Defense Personal Property Program

Non-Temporary Storage (NTS)

Tender of Service (ToS) 2026

Managed by:

Personal Property Activity (PPA)

1 Soldier Way Scott AFB, IL 62225

15 May 2026

DEPARTMENT OF WAR

PERSONAL PROPERTY ACTIVITY

TENDER OF SERVICE NUMBER: TOSS00-26-G-

TENDER OF SERVICE FOR

STORAGE OF PERSONAL PROPERTY AND RELATED SERVICES

ISSUING OFFICE:

PERSONAL PROPERTY ACTIVITY

1 SOLDIER WAY

SCOTT AFB, IL 62225

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LIST OF ACRONYMS

Acronym	Organization/Term
ACH	Automated Clearing House
BL	Bill of Lading
CBA	Collective Bargaining Agreement
CDC	Centers for Disease Control
CFR	Code of Federal Regulations
CIPD	Certificate of Independent Price Determination
COR	Contracting Officer's Representative
DD Form	Department of Defense Form
DoW	Department of War
DoW PPA or PPA	Department of War Personal Property Activity or Personal Property Activity
DP3	Defense Personal Property Program
DTR	Defense Transportation Regulation
EFT	Electronic Funds Transfer
FAR	Federal Acquisition Regulation
FRV	Full Replacement Value
FTR	Federal Travel Regulation
FY	Fiscal Year
GBD	Government Business Day
HHG	Household Goods
IAW	In Accordance With
ITO	Installation Transportation Officer (only listed once in ToS)
JTR	Joint Travel Regulations
MCO	Military Claims Office
NDAA	National Defense Authorization Act
NFPA	National Fire Protection Association
NLT	No Later Than
NTS	Non-Temporary Storage
NTSTOSSP	Non-Temporary Storage Tender of Service Signature Page
PBP&E	Professional Books, Papers, and Equipment
POC	Point of Contact
PPPO	Personal Property Processing Office
PPSO	Personal Property Shipping Office
QA	Quality Assurance
RDD	Required Delivery Date
SAM	System for Award Management
SB	Storage Branch
SCA	Service Contract Act
SCRA	Servicemembers Civil Relief Act
SPM	Storage Program Manager
SSP	Supervised Sprinkler System
TDL	Table of Distribution
TO	Transportation Officer
ToS	Tender of Service
TRB	Transportation Review Board
TSP	Transportation Service Provider
UO	Unusual Occurrence

USC	United States Code
USTRANSCOM	United States Transportation Command

LIST OF CHANGES

Version	Description	Revision Date	Page #s
2023	Administrative updates throughout	01 Oct 2025	
	Replaced Department of Defense (DoD) with Department of War (DoW) throughout		
	Replaced member with customer throughout		
	Clarified "working, calendar or government business days" throughout		
	Added LIST OF ACRONYMS		Pgs 6-7
	Added LIST OF CHANGES		Pgs 8-9
	Revised the language defining "customer"		Pg 11
	Added language regarding cyber security		Pgs 11-18
	Added language clarifying NTS TSP delivering quality services to customers		Pg 21-22
	Added language clarifying unfavorable background checks		Pg 22
	Replaced "pandemics" with "public health emergencies"		Pg 22
	Replaced "COVID-19 and/or future pandemics" with "pandemics"		Pg 22
	Added language and updated number of hours to clarify certification of firearms arriving at a NTS TSP's warehouse		Pgs 25
	Updated weblink		Pg 30
	Removed "last 4 digits of the SSN"		Pg 33, Pg 41
	Added language clarifying garaging, repairing, or maintaining vehicles in the warehouse		Pg 35
	Added sub paragraph clarifying railroad tracks distance from warehouse		Pg 38
	Revised paragraph clarifying NTS TSP responsibility		Pg 41
	Revised language regarding a change in business organization or corporate structure		Pg 42-43
	Updated minimum facility liability insurance		Pg 43
	Updated insurance policy deductible amount		Pg 43
	Deleted paragraph 4.1. addressing where payment should be mailed when not paid by EFT		Pg 44
	Revised language clarifying the requirement for the FY-19 NDAA Section 889 Certification Form		Pg 44
	Added sub paragraph clarifying high value item rate submissions		Pg 45

	Deleted paragraph 5.1.7. regarding “prices shown herein are no higher than the rates charged the most favored member”		Pg 46
	Deleted section 5.2. for Containerized Rates and reserved for future use		Pg 46
	Updated reference regarding mold mitigation costs		Pg 51
	Added language clarifying inconvenience claims rules		Pgs 53-55
	Updated weblink to the DP3 Real Property Damage Form		Pg 56
	Relocated annual review documentation requirements		Pgs 56-57
	Added language regarding financial statement resubmissions		Pg 56
	Added language clarifying building ownership		Pg 57
	Added language clarifying hauling authority		Pg 57
	Added section clarifying financials – initial NTS application and annual review		Pgs 57-58
	Added paragraph regarding placing an NTS TSP in non-use for any special action process		Pg 63
	Corrected number of days regarding a NTS TSP name change		Pg 64
	Added language regarding Disqualification for Convenience		Pg 64
	Added language regarding Disqualification for Default		Pg 64
	Legible copy of DP3 Notice of Loss or Damage AFTER Delivery		Pg 81
	Legible copy of Private Vehicle Shipping Document for Motorcycle (DD Form 788-2)		Pgs 82-83
	Added the Inconvenience Claim Form as Attachment N		Pgs 88-89

1. TECHNICAL PROVISIONS.

1.1. Scope.

1.1.1. The purpose of this Non-Temporary Storage (NTS) Tender of Service (ToS) is to establish the terms and conditions under which the Non-Temporary Storage Transportation Service Provider (NTS TSP) will provide necessary supervised labor, materials, and equipment for storage of personal property and related services under orders issued by the Transportation Officer (TO) or their representative. This ToS does not obligate the Government to issue any orders for any services.

1.1.2. The NTS TSP shall 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 Service Order for Personal Property (DD Form 1164), Attachment D, issued by the TO or their representative at the using activities.

1.1.3. The NTS TSP will use established quality commercial practices to provide service In Accordance With (IAW) the provisions of this Tender. When requested by the Department of War (DoW) Personal Property Activity (PPA) or DoW Quality Assurance (QA) inspectors, the NTS TSP will provide operating procedures or established company standards as needed. The DoW PPA will protect such information as requested as some of the data or information may be deemed proprietary.

1.1.4. The rights and obligations of the parties to the ToS shall be subject to and governed by the provisions of the ToS and the order(s) issued hereunder.

1.1.5. The Storage Program Manager (SPM) will review the ToS and supporting documents annually.

1.1.6. The SPM is authorized to approve any deviations from these ToS requirements.

1.1.7. The following terms used throughout this ToS have the meaning as set forth below:

1.1.7.1. "Transportation Officer" (TO) means an individual of a using activity authorized to issue Service Orders for Personal Property (DD Form 1164), Attachment D, under this ToS. The individual may be the TO or their authorized representative.

1.1.7.2. "Using activity" means an installation, base or command of a military department, or a government agency which has been properly authorized to issue Service Orders for Personal Property (DD Form 1164) under this ToS.

1.1.7.3. "Personal property" or "household goods" (HHG) includes furniture, appliances, clothing, baggage, all other personal effects of a similar character, professional books, paper, and equipment (PBP&E) and other items authorized for entitlement.

1.1.7.4. "Lot" means personal property placed in storage at Government expense and covered by one Service Order for Personal Property (DD Form 1164).

1.1.7.5. "Storage period" means the period of time the NTS TSP has possession of the property pursuant to Government orders.

1.1.7.6. "Customer" means DoW and US Coast Guard (USCG) members, DoW civilians, and their families whose personal property is being moved and/or stored.

1.1.7.7. "Program" means the Department of War (DoW) Personal Property Activity Movement and Storage Program.

1.1.7.8. "Storage Program Manager" means an individual in the Storage Branch (SB) authorized to enter into and administer ToS for non-temporary storage of personal property and issue related determinations and findings.

1.2. General Cyber Security Requirements.

1.2.1. Basic Safeguarding of NTS TSP Information Systems.

1.2.1.1. To protect Controlled Unclassified Information (CUI) and Federal Contract Information (FCI) created by or used in the NTS ToS, the U.S. Government is implementing a phased approach to increasing cybersecurity controls including reporting of cybersecurity breaches.

1.2.1.2. The phased approach models itself on the Cyber Maturity Model Certification. In order to be awarded any shipments after 15 May 2026, the NTS TSP and any subcontractors possessing FCI or CUI must complete by 15 March 2026 and maintain as current, an affirmation, by the NTS TSP's CEO of continuous compliance with the requirements associated with the CMMC Level 1 self-assessment in the Supplier Performance Risk System (SPRS) (https://piee.eb.mil) for each CMMC unique identifier (UID) applicable to each of the NTS TSP information systems that process, store, or transmit FCI or CUI and that are used in performance of the contract.

1.2.1.3. In order to be awarded any shipments after 15 May 2027, the NTS TSP and any subcontractors possessing CUI or FCI must complete by 15 March 2027 and then annually thereafter and maintain as current, an affirmation, by the NTS TSP's CEO of continuous compliance with the requirements associated with the CMMC Level 2 self-assessment in the SPRS for each CMMC unique identifier (UID) applicable to each of the NTS TSP information systems that process, store, or transmit FCI or CUI and that are used in performance of the contract.

1.2.1.4. I shall ensure all subcontractors and suppliers complete prior to subcontract award, and maintain on an annual basis, an affirmation, by the affirming official (see 32 CFR

170.4), of continuous compliance with the requirements associated with the CMMC level required for the subcontract or other contractual instrument for each of the subcontractor information systems that process, store, or transmit CUI or FCI and that are used in performance of the subcontract.

1.2.1.5. CMMC UID: All NTS TSPs are required to provide their CMMC UID to Dow PPA at transcom.scott.tcj9.mbx.pp-smo@mail.mil NLT 15 Mar 2026. These UIDs are crucial for the purpose of validating the completions of CMMC assessments by NTS TSPs in SPRS. CMMC UIDs are assigned by SPRS.

1.2.2. Handling and Protection of Non-Public Information.

1.2.2.1. Controlled Unclassified Information (CUI) means information the U.S. Government creates or possesses, or information an entity creates or possesses for or on behalf of the U.S. Government, that a law, regulation, or U.S. Government wide policy requires or permits an agency to handle using safeguarding or dissemination controls (32 CFR 2002.4(h)).

1.2.2.2. Federal Contract Information (FCI) means information, not intended for public release, that is provided by or generated for the U.S. Government under the NTS ToS to develop or deliver a service to the U.S. Government. It does not include information provided by the U.S. Government to the public, such as on public websites, or simple transactional information, such as information necessary to process payments.

1.2.2.3. NTS TSPs operating in the NTS ToS have access to CUI, category, GENERAL PRIVACY (PRVCY) information, which refers to personal information, or, in some cases, "personally identifiable information (PII)," as defined in OMB M-17-12, or "means of identification" as defined in 18 U.S.C. § 1028(d)(7). Examples of PII to which the NTS TSP has access are names of Servicemembers, DoW, USCG employees and their family members, origin and destination addresses, work and personal telephone/mobile phone numbers, social security numbers, DoW Identification Numbers, work and personal email addresses, and electronic household goods inventories including remote surveys and video, and claims related information including banking information provided to pay inconvenience claims or loss/damage claims.

1.2.2.4. I agree to use FCI information developed or received, including CUI while performing under the NTS ToS only for the purposes of fulfilling the contracted requirements and to protect such information from unauthorized release or disclosure. Information may be provided to subcontractors only as needed to perform their subcontracted duties. Such information may not be sold or provided to third parties or others such as advertisers or data-brokers.

1.2.2.4.1. The following basic safeguarding requirements and procedures are required to protect NTS TSP information technology systems, including mobile applications, that process information received under the NTS ToS program. IAW 48 CFR 52.204-1 and 32 CFR Part 170, these requirements and procedures for basic safeguarding of TSP systems shall include, at a minimum, the following security controls:

1.2.2.4.1.1. Limit information system access to authorized users, processes acting on behalf of authorized users, or devices (including other information systems).

1.2.2.4.1.2. Limit information system access to the types of transactions and functions that authorized users are permitted to execute.

1.2.2.4.1.3. Verify and control/limit connections to and use of external information systems.

1.2.2.4.1.4. Control information posted or processed on publicly accessible information systems.

1.2.2.4.1.5. Identify information system users, processes acting on behalf of users, or devices.

1.2.2.4.1.6. Authenticate (or verify) the identities of those users, processes, or devices, as a prerequisite to allowing access to organizational information systems.

1.2.2.4.1.7. Sanitize or destroy information system media containing NTS ToS information before disposal or release for reuse.

1.2.2.4.1.8. Limit physical access to organizational information systems, equipment, and the respective operating environments to authorized individuals.

1.2.2.4.1.9. Escort visitors and monitor visitor activity; maintain audit logs of physical access; and control and manage physical access devices.

1.2.2.4.1.10. Monitor, control, and protect organizational communications (i.e., information transmitted or received by organizational information systems) at the external boundaries and key internal boundaries of the information systems.

1.2.2.4.1.11. Implement subnetworks for publicly accessible system components that are physically or logically separated from internal networks.

1.2.2.4.1.12. Identify, report, and correct information and information system flaws in a timely manner.

1.2.2.4.1.13. Provide protection from malicious code at appropriate locations within organizational information systems.

1.2.2.4.1.14. Update malicious code protection mechanisms when new releases are available.

1.2.2.4.1.15. Perform periodic scans of the information system and real-time scans of files from external sources as files are downloaded, opened, or executed.

1.2.2.5. Cybersecurity Incident Reporting.

1.2.2.5.1. "Cyber incident" means actions taken through the use of computer networks that result in a compromise or an actual or potentially adverse effect on an information system and/or the information residing therein. Reportable cyber-incidents (regardless of whether the information system contains CUI or there is an impact to performance such as delivery schedule delay), include, but are not limited to, the following:

1.2.2.5.1.1. Cyber-incidents as defined in Table 2.

1.2.2.5.1.2. Notifications by a federal, state, or local law enforcement agency or cybercenter (i.e., National Cyber Investigative Joint Task Force (NCIJTF), National Cybersecurity & Communications Integration Center (NCCIC)) of being a victim of a successful or unsuccessful cyber-event, anomaly, incident, insider threat, breach, intrusion, or exfiltration.

Table 2.

Incident Category	**Description**
Root Level Intrusion	Unauthorized privileged access to an information system (IS). Privileged access, often referred to as administrative or root access, provides unrestricted access to the IS. This category includes unauthorized access to information or unauthorized access to account credentials that could be used to perform administrative functions (e.g., domain administrator). If the IS is compromised with malicious code that provides remote interactive control, it will be reported in this category.

User Level Intrusion	Unauthorized non-privileged access to an IS. Non-privileged access, often referred to as user level access, provides restricted access to the IS based on the privileges granted to the user. This includes unauthorized access to information or unauthorized access to account credentials that could be used to perform user functions such as accessing Web applications, Web portals, or other similar information resources. If the IS is compromised with malicious code that provides remote interactive control, it will be reported in this category.
Denial of Service	Denial of Service (Incident)-Activity that denies, degrades, or disrupts normal functionality of an IS or DoW information network.
Malicious Logic	Installation of software designed and/or deployed by adversaries with malicious intentions for the purpose of gaining access to resources or information without the consent or knowledge of the user. This only includes malicious code that does not provide remote interactive control of the compromised IS. Malicious code that has allowed interactive access should be categorized as Root or User Level Intrusion incidents. Interactive active access may include automated tools that establish an open channel of communications to and/or from an IS.
Ransomware	Malware designed to encrypt files on a device, rendering any files and the systems that rely on them unusable. Malicious actors then demand ransom in exchange for decryption. Ransomware actors often target and threaten to sell or leak exfiltrated data or authentication information if the ransom is not paid. Ransomware is a reportable incident that may be associated with multiple incident categories depending on the attack vector and execution.

1.2.2.5.2. When a cyber-incident occurs, the contractor is required to notify USTRANSCOM as soon as practical, but no later than 72 hours after discovering a reportable cyber-incident. The reporting timeline begins when the incident is discovered or reported to the company, its employees, contractors, or cybersecurity firm responsible for providing cybersecurity and response for the company. The NTS TSP shall contact the USTRANSCOM Cyber Operations Center (CyOC) via phone at 618-817-4222. If the NTS TSP does not immediately reach the CyOC via phone, the contractor shall send an email notification to transcom.scott.tcj6.mbx.cyoc-dodin-operations@mail.mil.

1.2.2.6. Mandatory Reporting Data.

1.2.2.6.1. I shall work with the USTRANSCOM CyOC through resolution of the incident. Within 72 hours of becoming aware of a reportable cyber-incident, the NTS TSP

shall provide an initial notification of the incident, even if some details are not yet available, which includes, but is not limited to, the following information:

1.2.2.6.1.1. Company Name

1.2.2.6.1.2. Who will be the POC with contact information

1.2.2.6.1.3. DoW PPA/PPSO POCs (names, telephones, email addresses)

1.2.2.6.1.4. Overall Assessment –Description of incident, data at risk, mitigations applied

1.2.2.6.1.5. Indicators of compromise

1.2.2.6.1.6. Vector of attack (if known)

1.2.2.6.2. Estimated time of attack (if known)

1.2.2.7. The NTS TSP shall provide a follow-on cyber-incident report to the USTRANSCOM CyOC within five calendar days of becoming aware of a reportable cyber-incident, which includes, but is not limited to, the following information:

1.2.2.7.1.1. NTS TSP unique Commercial and U.S. Government Entity (CAGE) code

1.2.2.7.1.2. NTS TSP SCAC

1.2.2.7.1.3. Bill of Lading numbers implicated

1.2.2.7.1.4. Facility CAGE code where the incident occurred if different than the prime NTS TSP location

1.2.2.7.1.5. POC is different than the POC recorded in the System for Award Management (name, address, position, telephone, email)

1.2.2.7.1.6. DoW PPA/PPSO POC (name, telephone, email)

1.2.2.7.1.7. Contract clearance level (should be unclassified)

1.2.2.7.1.8. DoW programs, platforms, systems, or information involved

1.2.2.7.1.9. Location(s) of compromise

1.2.2.7.1.10. Date incident discovered

1.2.2.7.1.11. Type of compromise (e.g., unauthorized access, inadvertent release, other)

1.2.2.7.1.12. Description of technical information compromised

1.2.2.7.1.13. Any additional information relevant to the information compromise

1.2.2.8. In addition to the reporting required by paragraph 1.2.2.5. and 1.2.2.6., when the NTS TSP discovers a cyber incident that affects an NTS TSP IT system containing NTS ToS CUI or FCI, or that affects the contractor's ability to perform the requirements of the contract, the Contractor shall:

1.2.2.8.1.1. Conduct a review for evidence of compromise of CUI/FCI, including, but not limited to, identifying compromised computers, servers, specific data, and user accounts. This review shall also include analyzing covered NTS TSP information system(s) that were part of the cyber incident, as well as other information systems on the NTS TSP's network(s), that may have been accessed as a result of the incident in order to identify compromised covered defense information, or that affect the NTS TSP's ability to provide NTS ToS services; and

1.2.2.8.1.2. Rapidly report cyber incidents to DoW at https://dibnet.dod.mil.

1.2.2.8.1.3. Cyber incident report. The cyber incident report shall be treated as information created by or for DoW and shall include, at a minimum, the required elements at https://dibnet.dod.mil.

1.2.2.8.1.4. Medium assurance certificate requirement. To report cyber incidents into DoW Cyber Crime Center (DC3), the NTS TSP or its subcontractor shall have or acquire a DoW-approved medium assurance certificate to report cyber incidents. For information on obtaining a DoW-approved medium assurance certificate, see https://public.cyber.mil/eca/.

1.2.2.8.2. Malicious software. When the Contractor or subcontractors discover and isolate malicious software in connection with a reported cyber incident, submit the malicious software to DC3 in accordance with instructions provided by DC3.

1.2.2.8.3. Media preservation and protection: When a NTS TSP discovers a cyber incident has occurred, the NTS TSP shall preserve and protect images of all known affected information systems identified in paragraph d.(22).(b) and all relevant monitoring/packet capture data (information, data, logs, electronic files and similar information (See NIST Special Publication 800-61: Computer Security Incident Handling Guide, (current version)) (for at least 90 days from the submission of the cyber incident report to allow DoW to request the media or decline interest. This

will permit a subsequent forensic analysis so that an accurate and complete damage assessment can be accomplished by the U.S. Government.

1.2.2.8.4. Incident Reporting Coordination.

1.2.2.8.4.1. In the event of a cyber-incident, the DoW may conduct an on-site review of network or information systems where FCI/CUI information is resident on or transiting to assist the NTS TSP in evaluating the extent of the incident and to share information in an effort to minimize the impact to both parties. Date and time of on-site visits will be mutually agreed upon by USTRANSCOM and the NTS TSP in advance.

1.2.2.8.4.2. I agree to allow follow-on actions by the U.S. Government (e.g., USTRANSCOM, Federal Bureau of Investigation, Department of Homeland Security, DC3) to further characterize and evaluate the suspect activity. The NTS TSP acknowledges that damage assessments might be necessary to ascertain an incident methodology and identify systems compromised because of the incident.

1.2.2.8.4.3. The NTS TSP is not required to maintain an organic forensic capability, but must ensure data is preserved (e.g., remove an affected system, while still powered on, from the network) and all actions documented until forensic analysis can be performed by the U.S. Government or, if the U.S. Government is unable to conduct the forensic analysis, a mutually agreed upon third party (e.g., Federally Funded Research and Development Center (FFRDC), commercial security NTS TSP). Any follow-on actions shall be coordinated with the NTS TSP through the DoW PPA.

1.2.2.8.4.4. I agree to indemnify and hold the U.S. Government harmless for following any recommendations to remedy or mitigate the cyber-incident following the actions under d.(22).(j) and d.(22).(j).

1.2.2.8.5. Confidentiality and Non-Attribution Statement: The U.S. Government may use and disclose reported information as authorized by law and will only provide attribution information on a need-to-know basis to authorized persons for cybersecurity and related purposes (e.g., in support of forensic analysis, incident response, compromise or damage assessments, law enforcement, counterintelligence, threat reporting, and trend analysis). The U.S. Government may share threat information with other USTRANSCOM industry partners without attributing or identifying the affected NTS TSP.

1.3. General Requirements.

1.3.1. Pre-Move Survey.

1.3.2. The NTS TSP will conduct a pre-move survey (electronic or physical on all shipments with customer consent (email, telephonically, or software consent) and provide the Government and customer, weight estimates on all shipments five days from accepting shipment but no later than (NLT) nine days prior to the first scheduled pack/pickup date, whichever is later. For shipments ordered less than nine days prior to first scheduled pack/pickup date, weight estimates must be provided NLT three days prior to first scheduled pack/pickup date. For shipments ordered less than three days prior to the first scheduled pack/pickup date, weight estimates must be provided NLT one day prior to first scheduled pack/pickup date.

1.3.3. Vehicle Specifications: The preferred vehicle type used in draying personal property under this ToS is the closed furniture van. The interiors shall be clean, dry, and free from vermin, acid, paint, grease, and all other substances injurious to the articles packed, and shall be provided with enough clean pads, covers, and other protective equipment to ensure safe delivery of the personal property. The tailgate of vans shall not be used for the hauling of personal property unless specifically authorized in advance by the TO. When tailgate loading is authorized, the load shall not extend beyond the surface of the tailgate or above the top exterior surface of the vehicle and must be adequately protected against damage. Pallet-vans and flat-bed trailers may be used in lieu of closed vans provided protection is afforded against inclement weather and pilferage. All property shall be containerized or vaulted at residence when this method of movement is utilized except for items outlined in paragraph 1.3.6. Containers moving by flat-bed equipment in local pickup or delivery service will be covered with a waterproof tarpaulin or other material providing equal protection. This waterproof tarpaulin will cover the cargo on the top and sides down to the vehicle bed and all surfaces of the overhang. In any event, such protective covering will be available in local pickup or delivery services. Property transported via pallet-vans and/or flat-bed trailers must be unloaded and stored inside the warehouse overnight. Outdoor staging of property laden pallet-vans and/or flat- bed trailers is not authorized. All equipment shall be in safe mechanical condition.

1.3.4. Containers and Materials: All containers and materials shall be in new or sound condition, adequate for the use employed, and must be dry, clean, and free from vermin, acid, paint, grease, and all other substances injurious to the articles packed. If material is not new, all marks pertaining to any previous usage shall be completely obliterated prior to reuse. New material must be used for packing mattresses, box springs, linens, bedding, and clothing.

1.3.4.1. Egg crates, orange crates, plastic containers (totes) and similar types of containers shall not be used. If items are packed by the customer in plastic or similar type containers, the NTS TSP may pack these containers in an approved carton that will accommodate the container. If the plastic container cannot be packed in an approved carton, the NTS TSP will empty and pack the contents into an appropriate, approved carton and the empty plastic container will be wrapped in pads for protection.

1.3.4.2. Boxes: Wood or fiberboard boxes used as specified hereinafter shall be as follows: wood-cleated fiber wood, wood-cleated plywood, nailed wood, wood-cleated veneer, paper overlaid, wire bound corrugated fiber, or solid fiber boxes. Boxes may be made

of lumber, plywood or solid fiber and shall be well manufactured and free from imperfections that shall affect their utility. Size and spacing of nails shall be in accordance with the best commercial practices. All unclenched nails shall be either cement coated or chemically etched.

1.3.4.3. Cartons: Cartons of solid or corrugated fiberboard may be used for packing linens, books, bedding, mattresses, lampshades, draperies, or similar articles. All cartons shall be adequate for the use employed. After packing, cartons must be closed and either glued, stapled (provided specialized stapling machines are used), or sealed by taping lengthwise at the joint on top and bottom. The sidewalls and ends of corrugated or solid fiber cartons shall have a minimum average bursting strength of 200 pounds per square inch. Cartons should be stacked in an upright position to minimize crushing. Except for mattress cartons, the inside dimensions of the carton--length, width, and depth total--shall not exceed 75 inches with a maximum weight limitation of 65 pounds. When determined by the TO to assure protection, safe movement, and storage of articles, boxes, as indicated in paragraph 1.3.4.2. above, may be used in lieu of cartons. Cartons lacking a manufacturer's certification are not authorized for use.

1.3.4.4. Fiber Drums, Dish Packs, and Cartons: Fiber drums, dish packs, or cartons with a capacity of not less than five cubic feet are to be used for packing glassware, chinaware, bric-a-brac, table lamp bases, and other fragile articles. When packing of fragile items has been completed and space is left in a dish pack, such space may be used for packing other light items. Corrugated containers may be used in lieu of drum-type containers. The sidewalls and ends of the containers will be of a minimum bursting strength of 350 pounds per square inch, and not more than 120 pounds of material will be packed therein. The sum of the interior horizontal, and vertical girths will be not less than 157 inches for fiber drum, or other drum- type containers. The cube of corrugated containers will be determined by actual measurements. All fiber drums or dish packs will be securely sealed and marked "THIS END UP."

1.3.4.5. Filler and Padding: Quality cellulose wadding, fiberboard, corrugated fiberboard, Styrofoam, or draft-type paper shall be used as filler or for padding for general packing. Material shall be clean, dry, and free from vermin, or any substance injurious to the articles being packed.

1.3.4.6. Wrapping Paper: All wrapping paper used shall be new or clean, kraft paper of not less than 30-pound weight except as otherwise provided herein. Each item of silverware, silver ornamentation, or brass/copper shall be completely wrapped in non-tarnish tissue paper.

1.3.4.7. Paper – Waxed or Treated: All waxed paper used shall be new or clean manila wax or equivalent of not less than 30-pound weight. Treated paper shall be of "butcher" paper type free from creases and folds.

1.3.4.8. Unicellular Polypropylene Foam: All unicellular polypropylene foam wrapping material will be new, clean, and conform to Federal Specification PPP-C- 1797.

1.3.5. Packing and Preparation for Drayage and/or Storage: The NTS TSP shall be required to perform all packing and crating services IAW the following:

1.3.5.1. All packing shall be performed in a manner requiring the least cubic measurement, producing packages that will withstand normal movement and storage without damage to containers or contents and at a minimum weight. Further, the number and weight of the containers shall not be greater than necessary to accomplish efficient movement or storage. All containers must be properly sealed or secured.

1.3.5.2. All finished surfaces whether wood, metal, or other material likely to be damaged shall be so protected as to prevent scratching and marring.

1.3.5.3. Care shall be exercised to prevent loss or damage of personal property in the process of packing. The NTS TSP shall properly and amply protect property by utilizing proper protective measures and by stowing effects in a manner not likely to cause damage.

1.3.6. Pickup and Drayage: The NTS TSP is required to pick up personal property at locations designated in the Service Order for Personal Property (DD Form 1164) and dray them to the NTS TSP's warehouse subject to requirements hereinafter specified. Pickup and drayage shall be completed on the date specified on the DD Form 1164 unless the TO gives advance to a change in date(s). Pickup or delivery shall be completed at the customer's residence or warehouse between 0800 and 1700 hours unless prior approval is received from the customer or warehouseman. If the NTS TSP determines that weekend and/or holiday work is required, the servicing Personal Property Shipping Office (PPSO) must authorize, and customer consent is required. The NTS TSP shall complete wrapping/processing of items for storage, which is in addition to that required for drayage to the NTS TSP's warehouse, and preservation of items for and during the storage period, NLT the close of business the third workday following the date of pickup of the property. When the prearranged time of pickup cannot be met, it is the NTS TSP's obligation to notify the customer and TO immediately. All items shall be fully packed at the residence when possible. Items that cannot be packed should be wrapped and protected prior to departing the residence. Items that do not require packing or crating, such as kayaks, riding mowers, and extension ladders, etc., may be moved in a loose condition and prepared for storage at the warehouse.

1.3.7. Disposition of Containers and Packing Materials: All containers, cartons, and filler material required for packing and protection incident to movement shall remain with each lot until unpacking is performed at destination residence, whether the NTS TSP performs the unpacking services.

1.3.8. NTS TSP Personnel: The NTS TSP will deliver quality moving and storage services to customers. Shipments shall be serviced with a trained, professional workforce that treats DoW

Military Service (e.g., Army, Navy, Air Force, Marine, Space Force and Coast Guard) personnel and their families with respect; protects their home and belongings from damage; prioritizes prompt and accurate correspondence; and protects their personal information from inappropriate release.

1.3.9. The NTS TSP will ensure a background check is conducted, IAW industry standards and at their expense, on all personnel whose role involves interacting with a DoW customer.

1.3.10. The NTS TSP will make employment records available to the Government upon request, to the extent allowed by law. The Government has the right to prevent certain employees from performing due to an unfavorable background check; personnel with an unfavorable background will not be permitted to enter a military installation (e.g., fort, post, base, camp, station, etc.) or an off military installation location to service a shipment.

1.3.11. The NTS TSP will ensure all persons interacting with customers on and off base meet the specific requirements for local installation access as listed in DoW Manual 5200.08, Volume 3, Physical Security Program: Access to DoW Installations (see https://www.esd.whs.mil).

1.3.12. The NTS TSP will use only personnel qualified in their assigned duties in the handling of personal property. Company representatives must present a clean and professional appearance.

1.3.13. The NTS TSP will ensure at least one English-speaking representative is always available when performing packing, loading and delivery services.

1.3.14. The NTS TSP understands smoking (including e-cigarettes) will not be allowed in the customer's residence or within 50 feet of the customer's personal property.

1.3.15. The NTS TSP will not use prison labor, any personnel appearing to be under the influence of alcohol or drugs, in possession of firearms or drugs, or uses abusive language during the handling of customer's property. The NTS TSP will replace said individual(s) immediately with other qualified personnel.

1.3.16. Force Protection.

1.3.16.1. The NTS TSP is responsible for complying during public health emergencies with appropriate city, state, and federal laws/guidance during personal property movements from origin to destination. The NTS TSP is required to immediately notify the customer of a pandemic and/or future pandemic positive test results to the responsible PPSO/PPPO of the customer and all affected stakeholders to alert of potential exposure, mitigate the spread, and identify the possible need for medical attention.

1.3.16.2. The NTS TSP will comply with DoW and CDC policy guidance. If the NTS TSP becomes aware of an employee(s) or company representative who tests positive for pandemics at any time, the NTS TSP will immediately notify DoW PPA SB and the

Military Service Headquarters by phone and email using the below points of contact (POC):

- DoW PPA SB at transcom.scott.tcj9.mbx.pp-smo@mail.mil
  Commercial telephone: 618-817-0113 or DSN: 322-817-0113

- HQ Army: usarmy.ria.asc.spo-personal-property@mail.mil; usarmy.belvoir.asc.mbx.J/C/PPSOma-apple@mail.mil; 1-800-762-7186

- HQ Navy: NAVSUPHQHHGS.fct@navy.mil

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

- HQ PPA Air Force: ppahq.ppec.dod_personnelservice@us.af.mil; Commercial telephone: 210- 652-3357, DSN: 487-3357

- HQ Coast Guard: smb-comdt-traveltransportationpolicy@uscg.mil; Commercial telephone: 206-815-0555

1.3.16.3. The NTS TSP is required to review information on reporting confirmed cases of pandemics by Health Departments.

1.4. Special Requirements.

1.4.1. Books: Books shall be placed in cartons or boxes. All books of similar size shall be packed vertically together in rows. Pads of solid or corrugated fiberboard shall be inserted between rows and packed tightly, wedged with pads or paper if necessary to fill out the carton or box and to prevent chafing. Books shall be packed not more than two rows high in a container.

1.4.2. Chinaware, Glassware, Crockery, Lamps, Clocks, Jardinieres, Statuary, Vases, and Bric-A-Brac: Use of clean packing material or other modern method (cell wrap, cell pack, or cells and dividers) of packing is required for the packing of glassware, chinaware, bric-a-brac, table lamp bases, and other similar fragile items. Wrapping and materials used shall be in accordance with the best commercial practices for the items being packed. Items shall be wrapped separately. Groups of flat items may be wrapped in bundles if properly divided and cushioned. The heaviest items shall be placed in the bottom of the containers. Fiber drums, dish packs, and other containers shall be packed as compactly as possible. Padding shall be pressed gently but firmly around each item with only as many pieces put in a container as safely possible. Any surface or edge of an article that is fragile must be protected with cushioning. Stemware shall be packed in containers bottom side up, and bundles of plates and dishes shall be placed in containers on edge.

1.4.3. Electronic Equipment and Small Appliances: When necessary to protect electrical equipment for safe transportation or storage, equipment shall be completely wrapped in kraft paper or unicellular polypropylene foam and packed in a carton with enough padding to provide insulation necessary to prevent contact between articles and to eliminate movement of any one article in the container.

1.4.4. Kitchenware: All kitchenware shall be packed and padded into containers. The heavier items shall be kept in the bottom of the container.

1.4.5. Linens, Draperies, Clothing and Like Items: Linens, towels, bedding, draperies, and other items of this type shall be packed into cartons and completely sealed at residence. Clothing shall not be stored in closet bags. Flat wardrobe cartons shall be furnished for clothing unless the TO authorizes the use of upright wardrobes. Hangers must be removed from clothing packed in flat wardrobes. When upright wardrobes are used, no articles other than clothing on hangers shall be packed therein.

1.4.6. Mirrors, Pictures, Paintings, Glass or Marble Tabletops, and Similar Fragile Items: These articles shall be wrapped, properly cushioned, and packed in a crate or container (glass or mirror pack, dish pack) specifically designed for that purpose. When it is determined that crating of other than the above listed items is required, the NTS TSP must obtain TO approval before performing such services. Not more than four articles shall be packed in any one crate or container. Specifications for packing mirrors are applicable to glass tops, glass faced pictures, and paintings. Such items shall be stored on edge. Marble tabletops shall be packed separately. Small pictures, mirrors, and other items of this type shall be packed carefully into cartons and cushioned to prevent shifting or damage.

1.4.7. Items Susceptible to Crushing: All lampshades, Christmas ornaments, small toys, etc., shall be wrapped and placed in cartons and shall be insulated from carton walls and from other items. Lampshades shall be wrapped individually with clean paper (not newspaper), or new unicellular polypropylene foam, placed in cartons, and cushioned to prevent shifting or damages.

1.4.8. Silverware: Silverware shall be packed in cartons of proper size to fit articles being packed without loss of space. Each item shall be wrapped with non-tarnish tissue paper (without sulfur) and appropriate pads shall be used to insulate and secure pieces in place. Cream pitchers, sugar bowls, and similar items shall be wrapped and cushioned in corrugated fiber cartons prior to being packed. Any items containing salt shall be emptied.

1.4.9. Mattresses: All mattresses, except those in hide-a-beds and/or sofa beds (see paragraph 1.4.10. below), regardless of size or construction, including box springs, must be placed in cartons of appropriate size and completely sealed at residence. All cartons used, including those improvised on site, shall be new and have a minimum bursting strength of 200 pounds per square inch. Foam rubber closed cell foam (Temper-Pedic type), and cotton mattresses shall be stored horizontally and not under pressure from other items.

1.4.10. Upholstered Furniture: Upholstered furniture, to include wicker and wood frame with cushions, shall be placed right side up on all legs on racks in special rooms or areas or in suitable containers so that nothing touches or presses against the upholstery. Mattresses shall not be removed from hide-a-beds and/or sofa beds which close in such a manner as to offer adequate protection, otherwise, they shall be removed and stored IAW paragraph 1.4.9. above, and the inventory annotated accordingly. Removable cushions shall be stored with the master pieces.

1.4.11. Rugs: All rugs, rug pads, and carpets shall be properly rolled (not folded) and protected at residence. All rugs, rug pads and carpets will be placed in individual dust-free cylinders, bags/covers of proper length, or individually wrapped in 60-pound kraft paper and secured with tape or twine. All rugs and carpets will be stored in tubes in a horizontal position without folding or crushing any portion of the rug, carpet, or pad. If rack storage is used, rugs cannot be stacked more than two high, and no items can be stacked on top of rugs. When rugs are stored in a proper rug container, they may be stored more than two high.

1.4.12. Phonograph Records, Transcription Tapes, Video Cassettes, Computer Diskettes and Compact Disks: These items shall be packed and stored in such a manner that the records, tapes, cassettes, and disks are standing vertically and protected to prevent physical damage.

1.4.13. Firearms: All firearms shall be protected from loss and damage during drayage and storage. It is the customer's responsibility to properly prepare all firearms for storage; to include lubricating, applying preservative, and disassembly if necessary. NTS TSP must comply with appropriate local and state laws for the transport and storage of firearms and ensure that trigger locks are applied when required by local or state law. To ensure chain of custody is maintained, firearms shall be removed from safes and may not be stored in locked gun cases. Each firearm will be individually inventoried as a single line item, showing make, model, and serial number, caliber, or gauge, wrapped, padded, and placed with the center of the stack or pallet for storage. Handguns will be wrapped, packed in cartons, and annotated on the inventory. Cartons containing weapons shall not be labeled as such on the carton or outside packing. The location of the weapon will be indicated on the inventory next to the carton size and as part of the general contents including the required specific information relating to the weapon as required above. Firearms must be stored with the bulk of the lot unless a separate secured storage area has been previously approved by the SPM.

1.4.13.1. To verify that the firearm(s) were placed into storage IAW the ToS and Defense Transportation Regulation (DTR), a company official shall confirm by sight that the firearm(s) were received at the warehouse and placed in storage. When a shipment is containerized, this verification must occur at the residence. The official shall submit written certification to the local PPSO listing the firearm(s) by make, model and serial number within 72 hours of shipment arriving at the warehouse indicating the firearm(s) and container number when applicable, were received at the warehouse and placed into storage, and maintain written certification of such in the customer's folder. See Attachment L.

1.4.13.2. Upon discovery of a missing firearm, the NTS TSP shall immediately notify the SB of the occurrence IAW paragraph 1.8.6. Any incident of missing firearms will require a 100% inventory of all firearms currently in storage. NTS TSPs may be placed in an ineligible status by the SPM for each incident and may be justification for permanent disqualification from the NTS program.

1.4.13.3. A privately made firearm without a serial number will not be packed in the customer's shipment. Privately owned firearms manufactured prior to 1968 may not have a serial number and will be accepted and annotated as such on the inventory and acknowledged by the customer.

1.4.14. Boats.

1.4.14.1. NTS TSPs must be informed at the time the offer is made that the lot contains a boat/trailer, including the length and width of the boat/trailer. The DD Form 1164 will annotate that the lot contains a boat/trailer.

1.4.14.2. When a lot includes any of the following items, the charges will be based on the net scale weight of the lot, plus a weight additive calculated IAW the table shown below:

Canoes, skiffs, light rowboats, and kayaks 14 ft. in length or longer	40 pounds per linear foot of total length
Boats 14 ft. in length or longer with or without trailers	115 pounds per linear foot of total length
Sailboats 14 ft. in length or longer	125 pounds per linear foot of total length

1.4.14.3. Trailer length shall be the straight center line distance from a point equal to the rearmost part of the trailer to foremost part of the trailer tongue. Manufacturer's "length overall" or "center line length" shall apply as the correct measurement when available.

1.4.14.4. NTS TSPs will be paid for the net weight of the shipment including Items I, Packing; III, Drayage; IV, Handling-In; V, Storage; VI, Handling-out plus the weight additive as described above which is based on the type and length of-the boat/trailer. The total weight of the shipment will apply to all rate items that are authorized on the DD Form 1164. Unless otherwise specifically provided, the weight additive will apply for any of the articles contained in this paragraph either whole or in a disassembled or partially disassembled condition. Weight additives will be based on the longest applicable disassembled part. In determining lengths, all fractions of a foot will be disregarded.

1.4.14.5. NTS TSPs may refuse lots containing boats/ trailers without penalty if the warehouse cannot accommodate without interfering with routine warehousing operations.

1.5. Preparation of Articles.

1.5.1. Articles having surfaces subject to damage by scratching, marring, or chafing shall be wrapped at the time of loading in furniture pads, covers, or other acceptable wrappers which are part of the NTS TSP's regular equipment.

1.5.2. All nuts, bolts, and screws removed from personal property in preparation for drayage or storage shall be placed in a suitable bag, properly labeled, and securely attached to the article from which removed. Component parts of a master item, removed for any reason, shall be securely wrapped into package form, identified as to contents, numbered, and cross-referenced on the inventory to the master item from which removed.

1.5.3. All articles shall be removed from chests of drawers, bureaus, clothes hampers, etc., and packed in appropriate containers prior to drayage. For lots identified as pending overseas movement, light non-breakable items may be packed in dressers, bureaus, and similar items. Articles/items which are packed in dressers and chests must be light in nature, non- breakable, and of a character not normally susceptible to pilferage. Further, the chest/dresser must be of a reasonably sturdy construction to accept the additional weight packed therein without undue stress being placed on the chest/dresser which may cause damage. When articles are determined to meet the above criteria and packing within a chest/dresser is acceptable, the packed articles must be wrapped/cushioned to prevent shifting and movement during transit. At a minimum unprinted newsprint or other acceptable cushioning materials will be placed over the articles remaining in the chest/dresser and all void areas will be filled. Additionally, when articles remain in chests and dressers, the Household Goods Descriptive Inventory and/or warehouse receipt will be annotated to describe the contents clearly and accurately. The inventory will be identified as NTS TSP packed. Nothing shall be packed in washers, dryers, refrigerators, freezers, stoves, or other major appliances except such items as electrical cords, connecting hoses, and similar items which are required as an integral part of the appliance in its normal operation.

1.5.4. Appliance Servicing: Servicing, as used herein, consists of the following phases: (1) Preparing the appliance at origin residence, other than normal wrapping and packing already provided for, so that they will safely withstand drayage, handling-in, and storage and (2) reversing the preparation when property is drayed to destination residence as per Item VII of the Schedule of Services and Rates for Personal Property (Attachment B). Servicing shall apply to major household appliances which have free-moving parts, mechanisms, attachments, or accessories that if not properly serviced, movement would damage the appliance or render it inoperative. Such service shall be in accordance with manufacturer recommendations. Examples of such appliances are washing machines, dryers, irons, refrigerators, sewing machines, stereo systems, and other similar major appliance items. Servicing includes securing all loose and moving parts of washing machines, irons, sewing machines, and similar items; securing the chassis of radio and hi-fi/stereo sets; and fastening motors. When property is drayed to residence as per Item VII of the Schedule of Services and Rates for Personal Property, servicing includes loosening chassis and similar functions necessary to place the appliance in

an operating condition. Servicing does not include repairing the mechanical parts of the appliance at origin or when delivered to residence. Examples of disconnecting or reconnecting services not authorized are removal or installation of television antennas; removal or installation of air conditioners; and plumbing, electrical or carpenter services, etc. When an appliance has been serviced at origin, such appliance shall be tagged, labeled, or clearly marked to indicate what must be done to ensure the item is in working condition at destination. If servicing is not required, as per manufacturer's recommendation, a tag or label shall be affixed to indicate "no servicing required". All servicing shall be the responsibility of the NTS TSP, whether such service is accomplished by the NTS TSP or by a servicing activity engaged by the NTS TSP. The NTS TSP shall also take necessary measures to protect the interior parts of refrigerators, deep freezers, and similar items to prevent damage by mold or mildew during the storage period.

1.5.5. Gummed Tape, Labels, and Adhesives: Gummed tape, labels, or other forms of adhesive applied to surfaces of personal property for identification or protection will damage property if left on for extended periods of time. In the placing of labels for identification purposes, care shall be taken to place the labels on the backs, inside or underneath portions to avoid damage. Adhesives applied to protect property from damages that may occur in handling and movement to storage shall be removed prior to placing the property in the storage location of the warehouse.

1.5.6. Marking: Articles shall be properly identified at the time of pickup by affixing a numbered tag or tape to the article or packed carton/container. The customer's name and the contents of cartons and containers shall be indicated with a marker using general terms such as linens, dishes, kitchenware, mirrors, etc. Each article, carton, or container shall be assigned a number which must correspond with the piece number indicated on the inventory. Each lot shall be separately identified by being assigned a lot number and shall have the lot number affixed thereon. The type of identification used and the method of affixing it to the article shall be such as not to damage any article so identified. All containers having breakable or fragile articles shall have the words "Glass," "Fragile," or "Handle with Care," as applicable, lettered on two opposite sides. Containers with articles to be kept upright shall have the word "UP" stenciled, hand-lettered, or printed on four sides and within 6 inches of the top.

1.5.7. Professional Books, Papers, and Equipment: Professional books, papers, and equipment shall be identified by the customer and packed separately from personal property. These items must be clearly identified, listed separately on inventory and packing list (e.g., grouped at the top). The containers must be weighed separately from the rest of the storage lots and the total weight of these items properly annotated on the appropriate documents. When actual weight of professional books, papers, and equipment cannot be obtained, the TO may authorize the use of a constructive weight of 7 pounds per cubic foot and the NTS TSP shall annotate the inventory to indicate constructive weight.

1.5.8. Items Requiring Special Handling/Packing: When items are declared by the customer to be expensive and valuable, and the customer determines the services as provided for herein are

not adequate, special handling shall be provided at the request of the customer. Any additional charges for such special handling shall be at the expense of the customer unless approved prior by the PPSO. If the customer requests insurance coverage, the NTS TSP shall inform the customer additional insurance coverage may be obtained from a licensed insurance provider at their own expense.

1.5.9. Customer-Packed Goods: The NTS TSP shall inspect all customer packed property to ascertain the contents, condition of the contents and that only articles authorized to be stored under this Agreement are contained therein. Furthermore, when it is determined by the NTS TSP that property requires repacking, such repacking shall be performed by the NTS TSP. Once inspected or repacked, the cartons then become NTS TSP packed and will be so noted on the descriptive inventory. If the customer refuses to permit inspection or repacking, the NTS TSP shall request instructions from the TO prior to continuing the pickup of the item(s) in question. A record of the instructions received will be placed in the customer's file.

1.5.10. Original Manufacturers' Cartons: Any original manufacturer's carton will be inspected for proper packaging and to ensure it meets minimum carton specifications. If necessary, the contents will be repacked or the carton placed into an appropriate container that meets all required carton specifications, to include size and bursting strength.

1.5.11. Determination of Weights (Gross Weight, Tare Weight, Net Weight, and Constructive Weight).

1.5.11.1. The gross, tare, and net weight of each shipment will be provided by the NTS TSP on a weight ticket obtained from a U.S. Government scale (if available) or state certified public truck scale or platform scale. All public scales must be maintained IAW the regulations of the state, commonwealth, or district having jurisdiction over the scales. All personnel designated to operate the scales shall be licensed or otherwise qualified as weighmasters as required by the applicable regulatory body.

1.5.11.2. Each weight ticket shall be completed IAW CFR 375.519 and will reflect the service customer's name, rank, service order number of the shipment, location/address of scales, and signature of the qualified weigh master. No other alterations shall be made. The original weight ticket will be furnished to the TO within seven Government Business Days (GBDs) IAW paragraph 1.8.3., and the NTS TSP will retain a true copy attached to the warehouse receipt, inventory, and DD From 1164.

1.5.11.3. The tare weight shall be obtained prior to loading any shipments by weighing the vehicle with all pads, dollies, hand trucks, ramps, and any other equipment necessary to perform the contract. No persons shall be on (or in) the vehicle at the time of weighing. The fuel tanks on the vehicle shall be full at the time of each weighing or no fuel may be added between the two weightings when tare weighing is the first weighing performed. The gross weight shall be obtained on a separate ticket by the same procedure after the vehicle has been loaded. The same weight ticket may be used only

if both weights are obtained at the same scale. The net weight of the lot shall be obtained by deducting the tare weight from the gross weight.

1.5.11.4. In the case of multiple shipments or partial loads on the same vehicle, the vehicle will be weighed under the same procedures for the initial tare weight. As each shipment is loaded, a gross weight ticket will be obtained. The gross weight for the previous shipment will subsequently become the tare weight for the next shipment.

1.5.11.5. When no certified scale (U.S. Government or State) is available at the point of origin, the gross weight shall be obtained at the nearest certified scale (U.S. Government or State), either in the direction of the movement of the shipment or in the direction of the next pickup or delivery. If no certified scale (U.S. Government or State) is available at origin or any point en route or at destination, a constructive weight of seven pounds per cubic foot of properly loaded van space may be used if approved by the TO.

1.5.11.6. When certified weight tickets are lost and otherwise unobtainable, the NTS TSP must request PPSO approval to utilize a constructed weight to be paid for services rendered.

1.5.11.7. 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 including all efforts to obtain certified true copies.

1.5.11.8. The NTS 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 pounds per cubic foot per inventory line item will be utilized to determine applicable shipment charges. TSP must use the Weight Estimator located on https://www.militaryonesource.mil/resources/tools/personal-property-resources/ under Tools and Resources 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 pounds per cubic foot including PBP&E.

1.5.11.9. The NTS TSP may substitute a certified platform scale for obtaining the net weight of a shipment. In the event the lot is containerized, a separate weight ticket for each container is required. The NTS TSP will annotate "Platform Scale Used" on the weight ticket.

1.5.11.10. The TO or their representative shall be permitted to accompany in their own conveyance to observe and inspect any weighing procedures at no additional expense to the Government.

1.5.11.11. When a lot has been removed from storage and weighed two or more times prior to delivery to a residence and each subsequent weight obtained is found to be at least 200 pounds less than the weight originally obtained by the NTS TSP, payment for services

performed shall be based on the lowest weight. In the event the NTS TSP has been paid on a higher weight, the NTS TSP shall make reimbursement to the U.S. Government. When an inventory item is missing at destination, the NTS TSP will not be responsible for the weight variance if the item was tendered from NTS to the TSP for Carriage. Should the reweigh exceed the storage weight by 200 pounds, necessary action will be initiated by the TO for reimbursement of payments to the NTS TSP based on the lowest weight. When a local delivery is requested, only one weight is necessary.

1.5.11.12. Provisions for Reweighing.

1.5.11.12.1. The NTS TSP agrees to reweigh a shipment upon request by the customer or origin/destination PPSO when a customer's shipment has exceeded the authorized weight entitlement. The reweigh will occur using a scale other than the scale used for obtaining the original weight and will occur prior to delivery.

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

1.5.11.12.3. When a shipment is reweighed and the weight recorded is less than the net or gross weight secured at the initial weighing, NTS TSP will inform the PPSO. NTS TSP will provide amended invoices to the Government covering periods of storage that were paid at a higher weight. NTS TSP will also provide the weight tickets to the origin PPSO within seven GBDs. The 400NG Tariff reweigh fee and invoice terms will apply.

1.5.12. Packing and Loading at Origin: Packing and loading shall include removing from the customer's premises all empty containers, packing materials, and other debris accumulated incident to packing and loading from the customer's premises.

1.5.13. Delivery and Unloading: The NTS TSP shall deliver the property to the destination indicated on the DD Form 1164. Delivery includes unloading at customer's residence; reassembly of items disassembled for storage; servicing of appliances; recording overage, shortage, or damage, as appropriate; and one time placing of items in designated rooms in accordance with the customer.

1.5.14. Unpacking at Destination: The NTS TSP shall perform unpacking services as indicated on the DD Form 1164. Services shall be completed at the customer's residence between the hours of 0800 and 1700 unless prior approval is received from the customer. On a one-time basis, all boxes, cartons, and/or crates will be unpacked, and the contents will be placed in a room designated by the customer, e.g., kitchenware in the kitchen, unpacked and placed on kitchen counters, tables, or other flat surfaces. The unpacking will be performed at the time the property is delivered to residence unless specifically waived in writing by the customer at the

time of delivery. The waiver will be held in the NTS TSP's file for further reference. When unpacking services are ordered, they shall consist of the following:

1.5.14.1. Unpacking all containers and placement of the contents in such a manner as to be readily available for use by the customer.

1.5.14.2. Removing all empty containers, packing materials, and other debris accumulated incident to unpacking from the customer's premises unless otherwise specifically requested in writing by the customer.

1.5.15. Special Servicing: Articles of an unusual nature may require special servicing for safe transportation and storage. The approval for servicing these articles will be negotiated between the TO and the NTS TSP prior to performance. Prices are expected at fair and reasonable levels, with the Government as a preferred customer. Rate comparison techniques should be used to assure the reasonableness of the lowest rate available. The agreed rate is a one- time purchase of the services needed and has no effect on subsequent required services.

1.6. Inventory Requirements.

1.6.1. The customer or the customer's authorized agent and the NTS TSP, at the time of pickup, shall prepare an accurate, legible inventory (an original and three copies) listing of all items received. Electronic inventories that provide equal or better information are highly encouraged. The inventory shall include the contents of cartons in general terms such as dishes, linens, etc., bearing the signature of the customer or the customer's representative and the NTS TSP or the NTS TSP's representative, both certifying to the correctness of the inventory. The listing of articles shall be specific to include make, model, color, and serial number when these are visible on the outside of the item. If serial number is not available, annotate inventory with "No Serial Number." Such words as "household goods/personal property" or other general descriptive terms shall not be used. Special care shall be exercised to ensure that the inventory reflects the true condition of the personal property as received. Omission of condition codes indicates good condition with normal wear. General terms such as marred, scratched, soiled, worn, torn, gouged, and the like shall not be used unless they are supplemented with an actual description of the degree and location of the exception. Ditto marks and other types of lines, arrows, etc. shall not be used.

1.6.2. Burden of Proof: The TSP is responsible for ensuring the inventory accurately reflects the true condition of items. This responsibility extends to acknowledging the working condition of appliances or other electronic items. The TSP is responsible for coordinating with the customer to verify the working condition of appliances and other electronic items (i.e., during the pre-move survey). In the absence of condition codes or other notes on the inventory, items are assumed to be in good working condition and failure of electronic items will be assumed to be transit related. On claims that are filed directly with the TSP within nine months of delivery, the TSP will attempt to obtain the repair estimate, IAW paragraph 2.3.1., of the DP3 Claims and Liability Rules including the repair technician’s opinion as to the source of damage. The

use of codes such as ‘Mechanical Condition Unknown’ on inventories is only permitted in documented instances where the customer is unable or unwilling to demonstrate the working condition of an item. The presence of codes such as ‘Mechanical Condition Unknown’ on an inventory does not preclude a customer from filing a claim for an item. Purposefully misrepresenting the condition of items on inventories will not be tolerated. Additional TSP inventory requirements are outlined in relevant Tenders of Service.

1.6.3. The listing of upholstered furniture and rugs shall be specific as to color, description (striped, floral, etc.), number of cushions, or approximate rug size. All washers, dryers, major electrical appliances, and audio-visual equipment will include make, model, and serial number. All firearms shall be inventoried as separate articles on the inventory showing the make, model, serial number, and caliber or gauge. Motorcycles shall be inventoried as one article, listing the serial number, make, model, year, and mileage when easily available and open to view on the exterior of the item. DD Form 788-2, Private Vehicle Shipping Document for Motorcycle, (Attachment J) or similar form may be used to annotate descriptive information and condition of motorcycle.

1.6.4. The inventory and Service Order for Personal Property (DD Form 1164) for storage lots designated for overseas delivery shall be clearly marked "for overseas later." Upon ordering out of storage, a descriptive listing of inventory item numbers five, ten, and fifteen of the lot will be listed on the DD Form 1164 and coordinated between the NTS TSP and the shipping activity to confirm the proper items/lot is being released for shipment overseas.

1.6.5. The Household Goods Descriptive Inventory (Attachment F), a format or a facsimile thereof containing the same information shall be used by the NTS TSP to meet the inventory requirements contained in this provision.

1.6.6. Exception and location symbols used to describe the condition of the items listed on the inventory must be as shown in Attachment F.

1.6.7. The inventory shall show (1) NTS TSP's name and mailing address; (2) destination completed to identify and locate the warehouse(s) in which the lot is stored; (3) customer's name and grade/rank; (4) pickup address; (5) Service Order for Personal Property (DD Form 1164) (6) agreement and effective modification number; (7) NTS TSP's lot number; (8) page number and number of pages; and (9) total number of items covered by the inventory.

1.6.8. A legible copy of the completed inventory shall be furnished to the customer or the customer's agent at the time of pickup. The original and one copy shall be furnished to the using activity and a legible copy retained by the NTS TSP. When a combination inventory-warehouse receipt is used, the original and one copy will be furnished to the TO and the NTS TSP shall retain a legible copy. If items are discovered which were omitted from the inventory at residence, they shall be added to the original and annotated as additional items not shown on the copy furnished at time of pickup.

1.6.9. High Value Inventory: For those items separated and identified as expensive and valuable items by the customer or customer's agent, a detailed inventory will be prepared by the NTS TSP. This special high value inventory will become an addendum to the total inventory bearing the signature of the NTS TSP or NTS TSP's representative.

1.6.10. When the NTS TSP handles a lot out of storage to a TSP for Carriage, the NTS TSP will furnish the TSP for Carriage driver with two legible duplicate copies of the NTS inventory. The NTS TSP and the TSP for Carriage driver shall check each item out of the storage lot in accordance with such inventory. If, at the time each item is checked out, there is a difference in the condition of the items from that listed on the NTS inventory, the TSP for Carriage driver will prepare an exception sheet noting any shortage/overage, or differing conditions cross referenced to the original NTS TSP's inventory. If no new damage or loss is discovered, an exception sheet will be prepared stating "no differences noted", signed, and dated by the warehouseman and driver. When the TSP for Carriage driver elects to make a new inventory, any differences as to shortage/overage or conditions not listed on the original inventory will be shown on an exception sheet as described above. In the event the opinion of the TSP's driver and the NTS TSP's representative differ as to shortage/overage or condition, both opinions will be listed on the exception sheet and separately identified as to source. Both the TSP for Carriage and the NTS TSP's representative will sign and date the exception sheet and retain a legible copy for their files. The exception sheet will remain an internal industry document. In the event a claim is filed with the military activity, the TSP for Carriage and/or NTS TSP will furnish legible copies of the exception sheet to the concerned claims officer. The NTS TSP shall also furnish a legible copy of the exception sheet to the SPM when requested.

1.6.11. The weight of the gun safe(s) will be annotated separately on the inventory next to the line item. TSPs are required to identify the make and model of the gun safe(s) on the inventory and may determine the weight by using the manufacturer's weight on the data plate. In the event a gun safe(s) does not have a data plate, a constructive weight of 25 pounds per cubic foot will be used. Small gun safes (drawer safes or similar pistol/handgun safes) without data plates may be weighed using a bathroom or platform-type scale.

1.7. Storage Requirements.

1.7.1. Preparation of Items for Storage.

1.7.1.1. Items having painted, enameled, porcelain, polished, or finished surfaces of other kinds shall be so protected as to prevent scratching, marring, or other damage to the surfaces from other items in the lot or from dust, moisture, etc. Articles having such surfaces shall be padded and wrapped or covered with appropriate materials.

1.7.1.2. Articles such as garden tools, coil springs, television antennas/satellite dishes, etc., not subject to deterioration by dust need not be wrapped, but corrugated paper or other suitable material shall be used to separate these articles from finished articles in the same lot.

1.7.1.3. The customer shall ensure that power-driven equipment has been drained of all gasoline at residence. The NTS TSP shall tag or label to verify that no gasoline is present. Oil does not require removal. When a battery remains in equipment, the cables must be disconnected from the battery terminals and the cable ends must be taped (i.e., lawnmowers, jet skis, golf cart, boats etc.).

1.7.1.3.1. The NTS TSP shall not garage, repair, or maintain vehicles in the warehouse. Maintenance may not be performed unless the area is properly separated from the personal property storage area by walls having a minimum four-hour firewall rating the National Fire Code prescribed degree of fire resistance. Privately owned vehicles may be stored in the facility without firewall separation if properly serviced (i.e., gas drained, and battery disconnected with the terminals taped). If the vehicle remains in storage for over one year, the battery will be removed.

1.7.1.4. Lithium batteries will be removed by the customer and will not be placed with the stored shipment. Lithium batteries are prohibited from being placed in NTS.

1.7.1.5. The customer has the obligation to remove all gasoline and the battery, lubricate the gas tank interior, carburetor, control cables, and drain the radiator system for a motorcycle prior to picking up for storage. Oil does not require removal. Keys will remain with the NTS TSP, in the customer's file to facilitate handling and movement. Upon release from storage, the key will be placed in a suitable bag and affixed to the handlebars of the motorcycle. For lots identified as pending overseas movement the battery may remain in the motorcycle, however, the customer must disconnect and tape the ends of the battery cables.

1.7.1.6. The customer has an obligation to properly prepare their computer for storage including using the utility disk to lock down any hard drives.

1.7.2. Preservation of Items for Storage.

1.7.2.1. Rugs, rug pads, and carpets shall be placed in individual dust-free cylinders or bags/covers of proper length or individually wrapped in 60-pound kraft paper and secured with tape or twine. When rugs, rug pads, or carpets are stored in cold storage rooms or in fumigated rug rooms that are sealed against entrance of dust and escape of fumigants, they shall be wrapped and protected for transport. Rolled rugs, pads, and carpets shall be stored in rug tubes which ensure that items shall not be bent. Rugs, pads, or carpets shall not be folded for drayage or storage. Rust-free wire tags or other suitable identification labels not injurious to the fabric rug and the outside container or wrapping. indicating the lot number, item number and customer's name. The warehouse location of rugs, rug pads and carpets shall be recorded as prescribed by PAR 1.7.4.

1.7.2.2. Upholstered furniture shall be placed in individual containers or covered by prefabricated covers of paper or plastic or individually wrapped in 60-pound kraft paper and secured with tape, twine or equivalent, or shrink wrap materials. When clear plastic coverings are used, care shall be taken to prevent fading or bleaching of materials. Plastic shall not be used on leather/vinyl furniture. Items will be identified as required in paragraph 1.7.4.3.

1.7.2.3. Items other than those listed above, susceptible to insect damage shall be stored in suitable and sealed containers.

1.7.2.4. Pianos and organs shall be stored separately whether "open" or pallet storage is employed by the NTS TSP. Such instruments shall be shrouded in 60-pound kraft paper, or in cloth. Insecticides or repellents shall be placed near the stored instruments. Care shall be taken to store such instruments in areas of the warehouse where changes in humidity and temperature are at a minimum. When fumigated piano storage rooms that are sealed against the entrance of dust and escape of fumigants are used, the above specifications shall not apply. Identification will follow paragraph 1.7.4.3.

1.7.2.5. The NTS TSP shall be responsible for ensuring that all chemicals used for repelling insects or vermin do not have a harmful effect on any of the stored property.

1.7.2.6. The NTS TSP shall take all necessary measures for prevention of mold or mildew and shall maintain periodic inspections as frequently as necessary to prevent damage to personal property in storage.

1.7.2.7. Warehouse will not show evidence of insect and/or rodent infestation. The NTS TSP will have an established periodic program (monthly as a minimum), either self-administered or provided by a reputable outside firm, for the control and extermination of insects and rodents. Pest control programs will document methods of treatment. Warehouseman will keep records to confirm the existence of the program and monthly compliance.

1.7.2.8. Motorcycles shall be placed upright, fully covered, and wrapped in a protective material with nothing touching or pressing on it and may be stored in a separate area of the warehouse. Identification will follow paragraph 1.7.4.3.

1.7.2.9. Lawn mowers and other power-driven equipment shall be stored in an upright position at the base of the shipment. If stored in a separate area of the warehouse, identification will follow paragraph 1.7.4.3.

1.7.2.10. Boats on trailers will be stored on the trailer. Small boats not on trailers can be stored in racks or a separate area in such a manner to prevent damage. All items not permanently affixed to the boats shall be removed and packed to include inventorying and tagging as appropriate. Customer is obligated to and NTS TSP shall ensure that gas tanks are empty, and the batteries removed. Batteries in boats stored for one year or less may

remain, provided the cables have been disconnected and ends taped. The customer shall remove the drain plug, and if not permanently attached to the boat, place it in a cloth bag or equivalent and tie it to the boat. Identification will follow paragraph 1.7.4.3.

1.7.2.11. The customer shall ensure that all outdoor household items are free from spongy moth contamination.

1.7.3. Storage Area.

1.7.3.1. Property shall not be stored in any basement or any location below ground level. Basements are prone to mold and mildew. All lots currently stored below ground level must be relocated prior to acceptance of the NTS ToS.

1.7.3.2. Multiple Occupancy is strictly prohibited. Multiple Occupancy is defined as two or more business entities having access to the warehouse after it has been approved for entry into the Department of War Storage Program. IAW national codes, the NTS TSP's, or SIT providers storage area will be separated from other occupants of a jointly occupied building by a firewall having a fire resistance rating sufficient to protect the warehouse from the fire exposure of the other occupant. The minimum separation will be a solid wall, without windows, doors, or other openings, having a fire resistance rating of no less than one hour. If the joint occupant is involved with hazardous operations, a four-hour separation wall may be required.

1.7.3.3. Areas assigned for preparation and storage of personal property shall be such as to prevent pilferage or damage by sunlight, heat, water, or fire. Personal property shall be stored in areas that are dry, clean, free from dust, vermin, and rodents, have adequate fire protection, and be accessible for routine inspection.

1.7.3.4. Minimum clearance above stacks, width of aisles, accessibility of fire aisles, distribution of fire extinguishers, etc., shall be IAW existing local ordinances, the National Fire Protection Association (NFPA) codes, recommendations and standards and other nationally recognized codes and standards, whichever is more rigorous.

1.7.3.5. Care shall be taken to ensure that personal property is not exposed to hazardous materials or operations inside or outside the warehouse. Flammables/combustibles will be kept in closed metal containers when stored in the warehouse. Ammunition is not authorized to be stored with any DoW shipments and cannot be present in an NTS approved facility at any time. All combustible material outside the facility must be stored a minimum of 20 feet from the building, i.e., vaults, containers, trailers, and vehicles. Severe hazards, as determined by the SPM, may require further movement and/or a safety certification by the servicing fire department. Local conditions that prevent 20 feet clearance will also require a fire safety certification from appropriate local authorities. Containers that have been packed by customers without inspection or

inventory by the NTS TSP to ensure that hazardous materials, (as identified by the Defense Transportation Regulation (DTR) 4500.9, Part IV, Appendix I), are not present, and shall not be stored within facilities approved under the NTS ToS. TSPs will document their inspection, with a date, signature, and shipment information. This information will be available for SB review to ensure compliance.

1.7.3.6. If there are railroad tracks within 75 feet of the warehouse, the NTS TSP shall provide documentation indicating tracks are inactive. Active railroad tracks within 75 feet will not be approved.

1.7.3.7. "No Smoking" signs shall be conspicuously posted in all storage areas and smoking restrictions shall be rigidly enforced. Smoking, to include electronic cigarettes, is prohibited within 50 feet during all phases of the storage program. This includes in the warehouse, around warehouse door areas, during the loading or unloading of vans, at the residence, and at any time that smoking would endanger the personal property.

1.7.3.8. Waste or refuse shall be kept in metal containers with tight fitting metal lids.

1.7.3.9. Docks, aisles, driveways, and entrances shall be kept free of storage and equipment not being currently handled or operated.

1.7.3.10. Personal property shall be stored on skids, dunnage, pallet bases, elevated platforms, or similar storage aids maintaining a minimum of at least two inches clearance from the floor to the bottom portion of the stored property. This elevation requirement shall apply after the three working day handling-in period. Items waiting for the completion of handling-in services will be always protected. Mezzanines, decks, or other permanent structures with solid flooring will also require two-inch elevation of stored property. Containers or property will not be stored in contact with exterior walls. Height of personal property properly stacked loose shall not exceed 10 feet. Trash cans, extension ladders, lawn mowers, TV antennas/dishes, swing sets, and other like outdoor items are excluded from these requirements. Segregated items shall not be stored on top of movable storage containers or storage boxes.

1.7.3.11. Heating, electrical, plumbing, and other systems shall be in good working order, maintained in sound condition, and meet all requirements of local ordinances or nationally recognized codes. Extension cords shall not be used in the warehouse, except a heavy-duty cord may be used to operate handheld power equipment/machines while in use.

1.7.3.12. The operation and/or garaging of all power equipment within the warehouse, except for forklifts, pallet jacks, sweepers, or other items specifically authorized by the Storage Program Manager or the cognizant fire department, is prohibited. Warehouses must be operated IAW nationally recognized codes and standards (American Insurance Association, National Fire Protection Association, American Standards Association,

etc.). In addition, local codes and standards will be adhered to. Gas pumps and other fuel storage shall meet all provisions of the local ordinances and nationally recognized codes and standards, whichever are more rigorous. Electrical storage batteries shall not be recharged in the warehouse unless proper procedures have been taken to prevent explosion from the gas generated, IAW all local and national fire codes and standards.

1.7.3.13. Automatic sprinkler systems require inspection by a licensed or qualified sprinkler maintenance contractor on a quarterly basis, within a 90-day period IAW National Fire Protection Association, etc. Fully Automatic Supervised Sprinkler Systems (SSP) require an additional inspection of the water flow detection and reporting system within a 90-day period. A licensed contractor shall be required where state or local authorities license such contractors. Fire (heat and smoke) detection and reporting systems require inspection of the electronic monitor by a licensed or qualified contractor monthly, within a 30-day period.

1.7.3.14. Fire extinguishers shall be inspected and serviced at a minimum annually, and properly mounted IAW applicable fire codes. All gas or electric warehouse handling equipment must be equipped with the proper type of fire extinguisher.

1.7.3.15. Any changes to the approved warehouse, including modifications and expansions, or changes in operational characteristics, must be submitted to the SB in advance of the changes for review and approval.

1.7.4. Locator System and Lot Identification: The NTS TSP shall maintain an up-to- date locator system which will permit the prompt identification and location of each lot and individual items required to be stored separately.

1.7.4.1. An example of an acceptable locator system appears in Attachment G. An acceptable system requires the following minimum control data for the pallet/box locator sheet: Customer's Name, Rank/Grade, Lot Number, Date in and Type of Storage, Pallet/Box Number and Location. All pallets/boxes must have an assigned and distinctive number.

1.7.4.2. The bottom portion of Attachment G reflects a numbering system for control of items by inventory number within each pallet/box. Use of this portion of the locator form is optional, but highly recommended.

1.7.4.3. Segregated items, such as rugs, rug pads, upholstered pieces, pianos, organs, oversized items, lawn mowers, garden tractors, tillers, bicycles, TV antennas, satellite dishes, ladders, tires, motorcycles, and boats will have an identity tag reflecting the customer's name, lot number, and item number. This tag will be fastened to the item by rustproof wire, string, or plastic.

1.7.4.4. The master locator sheet reflects all information on the pallet/box locator sheet, Service Order for Personal Property (DD Form 1164) Number, each Pallet/Box Number and its

location, and a list of segregated items and location will be kept in the office jacket file. A duplicate copy of the master locator sheet will be kept in either the warehouseman's files or affixed to a pallet/stack if warehouse files are not maintained.

1.7.5. Warehouse Security: The NTS TSP shall have established protective procedures for all facilities to ensure the adequate safeguards have been taken to preclude unauthorized access. Particular attention shall be given to doors, exterior door hinges, windows, skylights, roof vents, cupolas, metal side panels, etc., to ensure that they do not permit simple entry on the part of unauthorized persons. Specific procedures are to include:

1.7.5.1. NTS TSP's employees must be counseled on the importance of security and shall be made aware of specific security procedures established by the NTS TSP for each storage facility.

1.7.5.2. Movement of outsiders within a warehouse shall be closely controlled and monitored by the NTS TSP and/or their employees.

1.7.5.3. Two keyed locking mechanisms are required on all warehouse access doors with keys issued to authorized employees only. An electronic detection system approved by the SPM may be substituted for one of the required locking mechanisms. If only one key lock is used, a semi-annual physical inspection is required. Electrically operated overhead doors must also be secured with two locking devices or an electronic detection system and one keyed locking mechanism.

1.7.5.4. Access walk-in doors, warehouse doors and warehouse/office windows which would permit warehouse entry by breaking glass panes require installation of heavy metal mesh or bar, or installation of an approved electronic detection system.

1.7.5.5. The doors on all closed vans will be secured with heavy duty (case hardened) padlocks or surface key locks.

1.8. NTS TSP Responsibility.

1.8.1. The NTS TSP shall complete pickup, and drayage services ordered hereunder on the date specified on the DD Form 1164 for such services and shall proceed in compliance with paragraph 1.3.6. The NTS TSP shall begin performance of handling-in services upon arrival of the property at the warehouse, to include placing the property within the facility. Items waiting for the completion of handling-in services will always be protected. Property shall not be stored or staged on outside loading docks during non-business hours or overnight for any reason. The NTS TSP is allowed no more than three GBDs from the date of pickup to complete the remaining handling-in services. The NTS TSP shall begin performance of handling-out services as ordered; however, the NTS TSP will be given advance notice of at least five GBDs. Storage payment will be terminated for property not handled out within five GBDs.

1.8.2. The NTS TSP shall treat each lot stored as a separate entity with issuance of a DD Form 1164 for the purpose of separation, identification, and delivery and shall otherwise comply with all applicable laws and regulations with respect to separate identification.

1.8.3. The NTS TSP shall furnish to the TO within seven GBDs after receipt of each lot of personal property the applicable weight certificates, one copy of a nonnegotiable warehouse receipt for each lot stored.

1.8.4. In addition to the information required by applicable law, the warehouse receipt shall contain the following: (1) customer's name and grade/rank; (2) customer's mailing address as provided in the Service Order for Personal Property (DD Form 1164); (3) the number of both this ToS, as modified, and the service order; (4) inventory description of HHG (see Attachment F); (5) net weight determined IAW paragraph 1.5.9.; (6) location of warehouse, as shown on the inventory form; (7) NTS TSP's number for the lot; (8) notation of any overage, shortage, or damage; (9) liability IAW the NTS ToS; and (10) first and last inventory item numbers and total number of inventory items.

1.8.5. The use of a legible combination inventory-warehouse receipt form is acceptable if the form contains all the information required by applicable laws and the NTS ToS. When storage or other services are at Government expense, the provisions of the Service Order for Personal Property (DD Form 1164) and this Agreement shall govern in the event of any inconsistency between the service order and Agreement on the one hand and the warehouse receipt on the other. For this purpose, the term "inconsistency" is extended to include any provision of a warehouse receipt which is in addition to, or more than, the provisions of a service order or the NTS ToS. Digital scanning and archiving of the Warehouse Receipt by the shipping offices in lieu of maintaining the original paper copy is acceptable. The scanned original will be reproduced in paper format and returned to the warehouseman when the lot is ordered released, as if it had been maintained in a paper format. Conversions to customer's expense will be similarly handled. The digitally stored version will be reproduced and given to the customer for their retention as the depositor of the goods in storage.

1.8.6. If the property is stolen, lost/damaged during attempted theft, fire (including water damage incident to a fire), flood, earthquake, tornado, or other similar type of occurrence after coming into the custody of the NTS TSP, the NTS TSP shall immediately notify the SPM by the quickest means of communication to protect the property from further loss and/or damage. In addition, the NTS TSP shall notify the SPM of any occurrence where the lack of preventative measures will likely result in loss and/or damage to the property.

1.8.7. The SPM shall immediately investigate the circumstances surrounding the incident to determine the responsibility for the incident and/or release of such responsibility on the part of the NTS TSP. The SPM reserves the right to award/not award any business during the period of the investigation.

1.8.7.1. When water damage to the property occurs, the NTS TSP shall immediately submit a report of the loss and/or damage of each item or article listed on the inventory or warehouse receipt to the TO and send a copy to the SPM within 10 working days at no cost to the Government. The SPM must approve period longer than 10 working days for submission of report. As directed by the TO, the NTS TSP shall accomplish dry cleaning, laundering, oiling finished surfaces with appropriate furniture oil, and other similar preventative measures, and repack and restack the items for continued storage. If authorized by the SPM, reimbursement to the NTS TSP for work done in conjunction with avoiding or mitigating damage due to disasters covered by this provision shall not exceed actual costs and shall include no direct or indirect element of profit to the NTS TSP. The NTS TSP shall maintain a complete record of all labor and material (by lot) used in carrying out these duties and responsibilities. In no event will the Government be financially responsible for any costs included in NTS TSP's insurance coverage for which their insurance carrier assumes the responsibility for payment.

1.8.7.2. Costs incurred by the NTS TSP incident to the performance of the services directed by the TO shall be borne initially by the Government subject to a final decision by the SPM of the NTS TSP's liability. The NTS TSP shall not dispose of any damaged items or articles except with the written approval of the TO.

1.8.7.3. No action taken by the SPM under this provision shall in any way constitute a waiver of the liability imposed by DoW PPA Claims and Liability Business Rules hereof upon the NTS TSP who shall continue to be liable IAW the provisions thereof as if no action had been taken under this provision, nor shall it be deemed to constitute a waiver of any other liability imposed by law or by any of the other provisions of the NTS ToS.

1.8.7.4. In any other cases of shortage or damage to personal property while in its possession, custody, or control, the NTS TSP shall, without additional cost to the Government, furnish to the TO a complete report of the incident, in duplicate, with a copy to the SPM, within five GBDs, following the detection and/or occurrence.

1.8.8. The NTS TSP agrees that while personal property remains in a warehouse under the provisions of the NTS ToS, the NTS TSP will maintain such warehouse IAW the Department of War fire protection standards and recognized national and local fire ordinances or codes, to include National Fire Protection Association recommendations and standards (DoD 4500.9R, Appendix D).

1.8.9. The NTS TSP must immediately notify the SB in writing, no later than 90 days prior to its effective date, of any anticipated or planned change to its business organization or corporate structure that may impact the performance of the NTS ToS. Examples of such changes include, but are not limited to, stock sales/transfers, name changes, officer changes, sales, bankruptcies, foreclosures, warehouse seizures, levies, and search warrants. These actions will result in the NTS ToS/warehouse being placed in non-use.

1.8.10. The NTS TSP shall not release personal property from storage during the storage period except upon the written authorization of the TO.

1.8.11. The NTS TSP shall procure warehousemen's legal liability insurance and furnish to the SPM a copy of the DD Form 2787, Certificate of Warehouseman's Legal Liability Insurance (Attachment E) to cover personal property stored in the NTS TSP's warehouse(s). The NTS TSP shall:

1.8.11.1. Maintain coverage in force for property accepted by the NTS TSP under contract for any Government agency.

1.8.11.2. Maintain coverage in minimum limits of $6.00 per pound at each location.

1.8.11.3. Regardless of weight stored, each facility must maintain $75,000 minimum coverage (i.e. 0 lots, $75,000 still required).

1.8.11.4. Provide a 30-day advance written notice to the SPM in event of cancellation or any material change and/or reduction in the coverage. Upon cancellation of the present insurance policy, the NTS TSP must provide evidence of continuing insurance to the SPM at least 10 days prior to cancellation date of present policy.

1.8.11.5. Maintain deductibles in any policy which are applicable on an occurrence basis, and which do not exceed $1000.

1.8.11.6. Maintain Warehousemen's Legal Liability Insurance with an underwriter who maintains a policyholder's rating of "A" or better in the current issue of Best's Insurance Guide. An underwriter to meet the required criteria may execute a Reinsurance Assumption Endorsement.

1.8.11.7. Warehousemen's Legal Liability Insurance shall not contain exclusionary clauses other than the exclusions from liability specified in the DP3 Claims and Liability Business Rules.

1.8.12. The NTS TSP shall store personal property only in facilities approved by the SPM and incorporated into the NTS ToS by modification.

1.8.13. At no time shall the total weight stored exceed the weight in pounds authorized for each location. To ensure that limits indicated for each location are not exceeded, a record will be maintained for each location reflecting the number of lots and total weight of lots stored by the Government under this and other Tenders of Service.

1.8.14. In cases where an insurance carrier of the customer or NTS TSP assumes responsibility for the cost or makes payment to the NTS TSP for any or all the preventative measures, the expenses of which are to be borne by the Government, the NTS TSP shall, as soon as practicable, notify

the SPM thereof. Where payment has already been made by the Government, the NTS TSP shall, in accordance with the direction of the SPM, reimburse the Government to the extent that the insurance carrier has made payment.

1.8.15. The NTS TSP shall, without additional expense to the Government, be responsible for obtaining any necessary operating authority, licenses, and permits prior to entering into a binding Tender of Service agreement and for complying with all laws, ordinances, statutes, and regulations in connection with the furnishing of the services herein.

2. INSPECTION OF TRANSPORTATION.

2.1. The Government has the right to inspect and test the NTS TSP's services, facilities, and equipment at all reasonable times. The NTS TSP shall furnish Government representatives with free access, reasonable facilities, and assistance required to accomplish their inspections and tests.

2.2. The NTS TSP is required to provide and maintain an inspection system acceptable to the Government covering the services under the NTS ToS. Complete records of all inspections are to be maintained and made available to the Government during the performance of the NTS ToS.

3. PERFORMANCE PERIOD. The estimated period of storage shall be set forth on Service Order for Personal Property (DD Form 1164) issued IAW section 5.6., "Service Order for Personal Property (DD Form 1164)".

4. ADMINISTRATIVE DATA.

4.1. Invoices: Government furnished data/invoices will be provided to a Third-Party Payment Provider for processing. Payment for NTS services will be provided by the Third-Party Provider in accordance with the Provider/TSP Agreement. Invoices shall be submitted monthly with respect to handling-in and handling out and quarterly with respect to storage.

4.2. Prohibition on Contracting with Entities Using Certain Telecommunications and Video Surveillance Services or Equipment: On a yearly basis, the NTS TSP must acknowledge and complete the FY19 National Defense Authorization Act (NDAA) Section 889 Certification Form, Attachment K. The FY-19 National Defense Authorization Act (NDAA) Section 889 Certification Form is required unless documented on the SAM 889 Representations Section as compliant on SAM.gov.

5. SPECIAL REQUIREMENTS.

5.1. Rate Submission.

5.1.1. Rates will be submitted by the NTS TSP on the Schedule of Services and Rates for Personal Property found in Attachment B. Rate submissions may be filed each calendar quarter defined as 01 January through 31 March, 01 April through 30 June, 01 July through 30 September, 01

October through 31 December. Rate submissions must be received by e-mail no later than the 15th of the 2nd month of the current quarter to be effective the following quarter as follows:

5.1.1.1. Quarter 1 – Received by 15 November; effective 01 January

5.1.1.2. Quarter 2 – Received by 15 February, effective 01 April

5.1.1.3. Quarter 3 – Received by 15 May; effective 01 July

5.1.1.4. Quarter 4 – Received by 15 August; effective 01 October

5.1.2. Rates submitted and accepted will remain in effect until revised as provided herein. Revised rates will be incorporated into the NTS ToS by modification. Each rate item is considered individually. When proposed rate changes result in prolonged negotiations, the above time frame may not be effective and may be subject to delay. The Government will process all proposed rate changes as expeditiously as possible. To meet administrative needs, the SPM is obligated to accept or reject the rate change to allow time for input into the WHIST/TOPS program. The Government reserves the right to designate a specific due date if a mass response for changes of rates or services is anticipated.

5.1.3. NTS TSP must submit offers for all zones and on all items enumerated in the Schedule of Services and Rates for Personal Property in section 2. If there is to be no charge for an item, an entry such as "No Charge", or the letters "NC", must be made in the unit price column of the schedule. If the NTS TSP does not have operating authority for a zone listed on the schedule, an entry of "No Operating Authority" or "NOA" must be entered in the unit price column of the rate schedule. When rate schedules are filed at more than one installation, the rates for Item I - Packing, Item II - Wardrobes/Hi-Value Items, Item IV - Handling-In, Item V - Storage, Item VI - Handling-Out and Item VIII - Unpacking, must be the same for each installation. For example, the price of Item I must be identical to the price for Item I in a second-rate schedule submitted for another installation.

5.1.3.1. The rate for High-Value Item (Item IIB) is no longer included. An entry such as "No Charge", or the letters "NC", must be made in the unit price column of the schedule.

5.1.4. NTS TSP must submit a properly completed Certificate of Independent Price Determination (CIPD) (Attachment C) with all rate filings.

5.1.5. The rate schedule is intended to be all inclusive. Payment for unusual service requirements may be approved by the TO, in writing and in advance, depending on the specifics of the individual move.

5.1.6. NTS services are all inclusive in the NTS TSP's rates; however, there will be conditions when additional accessorial services (i.e., labor, crating, etc.) outside the scope of the NTS ToS may be required. When this occurs, PPSOs and NTS TSPs will use the rates and billing guidance

provided in the 400NG, located at: https://www.ustranscom.mil/dp3/pdfs.cfm. A discounted rate of fifty percent will be applied to the baseline rates IAW USTRANSCOM Personal Property Advisory #22-0087.

5.1.6.1. Except as otherwise provided in the NTS ToS, no payment for additional services shall be made unless the TO has authorized such services and the cost in writing.

5.2. Reserved for future use.

5.3. Deployment Rates.

5.3.1. Deployment rates are available to service unit deployments involving multiple small shipments. Normally all shipments are serviced from the unit location in drayage zone 1, although some units will include drayage zone 2 as indicated on the applicable Unit Deployment Rate Sheet. Deployment rates are based on the actual weight of each shipment.

5.4. Saturation Rates.

5.4.1. Upon request from the PPSO and after the Table of Distribution list (TDL) has been exhausted, the SB will solicit TSPs to submit rates for drayage in and out locations that are outside of the rates currently on file for the TSPs. TSPs that wish to support movement via saturation rates must be currently accepting shipments in the areas in which they currently have rates on file. Selective refusal of shipments is not permitted when rates are on file while in performance of under saturation rates. TSPs will not be allowed to drop current rate areas they are servicing and submit saturation rates for those areas. Saturation rates will be effective until 31 December of the year filed.

5.5. Using Activities: Transportation Offices.

5.5.1. The SPM executing the NTS ToS shall notify the NTS TSP, in writing, of the names and locations of using activities authorized to issue Service Order for Personal Property (DD Form 1164)s for personal property under the NTS ToS.

5.5.2. When the TO determines that the customer is no longer entitled to storage of personal property at Government expense, the TO is required to use the DD Form 1164 to notify the NTS TSP of the impending expiration date to convert the lot to the customer's expense prior to the storage expiration. This notification to the NTS TSP must include the service order number, date of expiration, and shipper's name and contact information, to include last known mailing address. The expiration date shall not be back dated. The preferred notification method is e-mail with delivery and read receipts as proof of notification.

5.5.3. Upon receipt of concurrence from the authorizing authority, the PPSO will forward the case file to the NTS TSP when the shipment is converted. The case file will contain orders, DD Form 1299, initial and most current DD Form 1164, Personal Property Storage Management

Notification, and one Servicemembers Civil Relief Act (SCRA) certificate. The PPSO will at NO time advise the NTS TSP as to auction/disposal of the property.

5.5.4. Upon receipt of a conversion notification, the NTS TSP shall provide the customer with a commercial storage contract for signature. Customer must acknowledge and provide payment information for the monthly charge to be invoiced.

5.5.5. If the customer's order or transportation authorization is valid, the Government will pay for the delivery of HHG from storage, regardless of the amount of time the HHG was stored IAW Joint Travel Regulation (JTR) Paragraph 0518, HHG Storage, C (Members) or 054305 (Employees), and IAW Federal Travel Regulation (FTR) Paragraph 302-8 for Coast Guard Employees. This includes NTS shipments converted to storage at the customer's expense. For NTS shipments that have converted to customer's expense, the NTS TSP will validate with the PPSO that the customer's orders are valid. Payment for delivery services at Government expense must be made by the PPSO using normal NTS payment procedures.

5.5.6. The Government shall be liable only for payment of charges resulting from the performance of services, furnishing of materials or facilities, as ordered by the TO.

5.5.7. Except to the extent of Service Order for Personal Property (DD Form 1164) issued hereunder, the NTS ToS shall not obligate Government funds in any way.

5.6. Service Order for Personal Property (DD Form 1164).

5.6.1. When a using activity requires the service of a NTS TSP, the using activity TO will notify the NTS TSP that the NTS TSP's offer has been accepted, the estimated weight of the personal property involved, and any other information as may be pertinent. This acceptance must be documented by written confirmation (DD Form 1164).

5.6.2. When a NTS TSP has the facilities available and capability to perform the requested services, the NTS TSP shall advise the TO of the acceptance of the order to perform and provide a lot number. Rates in effect on the date of offer are the rates applicable and thereafter used. If the NTS TSP cannot continue its offer during a given period or at a specific storage facility, the NTS TSP will notify the TO orally. Written confirmation must be sent to the TO and the SPM. Selective refusal, i.e., a NTS TSP's failure to honor its offer on a selective basis indicating continuous avoidance of Service Order for Personal Property (DD Form 1164) by size or service area is a violation of this clause and may be grounds for disqualification of the NTS ToS.

5.6.3. To confirm the acceptance, the TO shall issue a Service Order for Personal Property (DD Form 1164) incorporating the terms of the acceptance within the time set forth in the NTS TSP's offer of services. Upon receipt of the service order, the NTS TSP shall be obligated to furnish the specified services IAW the provisions of said service order and the NTS ToS. An enforceable contract is entered into when the NTS TSP receives the Government service order

for the specified services IAW the terms and conditions of the NTS ToS. Upon receipt of the initial service order (with respect to any lot of personal property), the NTS TSP shall be obligated to furnish such additional services listed in the Schedule of Services and Rates for Personal Property, or authorized under the Extras Clause, as may be ordered by supplemental service orders in effect at the time of the initial order.

5.6.4. The service order shall be renewable at the option of the Government following four successive fiscal years in storage. Renewal will be on the same terms as in effect under the initial service order. Renewal shall be evidenced by written notice to the NTS TSP from the using activity. The date of performance and citation of funds for handling- out and post-storage services shall be included in a supplemental service order. For lots remaining in storage under this Tender of Service past the 4th successive fiscal year, the active NTS TSP rates will renegotiate under the current rates for an additional four successive fiscal years. Lots remaining in storage past the 4th successive fiscal year, shall be renewed under the schedule below. For inactive Tenders of Service, the storage may be renegotiated at the discretion of the SPM.

Date in Storage	Renegotiation Effective Date
01 Oct 2018 – 30 Sep 2019	01 Oct 2023
01 Oct 2019 – 30 Sep 2020	01 Oct 2024
01 Oct 2020 – 30 Sep 2021	01 Oct 2025
01 Oct 2021 – 30 Sep 2022	01 Oct 2026
01 Oct 2022 – 30 Sep 2023	01 Oct 2027

5.6.5. Service Order for Personal Property (DD Form 1164) (enforceable contract) shall be provided to the customer on the first day of packing at residence. When it is known by the TO prior to the issuance of a Service Order for Personal Property (DD Form 1164) that a portion of the customer's personal property will be withdrawn at Government expense for subsequent shipment, and the other portion will remain in storage, two separate service orders shall be issued, and the transaction treated as two lots which shall require two inventories and two warehouse receipts. When this information is not known by the TO and the customer is entitled to partial removal, a supplemental service order shall be issued for handling out of only that portion of the lot which must be handled to permit removal of the property for shipment, and handling-in for the portion which must be restored. Actual weight must be determined by weighing the articles released from storage and subtracting this weight from the original storage weight. The NTS TSP shall provide the TO with an estimate of the total weight to be handled out prior to issuance of the service order for partial removal. The NTS TSP shall furnish to the TO a new or revised warehouse receipt and/or combination inventory

warehouse receipt, original and one copy, listing only those items remaining in storage, conforming to the provisions of paragraph 1.8.3.

5.7. Charges.

5.7.1. Charges under initial Service Order for Personal Property (DD Form 1164) and all supplemental orders shall be computed at the rates set forth in the Schedule of Services and Rates for Personal Property in effect on the date services are ordered under the initial service order.

5.7.2. Monthly storage charges shall be payable IAW the rates set forth in the Schedule of Services and Rates for Personal Property and computations set forth below:

5.7.2.1. Storage charges are payable for a calendar month. One-half month's storage charge shall be paid on lots received for storage on or after the 16th day of a month and lots released from storage on or before the 15th day of a month.

5.7.2.2. In the event a partial removal of a lot is made, or destruction or loss occurs on or before the 15th day of a month, the NTS TSP shall be paid one-half month's storage for the beginning weight and one-half month's storage for the remaining weight for that month. If the partial removal is made, or destruction or loss occurs, on or after the 16th day of the month, the NTS TSP shall be paid a full month storage for the weight recorded at the beginning of the month. Charges for the succeeding month(s) shall be computed on the weight remaining in storage. (Handling-out and handling-in charges shall be in addition to the storage charges.)

5.7.3. Charges for items described in the Schedule of Services and Rates for Personal Property shall be computed based on the net weight of the lot including necessary cartons, packaging, packaging materials, crates for mirrors, pictures, tabletops, etc., but excluding the weight of any blocking, bracing, dunnage, pallets, pallet boxes, and other containers.

5.7.4. All items of Service Order for Personal Property (DD Form 1164) shall be subject to and payable based on a minimum weight of 500 pounds net, unless waived by deployment rate modification under which the actual weight of each shipment applies.

5.7.5. Where partial removal of a lot is less than 100 pounds, no adjustment will be made on the remaining storage weight.

5.7.6. The Government shall not be liable for storage or service charges in connection with that portion of a lot which is in excess of weight limitations imposed by law or regulation or in connection with lots remaining in storage after the expiration of the period of entitlement of a customer to storage at Government expense.

5.7.7. The NTS TSP shall provide such special handling and additional protection as the customer may request, however, the charge shall be a matter of independent agreement with the customer, and the Government shall not be liable.

5.8. Compensation.

5.8.1. The Government reserves the right to award the contract for transportation of any lot of personal property stored with a NTS TSP to any TSP for Carriage the Government may select. In accordance with the direction of the appropriate TO, the NTS TSP shall promptly make lots available to the receiving TSP for Carriage on a properly protected loading area of the NTS TSP in a condition satisfactory to be received by such TSP for Carriage. The NTS TSP shall permit any such TSP for Carriage to inventory and load property from its facility without any charge to the receiving TSP for Carriage or the Government. The NTS TSP will also acknowledge the receiving TSPs for Carriage notation of damage or shortage by signing the receiving TSPs for Carriage exception sheet or rider and notate the damages and/or shortages by allowing the receiving TSP for Carriage agent to note damages and/or shortages on the NTS TSP's inventory form. The NTS TSP is obligated to repack, at no cost to the Government, any carton refused by the TSP for Carriage due to improper packing which has been verified by the TO or their representative.

5.8.2. In the event the TSP for Carriage does not pick up the lot on the specified date, between the hours of 0800 and 1700, the NTS TSP shall notify the TO no later than the following business day and continue to store, protect, and be responsible for the property. Appropriate compensation will be made for restoring the shipment, upon approval of the TO. The DD Form 1164 will be amended and/or reissued to authorize the additional cost and document the TSP for Carriage failure as the cause of the additional cost. Further, the Personal Property Shipping Office (PPSO) will initiate set-off action against the TSP for Carriage on the applicable Bill of Lading (BL) through the service finance center for the extra charges attributed to the TSP for Carriage for not picking up the storage lot as scheduled. In the event a NTS TSP fails to prepare a lot (either partial or full) for pickup by the TSP for Carriage on the agreed date, the TO will advise the SPM. The TO will initiate set-off action against the NTS TSP for the extra charges attributed to the NTS TSP for not preparing storage lot as ordered.

5.8.3. When it is desired to remove all or part of a lot from the NTS TSP's warehouse, the NTS TSP may be unable to deliver some items to the TSP for Carriage because of inability to locate them. If these items are subsequently found in the warehouse by the NTS TSP, the NTS TSP shall be responsible for all shipping charges (in excess of what it would have cost the Government had the item(s) moved with the main lot) from the storage facility to the base, installation, or home address where the customer is located. In the event the wrong lot or items are shipped/delivered, the NTS TSP will be responsible for shipping costs of returning the erroneous lot or items and delivering the correct lot or items. Compensation to the NTS TSP will not be over and above what it would have originally cost had the correct lot or items been delivered.

5.9. Attempted Pickup and Delivery.

5.9.1. When the NTS TSP attempts packing or pickup at residence on the date specified on the DD Form 1164, and the customer or customer's representative is not available at residence, the NTS TSP, upon approval of the TO, shall be paid the drayage rate (Item 3, Schedule of Services and Rates for Personal Property on a 500-pound shipment minimum weight).

5.9.2. When the NTS TSP attempts delivery at residence on the date specified on the DD Form 1164, and the customer is unable to accept the shipment at residence, the NTS TSP must allow one hour wait time before returning the shipment to the warehouse. Upon approval of the TO, the NTS TPS shall be paid the drayage and handling out rates (Item 3 and Item 4, Schedule of Services and Rates for Personal Property on actual weight).

5.10. Claims and Liability for Care of Property.

5.10.1. The NTS TSP agrees to follow all provisions outlined in the DP3 Claims and Liability Business Rules, with exceptions to DPS claims filing.

5.10.2. Claims for loss and damage while in the custody of the NTS TSP will be made directly with the NTS TSP.

5.11. Mold.

5.11.1. The NTS TSP will follow all provisions outlined in the DP3 Claims and Liability Business Rules. The NTS TSP responsible will submit a written after-action report within 10 GBDs to DoW PPA for all mold shipments to include Service Order for Personal Property (DD Form 1164) number, customer's name, the root cause of the mold, and efforts taken to resolve. Once all mitigation is complete, the responsible NTS TSP will submit a written report of all known facts and events in chronological order. Mold shipments that develop mold in transit present special problems. When containers show signs of contamination, for example water saturation or mold growth on the exterior, the TSP will contact the responsible PPSO 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 or PPPO. The responsible PPSO or PPPO will make arrangements for a QA Inspector to be present at the selected location within two GBDs when the seals are broken, and the containers inspected for mold. If the PPSO or PPPO is unable to provide a QA inspector, contact DoW PPA at transcom.scott.tcj9.mbx.pp-perf@mail.mil. 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 in-transit to destination. When mold is discovered, the TSP will notify the customer, the servicing Military Claims Office (MCO), and the inspecting PPSO or PPPO, and update the destination PPSO or PPPO with findings. The TSP in possession at the time the mold is discovered is responsible for mitigation. Mitigation costs will be assessed IAW the DP3 Claims Liability Business Rules, paragraph 1.5.1.1. No additional storage or handling fees will apply and the TSP will be liable for an inconvenience claim during remediation.

5.11.2. Recording Loss and Damage.

5.11.2.1. The NTS TSP 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 the representative and the customer or the customer's authorized agent), Attachment H, and the DP3 Notification of Loss or Damage AFTER DELIVERY, Attachment I, documents, as applicable.

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

5.11.2.3. In the 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 shipment delivery. Every effort will be made to locate missing articles/items before recommending the submission of a claim by the customer.

5.11.2.4. If claims action has not been initiated, the NTS TSP shall use expedited means to forward to the customer any located missing articles/items at no additional cost to the Government or customer.

5.11.3. Timeline for NTS Claim Filing.

5.11.3.1. At delivery, customer and NTS TSP or delivering TSP will review then sign DP3 Notification of Loss or Damage AT DELIVERY. Within 180 days after delivery customer must submit DP3 Notification of Loss or Damage AFTER DELIVERY.

5.11.3.2. Within twelve months of delivery customer must file a written or electronic claim for damage with the NTS TSP or delivering TSP to be eligible for full replacement value (FRV).

5.11.3.3. The NTS TSP's failure to provide DP3 Notification of Loss or Damage AT DELIVERY and DP3 Notification of Loss or Damage AFTER DELIVERY and to have proof thereof will eliminate any requirement for notification to the NTS TSP. Written notice DP3 Notification of Loss or Damage AT DELIVERY OR DP3 Notification of Loss or Damage AFTER DELIVERY is not required by the NTS TSP in case of major incidents listed in paragraph 1.7.6., which requires the NTS TSP to notify the SPM and appropriate TO of the details of fires, vandalism, and similar incidents which produce significant loss, damage or delay.

5.11.4. In the event the NTS TSP stores personal property in a facility which has not been approved by the SPM, the NTS TSP shall be liable for all loss or damage to the property without regard to cause. The NTS TSP will be responsible for all costs associated with the movement of the storage lots to an approved warehouse.

5.12. Disposition of Property.

5.12.1. The NTS TSP must notify the PPSO in writing of any intent to dispose of personal property. Personal property in storage at customer's expense is protected under unclaimed applicable, state, local, and bailment laws. Personal property in storage at customer's expense belonging to Active-Duty members is protected under the SCRA.

5.13. Inconvenience Claims.

5.13.1. It is the responsibility of the NTS TSP to pick up from residence or release shipments out of storage on the agreed upon date as reflected on the Service Order for Personal Property (DD Form 1164). When the agreed upon release date is not met, and delivery fails to meet the Required Delivery Date (RDD), the NTS TSP will be liable for an inconvenience claim. When unable to meet these requirements due to mold, pest infestation, or the inability to have the shipment available for release, the NTS TSP must advise the customer on inconvenience claim rules.

5.13.2. The Inconvenience Claim process provides a simplified method for DoW customers to account for inconveniences associated with the NTS TSP's inability to meet agreed and/or required dates. It is understood 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. The per diem provides a method to calculate a baseline amount for inconvenience claim payment by location for the customer. 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 will review and consider those claims IAW the guidance in paragraph 5.13.7. Customers should be advised to fill out and submit the DP3 Inconvenience Claim Form (Attachment N).

5.13.3. The NTS TSP agrees to acknowledge an inconvenience claim filed by a customer within five GBDs from the date of contact.

5.13.4. Reimbursement.

5.13.4.1. The NTS TSP agrees to reimburse the customer within 30 days of receipt of an inconvenience claim. NTS TSP will compensate the customer for all days that result from failure to pick up or release on the agreed date as stated on the Service Order for Personal Property (DD Form 1164) or correction notice thereof, when the member is available for pick up or delivery. I agree the inconvenience claim will be computed beginning the day after the agreed upon date or missed RDD as specified on the BL and ending the day that the shipment is actually delivered. The actual day of delivery will be included in the inconvenience claim period.

5.13.4.2. The NTS TSP shall pay the customer a daily amount based on the U.S. Government meal and incidental expense (M&IE) per diem rate (excluding lodging) at the applicable pickup or delivery location for the customer and all dependents traveling with the customer on approved, funded relocation orders. Daily per diem rates can be found at (https://www.defensetravel.dod.mil/site/perdiemCalc.cfm).

5.13.4.2.1. For customers, the payment is calculated as the full M&IE per diem rate for the number of days at the affected location.

5.13.4.2.2. For each dependent traveling to the new location on approved, funded relocation orders, per diem is calculated at 75 percent of the full M&IE per diem rate for the number of days at the affected location.

5.13.5. Dependents traveling with the customer on approved, funded relocation orders will be verified by the customer on the Inconvenience Claim Form (Attachment N).

5.13.6. Calculated Daily Per Diem Example:

Customer receives 100% of daily M&IE per diem rate; spouse and one child 75% of daily M&IE per diem rate.
Location: Mesa, Arizona for one day, 27 February 2025
Service Member: $81.00 (Meals) + $5.00 (Incidentals) = $86.00 (ME&I)
Spouse and Dependents daily per diem at 75%: $86.00 * 75% = $64.50 * 2 = $129.00
Total Per Diem Payable = $86.00 + $129.00 = $215.00

5.13.7. Miscellaneous Expenses.

5.13.7.1. Miscellaneous expenses are personal 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 are considered for reimbursement when establishing a household include but are not limited to furniture and/or appliance rental (to include rental of a television).

5.13.7.2. Miscellaneous expenses include special medical equipment unavailable due to shipment delay for qualified customer and accompanying dependents covered under the Exceptional Family Member Program (EFMP) or other special medical requirements.

5.13.7.3. Miscellaneous expenses will include costs incurred by the customer above and beyond their Basic Allowance for Housing (BAH) due to forced extended leases of rental property at origin due to missed pickup at origin.

5.13.7.4. Groceries are not eligible for reimbursement. Lodging and individual meals are normally not part of an inconvenience claim; however, 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. The NTS TSP must make the customers aware that in instances where lodging or individual meals are approved, it should be reasonable and usually will only be reimbursed for a short duration.

5.13.7.5. Customers are required to document any miscellaneous expense claim fully on the Inconvenience Claim Form (Attachment N) with an itemized list of charges and accompanying receipts for charges incurred.

5.13.7.6. A request for reimbursement of alcoholic beverages is prohibited.

5.13.8. Disputed Claim.

5.13.8.1. The NTS TSP will make every effort to resolve any disputes with the customer. In the event the dispute cannot be resolved, the origin PPSO shall provide a resolution. If the TSP or customer does not agree with the PPSO resolution, they may appeal the case to DoW PPA within 10 calendar days of notification from the responsible PPSO. The decision of Dow PPA 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.tcj9.mbx.pp-smo@mail.mil. Reference paragraph 5.13.7. for details on expenses beyond the per diem amount.

5.13.9. I understand that I am not liable for any inconvenience payment if:

5.13.9.1. The NTS TSP shall not be liable for inconvenience claims if the 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 shipments that were caused by the Government and negligence did not contribute to the delay.

5.13.9.2. The customer, or their designated representative, is not available for pick up or delivery (e.g., customer has not taken possession of their residence) on the agreed upon date as stated on the Service Order for Personal Property (DD Form 1164).

5.13.9.3. In the event of a catastrophic loss or requirement for mold remediation, inconvenience claim liability will terminate 15 days after payment is received for essential items IAW DP3 Claims and Liability Business Rules.

5.13.10. Report.

5.13.10.1. The NTS TSP will provide a quarterly report due on the 1st of each quarter to the DoW PPA detailing all filed inconvenience claims (including completed payments), by Service Order for Personal Property (DD Form 1164) to transcom.scott.tcj9.mbx.pp-smo@mail.mil. The NTS TSP is not required to send a negative report if there are no inconvenience claims filed.

5.13.10.2. The NTS TSP must report on all shipments with missed pickups, late deliveries, or otherwise exceeding the allowed delivery timeframes out of NTS.

5.14. Real Property Claims.

5.14.1. The NTS TSP is responsible for damage caused by employee(s) to a customer's home or residence. An example of damage might include scratched hardwood floors, dented walls, torn grass, etc. Prior to a pack-out/delivery, The NTS TSP 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, the NTS TSP 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, the NTS TSP 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 customer on the " DP3 Real Property Damage Form" located at https://www.ustranscom.mil/dp3/docs/otherpdfs/0300+2021_Business_Rules/Real%20Property%20Damage%20Form%201%20Feb%202021.pdf. The customer will be advised they must notify the responsible NTS TSP within seven calendar days of the damages found during the pack/pickup/delivery and provide contact information. The customer must request a claim and seek recovery/restitution directly from the responsible NTS TSP. The NTS TSP must allow the customer to file a claim for any damages to Real Property with the TSP. The customer will be provided with the "DP3 Real Property Damage Form" at pack out/pickup/ delivery.

5.15. Annual Documentation Requirement.

5.15.1. As stated in paragraph 1.1.5., the Tender of Service shall be reviewed annually, as a minimum. The NTS TSP shall furnish all required documentation listed below and in annual review package no later than 60 days from receipt date:

5.15.2. When a NTS TSP owns the scale, the TSP is required to submit a scale calibration/certification to the SB.

5.15.3. A copy of the latest complete Fiscal Year (12-month) financial statement (including the Balance Sheet and the Profit and Loss Statement), certified by an independent public accountant or corporate officer/owner that truly and fully sets forth the financial condition of the firm. The statement must be in a format consistent with generally accepted accounting principles. "Cash Basis" statements are unacceptable. Combined or consolidated financials will not be accepted. There will be no resubmission of financial statements once submitted and evaluated by the Storage Branch.

5.15.4. A current certificate of insurance in effect (DD Form 2787 Certificate of Warehousemen's Legal Liability Insurance referenced in paragraph 1.8.11. and Attachment E). If the present certificate on file with the SB is accurate, a new certificate is not required. Acord 25 Certificate of Liability Insurance forms are not accepted.

5.15.5. Any organizational or corporate structure changes must be reported (e.g., name/ownership change, etc.). An authenticated copy of the minutes documenting the changes that were approved must be submitted (reference paragraph 1.8.9.). Additional documentation may be required.

5.15.6. A copy of the current lease in effect or evidence of ownership for each approved storage

location. If lease on file with the SB is current, a new lease is not required. If building is owned, a tax receipt showing payment has been made must be provided. The NTS TSP and building owner (if leasing) must acknowledge in writing that holdings DP3 shipments hostage is in violation of Federal Law; specifically United States Code TITLE 37, SECTION 453, which stated in part, 'no carrier, port agent, warehouseman, freight forwarder or other person involved in the transportation of property may have a lien on, of hold, impound, or otherwise interfere with the movement of baggage and household goods being transported under this section.

5.15.7. A copy of the most current intrastate and interstate (if applicable) hauling authority. Hauling authority MUST be issued in the NTS TSP's name and issued for the state the warehouse is physically located.

5.15.8. Proof that SCAC is current. This must be renewed and submitted annually.

5.15.9. A copy of the current System for Award Management (SAM) registration. This must be renewed and submitted annually and issued for the state the warehouse is located.

5.15.10. FY-19 National Defense Authorization Act (NDAA) Section 889 Certification Form is required unless documented on the SAM 889 Representations Section as compliant on SAM.gov.

5.15.11. The number of NTS lots and weight stored in each warehouse.

5.16. Financial Data/Statements/Ratios - Initial NTS TSP Application and Annual Review.

5.16.1. The SB expects a company to meet specific acceptable ratios at the time of NTS TSP application and must maintain specified acceptable ratios "if" approved to participate in the DoW storage program as a NTS TSP. This information is used to assist in the determination of financial risk to the government. NTS TSPs are responsible to ensure that any financial data submitted has been reviewed and submitted by an independent public accountant.

5.16.2. When a company is requesting initial NTS TSP qualification they must submit three full, consecutive years of certified financials that document the company's business operations. Combined or consolidated financials are not acceptable. A copy of the balance sheets and profit and loss statements must be provided to the SB. A company will not be allowed to participate in the NTS TSP storage program if they fail to meet one or more of the ratios listed in paragraph 5.16.4.

5.16.3. An approved NTS TSP that is identified as failing to meet one or more of the ratios listed in paragraph 5.16.4. during an annual review may be placed into a non-use status at the discretion of a SB Program Manager.

5.16.4. All approved NTS TSPs must meet and maintain a current ratio and acid test ratio of 1-to-1 or greater and a positive total liabilities to net worth ratio of 4-to-1 or less.

5.16.4.1. Current Ratio (1-to-1 or greater): Current assets divided by current liabilities.

5.16.4.2. Acid Test Ratio (1-to-1 or greater): Current assets minus pre-paid divided by current liabilities.

5.16.4.3. Total Liabilities to Net Worth Ratio (4-to-1 or less): Total liabilities divided by net worth. A negative total liabilities ratio is unacceptable.

5.17. Possession of the NTS ToS.

5.17.1. The NTS TSP shall possess a copy of the NTS ToS, including modifications, which will be readily available for Department of War inspectors. The NTS TSP is responsible for ensuring that employees are familiar with the provisions (with modifications) of the NTS ToS.

5.18. Subcontracting.

5.18.1. The NTS TSP shall not subcontract with other persons or firms for the performance of any Service Order for Personal Property (DD Form 1164) under the NTS ToS unless prior written approval has been received from the SPM.

6. ELECTRONIC METHOD OF PAYMENT.

6.1. Mandatory Information for Electronic Funds Transfer (EFT) Payment.

6.1.1. Method of Payment: Payments by the Government under this contract, including invoice and contract financing payments, may be made by check or EFT at the option of the Government. If payment is made by EFT, the Government may, at its option, also forward the associated payment information by electronic transfer. As used in this clause, the term "EFT" refers to the funds transfer and may also include the information transfer.

6.1.2. Mandatory Submission of NTS TSP EFT Information: The NTS TSP is required, as a condition to any payment under this contract to provide the Government with the information required to make payment by EFT as described in paragraphs 6.1.3. through 6.1.3.5.2.., unless the payment office determines that submission of the information is not required.

6.1.2.1. If the NTS TSP provides EFT information applicable to multiple contracts, the NTS TSP shall specifically state the applicability of this EFT information in terms acceptable to the payment office.

6.1.2.2. NTS TSP EFT Information: Prior to submission of the first request for payment (whether for invoice or contract financing payment) under this contract, the NTS TSP shall provide the information required to make contract payment by EFT, as described in paragraph 6.1.3. directly to the Government payment office named in this contract. If more than one payment office is named for the contract, the NTS TSP shall provide a separate notice to each office. If the EFT information changes, the NTS TSP shall be responsible for providing the changed information to the designated payment office(s).

6.1.3. Required EFT Information: The Government may make payment by EFT through either an Automated Clearing House (ACH) subject to the banking laws of the United States or the

Federal Reserve Wire Transfer System at the Government's option. The NTS TSP shall provide the following information for both methods in a form acceptable to the designated payment office. The NTS TSP may supply this data for this or multiple contracts (see paragraph 6.1.2).

6.1.3.1. The contract number to which this notice applies.

6.1.3.2. The NTS TSP's name, remittance address as stated in the contract, and account number at the NTS TSP's financial agent.

6.1.3.3. The signature (manual or electronic, as appropriate), title, and telephone number of the NTS TSP official authorized to provide this information.

6.1.3.4. For ACH payments only:

6.1.3.4.1. Name, address, and 9-digit Routing Transit Number of the NTS TSP's financial agent.

6.1.3.4.2. NTS TSP's account number and the type of account (checking, savings, or lockbox).

6.1.3.5. For Federal Reserve Wire Transfer System Payments only:

6.1.3.5.1. Name, address, telegraphic abbreviation, and the 9-digit Routing Transit Number for the NTS TSP's financial agent.

6.1.3.5.2. If the NTS TSP's financial agent is not directly on-line to the Federal Reserve Wire Transfer System and, therefore not the receiver of the wire transfer payment, the NTS TSP shall also provide the name, address, and 9-digit Routing Transit Number of the correspondent financial institution receiving the wire transfer payment.

6.1.4. Suspension of Payment.

6.1.4.1. Notwithstanding the provisions of any other paragraphs of this contract, the Government is not required to make any payment under this contract until after receipt by the designated payment office of the correct EFT payment information from the NTS TSP or a certificate submitted IAW paragraph 6.1.2. Until receipt of the correct EFT information, any invoice or contract financing request shall be deemed not to be a valid invoice or contract financing request as defined in paragraph 6.1.8.

6.1.4.2. If the EFT information changes after submission of correct EFT information, the Government shall begin using the changed EFT information no later than the 30th day after its receipt to the extent payment is made by EFT. However, the NTS TSP may request that no further payments be made until the changed EFT information is implemented by the payment office. If such suspension would result in a late payment

under paragraph 6.1.7., the NTS TSP's request for suspension shall extend the due date for payment by the number of days of the suspension.

6.1.5. NTS TSP EFT Arrangements: The NTS TSP shall designate a single financial agent capable of receiving and processing the electronic funds transfer using the EFT methods described in paragraph 6.1.2. The NTS TSP shall pay all fees and charges for receipt and processing of transfers.

6.1.6. Liability for Uncompleted or Erroneous Transfers:

6.1.6.1. If an uncompleted or erroneous transfer occurs because the Government failed to use the NTS TSP provided EFT information in the correct manner, the Government remains responsible for:

6.1.6.1.1. making a correct payment,

6.1.6.1.2. paying any prompt payment penalty due and

6.1.6.1.3. recovering any erroneously directed funds.

6.1.6.2. If an uncompleted or erroneous transfer occurs because the NTS TSP provided EFT information that was incorrect at the time of Government release of the EFT payment transaction instruction to the Federal Reserve System, and

6.1.6.2.1. If the funds are no longer under the control of the payment office, the Government is deemed to have made payment and the NTS TSP is responsible for recovery of any erroneously directed funds; or

6.1.6.2.2. If the funds remain under the control of the payment office, the Government retains the right to either make payment by mail or suspend the payment IAW paragraph 6.1.4.

6.1.7. EFT and Prompt Payment.

6.1.7.1. A payment shall be deemed to have been made in a timely manner IAW paragraph 6.1.8. of this contract if, in the EFT payment transaction instruction given to the Federal Reserve System the date specified for settlement of the payment is on or before the prompt payment due date, provided the specified payment date is a valid date under the rules of the Federal Reserve System.

6.1.7.2. When payment cannot be made by EFT because of incorrect EFT information provided by the NTS TSP, no interest penalty is due after the date of the uncompleted or erroneous payment transaction, if notice of the defective EFT information is issued to

the NTS TSP within seven days after the Government is notified of the defective EFT information.

6.1.8. EFT and assignment of claims: If the NTS TSP assigns the proceeds of this contract as provided for in the Assignment of Claims, the assignee shall provide the assignee EFT information required by paragraph 6.1.3. In all respects, the requirements shall apply to the assignee as if it were the NTS TSP. EFT information which shows the ultimate recipient of the transfer to be other than the NTS TSP, in the absence of a proper assignment of claims acceptable to the Government, is incorrect EFT information within the meaning of paragraph 6.1.6.2.

6.1.9. Payment Office Discretion: If the NTS TSP does not wish to receive payment by EFT methods for one or more payments, the NTS TSP may submit a request to the designated payment office to refrain from requiring EFT information or using the EFT payment method. The decision to grant the request is solely that of the Government.

6.1.10. Change of EFT Information by Financial Agent: The NTS TSP agrees that the NTS TSP's financial agent may notify the Government of a change to the routing transit number, NTS TSP account number, or account type. The Government shall use the changed date IAW paragraph 6.1.4.2. The NTS TSP agrees that the information provided by the agent is deemed to be correct information as if it were provided by the NTS TSP. The NTS TSP agrees that the agent's notice of changed EFT data is deemed to be a request by the NTS TSP IAW paragraph 6.1.4.2. that no further payments be made until the payment office implements the changed EFT information.

6.2. Wage Determination.

6.2.1. Federal Acquisition Regulation (FAR) Clause 52.222-47 WAGE DETERMINATION (Subparagraphs are applicable if block has an "x").

6.2.1.1. Wage rate determination applicable to this Agreement.

6.2.1.2. Service Contract Act (SCA) Minimum Wages and Fringe Benefits 52.222-47 (MAY 1989).

6.2.2. An SCA wage determination applicable to this work has been requested from the U.S. Department of Labor. If an SCA wage determination is not incorporated herein, the bidders/offerors shall consider the economic terms of the collective bargaining agreement (CBA) between the incumbent NTS TSP and the local union. If the economic terms of the collective bargaining agreement or the collective bargaining agreement itself is not attached to the solicitation, copies can be obtained from the contracting officer. Pursuant to Department of Labor Regulation, 29 CFR 4.1b and paragraph (g) of the clause at 52.222-41, Service Contract Act of 1965, as amended, the economic terms of that Agreement will apply to the contract resulting from this solicitation, notwithstanding the absence of a wage determination reflecting

such terms, unless it is determined that the Agreement was not the result of arm's length negotiations or that after a hearing pursuant to section 4(c) of the Act, the economic terms of the Agreement are substantially at variance with the wages prevailing in the area.

6.3. FAR Clause 52.252-2.

6.3.1. FAR Clauses Incorporated by References (FEB 1998).

6.3.2. This NTS ToS incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request, the SPM will make their full text available.

6.3.3. FAR Clause 52.222-41 Service Contract Act of 1965, as amended (July 2005).

7. CERTIFICATION/STATEMENTS.

7.1. 52.203-2 Certificate of Independent Price Determination (APR 1985).

7.1.1. The offeror certifies that:

7.1.1.1. The prices in this offer have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other offer or competitor relating to (i) those prices, (ii) the intention to submit an offer, or (iii) the methods or factors used to calculate the prices offered;

7.1.1.2. The prices in this offer have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before bid opening (in the case of a formally advertised solicitation) or contract award (in the case of a negotiated solicitation) unless otherwise required by law; and

7.1.1.3. No attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit an offer for the purpose of restricting competition.

7.1.2. Each signature on the offer is considered to be a certification by the signatory that the signatory:

7.1.2.1. Is the person in the offeror's organization responsible for determining the prices being offered in this bid or proposal, and that the signatory has not participated and will not participate in any action contrary to subparagraphs 7.1.1.1. through 7.1.1.3. above; or

7.1.2.1.1. Has been authorized in writing to act as agent for the following principals in certifying that those principals have not participated and will not participate in any action contrary to subparagraphs 7.1.1.1. through 7.1.1.3. above,

7.1.2.1.2. (Insert full name of person(s) in the offeror's organization responsible for determining the prices offered in this bid or proposal and the title of their position in the offeror's organization)

7.1.2.1.3. As an authorized agent, does certify that the principals named in subparagraph 7.1.2.1.1. above have not participated, and will not participate, in any action contrary to subparagraphs 7.1.1.1. through 7.1.1.3 above; and

7.1.2.1.4. As an agent, has not personally participated and will not participate, in any action contrary subparagraphs 7.1.1.1. through 7.1.1.3 above.

7.1.3. If the offeror deletes or modifies subparagraph 7.1.1.2. above, the offeror must furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure.

8. SPECIAL ACTIONS.

8.1. All special actions following will result in the NTS ToS being placed in Non-Use status until all step requirements of the special action have been completed, reviewed and approved by the PM.

8.2. Transfer Agreements: A transfer agreement occurs when a NTS TSP no longer desires to participate in the NTS ToS program. Transfer Agreements can only occur between two active NTS TSPs. A Transfer Agreement must occur at no expense to the Government to include the movement of the affected NTS lots from the losing NTS TSP to the gaining NTS TSP facility. It is the responsibility of the losing NTS TSP to locate an approved NTS TSP to accept the storage lots. Transfer Agreements must be approved in writing and in advance by the SPM prior to transfer of NTS lots.

8.3. Change in Management: All changes in management of your business should be reported to the SB and should provide current minutes of corporation that reflect election of corporate officials.

8.4. Unusual Occurrences: NTS TSPs must immediately report unusual occurrences, fires, floods, break-ins, etc., to the SB and the ITO using the Unusual Occurrence form (Attachment M). The following procedures are designed to aid the NTS TSP and/or the employees in the event of an unusual occurrence (disaster/emergency/loss to NTS or any NTS facility or vehicle). The following is a list of unusual occurrences; however, any unusual loss/damage involving NTS should be treated as an unusual occurrence unless otherwise directed by the SB:

- Break-in or attempted break-in at the warehouse/office/truck or van.
- Theft of personal property.
- An incident involving missing weapons.
- Any incident involving missing items such as TVs, stereos, cameras, etc.
- Lost lot within the warehouse.
- Any incident involving water damage.
- Structural failure to the warehouse/office.
- Any fire/smoke incident inside/outside the warehouse/office/parking lot.

- Insect or rodent infestation of the warehouse/office.
- Dropped vault/collapsed rack.
- Storms producing damage or potential damage to stored personal property.

8.5. Name Change: A company name change will be reported in writing no later than 90 days prior to the effective date to the SB. When only a change of name is involved, with no change in the rights and obligations of either party, the Government will recognize the change with a Supplemental Agreement.

8.6. Stock Sale: When a buyer purchases shares of the NTS TSP's stock, the current meeting minutes that reflect the stock purchase and any changes in corporate structure must be sent to the SB.

8.7. Asset Purchase: When seller retains possession of the legal entity and the buyer purchases individual assets of the company, and there is no change in company name, the NTS TSP must provide corporate documentation, lease or ownership documentation, and fire and security data to the SB prior to the asset purchase.

8.8. Disqualification for Convenience: The Government reserves the right to terminate for convenience if it is in its best interest, e.g. due to requirement changes or costs of maintaining the NTS ToS. The storage lots will be tendered to the lowest cost NTS TSP considering rates for Items I, III, IV, and V on the Schedule of Rates and Services. NTS TSP disqualified will not be considered for requalification until a minimum of two years from the disqualification end date. The NTS TSP is required to requalify IAW the requirements in the DTR 5400, Part IV, Appendix D Pre-Award Survey Guidelines and other program requirements. Approval is contingent upon meeting all program requirements.

8.9. Disqualification for Default: Termination of a NTS TSP for default holds a contractor at fault due to an actual or anticipated failure to perform obligations under the NTS ToS. The storage lots will be moved to the lowest cost NTS TSP considering prices only for Items I, III, IV, and V on the Schedule of Rates and Services. The NTS TSP will be held liable for any excess costs incurred during the default action. NTS TSP disqualified will not be considered for requalification until a minimum of two years from the disqualification end date. The NTS TSP is required to requalify IAW the requirements in the DTR 5400, Part IV, Appendix D Pre-Award Survey Guidelines and other program requirements. Approval is contingent upon meeting all program requirements.

8.10. Reprocurements: Reprocurements occur when an NTS TSP fails to perform obligations under the NTS ToS. When this occurs, the SB will solicit bids for the transfer and storage of the property. The NTS TSP will be held liable for any excess costs incurred by the Government as a result of the reprocurement action.

8.11. Transportation Review Board (TRB): These procedures will be followed when DoW PPA takes action to disqualify or place an NTS TSP in non-use or recommends that such action be taken. These procedures do not apply to contracts entered pursuant to the FAR, unless any such contract calls for its application. TRBs may consider NTS TSP services based on FAR contracts in determining appropriate corrective action, if any. TRBs will be done IAW the procedures outlined in the DoW PPA Procedures for Transportation Review Boards (TRBs) of Transportation Service Providers (TSPs) within the Defense Personal Property Program (DP3)

https://www.ustranscom.mil/dp3/docs/otherpdfs/0500+DP3_BUSINESS_RULES_REGULATIONS_AND_FORMS/USTRANSCOM%20TRB%20Business%20Rules%2024%20Jan%20202.pdf.

ATTACHMENT A: SIGNATURE PAGES

DEPARTMENT OF WAR

UNITED STATES TRANSPORTATION COMMAND

TENDER OF SERVICE NUMBER:

TOSS00-XX-G-XXXX

TENDER OF SERVICE FOR

STORAGE OF PERSONAL PROPERTY AND RELATED SERVICES

ISSUING OFFICE:

DEFENSE PERSONAL PROPERTY MANAGEMENT OFFICE
UNITED STATES TRANSPORTATION COMMAND
508 SCOTT DRIVE
SCOTT AFB, IL 62225

NTS TSP:

(NAME)		(SCAC)
(MAILING ADDRESS)		(CAGE CODE)
(CITY)	(STATE)	(ZIP CODE)

ATTACHMENT A: SIGNATURE PAGES

A.1. This Tender of Service applies to services that the Government may require from time to time for the storage of personal property and related services. Should the Government order such services, the Government will require the Non-Temporary Storage (NTS) Transportation Service Provider (TSP) to furnish all necessary labor, material, drayage, vans, equipment, storage facilities and performance of related services, as may be specified in the Service Order for Personal Property (DD Form 1164).

A.2. I understand that this Tender of Service and applicable Schedules of Services and Rates for Personal Property are binding.

A.3. I will submit to the Storage Management Office, the Non-Temporary Storage Tender of Service Signature Page (NTSTOSSP) certifying that I have read and understand the terms and conditions and agree to provide service as set forth in this Tender of Service. I will retain the actual Tender of Service for my files.

A.4. I understand that submission of this NTSTOSSP, hereafter referred to as Tender of Service, is a prerequisite to my consideration for Department of War (DoW) approval for participation in the Non-Temporary Storage Program; that it does not obligate the government in the distribution of shipments; and that such submission indicates that 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. I will be notified of changes to the Tender of Service by e-mail. Changes, additions, and deletions are effective upon receipt of notification unless specifically stated otherwise.

A.5. I agree to comply with all requirements of the Non-Temporary Storage Program as prescribed by United States Transportation Command (USTRANSCOM) and promulgated by the Defense Personal Property Management Office (DPMO), Storage Branch through the Tender of Service.

A.6. I agree to comply at all times with all federal, state and local laws, executive orders, rules and regulations applicable to its performance in the Non-Temporary Storage Program.

A.7. FY-19 National Defense Authorization Act (NDAA) Section 889 Certification Form is required unless documented on the SAM 889 Representations Section as compliant on SAM.gov.

A.8. NTS approved TSPs shall submit certifications to transcom.scott.tcj9.mbx.pp-smo@mail.mil.

A.9. I agree to maintain an administrative file, keeping documentation up to date. This includes the NTSTOSSP, financial data, and changes in ownership, rate schedules and all

qualification documents.

A.10. This Signature Page certifies that I have read and understand all the terms and conditions set forth in the NTS Tender of Service received from USTRANSCOM. I agree to accept and provide service under the terms and provisions of this Tender of Service Dated _____, and all amendments thereto.

A.11. Completion of approval documentation certifies that the foregoing statements are true and complete. Any misrepresentation or falsification may be subject to prosecution under Section 1001, Title 18, United States Code.

TENDER OF SERVICE FOR STORAGE OF PERSONAL PROPERTY AND RELATEDSERVICES

IN WITNESS THEREOF, THE PARTIES HERETO HAVE EXECUTED THIS TENDER OFSERVICE AS OF THE DAY AND DATE FIRST ABOVE WRITTEN:

THE UNITED STATES OF AMERICA

WITNESS BY _____
(SIGNATURE OF STORAGE PROGRAM MANAGER)

_____
(TYPED NAME)

_____ _____
(TYPED NAME OF NTS TSP)

_____ BY _____
(SIGNATURE)

NOTE: In cases of corporations, witnesses are not required, but certification below must be completed. Type or print names under all signatures.

_____
(TYPED NAME)

_____
(TITLE)

_____
(ADDRESS)

IF SIGNED BY AN OFFICER OF THE CORPORTION:

AN OFFER SIGNED BY AN OFFICER OF THE CORPORATION MUST BE EXECUTED IN THECORPORATION NAME AND BE ACCOMPANIED BY THE FOLLOWING CERTIFICATE EXECUTED AND SIGNED BY ANOTHER OFFICER OF THE CORPORATION UNDER ITS CORPORATE SEAL.

CERTIFICATE

I_____, CERTIFY I AM THE

_____ OF THE CORPORATION NAMED AS

OFFEROR HEREIN; THAT_____, WHO SIGNED THIS OFFER ON BEHALF OF THE OFFEROR, WAS THEN _____OF SAID CORPORATION; THAT SAID OFFER WAS DULY SIGNED FOR AND ON BEHALF OF SAID CORPORATION BY AUTHORITY OF ITS GOVERNING BODY, AND IS WITHIN THE SCOPE OF ITS CORPORATEPOWERS.

(SIGNATURE and/or CORPORATE SEAL) _____

IF A PARTNERSHIP OR LIMITED LIABILITY COMPANY (LLC):

AN OFFER SIGNED BY A PARTNER/MEMBER MUST BE EXECUTED IN THE PARTNERSHIP/LLC NAME AND BE ACCOMPANIED BY A LISTING OF ALL OTHER PARTNERS/MEMBERS.LIST NAMES BELOW IF NOT FURNISHED ELSEWHERE ON THE FORM.

_____ _____

_____ _____

_____ _____

NTS TSP PROCESSING DATA

Tender of Service (TOS) Number:
Standard Carrier Alpha Code (SCAC):
CAGE Code:
Name of Company:
Mailing Address: City/State/Zip Code:
Commercial Telephone Number: (include area code)

OFFICIAL(S) AUTHORIZED TO NEGOTIATE AND/OR SUBMIT CERTIFICATIONS/ DOCUMENTS RELATING TO PERFORMANCE UNDER THIS TENDER OF SERVICE

Official Name:
Official Title:

Official Name:
Official Title:

Official Name:
Official Title:

Official Name:
Official Title:

Official Name:
Official Title:

Official Name:
Official Title:

SMALL BUSINESS CERTIFICATION STATEMENT

I certify I have read the small business criteria under which business may be considered to be a small business. Under these criteria, **I certify the company is a small business:**

Yes ☐ No ☐

1.7.12. The NTS TSP shall store personal property only in facilities approved by the Storage Program Manager and incorporated into this TOS by modification.

Approved Facility Location
Street Address:
City:
State:
Zip Code:
Fire Class:
Weight Limit:
WHSE ID:

1.7.13. At no time shall the total weight stored exceed the weight in pounds authorized for each location. To ensure that limits indicated for each location are not exceeded, a record will be maintained for each location reflecting the number of lots and total weight of lots stored by the Government under this and other Tenders of Service.

1.7.14. In cases where an insurance carrier of the member or NTS TSP assumes responsibility for the cost or makes payment to the NTS TSP for any or all the preventative measures, the expenses of which are to be borne by the Government, the NTS TSP shall, as soon as practicable, notify the Storage Program Manager thereof. Where payment has already been made by the Government, the NTS TSP shall, in accordance with the direction of the Storage Program Manager, reimburse the Government to the extent that the insurance carrier has made payment.

1.7.15. The NTS TSP shall, without additional expense to the Government, be responsible for obtaining any necessary operating authority, licenses, and permits prior to entering into a binding Tender of Service agreement and for complying with all laws, ordinances, statutes, and regulations in connection with the furnishing of the services herein.

2. INSPECTION OF TRANSPORTATION.

2.1. The Government has the right to inspect and test the NTS TSP's services, facilities, and equipment at all reasonable times. The NTS TSP shall furnish Government representatives with the free access, reasonable facilities, and assistance required to accomplish their inspections and tests.

2.2. The NTS TSP is required to provide and maintain an inspection system acceptable to the Government covering the services under the TOS. Complete records of all

inspections are to be maintained and made available to the Government during the performance of this TOS.

3. PERFORMANCE PERIOD. The estimated period of storage shall be set forth on Service Order for Personal Property (DD Form 1164) issued in accordance with 5.5., "Service Order for Personal Property (DD Form 1164)".

4. INVOICES. Government furnished data/invoices will be provided to a Third-Party Payment Provider for processing. Payment for NTS services will be provided by the Third-Party Provider in accordance with the Provider/TSP Agreement. Invoices shall be submitted (a) monthly with respect to handling-in and handling out and (b) quarterly with respect to storage.

6.1.7. EFT and Prompt Payment.

6.1.7.1. A payment shall be deemed to have been made in a timely manner in accordance with 6.1.8. of this contract if, in the EFT payment transaction instruction given to the Federal Reserve System the date specified for settlement of the payment is on or before the prompt payment due date, provided the specified payment date is a valid date under the rules of the Federal Reserve System.

6.1.7.2. When payment cannot be made by EFT because of incorrect EFT information provided by the NTS TSP, no interest penalty is due after the date of the uncompleted or erroneous payment transaction, if notice of the defective EFT information is issued to the NTS TSP within 7 days after the Government is notified of the defective EFT information.

6.1.8. EFT and assignment of claims: If the NTS TSP assigns the proceeds of this contract as provided for in the Assignment of Claims, the assignee shall provide the assignee EFT information required by paragraph 6.1.4. In all respects, the requirements shall apply to the assignee as if it were the NTS TSP. EFT information which shows the ultimate recipient of the transfer to be other than the NTS TSP, in the absence of a proper assignment of claims acceptable to the Government, is incorrect EFT information within the meaning of 6.1.5.

6.1.9. Payment Office Discretion: If the NTS TSP does not wish to receive payment by EFT methods for one or more payments, the NTS TSP may submit a request to the designated payment office to refrain from requiring EFT information or using the EFT payment method. The decision to grant the request is solely that of the Government.

6.1.10. Change of EFT Information by Financial Agent: The NTS TSP agrees that the NTS TSP's financial agent may notify the Government of a change to the routing transit number, NTS TSP account number, or account type. The Government shall use the changed date in accordance with 6.1.4.2. The NTS TSP agrees that the information provided by the agent is deemed to be correct information as if it were provided by the NTS TSP. The NTS TSP agrees that the agent's notice of changed EFT data is deemed to be a request by the NTS TSP in accordance with 6.1.4.2. that no further payments be made until the payment office implements the changed EFT information.

6.2. Wage Determination.

6.2.1. Federal Acquisition Regulation (FAR) Clause 52.222-47 WAGE DETERMINATION (Subparagraphs are applicable if block has an "x").

☐ 6.2.1.1. Wage rate determination applicable to this Agreement.

☐ 6.2.1.2. Service Contract Act (SCA) Minimum Wages and Fringe Benefits 52.222-47 (MAY 1989).

6.2.2. An SCA wage determination applicable to this work has been requested from the U.S. Department of Labor. If an SCA wage determination is not incorporated herein, the bidders/offerors shall consider the economic terms of the collective bargaining agreement (CBA) between the incumbent Transportation Service Provider and the local union. If the economic terms of the collective bargaining agreement or the collective bargaining agreement itself is not attached to the solicitation, copies can be obtained from the contracting officer. Pursuant to Department of Labor Regulation, 29 CFR 4.1b and paragraph (g) of the clause at 52.222-41, Service Contract Act of 1965, as amended, the economic terms of that Agreement will apply to the contract resulting from this solicitation, notwithstanding the absence of a wage determination reflecting such terms, unless it is determined that the Agreement was not the result of arm's length negotiations or that after a hearing pursuant to section 4(c) of the Act, the economic terms of the Agreement are substantially at variance with the wages prevailing in the area.

6.3. FAR Clause 52.252-2.

6.3.1. FAR Clauses Incorporated by References (FEB 1998).

6.3.2. This Tender of Service incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request, the Storage Program Manager will make their full text available.

6.3.3. FAR Clause 52.222-41 Service Contract Act of 1965, as amended (July 2005).

ATTACHMENT B: SCHEDULE OF SERVICES AND RATES

SCHEDULE OF SERVICES AND RATES FOR PERSONAL PROPERTY

Rates listed in this schedule shall be inclusive of all charges for labor, materials, vans and equipment and incidental facilities and services necessary for the performing of the storage and related services specified in this schedule. All services to be performed under this schedule should be in accordance with requirements for services for storage of personal property. All service orders are subject to a minimum weight of 500 pounds.

TOS NR	MODIFICATION NR	EFFECTIVE DATE:

TITLE	DESCRIPTION	RATE
ITEM I PACKING	Packing and protection required by and incident to drayage, marking, tagging and inventorying for storage (includes flat wardrobes). (Rate per CWT).	$
ITEM II SPECIAL SERVICE	a. Wardrobes: Upright wardrobes with min 18-inch bar. (Cost each). b. The rate for High-Value Item (Item IIB) is no longer included. An entry such as "No Charge", or the letters "NC", must be made in the unit price column of the schedule.	$ $
ITEM III DRAYAGE	Pickup at location, loading, weighing, drayage to warehouse and unloading onto warehouse platform. (Rate per CWT).	(1)$ (4)$ (2)$ (5)$ (3)$ (6)$
ITEM IV HANDLING IN	Handling in, labor and equipment required to place in storage from warehouse platform, wrapping for storage which is in addition to that required for drayage to Transportation Service Provider's warehouse and preservation of items for and during the storage period. (Rate per CWT).	$
ITEM V STORAGE	Storage per the Non-Temporary Storage Tender of Service, paragraph 5.1. (Rate per CWT per month).	$
ITEM VI HANDLING OUT	Handling out, labor and equipment required to remove from storage and place onto warehouse platform. (Rate per CWT).	$
ITEM VII DELIVERY	Delivery, to include loading at Transportation Service Provider's warehouse platform and drayage to destination, unloading, including the re-assembly of items disassembled for storage, recording overage, shortage or damage, as appropriate and placing in designated rooms in accordance with specifications. (Rate per CWT).	(1)$ (4)$ (2)$ (5)$ (3)$ (6)$
ITEM VIII UNPACKING	Unpacking, including unpacking all crates, cartons. Removing from owner's residence all empty containers, packing materials and other debris accumulated incident to unpacking. (Rate per CWT).	$

SERVICE AREA:

Description of Zones shown in Items III and VII above.

Zone 1	Insert counties here
Zone 2	Insert counties here
Zone 3	Insert counties here
Zone 4	Insert counties here
Zone 5	Insert counties here
Zone 6	Insert counties here

NTS TSP CERTIFICATION STATEMENT

I hereby certify that I have valid operating authority for zones in which I have submitted rates.

TYPED NAME (LAST, FIRST, MIDDLE INITIAL)	SIGNATURE	DATE SIGNED

ATTACHMENT C:

CERTIFICATE OF INDEPENDENT PRICE DETERMINATION (APR 1985)

The rates submitted herewith in the Schedule of Services and Rates for Personal Property, Tender of Service No. TOS-_____ Modification No. _____have been arrived at by _____ independently and without collusion with any other NTS TSP.

(Non-Temporary Storage (NTS) Transportation Service Provider (TSP)) Name and Address:

(a) The offeror certifies that-

(1) The prices in this offer have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other offeror or competitor relating to (i) those prices, (ii) the intention to submit an offer, or (iii) the methods or factors used to calculate the prices offered;

(2) The prices in this offer have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before bid opening (in the case of a formally advertised solicitation) or contract award (in the case of a negotiated solicitation) unless otherwise required by law, and

(3) No attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit an offer for the purpose of restricting competition.

(b) Each signature on the offer is considered to be a certification by the signatory that the signatory-

(1) Is the person in the offeror's organization responsible for determining the prices being offered in this bid or proposal, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above, or

(2) (i) Has been authorized in writing to act as agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above, _____(insert full name of person(s) in the offeror's organization responsible for determining the prices offered in this bid or proposal, and the title of his or her position in the offeror's organization)

(ii) As an authorized agent, does certify that the principals named in subdivision (b)(2)(i) above have not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above, and

(iii) As an agent, has not personally participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above.

(c). If the offeror deletes or modifies subparagraph (a)(2) above, the offeror must furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure.

Date:_____ BY:_____
(Title/Printed Name)

_____
(Signature of person who formulated the rates)

_____
(Signature of person who signed the TOS or the ModificationSubmitted herewith.)

Given under my hand and seal of office this _____day of_____20_____.

_____
(Notary Signature)

Notary Public in and for _____
(City) (County) (State)

ATTACHMENT D: SERVICE ORDER FOR PERSONAL PROPERTY (DD FORM 1164)

CUI (when filled in)

(Updated 20250321)

SERVICE ORDER FOR PERSONAL PROPERTY

1. TO *(Transportation Service Provider)*	**2. FROM** *(Ordering Office)*
a. NAME	a. NAME
b. ADDRESS *(Street, City, State, ZIP Code)*	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 IDENTITY	d. BASIC ORDERING AGREEMENT NUMBER	e. MODIFICATION NUMBER

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

i. ESTIMATED STORAGE PERIOD	j. PICK-UP DATE *(YYYYMMDD)*	k. STORAGE EXPIRATION DATE *(YYYYMMDD)*	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) SSN	

4. NEW ACCOUNTS - SERVICES ORDERED

a. PACKING ITEM I	b. SPECIAL SERVICES (1) WARDROBE - ITEM IIA		b. SPECIAL SERVICES (2) EXPENSIVE/VALUABLE ITEM - ITEM IIB		c. DRAYAGE-IN ITEM III		d. HANDLING-IN ITEM IV	e. STORAGE ITEM V
RATE	NO.	RATE	NO.	RATE	ZONE	RATE	RATE	RATE
$		$		$		$	$	$

5. REMOVAL ACTIONS

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

d. SERVICES ORDERED

(1) HANDLING IN ITEM IV	(2) HANDLING OUT ITEM IV	(3) DRAYAGE-OUT ITEM VII		(4) UNPACKING ITEM VIII	(5) WEIGHT REHANDLED	(5) WEIGHT REMOVED	(5) WEIGHT REMAINING
RATE	RATE	ZONE	RATE	RATE			
$	$		$	$			

6. REMARKS

7. 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 customer.

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 *(YYYYMMDD)*

DD FORM 1164, SEP 1998
PREVIOUS EDITION IS OBSOLETE.
CUI (when filled in)

Controlled by: A&S
CUI Category: PRVCY
Distribution/Dissemination Control: FEDCON
POC: osd.pentagon.ousd-a-s.mbx.cmo@mail.mil

COPY DESIGNATION: ☐ Original ☐ 2 ☐ 3
Reset *(X)* ☐ 4 ☐ 5 ☐ 6 ☐ 7

ATTACHMENT E: CERTIFICATE OF INSURANCE FORMAT

CERTIFICATE OF WAREHOUSEMEN'S LEGAL LIABILITY INSURANCE

(DOD Directive 4500.9R)

This is to certify that a policy is now in force and includes insurance for Warehousemen's Legal Liability as required for property and accepted and stored under a Tender of Service with any governmental agency under Public Law 87-649 (or any other subsequent to Public Law 245) is provided in an amount **not less than $6.00 times the number of pounds in storage** at the time of loss subject to the limit(s) of liability specified below. A minimum per lot limit of liability of $6.00 times the net weight of the lot is mandatory.

Type all information except signature.

1. INSURANCE COMPANY	2. NON-TEMPORARY STORAGE (NTS) TRANSPORTATION SERVICE PROVIDER (TSP)
a. NAME	a. NAME
b ADDRESS *(Number, Street, City, State and ZIP Code)*	b. ADDRESS *(Number, Street, City, State and ZIP Code)*
3. POLICY NUMBER	4. EFFECTIVE DATE *(YYYYMMDD) (12:01 a.m. Standard Time at the place of issuance and continuing until cancelled as provided for in paragraph 5 below.*
5a. ADDRESS OF WAREHOUSE	5b. LIMIT OF LIABILITY
(1)	$
(2)	$
(3)	$

Deductions under this policy are applied on an occurrence basis and shall not exceed $1000.00. Deductible amount: $_____. If the NTS TSP may be liable, the company may be liable. If the NTS TSP cannot or does not handle a claim, the company assumes responsibility to see that the claim receives prompt attention, including the determination of the NTS TSP's liability, and payment in full to the extent of that liability.

Lack of cooperation from the NTS TSP for any reason (including NTS TSP bankruptcy) is no defense. If necessary, the company shall seek from the claimant affidavits or other supporting documentation to permit a determination of liability.

When requested by the Regional Program Manager, the company will provide, within (30) days, a duplicate original of said policy and all endorsements thereto. The Regional Program Manager reserves the right to reject certificates of insurance from insurance companies if they fail to provide adequate protection.

This certificate may not be cancelled without cancellation of said policy. Such cancellation or any material change may be effected by the company or the NTS TSP only by giving thirty (30) days notice in writing to the:
USTRANSCOM, ATTN: J9/Storage Branch, 508 Scott Dr., BLDG 1900W. Rm 1006 SCOTT AFB, IL 62225
Such notice will commence to run from the date said notice is actually received.

Insurance and surety companies must be legally authorized to issue policies of warehousemen's legal liability insurance in each state that the NTS TSP s authorized to operate or be authorized to issue such policies in the state in which the NTS TSP has its principal place of business. The underwriter of warehousemen's legal liability insurance must have a policyholder's rating of "A" or better in Best's Insurance Guide.

ISSUING OFFICE

6a NAME OF INSURANCE COMPANY/UNDERWRITER/AGENT	b. ADDRESS *(Number, Street, City, State, and ZIP Code)*
c. TELEPHONE NUMBER *(Include area code)*	

7a. NAME OF AUTHORIZED INSURANCE COMPANY REPRESENTATIVE	b. SIGNATURE	c. DATE SIGNED *(YYYYMMDD)*

DD Form 2787, SEP, 1999(EG)

Replaces MT form 365-R, Nov 96
Which is Obselete

ATTACHMENT F: HOUSEHOLD GOODS DESCRIPTIVE INVENTORY

HOUSEHOLD GOODS DESCRIPTIVE INVENTORY

TAG

COLOR_____ NOS_____ THRU_____

CONTRACTOR OR CARRIER	AGENT	PAGE NO. NO. OF PAGES CARRIER'S REFERENCE NO.
NAME, GRADE-RANK, LAST FOUR OF SSN		CONTRACTOR GBL. NO.
ORIGIN LOADING ADDRESS CITY STATE		GOVT. SERVICE ORDER NO.
DESTINATION		LOT NUMBER

DESCRIPTIVE SYMBOLS

B/W - BLACK & WHITE TV
DISO - DISASSEMBLED BY OWNER
C - COLOR TV
PB - PROFESSIONAL BOOKS
CP - CARRIER PACKED
PE - PROFESSIONAL EQUIPMENT
POO - PACKED BY OWNER
PP - PROFESSIONAL PAPERS
CD - CARRIER DISASSEMBLED
MCU - MECHANICAL CONDITION UNKNOWN

EXCEPTION SYMBOLS

BE - BENT D - DENTED MO - MOTH EATEN SO - SOILED
BR - BROKEN F - FADED P - PEELING ST - STAINED
BU - BURNED G - GOUGED R - RUBBED S - STRETCHED
CH - CHIPPED L - LOOSE RU - RUSTED T - TORN
M - MARRED SC - SCRATCHED MI - MILDEW SH - SHORT
Z - CRACKED W - BADLY WORN & CONDITION UNKNOWN
CU - CONTENTS & CONDITION UNKNOWN

LOCATION SYMBOLS

1. ARM 2. BOTTOM 3. CORNER
4. FRONT 5. LEFT 6. LEGS
7. REAR 8. RIGHT 9. SIDE
10. TOP 11. VENEER 12. EDGE
13. CENTER 14. INSIDE 15. SEAT
16. DRAWER 17. DOOR 18. SHELF
19. HARDWARE

NOTE: THE OMISSION OF THESE SYMBOLS INDICATES GOOD CONDITION EXCEPT FOR NORMAL WEAR.

ITEM NO.	CR. REF.	ARTICLES	CONDITION AT ORIGIN	Room	EXCEPTIONS (IF ANY) AT DESTINATION	ITEM NO.
1						1
2						2
3						3
4						4
5						5
6						6
7						7
8						8
9						9
0						0
1						1
2						2
3						3
4						4
5						5
6						6
7						7
8						8
9						9
0						0
1						1
2						2
3						3
4						4
5						5
6						6
7						7
8						8
9						9
			TOTAL NUMBER OF ITEMS			

ITEM NO. REMARKS/EXCEPTIONS _____

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

"We have checked all the items listed and numbered 1 to _____ inclusive and acknowledge that this is a true and complete list of goods tendered and of the state of the goods received"

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

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

ATTACHMENT G: LOCATOR SHEET FORMAT

WAREHOUSE LOCATOR SHEET

DATE: _____

Name/Rank _____ SIT NTS OSL CIV OTHER _____

Service Order # _____ Lot # _____ Tag/Sticker Color & Lot # _____

Issuing Activity/Company _____ Warehouse Address: _____

INVENTORY #	SEGREGATED ITEM NAME & DESCRIPTION	LOCATION IN WAREHOUSE	WIRE TAG ?

BINGO CARD APPLIES TO PALLET/VAULT/BOX # _____

0	10	20	30	40	50	60	70	80	90
1	11	21	31	41	51	61	71	81	91
2	12	22	32	42	52	62	72	82	92
3	13	23	33	43	53	63	73	83	93
4	14	24	34	44	54	64	74	84	94
5	15	25	35	45	55	65	75	85	95
6	16	26	36	46	56	66	76	86	96
7	17	27	37	47	57	67	77	87	97
8	18	28	38	48	58	68	78	88	98
9	19	29	39	49	59	69	79	89	99

PALLET/VAULT/BOX #	LOCATION IN WAREHOUSE

100	110	120	130	140	150	160	170	180	190
101	111	121	131	141	151	161	171	181	191
102	112	122	132	142	152	162	172	182	192
103	113	132	133	143	153	163	173	183	193
104	114	124	134	144	154	164	174	184	194
105	115	125	135	145	155	165	175	185	195
106	116	126	136	146	156	166	176	186	196
107	117	127	137	147	157	167	177	187	197
108	118	128	138	148	158	168	178	188	198
109	119	129	139	149	159	169	179	189	199

200	210	220	230	240	250	260	270	280	290
201	211	221	231	241	251	261	271	281	291
202	212	222	232	242	252	262	272	282	292
203	213	223	233	243	253	263	273	283	293
204	214	224	234	244	254	264	274	284	294
205	215	225	235	245	255	265	275	285	295
206	216	226	236	246	256	266	276	286	296
207	217	227	237	247	257	267	277	287	297
208	218	228	238	248	258	268	278	288	298
209	219	229	239	249	259	269	279	289	299

VAULTED BY: _____

300 NOTES: _____

NAME / RANK: _____

LOT NUMBER: _____

INVENTORY ITEM NUMBER: _____

SERVICE ORDER NUMBER: _____

ATTACHMENT H: DP3 NOTICE OF LOSS OR DAMAGE AT DELIVERY

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

COMPLETED BY TSP:

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

BILL OF LADING 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 OR DAMAGE** section below all damage and missing items noticed before TSP's representative departs.
- **DO NOT leave blank. If no loss or damage is discovered at the time of delivery, write "NONE" in DESCRIPTION OF DAMAGE.**
- **THIS DOES NOT CONSTITUTE "FILING A CLAIM". A CLAIM MUST BE FILED VIA DPS CLAIMS MODULE -** https://dps.move.mil/cust/standard/user/home.xhtml.

NOTED LOSS 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 (be specific – missing; location of scratch, dent, chip; etc.) (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 online via DPS.**
- Can provide notification to the TSP within **180 days** by entering the information from the **AFTER** Delivery document into the DPS online claims module or mail NOTIFICATION OF LOSS OR DAMAGE **AFTER** DELIVERY document to the TSP by certified return receipt, fax or electronic mail.
- 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:

Street Address _____

City _____ State _____ ZIP _____

Telephone Number or Email: _____

Customer's Name (PRINT): _____

Signature of Customer (or their designated representative) _____ Date _____

Name/Address of Transportation Service Provider (TSP):

TSP Email: _____

Toll-Free Telephone Number _____ Fax Number _____

Delivering TSP Signature _____ Date _____

ATTACHMENT I: DP3 NOTICE OF LOSS OR DAMAGE AFTER 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 online Claims Module - see instructions in Section A.
- If you are unable to file online, 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 a notification to the TSP of your loss or damage - **THIS DOES NOT CONSTITUTE FILING YOUR CLAIM.**
- For information about filing a claim against the TSP, see Section C.
- 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 https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/customer-service-contacts-for-military-pcs/ and choose Service branch under **Service branch moving assistance** Section. For more on filing moving claims, visit: https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/file-a-claim-after-your-military-move/.

SECTION A – DPS ONLINE NOTIFICATION:

- Online notification can be completed via the internet by accessing DPS via https://dps.move.mil/cust/standard/user/home.xhtml.
- 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 online via DPS claims module, you **DO NOT** need to complete Section B.

SECTION B – WRITTEN NOTIFICATION:

- If you are unable to provide notice online 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 PERMANENT INK.

NOTICE TO TSP: You are hereby notified the customer (or their designated representative) intends to present a claim for the loss 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 (be specific – missing; location of scratch, dent, chip; etc.) (Electronic items, provide brand, and model number, if applicable)

_____ _____
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 or 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 https://dps.move.mil/cust/standard/user/home.xhtml and follow instructions for filing a claim.
- You do not need repair estimates to enter your claim in DPS.
- **If you choose not to file your claim in DPS, you may file a claim directly with your servicing MCO; however, you will not be eligible for full replacement value and will be responsible for obtaining repair estimates.**

Delivery Date: _____ BL: _____

_____
Street Address

_____
City State ZIP

_____
Telephone Number or Email:

_____
Customer's Name (PRINT):

_____ _____
Signature of Customer (or their designated representative) Date

Name/Address of Transportation Service Provider (TSP):

TSP Email:

_____ _____ _____
Toll-Free Telephone Number Fax Number

_____ _____
Delivering TSP Signature Date

ATTACHMENT J: PRIVATE VEHICLE SHIPPING DOCUMENT FOR MOTORCYCLE
(DD FORM 788-2)

Prescribed by: DTR 4500.9-R (Updated 20241202)

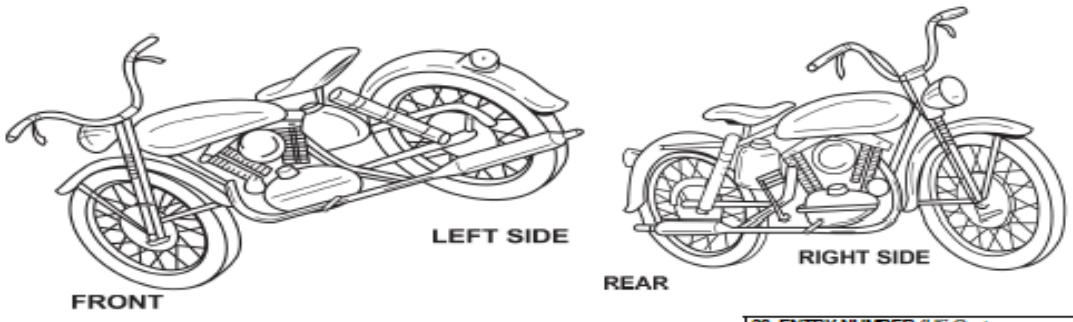
PRIVATE VEHICLE SHIPPING DOCUMENT FOR MOTORCYCLE

TCMD DATA	1. DOC ID (1-3) TP1	2. CONTAINER NO. (4-8)	3. CONSIGNOR (9-14)	4. COMM EX (15-19)	5. POE (21-33)	6. POD (24-26)	7. PACK (28-29)
8. TRANSPORTATION CONTROL NUMBER (30-46)			9. CONSIGNEE (47-52)	10. RDD (54-56)	11. TR ACCOUNT (64-67)	12. PIECES (68-71)	13. WEIGHT (72-76)
14. CUBE (77-78)	15. DOC ID (1-3) TP8	16. POV YR, MAKE (9-14)		17. OWNER'S LAST NAME (54-66)		18. F & MI (67-68)	19. GRADE (69-70)
20. STATE (71-72)	21. LICENSE NUMBER (73-77)		23. COLOR (78-80)	22. BODY TYPE	23. VEHICLE IDENTIFICATION NUMBER		
24. ODOMETER READING		25. VESSEL (Voyage Number)		26. AUTHORIZATION CHARGES PAID, ETC.		27. DATE LOADED (YYYYMMDD)	
28. STOWAGE LOCATION			29. BILLING ADDRESS FOR NOTIFICATION PURPOSES				

30. Inspected in my presence, condition acknowledged as marked below, and conditions governing shipment on back accepted.	f. (1) USER CODE	(2) INSPECTION	(3) DATE (YYYYMMDD)	(4) INSPECTOR'S PRINTED NAME (Last, First, Middle Initial)
	X	(a) Turn in joint inspection - owner/ agent & Government representative		
a. DATE (YYYYMMDD)	T	(b) POE use (Optional)		
b. SIGNATURE OF OWNER OR AGENT	□	(c) POE check in stow/condition when stuffed in container		
c. NAME OF AGENT (Last, First, Middle Initial) (Print)	◇	(d) POD check in stow/condition when removed from container		
d. STREET ADDRESS	○	(e) Release of custody by discharge stevedore		
e. CITY, STATE, AND ZIP CODE	*	(f) POD use (Optional)		

Retain this form for proof of shipment for return transport at government expense or proof of POV Import Control Program participation.

31. AFTER INITIAL INSPECTION, RECORD ONLY MARS EXPOSING BARE METAL AND/OR STRUCTURAL DAMAGE.



32. ENTRY NUMBER *(US Customs use only)*

POV CONDITION CODES

BE - Bent	CR- Cracked	LO - Loose	MI - Mildewed	RU - Rubbed	TO - Torn
BR - Broken	DE - Dent	MA - Marred	PF - Paint Faded	SC - Scratched	WO - Badly Worn
CH - Chipped	GO - Gouged	MG - Missing	RS - Rusted	SO - Soiled	

33. INTERIOR CONDITION	CODE	34. ACCESSORIES	IN BOX	LOOSE	35. PROCESSING SERVICE	POE	POD
a. FRONT SEATS		a. CATALYTIC CONVERTER/PELLETS			a. ADD/DRAIN FUEL		
b. REAR SEAT		b. SIDE MIRRORS					
c. REAR MIRROR		c. ANTENNA			b. CONNECT/DISCONNECT BATTERY		
d. FRONT SEAT BELTS		d. FAN BELT					
e. REAR SEAT BELTS		e. FENDER SKIRTS			c. PACK ACCESSORIES		
f. ASH TRAYS		f. FIRE EXTINGUISHER					
g. FLOOR MATS		g. FIRST AID KITS			d. OTHERS		
h. DOOR PANELS		h. CIGARETTE LIGHTER					
i. ARM RESTS		i. HAND TOOLS/FLASHLIGHT					
j. REAR SPEAKERS (Additional)		j. HUB CAPS					
k. CUSHION		k. JACK/LUG WRENCH					
l. UPHOLSTERY		l. JUMPER CABLES					
m. RADIO (AM, FM, Tape)		m. LUGGAGE RACK					
n. CB RADIO		n. BLANKET					
o. CARPET		o. WARNING TRIANGLE/TROUBLE LIGHT					
p. CLOCK		p. SPARE TIRE					

36. DOD POV IMPORT CONTROL PROGRAM *(X appropriate box for all vehicles)*

THE MOTORCYCLE DESCRIBED ABOVE:

☐ a. Was manufactured after January 1, 1978 and does not have a manufacturers label affixed certifying its conformance with US EPA emissions standards. The owner must post a bond with US Customs prior to vehicle release at the US Port of Entry.

☐ b. Was manufactured after January 1, 1978 and does have a manufacturers label affixed certifying its conformance with US EPA emissions standards.

☐ c. Is not subject to the regulations under the Clean Air Act because it was manufactured before January 1, 1978.

DD FORM 788-2, SEP 1998 PREVIOUS EDITION IS OBSOLETE. Reset

(Updated 20241202)

CONDITIONS GOVERNING SHIPMENT

I UNDERSTAND AND ACCEPT THE TERMS UNDER WHICH THIS VEHICLE WILL BE TRANSPORTED OVERSEAS AS SET FORTH IN EXISTING REGULATION, i.e.:

1. That only one (1) privately owned vehicle is being transported overseas under permanent change of station orders for the owner and/or his family as personal property, and that it is free of any legal encumbrance that would preclude its shipment and is not intended for resale. Owner must also retain a second (extra) set of keys.

2. That this vehicle contains no personal property in excess of that authorized in regulations of the Service concerned. I further understand that personal property shipped will only include those items that can fit in the container normally provided for vehicular tools and accessories.

3. That no land transportation is authorized at Government expense except as specified in Section 12 of the Missing Persons Act, as amended, and 10 USC Section 2634(a).

4. That failure of the owner to provide sufficient permanent type antifreeze to protect the cooling system to minus 20 degrees F (or lower if determined to be necessary by the shipping port) relieves the Government of any liability for damage due to freezing.

THIS CERTIFICATE constitutes authority for the placing in available storage chosen by the port, at the complete expense of the owner and at no cost whatsoever to the Government, the vehicle herein property of above named owner (1) by the port of embarkation in the event that shipment of privately-owned vehicles therefrom is suspended or terminated because of a national emergency, and (2) by the port of debarkation in the event that the automobile is not picked up by the owner or his agent within forty-five (45) days after dispatch of the notification of its arrival.

I further understand that should the vehicle be placed in such storage, the Government, thenceforth, would not be responsible for its release or return to the owner or agent.

37. DELIVERY RECEIPT

a. EXCEPTIONS

(1) OWNER	**(2) VERIFICATION OR DISAGREEMENT WITH REASONS**

b. TERMINAL SERVICE - PICKUP *(X as applicable. If unsatisfactory, specify.)* ☐ **SATISFACTORY** ☐ **UNSATISFACTORY**

38. MISCELLANEOUS INFORMATION

39. I HEREBY ACKNOWLEDGE RECEIPT OF MY VEHICLE IN THE CONDITION IN WHICH I TURNED IT IN TO THE U.S. GOVERNMENT REPRESENTATIVE FOR TRANSSHIPMENT, EXCEPT AS NOTED ABOVE.

a. SIGNATURE OF OWNER OR AGENT	**b. DATE** *(YYYYMMDD)*

40. SIGNATURE OF VERIFYING U.S. GOVERNMENT REPRESENTATIVE	**41. NAME OF PORT**

DD FORM 788-2 (BACK), SEP 1998 Reset

ATTACHMENT K: FY-19 NATIONAL DEFENSE AUTHORIZATION ACT (NDAA) SECTION 889 CERTIFICATION FORM

FY-19 NATIONAL DEFENSE AUTHORIZATION ACT (NDAA) SECTION 889 CERTIFICATION FORM

TSP Name:			**SCAC:**	**Date:**	
Address:		**City:**	**State:**	**Zip Code:**	
Telephone:		**DUNS:**	**CAGE CODE:**		

A: Certifications. The TSP certifies that—

(1) It [ ] will, [ ] will not provide covered telecommunications equipment or services to the Government in the performance of any contract, subcontract or other contractual instrument Resulting from this tender of service. The TSP shall provide the additional disclosure information required at paragraph (d)(1) of the additional information page of this certification if the TSP responds "will" in this paragraph; and

(2) After conducting a reasonable inquiry, for purposes of this certification, the TSP represents that—

It [ ] does, [ ] does not use covered telecommunications equipment or services , or use any equipment, system, or service that uses covered telecommunications equipment or services. The TSP shall provide the additional disclosure information required at paragraph (d)(2) of the additional information page of this certification if the TSP responds "does" in this paragraph.

B: Signature Block.

Name of President or CEO:	
Signature:	

NDAA First Page

ATTACHMENT L: FIREARM CHAIN OF CUSTODY FORM

Non-Temporary Storage Firearm(s) Chain of Custody

NTS TSP_____

Shipper Name_____

Lot Number_____

SO Number_____

Pick Up Date_____

FIREARM	MAKE	MODEL	SERIAL NUMBER	WAREHOUSE VERIFICATION

Firearms listed above received & verified at the warehouse by:

NTS TSP Printed Name and Signature_____

Date_____

Date documentation sent to JPPSO _____

Delivery: (To be completed if shipment is delivered to residence by NTS TSP)

NTS TSP Printed Name and Signature _____

Member Printed Name and Signature _____

Release to TSP/Linehaul Driver:

NTS Representative Printed Name and Signature _____

TSP Representative Printed Name and Signature _____

Date/Time _____

ATTACHMENT M: UNUSUAL OCCURRENCE FORM

STORAGE BRANCH

UNUSUAL OCCURRENCE FORM

Time and Date of Occurrence: | Report Created Date:

TSP Name: | SCAC:

Address of Facilities:

TOS:

Responsible JPPSO/PPSO:

Installation/Geographic area affected:

Type of Occurrence (per DTR Part IV, Ch. 410):

Choose Type of Occurence

If Other, please explain:

Occurrence discovered by (name, title):

Time and Date occurrence was discovered:

POC:

Email: | Phone #:

NTS/SIT shipment: | GBL (for SIT Shipments only):

Number of Shipments involved by Service (Army, AF, Navy, Marines, CG, DOD)

Customers affected:

Page 1 of 2

Narrative of occurrence (Multiple lines):

Insurance Company:

Policy #:

For Office Use Only

NTS TSP Status: Active

Date of Last inspection:

MCO(s) Name:

MCO Phone Number:

MCO Email:

Forward all pictures and copy of documents to transcom.scott.tcj9.mbx.pp-smo@mail.mil.

ATTACHMENT N: INCONVENIENCE CLAIM FORM

DP3 SHIPMENT INCONVENIENCE CLAIM FORM

1. SHIPMENT INFORMATION: *(To be completed by Transportation Service Provider (TSP) prior to providing to customer)* All fields required.

1.a. CUSTOMER NAME:	1.b. BILL OF LADING (BL) #:
1.c. TSP NAME & SCAC:	1.d. TSP PHONE & EMAIL:
1.e. PLANNED PICKUP (PU) DATE:	1.f. REQUIRED DELIVERY DATE (RDD):
1.h. ACTUAL PU DATE:	1.h. FIRST AVAILABLE DELIVERY DATE (FADD):
1.i. CUSTOMER REQUESTED DELIVERY DATE:	1.j. ACTUAL DELIVERY DATE:

2. CUSTOMER INFORMATION / INCONVENIENCE CLAIM: *(To be completed by customer)* All fields required.

2.a. CUSTOMER PHONE:	2.b. ALTERNATE PHONE:
2.c. PRIMARY EMAIL:	2.d. ALTERNATE EMAIL:

2.e. CURRENT MAILING ADDRESS

2.f. CITY:	2.g. STATE/COUNTRY:	2.h. ZIP/POSTAL CODE:

2.i. DATES CLAIMED:	2.j. NUMBER OF DEPENDENTS CLAIMED BELOW*

* With the exception of Unaccompanied Baggage (UB) shipments, you may submit an inconvenience claim for any dependent traveling with the customer who is authorized travel on the customer's Permanent Change of Station (PCS) orders. You may not claim dependents who are not physically traveling with the customer. Falsely claiming dependents not traveling with the customer is fraud and may subject the customer to criminal and/or civil penalties.

2.k. Please list all dependents you are claiming below *(use additional sheets as necessary).*	CHECK HERE IF ADDITIONAL SHEETS WERE USED ☐
FULL NAME:	RELATIONSHIP:
FULL NAME:	RELATIONSHIP:
FULL NAME:	RELATIONSHIP:
FULL NAME:	RELATIONSHIP:
FULL NAME:	RELATIONSHIP:
FULL NAME:	RELATIONSHIP:

3. MISCELLANEOUS EXPENSES *(Includes UB shipments)*

Miscellaneous expenses are personal expenses caused by shipment delays or issues preventing a customer from establishing their household. Eligible expenses include furniture/appliance rentals (including TVs), special medical equipment unavailable due to shipment delay for Exceptional Family Member Program (EFMP) participants or those with special medical needs, extended leases/mortgage payments at origin due to a missed pickup, and replacement of necessary items included in a UB shipment. Ineligible expenses include groceries and alcoholic beverages. While typically not covered, lodging and meals may be considered in exceptional circumstances on a case-by-case basis, for a short duration, and must be reasonable. All claims require full documentation with itemized lists and receipts. Falsely claiming expenses is fraud and may subject the customer to criminal and/or civil penalties.

CLAIMED EXPENSES: *(use additional sheets as necessary)*	CHECK HERE IF ADDITIONAL SHEETS WERE USED ☐	
	DOLLAR AMOUNT:	DATE OF EXPENSE:

VERSION 1.1 - EFFECTIVE 15 MAY 2026
USE FOR SHIPMENTS PICKED UP ON OR AFTER EFFECTIVE DATE

CUI (when filled in)

USE PREVIOUS 2022 EDITION FOR SHIPMENTS PICKED UP PRIOR TO 15 MAY 2026

4. CERTIFICATION OF NON-AVAILABILITY

If you were available on the missed RDD and were subsequently unavailable for delivery on the date offered for delivery due to one of the good cause reasons listed below, the Certification of Non-Availability below MUST be completed and submitted with supporting documentation with your inconvenience claim.

_____ *(CUSTOMER INITIALS)*

I certify that I had a residence and was available on the missed RDD, _____ *(enter RDD here)*. However, due to the good cause reason indicated below I was not available to accept delivery of my personal property shipment listed on this form on the First Available Delivery Date (FADD) provided by the TSP, _____ *(enter FADD here)*. I also certify that this reason is not for my personal convenience.

- ☐ Sent on official Temporary Duty (TDY/TAD). *Enter TDY/TAD Dates:* _____
- ☐ Hospitalization/Convalescent Leave. *Enter Dates:* _____
- ☐ Went on short notice mission/exercise. *Enter Mission/Exercise & Dates:* _____
- ☐ Went on Emergency Leave (EL). *Enter EL Dates:* _____

NOTE: Reason must be supported with official documents, such as TDY/TAD/EL orders, medical authority letter, etc., and included with this Inconvenience Claim.

5. CUSTOMER SIGNATURE: SIGN HERE	**6. DATE:**

INCONVENIENCE CLAIM INFORMATION AND INSTRUCTIONS

An inconvenience claim is authorized and payable when your TSP **fails to pick up your shipment** on the agreed date, **fails to deliver** on or before the RDD, provided you are in possession of residence and are available to receive the delivery, or when your shipment **cannot be delivered out of storage** within seven (7) Government Business Days (GBDs) of first contact date requesting delivery or within two (2) GBDs of the requested date when the requested date exceeds seven (7) GBDs from when the customer makes first contact requesting delivery.

Your TSP will provide a simplified, receipt free process for you to file a baseline inconvenience claim for, you the DoW customer relocating on PCS orders, and any dependents traveling with you who are authorized travel on your PCS orders. **Please submit your inconvenience claim package directly to the TSPs email address at:** _____.

(To be filled in by TSP)

You may also seek reimbursement for miscellaneous expenses caused by shipment delays or issues preventing you from establishing your household. Eligible expenses include furniture/appliance rentals (including TVs), special medical equipment unavailable due to shipment delay for Exceptional Family Member Program (EFMP) participants or those with special medical needs, extended leases/mortgage payments at origin due to a missed pickup, and replacement of necessary items included in a UB shipment. Ineligible expenses include groceries and alcoholic beverages.

All miscellaneous expense claims require full documentation with itemized lists and receipts.

NOTE: Inconvenience claims are separate from claims associated with the loss and/or damage to personal property.

Please contact your local transportation office for further assistance.

Provide the following with your claim:

1. Completed Inconvenience Claim Form.
2. Receipts associated with all UB shipments (mandatory).
   NOTE: UB shipment claims are **NOT** paid based on per diem and require receipts showing actual expenses.
3. If applicable, receipts for any personal expenses.

The baseline payment is **100% of the local per diem rate for Meals and Incidental Expenses (M&IE) for the DoW customer** and **75% for dependents traveling with the customer** on approved, funded relocation orders. M&IE per diem rates are posted at: **https://www.travel.dod.mil/Travel-Transportation-Rates/Per-Diem/Per-Diem-Rate-Lookup/**. Please contact your local transportation office for help in calculating your M&IE per diem rates.

TSP is not liable for an inconvenience claim payment if:

1. Delay was caused by natural disasters; acts of the public enemy; acts of the Government; acts of the public authority; violent strikes; mob interference; or delays of Code J or Code T shipments that were caused by the government and my negligence did not contribute to the delay.
2. Customer is not available for delivery (e.g. customer has not taken possession of their residence) on TSPs First Available Delivery Date. This unavailability may result in the shipment going into temporary storage in transit.
3. Delayed shipment is comprised entirely of alcohol.
4. Shipment is delayed due to the discovery of mold/infestation at time of pickup.

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