO at another location, a service headquarters element, the transportation service provider or contractor, the military claims office, or another support function on installation. The following steps represent the warm hand-off process:

1. *Handle issues at initial point of customer contact.* DP3 is set up so that the PPPO is the gateway to the program for service members. With only a few exceptions, every installation has a PPPO; it should be the starting point to find resolution to virtually all issues.

2. *Exhaust options at initial point of customer contact.* You are the transportation assistant and should be able to provide the quickest resolution for most issues. Many customers have no experience with military moves, transportation, or even reading government regulations. PPPOs should do everything they can to find answers to inquiries and translate those answers into something the customer understands. Sometimes the answer can be found in official regulations. Other times it may come from advice from a peer, senior employee or manager. Regardless, you should not pursue assistance outside of your office until you’ve exhausted all internal resources.

3. *Identify appropriate “next level of care” to contact for resolution:* if you have exhausted all of your local resources and still don’t have an answer to the inquiry, consider contacting other agencies. Based on the roles and responsibilities defined in the DTR IV and other program business rules, work with other agencies/organizations to determine who is in the best position to provide an accurate answer or solution. They should also have the capability to answer related follow up questions. However, prior to contacting an outside organization, you will need to work with your chain of command to determine their protocols for requesting assistance from other agencies. While it may be appropriate to contact your servicing PPSO or a fellow PPPO, it is not appropriate to directly contact your service headquarters or USTRANSCOM without working through your command chain.

4. *Call/contact outside agency on the customer’s behalf and provide synopsis of the issue:* after you’ve been cleared for external assistance, contact the outside organization to provide a summary of the customer’s issue and explain why you believe they can assist. If they are not the appropriate organization to answer the inquiry, they may have a recommendation as to who is. You will need to continue to call external agencies until you
find the right one to address the customer’s issue. If you cannot find one, request intervention through your chain of command. Remember, you (not the customer) are the one tracking down the right party to solve the problem. Once you find the right external agency, you are ready to prepare for the warm hand-off.

5. **Validate contact info/ensure preparation for call**: once you know who is going to respond to an inquiry, you need to give them the customer’s correct telephone, e-mail or other contact information. It is important for the outside agency to initiate contact, instead of the service member, so that they have time to research the issue and prepare for the call. You’ll want to get the specific name of the person who will contact the customer and confirm a general time frame (i.e. 1 – 2 business days, etc.) that they will be contacting the customer. This allows you to advise the customer as to who will contact them and when they should expect to be contacted. It is not appropriate to provide another agency’s contact information to a customer if you have not notified them to expect contact from the customer.

6. **Convey info back to customer, prepare customer for handoff**: contact the customer directly and let them know who will be contacting them and when. Also, make sure they know the name of the agency that will be contacting them. If there is information you know will be requested of the customer, advise them so that they can prepare for the call. Once they’ve been provided with this information, they are ready for (and you can execute) the handoff.

7. **Follow up with customer to ensure closure**: the simplest way to follow up with a customer is to contact them directly to ask them if their issue was resolved. However, given the volume of customer inquiries you may receive, it may be more practical to advise them during the handoff that they can (and should) contact you if they encounter additional issues. For example, you can tell them that if they have not been contacted in a certain amount of time, they should contact you again so that you can re-engage on their behalf. If you choose to have the customer contact you, confirm that they have your good contact information so that they can easily reach out for additional assistance.

### 2-6. Installation-Based Support Functions

Aside from personal property inquiries, the traffic management or installation transportation office may receive a variety of other PCS-related questions. Although personal property counselors may not be in the best position to answer non-personal property questions, it is a good idea to have accurate contact information for other support functions on your installation for quick customer referral. This can help to expedite the warm handoff process to the right organization to assist the customer. Some examples of other helping agencies include:

**Housing**: Installations are required by DoD 4165.63-M to provide housing support and referral services to all DoD personnel and their dependents to help locate suitable, affordable, and nondiscriminatory housing in the local community or in privatized housing. Housing Service Centers or Housing Offices are located at most installations. Most are staffed with trained professionals; experts in providing housing services, locating desirable homes and neighborhoods to choose from and assisting in the process of matching customers with the best housing choices available.
Lodging: Lodging or billeting offices offer value and affordable rates in clean, comfortable rooms conveniently located on most major installations. Accommodations are available for all active duty, reserve, National Guard, DoD civilians, retired military members, and their family members from any branch of service. Most are cost efficient and, in most cases, less expensive than staying off base at commercial hotels. These offices can also assist customers with finding off-base lodging referrals and longer-term accommodations.

Finance: Finance or disbursing offices handle military pay, civilian pay, and travel reimbursements for all Department of Defense personnel assigned to the installation, as well as military retirees in the area. They can assist service members with their travel vouchers and PPM issues.

Installation Security: Military Police, Security Forces, or other installation security organizations can assist service members (and the PPPO) with installation access concerns or questions for movers, dependents or other visitors. This includes advising the PPPO and the member of installation-specific protocols for base access such as escort requirements. They can also advise members of requirements for pet, firearm, vehicle or other registrations.

Loan/Lending Closet: Lending closets or other loan services (where available) on a base or post can provide temporary loans of household items to service members and their families that are moving to or from most installations. The items available include things like pots and pans, dishes (plates, cups, and bowls), silverware, small kitchen appliances, microwave ovens, irons/ironing boards, rollaway beds, cots, fold-out foam chairs, high chairs, infant car seats, and other general items to help bridge the gap after household goods are shipped or until they arrive.

Legal Office: The Legal Office provides legal services and advice to all active duty personnel and their dependents along with reservists and guardsmen on federal active duty and their dependents. In addition, retired personnel, their dependents, and dependent survivors may also receive legal assistance to the extent personnel and facilities are available. Most attorneys and paralegals can assist eligible personnel with wills, powers of attorney, notary service, or advice on personal civil legal matters such as adoption, domestic relations, landlord-tenant issues (for tenants only), tax assistance, and consumer law questions. They can also assist with household claims contacts and processes.

Human Resources or Personnel Office: Military Personnel functions provide personnel and manpower support to military service members, civilian employees, military retirees and their qualifying dependents. Services provided include Defense Enrollment Eligibility Reporting System (DEERS), issuing identification and common access cards (ID/CAC), passports, Servicemembers’ Group Life Insurance (SGLI), leave, military PCS assignments, promotions, retirements and separations, awards and decorations, military and personal records updates.
Unit 3. Personal Property Counseling

When a military service or family member walks into a personal property or installation transportation office, they may or may not know exactly what they want. Some of them know that they will PCS soon, but don’t know the steps to take in order to get their family and household goods to the next duty station. Others have moved so many times in their careers that they may tell you what they want. The PPPO cannot leave any room for error; personal property counselors should not assume the customer knows how everything works.

How PPPOs conduct actual counseling sessions is up to local traffic management or installation transportation leadership and the Military Service with guidelines from the JTR, FTR, and DTR IV. In many cases, the DoD customer will be self-counseled through DPS. However, there are circumstances when they may opt for or be directed to use face-to-face counseling. There are also unique move types where it is critical to provide an additional layer of counseling support. These include the member’s first move, last move, dependents with powers of attorney, and deceased members’ or civilian employees’ next of kin moves. Although counselors may use DPS for counseling assistance, there are certain issues that should be reinforced as they cannot be omitted. This unit covers important considerations for customer counseling.

3-1. References and Regulations

In order to ensure that we provide the best customer service, knowledge of the publications and regulations are key. Publications that relate to personal property can come from a variety of sources such as the Office of the Secretary of Defense, USTRANSCOM, the Military Services or other sources. This section will introduce the main regulations or publications that must be used to assist in counseling members on their moves.

- **Joint Travel Regulations (JTR).** The JTR establishes policy for travel and transportation allowances for service members and DoD civilian employees. It is published by the Defense Travel Management Office’s Per Diem, Travel, and Transportation Allowance Committee and agreed to by each of the Military Services. For the purpose of DP3, allowances are commonly referred to as entitlements. As described in the JTR, entitlements can vary from member to member and depend on several factors such as the member’s grade and status, if a PCS is with or without dependents, or if the move is in conjunction with a temporary duty assignment. For uniformed service members, the JTR lists prescribed allowances in Chapter 5, Part C. JTR Chapter 5 Part F is in a similar format, but applies to DoD civilian employees. In either case, these allowances do not change very often, but should be checked periodically through the DoD Per Diem Committee website (www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf) for any posted changes to the JTR.

- **Federal Travel Regulation (FTR).** The FTR enumerates the travel and relocation policy for all Title 5 Executive Agency employees to include United States (U.S.) Coast Guard civilian employees. The Administrator of General Services promulgates the FTR to: (a) interpret statutory and other policy requirements in a manner that balances the need to ensure that official travel is conducted in a responsible manner with the need to minimize administrative costs, and (b) communicate the resulting policies in a clear manner to federal agencies and employees.
Defense Transportation Regulation (4500.9-R-Part IV), Personal Property: Published by USTRANSCOM, the DTR IV details policies and procedures for the movement and handling of personal property shipments. These policies apply to all government and commercial entities involved in shipping personal property. The following is a description of DTR IV primary chapters and appendices:

- **Chapter 401 – General:** Prescribes procedures and guidance and assigns responsibilities for performing traffic management functions initiated or sponsored by DoD members, U.S. Coast Guard members and Non-appropriated Fund (NAF) employees for the movement and storage of personal property and mobile homes.

- **Chapter 402 - Shipment Management:** Describes DoD shipment management and distribution methodology for the DP3. It also details procedures for traffic distribution, shipment award/acceptance, shipment delivery, and temporary storage. This chapter describes the DPS as it relates to the management of domestic household goods (HHG), international HHG, international unaccompanied baggage (UB), the movement of One-Time-Only (OTO), Mobile Home One-Time-Only (MOTO), Boat One-Time-Only (BOTO), special solicitation, and Volume Move (VM) shipments within the continental limits of the United States (CONUS) and/or outside the CONUS (OCONUS).

- **Chapter 403 - Best Value (BV):** Provides BV traffic distribution and costing methodologies for DP3 shipments moving within the DPS and Transportation Operational Personal Property Standard System (TOPS).

- **Chapter 404 - Direct Procurement Method (DPM):** Provides guidance for the preparation and shipment by the DPM method, and provides instructions for the preparation and marking of DPM shipments and procurement of DPM services.

- **Chapter 405 - Quality Assurance:** Prescribes standards and procedures for QA oversight of all shipment types. QA standards in the DP3 consist of scored and non-scored factors. Non-scored factors include the requirements of DTR IV and other guidance provided by USTRANSCOM, e.g., the International Tender (IT) and the Domestic 400NG Tariff.

- **Chapter 406 – Storage:** Illustrates procedures for the storage of DP3 shipments for Non-temporary Storage, Storage in Transit or other types of storage. The procedures described in this chapter apply to legacy Transportation Operational Personal Property Standard System (TOPS) and current Defense Personal Property System (DPS) programs.

- **Chapter 407 - Mobile Homes:** The contents of this chapter apply to the movement of privately owned mobile homes within the CONUS, between the CONUS and Alaska, and within Alaska. As defined by chapter 407, a mobile home is a mobile dwelling constructed or converted and intended for use as a permanent residence and designed to be moved, either self-propelled or towed.
Chapter 408 – Privately Owned Vehicles (POVs): Prescribes procedures and provides guidance for the shipment, by surface means only, of customer’s POVs. This chapter applies to all POV shipments for customers authorized to ship a POV at government expense in accordance with the JTR, FTR, and DoD component publications. The provisions apply to the shipment of POVs within CONUS; to, from, and between CONUS and overseas; and inter-theater areas.

Chapter 409 – Shipment Procedures for Privately Owned Firearms (POFs) and Ammunition: Provides policies and procedures for movement of a customer’s POFs and ammunition, both interstate and import/export, to and from the US.

Chapter 410 – Specialized: Provides procedures for the handling of all unusual occurrences including, but not limited to natural disasters (such as floods, fires, storms, earthquakes); strikes, labor disputes, work stoppages; civil disturbances; unlawful entries, vandalism, theft; seizure of a TSP facility for failure to pay just debts; closure of a TSP’s/contractor’s facility due to a court order; TSP service failure/cessation of operations/bankruptcy; TSP bankruptcy, revocation, or disqualification procedures; emergencies involving shipments in NTS; and mold prevention and remediation. This chapter also sets forth policy and procedures for transportation of personal property of deceased customers, also known as a “Blue Bark” shipment. It prescribes procedures to be followed at both origin and destination and designates responsibilities for notification and shipment monitoring.

Chapter 411 – Personally Procured Moves (PPMs): Provides general guidance for DoD personally procured moves and references the JTR for military member and civilian employee entitlements. It also references DoD Component publications for service-specific policies and procedures.

Chapter 412 – Boats: Applies to the movement of privately owned boats and associated property of armed forces service members and DoD civilian employees.

Chapter 413 – US Government Bill of Lading—Privately-Owned Personal Property (PPGBL/BL) (SF 1203) and U.S. Government Bill of Lading Correction Notice (SF 1200): Establishes procedures and provides guidance for the accountability, use, issuance, preparation, and distribution of the SF 1203, US Government Bill of Lading-Privately Owned Personal Property. The PPGBL/BL must be used for the acquisition of authorized transportation and related services from commercial TSP for the movement of DoD-sponsored personal property shipments, mobile homes, and POVs eligible for movement on a PPGBL/BL.

Appendix A – Third Party Payment System (TPPS): Describes DP3 guidelines and procedures for electronic bill payment processes using the DPS. These payment processes use the DoD TPPS as a payment tool to reimburse TSPs for services rendered; provide information visibility for stakeholders; improve payment and collection process; and reduce paper documentation.
Appendix B - Tender of Service: Details guidelines by which a qualified carrier provides DP3-related transportation services to the DoD at specified rates or charges as submitted by the carrier to USTRANSCOM for official acceptance and authorization for use to route traffic. This appendix does not cover non-temporary storage actions.

Appendix C – List of State, Commonwealth, and District Weights and Measures Offices of the United States: Lists State, Commonwealth, and District Weights and Measures Offices to provide PPSOs and PPPOs with the name, location, and telephone number of the responsible weights and measures offices having legal jurisdiction over government and commercial scales.

Appendix D – Pre-Award Survey: Details guidance for the USTRANSCOM Storage Management Office about generally accepted standards of capability, capacity, and performance of storage facilities.

Appendix E – Warehouse Inspections: Provides information and guidance regarding the on-site inspection of commercial warehouses approved for the storage of DoD personal property shipments. This information supplements the criteria outlined in Appendix D, Pre-award Survey Guidelines, and is used as a checklist when performing quarterly, semiannual, and other routine warehouse inspections.

Appendix F – Department of State (DoS) Arranged Moves: Outlines responsibilities for the movement and processing of DoD shipments to, from, and between DoS diplomatic missions for customers who are assigned under the Chief of Missions, and delineates responsibilities whereby the DoD continues to arrange the movement of personal property shipments to, from, and between remaining locations worldwide.

Appendix G - Performance Work Statement for Packing, Containerization and Local Drayage of Direct Procurement Method (DPM) Personal Property Shipments: Provides the performance work statement (PWS) template (i.e. specific contractor requirements) to be used by contracting functions to acquire DPM services and operational specifications.

Appendix H – DPM Codes: Provides guidance for the construction of two-position alpha codes for DPM shipments.

Appendix I - Hazardous List: Provides examples of hazardous materials for the purposes of DP3 shipments.

Appendix J – Non-temporary Storage (NTS) Tender of Service (TOS): Similar to Appendix B, this appendix details guidelines by which a qualified carrier provides DP3-related storage services to the DoD at specified rates or charges as submitted to USTRANSCOM.

Appendix K – Shipping Handouts, Attachment K-1: Also known as “It’s Your Move”, this attachment was created to assist Armed Forces Members to understand allowances and responsibilities involving the shipment and or storage of HHG and UB.
Appendix K – Shipping Handouts, Attachment K-2: Similar to K-1, this handout assists DoD Civilian Employees to understand allowances and responsibilities involving the shipment and or storage of HHG and UB.

Appendix K – Shipping Handouts, Attachment K-3: Provides information on shipping POVs under the Global POV Contract (GPC). It details advance preparation and planning to be accomplished prior to making any plans to ship a POV.

Appendix K – Shipping Handouts, Attachment K-4: Similar to Attachment K-4, this provides information to prepare POVs for storage under GPC.

Appendix K – Shipping Handouts, Attachment K-5: Provides assistance with planning the movement of a mobile home.

Appendix L – N, Q – Transit Times: Details transit times for shipments as developed by the USTRANSCOM in coordination with the Service headquarters and industry. Transit times are based on actual transportation experience, capabilities, and schedules. Those listed in these appendices are the minimum times required for carriers to move shipments from origin to destination and are used to construct Required Delivery Dates (RDDs).

Appendix P - QC Inspector: Provides guidelines for how the Quality Control Inspector will conduct shipment inspections.

Personal Property Consignment Instruction Guide (PPCIG). The PPCIG is the first place PPPOs should look when counseling a member on their entitlements. The purpose of the PPCIG is to assist PPSOs in consigning shipments. There are two volumes to the PPCIG. Volume 1 is for CONUS activities (including Alaska, Hawaii, Puerto Rico, and Canada), while Volume 2 is for OCONUS locations.

PPCIG Volume 1 lists the following criteria for each activity: general information (identifying codes and contact information, such as phone numbers and e-mail addresses), consignment instructions concerning the different types of shipments, and any special instructions.

PPCIG Volume 2 lists the following criteria/restrictions for each country: weight restrictions, container and crating requirements, and if the country/destination is a hardlift area; customs clearance procedures, requirements, and restrictions; the consumables authorized to be brought into the area; the electrical equipment that may be brought into the area; any oversized furniture restrictions; pet restrictions and quarantine requirements; privately owned firearms restrictions; POV restrictions; sexually explicit/pornographic material restrictions; stuffed wildlife/animals/plant restrictions; transmitting equipment; separatees/retirees entitlements/limitations; other restrictions unique to the country.

Volume 2 also contains information for each specific installation to include: general information (identifying codes and contact information, such as phone numbers and e-mail addresses), consignment instructions concerning the different types of shipments, any special instructions.
3-2. Entitlements and Secretarial Processes

Along with understanding overall policies and procedures of DP3, there are many entitlements that pertain to the shipment of personal property. To counsel a member on entitlements, you need to know what those entitlements are as well as how the personal property shipment process works. Along with the JTR as an invaluable source of service member entitlements, there are certain agencies and publications that you must know about. Most of those publications were covered in the previous section, however one additional group of publications can be very useful to understanding and counseling members on entitlements: service publications. The Navy, Air Force, Marine Corps, and Coast Guard have released publications to supplement the JTR and DTR IV. They provide guidance on service-specific policies and procedures for the handling of personal property shipments for their assigned service members. They can assist in helping counselors to understand sister-service operations and supporting documentation. These publications can be found through the services’ publications pages, but have been posted on USTRANSCOM’s Move.mil website for convenience.

Each regulation also explains the service’s individual processes/authorities for the approval of entitlement-related costs, also known as their secretarial process. When questions arise as to whether or not a Military Service will pay for a specific, non-standard transportation service for one of its members, PPPOs must use the secretarial process for approval. Examples of secretarial process questions could include full cost reimbursement moves, overtime expenditures for weekends/holidays, or extensions of storage entitlements. Because the Army does not currently have a personal property publication, questions about the Army’s secretarial process must be forwarded to U.S. Army HQ G43 for action. Service publications are listed below with a brief description of each:

- **NAVSUP P-490.** Transportation of Navy personal property is governed by the Naval Supply Systems Command (NAVSUP) Publication 490 (NAVSUP P-490). This publication is intended to clarify and standardize the policy for transportation of Navy personal property, and supplements the JTR to provide policy guidance on the movement and storage of personal property for Navy personnel.

- **AFI 24–602 v4.** Air Force Personal Property Moving and Storage. This instruction implements Air Force Policy Directive AFPD 24-6, Transporting and Storing Personal Property, and the personal property allowances provisions of the JTR for Air Force uniformed service members and DoD civilian employees. It sets forth policy on the movement and storage of personal property within the CONUS and OCONUS areas. It also outlines responsibility for counseling military members and civilian employees on the shipment and storage of personal property, privately owned vehicles, and mobilehomes.

- **Marine Corps Order (MCO) P4600.39.** Marine Corps Personal Property Transportation Manual. This manual provides supplemental instructions and guidance to administer the DoD Personal Property Shipment and Storage Program for Marine Corps personnel per the statutes, decisions, and requirements of the Comptroller General of the United States, the DoD, the Secretary of Navy, and Marine Corps policy. This Manual amplifies and supplements the provisions of the JTR and DTR IV.
3-3. Professional Books, Papers and Equipment (PBP&E)

Another aspect of household goods shipping entitlements is understanding what is authorized for shipment under the category of PBP&E. The definition of PBP&E is listed in Appendix A to the JTR, but JTR Chapter 5, Part C, paragraph 0513, identifies the general policies surrounding PBP&E, also known as “pro-gear.” Authorized PBP&E does not count against the member’s weight entitlement. The member must be advised to only include PBP&E as those items that qualify and are necessary for the performance of official duties. PBP&E includes these items:

- Reference material not ordinarily available at the next permanent duty station.
- Instruments, tools, and equipment peculiar to technicians, mechanics, medical professionals, musicians and members of the professions.
- Specialized clothing such as diving suits, astronauts’ suits, flying suits and helmets, band uniforms, chaplains’ vestments, and other specialized apparel not normal or usual uniform or clothing.
- Communication equipment used by members in association with the military affiliated radio system (MARS).
- Individually owned or specially issued field clothing and equipment.
- Government or uniformed Service-owned accountable organizational clothing, and individual clothing property issued to the employee or member by the Service/DoD component for official use.

Excluded from PBP&E are:

- Commercial products for sale or resale used in conducting business.
- Sports equipment.
- Office furniture.
- Household furniture.
- Shop fixtures.
- Furniture of any kind, even though used in connection with PBP&E (e.g., bookcases, study/computer desks, file cabinets, and racks.)
- Personal computer equipment and peripheral devices.
- Memorabilia including awards, plaques or other objects presented for past performance.
- Table service including flatware (including serving pieces), dishes (including serving pieces, salvers and their heating units), other utensils, and glassware.
- Other items of a professional nature that are not necessary at the next or subsequent permanent duty station (PDS). Examples are text books from previous schools unrelated to future duties, personal books even if used as part of a past professional reading program or course of instruction, and reference material that ordinarily would be available at the next or subsequent PDS either in hard copy or available on the Internet.
PBP&E may also include a spouse’s professional gear (S-PRO) needed for that spouse’s employment or community support activities at the next or later destination. PPPOs must approve a spouse’s professional gear entitlement prior to the move. Counselors must emphasize the importance of separating S-PRO items from the military member’s PBP&E (M-PRO) for calculating weight allowances and recording on the HHG inventory. S-PRO PBP&E may include:

- Reference material.
- Instruments, tools, and equipment peculiar to technicians, mechanics, and members of the professions.
- Specialized clothing such as diving suit, flying suits and helmets, band uniforms, nurse uniforms, chaplains' vestments, and other specialized apparel not normal or usual uniform or clothing.

It is critical to brief the member and spouse on these entitlements when completing the DD Form 1299 during counseling. At this time, the member is asked to estimate HHG weight, including PBP&E and high value items, and enter the total in Item 7 of the form. This is when the member indicates the intent to ship PBP&E. It should be emphasized that these weight figures are just an estimate and that the packers will weigh all HHG and PBP&E. All PBP&E must be identified, packed, marked, weighed, and inventoried separately. If the member is self-counseled, verify this information had been entered into DPS. The member must certify that the PBP&E are necessary for official duty. As such, all of the costs associated with the PBP&E are paid by the government and are not charged against the authorized weight allowances or UB limit in the JTR. For proper accounting, it is important that the member declares all PBP&E at the origin and ensures the packers annotate them on the inventory.

3-4. Unauthorized Items

We usually think of entitlements as things that a service member is allowed to do or ship. On the other hand, there are items that they are specifically prohibited from shipping. During the counseling process, you will inform the member of any unauthorized items he or she may not ship. Some items are unauthorized no matter the origin or destination; while in some cases, certain items are not authorized due to a PPCIG restriction. Since the reasons that items are unauthorized vary, you must know how to determine if an item is authorized. For example, communist propaganda is prohibited in HHG shipments to Korea. We know this type of material is unauthorized because the PPCIG Volume 2 tells us so. Other items, such as privately-owned live ammunition, are not authorized. We know this because the definition of HHG in the JTR identifies what HHG does and does not include. Those items not included as HHG are unauthorized.

Also included in the definition of unauthorized items is a statement that local laws may also prohibit certain articles. One of these is any items, such as liquid cleaning supplies and aerosol cans, which have the potential of causing damage to the rest of the HHG in the shipment if they leak. We conclude from all this that the PPPO must check several places to determine what kinds of HHG are unauthorized. PPPOs must check the JTR, the PPCIG, local laws, and carrier regulations. Many times, the destination PPPO can assist with questions regarding prohibited items.
As a starting point, we know specifically from the JTR that the following items are prohibited in HHG and UB shipments:

* Accompanied personal baggage when carried free on commercial transportation.
* Automobiles, trucks, vans, and similar motor vehicles.
* Aircraft.
* Farming vehicles and horse/livestock trailers.
* Live animals including birds, fish, and reptiles.
* Cordwood and building materials.
* HHG for resale, disposal, or commercial use.
* Privately owned live ammunition.
* Hazardous articles including explosives, flammable and corrosive materials, poisons, and propane gas tanks.
* Items liable to damage other equipment or property (e.g., home canned items and liquid articles that are highly susceptible to breakage or leakage.)
* Perishable items that require refrigeration, freezing, or special care while in transit.
* Live plants.
* Items for which laws or carrier regulations prohibit commercial transportation.

### 3-5. Special Shipment Types

There are certain types of shipments authorized under DP3 that have unique requirements and entitlements. These may require additional counseling of the service member. The JTR provides specific details on the entitlements for each of these move types; however, this section will provide an overview of each.

**Mobile homes:** The JTR, Chapter 5, Part D, outlines the basic entitlement for transporting mobile homes. Personal property counselors must be able to brief the entitlements if a customer desires to move a mobile home. Allowances to move a mobile home are normally in lieu of transportation of baggage and household goods. In general, the member may ship a mobile home from one PDS in the CONUS (or Alaska) to the new PDS in the CONUS (or Alaska), and the charges must not exceed the member’s maximum entitlement.

Any member who is entitled to ship a household goods weight allowance on a permanent change of station, retirement, or separation orders is entitled to transportation of a mobile home. The entitlement is limited to transportation within the CONUS, within Alaska, and between the CONUS and Alaska. Shipment of a mobile home is normally in lieu of a household goods and baggage shipment. If a member makes a mobile home shipment and household goods shipment, they are liable for all excess costs.

The movement of a mobile home at government expense (in lieu of HHG transportation) may be authorized when it is:

- Acquired on or before the effective date of orders.
- Intended for use as a residence by the member or member’s dependents at the location to which it is being moved.
Placed in a roadworthy condition at the expense of the member and to the satisfaction of the government.

The member is ordered on a PCS within CONUS or Alaska, between CONUS and Alaska, or from a border crossing point/appropriate port in CONUS or Alaska.

The member would otherwise be entitled to ship HHG at government expense.

There are some costs that the government will not pay for in the movement of the mobile home, and they are as follows:

- Costs pertaining to the body and chassis, structural repair, replacement parts and tires, brake repairs, and maintenance performed enroute.
- All costs of special handling requested by the member.
- Cost of insurance or excess valuation over the carrier’s maximum liability.

**Boats:** The typical member is not well informed on the movement of boats in government shipments. The JTR authorizes movement of a boat, up to a cost not to exceed the amount to move the same weight of HHG. This sounds quite simple enough; however, most boats move under commercial OTO rates. These rates usually exceed the rate to move a like weight of HHG. When this happens, excess cost is incurred.

Trailers may also be shipped with boats. The trailer must have a valid license; however, if the origin state does not require a license, a transit permit at the member’s expense is necessary for the tow-away TSP to transport the boat trailer. Below are trailer safety standards to note prior to the shipment of the boat trailer:

- The trailer must have working lights, wiring, and brakes (if so equipped).
- The trailer must be equipped with good tires and hubs that have been checked for adequate lubrication and good bearings.
- The trailer frame must not be bent, twisted, or broken.
- The member or employee will ensure the boat is prepared for shipment to avoid additional charges.

**Motorcycles.** Motorcycles may be shipped as household goods if all hazardous materials are removed. This includes disconnecting the battery and draining the fuel and oil. The weight of the motorcycle will be part of the total household goods weight, so the member may have to pay excess costs if the weight of the motorcycle puts the total net weight of the shipment over the JTR entitlement. If the motorcycle is not shipped as household goods, then it must be shipped as a POV.

When shipping motorcycles overseas, always consult the PPCIG Volume 2 for host country requirements and restrictions. Some foreign countries require a motorcycle to be licensed as a POV and others prohibit the shipment of motorcycles as HHG. Even more so, some countries do not allow the importation of motorcycles and or dirt bikes at all. If shipped to a country which does not allow their importation, the entire HHG shipment and or motorcycle shipment may be held by the host country customs officials and may not be released until the unauthorized shipment has been corrected. This action may result in a monetary inconvenience to the member.
Keep in mind that the TSP is liable and responsible for all packing of HHG, to include motorcycles. The TSP will pack motorcycles in a manner that will withstand normal movement without damage to containers or motorcycles. If a specialized container is needed, the TSP will request authorization from the appropriate PPSO. The PPSO may authorize special containers (closed) for safe transit of motorcycles that will not fit in standard HHG containers. The motorcycle will be in a separate container by itself. Even though the TSP may suggest a specialized container is required, the PPSO has the ultimate responsibility for approval and payment of containers.

- **Firearms.** Counselors must consult the PPCIG to determine if privately owned firearms can be shipped to the new PDS. If so, then the firearms must be placed in the number one container in the shipment so that they are readily accessible for examination by CBP and other border clearance officials. They must be fully described on the descriptive inventory with the quantity, make, model, and serial number. PPPO’s must ensure the documentation/BL is annotated with the statement “Shipment Contains Firearms”. No ammunition will be shipped under any circumstances. This includes empty shells that are intended for reloading. These empty shells have explosive residue, and are prohibited for inclusion in HHG shipments.

To prepare for the shipment of firearms, the member/employee will annotate the firearms on the inventory of personal property, in Item 13 of the DD Form 1299, Application for Shipment and/or Storage of Personal Property, and on the DD Form 1252-1, U.S. Customs and Border Protection (CBP) Declaration for Personal Property Shipments, all of which will be made part of the documentation file accompanying the shipment.

PPPOs have an additional responsibility of ensuring that members and employees are furnished the criteria for evaluating handguns and that they are advised to check with Rod and Gun Clubs, post or base exchanges, or ship’s stores to ensure that firearms purchased through these facilities meet importation requirements. Any questions concerning the importation of a specific firearm will be referred to the Federal Bureau of Alcohol, Tobacco, and Firearms (ATF).

International shipments of privately-owned firearms (POF) can be challenging due to strict controls. Do not arrange international POF shipments without first consulting the PPCIG, host nation laws, and destination PPSO. For more information, view the ATF website at [https://www.atf.gov/](https://www.atf.gov/).

- **BLUEBARK Shipments.** Any member on active duty who is officially reported as dead, injured, ill, or absent for a period of more than 29 days in a missing status or members who die while entitled to basic pay has an authorization to ship household goods. The term **BLUEBARK** is a code used to designate a personal property shipment of a deceased member, deceased dependent of a member, or deceased civilian employee. It is important to understand the sensitivity of handling these shipments and the procedures for coordinating the pickup, delivery, and/or storage.

Documentation required to support the movement of personal property belonging to a deceased customer is identified in DTR IV, Chapter 401. The PPPO must coordinate with
the casualty assistance officer/mortuary officer to ensure they have complied with the DoD component publications prior to arranging or effecting the movement of personal property.

In the case of a BLUEBARK shipment, the origin PPPO must:

1. Mark the word “BLUEBARK” in a conspicuous place on all shipping documents.

2. Notify the destination PPPO/PPSO by electronic means of the impending BLUEBARK shipment. The destination PPSO must be provided, as a minimum, the consignee’s name and address, the RDD, and the name of the TSP to which the shipment was tendered.

3. Send copies of all documentation (annotated with the term BLUEBARK) to the destination PPPO/PPSO. Advance documentation must be provided in a timely manner to allow the destination sufficient time to contact the TSP and consignee before arrival of the shipment.

The destination PPPO must:

1. Contact the delivering TSP and the consignee upon receipt of advance documentation to coordinate the delivery (no direct delivery is authorized.)

2. Inform the Casualty Assistance Officer of the projected shipment delivery.

3. Inspect the shipment upon delivery and remain at the delivery site to record damages and provide assistance.

- *Alcoholic Beverage Shipments.* Alcoholic beverage collections are permitted to be transported in HHG shipments unless they are prohibited by host nation laws or in cases where shipping alcoholic beverages does not meet U.S. Department of Agriculture (USDA) and CBP requirements. These types of shipments are not stored in climate-controlled warehouses, making them susceptible to extreme heat, cold, and fluctuating temperatures. Reimbursement for alcoholic beverages that spoil in transit is not allowed. See Service-specific regulations for more information on shipping methods for HHG or UB shipments containing alcoholic beverages.

3-6. *POV Shipments*

As with any other entitlement, members may be afforded the opportunity to ship their vehicles to their new OCONUS duty station. This discretionary entitlement is separate from HHG entitlements. Personal property counselors must consult the JTR to determine the service member’s or civilian employee’s entitlement for shipping a POV. Additionally, even if the JTR permits the POV shipment, combatant commanders or host nation laws may restrict POV transportation to certain OCONUS locations. It is a PPPO and/or PPSO responsibility to consult
the JTR and the PPCIG Volume 2 for any restrictions, ensure the members and their dependents are well informed of any limitations that could possibly cause excess cost if not explained in advance, and to counsel all customers before arranging a POV shipment. A service member, civilian employee, or an authorized family member may be eligible to ship a POV if he or she is:

- A member of the U.S. armed forces.
- A DoD civilian employee with orders authorizing shipment of a POV.
- A retiree or separatee authorized to ship a POV.
- A member or civilian employee transferring to a country that does not have any POV shipment prohibitions.

A member who is ordered to make a permanent change of station to, from, or between OCONUS locations is entitled to transportation of one POV to the port servicing the member’s or employee’s new duty station. The entitlement to ship a POV overseas is not based on an authorized person’s marital status. Any member or employee, single or married, in possession of travel orders to, from, or between OCONUS locations may be afforded this discretionary entitlement. When a husband and wife are both in the military and are being sent overseas, each service member is entitled to ship one POV for his or her personal use. Upon return to the United States from the overseas area, each military member is entitled to ship one POV back to CONUS.

A member is eligible to have one POV stored at a storage facility if the member is ordered to make a PCS to a foreign/non-foreign OCONUS PDS and the laws, regulations, and/or other restrictions imposed by the foreign country, area, or the United States preclude shipment/entry of a motor vehicle into that area. Further, if the vehicle would require extensive modification (other than normal maintenance servicing) as a condition to entry into the area, it may be stored.

To ensure proper handling of the POV, whether by shipment or storage, the member must prepare the vehicle prior to turn in. Detailed information on vehicle turn-in and pick-up procedures can be found by reviewing DTR IV, Appendix K-3 and at PCSmyPOV.com (https://www.pcsmypov.com/). The main things customers must do to prepare for a POV shipment are:

- Have seven copies of orders on hand, including any amendments.
- A letter of authorization, signed by the PPPO, if a member or employee is storing a POV.
- Ensure the POV contains less than one-fourth (1/4) tank of fuel (gasoline or diesel.)
- Ensure all fluids are fresh and at the proper levels when the POV is turned in.
- Ensure all leaks have been repaired. POVs showing any type of fluid or oil leaks will not be accepted.
- Resolve all outstanding vehicle safety recalls.

When the POV of the member or the member’s dependent is transported at government expense and the POV does not arrive at the authorized destination by the designated delivery date, the Secretary Concerned must have the member reimbursed for expenses incurred to rent a motor vehicle for the member’s and/or dependent’s use. Reimbursement, by law, may not exceed $30 per day beginning the day a member first rents a motor vehicle after the designated RDD and runs for seven days or until the date the member’s POV is available for delivery to the member, whichever occurs first.
A member may choose to select an alternate port or a vehicle processing center (VPC) other than the designated port or VPC, provided the member reimburses the government for any excess costs involved. The alternate and designated ports or VPC should be in the same country, unless the alternate port in a different country is authorized or approved by the Secretarial Process. However, Secretarial Process authorization and approval is not required to select an alternate CONUS port/VPC from which to transport a POV, even if the primary destination port is OCONUS.

When a member picks up the POV, remind him or her they need to carefully inspect the exterior and interior to determine if there is any new damage and make sure items left in the POV at the origin VPC or port terminal are still there. Members should also carefully and completely list any loss and all damages to their POVs on the vehicle shipping document, DD Form 788, or commercial equivalent. If loss and damage is discovered later, list all damage and why it was not discovered at the final inspection at the pickup point. Members can also request Military Claims Office intervention if they experience difficulty in closing out a POV claim.

USTRANSCOM depends on the customer to assist in monitoring the contractor’s service in their efforts to provide customers with quality services. In this regard all VPC customers are requested to complete a “Customer Comment Card” provided by the Global POV contractor, and deposit it in the locked box located at the VPC. This is an important means of ensuring a quality POV move and acting to correct deficiencies when they occur.

3-7. Retirement and Separation Moves

In addition to the moves described in the previous section, there are certain times in a service member’s career when they will execute moves with slightly different entitlements and requirements. Specifically, these are retirement and separation moves. Unlike a normal PCS, a military member only retires or separates once. This means entitlements have to be explained in detail to reduce confusion and misinformation.

- **Retirement Moves.** Upon retirement, a member on active duty is authorized HHG transportation from the last or any previous permanent duty station, from a CONUS designated place, from anywhere the member elects from storage, or any combination, to the member’s home of selection or any place within the United States, the home of record outside the United States, a place outside the United States from which the member was called or ordered to, active duty to their first duty station, or any other place. Members selecting an OCONUS destination for their final government move must be advised that excess costs may apply. It is the member’s responsibility to coordinate and pay all taxes and duties (if applicable) when importing their household goods to an OCONUS location. Transportation of HHG to a home of selection home must be completed within one year after active duty termination. Extension of the one-year time limit may be granted through the Secretarial Process of the Service concerned. Members must request all extensions in writing using the Secretarial Process. An extension may not be granted for more than six years from the date of retirement. JTR Chapter 5, Part B, paragraph 051003 I - Time Limitations for Travel to the HOS (Home of Selection) applies.
For retired members, the maximum authorized HHG weight allowance is the full JTR weight allowance in the pay grade in which the member was serving on the LAST day of active duty. This date will be annotated on the retirement orders.

- **Separation from the Service Moves.** A member on active duty who separates from the service is entitled to travel and transportation allowances from the last PDS to the home of record (HOR) or the place where they last entered or were called to active duty. The member may elect to ship HHG to a destination other than his or her authorized location; however, the member may be subject to excess costs. Members who select a final government move to a foreign country must be advised that excess costs may apply. It is the member’s responsibility to coordinate and pay all taxes and duties to import HHG to OCONUS locations, if applicable. The entitlement to transportation will terminate on the 181st day following separation from the service or relief from active duty unless an application for shipment of HHG has been submitted to a PPPO within 180 days from the separation date. An extension of the time limit may be authorized or approved for a specific additional period of time by the Secretary of the Service concerned or the designated representative.

Full JTR weight allowance is authorized for CONUS and upon return from the OCONUS for separating members. Members are not restricted to allowances authorized to the OCONUS duty station in the event it was a weight restricted location.

A member serving in the CONUS who has no dependents and is separated from the Service under other than honorable conditions will not be authorized HHG transportation or non-temporary storage. For a member serving in the CONUS who has dependents and is separated incident to a court martial sentence or administrative discharge under other than honorable conditions, dependents will be authorized PCS travel and transportation allowances. The Service-designated authority will determine the authorized destination, and that a reasonable relationship exists between the circumstances in the specific case and the authorized destination.

- **Non-temporary Storage.** For retirements and separations, members may have their personal property placed in NTS any time between the effective date of their order and prior to the expiration date of their NTS entitlement. Depending on the type of order, this could be between 180 days and one year following separation from the Service or release from active duty. Once the entitlement expires, the government will no longer pay for that storage. A member is still entitled to delivery of that shipment, but must assume all financial responsibility to include insurance.

### 3-8. Personally Procured Moves (PPM)

Another unique shipment type that the PPPO may counsel a member about is a personally procured move. When approved, a PPM is an option for moving personal property where the member arranges the move, potentially makes a profit on the taxable income, and saves the government money. Personal property counselors should advise members that not all PPM shipments will be profitable. PPMs are available to military members with PCS, separation, retirement, or temporary duty (TDY) orders. An eligible member may personally arrange for HHG
transportation and/or NTS; however, the government’s cost limit is based on the member’s maximum HHG weight allowance.

PPM shipments put the member in charge of the pack and pickup dates and method of transportation. Members can load up a vehicle and move themselves, or contract a commercial company to do the work. Regardless, the method of movement has no bearing on the customer’s entitlement to receive a monetary allowance.

Although a customer may personally procure HHG shipment services to and from OCONUS locations, it is highly discouraged. The PPPO should advise the member that if choosing to personally procure transportation of HHG to an OCONUS area, that he or she is entirely responsible for all issues related to the Status of Forces Agreement (SOFA), import/export processes, tariffs, customs, etc. PPPOs should discourage this unless the customer is thoroughly familiar with international requirements.

Remember, a member desiring to make a PPM is still required to contact the PPPO to receive counseling. If a member includes PBP&E in the personally procured move, a detailed list must be provided to the PPPO at the time of counseling. This list must be approved by the PPPO or designated representative. The DD Form 2278 is used as a checklist to substantiate the member's claim for incentive payment. The weight estimator tool located on the Move.mil web page may also be used to calculate PBP&E weight.

If the customer plans to use a trailer for a PPM, they should check their automobile insurance policy to see if they are properly covered in case of loss or damage. Some automobile insurance companies extend coverage when trailers are towed behind a POV, others may not. The government does not reimburse additional automobile insurance. That is the responsibility of the member.

The net weight or the customer’s authorized weight allowance is used to determine the constructed cost for which their incentive payment is based. In order to determine the weight, the customer must obtain empty and full weight tickets from a certified weigh station for all PPMs (including commercial companies hired to perform the move), regardless of weight allowance. No passengers are to be in the vehicle when obtaining the weight tickets and weight tickets should reflect the status of the gas tank (e.g., full, ¾ tank, ½ tank, ¼ tank, or empty). If the customer is going to tow a POV behind the rental vehicle, the POV must be disconnected before obtaining weights. When there are multiple moves involved (i.e., TDY to several locations), separate weight tickets are required for each segment of the move. Counselors should provide customers with a list of locations of certified scales at the time of counseling and inform them what information has to be included on the individual weight tickets. Weight tickets must contain the following:

- Imprint of official weigh station stamp.
- Weigh station name, address, and telephone number.
- Signature and title of the official who certified the weight.
- Legible weight, date, and time of weighing.
- Last four digits of the member’s social security number.
- Vehicle description(s).
- Trip number, if multiple trips are used.
- Fuel tank reading.
If weight tickets are unobtainable because a public or government scale was not available or if HHG had been moved commercially and the TSP or contractor would have been paid for the move on a basis other than weight, the Secretarial Process of the member’s service may authorize or approve the use of constructed weights.

Authorized operating expenses include payment for rental vehicles/trailers, packing materials, moving equipment (hand trucks or appliance dollies), blanket wraps, gasoline, and oil expenses, (not oil changes), and any other itemized expenses that may be directly related to PPM (e.g., tolls, cost for weight tickets). These costs are deducted from the incentive payment to determine the financial profit for tax purposes. Authorized operating expenses do not include:

- Tow hitches added to the POV.
- Winterizing the POV.
- Tire replacement.
- Flat tire repairs.
- Cracked or broken windshield repairs.
- Any other services or repairs to the POV.

Temporary storage for a PPM shipment is authorized only when circumstances prevent HHG delivery to the residence. The customer should have a residence available for delivery of the HHG upon arrival at destination. If not, the customer should contact the destination PPPO prior to making arrangements for storage. Temporary storage arranged by the member must utilize a commercial storage facility (public storage) used by the general public to store personal property. Reimbursement for commercial storage is limited to the actual expenses incurred, not to exceed the government’s constructed cost to store a like weight of HHG within the member’s weight allowance.

Claims are submitted in accordance with Service regulations and the customer assumes the risk and is responsible for preventing loss and/or damage before, during, and after the move. Because PPM move participants are responsible for arranging the entire move, claims for loss and/or damage are generally not paid except in those cases where an act transpires that is beyond their control (e.g., vehicle accident, fire, or theft) and it is determined that the customer is free of negligence. If the customer contracts with a commercial moving company to pack or transport their goods, they will have to file a claim directly against that carrier before they can file a claim for loss and damage with the Government.

When a military member elects to personally procure transportation of HHG, a monetary allowance is authorized equal to 95% of the government constructed cost for actual weight moved up to the maximum authorized weight allowance. In other words, the government will pay you 95% of what it would have cost had the government arranged your move. The only exception to the 95% incentive is when government-procured HHG transportation and/or NTS is not available. When a shipping or transportation office is not available or the shipping or transportation office instructs the member in writing to transport HHG or place them in NTS at personal expense, the member is authorized 100% full reimbursement. However, members must still stay within their prescribed weight allowance.

An advanced operating allowance, in accordance with the respective Service guidance/regulations, may be provided up to 60% of the estimated government cost to help defray
operating costs for the cost of rental vehicle, gasoline, oil, tolls, packing material, moving equipment, and other services directly related to the move.

NOTE: See section 4-5 for information on closing out PPMs.

3-9. **Direct Procurement Method (DPM) Shipments**

DPM is a method in which the government manages the shipment throughout every phase. Packing, containerization, local drayage, and storage services are obtained from commercial firms under a contractual arrangement or by the use of government facilities and employees. DPM can be used for international and domestic shipments, and offers an alternative method that can be used when other methods do not satisfy existing requirements.

While this method of shipping HHG has certain advantages such as how quickly it can be arranged especially for local moves, it is usually not the cheapest and is therefore reserved for use where no other service is available. This method can also be considered when the shipment weighs less than 500 pounds gross weight. For example, the TSPs tariff is based on a 500-pound minimum, while the DPM has no minimum gross weight. Therefore, using this method means the government pays to ship 500 pounds even if the DPM shipment weight is only 100 pounds.

DPM services must be acquired by contract. The contracting format in Appendix G of the DTR IV is mandatory. The Performance Work Statement, or PWS, and the technical provisions for packing, containerization, and local drayage for DPM shipments must be used by the local contracting unit to acquire packing and containerization services. The PPPO is not responsible for writing the DPM contract.

3-10. **Shipment Codes of Service**

Depending on the service member’s entitlements, the origin/destination of their move, the type of move they are doing, and other variables the PPPO’s supporting PPSO can book the shipment using different modes of transportation. These modes may have different considerations for how the shipment is packed. Once shipments are booked, PPPOs should advise service members to contact their TSP for the specific requirements for their shipment type. The codes of service for booking household goods shipments are found in Appendix A of this manual under “Codes of Service.”

3-11. **Excess Cost Situations**

If service members are miscounseled on or do not understand their entitlements, it could result in excess costs to them. A service member must repay the cost of transporting his or her HHG in excess of the specified weight allowance. These charges can be extremely expensive and inconvenient, especially if a member is not expecting them. Unexpected charges can result in wage garnishment and other financial hardship. When a member receives a bill for excess costs, he or she will want the PPPO or PPSO to help them through the process. Two basic documents are used to collect excess transportation costs from the member: the DD Form 1131, *Cash Collection Voucher* and DD Form 139, *Pay Adjustment Authorization*. 
When it is known or suspected that a service member will exceed the maximum weight allowance before transportation, the PPPO should notify the service member as soon as possible. Among other reasons, this could allow for timely request of a re-weigh of the customer’s property (see section 4-2 of this manual for more details on the re-weigh process). Keep in mind that weight calculations are based on the net weight of the shipment. PPPOs can assist with excess weight determinations by ensuring the weight of all PBP&E (M-PRO and S-PRO) listed on the inventory form was subtracted from the total net weight. They may also advise members to subtract the 10% of the net weight to account for packing materials. When re-weighs are accomplished, the lesser of the weights submitted by the TSP is used to calculate excess costs.

If the member is charged for and chooses to pay the excess costs, he or she can work with the local finance or disbursing office to make arrangements for payment. If the member chooses to file a rebuttal, then the responsible PPSO or PPPO assists the member in gathering all documents and information required to prepare the rebuttal. Rebuttals are submitted by the member to the Service Headquarters function identified by that Service’s secretarial process. Also, members have the right to petition or communicate with their representatives in the U.S. Congress on situations they feel are unfair.

3-12. Supporting Documentation

NOTE: Forms discussed in this section can be found in Appendix C.

To support excess cost and other procedural aspects of the shipment process, the PPPO will work with the customer and TSP to complete a variety of related documents. There are some counselors who do not fully understand documentation procedures. These procedures can be difficult to understand, even for the most experienced counselor. At a minimum, PPPOs should conduct periodic checks on all documentation to ensure the format and content comply with the latest regulatory publications and policies. The primary reason for reviewing shipment forms is to ensure total accuracy. The wrong entry in the wrong block could cause extended delays in delivery, excess costs to the member, or unnecessary expenditures of government funds. An example is the failure to indicate PBP&E for members and their spouses.

How often should PPPOs review documentation in their office? This depends on an employee’s level of experience. New employees may need to have documents checked several times a day until they are confident and have a good understanding of the requirements. In contrast you probably would make less frequent checks of workers with years of experience. The bottom line is that the entire PPPO team is responsible for making sure that documentation mistakes do not go unnoticed. Counselors should also insist that the member check forms very carefully before signing and submitting.

Documentation of personal property shipments includes applications, counseling forms, and bills of lading. Other forms of documentation are also used to arrange the various details of the shipment. First, we’ll look at documents used to initiate personal property shipments:

- **Service Member and Civilian Employee Permanent Change of Station or Travel Orders.** All orders must be reviewed carefully to determine entitlements. If the orders have any errors, to include legibility or line of accounting errors, the members or employees must
contact their local Human Resources or Personnel function to resolve them. Employees may need to obtain an orders amendment or correction from their orders issuing activity.

- **DD Form 1299, Application for Shipment and/or Storage of Personal Property.** After counselors have reviewed the orders and determined entitlements, they are ready to prepare the DD Form 1299. If more than one shipment is to be made, prepare a separate application for each shipment. Complete all applicable items on each DD Form 1299, giving careful consideration to item 12c (delivery) to ensure the established required delivery date (RDD) is a realistic requirement for the member. Never ask a member to sign any blank application. Personal property computer systems will generate the DD Form 1299, but if the form must be completed manually, reference DTR IV Chapter 401 for guidance.

Usually the member must sign the DD Form 1299, but there are certain circumstances when dependents can sign the form. Dependents can sign when the member is in the Army or Air Force and the dependent has a travel authorization to or from overseas. The dependent may apply for shipment without the member’s power of attorney or letter of authorization provided the shipment is to the member’s new duty station or the property is being placed in non-temporary storage. Dependents can also sign when the member is serving in the Navy, Coast Guard, or Marine Corps. For these services, the dependent may request shipment when all of the following conditions exist:

- The member is currently assigned to the overseas duty station.
- Concurrent travel of dependents to the overseas duty station was not authorized.
- The shipment is being made to the member’s overseas duty station.
- The dependent is in receipt of dependent entry approval or authorization.
- The shipment of HHG to the overseas duty station is not prohibited or restricted.

Other people, such as the Transportation Officer (TO) or commanding officer of an installation (or his or her designated representative), can also sign the DD Form 1299 instead of the member. Consult the DTR IV to ensure the people signing the form are authorized to do so.

After the DD Forms 1299 have been completed for each shipment the member plans to make, counselors need to ensure all documents and papers that support the application are also collected from the member as supporting documentation for the shipment. These are:

- Six copies of a complete set of orders or other authority for shipment.
- Copies of power of attorney, time-extension certificate, prolonged hospitalization certificate, retirement mileage voucher (when required), and any other document required in special cases as determined by the member’s DoD component.
- Any forms or certificates prescribed by the government agencies for shipments of firearms.
DD Form 1797, Personal Property Counseling Checklist. Counselors will use the DD Form 1797 because it is used whenever the PPPO (not the member) arranges movement of personal property. This form is used to ensure that the service member, employee or authorized dependent has been provided with the appropriate information necessary to move their personal property. Among other items, it covers entitlements, unauthorized items and member responsibilities. Keep in mind, however, that the form itself will not be enough to complete an informative counseling session. It is important to have detailed and accurate information about the specific move to keep the member informed.

DD Form 2278, Application for Do It Yourself Move and Counseling Checklist. The DD Form 2278 is only used for self-procured moves. This form is used as a checklist to substantiate the member's claim for incentive payment. It is also used by finance offices to provide data for review of cases where excess costs may have been collected from a service member.

DD Form 788, Private Vehicle Shipping Document for Automobile. This form is used to identify the vehicle being shipped, and to document the condition of the vehicle. The counselor can provide the DD Form 788 to the member, but usually does not complete any of the form. Instead, the vehicle processing center (VPC) has these forms available and will conduct a joint vehicle inspection with the member using the form. Condition codes on the form are used to document any existing damage to the vehicle. The form is annotated at each transfer point to ensure claims liability is established. It can be found at [http://www.esd.whs.mil/DD/](http://www.esd.whs.mil/DD/). Additional information on the shipment of POVs is located at [www.pcsmypov.com](http://www.pcsmypov.com).

SF 1200, Government Bill of Lading Correction Notice. This form, commonly known as the SF 1200, is used to make corrections to an issued and distributed GBL or PPGBL. A GBL was used to pay for the movement of government-owned cargo shipments as well, but has been replaced by other payment methods. It can be issued anytime a shipment is frustrated at origin, en route, or at destination.

In all cases where the issuing officer detects that an alteration or correction is required, the issuing officer initiates the SF 1200. This issuing officer also makes distribution as listed in the DTR IV. Block-by-block instructions are listed in DTR IV.

DD Form 1384, Transportation Control and Movement Document (TCMD). This is the document that provides the data necessary to manage a shipment throughout the transportation cycle. The DTR 4500.9-R Part II, Cargo Movement (DTR II) contains...
detailed information on how to complete the TCMD. Any shipment destined to a transshipping facility (military aerial or water port) requires a TCMD. For example, codes 5, J, or T shipment must have a TCMD because they move through military ports. A code 4 moves through a commercial port; therefore, no TCMD is required. A transportation control number (TCN) must be assigned and annotated on the TCMD for all shipments moving through military ports. Each TCN must consist of 17 digits. Should you need to trace a missing shipment, you must have the TCN. All movement is controlled using that number. The information on the TCMD is all in code. Do not try to memorize these codes. Simply refer to the DTR II for guidance. An error in the TCMD, such as the aerial port of embarkation (APOE) and the aerial port of debarkation (APOD) could result in the shipment going to the wrong country. An incomplete TCMD could cause the port officials to frustrate the shipment and notify you of the discrepancy. The shipment will not move until proper guidance is given or the discrepancy is corrected. Keep in mind that it is your job to check each of these forms for completeness and accuracy. Always consult the PPCIG for the correct air and ocean three-letter codes.

Depending on the shipment destination, various forms may be required to clear customs. The PPCIG Volume 2 lists overseas areas and any import restrictions, while the PPCIG Volume 1 lists CONUS states and what can and cannot be imported into the United States. Like other aspects of shipments discussed, there are forms that are required to be completed according to the destination and/or origin. Below are some of the most common customs forms that a member must complete:

- **DD Form 1252, U.S. Customs and Border Protection (CBP) Declaration for Personal Property Shipments.** For shipments returning to the United States, a DD Form 1252 must be completed. A DD Form 1252–1, with the same title, must be completed for any firearms in the shipment.

- **DD Form 1434, United Kingdom (UK) Customs Declaration for the Importation of Personal Effects of US Forces/Civilian Personnel on Duty in the UK.** For shipments going to (not out of) the United Kingdom (England), the member must complete the DD Form 1434. The form can be found at [http://www.esd.whs.mil/DD/](http://www.esd.whs.mil/DD/).

Customs information and requirements are covered in DTR 4500.9-R, Part V, Customs (DTR V), Department of Defense Customs and Border Clearance Policies and Procedures. This publication contains information on U.S. and foreign country customs requirements. In addition to DTR V, the most up-to-date information about another country’s customs requirements is available from that theater’s Provost Marshall’s Office. You should consult these to ensure you have the most recent and accurate information. The country specific chapter in DTR V lists website addresses for additional information.

Dependent upon variable aspects of the move itself, there are a variety of other forms that may be used to support critical DP3 actions. Some examples of those forms are listed below:

- **DD Form 619, Statement of Accessorial Services Performed.** This form is used to document special services performed by the TSP such as carrying items over an excessive distance, servicing appliances, special crating, etc. Accessorial and pre-approval processes will be discussed later in this manual.
The DD Form 1164, Service Order for Personal Property. The DD Form 1164 is used to order all services of an NTS lot. DTR IV Chapter 406 contains instructions for completing the form.

DD Form 1840, Joint Statement of Loss or Damage at Delivery and 1840R, Notice of Loss or Damage after Delivery. Members must complete the DD Form 1840 and DD Form 1840R within 75 days from the date of delivery and submit it directly to the TSP. The TSP’s representative will contact the member to inspect the damaged property. Once the 1840 and/or 1840R have been completed, the service member can submit a claim in DPS. If required to substantiate damage and claims, PPPO personnel may inspect the damaged property and prepare DD Form 1841, Government Inspection Report. If additional space is required, additional sheets are used with appropriate column headings. The inspection report describes the nature of the damage present a detailed explanation of the probable cause to assist the military claims office in adjudicating claims.

3-13. Inventory Processes

Along with the forms needed to process and/or close a shipment that were described in the previous section, itemized documentation of the actual property that is being shipped or stored is critical to the shipment and claims processes. During the move process, the TSP is required to prepare and submit a legible inventory, signed by the customer or designated representative, of all items packed, disassembled, or prepared for movement. This enables the service member to account for all of their property. Complete and accurate inventories are essential to the claims process. The following lists the TSP’s requirements to provide inventories. According to the Tender of Service, the TSP must:

- Prepare an accurate, legible, and descriptive HHG inventory that lists all items received, including contents of cartons (automated inventories or similar documents that provide equal or better information are acceptable), in coordination with the customer or the customer’s representative.
- Provide the customer or customer’s representative with the opportunity to identify in writing high-risk or high-value items or the optional use of a high-risk or high-value inventory.
- Use extreme care in listing articles of furniture and packing containers; listing of articles must be as specific as possible to include make, model, color, and serial number when visible on the outside of the article.
- Identify containers by type and cube with an indication of general contents (e.g., linens, pots, and pans; 2 cubic feet).
- Not use words such as “household goods/personal property” or other general descriptive terms in the preparation of the inventory.
- List and describe item(s) of property to the extent necessary to properly identify it (them).
- Use diligence to record any unusual conditions and that special care is exercised to ensure the inventory reflects the true condition of the property. “Exception Symbols” and “Location Symbols” shown on the HHG descriptive inventory must be used to describe the conditions, such as marred, scratched, soiled, worn, torn, gouged, etc.
- Ensure that the term “M-PRO” is used to identify a military member’s PBP&E and the term “S-PRO” is used to identify a military spouse’s PBP&E on the inventory.
List on the inventory the general contents of dressers or chests of drawers and/or identify on the inventory as “empty” if there are no contents. Annotate mopeds and motorcycles on the inventory as one line item listing the serial number, make, model, year, and odometer reading. Annotate each privately owned firearm on the inventory by make, model, caliber or gauge, and serial number. Annotate the inventory to show any overage, shortage, and damage found, including visible damage to external shipping containers each time custody of the property changes from a TSP to a storage contractor, from a storage contractor (warehouse man) to a TSP or from one TSP to another. Secure from the storage contractor two legible copies of the non-temporary storage inventory. In conjunction with the storage contractor, check each item of the storage lot in accordance with such inventory. Use the same inventory prepared at origin to verify delivery at destination. Identify personal property by affixing a tag or tape to each article. Each shipment must be separately identified by lot and each article must be assigned a number that must correspond with the item number shown on the inventory form. Identify items disassembled or serviced by my company at origin and record such items on the inventory form. In addition, if the customer disassembles or services an item, the TSP must annotate the inventory accordingly. Only use the term “miscellaneous” or the abbreviation “misc” to describe the contents of containers when the total items in a container are too numerous to list on the carton or inventory line item and then only if the room or area from which they are packed is identified (e.g., “misc-youth’s room.”) Must annotate all electronics (e.g., stereo equipment, computers, and televisions) on the inventory with make, model, and serial number when they are visible on the outside of the item. Use bingo cards or check-off sheets as internal company documents only. Bingo cards and check off sheets are not to be signed by members or employees, and will not be used to record loss and damage. At the time of pickup, furnish the customer or the customer’s representative with a legible copy of the HHG descriptive inventory and a copy of the high value HHG inventory (if used.) Record loss/damage revealed while unloading and/or unpacking at the destination residence. In coordination with the customer or the customer’s authorized agent, inspect each article for damage and check the inventory against possible loss of or damage to articles. Record any differences in count and condition from that shown on the inventory prepared at origin, and such record will be jointly signed by the TSP and the customer or the customer’s authorized agent. Indicate loss or damage on the DoD Defense Personal Property Program Notification of Loss or Damage, as applicable and furnish one copy to the customer or the customer’s authorized agent.
3-14. Customer Roles and Responsibilities

Although many responsibilities for a successful move fall on the PPPO and the service provider, customers also have a critical role in making their moves successful. Each responsibility must be conveyed to customers during counseling so that they know that just showing up for the move is not enough to ensure success. As an important role player in the move process, the service member and civilian employee must:

- Keep the PPPO and TSP informed of any change in orders or contact information, such as updates to telephone numbers or e-mail addresses where the customer can be reached throughout the move.
- If shipping any engine powered equipment (e.g., motorcycles, dirt bikes, lawnmowers, snowmobiles, mopeds, and boats), ensure items are free of dirt or grease. Disconnect the battery cables and tape the leads so they do not make contact with the battery terminals. Disconnect the lead from spark plugs, tape the wire leads so they do not make contact with spark plugs, and completely run the gas out until the engine stalls.
- Do not change shipping dates unless necessary as this can result in a lengthy delay in getting moves rescheduled.
- Contact the TO and/or TSP, immediately if rescheduling the shipping dates is necessary.
- Notify the TO/TSP if members or their designated representative is not available during the scheduled pack and or pickup dates as this could result in them being held financially responsible for an attempted pickup charge.
- Contact the origin PPPO if the TSP or the TSP’s representative has not contacted the customer a few days prior to the scheduled pickup date.
- Be at home when the TSP arrives to pack and remove belongings (between the hours of 8:00 a.m. and 5:00 p.m.).
- If any customer wants to request confidentiality of PII, they must complete the confidentiality request form located on Move.mil.
- Ensure any untidiness of the residence or pickup location does not hinder the job performance of the crew that packs your property.
- Remove TV antennas and disconnect satellite dishes.
- Empty, defrost, and thoroughly wash the inside of refrigerators and freezers. Leave doors open after cleaning to prevent mold and mildew.
- Drain water from hot tubs and waterbeds.
- Remove window air conditioners.
- Disconnect and prepare all components such as stereos, Blu-ray/DVD or compact disc players, gaming systems, computers, printers, video cameras, and televisions for the move, and un-mount them from walls or other fixtures.
- Disconnect all appliances, such as washer, dryer, and stove; provide necessary hardware (e.g., shipping bolts) when available.
- Dispose of foods that could spill or spoil in transit or in storage.
- Dispose of worn out and unneeded items before the move to avoid wasteful packing, moving, or storage expenses and excess weight.
- Remove hanging objects scheduled for shipping from the walls, ceilings, and cabinet including curtain rods, kitchenware (kitchen utensil, food racks), mirrors, and pictures.
- Dismantle outdoor play equipment and outdoor structures (e.g., utility sheds, playhouses, swing or gym sets).
Ensure personal property items are free of soil/pest infestation (e.g., gypsy moths, brown tree snakes); compliance with requirements of the USDA and state laws is the member’s responsibility.

Remove personal property from an attic, crawl space, or similar storage area within the residence.

Contact the PPPO for guidance if damage to the customer’s residence occurs during shipment packing, pickup, or delivery.

3-15. Service Provider Roles and Responsibilities

Just as the customer has responsibilities to prepare for and execute a household goods move, so does the TSP. TSP requirements are detailed in the DP3 TOS, the 400NG Tariff and the IT. Because TSPs play an important role in the quality of every move, these references will be discussed in greater detail in sections 4-8 and 4-9. However, prior to executing a move, all customers must have a basic understanding of actions they should expect the TSP to take during their moves. Examples include:

Conduct pre-move surveys (on-site or telephonic), depending on the type of shipment and estimated weight. When required, pre-move surveys must be conducted prior to the first day of packing. Pre-move surveys serve to:

- Determine weight and volume of property to be packed and loaded, the quantity and type of packing materials required, whether or not items require special crating (e.g., marble tops, artwork, grandfather clock), and if a third-party service is needed to disassemble certain objects (e.g., German wall units or other specialized furniture or equipment);
- Determine the number of days required to pack and pick-up the shipment; and
- Negotiate pack, pickup, and delivery dates with the service member or civilian employee.

Begin/complete packing/pickup between 8:00 AM – 5:00 PM unless the customer agrees to extend the window.

Protect appliances against damage while in transit.

Use new, clean packing materials for linen, clothing, and bedding.

Use new or like-new packing materials for all other items. Excelsior or newspaper is not allowed.

Pack mirrors, pictures, and glass tabletops in specially designed cartons.

Wrap and protect all finished surfaces from marring or scratching.

Properly roll and protect rugs and rug pads at residence.

Pack all designated professional books, papers, and equipment in separate boxes. These cartons must be marked “PBP&E/Pro-Gear,” weighed separately, and listed on the HHG inventory form.

Put all nuts, bolts, and screws from disassembled items in a bag and attach securely to the item.

Obtain PPPO approval prior to loading HHG or UB on the tailgate of the moving van.

Remove all excess packing materials from the residence.

Perform a one-time placement of rugs prior to placing HHG in the residence.

Unpack and unwrap all cartons, boxes, and crates.
Assemble all furniture and equipment if disassembled at origin.
✓ Remove packing, blocking, and bracing material from appliances. The TSP is not required to connect appliances to electric, gas, or water outlets.

3-16. Delivery Dates

One shared responsibility between the service member and the TSP is to determine appropriate dates for delivery. The member should establish realistic Required/Desired Delivery Dates (RDDs) based on their requirements and other governing elements such as TSP availability.

Counselors will consider all matters affecting the member/employee and the member's/employee's shipment, to include but not be limited to the following:

✓ The earliest date the member/employee can release the personal property for shipment. The member's/employee's required reporting date at the new duty station.
✓ Whether or not the member/employee will be taking leave between duty assignments and, if so, for how long.
✓ The estimated time it will take the member/employee to reach the area of the new duty station.
✓ Whether or not the member/employee is assigned to TDY between permanent duty assignments.
✓ The availability of housing at member's/employee's new duty station.
✓ Inquire if the member/employee plans to go on a house-hunting trip.
✓ The method and mode of shipment to be used and the carrier's ability to perform.
✓ The minimum transit time that governs the particular shipment "These minimum transit times are averages and will not be used exclusively to assign an RDD.
✓ The day of pickup and the day of delivery will not be scheduled on Saturdays, Sundays or holidays, unless there is a mutual agreement between the member/employee, the JPPSO/PPSO, and the TSP.

3-17. Customer Satisfaction Survey (CSS)

Since June 2004, service members and DoD civilian employees who move have had the opportunity to complete a six question, web-based CSS to rate the performance of their movers. Unlike the previous program, DP3 shipments are not awarded to the lowest cost TSP. A Best Value Score, based primarily on the results of the CSS, is used to determine which carriers move the property of our DoD customers and their families. With this in mind, customers have a unique opportunity to influence the quality of future moves, both for themselves and for other DoD customers.

The customer should be counseled that (according to the DTR IV) completion of a CSS is required within 7 days of each completed shipment delivery. The CSS consists of moving related questions and the customer’s comments will have a direct impact on the future shipment allocations to the servicing TSP. Based on Service policies, FRV for lost or damaged personal property shipments may be contingent upon completion of the CSS. The Service Headquarters will take the necessary measures to ensure maximum completion of the CSS.
The customer should be counseled to obtain and retain the ETA login and password to complete the CSS through DPS. DPS sends up to three email reminders; 7, 14 and 21 days after the shipment arrives at destination. Customers who do not complete the survey online may contact a DPS Help Desk Customer Service Representative (CSR) to complete their survey over the phone. The CSR asks the customer the questions contained on the survey and records his or her responses. Customers may also be contacted by a CSR to complete their survey if they have not done so on their own.

NOTE 1: BLUEBARK, NTS, and PPM shipments are excluded from the CSS requirement.

NOTE 2: Service members should be reminded of the importance of the CSS throughout the move process. This includes during counseling interactions as well as during inbound and QA processes.

Unit 4. Inbound Functions

The inbound personal property process is actually a continuation of the personal property process at origin. From the perspective of the inbound section of the PPPO/PPSO, once the shipment departs origin, it is now an inbound shipment. DPS allows customers to be in constant contact with the TSP. Therefore, if the shipment is delivered directly or ordered into storage, the TSP will be aware of that in advance. If HHG can be delivered directly to the residence, the cost of storage and all associated handling charges can be eliminated. This is the reason for close coordination between the TSP and the member.

When a shipment arrives at the destination location, the TSP coordinates delivery directly with the customer. The TSP records the arrival and delivery of the shipment in DPS. The TSP must first attempt to telephonically contact the customer prior to other electronic notifications. If the TSP is unable to coordinate delivery with the customer within the allotted free waiting time (two hours domestically or three hours internationally), the TSP may submit a SIT request for approval in DPS. See DTR IV Chapter 406 for additional guidance.

Customers must keep the TSPs and the destination PPSO/PPPO informed of any changes in their status. If the customer has a residence, the TSP will deliver the goods to the residence. If the customer does not have a residence, the TSP will place the HHG and UB into SIT. Placing the shipment into temporary storage may lead to delays in delivery. When the customer requests, the PPPO should inform him or her on the status of the inbound shipment. Other important inbound actions include:

- Monitoring DPS for shipments inbound to the installation’s area of responsibility;
- Reminding customers of delivery and claims information;
- Assisting customers in arranging for the receipt/delivery of inbound shipments;
- Responding to missed delivery and/or pickup notifications;
- Tracing shipments upon customer request to obtain status and estimated time of arrival; and
- Providing assistance to next of kin (BLUEBARK shipments.)
4-1. **Defense Personal Property System (DPS) Overview**

DPS is the automated, integrated online system that is intended to improve the quality of the move experience for service members, civilian employees, and their families. However, these customers are not the only ones who use DPS for critical move actions. All members of the DoD personal property enterprise use DPS to participate in the movement process. DPS offers a substantial resource for personal property move management that is accessible 24/7. It streamlines transportation data flow, generates timely and accurate shipment records and allows PPPOs to track shipments.

To access the system, PPPO counselors must obtain a login and password through the Electronic Transportation Acquisition (ETA) portal. This will allow access to DPS functions that include Shipment Management, Counseling, Claims Management, Performance Data Collection, Report and Document Generation, and the Customer Satisfaction Survey.

The DPS inbound module makes customer and TSP information immediately available to accomplish delivery, storage, or tracking. The system sets up a suspense file identifying shipments that have passed the required delivery date. It provides access to shipments held as SIT, generates SIT control numbers, and produces storage expiration notices for all customers. Detailed information on the various functions of DPS can be found in the “Training” tab of DPS.

4-2. **Shipment Reweights**

Among the capabilities provided by DPS is the ability for the PPPO/PPSO to request a reweigh of property when requested. The reweigh program is receiving much attention at all levels within DoD. The principal reason for this concern is strong evidence that DoD is paying several million dollars a year in excess transportation charges due to overstated weights. Furthermore, inaccurate weights can cost service members substantial amounts in excess cost. The government or service member has little or no recourse against the TSP if the shipment’s weight is questioned after delivery to the residence. Reweighs of shipments prior to delivery should be requested when:

1. Requested by member.
2. Doubt exists as to the correct weight of a shipment.
3. PPPO or PPSO personnel indicate that the weight of a shipment or total net weight of all shipments made under the same orders exceeds the prescribed weight allowance of the member.

The PPPO/PPSO’s Quality Assurance/Quality Control representative witnesses all reweighs of shipments of household goods made on government scales. Reweighs of all other shipments consigned within a PPSO’s area of responsibility are witnessed to the maximum extent possible.

In cases where scales are not available, the constructive weight of seven pounds per cubic foot for household goods and 11 pounds per cubic foot for baggage can be used. This must be authorized in writing by the TO. For PBP&E, when bathroom or platform-type scales are not reasonably available, a constructive weight of seven pounds per cubic foot can be used. The origin PPPO who authorizes carriers to use constructive weights for other than professional books,
papers, and equipment must, in all cases, request that a witnessed scale weight be obtained at destination.

PPPOs, PPSOs (origin or destination) or customers can request a reweigh during any status of a shipment beginning with the status “Offer accepted and pre-survey pending” and ending prior to “Delivery complete.” Weights do not have to be entered and a shipment does not have to be arrived for a reweigh request to be made.

4-3. Storage in Transit Extensions

Many actions taken by the TSP during the movement and storage of household goods require the PPPO/PPSO to pre-approve those actions in DPS prior to execution. One of those is SIT. There may also be times when the original amount of time authorized for SIT is not enough for the service member. Although the inbound section may not be directly responsible for the extension, as the face to the customer there is a strong possibility they may field questions regarding extensions. In those cases, it is important to know that the service member will work with the PPPO/PPSO to navigate the secretarial process for extensions. Requests for extension of SIT for uniformed members are accomplished in accordance with JTR paragraph 0518. For civilian employees, guidance can be found in JTR paragraph 054307.

When the HHG cannot be withdrawn during the first 90 days due to conditions beyond the service member’s control, a service member may request a time-limit extension. These extensions (up to 90 days) may be authorized/approved by a service-designated official. The authorization processes for each Service can be found in the respective Service regulation. Army SIT requests over 180 days must be approved by the Army Secretarial Process.

In order to process a SIT extension request, the service member must state in writing the reasons that additional SIT is required. This is usually accomplished through DPS using the DD Form 1857. Additional SIT may be authorized or approved due to circumstances beyond the service member’s control, such as:

- Serious illness of the service member.
- Serious illness or death of a dependent.
- Directed TDY or deployment after arrival at the PDS.
- Non-availability of suitable civilian housing or awaiting completion of a residence under construction.
- Impending assignment to Government quarters, Government-controlled quarters, or privatized housing.

When the HHG in SIT at government expense cannot be withdrawn within the first 180 days for circumstances beyond the service member’s control, a Service-designated official may authorize or approve additional SIT upon request. The Service-designated official may authorize or approve the request to extend the SIT beyond the first 180 days for a service member who is on a TDY, or deployed for 90 or more days or for an indefinite period.

A service member may be authorized or approved SIT for more than the 180-day time limit through the Secretarial Process for reasons that the Service concerned deems appropriate and are
beyond the service member’s control. The reason must result in his or her inability to take possession of the HHG within the 180-day time limit, such as when assignment to Government quarters or privatized housing is scheduled for a specific date after 180 days.

Additional SIT may not be authorized or approved when a member elects to have a home built while other housing is available. Further, SIT may not be authorized when a member elects to occupy private sector housing too small to accommodate all of the member's HHG.

DPS provides advance notification to all customers that SIT beyond 180 days will expire. The SIT period starts from the date entered into SIT and ends on the date the entitlement ends (unless the entitlement is extended). For example, if a shipment goes into SIT on 1 June and the authorization ends on 1 September, then DPS provides notification to the customer not later than 1 August. DPS also sends a SIT authorization expiration notification to the PPSOs work queue. The PPSO must take necessary action to deliver, extend, or convert the shipment to commercial storage in DPS. DPS allows the customer or alternate to request additional storage, as necessary. A DD Form 1857 must be completed by the customer in DPS. DPS then notifies the PPSO of the customer’s request for additional SIT. After the DD Form 1857 has been approved by the PPSO, DPS sends notification to the TSP that the storage has been extended and advises the TSP of the new expiration date.

4-4. Non-temporary Storage Release (NTSR)

Another support request that the inbound section may receive is to assist with the delivery of HHG in NTS. The member may release their personal property upon receiving orders for a new assignment or on retirement or separation orders. For manual processing of the shipment, a signed application (DD Form 1299) or letter from the member to request the release must be completed to include delivery address and contact telephone number. This can also be accomplished by processing the NTS release as a new shipment in DPS, using the NTS provider’s address as the pick-up address. Customers must have a direct delivery address to process an NTSR.

Upon receipt of the request from the member/PPPO, the NTS technician will ensure that the lot is not expired. If so, an extension will need to be accomplished or if applicable, the member may have to pay the extra storage fees to the warehouse prior to release. Once this is completed the NTS lot will be set up for delivery to the final destination based on the member’s orders or for delivery to the desired location, subject to excess costs.

4-5. Closing PPM Shipments

In order for a member or an authorized family member to be able to process a PPM, the member must be: In receipt of official orders, receive counseling from the PPPO or DPS on their incentives, options and entitlements. Additionally, approvals of the PPM by the PPPO must be accomplished through DPS prior to movement of household goods.

To assist in advising the member on how to close out a PPM, it is highly recommended that the PPPO contact the local Finance or Disbursing Office to determine their requirements for processing. It may be best for the PPPO to facilitate a Warm Handoff to this local office.
At a minimum however, submission of a DD Form 2278 will be required. Other required items could include the service member’s travel voucher, empty and full weight tickets, and/or rental vehicle receipts. See section 3-8 for additional information on processing PPM shipments.

4-6. **Claims Support**

The TSP is liable for the HHG loss or damage listed on the HHG descriptive inventory. For this reason, it is important when briefing the member to ensure the descriptive inventory accurately lists all HHG. Having said that, it isn’t practical to list every single item though certain items should always be itemized. For example, the member probably would not have the carrier describe every piece of clothing (e.g., one pair of white socks, one pair of green socks, etc.), but must definitely ensure items such as stereo equipment are accurately described. This description should include such information as the model number and serial number.

What happens if an item is damaged? The same requirement applies—the item must be on the descriptive inventory. The packers are trained to spot any damage on items and annotate the damage on the descriptive inventory. If the item is damaged but not listed, then the assumption is made that it was damaged while in transit. If no damage was annotated on the descriptive inventory at the time of packing, then the member may make a claim.

Where does the customer make a claim? DPS is the primary method to file a claim. Customers must initiate claims in DPS within 75 days from the day of delivery. Customers have two options from that point. If they submit their claim within nine months, they will be eligible for full replacement value through the TSP. However, if they submit it within two years, they are eligible for depreciated value through the Military Claims Office (MCO).

If claims are not completely settled after 30 days, members may transfer the claim to the Service MCO, but the Claims Management module in DPS enables the customer to work directly with the TSP to obtain settlement for any loss, destruction, or damage to their belongings while the goods were in the possession of the TSP. DPS manages required correspondence and provides online access to all necessary claims processes. However, there are some exceptions as to when a member may not file a claim in DPS against the TSP, which will initiate a claim being filed with the MCO through the local installation. Exceptions are as follows:

1. Customer has no access to a computer or the Internet.
2. The claim is made on behalf of a deceased member (BLUEBARK shipment).
3. Customer has language barriers or communication disabilities.

When claims are not submitted through DPS, the customer will use the DD Form 1844, List of Property and Claims Analysis Chart, to submit a claim to the delivering TSP or MCO.

When unloading or unpacking articles at destination, the delivery TSP will, in coordination with the customer, check the inventory prepared at origin and inspect each article for loss or damage. The delivering TSP will, along with the customer, record loss or damage on a “Notification of Loss or Damage AT Delivery” form. This form will indicate differences in count and condition from that shown on the inventory prepared at origin and will be jointly signed by
the delivering TSP and the customer. The TSP will provide a toll-free number and email address that the customer can use to contact the TSP or mail a claim.

Loss or damage discovered after delivery should be listed on the “Notification of Loss or Damage AFTER Delivery” form, unless the damage or loss is entered into DPS. Loss and damage after delivery, whether completed through DPS or mailed in hard copy form, must be entered into DPS or postmarked within 75 calendar days from the date of delivery. Notice shall not be required if a claim is filed with the delivering TSP within 75 calendar days of delivery. Claims for locally delivered shipments from NTS should be made directly with the NTS TSP. Claims for shipments moved via DPM should be made directly with the delivery contractor.

A claim for an item is settled in DPS when the customer accepts a final offer of settlement, the TSP issues a payment, and the value of the payment has been finally transferred to the customer or funds electronically deposited in the customer’s bank account; or the customer transfers the claim for that item to the MCO.

TSPs may establish a quick claim settlement procedure to quickly resolve and pay claims for minor loss or damage discovered at the time of delivery that would preclude the requirement for a claimant to file a claim for those items in DPS. Such procedures may cover payment for an aggregate amount not to exceed $500, with full payment made within 5 calendar days of delivery. Customers must be advised that they may still file claims for loss or damage discovered after delivery. A copy of the settlement agreement must be made available to the appropriate MCO on request. If the customer receives a quick claim settlement and then files an additional claim, the customer may not file an additional claim for items that he settled through the quick claim process.

Inconvenience Claims: An inconvenience claim may be submitted directly to the TSP is a shipment misses the agreed-upon pack, pick-up, or delivery dates; misses the RDD as reflected on the GBL; or the TSP fails to meet the agreed-upon delivery date out of SIT. Failure to do so may cause a serious inconvenience to the customer and family members, which may result in the expenditure of excess funds for out of pocket expenses. These expenses include but are not limited to lodging, meals, laundry service, as well as furniture and or appliance rental and or purchase of sheets, towels, pots, pans, paper plates, napkins, and disposable cutlery. Rental furniture includes: beds/air mattress, cribs, sofa, chairs, table, appliances and one TV per customer.

Itemized receipts must accompany all inconvenience claim requests for lodging, meals/food and furniture rentals. Multiple hotel rooms must be pre-approved and authorized in writing by the TSP. Out of pocket expenses must be reasonable and relate directly to relieving a hardship when establishing a household. Example of reasonable expenses are: Wal-Mart, Target and AAFES. If the TSP purchases or reimburses the customer for tangible household items such as towels, pot and pans, the TSP may reclaim those items upon delivery of the customer’s shipment. Non-reimbursable items include: groceries/meals if customer is in a residence, cleaning supplies, toiletries and cosmetics, snacks, military attire, school supplies, receipts out of the local area, receipts dated prior to the missed RDD, expenses not supported by itemized receipts, toys, personal clothing, dry cleaning, ATVs, boats, trailers, bikes, gifts, and alcohol or drugs.

The TSP must acknowledge receipt of an inconvenience claim filed by the customer within seven calendar days. The TSP will reimburse the customer within 30 days for reasonable out of pocket expenses. The TSP may voluntarily approve reimbursement without receipts.
4-7. Other Inbound Inquiries

This unit contains just a few examples of the types of support requests the Inbound Section of the PPPO may encounter. Because the QA Inspector may be the primary government representative interacting with the customer, it is critical that the Inbound and QA functions are tightly linked as both are likely to field similar questions. Remember, PPPOs may not have answers to questions regarding housing, pay, legal advice, etc. Although the PPPO may not have the direct answer, it is extremely important that they maintain a contact list of critical installation support functions such as those listed in section 2-6 in order to facilitate a Warm Handoff with the right party to address the customer’s needs.

Unit 5. Quality Assurance and Record Keeping

Evaluation of TSP performance begins when the origin PPSO offers a shipment to the TSP and continues through delivery and the closure of claims on the destination end. Acceptance of the offer binds the TSP to perform in accordance with the general terms established by the DoD and agreed upon by the TSP. They must also follow the specific terms contained on the GBL and the rate solicitation.

The TSP on the GBL is fully responsible for the shipment and storage. This includes all loss and damage, claims, or other violations. No subcontractor or separate entity is considered to have moved or stored the shipment for the purposes of QA. It is the responsibility of the TSP to use sound judgment in its selection of personnel as company representatives. Any violation of the rules is considered an act of the TSP listed on the BL and dealt with according to the procedures listed herein.

The TSP must consider the satisfaction of the DoD customer and the PPPO/PPSO. The DoD customer is the primary gauge of the quality of service as determined by the results of the CSS Reports and quality control procedures must be used by the PPSO to help ensure that only those TSPs providing high quality service are used.

The QA inspector is the front line of defense in the quality of service process. He or she ensures these requirements are met equally for every customer. Inspectors are equipped to identify and address poor performance, assist customers on moving day, and ensure adequate review of preapprovals. This can save the government money by identifying and denying unnecessary accessorial services. Finally, it is up to QA personnel to recommend and, at times, initiate punitive actions against moving companies who have violated terms specified in the TOS. Punitive action for violations can be taken by the PPPO, PPSO, and USTRANSCOM.

5-1. QA Workload Considerations

There are many considerations that go into scheduling PPPO QA inspection workload. The number of inspectors assigned, the number of in and outbound shipments, the performance history of a particular provider, the distance from the installation and a variety of other items need to be factored into any PPPO’s schedule. Another absolutely critical consideration is the requirement
established in the DTR IV. Currently, Chapter 405 outlines the DP3 inspection goal as not less than 50 percent (e.g., percentage of all Personal Property shipments Inbound/Outbound) must be set by individual Service policy. Inspections can be physical and/or telephonic. It is a good idea to frequently check DTR IV Chapter 405 for updates to the policy regarding QA inspections.

Another important scheduling consideration is whether or not an inspection has been requested. Inspections may be requested by another PPPO or PPSO, the DoD customer, USTRANSCOM, or the TSP. Regardless of where the request originates, a PPPO must make a maximum effort to inspect a specific shipment. Of course, this is subject to the PPPO counselor’s ability and the Service’s policy. To assist inspectors in determining workload, each person must be able to pull reports from DPS and TOPS. The following are other considerations for scheduling an inspection:

- Whether or not an inspection was conducted at the origin.
- An indication of poor-quality service or TOS violations on the shipment. These must be identified in the request for inspection.
- Indications of the DoD customer’s dissatisfaction with the service provided by the TSP.

Before an inspector conducts a QA inspection, he or she must determine the property location, the TSP performing the services, the type of shipment, and the pack, pickup or delivery date and time. PPPOs can contact the TSP’s dispatcher for an estimate of the pickup or delivery time to ensure someone is at the residence when it is essential.

When the jobs assigned exceed capability, the inspector must decide which jobs will not be inspected. These jobs must be the ones that are the least urgent or involve the most time and expense. When geographically feasible, BLUEBARK shipments (e.g., pack, pickup and delivery) will be given priority.

5-2. Quality Assurance Technologies

In some cases, it may not be feasible to physically inspect all shipments or to visit each pack/unload. In these cases, there may be an opportunity to leverage technology to interact with more customers and/or TSPs. Many PPPO counselors conduct telephone inspections for geographically separated service members and civilian employees. It is also possible to leverage modern cellular or mobile devices to improve QA outreach. Applications such as Facetime or Skype can allow QA inspectors to conduct visual inspections of a move in progress even if they can make it to the customer’s home.

When considering these alternatives, inspectors must pre-coordinate with customers to ensure they have compatible technologies and that you have their contact information. Regardless of the method of inspection, the goal of QA personnel should be to get as much information from the customer (and TSP as necessary) to determine how their move is going. Keep in mind that as the inspector, you have a level of expertise that the service member does not; they may not know if there is a problem with their move without your help. To that end, simply calling a member and instructing them to call the office if there are any problems is not an effective way to provide QA oversight. The DD Form 1780, Shipment Evaluation and Inspection Record, is a great starting point for the QA inspection.
5-3. Quality Assurance Information Sources

The DTR IV, the IT, the Domestic 400NG Tariff, and other guidance provided by USTRANSCOM specify the requirements of service that the TSP agrees to fulfill in the movement of DoD sponsored personal property shipments. The provisions of these business rules and specific QA requirements in the DTR IV provide guidance for the use of QA procedures for all shipments processed in the DP3.

- DTR IV, Ch. 405 (Quality Assurance): This chapter provides an overview of the DP3 Quality Assurance program as discussed in section 4-2, including inspection volume requirements, what shipments to inspect and when to inspect shipments. Chapter 405 prescribes the forms used for inspections and provides requirements for TSP performance files. It also details punitive actions policies and procedures. See section 5-13 for additional information on punitive actions.

- DTR IV, Appendix P (Guidelines for the Quality Control Inspector): Another important reference for the Quality Control Inspector is Appendix P of the DTR IV. This appendix details qualifications, resources and procedures for QA Inspectors and inspections at both origin and destination as well as basic records guidance. According to this reference, the skills needed to be an inspector include:

  ✓ Communicate effectively in writing and orally. Every observation requires a record for later evaluation of the TSP or contractor or as information for use by the member/employee or the Government. These reports must be clear, concise, and accurate. Inspectors, because of their direct contact with the member/employee and TSP, must be adept at personal property counseling.

  ✓ Work effectively under stress. The inspector must arbitrate differences between TSP personnel and member/employee without being intimidated by either party. Decisions must often be made at the scene without coordination with higher authority. These decisions must be made based on broad working knowledge to avoid criticism and delays.

  ✓ Work independently and effectively plan day-to-day activities. Under many circumstances, inspector positions may be only one or two deeps. This means that inspectors are often working alone as they conduct inspections. To that end, they must be able to work independently and manage/plan their workload each day with minimal intervention from supervisors or coworkers.

General responsibilities of the inspector include:

1. Observe, document, and evaluate TSP or contractor performance in moving personal property of Department of Defense personnel and ensure that TSPs or contractors comply with service tenders, tariffs, contract specifications, and Government regulations used in handling of personal property.
2. Resolve controversial procedural problems involving the rights of members/employees and the requirements of TSP and contractors performing requested services.

3. Advise members/employees on entitlements associated with shipping personal property when questions arise after initial counseling.

In order to be qualified to conduct inspections, the ideal employee will have the following:

- **Experience.** Experience in multiple facets of DP3, including personal property counseling. Experience is critical when exercising the authority and necessary poise in dealing with members/employees of all pay grades.

- **Training.** The inspector must be provided sufficient training to have a thorough understanding of the DP3, including operating within DPS. Transportation officers (TOs) must consider the applicants’ training, education, experience, and growth potential before placing the person in quality control duties.

- **Licensing.** A valid Motor Vehicle operator’s license is necessary in the performance of QC duties, unless otherwise approved by the installation Commander.

Equipment needed to inspect:

1. Vehicle.

2. Kit (briefcase) and clipboard. A briefcase to accommodate working papers, publications, maps, blank forms, magnifying glass, and tape measure is a necessity.

3. Camera with flash. Instant printing/digital downloadable picture cameras should be made available for HHG inspectors.

4. Government cellular phone or mobile device with two-way communication capability.

5. Badge or nameplate. Inspectors will wear badges/nameplates listing their name and also stating Quality Control Inspector. Proper identification on POV may be required at the installation Commander’s discretion.

6. Quality Control Inspection Cards. Inspectors must provide the member/employee or their dependents a card containing his or her name, title, and emergency contact phone numbers. The reverse side of the card can be used for additional information useful to the member/employee. For example, reminders to complete the DP3 CSS upon completion of delivery, etc. Local reproduction of the card is authorized.
7. Directives. The following directives pertain to the duties of the quality control inspector of personal property and will be readily available.
   - DTR IV.
   - Military Branch of Service regulations.
   - Rate solicitations/TOS.

5-4. Quality Assurance Forms

The vast majority of forms used by the PPPO for handling of shipments were discussed in section 3-12. However, the QA inspector must also be skilled with using DD Forms 1780 and 2773. The DD Form 2773 applies to DPM shipments only and will be addressed in section 5-10. The DD Form 1780, Shipment Evaluation and Inspection Record, is a web form in DPS and must be used by inspectors to record any TOS violations found on inbound or outbound shipments. While the form does not cover all TSP requirements from the DTR IV and other sources, it does provide a good overview of the types of things inspectors should be evaluating.

Shipments not moving via DPS require a DD Form 1780 to be completed manually but it is a good idea to utilize a hard copy of the form when at the inspection site to take notes on the move and start the inspection record.

5-5. DP3 Tender of Service (TOS)

As explained in the last section, knowledge and experience are critical to the performance of QA duties. Part of this comes from knowing the requirements placed upon TSPs to conduct moves or storage actions in DP3. There are four primary sources of this type of information. The first and second are the DP3 HHG and NTS tenders of service from the DTR IV, Appendix B and Appendix J, respectively. The third is the 400NG Domestic Tariff. The fourth is the IT. The next two sections will provide some of the general requirements from those documents. However, a thorough knowledge of each vastly improves the quality of the QA inspector and their inspection.

DP3 (Household Goods) Tender of Service (DTR IV, Appendix B). When agreeing to move shipments for the DoD under DP3, each TSP agrees to perform prudent traffic management per the DTR IV TOS. Some of the key aspects of that agreement are listed in the next few paragraphs with more details listed in the source documents themselves.

From a staffing stand point, the TSP agrees to use only personnel qualified in their assigned duties in the handling of personal property. These company representatives must present a clean, professional appearance with the name of the company they represent on their attire. They will not allow smoking in the customer’s residence or within 10 feet of the customer’s personal property. TSPs will not use prison labor, employ personnel who appear to be under the influence of alcohol or drugs, use personnel who are in possession of firearms or drugs, or laborers who use abusive language while handling any DoD customers property. Employees who do not meet these criteria will be replaced immediately with other qualified personnel.

TSPs further understand that all of their shipments must be moved under their responsibility from origin to destination. As part of that responsibility, if they ship the wrong property or ship it
to the wrong destination, they are responsible for the return of the erroneous shipment and movement of the correct property to the customer’s destination at their expense. Movement must be expedited when the customer is in need of the property as ordered by the PPSO/PPPO. If the TSP is unable to complete movement of a shipment in a timely manner, the government may re-tender the shipment for onward movement to the destination. In those cases, the TSP is liable for all additional costs incurred by the government in excess to those costs that would have been incurred by the original TSP.

Non-temporary Storage Tender of Service (DTR IV, Appendix J). The purpose of this TOS is to establish the terms and conditions under which the NTS TSP will provide necessary supervised labor, materials, and equipment for storage of personal property and related services under orders issued from time to time by the PPSO, PPPO or their representative. All necessary supervised labor, materials, drayage, vehicle equipment and warehouse space for the storage of personal property and the performance of related services are specified in the Service Order for Personal Property or DD Form 1164.

In short, the TOS requires the NTS TSP to furnish all necessary supervised labor, materials, drayage, vehicle equipment and warehouse space for the storage of personal property and the performance of related services as specified in the personal property service order issued by the TO or the TO’s representative at the using activities. It also includes insurance requirements, storage (environmental) conditions, and record-keeping requirements for storing government shipments.

5-6. **400 NG Domestic Tariff and International Tender (IT)**

In addition to the DTR IV TOS for HHG and NTS shipments, detailed/specific requirements for the movement of DoD shipments under DP3 can be found in the program’s tender and tariff. These documents are available through Move.mil and should be reviewed in their entirety in order to execute a thorough and informed quality assurance inspection.

The **400NG Domestic Tariff**. This document is the principal DoD domestic tariff that governs the transportation of household goods, personal effects, property and other similarly defined articles in all points of the United States and District of Columbia with the exception of Hawaii. This tariff was developed by USTRANSCOM in partnership with all the Military Services and commercial industry associations. The tariff contains two components: (1) a printed tariff document that contains the governing rules and regulations and (2) an electronic rating engine used to compute the cost of individual shipments.

Transportation charges in this tariff include shipment loading at the point of origin, vehicle transportation to point of destination, and shipment unloading at destination. Transportation charges in this document do not include the additional services (also known as accessorial services). Those will be discussed in a later section.

The **International Tender (IT)**. The IT is similar in content to the 400NG Tariff and provides guidelines, rules, regulations, and other information required to participate in the movement of personal property worldwide. This Tender is applicable to DoD-approved TSPs eligible to transport household goods, unaccompanied baggage, and boat shipments between designated rate
areas including inter-theater, intra-theater shipments, and intra-country shipments. This tender gives QA personnel a baseline of what to expect and also allows TSPs to file rates.

5-7. **Inventory Requirements**

One of the most critical components of the move process is a correctly executed inventory. The inventory serves a variety of purposes such as accounting for all of the member’s property as well as the condition of the property. These are important to provide documentation of lost items and assist in supporting the existence of property damage. In other words, a good inventory is critical to the claims process. The QA inspector must ensure that inventories are done correctly to support claims. Some of the most important aspects of inventories are described in section 3-13. However, the QA inspector should review DTR IV Appendix B for other inventory requirements.

5-8. **Shipment Preparation and Packing**

The quality of the TSP’s inventory of the shipment is important. Equally important to the inspector is trying to maintain the condition of the items on the inventory. We know that problems with packing and claims are some of the primary contributors to a less-than-satisfactory customer experience. Appendix B of the DTR details packing guidelines and factors that a QA Inspector should consider during their assessment of the TSP. Below are some highlights of packing as explained in the TOS.

TSPs are liable and responsible for all packing. Packers will use best commercial practices in selecting packing materials, and use containers that meet military specifications when required. TSPs must use only personnel who are trained in appropriate methods of packing/unpacking. They have the responsibility to inspect all prepacked goods to determine the contents, condition of the contents, and that there are no prohibited items in the containers. The TSP is not to use damp, wet, or unclean packing materials and if the material used is not new, all marks pertaining to any previous shipment must be completely removed. New material must be used for packaging mattresses, box springs, linens, bedding, and clothing. All material must be free of any substance injurious to the articles being packed or to the owner.

All packing must be performed in a manner requiring the least cubic measurement, producing packages that can withstand normal movement without damage to container or contents, and at a minimum of weight. Further, the number and weight of containers must not be greater than necessary to accomplish efficient movement. At the customer’s request, articles may be packed in original containers by the packers, when furnished by the customer, provided the containers are considered to be in good condition for shipping purposes.

Small, lightweight, unbreakable items (e.g., clothing items, linens and items normally kept in drawers) may remain in drawers instead of being removed and packed. When not considered as safe for carriage in drawers, chests, dressers, trunks, these and similar items must be packed carefully into regular cartons and must be properly sealed at residence. Clothing normally on hangers in closets and draperies must be packed in wardrobe containers.
Mirrors, pictures, paintings, glass or stone table tops, and similar fragile articles requiring crating or similar protection must be wrapped and packed in a crate or a fiberboard carton. Prior to performing accessorail crating services TSPs must obtain authorization from the PPPO/PPSO.

TSPs must use security seals on all containerized shipments. All exterior HHG/UB containers/cartons must be sealed with accountable seals at the customer’s residence, unless containerization at the warehouse is authorized by the customer or servicing PPPO/PPSO. Applicable seal control numbers must be entered on the inventory and cross-referenced to each container utilized. For UB, two seals must be used as a minimum per container/carton, and seals must secure the access overlap top and ends. If only two seals out of a set of four are used, the seals not used must be destroyed at the time of sealing or given to the customer. For HHG, wooden containers must have a minimum of four seals per container and seals must secure the access overlap door and side panels. Commercially-designed shipping containers of permanent structure must be locked and sealed using a commercially approved tamper-evident device.

NOTE: For shipments booked on or after 8 May 2019 these business rules DO NOT apply

5-9. Accessorial Services and Pre-Approvals

At times, special packing or other non-standard actions completed by the TSP may incur additional cost to the government. In cases where these actions are required to complete the shipment, TSPs must request pre-approval of the actions prior to executing them. Failure to do so can result in punitive action, but can also lead to TSPs shouldering the cost of the special service in question.

The process for pre-approvals is outlined in DTR IV Appendix A, Third Party Payment System, for the management of pre-approval of services submitted by the TSP. The process for shipments going into NTS is outlined in DTR IV Appendix J, and the process for DPM shipments is outlined in the PWS for each contract. See DTR IV Appendix G for the template. DPS tracks pre-approvals requested by a TSP. Pre-approvals can be requested on both origin and destination services. TSPs enter accessorail services requiring pre-approval in DPS. DPS displays all the accessorials for which pre-approval has been requested, along with the pre-approval status. Pre-approval records are assigned a status of “Pending” when they are created, and “Approved” or “Denied” according to PPSO action. The PPPO/PPSO is required to approve or disapprove accessorials within three GBDs and/or prior to services being performed, whichever is earlier.

The transportation charges in 400NG Tariff and IT include the loading of the shipment at the point of origin, vehicle transportation to the point of destination, and the unloading of the shipment at destination but do not include other accessorail services. QA inspectors must confirm that these services have been completed as approved by the government. This should be done using the DD Form 619 referenced in section 3-7 of this manual. Some examples of these services are:

- Full Pack/Full Unpack
- Packing/Unpacking Regular Crate
- Debris Removal Within 30 Days
- Storage Inspection Fee
- Extra Labor (overtime, holidays, etc.)
- Special Services (Rigging, Hoisting and Lowering Services)
5-10. Quality Assurance for DPM Shipments

QA inspection of shipments must be performed by using DD Form 2773, Report of Contractor Services. Unsatisfactory services must be indicated by citing specific paragraph or area in the PWS and annotating this on DD Form 2772, Contract Discrepancy Report (CDR). When completed, the CDR must be forwarded to the local contracting office for action. Once notified of a discrepancy, the Contracting Officer (KO) or COR is responsible for taking action against the contractor.

The PWS states that contractor facilities will meet the guidelines outlined in DTR IV Appendix D. Although the facilities are mainly inspected by USTRANSCOM’s Storage Management Office personnel, QA inspectors must know when a facility is in violation of DTR IV guidelines.

5-11. Mold Procedures

Shipments that develop or are suspected of having mold while in transit present special problems. When containers show signs of contamination, for example water saturation or visible mold growth on the exterior, the TSP should contact the responsible PPSO/PPPO by phone and via written notification (email preferred with delivery and read receipt as proof of notification.) The TSP will continue shipping operations to a location as determined by the TSP and responsible PPSO/PPPO. The responsible PPSO/PPPO will make arrangements for a QA inspector to be present at the selected location within two business days to witness when the seals are broken and the containers inspected for suspected mold.

If there is no evidence of mold, the containers will be resealed, notations made on the inventory by the QA inspector and/or the TSP, and shipment will continue to destination. If mold is discovered, the TSP will notify the customer, the servicing MCO, and the inspecting PPSO/PPPO, and advise the destination PPSO/PPPO of findings. The TSP in possession at the time the mold is discovered is responsible for mitigation.

Prior to undertaking any remediation work, the TSP will procure the services of a qualified mold remediation firm, if reasonably available, unless otherwise directed by the MCO or responsible PPSO/PPPO. The mold remediation firm shall make a preliminary assessment of the mold damage. The TSP will provide a copy of the estimate to all parties (e.g., destination PPSO/PPPO, MCO, and customer.) After consultation with the TSP, mold remediation firm, responsible PPSO/PPPO, and customer, the MCO shall determine whether circumstances warrant disposal of the contaminated items without attempting remediation. If the MCO determines that remediation is appropriate, there may be circumstances where customers will still refuse delivery.
For example, a customer may choose to dispose of the property rather than accept the shipment because of a family member’s medical condition. When the MCO determines that remediation is appropriate and reasonable under the circumstances, the TSP will only be liable for the lesser of the remediation cost or full replacement cost.

If the customer accepts all remediated items, the goods will be delivered as soon as practical. If the customer does not accept the remediation on any item during the inspection, that item will be separated from the accepted items. If the TSP agrees with the customer that those items are unacceptable, the TSP shall deliver the accepted items and, if appropriate, process claims on the unacceptable items for compensation at Full Replacement Value. If the TSP disagrees with the customer on any item, the TSP will contact the destination PPSO/PPPO and advise them of the conflict. In the event of a conflict, no delivery of any remediated item, accepted or not, will be made until ordered by the destination PPSO/PPPO. The PPSO/PPPO will contact the servicing MCO. Each Service MCO’s contact information can be found on Move.mil.

The TSP will offer the customer an opportunity to inspect the part of the shipment that is unsuitable for cleaning or remediation. The customer may remove items of sentimental or special value from the remediated portion of the contaminated items, at the owner’s discretion. Before removal of any items, the TSP may require the customer to release them from personal injury liability for exposure to mold. If a TSP is found liable for the loss and has not reached their maximum liability, 25% of the replacement value of any item that is removed from the un-remediated portion of the contaminated items will be deducted from the TSP’s liability. If the TSP’s maximum liability is exceeded and the items removed do not decrease the TSP’s maximum liability, there will be no percentage of value taken off of the item. The TSP is responsible for properly disposing of the un-remediated portion of the contaminated items.

Costs associated with mold remediation will normally be at the expense of the TSP, however, accessorial service payments may be authorized under limited circumstances. Accessorial services for mold mitigation will normally be authorized when the mitigating TSP is not liable for the damage. MCOs will determine liability. Other factors that may warrant accessorial service payments include, but are not necessarily limited to, the number and size of contaminated shipments, the extent of contamination, the availability of mitigation/ remediation services in the location, and the actions of the customer. Types of accessorial services that may be involved with mold mitigation/remediation include, but are not necessarily limited to SIT, preparation of new inventories, repacking, container costs, mold remediation firm services, estimate fees, drayage, TSP remediation costs, refused delivery charges, and disposal.

5-12. Real Property Damage

Personal property or household goods are not the only items that can be damaged during the move process. QA inspectors, may have situations where a TSP has caused damage to a customer’s house or yard during the move process. An example of real property damage might include scratched hardwood floors, dented walls, torn grass, etc. The government is not responsible for damage to a customer’s residence in connection with the movement of their personal property. When a PPSO/PPPO becomes aware of such damage, the customer will be counseled to note the real property damage on the TSP documentation provided at origin or during delivery. In addition, documentation should be signed by both the customer and the TSP representative. The customer
should be advised to seek repair or restitution directly from the responsible TSP. If the service member or civilian employee has any problems negotiating settlement, he or she should contact the local legal office and seek assistance from a legal assistance attorney. If the customer is not entitled to military legal services, advise him or her to consult with a local attorney.

5-13. Punitive Actions and Authorities

Some DTR IV TOS violations may be serious enough to warrant punitive action. Similarly, there could be certain TSPs who repeatedly violate business rules. When a TSP violates any provision of its agreement and/or the DP3 Business rules, the PPPO (working with the PPSO) may issue a letter of warning (LOW) or letter of suspension (LOS). QA inspectors must be knowledgeable of warehouse requirements in order to identify and correct substandard facilities. Inspectors may also recommend higher level actions, such as program non-use, to USTRANSCOM. Along with direct observation by an inspector or customer, CSS comments may be used as supporting evidence in the issuance of a LOW/LOS. Regardless, prior to taking punitive actions, the issuing authority must take into consideration the severity of the violation, impact on the DoD customer, the quality of the TSP’s past performance, and the actions the TSP may have taken to correct the deficiencies. QA actions in the DP3 are summarized below:

\[LOW: \] A LOW serves as notice to a TSP that if violations or performance problems continue, suspension action may follow. LOWs must be prepared by the PPSO using DPS. A LOW is generated by DPS after an inspector inputs the violation in DPS. When a TSP commits the same violation three or more times during a 180 day period, suspension action may be considered.

- A LOW may be issued for any violation(s) and is not limited to those listed on the DD Form 1780.
  - A LOW, DD Form 1814, is issued by the PPSO to a TSP for unacceptable performance. The QA Inspector should have the following information to support the LOW, as a minimum:
    - DoD customer’s name.
    - BL number.
    - The DTR IV reference or regulation for the violation that resulted in a LOW.

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

\[LOS: \] The LOS is used to temporarily suspend a TSP from getting additional business for a specific amount of time. All LOS are overt actions by the PPSO to ensure the suspension action is appropriate and not due to system error. When a LOS is issued, DPS notifies the TSP of the suspension action.

- The LOS must state the following to substantiate the suspension:
  - DoD customer’s name.
  - BL number.
- Rule or regulation violated on the shipment(s) (e.g., in accordance with DTR IV, Appendix B). PPSO must enter “Failure to provide corrective action within 30 days from the effective date of a suspension may result in the LOS remaining in effect, until corrective action has been provided and accepted.”

- **Regular Suspensions**: A regular suspension may be imposed when a TSP repeatedly violates any provision of its contractual agreement or commits any single violation which merits suspension. When a regular suspension is issued within DPS, a TSP has 20 days to respond to the notification. The effective date is 21 days after notification. As a guideline, when a TSP commits the same violation three or more times during a 180-day period, suspension action will be considered. Regular suspensions, either BLOC Market or BLOC, are for 30 days. The following are examples of violations that include some, but not all, reasonable grounds to impose a regular suspension:

  - Repeated failure to perform a pre-move survey as required.
  - Repeated failure to meet the RDD entered on the BL.

- **Immediate Suspension**: An immediate suspension is effective on the date the PPSO initiates the suspension (e.g., the system date on which DPS sends the TSP notification). Immediate suspensions can be imposed for the following:

  - Refusal of standard shipment award. Unless USTRANSCOM makes the determination to temporarily suspend this action.
  - Missed pickup – A missed pickup occurs when the TSP does not keep the appointed pickup date and causes severe inconvenience to the customer or fails to meet pickup date without any type of communication with the customer.
  - A DoD customer’s property remaining in a TSP's origin facility on or after the RDD.
  - TSP personnel smoking in the member/employee’s residence, within 10 feet of member/employee’s personal property, or at any time in the moving van or container.
  - Turn-back: A turn-back occurs when the TSP notifies the origin PPSO that they are unable to service a shipment previously accepted.
  - TSP personnel being under the influence of, or using, alcohol or unlawful drugs at the DoD customer’s residence.
  - TSP personnel using abusive language, actions, or immoral conduct in the presence of the DoD customer or the DoD customer’s family.
  - Evidence of fraud and/or theft on the part of the TSP's personnel.
  - Evidence of deliberate damage to the DoD customer’s possessions.
  - Evidence of a TSP or TSP's representative who falsifies, conceals, or covers up by any trick, scheme, or device, a material fact; or makes any false, fictitious, or fraudulent statements, or representation; or makes or uses any false writing or document knowing the same to contain any false, fictitious, or fraudulent statement.
  - Evidence of the TSP or TSP’s representative or subcontractor holding a shipment hostage as forbidden by Section 406 of Title 37, USC, and explained in the TOS, the DP3 IT, and the DP3 Domestic 400NG Tariff.
  - Use of a disqualified or revoked TSP in any capacity(s).
  - Use of a non-qualified/ineligible DoD warehouse for storage of a DoD customer’s shipment.
**USTRANSCOM Non-Use Actions:** Non-use is the act of USTRANSCOM temporarily suspending a TSP from all or specified parts of the DP3 program. Action may be taken immediately after receipt of information indicating there is a threat to the safety or security of personal property shipments (in transit or storage) or where a TSP fails to meet the requirements necessary to be an approved participant in the DP3 program. When a TSP disputes the accuracy of the information on which non-use is based, a TRB hearing will normally be held within 30 days after the TSP is placed in non-use. USTRANSCOM can initiate non-use of a TSP for a definite or indefinite period of time. Non-use of a TSP maybe directed by USTRANSCOM, as a result of, but not limited to, the following:

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

To be removed from suspension, a TSP must provide proof of corrective action to the PPPO/PPSO before it can be reinstated. This notice may be sent electronically or via certified mail to the PPPO no later than 15 days following the suspension and the TSP remains in suspension status until such time as acceptable corrective action is completed. If the TSP’s corrective action is deemed to be insufficient, the PPPO must notify the TSP within 15 days of the date of the electronic notification or the postmark on the TSP’s notice of corrective action.

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

The PPPO must respond to the TSP’s appeal in writing (e.g., e-mail) no later than 15 days from the e-mail date of the appeal or the TSP may be reinstated. The PPPO may use e-mail to respond to all appeals regardless of how they were received. The PPPO must either inform the TSP that the appeal is granted or provide a reason for its denial.

If an appeal is denied by the PPPO, the TSP may further appeal to USTRANSCOM. All appeals must come from the responsible TSP identified on the BL and cannot be delegated to any entity. This appeal must be initiated no later than 15 days from the date of the PPPO’s decision. The appeal must include a copy of the TSP’s initial appeal to the PPPO, the PPPO’s response, and any other supporting documents which assists the appellate authority in rendering a decision. USTRANSCOM may respond by e-mail/to the TSP and PPPO, regardless of how the appeal was received. If USTRANSCOM does not respond within 20 days from the e-mail or postmarked date
of the TSP's appeal, the TSP must be reinstated until the TSP is provided a response. The TSP must maintain evidence that the appeal was complete and was sent to USTRANSCOM with an accompanying delivery and/or read receipt.

5-14. TSP Performance Files

In order to maintain a record of past TSP performance and to inform other government employees of potential performance trends, a performance file must be kept for TSPs. The files may be maintained in DPS, electronically, and/or hard copy. It is a good idea for PPSOs to utilize DPS capabilities to the fullest extent possible, minimizing hard copies. The TSP performance file should contain, or make reference to, the following (as applicable):

- Origin and destination shipment inspections (e.g., DD Form 1780).
- Customer Satisfaction Surveys (CSS).
- Investigation records of complaints made against the TSP.
- Shipment reweigh records.
- Letters of Warning (LOW) and Letters of Suspension (LOS) (DD Form 1814, Carrier Warning/Suspension/Reinstatement/Cancellation of Warning).
- TSP’s responses/corrective actions to LOW/LOS or complaints.
- All other communications concerning TSP’s performance.
- Photographs depicting substandard service.

Files must be maintained for both the international and domestic shipments. TSP performance files must contain shipment information for two calendar years. When taking punitive action the PPSO will review the overall TSPs performance within DPS for both failures and successes. The PPPO/PPSO must look for recurring deficiencies or patterns of unacceptable performance and initiate action to warn, suspend, or recommend disqualification/non-use through USTRANSCOM. TSPs may review their performance in DPS. These reviews should include CSS, claims scores, LOW/LOS, among other performance factors. PPSO will allow the TSP to review their applicable performance file information if it is not contained within DPS.
Appendix A. Definitions and Acronyms

Definitions.

**Accessorial Service.** A service performed by a carrier in addition to the line-haul. Charges by a carrier for rendering service in addition to the line-haul. Such services may include sorting, packing, cooling, heating, switching, delivering, storage, and re-consigning.

**Actual Delivery Date.** The date the carrier/agent actually delivers the property.

**Appliance Servicing.** Preparation of household appliances at origin to withstand handling in transit or in storage and reversal of the process at destination. Does not include disconnection or reconnection of water, gas, electrical, vents or icemakers.

**Attempted Pickup/Delivery.** The use of labor and/or vehicles to perform pickup or delivery of property at the member’s/employee’s residence, when ordered by the PPSO and when service cannot be performed through no fault of the carrier.

**Baggage.** Personal effects of a traveler that are needed in connection with official travel and immediately upon arrival at the point of assignment. Material belonging to the government may be included. Baggage may accompany a traveler or be transported separately as unaccompanied baggage.

  a. **Accompanied baggage.** Baggage that consists of coats, brief cases, suitcases, and similar luggage that accompanies a traveler free under carriers’ tariffs on a transportation ticket.

  b. **Unaccompanied baggage, or UB.** That part of a member’s/employee’s prescribed weight allowance of household goods that is not carried free on a ticket used for personal travel, ordinarily is transported separately from the major bulk of household goods, and usually is transported by an expedited mode because its needed immediately or soon after arrival at destination for interim housekeeping pending arrival of the major portion of household goods.

  NOTE 1: Unaccompanied baggage in connection with permanent duty and consecutive overseas tour/in-place consecutive overseas tour travel may consist of personal clothing and equipment, essential pots, pans, and light housekeeping items; collapsible items such as cribs, playpens, and baby carriages; and other articles required for the care of dependents. Items such as refrigerators, washing machines, and other major appliances or furniture must not be included in unaccompanied baggage.

  NOTE 2: In connection with an extended temporary duty assignment, unaccompanied baggage is limited to the necessary personal clothing and effects for the individual and equipment directly related to the assignment.
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**Bill of Lading.** A contract between the shipper and the TSP whereby the TSP agrees to furnish transportation services subject to the conditions printed on the bill of lading. Also refers to the data feed (priced-out bill of lading) from the shipper system (Central Web Application) to the Third Party Payment System that contains shipment information.

**BLUEBARK.** United States military personnel, United States citizen civilian employees of the Department of Defense, 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.

**Boat One Time Only.** Boat rates solicited by USTRANSCOM from individual carriers for the one-time movement over a specific origin-destination channel for which rates are not otherwise published.

**Claim.** A written legal demand for payment of goods lost or damaged in shipment.

**Claims Office.** The office responsible for filing claims on behalf of the Department of Defense against carriers, contractors, or vendors for loss or damage resulting from movement of property

**Codes of Service.** The following are definable types of service under the Through Government Bill of Lading method:

a. **Domestic Motor Van (Code D).** The TSP option to provide loose or containerized movement of household goods from an origin residence in the continental United States or Alaska to a destination residence in the Continental United States or Alaska.

b. **Domestic Container (Code 2).** The movement of household goods in containers from an origin residence in the Continental United States or Alaska to a destination residence in the Continental United States or Alaska.

c. **International Door-to-Door Container (Code 4).** The movement of household goods in United States Transportation Command-approved, door-to-door shipping containers (wooden boxes) whereby a Transportation Service Provider provides complete through service from origin residence to destination residence over land and/or ocean means.

d. **International Door-to-Door Container Government Ocean Transportation (Code 5).** The movement of household goods in Military Surface Deployment and Distribution Command-approved, door-to-door shipping containers (wooden boxes) whereby a carrier provides line-haul service from origin residence to military ocean terminal, the government provides ocean (Military Sealift Command) transportation to designated port of discharge, and the carrier provides line-haul service to destination residence, all without rehandling of container contents.
APPENDIX A. DEFINITIONS

e. International Door-to-Door Air Container (Code 6). The movement of household goods whereby the carrier provides containerization at the origin residence, surface transportation to the airport nearest the origin that can provide the required services, air transportation to the airport nearest the destination that can provide required services, and transportation to the destination residence.

f. International Land-Water-Land Baggage (Code 7). The movement of unaccompanied baggage whereby the carrier provides packing and pickup at origin, surface transportation to the destination, and cutting of the banding and opening of the boxes at the destination residence.

g. International Land-Air-Land Baggage (Code 8). The movement of unaccompanied baggage whereby the carrier provides packing and pickup at origin, transportation to the origin airport, air transportation to the destination airport, surface transportation to destination, and cutting of the banding and opening of the boxes at the destination residence.

h. International Door-to-Door Container - Air Mobility Command (Code T). The movement of household goods whereby the carrier provides containerization at the origin residence and transportation to the designated Air Mobility Command terminal. The Air Mobility Command provides terminal services at both origin and destination and air transportation to the designated Air Mobility Command destination terminal. The carrier provides transportation to the destination residence.

i. International Land-Air (Air Mobility Command)-Land Baggage (Code J). The movement of unaccompanied baggage whereby the carrier provides packing and pickup at the origin and transportation to the designated Air Mobility Command terminal. The Air Mobility Command provides terminal services at both the origin and the destination and air transportation to the designated Air Mobility Command destination terminal. The carrier provides transportation to the destination from the Air Mobility Command terminal and the cutting of the banding and opening of the boxes at the destination residence.

Common Financial and Administrative Control (CFAC). The power, actual as well as legal, to influence the management, direction, or functioning of a business organization.

Consignee. The recipient (unit, depot, or person) to whom cargo/personal property is addressed or consigned for final delivery. The activity that is receiving the product.

Consignor. The person or activity that prepares the shipment of cargo/personal property and releases it to the carrier for movement to the consignee.

Consolidated Booking Office/Consolidated Booking Agency. A PPSO staffed and operated by a single military Service, which provides consolidated booking of personal property shipments and selected traffic management functions in support of designated PPSO/PPPO activities within an assigned area of responsibility.
APPENDIX A. DEFINITIONS

Consolidated Personal Property Shipping Office (CPPSO). An activity staffed and operated by one military Service in support of all military Service components for acquisition of transportation, storage, and related services within a specified area of responsibility for movement of personal property for Department of Defense members/employees. Support is provided on a common service, non-reimbursable basis.

Container, Household Goods. An external shipping conveyance for the movement of personal property. Containers are used in both domestic and international movements. Personal property containers must be weather tight, fitted with at least one door (hinged or removable section), and capable of being handled and transported by existing equipment. Containers must be constructed to conform to minimum dimensional, material, and construction specifications.

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 a container and its contents into a distribution system from source to user.

Contract. An agreement between two or more competent parties in which an offer is made and accepted and each party benefits. The agreement can be formal, informal, written, oral, or just plain understood. Some contracts are required to be in writing in order to be enforced. An agreement between two or more parties that creates obligations to do or not do the specific things that are the subject of that agreement.

Contract Management Office. The activity responsible for administering the contract against which the shipment was made.

Contracting Officer (KO). The service member or Department of Defense civilian employee holding legal authority to enter into, administer, modify, and/or terminate contracts.

Contracting Officer Representative (COR). A service member or Department of Defense civilian employee appointed in writing and trained by a contracting officer, responsible for monitoring contract performance and performing other duties specified by their appointment letter.

Customs Clearance. Department of Defense action taken to comply with national customs laws including the entry and admissibility of merchandise, its classification and valuation, the payment of duties, taxes, or other charges assessed or collected on merchandise by reason of its importation, and the refund, rebate, or drawback of those duties, taxes, or other charges. Also includes the preparation, and activities relating to the preparation, of documents in any format and the electronic transmission of documents and parts of documents intended to be filed with CBP in furtherance of any other customs business activity, whether or not signed or filed by the preparer.

Defense Finance and Accounting Service (DFAS). The agency responsible for a number of services related to the accounting, internal billing, and payment of selected transportation bills of lading. The DFAS identifies and implements finance and accounting requirements, systems and functions for appropriated and non-appropriated funds, working capital, revolving funds, and trust fund activities.
APPENDIX A. DEFINITIONS

Defense Table of Official Distances (DTOD). The DoD standard source for worldwide distance information based on zip code to zip code replacing all other sources used for computing distance (except airplanes). For more information refer to the DTOD website.

Department of Defense Activity Address Directory. Publication that lists all Department of Defense activities and their six-position alphanumeric codes called Department of Defense Activity Address Codes.

Department of Defense-Approved Storage Facility. Government-owned, approved, or leased facility used for storing household goods and mobile homes.

Desired Delivery Date. A specific date by which delivery of a shipment should be accomplished by a carrier.

Direct Procurement Method (DPM). A method of shipment in which the government manages the shipment throughout. Packing, containerization, local drayage, and storage services are obtained from commercial firms under contract arrangements or by the use of government facilities and personnel.

Disqualification. Action taken by United States Transportation Command resulting in the exclusion of a carrier from transporting Department of Defense shipments from one or more origin points for specific routes or for all routes. This also includes the exclusion of a carrier or storage firm from participation in the Department of Defense Personal Property Shipment and Storage Program at one or more installations for a definite or indefinite period of time.

Diversion. A change made in the route of a shipment while in transit.

Explosives. Explosives are any chemical compound, mixture, or device, the primary purpose of which is to function by explosion. This term includes, but is not limited to, individual landmines, demolition charges, blocks of explosives and other explosives consisting of 10 pounds or more. Additionally, specific description of explosives is detailed in 49 Code of Federal Regulations, Section 173.59, Description of Terms for Explosives.

Firearms. Any weapon (including a starter gun) that will, is designed to, or may readily be converted to expel a projectile by action of an explosive; the frame or receiver of any such weapon; any firearm muffler or firearm silencer; or any destructive device.

Freight Forwarder. A firm other than a railroad, motor, water, or air carrier that represents itself as a common carrier and undertakes to assemble and consolidate shipments or provide for assembling and consolidating and performing or providing for the performance of breakbulk and distributing. It assumes responsibility for the transportation of such property from point of receipt to point of destination; and uses the services of carriers subject to the governing bodies.
APPENDIX A. DEFINITIONS

Government Bill of Lading (GBL). A government document used to procure transportation and related services from commercial carriers.

Government Business Day (GBD). A business day (i.e., Monday through Friday) that is not a Federal Holiday.

Government Storage Warehouse. A government-owned or leased facility used for storing household goods shipment.

Gross Weight. The combined weight of a container and its contents including packing material.

Hazardous Material. A substance or material that the Secretary of Transportation has determined is capable of posing an unreasonable risk to health, safety, and property when transported in commerce, and has designated as hazardous under section 5103 of Federal hazardous materials transportation law (49 U.S.C. 5103). The term includes hazardous substances, hazardous wastes, marine pollutants, elevated temperature materials, materials designated as hazardous in the Hazardous Materials Table (see 49 CFR 172.101), and materials that meet the defining criteria for hazard classes and divisions in 49 CFR 173.

High Value Item. A cargo shipment that exceeds the carrier’s normal liability for loss and damage during transportation and which requires the TO to request the carrier to purchase additional insurance to ensure liability for full shipment value in the event of loss or damage.


Inspection. The detailed observation of personal property and other Department of Defense cargo or equipment, noting their markings and outer physical characteristics. Inspection of personnel involves observation and/or oral questioning to determine the potential for border clearance violations. Also, the process of comparing description, number, etc., of items listed on the paperwork with actual items being shipped/transported.

Installation. A base, post, yard, camp, or station under the local command of a uniformed service with permanent or semi-permanent-type troop shelters and a Government dining facility/mess, and at which there are U.S. Government operations.

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

Interstate Shipment. Any personal property or mobile home shipment originating in a state or the District of Columbia and destined for another state or the District of Columbia (moves within the District of Columbia are local moves and do not fit the intra or interstate categories). Shipments having an origin and destination within a state but cross over/through another state during movement are also classified as interstate shipments.
APPENDIX A. DEFINITIONS

Intrastate Shipment. Any personal property or mobile home shipment originating in a state destined for the same state and transiting only that state.

Joint Personal Property Shipping Office (JPPSO). A Joint Personal Property Shipping Office is an activity staffed and operated by members from two or more military Services, in support of all military Service components for acquisition of transportation, storage, and related services within a specified area of responsibility for movement of personal property for Department of Defense members. Support is provided on a common service, non-reimbursable basis.

Key Performance Indicator (KPI). Financial and non-financial metric or measurement used to quantify objectives to reflect performance of a contractor.

Line-haul. Transportation of cargo over carrier routes from point of origin to destination, excluding local pick-up, delivery, local drayage, and switching services.

Line of Accounting. Accounting/appropriation data; represents specific financial/budgetary appropriations.

Local Move. Involves household goods drayage, storage when approved, or shipment for a short distance between residences; to or from a non-temporary storage facility in the area of the member’s/employee’s permanent duty station; in the area of the member’s/employee’s last PDS when the member/employee is authorized a final move during a separation or retirement; incident to reassignment or permanent change of station to a new permanent duty station near the old permanent duty station; between residences within a metropolitan area; or not during a permanent change of station, a move between residences within the daily commuting distance of the permanent duty station. A local move of household goods includes necessary packing, crating, hauling, storage when approved, unpacking and uncrating.

Lot. Those household goods placed in storage at government expense and covered by one service order.

Long Delivery. Delivery from a destination SIT warehouse that is more than 30 miles from the nearest DoD-approved warehouse for domestic shipments. For international shipments, a long delivery for HHG refers to delivery from a destination SIT warehouse that is more than 50 miles from the nearest DoD-approved warehouse. A long delivery for UB is a delivery from a destination SIT warehouse that is more than 30 miles from the nearest DoD-approved warehouse.

Marking. Numbers, nomenclature, or symbols imprinted on items or containers for identification during handling, shipment, and storage.

Member (Uniformed Services) or Service Member. A commissioned officer, commissioned warrant officer, warrant officer, and enlisted person, including a retired person, of the Uniformed Services. “Retired person” includes members of the Fleet Reserve and Fleet Marine Corps Reserve who are in receipt of retainer pay.
APPENDIX A. DEFINITIONS

**Military Service.** A branch of the Armed Forces of the United States, established by act of Congress, in which persons are appointed, enlisted, or inducted for military service, and which operates and is administered within a military or executive department. The U.S. military services are the Army, Navy, Air Force, Marine Corps, and the Coast Guard.

**Mobile Home.** A mobile dwelling constructed or converted and intended for use as a permanent residence and designed to be moved, either self-propelled or by towing. It includes a house trailer, a privately-owned railcar converted for use as a residence, and a boat a member/employee uses as the place of principal residence as well as all household goods and professional books, papers, and equipment contained in the mobile home and owned or intended for use by the employee or dependents.

**Mobile Home One Time Only.** Mobile home shipments offered to a Department of Defense approved mobile home carrier participating in the onetime only program. Rates are not on file and shipments are solicited individually and are bid or awarded on an individual basis.

**Net Weight.** The weight of an item being shipped excluding the weight of packaging material or container or weight of a ground vehicle without fuel, engine oil, coolant, on-vehicle materiel, cargo, or operating personnel.

**Non-Temporary Storage (NTS).** Long-term storage of household goods in lieu of transportation. Non-Temporary Storage includes necessary packing, crating, unpacking, uncrating, transportation to and from place of storage, storage, and other directly related necessary services.

**No Show.** Members/employees or their authorized agents who fail to show up for scheduled services (packing, pickup, or delivery).

**OCONUS.** Outside the continental limits of the United States.

**One-Time-Only (OTO) Rates.** Rates solicited by Headquarters United States Transportation Command from individual carriers for the one-time movement of personal property over a specific origin-destination channel for which rates are not otherwise published.

**Origin.** Beginning point of a deployment where unit or non-unit-related cargo or personnel are located.

**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.
APPENDIX A. DEFINITIONS

Performance Work Statement (PWS). A statement of work for performance-based acquisitions that describe the results in clear, specific, and objective terms with measurable outcomes.

Permanent Change of Station (PCS). See the Joint Travel Regulations, Appendix A (http://www.defensetravel.dod.mil/site/travelreg.cfm) for uniformed service members and Department of Defense civilian employees for definitions of permanent change of station.


Personal Information. Information about an individual that identifies, links, relates, or is unique to, or describes him or her (e.g., a social security number; age; military rank; civilian employee grade; marital status; race; salary; home/office phone numbers; and other demographic, biometric, personnel, medical, and financial information). Such information is also known as personally identifiable information (i.e., information that can be used to distinguish or trace an individual’s identity, such as their name, social security number, date and place of birth, mother’s maiden name, and biometric records, including any other personal information which is linked or linkable to a specified individual).

Personal Property. Household goods, unaccompanied baggage, privately owned vehicles and mobile homes, as defined in JTR Appendix A.

Personal Property Processing Office (PPPO). An activity designated to provide service members and civilian employees a local point of contact for personal property counseling services. PPPO completes shipment applications and forwards completed applications to the responsible Personal Property Shipping Office, Consolidated Booking Office/Consolidated Booking Activity, Consolidated Personal Property Shipping Office, or Joint Personal Property Shipping Office. Additionally, a PPPO that is supported by a Consolidated Booking Office/Consolidated Booking Activity may be assigned specific functions such as inbound quality assurance and claims.

Personal Property Shipping Office (PPSO). An activity designated to provide traffic management, counseling, and application processing within a designated area of responsibility, which includes acquisition of transportation, storage, and related services. Function responsible for entering the data from the Movement Request Order into Central Web Application and ensuring that the presented documentation entails a correct and fully funded Line of Accounting.

Personally-Procured Move (PPM). An option for moving personal property available to military members in receipt of Permanent Change of Station, Separation, Retirement, or Temporary Duty orders.

Privately Owned (Motor) Vehicle (POV). Any motor vehicle owned by, or on a long-term lease (12 or more months) to, a member or a member’s dependent for the primary purpose of providing personal transportation.
APPENDIX A. DEFINITIONS

Privately Owned (Motor) Vehicle Spare Parts. Spare privately owned vehicle parts (e.g., car engine/transmission) not to exceed the member's/employee’s administrative household goods weight allowance and a pickup tailgate when removed.

Professional Books, Papers, and Equipment for Member/Employee (PBP&E). (Also called PRO or PRO-Gear, M-PRO for military PBP&E, and S-PRO for spouse PBP&E.) Articles of household goods in a member’s/employee’s possession needed for the performance of official duties at the next or a later destination.

Quality Assurance (QA). Those actions taken by the government to assure services meet the requirements in the statement of work.

Quality Assurance Inspector. A functionally qualified person who performs quality assurance functions for a contracted service.

Rate Area. An area is generally defined as each of the States and the District of Columbia in the continental United States, a Country/United States possession, or other such description in the overseas area. However, individual States and Countries may be subdivided into two or more rate areas or combined into a single larger rate area to facilitate service and rate computations.

Rate Solicitation.

a. Personal Property Rate Solicitation. A publication containing rules, definitions, services, rates, and charges for personal property shipments.

b. Mobile Home Rate Solicitation. The rules and regulations governing the movement of mobile homes.

Real Property Damage. Damages caused to a Department of Defense member’s/employee’s private/rental property, or grounds associated with the property by a Department of Defense approved carrier/agent or direct procurement method contracted agent while picking up or delivering Department of Defense sponsored shipments.

Requested Delivery Date. The date the member/employee desires delivery of property.

Required Availability Date. Date that end items and concurrent spare parts are committed to be available for transportation to a recipient.

Required Delivery Date (RDD). A specified calendar date when the TSP agrees to offer the entire shipment of personal property for delivery to the member/employee or member’s/employee’s agent at destination. If the Required Delivery Date falls on a Saturday, Sunday, foreign national, United States national or state holiday, the Required Delivery Date will be the following work day.

Residence. Normally considered to be the home, barracks, or other dwelling of the Service/Agency member/employee.
APPENDIX A. DEFINITIONS

Retail Value. The actual price paid for an article (or the estimated cost in the country of origin or place of purchase) expressed in United States dollars.

Service Failure. Carrier non-compliance with tenders, tariffs, contracts, laws, regulations, commercial bill of lading instructions, or commitments to the shipper(s).

Shipment. Property tendered by one shipper and accepted by the carrier, at one place of origin, and at one time, for one consignee, to one destination, and covered by one Bill of Lading. The name of only one shipper and one consignee will appear on the Bill of Lading, but the Bill of Lading may also specify the name of a party to notify of the arrival of the shipment at destination.

Shipment Container. External container, crate, tri-wall, or other government-approved container into which individual articles and/or packing cartons are placed.

Shipper. A Service or agency activity (including the contract administration or purchasing office for vendors) or vendor that originates shipments. The functions performed include planning, assembling, consolidating, documenting, and arranging material movement.

Standard Carrier Alpha Code (SCAC). A four-digit alpha code assigned to each carrier by the National Motor Freight Traffic Association to identify that carrier in the various procedures and documents used in the Department of Defense Personal Property Shipment and Storage Program.

Storage. A shipment held in a carrier’s custody or stored by the carrier in a public or licensed warehouse at the request of the consignee.

a. Temporary Storage. Storage in connection with a line-haul movement of personal property that is acquired either by Personal Property Bill of Lading/Bill of Lading or contract. Such storage is cumulative and may accrue at origin, in transit, at destination or any combination thereof.

b. Non-temporary Storage, or NTS. Long-term storage of HHG in lieu of transportation. NTS includes necessary packing, crating, unpacking, uncrating, transportation to and from place of storage, storage, and other directly related necessary services.

Storage-in-Transit (SIT). Storage in connection with a line-haul movement of personal property that is acquired either by Personal Property Bill of Lading or contract. Such storage is cumulative and may accrue at origin, in transit, at destination, or any combination thereof.

Storage Management Office. An office designated by Headquarters United States Transportation Command that performs contract administration for NTS shipments managed under the Defense Personal Property Program.

Tare Weight. The weight of a container deducted from gross weight to obtain net weight or the weight of an empty container.
APPENDIX A. DEFINITIONS

Tariff. A publication containing rates, rules, regulations, and charges applying to commercial/military transportation and accessorial services.

Tender. A paper or electronic voluntary or negotiated offer by a qualified carrier to provide transportation services to the United States Department of Defense at specified rates or charges and submitted by the carrier to a central authority for official acceptance and authorization for use to route traffic.

Third-Party Logistics Provider. A third-party logistics provider is a firm that provides “third-party” logistics services to companies for part, or sometimes all of their supply chain management. Third-party logistics providers typically specialize in transportation services that can be scaled and customized to customer’s needs based on market conditions and the demands and delivery service requirements for their products and materials.

Third-Party Service. A service that, because of the carrier’s inability to perform, must be contracted to a third party—in lieu of the carrier performing. This service must be preapproved by the Personal Property Shipping Office. The carrier will then pay the third party for the service performed and provide a paid invoice to the Personal Property Shipping Office, which will then give approval for the DFAS to reimburse the carrier. If the PPSO feels that the third-party charge is excessive, the PPSO must call to get estimates to ensure the charge is fair.


Traffic. Cargo, personal property, mail, passengers, patients, security courier material, accompanied baggage, and human remains. Outbound traffic is that which originates in CONUS and is destined for OCONUS. Inbound traffic is that which originates OCONUS and is destined to or moving in the general direction of CONUS.

Traffic Management. The direction, control and supervision of all functions incident to the procurement and use of freight and passenger transportation services, and the movement of a member’s/employee’s personal property.

Transit Time. The established time for the movement of a shipment from origin to destination. This time is determined by counting the day after pickup as the first day. Saturdays and Sundays are counted as part of the transit time.

Transportation Control and Movement Document (TCMD), DD Form 1384. A form used to control the movement of cargo while in the Defense Transportation System and performs functions similar to bill of lading in the commercial transportation system. Reference DTR II.

Transportation Control Number (TCN). A 17-position alphanumeric character set assigned to control a shipment throughout the transportation cycle of the Defense Transportation System. Reference DTR II.
APPENDIX A. DEFINITIONS

Transportation Officer (TO). Person(s) designated or appointed to perform traffic management functions. The official at an activity that is designated or appointed as Installation Transportation Officer, Traffic Manager, Traffic Management Officer, Passenger Transportation Officer, Personal Property Transportation Officer, Distribution Management Officer, Unit Movement Coordinator, or Department of State General Service Officer.

Transportation Operational Personal Property Standard System (TOPS). A standard automated information system designed to support the DP3.

Transportation Service Provider (TSP). Any party, person, agent, or carrier that provides freight or passenger transportation and related services to an agency. For a freight shipment this would include packers, truckers, and storage providers. For passenger transportation this would include airlines, travel agents and travel management centers as described in Federal Management Regulation, Sub-chapter D, Section 102-118.35, Definitions.

Unaccompanied Baggage (UB). (Reference JTR Appendix A for a full 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.)


Waiting Time. Chargeable time that the carrier (at carrier’s convenience) is requested to wait. This time is either beyond the initial “allowable” waiting time or time that is necessary and out of carrier’s control such as due to a member’s/employee’s over-dimension article. Charges are applied to the vehicle(s) and driver(s), and possibly the helpers.
## Appendix A. Definitions and Acronyms

### Acronyms.

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>AFB</td>
<td>Air Force Base</td>
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<tr>
<td>AFI</td>
<td>Air Force Instruction</td>
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<tr>
<td>APOD</td>
<td>Aerial port of debarkation</td>
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<tr>
<td>APOE</td>
<td>Aerial port of embarkation</td>
</tr>
<tr>
<td>ATF</td>
<td>Federal Bureau of Alcohol, Tobacco, and Firearms</td>
</tr>
<tr>
<td>BOTO</td>
<td>Boat one-time-only</td>
</tr>
<tr>
<td>BV</td>
<td>Best value</td>
</tr>
<tr>
<td>CFR</td>
<td>Code of Federal Regulations</td>
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<tr>
<td>CONUS</td>
<td>Continental United States</td>
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<tr>
<td>CPPSO</td>
<td>Consolidated Personal Property Shipping Office</td>
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<tr>
<td>DD (Form)</td>
<td>Department of Defense (form)</td>
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<tr>
<td>DFARS</td>
<td>Defense Federal Acquisition Regulation Supplement</td>
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<tr>
<td>DFAS</td>
<td>Defense Finance and Accounting Service</td>
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<tr>
<td>DoD</td>
<td>Department of Defense</td>
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<tr>
<td>DoS</td>
<td>Department of State</td>
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<tr>
<td>DP3</td>
<td>Defense Personal Property Program</td>
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<tr>
<td>DPM</td>
<td>Direct procurement method</td>
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<td>DPS</td>
<td>Defense Personal Property System</td>
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<td>DTOD</td>
<td>Defense Table of Official Distances</td>
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<tr>
<td>DTR</td>
<td>Defense Transportation Regulation</td>
</tr>
<tr>
<td>GATES</td>
<td>Global Air Transportation Execution System</td>
</tr>
<tr>
<td>GBL</td>
<td>Government bill of lading</td>
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<tr>
<td>GBLOC</td>
<td>Government bill of lading office code</td>
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</tbody>
</table>
### APPENDIX A. ACRONYMS

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<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>GPC</td>
<td>Global POV (privately owned vehicle) Contract</td>
</tr>
<tr>
<td>HAZMAT</td>
<td>Hazardous material</td>
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<tr>
<td>HQ</td>
<td>Headquarters</td>
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<tr>
<td>JTR</td>
<td>Joint Travel Regulations</td>
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<tr>
<td>LOW</td>
<td>Letter of warning</td>
</tr>
<tr>
<td>LOS</td>
<td>Letter of suspension</td>
</tr>
<tr>
<td>MCO</td>
<td>Military Claims Office; (United States) Marine Corps Order</td>
</tr>
<tr>
<td>MOTO</td>
<td>Mobile home one-time-only</td>
</tr>
<tr>
<td>OCONUS</td>
<td>Outside the Continental United States</td>
</tr>
<tr>
<td>OTO</td>
<td>One-time-only</td>
</tr>
<tr>
<td>PBP&amp;E</td>
<td>Professional books, papers, and equipment</td>
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<tr>
<td>PCS</td>
<td>Permanent change of station</td>
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<tr>
<td>PDS</td>
<td>Permanent duty station</td>
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<tr>
<td>PII</td>
<td>Personally identifiable information</td>
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<tr>
<td>POF</td>
<td>Privately owned firearm</td>
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<tr>
<td>POV</td>
<td>Privately owned vehicle</td>
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<tr>
<td>PPCIG</td>
<td>Personal Property Consignment Instructions Guide</td>
</tr>
<tr>
<td>PPGBL/BL</td>
<td>Personal property government bill of lading/bill of lading</td>
</tr>
<tr>
<td>PPM</td>
<td>Personally procured move</td>
</tr>
<tr>
<td>PPPO</td>
<td>Personal Property Processing Office</td>
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<tr>
<td>PPSO</td>
<td>Personal Property Shipping Office</td>
</tr>
<tr>
<td>PWS</td>
<td>Performance work statement</td>
</tr>
<tr>
<td>QA</td>
<td>Quality Assurance</td>
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<tr>
<td>RDD</td>
<td>Required delivery date</td>
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## APPENDIX A. ACRONYMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>SCAC</td>
<td>Standard Carrier Alpha Code</td>
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<tr>
<td>SDDC</td>
<td>Military Surface Deployment and Distribution Command</td>
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<tr>
<td>TCMD</td>
<td>Transportation Control and Movement Document</td>
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<tr>
<td>TCN</td>
<td>Transportation Control Number</td>
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<tr>
<td>TDY</td>
<td>Temporary duty</td>
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<tr>
<td>TO</td>
<td>Transportation Officer</td>
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<tr>
<td>TOPS</td>
<td>Transportation Operational Personal Property Standard System</td>
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<tr>
<td>TOS</td>
<td>Tender of Service</td>
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<tr>
<td>TPPS</td>
<td>Third party payment system</td>
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<tr>
<td>TRB</td>
<td>Transportation Service Provider Review Board</td>
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<tr>
<td>TSP</td>
<td>Transportation service provider</td>
</tr>
<tr>
<td>UB</td>
<td>Unaccompanied baggage</td>
</tr>
<tr>
<td>USC</td>
<td>United States Code</td>
</tr>
<tr>
<td>USTRANSCOM</td>
<td>United States Transportation Command</td>
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</tbody>
</table>
Appendix B. References

Air Force Instruction 24–501, Air Force Personal Property Moving and Storage

Air Force Policy Directive 24-5, Transporting and Storing Personal Property

Commandant Instruction Manual 4050.6, Coast Guard Personal Property Transportation Manual

Commandant Instruction Manual M4600.17A, Coast Guard Supplement to the JTR

Defense Federal Acquisition Regulation Supplement (DFARS)

Defense Transportation Regulation 4500.9-R, The Defense Transportation Regulation

DoD 7000.14-R, Department of Defense Financial Management Regulation (DoDFMR)

DoD Directive 4500.09E, Transportation and Traffic Management

DoD Directive 5158.04, United States Transportation Command (USTRANSCOM)

DoD Directive 5400.11, DoD Privacy Program

DoD Instruction 4500.57, Transportation and Traffic Management

DoD Manual 5200.01, (Vols 1 - 4), DoD Information Security Program

DoD Regulation 5400.11-R, Department of Defense Privacy Program

Domestic Personal Property Rate Solicitation

Federal Acquisition Regulations

Federal Travel Regulation

International Organization for Standardization (ISO) 6346, Freight Containers - Coding, Identification, and Marking

International Personal Property Rate Solicitation

Joint Publication 1-02, Department of Defense Dictionary of Military and Associated Terms

Joint Publication 4-01, The Defense Transportation System

Joint Publication 4-09, Distribution Operations

Joint Travel Regulations, Uniformed Service Members and DoD Civilian Employees

Marine Corps Order P4600.39, Marine Corps Personal Property Transportation Manual
APPENDIX B. REFERENCES

Military Surface Deployment and Distribution Command Pamphlet 55-12, Transportation and Travel Commercial Containers for DoD Household Goods Shipments

Military Surface Deployment and Distribution Command Regulation 15-1, Procedure for Disqualifying and Placing Transportation Service Providers (TSP) in Non-Use

MIL-STD-129R, Department of Defense Standard Practice, Military Marking for Shipment and Storage

Naval Supply Systems Command Publication 490, Transportation of Personal Property

United States Transportation Command Instruction 31-11, USTRANSCOM Security Program
### Appendix C. Prescribed Forms

**PAY ADJUSTMENT AUTHORIZATION**

<table>
<thead>
<tr>
<th>MEMBER</th>
<th>SSAN</th>
<th>GRADE/RANK/RATE</th>
<th>BRANCH OF SERVICE</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Last name)</td>
<td>(First)</td>
<td>(Middle)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** If member has been transferred, forward this authorization to the officer currently maintaining the member's pay record.

<table>
<thead>
<tr>
<th>PAY GRADE NO</th>
<th>LAST PAY RECORD EXAMINED</th>
<th>AMOUNT</th>
<th>APPROPRIATION DATA</th>
</tr>
</thead>
</table>

| FROM | | |
| NAME OF ACCOUNTABLE D.O. | SYMBOL NO. | G.A.O. EXCEPTION CODE |

**YOU ARE HEREBY AUTHORIZED TO**

- [ ] CHARGE
- [ ] CREDIT

**THE MILITARY PAY RECORD OF THE MEMBER LISTED ABOVE**

**EXPLANATION AND/OR REASON FOR ADJUSTMENT**

The above adjustment is based on a thorough examination of all available records. If the Disbursing Officer has knowledge that a previous adjustment has been made or why the adjustment should not be made for the same item, this authorization should be returned with a brief statement of the reason for failure to make adjustment.

| FROM | CERTIFYING OFFICER (Name, rank, grade, and signature) |

I CERTIFY that the adjustment indicated above has been entered on the above-named member's Military Pay Record. (If adjustment has not been entered, give explanation on reverse over D.O.'s signature and symbol number.)

| CERTIFICATE | | |
| TYPE OF NAME AND GRADE OF D.O. | | |
| D.O. SYMBOL NO. | DATE | |
| SIGNATURE | |

**DD FORM 139, MAY 53**

EDITION OF THIS FORM NOT HAVING SSAN IS OBSOLETE AFTER 30 JUN 89.
APPENDIX C. PRESCRIBED FORMS

<table>
<thead>
<tr>
<th>Statement of Accessorial Services Performed</th>
</tr>
</thead>
<tbody>
<tr>
<td>This form is required only when accessorial services are chargeable to the Government. Carrier will enter complete information or “None” in columns. “Unit Price” and “Charge” columns may be omitted when charges are remitted on the Standard Form 1113.</td>
</tr>
<tr>
<td>The purpose in reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Department of Defense, Washington Headquarters Services, Executive Services Directorate, Information Management Division, 1055 Defense Pentagon, Washington, DC 20301-1055 (0702-0002). Respondents should be aware that notwithstanding any other provisions of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.</td>
</tr>
<tr>
<td><strong>PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ABOVE ORGANIZATION.</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1. Government Bill of Lading Number</th>
<th>2. Date of Pick Up at Origin (YYYYMMDD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. a. Name of Owner (Last, First, Middle Initial)</td>
<td>6. Accessorial Services Performed</td>
</tr>
<tr>
<td>b. SSN</td>
<td>a. Dish Pack</td>
</tr>
<tr>
<td>c. Rank or Grade</td>
<td>b. Cartons (Less than 2 cubic feet)</td>
</tr>
<tr>
<td>4. Origin of Shipment</td>
<td>c. Cartons (2 cubic feet)</td>
</tr>
<tr>
<td>5. Destination of Shipment</td>
<td>d. Cartons (2.5 cubic feet)</td>
</tr>
<tr>
<td>6a. Ordering Activity/Installation Name</td>
<td>e. Cartons (4 cubic feet)</td>
</tr>
<tr>
<td>b. Location</td>
<td>f. Cartons (6 cubic feet)</td>
</tr>
<tr>
<td>7a. Name of Carrier</td>
<td>g. Wardrobe (Not less than 10 cubic feet)</td>
</tr>
<tr>
<td>b. Name of Agent (Last, First, Middle Initial)</td>
<td>h. Mattress, crib</td>
</tr>
<tr>
<td>8. Signature of Carrier’s Representative</td>
<td>i. Mattress (Not exceeding 30” x 75”)</td>
</tr>
<tr>
<td>9. Date (YYYYMMDD)</td>
<td>j. Mattress (Not exceeding 54” x 75”)</td>
</tr>
<tr>
<td>10. Carrier’s Shipment Reference No.</td>
<td>k. Mattress (Exceeding 54” x 75”)</td>
</tr>
<tr>
<td>11. Agent or Driver Code</td>
<td>l. Total</td>
</tr>
</tbody>
</table>
| 12. Professional Books, Papers and Equipment (If Any) | m. Total (Not in Shipment)

| 13. Storage in Transit (No) |
| a. Stored at (1) City | b. Site Services Provided at (X) Site |
| (State) | (Y) Site |
| c. In | d. Ordered Out |
| e. Delivered Out | f. Net Weight |
| g. Number of Days |
| 14. Reweight Certification (If applicable) | y. Labor (Describe service in Remarks) |
| b. Original Gross | (Enter number of man-hours) |
| c. Reweight Gross | z. (If applicable) |
| d. Original Tare | Extra Delivery |
| e. Reweight Tare | Extra Pick-up |
| f. Original Net | Auxiliary Services |
| g. Reweight Net | 15. Appliances Serviced (Owner/Agent must initial each entry separately) |
| a. Type | a. Piano/organ carry service |
| b. Make/Model No/Manufacturer | b. Elevator/stair excess distance |
| c. Owner/Agent Initials | c. Servicing appliance(s) other articles |
| d. Type of service | (As remanded and indicated in Item 15) |
| e. Total Accessorial Service Charges |

| 16. Packing, Pack Materials and Unpacking |
| Number | Unit Price |
| Charge |
| a. Dish Pack |
| b. Cartons (Less than 2 cubic feet) |
| c. Cartons (2 cubic feet) |
| d. Cartons (2.5 cubic feet) |
| e. Cartons (4 cubic feet) |
| f. Cartons (6 cubic feet) |
| g. Wardrobe (Not less than 10 cubic feet) |
| h. Mattress, crib |
| i. Mattress (Not exceeding 30” x 75”) |
| j. Mattress (Not exceeding 54” x 75”) |
| k. Mattress (Exceeding 54” x 75”) |
| l. Total |

| 17. Remarks |
| a. Materials were transferred/accessorial services were performed at origin |
| b. Signature (Do not sign until Carrier has completed column 16th) |
| c. Date Signed (YYYYMMDD) |

| 18. Statement of Owner, Military Inspector/Transportation Officer |
| a. Services Accomplished (X as applicable) |
| b. Signature (If not sign at carrier has completed column 16th) |
| c. Date Signed (YYYYMMDD) |

DD FORM 619, MAY 2008
PREVIOUS EDITION MAY BE USED.
APPENDIX C. PRESCRIBED FORMS

STATEMENT OF ACCESSORIAL SERVICES PERFORMED (STORAGE-IN-TRANSIT DELIVERY AND REWEIGH)

| CONTAINS INFORMATION SUBJECT TO THE PRIVACY ACT OF 1974, AS AMENDED |
| CMB No. 0702-0002 |
| CMB approval expires May 31, 2011 |

The public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Department of Defense, Washington Headquarters Services, Executive Services Directorate, Information Management Division, 1115 Defense Pentagon, Washington, DC 20301-115 (703-605-322). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information that is not voluntarily submitted.

PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ABOVE ORGANIZATION.

| DISTRIBUTION | 1. ORIGINAL COPY TO CARRIER | 2. COPY TO PROPERTY OWNER |
| 3. ADDITIONAL COPIES MAY BE MADE FOR CARRIER'S USE |

1. GOVERNMENT BILL OF LADING NUMBER
2. DATE OF PICKUP AT ORIGIN (YYYY/MM/DD)

3.a. NAME OF OWNER (Last, First, Middle Initial)
3.b. SSN
3.c. RANK OR GRADE

4. ORIGIN OF SHIPMENT
5. DESTINATION OF SHIPMENT
6.a. ORDERING ACTIVITY / INSTALLATION NAME
6.b. LOCATION

7.a. NAME OF CARRIER
7.b. NAME OF AGENT (Last, First, Middle Initial)

8. SIGNATURE OF CARRIER'S REPRESENTATIVE
9. DATE (YYYY/MM/DD)

10. CARRIER'S SHIPMENT REFERENCE NO.
11. AGENT OR DRIVER CODE

12. REMARKS

13. STORABLE-IN-TRANSIT (ST) 

a. STORED AT (City and State)

b. SERVICES WERE PROVIDED AT (if applicable)

c. DESTINATION

d. OTHER

e. DATE IN (YYYY/MM/DD)

f. DATE OUT (YYYY/MM/DD)

g. NUMBER OF DAYS

h. NET WEIGHT

i. THIS SHIPMENT WAS ORDERED IN AND OUT OF SITE ON DATE INDICATED HEREIN AND AUTHORIZED BY ST CONTROL NUMBER

j. SIGNATURE OF TRANSPORTATION OFFICER

k. DATE (YYYY/MM/DD)

l. YES

m. NO

14. REWEIGH CERTIFICATION

a. ORIGINAL GROSS

b. REWEIGH GROSS

c. ORIGINAL TARE

d. REWEIGH TARE

e. ORIGINAL NET

f. REWEIGH NET

15. ADDITIONAL SERVICES

16. CONSIGNEE'S STATEMENT OF DELIVERY AND LOSS OR DAMAGE

Notice is hereby given to the carrier to whom this statement of accessorial services performed is surrendered that the shipment was received in condition as shown below and that claim, if any, will be made for the value of such loss and/or damage as indicated.

| DESCRIPTION OF LOSS OR DAMAGE | ACTUAL OR ESTIMATED WEIGHT |

17. WAIVER

Unpacking and removal of packing material, boxes, and other debris has been waived.

| INVENTORY NUMBERS | SIGNATURE |

18. CERTIFICATION

I have received the property described on this form:

| FROM | AT (Actual Point of Delivery) |

The property was in apparent good order and condition except as noted above.

| SIGNATURE OF CONSIGNEE OR AUTHORIZED AGENT | DATE OF DELIVERY (YYYY/MM/DD) |

DD FORM 619-1, MAY 2008

PREVIOUS EDITIONS MAY BE USED.

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179-FS-C4 2165 (Rev. 8/05)
**APPENDIX C. PRESCRIBED FORMS**

<table>
<thead>
<tr>
<th><strong>CASH COLLECTION VOUCHER</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>DISBURSING OFFICE COLLECTION VOUCHER NUMBER</td>
<td></td>
</tr>
<tr>
<td>RECEIVING OFFICE COLLECTION VOUCHER NUMBER</td>
<td></td>
</tr>
</tbody>
</table>

**RECEIVING OFFICE**

- **ACTIVITY (Name and location)**

**RECEIVED AND FORWARDED BY (Printed name, title and signature)**

**DATE**

**DISBURSING OFFICE**

- **ACTIVITY (Name and location)**

**DISBURSING OFFICER (Printed name, title and signature)**

**DISBURSING STATION SYMBOL NUMBER**

**DATE**

**PERIOD:**

<table>
<thead>
<tr>
<th><strong>From</strong></th>
<th><strong>To</strong></th>
</tr>
</thead>
</table>

**DATE RECEIVED**

<table>
<thead>
<tr>
<th><strong>NAME OF REMITTER</strong></th>
<th><strong>DESCRIPTION OF REMITTANCE</strong></th>
<th><strong>DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED</strong></th>
<th><strong>AMOUNT</strong></th>
<th><strong>ACCOUNTING CLASSIFICATION</strong></th>
</tr>
</thead>
</table>

**TOTAL**

---

*Form approved by Comptroller General, U.S.*

24 January 1956
### APPENDIX C. PRESCRIBED FORMS

**SERVICE ORDER FOR PERSONAL PROPERTY**

1. **TO** (Contractor)  
   a. **NAME**
   b. **ADDRESS** (Street, City, State, ZIP Code)

2. **FROM** (Ordering Office)  
   a. **NAME**
   b. **ADDRESS** (Street, City, State, ZIP Code)

3. **THIS SERVICE ORDER IS ISSUED AND AN ORDER IS HEREBY PLACED WITH YOU, ACCEPTING YOUR OFFER (ORAL OR WRITTEN) FOR SERVICES ON** (enter date)  
   **SUBJECT TO THE PROVISIONS OF THE BELOW-NUMBERED BASIC ORDERING AGREEMENT FOR THE FOLLOWING SERVICES:**

   a. **SCAC CODE**  
   b. **FEDERAL AGENCY**  
   c. **APPROPRIATION IDENTIFY**  
   d. **BASIC ORDERING AGREEMENT NUMBER**  
   e. **MODIFICATION NUMBER**

   f. **SERVICE ORDER NUMBER**
   g. **LOT NUMBER**
   h. **LOCATION OF PROPERTY** (Street, City, State, ZIP Code)

   i. **ESTIMATED STORAGE PERIOD**
   j. **PICK-UP DATE** (YYYY/MM/DD)
   k. **STORAGE EXPIRATION DATE** (YYYY/MM/DD)
   l. **ESTIMATED WEIGHT**
   m. **WEIGHT IN STORAGE** (ACTUAL)

   n. **OWNER**
   (1) **NAME** (Last, First, Middle Initial)  
   (2) **PERMANENT ADDRESS** (Street, City, State, ZIP Code)

   (3) **PAY GRADE**  
   (4) **SEN**

4. **NEW ACCOUNTS - SERVICES ORDERED**

   a. **PACKING ITEM I**  
      (1) **WAREHOUSE - ITEM IIA**
   b. **SPECIAL SERVICES**  
      (2) **EXPENSIVE/VALUABLE ITEM - ITEM III**
      (3) **DRAYAGE-IN ITEM IV**
      (4) **HANDLING-IN ITEM V**

   c. **RATE**
   d. **NO.**
   e. **RATE**
   f. **NO.**
   g. **RATE**
   h. **ZONE**
   i. **ZONE**
   j. **RATE**
   k. **RATE**
   l. **RATE**
   m. **RATE**

5. **REMOVAL ACTIONS**

   a. **APPROPRIATION IDENTITY**
   b. **STORAGE REMOVAL DATE** (YYYY/MM/DD)
   c. **DELIVERY ADDRESS** (Street, City, State, ZIP Code)

6. **SERVICES ORDERED**

   (1) **HANDLING IN ITEM IV**
   (2) **HANDLING OUT ITEM VI**
   (3) **DRAYAGE-OUT ITEM VII**
   (4) **UNPACKING ITEM VIII**
   (5) **WEIGHT REHANDEL**
   (6) **WEIGHT REMOVED**
   (7) **WEIGHT REMAINING**

   (1) **RATE**
   (2) **RATE**
   (3) **ZONE**
   (4) **RATE**
   (5) **RATE**
   (6) **RATE**

7. **REMARKS**

8. **SPECIAL INSTRUCTIONS**

   a. **MAIL INVOICES TO:**
   b. **STORAGE AUTHORITY:**
   c. **MAXIMUM WEIGHT CHARGEABLE TO GOVERNMENT**
   (LBS. Weight in excess of such maximum will be charged to the owner.
   d. **ESTIMATED COST OF THE SERVICES IS**
   (You are not to perform any service which will result in contract costs in excess of
   the above sum, unless authorized in writing by the ordering officer.
   e. **ACCOUNTING CLASSIFICATION:**

8. **CERTIFICATION** (To be completed by Ordering Office)

   Commercial storage has been determined to be more economical than government storage.

   a. **TYPED NAME** (Last, First, Middle Initial)
   b. **TITLE**
   c. **SIGNATURE**
   d. **DATE SIGNED** (YYYY/MM/DD)

---

**DD FORM 1164, SEP 1998**

Previous edition is obsolete.
APPENDIX C. PRESCRIBED FORMS

US CUSTOMS AND BORDER PROTECTION (CBP) DECLARATION FOR PERSONAL PROPERTY SHIPMENTS

WARNING: Any false statement or willful omission herein subjects the shipment to seizure and forfeiture or any person involved to a penalty equal to its value as well as to criminal prosecution.

DATA REQUIRED BY THE PRIVACY ACT OF 1974


PRINCIPAL PURPOSE(S): To declare shipments of household goods, unaccompanied baggage, and privately owned vehicles for which free entry is claimed. Section A - Owner's CBP declaration for type of shipment and reason for shipment. Section B - Overseas Port shipment data.

ROUTINE USE(S): (1) Use of your Social Security Number is proof of identification that person processing through CBP is not an impostor and also assists in criminal prosecution if contraband or undeclared articles, for which CBP fees are due, are found in shipment. (2) Original transportation officer retains a copy as proof that shipment has been properly processed. Copy will be destroyed when no longer required.

DISCLOSURE: Voluntary, however, failure to provide your SSN and other requested personal information may cause delay in processing through CBP, pending positive identification.

PART I - HOUSEHOLD GOODS, UNACCOMPANIED BAGGAGE, AND PRIVATELY OWNED VEHICLES

1. TO: (Overseas POE/APO)
2. FROM: (Transportation Officer)

SECTION A - OWNER'S CBP DECLARATION (Attach copy of orders)

3. NAME: (Last, First, Middle Initial) (Print or type)
4. GRADE
5. SOCIAL SECURITY NUMBER
6. UNIT ADDRESS OVERSEAS (include APO number)
7. ADDRESS IN UNITED STATES (include ZIP Code)

8. DECLARATION FOR: (X appropriate item) (Attach copy of orders)
   - HOUSEHOLD GOODS
   - UNACCOMPANIED BAGGAGE
   - PRIVATELY OWNED VEHICLE

9. I DECLARE THAT: (1) All items in this shipment to the United States consist only of personal property for my personal use or the use of members of my family who have been residing with me; (2) The shipment contains no prohibited items; (3) Any articles which are (a) Restricted or (b) In excess of the quantities entitled to free entry under the law and regulations thereunder are listed and identified as such in the remarks space below (with the cost or fair value, if not obtained by purchase, given for those not entitled to free entry) or if there are none, I have written the words "No Exceptions," in that space; (4) None of the items are to be taken or shipped to the United States as an accommodation for others or for sale, barter, or exchange; (5) This declaration is made for me and for (State number) members of my family; (6) Total quantities of alcohol beverages and cigars included in this and other sets of CBP declaration forms. Alcohol beverages (State number) ;
   Cigars (State number) ; and (7) I have been serving overseas under competent US Government orders and was: (Check appropriate item below)
   a. Assigned to permanent duty overseas.
   b. Required to perform temporary duty overseas for 140 days or more.
   c. Assigned to temporary duty overseas under orders which intended the duration to be 140 days or more.
   d. Directed from one overseas duty station to another overseas duty station and return of my personal property to the United States has been approved as indicated in supplemental instructions to orders.
   e. Directed to evacuate myself, family, or personal property to the United States.
   f. Directed to ship personal property in advance of the issuance of travel orders.

10. THE STATEMENTS ABOVE ARE MADE WITH FULL KNOWLEDGE OF THE APPLICABLE PROVISIONS OF DOD REGULATION 4500.9-R PART V AND OVERSEAS INSTRUCTIONS.
   a. SIGNATURE OF OWNER
   b. DATE (YYYY/MM/DD)

11. REMARKS
12. FOR USE OF US CBP OFFICERS

13. NAME OF CARRIER
14. VOYAGE OR FLIGHT NO.

DD FORM 1282, FEB 2006

COPY DESIGNATION (X one):
1. Attach to Manifest
2. Place in envelope affixed to No. 1 cargo container or in No. 1 transocean cargo container
3. Origin Transportation Office file
4. Owner

PREVIOUS EDITION IS OBSOLETE

Reset
APPENDIX C. PRESCRIBED FORMS

<table>
<thead>
<tr>
<th>US CUSTOMS AND BORDER PROTECTION</th>
<th>WARNING: Any false statement or willful omission herein applies to the shipment as if it were being seized and forfeited to the United States.</th>
<th>CBP DECLARATION NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBP DECLARATION FOR PERSONAL PROPERTY SHIPMENTS</td>
<td>If false information is submitted in this declaration or if the shipment is not in accordance with the information provided, the shipper may be subject to civil or criminal penalties under the law.</td>
<td>(For Issuing Office Use)</td>
</tr>
<tr>
<td>DATA REQUIRED BY THE PRIVACY ACT OF 1974</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AUTHORITY: 19 U.S.C. 1408</td>
<td>To declare shipments of household goods, unaccompanied baggage, and privately owned vehicles for which entry is claimed.</td>
<td></td>
</tr>
<tr>
<td>PRINCIPAL PURPOSE(S):</td>
<td>To declare shipments of household goods, unaccompanied baggage, and privately owned vehicles for which entry is claimed.</td>
<td></td>
</tr>
<tr>
<td>Section A - Owner CBP declaration for type of shipment and reason for shipment</td>
<td>Section B - Overseas Port shipment data</td>
<td></td>
</tr>
<tr>
<td>ROUTINE USE(S):</td>
<td>(1) The CBP declaration is proof of identification that person processing through CBP is not an impostor and also assists in criminal prosecution if contraband or undeclared articles, for which CBP fees are due, are found in shipment. (2) Origin transportation officer retains a copy as proof that shipment has been properly processed. Any copy will be destroyed when no longer required.</td>
<td></td>
</tr>
<tr>
<td>DISCLOSURE: Voluntary, however, failure to provide your SSN and other requested personal information may cause delay in processing through CBP, pending positive identification.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PART II - FIREARMS AND AMMUNITION</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. TO: (Overseas POE/APO)</td>
<td>2. FROM: (Transportation Officer)</td>
<td></td>
</tr>
<tr>
<td>SECTION A - OWNER'S CBP DECLARATION</td>
<td>(Attach copy of orders)</td>
<td></td>
</tr>
<tr>
<td>3. NAME (Last, First, Middle Initial (Patronymic))</td>
<td>4. GRADE</td>
<td>5. SOCIAL SECURITY NUMBER</td>
</tr>
<tr>
<td>6. UNIT ADDRESS OVERSEAS (Include APO number)</td>
<td>7. ADDRESS IN UNITED STATES (Include ZIP Code)</td>
<td></td>
</tr>
<tr>
<td>8. I DECLARE THAT:</td>
<td>(1) All items in this shipment to the United States consist only of privately owned firearms and ammunition for personal use; (2) The shipment contains: (a) No surplus military firearms except as indicated in 2 below; (b) No prohibited firearm; (c) The firearms are generally recognized as suitable for sporting purposes as determined by the Department of Treasury; or as indicated in 2 below: I have / I have not been serving overseas under U.S. Government orders and am traveling under orders for (or to) (X appropriate item below)</td>
<td></td>
</tr>
<tr>
<td>a. TDY or PCS to the United States or enroute to another overseas duty station</td>
<td>b. PCS to the United States from overseas:</td>
<td></td>
</tr>
<tr>
<td>c. PCS from overseas to a restricted overseas area where firearms are prohibited and personal property is being returned to the US.</td>
<td>d. PCS to the US from a permanent duty station abroad to a permanent duty station in the United States or for release from active duty.</td>
<td></td>
</tr>
<tr>
<td>e. PCS from a combat area or a combat zone to the United States.</td>
<td>f. TDY to the United States from overseas.</td>
<td></td>
</tr>
<tr>
<td>COMPLETE DECLARATION BELOW</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. DECLARATION CONCERNING IMPORTATION OF FIREARMS OR AMMUNITION PREVIOUSLY TAKEN OUT OF THE UNITED STATES</td>
<td>Under penalty of perjury I hereby declare that my present address is</td>
<td></td>
</tr>
<tr>
<td>and that I departed from the United States (Including possessions thereof) as (Place of exit)</td>
<td>and took with me as part of my personal property, the firearm(s) and ammunition which I previously possessed in the United States.</td>
<td></td>
</tr>
<tr>
<td>on or about (YYYY/MM/DD)</td>
<td>Indicate as code &quot;A&quot; in description below.</td>
<td></td>
</tr>
<tr>
<td>10. FIREARMS OR AMMUNITION ACQUIRED DIRECTLY FROM A LICENSED US FIREARMS DEALER OR THROUGH AN AUTHORIZED ROD</td>
<td>An approved Import Permit (ATF Form 6) (Firearms) Part II and Release and Receipt of Imported Firearms (ATF Form 6A) (Firearms) should be attached if available.</td>
<td></td>
</tr>
<tr>
<td>AND GUN CLUB OR THROUGH MILITARY EXCHANGE SERVICES SPECIFICALLY FOR THE MEMBER.</td>
<td>If not, indicate as code &quot;D&quot; in description below.</td>
<td></td>
</tr>
<tr>
<td>11. FIREARMS OR AMMUNITION ACQUIRED OVERSEAS OTHER THAN AS INDICATED IN 10 ABOVE.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. DESCRIPTION OF FIREARMS OR AMMUNITION</td>
<td>(List additional firearms/amunition in Remarks, on back.)</td>
<td></td>
</tr>
<tr>
<td>a. FIREARMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ITEM</td>
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<td>(5)</td>
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</tr>
<tr>
<td>13. THE STATEMENTS ABOVE ARE MADE WITH FULL KNOWLEDGE OF THE APPLICABLE PROVISIONS OF DOC REGULATION 4500.9-R</td>
<td>a. SIGNATURE OF OWNER</td>
<td>b. DATE (YYYY/MM/DD)</td>
</tr>
<tr>
<td>PART V AND OVERSEAS INSTRUCTIONS.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

DD FORM 1252-1, FEB 2006 PREVIOUS EDITION IS OBSOLETE.
<table>
<thead>
<tr>
<th>TRANSPORTATION CONTROL AND MOVEMENT DOCUMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. DOC ID</td>
</tr>
</tbody>
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</table>

<table>
<thead>
<tr>
<th>28. CONSIGNEE</th>
<th>29. DATE RECEIVED/OFFERED (SIGN)</th>
<th>30. CONDITION</th>
<th>31. REMARKS</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>32. DOC ID</th>
<th>33. TRAILER-CONTAINER</th>
<th>34. CONSIGNOR COMM AMB/OTHER</th>
<th>35. COMMODITY SPECIAL HANDLING</th>
<th>36. VOY NO</th>
<th>37. POD</th>
<th>38. M O D E</th>
<th>39. TYPE PACK</th>
<th>40. TRANSPORTATION CONTROL NUMBER</th>
<th>41. CONSIGNEE</th>
<th>42. REMARKS AND/OR</th>
<th>43. ADDITIONAL REMARKS OR</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

DD FORM 1384, OCT 2000  
PREVIOUS EDITIONS MAY BE USED.
### APPENDIX C. PRESCRIBED FORMS

**SHIPMENT EVALUATION AND INSPECTION RECORD**

- **1. DATE (YYYYMMDD)**
- **2. MEMBER'S NAME**
  - **Last, First, Middle Initial**
- **3. GRADE/RANK**
- **4. COMPONENT**
- **5. CARRIER NAME**
  - SCAC
- **6. PPSO/ORDER NUMBER**
- **7. ORIGIN PPSO**
  - OBL
- **8. DESTINATION PPSO**
  - OBL
- **9. CODE OF SERVICE**
- **10. PICKUP ADDRESS**
  - **NON-TEMPORARY STORAGE (X)**
  - **(Street, City, State and ZIP Code)**
- **11. DELIVERY ADDRESS**
  - **(Street, City, State and ZIP Code)**
- **12. PICKUP DATE (YYYYMMDD)**
- **13. MISSED PICKUP (X and) YES NO**
- **14. REQUIRED DELIVERY DATE (RDD) (YYYYMMDD)**
- **15. MISSED RDD (X and) YES (No. of days) NO**
- **16. ESTIMATED LOSS/DAMAGE**
- **17. DATE IN STORAGE-IN-TRANSIT (SIT) (YYYYMMDD)**
- **18. DATE OUT OF SIT (YYYYMMDD)**
- **19. DELIVERY DATE (YYYYMMDD)**
- **20. WEIGHT**
- **21. LOSS/DAMAGE (X and) YES NO UNKNOWN**
  - **a. TYPE**
  - **b. SOURCE**
- **22. CUSTOMER SATISFACTION (X and)**
- **23. TENDER OF SERVICE VIOLATIONS CODES**
- **24. SHIPMENT INSPECTION** (Explain all marked Tenders of Service (T/S) Violations in Remarks)
  - **(T/S CODE)**
  - **LI VIOLATION**
  - **AS CODE**
  - **A. FAILED TO PERFORM PREMOVE SURVEY (X and)**
  - **B. DEVIATED PACKAGING MATERIAL**
  - **C. IMPROPER-INADEQUATE PACKING MATERIAL**
  - **D. PREPARED INVENTORY IMPROPERLY**
  - **E. PREPPED DD699/DD940 IMPROPERLY**
  - **F. USED UNQUALIFIED PERSONNEL**
  - **G. IMPROPERLY SERVICED DEVICES**
  - **H. FOLDED FAILED TO PROPERLY ROLL RUGS**
  - **I. FAILED TO RECORD LOSSES/DAMAGES**
  - **J. FAILED TO WEIGH SHIPMENT IN CONFORMITY TO IFC**
  - **K. FAILED TO REMOVE PACKAGING MATERIALS/DEFECTS**
  - **L. FAILED TO REFUSE WHEN REQUESTED**
  - **M. FAILED TO PROVIDE REQUIRED DOCUMENTS TO PPSO**
- **25. REMARKS**

**DD FORM 1780, SEP 1998**

PREVIOUS EDITION IS OBSOLETE.
APPENDIX C. PRESCRIBED FORMS

PERSONAL PROPERTY COUNSELING CHECKLIST

PRIVACY ACT STATEMENT

AUTHORITY: 37 USC 406; 5 USC 5726; and E.O. 9397.

PRINCIPAL PURPOSE(S): Primary purpose is to ensure the member, dependent, and government employee has been briefed properly on the movement of their personal property within the Defense Transportation System. Information collected in this system may also be used in determining validity of claims for damage and improper shipments and any third party responsibility.

ROUTINE USE(S): Information contained in this system of records may be provided to a carrier, for the purpose of helping to resolve or adjudicate claims brought by Defense Transportation System users.

DISCLOSURE: Voluntary; however, failure to provide the requested information may delay settlement of a claim.

1. NAME (Last, First, Middle Initial)
2. SOCIAL SECURITY NUMBER
3. GRADE/RANK/RATING

4. ISSUING AUTHORITY

5. ORDER NUMBER AND PARAGRAPH
6. DATE (YYYY/MM/DD)

7. CHECKLIST (Record special instructions on back)

<table>
<thead>
<tr>
<th>PART I - HOUSEHOLD GOODS</th>
<th>PART II - UNACCOMPANIED BAGGAGE (Continued)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Entitlements under the order described above in number of shipments, authorized destinations, etc.</td>
<td>(7) Items of extraordinary value.</td>
</tr>
<tr>
<td>(2) Weight allowances: PCS</td>
<td>(8) Where to contact in the event of loss or damage.</td>
</tr>
<tr>
<td>TDY</td>
<td>(9) VIP - Very Important Papers (the importance of documentation)</td>
</tr>
<tr>
<td>(3) Weight restriction at new duty station, if any.</td>
<td>(10) Member's responsibility to complete and turn in quality control forms.</td>
</tr>
<tr>
<td>(4) Member's responsibility to reimburse the Government for any excess costs occasioned by this/these shipment(s).</td>
<td>(11) Member's responsibility to reimburse the Government for any excess costs occasioned by this/these shipment(s).</td>
</tr>
<tr>
<td>(5) Pickup date and required delivery date as determined by requirements of the member: RDO</td>
<td>(12) Unauthorized items and disposal of useless items.</td>
</tr>
<tr>
<td>(6) Method of shipment, including name of carrier if known.</td>
<td>(13) Professional books, papers, and equipment.</td>
</tr>
<tr>
<td>(7) Unauthorized items and disposal of useless items.</td>
<td>(14) Member's responsibility to contact the destination ITO immediately upon arrival to give a point of contact for the ITO when property arrives.</td>
</tr>
<tr>
<td>(8) Professional books, papers, and equipment.</td>
<td>(15) Procedure to designate agent to release property or accept property in absence of member and use of Power of Attorney or informal letter of authority.</td>
</tr>
<tr>
<td>(9) Member's responsibility to prepare and submit a complete DD Form 1701, Inventory of Household Goods.</td>
<td></td>
</tr>
<tr>
<td>(10) Servicing/deservicing appliances.</td>
<td></td>
</tr>
<tr>
<td>(11) Temporary storage (consensual or intransit).</td>
<td></td>
</tr>
<tr>
<td>(12) Checking inventory at origin and destination, noting discrepancies on reverse of FPGBL, DD Form 619, and carrier's inventory prior to signing and sending them to ITO.</td>
<td></td>
</tr>
<tr>
<td>(13) Checking DD Form 619 prepared by carrier at origin for complete accuracy of information recorded thereon.</td>
<td></td>
</tr>
<tr>
<td>(14) Member's responsibility to sign delivery documents and release them to carrier immediately upon delivery of property and completion of delivery services and annotation of discrepancies.</td>
<td></td>
</tr>
<tr>
<td>(15) Member's responsibility to contact the destination ITO immediately upon arrival to give a point of contact for the ITO when property arrives.</td>
<td></td>
</tr>
<tr>
<td>(16) Member's responsibility to contact origin and destination ITOs if there is any change in orders or there are other factors that could affect delivery of the shipment.</td>
<td></td>
</tr>
<tr>
<td>(17) Extra pickup or delivery charges, when applicable.</td>
<td></td>
</tr>
<tr>
<td>(18) Procedure to designate agent to release property or accept property in absence of member and use of Power of Attorney or informal letter of authority.</td>
<td></td>
</tr>
<tr>
<td>(19) What documentation given to member and its importance to him.</td>
<td></td>
</tr>
<tr>
<td>(20) Member's responsibility to complete and turn in quality control forms.</td>
<td></td>
</tr>
<tr>
<td>(21) Member's responsibility to ensure PP items are free of soil/pest infestation.</td>
<td></td>
</tr>
</tbody>
</table>

PART II - UNACCOMPANIED BAGGAGE

| (1) Included as part of HHG weight allowance when shipped at Government expense. | |
| (2) Weight allowances: Member Dependents | |
| (3) What can be shipped as unaccompanied baggage. | |
| (4) Pickup and delivery dates. | |
| (5) Preparation - Copy of Orders in each container just before closing it. | |
| (6) How and by whom shipped. | |

DD FORM 1797, SEP 1998
APPENDIX C. PRESCRIBED FORMS

<table>
<thead>
<tr>
<th>PART V - PRIVately OWNED VEHICLES (POV)</th>
<th>PART VI - WEAPONS AND AMMUNITION</th>
<th>PART VII - LIABILITY, CLAIMS, PROTECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Does vehicle qualify as a POV?</td>
<td>(1) Limitations and restrictions of country to which assigned.</td>
<td>(1) Carrier, storage firm and Government liability for loss or damage.</td>
</tr>
<tr>
<td>(2) Authorization, restrictions, special Host Government requirements.</td>
<td>(2) US Government requirements and restrictions applicable for import.</td>
<td>(2) Carrier and Government liability for mobile home, Liability for repairs entailed.</td>
</tr>
<tr>
<td>(3) Applicable port of embarkation and debarkation, alternates if needed.</td>
<td>(3) Special forms and procedures, responsibilities of carriers, etc.</td>
<td>(3) Carrier and Government liability for POV.</td>
</tr>
<tr>
<td>(4) Preparation of POV prior to delivery to port.</td>
<td>(5) Application and other documents required, power of attorney if required.</td>
<td>(4) Limitations on Government liability.</td>
</tr>
<tr>
<td>(5) Application and other documents required, Power of Attorney if required.</td>
<td>(6) Checking inventory of items left in POV, origin and destination.</td>
<td>(5) Importance of documentation – accurate inventory exceptions on delivery, etc.</td>
</tr>
<tr>
<td>(7) Checking inventory of items left in POV, origin and destination.</td>
<td>(8) Secure tamper proof seal if required.</td>
<td>(6) Valuation of items of extraordinary value - substantial value.</td>
</tr>
<tr>
<td>(8) Secure tamper proof seal if required.</td>
<td>(9) Responsibility to provide Part of Debarkation proper address where notification of arrival can be sent; period POV can remain at port.</td>
<td>(7) Whom to see at destination in the event of loss or damage.</td>
</tr>
<tr>
<td>(10) Joint inspection of POV at time of delivery and pickup.</td>
<td>(11) Licensing and insurance requirements of state or overseas country.</td>
<td></td>
</tr>
<tr>
<td>(11) Licensing and insurance requirements of state or overseas country.</td>
<td>(12) Foreign manufactured POVs.</td>
<td></td>
</tr>
<tr>
<td>(12) Foreign manufactured POVs.</td>
<td>(13) Delivery of POV to port by agent, special requirements for.</td>
<td></td>
</tr>
</tbody>
</table>

8. SPECIAL INSTRUCTIONS

9. CONFIRMATION OF COUNSELING

I understand that if I elect to ship any household goods at Government expense to a designated location when the waiting period for any type of housing at or in the vicinity of the overseas duty station is less than 20 weeks (as determined by the overseas commander), all entitlement to further shipment of such property at Government expense will be exhausted until such time as I receive subsequent PCS orders returning me to CONUS or assigning me to another overseas duty station.

a. I HAVE BEEN BRIEFED RELATIVE TO THE DISPOSITION OF MY PERSONAL PROPERTY AS FOLLOWS:

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) HOUSEHOLD GOODS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(2) NONTEMPORARY STORAGE</td>
<td>(6) MOBILE HOMES ($1500.00 Limitation on repairs entailed)</td>
<td></td>
</tr>
<tr>
<td>(3) PRIVately OWNED VEHICLES</td>
<td>(7) WEAPONS AND AMMUNITION</td>
<td></td>
</tr>
<tr>
<td>(4) LOSS AND DAMAGE</td>
<td>(8) I HAVE BEEN FURNISHED A COPY OF THE PERSONAL PROPERTY SHIPMENT INFORMATION PAMPHLET.</td>
<td></td>
</tr>
<tr>
<td>(5) UNACCOMPANIED BAGGAGE</td>
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</tr>
</tbody>
</table>

b. SIGNATURE OF COUNSELOR
c. SIGNATURE OF MEMBER/DEPENDENT/AGENT
d. DATE (YYYY/MM/DD)

DD FORM 1797 (BACK), SEP 1998
APPENDIX C. PRESCRIBED FORMS

CARRIER NOTICE OF

1. DATE (YYYYMMDD)

WARNING □ SUSPENSION □ REINSTATEMENT □ CANCELLATION

2. FROM

3. TO

SECTION I - SHIPMENT DATA

4. PROPERTY OWNER'S NAME

5. PPGBL

6. PICKUP DATE (YYYYMMDD)

7. DESTINATION

SECTION II - CARRIER ACTION

8.

a. DUE TO THE VIOLATIONS CITED BELOW, YOU ARE HEREBY WARNED THAT A REPETITION OF THE TYPE OF SERVICE PROVIDED IN SECTION I ABOVE WILL SERVE AS A BASIS FOR YOUR SUSPENSION.

b. DUE TO THE VIOLATIONS CITED BELOW, YOUR COMPANY IS SUSPENDED AT THIS ACTIVITY UNTIL PROOF OF CORRECTIVE ACTION IS PROVIDED.

c. YOUR COMPANY WILL BE REINSTATED TO THE LIST OF CARRIERS ELIGIBLE TO SERVE THIS ACTIVITY ON THE DATE SHOWN BELOW.

9. TENDER OF SERVICE VIOLATIONS/REMARKS

10a. NAME OF PERSONAL PROPERTY SHIPPING OFFICER (Last, First, Middle Initial)

b. SIGNATURE

11. EFFECTIVE DATE OF ACTION (YYYYMMDD)

DD FORM 1814, SEP 1998

PREVIOUS EDITION IS OBSOLETE.
### GOVERNMENT INSPECTION REPORT

#### 1. PREPARING INSTALLATION

<table>
<thead>
<tr>
<th>2. NAME OF PROPERTY OWNER</th>
<th>3. DESTINATION ADDRESS (Street, City, State and ZIP Code)</th>
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<tbody>
<tr>
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<tr>
<th>4. MODE OF SHIPMENT</th>
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</table>

<table>
<thead>
<tr>
<th>5. PROPERTY SHIPPED</th>
<th>6. DATE OF DELIVERY TO OWNER (YYYYMMDD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. FROM (Include ZIP Code)</td>
<td>c. WEIGHT OF SHIPMENT</td>
</tr>
<tr>
<td>b. TO (Include ZIP Code)</td>
<td>d. NUMBER OF PIECES</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>e. NAME AND ADDRESS OF GOVERNMENT BILL OF LADING CARRIER (Include ZIP Code)</th>
<th>f. GBL NUMBER</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>g. AIRWAY BILL NUMBER</th>
<th>h. CARRIER’S BILL OF LADING NUMBER</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>i. NAME AND ADDRESS OF WAREHOUSE (If shipment from non-temporary storage) (Include ZIP Code)</th>
<th>j. LOT NUMBER</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>k. SERVICE ORDER NUMBER</th>
<th>l. NAME AND ADDRESS OF DELIVERING CARRIER (If not agent of Government Bill of Lading carrier) (Include ZIP Code)</th>
<th>m. CONTRACT NUMBER</th>
</tr>
</thead>
</table>

#### 7. DISCREPANCIES NOTED BY INSPECTOR (Use supplemental sheets if necessary)

<table>
<thead>
<tr>
<th>CARRIER’S INVENTORY NUMBER (Cargo)</th>
<th>ARTICLE</th>
<th>DESCRIBE LOCATION, NATURE AND EXTENT OF NEW DAMAGE AND APPARENT CAUSE OF DAMAGE (State &quot;MISSING&quot; if applicable)</th>
<th>WEIGHT (lbs.) OF ARTICLE OR CARTON IF PACKED ITEM</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. if packed item</td>
<td>a.</td>
<td>b.</td>
<td>c.</td>
</tr>
</tbody>
</table>

DD FORM 1841, SEP 1998

PREVIOUS EDITION IS OBSOLETE.
### APPENDIX C. PRESCRIBED FORMS

| 8. INVENTORY NUMBERS OF CARTONS OR CONTAINERS WITH VISIBLE EXTERNAL DAMAGE |
|---|---|
| (Describe damage to each and apparent cause of damage) | |

<table>
<thead>
<tr>
<th>9. PACKING VIOLATIONS NOTED</th>
<th>(Describe in detail) (See MIL-STD-212c)</th>
</tr>
</thead>
<tbody>
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</table>

| 10. CERTIFICATE OF INSPECTOR |
|---|---|
| I personally made the above inspection on the date shown and certify that the conditions as shown on this report of _______ pages accurately reflect the loss and/or damage incurred during shipment and/or storage. | |
| a. DATE OF INSPECTION (YYYYMMDD) | b. TYPED NAME OF INSPECTOR (Last, First, Middle Initial) |
| c. GRADE | d. SIGNATURE |

| 11. CERTIFICATE OF PROPERTY OWNER |
|---|---|
| I have examined this report of _______ pages and the conditions shown accurately and completely set forth the entire loss and/or damage to my property incurred during shipment and/or storage. | |
| a. DATE (YYYYMMDD) | b. SIGNATURE |

| 12. CERTIFICATE OF TRANSPORTATION OFFICER |
|---|---|
| I certify that the information on this report of _______ pages is accurate and complete to the best of my knowledge. | |

| 13. NOTICE OF LOSS OR DAMAGE - DISPATCHED |
|---|---|
| | |
| a. DATE (YYYYMMDD) | b. ADDRESSEE |
| c. DATE (YYYYMMDD) | d. ADDRESSEE |
| e. DATE OF REPORT (YYYYMMDD) | f. TYPED NAME OF INSTALLATION TRANSPORTATION OFFICER (Last, First, Middle Initial) |
| g. SIGNATURE |

DD FORM 1841 (BACK), SEP 1998

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APPENDIX C. PRESCRIBED FORMS

**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)**

<table>
<thead>
<tr>
<th>1. NAME OF OWNER (Last, First, Middle Initial)</th>
<th>2. SOCIAL SECURITY NO.</th>
<th>3. RANK OR GRADE</th>
<th>4. NET WT OF SHIPMENT</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>5. ORIGIN OF SHIPMENT (City and State/Country)</th>
<th>6. DESTINATION OF SHIPMENT (City and State/Country)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>7. PICKUP ORDER NUMBER</th>
<th>11. SDAC</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>8. NAME AND ADDRESS OF CARRIER/CONTRACTOR</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>9. CODE OF SERVICE</th>
<th>10. CARRIER/CONTRACTOR REF. NO.</th>
</tr>
</thead>
</table>

**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 (To complete as applicable and sign below)**

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

b. Unpacking and removal of packing materials, 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 damage 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 (To 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

DD 1840 (Rev. 2/04)  

Previous editions are obsolete.
APPENDIX C. PRESCRIBED FORMS

TEMPORARY COMMERCIAL STORAGE AT GOVERNMENT EXPENSE

PRIVACY ACT STATEMENT

AUTHORITY: Title 37, US Code 406; Title 5, US Code 5726; and EO 9397, November 1943 (SSN).

PRINCIPAL PURPOSE(S): To obtain certification from the member as to why temporary storage in addition to 90 days is required.

ROUTINE USE(S): The data obtained on this form is used by the installation transportation officer to determine whether or not the member is entitled to additional temporary storage after the initial 90 days.

DISCLOSURE: Voluntary, however, unless disclosed, member will not be authorized additional storage.

SECTION I - AUTHORIZATION FOR STORAGE AFTER THE FIRST 90 DAYS

Reference Paragraph US375-B2, JFTR

When, because of conditions beyond the control of the member, household goods in temporary storage at Government expense cannot be withdrawn during the first 90 days, additional storage for not more than an additional 90 days may be authorized in advance or subsequently approved by the transportation officer or such other officer as the service may designate.

SECTION II - MEMBER'S STATEMENT OF FACTS

1. ADDITIONAL TEMPORARY STORAGE OF MY HOUSEHOLD GOODS IS NECESSARY, DUE TO CONDITIONS BEYOND MY CONTROL. THESE CONDITIONS ARE (X all that apply)

   a. SERIOUS ILLNESS OF THE MEMBER
   b. SERIOUS ILLNESS OR DEATH OF A DEPENDENT
   c. IMPENDING ASSIGNMENT TO GOVERNMENT QUARTERS
   d. DIRECTED TEMPORARY DUTY AFTER ARRIVAL AT PERMANENT DUTY STATION
   e. NONAVAILABILITY OF SUITABLE CIVILIAN HOUSING
   f. AWAITING COMPLETION OF RESIDENCE UNDER CONSTRUCTION
   g. OTHER REASON (Specify)

2. MEMBER INFORMATION

   a. NAME (Last, First, Middle Initial)
   b. RANK
   c. SOCIAL SECURITY NUMBER
   d. SIGNATURE
   e. DATE SIGNED (YYYY/MM/DD)

SECTION III - APPROVAL

3. INSTALLATION NAME

4. INSTALLATION ADDRESS (include Zip Code)

5. DATE APPROVED (YYYY/MM/DD)

6. APPROVAL FOR AN ADDITIONAL 90 DAYS STORAGE IS GRANTED IN ACCORDANCE WITH PARAGRAPH US375-B2, JFTR, DUE TO CONDITIONS CITED ABOVE.

7. I CERTIFY THAT GOVERNMENT STORAGE FACILITIES ARE NOT AVAILABLE AT THIS INSTALLATION AND THAT COMMERCIAL STORAGE IS AUTHORIZED FOR A PERIOD NOT TO EXCEED 90 DAYS.

8. ALL STORAGE AUTHORIZATION WILL EXPIRE ON (YYYY/MM/DD)

Generally, Government claims coverage also expires that date. If you choose to keep your property in storage beyond that date, at your expense, it is recommended that you obtain private insurance coverage during that period. In addition, any claim against the Government for loss or damage to personal property pursuant to authorized Government storage must be filed within two years from the expiration date of authorized storage.

9a. APPLICABLE SPECIAL ORDER
   b. PARAGRAPH
   c. HEADQUARTERS
   d. DATED (YYYY/MM/DD)

9. ACCOUNTING CLASSIFICATION

10. TRANSPORTATION OFFICER INFORMATION

   a. NAME (Last, First, Middle Initial)
   b. RANK
   c. TITLE
   d. SIGNATURE

DD FORM 1857, SEP 1998

PREVIOUS EDITION IS OBSOLETE.
## APPENDIX C. PRESCRIBED FORMS

### REPORT OF CONTRACTOR SERVICES

<table>
<thead>
<tr>
<th>SECTION I</th>
<th>SECTION II</th>
<th>SECTION III</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. INSPECTING ACTIVITY</td>
<td>9. SERVICE</td>
<td>11. SCHEDULES</td>
</tr>
<tr>
<td>2. CONTRACTOR NAME</td>
<td>10. REFERENCE</td>
<td>I II III</td>
</tr>
<tr>
<td>3. CONTRACT NUMBER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. ORDER NUMBER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. SHIPMENT INSPECTED (X as applicable)</td>
<td>a. Did the carrier perform a premove survey, if required?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Did the contractor weigh the shipment in accordance with prescribed procedures?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Was P&amp;P/E properly weighted?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>d. Did the contractor reweigh in accordance with prescribed procedures?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>e. Was shipment picked up within agreed times on the agreed date?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>f. Was shipment delivered within agreed times on the agreed date?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>g. Do packing materials meet specifications?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>h. Were proper packing methods used?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>i. Was inventory properly prepared?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>j. Were appliances properly serviced as required?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>k. Were appliances properly unserviced as required?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>l. Were proper materials used to service appliances?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>m. Were articles properly containerized?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>n. Were articles properly loaded in the van?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o. Were containers properly marked?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>p. Were containers properly remarked, when required?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>q. Were proper storage services provided?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>r. Were unloading services performed and were articles placed so they were readily accessible to the member?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>s. Were unpacking services performed?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>t. Was debris removed from residence?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>u. Was loss and damage recorded on a DD Form 1840 at the time of delivery?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>v. Were weight tickets, GBL, and packing lists properly completed?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>w. Were documents returned to the ITO within the required time frame?</td>
<td></td>
</tr>
</tbody>
</table>

### INSTRUCTIONS:
Information in Section I above is obtained from DD Form 1299. Section II will be completed during the inspection of services. Place an "X" in the box when the service is acceptable or a "U" when the service is unacceptable. When the service is not required, place an "NA" in the box. The appropriate contract paragraph number must be placed in the column marked "REFERENCE" when the service is unacceptable.

### 12. REMARKS

### 13. NAME OF CONTRACTOR NOTIFIED OF DISCREPANCIES
(Last, First, Middle Initial)

### 14. SIGNATURE OF CONTRACTOR NOTIFIED OF DISCREPANCIES

### 15. NAME OF INSPECTING OFFICIAL
(Last, First, Middle Initial)

### 16. SIGNATURE OF INSPECTING OFFICIAL

### 17. DATE (YYYY/MM/DD)

DD FORM 2773, SEP 1998

Replaces MT Form 360-R (Test), Which Is Obsolete.
APPENDIX C. PRESCRIBED FORMS

**APPLICATION FOR DO IT YOURSELF MOVE AND COUNSELING CHECKLIST**
(Read Privacy Act Statement on back before completing form.)

<table>
<thead>
<tr>
<th></th>
<th>1. DATE PREPARED</th>
<th>2. SHIPMENT NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(YYYY/MM/DD)</td>
<td></td>
</tr>
</tbody>
</table>

3. MEMBER OR EMPLOYEE INFORMATION

<table>
<thead>
<tr>
<th></th>
<th>a. NAME Last, First, Middle Initial</th>
<th>b. RANK GRADE</th>
<th>c. SSN</th>
<th>d. AGENCY</th>
</tr>
</thead>
</table>

4. THIS SHIPMENT STORAGE IS REQUIRED INCIDENT TO THE FOLLOWING ORDERS:

<table>
<thead>
<tr>
<th></th>
<th>a. TYPE ORDERS (X one)</th>
<th>b. DATE OF ORDERS (YYYY/MM/DD)</th>
<th>c. ISSUED BY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>LOCAL</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>PERMANENT</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TEMPORARY</td>
<td>d. NEW DUTY ASSIGNMENT</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>e. ORDERS NO.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>f. NUMBER OF MILES</td>
<td></td>
</tr>
<tr>
<td></td>
<td>g. NAME OF PREPARING OFFICE</td>
<td>h. PAYING (AF/DE/AD) NAVY AND MARINE CORPS</td>
<td></td>
</tr>
</tbody>
</table>

5. SEND CHECK TO:
(Complete address)

6. STATE OF LEGAL RESIDENCE

7. ENTITLEMENTS (X and complete as applicable)

<table>
<thead>
<tr>
<th></th>
<th>a. Option of GBL (Van) and/or DITY move (non-temporary storage).</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>b. DITY move authorized from to</td>
</tr>
<tr>
<td></td>
<td>c. ITO/TMO provided with accurate estimate weight of HHGs.</td>
</tr>
<tr>
<td></td>
<td>d. Maximum authorized weight.</td>
</tr>
<tr>
<td></td>
<td>e. Unauthorized items (POV's, flammables, etc.).</td>
</tr>
<tr>
<td></td>
<td>f. Power of Attorney, if required.</td>
</tr>
<tr>
<td></td>
<td>g. Type of vehicle authorized (POV).</td>
</tr>
<tr>
<td></td>
<td>h. Loss or damage - maximum government liability.</td>
</tr>
<tr>
<td></td>
<td>i. Temporary storage.</td>
</tr>
</tbody>
</table>

8. MEMBER RESPONSIBILITY (X and complete as applicable)

<table>
<thead>
<tr>
<th></th>
<th>a. Operating allowance (amount):</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>b. Pick up rental vehicle and ensure safe operation.</td>
</tr>
<tr>
<td></td>
<td>c. Empty/loaded weight tickets required for each trip made.</td>
</tr>
<tr>
<td></td>
<td>d. Use government, public, commercial scales.</td>
</tr>
<tr>
<td></td>
<td>e. Trailers weighed attached to prime mover (no passengers aboard - weigh entire unit at same time).</td>
</tr>
<tr>
<td></td>
<td>f. DITY moves require DD Form 1351-2.</td>
</tr>
<tr>
<td></td>
<td>g. DD Form 2278 and weight tickets must be submitted to paying office/TMO/ITO to receive incentive payment.</td>
</tr>
<tr>
<td></td>
<td>Provide Rental Contract (not required for Air Force and Army).</td>
</tr>
</tbody>
</table>

9. COST COMPUTATION

<table>
<thead>
<tr>
<th></th>
<th>a. ESTIMATED CONSTRUCTIVE COSTS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(1) MTMC RATE SOLICITATIONS PLUS $5.00 PER CWT X EST. WT. OR WT. ALLOW.</td>
</tr>
<tr>
<td></td>
<td>(2) LOCAL RATE PER CWT X EST. WT. OR WT. ALLOW.</td>
</tr>
<tr>
<td></td>
<td>(3) ESTIMATED GROSS INCENTIVE</td>
</tr>
<tr>
<td></td>
<td>(4) ADVANCE OPERATING ALLOWANCE</td>
</tr>
</tbody>
</table>

**NO INCENTIVES WILL BE PAID WITHOUT ACCEPTABLE WEIGHT TICKETS AND OTHER REQUIRED DOCUMENTS.**

10. I CERTIFY THAT I HAVE READ AND UNDERSTAND MY RESPONSIBILITIES AND CONDITIONS PRINTED ON THIS FORM

<table>
<thead>
<tr>
<th></th>
<th>a. SIGNATURE OF MEMBER/AGENT</th>
<th>b. DATE SIGNED</th>
<th>c. SIGNATURE OF COUNSELOR</th>
<th>d. DATE SIGNED</th>
</tr>
</thead>
</table>

11. CERTIFICATION OF ITO/TMO

<table>
<thead>
<tr>
<th></th>
<th>a. ACTUAL CONSTRUCTIVE COSTS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(1) RATE PER CWT PLUS $5.00 x ACTUAL WT. OR WT. ALLOW.</td>
</tr>
<tr>
<td></td>
<td>(2) LOCAL RATE PER CWT X ACTUAL WT. OR WT. ALLOW.</td>
</tr>
<tr>
<td></td>
<td>b. CONSTRUCTIVE COST OF GBL OR LOCAL MOVE IS $</td>
</tr>
</tbody>
</table>

12. TMO ACCT. DATA

<table>
<thead>
<tr>
<th></th>
<th>a. TYPED OR PRINTED NAME</th>
<th>b. SIGNATURE</th>
<th>c. DATE SIGNED</th>
</tr>
</thead>
</table>

DD FORM 2278, SEP 1998 (EG) REPLACES AT 417, MAY 82, AND PREVIOUS EDITIONS OF DD 2278, WHICH ARE OBSOLETE.
Appendix D. End of Course Test

1. The Defense Personal Property Program, or DP3, is a low-cost program that awards business to the TSPs with the lowest cost to the government.

A. True
B. False

2. What system is used to complete most shipment counseling, booking and TSP evaluation actions?

A. GATES
B. TOPS
C. DPS
D. Move.mil

3. More service members move during the ‘Peak Season’ than any other time of the year. What are the dates of ‘Peak Season’?

A. 15 May – 31 August
B. 1 May – 31 August
C. 1 June – 31 July
D. 1 June – 30 September

4. When customers seek assistance from the PPPO, what are their three basic issues?

A. Counseling, booking, and claims
B. Comfort, convenience, and confidence
C. Customer service, communications, accuracy
D. Hours of operation, number of PPPO employees, providing feedback

5. What is an important part of effective writing that ensures high quality, accurate communications?

A. Research
B. Proofreading
C. Grammar
D. Spelling

6. All of the following are important aspects of writing emails except:

A. Giving a clear, complete and accurate response
B. Using acronyms only when appropriate
C. Ensuring use of bold and all caps to convey important messages
D. Practicing good communications security
7. In order to be an effective listener, you should avoid the following:

A. Reacting with emotion  
B. Taking notes  
C. Reflecting/thinking before responding  
D. Confirming and clarifying

8. The goal of conflict resolution should be to:

A. Get the customer out of your office as soon as possible to avoid a fight  
B. Resolve the conflict as quickly, professionally and effectively as possible  
C. Quickly transfer the issue to another party to resolve so you can get back to work  
D. Avoid upsetting the member with bad news

9. The last step of the Customer Support Warm Handoff process is to:

A. Put the customer in touch with USTRANSCOM to resolve the issue  
B. Transfer the issue to your supervisor  
C. Contact an outside agency on the customer’s behalf and ask them to contact the customer  
D. Follow up with the customer to ensure closure

10. Where are the prescribed HHG weight allowances for uniformed members listed?

A. JTR Chapter 5, Part F  
B. JTR Chapter 5, Part C  
C. JFTR Volume 1, Paragraph U5310-C  
D. DTR IV, Chapter 410

11. The DTR, Part IV, Chapter 402, Shipment Management was created to assist Armed Forces Members to understand allowances and responsibilities involving the shipment and/or storage of HHG and UB.

A. True  
B. False

12. The first place PPPOs should look when counseling a member on their entitlements is the:

A. DTR II  
B. JTR  
C. DTR IV  
D. PPCIG
APPENDIX D. END OF COURSE TEST

13. All of the following have service publications to assist PPPOs with understanding and counseling members on entitlements and secretarial processes except:

A. Coast Guard
B. Army
C. Air Force
D. Marine Corps

14. Where are PBP&E entitlements identified?

A. TOS
B. JTR
C. DTR IV
D. PPCIG

15. PBP&E can include a spouse's items that are needed for their employment or community support activities at the next duty station.

A. True
B. False

16. According to the JTR, all of the following items are prohibited from being shipped as household goods except:

A. Aircraft
B. Cordwood and building materials
C. Live ammunition
D. Firearms

17. The following are special shipment types authorized under DP3:

A. Mobile homes, boats, motorcycles, firearms
B. Mobile homes, boats, motorcycles, live ammunition
C. Outsized, special handling, HAZMAT, firearms
D. PBP&E, live animals/pets, POVs, UB

18. What is the term used to designate a personal property shipment of a deceased member, or deceased dependent of a member?

A. Casualty move
B. Patriot Express
C. Fallen Warrior
D. BLUEBARK
APPENDIX D. END OF COURSE TEST

19. Detailed information on POV turn-in and pick-up procedures can be found where?
   A. Move.mil
   B. DPS
   C. PCSmyPOV.com
   D. USTRANSCOM home page

20. Retirement or separation moves may include an entitlement for NTS?
   A. True
   B. False

21. What form is used to start a customer’s application for shipment and/or storage?
   A. DD Form 1299
   B. DD Form 619
   C. DD Form 1797
   D. DD Form 214

22. What form is used as a checklist to ensure a personally procured mover is familiar with required details of the PPM program?
   A. DD Form 1299
   B. DD Form 1797
   C. DD Form 2278
   D. DD Form 619

23. Each PPPO is responsible for writing the DPM contract for local moves and/or small shipments.
   A. True
   B. False

24. What must a member possess before any official action can take place to arrange movement of personal property?
   A. Valid orders
   B. Passenger travel reservations
   C. Formal notification of an assignment from Personnel or Disbursing Office
   D. A pre-move survey report so the PPPO knows what will be shipped
APPENDIX D. END OF COURSE TEST

25. Which coded shipment(s) require(s) a Transportation Control and Movement Document (TCMD)?

A. Code 5 only
B. Codes 5, J, and T
C. Code T only
D. Code 1

26. If a service member is miscounseled by the PPPO, they are not financially liable for excess cost.

A. True
B. False

27. What item is essential to the claims process?

A. Accurate Inventory
B. Power of attorney
C. PCS orders
D. CSS

28. Who is responsible to disconnect and prepare all components such as stereos, Blu-ray/DVD or compact disc players, gaming systems, computers, printers and televisions?

A. TSP
B. QA Inspector
C. Customer/service member
D. Local Agent

29. Who is responsible for appropriately marking cartons containing PBP&E/Pro-Gear?

A. TSP
B. QA Inspector
C. Customer/service member
D. Counselor

30. The Customer Satisfaction Survey or CSS can be completed through:

A. The TSP
B. DPS
C. The DPS Help Desk
D. Both B and C

31. How long does the service member have to initiate their claim?

A. 75 days from the day of delivery
B. 5 days from the day of delivery
C. 1 year from the day of delivery
D. There is no time limit
APPENDIX D. END OF COURSE TEST

32. Shipment Reweighs should be requested of the TSP when:

A. Requested by member.
B. Doubt exists as to the correct weight of a shipment.
C. PPPO or PPSO personnel indicate that the weight of a shipment or total net weight of all shipments made under the same orders exceeds the prescribed weight allowance of the member.
D. All of the above.

33. Without an approved extension, service members are entitled to how many days of SIT?

A. 90 days
B. 180 days
C. 30 days
D. 365 days

34. In order to process an NTS release, the service member must have:

A. Transportation to move their property
B. A Government Travel Charge Card to pay for storage
C. Orders for a new assignment, retirement, or separation
D. QA Inspectors available to assess the shipment

35. If a TSP denies a claim in DPS, the claim is officially closed?

A. True
B. False

36. All of the following are considerations that go into scheduling the PPPO’s QA inspection workload except:

A. Number of inspectors assigned
B. Desires of the TSP
C. Number of in and outbound shipments
D. Performance history of the TSP

37. What types of technology can be used to interact with customers when it may not be feasible to physically inspect all shipment?

A. Facetime or Skype
B. Telephone
C. Mobile devices
D. All of the above
APPENDIX D. END OF COURSE TEST

38. The two documents that could be used to collect excess transportation costs from the individual are the DD Form 1131 and the DD Form 139.

A. True  
B. False

39. Two sources of information that specify the requirements of service that the TSP agrees to fulfill in the movement of DoD sponsored personal property shipments are the:

A. JTR and PPCIG  
B. IT and 400NG Tariff  
C. DPS and Move.mil  
D. Military Service publications and the “It’s Your Move” Appendix of the DTR IV

40. If after reweigh the initial and reweigh weights are different, the higher of the two weights will be used to compute transportation charges

A. True  
B. False

41. The DTR, Part IV contains three tenders of service, one for household goods, one for NTS and one for POVs.

A. True  
B. False

42. Which of the following statements about packing is true?

A. Packing is not important because members get full replacement value for damage items  
B. Clothing on hangers in closets can be folded into standard containers  
C. Security seals are not required on containerized shipments  
D. TSPs are liable and responsible for all packing

43. In cases where special packing or non-standard actions are required to complete the shipment the following is true:

A. Pre-approvals have to be conducted before execution  
B. Failure to obtain pre-approval could result in punitive action or TSP costs  
C. Pre-approvals only apply to destination services  
D. A and B only

44. What form is used to evaluate and provide a record of the carrier’s performance for personal property shipments?

A. DD Form 1299  
B. DD Form 2773  
C. DD Form 1797  
D. DD Form 1780
APPENDIX D. END OF COURSE TEST

45. What form is used to evaluate and provide a record of performance for DPM shipments?

A. DD Form 1299
B. DD Form 2773
C. DD Form 1797
D. DD Form 1780

46. For shipments determined to be contaminated with mold, any parts of the shipment that are unsuitable for cleaning or remediation are immediately disposed of to avoid further contamination.

A. True
B. False

47. Real property damage to a service member’s residence should be referred to:

A. Installation Security or local law enforcement
B. Installation Housing Office
C. Installation Legal Office
D. PPSO

48. The following is a type of punitive action that serves as notice to a TSP that if violations or performance problems continue, suspension action may follow:

A. LOW
B. LOS
C. TRB
D. Notification of Violation

49. All of the following are cause for an Immediate Suspension except:

A. TSP personnel smoking in the member/employee’s residence
B. Missed pickup
C. Failure to meet the RDD entered on the BL
D. TSP personnel using abusive language in the presence of the DoD customer

50. TSP performance files must contain shipment information for how long?

A. 6 months
B. 2 years
C. 5 years
D. As long as they participate in DP3
Certificate of Training

this certifies that

has successfully completed

The Basic Personal Property Training Course

Signed _______________________________  Date ____________________________

Supervisor