Defense Personal Property Program (DP3)

Household Goods (HHG)

Tender of Service (TOS)

Managed by:

Defense Personal Property Management Office (DPMO)
United States Transportation Command

508 Scott Drive
Scott AFB, IL 62225

Effective: 15 May 2021

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LIST OF CHANGES

Version	Description	Revision Date	Page #s
2019 Change 1	- Formatting throughout the entire document o Font, Size, Page Numbering and Version Control - **Cover Page** - **Table of Contents** - **List of Changes Sheet** - **A. Qualifications:** o TOS: ▪ Referred to USTRANSCOM J4-H as TCJ4-H throughout document starting para. 4 - **B. Mutual Agreements/Understandings:** o 2. Personnel: ▪ Para. was broken into 4 paras (a-d) o 9. Weighing of Shipments: ▪ 1. Weighing PBP&E: Para. was given a header and was broken into 2 subparts (a-b) ▪ 2. Reweighing para. broken into 4 subparts (a-d) ▪ b. Lost Certified Weight tickets: Created header and Para. broken into 3 paras. (1-3) o 12. Inconvenience Claim: ▪ g. Expenses: Para. 5 was broken into 2 para and following para. was renumbered o 13. Statement of Accessorial Services Performed: ▪ Para was broken into 3 paras. (a-c) - **C. Performance Requirements:** o 1. Pickup and Delivery Dates: ▪ a. Para. was broken into 8 paras (a-h) and following paras were renumbered ▪ b. Pre-Move Survey: Para. was given a header and lettered (I) and was broken into 6 subparts (1-6) o 2. Preparation of Articles: ▪ c. (1): Number deleted and changed to letter (d) o 3. Packing Requirements: ▪ a. Packing: Para. was given a header and was broken into 3 subparts (1-3) ▪ b. Materials: Para. was given a header, was broken into 3 subparts (1-3), and removed the language on totes o 4. Manner of Packing: ▪ a. Broken into 2 paras (a-b). Following para letters changed ▪ g. Firearms: Created header and divided para into 3 subparts	6 May 19	Pg. 1 Pg. 2 & 3 Pg. 4 & 5 Pg. 6 Pg. 7 Pg. 8 Pg. 8 Pg. 9 Pg. 9 Pg. 11 Pg. 12 Pg. 13 Pg. 14 Pg. 14 Pg. 14 Pg. 15 Pg. 15

	○ 5. Inventory: ▪ 2. Para. broken into 2 paras. (2 & 3). Following paras. renumbered ▪ 9. PBP&E: Para. divided into 5 subparts (a-e) ○ 7. Containers: Para. broken into 5 paras. (a-e), the (1) para. was made into para. letter f ○ 8. Documents Provided the PPSO/Aerial Port: ▪ a. Para. broken into 2 paras. (a-b) other paras letters updated ○ 10. SIT: ▪ 3. Identification: Removed Code 5 ○ 11. Unloading and Unpacking at Destination: ▪ c. Para divided into 2 paras (c-d) following para letter was updated ▪ c. Para divided into 2 paras (e-f) - **D. Certification:** ○ 2. Effective Date information: Moved to pg. 5 under TOS (1) ○ Terms and Conditions are (2) ○ b. General Instructions and Administrative Directions: Removed (1) and merged with heading - **Figure B.1 DD Form 619 – Statement of Accessorial Services Performed:** Removed and replaced with the Approved DD 619 (OPM No. 0704-0531) copy		Pg. 16 Pg. 17 Pg. 19 Pg. 20 Pg. 21 Pg. 5 Pg. 22 Pg. 22 Pg. 23
2020	- A. Qualifications: ○ TOS: Administrative updates - B. Mutual Agreements/Understandings ○ 2. Personnel: Added paras (a, b, and c) ○ 9. Weighing of Shipments: Para a ▪ 2. Reweighing: Paras (a and c) ▪ b. Lost Certified Weight Tickets: Para 3 ○ 11. Loss or Damage: Paras (d and e) ○ 12. Inconvenience claim: Paras a, b, c (1-4) - C. Performance Requirements: ○ 1. Pickup and Delivery Dates: Para d ○ j. Pre-Move Survey: Para 2 ○ k. Shipment Arrival/Delivery/Delays: Para 2 and 3 ○ 4. Manner of Packing: ▪ g. Firearms: Para 2 - Figure B-2 Notification of Loss or Damage AT Delivery: ○ Changed 75 days to 180 days - Figure B-2 Notification of Loss or Damage AFTER Delivery: ○ Changed 75 days to 180 days	9 Dec 19	Pg. 6 Pg. 7 Pg. 8 Pg. 9 Pg. 9/10 Pg. 10 Pg. 10/11 Pg. 13/14 Pg. 14 Pg. 15 Pg. 17 Pg. 26 Pg.27

2020 Change 1	- **A. QUALIFICATIONS**
	  ○ 1. Para b. TOS (2); Change "Chief" to "Director"
	- **B. MUTUAL AGREEMENTS/UNDERSTANDING**
	  ○ 12. Inconvenience claim:
	  ▪ Para a; added "(i.e. to include short fuse shipments)
	  ▪ Para b; Removed 2nd sentence "Contact by the customer…."
	  ▪ Para c. Reimbursement; (1-4) Rewritten removing lodging per diem and down to three paragraphs versus four.
	  ▪ Para d. "Not Responsible for inconvenience claim If:" was moved to become para "g" and titled "I understand that I am not liable for an inconvenience claim payment if:"
	  ▪ Para e. SIT (1-3) Reworded into two paragraphs
	  ▪ Para f. Actual Expenses; Reworded with UB and out-of-pocket expenses added.
	- **C. PERFORMANCE REQUIREMENTS**
	  ○ 1. Pickup and Delivery Dates: Part j. Pre-Move Survey;
	  ▪ Para j. (1) Added 2nd portion to sentence "either in residence, virtually (with customer's consent; e.g. email or software consent) or telephonically."
	  ▪ Para j. (2) Change, added "five (5) days from accepting shipment but NLT nine (9) days prior" and a second change to "nine (9) days prior" same paragraph.
	  ▪ Para j. (3) Entire paragraph on addressing short fuse Pre-Move Survey requirements removed as it was incorporated into para C.1.j.(1) & (2).
	  ○ 8. Documents Provided the PPSO/Aerial Port:
	  ▪ Para d; Added "Two-Dimensional Military Shipping Label (2DMSL)" requirement.
		3 Jan 2020	Pg 7
			
			Pg 11
			
			Pg 11
			
			Pg 11-12
			
			Was Pg. 12 moved to Pg 13
			
			Pg. 12
			
			Pg 12-13
			
			Pg 15
			
			Pg 15
			
			Pg 15
			
			Pg 21-22

2020 Change 2	- **B. MUTUAL AGREEMENTS/UNDERSTANDING**
	  ○ 12. Inconvenience claim:
	  ▪ New Para b. Added definition of IC
	  ▪ Para c changed to d. Reimbursement; (1) (2) Added guidance clarifying customer must file a claim, details on calculating amounts
	  ▪ Para f changed to g. Actual Expenses; Reworded to emphasize groceries are not
		17 Jan 2020	Pg 12
			
			Pg 13
			
			Pg 14

	part of an IC and lodging and meals are only considered by exception. ▪ Para g changed to h. (Not responsible) moved language from previous f on residence		Pg 15
2021	- **Table of Contents** ○ Added Third Party Declaration to B - **B. MUTUAL AGREEMENTS/UNDERSTANDING** ○ Added New Language to Para B.11.e. - Real Property Damages ○ Added New Language Para B.12.a – Inconvenience Claim ○ Added New Language Para B.12.d. – Inconvenience Claim Reimbursement ○ Added New Language Para B.12.e. – Inconvenience Claim for Delivery Out of SIT ○ Added New Language Para B.12.g. – Not Liable for Inconvenience Claim ○ Added New Language and Para B.12.h. - Inconvenience Claim: Report ○ Added New Para B.12.i. - Inconvenience Claim: Turn back Shipments by TSP ○ Added New Language Para B.17. – Unusual Occurrences ○ Added New Para B.18. – Third Party Declaration ○ Added New Para B.19. – Force Protection ○ Added New Para B.20. CSS Language Prohibition - **C. PERFORMANCE REQUIREMENTS** ○ Added New Language Para C.1.d. - Pickup and Delivery Dates ○ Added New Language Para C.1.k.(3) – Customer 24-hour Notice for Delivery ○ Added New Para C.1.l. - Pickup Spread Dates ○ Added New Language Para C.4.g – Privately Owned Firearms (POFs) ○ Added New Para C.7.h. – Tamper Evident Seals ○ Added New Para C.9.c. – Inconvenience Claim Form	2 Dec 2020	Pg 4 Pg 12 Pg 12 Pg 13 Pg 14 Pg 15 Pg 15 Pg 15 Pg 16 Pg 16 Pg 16 Pg 17 Pg 18 Pg 17 Pg 19 Pg 20 Pg 22 Pg 26 Pg 27
2021 Change 1	- **"Household Goods (HHG)" Added to the Title** - **B. MUTUAL AGREEMENTS/UNDERSTANDING** ○ 11. Loss or Damage: ▪ Para 11.e. Change; 5 GBDs to 7 calendar days ▪ Para 11.e. New Language - C. PERFORMANCE REQUIREMENTS ○ 1.l Pickup Spread Dates ▪ Para 1.l Added Verbiage ▪ Para 1.l.(5) Added Para	30 Mar 2021	Pg 12 Pg 12 Pg 20 Pg 21

A. QUALIFICATIONS

1. General:

   a. Gender: The first person singular pronoun is used throughout this TOS and refers to a person, partnership, or corporation submitting such tender.

   b. TOS:

      (1) I understand this TOS, International Tender (IT), and Domestic Tariff (400NG) are binding for shipments with a pickup date of 15 May 2020 or later for applicable DP3 shipments I accept including shipments on Bill of Lading(s) BLs, or purchase orders, and will form a part of the conditions thereof.

      (2) I will submit to the Director, Defense Personal Property Management Office, United States Transportation Command, the Electronic TOS Signature Sheet (ETOSSS) certifying I have read and understand the terms and conditions and agree to provide service as set forth in this TOS. I will retain the actual TOS for my files.

      (3) I understand submission of this ETOSSS, hereafter referred to as Tender, is a prerequisite to my consideration for Department of Defense (DoD) approval for the movement of personal property; it does not obligate the government in the distribution of traffic; and such submission indicates I consider myself to be qualified, willing, and able to accept shipments from military activities and seek such shipments under the terms set forth herein. Changes, additions, and deletions are effective upon receipt of notification unless specifically stated otherwise.

      (4) I agree to comply with all requirements of the DP3 Transportation Service Provider (TSP) Qualification Program as prescribed by USTRANSCOM Defense Personal Property Management Office.

      (5) I agree to maintain up-to-date documentation with the Department of Transportation and State requirements to operate as a motor carrier or freight forwarder. This includes the ETOSSS, Certificate of Independent Pricing (CIP) and Certificate of Responsibility (COR), and all additional required certifications.

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

      (1) Falsifies, conceals, or covers up by any trick, scheme, or device, a material fact;

      (2) Makes any false, fictitious, or fraudulent statements, or representation; or

      (3) Makes or uses any false writing or document knowing the same to contain any false, fictitious, or fraudulent statement or entry will be subject to the provisions of this Tender (to include punitive action) and the penalties prescribed in the criminal law of the United States (i.e., 18 U.S.C. § 1001, Statements or Entries Generally).

B. MUTUALAGREEMENTS/UNDERSTANDINGS

1. Service: I will use established quality commercial practices to provide service In Accordance With (IAW) the provisions of this Tender. If requested by USTRANSCOM Defense Personal Property Management Office or DoD quality assurance inspectors, I will provide operating procedures or established company standards as needed. USTRANSCOM Defense Personal Property Management Office will protect such information as requested as some of the data or information may be deemed proprietary.

2. Personnel: I will deliver quality moving and storage services to DP3 customers. I will service DP3 shipments with a trained, professional workforce that treats DOD and Coast Guard families with respect; protects their home and belongings from damage; prioritizes prompt, accurate correspondence; and protects their personal information from inappropriate release.

   a. I will ensure a background check is conducted, in accordance with industry standards and at my expense, on all personnel whose role involves interacting with a DoD customer.

   b. I will make employment records available to the DoD upon request, to the extent allowed by law. The DoD has the right to prevent certain employees from performing due to an unfavorable background check.

   c. I will ensure all persons interacting with DoD customers on and off base meet the specific requirements for local installation access as listed in DoD Manual 5200.08 (see https://www.esd.whs.mil).

   d. I will use only personnel qualified in their assigned duties in the handling of personal property. Company representatives must present a clean, professional appearance.

   e. I will ensure at least one English-speaking representative is available at all times when performing packing, loading and delivery services.

   f. I understand smoking (including e-cigarettes) will not be allowed in the customer's residence, or within 50 feet of the customer's personal property.

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

3. Through Responsibility:

   a. I understand all shipments tendered to me must be moved under my responsibility from origin to destination.

   b. I agree that if through my fault, or the fault of my agent, if I ship the wrong property or all or a portion of a shipment is sent to the wrong destination, I will be responsible for the return of the erroneous shipment and movement of the correct property to the customer's destination at my expense. Movement must be expedited when the customer is in need of the property as ordered by the Personal Property Shipping Office (PPSO).

   c. I understand I am not liable for movement costs for shipments released in error

by a contractor, PPSO, owner, or owner's representative.

d. I understand if I am unable to perform in such a manner as to complete the through movement of a shipment in a timely manner, the government may take possession of the property and complete the movement. I understand I am liable for all additional costs incurred by the government in excess to those costs that would have been incurred by me if I had maintained total through movement of the shipment.

4. Reports: I agree to provide reports to USTRANSCOM Defense Personal Property Management Office as required and upon request.

5. Pickup at or Delivery to a Military Terminal:

   a. I understand when I have been notified an entire shipment is available for pickup at a military terminal (air or surface), I must pick up the shipment as soon as possible, but not later than (NLT) one (1) Government Business Day (GBD) for military air terminals and NLT five (5) GBDs for military water terminals from the date of receipt of notification.

   b. Upon delivery of a shipment to a military air or ocean terminal, I agree to provide the terminal with a memorandum copy of the Bill of Lading (BL) describing the shipment.

6. Use of a DoD-Approved Alternate TSP:

   a. I understand USTRANSCOM Defense Personal Property Management Office publishes a list of approved TSPs and a list of TSPs that have been disqualified or revoked. TSPs appearing on the disqualified or revoked lists are not to be used by other approved TSPs. I understand the use of aforementioned TSPs may result in punitive action against me (see DTR Part IV, Chapter 405, Quality Assurance, of this regulation). I will monitor the overall service performance of agent representatives providing relocation services at the origin and destination. The quality assurance plan will be in place to reverse trends of substandard performance.

   b. I understand and accept that the performance of an alternate TSP I chose to use will be reflected in my Performance Score.

7. Tracing Shipments: I will trace shipments upon request from a PPSO or the customer and agree to acknowledge such a request and notify the requester as to the location of the shipment within one (1) GBD from the initial request domestically and within 72 hours (three (3) GBDs) for international shipments.

8. Storage in Transit (SIT): I understand SIT at origin and/or destination must be in a DoD approved storage facility and may be approved based on the customer's ability to accept delivery. I will refer to the DTR, Part IV, Chapter 402, Shipment Management Business Rules, IT and 400NG for further details.

9. Weighing of Shipments:

   a. I will weigh all shipments IAW the IT and 400NG and enter the shipment weight in Defense Personal Property System (DPS), within four (4) GBDs after shipment pickup date or prior to the shipment arrival, whichever is earlier, to allow the customer or PPSO the opportunity to request a reweigh. I will also provide the weight tickets to the origin PPSO within seven (7) GBDs after shipment pickup.

(1) Weighing of Professional Books, Papers, and Equipment (PBP&E):

(a) When PBP&E (also known as Military (M-PRO) or Spouse (S-PRO)), are included as part of the shipment, the weight of such articles will be annotated separately on the inventory; weight may be obtained using bathroom or certified platform-type or warehouse scales.

(b) In the event scales are not readily available, a constructive weight of seven (7) pounds per cubic foot may be used for PBP&E and the symbol will be inserted by the TSP/agent after the weight to indicate a constructed weight was used.

(2) Reweighing:

(a) I agree to reweigh a shipment upon request of the customer, origin/destination PPSO or when customer's shipment has exceeded their authorized weight entitlement, or when weights exceed any of the unaccompanied baggage or household goods limits as detailed in the 400NG and IT. The reweigh will occur prior to placement into SIT or delivery (only when applicable).

(b) Upon request of the PPSO or customer to witness the reweigh, the TSP must provide reweigh date/time to give a reasonable opportunity for the interested parties to be present at the weighing.

(c) When a shipment is reweighed and the weight recorded is less than the net or gross weight secured at the initial weighing, I agree to update DPS by entering the lesser weight(s) prior to invoicing or within four (4) GBDs of reweighing, whichever is earlier, and to invoice the government on the lower of the two net or gross weights. I will also provide the weight tickets to the origin PPSO within seven (7) GBDs after shipment pickup.

(d) In the event the reweigh is not performed prior to initial invoicing, I will submit a supplemental invoice to refund any reduced charges based upon the new weight obtained.

b. Lost Certified Weight Tickets:

(1) When certified weight tickets are lost and otherwise unobtainable, I must request PPSO approval to utilize a constructed weight to be paid for services rendered.

(2) Any request for payment based on a constructed weight must be in writing and contain a detailed description with all related documentation of the circumstances surrounding the loss of the weight tickets, to include all efforts to obtain certified true-copies.

(3) The TSP is required to submit a legible inventory, signed by the customer or designated representative of all items packed and transported at government's expense. Upon PPSO approval, a constructed weight of seven (7) pounds per cubic foot per inventory line item will be utilized to determine applicable shipment charges. Upon PPSO approval, a constructed weight of seven (7) pounds per cubic foot per inventory line item will be utilized to determine applicable shipment charges. TSP must use the Weight Estimator

located on the Move.mil page under Tools and Resources, Weight Estimator to obtain the cubed weight for items. For all items not covered in the Weight Estimator, the cube will be converted to a weight basis using seven (7) pounds per cubic foot including PBP&E.

10. Removal of Property from Facilities Disapproved by the PPSO: When my facilities or the facilities of my SIT warehouse are disqualified from further use, and it is considered necessary by the PPSO to remove the personal property to prevent damage or contamination, I will immediately move the property to another DoD-approved warehouse. The costs of such removal will be at no expense to the government or the customer.

11. Loss or Damage:

    a. I will exercise care to prevent loss or damage of personal property in the process of packing and unpacking and will properly and amply protect personal property in my possession.

    b. I agree to follow all provisions outlined in the DP3 Claims and Liability Business Rules. The responsible TSP will submit a written After Action Report within 10 GBDs to USTRANSCOM for all mold shipments to include the GBL number, the customer's name, the root cause of the mold and efforts the TSP is taking to resolve. Once all mitigation efforts are complete, the responsible TSP will submit a written report of all known facts and events in chronological order.

    c. If a claim is not settled within the 60-day period, I will, at that time and at the expiration of each succeeding 30-day period while the claim remains pending, advise the claimant in writing of the status of the claim and the reasons for delay in making final disposition. I will request an extension from the claimant in writing.

    d. I will ensure the DPS is updated with final action taken, including date and total amount of the settlement.

    e. I acknowledge that I am responsible for real property damage. Prior to a pack-out/delivery, I will install floor coverings in high traffic areas of interior areas (finished) living spaces (e.g., floor coverings for entry and interior hallways). In addition, I will protect doorways in high traffic areas (e.g., entry doorways, etc.) prior to a pack-out/delivery. Upon arrival and before departure from residence, I will conduct a joint inspection (walk-around) with the customer and report real property condition and note any damages (interior and exterior) in writing to the member on the "DP3 Real Property Damage Form" located on Move.mil. I will advise the customer they must notify the responsible TSP within seven (7) calendar days of the damages occurring during the packout/pickup/delivery regardless of whether the damage was reported on the form. My seven (7) calendar day notification starts on the first day after the pickup/delivery dates. My failure to provide a Point of Contact for real property damages negates the 7 calendar day period. I must arrange for a repair firm to inspect real property damage within 15 calendar days of notification by the customer. The customer must request a claim and seek recovery/restitution directly from the responsible TSP. The TSP must allow the customer to file a claim for any damages to Real Property with the TSP. **I must provide the "DP3 Real Property Damage Form" to the customer at packout/pickup/delivery.**

12. Inconvenience Claim:

a. I hereby reaffirm it is my responsibility to pick-up on the agreed date and deliver shipments on or before the Required Delivery Date (RDD) as reflected on the BL, (i.e. to include short fuse shipments) and to meet the agreed upon delivery date out of SIT. When I am unable to meet these requirements, I must advise the customer on inconvenience claim rules prior to the missed pickup, RDD or agreed upon delivery out of SIT as listed below.

b. I understand the Inconvenience Claim process provides a simplified method for DoD customers to account for inconveniences associated with my inability to meet agreed and/or required dates. I understand the inconvenience claim is intended to offset expenses incurred by a customer and their dependents because they are not able to use necessary items in their shipment to establish their household such as furniture and/or appliance rental, air mattresses, towels, linens, pillows, and necessary kitchen items as detailed in 12.f. The per diem provides my company a method to calculate a baseline amount for inconvenience claim payment by location for the customer. I understand that customers who are not able to use necessary items in their shipment to establish their household may incur actual out-of-pocket expenses beyond the baseline amount and I will review and consider those claims in accordance with the guidance in 12.d.

c. I agree to acknowledge an inconvenience claim from a customer or a PPSO within five (5) GBDs from the date of contact.

d. Reimbursement:

(1) I agree to reimburse the customer within 30 days from contact. The amount applicable for reimbursement at pickup or the delivery location, as annotated on the bill of lading, is found using the government per diem rate for meals and incidental expenses (excluding lodging) at (https://www.defensetravel.dod.mil/site/perdiemCalc.cfm). I will compensate the customer for all days that result from my failure to pick up on the agreed dates and/or deliver on or before the RDD as stated on the BL or correction notice thereof, when the customer is available for delivery. I agree the claim will be computed beginning the day after the agreed upon date or missed RDD as specified on the BL. The payment will include the full meals and incidental expense rates for the DoD customer at affected location and number of days at the 100% rate. I will advise the customer they must file a claim with my company for payment, and will outline the process for doing so. The maximum amount due as part of an inconvenience claim payment <u>without receipts</u> is limited to seven (7) days. In no case will payment be for less than the 100% rate for the number of days impacted.

(2) Should the customer claim actual out-of-pocket expenses which exceed the baseline payment amount, they will provide an itemized list of ALL expenses supported by receipts for reimbursement. This process affords DoD customers and families a method of collecting actual out-of-pocket expenses beyond the baseline amount. The customer will be authorized either the per diem amount or the actual out of pocket, expenses whichever is greater. All expenses claimed beginning the eighth (8th) day must be documented with receipts.

(3) Unaccompanied Baggage (UB): Inconvenience claims for UB shipments will be solely based on actual expenses incurred, and will follow the processes outlined in

para 12.f.

(4) Disputed claim: I will make every effort to resolve any disputes with the customer. In the event I am unable to resolve the dispute, I will contact the origin PPSO (for missed pickup) or destination PPSO (for delivery) for resolution. Should I disagree with the PPSO resolution, I may appeal the case to USTRANSCOM Defense Personal Property Management Office within 10 calendar days of notification from the responsible PPSO. I understand the decision of USTRANSCOM Defense Personal Property Management Office is final and the claim must be settled within 10 days from the date of the final decision. Appeals will be sent to transcom.scott.tcj5j4.mbx.pp- claims@mail.mil. Reference para 12.f for details on expenses beyond the per diem amount.

e. SIT:

(1) I am responsible for an inconvenience claim payment when a shipment goes into SIT if the shipment was placed into SIT without notifying the customer.

(2) I am responsible for an inconvenience claim payment when a shipment is placed into SIT when I am unable to deliver the shipment out of SIT within the following dates whichever is later:

a. Within seven (7) GBDs of the date the customer makes first contact requesting delivery or

b. Within two (2) GBDs of the requested delivery date when the requested date exceeds seven (7) GBDs from when the customer makes first contact requesting delivery.

f. Actual expenses: The following guidelines apply to 1) UB shipments and 2) instances where a customer claims actual out-of-pocket expenses that exceed payments of the per diem baseline:

(1) Actual out-of-pocket expenses are expenses incurred by a customer and their dependents because they are not able to use necessary items in their shipment to establish their household. Expenses that may be reimbursed when establishing a household include, but are not limited to, laundry service, furniture and/or appliance rental (to include rental of a television) air mattresses, towels, linens, pillows, and necessary kitchen items; such as pots, pans, dishes, paper plates, plastic ware.

(2) Groceries are not eligible for reimbursement. Lodging and meals are normally not part of an inconvenience claim but the government recognizes there may be unique circumstances that would require consideration. Exceptions to the minimum requirements (e.g. limited lodging and meals required due to unexpected inability to deliver) may be considered on a case-by-case basis. I must make customers aware that in instances where lodging or meals are approved it should be reasonable and usually will only be reimbursed for a short duration.

(3) Customers are required to document the claim fully with an itemized list of charges and accompanying receipts for charges incurred.

(4) A request for reimbursement of alcoholic beverages is prohibited.

(5) If I make an inconvenience claim payment for durable household items such as towels, pots, and pans, etc., I may arrange to reclaim those items upon delivery of the customer's shipment.

g. I understand that I am not liable for an inconvenience claim payment if:

(1) A delay was solely caused by natural disasters; acts of the public enemy; acts of the Government; acts of the public authority; violent strikes; mob interference; or delays of Code J or Code T shipments that were caused by the Government and my negligence did not contribute to the delay.

(2) The customer, or their designated representative, is not available for delivery (e.g. customer has not taken possession of their residence) on TSPs First Available Delivery Date (FADD), as long as the FADD is before RDD.

(3) The delayed shipment is comprised entirely of alcohol.

(4) The shipment went into SIT except as identified in 12.e above.

(5) The shipment is turned back due to the discovery of mold/infestation at time of pickup (except once mitigation is complete or if there is a negative finding in the event of suspected mold and new pickup and RDD is established)

(6) In the event of a catastrophic loss or in the event of requirement for mold remediation, inconvenience claim liability will terminate 15 days after payment is received for essential items IAW Claims and Liability Business Rules.

h. Report:

(1) I will provide a monthly, (twice a month between 15 June through 31 October due on the 1st and 15th of each month, or first business day thereafter), to USTRANSCOM Defense Personal Property Management Office detailing all filed inconvenience claims (including completed payments), by BL, to transcom.scott.tcj9.mbx.pp-ops@mail.mil.

(2) I understand I must report on all shipments with missed pickups, late deliveries, or otherwise exceeding the allowed delivery timeframes out of SIT.

i. Turn-back Shipments:
In the event I turn-back a shipment within 14 calendar days of the pickup date, I agree to reimburse the customer for actual out of pocket expenses if PPSO is unable to rebook shipment with the original pickup dates and the dates must be adjusted past the original pickup date request. I will be responsible for actual out of pocket expenses incurred from the original pickup date thru the new pickup date.

13. Statement of Accessorial Services Performed:

a. My representative will prepare a DD Form 619, Statement of Accessorial Services Performed, Figure B-1, itemizing accessorial services performed and will obtain the customer or customer's representative signature to support services performed.

b. Any third party service performed must include a paid invoice supporting the type of service performed.

c. All accessorial services must be requested and pre-approved by the PPSO in DPS before service is rendered.

14. Shipment Inspection by PPSOs:

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

15. Billing Procedures:
For services rendered, I agree to bill the Service/Agency finance office responsible for payment of the transportation charges IAW procedures disseminated by USTRANSCOM Defense Personal Property Management Office or other Services.

16. International Shipments:

    a. I understand, if I am unable to use a vessel or aircraft of United States (U.S.) registry, I must certify the use of foreign flag vessel/aircraft prior to start of the movement as indicated in the IT. Upon request, I will furnish a copy of the certification during invoicing.

    b. TSPs and their associated port agents, overseas general agents, and/or other responsible parties must ensure that the customer's Social Security Number (SSN), the customer's rank/grade, the words "DoD Personal Property, DoD Shipment or Military Shipment," or the BL number is not utilized (entered) in the "Marks and Numbers," "Description of Goods," or any other fields in the Automated Manifest System (AMS) or the Automated Commercial Environment (ACE). This ensures compliance with Homeland Security Customs and Border Protection guidance for safeguarding Personally Identifiable Information (PII). I understand that my failure to do so is a violation of this Tender.

17. Unusual Occurrences: (Strikes, Port Congestion, Fires, Pilferage/theft, Vandalism, and Similar Incidents): In the event of incidents of major significance producing significant loss, damage or delay resulting from strikes, port congestion, fires, pilferage, vandalism, and similar incidents, I will notify the origin and destination PPSO, the responsible Military Services Headquarters and USTRANSCOM Defense Personal Property Management Office IAW DTR Part IV, Chapter 410.

18. Third Party Declaration:

    a. I will accurately disclose official(s) and third party representative(s) within 5 days of implementation or change in the DPS Qualifications module.

    b. At a minimum, I will identify a Claims Manager, Move Management Company (servicing all or part of the SCAC, if applicable), and a Trusted Agent (who is expected to be very familiar with DoD processes and readily accessible to USTRANSCOM) in DPS. Move Management companies are those that provide customer service or shipment management support and are only permitted in the domestic program.

19. Force Protection:

    a. I am responsible to comply during COVID-19 and/or future pandemics with appropriate City, State, and Federal laws/guidance during personal property movements from origin to destination. I am required to immediately notify of a COVID-19 and/or future pandemic positive test results to the responsible J/PPSO/PPPO of the DoD customer and all affected stakeholders to alert of potential exposure, mitigate the spread, and identify the possible need for medical attention.

b. I am required to certify all crew members assigned to each move have been screened; consistent with Centers for Disease Control (CDC) guidelines for COVID-19 and/or future pandemics. Prior to servicing a shipment, I will provide the customer a "Transportation Service Provider Certification of Health Protection Protocols Form Version 2, dated 29 April 2020. I will certify all crew members will adhere to all guidelines issued by USTRANSCOM.

c. I will comply with DOD and Center for Disease (CDC) policy guidance. If I become aware of an employee(s) or company representative who tests positive for COVID-19 at any time, I will immediately notify USTRANCOM and the Military Service Headquarters by phone and email using the below points of contact POCs:

(1) USTRANSCOM: TCJ9-OH Operations & Quality Team at transcom.scott.tcj9.mbx.pp-ops@mail.mil or Commercial: (618) 220-5479/5448 or DSN 770-5479/5448

(2) HQ Army: usarmy.ria.asc.spo-personal-property@mail.mil; usarmy.belvoir.asc.mbx.jppsoma-apple@mail.mil; 1-800-762-7186

(3) HQ Navy: NAVSUPHQHHGS.fct@navy.mil

(4) HQ Marine Corps: usmcpersonalproperty@usmc.mil; Commercial telephone: 703-695-7765, DSN: 225-7765, Commercial telephone: 703-483-0820

(5) HQ Air Force: ppahq.ppec.customerservice@us.af.mil; Commercial telephone: 210-652-3357, DSN: 487-3357

(6) HQ Coast Guard: hqs-dg-lst-cg-1332-travel@uscg.mil; Commercial telephone: 202-475-5393

d. I am required to review information on reporting confirmed cases of COVID-19 and/or future pandemics by Health Departments. CDC reporting/guidance is at https://www.cdc.gov/coronavirus/2019-ncov/php/reporting-pui.html

20. Customer Satisfaction Survey (CSS) Language Prohibition:

a. I understand that under no circumstance will I survey DOD Customers other than reminding them about the DOD CSS. This includes: verbal, print material, electronic material, or social media.

b. I will not offer monetary gifts nor incentives to customers or other entity for completion of a survey. Neither will I manipulate or coerce a customer to complete a CSS in return for any claims related action. Claims actions must not be contingent on completion of a CSS.

c. I understand that I am not authorized to transfer a customer to the Help Desk for the purpose of completing the CSS.

d. I understand that instances of such conduct will be construed as an unethical act and may result in punitive actions.

e. I should engage customers at each stage of the move to ensure a quality move. Nothing in this paragraph should be construed as limiting my ability to properly engage the customer and perform effective shipment management.

C. PERFORMANCE REQUIREMENTS

1. Pickup and Delivery Dates:

   a. When a shipment is accepted at origin, I agree to meet the specified pickup date and will deliver the shipment on or before the RDD as stated on the BL.

   b. Shipments will not be scheduled by PPSO or me for pickup or delivery on Saturdays, Sundays, U.S. holidays, or foreign national holidays unless there is a mutual agreement between the customer, PPSO, and the TSP.

   c. I will ensure my offices are staffed at all times with personnel reasonably available to respond to government or customer inquiries during normal working hours of 0800-1700.

   d. I will maintain a customer support capability for issues pertaining to a customer's move from 0800-1700 Monday - Saturday during peak moving season (15 May through 31 October), except U.S. holidays, or foreign national holidays. Customer support hours will be based on the customer's location/time zone. I will ensure that the customer or government receives a response to a voicemail or call within the same business day and that wait times do not exceed 20 minutes.

   e. I agree to assign, during initial communication with each customer, a single POC responsible for coordination and communication throughout all phases of the move. The POC's contact information will be maintained throughout the entire shipment process and until all associated actions are final.

   f. For ease of understanding all documentation/communication with the DoD customer must reflect the clear name of the TSP on the Bill of Lading.

   g. I will not begin pickup or delivery at the customer's residence before 0800 hours or after 1700 hours without prior approval of the customer.

   h. I agree to provide information on the afternoon preceding the scheduled pack, pickup or delivery dates as to whether the service will be performed in the morning (0800 to 1200) or in the afternoon (1200 to 1700) of the following day.

   i. I further agree I must not begin any service that will not allow completion by 2100 hours without prior approval of the customer.

   j. Pre-Move Survey:

      (1) I agree to perform pre-move survey on all shipments, either in residence, virtually (with customer's consent; e.g. email or software consent) or telephonically.

      (2) I will conduct a pre-move survey (electronic or physical) and provide the government and customer weight estimates on all shipments five (5) days from accepting shipment but NLT nine (9) days prior to the first scheduled pack/pickup date, whichever is later. For shipments ordered less than nine (9) days prior to first scheduled pack/pickup date, weight estimates must be provided NLT three (3) days prior to first scheduled pack/pickup date. For shipments ordered less than three (3) days prior to the first scheduled pack/pickup date, weight estimates must be provided NLT one (1) day prior to first scheduled pack/pickup date.

(3) I agree to make initial contact with the customer within three (3) GBDs of shipment award date to provide the customer with contact and pre-move information, including on shipments originating from non-temporary storage (NTS).

(4) Subject to the customer's availability, I agree to complete the pre-move survey and update DPS with pre-move survey data (estimated weight, agreed upon pack/pickup dates, and delivery date information) as soon as possible but NLT three (3) GBDs prior to the pickup date (NLT one (1) GBD prior for short fuse shipments).

(5) I agree to contact local quality assurance immediately upon discovering any concerns with the condition of the customer's residence during the pre-move survey.

k. Shipment Arrival/Delivery/Delays:

(1) I agree to remain in contact with the customer to ascertain if delivery is possible and upon arrival at destination, I agree to record the arrival and/or delivery in DPS and to notify and coordinate delivery of the HHG with the customer. If I am unable to contact the customer during the allowable time as outlined in the applicable 400NG and/or IT, or in the event the delivery cannot be accomplished, I agree to submit a request for storage approval via DPS.

(2) I agree that I will notify the customer of shipment in-transit visibility information upon the arrival or departure of the property from any in-transit facility, storage facility, port of embarkation, port of debarkation or change in estimated arrival. This notification will include the status, location and updated estimated date of arrival at destination. This notification will occur within one business day of the arrival, departure or change in estimated arrival at destination.

(3) 24-hour Notification: I will provide customer at least 24-hour notice for delivery, and cannot deliver a customer's personal property to SIT without customer approval unless two (2) documented unsuccessful attempts to contact the customer are made six (6) hours apart. I must ensure all dates are correct and updates made in system within 24-hours.

(a) I will provide the customer at least 24-hour notice prior to or after shipment arrival at destination.

(b) I cannot deliver a customer's personal property to SIT without customer approval, unless two (2) documented unsuccessful attempts to contact the customer are made six (6) hours apart.

(c) Loose Load Shipments: Prior to arrival at destination, I must provide the FADD, contact information (phone number(s), email(s), hours of operation), and inform the customer they have 24 hours from the "first" notification to respond. After each notification, I will immediately update DPS Shipment Management Remarks. If the customer is available for delivery, I will immediately update DPS with the scheduled delivery date. Once I have confirmed with the customer, they are not available to accept delivery or if the 24 hours has expired and the shipment is at destination, I may submit a request for SIT approval in

DPS for the FADD.

NOTE: In the event a scheduled delivery date is confirmed I will arrive the shipment in DPS and enter the scheduled delivery date regardless of shipment location.

(d) Containerized Shipments: Upon arrival at destination, I must arrive shipment in DPS, then contact the customer within 24 hours and provide the FADD, contact information (phone number(s), email(s), hours of operation), and inform the customer they have 24 hours from the "first" notification to respond. After each notification, I will immediately update DPS Shipment Management Remarks. If the customer is available for delivery, I will immediately update DPS with the scheduled delivery date. If I document confirmation with the customer that they are not available to accept delivery or if the 24 hours has expired, I may submit a request for SIT approval in DPS for the FADD.

(e) SIT cannot start on weekends and/or holidays.

(f) If PPSO determine the TSP did not provide at least 24-hour notice to the customer before placing shipment in SIT, PPSO will deny the SIT and delivery out charges.

(4) When I know for any reason it will be impossible for me to meet the scheduled pickup date or to have the shipment at destination on or before the RDD, I agree to notify the customer at the earliest practicable time, advising them of the new pickup date or the estimated arrival date and inconvenience claim guidance. In addition, I agree to update DPS with the following prior to the missed pickup date and/or before expiration of the RDD:

(a) New scheduled pickup date

(b) For missed RDDs

1. Last known location of the shipment
2. Cause for delay and new ETA

l. Pickup Spread Dates:

(1) For scheduling of personal property shipments, I understand the government authorizes the use of spread dates, consisting of seven (7) consecutive calendar days beginning with the 1st date of the spread for standard awards. Although the pickup date must be inside the pickup spread date window, the pack date(s) will immediately precede the pickup and may be outside the pickup spread date.

(2) The first day of the date spread will be entered in the 'Requested Pickup Date' field in DPS.

(3) I will confirm the agreed pickup date within the spread dates with the customer within three (3) calendar days from date of shipment acceptance. This confirmation will be in writing to the customer.

(4) I will document the agreed pickup date, and the customer's acceptance in DPS within three (3) calendar or 24 hours prior to shipment pickup, whichever is sooner.

(5) Pickup spread dates do not apply to NTS, NTSR, OTO, Direct Procurement Method or Short-fuse shipments.

2. Preparation of Articles:

a. I understand all articles having surfaces liable to damage by scratching, marring, soiling, or chafing must be wrapped at time of loading at residence in textile or paper furniture pads, covers (other than burlap), or other acceptable wrapping materials.

b. Items of unusual nature such as, but not limited to, wall units, water beds, grandfather clocks, hot tubs, pool tables, pipe organs, wall-mounted or flat-panel TVs, and satellite dishes which may require special service by a third party require PPSO pre- approval (see 400NG or IT). I may refuse waterbeds not properly drained and other items not prepared by the customer as required in the It's Your Move pamphlets in Appendix K/K2 of the DTR Part IV.

c. I agree to disassemble at the point of origin all the items of personal property that, in my judgment, require disassembly to ensure safe transport and delivery at the destination, except items that are outdoors, such as swing sets, other playground equipment, television and radio antennas, and similar articles. I also agree to utilize the services of reputable professionals with a proven record of satisfactory performance.

d. All nuts, bolts, screws, small hardware, and other fasteners removed from articles for shipment must be properly affixed/packaged to allow for reassembly at destination. If packaged separately, items must be properly inventoried and cross-referenced to the associated inventory item in which the hardware belongs (i.e., "Nuts, bolts, screws for Inventory #55 - Baby Crib").

3. Packing Requirements:

a. Packing:

(1) I understand I am liable and responsible for all packing.

(2) I have the responsibility to inspect all pre-packed goods to ascertain the contents, condition of the contents, and only articles not otherwise prohibited by the Tariff/Tender are contained in the shipment.

(3) When I determine goods require repacking, such packing must be performed by me. I agree to use quality commercial practices in selecting packing materials, and agree to use containers that meet military specifications when required.

b. Materials:

(1) I understand all materials must be new or in sound condition and new material must be used for mattresses, box springs, linens, bedding, and clothing.

(2) When allowed and if material is not new, all markings pertaining to any previous shipment must be completely obliterated. Cartons lacking a manufacturer's certification is not authorized.

(3) Egg, fruit and vegetable crates, and similar types of containers will not be used.

4. Manner of Packing:

   a. All packing must be performed in a manner requiring the least cubic measurement, producing packages that must withstand normal movement and at a minimum of weight.

   b. At the customer's request, articles may be packed in original containers when furnished by the customer, provided the containers are considered in good condition for shipping purposes.

   c. Linens, Clothing, Draperies, and Lightweight Items. I understand small, lightweight, unbreakable items (e.g., clothing items, linens and items normally kept in drawers) may remain in drawers instead of being removed and packed. When not considered as safe for carriage in drawers, chests, dressers, trunks, these and similar items must be packed separately. Clothing normally on hangers in closets and draperies must be packed in wardrobe cartons subject to the following:

      (1) Upright wardrobes will be used for Code D shipments.

      (2) Flat wardrobes will be used for all containerized shipments, except when upright wardrobes are requested by the customer.

      (3) Hangers will be removed from clothing packed in flat wardrobes.

      (4) For final line-haul delivery out of NTS, the wardrobe used for storage is acceptable and no transfer is necessary.

   d. These articles must be wrapped and packaged in a crate or fiberboard carton:

      (1) Mirrors, Pictures, and Paintings (Glass-Faced or Other Than Glass Faced Paintings),

      (2) Glass or Stone Table Tops, and Similar Fragile Articles Requiring Crating or Similar Protection.

   e. I understand, prior to performing accessorial crating services I must obtain authorization from the PPSO. I further understand that internal crating authorization is not permitted for shipments moving internationally when packing and crating services are included in the transportation single factor rate.

   f. Rugs and rug pads must be properly rolled, (not folded) for shipment and must not be folded or bent to an extent causing damage to the rug.

   g. Privately Owned Firearms (POFs):

      (1) I will ensure all POFs are removed from safe (if applicable) and packaged separately and inventoried IAW paragraph C.5 below.

      (2) I am responsible to comply with appropriate local, state and country laws in the transport of firearms, including applicable interstate and international transport requirements.

      (3) I will ensure that my agents pack firearms and not place conspicuous page markings indicating firearms or label cartons with firearms, and I will comply with firearm packing and labeling requirements outlined in the IT.

(4) For international containerized shipments only, I will ensure all POFs are placed in a number one (1) external shipping container and positioned so that POFs are readily accessible for examination by customs officials, when required, and the container sealed at customer's residence.

(5) I will comply with the following provisions of Public Law 103-159, Brady Handgun Violence Protection Act and the Personal Property Consignment Instruction Guide (PPCIG).

(a) Marking the outside of any package, luggage, or other container indicating that the package contains a firearm is prohibited. This does not exclude attaching documentation in a sealed envelope to a box/container of HHGs.

(b) Written acknowledgement of receipt from the recipient of any package containing a firearm is required. Signatures can be on a bill of lading, inventory, or TSP-generated receipt. Signatures are only required at the time of delivery, (i.e., not required at intransit points as shipments move between TSPs and agents).

h. Books will be placed in cartons or boxes. All books of similar size will be packed vertically together in rows. Padding will be inserted between rows and packed tightly to fill out the carton or box and to prevent chafing. Books normally will be packed in a 1.5 cubic foot carton and not more than two rows high.

5. Inventory:

a. I agree to:

(1) Prepare an accurate, legible HHG Descriptive Inventory and that electronic inventories that provide equal or better information are acceptable.

(2) Provide the customer a copy prior to the driver leaving the residence with the property.

(3) I must also 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.

(4) For electronic inventories, I will specifically ensure the following occur:

(a) TSP who elect to use automated inventory software must ensure that the listing of each item must meet or exceed the inventory requirements currently contained in the DTR.

(b) Customer must be able to thoroughly review inventory contents, including all comments, conditions, and annotate exceptions prior to signature.

(c) TSP must obtain customers electronic signature separately on each individual page.

(d) Inventory must not be editable once signed and provided to customer.

(e) TSP must provide the customer the electronic copy prior to departing the residence with the property.

(f) Customer and PPSO must be able to view, including all comments,

conditions, exceptions, and signature in any subsequent email version.

(5) Use care in listing of articles as specifically as possible to include make, model, color, and serial number when visible on the outside of the article.

(6) Identify cartons by type and cube with an indication of general contents (e.g., Book CTN, 1.5 cubic ft., linens, pots, and pans) and will not use words such as "household goods/personal property" or other general descriptive terms in the preparation of the inventory.

(7) Ensure that my representative will use diligence to record any unusual conditions and ensure the inventory reflects the true condition of the property, and ensure the customer is aware prior to signing. The "Exception Symbols" and "Location Symbols," as shown on the inventory must be used to describe the conditions accurately. The omission of these symbols will indicate good condition except for normal wear.

(8) Ensure that the customer has the opportunity to review the inventory contents, including conditions, and annotate exceptions on the inventory.

(9) Professional Books, Papers, and Equipment (PBP&E) & Consumables:

(a) 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.

(b) PBP&E must be segregated between the military member's PBP&E and spouse PBP&E, placed in separate cartons, marked, weighed and inventoried separately.

(c) Use of the term "consumables" will be used on the inventory when shipment of consumables is authorized for movement on a BL.

(d) All PBP&E and/or consumable items will be identified as such on the inventory, together with the cube or weight of the container; a line entry item for each container (e.g., carton M-PRO/S-PRO, 6 cubic ft., 50 lbs).

(e) The total weight of the PBP&E must be entered into DPS. When it is impossible or impractical to weigh the PBP&E or consumables, a constructive weight, based on seven (7) pounds per cubic foot, will be used.

(10) Annotate each privately owned firearm on the inventory by make, model, caliber or gauge, and serial number.

(11) I agree for shipments moving in door-to-door container service, if the customer or PPSO permits me to partially containerize the shipment at the warehouse, each item removed from the residence must be annotated on the inventory as Containerized at Warehouse (CW).

(12) I must use the same inventory prepared at origin to verify delivery at destination.

(13) I must identify personal property by affixing a tag or tape to each article (not

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

(14) I agree to identify items disassembled or serviced by my company at origin and record such items on the HHGs Descriptive Inventory. In addition, if the customer disassembles/services an item, I will annotate the inventory accordingly.

(15) I must only use the term "miscellaneous" or its abbreviation "misc." to describe the contents of containers when the total items in a container are too numerous to list on the carton or inventory line item and then only if the room or area from which they are packed is identified (e.g., "misc.-youths room"). If such a description is used, I agree not to contest a claim for missing items related to the nature of such cartons.

(16) I must annotate all electronics (e.g., stereo equipment, computers, and televisions) on the inventory with make, model, and serial number when they are visible on the outside of the item.

(17) Use of bingo cards/check off sheets at delivery. I agree that I may use bingo cards/check off sheets as internal company documents only. However, a signed bingo card/check off sheets does not indicate proof of delivery and lost, missing or damaged items will still be indicated on the appropriate loss/damage forms.

6. Overflow Shipments: If it is necessary to split a shipment for line-haul movement, the established RDD applies to all parts of the shipment. I must prepare a separate inventory for the overflow portion of a shipment or clearly identify which items were split and provide a copy to the customer at time of pickup.

7. Containers:

   a. I agree to use industry commercial practices in selecting containers to safeguard movement of personal property and I agree to use containers that meet or exceed military specifications when required (Reference: Surface Deployment Distribution Command (SDDC) Pamphlet 55-12).

   b. I agree that all shipments that require containerization based on the awarded code of service must be packed, placed in lift vans and closed at the customer's residence unless containerization at the warehouse is authorized by the customer or servicing PPSO. In such cases, items removed from the residence without containerization must be annotated on the inventory as Containerized at Warehouse (CW).

   c. Containers must be free from holes or other conditions that could permit the entry of water and to ensure covers, when closed, fit tightly and securely.

   d. All wooden containers and commercially designed containers that are not of a weatherproof nature must be properly protected from the elements when inclement weather conditions exist.

   e. I understand that TSP-owned/leased commercially designed shipping containers

are authorized provided they meet or exceed ASTM-D6251.

f. For all containerized shipments entering the Defense Transportation System (DTS) through a DoD operated aerial or seaport, I agree to complete a two Dimensional Military Shipping Label (2DMSL) and documentation requirements as listed in the IT:

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

g. Container Marking/Labeling for Non-DTS Shipments:

(1) I agree to stencil or label Codes 4, 6, 7, and 8 shipment containers. Individual shipment markings must be stenciled or labeled on two surfaces (one side and one end panel) of each container.

(2) Place the following data on each stencil or label.

(a) FROM and TO: Name of Origin and Destination PPSO

(b) BL: Bill of Lading Number

(c) RDD: Required Delivery Date (Julian Date)

(d) TSP: TSP Standard Carrier Alpha Code (SCAC) code

(e) For: Customer's last name, first name.

(3) Old markings must be permanently obliterated. One copy of the customer's order must be placed in each container used to ship UB.

h. Tamper Evident Seals for International, Code 2 HHG/UB Containers:

(1) I will apply a tamper-evident seal which, if breached or missing, provides reasonable evidence that the container has been opened or otherwise tampered with.

(2) Seals will be placed at residence and seal numbers will be annotated on the inventory list. All exterior international and Code 2 HHG/UB containers and boxes, including overflow and oversize boxes and rug tubes/cartons, will be sealed with accountable tamper evident seals at the member's/employee's residence, unless otherwise authorized by the customer. Sealing will be completed prior to any movement and the seal (control) numbers entered on the inventory, cross-referencing the container number.

(3) Two seals, as a minimum, for UB, will be used per box and tamper evident seals will secure the access overlap top and ends. If only two seals out of a set of four are used, the seals not used will be destroyed at the time of sealing or given to the member/employee.

(4) Four seals, as a minimum, on HHG, will be used per box and tamper evident seals will secure the access overlap door and side panels.

(5) I understand that in the event the seals need to be broken prior to delivery I must notify the responsible PPSO/PPPO and the customer, and provide them the opportunity to be present. When available, the responsible PPSO/PPPO will make arrangements for a Quality Assurance (QA) Inspector to be present at the selected location within two (2) GBDs to be present when the seals are broken. If the PPSO/PPPO is unable to provide a QA inspector, I will contact USTRANSCOM at transcom.scott.tcj9.mbx.pp-perf@mail.mil. The containers will be resealed,

notations made in DPS noting the new seals numbers, and shipment will continue in-transit to destination.

8. Documents Provided the PPSO/Aerial Port:

   a. I understand I must provide the following documentation to the PPSO NLT seven (7) GBDs after the pickup date and maintain original/copies of all supporting documents for audit and dispute purposes.

   b. NLT seven (7) GBDs after the pickup date, I must furnish the origin PPSO supporting shipment documentation as follows: Weighted BL (Gross/Tare/Net/Pro Gear Weights), Weight Tickets, DD Form 619, Inventories,
   Third Party Invoices

   c. Weight tickets must be legible and contain required information as outlined in the applicable 400NG and/or IT. If the shipment is to be delivered prior to the submission of the aforementioned documents, the origin or destination PPSO must be advised of the weight via DPS and/or telephone to allow for a reweigh request prior to delivery.

   d. I will ensure the port agent/delivering entity provides a copy of the BL, transportation control movement document, and Two-Dimensional Military Shipping Label (2DMSL) in connection with delivery of shipment(s) to the aerial port.

9. Documents Provided the Customer:

   a. At the time of pickup, I must furnish the customer or the customer's representative either in hardcopy or electronic delivery of documents:

      (1) BL

      (2) HHGs Descriptive Inventory and a copy of the High Value Household Goods Inventory (if used)

      (3) One legible copy of DD Form 619 (if applicable)

      (4) The DP3 Real Property Damage Form pre-populated with my information

   b. At the time of delivery, I must furnish the customer or the customer's representative:

      (1) One legible copy of DD Form 619 (if applicable)

      (2) For shipments originating from NTS, I must furnish the customer or their representative a legible copy of the Household Goods Descriptive Inventory

      (3) One copy of the DoD DP3 Notification of Loss or Damage AT DELIVERY, Figure B-2, and the DoD DP3, Notification of Loss or Damage AFTER DELIVERY, Figure B-3, documents. I must ensure all listed loss/damage is identified on the document, as applicable.

      (4) The DP3 Real Property Damage Form pre-populated with my information

   c. At the time of notification of a missed pickup, RDD or agreed upon delivery out of SIT, or in the event I turn back a shipment within 14 calendar days of the pickup date, I will provide the Inconvenience Claim Form located on Move.mil/sme to the affected customer and I will ensure the form is pre-populated with my information.

10. SIT:

   a. In addition to the packing requirements contained in this tender for preparing personal property for transportation, when a shipment is placed in SIT, I agree to

use a DoD-approved storage facility that must comply with the following storage requirements:

(1) Storage: When a shipment is placed into SIT, the warehouseman will have until the close of business of the third (3) GBD following the date the SIT is approved to complete the handling-in services. Personal property must be stored IAW the requirements listed under "Storage Area" in the Storage Management Office Tender of Service, Paragraph C-6.c.

(2) Shipping Containers: The contents of containerized shipments must not be removed from containers when placed in SIT.

(3) Identification: All lots of loose Domestic HHGs must be properly identified. Proper identification must consist of customer's name, BL number, and SIT control number. Such identification must be in plain view on each lot. Containerized HHG (Codes D, 2, 4, 6, and T) and UB (Codes 7, 8, and J) are exempt from this requirement provided containers are marked IAW Paragraph C.7.b.

(4) Rugs and Carpets: Rugs and carpets must be stored on racks in a horizontal position (rolled up in tubes) without folding any portion of the rug, carpet, or padding.

b. Upholstered or Overstuffed Furniture:

(1) Items stored loose on racks must be placed in an upright (normal) position and covered or protected against dust. No boxes, cartons, or other items may be placed upon this type furniture.

(2) When items are placed in individual storage rooms or when containers are employed for warehouse storage, they will have protection, padding, blocking, and bracing to preclude damage from any pressure against the upholstery, including pressure from its own weight as well as from conditions external to the container. The use of shrink/stretch-wrap is allowed but not required.

11. Unloading and Unpacking at Destination:

a. I understand unloading at destination includes the one-time laying of rugs and the one-time placement of furniture and like items in a room or dwelling designated by the customer or their representative.

b. All articles disassembled by the TSP or originating from NTS must be reassembled.

c. On a one-time basis, all barrels, boxes, cartons, and/or crates must be unpacked (upon request) and the contents placed in a room designated by the customer. This includes the placement of articles in cabinets, cupboards, or on shelving in the kitchen and consistent with safety of the article(s) and proximity of the area desired by the customer, but does not include arranging the articles in a manner desired by the customer.

d. The unpacking service and removal of debris must be performed to the customer's satisfaction at the time the goods are delivered.

e. On the day of delivery and/or unpacking, I must remove from the customer's

premises all of my unused, empty containers, packing materials and other debris accumulated incident to packing/unpacking and loading/unloading.

f. I will return to residence to perform debris removal if ordered IAW with the IT Item 506 and the 400NG Item 105.

12. Recording Loss and Damage:

a. I will record loss/damage revealed while unloading and/or unpacking. Such record will be indicated on the DP3 Notification of Loss or Damage AT DELIVERY (jointly signed by my representative and the customer or the customer's authorized agent), Figure B-2, and the DP3 Notification of Loss or Damage AFTER DELIVERY, Figure B-3, documents, as applicable.

b. One copy will be furnished to the customer or the customer's representative.

c. In case of missing items, tracer action will be initiated immediately and the customer will be advised in writing of the results within 30 days from the date of delivery of the shipment. Every effort will be made to locate missing articles/items before recommending the submission of a claim by the customer.

d. I agree, provided claims action has not been initiated, to forward to the customer by expedited means located missing articles/items at no additional cost to the government or the customer. See claims business rules for complete claims guidance.

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

D. CERTIFICATION

1. Violations: Any substantial violation of this Tender, or failure to perform IAW the DTR Part IV, DP3 Business rules, the International Tariff and Domestic Tender, and/or other legal requirements, may be used as the basis for punitive action by a PPSO or Defense Personal Property Management Office.

2. Terms and Conditions:

a. It is mutually agreed and understood between the U.S. Government and TSPs (motor carriers and freight forwarders), who are parties to the BL that:

(1) The BL is governed by the regulation relating thereto as published in 41 CFR Part 101- 41, Transportation Documentation and Audit, with special attention drawn to Federal Management Regulation (FMR), Part 102-118, Transportation Payment and Audit, and applicable Commercial Shipments Rules and Conditions.

(2) Except as provided in 41 CFR 101 or as otherwise stated hereon, the BL is also subject to the same rules and conditions as govern commercial shipments made on the usual forms provided therefore by the TSP.

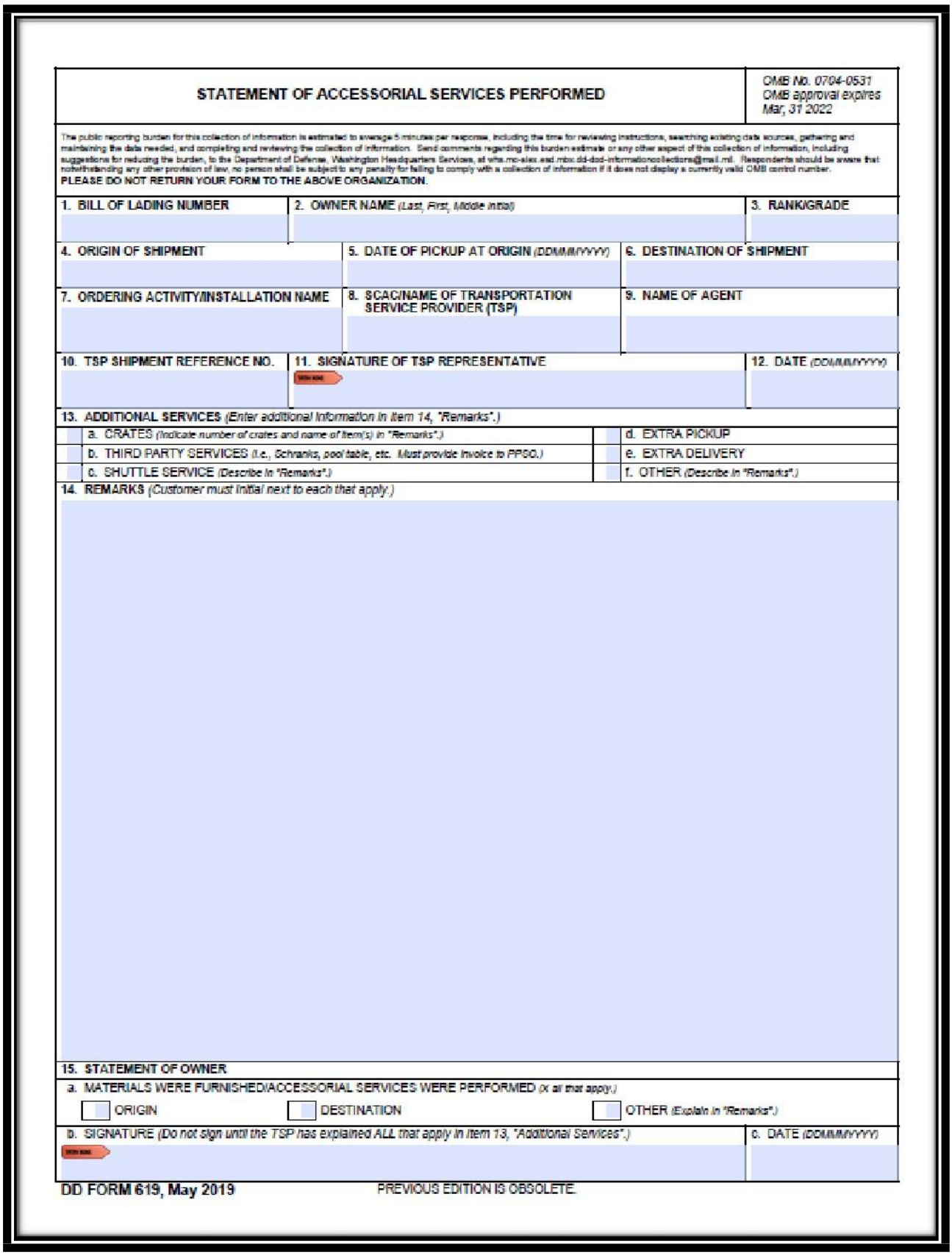
(3) All parties to the BL (TSPs, freight forwarders, or their representative), recognize that this shipment is made under the auspices of the U.S. Government, agree to forego any liens that may arise from any cause whatsoever and not to detain or impound this shipment made on the usual forms provided therefore by the TSP.

(4) The TSP will in no way demand prepayment of charges, nor make any collection of charges, nor attempt to collect any payments from the customer.

(5) Interest will accrue from the voucher payment date on overcharges made hereunder and paid at the same rate in effect on that date as published by the Secretary of the Treasury pursuant to the Debt Collection Act of 1982.

b. General instructions and administrative directions: Continuation sheets of the prescribed must be used and attached hereto when space under "Description of Shipment" on the face of the BL is inadequate.

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



STATEMENT OF ACCESSORIAL SERVICES PERFORMED

OMB No. 0704-0531
OMB approval expires Mar, 31 2022

The public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-informationcollections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.
PLEASE DO NOT RETURN YOUR FORM TO THE ABOVE ORGANIZATION.

1. BILL OF LADING NUMBER	2. OWNER NAME *(Last, First, Middle Initial)*	3. RANK/GRADE

4. ORIGIN OF SHIPMENT	5. DATE OF PICKUP AT ORIGIN *(DDMMMYYYY)*	6. DESTINATION OF SHIPMENT

7. ORDERING ACTIVITY/INSTALLATION NAME	8. SCAC/NAME OF TRANSPORTATION SERVICE PROVIDER (TSP)	9. NAME OF AGENT

10. TSP SHIPMENT REFERENCE NO.	11. SIGNATURE OF TSP REPRESENTATIVE	12. DATE *(DDMMMYYYY)*

13. ADDITIONAL SERVICES *(Enter additional information in Item 14, "Remarks".)*

☐	a. CRATES *(Indicate number of crates and name of item(s) in "Remarks".)*	☐	d. EXTRA PICKUP
☐	b. THIRD PARTY SERVICES *(i.e., Schranks, pool table, etc. Must provide invoice to PPSO.)*	☐	e. EXTRA DELIVERY
☐	c. SHUTTLE SERVICE *(Describe in "Remarks".)*	☐	f. OTHER *(Describe in "Remarks".)*

14. REMARKS *(Customer must initial next to each that apply.)*

15. STATEMENT OF OWNER

a. MATERIALS WERE FURNISHED/ACCESSORIAL SERVICES WERE PERFORMED *(X all that apply.)*

☐ ORIGIN ☐ DESTINATION ☐ OTHER *(Explain in "Remarks".)*

b. SIGNATURE *(Do not sign until the TSP has explained ALL that apply in Item 13, "Additional Services".)*	c. DATE *(DDMMMYYYY)*

DD FORM 619, May 2019 PREVIOUS EDITION IS OBSOLETE.

FIGURE B-1. DD FORM 619 – STATEMENT OF ACCESSORIAL SERVICES PERFORMED

DEFENSE PERSONAL PROPERTY PROGRAM (DP3)
NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY

COMPLETED BY TSP:

NAME OF OWNER _____ RANK/GRADE _____ BRANCH OF SERVICE _____ WEIGHT _____

BL NO. _____ TSP REFERENCE NO. _____ SCAC _____ PICK UP DATE _____ IS THIS A PARTIAL DELIVERY (Y or N)? _____

PURPOSE AND GENERAL INSTRUCTIONS:

- To provide the Transportation Service Provider (TSP) notice of loss or damage discovered AT the time of delivery.
- The customer (or their designated representative) and the TSP's delivery representative must jointly complete this document.
- List in the **NOTED LOSS AND/OR DAMAGE** section below all damage and missing items noticed before TSP's representative departs.
- **DO NOT leave blank. If no loss or damage is discovered at the time of delivery, write "NONE" in DESCRIPTION OF DAMAGE.**
- **THIS DOES NOT CONSTITUTE "FILLING A CLAIM". A CLAIM MUST BE FILED VIA DPS CLAIMS MODULE - https://move.mil/.**

NOTED LOSS AND/OR DAMAGE

If more than one page is needed, include your name, Bill of Lading No. and number the Page ____ of Page ___ on each page used.

INVENTORY NO.	**ITEM**	**DESCRIPTION OF DAMAGE** (if missing, so specify.) (Electronic items, provide brand, and model number, if applicable)

NOTE: TSP is responsible for one-time placement of items during delivery. If requested, the TSP will unpack and remove cartons to the customer's satisfaction. Member requested unpacking and removal of cartons? YES _____ NO _____

PLEASE READ CAREFULLY BEFORE SIGNING – THIS IS CUSTOMER'S NOTIFICATION OF LOSS AND/OR DAMAGE AT DELIVERY

By signing below, Customer acknowledges receipt of:

- One (1) copy of this NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY and one (1) copy of the NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY.

Customer understands that he/she:

- **Will receive from the delivering TSP a "NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY" document to identify loss or damage found after delivery. This notification document will provide instructions on how to file a claim on-line.**
- Can provide notification to the TSP within 180 days by entering the information from the AFTER Delivery document into the DPS on-line claims module or mail NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY document to the TSP by certified return receipt, fax or electronic dispatch.
- Will NOT be eligible for loss or damage recovery by the TSP or Government for any item not identified within 180 days after delivery.

Received for Delivery at:	Name/Address of Transportation Service Provider (TSP):
Street Address: _____	
City _____ State _____ Zip _____	TSP Email: _____
Telephone Number _____	Toll-Free Telephone Number _____ Fax Number _____
Customer Email _____	
Signature of Customer (or his/her designated representative) _____ Delivery Date _____	Delivering TSP Signature _____ Date _____

Figure B-2 Notification of Loss or Damage AT Delivery

DEFENSE PERSONAL PROPERTY PROGRAM (DP3)

NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY

INSTRUCTIONS TO CUSTOMER (OR HIS/HER DESIGNATED REPRESENTATIVE):

- You have up to 180 days to inspect your property, note all loss and damage not previously discovered and reported at the time of delivery and provide notice to the Transportation Service Provider (TSP).
- The preferred method of submission to the TSP is through the DPS on-line Claims Module - see instructions in Section A.
- If you are unable to file on-line you may give written notice of loss and damage following the instructions in Section B.
- If TSP is not notified within 180 days, you may lose any potential monetary recovery for your loss and damage.
- This is only notification to the TSP of your loss or damage - **THIS DOES NOT CONSTITUTE FILING YOUR CLAIM.**
- For information about filling a claim against the TSP, see Section C below.
- If you have any questions about completing this document, contact the TSP or Military Claims Office (MCO), or locate your Service Military Claims website at www.move.mil (under DOD Customer tab).

SECTION A – DPS ON-LINE NOTIFICATION:

- On-line notification can be completed via the internet by accessing DPS via "http://move.mil/.
- You must notify TSP in DPS by midnight GMT on the 180th day following delivery to be eligible for Full Replacement Value.
- If you submit this notice on-line via DPS claims module, you **DO NOT** need to complete Section B.

SECTION B – WRITTEN NOTIFICATION:

- If you are unable to provide notice on-line ~~via~~ through DPS, you may fill out this section and send it to the TSP.
- This **NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY** must be mailed by certified return receipt, faxed or emailed to the TSP identified below by midnight GMT of the 180th day following delivery.
- Keep a copy of this document and certified mail receipt for your records as proof it was sent to the TSP within 180 days.
- If more than one page is needed, please include your name, Bill of Lading No. and number of pages on each supplemental page used.
- USE ONLY BALLPOINT PEN OR INDELIBLE INK.

NOTICE TO TSP: You are hereby notified the customer (or their designated representative) intends to present a claim for the loss and/or damage noted on the NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY and this document. You are hereby extended the opportunity to inspect the property.

INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (if missing, so specify.) (Electronic items, provide brand & model number)

_____ _____

CUSTOMER SIGNATURE (OR THEIR DESIGNATED REPRESENTATIVE) DATE OF DELIVERY

SECTION C – FILING A CLAIM AGAINST THE TSP:

- With limited exceptions, to receive Full Replacement Value for eligible loss and damage, you **MUST** file your claim online via the DPS Claims Module within 9 MONTHS of your property delivery.
- To submit your claim to the TSP who shipped your personal property, access DPS at **http://move.mil/** and follow instructions for filing a claim.
- You do not need repair estimates to enter your claim in DPS.
- **IF you choose not to file you're claim in DPS, you may file a claim directly with your servicing MCO; however, you will not be eligible for full replacement value and will be responsible for obtaining repair estimates.**
- For ANY questions about filling a claim, contact your servicing MCO.

Delivery Date: _____ BL: _____

Street Address: _____

City: _____ State: _____ ZIP: _____

Telephone Number or Email: _____

Customer's Name (PRINT): _____

_____ _____

Signature of Customer (or their designated representative) Date

SEND TO:

Name/Address of Transportation Service Provider (TSP):

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