

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

DD FORM 1844, MAY 2000 PREVIOUS EDITION IS OBSOLETE. Reset Page of Pages  
 Adobe Professional 7.0

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

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

DD FORM 1299, SEP 1998

PREVIOUS EDITION IS OBSOLETE.

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

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

DD FORM 1299 (BACK), SEP 1998

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

## APPENDIX D

### PRE-AWARD SURVEY GUIDELINES

#### A. GENERAL

This regulation, and DD Form 1811, Pre-award Survey of Contractor's/Carrier's Facility and Equipment, [Figure D-1](#), will be used when making pre-award surveys. Portions of the Federal Acquisition Regulation (FAR) and supplements thereto may be used by the Regional Program Manager (RPM) for guidance concerning generally accepted standards of capability, capacity and performance. Since it is not feasible to list all the criteria that makes a warehouse and its management satisfactory or unsatisfactory, the decision as to adequacy is a matter of judgment. The primary overall objectives to be considered involve the following questions: Will the warehouse afford proper protection to the property to be stored? Is the company capable of performing the required services properly? The RPM will be satisfied that the warehouse has adequate:

1. Protection from contamination, theft, fire, flood, rain, moisture, windstorm, or other hazards. The RPM may request the advice and/or opinion of the law enforcement authority in determining the adequacy of a separate storage location for firearms.
2. Storage methods such as proper stacking, ventilation, locator systems, and access for firefighting and inspection.

#### B. STRUCTURAL REQUIREMENTS

Facilities may be constructed of any modern building material normally used and generally accepted for the construction of warehouses, transportation terminals, and structures used for similar purposes. Materials may include, but are not limited to, brick, block, concrete, and rolled sheet metal, which are the most commonly used and accepted materials. As a minimum, the inspecting official will review the following areas during the on-site survey: construction, compliance with local building codes and ordinances, door and window closures, weather tightness, and adequacy of security procedures. Warehouses rated as 'wood-frame' or 'pole' buildings, as determined by the Insurance Services Office or other cognizant fire insurance rating organization, are not acceptable for the storage of personal property due to the extreme fire hazard associated with this type of construction.

#### C. ENVIRONMENTAL REQUIREMENTS

1. Facilities will be constructed or equipped with adequate devices which will reasonably ensure property will not be exposed to extreme heat, cold, moisture, high humidity, or other environmental conditions which would cause damage such as mold, mildew, and cracking or separation of finished and glued surfaces. Protective measures may include, but are not limited to, insulation, ventilators, ceiling and floor fans, dehumidifiers, and like devices that are intended to control or regulate the environment within a structure. The requirement for such built-in or external devices will be based on a review of the following factors: geographic location of the facility, weather conditions, previous experience, and incidences of damage claims for facilities within the same area which relate to mold, mildew, or articles which have deteriorated as a result of a climatic condition. Each facility will be evaluated on its own merits considering the above factors.
2. Inspecting officials will consult with local police, fire, and building departments when assessing a facility and further information is needed for approval. Warehouses constructed with exposed (bare), uninsulated metal walls and/or ceilings will provide a disinterested third party engineer's environment report certifying that the facility will provide stored Household Goods (HHG) with protection from extreme heat, cold, moisture, humidity, or other environmental conditions which could produce mold, mildew, and cracking or separation of finished/glued surfaces.

#### D. INSECT AND RODENT CONTROL

Warehouses will not show evidence of insect and/or rodent infestation. Warehousemen will have an established program, conducted every 30 days, either self-administered or provided by a reputable outside firm, for the control and extermination of insects and rodents, and will include moth control in all areas utilized for the storage of overstuffed furniture (e.g., couches, chairs), rugs, and pianos. Warehousemen will keep records to confirm the existence of the program.

#### E. HOUSEKEEPING

One of the most important items in warehousing is good housekeeping. Survey personnel will assure there are provisions for the collection and disposal of packing materials, crates, and other similar trash; that excessive dust and dirt are not prevalent; that working supplies are properly located; and that equipment is maintained in a sound and orderly condition.

#### F. REPAIRS

Warehouses which require major repairs to afford proper protection of property will not be approved. Reinspections will be made only after the RPM has been advised in writing by the Nontemporary Storage (NTS) Transportation Service Provider (TSP) or Storage In Transit (SIT) provider that repairs have been completed.

#### G. RESPONSIBLE MANAGEMENT AND OPERATION

Inspection records will contain evidence of good management and operational practices. Such evidence may be obtained through visual observation of the facility, equipment, and personnel and from information relating to credit standing and financial stability. Whenever a state or municipality requires a business firm to be licensed to operate a personal property storage warehouse, possession of such license will be verified. The determination that approved NTS TSPs continues to possess good management, financial stability, and operational practices will be accomplished at least annually by the contracting officer. Additional information with respect to determining the responsibility of prospective NTS TSPs is contained in the FAR, under Qualifications, which may be used by the RPM for guidance and advice.

#### H. FIRE PREVENTION AND PROTECTION

1. Minimum fire protection standards are based upon fire protection systems, fire insurance rates, and other factors. Warehouses that do not meet these minimum standards will not be approved for participation in the program. For overseas areas fire protection and prevention, standards will be established by the theater commander. Fire risk classifications are as follows:

		Limitation (pounds)
CLASS 1	Fully automatic supervised sprinkler system.	1,500,000
CLASS 2	Fully automatic unsupervised sprinkler system.	1,000,000
CLASS 3	Supervised detection and reporting system.	600,000

**NOTE:** When the fire risk classification increases or decreases, the warehouse classification will be adjusted. The above class designations and weight limitations apply to NTS facilities only.

- a. Fire protection systems will meet the requirement for insurance rate credit by the recognized fire insurance rating organization. Written evidence of the recognition of an installed fire protection system will be obtained by the NTS TSP/SIT provider from the cognizant fire insurance rating organization through the NTS TSP's/SIT provider's insurance company. Periodic inspection (bi-annually as a minimum) by the RPM will verify that the warehouseman is having the system properly maintained.

- b. All classes of warehouses will have an adequate source of water for fire-fighting purposes and a responsive fire department. Adequacy of the water supply and fire department will be based upon statements by the fire insurance rating organization, municipal fire department, or local authority having jurisdiction.
    - c. Weight limitation pertains to a warehouse or a fire separation thereof.
    - d. The Military Surface Deployment and Distribution Command is authorized to approve deviations from the above standards.
  2. Even though a warehouse may fall within an approved fire risk classification, it will not be approved unless it meets all requirements of the Tender of Service, and this Regulation.
  3. Warehouses will be approved and utilized In Accordance With (IAW) the standards and provisions of national codes (American Insurance Association, National Fire Protection Association, American Standards Association) unless local codes are more rigorous with respect to fire prevention and protection requirements; minimum clearance above stacks; width of aisles; accessibility to fire aisles; distribution of fire extinguishers; and outside storage of combustible materials. 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 fire wall or partition 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 or partition, without windows, doors or other openings, having a fire resistance rating of not less than one hour.
  4. A warehouse operational layout fire plan is required as a part of the pre-award survey process. Additionally, all approved storage facilities will submit an initial and revised fire plan as outlined below. The layout fire plan will show the configuration of pallets or open-stack storage, racks, aisles, deck space, working areas, office space. Respective dimensions inclusive of wall clearances will be shown. This layout fire plan will be reviewed on site and be signed and dated by a fire department official for approval. The approved layout fire plan will be sent to the Regional Storage Management Office (RSMO) for permanent retention in the NTS TSP SIT providers file. Thereafter any change to the operational characteristic of the warehouse must be submitted to the RSMO in advance of the changes, for the RSMOs review and approval. After the RSMO review, the changes will be reflected on a modified or revised layout fire plan, approved by on-site review, signed, and dated by a fire department official. The modified layout plan will be sent to the RSMO RPM for retention. A copy of the current approved layout fire plan is to be posted in a prominent position within the warehouse to which it applies.
  5. The pre-award survey will verify that:
    - a. HHG are not exposed to hazardous materials or operations inside or outside the warehouse.
    - b. "No Smoking" signs are conspicuously posted in all storage areas and that "no smoking" restrictions are rigidly enforced.
    - c. Waste and refuse are removed from storage areas daily and will be kept in metal containers with tight-fitting metal lids.
    - d. Aisles are kept free of storage and equipment.
    - e. HHG are stored on skids, dunnage, pallet bases, elevated platforms, or similar aids that provide a two inch minimum clearance from the floor to the bottom-most portion of the property stored and are not in contact with exterior walls. Trash cans, extension ladders, lawn mowers, TV antennas, swing sets, and other like items are excluded from these requirements.
    - f. The height of HHG stacked loose does not exceed 10 feet.

- g. Heating, electrical, plumbing, and other systems are serviced annually (at a minimum), are maintained in sound condition, and meet all requirements of nationally recognized codes unless local codes or ordinances are more rigorous.
- h. Power equipment such as sweepers, pallet jacks, and forklifts are operated and/or garaged IAW nationally recognized codes, unless local codes and standards are more rigorous. An appropriate fire extinguisher, properly mounted, is required on all motorized warehouse equipment.
- i. Installed fire protection systems are serviced and maintained IAW nationally recognized codes, unless local codes are more rigorous, ensuring these systems are operational at all times. As a minimum, fire detection and reporting systems will be inspected every 30 days and sprinkler systems will be inspected every 90 days. A licensed or otherwise qualified, disinterested third party will perform the inspections.
- j. Firearms are stored within a member's/employee's storage lot. In those instances where a firearm will be stored separately (i.e., prescribed by law, firearm is only item in storage), the adequacy of the security area will be approved in writing by local law enforcement authority and the RSMO RPM.
- k. Portable containers, commercial or other similar owner loaded storage containers, are not allowed in DOD approved storage facilities without their contents being inspected and verified by the warehousemen. The inspection and verification will attest that there are no non-compatible or hazardous materials within the container. A written record of the inspection and verification, signed by a company official, must be maintained for all owner loaded containers and the record will be available for review by RSMO/TO personnel during an inspection of the facility.

## I. SECURITY

Security measures will conform to the following criteria; however, for overseas areas, the theater commander will establish security requirements.

1. Building. The walls and roof will be structurally sound, including windows, doors, and skylights.
2. Security Devices. Utilization of an electronic protection system is mandatory in areas identified by local law enforcement agencies as "high crime" rate areas. A burglar alarm system with AC/DC alternating power sources; or protective systems such as sound detectors, motion sensors, infrared beam sensors, and closed circuit television; is acceptable only when supervised and monitored at a central station on a 24-hour basis. Additionally, the warehousemen will have a program for the bi-annual inspection and maintenance of these systems.
3. Windows and Doors. All access walk-in doors, warehouse doors, exterior windows, and overhead doors that may permit warehouse entry by simply breaking the glass therein, will require the installation of heavy metal mesh or "chain-link" type fence, or equal materials installed so that they cannot be readily removed from the exterior, or electronic devices that detect the opening and/or the breaking of glass. This requirement does not apply to windows, the base of which is considered to be above the reach of a reasonably determined burglar or vandal. Skylights, cupolas, and roof vents require the same security measures as windows. When lesser constructed doors (as opposed to heavy duty doors) are used, they will be reinforced with metal bars or steel overlay to defend against forced entry.
4. Locking Devices. All doors and access hatches will have a double keyed locking system as a minimum. Electric controlled overhead doors, unlockable metal pins, or snap fasteners are not recognized locking devices and will not suffice as an alternative locking method. Exterior padlocks will be designed to prohibit the hasp from being cut. The door from the office to the

warehouse storage area will also be secured with a double-lock system. A double-lock system is not required if the office is within the confines of the warehouse walls and the exterior office doors are double locked. When the warehouse office is not within the confines of the warehouse walls and has a door connecting the office area with warehouse area, a double-lock system is required. This locking system is required on the door permitting entry to the office or the door permitting entry to the storage area. The door with the double-lock system will be metal, solid wood, or reinforced as stated in Paragraph I.3 above. When the doors/access hatches are adequately protected by an electronic protection system as described in Paragraph I.1 above, only one keyed locking device is required.

5. Van Security. Van doors will be secured with heavy duty (case hardened) padlocks or surface key locks.
6. Exterior Area. Recommend heavy-duty fence and lights be used when possible to deter crime.

## **J. SUBCONTRACTING**

When it is in the best interest of the government, the RPM may approve subcontracting IAW the provisions of this regulation. Such approval will be confirmed in writing. Guidance contained in the FAR concerning Subcontracting Policies and Procedures may be used by the RPM to determine if subcontracting is appropriate.

## **K. OPERATING AUTHORITY REQUIREMENTS FOR NTS TSPS**

A prospective NTS TSP engaged in interstate transportation will be responsible for obtaining a Certificate of Public Convenience and Necessity from the United States Department of Transportation or, if engaged in intrastate transportation, a certificate issued by the state regulatory body. In those instances where certain states recognize leasing and/or agency agreements to perform drayage services as an alternative to intrastate operating authority, the prospective NTS TSP will be responsible for furnishing such evidence of compliance with state law.

## **L. EVALUATION OF FLOOD HAZARDS**

Prior to final approval, a flood plain report from the Federal Emergency Management Agency, or the United States Army Corps of Engineers or disinterested third party engineer/surveyor is required to determine if the prospective NTS TSP's, or SIT providers facility is in a potential 100-year flood area. Buildings with floor levels below the flood plain levels will not be approved.

## **M. OTHER CONSIDERATIONS**

1. During pre-award surveys, it will be determined if the adjoining occupant is engaged in an operation that is hazardous or nonhazardous to the facility being surveyed. For example, does the adjoining occupant use, store, or manufacture any materials, which would be prohibited in a personal property storage facility? Under nonhazardous conditions, the minimum separation will be a solid wall or partition having a fire resistance rating of not less than one hour. When the adjoining occupant is engaged in a hazardous operation, a judgment will be made as to whether or not the hazard is of such a nature that entry or continued participation in the personal property program will be prohibited.
2. A common problem is the garaging and/or repair/maintenance of vehicles in warehouses. In view of the hazards associated with this practice, NTS TSPs, and SIT providers are not permitted to house or perform maintenance on a vehicle within the part of a structure used for the storage of personal property unless the storage/maintenance area is properly separated from the personal property storage area by walls having the National Fire Code prescribed degree of fire resistance. However, privately owned vehicles may be stored in the facility without fire wall separation if properly serviced (i.e., gas drained and battery disconnected with the terminals taped). If the vehicle will remain in storage over one year, the battery will be removed.

## **N. TEMPORARY APPROVAL OF SIT WAREHOUSES**

The RSMO RPM may grant temporary approval when the following conditions have been met.

1. A written formal request from the TO is submitted to the RSMO stating that there is a critical need for storage space or other justification for temporary approval of a SIT facility. In any case it will be in the best interest of the government and not the best interest of the SIT provider.
2. Inspection by the local TO after permission is granted by the RSMO RPM.
3. Preparation of DD Form 1811, [Figure D-1](#), by the TO. This form will be forwarded to the RSMO.
4. Prior to granting temporary approval, the/SIT provider/warehouseman will have submitted to the RSMO and have approved all required documentation for warehouse approval. In addition all warehouse deficiencies will be corrected.
5. The RSMO RPM will issue a letter to the SIT provider and the TO granting temporary approval.
6. Permanent approval will be granted after inspection by the RSMO at a future date. In the event the RSMO finds any warehouse deficiencies, the RSMO will suspend temporary approval until such time as all deficiencies are corrected.

## **O. CARRIER OR AGENT FACILITY REQUIREMENTS**

1. Administrative and Warehouse Personnel. The TSP for Carriage or warehouseman's warehouse will be staffed at all times during normal working hours with personnel capable of participating in a warehouse facility inspection. They must be able to provide the records and information requested by the RSMO or Personal Property Shipping Office (PPSO) Quality Control inspectors. They must also be able to perform actions within the warehouse as requested by the inspector (i.e., retrieve and open storage vaults, retrieve and identify items stored in racks, have access to all areas of the warehouse for visible inspection by the inspector, know location and how to operate all warehouse systems).
2. English Speaking and Writing Employee. All TSPs or their agents will have an English speaking and writing employee available at the warehouse facility during the RSMO/PPSO inspections.
3. Warehouse Manning. All warehouses must be manned during normal business hours. A TSP for Carriage or warehouseman which has multiple warehouses within the same metropolitan area will have the main warehouse facility staffed during business hours as described in Paragraph O.1. above. However the additional local facilities need not be staffed but will be inspected by the TSP for Carriage or warehouseman every normal business day. A written log sheet detailing the physical inspection will be maintained, dated, and signed by a representative of the TSP for Carriage or warehouseman to ensure compliance. The log will be available to the RSMO/PPSO inspectors during the inspection of the facilities.
4. A facility must be available for inspection by the RSMO/PPSO inspector within 30 minutes of their arrival at the warehouse location. A telephone contact will be provided by the TSP for Carriage or warehouseman to the RSMO/PPSO which may be utilized by the RSMO/PPSO inspector to request the opening of the facility for an inspection. This telephonic contact is for unmanned locations only; manned location inspections will be available for inspection upon arrival at the location by the RSMO/PPSO inspector. These requirements apply to Continental United States facilities approved for SIT shipments and only to SIT shipments located within the inspected facilities.

PRE-AWARD SURVEY OF CONTRACTOR'S/CARRIER'S FACILITIES AND EQUIPMENT				DATE (Yr/Mo/Day)	
INSTRUCTIONS: THIS SELF EXPLANATORY FORM IS TO BE COMPLETED IN DUPLICATE FOR EACH WAREHOUSE OR SPECIFIC AREA THEREOF IN WHICH HOUSEHOLD GOODS ARE TO BE STORED. THE ORIGINAL TO BE RETAINED BY THE RESPONSIBLE ACTIVITY, DUPLICATE TO THE CONTRACTOR/CARRIER.					
NAME AND ADDRESS OF FIRM (Include ZIP code)		SCAC	CONSTRUCTION OF BUILDING		
			WALLS		
			ROOF		
NAME OF OPERATING EXECUTIVE		FLOOR(S)	NUMBER OF FLOORS		
PHONE (Include AREA CODE.) BUSINESS: HOME:		BASEMENT			
ADDRESS OF STORAGE LOCATION (Include ZIP CODE.)		GIVE NARRATIVE DESCRIPTION OF BUILDING (Use reverse for diagram of storage area, if desired.)			
WAREHOUSE NUMBER	AREA (Floor, Fire Division, etc.)				
WAREHOUSE LICENSE NO.	OPERATING AUTHORITY				
OPEN FOR BUSINESS (Hours and days of week.)					
PICK-UP AND DELIVERY EQUIPMENT					
NUMBER OF TRUCKS	TYPE OF TRUCKS		TOTAL STORAGE SPACE (Square feet.)		
			OWNERSHIP OF BUILDING		
			<input type="checkbox"/> OWNED <input type="checkbox"/> LEASED (If leased complete the following and attach a copy of lease.)		
			LEASE EXPIRES _____ PHONE _____		
			NAME AND ADDRESS OF OWNER (Include ZIP CODE.)		
FIRE PROTECTION					
FIRE CONTENTS RATE (Based upon 80 percent co-insurance per \$100 per year.)					
DOD FIRE CLASSIFICATION CODE	WEIGHT LIMITATIONS (LBS.)		(CHECK "YES" OR "NO" AS APPROPRIATE)		
				CATEGORY OF BUSINESS	YES NO
NUMBER OF MILES TO NEAREST FIRE DEPARTMENT:		MINORITY BUSINESS ENTERPRISE			
NEAREST FIRE HYDRANT		NUMBER OF FEET FROM BUILDING:		SMALL BUSINESS CONCERN	
		POUNDS OF PRESSURE:		FIRE EXTINGUISHERS	
		<input type="checkbox"/> ADEQUATE <input type="checkbox"/> INADEQUATE		IS THERE A SUFFICIENT NUMBER?	
DESCRIBE FIRE PROTECTION SYSTEM				ARE THEY THE PROPER TYPE?	
				ARE THEY REGULARLY INSPECTED AND MAINTAINED?	
FREQUENCY OF TEST/INSPECTION:		FIRE FIGHTING PLAN			
MAINTENANCE CONTRACT WITH		IS A FIRE FIGHTING PLAN POSTED?			
		ARE ALL EMPLOYEES FAMILIAR WITH THE PLAN?			
		CLIMATE PROTECTION			
		IS BUILDING PROTECTED FROM EXTREME COLD?			
		IS BUILDING PROTECTED FROM EXTREME HEAT?			
		IS BUILDING PROTECTED FROM EXTREME HUMIDITY?			
		IS VENTILATION ADEQUATE?			
		ARE UTILITIES AND OTHER SYSTEMS SERVICED AT LEAST ANNUALLY?			
		MATERIAL HANDLING EQUIPMENT			
		IS THE EQUIPMENT PROPERLY MAINTAINED?			
STORAGE METHODS (Give brief description)					
SMOKING					
RUGS					
ARE "NO SMOKING" SIGNS POSTED?					
IS "NO SMOKING" POLICY ENFORCED?					
UPHOLSTERED FURNITURE					
HOUSEKEEPING					
PIANOS					
IS BUILDING AND OUTSIDE AREA NEATLY KEPT AND FREE FROM HAZARDOUS MATERIALS?					
FIREARMS SECURITY					
ARE COMBUSTIBLE WASTE MATERIALS STORED AT LEAST 50 FEET AWAY FROM FACILITY?					
SECURITY					
OTHER PROPERTY					
IS BUILDING EQUIPPED WITH BURGLAR ALARM?					
IS A WATCHMAN ON DUTY?					
HAZARDOUS OPERATIONS (Describe operations in or near building which may be hazardous to stored property.)					
DO POLICE PATROL THE AREA?					
ARE DOORS AND WINDOWS ADEQUATELY PROTECTED?					
IS SEPARATION FROM JOINT OPERATION OCCUPANT, IF ANY, ADEQUATE? (See "Hazardous Operation" below.)					
FLOODING					
TYPE OF PROGRAM FIRM HAS FOR RODENT AND/OR INSECT CONTROL					
IS BUILDING SUBJECT TO FLOODING?					
I certify that I have inspected the above described facility and find that, to the best of my knowledge, the information herein is true and correct.				SIGNATURE (Inspecting Officer)	
				DATE (Yr/Mo/Day)	
I certify that the conditions and policies of this warehouse are, to the best of my knowledge, as indicated above.				SIGNATURE (Warehouseman)	
				DATE (Yr/Mo/Day)	
I certify that I have reviewed this survey and <input type="checkbox"/> APPROVE, <input type="checkbox"/> REJECT the facility for storage of household goods.				SIGNATURE (Contracting Officer/Trans. Officer)	
				DATE (Yr/Mo/Day)	

DD Form 1811, JUN 79 EDITION 1 AUG 73 IS OBSOLETE.

Figure D-1. DD Form 1811, Pre-Award Survey of Contractor's/Carrier's Facilities and Equipment

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## APPENDIX E

### WAREHOUSE INSPECTION GUIDE AND INSTRUCTIONS FOR PREPARATION OF THE WAREHOUSE INSPECTION REPORT (DD FORM 1812)

#### A. GENERAL

This appendix provides information and guidance regarding the on-site inspection of commercial warehouses approved for the storage of the Department of Defense (DOD) personal property shipments. This information supplements the criteria outlined in Appendix D, Pre-award Survey Guidelines, and will be used as a checklist when performing quarterly, semiannual, and other routine warehouse inspections. Activities located outside the Continental United States (CONUS), excluding Alaska and Hawaii, may deviate from the procedures outlined herein when the theater commander or other designated authority has established warehouse/facility standards to comply with localized practices, trade, and customs.

1. The DD Form 1812, Warehouse Inspection Report, [Figure E-1](#), is to be utilized when performing warehouse inspections. Modern warehousing and storage facilities incorporate various techniques and methods to provide the storage and related services under the applicable Tender of Service (TOS) or Defense Personal Property Program (DP3) Business Rules. The inspecting official will evaluate numerous areas to ensure that the warehouse complies with all requirements and all stored property is afforded adequate levels of protection in a safe environment. Each warehouse inspection will be preplanned to achieve maximum results. During the pre-trip planning, the inspection official will review previous inspection findings, reports on service failures, customer complaints, claim letters, and other general information. These and related areas can be discussed with a management official of the company during or after the inspection process.

#### B. GENERAL INSPECTION PROCEDURES

A technique to be followed during on-site inspections is outlined below.

1. On approach to the warehouse, note general activity, status of yard operations, and evidence of security measures.
2. At the warehouse, contact a management official, advise them of the purpose of visit, and set forth procedures of the inspection.
3. As a minimum, the inspection and evaluation process will include a review of the following areas:
  - a. Fire detection and reporting systems
  - b. Security systems
  - c. Structural and electrical systems
  - d. Storage methods and practices
  - e. Locator and lot identification systems
  - f. Documents to include household goods descriptive inventories, weight tickets, and warehouse receipt.

### C. SPECIFIC INSPECTION AREAS

During the inspection process, it is recommended that the inspection official:

1. Open a selected storage lot to observe packaging, marking and stacking methods.
2. Check locator system accuracy by randomly selecting storage lots and crosschecking the information contained in the locator system with the actual location of the property in the warehouse.
3. Review segregated item storage practices for articles such as rugs, sofas, and pianos, if stored in a separate warehouse area.
4. Circle outside of the warehouse doing checks for fire hazards and security conditions. Combustible materials stored outside will be kept a minimum of 20 feet from the building. Due to the proximity of adjoining buildings, property lines and similar circumstances, this may not be practicable in all areas. Therefore, the inspector will exercise sound judgment in applying this standard.
5. Observe worker activity to include operations associated with the handling in and out of shipments.
6. Check truck and platform scales to ensure they have been inspected in accordance with state, county, or city/country codes.
7. Check to verify that maintenance inspections of fire safety systems are performed. As a minimum, fire detection and reporting systems will be inspected by a professional company monthly and sprinkler systems quarterly.
8. Check to verify that an insect and rodent control program, either self-administered or provided by an outside firm, is in effect with a monthly log available for review.

### D. INSPECTION OF A WAREHOUSES AND EQUIPMENT

1. Initial Approval of warehouses. The Regional Storage Management Office (RSMO) and Transportation Office (TO) (Outside Continental United States [OCONUS only] inspects and approves or disapproves warehouse storage facilities. Only warehouses that meet the standards described in this regulation are considered for acceptance. Upon completion of the inspection, the storage provider must be notified in writing whether the facility is approved or disapproved.
2. Overseas. For warehouse facilities located OCONUS (excluding Alaska and Hawaii), the TO must conduct a pre-award inspection of the facilities and equipment using the pre-award guidelines outlined in Appendix D.
3. Periodic Inspections. The RSMO or TO (OCONUS) or their representative must inspect warehouse facilities at least once every six months following the initial pre-award inspection. Additional inspections may be conducted by RSMO/TO when in the best interest of the Government and/or to ensure protection of DOD personal property in storage. If the warehouse facility historical record indicates a total volume of 25 or less shipments annually, and the facility has been awarded a “B” or better, annual inspections may be performed. When deficiencies are reported and action is warranted, the RSMO or TO (OCONUS only) may place the facility in a non-use status. RSMO will notify the responsible TO when such action is taken. The TO must notify the responsible RSMO when warehouse deficiencies are identified during periodic warehouse inspections.

## **E. INSPECTION REPORT**

Upon completion of the inspection, a DD Form 1812 will be executed pursuant to the instructions below. The warehouse/storage provider will also be given an oral briefing on the deficiencies noted and a suggested course of action for correction that will meet standards.

## **F. INSTRUCTIONS FOR PREPARATION OF THE DD 1812**

A written report of all inspections will be made on a DD Form 1812 and maintained as part of the warehouse facility file. The DD Form 1812 will be prepared as indicated:

1. The type of inspection will reflect the inspection being performed: Storage-In-Transit (SIT), Non-temporary Storage (NTS) or both. The Personal Property Shipping Office (PPSO) will check the “TO” block when independent inspections are performed, whereas the RSMO inspectors will check the “RSMO” block. For joint inspections (TO/RSMO), the first block indicating both NTS and SIT will be checked.
2. The actual date on which the inspection is performed will be entered.
3. The name and address of the warehouse storage provider will reflect the present name and address of the company operating the facility.
4. The address of the actual location of the warehouse.
  - a. The block for the fire system/class will be checked as applicable.
  - b. The total number of DOD NTS shipments will be annotated separately from any SIT shipment totals. For NTS warehouses, the total NTS weight in storage will be used for the RSMO to verify the NTS TSP maintains adequate warehouseman’s legal liability insurance and to insure the NTS TSP has not exceeded their maximum weight allowance allowed for their approved fire system.
5. The NTS TOS reference number applies only to RSMO inspections where the TSP has been awarded a NTS TOS. If the inspection is for SIT, this block may be left blank or annotated “SIT ONLY”.
6. The current status of the warehouse will be checked.
7. Block 7 “Tender of Service on File”
8. Section 8: Pre- and Post-Storage Services. All deficiencies and violations listed in this section will be based on inspections by the TO or RSMO inspecting official in connection with pre- and post-storage services.
9. Sections 9 through 12: These sections separate the inspection areas by categories and subcategories, which are to be evaluated during the inspection process. References will be made to the applicable DP3 Business Rules and numerical Quality Control Point Ratings ([Table E-1](#)). All subcategories listed will be checked and assigned a quality control point rating when deficiencies are observed. For subcategories which do not have a cross-reference to the DP3 Business Rules, commercial warehousing principles as established by the American Warehousing Association, National Fire Protection Association, and/or similar authorities will be utilized. The inspecting official may assign a lower or higher point value (not to exceed three) depending on the severity of the deficiency.
10. Section 13: Deficiencies Observed/Actions Taken. This section is for the assignment of a quality control rating and is designed for the inspecting official to apply a suitable numerical rating to the facility. Based on the findings noted, the inspecting official may indicate any necessary actions to be taken by the warehouse storage provider.

11. Section 14: Document Files Checked. This section is used to list warehouse and/or shipment documents reviewed during the course of the inspection.
12. Section 15: Lot Numbers Checked. This section is used to identify specific shipment lots inspected which attributed to the inspection results.
13. Sections 16 and 17: Signature Blocks. The DD Form 1812 will be signed by the inspecting official and a representative of the warehouse storage provider at the time of inspection and prior to distribution of the form.
14. Section 18: Remarks Section. This section is used to provide a narrative description of the deficiencies observed and record other information relative to the inspection.

## **G. INSPECTION RATINGS AND RESULTS**

1. Upon completion of the inspection process, the warehouse will be rated in Section 13 based on the type and severity of discrepancies observed. Ratings will be awarded as follows:
2. “A” rating. This rating is assigned when no deficiencies are observed. No further action is necessary.
3. “B” rating. This rating is assigned when the observed deficiencies are minor and are easily correctable. The warehouse storage provider will be requested to perform immediate corrective action.
4. “C” rating. This rating is assigned when deficiencies are observed; however, they do not warrant declaring the storage provider in a non-use status for further business. The storage provider will be required to provide a written detailed report of corrective action taken, signed by a company official, within 10 days after the inspection, unless additional time is authorized by the RSMO/TO to ensure an adequate response. The warehouse facility will be closely monitored by both the RSMO and TO for any future signs of deterioration in the quality of service. During the next regular inspection, if the warehouse storage provider has falsely reported a corrective action or repeated a violation previously called to their attention, grounds exist for immediately placing the warehouse facility in nonuse. For CONUS warehouses, the TO will forward a copy of the DD form 1812 to the RSMO with a recommendation that the warehouse be placed in a non-use status.
5. “D” rating. This rating is assigned when the observed deficiencies merit a quality control rating score of “D” (17 points and over) or items marked by an asterisk are considered of sufficient importance to warrant declaring the warehouse facility in a non-use status for further business. The inspecting official will immediately place the warehouse storage provider in a non-use status pending corrective action. The warehouse storage provider will be required to explain action taken and provide a written report of corrective action prior to the warehouse being reinspected. When evidence of correction action has been provided, recommendations can be made by the TO to the RSMO to either reinstate the warehouse, continue the non-use status or provide reasons for disqualification. Requests for reinstatement or disqualification will include a copy of the DD Form 1812 used for the reinspection, or written notification of inspection findings.
6. “E” rating. This rating is assigned when the warehouse has been previously placed into a non-use status by the RSMO or TO (OCONUS only). The prior non-use status could be a result of many factors to include, failure to provide administrative documentation, warehouse damage from an unusual occurrence or failure to adequately correct previous warehouse violations. When the RSMO or TO (OCONUS only) determines that an “E” rating is no longer sufficient and the problems have not been corrected, the warehouse will be disqualified and no longer able to participate in the Government Storage Program. Upon discovery of deficiencies in warehouse storage facilities, encourage the storage provider to correct those deficiencies during the inspection. In each instance, the improper storage methods must be annotated on the DD Form

1812, [Figure E-1](#), and included as part of the performance record. Depending on the severity of the deficiencies, as determined by the scored elements on the DD Form 1812, the following actions apply:

- a. When the inspection reveals the failure to exercise proper security measures such as inadequate-access points, or structural discrepancies such as broken doors, windows or walls, the RSMO or TO (OCONUS only) must immediately place the warehouse storage facility in a non-use status. The non-use status must remain in effect until written confirmation is received indicating corrective action was taken and a reinspection of the facility has been conducted by the TO and/or RSMO. Generally, violations listed on the DD Form 1812 with asterisked items would be reasonable cause to immediately place the warehouse storage facility in a non-use status.
- b. If, in the RSMO's or TO's (OCONUS only) opinion, the deficiencies are of a nature that stored DOD shipments may be damaged or contaminated, the RSMO or TO (OCONUS only) must immediately place the facility in a non-use status and the TO must notify all TSPs who have SIT shipments in the facility. The TSPs must remove the property and relocate it to another DOD approved storage facility. The cost of removal must be at the expense of the TSP and at no expense to the Government or the member/employee. Generally, when a facility receives a quality control rating of 17 or more points on the DD Form 1812, the RSMO or TO (OCONUS only) must immediately place the facility in a non-use status. Relocation of shipments must be based on the potential and probable loss and/or damage if they were allowed to remain in the facility.
- c. If, in the RSMO's or TO's opinion, the deficiencies cannot be corrected immediately but DOD shipments are properly protected, the property must not be removed to an alternate warehouse facility. The warehouse storage provider must be given 10 days from the date of the inspection to correct those deficiencies or to implement corrective action. If the storage provider fails to satisfactorily correct the deficiencies within 10 days from the date of inspection, the warehouse storage facility must be placed in a non-use status. These actions are generally taken when a facility receives a quality control rating of nine to 16 points on the DD Form 1812.
- d. If the warehouse storage provider is in a non-use status and all deficiencies are corrected within 30 days from notification, and verified in writing by a follow-up inspection, the warehouse storage facility will be reinstated to receive additional storage. If a deficiency remains uncorrected beyond 45 calendar days from the date of notification, the warehouse storage facility will be disqualified and removed from the DOD storage program.
- e. When an inspection results in the disqualification of a warehouse storage facility, the disqualification will apply to all DOD shipment storage using the same warehouse storage facility. RSMO/TO may inspect warehouse storage facilities at their discretion.

## **H. DISTRIBUTION**

The DD Form 1812 will be completed in triplicate and distributed, as indicated below, after the inspecting official and warehouse representative have signed the completed form:

1. The original is placed in the RSMO contract file or TO file.
2. A copy is furnished to the warehouse storage provider at the time of inspection.
3. When the inspection is performed by RSMO, a copy is provided to the TO. When the inspection is performed independently by a TO a copy will be provided to the RSMO. When a TO/RSMO has assumed the inspection responsibilities for facilities used by other TOs, a copy of all inspection reports will be provided to each user activity within 10 working days from the date of inspection.

<b>WAREHOUSE INSPECTION REPORT</b> <i>(Read Instructions on back before completing form.)</i>		1. (X as applicable)		2. DATE OF INSPECTION (YYYYMMDD)		
		BOTH BOA AND SIT				
3. CONTRACTOR/CARRIER		4a. ADDRESS OF WAREHOUSE		b. FIRE SYSTEM/CLASS		
a. NAME		SS/1	USS/2	D & R/3	FCR/4	c. LOTS
b. ADDRESS (Include ZIP Code)						d. WEIGHT
5. CONTRACT REFERENCE NUMBER		6. STATUS (X)		7. CURRENT CONTRACT OR TENDER OF SERVICE ON FILE (X)		
		ACTIVE		YES NO		
8. PRE AND POST STORAGE SERVICES		10. (Continued)		11. FIRE PREVENTION AND HOUSEKEEPING		
a. Unauthorized equipment in use b. Unauthorized cartons and packaging used c. Improper packing/sealing/marking of cartons d. Pickup service not accomplished on time e. Improper loading/unloading of van or pallet f. Disassembled parts not packaged/inventoried g. Inventory stickers on finished surfaces h. Improper appliance servicing/labeling i. Smoking observed at residence j. Employees on duty not efficient/neat k. Origin premises not left in good order l. Designation services improperly performed m. Deviations to service order n. Delivery service not accomplished on time		l. Improper piano/organ storage m. Improper storage of mattresses n. Segregated pieces not properly identified o. Improper packing of mirrors/glass table tops p. Inadequate protection against mold/mildew q. Aisles being used to process goods in/out r. Previous discrepancies not corrected*		a. Electric/heat/water systems require repair b. Evidence of smoking in warehouse* c. Unauthorized items stored* d. Improper aisle and/or stacking clearance e. No fire system inspection* f. No fire extinguisher inspection _____ g. No extinguishers on warehouse equipment h. Trash/debris in storage area i. Fire doors inoperable/in need of repair j. No fire plan posted k. Space heaters/extension cords being used l. Gas and oil not drained from motorized items m. Hazards noted within 50 feet of warehouse* n. Flammables/combustibles found in warehouse*		
9. ADMINISTRATION		10. STORAGE METHODS AND OPERATION		12. WAREHOUSE PRACTICES		
a. Incorrect inventory preparation b. No separate weight ticket and certificate/PB and E/WT c. Incorrect warehouse receipt preparation d. Ineffective locator system* e. Contract supporting paperwork needed		a. Consigned lots not stored within 5 days* b. Improper storage, stacks/pallets c. Finished surfaces not protected by pads/wrap d. Lots and separated pieces not elevated 2 inches e. Lots stored against exterior walls f. Lawnmovers not stored at base level of lot g. Improper firearms control h. Loose stack storage over 10 feet* i. PBO contents not identified on inventory j. Improper storage of upholstered pieces* k. Improper storage of rugs/pads*		a. Inadequate security* b. Inadequate loading/unloading area c. Structural deficiencies (doors/floors/roof/walls/windows) d. Inadequate protection from sun/dust/heat/cold/moisture e. Lack of insect/rodent control _____ f. Vehicles parked in storage area g. Commingled storage with undesirable commodities h. Multiple occupancy* i. Weight stored in excess of authorized limit*		
13. DEFICIENCIES OBSERVED/ACTIONS TAKEN BASED ON QUALITY CONTROL RATING RAW SCORE						
a. No deficiencies observed b. Corrective action without report is required as soon as possible c. Corrective action, confirmed in writing, is required by (YYYYMMDD) _____ Send notice of corrective action to _____ d. You are _____ for further business as of _____ e. You are continued ineligible for further initial service orders.		A: 0	B: 1 - 8	C: 9 - 16	D: 17 & OVER	
14. DOCUMENT FILES CHECKED			15. LOT NUMBERS CHECKED			
16. CONTRACTOR/CARRIER REPRESENTATIVE			17. SIGNATURE OF DEPARTMENT OF DEFENSE INSPECTOR			
a. SIGNATURE		b. TITLE				

DD FORM 1812, SEP 1998 (EG) PREVIOUS EDITION IS OBSOLETE.  
 COPY DESIGNATION:  COPY 1 - RSMO/ITO FILE COPY  COPY 2 - CONTRACTOR/AGENT COPY  COPY 3 - ITO/RSMO INFO COPY

Figure E-1. DD Form 1812, Warehouse Inspection Report

<b>INSTRUCTIONS</b>	
<p>This form will be prepared in TRIPLICATE. The original will be retained by the inspection agency (ITO/RSMO); duplicate copy will be furnished to the contractor/carrier's agent; and triplicate copy will be forwarded to the responsible ITO/RSMO for information purposes.</p> <p><b>ITEMS 8 - 12:</b> When a discrepancy exists, it will be rated by using the numbers of 1, 2, and 3, reflecting the ascending seriousness of the findings, which is prescribed in the "Guide to Severity of Deficiencies." The rating will be indicated in the block preceding the violation. Enter a reference to the Tender of Service or the Basic Ordering Agreement for each violation found in Item 18, "REMARKS". If needed, include all additional comments in Item 18.</p> <p>Items marked by an asterisk are applicable by the judgment of the inspector to interrupt the contract with or without the quality control rating of total assessed points.</p> <p><b>ITEM 13:</b> An assigned rating of A - D for administrative action corresponds to the total number of points given during the inspection. If Item c. is checked, complete the statement to show the allowed time for corrective action and reply.</p>	
<b>18. REMARKS</b>	
<input type="button" value="Reset"/>	

DD FORM 1812 (BACK), SEP 1998

**Figure E 1. DD Form 1812, Warehouse Inspection Report (Cont'd)**

**Table E-1. Quality Control Point Ratings**

Technical Area		Quality Control Point Rating
<b>1. STORAGE SERVICES</b>		
B.	Unauthorized cartons and packaging used	1
C.	Improper packing/sealing/marking of cartons	1
E.	Improper loading/unloading	1
F.	Disassembled parts not packaged/inventoried	1
G.	Inventory stickers on finished surfaces	1
H.	Improper appliance servicing/labeling	1
J.	Employees on duty not efficient/neat	1
M.	Services not performed as requested on NTS Service Order or GBL	1
<b>2. ADMINISTRATION</b>		
A.	Incorrect inventory preparation	1
B.	No separate weight ticket and certificate/PB and E/WT	1
C.	Incorrect warehouse receipt preparation	1
D.	Ineffective locator system*	3
E.	TOS supporting paperwork needed	1
<b>3. STORAGE METHODS &amp; OPERATION</b>		
A.	Storage lots not handled in within three business days*	2
B.	Improper storage, stacks/pallets	2
C.	Finished surfaces not protected by pads/wrap	2
D.	Lots and segregated pieces not elevated two inches	2
E.	Lots stored against exterior walls	1
F.	Lawnmowers not stored at base level of lot	1
G.	Improper firearms control	2
H.	Loose stack storage over 10 feet*	2
I.	PBO contents not identified on inventory	1
J.	Improper storage of upholstered pieces*	2
K.	Improper storage of rugs/pads*	2
L.	Improper piano/organ storage	1
M.	Improper storage of mattresses	1
N.	Segregated items not properly identified	2
O.	Improper packing of mirrors/glass table tops	1
P.	Inadequate protection against mold/mildew	2
Q.	Aisles being used to process goods in/out	1
R.	Previous discrepancies not corrected*	3
<b>4. FIRE PREVENTION AND HOUSEKEEPING</b>		
A.	Electric/heat/water systems require repair	1
B.	Evidence of smoking in warehouse*	3
C.	Unauthorized items stored*	3
D.	Improper aisle and/or stacking clearance	1
E.	No fire system inspection*	3
F.	No fire extinguisher inspection	3

Technical Area			Quality Control Point Rating
	G.	No extinguishers on warehouse equipment	2
	H.	Trash/debris in storage area	2
	I.	Fire doors inoperable/in need of repair	3
	J.	Fire plan not signed by fire marshal or properly posted	1
	K.	Space heaters/extension cords being used	1
	L.	Fuel not drained from motorized items	3
	M.	Hazards noted within 20 feet of warehouse*	2
	N.	Flammables/combustibles found in warehouse*	2
<b>5. WAREHOUSE PRACTICES</b>			
	A.	Inadequate security*	3
	B.	Inadequate loading/unloading area	1
	C.	Structural deficiencies (doors/floors/roof/walls/windows)	3
	D.	Inadequate protection from sun/dust/heat/cold/moisture	2
	E.	Lack of insect/rodent control	2
	F.	Vehicles parked in storage area	3
	G.	Commingled storage with undesirable commodities	2
	H.	Multiple occupancy*	3
	I.	Weight stored in excess of authorized NTS limit*	2
<p>* When those items followed by an asterisk are observed, the inspecting official should consider placing the facility in a non-use or disqualified status immediately. Once placed in a non-use or disqualified status, the facility will not be removed from this status until the deficiencies have been corrected to the satisfaction of the RSMO or PPSO.</p>			

## ATTACHMENT G1

### FIGURES

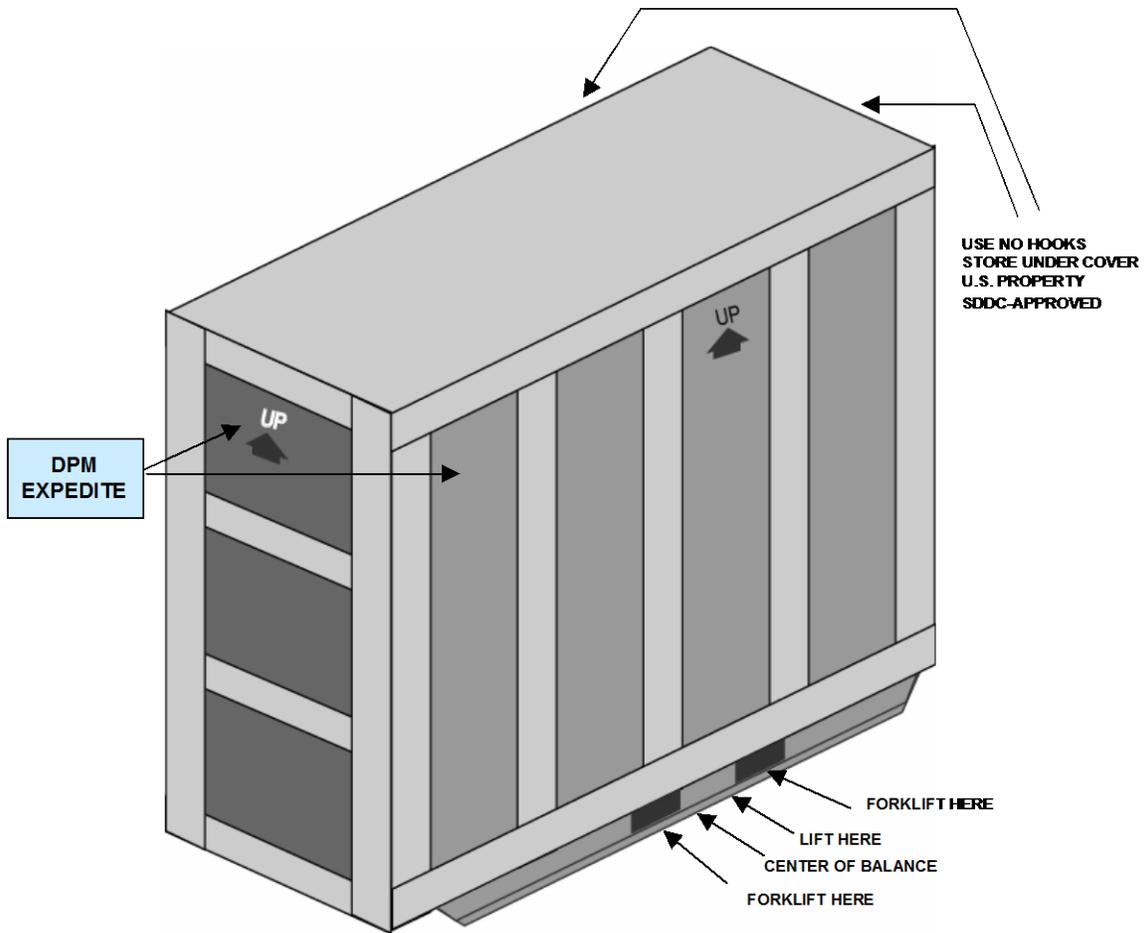
The following pages contain the Figures referenced in this part.

<u>Figure</u>	<u>Description</u>	<u>Page</u>
G1-1	Household Goods Descriptive Inventory .....	G1-2
G1-2	Packing List of Household Goods.....	G1-3
G1-3	Location of Permanent Markings on ASTM-D4169-01 Wood HHG Box.....	G1-4
G1-4	Location of Permanent Markings on MIL-STD-1489 HHG Box .....	G1-5
G1-5	Container Marking for Household Goods .....	G1-6
G1-6	Military Shipping Label for Personal Property .....	G1-7
G1-7	Markings of Unaccompanied Baggage .....	G1-8
G1-8	Joint Statement of Loss and Damage at Delivery (DD Form 1840).....	G1-9
G1-9	Notice of Loss or Damage (DD Form 1840R).....	G1-10
G1-10	Transportation Control and Movement Document (TCMD) (DD Form 1384) .....	G1-11

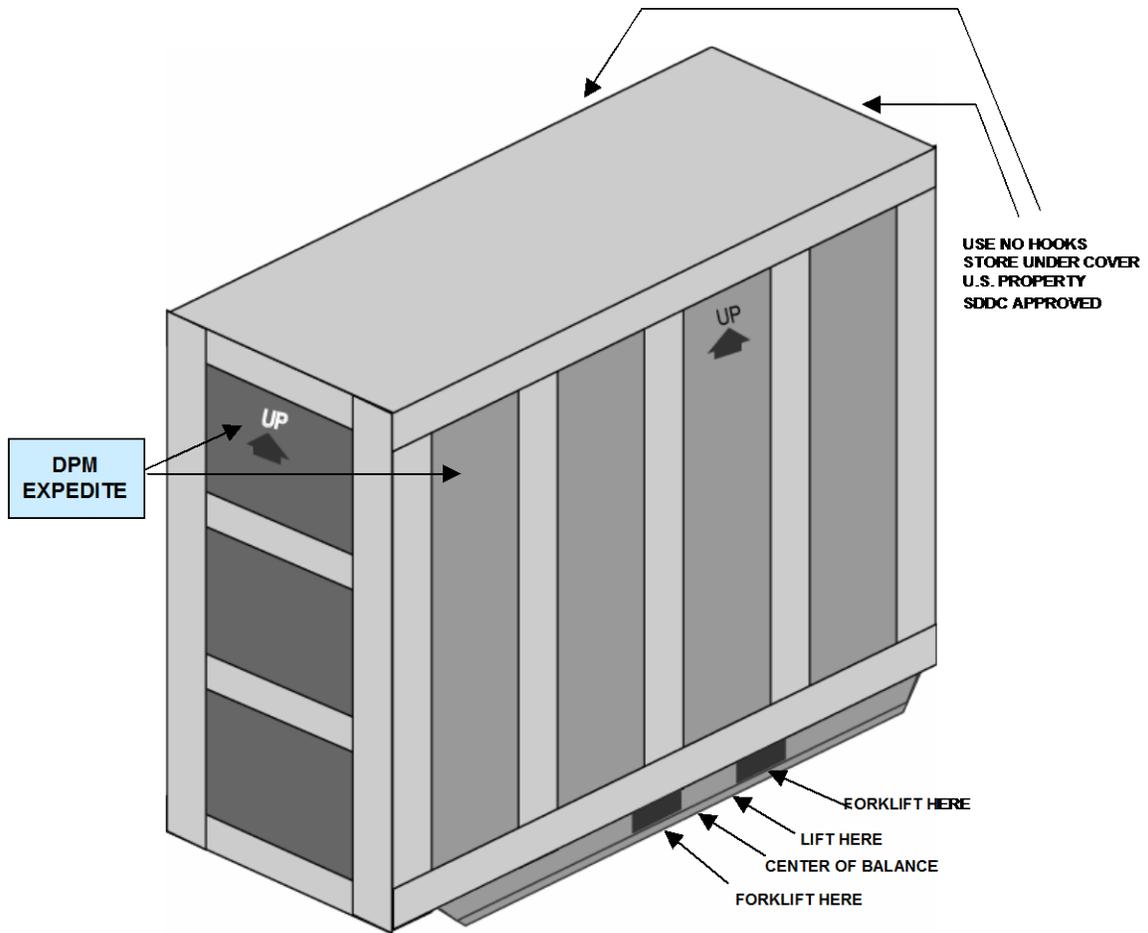


PACKING LIST OF HOUSEHOLD GOODS						Page 1 of
SHIPPING ACTIVITY		OWNER (Name)		(Rank or rate)		
PACKED BY		LOT NO.		DATE		
CONSIGNEE TO (Name and complete address)						
METHOD OF SHIPMENT						
<input type="checkbox"/> Rail (LCL) <input type="checkbox"/> Air Freight <input type="checkbox"/> Motor Freight <input type="checkbox"/> Water                    Other _____ (Specify)						
Container No.	*Type of Container	Contents	Inv No.	Wt. (Lbs.)	Location of Condition	Cubic feet
<b>*ABBREVIATIONS</b>						
FOR TYPE OF CONTAINER:		EXCEPTION SYMBOLS			LOCATION SYMBOLS	
NW - Nailed Wood	BR - Broken	F - Faded	R - Rubbed	B - Bottom	RT - Right	
FB - Fiber Board	BU - Burned	G - Gouged	SC - Scratched	C - Corner	S - Side	
OC - Open Crate	CH - Chipped	GC - Good Condition	SO - Soiled	F - Front	TOP - Top	
BR - Barrel	CU - Contents and	L - Loose	T - Torn	LEF - Left	LG - Leg	
HGCC - Household Goods Consolidated Crate	Conditions Unknown	M - Marred	Z - Cracked	RE - Rear	V - Veneer	
	D - Dented	NW - Normal Wear	OR - Owner's Risk			

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



**Figure G1-3. Location of Permanent Markings on ASTM-D4169-01 Wood HHG Box**



**Figure G1-4. Location of Permanent Markings on MIL-STD-1489 HHG Box**

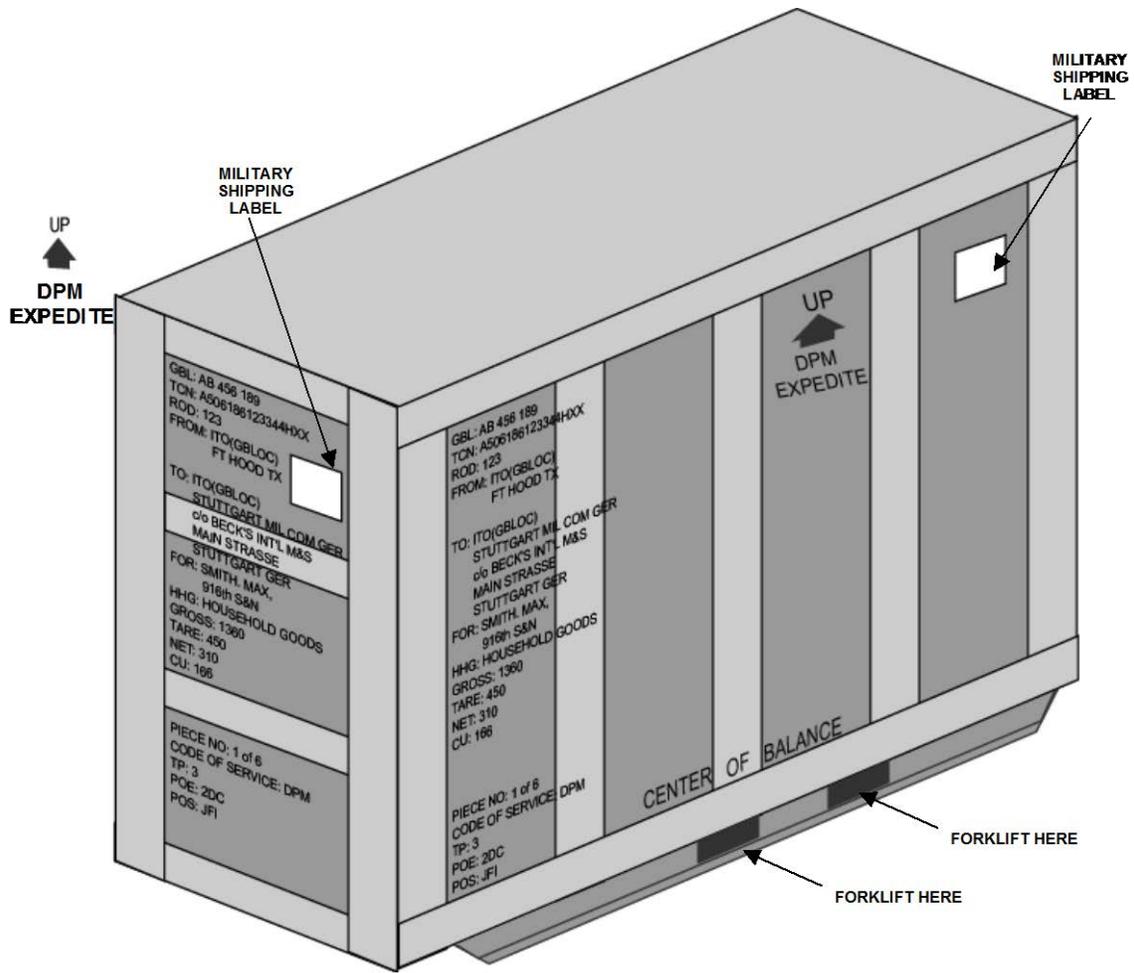
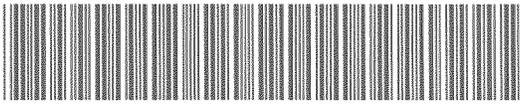
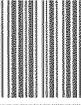
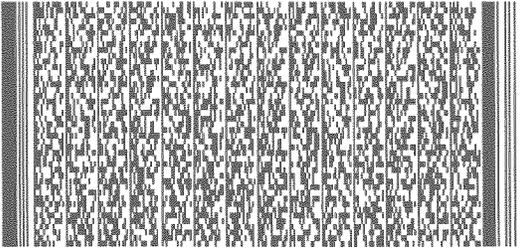
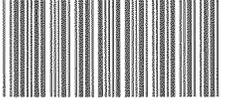
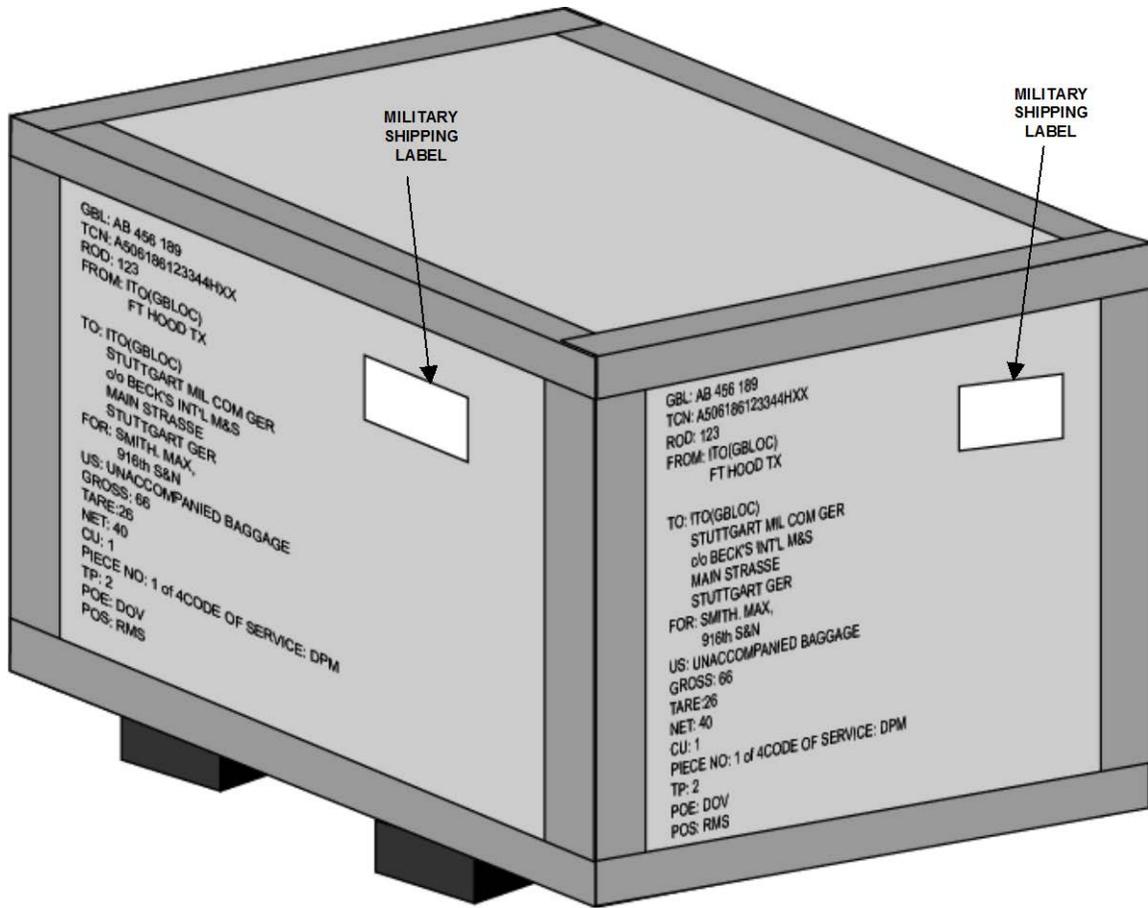


Figure G1-5. Container Marking for Household Goods

TCN		<b>F1096305469621JXX</b>	
			
From <b>FB4407</b> In-the-clear Address 3 Lines Max, 35 Characters Per Line XXXXXXXXXX1XXXXXXXXXX2XXXXXXXXXX3XXXXX		TAC / PPGBL / Carrier FZZZ M1234567 XYZ Carrier Worldwide	
Piece <b>1</b> Of 4 	Weight (lb.) <b>350</b>	Date Shipped 1099	RDD 118
	Cube (ft.) <b>36</b>	Priority <b>2</b>	
Ship To / POE <b>DOV</b>	In-the-clear Address 5 Lines Max, 35 Characters Per Line Abcdefg Higjklmno Pqrstuv Wxyz Abcdefg Higjklmno Pqrstuv Wxyz XXXXXXXXXX1XXXXXXXXXX2XXXXXXXXXX3XXXXX		
POD <b>RMS</b>	MSL / TCMD Information 		
Type Service <b>TGBL UB</b>			
Tare Weight (lb.) <b>40</b>			
Net Weight (lb.) <b>310</b>			
For	<b>JB Smith</b>		
<b>FB5612</b> 	Ultimate Consignee / Mark For Consignee Free Text Address 5 Lines Max, 35 Characters Per Line Abcdefg Higjklmno Pqrstuv Wxyz Abcdefg Higjklmno Pqrstuv Wxyz XXXXXXXXXX1XXXXXXXXXX2XXXXXXXXXX3XXXXX		

**Figure G1-6. Military Shipping Label, Personal Property**



**Figure G1-7. Markings of Unaccompanied Baggage**

JOINT STATEMENT OF LOSS OR DAMAGE AT DELIVERY			
<i>Privacy Act Statement</i>			
<b>AUTHORITY:</b>		The requested information is solicited pursuant to one or more of the following: 5 U.S.C. 301, 31 U.S.C. 3721 et seq., 31 U.S.C. 3711 et seq., and EO 9397, November 1943 (SSN).	
<b>PRINCIPLE PURPOSE(S):</b>		The information requested is to be used in evaluating claims.	
<b>ROUTINE USE(S):</b>		The information requested is used in the settlement of claims for loss, damage or destruction of personal property and recovery from liable third parties.	
<b>DISCLOSURE:</b>		Voluntary; however, failure to supply the requested information or to execute the form may delay or otherwise hinder the payment of your claim.	
<b>GENERAL INSTRUCTIONS:</b> The carrier's/contractor's representative will complete and sign DD Form 1840 and obtain the signature of the member or member's agent. The member or member's agent will not, under any circumstances, sign a blank or partially completed DD Form 1840. Three completed copies of DD Form 1840 and blank DD Forms 1840R will be provided the member or member's agent by the carrier's/contractor's representative for each shipment. If no loss or damage is involved, write "NONE" in description column.			
SECTION A - GENERAL (To be completed by carrier/contractor)			
1. NAME OF OWNER (Last, First, Middle Initial)		2. SOCIAL SECURITY NO.	3. RANK OR GRADE
4. NET WT OF SHIPMENT		5. ORIGIN OF SHIPMENT (City and State/Country)	
6. DESTINATION OF SHIPMENT (City and State/Country)		7. PPGBL/ORDER NUMBER	
8. PICKUP DATE		9. NAME AND ADDRESS OF CARRIER/CONTRACTOR	
10. CODE OF SERVICE	11. SCAC	12. CARRIER/CONTR REF. NO.	
SECTION B - RECORD OF LOSS OR DAMAGE (To be completed jointly by member and carrier's/contractor's representative)			
13. Notice is hereby given to the carrier/contractor to whom this statement is surrendered that the shipment was received in condition as shown below and the claim, if any, will be made for such loss or damage as indicated subject to further inspection and notification to the claims office within 70 days by DD Form 1840R found on the reverse side hereof. THE VALUE INDICATED IN BLOCK 14c IS TO BE USED FOR QUALITY CONTROL ONLY.			
a. Inv. No.	b. Name of item	c. Description of loss or damage (If missing, so indicate)	
14. ACKNOWLEDGMENT BY MEMBER OR AGENT (X and complete as applicable and sign below)		15. ACKNOWLEDGMENT BY CARRIER'S/CONTRACTOR'S REPRESENTATIVE (X and complete as applicable and sign below)	
a. I received my property in apparently good condition except as indicated above. A continuation sheet <input type="checkbox"/> was <input type="checkbox"/> was not used.		a. Property was delivered in apparently good condition except as otherwise noted above.	
b. Unpacking and removal of packing material, boxes, cartons, and other debris <input type="checkbox"/> is <input type="checkbox"/> is not waived.		b. I will initiate tracer action for missing items.	
c. I estimate the amount of my loss and/or damage at \$		c. Name of delivering carrier/agent/contractor	
d. I have received three copies of this form. I understand that I have 70 days to list any further loss and/or damages on the back of this form and give this to the nearest claims office, and that failure to do so may result in my being paid a smaller amount on a claim.			
e. Telephone Number	f. Date Signed	d. Storage in transit? <input type="checkbox"/> Yes <input type="checkbox"/> No	
g. Signature		e. Signature	f. Date Signed

**Figure G1-8. DD Form 1840, Joint Statement of Loss and Damage at Delivery**





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## ATTACHMENT G2

### PUBLICATIONS AND COMMERCIAL STANDARDS

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

**Table G2-1. Publication Codes**

Specification	Title	Mandatory	Advisory
ASTM-D3953-02	Standard Specification for Strapping, Flat Steel and Seals		X
ASTM-D4169-01	Standard Practice for Performance Testing of Shipping Containers and Systems	X	
ASTM-D5118/D5118M-95	Standard Practice for Fabrication of Fiberboard Shipping Boxes	X	
ASTM-D5168-98	Standard Practice for Fabrication and Closure of Triple Wall Corrugated Fiberboard Containers	X	
ASTM-D6039/D6039M-02	Standard Specification for Crates, Wood, Open and Covered	X	
ASTM-D6251	Standard Specification for Wood Cleated Panelboard Shipping Boxes	X	
International Standards for Phytosanitary Measures Publication No. 15	<u>International Standards for Phytosanitary Measures (ISPM): Guidelines for Regulating Wood Packaging Material (WPM) in International Trade</u>		X
Military Standard-129	<u>Department of Defense Standard Practice, Military Marking For Shipment and Storage</u>		X
PPP-C-1797A	Cushioning Material, Resilient, Low Density, Unicellular Polypropylene Foam		X
DTR 4500.9-R	Defense Transportation Regulation, Part II, Cargo Movement and Part IV, Personal Property	X	
SDDC PAMPHLET 55-12	Commercial Containers for Department of Defense Household Goods Shipments		X

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

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

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

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

American Society of Testing and Materials  
100 Barr Harbor Drive  
West Conshohocken, PA 19428-2959  
Telephone Number: 610 832-9585  
Facsimile: 610 832-9555

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

## ATTACHMENT G3

### CONTRACTOR DOCUMENTS REQUIREMENT LISTINGS

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

Weight Tickets. See CDRL 0002.

Household Goods Descriptive Inventory. See CDRL 0003.

Exception Sheet. See CDRL 0004.

Report of Government Owned Containers. See CDRL 0005.

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

Claims Correspondence. See CDRL 0007.

Bill of Lading. See CDRL 0008.

Contractor's Weekly Report. See CDRL 0009.

Report of Shipments On-Hand. See CDRL 0010.

Outsized Air Cargo Report. See CDRL 0011.

Monthly SDS Metrics Report. See CDRL 0012.

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

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

CONTRACT DATA REQUIREMENTS LIST										Form Approved OMB No. 0704-0188		
The public reporting burden for this collection of information is estimated to average 440 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of collecting of information, including suggestions for reducing the burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0704-0188), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person must be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. Please DO NOT RETURN your form to the above address. Send completed form to the Government Issuing Contracting Officer for the Contract/PR No. listed in Block E.												
A. CONTRACT LINE ITEM NO.			B. EXHIBIT		C. CATEGORY: TDP _____ TM _____ OTHER _____							
D. SYSTEM/ITEM				E. CONTRACT/PR NO.			F. CONTRACTOR					
1. Data Item No. 0001		2. Title of Data Item Contractor's Quality Control Program				3. Subtitle						17. Price Group
4. Authority (Data Acquisition Document No.)				5. Contract Reference Part III, Para.5.a			6. Requiring Office COR					18. Est. Total
7. DD 250 Req DS	9. Dist Statement Required		10. Frequency One/R		12. Date of 1st Submission		14. Distribution					
8. App Code			11. As of Date N/A	13. Subsequent Submit		a. Addressee		b. Copies				
								Final	Reg	Rep		
16. Remarks Basic version submitted at preaward survey conference. Updated version submitted on contract start date. Schedule I, II, and III.												
15. Total												
1. Data Item No. 0002		2. Title of Data Item Weight Tickets				3. Subtitle						17. Price Group
4. Authority (Data Acquisition Document No.)				5. Contract Reference Part I, Para A.2.b.			6. Requiring Office COR					18. Est. Total
7. DD 250 Req DS	9. Dist Statement Required		10. Frequency EAS		12. Date of 1st Submission		14. Distribution					
8. App Code			11. As of Date N/A	13. Subsequent Submit		a. Addressee		b. Copies				
								Final	Reg	Rep		
16. Remarks Weight tickets not required on inbound shipments unless reweigh is ordered. Schedule I, II, and III.												
15. Total												
1. Data Item No. 0003		2. Title of Data Item Household Goods Descriptive Inventory				3. Subtitle						17. Price Group
4. Authority (Data Acquisition Document No.)				5. Contract Reference Part I, Para A.5.i			6. Requiring Office COR					18. Est. Total
7. DD 250 Req DS	9. Dist Statement Required		10. Frequency EAS		12. Date of 1st Submission		14. Distribution					
8. App Code			11. As of Date N/A	13. Subsequent Submit		a. Addressee		b. Copies				
								Final	Reg	Rep		
16. Remarks Inventories not required on inbound shipments. Schedule I and III.												
15. Total												
1. Data Item No. 0004		2. Title of Data Item Exception Sheet				3. Subtitle						17. Price Group
4. Authority (Data Acquisition Document No.)				5. Contract Reference Part I, Para A.5.1			6. Requiring Office COR					18. Est. Total
7. DD 250 Req DS	9. Dist Statement Required		10. Frequency See 16		12. Date of 1st Submission		14. Distribution					
8. App Code			11. As of Date See 16	13. Subsequent Submit		a. Addressee		b. Copies				
								Final	Reg	Rep		
16. Remarks Exception sheets are made on shipments from NTS when contractor's representative and storage contractor's representative disagree on condition of goods. Maintained in contractor's file and made available to claims office.												
15. Total												
G. PREPARED BY				H. DATE		I. APPROVED BY				J. DATE		

CONTRACT DATA REQUIREMENTS LIST						Form Approved OMB No. 0704-0188		
The public reporting burden for this collection of information is estimated to average 440 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of collecting of information, including suggestions for reducing the burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0704-0188), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person must be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. Please DO NOT RETURN your form to the above address. Send completed form to the Government Issuing Contracting Officer for the Contract/PR No. listed in Block E.								
A. CONTRACT LINE ITEM NO.		B. EXHIBIT		C. CATEGORY: TDP _____ TM _____ OTHER _____				
D. SYSTEM/ITEM			E. CONTRACT/PR NO.		F. CONTRACTOR			
1. Data Item No. 0005	2. Title of Data Item Report of Government Owned Containers			3. Subtitle			17. Price Group	
4. Authority (Data Acquisition Document No.)		5. Contract Reference Part I, Para A. 8.g.(2)		6. Requiring Office COR				18. Est. Total
7. DD 250 Req DS	9. Dist Statement Required	10. Frequency See 16	12. Date of 1st Submission		14. Distribution		15. Total	
8. App Code		11. As of Date See 16	13. Subsequent Submit		a. Addressee	b. Copies Final Reg Rep		
16. Remarks Initial report due 15 days after contract start date. Subsequent reports are due the first workday of each month. Schedule I and III.								
1. Data Item No. 0006	2. Title of Data Item Joint Statement of Loss & Damage at Delivery			3. Subtitle			17. Price Group	
4. Authority (Data Acquisition Document No.)		5. Contract Reference Part I, Para A.14		6. Requiring Office COR				18. Est. Total
7. DD 250 Req DS	9. Dist Statement Required	10. Frequency See 16	12. Date of 1st Submission		14. Distribution		15. Total	
8. App Code		11. As of Date See 16	13. Subsequent Submit		a. Addressee	b. Copies Final Reg Rep		
16. Remarks DD Form 1840. Schedule II and III.								
1. Data Item No. 0007	2. Title of Data Item Claims Correspondence			3. Subtitle			17. Price Group	
4. Authority (Data Acquisition Document No.)		5. Contract Reference Part I, Para A.14.		6. Requiring Office COR				18. Est. Total
7. DD 250 Req DS	9. Dist Statement Required	10. Frequency See 16	12. Date of 1st Submission		14. Distribution		15. Total	
8. App Code		11. As of Date N/A	13. Subsequent Submit		a. Addressee	b. Copies Final Reg Rep		
16. Remarks Each time any correspondence regarding a claim is received from anyone other than the local TO, the contractor must furnish the TO an information copy. Schedule I, II, and III.								
1. Data Item No. 0008	2. Title of Data Item Bill of Lading			3. Subtitle			17. Price Group	
4. Authority (Data Acquisition Document No.)		5. Contract Reference Part I, Para A.9.d		6. Requiring Office COR				18. Est. Total
7. DD 250 Req DS	9. Dist Statement Required	10. Frequency See 16	12. Date of 1st Submission		14. Distribution		15. Total	
8. App Code		11. As of Date N/A	13. Subsequent Submit		a. Addressee	b. Copies Final Reg Rep		
16. Remarks Original and copies 2, 3, and 4 are given to the carrier. Copies 5, 6, and 7 to the TO and copy 8 maintained by the contractor. In instances where computer generated PPGBL/BLs are used, enough copies must be made to ensure the right number of copies will be submitted.								
G. PREPARED BY			H. DATE		I. APPROVED BY		J. DATE	

CONTRACT DATA REQUIREMENTS LIST						Form Approved OMB No. 0704-0188		
The public reporting burden for this collection of information is estimated to average 440 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of collecting of information, including suggestions for reducing the burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0704-0188), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person must be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. Please DO NOT RETURN your form to the above address. Send completed form to the Government Issuing Contracting Officer for the Contract/PR No. listed in Block E.								
A. CONTRACT LINE ITEM NO.		B. EXHIBIT		C. CATEGORY: TDP _____ TM _____ OTHER _____				
D. SYSTEM/ITEM			E. CONTRACT/PR NO.		F. CONTRACTOR			
1. Data Item No. 0009	2. Title of Data Item Contractor's Weekly Report			3. Subtitle			17. Price Group	
4. Authority (Data Acquisition Document No.)			5. Contract Reference Part I, Para A.9.j		6. Requiring Office COR			18. Est. Total
7. DD 250 Req DS	9. Dist Statement Required	10. Frequency WKLY	12. Date of 1st Submission		14. Distribution			18. Est. Total
8. App Code		11. As of Date See 16	13. Subsequent Submit		a. Addressee	b. Copies		
						Final Reg Rep		
16. Remarks Block 11 - Day of submission Block 12 - First Monday after contract start date Schedule I						15. Total		
1. Data Item No. 0010	2. Title of Data Item Report of Shipments on Hand			3. Subtitle			17. Price Group	
4. Authority (Data Acquisition Document No.)			5. Contract Reference Part I, Para A10.h		6. Requiring Office COR			18. Est. Total
7. DD 250 Req DS	9. Dist Statement Required	10. Frequency See 16	12. Date of 1st Submission		14. Distribution			18. Est. Total
8. App Code		11. As of Date See 16	13. Subsequent Submit		a. Addressee	b. Copies		
						Final Reg Rep		
16. Remarks Blocks 10 & 11 - Determined by the TO Negative reports are required. Should identify when reports are submitted to TO Schedule II						15. Total		
1. Data Item No. 0011	2. Title of Data Item Outsized Air Cargo Report			3. Subtitle			17. Price Group	
4. Authority (Data Acquisition Document No.)			5. Contract Reference Part I, Para A.9.g		6. Requiring Office COR			18. Est. Total
7. DD 250 Req DS	9. Dist Statement Required	10. Frequency See 16	12. Date of 1st Submission		14. Distribution			18. Est. Total
8. App Code		11. As of Date See 16	13. Subsequent Submit		a. Addressee	b. Copies		
						Final Reg Rep		
16. Remarks Schedule I						15. Total		
1. Data Item No. 0012	2. Title of Data Item Monthly SDS Metrics Report			3. Subtitle			17. Price Group	
4. Authority (Data Acquisition Document No.)			5. Contract Reference Part III, Para 5.b		6. Requiring Office			18. Est. Total
7. DD 250 Req DS	9. Dist Statement Required	10. Frequency MTHLY	12. Date of 1st Submission		14. Distribution			18. Est. Total
8. App Code		11. As of Date N/A	13. Subsequent Submit		a. Addressee	b. Copies		
						Final Reg Rep		
16. Remarks Schedule I, II, and III.						15. Total		
G. PREPARED BY			H. DATE		I. APPROVED BY		J. DATE	

## ATTACHMENT G4

### DEFINITIONS

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

**Bluebark.** The code word used to designate a personal property shipment of a deceased member/employee.

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

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

**Containerization.** The stuffing or loading of personal property into exterior shipping containers.

**Contracting Officer.** A United States military officer or civilian employee who has a valid appointment as a contracting officer under the provisions of the Federal Acquisition Regulation. The individual has the authority to enter into and administer contracts and determinations as well as findings about such contracts.

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

#### **Drayage.**

- a. Schedule I - Drayage included applies in those instances when a shipment requires drayage to an air, water, or other terminal for onward movement after completion of the shipment preparation by the contractor. If it is being moved from a residence or other pickup point to the contractor's warehouse for onward movement by another freight company, carrier, drayage not included applies.
- b. Schedule II - Drayage included means delivery of the shipment from destination contractor's facility or other destination point to the final delivery point as ordered. When shipment or partial removal of items from shipment is performed and prepared for member's/employee's pickup at destination delivery point, drayage not included applies.

**Employee.** A civilian individual:

- a. Employed by an Agency (See Agency), regardless of status or grade.
- b. Employed intermittently as an expert or consultant and paid on a daily, while actually employed, basis.
- c. Serving without pay or at \$1 a year (5 U.S.C. § 5701(2), Definitions) (also referred to as "invitational traveler" for temporary duty travel purposes only).

**GCWT.** Code to designate gross hundredweight.

**Government-Owned Containers.** Government-Owned Containers (GOC) include all exterior wooden shipping containers purchased by the Government or constructed by the contractor for services under a contract. GOCs include containers meeting the requirements of American Society for Testing and Materials (ASTM) D4169-01, Standard Practice for Performance Testing of Shipping Containers and Systems, ASTM D5118/D5118M-95, Standard Practice for Fabrication of Fiberboard Shipping Boxes, ASTM D6251/D6251M-01, Standard Specification for Wood-Cleated Panelboard Shipping Boxes, and Military Surface Deployment and Distribution Command Pamphlet 55-12. GOCs include all wooden exterior-shipping containers purchased by the Government and received by the contractor awarded those services identified in Schedule II, Inbound Services.

**Household Goods.** (See the Joint Federal Travel Regulations and the Joint Travel Regulations, Appendices A for complete definitions.) Household furnishings, appliances, clothing, books, liquor, and similar items belonging to a member/employee and immediate family. Snowmobiles and vehicles such as motorcycles, mopeds, golf carts, and boats are authorized to be shipped. Any substances, which are hazardous such as flammables and combustibles, may not be shipped. In addition, the following items may not be shipped or stored as HHG at Government expense:

- a. Automobiles, trucks, vans, and similar motor vehicles; airplanes; mobile homes; camper trailer; farm equipment.
- b. Cordwood and building materials.
- c. Live animals including birds, fish, and reptiles.
- d. Privately-owned live ammunition.
- e. Property for resale, disposal or commercial use rather than for use by the member/employee and his or her dependents.

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

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

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

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

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

**Lot Number.** See Call Number.

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

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

**Member/Employee.** Member or Employee.

**Metrics.** A statistical measurement of performance.

**NCWT.** Code used to designate net hundredweight.

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

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

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

**Packed by Member/Employee (PBO).** Those articles packed in a container by the owner (Item 0006 and 0007, Schedule I).

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

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

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

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

- a. Reference material.
- b. Instruments, tools, and equipment peculiar to technicians, mechanics, and members/employees of the professions.
- c. Specialized clothing such as diving suits, astronauts' suits, flying suits and helmets, band uniforms, chaplains' vestments, and other specialized apparel not normal or usual uniform or clothing
- d. Communication equipment used by members/employees in association with the Military Affiliated Radio Station.
- e. Individually owned or specially issued field clothing and equipment.
- f. An official award given to a members/employees by a Service (or a component thereof) for service performed by the members/employees in the member's/employee's capacity or by a professional society/organization/United States or foreign Government for significant contributions in connection with official duties.
- g. Personal computers and accompanying equipment used for official Government business, i.e., central processing unit, monitor, keyboard, mouse, one printer, one set of small computer speakers.

**NOTE:** Excluded from Professional Books, Papers, and Equipment (PBP&E) are sports equipment, and office, household, or shop fixtures or furniture (such as bookcases, study/computer desks, file cabinets, and racks) of any kind even though used in connection with the PBP&E.

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

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

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

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

## ATTACHMENT G5

### ACRONYMS

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

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

## ATTACHMENT G6

### DIRECT PROCUREMENT METHOD (DPM) CLAIMS AND LIABILITY PROCEDURES

#### A. CLAIMS PROCESS FOR SHIPMENTS

##### 1. Claims Filing:

- a. Member/employees who have property lost and/or damaged in transit and wish to file against the contractor must file their claims within two years from the delivery date of the shipment that gave rise to the claim. If the member/employee submits the claim within nine months of the delivery date, the contractor must be liable for the full, undepreciated replacement value on all lost or destroyed items. If a claim is not completely settled after 30 days, members/employees may transfer the claim to the Service Military Claims Office (MCO). Members/employees may transfer a claim immediately, and still be eligible for Full Replacement Value (FRV), under the following conditions:
  - (1) Notice that the contractor has made a final offer on the claim or denied it in full.
  - (2) Notification by the Military Surface Deployment and Distribution Command (SDDC) that the contractor is in bankruptcy.
  - (3) Notification that the contractor contract is terminated.
  - (4) The contractor's failure to comply with the catastrophic loss provisions in Paragraph [A. 13](#), and as verified by the MCO.
  - (5) The contractor's failure to comply with essential items provisions in Paragraph [A. 14](#), and as verified by the MCO.
- b. War or armed conflict: For the purpose of filing with the contractor within two years, if a claim for loss and/or damage accrues during war or an armed conflict in which an armed force of the United States is involved, or has accrued within two years before war or an armed conflict begins, and there is good cause for delay in filing due to that armed conflict or war, the claim must be presented within a reasonable time frame as determined by the MCO after the cause no longer exists, or after the war or armed conflict ends, whichever is earlier. An armed conflict begins and ends as stated in concurrent resolution of Congress or a decision of the President. This same exception must apply to the nine month filing period required to trigger the contractor liability for FRV. Any extension granted by this provision must be at least as long as the duration of the good cause and may be longer, at the discretion of the contractor. If the contractor anticipates denial of an extension, they may contact the Service Military Claims HQ for an advisory opinion.
- c. When a member/employee transfers a claim to the MCO, the MCO may contact the contractor using the toll free number or Electronic Mail (e-mail) address given to the member/employee, to determine if the contractor has already obtained estimates. If the contractor has obtained estimates, the contractor must transmit the estimates within 24 hours, or the next business day if notification occurs on a Friday, Saturday or the day before a holiday, by Facsimile (FAX) or e-mail to the MCO. If the contractor has not obtained estimates, the MCO may give the contractor until the next business day to decide whether to inspect and obtain estimates on those items requiring estimates, and to make arrangements with the member/employee and repair firms for the estimates. If the contractor decides to inspect and obtain estimates, the estimates must be obtained by the second business day after contact unless the member/employee agrees to allow additional time. If the contractor is

- unable to obtain estimates within two business days and the member/employee does not agree to allow additional time, the MCO must proceed to adjudicate and settle the claim.
- d. The MCO may assert a demand against the contractor for liability as established in Para. B. The contractor is not liable for payment of items for which the contractor has already paid the member/employee, if the correspondence between the contractor and the member/employee clearly indicates prior settlement was in full for the entire claim or was in full for the particular item and customer is satisfied.
  - e. For purposes of qualifying for FRV and for meeting the two year limit for filing claims directly with the contractor, a claim submitted directly by the member/employee to the contractor must be submitted within nine months from the delivery date to be eligible for FRV or two years for depreciated value. The claim must identify the member/employee; contain facts sufficient to identify the shipment or shipments involved; must assert a demand for a specific or determinable amount of money; and, must list each lost and damaged item and give a description of the damage.
  - f. For shipments that have been in the custody of one or more contractors or a warehouse that are not agents of the delivering contractor, then the nine month limit for obtaining FRV and the two year limit for filing the claim is met for all contractors and warehouses in the chain of custody, if the claim is filed with the delivering contractor within the nine month or two year time limit. If the delivering contractor believes some of the loss and/or damage occurred while the goods were in the custody of a prior contractor or warehouse, the delivering contractor must forward the claim to the prior contractor with the documents or other evidence that establish the prior contractor or warehouses liability. The delivering contractor must also advise the member/employee the date the claim was forwarded, the items for which the delivery contractor is denying liability, and the address/telephone number of the prior contractor or warehouse to which the claim was forwarded. Filing with the delivery contractor satisfies the requirement for all contractors and warehouses in the chain of custody that a claim must be filed directly with a contractor to entitle the member/employee to FRV settlement.
2. Exceptions to Filing Claims Directly with the Contractor:
- a. Filing with the delivery contractor satisfies the requirement for all contractors in the chain of custody that a claim must be filed directly with a contractor to entitle the member/employee to settlement on the basis of FRV. Exceptions to the requirement that the member/employee file directly with the contractor must be granted on a case-by-case basis, in writing, by the MCO. Some examples of exceptions are:
    - (1) No access to a telephone or FAX machine.
    - (2) Claims for deceased member/employees (Bluebark) involving surviving family members not familiar with the claims process.
    - (3) Language barriers in the claims filing process.
3. Substantiation of Claims:
- a. In addition to the minimum requirements needed to meet timely filing, all claims must include the following information in order for the contractor to begin the settlement process: any notices of concealed damages or loss that were found after the date of delivery, and not previously provided to contractor under Paragraph A.4; sufficient information about the shipment to enable the contractor to locate a copy of the Bill of Lading (BL), service order, or inventory; a description of each item that is lost; and a list of each item that is damaged including a statement of the nature, location and extent of the damage. The description of

- items lost and/or damaged must also include the date of purchase of each item (if known); the age of each item (if known); or, for items that were not purchased (e.g., gifts or bequests), the date the member/employee acquired the item, along with an estimate of the original purchase price or value at time of purchase/acquisition (if known).
- b. For claims filed directly with the contractor within nine months of the delivery date, the contractor is responsible for obtaining all repair estimates or replacement cost estimates needed to settle the claim. The contractor may request the assistance of the closest MCO to obtain the name of reputable repair firms. If the contractor is still unable to obtain a repair or replacement estimate on an item, the contractor may ask the member/employee to obtain the estimates, provided the contractor agrees to pay all estimate fees and drayage costs incurred, even if the final settlement does not include payment for that item. If the member/employee is unable or unwilling to get the estimate(s), the contractor must adjudicate the claim based on the other evidence in the file. The member/employee must cooperate with any reasonable request from the contractor in making items available for repair or for repair estimates. If the member/employee does not cooperate, the contractor must seek assistance from the closest MCO of the member/employee's Service. If the member/employee still does not cooperate, the contractor may delay settlement on those items that need estimates until the member/employee makes the item(s) available.
  - c. For claims that are not filed within nine months of the delivery date, but are correctly filed In Accordance With (IAW) [Paragraph A. 1](#), the member/employee must provide the contractor with repair and replacement estimates on any item/ for which the amount claimed exceeds \$100.00. See [Paragraph A. 6](#), Repair Estimates, for rules on use of contractor estimates for claims filed with the military.
  - d. Internal damage rule: If the claim includes repair of internal damage to appliances or electronic items, and there is no new external damage to the item, the claim must be supported by additional substantiation regardless of the amount claimed. For these items, the member/employee must submit both a written statement explaining how they know the item was working when tendered to the contractor, along with an estimate of repair that includes both an explanation of the damage and a statement by the repair technician as to their opinion of the cause of the damage. For claims filed directly with the contractor, the same information must be required to establish that the loss or damage occurred in transit. However, on those claims that are filed directly with the contractor within nine months of the delivery date, the contractor must attempt to obtain the repair estimate, including the repair technician's opinion as to the source of damage, and must have the right to request assistance from the member/employee under the rules stated in Paragraph A. 3. b.
4. [Notice of Loss and/or Damage](#):
- a. Recording loss and/or damage. When unloading or unpacking articles at destination, the contractor must, in coordination with the member/employee, check the inventory prepared at origin and inspect each article for loss and/or damage. The contractor must, along with the member/employee record loss and/or damage on a DD Form 1840, [Joint Statement of Loss or Damage at Delivery](#), [Figure G6-1](#). The DD Form 1840 must indicate any differences in count and condition from that shown on the inventory prepared at origin and must be jointly signed by the contractor and the member/employee. For split shipments or partial deliveries, a separate DD Form 1840/DD Form 1840R, [Notice of Loss or Damage](#), [Figure G6-2](#), must be completed for each delivery of property to member/employee.
  - b. The DD Form 1840/1840R must be prepared in five copies by the contractor. The contractor must obtain a receipt by member/employee signature in the space provided on the Form and provide the member/employee three copies of the DD Form 1840/1840R. The contractor

- must furnish the origin Personal Property Shipping Office (PPSO) a completed copy of the Form within 75 days after the delivery date. If the member/employee waits until the 75th day to submit the DD Form 1840R to the contractor, the contractor must have 48 hours to submit the DD Form 1840R to the PPSO. One copy of the form must be held in the contractor's files for further reference.
- c. Upon delivery of the Household Goods (HHG) or Unaccompanied Baggage (UB), it is the joint responsibility of the contractor and the member/employee to record all known loss and/or damage that is found at delivery on the DD Form 1840. Later discovered loss or transit damage must be listed on the DD Form 1840R, or a reasonable facsimile thereof. The contractor must accept the DD Form 1840R, as overcoming the presumption of correctness of the delivery receipt, if it is transmitted or postmarked within 75 calendar days of the delivery date. Notice is not required if a claim is filed with the contractor within 75 days of delivery. Neither the DD Form 1840 nor DD Form 1840R are conclusive; both can be rebutted by other evidence.
  - d. If notice of loss and/or damage of HHG or UB is postmarked or transmitted to the contractor more than 75 calendar days after the delivery date, the loss and/or damage on that notice must be presumed not to have occurred while the goods were in the possession of the contractor unless there is good cause for the delay, as determined by the MCO. Good cause may include, but is not limited to, officially recognized absence or hospitalization of the member/employee during all or a portion of the period of 75 calendar days from the date of delivery. In case of recognized official absence, the Service MCO must provide the contractor with the proof of the officially recognized absence and the additional days granted must not exceed the period of official absence.
  - e. Contractors failure to provide the DD Form 1840/1840R to the member/employee and to have proof thereof must eliminate any requirement for notification to the contractor. Notice using the DD Form 1840/1840R is not required by the contractor in the case of major incidents requiring the contractor to notify SDDC and the PPSO of the incident. Such incidents include fire, pilferage, vandalism, and similar incidents that produce significant loss, damage, or delay.
  - f. The inventory prepared at origin and the delivery receipt is valid evidence that either the MCO or the contractor must consider along with timely notification in determining whether or not a member/employee has sustained loss and/or damage in the shipment.
  - g. The member/employee must use the DD Form 1844 List of Property and Claims Analysis Chart, (See Figure G-1) or a reasonable facsimile thereof, when submitting a claim to the contractor or MCO. The DD Form 1844 can be obtained at from the MCO, or it may be generated by the Transportation Service Provider (TSP) Contractor or MCO automated data system.
5. Inspection by the Contractor:
- a. The contractor may inspect the damaged items at any time prior to settlement of the claim, but may not deny a claim solely on the basis it was unable to inspect any item. If the member/employee has repaired an item before the contractor inspection, the member/employee must provide the repair bill or some other evidence of the damage and repair cost to the contractor. If the member/employee has disposed of a damaged item, they must give the contractor evidence that the item was damaged beyond economical repair.
  - b. If, before a claim is filed, a member/employee calls the contractor and asks for either inspection of an item or permission to dispose of items, the contractor must provide notification of inspection or disposal permission to the member/employee within two

- business days of being contacted. In such cases, if the contractor gives notice to inspect the items, they must do so within 45 calendar days of being contacted by the member/employee unless the member/employee grants a further extension.
- c. If the member/employee refuses to permit the contractor to inspect, the contractor must contact the Service MCO and request assistance in arranging an inspection of the goods. If the member/employee causes a delay by refusing inspection, the contractor must be provided with an equal number of days to perform the inspection (45 calendar days plus delay days caused by member/employee).
6. Repair Estimates:
- a. Responsible party: The contractor is responsible for paying all repair estimates required to process any and all claims filed directly with the contractor by the member/employee. The MCO is responsible for paying for all repair estimates required to process and substantiate any and all claims filed with the MCO by the member/employee. The contractor is responsible to pay all estimate costs and other costs associated presented by an MCO as a result of claims transferred to the MCO by the member/employee pursuant to, claims filing in [Paragraph A. 1](#), unless:
- (1) The contractor previously provided a reasonable estimate, or
  - (2) The contractor previously offered to pay the member/employee a value that matches or exceeds the repair cost for all items on the estimate, or
  - (3) The item damaged is repairable and the contractor offered to repair it at no cost to the member, or
  - (4) The contractor previously offered to pay the replacement cost or to replace it in kind.
- b. All estimates provided by the contractor must identify a repair firm willing and able to make the repair within a reasonable time, for the amount stated. The repair firm must be reputable, having a reputation for timely and satisfactory performance. All estimates must be itemized.
- c. If an MCO receives an itemized repair estimate from the contractor before a claim is settled, the MCO must use that estimate provided it is the lowest, and meets the criteria in Para A.6.b, above. If the contractor estimate is the lowest overall estimate and is not used, the MCO must advise the contractor in writing of the reason the lowest overall estimate was not used in determining the contractor's liability.
- d. If the contractor sends the MCO a lower repair estimate after the recovery demand is made by the MCO, the lower repair estimate must be considered in the recovery rebuttal or appeal process. The lower estimate must prove the repair was unreasonable based on the value of the item before it was damaged.
- e. If a contractor has made an inspection/estimate based upon the DD Form 1840R and the member/employee subsequently updates the notice, the contractor is authorized to make an additional inspection/estimate. The contractor must contact the MCO to determine if a deduction of \$75.00 or actual inspection cost (lesser amount) is authorized from the contractor's liability for performing the second inspection/estimate.
- f. The contractor must ensure qualified repair firms and subcontractors perform the repairs. If requested by the MCO or member/employee, they must provide the name and telephone number of the repair firm doing the work

7. Settlement of Loss and Damage Claims:

- a. For loss and/or damage claims, the contractor must pay, deny, or make an offer within 60 days of receipt of a complete, substantiated claim.
- b. The contractor must complete payment to the member/employee within 30 days of receipt of notice the member/employee has accepted a full or partial settlement.
- c. In cases where more than one independent contractor or TSP is responsible for the loss/and or damage, the contractor or TSP receiving a claim from the delivery contractor has a 60 day period for payment, denial or a final written offer. The 60 day period begins upon receipt of the claim from the delivery contractor, not on the date that the delivery contractor originally received the claim.

8. Partial Settlements:

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

9. Quick Claim Settlement:

- a. The contractor may establish a quick claim settlement procedure to quickly resolve and pay claims for minor loss and/or damage discovered at the time of delivery. Such procedures should cover payment of less than \$500.00 total. Payment must be made within five days of delivery. The process of settling and paying such claims must be left to the discretion of each contractor. Any small claim settlement agreements can only contain a limited release of liability and must specifically list the item(s) and the damage for which payment is being made. The member/employee must be advised that they may still file claims for later discovered loss and/or damage. A copy of the settlement agreement must be made available to the MCO, on request. If the member/employee receives a “quick” claim settlement and then files an additional claim, the member/employee must indicate they received a quick claim settlement and may not file an additional claim for any item(s) settled through the quick claim process.

10. Salvage:

- a. To the extent not prohibited by law or agreement, the contractor is entitled to take possession of and sell for salvage any damaged item(s) for which they paid either the depreciated or full, undepreciated replacement cost, or replaced the damaged item(s) with a new item(s).
- b. If the contractor pays the member/employee the depreciated or full undepreciated replacement cost of a lost item(s), and the lost item(s) is subsequently located, the contractor must notify the contracting officer, transportation officer (to) and the member/employee for instructions. The member/employee may decide to either request or decline delivery of the item(s). If the member/employee elects to receive a found item(s), the member/employee must refund any amount paid on those item(s). If the member/employee declines delivery of the item(s), the contractor may retain the item(s) for salvage.

- c. If the contractor locates an item(s) within 60 days of receipt of notice of the loss, and a claim on that item(s) has not yet been paid, then the member/employee must be obligated to accept delivery of the item(s) in lieu of a claim, even if the member/employee has already replaced the item(s). If the contractor locates a lost item(s) more than 60 days after receipt of notice of the loss, but the item(s) has not been replaced, and a claim on the item(s) has not been paid, then the member/employee must be obligated to accept delivery of the item(s) in lieu of a claim. If a lost item(s) is later delivered with damage, the time limits for qualifying for FRV protection and for filing claims on that item(s) must not commence until the delivery of that item(s). Notwithstanding the above, any essential item(s), as described in essential items, Para A.14, that have been replaced may be declined by the member/employee before the 60 day period has run. This provision applies only when:
    - (1) The item has been missing for at least seven days from the date of delivery and the contractor has been notified pursuant to essential items, [Paragraph A.14](#).
    - (2) The item is necessary for daily life, such that it must be replaced within two business days of notice to contractor.
    - (3) The item has in fact been replaced.
  - d. The contractor must take possession of salvage item(s) at the member/employee's residence, or other location acceptable to the member/employee, not later than 30 days after receipt of a complete claim from either the member/employee or the MCO. However, in no case must the 30-day period for the contractor to take possession end until after the period allowed for the contractor's inspections (see inspection by the contractor, [Paragraph A.5](#)). The 30-day pickup period can be extended by an agreement between the contractor and the member/employee. If the member/employee refuses to cooperate with the contractor they should contact the Service MCO and request assistance. At any time the member/employee may ask the contractor for permission to dispose of an item. The contractor must provide a response within two days, ([Paragraph A.5](#)).
  - e. The contractor may not exercise salvage rights if the depreciated replacement value of all salvageable items totals less than \$100.00, or in the case of a single salvageable item, the item has a value of less than \$50.00. However, if a shipment has more than one salvageable item and one of the items has a value of \$50.00 or more, the contractor may exercise salvage rights even if the total of all salvageable items is \$100.00 or less.
  - f. The contractor may not exercise salvage rights on any item that is hazardous or dangerous to the health or safety of the member/employee or the member/employee's family. Such items include, but are not limited to, broken mirrors or glass, spoiled food, moldy mattresses, or other fabric items. Exception: The member/employee must retain antiques, figurines, and crystal with a single item value of \$50.00 or more for potential salvage.
  - g. If the contractor is unable to exercise salvage rights due to the disposal of an item(s) by the member/employee, the contractor may reduce its liability by 25 percent on any item that has a depreciated replacement value of \$50.00 or more. The contractor is entitled to no deduction for salvage on a single item with a depreciated replacement value of less than \$50.00 unless the total combined depreciated replacement value of all items that have been disposed of is \$100.00 or more.
11. [Claims for \\$25.00 or Less](#):
- a. To reduce administrative costs, the Services agree they must not pursue a claim against a contractor for loss and/or damage to HHG or UB transported under this document, if the

amount of the claim is \$25.00 or less. This provision does not apply to claims submitted directly to the contractor by a member/employee.

12. Dispute Resolution:

- a. If a member/employee does not accept a settlement offered by the contractor, the member/employee may transfer a claim to the MCO. If the member/employee transfers a claim to the military, the MCO must resolve the member/employee's claim IAW the Service's claims regulations. The MCO must then assert a recovery claim against the contractor. The contractor must pay, deny, or make an offer on the recovery claim within 60 days of receipt of the claim, unless an extension is granted.
- b. If the contractor and the MCO cannot reach a mutual settlement on the recovery claim, the Service may collect the amount of its recovery claim by administrative offset from money that is owed to the contractor for transportation services, or from any other payment due the contractor directly from the Government. If payments to the contractor are made by a third party payment system, the contractor agrees that the MCO may direct the party paying the contractor to divert all or part of any payment to the military finance center in order to accomplish offset to pay a Government claim from a prior shipment.
- c. In cases where more than one independent contractor or TSP has had custody of the shipment, the claim must be filed with the delivery contractor. The delivery contractor who first receives the claim may forward it to a prior contractor or TSP in the chain of custody. If the prior contractor or TSP disputes the liability and alleges the delivery contractor was liable, the member/employee may transfer the claim to the MCO for resolution of the claim without giving prior notice to the delivery contractor.

13. Catastrophic Loss Payments:

- a. The contractor is responsible for identifying and making partial/advance payments to member/employees who have suffered a catastrophic loss. These payments are designed to relieve a member/employee's hardship associated with the loss of all or a majority of their HHG or UB. The payments are an advance and should not exceed the member/employee's expected total liability. The member/employee is required to file a claim for their loss. Any advance payment made must be deducted from the member/employee's eventual award. Such payments are subject to the same maximum liability and rules as all payments.
- b. Catastrophic loss occurs when over 60 percent of the inventory line items in a given shipment are lost, damaged, or destroyed. Contractors may declare any loss catastrophic and make a partial payment. If the contractor cannot contact the member/employee within 48 hours of the catastrophic event, they must make payment or come to an agreement on payment within 48 hours of making contact. Catastrophic losses and payments must be recorded with the origin/destination transportation office, contracting office and MCO. The declaration of a loss as catastrophic and the making of a partial payment is not an admission of liability regarding any particular piece of property.
- c. Contractors must make advance payments as soon as possible after a catastrophic loss occurs. Payments must be made within 48 hours of discovery or being notified of a catastrophic loss, unless the member/employee and contractor otherwise come to an agreement. Contractors may make an advance payment in any amount they believe must not exceed their total expected liability to the member/employee. However, the contractor is required to pay no less than 5 percent of their total maximum liability for the shipment.
- d. The contractor must inform the member/employee's MCO within 24 hours if a contractor identifies or is informed of a catastrophic loss for which it believes it is not liable under

claims filing, [Paragraph A. 1](#). In such cases, the MCO must handle the advance payment and claim. If it is later determined that the contractor was, in fact, liable for the loss, the MCO must assert a recovery claim against the contractor. The contractor must be liable as if the member/employee had filed a claim with the contractor within nine months of their loss.

14. [Essential Items](#):

- a. The contractor is responsible for promptly dealing with member/employees who have had essential items lost, destroyed or made unusable due to damage. The member/employee is responsible for notifying the contractor, MCO, or PPSO of such a loss within seven days of the shipment delivery. Any item(s) not identified within seven days must not be considered “essential.”
- b. Essential items are only those items necessary for everyday living, which would reasonably need to be replaced promptly. Items used solely for entertainment purposes are not considered essential. Fungible items that are regularly used up or worn out and must be routinely replaced are not considered essential. Essential items include but are not limited to:
  - (1) Refrigerators or other appliances necessary for the safe storage and preparation of food.
  - (2) Necessary medical equipment.
  - (3) Mattresses.
- c. Upon notification of the loss of an essential item(s) by the member/employee, transportation officer/contracting officer or MCO and/or SDDC, the contractor must either pay for such items; provide temporary or permanent replacements for them, or such other arrangement as agreed to by member/employee. Such action must be taken within two business days of notification, regardless of whether a claim has been filed. Any payments made by the contractor pursuant to this Para must be considered an advance on any claim and should not exceed the contractor’s expected total liability. The member/employee is required to file a claim for their loss. Any advance payment made must be deducted from the member/employee’s eventual settlement. Such payments are subject to the same maximum liability and rules applying to all payments under the contract.
- d. If a contractor declines to provide or pay for an essential item(s) or fails to respond to notification within the two business day period, the member/employee may file a claim for items directly with the MCO. In such cases, the member/employee retains rights to FRV for those essential items with which notice was provided to the contractor. The member/employee is expected to file the remainder of their claim consistent with all claims provisions.
- e. In the event that a contractor identifies or is informed of the loss and/or damage of an essential item(s) for which it believes it is not liable under claims filing, [Paragraph A. 1](#), exclusions from liability, the contractor must inform the member/employee’s MCO within 24 hours. In such cases, the MCO must handle the advance payment and claims. If it is later determined that the contractor or contractors were, in fact, liable for the loss, the MCO must assert a recovery claim against the contractor. The contractor must be liable as if the member/employee had filed a claim with the contractor within nine months of their loss.
- f. Department of Defense, or any of its components, may require the contractors to provide claims reports. These reports must include, as a minimum, shipment information/identification, loss/damage reports, and information about claims settlement, if settlement has occurred.

## **B. LIABILITY**

### **1. DPM Shipments:**

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

### **2. Liability Limits for Loss or Damage:**

- a. The contractor is liable to the member/employee, or to the Service that contracted for the shipment, for loss and/or damage that occurs to the member/employee’s personal property while it is in the custody of the contractor. Liability on all shipments, whether domestic or international, must be determined IAW the Carmack Amendment to the Interstate Commerce Act, (Title 49, United States Code, Section 14706, Liability of Carriers Under Receipts and Bills of Lading) unless a specific provision herein establishes a different rule or procedure
- b. When a claim is filed directly with the contractor within nine months of the delivery date, the contractor’s maximum liability on all shipments must be the greater of:
  - (1) \$5,000 per shipment, or
  - (2) \$4.00 times either the net weight of the HHG shipment or the gross weight of the UB shipment, in pounds, not to exceed \$50,000.
- c. On all other loss and/or damage claims asserted against the contractor, the contractor’s maximum liability must be limited to \$1.25 times the net weight of the shipment, in pounds.
- d. Payments by the contractor to a member/employee for inconvenience claims must not be deducted from the contractor’s maximum liability for loss or damage, but are a separate liability.

### **3. FRV Liability:**

- a. When the member/employee files a claim with the contractor within nine months of the delivery date, the contractor is liable for the FRV of any lost or destroyed items subject to the limits of liability stated in Paragraph B. 2.
- b. If a member/employee submits a claim to a MCO within nine months of the delivery date but wants the claim to be forwarded to the contractor for settlement, the member/employee must be considered as having filed within nine months of the delivery date.
- c. If the contractor receives a claim that has been forwarded by a MCO within nine months of the delivery date, the contractor must be liable for the FRV. If the contractor receives a claim

- from a MCO more than nine months after the delivery date, but it is postmarked or electronically transmitted within nine months of the delivery date, then the contractor must treat the claim as if it had been filed directly with the contractor within nine months of the delivery date and the contractor must be liable for FRV protection. On these claims, the contractor liability is as follows:
- (1) For items that are damaged but not destroyed, the contractor must, at its option, either repair the items to the extent necessary to restore them to their original condition when received by the contractor, or pay the member/employee for the cost of such repair.
  - (2) For items that are destroyed (i.e., the repair cost exceeds replacement cost) or lost, the contractor must, at its option, either replace the lost or destroyed item with a new item, or pay the undepreciated replacement cost of a new item. New items must, to the greatest extent possible, be from the same manufacturer and must be the same make and model as the item that was lost or destroyed. If the contractor cannot find a new item that is the same as the item that was lost or destroyed, it may replace the item with one of comparable quality and features. For lost or destroyed items that are parts of sets, such as a silver service, crystal glasses, or china, the contractor may replace the lost item with a like item that matches the rest of the set. Items, such as collectable figures (e.g., Hummel and Lladro), collectable plates, collectable dolls, baseball cards, antiques, comic books, coin and stamp collections, and objects of art, which cannot be properly replaced with new items because their value is partly based on the fact they are no longer made and are no longer available for purchase, the contractor may replace the lost or destroyed item with the same or comparable item or pay the replacement cost of the item.
- d. When FRV applies to a shipment including one or more motor vehicles (motorcycles, mopeds, or motor scooters), the contractor's maximum liability for the vehicles must be the value stated in the current issue of the National Automobile Dealers Association official used car guide (the "Guide") for such vehicle(s), adjusted for mileage and other factors considered in the Guide. However, if either the member/employee or the contractor has obtained an appraisal of the vehicle from a qualified appraiser, settlement must be based on the appraised value rather than the book value.
  - e. For boats, personal watercraft, ultra light aircraft, pianos, organs, firearms, objects of art, all-terrain vehicles, and snowmobiles, the contractor may replace the item with a comparable used item or pay the fair market value replacement cost since these are large, expensive items that are not part of the typical shipment and have an active, widespread secondary market.
  - f. The member/employee may reject a payment or item offered by the contractor to settle a claim. If a member/employee files a claim with the delivering contractor within nine months of the delivery date, but fails to settle the claim directly with the contractor, the member/employee may transfer their claim to a MCO subject to the limitation under claims filing procedures, [Paragraph A. 1](#). In cases where transfers have occurred, the contractor must not have the option to repair or replace items in kind, but must pay the MCO the repair cost or undepreciated replacement cost of a new item, whichever is less. If the contractor can show that they offered the member/employee a replacement item of comparable or better quality than the item lost, the contractor's liability for that item must be limited to their replacement cost at the time offered (including any tax or drayage) or the amount demanded, whichever is less.
  - g. Replacement cost is based on the replacement cost at destination. It includes any shipping charges and sales tax. However, the contractor is not required to pay shipping charges and/or

- sales tax in excess of \$10.00 on a claim until provided proof that the charges and taxes were actually paid.
4. Actual Value (Depreciated) Liability:
- a. If the member/employee files a claim directly with the contractor more than nine months after the delivery date, the contractor is liable for the depreciated value of the items up to a maximum of \$1.25 times either the net weight of the HHG shipment or the gross weight of the UB shipment. Liability must be as follows:
    - (1) For items that are damaged but not destroyed, the contractor must, at its option, either repair the items to the extent necessary to restore them to their original condition when received by the contractor, or pay the member/employee for the cost of such repairs, up to the depreciated value of the items.
    - (2) For items that are destroyed (i.e., the repair cost exceeds depreciated value) or lost, the contractor must pay the depreciated replacement cost for the item. However, if the member/employee is willing to accept a replacement item instead of cash payment, the contractor may settle all or part of a claim by delivering a replacement item(s) of like kind, quality, and condition to the member/employee.
  - b. If the member/employee files a claim directly with a MCO, and does not file directly with the contractor for settlement, the MCO must adjudicate the claim pursuant to statutory and regulatory guidance. The MCO may then assert a recovery claim against the destination contractor. The contractor, on this type of a recovery claim, must be liable to the MCO for the depreciated replacement or repair cost, whichever is less. If the member/employee files a claim directly with a MCO, the contractor must not be liable for more than the depreciated replacement cost, not to exceed \$1.25 times the net weight of the HHG shipment or the gross weight of the UB shipment, in pounds.
  - c. In settling claims for the depreciated replacement cost of an item, the MCO and contractor must use the Joint Military-Industry Depreciation Guide (JMIDG) for those items that are listed in the guide and any supplements. The MCO and contractor must use the current replacement cost of the item as a base to apply the depreciation factor to arrive at the current actual value of the item. If an item cannot be replaced, or no suitable replacement is obtainable, the proper measure of damages for items that depreciate must be the original cost, adjusted upward to reflect the increase in the Consumer Price Index since the date of purchase, and then adjusted downward to reflect the depreciation rate in the JMIDG.
  - d. Replacement cost is based on the replacement cost at destination. It includes any shipping charges and sales tax. The contractor is not required to pay shipping charges and/or sales tax in excess of \$10.00 on a claim until provided proof that the charges and taxes were actually paid.
5. Exclusions from Liability:
- a. The contractor is liable for physical loss and/or damage to any article that occurs while being transported or stored except loss and/or damage caused by or resulting from the following:
    - (1) From an act or omission of the member/employee;
    - (2) From defect or inherent vice of the article;
    - (3) From hostile or warlike action in time of peace or war including action in hindering, combating or defending against an actual, impending or expected attack; from any weapon of war employing atomic fission or radioactive force whether in peace or war; or

from insurrection, rebellion, revolution, civil war, usurped power or action taken by Governmental authority in hindering, combating or defending against such occurrence;

- (4) From seizure or destruction under quarantine or customs regulations; confiscation by order of any Government or public authority, or risks of contraband or illegal transportation or trade;
  - (5) From delay caused by strikes, lockouts, labor disturbances, riots, civil commotions, or the acts of any person or persons taking part in any such occurrence or disorder;
  - (6) From Acts of God (also known as Acts of Nature);
  - (7) From pre-existing infestations by mollusks, arachnids, crustaceans, parasites, or other types of pests; and for fumigation or decontamination when not the fault of the contractor;
  - (8) From loss and/or damage that occurs prior to release to the contractor while the goods are in the possession of another TSP or contractor under an unrelated shipment of the goods. When a shipment is released from storage under another TSP or contractor's control, the new contractor or TSP is not liable for an item claimed as missing which should have been listed as a separate item on the inventory, but which was not listed on the inventory prepared by the original contractor or TSP. However, the contractor or TSP must be liable for items packed in cartons, if the carton is listed on the inventory, and the item claimed bears a reasonable relationship to the contents of the carton listed on the inventory, unless the TSP or contractor can produce evidence (i.e., exception sheet/rider) to shift liability back to a prior handler.
  - (9) The contractor is not liable for intangible property, securities, or for the sentimental value of an item.
  - (10) The contractor is not liable for pre-existing damage.
- b. The exclusions listed above must not apply if the contractor's own negligence significantly contributed to the loss and/or damage. However, if the contractor, after giving written notice to the Government contracting office/transportation office, or electronic or written notice to the member/employee, of a potential risk of loss and/or damage to the shipment from the above causes, is instructed by the Government or the member/employee to proceed with such transportation and/or delivery, notwithstanding such risk, the contractor is not liable for the loss attributed to the risk.
6. Duty to Mitigate Loss:
- a. If a loss and/or damage occurs to a shipment from one of the excluded causes listed in exclusions from liability, Paragraph B.5, the contractor may still be liable for additional damage that results from its failure to take reasonable steps to mitigate the extent of the loss. For example, if a shipment is damaged by water from a flood or hurricane, the contractor, as soon as practical, must attempt to clean and dry the items, rather than allow further damage (e.g., rust, warping, or mildew) to develop from prolonged exposure to dampness. In some cases, the responsible TO may direct the contractor to undertake specific mitigation work, or may authorize payment for mitigation work, subject to later determination of whether the Government or the contractor must be liable for the cost. The cost of any mitigation efforts not paid by the Government must be deducted from the contractor's maximum liability for loss or damage under liability, [Paragraph B.1](#) and [B.2](#).

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

- a. The contractor must not be liable for loss and/or damage unless the member/employee files a claim directly with the contractor or with a MCO under the Military Personnel and Civilian Employees Claims Act (MPCECA) within two years of the delivery date of the shipment that included the loss and/or damaged items. For purposes of timely filing with the contractor or a MCO, timeliness must be determined by the MCO based on the statute, case law, and the Service's claims regulations and instructions.
- b. When the member/employee files a claim with the contractor within nine months of the delivery date, the contractor is liable for the FRV of any loss and/or damaged items subject to the maximum liability listed in [Paragraph B.1.](#)
- c. For the purpose of the two year limit for filing directly with the contractor; if a claim for loss and/or damage accrues during war or an armed conflict in which an armed force of the United States is involved, or has accrued within two years before war or an armed conflict begins, and there is good cause for delay in filing due to that armed conflict or war, then the claim must be presented within a reasonable time as determined by the MCO after the cause no longer exists, or after the war or armed conflict ends, whichever is earlier. An armed conflict begins and ends as stated in concurrent resolution of Congress or a decision of the President. Any extension granted by this provision must be at least as long as the duration of the good cause and may be longer, at the discretion of the contractor.
- d. If the member/employee files a claim with a MCO, the contractor must not be liable to the Government on a recovery claim if the Government does not dispatch a written demand on the contractor within four years of the delivery date. This four year period must be extended by any period granted under time limitations on contractor or contractors liability for loss and/or damage claims, Paragraph B. 7. c. If the Government does dispatch a written demand on the contractor within four years of the delivery date, the Government must have the normal six years specified in Title 28, United States Code, Section 2415, Time for Commencing Actions Brought by the United States to resolve the claim or file suit.
- e. If a member/employee files a claim directly with the contractor and then receives written notice from the contractor that all or part of the claim has been denied, then the member/employee may transfer the claim to the MCO, provided such a claim can still be timely filed under the MPCECA. If a recovery claim is not filed by a MCO against the contractor within four years of the delivery date, including any extended period in time limitations on contractor or contractors liability for loss and/or damage claims, Paragraph B.7, or member's/employee's suit is not instituted within two years of receipt of the written notice, then the contractor is not liable for any part of the claim that was denied in the notice.
- f. In summary, the specific timeline and steps for filing a claim are as follows:
  - (1) At delivery: Member/employee and contractor must review then sign the DD1840 regardless if there are any loss and/or damage evident at the time of delivery.
  - (2) Within 75 days of delivery: Member/employee must submit the notice of loss and/or damage DD1840R to the contractor.
  - (3) Within nine months of the delivery date: Member/employee must file a written or electronic claim with the TSP consisting of the information specified in [Paragraph A. 1.](#), to be eligible for FRV.
  - (4) If a claim is not completely settled after 30 days, member/employees may transfer the claim to the MCO. However, member/employees may transfer a claim immediately, and still be eligible for FRV under the conditions in [Paragraph A. 1.](#)

- (5) Within two years of the delivery date: Member/employee has the right to file their claim up to two years from the delivery date. If the claim is filed after nine months from the delivery date but before two years from the delivery date, the member/employee is only entitled to depreciated value of the items as per claims rules.
8. Termination of Liability for Goods in Storage-in-Transit (SIT):
    - a. The contractor's responsibility for a shipment and its liability under the BL or for a shipment in SIT must terminate, and the warehouse must become the final destination of the shipment, on midnight of the day specified in the notice which the contractor receives through the PPSO advising that the Government nature of the shipment must terminate. The notice of termination cannot be retroactive. This notice of termination can be rescinded not later than one business day prior to the effective date of the termination.
    - b. The Government must pay the contractor for all SIT costs, up to and including the day of termination. Once termination, IAW the above Para has occurred, the Government may not revive the contractor's liability under the original Bill of Lading, or reinstate the original BL. If after termination, the Government wishes to continue the Government's payment for continued storage, the Government must enter into a new contract with the contractor and/or issue a purchase order or new BL for delivery and any additional services needed after the termination notice.
    - c. In the event that SIT converts to the member's/employee's expense, the contractor is required to provide a copy of the Joint Inspection Form (i.e., rider to the inventory or exception sheet) if requested by the MCO.
  9. High Value Items and High Risk Inventories:
    - a. High value items are limited to currency, coins, jewelry, silverware and silver service sets, crystal, figurines, furs, objects of art, computer software programs, manuscripts, comic books, baseball cards, stamps, and other collectable items or rare documents that have a value in excess of \$100.00 per pound. For purposes of determining the contractor's liability, all such items must be deemed to weigh at least one pound. A collection of Compact Disks (CDs) and Digital Video Disks (DVDs) must not be considered high value items. However, individual CDs or DVDs with a value in excess of \$50.00 must be considered a high value item.
    - b. The contractor's liability for high value items must be limited to \$100.00 per pound of the article if the member/employee fails to inform the contractor that such items are included in the shipment after the contractor asks the member/employee, in writing, to list any items in the above categories that must be included in the shipment. In order to account for such items, and in order to facilitate special handling of such items, the contractor may use a separate high-risk inventory. Items such as CDs, video tapes and DVDs, that do not qualify as high value items for purposes of this provision limiting liability may be included on a high risk inventory.

- c. A high risk/high value inventory form, even if it is signed by the member/employee upon delivery which fails to note any shortage at delivery, must normally be treated like any other inventory for purposes of determining whether there was any loss and/or damage in transit. The DD Form 1840R that gives the contractor notice of later discovered loss and/or damage would overcome the presumption of correct delivery, even for high value items listed on a special inventory, unless the following conditions are met:
  - (1) If the high risk/high value inventory form has a block to denote delivery, the member/employee must initial each block for each item. A check mark, or an “X”, is not sufficient.
  - (2) The high risk/high value inventory form must contain a warning, in bold type larger than any other type on the form, that if the member/employee notes on this inventory that an item was delivered, they may not later claim the item was missing with either the contractor or with a MCO.
  - (3) The destination contractor must attest in writing that, prior to departure from the residence, the contractor and the member/employee opened all containers in which the high risk/high value items were packed; they removed the items from the containers; physically inspected each item; and the contractor advised the member/employee of the consequences of signing the high risk/high value inventory form.

10. Items Liable to Cause Damage:

- a. The following must not be accepted for shipment by the contractor:
  - (1) Property whose inherent nature is liable to impregnate, contaminate, or otherwise cause damage to other property or equipment.
  - (2) Items which cannot be taken from or delivered to the premises without damage to the items or the premises.

11. Rules for Inventory and Delivery of Damaged Items:

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

JOINT STATEMENT OF LOSS OR DAMAGE AT DELIVERY			
<i>Privacy Act Statement</i>			
<b>AUTHORITY:</b>	The requested information is solicited pursuant to one or more of the following: 5 U.S.C. 301, 31 U.S.C. 3721 et seq., 31 U.S.C. 3711 et seq., and EO 9397, November 1943 (SSN).		
<b>PRINCIPLE PURPOSE(S):</b>	The information requested is to be used in evaluating claims.		
<b>ROUTINE USE(S):</b>	The information requested is used in the settlement of claims for loss, damage or destruction of personal property and recovery from liable third parties.		
<b>DISCLOSURE:</b>	Voluntary; however, failure to supply the requested information or to execute the form may delay or otherwise hinder the payment of your claim.		
<b>GENERAL INSTRUCTIONS:</b> The carrier's/contractor's representative will complete and sign DD Form 1840 and obtain the signature of the member or member's agent. The member or member's agent will not, under any circumstances, sign a blank or partially completed DD Form 1840. Three completed copies of DD Form 1840 and blank DD Forms 1840R will be provided the member or member's agent by the carrier's/contractor's representative for each shipment. If no loss or damage is involved, write "NONE" in description column.			
<b>SECTION A - GENERAL</b> (To be completed by carrier/contractor)			
1. NAME OF OWNER (Last, First, Middle Initial)	2. SOCIAL SECURITY NO.	3. RANK OR GRADE	4. NET WT OF SHIPMENT
5. ORIGIN OF SHIPMENT (City and State/Country)		6. DESTINATION OF SHIPMENT (City and State/Country)	
7. PPGBL/ORDER NUMBER	8. PICKUP DATE	9. NAME AND ADDRESS OF CARRIER/CONTRACTOR	
10. CODE OF SERVICE	11. SCAC	12. CARRIER/CONTR REF. NO.	
<b>SECTION B - RECORD OF LOSS OR DAMAGE</b> (To be completed jointly by member and carrier's/contractor's representative)			
13. Notice is hereby given to the carrier/contractor to whom this statement is surrendered that the shipment was received in condition as shown below and the claim, if any, will be made for such loss or damage as indicated subject to further inspection and notification to the claims office within 70 days by DD Form 1840R found on the reverse side hereof. <b>THE VALUE INDICATED IN BLOCK 14c IS TO BE USED FOR QUALITY CONTROL ONLY.</b>			
a. Inv. No.	b. Name of item	c. Description of loss or damage (If missing, so indicate)	
14. ACKNOWLEDGMENT BY MEMBER OR AGENT (X and complete as applicable and sign below)		15. ACKNOWLEDGMENT BY CARRIER'S/CONTRACTOR'S REPRESENTATIVE (X and complete as applicable and sign below)	
a. I received my property in apparently good condition except as indicated above. A continuation sheet <input type="checkbox"/> was <input type="checkbox"/> was not used.		a. Property was delivered in apparently good condition except as otherwise noted above.	
b. Unpacking and removal of packing material, boxes, cartons, and other debris <input type="checkbox"/> is <input type="checkbox"/> is not waived.		b. I will initiate tracer action for missing items	
c. I estimate the amount of my loss and/or damage at \$		c. Name of delivering carrier/agent/contractor	
d. I have received three copies of this form. I understand that I have 70 days to list any further loss and/or damages on the back of this form and give this to the nearest claims office, and that failure to do so may result in my being paid a smaller amount on a claim.			
e. Telephone Number	f. Date Signed	d. Storage in transit? <input type="checkbox"/> Yes <input type="checkbox"/> No	
g. Signature		e. Signature	f. Date Signed

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

