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September 27, 2017

TO ALL TRANSPORTATION SERVICE PROVIDERS APPROVED TO PARTICIPATE IN THE CENTRALIZED HOUSEHOLD GOODS TRAFFIC MANAGEMENT PROGRAM:

This Request for Offers (RFO) transmits the issuance of the 2017-2018 Filing Cycle Special Instructions for the filing of rate offers in the General Services Administration’s (GSA’s) Centralized Household Goods Traffic Management Program (CHAMP) specific to the Filing Cycle for the period January 1, 2018 through October 31, 2018. This RFO and Special Instructions (hereinafter referred to as RFO) are in accordance with the Household Goods Tender of Service (HTOS), supplements thereto and reissues thereof. Transportation Service Providers (TSPs) who are approved to participate in CHAMP and have agreed to abide by the terms of the HTOS, supplements thereto and reissues thereof, are eligible to file rate offers in accordance with this RFO.

While we strongly encourage TSPs to read the entire RFO, we’ve highlighted below the major changes new to this RFO and others that have been carried over from previous RFOs that need to be highlighted again. These, along with other changes to the RFO, have been highlighted in “red” within the documents themselves.

Due Dates: Rate offers must be submitted in accordance with this RFO by the Initial Filing due date of 10:00 PM Central Time, November 14, 2017 and/or the Supplemental Filing due date of 10:00 PM Central Time, March 12, 2018. Rate offers received after these dates and/or not submitted in accordance with this RFO will not be accepted.

Industrial Funding Fee (IFF): The below identifies changes to the IFF owed by TSPs for shipments moving under this RFO.

1. Domestic IFF: A 3.50% IFF is due on the total net transportation charges billable to the Government (includes line-haul, accessoriel, packing charges, fuel surcharges, etc... and Storage-in-Transit (SIT) (to include first day of storage, each additional day of storage and pickup and delivery (drayage)). A 3.50% IFF is also due on the total net charges billable to the Government for the shipment of Privately Owned Vehicles (POVs). An IFF is not assessed against Unaccompanied Air Baggage (UAB) shipments unless an agreement has been developed. Please refer to Section 2-7.6 of this RFO for additional information on the application of the IFF.

2. International IFF: A 3.50% IFF is due on the total net transportation charges billable to the Government (includes line-haul, accessoriel, packing charges, fuel surcharges, etc... and SIT (to include first day of storage, each additional day of storage and pickup and delivery (drayage)). A 3.50% IFF is also due on the total net charges billable to the Government for the shipment of POVs. An IFF is not assessed against UAB shipments
unless an agreement has been developed. Please refer to Section 2-7.6 of this RFO for additional information on the application of the IFF.

**HTOS:** Due to the revised HTOS published on September 26, 2017 for an effective date of January 1, 2018, many items contained in the Cover Letters of previous RFOs are now duplicative to those in the revised HTOS and have been removed from the Cover Letter of this RFO. TSPs are strongly encouraged to review the HTOS with an effective date of January 1, 2018 in its entirety. In addition to being distributed on September 26, 2017, the HTOS will also soon be accessible at [https://www.gsa.gov/portal/content/103864](https://www.gsa.gov/portal/content/103864).

**GSA Domestic 500A Tariff (GSA500A):** The GSA500A is the tariff by which all domestic rate offers submitted in accordance with this RFO are based on.

1. The GSA500A-2016 Tariff became effective on December 16, 2016. Due to the new structure of the GSA500A, many changes were highlighted in the 2016-2017 RFO Cover Letter. To review those changes, TSPs can access the 2016-2017 RFO Cover Letter at [https://www.gsa.gov/portal/content/103864](https://www.gsa.gov/portal/content/103864).

2. The GSA500A-2017 Tariff is being issued and distributed along with this RFO and has an effective date of January 1, 2018. In addition to this distribution, it will also soon be accessible at [https://www.gsa.gov/portal/content/103864](https://www.gsa.gov/portal/content/103864).

**New Non-Alternating, Agency Specific Standing Route Order (SRO):** A new SRO – CONDI – has been added to Section 3 of this RFO. CONDI replaces the previous SROs for the Department of the Interior, Interior Business Center (NBCCO), the Department of the Interior, Geological Survey (GEOVA), the Department of Agriculture, Forest Service (FSVNM) and the Department of the Interior, National Park Service (NPSNE). As a result of this new SRO CONDI, please note that for TSPs utilizing the “carry over” option within the Transportation Management Services Solution (TMSS) system that rate offers previously accepted for NBCCO, GEOVA, FSVNM and/or NPSNE will not “carry over.” TSPs electing to submit rate offers for CONDI must submit new rate offers in accordance with the instructions provided at the end of this letter.

**Changes to Existing Non-Alternating and Alternating, Agency Specific SROs:** In recent meetings it was indicated that rate offers would no longer be accepted for the U.S. Postal Service under the SRO USPDC. This serves as notice that rate offers for USPDC will continue to be accepted and that changes have been made to USPDC. Changes have also been made to the SROs for the Department of the Treasury, Administrative Resource Center (ARCWV) and the Department of State (DOSDD, DOSDC, DOSSHW and DOSSA). Please note that the destination serviced under DOSSA has been changed to **N’Djamena** and the **Destination Code of 2730** must be used. All changes are identified in Section 3 of this RFO and have been highlighted in “red.” In addition, the SRO for the Department of the Treasury, Office of the Comptroller of the Currency (OCCDC) can now be found under Section 3.5 of this RFO. Please also note that the alternating SROs for the Department of Transportation,
Federal Aviation Administration - FAADC and FAAIN - have been removed from this RFO. Rate offers will not be accepted for either FAADC or FAAIN for an effective date of January 1, 2018. And as always, please review Section 3 of this RFO closely for any other Agency Specific requirements and changes.

**Alaska Shipments:** Item 227, Alaska Shipments of the GSA500A has been clarified. With regards to intra-state Alaska shipments, rate offers accepted in accordance with this RFO for shipments moving intra-state Alaska only apply when both the origin is within a 50 mile radius of the TSP’s Port Facility at the named point(s) in Alaska (see named points in Section 5.2.1 of this RFO) and is on the Alaskan Road system, and the destination is within a 50 mile radius of the TSP’s Port Facility at the named point(s) in Alaska and is on the Alaskan Road system. For shipments moving intra-state Alaska where the origin is not within a 50 mile radius of the TSP’s Port Facility at the named point(s) in Alaska or is within a 50 mile radius of the TSP’s Port Facility but not on the Alaskan Road system and/or the destination is not within a 50 mile radius of the TSP’s Port Facility at the named point(s) in Alaska or is within a 50 mile radius of the TSP’s Port Facility but not on the Alaskan Road system, the OTO provisions of HTOS Section 4.4. will apply.

**POV Recall Requirements:** Due to the status of POV recalls which involve electrical systems and could potentially start a fire resulting in damage to the POV and/or other property, GSA is encouraging TSPs to work with each individual Agency on protocols for accepting POV shipments. It is noted that employees, Agencies, and/or TSPs may check a POV recall status at the following website by entering a Vehicle Identification Number (VIN): www.nhtsa.gov/recalls.

**General Valuation:** All shipments moved under CHAMP are released based on Full Replacement Value – at $6.00 times the net weight of the shipment in pounds applicable to both shipments in transit and SIT (see specific SROs identified in Section 3 of this RFO for exceptions to the $6.00 valuation).

**Mileage Application:** Effective January 1, 2018, Web Based Version 31 of ALK Technologies, Inc. will apply (see 2-7.1.1. of this RFO for additional information and application).

**International Performance Bond:** All TSPs approved to provide International General Transportation and International Move Management Services are required as part of their filings to furnish a performance bond in accordance with Section 2-4.8 of the HTOS and subject to the provisions of Section 1-4 of this RFO. The performance bond MUST clearly identify that the bond is in force for the period November 1, 2017 through October 31, 2018, or later. A Certification of Continuation of Bond is acceptable. A performance bond or Certification of Continuation of Bond currently on file does not satisfy this requirement and copies will not be accepted. TSPs filing international rate offers are also required to adhere to the performance bond provisions outlined in Section 1.4.1.3.1. of this RFO. Performance bonds must be submitted prior to the transmission of rate offers as the system will not validate submitted rate offers without a valid bond on file.
Fuel Policy:

1. For domestic shipments, please refer to Item 16 of the GSA500A.

2. For international shipments, the TSP can only be compensated for a fuel surcharge on that portion of the shipment handled under traffic in the conterminous U.S. to the port or from the port to a point in the conterminous U.S. The fuel surcharge shall be calculated in accordance with the Fuel Policy identified in Item 16 of the GSA500A. In the event the shipment is transported from origin to port or port to destination on an ocean line through bill of lading, the TSP is not entitled to the GSA fuel surcharge calculation and can only pass through any fuel surcharge that may be generated from the ocean line. The TSP must provide a copy of the original bill to the Agency for reimbursement.

Fuel Surcharge for UAB Shipments: A TSP may charge as a separate line item a fuel surcharge for UAB shipments. TSPs must provide a copy of the original airway bill to the Agency for reimbursement. Any excessive costs charged by foreign or overseas air carriers will be negotiated and paid at the discretion of the Agency. There is no fuel surcharge calculation for land transportation for UAB. Please refer to Section 3 of this RFO for Department of State requirements.

Bunker Fuel Surcharges: A TSP may charge as a separate line item a fuel surcharge for bunker charges on international shipments and/or Alaskan water charges. The TSP must provide a copy of the original bill to the Agency for reimbursement. Please refer to Section 3 of this RFO for Department of State requirements.

Snow Removal Clarification: Unless it is for TSP convenience, snow removal is the responsibility of the relocating employee. If a TSP runs into issues with this, they are to immediately contact the Bill of Lading Issuing Officer (BLIO).

Submission of Rate Offers: All rate offers in TMSS automatically expire on December 31, 2017. If a TSP does not want to make any changes to their currently filed rate offers, but wants them to become effective again on January 1, 2018, the TSP must go in to TMSS and “carry over” their rate offers as identified in #1 below. If a TSP does not “carry over” existing rate offers or does not upload new rate offers during the Initial Filing window, any rate offers currently in TMSS will be deleted from TMSS effective January 1, 2018. However, please note that due to the implementation of the new SRO CONDI, TSPs will not be allowed to “carry over” existing rate offers for NBCCO, GEOVA, FSVNM and/or NPSNE to be applicable to CONDI. To submit new rate offers for CONDI, TSPs must use one of the options identified below. Rate offers effective during the Supplemental Filing period of May 1, 2018 do not require a change; however, TSPs have the option to modify existing rate offers and/or to add new rate offers during the Supplemental Filing window.

TSPs have four (4) different options when filing rate offers:

1. Utilize the rate filing capabilities of TMSS:
• TSPs must have access to the “HHG Rate Filing” module within TMSS. A firm’s TMSS Group Administrator can give access to this module. Once the “HHG Rate Filing” module has been accessed, a continuation of rate offers button will be displayed as a pop-up screen. The message will prompt the TSP to either accept or reject all rate offers to be carried over to the next rate filing cycle (except for rate offers for NBCCO, GEOVA, FSVNM and NPSNE – new rate offers must be submitted for the new SRO CONDI);

• If a TSP accepts the continuance of rate offers, TMSS will display a statement that rate offers will be carried over during the nightly batch process. TMSS will also display a message to the TSP identifying the number of records that were carried over;

• If a TSP wishes to change an existing rate offer or add a new rate offer after submitting the request to carry over rate offers, the TSP may go into the “HHG Rate Filing” module the following day and do so; and

• If a TSP rejects the continuance of rate offers, the rate filing module screens will be displayed so that the TSP may begin the rate filing process.

2. Utilize the Format Requirements and Electronic Submission instructions found in Sections 6 and 7 of this RFO.

3. Utilize the “HHG Spreadsheet” from the TMSS Main page. This spreadsheet will allow for the download of a copy of the existing rate offers. TSPs may then make additions and/or deletions prior to re-uploading it for validation and acceptance.

4. Utilize the services of a Rate Filing Service Provider (RFSP).

Questions may be directed to Robyn Bennett at robyn.bennett@gsa.gov or (816) 823-3644 or Kim Chancellor at kim.chancellor@gsa.gov or (816) 823-3650.

Sincerely,

/s/ Robyn L. Bennett

Robyn L. Bennett
Lead Traffic Management Specialist
Employee Relocation Resource Center (QMCG)
SECTION 1
SPECIAL INSTRUCTIONS

1-1. General.
The following Filing Cycle Special Instructions of the General Services Administration (GSA’s) 2017-2018 Request for Offers (RFO) are provided in addition to the instructions set out in the Household Goods Tender of Service (HTOS), supplements thereto and reissues thereof. By submission of a rate offer(s) electronically, the submitting Transportation Service Provider (TSP) agrees to the following terms and conditions.

1-1.1. Terms/Conditions for Bills of Lading Issued for Government Shipments.
Per this RFO, all Government shipments handled pursuant to the HTOS will be subject to the terms/conditions of 41 CFR 102-117 and 102-118.

1-1.2. Application.
1-1.2.1. Application of the Household Goods Tender of Service.
Unless otherwise noted, all provisions of the HTOS apply to this RFO.
1-1.2.2. Application of the GSA Domestic 500A-2017 Tariff (GSA500A).
Unless otherwise noted, all provisions of the GSA500A apply to domestic shipments moved under this RFO.

1-1.3. Effective Period.
Except as otherwise provided herein, rate offers made in response to this RFO will be for the period January 1, 2018 through October 31, 2018.

1-1.4. Eligibility to File.
All TSPs approved to participate in the GSA’s Centralized Household Goods Traffic Management Program (CHAMP) for either the Domestic and/or the International Program(s) prior to the Initial Filing period due date as required in Section 1-1.6.1 have the option to submit a rate offer(s) in response to this RFO.

1-1.5. Electronic Transmission.
All submissions of rate offers must be accomplished via the Internet utilizing the “HHG Rate Filing” module within the Transportation Management Services Solution (TMSS) system. When using the “HHG Rate Filing” module, TSPs can either utilize the rate filing screens to create/add/delete rate offers or they can “upload” manually created rate offers.

1-1.6. Filing Period.
1-1.6.1. Initial Filing.
Only those TSPs approved to participate in CHAMP may submit rate offers in accordance with this RFO. Rate offers are due by 10:00 P.M. Central Time, November 14, 2017 and will be reviewed and processed in accordance with Section 1-2.

1-1.6.2. New Filings.
New TSPs receiving permanent approval and who have not previously been part of CHAMP may submit a rate offer(s) in response to this RFO any time after permanent approval has been granted. Rate offers are due by 10:00 P.M. Central Time, November 14, 2017 and will be reviewed and processed in accordance with Section 1-2.

1-1.6.3. Late Filings.
Rate offers not responding to this RFO as required in Section 1-1.6.1, Initial Filing, may submit a rate offer(s) in response to this RFO during the Supplemental Filing identified in Section 1-2. Rate offers are due by 10:00 P.M. Central Time, March 12, 2018 and will be reviewed and processed in accordance with Section 1-2.

1-1.6.4. Supplemental Filings.
The Supplemental Filing allows a TSP to review and process any changes to its originally accepted rate offer(s) and for the submission of New and Late Filings as defined in Section 1-1.6. Supplemental rate offers must be submitted in accordance with this RFO and are due by 10:00 P.M. Central Time, March 12, 2018 and will be reviewed and processed in accordance with Section 1-2.
1-1.7. Re-Filings of Filing Deficiencies.

1-1.7.1. Non-Rate Related Technical Deficiencies.
TSP rate offers received between September 27, 2017 and November 14, 2017 or February 1, 2018 and March 12, 2018 which do not meet documentation requirements as stated in Section 1-4 will be considered unacceptable, rate offers will not be included in the database, and the TSP will be notified by email in accordance with Section 1-3 for correction. Corrected documentation must be re-submitted by 10:00 P.M. Central Time on the rate filing closing date of November 14, 2017 or March 12, 2018. In those instances where corrections are not received by 10:00 P.M. Central Time on the rate filing closing date of November 14, 2017 or March 12, 2018, rate offers will be considered unacceptable and TSPs will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. All corrected rate offers received by 10:00 P.M. Central Time on the rate filing closing date of November 14, 2017 or March 12, 2018 will be entered into the database in accordance with Section 1-2.

1-1.7.2. Rate Filing Deficiencies.
TSP rate offers received between September 27, 2017 and November 14, 2017 or February 1, 2018 and March 12, 2018 which do not meet the rate filing requirements as stated in this RFO will be considered unacceptable, rate offers will not be included in the database, and the TSP or Rate Filing Service Provider (RFSP) will be notified by email in accordance with Section 1-3 for clarification and/or correction of rate offers. Corrections of deficiencies must be resubmitted by 10:00 P.M. Central Time on the rate filing closing date of November 14, 2017 or March 12, 2018. In those instances where corrections are not received by 10:00 P.M. Central Time on the rate filing closing dates, rate offers will be considered unacceptable and the TSP will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. All corrected rate offers received by 10:00P.M. Central Time on the closing dates will be entered into the database in accordance with RFO Section 1-2. Electronic rate offers and error corrections will be accepted into the system, pending any errors, through the closing time of 10:00 P.M. Central Time on November 14, 2017 or March 12, 2018. A TSP or RFSP which submits a file for the last rate offer(s) validation at 10:00 P.M. CST on the closing day of November 14, 2017 or March 12, 2018 will not have an opportunity to correct any errors detected in that file after the closing time.

1-1.7.3. Suspect Rate Offers.
TSP rate offers received between September 27, 2017 and November 14, 2017 or February 1, 2018 and March 12, 2018 with suspect rate offers (i.e. discounts that are considered to be in error; for example; 60% or greater discount offered for a domestic shipment) will be included in the database and identified as a “suspect record”. TSPs and/or RFSPs will be notified by email in accordance with Section 1-3 for clarification and/or correction of suspect offers. Corrections of suspect records must be resubmitted by 10:00 P.M. Central Time on the closing date of November 14, 2017 or March 12, 2018. In those instances where corrections are not received by 10:00 P.M. Central Time on the rate filing closing date of November 14, 2017 or March 12, 2018, suspect rate offers will be considered acceptable and the TSP will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. All corrected rate offers received by 10:00 P.M. Central Time on the rate filing closing date of November 14, 2017 or March 12, 2018 will be entered into the database in accordance with Section 1-2.

1-1.7.4. Rate Filing Service Provider (RFSP).
If a TSP’s rate offer is submitted in accordance with this RFO by a RFSP, the RFSP will be notified of the deficiencies and suspect rate offers and not the TSP. The RFSP will be notified by email in accordance with Section 1-3 for correction. Corrected rate offers must be resubmitted by 10:00 P.M. Central Time on the rate filing closing date of November 14, 2017 or March 12, 2018. In those instances where corrections are not received by 10:00 P.M. Central Time on the rate filing closing date of November 14, 2017 or March 12, 2018, rate offers will be considered unacceptable and RFSPs/TSPs will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. All corrected
rate offers received by 10:00 P.M. Central Time on the rate filing closing date of November 14, 2017 or March 12, 2018 will be entered into the database in accordance with Section 1-2.

1-1.8. Letter of Intent Certification.
By the submission of a rate offer to GSA in accordance with this RFO, the submitting TSP certifies that: “I have read and will comply with all the provisions contained in this RFO and its Special Instructions dated September 27, 2017, as well as any supplements, changes, and/or reissues thereto and the GSA Household Goods Tender of Service (HTOS) dated September 26, 2017 with an effective date of January 1, 2018, as well as any supplements, changes, and/or reissues thereto and subsequent amendments. I further certify that the company for which rate offers have been submitted has the operating authority and insurance as required in RFO Section 1-4.1.”

1-2. Accepted/Effective Date.
Rate offers will be accepted and entered into the computer database on the date indicated in Section 1-2.5 or the first working day of the month, whichever occurs first.

1-2.1. Initial Filings.
Initial Filings allowable under RFO Section 1-1.6.1 will be processed in accordance with Section 1-2.5, below, except in those instances of resubmission of filing deficiencies as identified in Section 1-1.7.

1-2.2. New Filings.
New filings allowable under RFO Section 1-1.6.2, will be processed in accordance with Section 1-2.5, below, except in those instances of resubmission of filing deficiencies as identified in Section 1-1.7.

1-2.3. Late Filings.
Late filings of otherwise acceptable rate offers allowable under the limited terms specified in Section 1-1.6.3, will be processed in accordance with Section 1-2.5, below, except in those instances of resubmission of filing deficiencies as identified in Section 1-1.7.

1-2.4. Supplemental Filings.
Supplements to accepted rate offers allowable under the limited terms specified in Section 1-1.6.4 will be processed in accordance with Section 1-2.5, below, except in those instances of resubmission of filing deficiencies as identified in Section 1-1.7.

1-2.5. Schedule of Accepted/Effective Dates.

<table>
<thead>
<tr>
<th>Date Received By</th>
<th>INITIAL FILINGS</th>
<th>NEW FILINGS</th>
<th>LATE FILINGS</th>
<th>SUPPLEMENTAL FILINGS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Received By</td>
<td>9-27-17 thru 11-14-17</td>
<td>9-27-17 thru 11-14-17</td>
<td>2-01-18 thru 3-12-18</td>
<td>2-01-18 thru 3-12-18</td>
</tr>
<tr>
<td>Computer Entry Date</td>
<td>01-01-2018 or before</td>
<td>01-01-2018 or before</td>
<td>5-01-2018 or before</td>
<td>5-01-2018 or before</td>
</tr>
<tr>
<td>Accepted/Effective Date</td>
<td>01-01-2018</td>
<td>01-01-2018</td>
<td>5-01-2018</td>
<td>5-01-2018</td>
</tr>
</tbody>
</table>

1-3. TSP Notifications.
1-3.1. Domestic Rate Filings.
For rate offers submitted via the "Upload Rate File" function of TMSS, the submitting TSP or RFSP will receive a summary from GSA stating the total number of records processed, number of records rejected, and the number of records accepted. This notification will be by email.

1-3.2. International Rate Filings.
For rate offers submitted via the "Upload Rate File function of TMSS, the submitting TSP or RFSP will receive a summary from GSA stating the total number of records processed, number of records rejected, and the number of records accepted. This notification will be by email.
1-4. Documentation Requirements.
The following documentation is required to be on file with the Program Management Office (PMO) prior to the acceptance of a TSP’s rate offer, but no later than Section 1-2.5, Schedule of Accepted/Effective Dates, Date Received By. In the absence of any one or all required documents, the TSP’s rate offer(s) will not be accepted by the database. This provision will apply with respect to any deficiency noted on documents, however, that for the purposes of this item, any reference to non-rate related deficiencies shall be construed as a documentation deficiency and Section 1-1.7.1 will apply. In those instances where corrections are not received in accordance with Section 1-1.7.1, rate offers will be considered unacceptable and TSPs will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. TSPs and RFSPs may continue submitting corrections until all errors are corrected or until the rate filing closing date. Rate offer files and error corrections submitted on the rate filing closing date will be accepted into the system, pending any errors. A TSP or RFSP will not have an opportunity to correct any errors detected in a file submitted on the rate filing closing date after the final validation.

1-4.1. TSPs Providing General Transportation and Move Management Services.
1-4.1.1. Trading Partner Agreement.
All TSPs approved to provide General Transportation Services and Move Management Services (MMS) are required as part of its filing to have on file with the PMO a signed Trading Partner Agreement (TPA). In the absence of a TPA, the TSP’s rate offer filing will be subject to the provision in Section 1-4, above. A TPA CURRENTLY ON FILE SATISFIES THIS REQUIREMENT.

1-4.1.2. Certificate of Insurance.
By the submission of a rate offer to the GSA PMO in accordance with this RFO, the TSP certifies that it will maintain cargo liability insurance meeting the HTOS Section 2.4.7 requirements during the period of its accepted rate offer filing. GSA reserves the right to request from the TSP at any time a Certificate of Insurance evidencing the maintenance of such cargo liability during the filing cycle.

1-4.1.3. Performance Bond - International Only.
All TSPs approved to provide International General Transportation Services and International Move Management Services (MMS) are required as part of its filing to furnish a performance bond, in accordance with the HTOS Section 2-4.8, and subject to the provisions of Section 1-4.1.3.1. The performance bond MUST clearly identify that the bond is in force for the period November 1, 2017 through October 31, 2018, or later. A Certification of Continuation of Bond is acceptable. A PERFORMANCE BOND OR CERTIFICATION OF CONTINUATION OF BOND CURRENTLY ON FILE DOES NOT SATISFY THIS REQUIREMENT AND COPIES WILL NOT BE ACCEPTED.

1-4.1.3.1. Addendum to the Performance Bond - International Only.
All TSPs approved to provide International General Transportation Services and International Move Management Services are required as part of its filing to furnish a performance bond to the PMO in the amount of $75,000. By the submission of an international rate offer to the GSA in accordance with this request, the TSP certifies that it will comply with the following performance bond specifications: THE CONDITIONS OF THIS OBLIGATION ARE SUCH, that the Principal will enter into bill of lading contracts with the Government from time-to-time during the effective period of this bond, for furnishing supplies or services to the Government, that the Government is represented by the department or agencies shown above, and that, based upon the Principal’s desires, all such contracts will be covered by one bond, instead of by a separate performance for each contract. This performance bond serves to protect the Government in the event the carrier to whom the actual bill of lading contract is issued fails to effect delivery of the shipment set forth on the bill of lading. By this performance bond, the Surety(ies) underwrites and assumes the Principal’s liability to the Government for excess reprocurement costs when, due to the
Principal’s failure to complete delivery of a shipment, the Federal civilian agency named in the bill of lading deems it necessary to reprocure transportation services from an alternate carrier. The Government shall be sole beneficiary of this bond in the event the Principal defaults and is unable to perform for whatever reason, including that of filing a petition in bankruptcy or an involuntary bankruptcy. THIS BOND WILL BE CONTINUOUS, and may be canceled at any time by the Surety(ies) upon thirty (30) days written notice to the General Services Administration, Centralized Household Goods Traffic Management Program, Relocation Services Branch (QMCCB), 2300 Main Street, Kansas City, Missouri 64108, representing the Government. Termination under this provision shall not effect or relieve the Surety(ies) of any obligation or liability that may have occurred prior to such termination. The time for commencing collection of monies owed the Government arising under the carrier’s contracts with the Government is determined by: Title 28, United States Code, Section 2416; Title 31, United States Code, Section 3716; Title 31, United States Code, Section 3726; and Title 49, United States Code, Section 11706. IN WITNESS WHEREOF, the Principal and Surety(ies) have executed this performance bond and have affixed their seals on the date set forth above.

NOTE 1: The word “contracts” as used herein means agreements for transportation and services as provided in applicable bills of lading, associated tenders of service, rate tenders and tariffs, and the General Services Administration, Centralized Household Goods Traffic Management Program International Government Bill of Lading Rate Solicitation.

NOTE 2: The word “services” as used herein means all transportation and related services required to be performed in accordance with the applicable contract as defined above.

1-4.2. Submission To.
All required documents must be submitted as originals with original signatures to the address specified in Section 1-6.

1-4.3. Place of Receipt.
Receipt of documentation requirements by any other office of GSA or by a RFSP shall not be construed as receipt by the office specified in Section 1-6.

1-4.4. Time of Submission.
The TPA and Performance Bond must be submitted in accordance with Section 1-4. These provisions will apply with respect to deficiencies in any of these documents; provided, however, that for the purposes of this item any reference to rate offer related deficiencies in Section 1-1.7.1.

1-5. TSP Certification Statement.
TSP certification of eligibility for the award of contracts for transportation.
(A) By submission of a rate offer electronically, the submitting TSP certifies that:
   (1) Neither the TSP, nor any of its subsidiaries, officers, directors, principal owners, or principal employees is currently suspended, debarred, or in receipt of a notice of proposed debarment from any Federal agency as a result of civil judgment or criminal conviction or for any cause from GSA, or has been placed in temporary nonuse status by GSA for the routes covered by this tender as of the date that this rate tender is offered.
   (2) The TSP is not a corporation, partnership, sole proprietorship or any other business entity which has been formed or organized following the suspension or debarment of, a subsidiary, officer, director, principal owner, or principal employee thereof (or from such an entity formed after receipt of a notice of proposed debarment).
(B) The following definitions are applicable to this certification:
   (1) A subsidiary is a business entity whose management decisions are influenced by the TSP through legal or equitable ownership of a controlling interest in the firm’s stock, assets, or otherwise.
   (2) A principal owner is an individual or company, which owns a controlling interest in the TSP’s stock, or an individual who can control, or substantially influence, the TSP’s management, through the ownership interest of family members of close associates.
   (3) A principal employee is a person(s) acting in a managerial or supervisory capacity (including consultants and business advisors) who is able to direct, or substantially influence, the
carrier's performance of its obligations under its contracts for transportation with the Federal Government.
(C) The knowledge of the person who executes this certification is not required to exceed the knowledge which that person can reasonably be expected to possess, following inquiry, regarding the suspended or debarred status of the parties defined in (B) above.
(D) THE TSP HAS A CONTINUING OBLIGATION TO INFORM THE GSA OFFICE TO WHICH THIS RATE TENDER IS SUBMITTED OF ANY CHANGE IN CIRCUMSTANCES WHICH RESULTS IN ITS INELIGIBILITY FOR THE RECEIPT OF CONTRACTS FOR TRANSPORTATION.
(E) An erroneous certification of eligibility or failure to notify the GSA transportation zone office receiving this tender of a change in eligibility may result in a recommendation for administrative action against the carrier. Additionally, false statements to an agency of the Federal Government are subject to criminal prosecution pursuant to 18 USC 1001, as well as possible civil penalties.

1-6. Contact.

Centralized Household Goods Traffic Management (CHAMP)
Program Management Office (PMO) in Kansas City, MO

General Services Administration
Employee Relocation Resource Center (QMCG)
2300 Main Street
Kansas City, MO 64108

Robyn Bennett, robyn.bennett@gsa.gov
(816) 823-3644

OR

Kim Chancellor, kim.chancellor@gsa.gov
(816) 823-3650
SECTION 2
REQUEST FOR OFFERS

2-1. Application of HTOS.
This Request for Offers (RFO) and any resulting rate offer(s) are subject to the provisions of the General Services Administration’s (GSA’s) Household Goods Tender of Service (HTOS), dated September 26, 2017, with an effective date of January 1, 2018, supplements thereto and reissues thereof.

2-2. Federal Agency Authorized to Use.
2-2.1. Application.
This RFO and any resulting rate offer(s) are for the account of the U.S. Government and authorized cost reimbursable contractors, except when the relocation involves uniformed personnel of the Department of Defense, its contractors and uniformed personnel of the U.S. Coast Guard or Public Health Service.
2-2.2. Exception (Reserved).

The rates and charges offered and accepted pursuant to this RFO are applicable to shipments routed pursuant to any formal contract providing for Move Management Services awarded by GSA or a Federal Civilian, non-DOD Agency to the extent provided in the contract. Section 2-7.6, Industrial Funding Fee (IFF) applies to such shipments.

2-4. Definitions.
2-4.1. Household Goods Tender of Service (HTOS).
The Household Goods Tender of Service (HTOS) dated September 26, 2017, with an effective date of January 1, 2018, supplements thereto and reissues thereof is available on the HTOS, RFO and GSA500A Reference Library link on GSA’s website.
2-4.2. GSA Domestic 500A-2017 Tariff (GSA500A).
This is the term applied to the source document for the filing of domestic rate offers under this RFO.
2-4.3. Domestic Transportation.
The movement of a relocated Government employee’s household goods (HHG) between points in the United States (U.S.) (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and points in Canada.
2-4.3.1. Code D: Domestic Household Goods.
Movement of HHG in a Motor Van or Container from origin residence to destination residence. The actual mode of service is at the discretion of the Transportation Service Provider (TSP). TSPs must advise the Bill of Lading Issuing Officer (BLIO) of their intent to containerize a shipment. When the TSP elects to containerize the shipment at their discretion, it will be at no additional cost to the Agency. As with all shipments moved under CHAMP and the GSA500A, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.
2-4.3.2. Code C: Domestic Household Goods.
Movement of HHG in a Container (supplied by the TSP) from origin residence to destination residence when specifically requested by the Agency. Use of commercial best practice containers is authorized (see provisions of Section 2-7.2.1.1.1.). Shipments must always be containerized, will never be owner packed and cannot be left unsecured or outdoors. Containerization must be completed at the owner’s residence unless the BLIO authorizes, in writing, containerization at TSP/Agent warehouse. As with all shipments moved under CHAMP and the GSA500A Tariff, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.
2-4.4. International Transportation.  
This is the term applied to door-to-door container movement of HHG in lift vans between the conterminous United States (including the District of Columbia, Alaska and Canada) and an international country or off-shore location, or between two international countries or off-shore locations in lift vans. A TSP provides complete through service from origin residence to destination residence by surface ocean means.

2-4.5. General Transportation Services.  
This is the term applied to transportation and accessorial services normally associated with a HHG move, such as set out in interstate and intrastate tariffs or the HTOS.

2-4.6. Move Management Services (MMS).  
This is the term applied to a MMS Provider’s arrangement, coordination, and monitoring of each relocating employee’s HHG move, from initial notification of shipment booking through delivery at destination. Services as identified in Section 2-6 and HTOS Section 6 will be provided within a TSP’s approved scope of operations. No brokering of shipments will be allowed.

2-4.7. Transportation Service Provider (TSP).  
This term applies to any participating TSP or forwarder that is approved in the Centralized Household Goods Traffic Management Program (CHAMP), Domestic and/or International, to provide General Transportation Services or MMS.

Special Agency provisions cited in this RFO are defined as specific terms and conditions applicable to a particular Federal department or Agency.

2-4.9. Bill of Lading Issuing Officer (BLIO).  
This term applies to the individual or his/her designated representative within the shipping or receiving Agency responsible for HHG traffic management functions.

2-4.10. Unaccompanied Air Baggage (UAB).  
This term applies to necessary personal items that are taken to a relocating employee’s new duty station before their shipment of HHG arrives. The determination of items considered as UAB is at the discretion of each Agency. UAB shipments will be post audited based on the following formula: dimension of container divided by 166 (converts to volume kilogram) x 0.4536 x base line rate x TSP percentage. Volume weight is defined as the length times the width times the height (in inches), divided by 166 and multiplied by 0.4536. Where gross weight exceeds volume weight, the TSP must charge for gross weight.

2-4.11. DUNS Number.  
This term applies to a Data Universal Number System. DUNS numbers are issued by Dun & Bradstreet and consist of nine digits.

2-5. Filing Possibilities.  

2-5.1. Filing Instructions.  
Instructions for the submission of rate offers are set out in Section 6 and Section 7.

2-5.2. General Government Rates or Charges.  
TSPs submitting rate offers pursuant to this RFO may file rate offers that apply to all Federal agencies. The term general government will be used to describe such rate offers. Rate offers submitted may be for the TSP’s full scope of operation or any part thereof.

2-5.3. Agency Specific Rates or Charges.  
TSPs submitting rate offers pursuant to this RFO may file rate offers that apply to a specific Federal Agency as defined in Section 3 and Section 5. The term Agency Specific will be used to describe such rate offers. Rate offers submitted may be for the TSP’s full scope of operation or any part thereof.

2-5.3.1. Application of Rates.  
Agency Specific rate offers will apply only to shipments for which the specific agency/bureau/location identified in Section 3 and Section 5, issues the Government Bill of Lading (GBL)/Commercial Bill of Lading (CBL)/Bill of Lading(BL).

2-5.4. Combination of General Government and Agency Specific.  
TSPs submitting rate offers pursuant to this RFO may file rate offers that apply for both general government and Agency Specific. If the TSP files both general government and Agency specific rate offers, the TSP may base its submission on any part or parts of its approved scope of operation without regard to
consistency between general government and Agency Specific. For example, a TSP with an approved scope of operation of all domestic service areas may offer general government rates and charges between all domestic service areas, but offer Agency Specific rates and charges between only two (2) service areas for Federal Agency X, while offering Agency Specific rates and charges between four (4) different service areas for Federal Agency Y.

2-5.5. Alternating Agency Specific Standing Route Order (SRO) Rate Offers. TSPs may file alternating, Agency Specific SRO rate offers as identified in Section 5-1. Alternating SRO rate offers will apply specifically to those Federal agencies/bureaus/offices identified in Section 5-1 and may alternate with any other accepted rate offer.

2-5.6. Non-Alternating Agency Specific SRO Rate Offers. TSPs may file non-alternating, Agency Specific SRO rate offers as identified in Section 3 and Section 5-1. Non-alternating SRO rate offers will apply specifically to those Federal agencies/bureaus/offices identified in Section 3 and Section 5-1 and will not alternate with any other accepted rate offer.

2-5.7. Move Management Rate Offers. TSPs submitting rate offers pursuant to this RFO may file rate offers for MMS that apply to all Federal agencies. The term MMS will be used to describe such rate offers. Rate offers submitted may be for the TSP’s full scope of operation or any part thereof.

2-6. Move Management Services (MMS).

In addition to complying with provisions of HTOS Section 6, the MMS Provider (TSP) must also comply with the service, delivery timeframe, billing, reporting, and liability requirements set out elsewhere in the HTOS, as applicable, together with all other requirements set out therein, except to the extent waived by the BLIO as defined in the HTOS.

2-7. Special Provisions Affecting Rates or Charges.

2-7.1 General. Unless otherwise noted, all surface HHG shipments transported pursuant to the provisions of this RFO are deemed to be released at a value equal to $6.00 per pound times the actual total weight (in pounds) of the shipment and a valuation charge will not be assessed in conjunction therewith. There will be no additional cost for this level of service. The provisions in Section 2-7 will apply.

2-7.1.1. ALK Technologies, Inc. Mileage

For rate offers effective January 1, 2018, the percentage stated in the submitting TSP’s rate offer will be based on mileage provided by ALK Technologies, Inc., Web Based Version 31. The parameters to use are:

General: borders closed, shortest mileage

One exception is that GSA has determined that all surface HHG shipments between any point in the United States (including the District of Columbia and Alaska) and a Canadian province will be based on the current Rand McNally mileage in place January 1, 2018.

2-7.1.2. Shipments of Unaccompanied Air Baggage

Unaccompanied air baggage shipments will be packed in Tri-wall containers measuring no more than 15 cubic feet (internal dimensions). In no case shall the carton dimensions vary more than two inches per side (length/width/height) due to the overwrap material and small manufacturing variances in the cardboard. All TSPs must have written approval from the BLIO authorizing any exceptions to the Tri-wall measurements. TSPs who are invoicing for charges other than by gross weight must show the container cube and number of containers on the invoice before a prepayment audit is approved. Where gross weight exceeds volume weight, TSP must charge for gross weight.

2-7.2. Rates or Charges

2-7.2.1. DOMESTIC.

2-7.2.1.1. Household Goods – Code D and Code C

The percentage stated in the submitting TSP’s rate offer represents a linehaul/transportation discount off the total cost of the move for transportation and all accessorials services based on the rates and charges published in the GSA500A for a specific domestic move. The linehaul/transportation discount does not
apply to the GSA IFF, fuel surcharges, charges associated with storage in transit, third party services, or valuation charges when the shipment is declared in excess of the base valuation (See Appendix B of the GSA500A for additional items for which the linehaul/transportation percentage discount does not apply).

2-7.2.1.1.1. Containerized Shipments:
1. When moving a shipment via a container (either at the TSP’s own discretion (Code D) or when specifically requested by an Agency (Code C)), the TSP agrees to use best commercial practices in selecting containers to safeguard movement of personal property and agrees to use containers that meet Government/Military specifications when required. Any TSP-owned/leased commercially-designed shipping containers are authorized provided they meet or exceed Military Specification PPP-B-601.

2. Security seals must be used on all containerized shipments. All exterior HHG containers/cartons must be sealed with accountable seals at the employee’s residence, unless containerization at the warehouse is authorized in writing by the BLIO. Applicable seal control numbers must be entered on the inventory and cross referenced to each container utilized. The employee must initial the inventory attesting to the correct seal numbers listed on the inventory.
   (a) Wooden containers must have a minimum of four seals per container and seals must secure the access overlap door and side panels.
   (b) Commercially-designed shipping containers of permanent structure must be locked and sealed using a commercially approved tamper-evident device.

2-7.2.1.2. Storage-In-Transit (SIT) Discount.
TSPs submitting rate offers for the movement of HHG must offer a percentage discount applicable to all storage charges, including pickup or delivery out of storage. The storage in transit discount does not apply to the GSA IFF, fuel surcharges charges associated with the line haul transportation and accessorials, third party services, or valuation charges when the shipment is declared in excess of the base valuation. For shipments stored outside the 50 mile radius, the bottom line discount will apply to the pick up or delivery out of storage in transit. (See Appendix B of the GSA500A for additional items for which the SIT percentage discount does not apply).

2-7.2.1.3. Unaccompanied Air Baggage (UAB) - Alaska and Canada Only.
The percentage (%) stated in the submitting TSP’s rate offer for UAB shipments represents a single-factor rate based on the base-line rate set out below per kilogram (kg) volume weight and includes the following services: (a) packing, including use of packing containers and materials from origin to destination; (b) servicing of appliances; and (c) from origin residence all land and air transportation to the destination residence.

<table>
<thead>
<tr>
<th>Weight Group</th>
<th>Base-Line per Kilogram (KG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>45 to 134 kg</td>
<td>US$1.32</td>
</tr>
<tr>
<td>135 to 224 kg</td>
<td>US$1.20</td>
</tr>
<tr>
<td>225 to 314 kg</td>
<td>US$1.14</td>
</tr>
<tr>
<td>315 to 404 kg</td>
<td>US$1.09</td>
</tr>
<tr>
<td>405 and over kg</td>
<td>US$1.04</td>
</tr>
</tbody>
</table>

2-7.2.1.4. Privately Owned Vehicle (POV).
2-7.2.1.4.1. Domestic.
The amount stated in the submitting TSP’s rate offer for the shipment of a POV represents a price per mile for vehicles applicable to the following services (a) preparation of vehicle; (b) pickup at origin; (c) transportation from origin to destination; (d) delivery to final destination; and (e) valuation based on the current value of the vehicle.

2-7.2.1.4.2. Minimum Charge.
In those instances when the distance for shipping a POV is less than 300 miles, a minimum charge of 300 times the offered price per mile will apply.

2-7.2.1.4.3. Alaska Only.
The amount stated in the submitting TSP’s rate offer for the shipment of a POV represents a flat price for vehicles applicable to the following services (a) preparation of vehicle; (b) pickup at origin; (c)
transportation from origin to destination; (d) delivery to final destination; and (e) valuation based on the current value of the vehicle.

2-7.2.1.4.4. Vehicle Sizes.

Charge must be offered only on the following sizes and in accordance with Section 2-7.2.1.4.1 and 2-7.2.1.4.3.

1. Category 1 (CAT-1): Vehicles less than 300 cubic feet in physical measurement;
2. Category 2 (CAT-2): Vehicles between 300 and 800 cubic feet in physical measurement; and,
3. Category 3 (CAT-3): Vehicles exceeding 800 cubic feet in physical measurement.

2-7.2.1.4.5. POV Fuel Surcharge.

If the POV is transported on the same truck with the HHG, the TSP is not entitled to charge a separate fuel surcharge for the POV. If the POV is not going to be transported with the HHG, then prior to the commencement of loading the TSP must notify the Federal Agency and receive written approval for the alternate mode and identify that a surcharge maybe required. If the POV is transported via a car hauler and the car hauler charges a fuel surcharge, that surcharge can be passed through to the Federal Agency as a separate line item. The TSP must provide a copy of the original bill to the Agency for reimbursement. If the POV is transported via a separate HHG trailer, the TSP may calculate a surcharge using the standard fuel surcharge calculation identified in this RFO.

2-7.2.2. INTERNATIONAL.

2-7.2.2.1. Household Goods (HHG).

2-7.2.2.1.1. General.

The percentage (%) cited in the submitting TSP’s rate offer for the surface HHG represents a single-factor rate based on the Base-Line Rates specified in Section 2-7.2.2.6 per 100 pounds net weight including full replacement value TSP liability as defined in Section 2-7.5 and HTOS Section 10. The application of rate offers from/to the international point for the surface HHG shipment shall be based on the net weight of the shipment in pounds. Minimum weight is 1,000 pounds.

2-7.2.2.1.2. Services Included.

1. Packing, including use of packing containers and materials from origin to destination, and unpacking. Shipping containers and packing materials furnished by the TSP will remain the property of the TSP.
   (a) Special provisions applicable for LCD, LED, and Plasma Televisions.

   These provisions apply for the packing and shipping of LCD, LED, and Plasma televisions, which are four (4) inches or less in depth and are incapable of standing alone without support (or the use of a base).

   The TSP must utilize the original manufacturer’s shipping container is available and serviceable.

   Crating charges apply only for televisions in excess of 60 inches (diagonal screen size) and if the relocating employee’s original carton is no longer available. Prior to any crating, the TSP must first gain written approval from the BLIO.

   For televisions that are 60 inches or less (diagonal screen size), TSPs are authorized to use cartons which are specially designed to ship LCD, LED, and Plasma televisions. Further, the Transportation Officer can waive, in writing, the crating requirement referenced above at their discretion. When a waiver is granted, the billing must be supported by a copy of the waiver indicating that the Federal Agency waived the 60 inch requirement and that crating was authorized.

2. Servicing and unservicing of appliances, to include front load washing machines.
3. All land, water, and air transportation, EXCEPT:
   (a) additional land transportation charges for shipments picked up or delivered from or to storage-in-transit;
   (b) bunker fuel charges, port congestion surcharges, and/or war risk surcharges where applicable and when actually billed to the TSP by ocean freight TSP pursuant to regularly filed tariff(s) with the Federal Maritime Commission. Such charges will be separately stated on the BL and supported by prorated paid ocean TSP invoices of the actual amount; and,
   (c) shipments of unaccompanied air baggage.
4. Export and import documentation services involving customs clearances.
5. Removal and placement of each article in the residence/warehouse or other building.
6. Hoisting or lowering of an article.
7. Elevator, stair and excessive distance carry, piano/organ carry and/or heavy or bulky item charge (except Item 5 in Section 2-7.2.2.1.3, below).
8. Ferry, tunnel and bridge charges/tolls.

2-7.2.2.1.3. Services Excluded.
1. Storage, waiting time and/or handling charges caused by failure of the origin BLIO to furnish acceptable custom documents or by refusal of customs officials to clear shipment will be billed at charges provided in HTOS, when performed by TSP. When such services are performed by a third party, billing will be at the actual cost charged to the TSP, supported by paid third party invoices when reference applicable rate schedules and/or tariffs when charges are assessed in accordance with such publications.
2. Any Government or public authority ordered charges for inspection, disinfection, decontamination, fumigation or demurrage or other charges occasioned by such orders not the fault of the TSP.
3. Servicing of articles requiring services of third parties. Prior to use of third parties, the TSP must get written authorization from the BLIO authorizing the service.
4. When an article cannot be picked up or delivered from a residence by the conventional method (doorways, stairs, elevator to floor) or the structural nature of the residence must be changed to accommodate a pickup or delivery (removal of windows, doors, etc), the TSP, upon approval by the BLIO will be authorized third party service. This exception is directed at the pickups and deliveries from high rise apartment buildings and is not intended to be used for minor hoisting and lowering, such as 1st floor balconies in apartments and single family dwellings.
5. Shipments picked up or delivered to a mini warehouse, which involve a carry in excess of 100 feet between the TSP vehicle and the outside entrance door of the actual storage area, the BLIO may authorize an excessive distance carry charge as defined in the HTOS Section 17.

2-7.2.2.2. Rates and Charges for Accessorial Services.
The rates and charges set out in HTOS Section 12 are base-line rates. The percentage (%) stated in the submitting TSP’s rate offer for accessorial services represents the amount to be charged as a percentage (%) less than, equal to, or greater than the rates and charges set out in HTOS Section 12.

2-7.2.2.3. Rates or Charges For Storage-In-Transit (SIT).
The percentage (%) stated in the submitting TSP’s rate offer for SIT represents the amount to be charged as a percentage (%) less than, equal to, or greater than the rates and charges set out in the HTOS Section 12 for the storage and pickup/delivery, including full replacement value TSP liability in Section 2-7.5.

2-7.2.2.4. Unaccompanied Air Baggage (UAB)
The percentage (%) stated in the submitting TSP’s offer for UAB shipment represents a single-factor rate based on the base-line rate set out in Section 2-7.2.6.2.2 per kilogram (kg) volume weight including full replacement value TSP liability as set out in Section 2-7.5 and includes the following services: (a) packing, including use of packing containers and materials from origin to destination; (b) servicing of appliances; and (c) from origin residence all land and air transportation to the destination residence. A TSP may charge as a separate line item a fuel surcharge for UAB shipments. TSPs must provide a copy of the original airway bill to the Agency for reimbursement. Any excessive costs charged by foreign or overseas air carriers will be negotiated and paid at the discretion of the Agency. Exceptions to the UAB surcharge are identified in Section 3.

2-7.2.2.5. Privately Owned Vehicle (POV).
The amount stated in the submitting TSP’s rate offer for the shipment of a POV represents a flat charge applicable to the following services:
(1) preparation of vehicle;
(2) pickup at origin;
(3) transportation from origin to destination;
(4) containerization or below deck storage in the ocean going vessel;
(5) delivery to final destination; and,
(6) valuation based on the current value of the vehicle.

2-7.2.2.5.1. Vehicle Sizes.
The flat charge must be stated in whole dollars and may be offered only on the following sizes:
1. Category 1 (CAT-1): Vehicles less than 300 cubic feet in physical measurement;
2. Category 2 (CAT-2): Vehicles between 300 and 800 cubic feet in physical measurement; and,
3. Category 3 (CAT-3): Vehicles exceeding 800 cubic feet in physical measurement.
2-7.2.2.5.2. **Motorized Vehicles.**
All internal combustion engines, self-propelled vehicles, or mechanized equipment containing an internal combustion engine may be subject to 49CFR, hazardous material shipping paper requirements. The TSP may identify vessel carrier and hazardous material associated fees on their invoice as a pass through charge. TSPs must provide a copy of the original receipt from the vessel carrier for reimbursement consideration by the Federal Agency. Due to 49CFR hazardous material requirements, agencies are expected to pay legitimate associated costs for this service. POVs with an empty fuel tank and run to a stall are excepted from the requirements of 49CFR 176.905. POVs cannot be shipped with more than one quarter of a tank of flammable fuel under any circumstance.

2-7.2.2.5.3. **Application of Transit Time.**
Transit time schedules for both the domestic and international programs are identified in HTOS Section 10.

2-7.2.2.5.3.1. **Transit Time Penalty.**
In the event that the TSP fails to meet the transit times, it must notify the Federal Agency as applicable, within 24-hours of the delay. The TSP shall be responsible for arranging for, or the reimbursement of, a rental car on behalf of the transferee. Reimbursement or the rental of a like vehicle will be limited to a vehicle of the same, or comparable, size/model as being shipped by the transferee. The BLIO has the authority to waive the penalty in whole or in part based on circumstances of the delay.

2-7.2.2.5.4. **POV Transit Time Exceptions.**
HTOS Section 10.3 identifies exceptions to POV transit times for specific identified locations.

2-7.2.2.6. **Base-Line Rates.**
2-7.2.2.6.1. **Surface.**

2-7.2.2.6.1.1. **Surface Base-Line Rate Table.**
The following base-line rate table is applicable to the HHG effects surface shipments.

<table>
<thead>
<tr>
<th>Weight Group</th>
<th>Base-Line Rate per hundred weight (cwt)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,000 to 1,999 lbs</td>
<td>US$124.77</td>
</tr>
<tr>
<td>2,000 to 3,999 lbs</td>
<td>US$113.03</td>
</tr>
<tr>
<td>4,000 to 7,999 lbs</td>
<td>US$106.64</td>
</tr>
<tr>
<td>8,000 to 11,999 lbs</td>
<td>US$102.37</td>
</tr>
<tr>
<td>12,000 to 15,999 lbs</td>
<td>US$100.24</td>
</tr>
<tr>
<td>16,000 and over</td>
<td>US$98.11</td>
</tr>
</tbody>
</table>

2-7.2.2.6.2.2. **Unaccompanied Air Baggage (UAB)**
The following base-line rate table is applicable to the shipment of UAB.

<table>
<thead>
<tr>
<th>Weight Group</th>
<th>Base-Line per Kilogram(KG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>45 to 134 kg</td>
<td>US$1.16</td>
</tr>
<tr>
<td>135 to 224 kg</td>
<td>US$1.05</td>
</tr>
<tr>
<td>230 to 314 kg</td>
<td>US$1.00</td>
</tr>
<tr>
<td>315 to 404 kg</td>
<td>US$0.96</td>
</tr>
<tr>
<td>405 and over</td>
<td>US$0.91</td>
</tr>
</tbody>
</table>

2-7.3. **Application of Rates or Charges.**
Rates/Charges applicable to a specific shipment will be those in effect on the date of pickup. In those instances where the submitting TSP does not offer a rate offer, it will be construed as NO RESPONSE.

2-7.3.1. **Exception.**
Except in supplemental filings, items left blank will indicate NO CHANGE.

2-7.3.2. **Unaccompanied Air Baggage (UAB).**
Rates or charges applicable to UAB will apply when shipped independent of surface HHG.
2-7.3.3. Privately Owned Vehicles (POV). 
Rates or charges applicable to POV will apply when shipped independent of the surface HHG.

2.7.4. Alaska Only.

2-7.4.1. Combination of Rate Offers - Applies to Domestic Shipments Only

2-7.4.1.1. Accepted Rate Offer Does Not Include Alaska Service Areas (RFO Section 5-2).

In the event that a TSP handles a shipment between points in the contiguous United States and Alaska and it does not have any rate offers accepted by GSA for such a movement, the applicable charges shall be based on a combination of the rate offers set out in the TSP’s accepted rate offers between Service Area 2 and Service Areas 1 through 16, inclusive, and of the charges in the GSA500A applicable for Alaska, including Section 6 of the applicable GSA500A, supplements thereto and reissues thereof; provided, however, these charges will alternate with all other applicable combination or through rate offers and/or charges that a TSP may have on file on the date that a shipment is picked-up.

2-7.4.1.2. Accepted Rate Offer Includes Alaska Service Areas (RFO Section 5-2).

The provisions of Section 2-7.4.1.1 do not apply when GSA has accepted a TSP’s rate offer to handle shipments between points in the contiguous United States, Service Area 1 through 16, inclusive, and Alaska Service Areas defined in Section 5-2.

2.7.5. Released Value.

2-7.5.1. General.

2-7.5.1.1. Surface and Unaccompanied Air Baggage Released (UAB) Value.

Unless otherwise noted, all surface and UAB applicable to domestic and international shipments are deemed to be released at Full Replacement Value.

2-7.5.1.2. Privately Owned Vehicle Released Value.

Unless otherwise noted, all POV shipments applicable to domestic and international shipments are released at current market value.

2-7.5.1.3. Cost included in TSP’s offer.

The cost of providing Full Replacement Value as defined in this provision will be included in the TSP’s rate offer. Except as provided in Sections 2-7.5.2.2. and 2-7.5.3.2., a TSP may not charge a Federal Agency for Full Replacement Value.

2-7.5.2. DOMESTIC.

2-7.5.2.1. Transportation.

All domestic shipments moving pursuant to CHAMP, unless as otherwise noted in this RFO, are released at the base Full Replacement Value of $6.00 times the net weight of the shipment in pounds applicable to both shipments in transit and SIT.

2-7.5.2.2. Employee’s Increase in Base Valuation.

The employee has the right to increase the value in excess of the base Full Replacement Value established by this provision and in accordance with the following.

2-7.5.2.2.1. Transportation.

In the event that the employee declares a value greater than the base Full Replacement Value, a Full Value Protection Service Shipment Charge of $0.85 per $100 will apply on that portion of the valuation declared in excess of shipments released value of $6.00 times the weight.

2-7.5.2.2.2. Storage-in-Transit.

In the event that the employee declares a value greater than the base Full Replacement Value, a Full Value Protection Service Storage Liability Charge of $0.18 per $100 will apply on that portion of the valuation declared in excess of shipments released value of $6.00 times the weight.

2-7.5.3. INTERNATIONAL.

2-7.5.3.1. Transportation.

All international shipments moving pursuant to CHAMP, unless as otherwise noted in this RFO, are released at a base Full Replacement Value of $6.00 times the net weight of the shipment in pounds applicable to both shipments in transit and SIT.

2-7.5.3.2. Employee’s Increase in Base Valuation.

The employee has the right to increase the value in excess of the base Full Replacement Value established by this provision and in accordance with the following.

2-7.5.3.2.1. Transportation.
In the event that the employee declares a value greater than the base Full Replacement Value, a Full Value Protection Service Shipment Charge of $0.85 per $100 will apply on that portion of the valuation declared in excess of shipments released value of $6.00 times the weight.

2-7.5.3.2.2. Storage-in-Transit.
In the event that the employee declares a value greater than the base Full Replacement Value, a Full Value Protection Service Storage Liability Charge of $0.18 per $100 will apply on that portion of the valuation declared in excess of shipments released value of $6.00 times the weight.

2-7.6. GSA Industrial Funding Fee (IFF)
The IFF is due on the total net transportation charges billable to the Government (includes line-haul, accessorial, packing charges, fuel surcharges, etc… and SIT (to include first day of storage, each additional day of storage and pickup and delivery (drayage)). IFF is also due on the total net charges billable to the government for the shipment of POVs.

2-7.6.1. Amount of Charge.
2-7.6.1.1. Domestic.
For domestic shipments, the GSA IFF will be 3.50% of the total net transportation charges (includes line-haul, accessorial, packing charges, fuel surcharges, etc… and SIT (to include first day of storage, each additional day of storage and pickup and delivery (drayage)) per shipment and 3.50% of the total net POV charges per shipment subject to the following provisions. An IFF is not assessed against UAB shipments unless an agreement has been developed.

2-7.6.1.2. International.
For international shipments, the GSA IFF will be 3.50% of the total net transportation charges (includes line-haul, accessorial, packing charges, fuel surcharges, etc… and SIT (to include first day of storage, each additional day of storage and pickup and delivery (drayage)) per shipment and 3.50% of the total net POV charges per shipment subject to the following provisions. An IFF is not assessed against UAB shipments unless an agreement has been developed.

2-7.6.2. Cost Included in TSP’s Rate Offer.
The cost of GSA IFF must be included in the TSP’s rate offer.

2-7.6.3. First Shipment.
The first shipment of a relocation performed pursuant to the HTOS is defined as a surface shipment of HHG effects, shipment of a POV, or UAB, all or any one of which are tendered to the TSP by the shipping Federal Agency as the first component of a shipment for a relocating employee. On a multiple element domestic or international shipment at Government expense (either all or some combination of HHG, POV, or UAB), GSA’s IFF will be assessed against both the HHG element of the net transportation charges (includes line-haul, accessorial, packing charges, fuel surcharges, etc… and SIT (to include first day of storage, each additional day of storage and pickup and delivery (drayage)) and the POV element of the total net POV charges. An IFF is not assessed against UAB shipments unless an agreement has been developed. If there are multiple HHG and/or POV shipments, an IFF is assessed on each HHG shipment and each POV shipment.

2-7.6.4. Supplemental Shipments.
A supplemental shipment of a relocation performed pursuant to the HTOS is defined as any surface shipment, including a POV, or UAB tendered to the TSP by the shipping Federal Agency after the tender of the first component of a shipment for a relocating employee. On a multiple element domestic or international shipment at Government expense (either all or some combination of HHG, POV, or UAB), GSA’s IFF will be assessed against both the HHG element of the net transportation charges (includes line-haul, accessorial, packing charges, fuel surcharges, etc… and SIT (to include first day of storage, each additional day of storage and pickup and delivery (drayage)) and the POV element of the total net POV charge. An IFF is not assessed against UAB shipments unless an agreement has been developed. If there are multiple HHG and/or POV shipments, an IFF is assessed on each HHG shipment and each POV shipment.

2-7.6.5. Payment of Charge.
The TSP will remit the IFF to GSA on a calendar year quarter basis in accordance with the terms of the HTOS. IFF payments remitted to GSA by approved CHAMP TSPs will be based on the number of shipments (HHG and POV) billed pursuant to CHAMP for which service was performed. Calculation of the IFF should be rounded out two decimal points. (example: .345 rounded to .35; .322 rounded to .32)
2-7.6.6. Verification of IFF. 
To ensure that the IFF is correctly applied to the calendar year quarter for which submission is received, the check or attached documentation must identify the quarter (i.e. 1stqtr00, 3rdqtr00), and the GBL/CBL/BL number or include with the IFF submission a copy of the shipment report containing such information.

2-7.6.7. Failure to Submit IFF. 
Failure to submit the Industrial Funding Fee due GSA for HHG and POV shipments handled, will result in immediate placement of the TSP in temporary non-use status pending revocation of the TSP’s approval.

2-7.7. Electronic GSA Form 3080. 
In accordance with HTOS Section 7.5.1, TSPs MUST initiate an electronic GSA Form 3080 via the Transportation Management Services Solution (TMSS) system for all shipments moved in accordance with this RFO (HHG, UAB and POV).

2-7.8. Extended Storage. 
Rate offers will apply into the TSP warehouse for extended storage. Rates for monthly extended storage per each hundred pounds and rates for full value protection per each $100 of value must be negotiated between the TSP and the Federal Agency.

The Fly America Act of 1974 (49 U.S.C. 40118) mandates the use of U.S air carriers for all cargo air transportation funded by the U.S. Government. One exception, however, is when the transportation is provided in accordance with a bilateral or multilateral air transport agreement under which both the U.S. Government and a foreign country’s government are parties. In addition, the Department of Transportation must have determined that the bilateral or multilateral air transport agreement satisfies the Fly America requirements.

The U.S. Government has in place several of these agreements that currently allow federally funded transportation of cargo to utilize foreign air carries in certain circumstances. To prevent from having to update the Federal Management Regulations (FMR) each time a new agreement is entered into, GSA recently issued a Final Rule, 79 FR 33474, that directs agencies and TSPs to the Department of State’s web-based site at http://www.state.gov/e/eb/tra/ata/index.htm for information relating to these agreements. This was added in 41 CFR Part 102-117.135.

In addition, §102-117.15 To whom does this part apply? and other provisions of §102-117.135 were updated. §102-117.135 also identifies circumstances when the use of a foreign air carrier may be allowed when a bilateral or multilateral agreement does not exist.

Requests for permission to use a Foreign Flag carrier shall be made to the BLIO on the form “Justification Certificate for use of Foreign Flag Vessel/Carrier” in Appendix C of the HTOS.

Failure to file a Foreign Flag waiver using the “Justification Certificate for the use of a Foreign Vessel/Carrier” in Attachment C of the HTOS when a Foreign Flag carrier requiring a waiver is used may result in the immediate placement of a TSP in a temporary non-use status.

2-9. Withdrawal of Accepted Rate Offers. 
The following provision applies: accepted rate offers may be withdrawn from the GSA Cost Comparison data base upon a TSP’s failure to meet HTOS requirements and/or pending temporary non-use, suspension and/or debarment in accordance with 41 CFR 102-117. In those instances where shipment takes place after the effective date of withdrawal, the TSP’s accepted rate offer(s) will apply and remain in effect until either the TSP has been terminated for performance by the BLIO or the TSP’s approval to participate in CHAMP has been revoked by the Program Management Office (PMO) (See HTOS Sections 2.17, 2.18, and 3.2).

2-10. Extension of Offer by the Government. 
The Government reserves the right to extend the expiration date of all or part of the rate offers accepted in accordance with the RFO for up to ninety (90) calendar days.
2-11. TERMINATION FOR CONVENIENCE OF THE GOVERNMENT.
The Government, by written notice, may completely or partially terminate a TSP’s performance of work under the BL and remove its rate offer(s) in accordance with the RFO and relevant HTOS provisions when it is in the Government’s best interest. If a rate offer(s) is removed, the Government shall be liable only for payment for TSP services rendered before the effective date of the TSP’s termination. Upon removal of the rate offer as provided in the HTOS, the TSP shall be paid any sum due the TSP for services performed under this rate offer to the date of the TSP’s termination by the BLIO, and in the event of partial termination shall be paid in accordance with the terms of this rate offer for any services furnished under the portion of the rate offer that is not removed; provided, however, any such payments shall be without prejudice to any claim which the Government may have against the TSP under the provisions of the HTOS or otherwise and the Government shall have the right to offset any such claims against such payment.
SECTION 3
NON-ALTERNATING - SPECIAL AGENCY PROVISIONS

3-1. General.
TSPs may file non-alternating, Agency Specific Standing Route Order (SRO) rate offers as identified below. Non-alternating SRO rate offers will apply specifically to those Federal agencies/bureaus/offices identified below and will not alternate with any other accepted rate offer. By submission of a rate offer under this Section 3, the submitting TSP agrees to the following terms and conditions applicable to a specific agency/bureau/office. The rate offer is also subject to the provisions as set out in this RFO and the provisions of the HTOS, supplements thereto and reissues thereof.

3-2. Department Of Veterans Affairs (VA) – Domestic (DVADC).
TSPs submitting rate offers in accordance with Section 3-2, may file rate offers applicable between the points specified in Section 5-2 and identified as Agency Specific Codes in Section 5-1.

3-2.1. Released Valuation.
In lieu of the TSP liability at $6.00 as provided for in Section 2-7.5.2, all domestic VA shipments shall be released at $7.00 times the net weight of the shipment in pounds with a maximum TSP liability of $126,000.00 applicable to both shipments in transit and Storage-in-Transit (SIT). There will be no additional cost to the VA for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-2.2. Excess Released Value.
3-2.2.1. Transportation.
In the event the employee declares a value greater than the base valuation of $7.00 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of $0.85 per $100 will apply on that portion of the valuation declared in excess of $7.00 times the net weight of the shipment in pounds or $126,000.00, whichever is less.

3-2.2.2. Storage-In-Transit.
In the event that the employee declares a value greater than $7.00 times the net weight of the shipment in pounds, a storage liability charge of $0.18 per $100 will apply on that portion of the valuation declared in excess of a shipment’s released value of $7.00 times the net weight of the shipment in pounds or $126,000.00, whichever is less.

3-2.3. Weight Variance.
In lieu of the weight variance of 115% as provided for in HTOS Section 5.4.3., all VA domestic shipments shall be subject to a 110% weight variance. Weight variances of 110% or less will not require an explanation from the TSP. Weight variances exceeding 110% will require an explanation from the TSP that must be accepted/approved by the VA to allow the TSP to bill for the additional shipment weight.

3-2.4. Rate Basis.
By submission of a rate offer under Section 3-2, the TSP must have the ability to self-pack, load, and haul 85 percent or greater of VA interstate (including Alaska) and intrastate shipments. This is defined as a TSP who can contain a movement of property within its own operational capabilities without recourse to another TSP.

3-2.5. Volume.
The VA is estimating that the volume of domestic shipments under this RFO is 1,150 shipments.

TSPs submitting rate offers in accordance with Section 3-3, may file rate offers applicable between the points specified in Section 5-2 and 5-3 and identified as Agency Specific Codes in Section 5-1.

3-3.1. Released Valuation.
In lieu of the TSP liability at $6.00 as provided for in the Section 2-7.5.3, all international VA shipments shall be released at $8.50 times the net weight of the shipment in pounds with a maximum TSP liability of $153,000.00 applicable to both shipments in transit and SIT. There will be no additional cost to the VA for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-3.2. Excess Released Value.
3-3.2.1. Transportation.
In the event the employee declares a value greater than the base valuation of $8.50 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of $0.85 per $100 will apply on that portion of the valuation declared in excess of a shipment’s released value of $8.50 times the net weight of the shipment in pounds or $153,000.00, whichever is less.
3-3.2.2. Storage-in-Transit.
In the event that the employee declares a value greater than $8.50 times the net weight of the shipment in pounds, a storage liability charge of $0.18 per $100 will apply on that portion of the valuation declared in excess of a shipment’s released value of $8.50 times the net weight of the shipment in pounds or $153,000.00, whichever is less.

3-3.3. Weight Variance.
In lieu of the weight variance of 115% as provided for in HTOS Section 5.4.3., all VA international shipments shall be subject to a 110% weight variance. Weight variances of 110% or less will not require an explanation from the TSP. Weight variances exceeding 110% will require an explanation from the TSP that must be accepted/approved by the VA to allow the TSP to bill for the additional shipment weight.

3-3.4. Volume.
The VA is estimating that the volume of international shipments under this RFO is 40 shipments.

TSPs submitting rate offers in accordance with Section 3-4, may file rate offers applicable between the points specified in Section 5-2 and 5-3 and identified as Agency Specific Codes in Section 5-1.

3-4.1. Application.
CONDI applies to all domestic and international shipments for which one of the agencies/bureaus/offices identified below issues the Government Bill of Lading and/or Commercial Bill of Lading. Each of these agencies/bureaus/offices will make their own TSP selections:

1. Department of Interior, Interior Business Center, Denver, CO (formerly NBCCO)
2. Department of Interior, Geological Survey, Reston, VA (formerly GEOVA)
3. Department of Agriculture, Forest Service, Albuquerque, NM (formerly FSVNM)
4. Department of Interior, National Park Service, Omaha, NE (formerly NPSNE) (currently responsible for the relocation requirements for the National Park Service’s Midwest, Southeast and Northeast Regions)

3-4.2. Released Valuation - Domestic.
In lieu of the TSP liability at $6.00 as provided for in Section 2-7.5.2., all domestic CONDI shipments shall be released at $6.50 times the net weight of the shipment in pounds with a maximum TSP liability of $117,000.00 applicable to both shipments in transit and SIT. There will be no additional cost to the agencies/bureaus/offices identified in Section 3-4.1. for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-4.3. Excess Released Value - Domestic.

3-4.3.1. Transportation.
In the event the employee declares a value greater than the base valuation of $6.50 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of $0.85 per $100 will apply on that portion of the valuation declared in excess of a shipment’s released value of $6.50 times the net weight of the shipment in pounds or $117,000.00 whichever is less.

3-4.3.2. Storage-in-Transit.
In the event that the employee declares a value greater than $6.50 times the net weight of the shipment in pounds, a storage liability charge of $0.18 per $100 will apply on that portion of the valuation declared in excess of a shipment’s released value of $6.50 times the net weight of the shipment in pounds or $117,000.00 whichever is less.

3-4.4. Released Valuation - International.
In lieu of the TSP liability at $6.00 as provided for in Section 2-7.5.3., all international CONDI shipments shall be released at $8.50 times the net weight of the shipment in pounds with a maximum TSP liability of $153,000.00 applicable to both shipments in transit and SIT. There will be no additional cost to the agencies/bureaus/offices identified in Section 3-4.1. for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-4.5. Excess Released Value - International.

3-4.5.1. Transportation.
In the event the employee declares a value greater than the base valuation of $8.50 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of $0.85 per $100 will apply on that portion of the valuation declared in excess of a shipment’s released value of $8.50 times the net weight of the shipment in pounds or $153,000.00, whichever is less.

3-4.5.2. Storage-in-Transit.
In the event that the employee declares a value greater than $8.50 times the net weight of the shipment in pounds, a storage liability charge of $0.18 per $100 will apply on that portion of the valuation declared in excess of a shipment’s released value of $8.50 times the net weight of the shipment in pounds or $153,000.00, whichever is less.
3-4.6. Weight Variance – Domestic and International.
In lieu of the weight variance of 115% as provided for in HTOS Section 5.4.3., all domestic and international CONDI shipments shall be subject to a 110% weight variance.

3-4.7. Provider – Domestic and International
Only rate offers for the provision of Move Management Services (MMS) (M rates) will be accepted for CONDI. Rate offers for General Transportation Services (G rates) will not be accepted.

3-4.8. Volume.
The estimated volume of shipments under this RFO for CONDI is 2,100 shipments.

3-5. Department of the Treasury, Office of the Comptroller of the Currency (OCC), Washington, DC – Domestic and International (OCCDC)
TSPs submitting rate offers in accordance with Section 3-5, may file rate offers applicable between the points specified in Section 5-2 and 5-3 (as identified herein) and identified as Agency Specific Codes in Section 5-1.

3-5.1. Provider – Domestic and International.
The OCC utilizes the services of a Move Management Services (MMS) Provider outside of CHAMP; however, the OCC is requesting that the provisions of CHAMP apply for the relocation of their employee’s personal effects. As a result, only rate offers for General Transportation Services (G rates) will be accepted for the OCCDC. Rate offers for the provision of MMS (M rates) will not be accepted.

3-5.2. Application.
3-5.2.1. Domestic.
The OCC is requesting domestic rate offers for the domestic points identified in Section 5-2.

3-5.2.2. International.
The OCC is requesting international rate offers only for London. As a result, rate offers will only be accepted for shipments moving between the points identified in Section 5-2 and the Destination Code of 925L identified for London in Section 5-3.

3-5.3. Weight Allowance.
3-5.3.1. Domestic.
Domestic shipments for OCCDC are bound to a 26,000 pound maximum weight entitlement; however, some employees, due to religious or ethnic culture, may be authorized a higher weight entitlement. TSPs will be notified of those employees who have been authorized by the OCC to ship over 26,000 pounds.

3-5.3.2. International.
As identified above, international shipments for OCCDC are limited to London (925L). Furnished housing is provided and for the most part furniture will not be shipped; however, bed(s) may be shipped if they meet the specifications and approval from the General Service Office at the Embassy in London. International shipments are limited to a 7,200 pound maximum weight entitlement. Unaccompanied Air Baggage (UAB) shipments are limited to a 200 pound maximum weight entitlement with an additional 100 pounds for each immediate family member relocating with the employee; however the maximum weight entitlement for UAB may not exceed 500 pounds total.

3-5.4. Released Valuation.
In lieu of the TSP liability at $6.00 as provided for in Section 2-7.5.2. and 2-7.5.3., all domestic and international OCCDC shipments shall be released at $10.00 times the net weight of the shipment in pounds with a maximum TSP liability of $260,000 applicable to both shipments in transit and SIT. For shipments authorized by the OCC at a weight exceeding 26,000 pounds, the maximum TSP liability will remain at $260,000. There will be no additional cost to the OCC for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-5.5. Excess Released Value.
3-5.5.1. Transportation.
In the event the employee declares a value greater than the base valuation of $10.00 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of $0.85 per $100 will apply on that portion of the valuation declared in excess of shipments released value of $10.00 times the net weight of the shipment or $260,000, whichever is less.

3-5.5.2. Storage-in-Transit.
In the event that the employee declares a value greater than $10.00 times the net weight of the shipment in pounds, a storage liability charge of $0.18 per $100 will apply on that portion of the valuation declared in excess of a shipment’s released value of $10.00 times the net weight of the shipment in pounds or $260,000, whichever is less.

3-5.6. Non –Application of Origin Service Charge (OSC) and Destination Service Charge (DSC) – Domestic Shipments Only.
TSPs MAY NOT charge a OSC or a DSC (Items 135A and 135B of the GSA500A Tariff) when billing for a domestic shipment moved under OCCDC. All domestic rate offers submitted for OCCDC must be inclusive of all accessorials identified in Paragraph 3-5.7., below, and may not be billed as a separate charge(s).
3-5.7. Application of Rate Offers – DOMESTIC SHIPMENTS ONLY.
All DOMESTIC rate offers solicited for OCCDC must incorporate the following accessorial services:

- ATC charges
- All long carry charges at origin and at destination
- All stair carries
- One-time elevator charges
- All charges associated with heavy or bulky items, to include pianos/organs
- All charges for shuttle service
- Crating up to $250 (any amount above this must have prior approval by the OCC)
- All uncrating
- Debris pickup

3-5.8. Excess Weight.
TSPs must notify OCC’s MMS Provider and the employee within two (2) business days once the results of the first set of weight tickets have been obtained and provide the MMS Provider and the employee with the cost of the overage.

3-5.9. The Volume.
The OCC is estimating that the volume of shipments under this RFO is 175 domestic shipments and 5 international shipments.

3-6. Reserved.

TSPs submitting rate offers in accordance with Section 3-7, may file rate offers applicable between the points specified in Section 5-2 and 5-3 and identified as Agency Specific Codes in Section 5-1.

3-7.1. Application.
The ARC is a Relocation Resource Center which provides relocation services to other agencies. ARCWV applies to all domestic and international shipments for which the ARC office located in Parkersburg, WV issues the Government Bill of Lading and/or the Commercial Bill of Lading.

3-7.2. Provider.
ARCWV is requesting rate offers for the provision of General Transportation Services (G rates) only. Rate offers for the provision of Move Management Services (MMS) (M rates) will not be accepted.

3-7.3. Released Valuation.
In lieu of the TSP liability at $6.00 as provided for in Section 2-7.5.2. and 2-7.5.3., all ARCWV shipments shall be released at $7.00 times the net weight of the shipment in pounds with a maximum TSP liability of $126,000.00 applicable to both shipments in transit and SIT. There will be no additional cost to the ARC for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-7.4. Excess Released Value.
3-7.4.1. Transportation.
In the event the employee declares a value greater than the base valuation of $7.00 times the net weight of the shipment in pounds, a Full Value Protection Service Shipmen Charge of $0.85 per $100 will apply on that portion of the valuation declared in excess of shipment’s released value of $7.00 times the net weight of the shipment in pounds or $126,000.00, whichever is less.

3-7.4.2. Storage-in-Transit.
In the event that the employee declares a value greater than $7.00 times the net weight of the shipment in pounds, a storage liability charge of $0.18 per $100 will apply on that portion of the valuation declared in excess of a shipment’s released value of $7.00 times the net weight of the shipment in pounds or $126,000.00, whichever is less.

3-7.5. Weight Variance.
In lieu of the weight variance of 115% as provided for in HTOS Section 5.4.3., all ARCWV shipments shall be subject to a 110% weight variance.

3-7.6. Non-Application of Origin Service Charges (OSC) and Destination Service Charges (DSC) – Domestic Shipments Only.
TSPs MAY NOT charge a OSC or a DSC (Items 135A and 135B of the GSA500A Tariff) when billing/invoicing for a domestic shipment moved under ARCWV. All domestic rate offers submitted for ARCWV must be inclusive of all accessorials identified in Paragraph 3-7.7, below, and may not be billed/invoiced as a separate charge(s).

3-7.7. Application of Rate Offers – DOMESTIC SHIPMENTS ONLY.
All DOMESTIC rate offers solicited for ARCWV must incorporate the following accessorial services:

- ATC charges
- Parking permits
- All long carry charges at origin and at destination
- All stair carries
- One-time elevator charges
- All charges associated with heavy or bulky items, to include pianos/ organs (weight additive is allowable)
- Shuttle service
- Crating up to $1,000 (any amount above this must have prior approval by the ARC)
- All uncrating
- Servicing of appliances, such as refrigerators and washing machines
- Debris pickup
- All fees associated with servicing front load washer/dryers and pedestals
- Disassembly/Assembly of all types of beds

3-7.8. Application of Rate Offers – DOMESTIC CONTAINERIZED SHIPMENTS ONLY.
In addition to the accessorial services identified in 3-7.7., above, which must be incorporated into ALL DOMESTIC rate offers for ARCWV, the following must also be incorporated for rate offers submitted for Code C Containerized Shipments:
- The first thirty (30) day of SIT and all associated SIT charges including all charges associated with pickup/delivery and warehouse related charges

3-7.9. Pre-Move Survey.
A copy of the pre-move survey must be submitted via email to the ARC and to the employee within two (2) days from the date of the pre-move survey. The Subject Line of the email must contain the Relocation Number, the Employee’s last name and first Initial, the ARC’s Relocation Coordinator’s initials and “Pre-move Survey.” Example – PCS1400001 – Smith, J – RC – Pre-move Survey

3-7.10. Excess Weight.
The TSP must notify the ARC via email within two (2) days once the results of the first set of weight tickets have been obtained.

Billing/Invoicing must be received within sixty (60) days after delivery/service is performed. For excess weight shipments, two sets of proper weight tickets must be submitted with the bill/invoice. When billing/invoicing for international shipments, POV shipments (both international and domestic) and UAB shipments (both international and domestic), the TSP must include with the bill/invoice a copy of the Transportation Management Services Solution (TMSS) query screen specific to the shipment(s) being billed/invoiced.

3-7.12. Reporting.
Required reports must be sent via email on a monthly basis to PCSTravel@fiscal.treasury.gov.

The ARC is estimating that the volume of shipments under this RFO for ARCWV is 1,000 domestic shipments and 1,100 international shipments.

3-8. Drug Enforcement Administration (DEA) – Domestic (DEADD).

TSPs submitting rate offers in accordance with Section 3-8 may file rate offers applicable between the points specified in Section 5-2 and identified as Agency Specific Codes in Section 5-1.

3-8.2. Weight Variance.
In lieu of the weight variance of 115% as provided for in HTOS Section 5.4.3., all domestic shipments shall be subject to a 110% weight variance. A copy of the pre-move survey must be submitted via email to the booking counselor and to the employee within two (2) days from the date of the pre-move survey. The subject line of the email must contain the Government Bill of Lading (GBL) number, shipment type, last name of the employee and “Pre-move Survey.”

3-8.3. Non-Application of Origin Service Charges (OSC) and Destination Service Charges (DSC) – Domestic Shipments Only.
TSPs MAY NOT charge a OSC or a DSC (Items 135A and 135B of the GSA500A Tariff) when billing/invoicing for a shipment moved under DEADD. All domestic rate offers submitted for DEADD must be inclusive of all accessorial services identified in Paragraph 3-8.4., below, and may not be billed/invoiced as a separate charge(s).

3-8.4. Application of Rate Offers.
All domestic rate offers solicited for the DEA must incorporate the following accessorial services:
- ATC Charges
- All long carry charges at origin
- All long carry charges at destination
• All stair carries
• One-time elevator charge
• All charges associated with heavy or bulky items, to include piano/organ.
• All charges for shuttle service
• Crating up to $250 (any amount above this must be approved by DEA)
• All uncrating
• Extra labor, long carry and all charges associated with Mini-storage.
• All Surcharges or Security fees associated with ocean portion of Alaska Moves

3-8.5. Domestic Volume.
The DEA is estimating that the volume of shipments under this RFO is 500 shipments.

3-8.6. Storage-In-Transit (SIT).
TSPs are required by the DEA to bill all SIT charges based on the destination listed on the GBL, not the actual SIT location. DEA is instructing the TSP that any shipment placed in SIT outside the 50-mile radius will be considered SIT at TSP’s convenience (HTOS Section 5-5.2). Under the HTOS, TSPs are required to place shipments within a 50-mile radius of the destination unless the issuing office authorized in writing SIT over 50-miles from the destination shown on the GBL.

3-8.7. Excess weight.
DEA will issue a bill of lading and any other shipping document with all charges billed directly to the agency. The government will pay the total charges and the employee will reimburse the Government for the cost of transportation and other charges applicable to the excess weight. (Ref: 41 CFR 302-7-200)

All excess weight collection actions are handled by DEA. **The TSP is not to take any excess weight collection action and is not authorized to waive an overweight payment.** Weights should be reported 100% accurately and not falsified to fit the employee’s entitlement.

TSP personnel at an employee’s residence should not initiate discussions with the employee regarding the weight of the employee’s household goods. If the employee initiates discussions with TSP personnel at an employee’s residence regarding the weight of the employee’s household goods, the only acceptable response is “the only way to determine the actual weight of your household goods is to have the moving van weighed once it is loaded with your household goods” and invite the employee to attend a weigh-in at either origin or destination. For billing purposes, two (2) sets of proper weight tickets are to be provided with excess weight shipments. The TSP is to notify the booking counselor via e-mail within two (2) days once the results of the first set of weight tickets have been obtained.

3-8.8 Shipment of Boats/Kayaks/Canoe.
The shipment of boats/kayaks/canoes requires advance approval. These items are defined as an open craft of a size that can accommodate an individual(s) to sit in it. These items are to be identified during the pre-move survey and a written request for shipment approval are to be submitted to the booking counselor within two (2) days after the pre-move survey.

3-8.9. Packed By Owner.
TSPs must ensure that packing lists do not include any items listed as “packed by owner (PBO)” or “contents unknown.” Such descriptions are an immediate flag for close attention by Highway Patrol/Law Enforcement Personnel who could place shipments on hold pending search, which will severely delay delivery. Once on-site TSP personnel encounter cartons marked “PBO” they must: open the box, inspect the contents, assume liability, provide a detail description on the inventory and mark it packed by carrier.

3-8.10. Shipment Tracking.
All TSPs offering rate offers for DEA shipments must have a secure Internet website where travelers can track the status of their personal effects. Access must be password controlled and available only to traveler and/or its agency.

At the end of each rate offer cycle the TSP is required to submit a Claims Report showing all claims paid during that tender period on all DEA shipments. Contact the Transportation Management Unit Chief (FAPM) to receive an electronic template/copy of this report.

All TSPs must use trained personnel qualified in their assigned duties in packing and or handling of personal property. TSP’s personnel must be fluent in English at origin and at destination. TSP’s personnel must have company issued Identification and in presentable company issued uniforms when performing work.

TSPs submitting rate offers in accordance with Section 3-9, may file rate offers applicable between the points specified in Section 5-2 and 5-3 and identified as Agency Specific Codes in Section 5-1.
Brookfield Global Relocation Services is the US Postal Service’s Move Management Provider; however, the US Postal Service has requested that the provisions of CHAMP apply for the relocation of their employees’ personal effects. As a result, only rate offers for General Transportation Services (G rates) will be accepted for USPDC. Rate offers for the provision of Move Management Services (MMS) (M rates) will not be accepted.

3-9.2. Weight Allowance.
1. USPDC is taking exception to the 2,000 pound allowance to cover packing materials as identified in §302-7.2 of the Federal Travel Regulations.
2. Most shipments for USPDC will be bound by the normal 18,000 pound maximum weight entitlement; however, for some employees, the USPDC will authorize up to 25,000 pounds. TSPs will be notified of those employees who have been authorized by USPDC to ship up to 25,000 pounds.

3-9.3. Weight Variance.
In lieu of the weight variance of 115% as provided for in HTOS Section 5.4.3., all domestic and international USPDC shipments shall be subject to a 110% weight variance.

3-9.4. Released Valuation.
In lieu of the TSP liability at $6.00 as provided for in Section 2-7.5.2. and 2-7.5.3., all domestic and international USPDC shipments shall be released at $10.00 times the net weight of the shipment in pounds with a maximum TSP liability of $180,000.00 applicable to both shipments in transit and SIT. For shipments authorized by the USPDC at a weight exceeding 18,000 pounds, the maximum TSP liability will be $10.00 times the net authorized weight of the shipment in pounds, not to exceed $250,000.00. There will be no additional cost to the USPDC for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-9.5. Excess Released Value.
3-9.5.1. Transportation.
In the event the employee declares a value greater than the base valuation of $10.00 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of $0.85 per $100 will apply on that portion of the valuation declared in excess of shipments released value of $10.00 times the net weight of the shipment or $180,000.00, whichever is less.

3-9.5.2. Storage-in-Transit.
In the event that the employee declares a value greater than $10.00 times the net weight of the shipment in pounds, a storage liability charge of $0.18 per $100 will apply on that portion of the valuation declared in excess of a shipment’s released value of $10.00 times the net weight of the shipment in pounds or $180,000.00, whichever is less.

3-9.6. Non-Application of Origin Service Charges (OSC) and Destination Service Charges (DSC) – Domestic Shipments Only.
TSPs MAY NOT charge a OSC or a DSC (Items 135A and 135B of the GSA500A Tariff) when billing for a domestic shipment moved under USPDC. All domestic rate offers submitted for USPDC must be inclusive of all accessorials identified in Paragraph 3-9.7, below, and may not be billed as a separate charge(s).

All DOMESTIC rate offers solicited for USPDC must incorporate the following accessorial services:
- ATC charges
- All long carry charges at origin and at destination
- All stair carries
- One-time elevator charges
- All charges associated with heavy or bulky items, to include pianos/organs
- All charges for shuttle service
- Crating up to $250.00 (While the $250 must be incorporated into the rate offers, TSPs may provide crating up to $1,000 without prior approval. Crating above $1,000 must have prior approval from USPDC)
- All uncrating
- Extra labor, long carry and all charges associated with mini-storage
- All surcharges or security fees associated with the ocean portion of Alaska moves
- Cost of special motorcycle containers (Clip-Lok)
- All fees for reserving parking on streets or apartment buildings

The USPDC is estimating that the volume of shipments under this RFO is 1,300 shipments.
3-10. General Services Administration (GSA) – Domestic and International (GSADI).
TSPs submitting rate offers in accordance with Section 3-10, may file rate offers applicable between the points specified in Section 5-2 and 5-3 and identified as Agency Specific Codes in Section 5-1.

3-10.1. Application.
While there is no guarantee of any shipments or any future action, GSA’s Employee Relocation Resource Center (ERRC) maintains a Memorandum of Agreement (MOA) with one or more MMS Providers submitting rate offers for GSADI. Shipments handled under any MOA would be for GSA’s own internal employee relocations for which GSA issues the Government Bill of Lading (GBL) or Commercial Bill of Lading. In addition, one or more Federal civilian agencies with lower shipment volumes may enter into a Memorandum of Understanding (MOU) with the ERRC to participate in any existing and/or resulting MOA between the ERRC and a MMS Provider under this GSADI. These lower volume agencies would typically have less than 50 shipments per year and/or be agencies who request to use the ERRC’s MOA to “bridge over” until they can enter into their own MOA with a CHAMP MMS Provider. Any MMS Providers with which the ERRC might enter in to an MOA with would be notified of any additional agencies allowed to use the services agreed to in a resulting MOA.

3-10.2. Provider – Move Management Services (MMS).
GSA is requesting rate offers for the provision of MMS (M rates) only for GSADI. Rate offers for General Transportation Services (G rates) will not be accepted.

3-10.3. Provider – Domestic and International.
TSPs submitting rate offers for GSADI must be approved for both GSA’s Domestic and International programs. TSPs must also have one or more M rate offers submitted under both the Domestic and International programs. If a TSP has approval for both the Domestic and International programs under two separate Standard Carrier Alpha Codes (SCACs), they may submit rate offers under this GSADI as long as all other requirements of GSADI are met.

3-10.4. Prepayment Audit Requirements.
TSPs submitting rate offers for GSADI must have all Prepayment Audit requirements as identified in 41 CFR 102-118 and the U.S. Government Freight Transportation Handbook conducted by an independent, non-affiliated auditor that is either approved under GSA’s Financial and Business Solutions (FABS) Schedule 520, Special Item Number 520-10 or has been certified by GSA’s Audit Division (QMCA) to perform Prepayment Audit services. All costs associated with arranging for and the performance of Prepayment Audits by an independent, non-affiliated auditor as described above must be included in the submitting TSP’s rate offers.

3-10.5. Postpayment Audit Requirements.
TSPs submitting rate offers for GSADI must prepare and submit to QMCA all required documentation to satisfy the Postpayment Audit requirements identified in 41 CFR 102-118 and the U.S. Government Freight Transportation Handbook. Documentation must be submitted either electronically or via Compact Disk (CD). TSPs must also submit a completed summary Postpayment Audit Submission form as provided for in Attachment 1, Postpayment Audit Submission Form. All costs associated with the preparation and submission of the required Postpayment Audit documentation must be included in the submitting TSP’s rate offers.

3-10.6. Participation in GSA’s Extended Storage Tender of Service (XTOS).
While not a requirement to submit a rate offer for GSADI, it is preferable that TSPs have one or more rate offers accepted under GSA’s current XTOS RFO.

3-10.7. Volume.
The GSADI is estimating that the volume of shipments under this RFO is 300 shipments.

3-11. Reserved.


3-12.1. General.
TSPs submitting rate offers in accordance with Section 3-12 may file rate offers applicable between the points specified in Section 5-2 and 5-3 and identified as Agency Specific Codes in Section 5-1. The DOS will only accept corporate level TSPs. All bookings and matters related to this RFO will be handled at the corporate level. The selection of the origin agent(s) will be at the sole discretion of the corporate level management.

3-12.1.1. Shipment Reporting.
1. General: The DOS reserves the right to discontinue tendering any services if the TSP does not provide the reports as outlined under the provisions in this section. Reports must be submitted directly to the

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use of agents

1. use of domestic agents: If services are being performed within the Washington, DC Metro area (defined as the 50 miles radius of the Washington Monument), the forwarder shall utilize one of the local Non-temp storage (NTS) pack and crate companies if the employee has a permanent storage shipment. This will minimize the number of companies in the employee’s residence. If there is no NTS shipment, or if the shipment is originating outside the Washington DC Metro area, the TSP may select an agent of their choosing.

2. use of international agents: TSPs may only use those designated agents abroad as defined under Section 9 of this RFO. The list of worldwide agents is updated monthly and changes will be shared with the active TSP currently participating.

3. SCAC code: All TSPs used as agents in the United States must be registered with the Directory of Standard Multi-Modal Transportation Service Provider (NMFTA) and have an active Standard Carrier Alpha Code (SCAC). In addition TSPs must be registered and in good standing with the Better Business Bureau. Your packing company SCAC code must be unique to your organization and different from any of your affiliates.
3-12.1.3. Weight Variance.

In lieu of the weight variance of 115%, as provided for in HTOS Section 5.4.3., all international HHE surface shipments shall be subject to a 110% weight variance. LAY, CNS, UAB and HHE Air shipments are not subject to the weight variance. Additionally, when a shipment is surveyed at above 1,000 lbs and the actual net weight is under 900 Lbs, the RTO must authorize the TSP in writing for the shipment to proceed to leave the warehouse or the TSP may only bill the actual weight of the shipment not the contract minimum of 1,000 Lbs.


Where storage and warehouse handling charges apply, based on location of the warehouse where SIT service is provided, SIT rates utilized are those of the destination point shown again on the Government Bill of Lading (GBL) rather than the actual point of storage.


The percentage (%) cited in the submitting TSP’s rate offer for the surface HHG represents a single-factor rate, based on the Base-Line Rates specified in Section 2-7.2.2.6, per 100 pounds net weight including full replacement value TSP liability as defined in Section 3-12.7 and HTOS Section 9. The application of rates from/to the international point for the surface HHG shipment shall be based on the net weight of the shipment in pounds. The minimum weight is 1,000 pounds. Household effects (HHE) and Layette shipments that the RTO orders be sent by air should be billed at the filed rate for UAB. UAB guidelines concerning RDDs, minimum billable weight, air fuel surcharge and option to bill for dimensional weight apply.

3-12.2.1. Services Included in Rate Offer.

1. Packing, including use of packing containers and materials from origin to destination, and unpacking.
   Residence Delivery for HHE, CNS and UAB including unpacking and removal of debris on the day of delivery. Shipping containers and packing materials furnished by the TSP will remain the property of the TSP. All lift vans must be of new wood and in compliance with the ISPM#15 Standard.
2. Servicing of appliances, to include front load washing machines.
3. Export and import documentation services involving customs clearances.
4. Removal and placement of each article in the residence/warehouse or other building.
5. Hoisting or lowering of an article.
6. Elevator, stair and excessive or long distance (origin/destination) carry, piano/organ carry and/or heavy or bulky item (to include piano/organ) charge. Elevator carry also referred to as inside lift. An elevator or lift is defined as part of the permanent structure of the building.
7. Ferry, tunnel and bridge charges/tolls.
8. All fees for reserving parking on streets or apartment buildings.
9. The first 30 Days of SIT and all associated SIT charges are inclusive of the filed rate offers. This includes all charges associated with pickup/delivery and warehouse related charges. SIT at origin for POVs is ONLY permitted when Post reports Diplomatic Accreditation will be delayed at destination pending custom clearance. SIT for POVs will not be authorized for employee convenience. The filed rates are also inclusive for first 30 Days of POV SIT and all associated POV SIT charges at origin when shipments are held pending post permission to ship. POV SIT shall be billed as a pass-through charge.
10. All rate offers solicited for the DOSDC must incorporate the following accessorial services:
   a. ATC Charges.
   b. All charges for shuttle service.
   c. Crating up to $250 (any amount above this must be approved by the DOS). Regardless of the actual cubic feet of the crate provided, compensation for internal crates will not exceed 3 inches beyond any single dimension (length, width or height) of the item being crated. All crating shall be done at the origin residence as identified on the Bill of Lading; all uncrating shall be done at destination residence as identified on the Bill of Lading. (See Section 12 of this RFO for 14 FAM Exhibit 611.6 Limitations)
   d. Only the standard charge (HTOS Section 12.13) for an additional pickup is allowed for a mini-storage, all other charges associated with the pickup from mini-storage facilities must be included.
   e. Cost of special motorcycle container/crate.
   f. Bunker, War and Security Surcharges including 10-2 Rule Fees.
   g. All POV Fuel Surcharge regardless whether transported via a separate household goods trailer or car carrier.
   h. All sea and air fuel surcharges.
   i. All cost and labor associated with television carton or box (LCD, LED, and Plasma Televisions)
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regardless of size. TSPs may utilize the owner’s previously used shipping container, if available and serviceable.

j. Demurrage resulting from the packer’s discretionary consolidation of HHE and POV shipments
k. All taxes including Value Added Tax (VAT).
l. For shipments to Brazil and Venezuela only, rate offers must include all demurrage and or port changes charges.
m. The customer or their designated representative will be allowed a one-time access at the origin warehouse to their effects at no additional charge.

11. All land, water, and air transportation, EXCEPT 3-12.2.2.below:

3-12.2.2. Services Excluded from Rate Offer that Require Pre-Approval for Payment.
1. International Accessorial Service Rules for Labor Charges. Shipments originated from the United States to destinations abroad may not exceed 120% of the charges as identified in HTOS Section 12.7. Waivers may be considered only under extraordinary circumstances and if submitted at least 3 work days prior to the pickup date.
2. Storage, waiting time and/or handling charges caused by failure of the origin GBLIO/RTO to furnish acceptable customs documents or by refusal of customs officials to clear shipment will be billed at charges provided in HTOS Section 12.17, when performed by TSP. When such services are performed by a third party, billing will be at the actual cost charged to the TSP, supported by paid third party invoices when reference applicable rate schedules and/or tariffs when charges are assessed in accordance with such publications.
3. Any Government or public authority ordered charges for inspection, disinfestations, decontamination, fumigation or demurrage or other charges occasioned by such orders not the fault of the TSP.
4. Servicing of articles requiring services of third parties.
5. Port congestion surcharges.
6. Additional land transportation charges for shipments picked up or delivered from or to storage-in-transit.

3-12.2.3. Services Not Authorized.
The Government shall not be held liable for or pay any invoices for fines including but not limited to parking fines incurred by the TSP or their agents.

3-12.3. Fly America.
The Fly America Act of 1974 (49 U.S.C. 40118) mandates the use of U.S air carriers for passenger and cargo air transportation funded by the government. However, exceptions are sometimes given for foreign airlines transporting government-funded cargo, if it is consistent with the goals for international aviation policy stated in section 40401(e) and is provided under a bilateral or multilateral air transportation agreement.

3-12.3.1. Air Transport Agreements.
Air transport agreements establish the basis for airlines of the countries involved to provide international air services for passengers, cargo, and mail. Open-Skies Agreements are a subset of air transport agreements that minimize government involvement in airline decision making about routes, capacity and pricing, and create a procompetitive operating environment for transportation services between the United States and foreign countries. Most air transport agreements do not address the Fly America Act. As of August 2014, seven Open-Skies agreements include provisions that allow foreign carriers to compete for U.S. government-funded transportation (referred to as preference) for contracted cargo traffic.

3-12.3.2. Cargo Preferences in Air Transport Agreements.
The provisions for cargo preferences are unique to each agreement, as are the air transport rights for carriers covered by those agreements. The list below specifies current readings for all-cargo operations for each country with cargo preferences. This will give you a clear answer as to which countries’ carriers are granted the right to carry cargo and/or passengers from the United States to their own country, and which countries’ carriers have been granted the right to carry cargo and/or passengers to a third country. These rights apply to government-funded transport on both scheduled commercial and charter operations.

   o Saudi Arabian carriers have the right to compete for transport (passengers and cargo) on flights only between the United States and Saudi Arabia.

Cargo: Australian carriers have the right to compete for transport of cargo between points in the United States and points in Australia, and between Australia and any points outside the United States.

   - Cargo: Swiss carriers have the right to compete for transport of cargo between points in the United States and points in Switzerland, and between Switzerland and any other point.

4. United States Japan Memorandum of Understanding signed October 2010: Part XI
   - Cargo: Japanese carriers have the right to compete for transport of cargo between points in the United States and points in Japan, and between Japan and any other point.

   - Cargo: Carriers of the EU, Iceland, and Norway have the right to compete for cargo operations between the United States and any other point, whether in the EU or elsewhere.

   - Cargo: For airlines of the United States, from points behind the United States via the United States and intermediate points to any point or points in Curacao and beyond; and for all-cargo service, between Curacao and any point or points.

   - Cargo: For airlines of the United States, from points behind the United States via the United States and intermediate points to any point or points in Azerbaijan and beyond; and for all-cargo service, between Azerbaijan and any point or points.

3.12.3.3. Other Situations.
U.S. carriers often reach code-share or blocked-space arrangements with foreign carriers. It is our understanding that in such situations, U.S. government-procured cargo may be transported by that foreign carrier, provided that the contracting is conducted with the U.S. partner.

Use of carriers that fall under a bilateral or multilateral air transport agreement which the Department of Transportation has determined meets the requirements of the Fly America Act do not require an approved foreign flag waiver signed off by the Department of State. Use of any other foreign flag carrier that does not fall under a bilateral or multilateral air transport agreement will still require a foreign flag waiver. PRIOR authorization for use of a foreign-flag aircraft must be provided by the booking office making the shipment by means of a Justification Certificate Requests for permission to use a foreign flag carrier. Send requests for permission to use a Foreign Flag carrier to the TTMCONTRACTS@STATE.GOV mailbox when the booking office is Washington, DC and to the respective Despatch Agency mailbox when the booking office is one of the Department of State Despatch Agency offices.

Use of a foreign flag carrier not covered by a U.S. Government bilateral or multilateral air transport agreement may be granted for one or more of the following circumstances:

1. no U.S. flag air carrier can provide the specific air transportation needed;

2. no U.S. flag air carrier can accomplish the agency’s mission;
3. no U.S. flag air carrier can meet the time requirements in cases of emergency;

4. there is a lack of or inadequate U.S. flag air carrier aircraft; or

5. to avoid an unreasonable risk to safety when using a U.S. flag air carrier.

TSPs must request a Foreign Flag waiver within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or the packout end date (whichever is greater) via e-mail to the booking office. Excessive requests of foreign flag waivers not deemed necessary for any service lanes may result in the TSP’s removal from that lane for the duration of the RFO for DOSDC. Failure to file Foreign Flag Waiver when a Foreign Flag carrier is required and is used may result in immediate removal of the TSP from that lane and or denial of payment.

Under CFR 47.403-3 Disallowance of expenditures. (a) “Agencies shall disallow expenditures for U.S. Government-financed commercial international air transportation on foreign-flag air carriers unless there is attached to the appropriate voucher a memorandum adequately explaining why service by U.S. flag air carriers was not available, or why it was necessary to use foreign-flag air carriers.

3-12.4. Transit Times on International Shipments for HHE, CNS and Privately Owned Vehicles (POV).

In lieu of the transit times identified in HTOS Section 10, the following criteria shall be used for determining international Required Delivery Dates (RDD) on the DOS shipments to and from the United States and foreign countries:

3-12.4.1. Transit Times on International Shipments for UAB and HHE by Air.

RDD for UAB and HHE by air shipments is 18 Days. In Iraq only, the RDD by air is 25 days.

3-12.4.2. Transit Times on International Shipments.

Required delivery dates for shipments going between international locations are specified in the chart in Section 3-12.5. These RDDs will be adjusted as historical data becomes available to validate transit times.

Late Delivery Reduction. - INTERNATIONAL ONLY. (In lieu of HTOS Section 8.4.1)

A late delivery reduction of $100.00 per day will be payable to the Federal agency paying the transportation charges, for each calendar day or fraction thereof, when the actual transit time for direct delivery shipments exceeds the transit time as defined in Section 3-12.5, subject to the following items:

1. When the Government and the participant mutually agree to a transit time longer than the transit time as shown in this HTOS, the penalty will begin on the day after the agreed date.
2. When the Government and the participant mutually agree to a transit time chart other than the chart in this HTOS, the penalty will begin on the day after the agreed date;
3. When a shipment consigned to SIT at destination is en route and the destination is changed to a direct delivery, the transit time is negotiable and no penalty occurs for late delivery.
4. This item will apply only for shipments which: (a) weigh or are rated at 1000 pounds or more that are picked up during the period from October 1 through May 14 of each subsequent year; OR. (b) weigh or are rated at 1500 pounds or more that are picked up during the period from May 15 through September 30 of each year.
5. This item will not apply if delay is caused by reasons beyond the participant's control, described as “Impractical Operation” in the participant’s governing Government Rate Tender.
6. This item will not apply to a shipment, or portion thereof, which is lost or destroyed in transit and cannot be delivered due to such loss or destruction.
7. This item will not apply to an overflow portion of the shipment when the overflow weight represents less than twenty (20) percent of the total shipment weight and contains nonessential items (possessions not needed to maintain day-to-day housekeeping during the period of time between delivery of the main portion of the shipment and delivery of the overflow).
8. This item will apply when re-consignment or diversion is made on a shipment, based on the applicable mileage and weight of the shipment from point of diversion to the new destination.
9. The total reimbursement shall not exceed an amount equal to total charges for the shipment, excluding SIT.
10. This payment satisfies the Government's right to equitable adjustment for failure to perform, but does not waive, mitigate, or satisfy any other right or remedy available to the Government on account of late delivery by the participant.

3-12.4.3. Calculating Transit Times.

Transit times will be calculated from the last day of pick up until the shipment is available for delivery. See country and RDD Chart in Section 3-12.5 for transit times. Transit time will not include the time between the request for permission from post to forward shipment and the response to send shipment. The request to forward shipment to post must be made within three business days after pack out is completed, the TSP shall copy ALMArchive@state.gov on the request
Shipments that are going to miss the RDD must have a Missed RDD form sent into the GBL Issuing Office and ALMArchive@State.gov. The GBL issuing office may specify a group email for notifications or waive this requirement. Missed RDD reports shall include the shipment number and “Missed RDD Report” in the subject line. Contact the DOS Tender Administrator for a copy of the Missed RDD Form. TSPs shall be notified via email by the GBL issuing office of missed RDDs and they will have 14 days from transmission of the notice to apply for exceptions to the RDD. A report will be provided to all ITGBL providers listing total shipments completed within the calendar year and RDD statistics. Forwarders will have 10 days from receipt of this report to rebut any shipments that were completed within the month prior to receiving the report. Failure to respond in a timely fashion may alone be grounds to apply the missed RDD reduction (HTOS Section 8.4.1). In cases where HTOS Section 8.4.1 applies, payment shall be made within 30 days of notice. Failure to meet the RDD resulting from the TSPs discretionary consolidation of HHE and POV will not be considered an acceptable exception to the RDD.

3-12.5. Transit Times on International Shipments for surface HHE, CNS and POV.
In lieu of the transit times identified in HTOS Section 10, the following criteria shall be used for determining international required delivery dates (RDD) on the DOS shipments to and from the United States and foreign countries:

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3-12.6. Application of International Rate Offers for Specific Cities within Countries.
TSPs submitting rate offers should file in accordance with Section 5-3.1.1. International Country Codes. To be considered for the DOS shipments, TSPs must file desired destinations in countries split by destination. Rate offers filed for destinations will be considered only for those destinations and “All Other Points” will apply to “All Other Points” in a country and not to split destinations. For instance, if the TSP files only “South Africa – All Other Points,” the rate offers will be for South Africa – All Other Points. The TSP must file rate offers for Cape Town, Durban, Johannesburg, and Pretoria to be considered for those destinations. The following is a list of all countries that require rate offers to be broken down into cities:

- Afghanistan: Herat and Kabul
- Australia: Adelaide, Brisbane, Canberra, Darwin, Melbourne, Perth and Sydney
- Brazil: Brasilia, Recife, Rio De Janeiro and Sao Paulo
- China: Beijing, Chengdu, Guangzhou, Shanghai and Shenyang
- Iraq: Baghdad, Basrah, Erbil, Kirkuk and Mosul
- Mexico: Ciudad Juarez, Guadalajara, Hermosillo, Matamoros, Merida, Mexico City, Monterrey, Nogales, Nuevo Laredo and Tijuana
- Northern Mariana Islands: Saipan
- Russia: Moscow, St. Peters burg and Vladivostock
- South Africa: Capetown, Durban, Johannesburg and Pretoria
- United Kingdom: London, Edinburgh and Northern Ireland

3-12.7. Released Valuation –International.
3-12.7.1. Transportation.
In lieu of the TSP liability at $6.00 as provided for in Sections 2-7.5.3, the TSP must offer replacement or repair value for damaged or lost items or in case of total loss, at a base value of $8.50 times the net weight of the shipment in pounds. There will be no additional cost to the DOS for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-12.8. Excess Released Value.
3-12.8.1. Transportation.
In the event the employee declares a value greater than the base valuation of $8.50 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of $0.85 per $100 will apply on that portion of the valuation declared in excess of shipments released value of $8.50 times the weight. To seek a greater value the employee is to contact the TSP and seek a quote and make full payment to the TSP. A copy of the added policy and certification that payment was collected must be provided by the TSP to the DOS counselor prior to having the GBL issued. The counselor will issue the GBL with the additional valuation.

3-12.8.2. Storage-in-Transit.
In the event that the employee declares a value greater than $8.50 times the net weight of the shipment in pounds, a storage liability charge of $0.18 per $100 will apply on that portion of the valuation in excess of $8.50 per pound released.

The DOS is estimating that the volume of shipments under this RFO is 17,000 shipments.

3-12.10. Sub-Forwarding.
TSPs accepted under DOSDC shall not sub-forward for any other TSPs accepted under DOSDC. Neither shall they tender for sub-forwarding to any other TSP doing business with the DOS. TSPs filing rate offers under DOSDC may choose to work with other business partners so long as they are not doing business with DOS under DOSDC. In all cases, the TSP to whom we issue the move and the work order will be responsible for all aspects of the move. The TSP shall be the primary POC for DOS customers and for DOS counselors.

3-12.11. Instructions for Lift Vans to be used for shipment of Household Effects.
Containers/Lift Vans to be used for a surface shipment of household effects must be new, soundly constructed of ¾ inch plywood, lined with a waterproof barrier, and reinforced with an inside framework with a base for easy access for forklift or any other lifting equipment. Wooden containers must be heat treated or fumigated in compliance with ISPM 15 standard, and/or the requirements of the destination country. Full consideration should be given to eliminating damage to the effects from exposure to inclement weather, salt water, salt atmosphere, possible violent external forces incident to ocean and/or inland transportation, and rough handling, to insure safe and undamaged arrival of the effects at the destination. Caulking compound must be used when wooden container panels are assembled to insure watertight joints. The DOS will not accept containers constructed of Oriented Strand Board (OSB). The dimensions of a standard container/lift van are 87 x 47 x 87 inches. Any special requests for unusual size lift vans shall be specifically stated in the written authorization.

Sealing Lift Vans at residence
In lieu of sealing requirements in HTOS Section 5.3.8 the following provision applies. Lift vans shall be nailed shut and...
sealed at origin residence. Four (4) serial numbered tamper evident self voiding un-reseal-able seals are required for each household goods lift van. These seals will secure both ends by overlapping two seals on each side to the ends of door panels about 1/3 the distance from the top and bottom of the container and one each from the top and bottom panels to the ends of doors of the lift van. Seal numbers shall be recorded on the inventory, either beside the container number or annotated by individual container number on the last page of the inventory. The employee or his or her representative will initial on the last page of the inventory attesting to the correct seal numbers listed on the inventory.

Lining and Banding of All Shipping Containers

Steel tension banding shall be applied prior to containerization but does not have to be applied at the residence.

A. Steel tension banding shall be applied prior to containerization but does not have to be applied at the origin residence.

B. The interior of all containers or lift vans shall be lined with polyethylene with minimum thickness of .004 inch. Lining must be applied in such a manner that it is free from holes or tears and laps occur only where the ceiling liner meets the side and end liners. The floor of the container must be lined with similar waterproof material. Any other type of waterproof material barrier must have prior approval of the DOS before use.

C. Steel tension banding shall be applied tight and secure to all wooden and plywood containers after loading and sealing. On containers 1.36 cubic meters (48 cubic feet) or less, steel tension banding of a minimum size of 1.905 centimeters (3/8 inch) in width by .0889 centimeters thick (.035 inch) may be used. On containers over forty-eight (48) cubic feet steel tension strapping of a minimum size of 3.149 centimeters (1 1/4 inch) in width by .0889 centimeters thick (.035 inch) shall be used.

D. Containers 1.36 cubic meters (48 cubic feet) or less, shall be banded by a minimum of two steel bands perpendicular to the base positioned about one-fourth (1/4) the distance from each end of the container. Containers over 1.36 cubic meters (48 cubic feet) shall have two bands of steel tension strapping secured perpendicular to the base, positioned so they pass through the openings in the base left for the entry of handling equipment. Two additional tension bands shall be applied girth-wise, parallel to the base, around the four sides of the container, one band positioned approximately one-fourth (1/4) the distance from the top. Wood cleats, tie blocks, or braces are to be used under tension banding when necessary to insure stability or to bridge unsupported spans.

3-12.12. Preparation of Unaccompanied Air Baggage (UAB) for Shipment.

A. All articles shall be packed into a shipping container of suitable capacity so all useable space is occupied, which will insure a shipment of the least tare weight and smallest cubic measurement compatible with safe transportation to destination without damage to container or contents.

B. All cartons, boxes, wrapping and cushioning materials, and shipping containers used by the contractor in the performance of services under this contract shall be new, clean, dry, and free from any substance injurious to the article to be packed and contain no wooden skids.

C. All shipping containers provided by the contractor(s) for the protection of baggage shall be tri-wall fiberboard boxes 5, 10 or 15 cube (inside measurement) with a minimum 900-pound test burst strength. The box is made of FOUR LINERS / THREE FLUTES as: liner1 / flute / liner 2 / flute / liner 3 / flute / liner 4. The thickness of the box is ½ inch.

D. UAB containers come in 3 sizes 5, 10 and 15 cube cartons. The dimensions of the cartons are:

<table>
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<tr>
<th>Internal Cube</th>
<th>L</th>
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<th>H</th>
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<tr>
<td>5 CUBE</td>
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<td>10 CUBE</td>
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<td>15 CUBE</td>
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The carton dimensions will vary no more than two inches per side (length/width/height) due to the overwrap
material and small manufacturing variance in the cardboard, in no case shall the internal dimensions exceed 15 cube feet except for written authorization for unusual circumstances.

E. Packed items of air freight may not exceed the following weights of 90.90 kilograms or 200 pounds per carton.

F. If there are articles that are too large to fit into the standard containers, the contractor must first notify the transportation counselor to determine if those items are allowable.

G. The maximum weight of any packed container shall not exceed 90.72 Kilograms gross weight (200 pounds) without prior approval of the authorizing Government Agency.

H. All packed baggage must be completely wrapped in a reinforced kraft-asphalt-kraft waterproof material prior to banding.

I. Metal tension strapping of a minimum width of 1.905 centimeters (3/4 inch) must be used for banding trunks, footlockers and wooden cases.

J. TSA requires a minimum of 4 heavy duty metal bands or break resistant plastic banding applied to all air shipments. The shipment must be banded on all sides for each piece: two (2) lengthwise and two (2) around the girth. After wrapping and banding, each piece of baggage must be stenciled according to the instructions received from the authorizing Government Agency. The gross weight in metric with the English equivalents in parenthesis of each and the serialized number (i.e. 1 of 1; 1 of 4; 2 of 4; 3 of 4; etc.) must also be stenciled on the outside of each piece of baggage.

K. D containers are not to be used.

3-12.13. Billing through Department of State.

US Bank Freight Participation:

TSPs submitting a rate offer(s) in accordance with this RFO for DOS traffic are required to register with US Bank Freight Payment as a DOS trading partner and must use the PAYMENT MANAGER version. US Bank Freight Payment’s fee for this service is currently 1.405% of the invoice price, which is paid by the TSP. The 1.405% service fee is tied to the Wall Street Journal Prime Rate.

TSPs NOT currently doing business with the DOS in US Bank Freight Payment MUST contact the Transportation Analysis Section at TTM_Analysis@state.gov and the A/LM ARCHIVE at ALMARCHE@STATE.GOV within one week of receipt of this RFO. The Transportation Analysis Section will provide interested TSPs with the information necessary to get set up with US Bank Freight Payment. The subject line of the email MUST be “US Bank Freight Payment Registration” and include the tender number(s) you will be submitting your rate offer under.

Once all required information has been submitted to US Bank Freight Payment, the TSP with be provided with a contract to sign and return to DOS (no more than two weeks after receipt of the contract). Once the contract is received, US Bank Freight Payment will establish a “trading partner” relationship between the TSP and the DOS in US Bank Freight Payment. The TSP will then receive an introductory package from US Bank Freight Payment and will be provided additional information regarding the system and training.

Registration has already been completed for those TSPs currently doing business with the DOS in US Bank Freight Payment. However, if a TSP has not yet been set up to use PAYMENT MANAGER or if a new or different SCAC will be utilized, they must contact DOS and obtain access.

In order to most efficiently streamline the auditing process and help expedite the payment of TSP vouchers, the supporting documents must be attached to each TSP invoice in US Bank Freight Payment (a function only available in PAYMENT MANAGER). Invoice numbers must not contain a comma, colon, semi-colon, apostrophe, parenthesis, nor any coded data.

NOTE: The DOS’s system will only accept one 1(one) Invoice per Work Order Number. Once an invoice has moved to the “Approval Final”, “Payment Initiated” or “Payment Settled” status in US Bank Freight Payment, the TSP must
The DOS does not use the E-bill function in US Bank Freight Payment for additional payments as our system sees them as another “invoice.” E-bills can only be used for refunds to the DOS (when the DOS or the TSP discovers that there was an overpayment).

TSPs must enter the ACTUAL PICK-UP DATE in the Notice Status field in US Bank Freight Payment.

The DOS will issue a bill of lading and any other shipping document with all charges billed directly to the agency. The government will pay the total charges and the employee will reimburse the Government for the cost of transportation and other charges applicable to the excess weight. (Ref: 41 CFR 302-7-200)

Overweight shipments: If a shipment is overweight the TSP shall put the shipment on hold and notify the booking counselor of the shipment being overweight. The TSP shall not quote a dollar amount for the overweight to the employee or the counselor. The DOS office will pull the rate offer from TMSS and collect from the employee. If it was an OTO bid, the overweight cost shall be quoted to the booking office. All collections shall be handled by the DOS and not the ITGBL forwarder. Under NO circumstances is the TSP authorized to waive an overweight payment. The TSP shall report weights accurately and not modified to fit the employee’s entitlement. Once payment has been received, the DOS will notify the TSP that the shipment can be forwarded to destination. This hold time does not count against the transit time.

3-12.15. Shipment of Boats, Kayaks or Canoes.
The DOS will not authorize the shipment of boats, kayaks or canoes. These items are defined as an open craft of a size that can accommodate an individual(s) to sit in it. The TSP shall refuse the shipment of boats, kayaks, or canoes. Acceptance of boats, kayaks or canoes renders the TSP solely responsible for all related handling costs including returning the boat, kayak, or canoe to the point of origin.

3-12.16. Packed By Owner.
TSPs must ensure that packing lists do not include any items listed as “packed by owner (PBO)” or “contents unknown.” Such descriptions are an immediate flag for close attention by Customs and Transportation Security Agency Officials, who could place shipments on hold pending search, which will severely delay delivery. If company encounters a PBO, they must open the box, inspect the contents, assume liability, provide a detail description on the inventory and mark it packed by carrier.

3-12.17. Non-Acceptance of Locked Gun Cabinets and Other Similar Items.
TSPs shall clearly annotate the inventory and must describe the make, model, and serial number(s) of any firearm(s).

3-12.18. Shipment Tracking.
All TSPs offering rate offers for international DOS shipments must have a secure Internet website where travelers can track the status of their personal effects. Access must be password controlled and available only to traveler and/or its agency.

At the end of each rate offer cycle the TSP is required to submit a Claims report showing all claims paid during that rate offer period on all DOS shipments. Please complete the Claims Report provided for in Section 13 (Do Not Alter Format) and forward to email address ITGBLDC@state.gov. Include “ITGBL Claims Report” in the subject line. TSP will be notified by the DOS Tender Administrator via email communication and advised when Claims Report is due to be submitted.

All TSPs must use trained personnel qualified in their assigned duties in packing and/or handling of personal property. TSP personnel must include at least one employee that is fluent in English at origin and/or destination services. TSP personnel must also be fluent in language of foreign country. The TSP shall not employ a Tiered Helpdesk designed to improve Enterprise Efficiency for service calls related to DOSDC.

3-12.21. Pickup and Delivery Hours.
Pick-up and deliveries will be performed on weekdays during normal business hours (8 am-6 pm local time). Weekend and holiday services are not authorized. If a required delivery date falls on a holiday or weekend the service shall be performed on the next business workday. Only the RTO can authorize services after 6pm or on weekends/holidays. The Forwarder (s) shall provide a three hour window during which the owner of the goods can expect the TSP to arrive to commence packing, delivery, or POV pickup or delivery. If, for any reason, this schedule cannot be met, the Contractor(s) and owner shall mutually agree on a date and time to finish the packing and notify the appropriate Transportation Office of the change and the reasons therefore. The TSP shall make a date available within two days of the originally scheduled pack out. Packout dates will be set when the shipment is assigned. TSPs shall not arrange a date change with the
employee. Date changes must be initiated by the booking office. If an employee requests a date change, refer them to their DOS counselor.

### 3-12.22. Multiple Tender Numbers.

A TSP shall not submit multiple tender numbers when submitting rate offers for the same type/mode of international or domestic moves. Only one tender number shall be submitted for Domestic Code D shipments, one tender number for Domestic Code C shipments and one tender number for International shipments. Submission of multiple tender numbers could result in the DOS selecting only one or not selecting any at all.

### 3-12.23. Shipment Consolidations.

Before consolidating multiple UAB shipments or HHE and POV shipments check with the Embassy to determine if doing so will cause customs delays. Consolidation is not an acceptable reason for missed RDDs and does not relieve the TSP of Released Valuation as defined elsewhere in RFO and Special Instructions. Excess demurrage caused by consolidation of HHE and POV shipments is not an acceptable accessoriel expense.

### 3-12.24. Electronic Filing of Customs Clearance Documents.

When available and effective, TSPs must electronically file Customs Clearance documents. Waivers for Customs delays will not be granted where TSPs have failed to make use of the most effective clearance vehicle possible.

### 3-12.25. Additional TSP Responsibilities.

The (ITGBL Freight Forwarder’s) TSP’s vehicle must be in good condition and with the name of the company permanently (Non Magnetic) affixed/placed on the outside of the vehicle.

### 3-12.26. GSA Form 3080 Household Goods Carrier Evaluation Report:

TSPs will initiate the 3080 via the electronic 3080 module in GSA’s Transportation Management Services Solution (TMSS) system. TSPs can access the 3080 module by going to TMSS and clicking on the link to TMSS/CHAMP Shipments. TSPs can then click on the link to Electronic GSA 3080 along the right-hand side of the log on page and then click on “Initiate.” When completing the 3080 information for shipments booked by the DC office, for the Agency Move Coordinator (AMC) email enter DC3080@state.gov and enter 0190000105 for the requested Federal Agency ID Code (FAIC). For shipments booked by the DOS offices other than the DC office, please enter 0190000105 for the FAIC and contact the booking office for instructions on the correct AMC email to enter. It is imperative that this information be entered correctly when submitting 3080s for delivered DOS shipments. **Under no circumstances shall the TSP send the customer a 3080 form soliciting the Traveler’s Social Security Number.**

### 3-12.27. Forms Required for the Exportation of POV.

- Exhibit 1 List of Forms
- Exhibit 2 Power of attorney format
- Exhibit 3 Supplemental Reporting form
- Exhibit 4 Reporting locations

### 3-12.28. Forms Required for the Importation of Personal Effects including POVs.

**WITH THE EXCEPTION OF THE II RC-159 THE FOLLOWING DOCUMENTS MUST BE PROVIDED TO THE TSP BY THE TRAVELER PRIOR TO PICKUP OF THE HHG or POV FOR US IMPORTATION. Do not request the SSN in association with any form.** If an SSN is requested the passport number shall be used in its place.

- Exhibit 5 CBP Form 3299 for Free Entry of Unaccompanied Articles (All) Dated 10-2009
- Exhibit 6 DOT HS-7 Declaration for Motor Vehicles Importation (POV Only) Dated 5-2006
- Exhibit 7 EPA 3520-1 Air Pollution Compliance (POV Only) Dated 9-2009
- Exhibit 8 II RC-159 Treasury Department Supplemental Declaration (All) See 3-4.9.4

### 3-12.29. Mold Mitigation.

TSPs are expected to mitigate mold from occurring in all personal property shipments. Should mold occur, the TSP is responsible for all costs associated with the clean-up and/or removal of the mold. In accordance with HTOS Section 9.1.3.2.1, the maximum TSP liability for a lost, destroyed or damaged POV is the current value of the vehicle based on the National Automobile Dealers Association (in the month of landing converted to local currency) plus the cost of rental of a comparable vehicle for the period of time during which the vehicle is unavailable for employee use. However, the liability for the cost of rental shall not exceed the current value of the vehicle. The quality of repair, cleaning or replacement must equal or exceed the standards applied in the CONUS. The maximum TSP liability to replace or repair lost, destroyed, or damaged personal property, other than a POV, is $8.50 times the net weight of shipment in pounds in accordance to Section 3-12.7.

### 3-12.30. TSP Company (SCAC) Affiliation.

All TSPs submitting a rate offer(s) for the DOS must be independent companies without any financial interests in any other TSP submitting a rate offer(s) for the DOS under this RFO. Should it become known that multiple TSPs are tied either financially or through shared staff, all TSPs involved will be considered ineligible until at least the next open window filing period identified under this RFO or a future RFO and will be predicated on the Tender Administrator’s approval.

Refer to Sections 9, 10, 11, 12 and 13 for additional information and requirements for DOSDC.


TSPs submitting rate offers in accordance with Section 3-13, may file rate offers applicable between the points specified in Section 5-2 and identified as Agency Specific Codes in RFO Section 5-1. It is expected that 95% of all domestic shipments under DOSDD will be delivered to the DOS storage facility in Hagerstown, MD for NTS.

3-13.2. Released Valuation.
In lieu of the TSP liability at $6.00 as provided for in the Section 2-7.5.2 the TSP must offer replacement or repair value for damaged or lost items or in case of total loss, shipments being released at a base value of $6.50 times the net weight of the shipment in pounds. There will be no additional cost to the DOS for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-13.3. Excess Released Value.

3-13.3.1. Transportation.
In the event the employee declares a value greater than the base valuation of $6.50 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of $0.85 per $100 will apply on that portion of the valuation declared in excess of shipments released value of $6.50 times the weight.

3-13.3.2. Storage-in-Transit.
In the event that the employee declares a value greater than $6.50 times the net weight of the shipment in pounds, a storage liability charge of $0.18 per $100 will apply on that portion of the valuation in excess of $6.50 per pound released.

3-13.4. Non-Application of Origin Service Charges (OSC) and Destination Service Charges (DSC) – Domestic Shipments Only.
TSPs MAY NOT charge a OSC or a DSC (Items 135A and 135B of the GSA500A Tariff) when billing/invoicing for a domestic shipment moved under DOSDD. All domestic rate offers submitted for DOSDD must be inclusive of all accessorials identified in Paragraph 3-13.5, below, and may not be billed/invoiced as a separate charge(s).

3-13.5. Application of Rate Offers.
All domestic rate offers solicited for the DOSDD must incorporate the following accessorial services:

a. ATC Charges
b. All long carry charges at origin
c. All long carry charges at destination
d. All stair carries
e. Elevator charges also referred to as Inside Lift. An elevator or lift is defined as part of the permanent structure of the building.
f. All charges associated with heavy or bulky items, to include piano/organ.
g. All charges for shuttle service.
h. All fees for reserving parking on streets or apartment buildings.
i. Crating up to $250 (any amount above this must be approved by the DOS). Regardless of the actual cubic feet of the crate provided, compensation for internal crates will not exceed 3 inches beyond any single dimension (length, width or height) of the item being crated. All crating shall be done at the origin residence as identified on the Bill of Lading; all uncrating shall be done at destination residence as identified on the Bill of Lading. (See Section 12 of this RFO for 14 FAM Exhibit 611.6 Limitations)
j. All uncrating
k. Only the standard charge (HTOS Section 12.13) for an additional pickup is allowed for a mini-storage, all other charges associated with the pickup from Mini Storage facilities must be included
l. Cost of special motorcycle container (Clip-Lok)
m. All Surcharges or Security fees associated with ocean portion of Alaska Moves
n. All POV Fuel Surcharge regardless whether transported via a separate household goods trailer or car carrier

All inclusive final billing (excluding fuel) must not exceed the TMSS filed rate offer.

3-13.6. Services Not Authorized
The Government shall not be held liable for or pay any invoices for fines including, but not limited, to parking fines incurred by the TSP or their agents.

Unless specifically approved in writing by the DOS at least 3 work days prior to the pickup date, charges for extra labor by the CHAMP approved TSP or by a 3rd party service provider, cannot exceed the discounted pricing identified in Item 120 of the GSA500A. Waivers may be considered only under extraordinary circumstances.


The DOS is estimating that the volume of shipments under this RFO is 2,300 shipments.


International Transfers may have a domestic component. Where there is a domestic component of an international move forwarders shall have the ability to work with a single Van Line per cycle. The van line selected by TSP for the contract cycle must have DOS non-alternating rate offers on file in TMSS. Associated van lines with rates that are not cost effective may be grounds for non-use. The TSP and their affiliated Van Line for the current contract cycle shall have non-alternating rates available in TMSS for all 48 contiguous states as origin and/or destinations in order to participate in the domestic or international TOS. For example, if a TSP has filed rate offers to Spain they shall have rate offers on file to and from Spain for all locations in the 48 contiguous states as origins and destinations. The majority of the domestic van line shipments affiliated with international moves originating outside of the DC area will go to our DOS Hagerstown storage facility.

3-13.10. Sub-Forwarding.

TSPs accepted under DOSDD shall not sub-forward for any other TSPs accepted under DOSDD. Neither shall they tender for sub-forwarding to any other TSP doing business with the DOS. TSPs filing rate offers under DOSDD may choose to work with other business partners so long as they are not doing business with the DOS under this DOSDD. In all cases, the TSP to whom DOS issues the move and the work order will be responsible for all aspects of the move. The TSP shall be the primary POC for DOS customers and for DOS counselors.

3-13.11. Storage In Transit (SIT).

TSPs are required by the DOS to bill all SIT charges based on the destination listed on the Bill of Lading, not the actual SIT location. Any shipment placed in SIT outside the 50-mile radius shall be considered SIT at TSP’s convenience unless the issuing office authorized in writing SIT over 50-miles from the destination listed on the Bill of Lading.


US Bank Freight Participation:

TSPs submitting a rate offer(s) in accordance with this RFO for DOS traffic are required to register with US Bank Freight Payment as a DOS trading partner and must use the PAYMENT MANAGER version. US Bank Freight Payment’s fee for this service is currently 1.405% of the invoice price, which is paid by the TSP. The 1.405% service fee is tied to the Wall Street Journal Prime Rate.

TSPs NOT currently doing business with the DOS in US Bank Freight Payment MUST contact the Transportation Analysis Section at TTM_Analysis@state.gov and the A/LM ARCHIVE at ALMARCHIVE@STATE.GOV within one week of receipt of this RFO. The Transportation Analysis Section will provide interested TSPs with the information necessary to get set up with US Bank Freight Payment. The subject line of the email MUST be “US Bank Freight Payment Registration” and include the tender number(s) you will be submitting your rate offer under.

Once all required information has been submitted to US Bank Freight Payment, the TSP with be provided with a contract to sign and return to DOS (no more than two weeks after receipt of the contract). Once the contract is received, US Bank Freight Payment will establish a “trading partner” relationship between the TSP and the DOS in US Bank Freight Payment. The TSP will then receive an introductory package from US Bank Freight Payment and will be provided additional information regarding the system and training.

Registration has already been completed for those TSPs currently doing business with the DOS in US Bank Freight Payment. However, if a TSP has not yet been set up to use PAYMENT MANAGER or if a new or different SCAC will be utilized, they must contact DOS and obtain access.

In order to most efficiently streamline the auditing process and help expedite the payment of TSP vouchers, the supporting documents must be attached to each TSP invoice in US Bank Freight Payment (a function only available in PAYMENT MANAGER). Invoice numbers must not contain a comma, colon, semi-colon, apostrophe, parenthesis, nor any coded data.

NOTE: The DOS’s system will only accept one 1(one) Invoice per Work Order Number. Once an invoice has moved to the “Approval Final”, “Payment Initiated” or “Payment Settled” status in US Bank Freight Payment, the TSP must
contact the issuing office to request a SUPPLEMENTAL Work Order (i.e. NEW Work Order Number) for any additional charges due on the shipment.

The DOS does not use the E-bill function in US Bank Freight Payment for additional payments as our system sees them as another “invoice.” E-bills can only be used for refunds to the DOS (when the DOS or the TSP discovers that there was an overpayment).

TSPs must enter the ACTUAL PICK-UP DATE in the Notice Status field in US Bank Freight Payment.

The DOS will issue a bill of lading and any other shipping document with all charges billed directly to the agency. The government will pay the total charges and the employee will reimburse the Government for the cost of transportation and other charges applicable to the excess weight. (Ref: 41 CFR 302-7-200)

Overweight shipments: If a shipment is overweight the TSP shall put the shipment on hold and notify the booking counselor of the shipment being overweight. A status report should also be sent in at this time. The TSP shall not quote a dollar amount for the overweight to the employee or the counselor. The DOS office will pull the rate offer from TMSS and collect from the employee. If it was an OTO bid, the overweight cost shall be quoted to the booking office. All collections shall be handled by the DOS and not the ITGBL forwarder. Under NO circumstances is the TSP authorized to waive an overweight payment. The TSP shall report weights accurately and not modified to fit the employee’s entitlement. Once payment has been received, the DOS will notify the TSP that the shipment can be forwarded to destination. This hold time does not count against the transit time.

The DOS will not authorize the shipment of boats, kayaks or canoes. These items are defined as an open craft of a size that can accommodate an individual(s) to sit in it. The TSP shall refuse the shipment of boats, kayaks, or canoes. Acceptance of boats, kayaks or canoes renders the TSP solely responsible for all related handling costs including returning the boat, kayak, or canoe to the point of origin.

3-13.15. Packed By Owner.
TSPs must ensure that packing lists do not include any items listed as “packed by owner (PBO)” or “contents unknown.” Such descriptions are an immediate flag for close attention by Customs and Transportation Security Agency Officials, who could place shipments on hold pending search, which will severely delay delivery. If company encounters a PBO they must open the box, inspect the contents, assume liability, provide a detail description on the inventory and mark it packed by carrier.

TSPs shall ensure that packing lists do not include any items listed as “locked gun safe” or any other locked container. TSPs shall clearly annotate the inventory and must describe the make, model, and serial number(s) of any firearm(s).

All TSPs offering rate offers for international DOS shipments must have a secure Internet website where travelers can track the status of their personal effects. Access must be password controlled and available only to traveler and/or its agency.

At the end of each rate offer cycle the TSP is required to submit a Claims report showing all claims paid during that rate offer period on all DOS shipments. Please complete the Claims Report provided for in Section 13 (Do Not Alter Format) and forward to email address ITGBLDC@state.gov. Include “ITGBL Claims Report” in the subject line. TSP will be notified by the DOS Tender Administrator via email communication and advised when Claims Report is due to be submitted.

All TSPs must use trained personnel qualified in their assigned duties in packing and or handling of personal property. TSP personnel must include at least one employee that is fluent in English at origin and or destination services. TSP personnel who perform services at the owner’s residence shall be neat and in proper company issued uniform identifying them as employees of the company. TSP personnel must have company (contractor) issued photo identification which reflects company name and/or logo with employee’s name. TSP personnel must also be fluent in language of foreign country. The TSP shall not employ a Tiered Helpdesk designed to improve Enterprise Efficiency for service calls related to DOSDD.

3-13.20. Pickup and Delivery Hours.
Pick-up and deliveries will be performed on weekdays during normal business hours (8 am-6 pm local time). Weekend and holiday services are not authorized. If a required delivery date falls on a holiday or weekend the service shall be performed on the next business workday. Only the RTO can authorize services after 6pm or on weekends/holidays. The
Forwarder(s) shall provide a three hour window during which the owner of the goods can expect the TSP to arrive to commence packing, delivery or POV pickup or delivery. If for any reason this schedule cannot be met, the Contractor(s) and owner shall mutually agree on a date and time to finish the packing and notify the appropriate Transportation Office of the change and the reasons therefore. The TSP shall make a date available within two days of the originally scheduled pack out.

A TSP shall not submit multiple tender numbers when submitting rate offers for the same type/mode of domestic or international moves. Only one tender number shall be submitted for Domestic Code D shipments, one tender number for Domestic Code C shipments and one tender number for International shipments. Submission of multiple tender numbers could result in the DOS selecting only one or not selecting any at all.

Before consolidating multiple UAB shipments or HHE and POV shipments check with the Embassy to determine if doing so will cause customs delays. Consolidation is not an acceptable reason for missed RDDs and does not relieve the TSP of Released Valuation as defined elsewhere in this RFO and Special Instructions. Excess demurrage caused by consolidation of HHE and POV shipments is not an acceptable accessorial expense.

The (ITGBL Freight Forwarder’s) TSP’s vehicle must be in good condition and with the name of the company permanently (Non Magnetic) affixed/placed on the outside of the vehicle.

The TSP shall submit an electronic copy of the inventory to ALMArchive@State.gov no later than three days after the packout. The format of the email shall be: “Employee Name, Inventory, Shipment Number”.

All TSPs accepting shipments under DOSDD shall submit weekly updates of shipments in progress. Reports shall be submitted to TTMContracts@State.gov no later than 9:00 am Eastern Time each Monday covering undelivered shipments to date. Reports shall be in Excel format and comprised of the following fields: Customer Name, Broker, Origin City, Origin State, Destination City, Destination State, Load Date, Delivery Date, Estimated Weight, Miles.

3-13.26. GSA Form 3080 Household Goods Carrier Evaluation Report:
TSPs will initiate the 3080 via the electronic 3080 module in GSA’s Transportation Management Services Solution (TMSS) system. TSPs can access the 3080 module by going to TMSS and clicking on the link to TMSS/CHAMP Shipments. TSPs can then click on the link to Electronic GSA 3080 along the right-hand side of the log on page and then click on “Initiate.” When completing the 3080 information for shipments booked by the DC office, enter the AMC email enter DC3080@state.gov and enter 0190000105 for the requested Federal Agency ID Code (FAIC). For shipments booked by the DOS offices other than the DC office, please enter 0190000105 for the FAIC and contact the booking office for instructions on the correct AMC email to enter. It is imperative that this information be entered correctly when submitting 3080s for delivered DOS shipments. **Under no circumstances shall the TSP send the customer a 3080 form soliciting the Traveler's social security number.**

3-13.27. Forms Required for the Exportation of POV.
Exhibit 1 List of Forms
Exhibit 2 Power of attorney format
Exhibit 3 Supplemental Reporting form
Exhibit 4 Reporting locations

3-13.28. Forms Required for the Importation of Personal Effects including POVs.
WITH THE EXCEPTION OF THE II RC-159 THE FOLLOWING DOCUMENTS MUST BE PROVIDED TO THE TSP BY THE TRAVELER PRIOR TO PICKUP OF THE HHG or POV FOR US IMPORTATION. **Do not request the SSN in association with any form.** If an SSN is requested the passport number shall be used in its place.

Exhibit 5 CBP Form 3299 for Free Entry of Unaccompanied Articles (All) Dated 10-2009
Exhibit 6 DOT HS-7 Declaration for Motor Vehicles Importation (POV Only) Dated 5-2006
Exhibit 7 EPA 3520-1 Air Pollution Compliance (POV Only) Dated 9-2009
Exhibit 8 II RC-159 Treasury Department Supplemental Declaration (All) See 3-4.9.4

3-13.29. Computer Software Requirement:
The DOS has developed an Automated Accessorial Program (paperless) to improve the efficiency of receipt, review, and processing of TSP accessorial requests. All TSPs must have Microsoft Office 2010 software to be in compliance with this requirement.

3-13.30. Rugs/Carpets Destined to Permanent Storage:
All rugs and carpets destined to permanent storage shall be moth flaked, rolled, and wrapped in kraft paper, without
3-13. TSP Company (SCAC) Affiliation.

All TSPs submitting a rate offer(s) for the DOS must be independent companies without any financial interests in any other TSP submitting a rate offer(s) for the DOS under this RFO. Should it become known that multiple TSPs are tied either financially or through shared staff, all TSPs involved will be considered ineligible until at least the next open window filing period identified under this RFO or a future RFO and will be predicated on the Tender Administrator’s approval.


Refer to Sections 12 and 13 for additional information and requirements for DOSDD.

3-14. Department of State (DOS) – Hagerstown, MD (DOSHW).


The DOS maintains a warehouse at the United States Logistics Center - Hagerstown, Maryland. In this warehouse are shipments of household goods effects that at some point in the past have been placed there in a permanent and/or extended storage status. Rate offers submitted in accordance with Section 3-14 are for the door-to-door delivery of these shipments to their final destination at an international location in accordance with the instructions provided on the government issued Bill of Lading. Shipments may be crated or loose. Services to be provided are non-personal services and include all necessary labor, materials and facilities for pickup, receipt, weighing, and delivery. These services will be at the direction of the DOS and in accordance with this RFO and the HTOS.

3-14.2. Application.

Except for the exceptions and additions noted elsewhere in this Section 3-14, all provisions of DOSDC as identified in section 3-12 of this RFO also apply to DOSHW.

3-14.3. Volume.

Between May 1, 2016 and April 30, 2017, there were approximately 171 shipments with an average weight of 2,800 pounds. However, and as with all estimates, there is no guarantee of shipments and the DOS reserves the right to discontinue any services at its discretion without recourse from the selected TSPs.

3-14.4. Rate Offers.

Rate offers will only be accepted for shipments originating from the Hagerstown, MD warehouse (Service Area MD00) to all international locations. Rate offers will not be accepted for shipments from the international locations back to the Hagerstown, MD warehouse. Rate offers will also not be accepted for Category 1, 2, or 3 vehicles or UAB. TSPs should zero fill these positions when submitting rate offers for DOSHW.

3-14.5. Department of State, Hagerstown Warehouse Responsibilities.

Upon receipt of notification from the TSP that they accept an offered shipment, the designated Hagerstown Staff member will arrange to have the offered household goods effects staged and available within 48 hours of notification/acceptance from the selected TSP. For partial storage removals, the Hagerstown staff will be afforded ample time to communicate storage removal actions with the owner of the household goods effects. This is contingent on the owner’s actions and timeliness. Upon completion, the designated Hagerstown staff member will notify the Operations staff and TSP that the household goods effects are available for pickup. Prior to the pack/pickup date, Hagerstown will notify the TSP of weights and pieces to be removed and any unusual items requiring special attention. TSPs will be provided with existing inventories on all shipments moving under DOSHW.

3-14.6. TSP Responsibilities.

Upon receipt of the Allocation worksheet, the TSP shall contact the designated Hagerstown Staff member within 24 hours of receipt to obtain shipment availability. The TSP is required to load the shipment from the USLC-Hagerstown within 3 business days (5 days during peak season) of issuance of Bill of Lading. Multiple shipments can be scheduled for loading on the same truck to maximize resources. The TSP is required to pack all liftvans on site at the Hagerstown warehouse. TSPs must then deliver the household goods effects back to its agent’s warehouse for preparation and shipment to its final destination in accordance with all DOSDC and DOSHW guidelines. The TSP will be self-supporting in all aspects of their operations. The TSP shall furnish all equipment, materials and tools needed to pack and transport the shipment. The TSP can be charged for use of government resources. All debris generated by the TSP must be removed by the TSP. The TSP will ensure that brand new ISPM#15 standard crates (as defined in DOSDC) are used for all export shipments to post. The TSP shall affix four (4) seals according to the standards laid out above in DOSDC to lift vans loaded at the Hagerstown warehouse. The TSP shall band lift vans prior to containerization but banding is not required prior to departing the Hagerstown warehouse. The date that the shipment is reported by Hagerstown as available is the pack date to be used to compute the Required (RDD) Delivery Date. As previously noted, existing inventories are
provided by USLC Hagerstown staff. TSPs who reinventory must cross-reference to the storage inventory provided by the USLC Hagerstown staff. All work at the Hagerstown warehouse facility must be completed during operating hours and the TSP must leave the premises prior to the warehouse closing at 4:00 PM.

3-14.7. Claims.
In lieu of the TSP liability at $6.00 as identified in 2-7.5.3, the TSP must offer replacement or repair value for damaged or lost items or in case of total loss, at a base value of $8.50 times the net weight of the shipment in pounds. There will be no additional cost to the DOS for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value. Please note that the TSP retains the option for reviewing the inventory and repacking to certify any questionable items provided the TSP honors the terms of 3-14.6.; TSPs must bring the required materials needed, complete work by 4:00 PM and remove any debris generated by the repacking. Failure to certify the inventory will not be accepted as a reason to deny a claim.

3-15. Department of State (DOS) – Surface Air Pilot DOSSA

The DOS ITGBL program has historically been unable to meet the maximum 75 day transit to post with conventional ITGBL shipments. DOSSA is intended to expand the scope to recognize that in some cases a portion of the shipment may have to move by air to make a 75 day transit time. Under DOSSA, in all cases the final leg to post must move by air. Rate offers submitted in accordance with Section 3-15 are for the door-to-door delivery of shipments to their final destination at an international location in accordance with the instructions provided on the Government issued Bill of Lading. Services to be provided are non-personal services and include all necessary labor, materials and facilities for pickup, receipt, weighing, and delivery. These services will be at the direction of the DOS and in accordance with this RFO and the HTOS.

Except for the exceptions and additions noted elsewhere in this Section 3-15, all provisions of DOSDC as identified in section 3-12 of this RFO also apply to DOSSA.

3-15.3. Volume.
The DOS will implement the pilot at the post below and the estimated count and gross weights for shipments for period November 1, 2017 through May 1, 2018 are included below. However, and as with all estimates, there is no guarantee of shipments and the DOS reserves the right to discontinue any services at its discretion without recourse from any selected TSPs.

<table>
<thead>
<tr>
<th>Post</th>
<th>Type</th>
<th>Count</th>
<th>Avg-Gross</th>
</tr>
</thead>
<tbody>
<tr>
<td>N'Djamena</td>
<td>HHE</td>
<td>4</td>
<td>2,814</td>
</tr>
</tbody>
</table>

3-15.4. Rate Offers.
When submitting the Single-Factor Rate Offer for transportation, the Single-Factor Rate Offer must include the charges related to all modes of transportation used to get the shipment to its final destination. Rate offers will only be accepted for shipments originating from Washington, DC, Maryland and Virginia (rate filing codes DC00, MD00 and VA00) and all international locations. When submitting rate offers, the Destination Code of 2730 must be used; however, rate offers accepted under DOSSA will apply only to the post of N'Djamena and not the entire country of Chad. DOS may request OTO rate offers from other areas of the United States for the period of the pilot.

3-15.5. Performance of Services.
The TSP shall make routing decisions to ensure a door-to-door transit of no more than 75 days. The TSP may route the first leg of the shipment by either air or surface as required to support the RDD. The final leg to N'Djamena must be by air.
The following documents must be provided to the TSP by the traveler prior to pickup of the POV:

1. The front and back copy of the title OR a certificate of origin
   (Forwarder will have a copy of the CFR 192.2 should U.S. Customs ask for the original title. Electronic copies of the title are not acceptable)

2. The original lien release (if the title shows a financial institution)

3. If the name on the title or lien is different than the name on the GBL, attach a copy of the marriage certificate.

4. The Government Bill of Lading (GBL)

5. A copy of the passport

6. A copy of the applicable travel authorization or travel order

7. Two copies of a power of attorney; (use the generic power of attorney form attached)

8. A copy of a valid driver’s license

9. A completed Form JF 49 (State Department form) prepared by the employee. This form contains the required information on POV and pickup location

Note to Transportation Counselor and Employee: All documents must be in the possession of the freight forwarder at least ten (10) calendar days prior to the pickup date

Note to Forwarder: If ALL documents are not received from the employee at least 10 calendar days prior to the pickup date, immediately notify the counselor and Operations Management at Transportationquery@state.gov that the POV pickup must be cancelled.

The employee will provide all of the POV documents to the forwarder except for the JF 49. The employee will provide the JF 49 to the Transportation Counselor

Note to Forwarder: Forwarder is required to brief the employee before pickup that at time of pickup the POV may not have more than ¼ tank of gas, no personal items, no after-market additions (i.e. ski / bike racks); you or anyone acting on your behalf will sign off on a condition report and accept a set of keys.
LIMITED POWER OF ATTORNEY
FOR
EXPORT/IMPORT OF PERSONAL EFFECTS AND VEHICLES
DATE______________

Applies to:
POV ______ Initial
Personal Effects ______ Initial

I hereby name and appoint__________________________________________
(Type or Print Name)
of___________________________________________ to be my lawful attorney-in-fact
to act on my behalf to conduct all transactions necessary with the U.S. Customs Service in the proper
exportation or importation of the below stated personal vehicle or Household Effects which are described as
____________________________________________________________________
Year
Make    Model    Color    Body
Identification Number (VIN) Title Number
____________________________________________________________________
Vehicle
____________________________________________________________________
OR
____________________________________________________________________
Household
Effects description
and to do all things necessary to ensure compliance with all requirements pursuant to section 192 of the
Customs Regulations.
______________________________
Signature of Owner Owner’s Name- Type or Print
______________________________
Signature of Co-Owner Co-Owner’s Name - Type or Print
______________________________
Home Address of Owner City/State/Country Zip Code

Pursuant to the Customs regulation CFR 19 Part 111.29(b), if you are the importer of record, payment to the broker will not relieve
you of liability for Customs charges (duties, taxes, or other debts owed to Customs) in the event the charges are not paid by the broker.
Therefore, if you make payment by check, Customs charges may be paid with a separate check made payable to “U.S. Customs and
Border Protection” which shall be delivered to CBP by the broker.
Exhibit 3

This form is only to be used by new carriers pending adoption of EDI or as requested by the booking office.

**Daily ITGBL Shipment Status Report- - - - - - - - - - - HHE, UAB, CNS or POV**

**CARRIER’S NAME:** ______________________________

**Packing Information** Weight and pieces must be reported within five calendar days for UAB and seven calendar days for HHE, CNS and POV from the day after the shipment is picked up. Report should reach the DOS Office via e-mail to: TTMContracts@state.gov

Employee’s Name __________________________________________

DA Shipment Number (Box 18 of GBL) __________________________

Pack Begin/Pack End/Pick-up Date __________/_____________/___________

Origin/Destination (city, state and country) __________________________

GBL Number ____________________________________

Survey Weight __________________________________________

Pieces __________________________________________

Gross Weight __________________________________________

Net Weight __________________________________________

Cube __________________________________________

Date Requested Post’s Permission to Ship ________________________

Date Permission Granted ___________________________ (If post fails to respond within 3 days notify the booking office).

*Date Info Emailed to State Department (update with current date when information changes)__________________

**Shipping Information** Shipping details must be reported within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post.

Date delivered to Pier ________________________________________

Port of Origin (no abbreviations) __________________________________

Full Name of Airline/Shipping Lines __________________________________

Ship Name __________________________________________

Voyage/Flight Number ________________________________________

Departure/Sail Date __________________________________________

Port of Discharge (air/sea) no abbreviations ________________________

ETA at Destination __________________________________________

Booking Number or Airway/Master Bill # __________________________

*Date Info Emailed to State Department (update with current date when information changes)__________________

**Delivery Information:** Delivery information must be reported within one business day after the shipment is delivered to SIT or residence.

RDD __________

Date available for delivery (or put in SIT) ________________________

Date Delivered to Residence (actual not scheduled date) ________________________

Remarks if any (such as delay in Notification, Change Booking Details etc.) ________________________

*Date Info Emailed to State Department (update with current date when information changes)__________________
Exhibit 4

Notification Procedures for all DA’s for the Daily ITGBL Shipment Status Report.

Please copy ALMArchive@STATE.GOV for ALL shipments.

Shipment number starting with **DC** Send report to TTMCONTRACTS@state.gov

Shipment number starting with **AI** Send report to AID, Copy to TTMCONTRACTS and to the counselor

Shipment number starting with **MI** Send report to USDA Miami, Copy to TTMCONTRACTS and to the counselor

Shipment number starting with **SE** Send report to USDA Seattle, Copy to TTMCONTRACTS and to the counselor

Shipment number starting with **EL** Send report to USDA ELSO, Copy to TTMCONTRACTS and to the counselor

Shipment number starting with **BR** Send report to USDA Brownsville, Copy to TTMCONTRACTS and to the counselor
Instructions for completing CBP Form 3299 for Free Entry of Unaccompanied Articles Dated 10-2009 (see Exhibit 5).

The 3299 must be completed as defined below. The employee will complete 1-7, the carrier’s port agent will complete 8. A-F. **DO NOT** include the Employee’s social security number (SSN) on the form.

**Part I**
**To be completed by The Employee**

1. Employee’s full name as it appears in the passport  
2. Employee’s Date of Birth  
3. Date the Employee will arrive  
4. Employee’s US Address including phone number if available  
5. City where the Employee will clear customs (if available)  
6. Name of Arriving Vessel carrier and flight/train (if available)  
7. Names(s) of Accompanying Household Members

**To be completed by The Carrier**

8. Importation information  
   A. Date of Import  
   B. Name of Vessel  
   C. Origin of Shipment  
   D. Bill of Lading or Air Way Bill number  
   E. Number and kinds of containers  
   F. Marks and Numbers (see above, **DO NOT** include the Employee’s social security number (SSN) on the form).

**Part II**
**To be competed by The Carrier**

The Employee is returning U.S. Personnel. The carrier is responsible for ensuring that all staff (including origin agents) are aware that DOS staff are US personnel and thus must complete Part III not Part II.

**Part III**
**To be completed by The Employee**

1. Date of Employee’s last departure from the U.S. To be obtained from the Employee.  
2. Employees Travel Orders. To be provided by the Employee.

**Part IV**
**To be completed by The Employee**

A. If applicable.  
B. If applicable If item B (7) is selected duties may be collected.  
C. If applicable.  
D. Must be filled in only if selections were made from items A, B and C.

**Part V**
**To be completed by The Carrier.**

1. Name, 2. Sign & Date

**Part VI**
**To be completed by The Employee**

1. B. To be Selected, 2. Signed and 3. Dated

**Part VII Leave Blank**
# Exhibit 5

## DEPARTMENT OF HOMELAND SECURITY

U.S. Customs and Border Protection

### DECLARATION FOR FREE ENTRY OF UNACCOMPANIED ARTICLES

19 CFR 148.6, 148.52, 148.53, 148.77

---

### PART I -- TO BE COMPLETED BY ALL PERSONS SEEKING FREE ENTRY OF ARTICLES

* (Please consult with the CBP official for additional information or False declarations or failure to declare articles could result in penalties.)

**1. IMPORTER’S NAME (Last, first and middle)**

**2. IMPORTER’S DATE OF BIRTH**

**3. IMPORTER’S DATE OF ARRIVAL**

**4. IMPORTER’S U.S. ADDRESS**

**5. IMPORTER’S PORT OF ARRIVAL**

**A. NAME OF ARRIVING VESSEL/CARRIER AND FLIGHT/TRAIN**

**7. NAME(S) OF ACCOMPANYING HOUSEHOLD MEMBERS (wife, husband, minor children, etc.)**

---

### EXHIBIT 5

**A. DATE**

**B. NAME OF VESSEL/CARRIER**

**C. FROM (Country)**

**D. B/L OR AWB OR I.T. NO.**

---

### PART II -- TO BE COMPLETED BY ALL PERSONS EXCEPT U.S. PERSONNEL AND EVACUEES

**9. RESIDENCY ("X" appropriate box)**

I declare that my place of residence abroad is was .

**A. NAME OF COUNTRY**

**B. LENGTH OF TIME** Yr. Mo.

**C. RESIDENCY STATUS UPON MY ARRIVAL ("X" One)**

- (1) Returning resident of the U.S.
- (2) Nonresident:
  - a. Emigrating to the U.S.
  - b. Visiting the U.S.

---

### PART III -- TO BE COMPLETED BY U.S. PERSONNEL AND EVACUEES ONLY

I, the undersigned, the owner, importer, or agent of the importer of the personal and household effects for which free entry is claimed, hereby certify that they were in direct possession of the goods or were personally accompanied by them at the time of departure from the United States because of their emigration or assignment to extended duty (as defined in section 148.74(d) of the Customs Regulations) at a post or station outside the United States or the CBP Territory of the United States, or because of Government orders or instructions evacuating the importer to the United States; and that they are not imported for sale or for the account of any other person and that they do not include any alcoholic beverages or cigars.

**1. DATE OF IMPORTER’S LAST DEPARTURE FROM THE U.S.**

**2. A COPY OF THE IMPORTER’S TRAVEL ORDERS IS ATTACHED AND THE ORDERS WERE ISSUED ON:**

---

### PART IV -- TO BE COMPLETED BY ALL PERSONS SEEKING FREE ENTRY OF ARTICLES

**A. For U.S. Personnel, Evacuees, Residents and Non-Residents**

- (1) Articles for the account of other person.
- (2) Articles for sale or commercial use.
- (3) Firearms and/or ammunition.
- (4) Alcoholic articles of all types or tobacco products.
- (5) Fruits, plants, seeds, meats, or birds.
- (6) Fish, wildlife, animal products thereof.

**B. For Residents and Non-Residents ONLY**

- (7) Foreign household effects acquired abroad and used less than one year.
- (8) Foreign household effects acquired abroad and used more than one year.

**C. For Resident ONLY**

- (9) Personal effects acquired abroad.
- (10) Foreign made articles acquired in the United States and taken abroad on this trip or acquired abroad on another trip that was previously declared to CBP.
- (11) Articles taken abroad for which alterations or repairs were performed abroad.

---

CSP Form 3299 (10/09)
### Exhibit 5 Continued

#### D. LIST OF ARTICLES

<table>
<thead>
<tr>
<th>(1) ITEM NUMBER CHECKED IN PART IV, A., B., C.</th>
<th>(2) DESCRIPTION OF MERCHANDISE</th>
<th>(3) VALUE OF COST OF REPAIRS</th>
<th>(4) FOREIGN MERCHANDISE TAKEN ABROAD THIS TRIP: State where in the U.S. the foreign merchandise was acquired or when and where it was previously declared to CBP</th>
</tr>
</thead>
</table>

---

#### PART V -- CARRIER'S CERTIFICATE AND RELEASE ORDER

The undersigned carrier, to whom of upon whose order the articles described in PART I, A., must be released, hereby certifies that the person named in Part I, 1., is the owner or consignee of such articles within the purview of section 484(h), Tariff Act of 1930.

In accordance with provisions of section 484(h), Tariff Act of 1930, authority is hereby given to release the articles to such consignee.

1. NAME OF CARRIER
2. SIGNATURE OF AGENT (Print and sign)
3. Date

#### PART VI -- CERTIFICATION TO BE COMPLETED BY ALL PERSONS SEEKING FREE ENTRY

I, the undersigned, certify that this declaration is correct and complete.

1. "X" One
   - A. Authorized Agent* (From facts obtained from the importer)
   - B. Importer

2. SIGNATURE
3. DATE

*An Authorized Agent is defined as a person who has actual knowledge of the facts and who is specifically empowered under a power of attorney to execute this declaration (see 19 CFR 141.19, 141.32, 141.33).

---

**PART VII -- CBP USE ONLY (Inspected and Released)**

<table>
<thead>
<tr>
<th>1. SIGNATURE OF CBP OFFICIAL</th>
<th>2. DATE</th>
</tr>
</thead>
</table>

CBP Form 3299 (10/09)
Instructions for completing DOT HS-7 Declaration for Motor Vehicles Importation Dated 5-2006 (see Exhibit 6)


To be completed by The Carrier
- Port of Entry
- Customs Port Code
- Customs Entry No.
- Entry Date.

To be completed by The Employee
- Make of Vehicle
- Model, Year
- Vehicle Identification Number (VIN)
- The Employee shall select the appropriate eligibility number on the form (1-13). Re-imported US manufactured vehicles are eligible under 2A.
- Name of Importer
- Importer’s Address
- Name of Declarant
- Declarant’s Capacity (Owner)
- Sign and Date.
EPA 3520-1 Air Pollution Compliance (POV Only) Rev. 10-10 (see Exhibit 7)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.</td>
<td>Vehicle Identification Number (VIN)</td>
</tr>
<tr>
<td>5.</td>
<td>Manufacture Date</td>
</tr>
<tr>
<td>6.</td>
<td>Manufacturer (make)</td>
</tr>
<tr>
<td>7.</td>
<td>Model</td>
</tr>
<tr>
<td>10.</td>
<td>Owner</td>
</tr>
<tr>
<td>12.</td>
<td>Signature</td>
</tr>
<tr>
<td>13.</td>
<td>Date</td>
</tr>
<tr>
<td>14.</td>
<td>Name, company and phone</td>
</tr>
</tbody>
</table>

**To be completed by The Carrier**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.-3.</td>
<td>Importer</td>
</tr>
<tr>
<td>11.</td>
<td>Storage location</td>
</tr>
</tbody>
</table>

**Commercial imports, leave blank**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.</td>
<td>Applies only to codes A,C,J,Z</td>
</tr>
</tbody>
</table>

**U.S. conforming and “identical” vehicles**

Appropriate box to be selected by employee. Notify TransportationQuery@state.gov if vehicle is non-conforming do not move without authorization from DOS Transportation Operations.
United States Environmental Protection Agency

Declaration Form

Importation of Motor Vehicles and Motor Vehicle Engines Subject to Federal Air Pollution Regulations

This form must be submitted to the U.S. Customs and Border Protection (Customs) (42 USC 7522, 7601; 19 CFR 12.73) for each motor vehicle (including motorcycles, disassembled vehicles, kit cars, light-duty vehicle/motorcycle engines) imported into the U.S., except that this form is not required for motor vehicles that are imported by their original manufacturer and are new and are covered by an EPA certificate of conformity and bear an EPA emission control label. One form per shipment may be used, with attachments including all information required to fully describe each vehicle or engine as below. Check the box below indicating the provisions under which you are importing this vehicle or engine. Offroad vehicles/engines and heavy-duty engines must use form 3520-21. Note: Although only imports using codes G, I, K, L, M-3, and O require specific written authorization from EPA, Customs may request EPA review of importer documentation and eligibility for any import using this form. A nonconforming vehicle that is ineligible for the exemptions or exclusions listed below, must be imported through an independent commercial importer (ICI) under codes A, C, J, or Z. For codes A, C, J, and Z, EPA does not authorize the release to the vehicle owner.

Penalties: Any person who knowingly makes any false or fraudulent statement, or omits or conceals a material fact can be fined up to $250,000 or imprisoned for up to 5 years, or both (16 USC 1001). Any person who improperly imports a motor vehicle (including a motorcycle) or engine may be fined up to $32,500 per vehicle or engine (42 USC 7524), and may be subject to forfeiture of the entire importation bond, if applicable (19 CFR 65.1513), and the U.S. Customs Service may seize the vehicle or engine (10 CFR 162.21).

<table>
<thead>
<tr>
<th>Description and Declaration of Motor Vehicle or Motor Vehicle Engine (Note: Heavy-duty Engines must use form 3520-21)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Port code:</td>
</tr>
<tr>
<td>2. Entry date: (mm/dd/yyyy)</td>
</tr>
<tr>
<td>3. Customs entry number:</td>
</tr>
<tr>
<td>4. Vehicle Identification Number (VIN), or engine serial number:</td>
</tr>
<tr>
<td>5. Manufacturer date (mm/yyyy)</td>
</tr>
<tr>
<td>6. Manufacturer (make):</td>
</tr>
<tr>
<td>7. Model:</td>
</tr>
<tr>
<td>8. ICI Import only, codes A, C, J, Z - EPA certificate no., model year and expiration date of applicable certificate:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Names, Addresses, and Telephone Numbers of Relevant Parties</th>
</tr>
</thead>
<tbody>
<tr>
<td>9. Importer (code B): must be certificate holder or their agent for shipments of new vehicles prior to introduction into commerce; codes A, C, J, Z, must be ICI:</td>
</tr>
<tr>
<td>9. Owner:</td>
</tr>
<tr>
<td>11. Storage location:</td>
</tr>
<tr>
<td>12. Signature:</td>
</tr>
<tr>
<td>13. Date:</td>
</tr>
<tr>
<td>14. Name, company and phone (type or print):</td>
</tr>
</tbody>
</table>

**U.S. conforming and “identical” vehicles**

- code B - U.S. certified - unmodified vehicle bearing a U.S. EPA emission control label in engine compartment (or on motorcycle frame) in English.
- code F - U.S. certified, catalyst restoration - U.S. certified vehicle as described above, except that the catalyst, oxygen sensors or fuel filler neck restrictor were removed or damaged. The importer attests that the catalyst and oxygen sensors and fuel filler neck restrictor, as applicable, will be re-installed or replaced after importation. If leaded gasoline was used, the importer attests that after importation (1) the fuel tank will be drained and refilled with unleaded gasoline, (2) the catalyst and oxygen sensors, if they were left on the vehicle during use of the leaded gasoline, will be replaced, and (3) the fuel filler neck restrictor will be checked and replaced as necessary. No bond or EPA approval is required.
- code EE - identical in all material respects to a U.S. certified version - either 1) Canadian vehicle (proof required e.g. a Canadian emission control label, registration or title, or letter from the U.S. or Canadian manufacturer representative on letterhead verifying manufacture for sale in Canada) on EPA list of Canadian "identical" models, or 2) vehicle from any country with letter attached to this form from the manufacturer’s U.S. representative on letterhead (not a dealer or mechanic) stating that the vehicle is identical to a U.S. EPA certified version with respect to emissions. The importer attests that vehicle is being imported for purposes other than resale or lease. For import of "identical" Canadian vehicles for resale, use code FF.
- code FF - Canadian "identical" models imported for resale or lease - Canadian vehicle as described above appearing on EPA list of Canadian "identical" models, imported for resale or lease. The importer attests that the importer will satisfy applicable labeling, warranty and CAFE requirements as specified by EPA.

**EPA exempted vehicles**

- code M - miscellaneous exemption, either 1) Canadian vehicle as described above (proof required) and the importer is either permanently emigrating to the U.S. or will reside in the U.S. for greater than one year under a worker or student visa, or 2) Canadian vehicle received by U.S. resident through inheritance, or 3) EPA hardship letter based on unforeseen and extraordinary circumstances is attached to this form.
- code E - vehicle at least 21 years old (calendar year of manufacture subtracted from year of importation) and in original unmodified configuration is either exempted or excluded from EPA emission requirements, depending on age. Vehicles at least 21 years old with replacement engines are not eligible for this exemption unless they contain equivalent or newer EPA certified engines. Customs may require proof of vehicle age.
Exhibit 7 Continued

United States Environmental Protection Agency

Excluded vehicles

- code L - racing vehicle as determined by EPA and may not be registered or licensed for use on or operated on public roads or highways (40 CFR 85.1511(e)). EPA letter of approval must be attached to this form.

- code U -2005 model year (or older) motorcycle, scooter or moped with engine displacement less than 50cc and with rated speed greater than 5000 rpm.

- code W - non-chassis-mounted engine to be used in a light-duty vehicle or light-duty truck or motorcycle which is currently covered by an EPA certificate or will be covered by an EPA certificate prior to introduction into commerce.

- code Y - unregulated fuel - a vehicle that (1) for model years earlier than 1991 operates on fuel other than gasoline or diesel fuel, or (2) for 1991-1996 model years operates on fuel other than gasoline or diesel or methanol fuel, or (3) for 1997 and later model years operates on fuel other than gasoline or diesel or methanol or ethanol or compressed natural gas (CNG) or liquid petroleum gas (LPG), including propane. This exemption does not apply to 2004 and later model year vehicles.

Temporary imports

- code G - imported for repair or alteration in accordance with 40 CFR 85.1511(b)(1). May not be registered or licensed for use on, or operated on public roads or highways, or sold or leased in the U.S. Customs bond required. EPA requests that the vehicle be bonded for at least its full value. EPA letter of approval must be attached to this form.

- code I - imported for testing purposes in accordance with 40 CFR 85.1511(b)(2). May not be registered or licensed for use on or operated on public roads or highways (except operation that is integral to the purpose of the testing program) or sold or leased in the U.S. Customs bond required. EPA requests that the vehicle be bonded for at least its full value. EPA letter of approval must be attached to this form.

- code K - imported for display (solely for public or business purposes, and not for private purposes or U.S. market sales promotions) in accordance with 40 CFR 85.1511(b)(4). May not be registered or licensed for use on or operated on public roads or highways (except operation that is integral to the purpose of the display) or sold or leased in the U.S. Customs bond required. EPA requests that the vehicle be bonded for at least its full value. EPA letter of approval must be attached to this form.

- code L - imported for up to one year by member of the armed forces or personnel of a foreign government on assignment to the U.S., for whom free entry has been authorized in writing by the U.S. Department of State, or a member of the armed forces of a foreign country with official orders for duty in the U.S.

- code O - imported by nonresident for personal use by an individual for a period up to one year. EPA letter of approval must be attached to this form.

Independent commercial importer (ICI) imports

- code A - imported by an ICI for modification in accordance with a valid EPA certificate of conformity issued for the specific make, model, and model year in accordance with 40 CFR 85.1505.

- code C - imported by an ICI for modification and testing in accordance with 40 CFR 85.1509. Vehicle must be at least 6 years old.

- code J - imported by an ICI for the purpose of pre-certification testing in order to obtain an EPA certificate of conformity. No EPA approval is required. The ICI has 180 days to obtain a certificate or export (40 CFR 85.1511(b)(3)). Customs bond required.

- code Z - imported by an ICI for the purpose of modifying to be identical to an original equipment manufacturer (OEM) certified version in accordance with written instructions from the OEM that are specific to the vehicle being imported.

OEM imports

- code H - imported, owned, and controlled directly by an original equipment manufacturer (OEM) on EPA list of OEM certificate holders provided to Customs, for research, development or testing purposes in accordance with 40 CFR 85.1706. This is a temporary exemption without time limit. If the vehicle is subsequently covered by an applicable EPA certificate of conformity, it is released from the restrictions of this exemption.

- code Q - imported, owned, and controlled directly by an original equipment manufacturer (OEM) on EPA list of OEM certificate holders provided to Customs, for storage pending receipt of the applicable EPA certificate of conformity, which is pending and imminent. Use of this code is no longer permitted once EPA has issued the applicable certificate of conformity.

U.S. Department of Transportation Requirements

Note: Importers of vehicles that are primarily manufactured for use on public roads must also file an HS-7 Declaration form to identify the basis for the vehicle's admission under the laws administered by the U.S. Department of Transportation. For more information, see www.ihhsa.dot.gov/cars/rules/import/

Paperwork Reduction Act Notice

This information is collected to ensure that motor vehicles and engines imported into the U.S. conform with applicable emission requirements. Responses to this collection are mandatory (40 CFR 85.1501 et seq., and Clean Air Act Sections 203 and 206). Information submitted to the Agency under a claim of confidentiality will be safeguarded according to policies set forth in Title 40, Chapter 1, Part 2, Subpart B. The public reporting and recordkeeping burden for this collection of information is estimated to average 30 minutes per response. Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; search existing data sources; complete and review the collection of information; and transmittal or otherwise disclose the information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments on the Agency's need for this information, the accuracy of the provided burdenestimate, and any suggested methods for minimizing respondent burden, including through the use of automated collection techniques to the Director, Collection Strategies Division, U.S. Environmental Protection Agency (2822), 1200 Pennsylvania Ave., NW, Washington, D.C. 20460. Indicate the OMB control number in any correspondence. Do not send the completed form to this address.
Background: Office of Management and Budget (OMB) has found that the II RC-159 Treasury Department Supplemental Declaration does not meet guidelines and cannot be demanded by customs officers as a routine form. Nonetheless, some customs officers still require this form possibly causing transportation delays if the form is unavailable. Although the form is not authorized, the forwarder should request the form as the traveler may not be available when the shipment is clearing customs. **Instruct the employee not to fill in the SSN field.** Supply a copy of the passport instead.

The carrier is directed to accept the form and keep it on file. It must not be submitted as a part of a standard customs package. If a customs officer requests the form the carrier is asked to contact our office with the name of the officer so the DOS can work with CBP to resolve the issue. DOS will advise carriers of revised instructions as the situation develops.
TREASURY DEPARTMENT
U.S. CUSTOMS SERVICE

SUPPLEMENTAL DECLARATION FOR
UNACCOMPANIED PERSONAL AND HOUSEHOLD EFFECTS

1. OWNER OF HOUSEHOLD GOODS
   (Last name, first and middle)

2. DATE OF BIRTH:

3. CITIZENSHIP

4. PASSPORT (Country and number)

5. SOCIAL SECURITY NO:

6. RESIDENT ALIEN NO:

7. U.S. ADDRESS

10. EMPLOYER

11. POSITION WITH COMPANY

8. FOREIGN ADDRESS

12. LENGTH OF EMPLOYMENT

9. REASON FOR MOVING

13. NATURE OF BUSINESS

14. NAME & TELEPHONE OF COMPANY OFFICIAL WHO CAN VERIFY ABOVE INFORMATION

15. NAME AND ADDRESS OF FREIGHT FORWARDERS, PACKERS AND SHIPPING AGENTS

16. SHIPMENT ITINERARY
   (Specific place of loading and intermediate ports)

17. CERTIFICATION
   A. AUTHORIZATION AGENT
   B. IMPORTER (Check One)

18. SIGNATURE

  FORM II-RC-159
SECTION 4
EVALUATION AND ACCEPTANCE

4-1. Evaluation.
   4-1.1. General.
   Evaluation of a Transportation Service Provider’s (TSP’s) rate offer(s) for transportation services will be based on the combination of the TSP’s service performance and its offered charges. That combination will take the form of a Value Index (VI) as explained below.

4-1.2. Performance Evaluation.
   4-1.2.1. DOMESTIC. For the 2017-2018 Filing Cycle, evaluation of the TSP’s service performance will be based on data collected from Traffic Managers for a twelve (12) month period and a Customer Satisfaction Index (CSI) measuring each individual TSP’s performance against the average level of performance will be assigned. In those instances when there was no data furnished, the TSP will be considered “Unindexed” and its performance will not be a factor in the evaluation.

   4-1.2.2. INTERNATIONAL. For the 2017-2018 Filing Cycle, evaluation of the TSP’s service performance will be based on data collected from Traffic Managers for a twelve (12) month period and a Customer Satisfaction Index (CSI) measuring each individual TSP’s performance against the average level of performance will be assigned. In those instances when there was no data furnished, the TSP will be considered “Unindexed” and its performance will not be a factor in the evaluation.

4-1.3. Value Index (VI).
   4-1.3.1. Computation. A TSP’s VI is computed at the time each cost comparison is run. The computation uses the following steps:
   (1) A base total charges is computed for the cost comparison by adding together
       - Total Transportation Charges (line-haul, packing, and accessorial);
       - SIT Charges for 30 days (pickup/delivery & storage);
       - The greatest vehicle price offered by all TSPs for that cost comparison, if applicable; and
       - The UAB Charge, if applicable (average of the weight breaks found in the base-line rate table in Section 2-7).
   This base total is absent any discounts or percentages.
   (2) The average charge by all TSPs on that route is calculated.
   (3) The average discount is calculated by subtracting the average charge from the base total charges (#1 and #2 above)
   (4) The charge for each individual TSP is calculated based on its offered discounts/percentages/rates.
   (5) Each individual TSP’s discount is calculated by using the absolute value (abs) of the amount determined by subtracting the TSP’s charge from the base total charges (abs (#1 and #4 above)
   (6) The Discount Index (DI) for each TSP is computed by dividing each TSP’s discount by the average discount and multiplying the result by 100 (#5/#2, above)*100).
   (7) The VI for each TSP is finally computed by summing 70% of the TSP’s Customer Satisfaction Index (CSI) with 30% of the DI ((.7*CSI)+(.3*#6, above)).

Example 1. If a TSP’s CSI is 105.37 and its DI is 91.55, its VI = 101.22
((105.37*.70) + (91.55*.30)).

Example 2. If a TSP has no CSI and its DI is 137.96, its VI = 41.39
((0*.70) + (137.96 * .30)).
4-2. Acceptance.

4-2.1. Domestic.
Accepted offers will be listed on the General Services Administration’s (GSA’s) Cost Comparisons for Federal Agency use based on the VI as computed in Section 4-1.3, and in accordance with provisions of Section 4-3.

4-2.2. Agency Specific.
Accepted offers will be listed on GSA’s Cost Comparisons for Federal Agency use based on the VI as computed in Section 4-1.3, and in accordance with provisions of Section 4-3.

4-2.3. International.
Accepted offers will be listed on GSA’s Cost Comparisons for Federal Agency use based on the VI as computed in Section 4-1.3, and in accordance with the provisions of Section 4-3.

4-3. Cost Comparison Listing.

4-3.1. Definitions.
4-3.1.1. New TSP. New TSP as used in this provision means a TSP approved to participate in the GSA’s CHAMP after February 1, 2017.
4-3.1.2. Indexed TSP. Indexed TSP as used in this provision means any TSP, except a new TSP, for which GSA can calculate a CSI.
4-3.1.3. Unindexed TSP. Unindexed TSP as used in this provision means any TSP, except a new TSP, for which GSA cannot calculate a CSI for this Filing Cycle.

4-3.2. TSP Categories.
4-3.2.1. Category 1. All new TSPs will be listed on the cost comparison in cost ascending order.
4-3.2.2. Category 2. Category 2 TSPs are those with VI of 100.0 or greater. All TSPs with a VI equal to or greater than 100.0 as computed in accordance with Section 4-1.3 will be listed in VI descending order. TSPs with a VI less than 100.0 will be listed in no order and be identified as Category 3 TSPs.
4-3.2.2.1. Category 3. Category 3 are all TSPs with a VI of 99.99 or less and all unindexed TSPs.
### SECTION 5
**FILING CODES AND ABBREVIATIONS**

#### 5-1. Agency Specific Codes.
Listed below are the Federal civilian agencies/bureaus/offices for which the General Services Administration (GSA) is requesting rate offers for Agency Specific. The following codes will be used when completing electronic rate transmission record requirements that apply to a specific agency/bureau/office as specified in Section 6.

<table>
<thead>
<tr>
<th>Federal Agency Name</th>
<th>Location</th>
<th>Code</th>
<th>Application</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Bureau of Prisons Relocation Service</td>
<td>Washington, DC</td>
<td>FBPDC</td>
<td>Domestic &amp; International</td>
<td>Alternating</td>
</tr>
<tr>
<td>Drug Enforcement Agency</td>
<td>Washington, DC</td>
<td>DEADC</td>
<td>International</td>
<td>Alternating</td>
</tr>
<tr>
<td>Drug Enforcement Agency - (refer to Section 3-8)</td>
<td>Washington, DC</td>
<td>DEADD</td>
<td>Domestic</td>
<td>Non-Alternating</td>
</tr>
<tr>
<td>Department of Veterans Affairs - (refer to Section 3-2)</td>
<td>Washington, DC</td>
<td>DVADC</td>
<td>Domestic</td>
<td>Non-Alternating</td>
</tr>
<tr>
<td>Department of Veterans Affairs - (refer to Section 3-3)</td>
<td>Washington, DC</td>
<td>DVADC</td>
<td>International</td>
<td>Non-Alternating</td>
</tr>
<tr>
<td>Department of the Interior, Interior Business Center</td>
<td>Denver, CO</td>
<td>CONDI</td>
<td>Domestic &amp; International</td>
<td>Non-Alternating</td>
</tr>
<tr>
<td></td>
<td>Reston, VA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Albuquerque, NM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Omaha, NE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Department of the Treasury, Office of the Comptroller of The Currency - (refer to Section 3-5)</td>
<td>Washington, DC</td>
<td>OCCDC</td>
<td>Domestic &amp; International</td>
<td>Non-Alternating</td>
</tr>
<tr>
<td>Department of the Treasury, Administrative Resource Center - (refer to Section 3-7)</td>
<td>Parkersburg, WV</td>
<td>ARCWV</td>
<td>Domestic &amp; International</td>
<td>Non-Alternating</td>
</tr>
<tr>
<td>U.S. Postal Service - (refer to Section 3-9)</td>
<td>Washington, DC</td>
<td>USPDC</td>
<td>Domestic &amp; International</td>
<td>Non-Alternating</td>
</tr>
<tr>
<td>General Services Administration - (refer to Section 3-10)</td>
<td>Washington, DC</td>
<td>GSADI</td>
<td>Domestic &amp; International</td>
<td>Non-Alternating</td>
</tr>
<tr>
<td>Department of State - (refer to Section 3-12)</td>
<td>Washington, DC</td>
<td>DOSDC</td>
<td>International</td>
<td>Non-Alternating</td>
</tr>
</tbody>
</table>
5-2. Domestic Service Areas.
The following codes will be used when completing electronic rate transmission record requirements as defined in Section 6.

5-2.1. Interstate Identification Codes.

<table>
<thead>
<tr>
<th>Service Area Pair Definitions</th>
<th>Origin Service Area</th>
<th>Destination Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Points in the State of California</td>
<td>CA00</td>
<td>0100</td>
</tr>
<tr>
<td>Points in the States of Washington and Oregon</td>
<td>WA00 OR00</td>
<td>0200</td>
</tr>
<tr>
<td>Points in the States of Nevada and Utah</td>
<td>NV00 UT00</td>
<td>0300</td>
</tr>
<tr>
<td>Points in the States of Idaho, Montana, North Dakota, South Dakota, and Wyoming</td>
<td>ID00 MT00 ND00 SD00 WY00</td>
<td>0400</td>
</tr>
<tr>
<td>Points in the State of Colorado</td>
<td>CO00</td>
<td>0500</td>
</tr>
<tr>
<td>Points in the States of Arizona and New Mexico</td>
<td>AZ00 NM00</td>
<td>0600</td>
</tr>
<tr>
<td>Points in the States of Oklahoma and Texas</td>
<td>OK00 TX00</td>
<td>0700</td>
</tr>
<tr>
<td>Points in the States of Iowa, Kansas, Missouri, and Nebraska</td>
<td>IA00 KS00 MO00 NE00</td>
<td>0800</td>
</tr>
<tr>
<td>Points in the States of Michigan, Minnesota, and Wisconsin</td>
<td>MI00 MN00 WI00</td>
<td>0900</td>
</tr>
</tbody>
</table>
### Points in the States of Illinois, Indiana, Kentucky, and Ohio

<table>
<thead>
<tr>
<th>State Abbreviation</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>IL00</td>
<td>1000</td>
</tr>
<tr>
<td>IN00</td>
<td></td>
</tr>
<tr>
<td>KY00</td>
<td></td>
</tr>
<tr>
<td>OH00</td>
<td></td>
</tr>
</tbody>
</table>

### Points in the States of Arkansas, Alabama, Louisiana Mississippi, and Tennessee

<table>
<thead>
<tr>
<th>State Abbreviation</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>AR00</td>
<td>1100</td>
</tr>
<tr>
<td>AL00</td>
<td></td>
</tr>
<tr>
<td>LA00</td>
<td></td>
</tr>
<tr>
<td>MS00</td>
<td></td>
</tr>
<tr>
<td>TN00</td>
<td></td>
</tr>
</tbody>
</table>

### Points in the State of Florida

<table>
<thead>
<tr>
<th>State Abbreviation</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>FL00</td>
<td>1200</td>
</tr>
</tbody>
</table>

### Points in the States of Georgia, North Carolina, and South Carolina

<table>
<thead>
<tr>
<th>State Abbreviation</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>GA00</td>
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<tr>
<td>NC00</td>
<td></td>
</tr>
<tr>
<td>SC00</td>
<td></td>
</tr>
</tbody>
</table>

### Points in the States of Delaware, District of Columbia, Maryland, Virginia, and West Virginia

<table>
<thead>
<tr>
<th>State Abbreviation</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>DE00</td>
<td>1400</td>
</tr>
<tr>
<td>DC00</td>
<td></td>
</tr>
<tr>
<td>MD00</td>
<td></td>
</tr>
<tr>
<td>VA00</td>
<td></td>
</tr>
<tr>
<td>WV00</td>
<td></td>
</tr>
</tbody>
</table>

### Points in the States of Connecticut, Rhode Island, Massachusetts, New Jersey, New York, and Pennsylvania

<table>
<thead>
<tr>
<th>State Abbreviation</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>CT00</td>
<td>1500</td>
</tr>
<tr>
<td>RI00</td>
<td></td>
</tr>
<tr>
<td>MA00</td>
<td></td>
</tr>
<tr>
<td>NJ00</td>
<td></td>
</tr>
<tr>
<td>NY00</td>
<td></td>
</tr>
<tr>
<td>PA00</td>
<td></td>
</tr>
</tbody>
</table>

### Points in the States of Maine, New Hampshire, and Vermont.

<table>
<thead>
<tr>
<th>State Abbreviation</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>ME00</td>
<td>1600</td>
</tr>
<tr>
<td>NH00</td>
<td></td>
</tr>
<tr>
<td>VT00</td>
<td></td>
</tr>
</tbody>
</table>

### Points in Alaska:

<table>
<thead>
<tr>
<th>City, Alaska</th>
<th>State Abbreviation</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anchorage, Alaska</td>
<td>AN00</td>
<td>2200</td>
</tr>
<tr>
<td>Cordova, Alaska</td>
<td>CV00</td>
<td>2201</td>
</tr>
<tr>
<td>Fairbanks, Alaska</td>
<td>FB00</td>
<td>2202</td>
</tr>
<tr>
<td>Juneau, Alaska</td>
<td>JN00</td>
<td>2203</td>
</tr>
<tr>
<td>Ketchikan, Alaska</td>
<td>KN00</td>
<td>2204</td>
</tr>
<tr>
<td>Kodiak, Alaska</td>
<td>KD00</td>
<td>2205</td>
</tr>
<tr>
<td>Petersburg, Alaska</td>
<td>PB00</td>
<td>2206</td>
</tr>
<tr>
<td>Sitka, Alaska</td>
<td>SA00</td>
<td>2207</td>
</tr>
<tr>
<td>Wrangell, Alaska</td>
<td>WG00</td>
<td>2208</td>
</tr>
</tbody>
</table>

### Points in Canada:

<table>
<thead>
<tr>
<th>Province, Canada</th>
<th>State Abbreviation</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta, Canada</td>
<td>AB00</td>
<td>2300</td>
</tr>
<tr>
<td>British Columbia, Canada</td>
<td>BC00</td>
<td>2301</td>
</tr>
<tr>
<td>Manitoba, Canada</td>
<td>MB00</td>
<td>2303</td>
</tr>
<tr>
<td>New Brunswick, Canada</td>
<td>NB00</td>
<td>2304</td>
</tr>
<tr>
<td>Newfoundland and Labrador</td>
<td>NL00</td>
<td>2313</td>
</tr>
<tr>
<td>Northwest Territory, Canada</td>
<td>NT00</td>
<td>2311</td>
</tr>
<tr>
<td>Nova Scotia, Canada</td>
<td>NS00</td>
<td>2306</td>
</tr>
<tr>
<td>Ontario, Canada</td>
<td>ON00</td>
<td>2307</td>
</tr>
</tbody>
</table>
Note: If submitting a rate offer for an intra-state Alaska shipment, please use the service area pairs (AN00 – WG00 for Origins and 2200 – 2208 for Destinations) listed above, in lieu of the intrastate identification codes in Section 5-2.2.

5-2.2. Intrastate Identification Codes.

<table>
<thead>
<tr>
<th>State</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prince Edward Isle, Canada</td>
<td>PE00 2308</td>
</tr>
<tr>
<td>Quebec, Canada</td>
<td>PQ00 2309</td>
</tr>
<tr>
<td>Saskatchewan, Canada</td>
<td>SK00 2310</td>
</tr>
<tr>
<td>Yukon, Canada</td>
<td>YT00 2312</td>
</tr>
<tr>
<td>Anchorage, Alaska</td>
<td>AN00</td>
</tr>
<tr>
<td>Cordova, Alaska</td>
<td>CV00</td>
</tr>
<tr>
<td>Fairbanks, Alaska</td>
<td>FB00</td>
</tr>
<tr>
<td>Juneau, Alaska</td>
<td>JN00</td>
</tr>
<tr>
<td>Ketchikan, Alaska</td>
<td>KN00</td>
</tr>
<tr>
<td>Kodiak, Alaska</td>
<td>KD00</td>
</tr>
<tr>
<td>Petersburg, Alaska</td>
<td>PB00</td>
</tr>
<tr>
<td>Sitka, Alaska</td>
<td>SA00</td>
</tr>
<tr>
<td>Wrangell, Alaska</td>
<td>WG00</td>
</tr>
<tr>
<td>Alabama</td>
<td>AL00</td>
</tr>
<tr>
<td>Arizona</td>
<td>AZ00</td>
</tr>
<tr>
<td>Arkansas</td>
<td>AR00</td>
</tr>
<tr>
<td>California</td>
<td>CA00</td>
</tr>
<tr>
<td>Alberta</td>
<td>AB00</td>
</tr>
<tr>
<td>British Columbia</td>
<td>BC00</td>
</tr>
<tr>
<td>Manitoba</td>
<td>MB00</td>
</tr>
<tr>
<td>New Brunswick</td>
<td>NB00</td>
</tr>
<tr>
<td>Newfoundland and Labrador</td>
<td>NL00</td>
</tr>
<tr>
<td>Northwest Territories</td>
<td>NT00</td>
</tr>
<tr>
<td>Nova Scotia</td>
<td>NS00</td>
</tr>
<tr>
<td>Ontario</td>
<td>ON00</td>
</tr>
<tr>
<td>Prince Edward Island</td>
<td>PE00</td>
</tr>
<tr>
<td>Quebec</td>
<td>PQ00</td>
</tr>
<tr>
<td>Saskatchewan</td>
<td>SK00</td>
</tr>
<tr>
<td>Yukon</td>
<td>YT00</td>
</tr>
<tr>
<td>Colorado</td>
<td>CO00</td>
</tr>
<tr>
<td>Connecticut</td>
<td>CT00</td>
</tr>
<tr>
<td>Delaware</td>
<td>DE00</td>
</tr>
<tr>
<td>District of Columbia</td>
<td>DC00</td>
</tr>
<tr>
<td>Florida</td>
<td>FL00</td>
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<tr>
<td>Georgia</td>
<td>GA00</td>
</tr>
<tr>
<td>Idaho</td>
<td>ID00</td>
</tr>
<tr>
<td>Illinois</td>
<td>IL00</td>
</tr>
<tr>
<td>Indiana</td>
<td>IN00</td>
</tr>
<tr>
<td>Iowa</td>
<td>IA00</td>
</tr>
<tr>
<td>Kansas</td>
<td>KS00</td>
</tr>
<tr>
<td>Kentucky</td>
<td>KY00</td>
</tr>
<tr>
<td>Louisiana</td>
<td>LA00</td>
</tr>
<tr>
<td>Maine</td>
<td>ME00</td>
</tr>
</tbody>
</table>
5-3. International Service Areas.

5-3.1. International Identification Codes.
The following codes will be used when completing electronic rate transmission record requirements as defined in Section 6.

5-3.1.1. International Country Codes.

<table>
<thead>
<tr>
<th>Country</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Afghanistan – All Other Points</td>
<td>111A</td>
</tr>
<tr>
<td>- Herat</td>
<td>11HR</td>
</tr>
<tr>
<td>- Kabul</td>
<td>11KB</td>
</tr>
<tr>
<td>Albania</td>
<td>120A</td>
</tr>
<tr>
<td>Algeria</td>
<td>1250</td>
</tr>
<tr>
<td>American Samoa</td>
<td>060A</td>
</tr>
<tr>
<td>Angola</td>
<td>1410</td>
</tr>
<tr>
<td>Antigua</td>
<td>1490</td>
</tr>
<tr>
<td>Argentina</td>
<td>150A</td>
</tr>
<tr>
<td>Armenia</td>
<td>101A</td>
</tr>
<tr>
<td>Aruba</td>
<td>630A</td>
</tr>
<tr>
<td>Country/Region</td>
<td>Code</td>
</tr>
<tr>
<td>---------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Australia – All other Points</td>
<td>160A</td>
</tr>
<tr>
<td>- Adelaide</td>
<td>16AD</td>
</tr>
<tr>
<td>- Brisbane</td>
<td>16BB</td>
</tr>
<tr>
<td>- Canberra</td>
<td>16CB</td>
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<tr>
<td>- Darwin</td>
<td>16DW</td>
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<td>- Melbourne</td>
<td>16MB</td>
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<tr>
<td>- Perth</td>
<td>16PH</td>
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<tr>
<td>- Sydney</td>
<td>16SD</td>
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<td>Austria</td>
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<td>735A</td>
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<td>Belarus</td>
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<td>Benin</td>
<td>103B</td>
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<tr>
<td>Bermuda</td>
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<tr>
<td>Bolivia</td>
<td>2050</td>
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<tr>
<td>Bosnia-Herzegovina</td>
<td>104B</td>
</tr>
<tr>
<td>Botswana</td>
<td>2100</td>
</tr>
<tr>
<td>Brazil – all other points</td>
<td>220A</td>
</tr>
<tr>
<td>- Brasilia</td>
<td>22BB</td>
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<td>- Recife</td>
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<tr>
<td>- Rio De Janeiro</td>
<td>22RJ</td>
</tr>
<tr>
<td>- Sao Paulo</td>
<td>22SP</td>
</tr>
<tr>
<td>Brunei</td>
<td>2320</td>
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<tr>
<td>Bulgaria</td>
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<td>Burkina Faso</td>
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<tr>
<td>Burundi</td>
<td>2520</td>
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<tr>
<td>Cambodia</td>
<td>2550</td>
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<tr>
<td>Cameroon</td>
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<tr>
<td>Canary Islands</td>
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<tr>
<td>Cape Verde</td>
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<td>2680</td>
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<tr>
<td>Central African Republic</td>
<td>2690</td>
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<tr>
<td>Chad</td>
<td>2730</td>
</tr>
<tr>
<td>Chile</td>
<td>2750</td>
</tr>
<tr>
<td>China (all other points)</td>
<td>2800</td>
</tr>
<tr>
<td>- Beijing</td>
<td>28BG</td>
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<tr>
<td>- Chengdu</td>
<td>28CU</td>
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<td>- Guangzhou</td>
<td>28GU</td>
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<td>- Shanghai</td>
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<td>- Shenyang</td>
<td>28SG</td>
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<tr>
<td>Colombia</td>
<td>2850</td>
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<tr>
<td>The Republic of Congo</td>
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<td>Cote D’ivoire</td>
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<td>Croatia</td>
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<tr>
<td>Cuba</td>
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<td>Country</td>
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<tr>
<td>Cyprus</td>
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<tr>
<td>Czech Republic</td>
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</tr>
<tr>
<td>Democratic Republic of the Congo (formerly Zaire)</td>
<td>2910</td>
</tr>
<tr>
<td>Denmark</td>
<td>3150</td>
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<tr>
<td>Djibouti</td>
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<tr>
<td>Dominican Republic</td>
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<td>East Timor</td>
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<td>France</td>
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<td>Virgin Islands of St. Thomas and St. Croix</td>
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<td>Zimbabwe</td>
<td>8180</td>
</tr>
</tbody>
</table>

*Shipments to Iraq will be considered door-to-door but actually delivered to a military location within the Green Zone.*
SECTION 6
FORMAT REQUIREMENTS

6-1. Format Requirements.
Transportation Service Providers (TSPs) or Rate Filing Service Providers (RFSPs) submitting rate offers
in response to this RFO MUST submit their rate offers electronically via one of the four methods identified
in the Cover Letter of this Request for Offers (RFO). TSPs or RFSPs “Uploading” rate offers and not
using the Transportation Management Services Solution (TMSS) rate filing screens for the
creation/addition/deletion of rates offers, must adhere to the following format requirements set out in
Section 6-2 below. A TSP or RFSP must have access to the “HHG Rate Filing” module in TMSS before
they can create and/or upload rate offers. A TSP or RFSP must contact their Group Administrator for
access to the rate filing module if they do not already have access within TMSS. TSPs and RFSPs may
use the TMSS help screens for additional assistance with rate filing. Submissions received from TSPs or
RFSPs not conforming to format requirements will not be accepted by TMSS and the TSP or RFSP will
be notified as set out in Section 1-1.6.

Important Notes on the Rate Filing Process:

1. All TSPs must obtain access to TMSS in order to keep their contact information current by updating
   such information online in TMSS.
2. Record type ‘H1’ is mandatory and all TSPs must file this record.
3. Record type ‘H2’ is an optional record and should be filed only by a RFSP. The information provided
   in this record will be used by TMSS for notifying any file processing related issues to the RFSP. The
   TSP will not receive any notifications if the rates are being filed by an RFSP.
4. When the rate file preparation is complete, it MUST be saved as an unformatted ASCII (Text Only)
   flat file (e.g. no tab characters, etc.) before attempting to transfer the file.
6-2. Header Records.

6-2.1. Header Record.

<table>
<thead>
<tr>
<th>Record Field</th>
<th>Maximum Positions</th>
<th>Positions</th>
<th>Contents</th>
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</thead>
<tbody>
<tr>
<td>Record ID</td>
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<td>1-2</td>
<td>H1</td>
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<tr>
<td>SCAC</td>
<td>4</td>
<td>3-6</td>
<td>4 Digit Standard Carrier Alpha Code</td>
</tr>
</tbody>
</table>
| Separator             | 1                 | 7-7       | \\
| TSP Name              | 45                | 8-52      | Name of the TSP                                               |
| Separator             | 1                 | 53-53     | \\
| Effective Date--YYYYMMDD | 8              | 54-61     | Initial Filing, New Filings: must be 20180101 Late Filings, Supplemental Filings: 20180501 |
| Separator             | 1                 | 62-62     | \\
| Reserved              | 9                 | 63-71     | Please enter 9 spaces (space bar)                             |
| Separator             | 1                 | 72-72     | \\
| DUNS Number           | 9                 | 73-81     | Data Universal Numbering system, assigned by Dun & Bradstreet to the TSP. Do not use hyphen. Example: 123456789 If not entering a DUNS, use 9 spaces (space bar) |
| Separator             | 1                 | 82        | \\
| DUNS Extension        | 4                 | 83-86     | Do not use hyphen. DUNS extension cannot be completed if DUNS was not entered. Example: 1234 If not entering a DUNS extension, use 4 spaces (space bar) |
| Separator             | 1                 | 87        | \\
| TSP’s Government Representative | 45            | 88-132    | Name of TSP’s authorized official. If the name of the authorized official is longer than the allotted positions, abbreviate or use initials of first and/or middle name plus full last name. |

6-2.2. Header Information of Rate Filing Service Provider (RFSP): Optional Record, required only when RFSP is filing rates on behalf of TSP.

<table>
<thead>
<tr>
<th>Record Field</th>
<th>Maximum Positions</th>
<th>Positions</th>
<th>Contents</th>
</tr>
</thead>
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<td>H2</td>
</tr>
<tr>
<td>RFSP Code</td>
<td>4</td>
<td>3-6</td>
<td>4 Digit Code Assigned by GSA</td>
</tr>
</tbody>
</table>
| Separator             | 1                 | 7-7       | \\
| RFSP’s Name           | 45                | 8-52      | Name of RFSP filing on behalf of the TSP                      |
| Separator             | 1                 | 53-53     | \\
| RFSP’s Phone Number   | 12                | 54-65     | Phone number of the RFSP. This number will be used to contact the RFSP for any rate filing related issues |
| Separator             | 1                 | 66-66     | \\
| RFSP’s Fax Number     | 12                | 67-78     | Fax number of the RFSP. This number will be used to contact the RFSP for any rate filing related issues |
| Separator             | 1                 | 79-79     | \\
| RFSP’s Email Address  | 45                | 80-124    | Email address of Rate Filing Service Provider. This email address will be used to send the file transmission and confirmation |
6-3.  Rate Record

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<th>Record Field</th>
<th>Maximum Positions</th>
<th>Positions</th>
<th>Contents</th>
</tr>
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<tbody>
<tr>
<td>Tender Identifier</td>
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<td>Enter “01” for GDTS, General Domestic Transportation Services; Enter “02” for ADTS, Agency Specific Domestic Transportation Services; Enter “03” for GDMS General Domestic Move Management Services; Enter “04” for ADMS Agency Specific Domestic Move Management Services; Enter “05” for GITS, General International Transportation Services; Enter “06” for AITS, Agency Specific International Transportation Services: (Use this code for off-shore shipments to/from CONUS &amp; between off-shore points with FAADC) Enter “07” for GIMS, General International Move Management Services; Enter “08” for AIMS, Agency Specific International Move Management Services; (Use this code for off-shore shipments to/from CONUS &amp; between off-shore points with FAADC) Enter “12” for GCTS, General Containerized (Domestic Only) Transportation Services; Enter “13” for ACTS, Agency Specific Containerized (Domestic Only) Transportation Services; Enter “14” for GCMS General Containerized (Domestic Only) Move Management Services; Enter “015” for ACMS Agency Specific Containerized (Domestic Only) Move Management Services.</td>
</tr>
<tr>
<td>Separator</td>
<td>1</td>
<td>3</td>
<td>Use a comma (,)</td>
</tr>
<tr>
<td>TSP Tender Number</td>
<td>4</td>
<td>4-7</td>
<td>TSP assigned offer number. May be numeric, alphabetic, or a combination. Must contain at least one character. If the other positions are not used, enter spaces (USE SPACE BAR).</td>
</tr>
<tr>
<td>Separator</td>
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<td>8</td>
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<tr>
<td>Agency ID</td>
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<td>9-13</td>
<td>Domestic: For Tender Identifier 01,03,12,14 -</td>
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<tr>
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</tr>
<tr>
<td><strong>Separator</strong></td>
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<td><strong>Domestic</strong>: For Tender Identifiers 01,02,03, 04,12,13,14,15: <strong>INTERSTATE</strong> - use the ORIGIN Service Area Codes in Section 5.2.1; <strong>INTRASTATE</strong> - use the Service Area Codes in Section 5.2.2 (For intrastate Alaska, use the ORIGIN Service Area Codes in SECTION 5.2.1) <strong>International</strong>: For Tender Identifiers 05,06,07,08: Use SERVICE AREA CODE IN SECTION 5.2.2 and 5.3</td>
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<td><strong>International</strong>: For Tender Identifiers 05,06,07,08: Use Service Area Codes in Section 5.2.2 and 5.3</td>
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<td><strong>Transportation Percentage</strong></td>
<td>4</td>
<td>25-28</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Domestic including Alaska and Canada</strong>: For Tender Identifiers 01,02,03,04,12,13,14,15 – Linehaul/Transportation Discount: Enter the Linehaul/Transportation Discount being offered; for example: 0045 (45%) <strong>International</strong>: For Tender Identifiers 05,06,07,08- Single-Factor Rate: Enter the Single Factor Rate being offered; for example: 0145 (145%); 0085 (85%).</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>International</strong>: For Tender Identifiers 05,06,07,08- Single-Factor Rate: Enter the Single Factor Rate being offered; for example: 0145 (145%); 0085 (85%).</td>
<td></td>
</tr>
<tr>
<td><strong>Separator</strong></td>
<td>1</td>
<td>29</td>
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<tr>
<td><strong>Category 1 Vehicle</strong></td>
<td>6</td>
<td>30-35</td>
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</tr>
<tr>
<td></td>
<td></td>
<td><strong>Domestic (except Alaska)</strong>: price per mile; example 000050 ($50). <strong>International (including Alaska)</strong>: Flat price per vehicle less than 300 cubic feet; example: 000975 ($975); 003900 ($3900).</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>International (including Alaska)</strong>: Flat price per vehicle less than 300 cubic feet; example: 000975 ($975); 003900 ($3900).</td>
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<td><strong>Category 2 Vehicle</strong></td>
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<tr>
<td></td>
<td></td>
<td><strong>Domestic (except Alaska)</strong>: price per mile; example 000050 ($50). <strong>International (including Alaska)</strong>: Flat price per vehicle between 300–800 cubic feet; example: 000975 ($975); 003900 ($3900).</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>International (including Alaska)</strong>: Flat price per vehicle between 300–800 cubic feet; example: 000975 ($975); 003900 ($3900).</td>
<td></td>
</tr>
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<td><strong>Category 3 Vehicle</strong></td>
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<tr>
<td></td>
<td></td>
<td><strong>Domestic (except Alaska)</strong>: price per mile; example 000050 ($50). <strong>International (including Alaska)</strong>: Flat price per vehicle over 800 cubic feet; example: 000975 ($975); 003900 ($3900).</td>
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### Storage-in-Transit (SIT) Percentage

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<th>Use a comma (,)</th>
</tr>
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<tbody>
<tr>
<td><strong>Domestic including Alaska and Canada</strong>: For Tender Identifiers 01,02,03 04,12,13,14,15 - SIT Discount: Enter the SIT discount being offered; for example: 0045 (45%) <strong>International</strong>: For Tender Identifiers 05,06,07,08- SIT Percentage: Enter the SIT percentage being offered; for example: 0145 (145%); 0085 (85%).</td>
<td></td>
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### Accessorial

<table>
<thead>
<tr>
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<th>Use a comma (,)</th>
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<tbody>
<tr>
<td><strong>Domestic including Alaska and Canada</strong>: For Tender 01,02,03,04,12,13,14,15 - Accessorial Discount: ZERO FILL; example: 0000 <strong>International</strong>: For Tender Identifiers 05,06,07,08: Enter the Accessorial Services percentage being offered; for example: 0145 (145%); 0085 (85%).</td>
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### Unaccompanied Air Baggage (UAB)

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<th>Use a comma (,)</th>
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<tbody>
<tr>
<td><strong>Domestic</strong>: For Tender Identifiers 01,02,03, 04,12,13,14,15 - Applies to Alaska and Canada shipments only: Enter the UAB percentage being offered; for example: 0045 (45%). For all points except Alaska and Canada ZERO FILL; example: 0000 <strong>International</strong>: For Tender Identifiers 05,06,07,08: Enter the UAB percentage being offered; for example: 0145 (145%); 0085 (85%).</td>
<td></td>
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### General Transportation

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</tr>
</thead>
<tbody>
<tr>
<td><strong>General Transportation</strong>: Phone number that requesting customer agency should utilize in order to book the shipment for this particular from/to rate application. The phrase LOCAL AGENT may be used. <strong>MMS Provider</strong>: Phone number must be a toll free number used to book shipments.</td>
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</table>

### Facsimile Number

<table>
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<th>Use a comma (,)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facsimile Number that requesting customer agency may utilize to contact TSP.</td>
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<td></td>
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</tr>
</tbody>
</table>

### Email Address

<table>
<thead>
<tr>
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<th>91-91</th>
<th>Use a comma (,)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email address that requesting customer agency must utilize in order to book the shipment for this particular from/to rate application. This email is expected to be associated with the booking office at the route level. If no such email can be provided at the route level a corporate level email id must be provided in this record. Booking notifications will be sent to this email address.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**6-3.1. Examples.**

01,1234,00000,CA00,1400,0045,000050,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM 02,1236,DEADC,OK00,1100,0045,000050,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM 03,1300,00000,CA00,0500,0045,000050,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM 04,1301,FBPDC,MD00,0100,0045,000050,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM 05,1237,00000,210H,1410,0145,000975,000975,000975,0145,0145,0145,703-555-1234,703-555-1234,JDOE@XYZ.COM
TIPS:
1. Rate Edit Criteria: The following is a list of the rate edit criteria used during the review and validation of TSP rate submissions to insure that the requirements as provided in this request are met.

   Missing Header Record, Must provide record type H1
   Invalid record type, Must be H1
   Valid TSP’s Government Representative must be provided
   Invalid record type, Must be H2
   RFSP’s Name must be provided
   Valid RFSP’s Email Address must be provided
   Invalid RFSP’s SCAC number
   Invalid SCAC number
   Invalid Phone Number
   Invalid Fax Number
   Email ID is required
   Invalid Move Management Phone Number
   Invalid Domestic Origin
   Invalid International Origin
   Invalid International Origin for FAADC
   Invalid Domestic Destination
   Invalid International Destination
   Invalid International Destination for FAADC
   Invalid International Route
   Invalid Domestic Service Pair Combination
   Invalid Agency Code
   Type 1,2,3,4,12,13,14,15 Records Rejected, No Domestic Transportation TPA on File
   Type 1,2,3,4,12,13,14,15 Records Rejected, TSP Not Authorized For General Domestic Transportation and/or Move Management Services
   Type 5,6,7,8 records Rejected. No International Bond on file.
   Type 5,6,7,8 Records Rejected, No International TPA on File
   Type 5,6,7,8 Records Rejected, TSP Not Authorized for International Transportation
   Domestic Records that contain rates over 100%
   (40% offered discount means 60% of the rates/charges in the GRT; 100% offered discount means zero (0)% of the rates/charges in the GRT or no charge for the service)
   Records that don’t contain valid rates for Domestic
   Records that don’t contain valid rates for International
   Suspect Alaskan and International records with auto rates > $20,000
   Suspect Alaskan records with auto rates < $5.00 (AK should be flat rate vs. cents per mile)
   Suspect Domestic records auto rates < $0.30
   Not within the TSP’s Approved Scope of Operation
   Suspect records – Domestic Rates Discounted over 60%

2. International Discounts:
   (a) 40% offered discount means 40% of the baseline rate;
   (b) 100% offered discount means 100% of the baseline rate;
   (c) 115% offered discount means 115% of the baseline rate or 15% more than the base line rate.
SECTION 7
ELECTRONIC SUBMISSION

7-1. Rate Tender Transmission. The below information applies only to rate offer submissions when Transportation Service Providers (TSPs) or Rate Filing Service Providers (RFSPs) are not using the Transportation Management Services Solution (TMSS) rate filing screens for the creation/addition/deletion of rate offers, but instead are manually creating rate offers to "upload."

7-1.1. ELECTRONIC TRANSMISSION.
All electronic rate transmissions submitted in accordance with this Request for Offers (RFO) MUST be accomplished via the "Upload Rate File" function of TMSS within the TMSS HHG Rate Filing module. Non-electronic submissions will not be considered.

7-1.2. FORMAT REQUIREMENTS.
Format requirements, as set out in Section 6 must be strictly adhered to. Submissions received from TSPs or RFSPs not conforming to format requirements will be found unacceptable.

7-1.3. FILE PREPARATION.
In order to upload the file, it must be saved and transmitted as an unformatted ASCII (TEXT ONLY) flat file (i.e. no tab characters, etc.). The file must not have a top, bottom, right, or left margin.

7-1.3.1. File Naming Convention.
This File Naming Convention applies to any initial, new, late, or supplemental rate offer(s) transmitted in accordance with the RFO.

<table>
<thead>
<tr>
<th>FILE NAME</th>
<th>MAXIMUM POSITIONS</th>
<th>POSTIONS</th>
<th>CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefix</td>
<td>3</td>
<td>1-3</td>
<td>Must be HHG</td>
</tr>
<tr>
<td>TSP's SCAC</td>
<td>4</td>
<td>1-4</td>
<td>RFSP: If transmitting rates on behalf of a TSP, enter TSP's SCAC. Do not append any characters if the SCAC assigned to you is less than four (4) positions.</td>
</tr>
<tr>
<td>Rate File Number</td>
<td>3</td>
<td>5-8</td>
<td>A running serial number starting with 001</td>
</tr>
<tr>
<td>Extension</td>
<td></td>
<td></td>
<td>File Extensions will NOT be supported.</td>
</tr>
</tbody>
</table>

Example of filenames:
File name where assigned SCAC has four positions: HHGABCD001 where ‘ABCD’ is the SCAC

The TSP or RFSP can send one or more files for rate filing. The TSP or RFSP can send one or more rate types in a single file. It is strongly recommended that the number of files be kept to a minimum by combining multiple rate types. Irrespective of the number of files transmitted a 3-digit file number is required.

Examples of multiple filenames for a SCAC:
TSP transmitting only one file: File Name: HHGABCD001
TSP transmitting two files: First File Name: HHGABCD001, Second File Name: HHGABCD002
TSP transmitting three files: First File Name: HHGABCD001, Second File Name: HHGABCD002, Third File Name: HHGABCD003.

If a TSP or RFSP is unsure of their firm's SCAC or code in GSA's CHAMP, contact GSA.

The File Naming Convention identified above MUST be strictly adhered to. If a firm submits multiple rate files on the same day, files named the same will be overwritten; therefore, it is extremely important that files submitted on the same day have different names. Failure to do so will result in the rate offer(s) not being picked up from the TSP's or RFSP's Upload directory.
and/or automatic rejection of the rate offer(s). TSPs will not receive email for transmitting files with non-standard file names.

7-1.4. ACCESSING Upload Rate File Function.

In order to access the “Upload Rate File” function, a firm’s TMSS Group Administrator must first designate who will have access to this function and grant them access via TMSS. The administrator can do this by selecting the Account Information link from the main screen. This takes them to the Account Info-Update Profile screen, where they can select the User List. They will then be able to select the applicable user(s) and check the “Allow Upload” toggle button from the available menu. They will also need to ensure that the “Rate File” toggle button is also checked. Once access has been granted and the rate filing window has been opened, the specified user(s) will have the UpLoad Rate File Link available from the Review/Edit HHG Rates screen within the HHG Rate Filing Module.

When rate offers are ready for submission, the user will click on the Upload Rate File Link. Java is required to allow for proper loading of the module. If Java is not currently installed on the system, the user will be given a link that will take them to a site for a free download. The user will then need to locate the file and then select it for upload.

7-1.4.1. UPLOAD DIRECTORY ACCESS.

Once the rate offers have been uploaded using the Upload Rate File function, the user may verify that the firm’s file was successfully transmitted. If the file doesn’t appear in the firm’s directory, the user will need to “Upload” the file again. This will only assist in verifying that the firm’s rate offer file was transferred successfully and WILL NOT verify that the contents of the firm’s rate offer file have been formatted correctly.

To access the firm’s own directory, click on the File Download link from the main menu. The user will then be taken to a directory tree. Scroll down to find the firm’s folder, which will be identified by its Standard Carrier Alpha Code (SCAC). The user will then be able access the folder and verify that the file(s) are present. NOTE: This will only allow the user to verify that the file is present in the directory. The user will need to follow the provisions of 7-1.5 below to check for error reports and acceptance of rate records in TMSS.

7-1.5. Confirming Rate Transmission.

Everyday during the rate filing window at 10:00am, 2:00pm, 6:00pm, and 10:00pm CST, an automated process will search the rate files uploaded that day by TSPs and RFSPs and process them. An email confirmation acknowledging the receipt and processing of the file will be sent to the TSP’s email address OR the RFSP’s email address if an RFSP has filed on behalf of the TSP. The email will contain the number of records processed and the number of errors encountered. In order to receive timely notifications on the outcome of file processing it is essential that a correct email address be kept on file. Error files will be generated and placed in the firm’s directory and will be named as HHGSCAC999ERR where SCAC is the SCAC of the TSP (Not the RFSP), 999 is the original file number assigned by the TSP or RFSP. TSPs and RFSPs will not have an opportunity to correct any errors detected in a file submitted for the last rate offer(s) validation at 10:00pm CST validation on the closing date of November 14, 2017 or March 12, 2018. Users will need to connect to their directory via the File Download Module, using the instructions referenced in 7-1.4.1 to download the error file(s) if any. TSPs and RFSPs will receive notification of rate filing deficiencies in accordance with Section 1-1.7.
## Calendar Year 2016 Domestic Traffic Volume

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<th>Outbound</th>
<th>Intra</th>
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<tr>
<td><strong>One-Time-Only Shipments</strong></td>
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<td><strong>13</strong></td>
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</tbody>
</table>
**ITGBL Local Agents**

**Country:** Afghanistan  
**Post:** Herat  
**Bureau:** SCA

**Local Agents:**

**Post:** Kabul  
**Bureau:** SCA

**Local Agents:**

1) PAXTON International  
House #1, Corner of Shura and Park Streets  
Karte Seh  
Kabul, Afghanistan  
POC: Wali Mohammad Wasif  
Tel: 93 (0) 70 295 329  
Cell: 0093 (0) 700 29 53 29  
Email: kabul@paxton.com  
Website: www.paxton.com

2) MEBS Global Reach  
Block 4, Industrial Parks, District 9  
Kabul, Afghanistan

3) Move One  
Pushta, Shamisi Plaza, District 4 Kabul-  
Afghanistan, Apartment B1  
Kolola  
Phone number: +93 700274374 & + 93 700 243 262  
Contact person: Mr. Richard Tagg & Mr. Ahmad Atta  
Email: richard.tagg@moveoneinc.com and  
ahmad.atta@moveoneinc.com

**Country:** Albania  
**Post:** Tirana  
**Bureau:** EUR

**Local Agents:**

1) AES Cargo/ Move One  
Rruga "Brigada e VIII"  
P. Teknoprontoj Sh.2 Ap 3/2 Nr. 33/1  
Tirana, Albania  
POC: Glenda Pajo  
Tel: 355 4 225 8103  
Cell: 355 69 206 7269  
Email: albania@moveonerelo.com

2) AGS Tirana  
Rruga: Llazar Xhajanka  
1027 Tirana, Albania  
POC: Genti Jacellari  
Mob: 355 69 20 86 315  
Tel, Fax: 355 44 500 617  
Email: admin-tirana@agsmovers.com

3) Corstjens Worldwide Movers Group  
POC: Joop Corstjens, Director Operations  
World Headquarters  
P.O. Box 71145  
1008 BC Amsterdam  
The Netherlands  
Tel: 31 20 42 63 777  
Fax: 31 20 42 63 789  
Direct Phone: 31 20 42 63 756  
Direct Fax: 31 20 42 63 757
Country: Algeria

Post: Algiers

Local Agents:

Algeria Moving and Shipping
13 Lot Beau Sejour La Sapiniere
No. 7 Birmandreis
Algers, Algeria
POC: Mme. Ahlem Menar, GM
Tel/Fax: 213-21-56-48-53
Cell: 213-0770-415-261
algeria.mvg.shpg@hotmail.com

Master International Moving
POC: Mr AZOUZI Sofiane
Email: contact@masterinternationalmoving.com
Tel: +213661527810

Country: Angola

Post: Luanda

Local Agents:

3) TransPiramide, LDA
Travessa da Se, Ingombota
Luanda, Angola
POC: Rodrigo Celestino Junior
Tel: 244 222 396 207/ 928 149 533/ 912 519 039
Fax: 244 222 393 322
Email: inf-transpiramide@hotmail.com
for inbound shipments only, not for pack outs.

1) EMP-TRANS
Cargo Center Lds.
Rua Gastao de Sousa Dias
Nr. 6 r/c Luanda, Angola
POC: Hugo Silva or Rodrigo Junior
Tel: 244-222-324632 or 244-222-321840
Email: cargocenter@ebonet.net

2) Africa International Removals LDA/AGS Frasers Angola
Rua do Futungo
Bombas de gasolina de Sonangol "Mirantes"
Atras do restaurante "Girassol"
CP 5040 Luanda, Angola
POC: Mr. Gilles de Matos, Director General,
Branch Manager
Tel: (00244) 228 740 427
Cell: (00244) 923 71 46 44
Skype: manager_agsangola
Email: direction-angola@agsmovers.com
ITGBL Local Agents

Country: Argentina
Post: Buenos Aires
Bureau: WHA

Local Agents:

1) Argentina International Moving SRL
Suipacha 612, 3rd Floor Office E
1008 Buenos Aires, Argentina
POC: Daniel Oviedo
Tel: 54-11-4325-0500
Email: Argenmove@argenmove.com.ar

Transpack Argentina S.A
POC and title: Patricia Fluck Managing Director/ Luciana Ventura (Traffic Manager)
Address: Av. Bernardo Ader 2250 Munro
B1605FEF - Buenos Aires – Argentina.
Email: info@transpack.com.ar ·
Tel: Tel: +54 11 3221 6900 · Fax: +54 11 3221 6901

2) Universal Cargo
Tacuarí 202 Piso 1
(C1071AAF) Buenos Aires, Argentina
POC: Lily Campbell
Tel: 54-11-5352-3400/54-11-5352-3403
Email: http://universalcargo.com.ar

3) Nazareno Villa Abrille
Sales Manager
ARGENVANS Transportes Internacionales SA
Av. Santa Fe 1780 - Piso 12º - Of 1204
++54 11 4813-2000
(C1060ABQ) - Buenos Aires - Argentina
Email: http://www.argenvans.com.ar

Country: Armenia
Post: Yerevan
Bureau: EUR

Local Agents:

1) Gosselin Yerevan
2/6 Gyulbekyan Street
Yerevan, Armenia
POC: Vahram Jordan
Tel: 374-10-268678/ 374-91-402445
Email: nomad@arminco.com

2) Globalink
38/28 Ashtots Avenue
Yerevan, Armenia
POC: Rajiv Nagri
Tel: 374-10-539197
Email: r.nagri@globalinkllc.com

3) North-South Transport
4 Charentz Street, Apt. 121
Yerevan 0010, Armenia
POC: Irhan Kent
Tel: 374-10-571399
Email: irhankent@ns-trans.com
"shipping only, no packing"
## ITGBL Local Agents

**Country:** Australia

**Post:** Canberra

**Bureau:** EAP

### Local Agents:

<table>
<thead>
<tr>
<th>No.</th>
<th>Company</th>
<th>Contact Person</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Grace Removals</td>
<td>Rebecca Powell</td>
<td>195/201 Princess Highway, Hallam</td>
<td>613 9796 5155</td>
</tr>
<tr>
<td>2</td>
<td>Allied Pickfords</td>
<td>Ron Doolan</td>
<td>228 Greens Road, Dandenong</td>
<td>613 9797 1533</td>
</tr>
<tr>
<td>3</td>
<td>Wridgways</td>
<td>Kirby Holland</td>
<td>E-Mail <a href="mailto:Kirby.Holland@santaferelo.com">Kirby.Holland@santaferelo.com</a></td>
<td>02 6297 5444</td>
</tr>
<tr>
<td>4</td>
<td>Crown Relocations</td>
<td>Peter Schacht</td>
<td>E-Mail <a href="mailto:pschacht@crownww.com">pschacht@crownww.com</a></td>
<td>02 8787 0417</td>
</tr>
<tr>
<td>5</td>
<td>NUSS Relocations</td>
<td>Nigel Saunders</td>
<td><a href="mailto:nigelsaunders@nuss.com.au">nigelsaunders@nuss.com.au</a></td>
<td>02 9425 4600</td>
</tr>
</tbody>
</table>

---

**Post:** Melbourne

**Bureau:** EAP

### Local Agents:

<table>
<thead>
<tr>
<th>No.</th>
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<th>Contact Person</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Allied Pickfords</td>
<td>Ron Gates</td>
<td>228 Greens Road, Dandenong</td>
<td>613 9797 1533</td>
</tr>
<tr>
<td>2</td>
<td>Nuss Relocations</td>
<td>Ike Deres</td>
<td>148-152 Browns Road, Noble Park North, Melbourne, Victoria, 3174</td>
<td>+ 61 (03) 8793 4800</td>
</tr>
<tr>
<td>3</td>
<td>Grace Removals Group</td>
<td>Ray Beard</td>
<td>E-Mail <a href="mailto:raybeard@nuss.com.au">raybeard@nuss.com.au</a></td>
<td>03 8793 4801</td>
</tr>
<tr>
<td>4</td>
<td>Crown Worldwide (Aust) Pty Ltd</td>
<td>Russell Barber</td>
<td>Email: <a href="mailto:rbarber@crownrelo.com">rbarber@crownrelo.com</a></td>
<td>0413 833 039</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td>Imports- Sarcha Thorpe</td>
<td>email: <a href="mailto:sthorpe@crownrelo.com">sthorpe@crownrelo.com</a></td>
</tr>
</tbody>
</table>
Local Agents:

Grace Removals
POC: Linda Liebenberg, Sales Manager
Email: lliebenberg@grace.com.au
236 Berkshire Road, Welshpool
WA 6058 Australia
Ph: +61 8 94540959

Wridgways
Chelsea Smith
Imports Manager
Wridgways The Worldwide Movers
314 Berkshire Road, Forrestfield WA 6058
Tel: +61 89359 7377
FAX: 61 89359 7378
Email: chelsea.smith@wridgways.com.au
www.wridgways.com.au

Crown Relocations
Stephen Blackwell
State Manager
39 Tomlinson Road
Welshpool WA 6106
Tel: +61 8 9351 7100
Email: s.blackwell@crownrelo.com

Allied Pickfords
John Blunsum
International Supervisor
80 Sheffield Road
Welshpool WA 6106
Phone 61 89334 5555
FAX: 61 89334 5511
Email: John.Blunsum@alliedpickfords.com.au
www.alliedpickfords.com.au
Local Agents:

Grace Removals Group
4 Tucks Road
Seven Hills NSW 2147
Australia
POC: FELIX MAGPANTAY
TEL: +612 9838 5639
FAX: +612 9936 5751
EMAIL:
IMPORTS: IMPORTSYD@GRACE.COM.AU
EXPORTS: EXPORTSYD@GRACE.COM.AU
** customs bonded facility**

Allied Pickfords Export:
Unit 2, 1 Foundation Place
Pemulwuy, NSW, 2145
Australia
EXPORT POC: Steven Vavdinos
Tel: +612 8868 2843
Fax: +612 8868 2811
Email: steven.vavdinos@alliedpickfords.com.au

Allied Pickfords
254 Toongabbie Rd
Girraween NSW 2145
Australia
** bonded facility **
IMPORT POC: Cathy Syfonios,
Tel: + 612 8848 8106
Fax: 61 2 9636 2466
Email: Cathy.Syfonios@alliedpickfords.com.au
Website: www.alliedpickfords.com.au

Wridgways
14 Epic Place
Villawood NSW 2163
Australia
EXPORT POC: John Santi
Tel: +61 2 9645 7700
Fax: +61 2 9644 7111
Email: John.Santi@wridgways.com.au
Website: http://www.wridgways.com.au
Import POC: Naomi Yawson,
Tel: +61 02 9645 7738
F: +61 02 9743 8296
Email: Naomi.yawson@wridgways.com.au
** customs bonded facility**

Unigroup Worldwide UTS -
Chess Moving
13 Bessemer Street
Blacktown NSW 2148
Australia
EXPORT POC: John Peterson
Tel: 61 (02) 9671 8428
Fax: 61 (02) 9671 8485
Email: johnP@Chessmoving.com.au
IMPORT POC: Vijay Lal
Tel: 61 (02) 9671 8400
Fax: 61 (02) 9671 8485
Email: Vijayl@chessmoving.com.au
Website: www.chessmoving.com.au
**bonded facility **
Local Agents:

4) Sobolak International
Moving, Relocations
Stockerauer Strasse 161
2100 Leobendorf
Austria
POC: Reinhold Karpisek
Tel: 43 3362 691 19
Email: reinhold.karpisek@sobolak.com
**bonded facility**

2) Santa Fee
Relocation Services
Interdean Internationale Speditionges.m.b.H
(Post shipping contractor)
Eitnergasse 5
A-1230 Vienna
Austria
POC: Janos Penzes
(Corporate Account Manager)
Tel: 43 1 865 4706
Fax: 43 1 865 4708
Email: janos.penzes@interdean.com
**bonded facility**

Zdenko Dworak Ges.m.b.H.
5) International
Removals
Schemmerlstrasse 72
1110 Vienna
Austria
POC: Mr. Boris Ceselkovski
Tel: +43 1 769 93 63
Email: ceselkovski@zdenkodworak.at

3) E. Fall
International Movers
Hans Fronius Str. 13
A-2380 Perchtoldsdorf
Austria
POC: Otto Schmideg, Manager
Tel: 43 1 865-9533
Email: otto.schmideg@e-fall.com

1) A. Kühner and Sohn GmbH
(Post shipping contractor)
Relocation Solutions
Girakstrasse 15
A-2100 Korneuburg
Austria
POC: Dr. Andreas Bauer-Kuehner
Tel: 43 2262 74544/10
Fax: 43 2262 74544/44
Email: abk@kuehner.co.at
**bonded facility**
ITGBL Local Agents

Country: Azerbaijan

Post: Baku

Local Agents:

3) Globalink Caspian –
25-A Teymur Aliyev Street, English Yard Business Center,
Baku, Azerbaijan
Tel: +994 12 447 3111, fax: +994 12 447 30 16
POC: Mr Junaid Ahmed, Branch Manager
e-mail: j.ahmed@globalinkllc.com

1) Gosselin Moving Azerbaijan
Ahad Yagubov Street 1/1, Baku Azerbaijan
Tel: +994 12-491-23-81,
POCs: Sabina Jafarova, Branch Manager
e-mail: sabinaj@gosselingroup.eu
John Braeckeveldt, Gosselin Moving-Georgia
e-mail: JohnB@gosselingroup.eu

2) Interdean Ltd
Nobel Ave. 15
AZURE Business Center, Floor 8, Office 39
Baku, Azerbaijan
Tel: +994 12 447 4346, +994 12 448 6485/86
POC: Mr. Vagif Samosud, e-mail:
vagif.samosud@interdean.com
Mobile: +994 50 210 7384

Country: Azores

Post: Ponta Delgada

Local Agents:

Oldemiro Cardoso Coelho & Herdeiros
Volta do Paul, #4
9760-512 Praia da Victoria
Terceira, Azores
POC: Mr. Hilario
Tel: 295512917
Fax: 295512943
Email: Occpv@iol.pt ** bonded facility **

Agencia de Navegacao Oceanica. Lda.
Av. Alvaro Martins Homen #21
9760-412 Praia da Victoria
Terceira, Azores
POC: Fernando Lima
Tel: 295512080
Email: Fernando.lima@agoceanica.com ** bonded facility **
Country: Bahamas
Post: Nassau
Bureau: WHA

Local Agents:

3) Moving U Places
P.O. Box CB-11575
Nassau, Bahamas
POC: Miquel L. Knowles
Tel: 242-361-3872 or 242-455-8824
Email: movingupplaces@gmail.com

1) Certified Hauling
Airport Industrial Park
Windsor Road
Nassau, Bahamas
POC: Wayde Wallace Jr.
Tel: 242-603-6683 or 242-465-0051
Email: certifiedhaulingservice@gmail.com

2) A Team Logistics Bahamas Ltd.
P.O. Box CB-12261
Fire Trail Road West
Nassau, Bahamas
POC: Tiffany Moxey
Tel: 242-357-7247 or 242-463-3759
Email: ateamlogbahamas@gmail.com

4) Wide World Forwarding Ltd
P.O. Box N-460
Windsor Road
Nassau, Bahamas
POC: Martin Munroe
Tel: 242-352-3636 or 242-377-5605
Fax: 242-352-1990 or 242-377-3271
Email: martin.munroe@wideworldforwarding.com
Country: Bahrain  
Post: Manama  
Bureau: NEA  

Local Agents:

Writer Relocations Bahrain (Registered in Bahrain as Moving Systems W.L.L) 
Office 204, Salahhudin Center Building 
Building 100 
Road 402 
Block 304 
Manama 
Kingdom Of Bahrain 
P.O. Box 2431 
Tel: +973-17214270, Fax: +973-17214271 
Abdul Karim Nizar : Country Manager : 00973 39958481 : abdul.nizar@writercorporation.com 
Simmi Joshi : Sales Manager : 00973 39957123 : simmi.joshi@writercorporation.com 
Sheny Abraham : Asst Finance : sheny.abraham@writercorporation.com 
Tom Pappachan : Move Coordinator : tom.pappachan@writercorporation.com 
Glen Ignacio : Move Coordinator : glen.ignacio@writercorporation.com 
Generic Email : writerbahrain@writercorporation.com 

1) Circle Freight International 
P.O. Box 5069 
Manama, Kingdom of Bahrain 
POC: Sunil Kumar 
Tel: 973-17-735-355 or 973-17-731-904 
Fax: 973-17-735-193 
Email: Sunil@circlefreight.com.bh  
Mr. Aleem - Military Move Supervisor Mob #: (+973) 3984-8638; aleem@circlefreight.com.bh
**ITGBL Local Agents**

**Country:** Bangladesh  
**Post:** Dhaka  
**Bureau:** SCA

**Local Agents:**
M/S Cross Freight Ltd.  
Address: 206/A (3rd Floor), Tejgaon Industrial Area, Dhaka-1208, Bangladesh.  
Phone Number: +88 02 98 89825  
Fax Number: +88 02 88 27908  
Email address: sales@crossfreightbd.com  
Web: www.crossfreight-bd.com  
POC: Shaheen Reza  
Email: shaheen.reza@crossfreightbd.com  
Mobile: 01766698085  
Name of Managing Director: Mahbubul Anam  
Email: mahbubul.anam@crossfreightbd.com  
Mobile: 01711563974

---

**Country:** Barbados  
**Post:** Bridgetown  
**Bureau:** WHA

**Local Agents:**
1) Michael Greaves Associates  
Carmichael House  
Carmichael  
St. George, Barbados  
POC: Mr. Michael Greaves, Managing Director  
POC: Mr. Karl Greaves, Operations Manager  
Tel: 1-246-426-2417  
Fax: 1-246-435-1847  
E-MAIL: info@mgassociates.net / shipping@mgassociates.net  
Ph: + (246) 426-2417  
Fax: + (246) 435-1847
Local Agents:

1) Calenberg Vilnius, UAB International Movers
   Bukiskes, Avizieniai
   LT-14182 Vilniaus raj., Lithuania
   POC: Mr. Andrejus Lisovskis
   Tel: 370 5 2430004
   Fax: 370 5 2430005
   Email: calenberg.Vilnius@takas.lt;
       info@kraustymai.lt

2) Cargo Partner Ltd.
   Cargo Partner (BY)LTD,
   Promyshlennaja Str. 6B, office 15,
   Minsk, 220075, Belarus.
   POC: Olga Askolkina, Natalia Kracheva
   Phone: +375 17 3462381
   Fax: +375 17 3462382
   Mobile: +375 29 1180790
   E-mail: Natalia.Kracheva@cpartner.by
   Mobile: +375 29 6494822
   Email: olga.askolkina@cpartner.by

3) Corstjens Worldwide Movers Riga
   Krasta 103
   LV 1019 Riga, Latvia
   POC: Olga Petroveca
   Tel: 371 67 800 800
   Fax: 371 67 800 801
   Email: info.riga@corstjens.com; info@corstjens.lv;
       olgap@corstjens.com

4) Interdean Moscow International Relocation
   Novocheryomushkinskaya 61, Floor 3
   117418 Moscow, Russia
   POC: Victor Gordievich
   Tel: 7 (495) 933 5232
   Email: viktor.gordievich@interdean.com;
       moscow@interdean.com
   Minsk: Oleg Fedorchenko
   T: +375 29 6577880
   F: +375 17 2057722
   E: minsk@interdean.com
       interdean@tut.by

M&TM Freight LLC
   1 Promyshlennaya St.
   Minsk, Belarus
   Phone: +375 44 797 4341
   Viber: +357 99751100
   WhatsApp: +375 44 797 4341
   Contact person: Reiner Reints
   P: +7-495-268-02-11 (ext. 164)
   M: +7 (916)-812-43-61
   E: reinier.reints@mtm-net.ru
   w: www.mtm-moving.ru
   A: 125362, str. Vishnevaya, 9, Building 1, office № 504, 5 floor BC «IMPERIAL PARK»
   Moscow, Russia

Local Agents: Belarus

Country: Belarus
Post: Minsk
Bureau: EUR
# ITGBL Local Agents

**Country:** Belgium  
**Post:** Antwerp  
**Bureau:** EUR

**Local Agents:**

GOVLOG N.V.  
Belcrownlaan 23 - 25  
2100 Antwerp, Belgium

**Post:** Brussels  
**Bureau:** EUR

**Local Agents:**

<table>
<thead>
<tr>
<th>Local Agents</th>
<th>Address</th>
<th>POC</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Government Logistics NV</td>
<td>Belcrownlaan 23</td>
<td>Stephan jr. Geurts</td>
<td>00.32.3.360.55.22</td>
<td><a href="mailto:StephanJr@govlog.be">StephanJr@govlog.be</a></td>
</tr>
<tr>
<td></td>
<td>2100 Deurne</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3) Putters International</td>
<td>Erasmuslaan 30</td>
<td>Luc Putters</td>
<td>00-32-2-255-80.95</td>
<td><a href="mailto:luc.putters@putters.be">luc.putters@putters.be</a></td>
</tr>
<tr>
<td></td>
<td>B-1804 Gargovil-Zemst</td>
<td></td>
<td></td>
<td></td>
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**Country:** Belize  
**Post:** Belmopan  
**Bureau:** WHA

**Local Agents:**

<table>
<thead>
<tr>
<th>Local Agents</th>
<th>Address</th>
<th>POC</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Easy Move Packing</td>
<td>1 ½ Miles Northern Highway</td>
<td>Raul Pelayo</td>
<td>501-602-3003</td>
<td><a href="mailto:easy_move_packing@live.com">easy_move_packing@live.com</a></td>
</tr>
<tr>
<td></td>
<td>Belize City, Belize</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>POC: Raul Pelayo</td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Cel: 501-602-3003</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tel: 501-203-0809</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:easy_move_packing@live.com">easy_move_packing@live.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2) Green Movers</td>
<td># 3 Guerrero Street</td>
<td>Mark Green</td>
<td>011-501-662-1058</td>
<td><a href="mailto:greenmovers1@yahoo.com">greenmovers1@yahoo.com</a></td>
</tr>
<tr>
<td></td>
<td>Belize City, Belize</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>POC: Mark Green</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tel: 011-501-662-1058</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:greenmovers1@yahoo.com">greenmovers1@yahoo.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3) MB Pariente</td>
<td>1053 Graduate Crescent</td>
<td>Miguel Pariente</td>
<td>501-223-7833</td>
<td><a href="mailto:mbpariente@gmail.com">mbpariente@gmail.com</a></td>
</tr>
<tr>
<td></td>
<td>West Landivar</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Belize City, Belize</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>POC: Miguel Pariente</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tel:501-223-7833</td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Cel:501-671-3779</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:mbpariente@gmail.com">mbpariente@gmail.com</a></td>
<td></td>
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</tr>
</tbody>
</table>
**ITGBL Local Agents**

**Country:** Benin  
**Post:** Cotonou  
**Bureau:** AF

**Local Agents:**

CAT LOGISTICS SA  
Carré 00059 M, Avlékété  
2ème étage de l'immeuble SIVOTRANS - 001 BP 338  
Tél: +229 21 31 05 96 / 21 31 09 34  
Fax: +229 21 31 09 05  
Operation Manager : Hilaire AZANDEGBE  
Cel: +229 95 96 40 60 / 98 81 02 61  
E-mail: h.azandegbe@catbenin.com  
General Manager : Franck ABALO  
E-mail: f.abalo@catbenin.com  
Cel. +229 98 81 02 62  
+229 95 95 65 13  
***INCOMING SHIPMENTS ONLY

KANGOUROU LOGISTICS  
C/1300 SAINTE RITA  
02 BP 1163 Cotonou, Benin  
Office tel (229) 96154037,  
Manager: Clement GNANSOUNOU  
Cell phone (229) 95 42 99 09 E-mail :  
kangouroullogistics@gmail.com  
***INCOMING AND OUTGOING SHIPMENTS

AEROTACTIC SARL  
ZONE FRETE AEROPORT DE COTONOU  
04 BOX 0131 COTONOU  
TEL: +229 21 30 88 20  
CEL: +229 97 77 32 78  
EMAIL: AEROTACT@BENINWEB.ORG

AGS FRASERS PK4 Zone Industrielle 312  
Nvenamede 4021 F  
Manager: Jonathan Combarieu  
Email: manager-benin@agsmovers.com  
Tel: (229)21335403  
Cel: (229)97978333  
*** No POVs shipping FROM Benin Only
Country: Bermuda

Post: Hamilton

Bureau: EUR

**Local Agents:**

**Best Shipping**

Street Address:
3 Addendum Lane
Pembroke HM 07
Bermuda

Mailing:
P.O. Box HM 335
Hamilton HM BX
Bermuda

Inbound:
Point of Contact:
Name: David Sousa
Phone: 441-294-4411
Email: dsousa@best.bm

Name: Christina Trott
Phone: 441-294-4415
Email: ctrott@best.bm

Outbound:
Point of Contact:
Name: David Sousa
Phone: 441-294-4411
Email: dsousa@best.bm

And
Name: Christopher Osborne
Phone: 441-294-4428
Email: cosborne@best.bm

Bonded Warehouse: Yes

**Bermuda Forwarders**

Street Address:
2 Mill Creek Lane
Pembroke HM 05
Bermuda

Mailing:
P.O. Box HM 511
Hamilton HM CX
Bermuda

POC:
Incoming:
Name: Toby Kempe
Phone: 441-294-6232
Email: Reloin@bermudaforwarders.com
Local Agents:

2) Express Cargo Services
POC: Arsenio Nina
Phone: 591 2 236-1111
Cell: 591 719-53915
Email: expresscargoser@entelnet.bo; anina@expresscargobolivia.com
La Paz, Bolivia

TOTAL BOLIVIAN MOVING SRL
POC: Carlos Ramos
Phone 1: +591 (2) 242 3060
Phone 2: +591 (2) 241 8582
Email: c.ramos@tobolmoving.com
Web: www.tobolmoving.com

3) Exprinter Liftvans
POC: Jackeline Cano Illanes
Phone: 591 2 222-7861
Email: jcano@exprinter.com.bo
La Paz, Bolivia

BOLIVIAN MOVERS
POC: Alvaro Orellana
Phone: 591 2 222-1509
Cell: 591 670 00433
Email: aorellana@bolivianmovers.com
Web: www.bolivianmovers.com

DO NOT USE Tisur. Only the agents noted above are approved for Bolivia.

1) Inbolpack S.R.L.
POC: Fernando Duran
Tel: 591 2 231-7070
Fax: 591 2 239-2036
Email: inbolpack.lpz@inbolpack.net
La Paz, Bolivia
ITGBL Local Agents

Country: Bosnia-Herzegovina

<table>
<thead>
<tr>
<th>Post</th>
<th>Bureau</th>
<th>Local Agents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banja Luka</td>
<td>EUR</td>
<td>See Sarajevo</td>
</tr>
<tr>
<td>Mostar</td>
<td>EUR</td>
<td>See Sarajevo</td>
</tr>
<tr>
<td>Sarajevo</td>
<td>EUR</td>
<td></td>
</tr>
</tbody>
</table>

Local Agents:

3) Interdean Relocation Services
Sarajevo, Bosnia and Herzegovina
Put života 14, 71000 Sarajevo, BiH
Contact person: Adi Catibusic
Sales / Operations
T: + 387 33 525 143
M: + 387 63 377 561
F: + 387 33 525 143
E: adi.catibusic@interdean.com
***Bonded Facility

2) AGS Sarajevo
Luzansko Polje 7
Ilidza, Sarajevo
Bosnia – Herzegovina
POC: Mr. Jasmin Moro
Mobile: +387 61 192 086
Tel: 387 33 761 460
Fax: 387 33 761 461
E-mail:sales-sarajevo@agsmovers.com
***Bonded Facility

1) Move One ***
Ismeta Alajbegovic Serbe 30
Stup, Sarajevo
Bosnia -Herzegovina
POC: Mr. Fuad Merzic
Mobile: +387 61 133 002
Tel: 387 33 765 195
Fax: 387 33 765 196 ***
E-mail: bih@moveoneinc.com
***Bonded Facility
Country: Botswana

Post: Gaborone

Bureau: AF

Local Agents:

1) ELLIOTT INTERNATIONAL
UNIT 4/B/2, PLOT 22098
BDC WESTERN INDUSTRIAL ESTATE
GABORONE
TEL: 391 2531
CTC: BRENT ROUSE
EMAIL: brent.r@elliottmobility.com

2) AGS FRASERS INTERNATIONAL
PLOT 14398, NEW LOBATSE ROAD
GABORONE WEST INDUSTRIAL
GABORONE
TEL: 392 2558
CTC: GERRY NAUDE
EMAIL: gerry.naude@agsfrasers.com

3) CROWN RELOCATIONS
PLOT 14387, NEW LOBATSE ROAD
GABORONE WEST INDUSTRIAL
GABORONE
TEL: 316 5253
STEPHEN GOULDING
EMAIL: sgoulding@crownww.com
EMAIL: gaborone@crownrelo.com

MR MOVE WORLDWIDE
UNIT H IMAGE PARK
PLOT 28900, GABORONE WEST
GABORONE
TEL: 392 7595
CTC: NIELS HENRIKSEN
EMAIL: move@info.bw
**ITGBL Local Agents**

**Country:** Brazil  
**Post:** Brasilia  
**Bureau:** WHA

### Local Agents:

1) Fink Transportes S.A.  
STRC Trecho 2, Conjunto D lotes 1-2  
CEP: 71225-524, Brasilia DF., Brazil  
POC: Mr. Arnaldo Assis, Director  
Tel: 55 61 3233 1880  
Fax: 55 61 3233 1999  
Email: arnaldo.fink@terra.com.br  
 Email: finkbsb@terra.com.br  
 Email: amascarenhas@fink.com.br  
**** following customs clearance, secure warehouse facility ***

2) Granero Transportes Ltda.  
STRC Trecho 3, Conjunto B, Lote 4  
Brasilia DF Brazil, CEP: 71.225-500  
POC: Fausto Rocha Ribeiro, Int'l Dept. Manager  
Tel: 5561 3233 3070  
Fax: 5561 3234 2716  
Email: bsb-internacional@granero.com.br  
Website: www.granero.com.br

**Post:** Recife  
**Bureau:** WHA

### Local Agents:

1) Transportes Frey  
Rue Carlos Pena Filho  
170 Jiquia Recife - PE 50850-030 Brazil  
POC: Antonio Gomes, Jr.  
Tel: 55-81-3428-3277  
Fax: 55-81-3428-7791  
Email: mfrey@hotlink.com.br

2) Transportes Fink  
Fernanda Viana  
Tel 5521-3410-0716  
Email fviana@fink.com.br

**Post:** Rio De Janeiro  
**Bureau:** WHA

### Local Agents:

2) Teamwork International Moving  
Avenida Brasil, n°. 33,809 B  
Bangu, Cep: 21852-002  
Rio de Janeiro, RJ, Brasil  
POC: Jania Pirete  
Tel:(5521) 2481-2531  
Fax: (5521) 3351-3569  
jania@teamworkintl.com.br

1) Transportes Fink S.A.  
Estrada dos Bandeirantes  2.856  
Jacarepagua  
Rio de Janeiro – CEP: 22775-110  
Rio de Janeiro – Brasil  
POC: Ms. Laura Ganon, General Manager  
E-mail:lganon@fink.com.br  
PCC: Ms. Marcela Britto (in/out shipments Supervisor)  
Tel: 55 21 3410-9715  
E-mail: mbritto@Fink.com.br
### Local Agents: Sao Paulo

**Bureau:** WHA

1. Fink Transportes S.A.
   - Rua Cardeal Santiago Luiz Copello, 81
   - CEP: 05308-000 Sao Paulo - SP - Brazil
   - POC: Cristiane Balista, Director
   - Tel: 55 11 3839 5401
   - Fax: 55 11 3835 3366
   - Email: cbalista@fink.com.br
   - General Email: finksp@fink.com.br

### Country: Brunei

**Post:** Bandar Seri Begawan

**Bureau:** EAP

Morley & Co. (B) Sdn. Bhd.
- 7A Jln Sg. Buloh II
- Spg. 705, Jln Muara BU 1329
- Negara Brunei Darussalam
- POC: Paul Morely Charles, General Manager
- Tel: 673-279-0563/ 279-0705/ 279-0569
- Fax: 673-279-0569
- Email: morley@brunet.bn

### Country: Bulgaria

**Post:** Sofia

**Bureau:** EUR

1. Orbit Ltd.
   - International Forwarding & Moving
   - Member of Orphee Beinoglou Group
   - 16, Prodan Tarakchiev Str.
   - 1540 Sofia, Airport Area
   - Bulgaria
   - POC: Ludmil Rangelov
   - Central Tel.: +359 2 970 6300/400/500
   - Direct Tel: +359 2 970 6311,
   - Cell : +359 89 990 3339
   - Fax: +359 2 970 6333
   - e-mail: lrangelov@orbit.bg
   - hhgs@orbit.bg
   - www.orbit.bg

2. Matrix Relocations LLC
   - Building 12, Business Park Sofia
   - 1766 Sofia, Bulgaria
   - Tel: +359 2 807 6633
   - Fax: +359 2 807 6631

   - POC: Dessislava Bosman
   - Email 1: dessislava.bosman@matrixrelo.com
   - Email 2: sofia@matrixrelo.com

-----------------------
Monday, July 10, 2017
Local Agents:

3) SDV – Bollore, Africa Logistics
   Mr. Michael Bassinga, Responsible Service Aerien
   32, rue de l'Unicef 01 BP 379 Ouagadougou 01
   Tel: 226-50-31-77-55, 226-50-31-12-03
   Fax: 226-50-31-25-08
   Email: michael.bassinga@bollore.com

2) TRANS'DEM
   01 BP 163 Ouagadougou 01, Sector 15 Ouaga 2000
   Rue de la Jeunesse
   Ouagadougou, Burkina Faso
   POC: Bachetta Laurent
   Tel: 226-50-37-67-30
   Fax: 226-50-37-67-31
   Email: transdem@fasonet.bf

1) AGS Worldwide Movers
   Zone du Bois, 01 BP 1767 Ouagadougou, Burkina Faso
   POC: Antoine Secretan
   Tel: 226-50-36-16-79
   Fax: 226-50-36-12-24
   Email: direction-burkinafaso@agsmovers.com
ITGBL Local Agents

Country: Burma
Post: Rangoon
Bureau: EAP

Local Agents:

1) Crown Relocations (Crown Worldwide Movers)
   #790 (Room #702) Danathiha Center
   Bogyoke Aung San Street, Lanmadaw Township
   Yangon, Myanmar
   POC: Daw Su Htway Win, General Manager
   Tel: (951) 223 288 x702
   Fax: (951) 229 212
   Email: yangon@crownrelo.com; crownworldwide@mptmail.net.mm

2) Asian Tigers Mobility
   Room 504, MMG Tower
   #44/56, Kannar Road
   41st-42nd Street
   Botataung Township
   Yangon, Myanmar
   Phone # (951) 250 290
   Mobile (959) 506 3050
   Fax: (951) 252 313
   Attn: Ruud J.M. von Martels, Director
   e-mail: ruud.vmartels@asiantigers-myanmar.com

3) N.M.T. Ltd.
   #123 – 2nd Floor, 42nd Street
   Botataung Township
   Yangon, Myanmar
   Tel: 951-245854, 951-380389 Fax: 951-392424
   POC: Daniel RAJIV
   e-mail: NMT@mptmail.net.mm

4) Schenker (Thai) Ltd., Yangon Branch
   POC: Aung Kyaw Soe Thu (Branch Manager)
   #59 A, U Lun Maung Street, 7 Mile, Mayangone Tsp., Yangon, Myanmar
   Phone/Fax: +95 1 651 250, 667 686, 666 646
   Mobile: +95 9 4210 960 12

Santa Fe Mobility Services (Myanmar) Ltd.,
   F42, Block B Pearl Centre
   Kabar Aye Pagoda Road
   Bahan Township, Yangon
   Tel: +95 9 30088196; +95 9 975727752; +95 9 975727753
   Email: quentin.vanmeerbeeck@santaferelo.com
   Website: http://www.santaferelo.com
Country: Burundi
Post: Bujumbura
Bureau: AF

Local Agents:

2) AGS Frasers Burundi
   Avenue Teza, Quartier Asiatique
   BP 2762 Bujumbura, Burundi
   Tel.: +257 22 24 58 04
   Direct.: +257 22 24 58 05
   Mobile: +257 76 934 724 / +257 78 809
   801
   POC:
   Francis LECLET
   E-mail: manager-burundi@agsmovers.com
   Email address for US agent contact: ITGBL-
   Africa@agsmovers.com

1) 2. BOLLORE AFRICA LOGISTICS (former
   SDV TRANSAMI)
   POC: Roger Nkubito
   Tel: 00257 22 22 96 93
   Fax: 00257 22 22 58 95
   Cell: 00257 79 910 378
   Email: roger.nkubito@bollore.com
**Local Agents:**

3) JVK-NAGA Movers Ltd.
1157 National Road #2, Bldg B
Sangkat Chakangrea Leu, Khan Mean Chey
Phnom Penh, Cambodia
Tel: 855-23-216-781
Fax: 855-23-216-751
E-mail: cambodia@jvkasia.com
POC: Mark Donohoe
Tel: (855) 23 724 746
Fax: (855) 23 366 323
Email: mark.donohoe@jvkasia.com
** bonded facility **

1) Asian Tigers Transpo
International (Cambodia) Ltd.
86 Street 160
Phnom Penh, Cambodia
POC: Paul Glew, Country Director
Tel: (855-23) 880 951
Fax: (855-23) 880 952
Email: paul.glew@asiantigers-cambodia.com
Website: www.asiantigersgroup.com
** bonded facility **

4) Crown Worldwide Ltd. (Cambodia)
115-116 Street, 335, Corner 542,
Boeung Kok 2
Khan Toul Kork, Phnom Penh, Cambodia
POC: Frank P. Kursteiner, Country Manager
Email: fkursteiner@crownrelo.com
Tel: 855-23 881 004
Fax: 855-23 884 451
Website: www.crownrelo.com
** bonded facility **

2) Circle Worldbridge International Ltd.
#104A, First floor of Hong Kong Center, Prah Sothearos Blvd.
Phnom Penh, Cambodia
POC: Mr. Sear Rithy
Tel: (855) 23 216 049
Fax: (855) 23 224 453
Email: cfi@camnet.com.kh
rithy_sear@worldbridge.com.kh
** bonded facility **
ITGBL Local Agents

Country: Cameroon

Post: Douala

Local Agents:

Bureau: AF

Post: Yaounde

Local Agents:

Bureau: AF

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2) CODEM AGS Groupe
Elig Edzoa Area
Box 6900
Yaounde, Cameroun
POC: Herve Bax de Keating
Tel: (237) 22 20 33 25
Fax: (237) 22 20 33 24
Cell: (237) 99 50 34 12
Email: direction-yaounde@agsmovers.com

---

1) MAC PAC INTL
1321 RUE CHARLES BINDZI
B.P 1095
YAOUNDE - CAMEROUN
Tel: 00 237 22 20 41 74
Fax: 00 237 22 20 41 75
email: macpaclouis@yahoo.fr
ATTN: MR FRANCK HERTZ OR MR ALAIN HERTZ
Local Agents:

1) TR Westcan Inc./Tippet-Richardson
POC: Robert Montgomery
TR International Division
2905 37th Avenue NE
Calgary AB T1Y 5Z9
Email: robm@tippetrichardson.com
http://www.tippetrichardson.com/
T 403.299.9700 | F 403.299.9750 | TF 800.842.4788

2) AMJ Campbell
POC: Barry Byman
International Corporate Sales
1881-120 Ave NE
Calgary, AB T3K 0S5
bbyman@amjcampbell.com www.amjcalgary.com
Direct: 403.204.6230
Bus: 403.273.1220
Fax: 403.248.7479

3) Starline Overseas Moving
NATE EDWARDS | vice president
t: 403.720.5378 | tf: 800.267.9958 | c: 403.471.0020
nate@hsrelogroup.com | www.hsrelogroup.com | www.starlineoverseas.com
POC: Grace Stypka
Starline Overseas Moving
Direct: 780-453-0496
Toll Free: 800-267-9958 Main: 780-453-6777
Fax: 587-473-9014
Email: grace@starlineoverseas.com
ITGBL Local Agents

Post: Halifax

Local Agents:

5) Maritime Moving and Storage, Allied Van Lines
   51 Thornhill Drive
   Dartmouth, Nova Scotia B3B 1R9
   POC: Jack Flemming, President and Owner
   POC: Norman Burke, Financial Officer
   Tel: 902-468-6868
   Email: mduffy@amjcampbell.com

1) Burgess Transfer, United Van Lines
   20 Oland Court, Burnside Industrial Park
   Dartmouth, Nova Scotia B3B 1V2
   POC: Graham Burgess, Co-Owner
   Tel: 902-468-2929, 1-800-565-2929
   Email: graham@burgesstransfer.com

2) Premiere Van Lines, Atlas Van Lines
   31 John Savage Avenue
   Dartmouth, Nova Scotia B2B 2C9
   POC: Jessica Brown, Senior Sales Executive
   Tel: 902-468-4313
   Email: jbrown@premierevanlines.com

3) Guardian Transfer and Storage, North American Van Lines
   210 Joseph Zatzman Drive
   Burnside Industrial Park
   Dartmouth, Nova Scotia B3B 1P4
   POC: Dave Taylor, President and Co-Owner
   Tel: 1-800-668-1353
   Email: dtaylor@guardiantransfer.com

6) Halifax Transfer and Storage, Allied Van Lines
   5 Burley Court
   Burnside Industrial Park
   Dartmouth, Nova Scotia B3B 2A3
   POC: Margaret Gray, Sales Representative
   Tel: 902-468-6683
   Email: M.gray@halifaxtransfer.ns.ca

4) AMJ Campbell Van Lines, Atlas Van Lines
   15 Williams Avenue
   Burnside Industrial Park
   Dartmouth, Nova Scotia B3B 1X3
   POC: Mike Duffy, Sales Consultant
   Tel 902-481-2040
   Email: mduffy@amjcampbell.com

Post: Montreal

Local Agents:

2) AMJ Campbell International
   1475, 55ieme avenue
   Dorval, Quebec, Canada
   H9P 2W3
   Tel: 1 800 874 1071
   POC: Eric Belanger

1) Martel Express (Montreal) INC. (Member of United Van Lines)
   10105 Boul. Henri-Bourassa West
   Montreal, Quebec, Canada H4S 1A1
   POC: Mathieu Valade
   Tel: 514-331-3311
   Fax: 514-331-0303
   Email: mathieu.valade@martelexpressmontreal.com
**ITGBL Local Agents**

**Post:** Ottawa  
**Bureau:** WHA

**Local Agents:**

1) AMJ Campbell  
2710 Stevenage Dr  
Ottawa, ON  
POC: Claude Martel 613-737-0000  
cmartel@amjint.com

2) Outaouais Moving  
150 Jean Proulx  
Gatineau, QC  
POC: Kym Leroux 819-771-1634  
Kym@outaouaismoving.com

3) Campbell Moving Systems  
165 Iber Rd,  
Stittsville, ON  
K2S 0L5  
POC: Murray Crosby murrayc@campbellmoving.ca

---

**Post:** Quebec  
**Bureau:** WHA

**Local Agents:**

3) CDP Inc.  
1010, ave. Godin  
Quebec (Quebec) G1M 2X(  
POC: Mr. Jacques Gobeil  
Tel: 418-687-3830 or 1-800-663-3820  
Fax: 418-687-4419  
Website: http://gcdp.ca/contact/php

1) Demenagement Ste-Foy  
445 Mendel Street  
Quebec (Quebec) G1X 4B9  
POC: Mr. Julien Richard  
Tel: 1-800-463-2606  
Fax: 1-418-872-2464  
Website: http://www.demenagementstefoy.com
**Local Agents:**

1) Intercontinental Van Lines  
26 Riviera Drive, Unit #1  
Markham, Ontario, L3R 5M1  
POC: Tim Garside - President  
Tel: 905-946-859 / 800-533-5247  
Fax: 905-946-1798  
Email: timg@intercontinentalgroup.com  
Web-site: www.intercontinentalgroup.com

2) Global International  
450-3 Esna Park Drive  
Markham, Ontario, Canada L3R 1H5  
POC: Jim Petrakos - President  
Tel: 905-475-1990/800-230-8741  
Fax: 905-475-9542  
Email: jim@globalintlcanada.com  
simeona@globalintlcanada.com

3) Royal Moving and Storage  
2301 Royal Windsor Drive, Unit 5  
Mississauga, Ontario Canada L5J 1K5  
POC: John Ho, Managing Partner  
Tel: 905-823-6655 or 1 800 667 6046  
Fax: 905-823-9220  
E-mail: johnho@kms-royalmoving.com

4) Armstrong Moving  
630 Secretariat Court  
Mississauga, Toronto, ON L5S 2A5  
POC: Daniel Renaud  
daniel@armmove.com  
905-795-6780   Fax-905-670-0764
**ITGBL Local Agents**

**Post:** Vancouver | **Bureau:** WHA

**Local Agents:**

Bandstra Moving Systems ltd  
9920 River Drive  
Richmond, BC V6X 3S3  

POC: John Bandstra  
John@bandstra.com  
Office 604-273-5111  
Fax 604-279-1471  

Tippet Richardson  
Peter van den Berg  
M + 1. 604.317.1934 - peterv@tippetrichardson.com  

TR INTERNATIONAL DIVISION  
8035 North Fraser Way  
Burnaby (Vancouver) BC V5J 5M8  
T 604.324.5015 | F 604.324.2047 | TF 1-800-771-5015  

---

**Post:** Winnipeg | **Bureau:** WHA

**Local Agents:**

1) Premiere Van Lines  
1373 Spruce Street  
Winnipeg, MB R3E 2V8  
Ph: 204.925.7795  
Email: wpg@premierevanlines.com  

2) AMJ Campbell  
1333 Niakwa Road E, #12  
Winnipeg, MB R2J 3T5  
Ph: 204.654.9116  
Email: info@amjwinnipegmovers.com
Country: Cape Verde
Post: Praia

**Local Agents:**

2) TIBA - Cabo Verde
Rua Andrade Corvo num.17-2º Plateau - Praia - Santiago
POC: Ineida Garcia –email: igarcia@tibagroup.com/capeverdedesk@tibagroup.com – Tel: (238) 261-8541 and Cell: (238) 918-3815
Email: llima@tibagroup.com/capeverdedesk@tibagroup.com
Angela Rodrigues Email: arodrigues@tibagroup.com Cell:(238) 910-2262

3) Agencia Fernandes e Monteiro, Lda
Rua Serpa Pinto, nr.57 Plateau-Praia-Santiago
POC: Carla Brito/Water Serra-Manager
Tel: (238) 261-9838
Mobile: (238) 993-4743
Email: afm_lda@hotmail.com/geral@fernadesmonteiro.com

1) AGS Cabo Verde Mudancas LDA
24, Rua da UCCLA - Achada Sto. Antonio CP 225-A
Praia, Cape Verde
POC: Yoann Lacerda
Tel: 238 262 36 22
Email : manager-caboverde@agsmovers.com
Website: www.agsworldwide-movers / www.agsfrasers.com

4) CV Cargo, Lda
Agente Transitario
CV Cargo Cidade de Lisboa, CP-80C
Fazeda- Praia
Cabo Verde
POC: Hermar Silva
Phone: (238) 530-9637
Cel: (238) 581-9899
Fax: (238) 261-8344
Email: hsilva@cvcargo.com
Post: Bangui  
Bureau: AF  

Local Agents:  

4) AGS Centrafrique *  
Immeuble SOCATRAF Port Amont  
B.P. 1468  
Bangui, Central African Republic  
Tel: 236 21610182/ 75054688  
Fax: 236 21611378  
Email: ags-bangui@ags-demenagement.com or agsbangui@intnet.cf  
* sole packing company for post  

1) SDV Centrafrique **  
Rue Parent, B.P. 32  
Bangui, Central African Republic  
Tel: 236 21614822  
Fax: 236 21614278  
Email: sdvbangui@cf.dti.bollore.com  

2) TTCI Centrafrique **  
Rue Martin Luther King  
B.P. 1564  
Bangui, Central African Republic  
Fax: 236 21616050/ 21617751  
Email: ttci_douane@yahoo.fr.  

3) SCAFE **  
Avenue Barthelemy Boganda  
B.P. 929  
Bangui, Central African Republic  
Tel: 236 21619261  
Email: scalebgui@yahoo.fr or limchrist@yahoo.fr  
** freight forwarders  

Country: Chad  
Post: N'djamena  
Bureau: AF  

Local Agents:  

---
ITGBL Local Agents

Country:  Chengdu
Post:  Chengdu  Bureau:  EAP

Local Agents:

6) UniGroup Relocation
808-2, Idealism Center, No. 38, Tianyi Street, High-Tech Zone, Chengdu, China
POC: Aimee Zhang
Tel: +86-28-8528 7058 / +86 13060022902
Fax: +86-28-8528 7078
Email: aimee_zhang@unigrouprelocation.com

3) Crown Relocations (Chengdu)
Address: Room 821, Building C, Poly Center, Jinxiu Road no.1, Wuhou District, Chengdu, China
POC: Sheryl Song
Tel: +86 28 86080361
Fax: NA
Email: ssong@crownww.com

4) JVK MAGELLAN INTERNATIONAL MOVERS LTD.,
Address: #143-9 Wulidun Dong Jie, Jinniu District, Chengdu, China.
POC: Sissi Yuan
Tel: 86-28-68068700/86-139 0809 8584
Fax: 028-68068700
Email: sissi.yuan@jvkasia.com

2) Asian Tigers K.C. Dat (China) Ltd. Chengdu office
Room 502, KEN Building, No.22, Section1, First Ring Road South, Wuhou District, Chengdu Sichuan Province,
POC: Jackson Shen Mobile: +8615900693003 Email: jackson.shen@asiantigers-china.com

1) SINO SANTA FE INTERNATIONAL TRANSPORTATION SERVICES CO., LTD
Address: Fl. 2, Tower 3, Ascott Raffles City, Section 4, South Renmin Road, Wohou District, Chengdu, China
POC: Amanda Qiao
Tel: 86-28 85226788/86 13942095112
Email: amanda.qiao@santaferelo.com ; Cristina.li@santaferelo.com; Sally.li@santaferelo.com

7) AGS Four Winds Chengdu
Address: RM 1305, Building 2-2, Sun Dynasty International Towers, No.27 South Renmin Road, Chengdu, China
POC: Lucy Luo
Tel: +86 28 8529 3491/86 13880308256
Fax: +86 28 8529 3492
Email: lucy.luo@agsfourwinds.com

5) Sirva international Freight forwarding (Shanghai) Co., Ltd., Chengdu Branch
Address: Room 1303, building 2, Dading Century Plaza, No. 387 Tianren road, High-Tech Zone, Chengdu, China 610094
POC: Rick Yuan
Tel: 86-28-85126262/86-13348855569
Fax: 86-28-8512 6449
Email: rick.yuan@Sirva.com or rick.yuan@alliedpickfords.com.cn
**ITGBL Local Agents**

**Country:** Chile

**Post:** Santiago

**Bureau:** WHA

### Local Agents:

- **DECAPACK**
  - Contact: Andres Gonzalez Mera
  - Phone: +56.2 2488 10 00
  - E-mail: andres.gonzalez@decapack.com
  - Address: Claudio Arrau 9452 Pudahuel, Santiago – CHILE

- **REMSSA**
  - Contact: Maria Eugenia Rojas
  - Phone: (562) 2775-9990
  - E-mail: remssa@remssa.cl
  - Address: Lope de Ulloa 1.885, Quinta Normal, Santiago-Chile

- **WARD VAN LINES**
  - Contact: Pablo Soffiato
  - Phone: (562) 2663-6700 Ext 711
  - E-mail: Pablo.Soffiato@wardvanlines.com
  - Address: Américo Vespucio 2050, Quilicura, Santiago-Chile.

- **UNIPACK**
  - Contact: Luis Silva
  - Phone: (562) 2799-7000
  - E-mail: l Silva@unipack.cl; info@ unipack.cl
  - Address: Avda. Pdt. Eduardo Frei Montalva 6070, Quilicura, Santiago-Chile.
**Local Agents:**

Asian Tigers K.C. DAT (China) Ltd.
No. 13 XinZhongXiLi, Room 302
Grand Rock Plaza, DongCheng District
Beijing, 100027 China
POC: Lewis Turner, General Manager (Sales and Marketing)
Tel: 86-10-6415-1188
Fax: 86-10-6417-9579
Email: Lewis.Turner@AsianTigers-Chian.com
Web-site: www.AsianTigersGroup.com
**customs bonded warehouse**

**AGS Four Winds International Transport Service (Shanghai) Co., Ltd Beijing Branch**
Address: Room 2-090, Building 5, North Block,
Shou Kai Bo Jun, No. 8 Xin Dong Road, Chaoyang District, Beijing, China.
Tel: 8424 3050 Ext. 217
Fax: 8424 3059 Ext. 201
Contact: Lynette Du
Title: Customer Service Coordinator
Email: lynette.du@agsfourwinds.com

China Way International Moving & Warehousing
Add: Bldg.10, Area 2, Anhuaxili, Chaoyang District,
Beijing, China 100011
Contact: Ms. Sally Zhong
Tel: 8610 6423 5750
Fax: 8610 6425 4795
Email: sally@china-waygroup.com
Website: www.chinawaygroup.com

UniGroup Relocation- Beijing
Room 7A 16, East Wing, Hanwei Planza, No 7
Guanghua road, Chaoyang district, 100004,
Beijing, China
POC: Sophia Cheng, Branch Manager
Tel: 86-10-6561-0688
Fax: 86-10-6561-6980
Email: Sophia_cheng@unigrouprelocation.com
Website: www.unigrouprelocation.com

Crown Relocations
Crown Worldwide (China) Co. Ltd.
Joshua Rose
General Manager – Central China
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Park Majuqiao Town,
Tong Zhou District,
Beijing, China 101102
Tel: +86 10 5801-8088
Mobile: +86 156 1875 6593
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JVK Magellan International Movers, Ltd.
Room 26B, Block Two, Bauhinia court
No. 30 Dongsanhuais Beiliu Road
Chaoyang District, Beijing 100023, PR China
POC: Paul Sutton
Tel: 86-010-8762 5047
Fax: 86-010-8762 5281
Email: beijing@jvkasia.com or paul.sutton@jvkasia.com
## ITGBL Local Agents

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Address</th>
<th>POC</th>
<th>Phone Numbers</th>
<th>Email Address</th>
<th>** customs bonded warehouse **</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sino Santa Fe International Transportation</td>
<td>No. 2, Street No. 8, Beijing Airport Logistics Zone, Beijing 101300 China</td>
<td>Chad Forrest</td>
<td>86-10-6947-0688, 86-10-6947-0699</td>
<td><a href="mailto:cforrest@santafe.com.cn">cforrest@santafe.com.cn</a></td>
<td>** customs bonded warehouse **</td>
</tr>
<tr>
<td>Sinotrans Beijing Company</td>
<td>Wang Si Ying Chaoyang, Beijing 100016 China</td>
<td>Wan Ke</td>
<td>86-10-8739-9552, 86-10-8739-9360</td>
<td><a href="mailto:Wanke@sinotransbj.com">Wanke@sinotransbj.com</a></td>
<td>** customs bonded warehouse **</td>
</tr>
<tr>
<td>Trans Dragon International Co.</td>
<td>No. 18 Dong Si Huan Zhong Lu, Beijing, China</td>
<td>Simon Zhao</td>
<td>86-10-8777-6092, 86-10-8777-6095</td>
<td><a href="mailto:service.1@transdragon.com.cn">service.1@transdragon.com.cn</a>;</td>
<td>** customs bonded warehouse **</td>
</tr>
<tr>
<td>Continental International Moving</td>
<td>26B, BLDG B, BAUHINIA COURT, NO. 30 DONGSANHUAN BEILU, BEIJING, CHINA</td>
<td>MR. ZHANG QING</td>
<td>+86 10 8762 5110, +86 10 8762 5281</td>
<td><a href="mailto:info@cimmover.com">info@cimmover.com</a> or</td>
<td>** customs bonded warehouse **</td>
</tr>
<tr>
<td>Asian Express International Movers</td>
<td>Room 2908, Tower 6, SOHO New Town 88 Jiangouo Road, Beijing, China</td>
<td>Michael Schopp</td>
<td>86-10-8580-1471, 86-10-8580-1475</td>
<td><a href="mailto:mike@aemovers.com.hk">mike@aemovers.com.hk</a></td>
<td>** customs bonded warehouse **</td>
</tr>
</tbody>
</table>
Local Agents:

1) 武汉环球物流有限公司
   Wuhan Huanqiu Wuliu Co. Ltd
   POC Daisy Zha: 134 7602 8002 daisy.zha@my-gl.com

3) Santa Fe Relocation service
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   Branch Manager – Chengdu, Nanjing & Wuhan
   Santa Fe Relocation Services
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   Branch Manager
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   POC: Mr. Joshua Rose
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   +86 156 1875 6593 (mobile)
   jrose@crownww.com
   www.crownrelo.com
**ITGBL Local Agents**

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Post: Bogota  
Bureau: WHA

**Local Agents:**

1) Aviomar S.A.  
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Bogota, Colombia  
POC: Miguel Angel Florez, General Manager, e-mail address: mflerez@aviomar.com.co, cell Phone #: 313 293 5407, Phone #: 555 1757  
***BONDED Facility***

2) ABC Logistics Cargo’s POC  
Calle 24, 95-12 Bodega 45,  
Parque Industrial Portos, Colombia  
POC: Maria Andrea Rodriguez, President  
Tel: 422 2383/ 422 2388  
Fax: 422-2380  
Email: marodriguez@abccargolog.com  
***BONDED WAREHOUSE***

Portan S.A.  
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pcolmenares@portan.com  
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3) Aviatur S.A.  
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POC: Juliana Cruz  
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Fax: 4180584  
Email: juliana.cruz@aviaturcarga.com.co  
***BONDED WAREHOUSE***

---

Country: Congo, Republic of  
Post: Brazzaville  
Bureau: AF

**Local Agents:**

CODEM  
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POC: Mr. Matsiona Paul  
Tel: 242 816124/ 5518374/ 6664286  
Email: congo_codem@yahoo.fr

1) DEMEX  
PO Box 15036  
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POC: Mr. Willride Nzouka  
Tel: 242 813417/ 5218388/ 5517091  
Email: demex0042000@yahoo.fr  
Website: www-congo.com

SDV Congo  
Avenue Felix Eboue, PO Box 2345  
Brazzaville, Republic of the Congo  
POC: Mr. Yvon Vancoppennalle  
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Email: Yvon.vancoppennalle@cg.dti.bollore.com
Country: Costa Rica

Post: San Jose

Local Agents:
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WINMOVERS. Mudanzas del Oeste, S.A.
Address: De Multiplaza de Escazu, 800 mts norte, Complejo Attica, bodega #10.
Phone number: 506-2215-3536
Fax Number: 506-2215-3530
Contact person: Edwin Obañdo Z. email: eobando@winmovers.com. Cel. 506-8381-6511
Mario Escalante Z. email: mescalante@winmovers.com. Cel. 506-8812-9574
Edwin Obañdo Jr. email: edwino@winmovers.com. Cel. 506-8812-8262

Fabian Ortiz
APA Worldwide Movers
Centro Colón Building, Suite 1-14
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Tel: (506) 2233-4785
Cel: (506) 8335-6464
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Patricia Fuentes
ABC Mudanzas
Tel: (506) 2258-2400
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Fax: (506) 2256-1039
Email: pfuentes@abc-movers.com
Skype: pfuentes70

Country: Cote D'Ivoire

Post: Abidjan

Local Agents:
Packing Service International
G30 Rue Des Majorettes à Bietry
07 B.P. 66
Abidjan 07, Cote d'Ivoire
POC: Jean Pierre Ceron, Director
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Fax: (225) 21-25-28-13
Email: demenagement@packing-service.com

AGS FRASERS COTE D’IVOIRE
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POC: Guillaume DEHEM / Director: to manager-
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59 59 07 67
ITGBL Local Agents

Country: Croatia
Post: Zagreb
Bureau: EUR

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Tomić d.o.o.
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10000 Zagreb

POC: Diana Tomic
Tel:+ 385 1 6055148
Fax.:+ 385 1 6055940
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1) Zagreb-Dean d.o.o.
XIV Podbrezje 19
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Fax: 385-1-655-5280
Email: Zagreb-dean@zg.htnet.hr

2) AGS Zagreb
Buzinski prilaz 21, Buzin
10010 Zagreb, Croatia
POC: Martin de Survilliers
Tel: 385-1-660-8304
Fax: 385-1-660-8155
Email: manager-zagreb@agsmovers.com

4) Move One Zagreb
Zupanjska 10
10000 Zagreb, Croatia
POC: Mr. Danijel Lackovic
Tel: 385-1-363-6065
Fax: 385-1-363-5157
Email: danijel.lackovic@moveonerelo.com or moving@moveonerelo.com

Credo d.o.o.
Vincenta iz Kastva 21
Zagreb 10000
POC: Piero Pejic/Jennifer Russell
e-mail: info@credomovers.com
Phones: 385-1-6171449; 385-98-353167

Country: Cuba
Post: Havana
Bureau: WHA

Local Agents:

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Zagreb 10000
POC: Piero Pejic/Jennifer Russell
e-mail: info@credomovers.com
Phones: 385-1-6171449; 385-98-353167
ITGBL Local Agents

Country: Cyprus
Post: Nicosia
Bureau: EUR

Local Agents:

1) Orbit Moving and Storage
Member of Orphee Beinogiou Group
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DHALI INDUSTRIAL AREA, CY 2540, NICOSIA,
CYPRUS
POC: Ms. Natasha Tavoukjian
Tel: 357 22 871471 Cell: 00357 99 68 75 63
Fax: 357 22 817122 Email: natasha@orbitcy.com
Website: www.orbitcy.com
Local Agents:

5) HrubyMOVING s.r.o.
sídlo společnosti - Kostelecká 879, 196 00 Praha 9
provozovna / korespondenční adresa -
Kozomin 501, 277 45 Kozomin.
tel: 283 930 222, hrubymoving@hrubymoving.cz

POC: Mr. Jan Bayer
Senior Relocation Advisor
T: +774 738 028,
F: +420 283 933 939
bayer@hrubymoving.cz
www.hrubymoving.cz
**incoming/outgoing DOD shipments **

4) Move One Relocations, Prague
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120 00 Praha 2, Czech Republic
POC: Ladislav Kočárek
Tel:  00 420 233 321 406
Fax: 00 420 233 901 440
Cell: 00  420 603 563 696
Email: ladislav.kocarek@moveoneinc.com

3) Santa Fe Relocation Services(Santa Fe Reloc)
U Prioru 1076/5, 161 00 Prague 6
POC:Jan Hink, mobile 602 514 772, email:
Jan.Hink@SantaFeRelo.com

2) Gosselin Worldwide Moving Group
Jeremiaskova 947
155 00 Praha 5, Czech Republic
POC: Jiri Miltner
Tel:  00 420 235 520 545/6
Fax: 00 420 235 520 547
Cell: 420 603 525 286
Email: Ms. Edita Vackova,
editav@gosselingroup.eu
Mr. Jiri Miltner. jirim@gosselingroup.eu

1) AGS, International Movers, Prague
Na Jarove 2/2424
130 00 Prague 3, Czech Republic
POC: Petr Petruzela, Operation Manager, tel: +420 602 665 687, email:
petr.petruzela@agsmovers.com.
Fax: 420 286 882 162
Mirko Marino Sales Manager
Email: mirko.marino@agsmovers.com
and manager-prague@agsmovers.com

6) Voerman UTS Prague s.r.o.
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ITGBL Local Agents

Country: Denmark
Post: Copenhagen
Bureau: EUR

Local Agents:

2) Aspire Mobility
Islevdalvej 110
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Tel: 45 70 10 44 00
Fax: 45 44 84 92 22
Email: mobel@mobel.dk

3) Crown Relocations
Jernholm 54-56
DK-2650 Hvidovre, Denmark
POC: Jacob Herlev Rasmussen, Account Manager
Tel: +45 7023 0620
Mobile: +45 2240 0644

1) Team Allied (Adam Transport)******* FIRST PREFERENCE******
Kanalholmen 31-33
2650 Hvidovre, Denmark
POC: Flemming Peetz-Schou
Tel: 45 36 86 00 04
Fax: 45 36 86 00 95
Email: flemming.peetz-schou@adam.dk
**bonded facility**

Country: Djibouti
Post: Djibouti
Bureau: AF

Local Agents:

2) Massida Logistics
Reuben Ahronee – General Manager
Bd Cheick Osman – PO Box 661
Djibouti RDD
Tel: (253) 35 15 31
Fax: (253) 35 55 18
reuben@massida-logistics.com
info@massida-logistics.com
www.massida-logistics.com

1) ETS. MARILL
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Djibouti
POC: Laurent Eme, Transit Marill, Removal Department Manager
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Mobile 00 253 77 82 31 18
Fax 00 253 21 35 64 64
Email : laurent.eme@groupe-marill.dj
POC Thierry Marill, Groupe Marill, Directeur General
Tel operator 00 253 21 35 11 50
Tel direct 00 253 21 35 37 31
Email: thierry.marill@groupe-marill.dj
Webiste: www.groupe-marill.com
**Country:** Dominican Rep.

**Post:** Santo Domingo

**Bureau:** WHA

**Local Agents:**

<table>
<thead>
<tr>
<th>Local Agents</th>
<th>POC</th>
<th>Tel</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>2) La Rosa Del Monte Express</td>
<td>Maria Arias</td>
<td>(809) 687-6620</td>
<td><a href="mailto:domrep@larosadelmonte.com">domrep@larosadelmonte.com</a></td>
</tr>
<tr>
<td>1) L&amp;G International Movers</td>
<td>Jose Lopez</td>
<td>(809) 530-4494</td>
<td><a href="mailto:jlopez@lginternationalmovers.com">jlopez@lginternationalmovers.com</a></td>
</tr>
<tr>
<td>3) Mudanzas del Caribe</td>
<td>Reynaldo Ruiz</td>
<td>(809) 548-5420</td>
<td><a href="mailto:c.movers@claro.net.do">c.movers@claro.net.do</a></td>
</tr>
</tbody>
</table>

Winston Churchill Y14C
Plaza Las Americas, 3rd Flr.
Santo Domingo, Dominican Republic
Local Agents:

2) DHL Global forwarding company
   P.O.C:
   Jean Baptiste Kanku/ Gaspard Ibumbu
   Avenue de la Science
   Kinshasa Gombe
   243-817152725
   243-817150305
   243-970035000
   Gaspard.Ibumbu@dhl.com
   Jeanbaptiste.kanku@dhl.com
   Olivier.muamba@dhl.com

5) AGS Kinshasa
   Kinshasa/ Limete
   P.O.C: Julien Porcher
   Email: managerkinshasa@agsmovers.com; importkinshasa@agsmovers.com
   ***Packing/ Shipping/Clearing

3) SDV Agetraf
   Avenue Bobozo,4200
   Kinshasa Kingabwa, DRC
   Tel: 243-991004890
   P.O.C: Kevin Degraeve or Olivier Miasuekama
   Email: Kevin.degraeve@bollore.com ;
   olivier.miasuekama@bollore.com
   ***Shipping/Clearing

1) Socodam (forwarding and packing)
   Avenue Colonel Ebeya
   Kinshasa Gombe
   P.O.C: Dambana Jean Paul
   243-819916667
   Socodam2005@yahoo.fr
   Socodamcontracting.office@yah

4) Ets Jade
   Avenue Akula,24
   Kinshasa Kingabwa, DRC
   Tel: 243-819505056
   P.O.C: Bijou Van Eycken
   Email: vaneyckenne@yahoo.fr ;
   ebutab@yahoo.fr
   ***Packing/ Shipping/Clearing
**ITGBL Local Agents**

**Country:** East Timor  
**Post:** Dili  
**Bureau:** EAP

---

**Local Agents:**

1) JVK International Movers Ltd.  
Rua Martires De Patria  
Beito Timor, Block A, No. 71  
Comoro  
Dili, East Timor  
Tel: 670-723-5784  
Fax: na  
E-mail: east.timor@jvkasia.com  
POC: Cornelio Pacheco  
Tel: 670 33 10076  
Cell: 670 723 5784  
Email: east.timor@jvkasia.com;  
cornelio@jvkasia.com

2) D&N Movers  
POC: Cornelio Pacheco  
D&N movers unipessoal lda  
Rua martires da patria,comoro Dili  
Timor Leste  
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Skype: dnmoversnl  
Email:  
pacheco.dnmoversnl@gmail.com;  
dn.moversnl@gmail.com
Country: Ecuador

Post: Guayaquil

Bureau: WHA

Local Agents:

3) Global Transport
  Bartolomé Sanchez No. 71-69 y E. Guerrero
  Panamericana Norte Km. 6 1/5 detrás de Nutrexpa
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  POC: Pablo Calero, President
  Tel: (593-2) 248-0372 / 248-0406
  Fax: (593-2) 247-2587
  Email: pcalero.global@andinanet.net

1) INSA - International Shipping and Storage
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  Guayaquil, Ecuador
  POC: Ing. Vicente Avalos, General Manager
  Tel: (593-4) 265-8032
  Email: vavalos@grupoinsa.com

2) Cayser Carga Y Servicios
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  POC: Ing. Fernando Caicedo, General Manager
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  Fax: (593-4) 239-4403
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Post: Quito

Bureau: WHA

Local Agents:

1) ECUADORIAN TRANSPORT
  Address: Malearte N6772, entre Av. Legarda y Occidental. Quito, Ecuador
  POC: Gustavo Lopez, Manager
  Tel: 011- 593 2  6034710 / 6036281
  Fax: N/A
  E-mail: operaciones@ecuadoriantransport.com; grace@ecuadoriantransport.com

2) GLOBAL TRANSPORT
  Address: Bartolomé Sánchez N71-69 y Enrique Guerrero. Quito, Ecuador
  POC: Pablo Calero, Manager
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  Fax: 011 – 593 2 2480-406
  E-mail: cjaramillo@globaltransportecuador.com

3) INTERNATIONAL SHIPPING & STORAGE – INSA
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  POC: Maria E. Avalos, Manager
  Tel: 011- 593 2  2406065 / 066
  Fax: 011 – 593 2 2406067
  E-mail: mavalos@insa.com.ec

4) Premium Logistics
  Tomas Charlope N47-204 yA. Zambrano
  Quito, Ecuador
  POC: Ing. Raul Serrano, Manager
  Tel: 593 2 2234768; 593 2 2462998
  Fax: 5932-244225
  Email: rserrano@premiumlogistics.com.ec
Country: Edinburgh
Post: Edinburgh
Bureau: EUR

Local Agents:
See agents for London.
Local Agents:

5) Express International Group
Kilo 28, Abou Rawash Industrial Estate
Abou Rawash, Cairo, Egypt.
POC: George Nazzal
Tel.: 20-2-35391540 / 44
Fax.: 20-2-35391545 or 35391441
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E-Mail: gnazzal@expressintl.com.eg
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1) AGS FRASERS EGYPT
Section A - piece 54 - block (R)
6th division - building 54 - 9th floor - apt 91
Zahraa El Maadi - Cairo, Egypt
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Fax: 00 20 (0) 106 668 01 63

6) Four Winds International
11A Corniche El Nil,
Maadi, Cairo, Egypt
POC: Mrs Noreen El-Garabawy Chairman
Tel: (02) 02 3580113/3583608
Cell: (02) 010 0300 3888
Fax: (02) 02 3593605
Email: noreen@fourwinds-eg.com

2) Allied Pickfords Company - Egypt
Mr. George Kmeid
Vice-President Sales
Email: george@alliedpickfords-eg.com
Tel: +202-35390 831/2
Fax: +202-35390 383
Mobile: +2 (010) 958-0109

3) DHL Global Forwarding
36, Deliverande Street
Heliopolis, Cairo, Egypt
POC: Mrs. Amani Habashi,
Removals Department Manager
Tel: (02) 417 2040
Cell: (02) 10-9990286
Fax: 002 02 2910616
Email: amani.habashy@dhl.com

4) United Trans Company
Mr. Adel Guirguis
General Manager
Email: trans@grpunited.net
Tel: +202 2460 33 70
Fax: +202 2460 33 80
www.grpunited.net
ITGBL Local Agents

Local Agents:

2) Allied Pickfords Company - Egypt
Mr. George Kmeid
Vice-President Sales
Email: george@alliedpickfords-eg.com
Tel: +202-35390 831/2
Fax: +202-35390 383
Mobile: +2 (010) 959-0109

5) Express International Group
Kilo 28, Abou Rawash Industrial Estate
Abou Rawash, Cairo, Egypt.
POC: George Nazzal
Tel.: 20-2-35391540 / 44
Fax.: 20-2-35391545 or 35391441
Vonnage: 817-704385
E-Mail: gnazzal@expressintl.com.eg
Web.site: www.expressintl.com.eg

4) United Trans Company
Mr. Adel Guirguis
General Manager
Email: trans@grpunited.net
Tel: +202 2460 33 70
Fax: +202 2460 33 80
www.grpunited.net

3) DHL Global Forwarding
36, Deliverande Street
Heliopolis, Cairo, Egypt
POC: Mrs. Amani Habashi,
Removals Department Manager
Tel: (02) 417 2040
Cell: (02) 10-9990286
Fax: 002 02 2910616
Email: amani.habashi@dhl.com

1) AGS FRASERS EGYPT
Section A - piece 54 - block (R)
6th division - building 54 - 9th floor - apt 91
Zahraa el Maadi - Cairo, Egypt
Email: manager@agsegypt.com
Tel: 00 20 (0) 122 813 64 65
Fax: 00 20 (0) 106 668 01 63

6) Four Winds International
11A Corniche El Nil,
Maadi, Cairo, Egypt
POC: Mrs Noreen El-Garabawy
Chairman
Tel: (02) 02 3580113/3583608
Cell: (02) 010 0300 3888
Fax: (02) 02 3593605
Email: noreen@fourwinds-eg.com
Country: El Salvador
Post: San Salvador

Local Agents:
COMCA INTERNATIONAL
Blvd. Acero No. 12-A
Zona Industrial Merliot
Antiguo Cuscatlan
La Libertad
El Salvador, Central America

POC: Fernando N. Martinez
General Manager
Phone No. 503-2250-9300
Moving.comca@gmail.com

MUDISA (Mudanzas Internacionales, S.A. de C.V.)
Calle Chaparrastique No. 34
Zona Industrial Santa Elena
Colonia Santa Elena, Antiguo Cuscatlan
La Libertad, El Salvador, C.A.
POC: Cecilia Madrid and Lorena Sanchez
Tel: (503) 2289-3198
Email: projectmanager@mudisa.com.sv  Website: www.mudisa.com.sv

Country: Equatorial Guinea
Post: Malabo

Local Agents:
Global Trans GE – Customs & Forwarding Agency
Abilio Balboa 446 – Malabo – Equatorial Guinea
M +240 222 27 32 10
e-mail commercial@globaltransge.com
ITGBL Local Agents

Country: Eritrea
Post: Asmara

Local Agents:

3) Eritrean Clearing & Forwarding Agent, Pvt. Ltd.
Co.
55 Liberty Avenue 1t floor No .08
PO BOX 671
Asmara, Eritrea
POC: Yonas Tekie
Tel: 291-1-123688
Fax: 291-1-1120795
Email: ecfa@gemel.com.er

2) IBEX TRANS SERVICES
POC. Eyob O.Yesus
Tel : +291 1 126929  Fax: 291 1 127061
Mobile:- +291 7 115891
P.O.BOX : 1643
Email : ibex@tse.com.er OR
ibex_operation@gemel.com.er

1) Global Plc. Clearing & Forwarding, Packing
Moving Warehouse
Blue Building No. 2
Asmar, Eritrea
POC: Ghebrekidan Kidane
Tel: 291-1-124445/ 124870
Fax: 291-1-124338
Email: global@gemel.com.er ***** PLEASE
USE GLOBAL FOR ALL OUTBOUND SHIPMENTS
****

Country: Estonia
Post: Tallinn

Local Agents:

1) AVA Express OU
Peterburi Tee 46
11415 Tallinn, Estonia
POC: Rain Merisalu
Tel: 372 613 9737 or 372 514 8797
Email: rain@ava.ee or ava@ava.ee

MoveMaster OU
Parnu mnt 139E/5
11317 Tallinn, Estonia
POC: Aaro Kouts
Tel: +372 5400 5000
Email: aaro@movemaster.ee


Monday, July 10, 2017
ITGBL Local Agents

Country: Ethiopia
Post: Addis Ababa

Local Agents:
1) Green International Movers
Addis Ababa, Ethiopia
POC: Brook Befikadu (General Manager)
Email: brook@greenint.com
Tel: 251-011-662-3682
Fax: 251-011-618-7984
Email: contact@greenint.com

2) Segon International Movers
Addis Ababa, Ethiopia
POC: Mulugetta Asefa / Tsedey Worku
Tel: 251-11-618-5942
Fax: 251-6-637815
Email: segon@telecome.net.et;
segon@ethionet.et; segon.dir@ethionet.et

3) Panafric Global P.L.C.
Gambia Street, Tsige Mariam Building 2nd Floor
P.O.Box 7408
Addis Ababa, Ethiopia
Tel: +251-115-51 6250/ 7092
Tel: +251-115-15 3243
Fax: +251-115-51 5259
POC: Tesfa Dagnachew, Marketing Director
Mobile: +251-911-60 6741
Email: tesfad@panafricglobal.com
Email: panafric.global@ethionet.et
Web: www.panafricglobal.com

Country: Fiji Islands
Post: Suva

Local Agents:
Movements International Fiji
Worldwide Shipping, Moving,
Storage & Relocation
Head Office: 9 Reservoir Rd
P.O.Box 12158, Suva, Fiji Islands
Tel: +679 3319476 / 3100271,
Tel: +679 3319479 /Mobile: +679
9922021
phillipb@mifiji.com.fj
admin@mifiji.com.fj
sales@mifiji.com.fj
Skype: Suresh.mifiji
www.mifiji.com.fj

Williams & Gosling Ltd.
PO Box 79
Suva, Fiji
POC: Gina Pickering
Email: GinaP@wgfiji.com.fj
POC: Romana Andrews
Email: RomanaA@wgfiji.com.fj
Tel: 679-3312633
Web-site: www.wgfiji.com.fj
**bonded facility **
info@wgfiji.com.fj
Country: Finland

Post: Helsinki

Bureau: EUR

Local Agents:

1) Oy Victor Ek Ab
Hyttitie 3
00700 Helsinki, Finland
POC: Mr. Antti Lind
Tel: 358 9 1251 370
Email: antti.lind@victorek.fi

2) Helsingin KTK Oy / Master Mover
Kankiraudantie 1
00700 Helsinki, Finland
POC: Arja Laitinen
Email: arja.laitinen@helsinginktk.fi
Email: mastermover@helsinginktk.fi
Tel: 358-9-77787220

3) Alfa Quality Moving Oy
Henry Fordinkatu 5 B
00150 Helsinki, Finland
POC: Dennis Westerholm/Managing Director, Peik Leka/Sales Manager
Tel: 358-207-931100
Fax: 358-207-731109
Email: dennis.westerholm@alfamoving.fi,
peik.leka@alfamoving.fi
Web-site: www.alfamoving.fi
<table>
<thead>
<tr>
<th>Post</th>
<th>Bureau</th>
<th>Local Agents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bordeaux</td>
<td>EUR</td>
<td>See Paris</td>
</tr>
<tr>
<td>Lille</td>
<td>EUR</td>
<td></td>
</tr>
<tr>
<td>Marseille</td>
<td>EUR</td>
<td>1) Gosselin Worldwide Moving Belcrownlann 23</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2) Provence Services 94 chemin du Littoral</td>
</tr>
<tr>
<td></td>
<td></td>
<td>13015 Marseille, France</td>
</tr>
<tr>
<td></td>
<td></td>
<td>POC: Benoit Boulais</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: (33) 491 095 030</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: (33) 491 095 039</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:b.boulais@provenceservices.com">b.boulais@provenceservices.com</a></td>
</tr>
</tbody>
</table>
## ITGBL Local Agents

### Post: Paris

<table>
<thead>
<tr>
<th>Local Agents:</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEAM Allied</td>
</tr>
<tr>
<td>Contact person: Nathalie Henenbelle</td>
</tr>
<tr>
<td>47 Route Principale du Port</td>
</tr>
<tr>
<td>92238 Gennevilliers Cedex, France</td>
</tr>
<tr>
<td>TEL: +(33) 1 47 92 45 70 FAX: +(33) 1 47 92 50</td>
</tr>
<tr>
<td>E-MAIL: <a href="mailto:nathalie.henenbelle@teamrelocations.com">nathalie.henenbelle@teamrelocations.com</a></td>
</tr>
<tr>
<td>GOVERNMENT LOGISTICS NV</td>
</tr>
<tr>
<td>Manager: Mr. Stephan GEURTS Junior</td>
</tr>
<tr>
<td>Belcrownlaan 23, 2100 DEURNE, BELGIUM</td>
</tr>
<tr>
<td>Tel: +(32) 3 360 55 00 - Fax: +(32) 3 360 56 33</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:StephanJr@govlog.be">StephanJr@govlog.be</a></td>
</tr>
<tr>
<td>GROSPIRON</td>
</tr>
<tr>
<td>Manager: Mr. Jean Luc HADDAD</td>
</tr>
<tr>
<td>Z.I. du Coudray, 30/32 Avenue Albert Einstein, 93150 Le Blanc Mesnil, France</td>
</tr>
<tr>
<td>Tel: +(33) 1 48 14 41 79 Fax: +(33) 1 48 11 71 70</td>
</tr>
<tr>
<td>E-MAIL: <a href="mailto:jl.haddad@grospiron.com">jl.haddad@grospiron.com</a></td>
</tr>
<tr>
<td>CROWN RELOCATIONS</td>
</tr>
<tr>
<td>Manager: Ms. Corinne Troubat</td>
</tr>
<tr>
<td>7 rue Gustave Eiffel - 78300 Poissy, France</td>
</tr>
<tr>
<td>Tel: +(33) 1 30 06 75 37 Fax: +(33) 1 30 06 75 48</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:ctroubat@crownrelo.com">ctroubat@crownrelo.com</a></td>
</tr>
<tr>
<td>STERLING CORPORATE RELOCATION</td>
</tr>
<tr>
<td>Contact person(contracting office based in Lyon):</td>
</tr>
<tr>
<td>Mme. Catherine BOUSSEY</td>
</tr>
<tr>
<td>Sterling Relocation</td>
</tr>
<tr>
<td>ZA Pesselière - 7, rue Jacques de Vaucanson - 69780 Moins, France</td>
</tr>
<tr>
<td>Tel: ++(33) 4 72 47 25 65</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:catherine.boussey@sterlingrelocation.com">catherine.boussey@sterlingrelocation.com</a></td>
</tr>
<tr>
<td>Logistic Paris Office:</td>
</tr>
<tr>
<td>116 Avenue Aristide Briand - 93153 Le Blanc-Mesnil cedex, France</td>
</tr>
<tr>
<td>TEL: +(33) 1 49 39 47 00 - Fax: +(33) 1 49 39 47 17</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:lyne.neto@sterlingrelocation.com">lyne.neto@sterlingrelocation.com</a></td>
</tr>
<tr>
<td>INTERDEAN</td>
</tr>
<tr>
<td>Manager: Ms. Céline DELRUE</td>
</tr>
<tr>
<td>6 rue René Razel 91400 Saclay, France</td>
</tr>
<tr>
<td>TEL: +(33) 1 80 38 31 00 FAX: + 33 (0) 1 69 35 08 55</td>
</tr>
<tr>
<td>E-MAIL: <a href="mailto:celine.delrue@interdean.com">celine.delrue@interdean.com</a></td>
</tr>
<tr>
<td>NEER SERVICE FRANCE</td>
</tr>
<tr>
<td>Manager: Mr. cedric ZIBI</td>
</tr>
<tr>
<td>17 Avenue des Morillons - 95140 Garges les Gonesse, France</td>
</tr>
<tr>
<td>Tel: +(33) 1 34 45 50 30 / +(33) 1 34 45 50 00</td>
</tr>
<tr>
<td>Fax: +(33) 1 34 45 52 00</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:cedricz@neerservice.fr">cedricz@neerservice.fr</a></td>
</tr>
<tr>
<td>PRODEMIS</td>
</tr>
<tr>
<td>Manager: MR. Alain BEREKBAUM</td>
</tr>
<tr>
<td>Contact person: Mme. Brigitte Pagnoud</td>
</tr>
<tr>
<td>42 rue Jean-Jaures - 92800 PUTEAUX</td>
</tr>
<tr>
<td>Tel: +(33) 1 41 02 94 41 - FAX: +(33) 1 41 02 94 49</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:Bpagnoud@prodemis.fr">Bpagnoud@prodemis.fr</a></td>
</tr>
</tbody>
</table>

### Post: Strasbourg

<table>
<thead>
<tr>
<th>Local Agents:</th>
</tr>
</thead>
<tbody>
<tr>
<td>See Paris</td>
</tr>
</tbody>
</table>

---

Monday, July 10, 2017
Country: Gabon
Post: Libreville

Local Agents:
AGS Gabon
Z.I. Owendo
B.P. 9161
Libreville, Gabon
POC: Duret Bernard, Director
Tel: 241 07 57 96 70 or 241 07 57 75 49
Fax: 241 70 41 56
Email: direction-gabon@agsdemangement.com

Country: Gambia
Post: Banjul

Local Agents:
1) AGS Frasers Gambia
59 Mamadi Manjang Highway
PMB 422 Serrekunda Post Office
Kanifing, The Gambia
POC: Martial Chazeaud
Contact email: Manager-Gambia@agsmovers.com
Email address for US agent contact: ITGBL-Africa@agsmovers.com
Tel: 220 437 2683
Fax: 220 437 2524

2) Edgar Holdings Ltd.
5 Liberation Avenue
P.O. Box 143
Banjul, The Gambia
POC: Stephan Banna, Director
Tel: 220 422 6494
Fax: 220 422 7408
Email: edgar@mail.gm
## ITGBL Local Agents

<table>
<thead>
<tr>
<th>Local Agents:</th>
</tr>
</thead>
</table>
| 1. GOSSELIN MOVING Georgia  
POC: John Braeckevelt and / or Eka Menabdishvili  
E-mail: johnb@georgia.gosselingroup.eu or ekam@georgia.gosselingroup.eu.  
TEL: +995 322 59-66-01/02/03  
FAX: +995 322 59-66-00  
Address: Didi Dighomi, 3-rd Micro-region, Tbilisi-0131, Georgia  |
| 2. GLOBALINK LOGISTICS GROUP Georgia  
POC: Manzoor Shah and /or Ia Meskhi  
E-mail: m.shah@globalinkllc.com and i.meskhi@globalinkllc.com.  
TEL: +995 322 37-25-91/38-18-44  
FAX: +995 322 37-34-50  
Address: 14-A Shartava St., Suite 7, Tbilisi-0160, Georgia  |
| 3. INTERDEAN INTERNATIONAL RELOCATION  
Griboedov Street, 0108 Georgia  
POC: Revaz Chanturia and / or Amina Ahmedova  
E-mail: revaz.chanturia@interdean.com and amina.ahmedova@interdean.com; tbilisi@interdean.com.ge  
TEL: +995 322 91-70-88  
FAX: +995 322 91-70-88  
Address: 5B N. Ramishvili St., Tbilisi-0179, Georgia  |
### ITGBL Local Agents

**Country:** Germany  
**Post:** Berlin  
**Bureau:** EUR

#### Local Agents:

<table>
<thead>
<tr>
<th>#</th>
<th>Company</th>
<th>Address</th>
<th>POC</th>
<th>Contact Information</th>
<th>Bonded Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Froesch GMBH &amp; Co. KG</td>
<td>Maerkische Allee 45, 14979 Grossbeeren, Germany</td>
<td>Frank Westermann</td>
<td>Tel: 0049 (0) 33 701 / 532 60  Email: <a href="mailto:info.berlin@froesch.de">info.berlin@froesch.de</a></td>
<td>** bonded facility **</td>
</tr>
</tbody>
</table>
| 2 | ITO (International Transport Organisation) | Damaschkestr. 31, 28308 Bremen / Germany | Mr. Wanja Schiefelbusch  
Sales Manager International | Tel: +49 (0) 331-740 9072  
Fax: +49 (0) 331-550 3400  
Cell: +49 (0) 178-589 2005  
Email: ws@ito-movers.de  
Mr. Rolf Sommer  
Tel: +49 (0) 331-740 00085  
Fax: +49 (0) 331-600 28818  
Cell: +49 (0) 172 417 6333  
Email: rolf.sommer@ito-movers.de | ** bonded facility ** |
| 1 | Santa Fe Relocation Services | Hauptstr. 07, 14979 Grossbeeren, Germany | Christian Winkler     | Tel: 49-33701-21413  
Email: Christian.Winkler@SantaFeRelo.com | ** bonded facility ** |

**Post:** Bonn  
**Bureau:** EUR

#### Local Agents:

See Berlin

**Post:** Dusseldorf  
**Bureau:** EUR

#### Local Agents:

See Berlin
## ITGBL Local Agents

### Frankfurt

**Local Agents:**

1) Company Friedrich Kurz GmbH  
Walter-Zapp-Strasse 4  
35578 Wetzlar, Germany  
Phone: 011-49-6441-9232-0 or 011-49-6441-9232-16  
Fax: 011-49-64419232-22  
Contacts are:  
Barbara Galir, General Manager; Email: Barbara.Galir@Kurz-Moving.de  
PH: 011-49-6441-9232-16  
Beatrix Kaup, Export; Email: Beatrix.Kaup@Kurz-Moving.de  
PH: 011-49-6441-9232-18  
Stephanie Kuhl, Import; Email: Stephanie.Kuhl@Kurz-Moving.de  
PH: 011-49-6441-9232-90; info@kurz-moving.de

2) Company Schmid & Kahlert GmbH & Co. KG  
Peter-Sander-Strasse 38  
55252 Mainz-Kastel, Germany  
Contacts are:  
Mr. Kahlert, General Manager; Email: J.Kahlert@schmid-und-kahlert.de  
PH: 011-49-6134-2026 27  
Stefan Moll, Export/Import; Email: S.Moll@schmid-und-kahlert.de  
PH: 011-49-6134-2026 34  
Mr. Milo; Email: Milo@schmid-und-kahlert.de

Company BVL Bavaria Verpackungen & Logistik  
Altenbachstrasse 31  
63743 Aschaffenburg, Germany  
Phone: 011-49-6028-99835-0 or 011-49-6028-9983511  
POC: Nadia Scheffler (Move-Coordinator); email: Nadia@b-v-l.com  
Szymon Hurkacz; email: Szymon@b-v-l.com  
General email address: Contact@b-v-l.com

### Hamburg

**Local Agents:**  
See Berlin

### Leipzig

**Local Agents:**  
See Berlin
## Local Agents:

1) Schmid and Kalhert GmbH & Co. KG
   Siemenstrasse 12a
   85716 Unterschleissheim/Muenchen
   POC: M. Lauer
   Tel: 49 49 3190 810
   Fax: 49 49 3190 8129
   Email: m.lauer@schmid-und-kahlert.de

2) Interdean Relocation Services GmbH
   Branch Office Munich
   Lerchenstraße 26 – 28
   80995 Munich
   Point of contact:
   Thomas Angermann
   E-mail address:
   Thomas.Angermann@interdean.com
   Phone:
   +49 89 143 8650 switch board
   +49 89 143 865 23 direct line
   Fax number:
   +49 89 143 865 71
ITGBL Local Agents

Country: Ghana  
Post: Accra  
Bureau: AF

Local Agents:

1) AGS (Frasers International) Ghana
   Managing Director, THIBAULT MALEZIEUX +233 244 310 221
   Email: manager-ghana@agsmovers.com
   Spintex Road-East Legon
   P.O. Box CT.1323, Cantonments,
   Accra, Ghana.

   POC: THIBAULT MALEZIEUX
   Email: manager-ghana@agsmovers.com
   Email: import-ghana@agsmovers.com
   export-ghana@agsmovers.com

2) DOXA WORLDWIDE MOVERS LTD
   Official/Group email address: doxavl@yahoo.com
   / doxavanlines@gmail.com
   Contact person & tel. # for Documents: Matthew
   Ackun - 0244263999 / 0207056074
   Jacob
   Tampuri - 0203001178
   Contact person & tel. # for Export: Matthew
   Ackun - 0244263999 / 0207056074
   Gideon
   Adatsi - 0277316118
   Contact person & tel. # for Import: Matthew
   Ackun - 0244263999 / 0207056074
   Jacob
   Tampuri - 0203001178
   Contact person & tel. # for Invoices/Payments:
   Bernard Arthur Tey - 0243425809
   Matthew
   Ackun - 0244263999 / 0207056074

3) UT Logistics
   2nd floor, Dennis House Building
   PMB 193, Tema
   Ghana, West Africa
   M: (+233) 202 640259
   Email: servicedesk@ut-logistics.com
   Website: www.ut-logistics.com
   Official/Group email address: servicedesk@ut-logistics.com
   Contact person & tel. # for Documents, Export,
   Import and Invoices/Payments: Ms Fidelia Otchere,
   +233-202-640259

4) Worldwide Movers Ghana Ltd
   Mailing Address: PO Box CT10216, Cantonments,
   Accra, Ghana
   Physical Address:
   PSB Plaza, 3rd Floor
   Plot #87 Spintex Rd.
   Accra, Ghana
   +233 302-971-258
   http://www.worldwidemoversafrica.com/ghana.html
   Grant Jones:
   grant.wwmga@icloud.com
   +233 260-840-559
5) Bbold Logistics Ghana Limited
Address: P.O.Box CO1008, Tema
Country, Ghana
Main Phone Number: +233 (303) 216979
Main Fax Number: +233 (303) 211478
Main Point of Contact: Claud Fifi Cobbold
Email: info@bboldlogistics.com;
claud@bboldlogistics.com

Imports:
Contact Person: Mandy Asmah
E-Mail Address:
mandy@bboldlogistics.com
Phone Number: +233 (303) 216979
Fax Number: +233 (244) 769196

Exports:
Contact Person: Claud Fifi Cobbold
E-Mail Address:
claud@bboldlogistics.com
Phone Number: +233 (303) 216979
Fax Number: +233 (244) 290043

Invoice Questions:
Contact person: Edwin Cobbold
E-Mail Address:
Edwin@bboldlogistics.com
Phone Number: +233 (243) 441327
Fax Number: +233 (303) 211478

After Hours/Emergency Contact
Contact Person: Maxwell Cobbold
E-Mail Address:
maxwell@bboldlogistics.com
Phone Number: +233 (303) 216979
Mobile Number: +233 (272) 211111 & 221111
Country: Greece
Post: Athens

Local Agents:

4) ATTICA MOVERS LTD
19 SYNGROU AVENUE
ATHENS/ 11743 GREECE
TEL. 0030-210-9216773  fax. 0030-210-9222395
You may contact me, DIMITRA KOTSANIDOU
email dkotsanidou@atticamovers.gr

1) Orphee Beinoglou International Forwarders SA
27th km Old National Road Athens-Korinth
Elefsinia Location
GR-19200 Elefsina/Athens
S.B. (0030) 210 9466 100 (ext. 302 & 303 & 312)
FAX : (0030) 210 55 41 035
Cell. : (0030) 695.5-190.888
POC: Lina Dekouli
E-mail: ldekouli@beinoglou.gr

3) Matrix Relocations Ltd
26 Skoufa str.,
10673 Athens Greece
Tel :+30 211 800 0660
Fax : 011 30 210 6104493
POC : Mr. S. Michos
Email : sergios.michos@matrixrelo.com
itgbl@matrixrelo.com

2) Celebrity Intl Movers
102 Kapodistriou Av.,
14235 N. Ionia
Tel : 011 30 210 2720103
Fax : 011 30 210 2720105
POC : Mrs. Marissa Tejada Benekos
Email : marissa@celebrity.gr
Local Agents:

3) Orphee Beinoglou International Forwarders SA
27th km Old National Road
Athens-Korinth
Elefsinia Location
GR-19200 Elefsina/Athens
S.B. (0030) 210 9466 100 (ext. 302 & 303 & 312)
FAX: (0030) 210 55 41 035
Cell: (0030) 695.5-190.888
POC: Lina Dekouli
E-mail: ldekouli@beinoglou.gr

4) ATTICA MOVERS LTD
19 SYNGROU AVENUE
ATHENS/ 11743 GREECE
TEL. 0030-210-9216773 fax.
0030-210-9222395
You may contact me, DIMITRA KOTSANIDOU
email dkotsanidou@atticamovers.com

1) Matrix Relocations Ltd
26 Skoufa str.,
10673 Athens Greece
Tel: +30 211 800 0660
Fax: 011 30 210 6104493
POC : Mr. S. Michos
Email : sergios.michos@matrixrelo.com
itgbl@matrixrelo.com

2) Celebrity Int'l Movers
102 Kapodistriou Av.,
14235 N. Ionia
Tel : 011 30 210 2720103
Fax : 011 30 210 2720105
POC : Mrs. Marissa Tejada
Benekos
Email : marissa@celebrity.gr

Country: Grenada

Local Agents:

1) St. Louis Services
PO Box 311, The Carenage
St. George's, Grenada
POC: Mr. Phinsley St. Louis
Tel: (473) 440-2921
Email: stlouisservices@spiceisle.com

2) George's Agency and Traders
Tanteen Terrace
St. George's, Grenada
POC: Mr. Anthony George
Tel: (473) 440-9042; 440-6678
Email: gat@spiceisle.com
**ITGBL Local Agents**

**Guangzhou**

**Bureau:** EAP

**Local Agents:**

2) Asian Tigers Mobility
Room 1707, New Ploy Tower
No. 2 Zhong Shan Liu Road
Guangzhou, China
POC: Sarah Lee
Email: sarah.lee@asiantigers-china.com
Tel: (8620) 8666-2655
Fax: (8620) 8667-8944

3) Santa Fe Relocation Services
Room 1308, West Tower
Yongcheng International Commercial Center
Tiyu East Road
Tianhe District
Guangzhou 510620, China
POC: Thomas Morocz
Email: Thomas.Morocz@santafe.com
Tel: (8620) 3887-0630
Fax: (8620) 3887-0629

1) AGS Four Winds International Movers
Room 705, R & F Golden Jubilee Business Center
No. 5 Fuchang Road
Haizhu District
Guangzhou, China
POC: Kenny Zheng
Email: kenny.zheng@agsfourwinds.com
Tel: (8620) 8363-3735
Fax: (8620) 8363-4356

**Guatemala City**

**Bureau:** WHA

**Local Agents:**

1) Swiss Global Movers
3 Calle 6-70, zona 13
Pamplona
Guatemala City, Guatemala
POC: Liliana Salguero
Tel: 502-2259-0600
Fax: 502-2472-3413
Email: liliana.salguero@cropa.com.gt
Website: www.cropa.com.gt

3) Intermud
20 Avenue 18-01; Zona 11
Guatemala City, Guatemala
POC: Patrick Heinimann / Patricia Gonzalez
Tel: 502 2415 6815
Fax: 502 2415 6825
Email: intermud@intermud.com
Web-site: www.intermud.com
Country: Guinea
Post: Conakry
Bureau: AF

Local Agents:
2) AGS FRASERS GUINEE
POC: Michel GIOVANNUCCI
TEL: 00 224 62 35 72 73
00 224 63 40 72 73
Email: manager-Guinee@agsmovers.com
Email address for US agent contact: ITGBL-Africa@agsmovers.com

3) DHL Global Forwarding
POC: Mr. Boubacar Toure, Logistics and Fret Supervisor
Tel: (00224) 30 41 48 90
Cell: (00224) 64 40 03 04
Email: Boubacar.toure@dhl.com

1) Soguifret, Guinee
POC: Mr. Ibrahima Kalil Beret, General Director
Tel: (00224) 30 47 70 36
Cell: (00224) 64 22 41 34/ 60 25 61 19
Email: sogifret@sotelgui.net.gn

Country: Guinea-Bissau
Post: Bissau
Bureau: AF

Local Agents:
2) Transit Fret (Transfret):
AGENCE GUINEE BISSAU
RUA General Omar Torrijo
No. 33 Bissau
Tel: +245 20 74 05
Fax: +245 20 74 06
EMAIL: Transfret@yahoo.ca

1) AGS Frasers Senegal
Av. Malick Sy
BP: 2704 - Dakar, Senegal
POC: Jean Noel Boulnois
Tel: 221 822 54 30
Cell: 221 637 72 80
Email: tdicasal@orange.sn

Country: Guyana
Post: Georgetown
Bureau: WHA

Local Agents:
1) Guyana Overseas Traders
1 Victoria Road
Sparendaam
Plaisance, East Coast Demerara
POC: Horace Willisson
Tel: 592-222-5552
Fax: 592-222-5553
Email: Guyotrad@networksgy.com
**ITGBL Local Agents**

**Country:** Haiti  
**Post:** Port-au-Prince  
**Bureau:** WHA

**Local Agents:**

2) CONCORDE WORLDWIDE MOVERS  
7, Rue Garnier  
Bourdon, Haiti  
Tel: 509-2813-7457; 3657-2660  
USA 1-646-233-1260  
POC: Mr. Reynald Lally / Jean Eddy Jeanniton  
3473-8487  
Email: concordeoffice@gmail.com & concordehaiti@gmail.com  
rlally@concordehaiti.com  
Jean Eddy Jeanniton  
(jpjmuchpowers@gmail.com)

1) EMBALLAGE ADVENTISTE  
Diquini 63, Carrefour, Haiti  
Email: info@emballageadventiste.com  
POC: Mr. Delide Meme  
Tel: 509-2813-1376 / 77  
Cell phone: 509-3759-3128

**Country:** Holy See  
**Post:** Vatican City  
**Bureau:** EUR

**Local Agents:**  
See Rome, Italy.

**Country:** Honduras  
**Post:** Tegucigalpa  
**Bureau:** WHA

**Local Agents:**

2) Airlift International  
Boulevard Suyapa (100 mts. North of Emisoras Unidas)  
Tegucigalpa, Honduras  
POC: Mario Nunez Lacayo  
Tel: (504) 2233-0485; (504) 9992-2576  
Email: mnunez@mudanzasairlift.com; areyes@mudanzasairlift.com

1) Mundanzas Gamundi  
Colonia Las torres Km. 5  
Carretera al Batallon  
Comayaguela, Honduras  
POC: Susana Gamundi de Villars  
Tel: (504) 2233-2060; (504) 9990-2710  
Email: sgamundi@grupogamundi.com ** customs bonded facility **

3) Mudanzas International  
Edificio Internacional  
Boulevard Suyapa (frente la UNAH)  
POC: Maritza Rodriguez de Lacayo  
Tel: (504) 2239-1901; (504) 2239-1903  
E-mail: mudintl@yahoo.com  
info@mudanzasinternational.hn
**ITGBL Local Agents**

**Country:** Hong Kong  
**Post:** Hong Kong  
**Bureau:** EAP

**Local Agents:**

4) Santa Fe Relocation Services  
18 / Floor C.C Wu Building  
302-8 Hennessy Road  
Wanchai, Hong Kong  
POC: Mr. Franko Yu  
Tel: (852) 2833-2522  
Email: fyu@santafe.com.hk  
Website: www.santaferelo.com

1) Asian Tigers K.C. Dat Ltd.  
Suite 1702, 3 Lockhart Road  
Wanchai, Hong Kong  
POC: Lorretta Woo or Lydia Cheung  
Tel: 852-2528-1384  
Fax: 852-2529-7443  
Email: lorretta.woo@asiantigers-hongkong.com  
Email: lydia.cheung@asiantigers-hongkong.com

2) Crown Relocations  
Crown Worldwide Building  
9-11 Yuen On Street  
Siu Lek Yuen, Shatin, Hong Kong  
POC: Mr. Bruce Fox  
Tel: (852)2636-8353  
Email: bfox@crownrelo.com
## ITGBL Local Agents

### Hungary

**Country:** Hungary  
**Post:** Budapest  
**Bureau:** EUR

### Local Agents:

| 1) | ISanta Fe Relocations Kft.  
H-1211 BUDAPEST, Szállító u. 6. (2nd floor)  
POC: Anthony Heszberger  
Tel: (361) 888-6750  
Fax: (361) 277-2877  
Email: Anthony.Heszberger@SantaFeRelo.com  
Email: Andrea.Laskovics@SantaFeRelo.com  
Website: www.santaferelo.com |
|---|
| 2) | Move One Hungary  
Office address: 1117 Budapest, 11th district, Neumann Janos u 1/E, 5th floor  
Email: budapest@moveoneinc.com  
Phone: +361 266 0181 |
| 4) | AGS Budapest  
Hunyadi Janos ut 162  
1116 Budapest, Hungary  
POC: Ingrid Lamblin  
Tel: 36 1 204 8674  
Fax: 36 1 204 8670  
Cell: 36 70 370 8902  
Email: manager-budapest@agsmovers.com |

### Iceland

**Country:** Iceland  
**Post:** Reykjavik  
**Bureau:** EUR

### Local Agents:

| 1) | Propack - Pokkun og Flutningar  
Smíoshofoi 1  
110 Reykjavik, Iceland  
POC: Mr. Víðar Petursson  
Tel: (354)-587-9700  
Fax:(354)-587-9705  
Email: propack@propack.is |
Country: India
Post: Chennai
Bureau: SCA

Local Agents:

AGS Four Winds India
Third Floor,
51 1st Main Road, Gandhi Nagar, Chennai,
India
Jefferson
4886
Mr. Ivan
Tel: +91 44 4205
Mobile: +91 99 620 27973
Email address: manager-india-chennai@agsfourwinds.com

4) M/s Clintus Network, Mtd.
Khasra No. 3321 Chattarpur
New Delhi, India
POC: Mr. Dinesh Joshi, Director
Tel: 91-11-26803874/75/76/77/78/79
Cell: 9810155741

1) Govias & Govias
International Packers, Movers and Custom House Agent
Catholic Centre Annexe
Old #64, New #108, Armenian Street
Chennai 600 001 India
POC: Mr. Gratian or Mr. Fredrick
Tel: 91-044-25362598; 91-044 42161599; 91-044-25382192
Fax: 91-044-25382030
Email: Gratian@goviasgroup.com;
Fredrick@goviasgroup.com
Email: Govias@md2.vsnl.net.in
** bonded facility **

2) Allied Lemuir Pvt. Ltd.
A.L. Movers Ltd.
48/3a, Majestic Studio Complex
Saligramam
Chennai 600 093 India
POC: Mr. B. Jayakumar, Regional Manager
Tel: 91-044-23766091; 23763173/ 23766091
Fax: 91-044-23766091
Email: Jai.jumar@alliedlemuir.com

3) M/s Mithals International
F-3/7, Okhla Industrial Area, Phase - 1
New Delhi - 110020 India
POC: Mr. Anil Mithal, Director; Mr. Jagdish Tacker, General Manager
Tel: 91 11 26817185/ 26371618/19/20
Cell: 9810018484 ( Mithal ); 9810004080 ( Tacker )
Fax: 91 11 26817186
Local Agents:

Santa Fe Moving Services Pvt. Ltd.
1st Floor, Plat No. 287/A,
Road No. 12, Banjara Hills
Hyderabad
Tel: +91 40 6610 1198 Mob : (91) 9704577177
pravesh.kumar@santafe.in

Govias & Govias / G. M. Govias & Sons
Int'l Packers & Movers/ Customs House Agent
Catholic Center Annex, Armenian Street
CHENNAI – 600 001
Contact: Mr. Fredric Govias, General Manager
fredrick@goviasgroup.com
gratian@goviasgroup.com
Tel : + 91 – 44 – 25382418 / 25382192 – BOARD
Tel : + 91 – 44 – 42161599 – DIRECT
Fax : + 91 – 44 – 25382030

Crown Relocations
Mr. Saikat Pal, Branch Manager
Babu Khan Mall, Somajiguda,
Hyderabad, India
saikatpal@crownww.com
http://www.crownrelo.com
Direct Line: +91 040 40059304
Mobile: +91 0 9949822173

1) AGS/Four Winds International Movers
Gopal Industries, Plot No. 19
IDA, Balangar, Hyderabad - 500037
T- Ravindran, Branch Manager
Boardline: +9123074593
Contact Person: T- Ravindran
Cell No.: + 91 9177830001
t-ravindran@agsfourwinds.com
sailaja.jonnalagadda@agsfourwinds.com

Writer Relocations
6-56/2/1, Opp. I.D.P.L. Factory
Balanagar, Hyderabad, India- 500 037
Boardline: +914023771834/1678/1095
Contact Person: Mr. Shathis
Cell No.: +91 9160017421
Contact Person: Ms. Preeti
Cell No.: +91 9160017416
preeti.manvi@writercorporation.com
rsatish.kumar@writercorporation.com
www.writercorporation.com
### Local Agents:

1) Writers Relocations  
1/1 Central Plaza, 2/6 Sarat Bose Road  
Kolkata 700020, West Bengal, India  
POC: Mr. Indranil Gupta, Deputy General Manager  
Tel: 91 33 24858653/54/55/56  
Fax: 91 33 24756189  
Email: indranil.gupta@writercorporation.com  
Website: www.writercorporation.com

2) P.M. Relocations (Pvt) Ltd  
P.M. Relocations Pvt. Ltd.  
CZ-34, SCE-B, Metropolitan Society, Canal South Road, Kolkata - 700105, West Bengal, India  
POC: Utsab Paul, Branch Manager  
Email: utsab.p@pmrelo.com  
Phone: +91-33-32571152, 033- 2323 2082  
Fax: +91-33- 2323 2081  
Hand Phone: +91-98310 89317  
Visit us at: www.pmrelocations.com

Crown Worldwide Movers Pvt Ltd  
C/O Manas Flour Mill Ltd, Dankuni Durgapur Expressway  
P.O. Dankuni Coal Complex Township Dist. Hooghly  
West Bengal 712310  
India  
Corporate Service Manager: Ms. Gargi Ray  
Tel: 91 33 2659 4554  
Cel: 91 85 8406 2747  
Email: groy@crownrelo.com
Local Agents:

**Writer Relocations**
105, Dr. B Ambedkar Road
Mumbai 400 033, India
POC: Prajakta Date
Cell: +91-9619487323
Tel: +91-22-6617 0112
Email: prajakta.date@writercorporation.com
Website: www.writercorporation.com

**M/s. Titan Sea & Air Services Pvt. Ltd.**
301/311, Gokul Arcade – ‘B’, Subhash Road,
Vile Parle (East), Mumbai - 400 057, India
POC: M. Jagannath Rai or M. Shekhar
Tel: 91 22 40543999/ 40543925
Fax: 91 22 40543990
Email: mjrai@tsaspl.com or shekhar.rai@tsaspl.com

**M/s Star Worldwide Movers Pvt. Ltd. Mumbai**
Unit 16 - a a, Narayan Plaza Off
Saki Vihar Road
Chandivali Road, Andheri East
Mumbai - 400072
POC: Manali Bhagat/Rahul Mulki
Email: manali@starww.com / rahul@starww.com

**IGL Relocation (A Division of Interport Global Logistics Pvt. Ltd.)**
Company POC: Purnima Parmeshwaran
Email : purnima@iglrelocation.com
Contact numbers:
Operator:+91 22 2222 6666 (100 Lines) Ext:661
Direct +91 22 21581861
Fax : +912221581642/43
Mobile : +91 80808-34820
Company address:
IGL Relocation
501, Bhoomi Velocity Infotech Park, Plot No. 39,
Road No. 23, Wagle Ind.
Estate, Thane (W) 400604 INDIA
www.interportglobal.com
www.iglrelocation.com

**AGS Four Winds India Pvt Ltd.**
402 The Ambience Court,
plot no 02, Sector 19-D,
Vashi, New Mumbai :: 400 703
Maharashtra INDIA
Tel :- 91 022 65306900/02265306903
Fax:- 91 022 65306900
Contact person:- Mr. Vineet Walimbe. (Branch Manager)
Email ID:- vineet.walimbe@agsfourwinds.com
Mobile number :- 91 9920906670.
Local Agents:

3) Clintus Network - LIMITED
Khasra No. 332, Chattarpur
New Delhi, India
POC: Mr. Dinesh Joshi
Tel: 91-11-26803876, 26803879.
Cell: 9810155741
FAX: 91-11-26802631, 26802616.
Email: clintus@del12.vsnl.net.in

2) AGS Four Winds International Movers
D 84/2 Okhla Industrial area Ph I
New Delhi 110 020
POC: Ms. Payal Singh, Director
Tel: 91 11 4336 7336
Cell: 91 98 111 10061
Fax: 91 11 26 81 00 08
Email: payal.singh@agsfourwinds.com

1) Star Worldwide Movers Pvt.
Ltd.
13/7 Main Mathura Road
Faridabad, India
POC: Mr. Atul Mithal; Ms. Aulina Sood; Ms. Deepanjali Verma
Tel: 9811054595; 0129 4093200
Sood: 9810066981; 0129 4093200
Verma: 9650272624; 0129 4093208
(Mithal)
Email: deepanjali@starww.com;
aulinamithal@starww.com
almithal@starww.com

4) Writer Relocations
34/1-7, Kherli Daula, 42 Milestone
NH-8, Gurgaon 12201
Haryana, India
Tel: 91-0124-262-6000 or 91-
0124-2214197 (direct line)
Cell: 91 9654990203
parveen.kumar@writercorporation.com

P.M. Relocations Pvt. Ltd.
Plot No. 61, Sec-18
Gurgaon 122015, Haryana, India
Tel: +91-124-4551400

President and CEO: Aakanksha Barghava
Email: aakanksha@pmrelo.com

Web: www.pmrelocations.com
ITGBL Local Agents

Country: Indonesia  
Post: Jakarta  
Bureau: EAP

Local Agents:

1) Supra Raga Transport (SRT) PT.
Ritra Building, 3rd Floor
JL Warung Buncit Raya No. 6
Jakarta 12740, Indonesia
POC: Muad Suleman or Mr. Ananda
Tel: (62) (021) 798-2220
Fax: (62) (021) 798-2205
Email: removal-div@srt.co.id
Website: www.srt.co.id

2) Santa Fe Indonusa, PT (Santa Fe Relocation Services)
Jl. Karanggan Muda Raya No.59
Bogor, INDONESIA
POC: Doug Slusher
Tel: (62) (21) 2961 2990
Cell: (62) 816 190 2830
Fax: (62) (21) 2961 2991
Email: Doug.Slusher@santaferelo.com /
dsales@santaferelo.com
Website: www.SantaFeRelo.com

3) Asian Tigers Lane Moving & Storage (PT. Citra Air)
Kawasan Industri Gudang Taman Tekno
Biak C, No.2, Sektor XI, Bumi Serpong Damai
Tangerang-Jakarta, 15314, Indonesia
POC: Dan Brod and Bill Lloyd
Phone: +62 21 7561999
Fax: +62 21 7800013, 7800749
Email: dan.brod@asiantigers-indonesia.com /
ria.raviola@asiantigers-indonesia.com
bill.lloyd@asiantigers-indonesia.com
Website: www.AsianTigersGroup.com

6) AGS Four Winds Indonesia
Menara Bidakara 2, Level 10 unit 3
Jl. Jend. Gatot Subroto Kav. 71-73
Pancoran, Jakarta 12870, Indonesia
POC: Masayu Retnosari
Email: masayu.retnosari@agsfourwinds.com
Tel: +62 21 8370 8395
Fax: +62 21 8370 8391
Website: www.agsfourwinds.com

5) PT. Pacific Removindo (Allied Pickfords Indonesia)
Jl. TB Simatupang kav. 89
Tanjung Barat, Jakarta 12530, Indonesia
POC: Deborah Minicola, or Arditama
Email: deborah.minicola@alliedpickfords.co.id
arditama@alliedpickfords.co.id
Tel: +62 21 7807851
Fax: +62 21 7824205
Mobile: +62 81 1175 2769 (Deborah Minicola) /
+62 81 2106 2515 (Arditama)
Website: www.alliedpickfords.co.id
**ITGBL Local Agents**

4) PRIMA INTERNATIONAL CARGO (PIC) PT
Prima Graha
Jalan Warung Jati Timur No. 4-6
Warung Buncit
Jakarta Selatan – 12740
Indonesia
POC: Muad Suleman or Ade Ardian
Mobile: +62 816 744850 (Muad Suleman)
          : +62 813 80762070 (Ade Ardian)
Office: +62 21 7900083
Fax         : +62 21 7949120
Email: ams.ho@prima-logistic.com
      : ade.jkt@prima-logistic.com
Website: www.prima-logistic.com

<table>
<thead>
<tr>
<th>Post: Medan</th>
<th>Bureau: EAP</th>
</tr>
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<tbody>
<tr>
<td><strong>Local Agents:</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Post: Surabaya</th>
<th>Bureau: EAP</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Local Agents:</strong></td>
<td></td>
</tr>
</tbody>
</table>

2) Santa Fe Indonusa, PT (Santa Fe Relocation Services)
Cilandak Commercial Estate, Building 208
Jl. Raya Cilandak KKO
Jakarta 12560 INDONESIA
POC: Doug Slusher
Tel: (62) (021) 789-2033
Cell: (62) 816 190 2830
Fax: (62) (021) 789-2034
Email: sales@santaferelo.co.id; dslusher@santaferelo.co.id
Website: www.SantaFeRelo.com

1) Supra Raga Transport (SRT) PT.
Ritra Building, 3rd Floor
JL Warung Buncit Raya No. 6
Jakarta 12740, Indonesia
POC: Muad Suleman or Mr. Ananda
Tel: (62) (021) 798-2220; 798-2215
Fax: (62) (021) 798-2205; 798-2188
Email: removal-div@srt.co.id or ananda@srt.co.id
or srt-ho@srt.co.id
Website: www.srt.co.id
## ITGBL Local Agents

**Country:** Iraq

**Post:** Baghdad

**Bureau:** NEA

### Local Agents:

- Paxton International
  - Al Kindy Hay, Section 215
  - Street #14, House #29
  - Baghdad, Iraq
  - Email: iraq@paxton.com

- Desert Road CCS Ltd.
  - Address: Iraq, Baghdad, Baghdad International Airport, Cargo Village
  - POC: Hazim Mithael, Operations Director
  - Phone: 001 210 396 2008
  - Phone: 00964 (0) 790 198 6142
  - E-mail: operations@desertroad.net

**Post:** Basrah

**Bureau:** NEA

### Local Agents:

- Paxton International
  - Al Kindy Hay, Section 215
  - Street #14, House #29
  - Baghdad, Iraq
  - Email: iraq@paxton.com

**Post:** Erbil

**Bureau:** NEA

### Local Agents:

- 3) DHL International B.S.C. (c)
  - Entrada: 99, Ishtar, Ankawa
  - Erbil, Iraq
  - Tel(1): +973 36061439
  - Tel(2): +973 17335005
  - Email: Emilio.Pereira@dhl.com

- 1) Paxton International
  - 213 Ishtar, Ankawa
  - Erbil, Iraq
  - Tel (1): +9647809143828
  - Tel (2): 703 321 7600
  - Email: erbil@paxton.com

- 2) Desert Road Ltd
  - Baghdad International Airport
  - Baghdad
  - Email: operations@desertroad.net
  - Tel(1): 001 210 396 2008

**Post:** Kirkuk

**Bureau:** NEA

### Local Agents:

- Paxton International
  - Italian Village, House #591
  - Erbil, Iraq
  - Tel (1): +9647809143828
  - Tel (2): 703 321 7600
  - Email: erbil@paxton.com

**Post:** Mosul

**Bureau:** NEA

### Local Agents:

- Paxton International
  - Italian Village, House #591
  - Erbil, Iraq
  - Tel (1): +9647809143828
  - Tel (2): 703 321 7600
  - Email: erbil@paxton.co
Country: Ireland
Post: Dublin

Local Agents:

1) Moveplus Limited,
   Atlantic House,
   Kill,
   Co. Kildare.
   P.O.C. Robert Gilbert/Rhona Dorris
   Tel: 00-353-45-886-311
   E-Mail: Rhona.dorris@moveplus.ie
   rob.gilbert@moveplus.ie

2) Arpin International,
   6B Elm House,
   Millennium Business Park,
   Naas,
   Co. Kildare.
   POC: Dee Hulse/Natasza Przybylska
   Tel: 00-353-45-875-926
   E-Mail: dhulse@arpinintl.ie
   nprzybylska@arpinintl.ie

3) The Household Moving Company Ltd.,
   Units 14-15, Block 13A,
   Ashbourne Business Park,
   Co. Meath.
   POC: Brian Carroll
   Tel: 353-1-849-9266
   Cell: 353-87-282-699
   Email: brian@hhm.ie
## ITGBL Local Agents

**Country:** Israel  
**Post:** Jerusalem  
**Bureau:** NEA

### Local Agents:

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>Tel/Fax/E-mail</th>
</tr>
</thead>
</table>
| Ocean Relocation | Address: Yakum Post, Yakum 60972, Israel  
    Tel: 972-9-955-3456, Fax: 972-9-951-4321,  
    www.oceanrelocation.com  
    POC’s -  
    Drenger mobile 052-3691911,  
         eran.drenger@oceanrelocation.com  
    Dana Will Drenger mobile 052-3691913,  
         dana.drenger@oceanrelocation.com  
    Sophia Kasterin off. tel. 09-971-2012, mob. tel. 052-327-9923,  
         sophia.kasterin@oceanrelocation.com  
    Sima Pasternak, mobile tel. 052-3279924, Sima.pasternak@oceanrelocation.com  
    General Email: sales@oceanrelocation.com, |  

| Globus       | Address: 7 Habosem Street, Industrial Center  
Ashdod, PO Box 1230, 77610, Israel.  
Tel. 972-8-932-4222,  
Fax. 972-8-942-8526,  
www.globus-intr.co.il  
POC’s -  
Lior Sanderowitz / liors@Globus-Intr.co.il  
972-529408682  
Ofer Grinberg / oferg@globus-intr.co.il  
972-52-6845418 |  

| A. Univers Transit Ltd. | Address: 15, Hadarim Street, Ashdod 77613, Israel  
Tel. 972-8-8563145, Fax 972-8-8563387,  
www.univers-transit.co.il  
POC: Ilan Rebibo Mobile 054-4226268 a_rebibo@univers-transit.co.il  
Amnon Kertes Mobile 054-499-2838 amnonk@univers-transit.co.il or sales3@univers-transit.co.il |  

| Sonigo       | Address: 6, Bnei Darom Industrial Area, P.O.B 4068, Ashdod 7714001, Israel  
Tel: 972-8-6111-222, Fax: 972-8-6111-223,  
www.sonigo.com  
POC’s -  
Mantinband mobile 052-611-9670,  
Shmuel@Sonigo.com,  
Joe Semel mobile 052-611-9669,  
joe@sonigo.com, |  

Local Agents:

1) Globus
Address: 7 Habosem Street, Industrial Center
Ashdod, PO Box 1230, 77610, Israel.
Tel. 972-8-932-4222, Fax. 972-8-942-8526,
www.globus-intr.co.il
POC’s
- Ofer Greenberg off. tel. 972-8-932-4261, mobile 52-6845418, marketing21@globus-intr.co.il
- Ella Yankilevich, off. tel. 08-9324255 mobile 052-6845295, import6@Globus-Intr.co.il

2) Ocean Relocation
Address: Yakum Post, Yakum 60972, Israel
Tel: 972-9-955-3456, Fax: 972-9-951-4321, www.oceanrelocation.com
POC’s - Eran Drenger mobile 052-3691911, eran.drenger@oceanrelocation.com
Dana Will Drenger mobile 052-3691913, dana.drenger@oceanrelocation.com
Sophia Kasterin off. tel. 09-971-2012, Sophia.kasterin@oceanrelocation.com
Sima Pasternak, mobile tel. 052-3279924, Sima.pasternak@oceanrelocation.com
General - Email: sales@oceanrelocation.com,

3) Sonigo
Address: 6, Bnei Darom Industrial Area, P.O.B 4068, Ashdod 7714001, Israel
Tel: 972-8-6111-222, Fax: 972-8-6111-223, www.sonigo.com
POC’s - Shmuel Mantinband mobile 052-611-9670, Shmuel@Sonigo.com
Joe Semel mobile 052-611-9669, joe@sonigo.com,

4) A. Univers Transit Ltd.
Address: 15, Hadarim Street, Ashdod 77613, Israel
Tel. 972-8-8563145, Fax 972-8-8563387
www.univers-transit.co.il
POC: Ilan Rebibo
Mobile 054-4226268 a_rebibo@univers transit.co.il
Amnon Kertes
Mobile 054-499-2838 amnonk@univers-transit.co.il or sales3@univers-transit.co.il
Country: Italy

Post: Florence

Bureau: EUR

Local Agents:

Gondrand
Via Baldanzese 198
50041 Calenzano, Florence, ITALY
POC: Pilo Sergio
Tel: 39 055.88.77.967
Fax: 39 055.88.78.50
Email: firenze@gondrand.it

Fracassi
Via S. Spirito 11
50125 Florence, Italia
POC: Adamo Nencini
Tel: 39 055.28.35.97/ 28.93.40
Fax: 39 055.21.47.71
Email: a.nencini@fracassishipping.com
www.fracassishipping.com

Bolliger SPA
Via Fosso della Magliana, 12
00148 Roma - Italy
Ph. +39 06.65.68.81
Fax +39 06.65.57.133
bolliger@bolligerroma.it
POC: Simonetta Cialani, email:
simonetta@bolligerroma.it

Post: Milan

Bureau: EUR

Local Agents:

Bolliger SPA
Via Piave 26/30
20016 Pero (Milano-Italy)
Phone: +39 02844721 Fax +39 0289501233
Email bolliger@bolligermilano.com

Franzosini
Via Tommaso Edison, 209
20019 Settimo Milanese
Ph +39022640320
Email Franzosini.milano@franzosini.it

Global Moving srl
Via Cristoforo Sabbadino 163
00143 Ponte Galeria - Roma, Italy
PH: +39 0666182971
Email info@Globalmoving.it
Poc: Mr Fabiano D'Annibale
### ITGBL Local Agents

**Post:** Naples  
**Bureau:** EUR

**Local Agents:**

**Naples International Moving Company Srl**  
Zona Industriale ASO SUD  
CAP 80125 Marcianise Caserta  
POC: Giacomo Orlando  
Email: info@naplesinternational.it; ugosanso@naplesinternational.it  
Tel: +39 3665850810

**Franzosini Sud S.R.L.**  
International Forwarders and Movers  
Via delle Repubbliche Marinare, 109  
Naples, Italy  
POC: Luca Bosco  
Tel: 39 081 752 05 40/ 559 06 88  
Fax: 39 081 752 08 63  
Email: info@franzosinisud.it  
Website: www.franzosinisud.it

**GOSSELIN ITALIA srl**  
Strada Provinciale – Zona ASI  
81030 Gricignano d’Aversa (CE)  
P.IVA 01248780031  
POC: Christophe Geurts  
Email: christopheg@gosselingroup.it  
Mobile: +39 348 6053524

**Bracale Mariano**  
Email: marianob@gosselingroup.it  
Ph: 081 5028164  
Mobile: +39 393 3533486

---

**Post:** Rome  
**Bureau:** EUR

**Local Agents:**

**AYS AT YOU SERVICE S.r.l.**  
Via delle Querce snc – Loc. Castagnetta  
00071 Pomezia (Roma)  
POC: Massimo Santori  
Ph.: +39-06-9122-600  
Fax: +39-06-9182-1718  
Email: m.santori@ayssrl.eu

**Bolliger Roma S.P.A.**  
Via del Fosso della Magliana, 12  
00148 Rome, Italy  
POC: Dr. Clement Bolliger  
Ph.: +39-06-6568-8302  
Fax: +39-06-655-7133  
Email: Cb@bolligerroma.it

**Zumstein S.r.l.**  
Via Albert Einstein, 12  
00015 Monterotondo (Rome), Italy  
POC: Paola Roffi / Elsa Zumstein  
Ph.: +39-06-9069-696  
Fax: +39-06-9069-729  
Email: paola@ Zumstein.it  
elsa@zumstein.it

**De Vellis Moving & Storage**  
Via Voltorno, 7  
00185 Rome, Italy  
Ph.: +39-0775-89881  
Fax: +39-0775-8988211  
POC: Fabrizio Simi  
Email: Fabrizio.Simi@devellis.it  
Christian.Devellis@devellis.it  
Ivan.Devellis@devellis.it
Country: Jamaica

Post: Kingston

Bureau: WHA

Local Agents:

B.L. Williams International Ltd.
48 - 52 Second Street
Port West, Kingston 13 Jamaica
POC: Ted Muschett or Arleen Sewell
Tel: 876-923-4846; 923-1974
Fax: 876-923-9491/2
Email: export@blwilliams.com
Web-site: www.blwilliams.com
Country: Japan

Post: Fukuoka

Local Agents:

Company
Fukuoka Soko Co. Ltd.
19-19 Okihama-Machi, Hakata-ku
Fukuoka-Shi 812-0031 Japan
POC: Ms. Yuko Ishido,  Moving Coordinator
ishido2y@fukuokasoko.com
Tel: 81-92-281-0077
Fax: 81-92-281-0804
Email: mori@fukuokasoko.com
Website: www.fukuokasoko.com

Post: Nagoya

Local Agents:

3) Nippon Express
   c/o Nihon Kajikentei Kyokai Bldg., 2F
   2 - 4 - 23 Irfune, Minato - ku
   Nagoya, Aichi, Japan 455 - 0032
   POC: Takehiko Ogishima
   Email: Ta-Ogishima@ocnis.nittsu.co.jp
   Website: http://www2.nittsu.co.jp/hikkoshi/index.html

2) Crown Lines Corporation
   125-2 Kiba 2-chome Tobishima village
   Ama-gun, Aichi, Japan 490-1444
   POC: Tatsuhiko Mitsuya
   Tel: 0567-56-1006
   Tel: 0567-56-1007
   Email: Tatsuhiko_Mitsuya@crownlines.co.jp
   Website: http://www.crownlines.co.jp/prf/html

1) Fukuoka Soko Co., Ltd.
   6 -5 Funato - mach, Nakagawa - ku
   Nagoya, Aichi, Japan 454-0805
   POC: Mr. Tadashi Harada
   Tel: 052-353-0509
   Email: harada@fukuokasoko.com
   Website: http://www.fukuokasoko.com
### ITGBL Local Agents

**Post: Naha**

**Bureau: EAP**

**Local Agents:**

Ryukyu Logistics Co., Ltd.  
2-17-13 Minato-Machi  
Naha, Okinawa Japan 900-0001  
POC: Mr. Mitsugu Shirado  
Tel: 81-98-861-4701  
Fax: 81-98-868-4862  
Email: ray@ryukyu-logi.com & shirado@ryukyu-logi.com  
**bonded facility for HHE and UAB**

Okinawa Enterprise Corporation  
P.O. Box 266  
Okinawa City, Okinawa Japan 904-2174  
POC: Yoshiharu Kanno  
Tel: 81-98-938-9688  
Fax: 81-98-938-9690  
Email: yuki@oec-okinawa.com & yhkanno@oec-okinawa.co.jp

Asiatic Trans-Pacific  
1422 Yogi  
Okinawa City, Okinawa Japan 904-2174  
POC: Mr. John Rushalk  
Tel: 81-98-931-0730  
Fax: 81-98-933-8620  
Email: brian_goldstein@pashanet.com; Mohan_Maeda@pashanet.com & moeko@phoenixtransport.com

**Post: Osaka-Kobe**

**Bureau: EAP**

**Local Agents:**

Crown Moving Service Co., Ltd.  
2-1 Mayafuto, Nada-ku  
Kobe 657-0854 Japan  
POC: Mr. Hiroyuki Kobayashi  
Tel: 81-78-805-5631  
Fax: 81-78-805-5632  
Email: h.kobayashi@crown-move.com

Nippon Express Co., Ltd.  
Osaka Chuo Bldg., 4F, 1-1-18 Kita-Horie, Nishi-ku  
Osaka 550-0014 Japan  
POC: Mr. Ryohei Konishi (ryoa-konishi@nittsu.co.jp)  
Tel: 81-6-6538-3530  
Fax: 81-6-6538-3538  
Mr. Yoshichika Ito (tokyo.overseas@nss-japan.com)  
**bonded facility**

Nihon System Service Co., Ltd.  
3-6-10 Nihonbash, Chuo-ku  
Tokyo 103-0027 Japan  
POC: Mr. Yoji Yasuda  
Tel: 81-3-3273-2463  
Fax: 81-3-3273-2465  
Email: yoji.yasuda@nss.japan.net
### ITGBL Local Agents

**Post:** Sapporo  
**Bureau:** EAP

#### Local Agents:

Nippon Express Co., Ltd.  
Overseas Removals Business Branch  
Foreign Corporate Accounts Group  
5-7-28, Higashi-Shinagawa  
Shinagawa-Ku, Tokyo 140-0002  
Japan  
Phone: 03-6682-2564  
POC: Mr. Shingo Maki  
itgbl_nippon@nittsu.co.jp

Website:  
http://www.nipponexpress.com/about/corporate/network/index.html  
** bonded facility **

Nihon System Service Co., Ltd.  
2-6-6 Wakasu Koto-ku Tokyo 136-0083  
Tel: 81-3-5534-7233  
Fax: 81-3-5534-7240  
Email: POC: Yoshichika Ito  
tokyo.overseas@nss-japan.com  
Website: http://www.nss-japan.com/Eng/index.html

---

**Post:** Tokyo  
**Bureau:** EAP

#### Local Agents:

1) Nippon Express Co., Ltd.  
Tokyo Overseas Removals Branch  
5-7-28, Higashi-Shinagawa  
Shinagawa-Ku, Tokyo 140-0002 Japan  
POC: Shingo Maki: shib-maki@nittsu.co.jp  
POC: Motoi Asai: mo-asai@nittsu.co.jp  
Tel: 81-3-6682-2564  
Fax: 81-3-6894-6312

2) Nihon System Service Co., Ltd.  
3F Kotobuki Bldg, 1-1-3 Yaesu, Chuo-ku, Tokyo 103-0028  
tel: 81-3-3273-2463  
fax: 81-3-3273-2465  
POC: Yoshichika Ito: yito@nss-apan.com  
POC: Toshiaki Yokose: tokyo.overseas@nss-japan.com  
Tel: 81-3-3273-2461  
Fax: 81-3-3273-2465

---

**Post:** Yokohama  
**Bureau:** EAP

#### Local Agents:

1) Nippon Express Co., Ltd.  
NITTSU Bldg. 10F  
1-9-3 HigashiShinbashi, Minato-ku, Tokyo, Japan  
103-0014  
POC: Shingo Maki  
Shib-nari@nittsu.co.jp  
ITGBL_nippon@nittsu.co.jp  
Tel: 81-3-6251-6300  
Fax: 81-3-3251-6299

2) Nihon System Service Co., Ltd.  
1F B Senju Soko, 26 Wakasu, Koto-ku, Tokyo  
POC: Yoshichika Ito: yito@nss-japan.com  
POC: Toshiaki Yokose: tokyo.overseas@nss-japan.com  
Tel: 81-3-5534-7233  
Fax: 81-3-5534-7240
Country: Jordan

Post: Amman

Bureau: NEA

Local Agents:

Midtrans Logistics & Investment
Amman, 11192 – Jordan
Tel. +962-6-5674881/4452046
Fax. +962-6-4452047
E-mail: midtrans@maltrans.com
POC: Mr. Qutaiba Al-Sayed/Executive Manager,
Mobile: +962-79-5542817

Middle East Express Services (MEDEX)
Amman, 11123 – Jordan
Tel. +962-6-5639002
Fax. +962-6-5639003
E-mail: m.refai@medexpac.com
POC: Mr. Mohannad Al-Refai/Managing Director,
Mobile: +962-79-8668262

CML Safe Pak
322 King Abdullah II Street
Amman, 11185 - Jordan
Tel. +962-6-5856956
Fax. +962-6-5857757
E-mail dania.alhawi@cml-jo.com
POC:Ms. Dania Al-Hawi/Operation Manger
Mobile. +962-79-5412316

Levant Express Services
Tel No. 00962-6-4627042 / 4610698
Fax No. 00962-6-4627042
E-mail: levantex@go.com.jo
POC: Mr. Raja El Issa / General Manager (Mr.),
Mobile : 00962-79-5522890
ITGBL Local Agents

Country: Kazakhstan

Post: Almaty

Local Agents:

1) Globalink Transportation and Logistics Worldwide - Almaty
52 Kabanbay Batyr Str.
050010 Almaty, Kazakhstan
POC: Asem Dandybaeva
Tel: 7 3272 588880 x224
Fax: 7 3272 581189
Cell: 7 777 733 9958
Email: a.dandybayeva@globalinkllc.com

INTERMOVEX LLP
64, Phizuli street
050054 Almaty
Head of branch office – Mr. Viktor Pinegin
+ 7 (727) 257-09-45
Email: info@intermovex.kz

3) Eurasia Service
174 A Seyfullin Avenue, Office 20
Almaty, Kazakhstan
POC: Igor Vorobtsov
Tel: 7 7272 341155
Fax: 7 7272 943304
Cell: 7 777 241 3222
Email: eurasia_service@mail.ru
(warehouse facility)

Post: Astana

Local Agents:

Move One
Email: christopher.ma@moveoneinc.com
Mobile: +7 771 507 0573
Skype: mo_christopher_ma
Christopher Ma
Adil Auzbekov
Country Manager - Kazakhstan
Email: adil.auzbekov@moveoneinc.com
Phone: +7 771 300 7066
Office: +7 727 313 0759
Skype: mo_adil.auzbekov

1) Eurasia Service
91/1 Kartaly str.
010000 Astana, Kazakhstan
Tel: +7 7172 490656
Cell: +7 777 2413222
Director - Mr. Igor Vorobtsov
Removals supervisor - Ruslan Mingazov

Globalink Logistics
Group
727 2588880 (Ext. 478)
Mob.: +7 771 800 90 25
Akmaral Abdakhmanova
Coordinator, CTD Department, Almaty
t.ahamed@globalinkllc.com
a.abdakhmanova@globalinkllc.com

010000, Astana, Kazakhstan
12, Saryarka Street
Tel: + 7 7172 58 08 97 (107)
Mobile: + 7 7772982111
Fax: + 7 7172 58 08 99
web: www.globalinkllc.com
ITGBL Local Agents

Country: Kenya
Post: Nairobi
Bureau: AF

Local Agents:

Worldwide Movers Kenya Ltd.
POB 46748 - 00100
Nairobi, Kenya
POC: Mr. Chris Prior
Tel: 254 20 3565282/ 3565283/ 3565284
Fax: 254 20 4185619
Email: wwmke@wwm.co.ke

MEBS Global Reach Limited
MMID Building, Unit 3B, Westlands Road,
Westlands, Nairobi
P. O. Box 13768 – 00800 Nairobi
Tel: +254-20-3748847
POC: Eric Ducroix, Director, East Africa Operations
Cell: +254-786-238-228
Email: educroix@mebs-global.com

GlobalFreight Logistics Ltd.
Markfirst House
Jomo Kenyatta International Airport
P. O. Box 45787- 00100 Nairobi, Kenya
POC: Arbi Mussani
Tel: 254 20 827777/822455
Fax: 254 822722 /822179
Email: arbimussani@globalfreight.co.ke , info@globalfreight.co.ke
POC: George Nyamosi, Operations Manager
Email: g.nyamosi@globalfreight.co.ke

Bollore Africa Logistics Kenya Limited
Airport North Road, Embakasi
P. O. Box 46586 - 00100 Nairobi
POC: Sue West, Packing and Removals Manager
Tel: +254-20-6421534
Cell: +254-722-207 191
sue.west@bollore.com

AGS Frasers
POC: Gil Recizac
+254 20 2107073
+254 77 0513186
manager.kenya@agsmovers.com
Local Agents:

3) PML International Movers Ltd.
P: #804, Shinpoong Flostar, 756-1, Janghang Dong, Ilsandong gu, Goyang-Si, Gyuonggi-Do, Korea
E-mail: kay@pmlintl.com
Tel: 82-31-907-1616, Fax: 82-31-907-1617
POC: Kay Lee/ Director
Cell: 010-9174-2746

Santa Fe Relocation Services
P: 5F, J-Tower, 373-35, Sindang Dong, Jung Gu, Seoul Korea
Email: martin.giles@santaferelo.com
Tel: 82-2-797-3383, Fax: 82-2-2-797-3386
POC: Martin Giles/ General Manager, Korea and Japan
Cell: 82-10-4692-3383

2) Asian Tigers Transpack International
Tae Honng B/D 2F, #1543-9, Seocho-Dong Seocho-Gu
Seoul, Korea
POC: Mr. Joseph Song
Tel: 82 2 3489 2500
Fax: 82 2 598 3925
Email: joseph.song@asiantigers-korea.com

1) Hanjin Bestpac Co., Ltd.
Namyong B/D, Room 302, #85-3, Galwol Dong, Yongsan Gu
Seoul, Korea
POC: Mr. Sang Sun Park
Tel: 82 2 718 4061
Fax: 82 2 718 4093
Email: sspark@hanjinbestpac.co.kr
ITGBL Local Agents

Country: Kosovo
Post: Pristina
Bureau: EUR

Local Agents:

2) AGS-Pristina
Zona Industriale, Tahir Zajmi PN
10000 Pristina, Kosovo
POC: Arben Sharani
Tel: 377 44 502 579
Email: manager-kosovo@agsmovers.com

MAK Move
International Removal Services
Ekrem Rexha nn
Pristina, Kosovo
POC: Toni Markushevski
Tel.: +389 70 233-456; +389 2 3096-697;
e-mail: pristina@makmove.com.mk
info@makmove.com.mk
for handling POVs and GOVs shipments

4) Interdean International
Matican nn
10000 Pristina Kosovo
POC: Jasminka Trpenoska
Tel: +389 2 3215 340
e-mail: Jasminka.trpenoska@interdean.com

3) Matrix Relocation Kosovo
A1 Richard Holbrooke St
10 000 Pristina
POC: Mr. Ekrem Qerreti
Email1: ekrem.qerreti@matrixrelo.com
Email2: pristina@matrixrelo.com
Tel: +381 38 548 888
Cell: +377 44 15 49 67

1) MOVE ONE RELOCATION
12050 Slatina e Madhe
POC: Valdet Mustafa
Tel: 381 38 566 354; 377 44 500 508
Email: moving@moveonerelo.com or
kosovo@moveonerelo.com
Country: Kuwait  
Post: Kuwait  
Bureau: NEA

Local Agents:

2) Global Freight Systems, Co. W.L.L.  
Sultan Ben Essa Complex  
Dajeej, Farwaniya, Kuwait  
POB 22389, Safat 13084 Kuwait

POC: Anish Francis  
Email: anish@global-freight.net  
Tel: +965-2431-6530  
Cell: +965-9007-7369  
Fax: +965-2431-6478/ 2431-9177

POC: Nisha Kailash  
nkisha@global-freight.net  
Tel: +965-2431-6530  
Fax: +965-2431-6478/ 2431-9177

5) TransCrate Logistics Co., WLL  
Office 23, Block 3, Plot 31, Mirqab, Jasim Boodai Street Kuwait  
Fax : +965 22 44 77 23 Tel : +965 180 49 49

POC: Sunny D'Souza  
Operations Supervisor  
sdsouza@transcrate.com  
Cell: +965-9800-7190  
Fax : +965 22 44 77 23 Tel : +965 180 49 49

1) Al-Ghanim Freight  
Al-Rai Industrial Area, Shuwakh  
PO Box 223  
Safat 13001 Kuwait  
POC: L.G. I Udaya – supervisor  
Email: udaya@Alghanim.com  
Tel: +965-2474-5533, Ext. 6624  
Direct: +965-2476-8284  
Mobile: +965-6694-7395  
Tel: 965-2474-533 x751 or 965-2476-8284 (Mildred)  
Cell: 965-6601-1303 (Mildred)

3) Gulf Agency Company (Kuwait)  
Farwaniya, Dajeej Area  
Block 1, Street 79  
Plot No. 47, Faisal Center  
Behind Kuwait Finance House

POC: Mr. Vincent Fernandes  
Tel (board ): 00965 222 05 800  
Fax: 00965 243 47 325  
Direct : 00965 222 05 831  
Cell : 00965 97205128  
Email : vincent.fernandes@gac.com  
moving.kuwait@gac.com  
Website :  
http://redirect.state.sbu/?url=www.moving.gac.com

Afra Cardozo  
Direct tel: 00965 222 05 829  
Cell : 00965 99046994

Shonalyn Joseph  
Direct tel: 00965 222 05 831  
Cell : 00965 97252855
ITGBL Local Agents

3) Interdean Bishkek
107 Kievskaya Str., 2nd floor
720001 Bishkek, Kyrgyzstan
POC: Zulfiya Muslimova
Tel:  996312 613863
Cel:  996555 774597
Fax: 996312 613863
Email: bishkek@interdean.com
Web-site: www.interdean.com

2) Globalink Logistics Group
Bishkek, Kyrgyzstan
POC: Nastya Shloeva, Business Coordinator
Email: a.shloeva@globalinkllc.com
Web-site: www.globalink.bz/kyr.htm ** bonded warehouse**

1) American Resources International Cargo - A.R.I. Cargo
Bishkek, Kyrgyzstan
Tel:  996-312-660077
Fax: 996-312-661311
Email: Bishkek@aricargo.com
Web-site: www.aricargo.com **bonded facility**
Country: Laos
Post: Vientiane
Bureau: EAP

Local Agents:

1) Geotrans Logistic and Mover Co. Ltd.
   Unit 24, Ban Phonpapao Thong, Sokpaliuang Road
   Sisattanak District, Vientiane, Lao PDR
   POC: Mr. Vira Salikoun or Mr. Khamphai
   Tel: 856 21 313679
   Fax: 856 21 312720
   Cell phone: 856 20 56800680
   Email: salikoun@geotrans.laopdr.com or salikoun@hotmail.com

3) Schenker (Thai) Ltd.
   Representative office Lao PDR. Unit 8, No153 Ban Watnak
   Thongkang Road, Sisattanak District Vientiane Lao PDR
   POC: Chayada Chatapha (Branch Manager)
   Phone: 856 21 353881 or 353882
   Fax: 856 20 555 20989
   Email: chayada.chatapha@dbschenker.com
   www.dsbchenker.com/th

2) JVK Indo-China Movers (Laos) Ltd.
   PO Box 3054
   Unit 28 Phonphapao Villlage
   Vientiane, Lao PDR
   Tel: 856-21-313-505
   Fax: 856-21-312-376
   E-mail: laos@jvkasia.com
   POC: Mark Donohoe & Mrs. Savandaly Samounty
   Tel: 856 21 313505 and Thailand number: 66-02-379-4646
   Fax: 856 21 312376 and Thailand number: 66-02-379-5050
   Email: mark.donohoe@jvkasia.com and nok@jvkasia.com
Country: Latvia
Post: Riga

**Local Agents:**

4) FF INTERNATIONAL MOVERS
3, Sarlopes street
LV-1001, Riga, LATVIA
POC: Alvars Usans
Tel: (371) 6784 0592
Fax: (371) 6784 0591
Cell: (371) 2916 0011
e-mail: au@ff-group.lv

3) Genex Group International
6 Kengaraga Str.
Riga, Latvia LV-1063
POC: Mr. Kaspars Birzaks
Tel: (371) 67268 820
Fax: (371) 67268 824
Cell: (371) 2653 9249
Email: kaspars@genex.lv
** bonded facility **

2) Zebra Cargo - Friendly Movers
Riga International Airport
Riga, Latvia LLV-1053
POC: Mr. Oskars Veinbergs
Tel: (371) 67412 108
Fax: (371) 6 7412 156
Cell: (371) 2915 5365
Email: zebra@zebracargo.com
Web-site: www.zebracargo.com

1) Gosselin Mobility Baltics
Jurkalnes iela 15/25, gate 15
Riga, Latvia LV-1046
POC: Olga Konstantinova
Tel: (371) 67800 800
Fax: (371) 67800 801
Email: OlgaK@gosselingroup.eu
** bonded facility **
ITGBL Local Agents

Country: Lebanon
Post: Beirut
Bureau: NEA

Local Agents:
1) Beirut International Movers
Kazandjian Bldg, Camil Chamoun
Street
PO Box 55-050
Sin El Fil, Beirut, Lebanon
Fax: 961-1-49-7700
Tel: 961-49-55-00; 961 3 617712
Fax: 961-1-49-7700
Email: info@beirutovers.com
Web-site: www.beirutmovers.com

2) Beirut Cargo Center
Sin El Fil, Opposite Mirna Chalouhi bldg.
Parallel Towers, Bloc B, Floors 12-13-14
P.O. Box 17-5040 - Beirut – Lebanon
Tel. +961 1 48 22 11 ext 111 Mob. +961 70 19 44
65 Fax. +961 1 48 22 24
export: Joe.gaourieh@bcclogistics.com - import:
jad.daccache@bcclogistics.com
www.bcclogistics.com

3) Boueri Freight Services SAL
Tel. (HQ): 01/888 000
Fax: 01/888 000 ext 18
POC: Lena Antoine Boueri, Overseas Manager
Email: lena@bouerifreightservices.com
T: (011) 961 (0)1 888 000
C: (011) 961 (0)3 315 222
www.bfslebanon.com

4) Beirut Express
Sourati Street, Chartouni Bldg.
Hamra, Beirut, Lebanon
Tel: 961 1 341400 / 1-2-3-4
Fax: 961 1 341405
Email: customersupport@beirutexpress.com.lb
Website: www.beirutexpress.com

Country: Lesotho
Post: Maseru
Bureau: AF

Local Agents:
1) Stuttaford Van Lines - Lesotho
Lioli Road, Industrial Area, Box 0637
Maseru West, Lesotho
POC: Mrs. Venus Havenga
Tel: 266 22 323 966
Fax: 266 22 310 290
Cell: 266 589 260 66
Email: venus.havenga@stuttafordvanlines.com
Local Agents:

3. MSC Mediterranean Shipping Company (Liberia) Ltd
Piah Badell Nipeh
Somalia Drive, Monrovia, Liberia
+231 8885 90900
+231 7702 49883
+231 8885 90921
www.msc.com

2. Global Logistics Services (GLS)
Paul King
2nd and 3rd floor Kashour Building
Broad and Johnson Street
Monrovia, Liberia
+231 8865 53400
+231 8806 55857
Jamaal.king@glslbusiness.com

4. OBT Shipping Ltd
Rune Dyhr
Somalia Drive,
Liberia Monrovia
+231 77759 0903
+231 77759 0911
libops@obts.dk

1. AGS Frasers
International Removals
Monrovia, Liberia
Email: manager-liberia@agsmovers.com
www.ags-worldwide-movers.com
Tel: 231 077 00 33 77
Country: Libya
Post: Tripoli
Bureau: NEA

Local Agents:

4) Interconex, Inc.-- Libya
3.5km Swani Road
Fallah, Tripoli, Libya
Phone: +218 (0) 91 8752011 | +218 (0) 95 4160676
POC: Troy White, Managing Director
Phone: +218 (0) 91 844 7250
Email: Troy.White@Interconex.com
Alt POC: Matt Grickowski, Operations Manager
Phone: +218 (0) 95 450 4949
Email: Matt.Grickowski@Interconex.com

1) Manarat Al Madina Shipping Agency
Damascus Street
Hadba Area
Tripoli, Libya
POC: Nureddin Elwaer
Tel: 218 21 2184149; 218 21 4907792 (office)
Fax: 218 21-4907286
Email: nur@masa-shipping.com.ly

3) Sedra Libya Packing Transportation Company
PO Box 82262, Ibn Nafees Street, Nr. Sahadien Hospital
Tripoli, Libya
POC: Mohamed F. Abuhlega, Owner and General Manager
Tel: 00 218 21 715 9051/ 714 7723/ 717 3198
Fax: 00 218 21 462 8244/ Cell: 00 218 91 2157965 or 92 500 1025
Email: sedralibya@hotmail.com;
info@sedralibya.com; abuhlegasedra@hotmail.com
Website: www.sedralibya.com
## ITGBL Local Agents

### Lithuania

**Country:** Lithuania  
**Post:** Vilnius  
**Bureau:** EUR

#### Local Agents:

1) Calenberg Vilnius, UAB  
International Movers  
Biciuliu g. 29  
Bukiskis  
14182, Vilniaus rajonas  
Lithuania  
POC: Andrejus Lisovskis  
Tel: 370 5 2430004  
Fax: 370 5 2430005  
Cell: 370 698 20266  
Email: andrius.lisovskis@calenberg.lt  
Email: calenberg@calenberg.lt

2) SERVEKT  
Lakunu str. 28/23  
Vilnius LT-09108, Lithuania  
POC: Vytautas Kaneckas  
Tel: 370 5 2641407  
Fax: 370 5 2641407  
Cell: 370 686 66665  
Email: servektilnuius@takas.lt

3) GOSSELIN GROUP BALTICS  
Jurkalnes str. 15/25  
LV1046 Riga I Latvia  
POC: Olga Konstantinova  
Tel: +371 67800 142  
Fax: +371 67800 801  
Cell: +371 26469 155  
Email: olgak@gosselingroup.eu

### Luxembourg

**Country:** Luxembourg  
**Post:** Luxembourg  
**Bureau:** EUR

#### Local Agents:

3) Santa Fe Relocation Services  
17, rue Louis Ackermann  
L-1899 Kockelscheuer, Luxembourg  
POC: Mr. Alexandre AUBRY  
Tel.: +352 48 44 22  
Mobile: +352 691 480 619  
Fax: +352 40 29 79  
Email: Luxembourg@santaferelo.com  
alexandre.aubry@santaferelo.com

2) Team Allied Relocations  
32, rue Jos Kieffer  
L-4176 Esch-sur-Alzette, Luxembourg  
POC: Mr. Miguel Gouverneur Tel: 352 44 22 52  
Fax: 352 45 55 47  
Email: Miguel.Gouverneur@teamrelocations.com

1) Lux-Connex  
101, rue des Artisans  
L-1141 Luxembourg, Luxembourg  
POC: Alain Gallion  
Tel: 352 40 24 40  
Fax: 352 48 48 25  
Email: manny.krier@lux-connex.lu  
alain.gallion@ lux-connex.lu
Local Agents:

1) Move One
Skupi 3A
1000 Skopje, Macedonia
POC: Mrs. Edit pop-gavrilove
Tel: 389 2 3090 022 x104
Fax: 389 2 3090 022 x115
Email: edit.popgavrilova@moveoneinc.com
Website: www.moveoneinc.com

2) ORBIT DOOEL
Member of Orphee Beinoglou Group
Str. 1632 no. 53, Madzari
1040 Skopje, Macedonia
POC: Goce Tonevski
Tel: 389-2-2550-661
Fax: 389-2-2551-550
Email: Goce.Tonevski@orbit.mk
Email: orbit@orbit.mk
www.beinoglou.gr

3) Intermove LTD
(Interdex)
International Relocation Services
164 Str., No.46
1000 Skopje
T/F: +389 2 3215 340
M: +389 70 340 632
E: jasminka.trpenoska@intermove.com.mk

6) AGS Skopje
POC: Ms. Marija Angelova
Tel: +38923096424
Fax:+38923096423
Mobile: +38970252294
Email: manager-macedonia@agsmovers.com

5) Mak Move - Skopje
International Removal Services
str. Gjorce Petrov 10-2/5
1000 Skopje, Macedonia

POC: Toni Markushevski
Tel.: +389 70 233-456, +389 70 380-484
Tel/Fax: +389 2 3096-697, +389 2 2039-727
e-mail: info@makmove.com.mk
corstjens@t.mk
web: www.makmove.com.mk
**Country:** Madagascar  
**Post:** Antananarivo  
**Bureau:** AF

**Local Agents:**

3) Worldwide Movers Madagascar  
c/o Green islands Logistics sarl.  
P.B. 5188  
Antananarivo, Madagascar  
POC: Guy Shepherd, Director  
Tel: 261-20-22-228-04  
Email: wmmm@bigfoot.com

2) Tessiot Demenagements  
B.P. 1530  
Zone Forello Tanjombato  
Antananarivo, Madagascar  
POC: Joseph Ravelonahina, Technical and Admin Director  
Tel: 261-20-22-574-10  
Email: tessiot.dem.mada@wanadoo.mg

1) AGS Frasers  
Z.I. Forello Module 8 - Tanjombato  
B.B. 9167A Andoharanofotsy  
Antananarivo, Madagascar  
POC: Loic Bouche, Director  
Tel: 261-20-22-461-98  
Operation Ags Madagascar operation-madagascar@agsmovers.com  
directeuradjoint-madagascar@agsmovers.com  
Transit Ags Madagascar transit-madagascar@agsmovers.com

---

**Country:** Malawi  
**Post:** Lilongwe  
**Bureau:** AF

**Local Agents:**

1) Cargo Management Logistics GlobalKamuzu  
International Airport Office Mpico Building 1st Floor  
P.O. Box 40666 Lilongwe 4 Malawi  
Phone number: 265 (0) 1 700 530/501  
Contact person/s: Maureen Mzumara Operations Director/Flemmings Kapunda – Managing Director  
Fax number: 265 (0) 1 700 503

2) Stuttafords International Removals  
P.O.Box 2092  
Lilongwe  
Malawi  
POC: Obet Matwanje or Willard Munangati Managers  
Tel: 265 1 712 467  
Fax: 265 1 710 495  
Mobile: 265 8 888 88635  
Email: stutts@malawi.net

3) AGS Malawi Limited,  
Private Bag 283,  
Lilongwe, Malawi  
Tel: 265 (01) 759374  
Cell: 265 (08) 88839528  
Fax: 265 (01) 759375  
Email: manager@agsmalawi.com
**ITGBL Local Agents**

**Country:** Malaysia  
**Post:** Kuala Lumpur  
**Bureau:** EAP

**Local Agents:**

Lot 37645, Jalan 5/37A, Taman Bukit Maluri  
Kepong, 52100 Kuala Lumpur, Malaysia  
Tel No: +603 – 6275 1830, Fax No: +603 – 6275 1840  
Website: www.crownline.com.my  
POC: Azri Ahmad, E-Mail: azri.ahmad@crownline.com.my  
E-Mail: Johnson.lai@crownline.com.my or rachel@crownline.com.my

4)  Asian Tigers Transpo Movers (M) Sdn Bhd  
Address: Lot 6, Jalan Ragum 15/17 SS 15, 40000 Shah Alam, Selangor Darul Ehsan, Malaysia  
Tel: + 60-3-5565-2200  
Fax: + 60-3-5513-3788  
Contact person: Ms. Angela Subramaniam  
DID: + 60-3-5565-2333  
Tel: + 60-3-5565-2200 Ext.180  
Fax: + 60-3-5513-3788  
Email: angela.subramaniam@asiantigers-malaysia.com  
Skype Id: angela.subramaniam@asiantigers-malaysia  
Website: www.asiantigers-malaysia.com

Address: Lot 7, Jalan Delima 1/1, Subang Hi Tech Industrial Park, Batu Tiga, 40000 Shah Alam, Selangor Darul Ehsan, Malaysia  
Contact person: Mr. Keith Ellis, Corporate Services Manager  
Tel: + 60-3-5636-9166  
Fax: + 60-3-5637-5166  
Cell Phone: + 60-1-2376-0277  
Email: kellis@crownrelo.com  
Website: www.crownrelo.com

Lot 17, Lorong Enggang 31, Off Jalan Enggang Taman Keramat, 54200 Kuala Lumpur, Malaysia.  
Tel No: +603 – 4253 2000, Fax No: +603 – 4252 4000  
Website: www.ambassador.com.my  
POC: Jim Dhillon, E-Mail: movers@streamyx.com

3) Unigroup Worldwide UTS Malaysia  
No 59, Persiaran Mewah, Bandar Tun Razak 56000 Kuala Lumpur, Malaysia.  
Tel No: +603 – 9171 4673, Fax No: +603 – 9171 4543  
Website: www.unigroupworldwide.com  
POC: Mohd Khairul Sim Abdullah, E-Mail: Khairul_sim@unigroupworldwide.com

AGS FOUR WINDS RELOCATIONS SDN BHD  
NO. 28B (LOT. 24128) JALAN 5/32A  
OFF 6 1/2 MILE JALAN KEPONG  
52100 KUALA LUMPUR, MALAYSIA  
TEL: +603 6251 7175  
cyril.quenneville@agsfourwinds.com

Santa Fe Relocation Services Sdn. Bhd.  
No. 1, Jalan Junurancang U1/21, Seksyen U1  
Hicom Glenmarie Industrial Park  
40150 Shah Alam, Selangor Malaysia  
+60 3 7805 4332  
Main Contact Person (POC):  
Mr. Rolf Beutel – Managing Director
Country: Mali
Post: Bamako
Bureau: AF

Local Agents:
AGS Bamako
Route de Sogoniko
BP E 693 - Rue 131
Bamako, Mali
Tel: 223 220 13 78
Fax: 223 220 27 32
Email: ags.mali@cefib.com
Website: www.ags-worldwide-movers.com

Country: Malta
Post: Valletta
Bureau: EUR

Local Agents:
Thomas Smith & Co Ltd
POCMr. Glenn Desira (Freight Executive) Contact
number +35622058114 e-mail
gdesira@tsmith.com
Secondary POC Denis Galea, Group General
Manager +35622058450
E-mail: dgalea@tsmith.com

Cube Relocations
18, Triq Hal-Warda
Attard ATD 1406, Malta
POC: Chris Vassallo
Tel: 356 2721 2721
Fax: 356 2142 1197
Cell: 356 9949 3400
Email: Chris@cuberelocations.com;
cuberelo@onvol.net; moves@cuberelocations.com
Web-site: www.cuberelocations.com

Express Group
POC Mr. Jesmond Mifsud (Senior Sales Manager)
Address: Velbro House,
Qormi Road,
Luqa LOA9040,
Malta.
Office Number: +35625589207
Cell Phone: +35699469568
Email: jmifsud@expressgroup.com
Web-Site: www.expressgroup.com
**Country:** Marshall Islands

**Post:** Majuro

**Bureau:** EAP

**Local Agents:**

Carepak Moving and Storage
1234 Villongco Road, Sucat
Paranaque City, 1700 Philippines
POC: Ms. Ellen F. Cruz
Tel: (632) 809-5808
Fax: (632) 807-3041
Email: ellencruz@carepakmoving.com or info@carepakmoving.com

A1 Global Logistics Services
Unit 2A-1, 8414 Dr. A. Santos Avenue
Brgy. BF Homes, Sucat, Paranaque City
Philippines 1700
Tel. +632 785 1570/02 216 7789
Mobile : +63917-812 6548/+63920-951-7523
POC : Ms. Olivia Alarcon
E-mail – olivia.alarcon@a1global-logistics.com
2nd POC – April Guinto
E-mail – guintoae@a1global-logistics.com
Skype : a1global-logistics
Website : www.a1global-logistics.com

---

**Country:** Mauritania

**Post:** Nouakchott

**Bureau:** AF

**Local Agents:**

1) AGS Frasers Mauritania
Zl du Ksar - Lot 71
BP 3936 Nouakchott, Mauritania
POC: Thibault Malezieux
Tel: 222 4 525 99 40/41
Fax: 222 525 99 41/42
Cell: 222 658 25 55
POC: FRANK BONNET
Email: direction-mauritanie@agsmovers.com

2) SOGECO Mauritania
Societe General du Consignation et D'entreprises Maritimes
Consignment, Manutention, Transit, Transport
Route de l'aeroport/ 1765 rue 22-002
Commune Ksar BP: 351, Nouakchott, Mauritania
POC: Moktar Ould N'Dy
Tel: 222 525 27 40, 525 22 02
Fax: 222 525 39 03
Cell: 222 641 98 74
Email: sogeco@sogeco-sa.mr
Email: moktar@sogeco-sa.mr
ITGBL Local Agents

Country: Mauritius
Post: Port Louis
Bureau: AF

Local Agents:

1) Service de Demenagement International
TMC Freeport Zone 6
Mer Rouge
Port, Louis, Mauritius
POC: Sam Sooprayen
Tel: 230 206 2638
Fax: 230 206 2639
Email: demenage@intnet.mu

2) Velogic Limited
TMC Freeport Zone 7
Mer Rouge, Port Louis
POC: Mr. Joel Lefebure
Tel : 2065000 - Direct Line - 2065123
Mobile - 2517770
Email- joel.lefebure@velogic-mu.com
Mr.Nayaz Lallbahadhur
Tel : 2065000 - Direct Line - 2065111
Mobile - 2535200
Email- nayaz.lallbahadhur@velogic-mu.com

3) AGS FRASERS INTERNATIONAL MOVERS
ARSENAL
MAURITIUS
MANAGER: ERWAN VERGER
TEL: NO: 230 764 0020
EMAIL: manager-mauritius@agsmovers.com
INTERNET: www.agsfrasers.com
**ITGBL Local Agents**

**Country:** Mexico

**Post:** Ciudad Juarez

**Bureau:** WHA

**Local Agents:**

2) The Inland Sea, Inc.
9601 Carnegie
El Paso, TX 79925
POC: Thomas Lampe and Rigoberto Duran
Cel.: (915) 892-4958
Office: (915) 592-1517
Fax: (915) 592-1835
Email: thomas.lampe@ito-elpaso.com, rduran@itis-worldwide.com

3) Mudanzas GOU, S.A. de C.V.
Jose Clemente Orozco #260
Alamos de San Lorenzo
Cd. Juarez, Chihuahua, MEXICO 32340
POC: Christian Aguilar
Cel: (52-656-1) 107-1958 or Nextel 52*59045*26 (Aguilar)
Office: (52-656) 623-4115
Fax: (52-656) 618-6229
Email: c.aguilar@mudanzasgou.com, cd.juarez@mundanzasgou.com

1) Customs Critical Cargo Inc. (former Peregrine Falcon) 360 South Americas Ave, Suite B El Paso, TX 79907
POC: Lidia Robles, Cynthia Acosta
Cel.: 915-996-0128 (Robles)/ 915-626-9022 (Acosta)
Office: 915-872-8169
Email: lidiarobles@hotmail.com, cynthia_acosta@fastfalcon.com and cacosta@cccargo1.com

**Post:** Guadalajara

**Bureau:** WHA

**Local Agents:**

2) SEYMI
Calzada Independencia Norte # 3450
Guadalajara, Jalisco. Mexico.
POC: Raul Covarrubias Iliana Vargas
Tel: (52) 33-3603-0000
Fax: (52) 33-3603 1553, 3603 2033
Email: seymi@seymi.com.mx

1) Mundanzas GOU
Altos Hornos 1477
Parque Industrial El Alamo
Guadalajara, Jalisco, Mexico
POC: Cristina Cervantes
Tel: (52) 33-36661404/ 1439
Email: r.hernandez@ati.com.mx or Guadalajara@ati.com.mx

**Post:** Hermosillo

**Bureau:** WHA

**Local Agents:**

Mundanzas Gou
Allied International
Av. Las Galaxias 31
Col. Parque Industrial
CP 83299 Hermosillo, Sonora, Mexico POC:
Rodrigo Mendoza Barragan
Tel: 011 52 662 251 0734/ 0839/ 0876
Fax: 011 52 662 251 0875
Email: rmendoza@mundanzasgou.com
Website: www.mundanzasgou.com
**ITGBL Local Agents**

<table>
<thead>
<tr>
<th>Post: Matamoros</th>
<th>Bureau: WHA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Local Agents:</strong></td>
<td></td>
</tr>
<tr>
<td>1) Mudanzas Gou, S. A. de C. V.</td>
<td></td>
</tr>
<tr>
<td>POC: Francisco Javier Castillo Pulido</td>
<td></td>
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<tr>
<td>Nueva Escocia # 4344</td>
<td></td>
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<tr>
<td>Fracc. Ind. Abraham Lincoln</td>
<td></td>
</tr>
<tr>
<td>Monterrey, N. L. CP. 64310</td>
<td></td>
</tr>
<tr>
<td>Tel.- (81) 83 70 63 97</td>
<td></td>
</tr>
<tr>
<td>Nextel.- 52<em>34504</em>58</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:f.castillo@mudanzasgou.com">f.castillo@mudanzasgou.com</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Post: Merida</th>
<th>Bureau: WHA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Local Agents:</strong></td>
<td></td>
</tr>
<tr>
<td>2) Empaques y Mudanzas</td>
<td></td>
</tr>
<tr>
<td>Calle 9 No. 86 por 12 diagonal</td>
<td></td>
</tr>
<tr>
<td>Fracc. Mulsay 97246 Merida, Yucatan, Mex.</td>
<td></td>
</tr>
<tr>
<td>Office: 52-999-912-5234</td>
<td></td>
</tr>
<tr>
<td>Mobile: 52-999-958-0772</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:empaquesymudanzasint@prodigy.net.mx">empaquesymudanzasint@prodigy.net.mx</a></td>
<td></td>
</tr>
<tr>
<td>Contacts: Ernesto Flores, Nora Leticia Martin</td>
<td></td>
</tr>
<tr>
<td>1) Mudanzas Gou, S.A. de C. V.</td>
<td></td>
</tr>
<tr>
<td>Nva. Sto. Domingo 163</td>
<td></td>
</tr>
<tr>
<td>Frac. Industrial San Antonio</td>
<td></td>
</tr>
<tr>
<td>Azcapotzalco, 02760 Mexico D.F.</td>
<td></td>
</tr>
<tr>
<td>Office +52-55-50622631</td>
<td></td>
</tr>
<tr>
<td>Mobile +52-1-55-54180323</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:n.arredondo@mudanzasgou.com">n.arredondo@mudanzasgou.com</a></td>
<td></td>
</tr>
<tr>
<td>José Luis Romero, <a href="mailto:jl.romero@mudanzasgou.com">jl.romero@mudanzasgou.com</a></td>
<td></td>
</tr>
<tr>
<td>Carlos Morales (Mérida)</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:merida@mudanzasgou.com">merida@mudanzasgou.com</a></td>
<td></td>
</tr>
<tr>
<td>3) Transcontainer S.A. de C.V.</td>
<td></td>
</tr>
<tr>
<td>Dr. Gustavo Baz # 295 F, Col. Viveros de la loma, Tlalnepantla, Estado de México, 54080</td>
<td></td>
</tr>
<tr>
<td>Direct Line: (5255) 5361 7884</td>
<td></td>
</tr>
<tr>
<td>Phone: (5255) 5398 2323 Ext: 116</td>
<td></td>
</tr>
<tr>
<td>Fax: (5255) 5398-7716</td>
<td></td>
</tr>
<tr>
<td>Contact: Edith Mayén. <a href="mailto:edithm@transcontainer-group.com">edithm@transcontainer-group.com</a></td>
<td></td>
</tr>
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</table>
ITGBL Local Agents

**Post:** Mexico City DF  
**Bureau:** WHA

### Local Agents:

**MUDANZAS GOU, S.A. de C.V.**  
Nueva Santo Domingo #163  
Fracc. Industrial San Antonio  
Azcapotzalco, Mexico, DF 02760  
POC: Jose Luis Romero  
Sales Manager  
Tel. 55-5062-2600  
Direct. 55-5062-2636  
jl.romero@mudanzasgou.com

**MUDANZAS BALDERAS, S.A. de C.V.**  
Av. de las Minas 83  
Col. Lomas de Becerra  
Mexico, DF 01280  
Tel. 52-55 5598-1255  
POC: Alejandra Balderas  
alejandra@balderas.com.mx

**MUDANZAS MYM, S.A. de C.V.**  
Insurgentes Norte 1290  
Col. Capultitlan  
Mexico, DF  
Tel. 52-55 2974-9400 x-9402  
POC: Mireya Vazquez  
CEO International  
mvazquez@myminternational.com

**TRAFIMAR RELOCATIONS, S.A. de C.V.**  
Ferrocarril Acámbaro No. 77  
Col. San Luis Tlatilco  
Naucalpan de Juárez  
Edo de Mexico, CP 53630  
POC: Eduardo Otero  
Sales Director  
otero@trafimarrelo.com.mx  
Tel. 52-55 5312-9900

**TRANSCONTAINER INTERNATIONAL, S.A. de C.V.**  
Vía Dr. Gustavo Baz No. 295-F  
Estado de Mexico CP 54080  
Tel. 52-55 5398-2323  
POC: Carmen Lerdo de Tejada  
Sales Manager  
carmenr@transcontainer-group.com
## ITGBL Local Agents

### Monterrey

**Local Agents:**

<table>
<thead>
<tr>
<th>Local Agents</th>
<th>Address</th>
<th>Contact</th>
</tr>
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<tbody>
<tr>
<td>MYM, Muebles y Mudanzas International</td>
<td>Edgar Allan Poe #235, Col. Polanco Mexico, D.F. 07370</td>
<td>POC: Bernardo Lijtszain, Tel: 52 55 1055 6732, Email: <a href="mailto:lijtszain@myinternational.com">lijtszain@myinternational.com</a></td>
</tr>
<tr>
<td>Mundanzas Gou, S.A. de C.V.</td>
<td>Nueva Escocia No. 4344, Fracc. Ind. Abraham Lincoln, Monterrey, N.L. CP 64310</td>
<td>POC: Alfonso Luna, Tel: 52 81 8040 0000, 8040 0500, &amp; 8676 3025, Email: <a href="mailto:A.Luna@mundanzasgou.com">A.Luna@mundanzasgou.com</a></td>
</tr>
<tr>
<td>Trafimar Relocation Service, Monterrey</td>
<td>Ave. de las Industrias No. 124, Fracc Industrial los Nogales, Santa Catarina N.L. C.P. 66367</td>
<td>POC: Brenda Casas, Tel: 55 81 8390-0583</td>
</tr>
<tr>
<td>Transcontainer</td>
<td>Via. Dr. Gustavo Baz No. 295-F, col. Viveros de la Loma, Tlalnepantla, EDO Mexico C.P. 54080</td>
<td>POC: Vicky Rojas, Tel: 011-55-5361-7603/5398/7884, Email: <a href="mailto:vickyr@transcontainer-group.com">vickyr@transcontainer-group.com</a></td>
</tr>
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### Nogales

**Local Agents:**

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<tbody>
<tr>
<td>Mundanzas Gou Allied International</td>
<td>Av. Las Galaxias 31, Col. Parque Industrial, CP 83299 Hermosillo, Sonora, Mexico</td>
<td>Tel: 01 52 662 251 0734/0839/0876, Fax: 01 52 662 251 0875, Email: <a href="mailto:rmendoza@mundanzasgou.com">rmendoza@mundanzasgou.com</a>, Website: <a href="http://www.mundanzasgou.com">www.mundanzasgou.com</a></td>
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### Nuevo Laredo

**Local Agents:**

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<tr>
<td>Mundanzas Gou</td>
<td>Via. Dr. Gustavo Baz # 295-F, Col. Viveros de la Loma, Tlalnepantla, Estado de Mexico C.P. 54080</td>
<td>POC: Vicky Rojas, Email: <a href="mailto:cickyr@transcontainer-group.com">cickyr@transcontainer-group.com</a></td>
</tr>
<tr>
<td>Mundanzas Gou</td>
<td>POC: Mario Martinez, Tel: 867-717-0517, Email: <a href="mailto:n.laredo@mundanzasgou.com">n.laredo@mundanzasgou.com</a></td>
<td>POC: Vicky Rojas, Email: <a href="mailto:cickyr@transcontainer-group.com">cickyr@transcontainer-group.com</a></td>
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Monday, July 10, 2017
## ITGBL Local Agents

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<tr>
<th>Post: Tijuana</th>
<th>Bureau: WHA</th>
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<tr>
<td>Sullivan United Moving and Storage Co.</td>
<td></td>
</tr>
<tr>
<td>5704 Copley Drive San Diego C.A. 92111</td>
<td></td>
</tr>
<tr>
<td>POC: Laurel Schniepp</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:laurel@sullivanunited.com">laurel@sullivanunited.com</a></td>
<td></td>
</tr>
<tr>
<td>Cell 619-379-7746</td>
<td></td>
</tr>
<tr>
<td>800-874-2600 x 3024</td>
<td></td>
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<table>
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<tr>
<th>3) MYM INTERNATIONAL</th>
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<tr>
<td>Edgar Allan Poe #235</td>
<td></td>
</tr>
<tr>
<td>Col. Polanco Mexico CP 11550</td>
<td></td>
</tr>
<tr>
<td>POC: Malena Larrambebere</td>
<td></td>
</tr>
<tr>
<td>Tel: 52 55 2974 9400</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:info@myinternational.com">info@myinternational.com</a></td>
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<table>
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<tbody>
<tr>
<td>Avenue de las Galaxias #31</td>
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<tr>
<td>Esquina Satellites</td>
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<tr>
<td>Col. Parque Industrial de Hermosillo</td>
<td></td>
</tr>
<tr>
<td>Hermosillo, Sonora CP 83299</td>
<td></td>
</tr>
<tr>
<td>POC: Rossy Gomez</td>
<td></td>
</tr>
<tr>
<td>Tel: 662 2510734</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:hermosillo@mudanzasgou.com">hermosillo@mudanzasgou.com</a></td>
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<tr>
<th>2) TRANSCONTAINER</th>
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<tr>
<td>Via Dr. Gustavo Baz #295-F</td>
<td></td>
</tr>
<tr>
<td>Estado de Mexico CP 54080</td>
<td></td>
</tr>
<tr>
<td>POC: Arturo Rincon Cordero</td>
<td></td>
</tr>
<tr>
<td>Tel: 52 55 5398-2323</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:arturor@transcontainer-group.com">arturor@transcontainer-group.com</a></td>
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## Country: Miami Despatch

<table>
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<tr>
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## Country: Micronesia

<table>
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<tr>
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<tr>
<td>Pohnpei Transfer and Storage</td>
<td></td>
</tr>
<tr>
<td>P.O. Box 340</td>
<td></td>
</tr>
<tr>
<td>Pohnpei, FM 96941 Micronesia</td>
<td></td>
</tr>
<tr>
<td>Tel: (691) 320-2552</td>
<td></td>
</tr>
<tr>
<td>Fax: (691) 320-2389</td>
<td></td>
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</table>
Country: Moldova
Post: Chisinau
Bureau: EUR

Local Agents:

1) Interdean
Blvd. Stefan cel Mare 126, Off. 17
Chisinau, Moldova 2012
POC: Pavel Cebotaru
Tel: 373-22-223349
Fax: 373-22-225828
Email: chisinau@interdean.com or
chisinau@interdean.mldnet.com
Web-site: www.interdean.com

2) Molinari Srl.
11/36 Aeroport Str.
Chisinau, Moldova
POC: Petre Balica
Tel: 373-22524102; 373-22529341
Web-site: www.molinari.md

MOLDMOVER / Pretul Succesului SRL
Blvd. Stefan cel Mare 126, Off. 17
Chisinau, Moldova
Tel: +373 22 223349
Mob: +373 79402325
Fax: +373 22 225828
Email: chisinau@moldmover.md
Person of contact: Pavel Cebotaru
Email: pavel.cebotaru@moldmover.md
**ITGBL Local Agents**

**Country:** Mongolia  
**Post:** Ulaanbaatar  
**Bureau:** EAP

**Local Agents:**

- **Mongol Express**  
  POC Mr. Davaanyam
  
  **Official Address:**  
  Ulaanbaatar, Mongolia 14251  
  Chinggis Avenuw-17  
  Vista Office building, 6th floor  
  e-mail address: davaanyam@monex.mn  
  Tel: 976-319305/103  
  cell:976-9911-0190

- **Santa Fe Relocation Services LLC**  
  Address: #406 Ar Mongol Travel Building, Jamyan Gun Street-5, Sukhbaatar District, Ulaanbaatar-48, Mongolia  
  Tel: +976 7000 0285  
  Fax: +976 7000 0286  
  General Email: mongolia@santaferelo.com  
  Inca Bataa  
  General Manager Direct Tel: +976 7000 0285  
  Fax: +976 7000 0286  
  Mobile: +976 9905 0289  
  Email: inca.bataa@santaferelo.com

- **1) Crown Worldwide, Mongolia:**  
  Official Address:  
  Crown WorldWide Group Building  
  20th khirii, Bayangol District  
  Songolon Bridge, Ulaanbaatar, Mongolia  
  Mr. Bayarbat  
  Tel: 9909-8509  
  Email add: Btseveensuren@crownrelo.com  
  ***One of the best/reliable companies in Mongolia. Both in/out ITGBL for all types of shipments.***
## Local Agents:

**ITGBL Local Agents**

<table>
<thead>
<tr>
<th><strong>Country:</strong></th>
<th>Montenegro</th>
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</thead>
<tbody>
<tr>
<td><strong>Post:</strong></td>
<td>Podgorica</td>
</tr>
<tr>
<td><strong>Bureau:</strong></td>
<td>EUR</td>
</tr>
</tbody>
</table>

**Local Agents:**

- **Balkan Relocations d.o.o. Belgrade, Serbia**  
  Novi Beograd, Bulevar Arsenija Carnojevica 80  
  BELGRADE  
  www.balkanrelocations.com  
  TEL: +381 11 408 15 90  
  FAX: +381 11 408 15 90  
  Contact: Gordana Popov  
  Head of Operations  
  MOB: +381 60 08 543 21  
  E: gordana.popov@balkanrelocations.com  
  *** packing and forwarding  
  HHE/UAB/POV ***

1) **Move One Relocations**  
   POC: Maja Pasic  
   Country Manager - Serbia/Montenegro  
   (maja.pasic@moveoneinc.com)  
   East Europe - Balkans - CIS & Central Asia -  
   Middle East & Africa - Asia Pacific  
   Office Belgrade, Serbia  
   Phone: +381 11 377 4243 ext. 4301  
   Fax: +381 11 848 7089  
   Mobile: +381 63 394 150  
   web: www.moveoneinc.com

2) **Santa Fe Relocation Services d.o.o Beograd**  
   Zitna 28  
   11272 DOBANOVAČI -  
   BELGRADE  
   TEL: + 381 11 35 36 350  
   FAX: + 381 11 35 36 352  
   Misa Matic Regional Manager –  
   mobile number 062 259 357  
   misa.matic@santaferelo.com  
   Maja Karaulic, Sales Manager –  
   mobile number 062 259 354  
   maja.karauliic@santaferelo.com  
   *** packing and forwarding  
   HHE/UAB/POV ***

5) **Jadroagent BAR**  
   International Shipping and Freight agency Ltd  
   Bar, Montenegro  
   e-mail: podgorica.forwarding@jadroagentbar.com  
   tel: Podgorica: 38220622555  
   Bar: 38230 315996  
   Fax: Podgorica: 38220622761 Bar: 38230 312751  
   *** customs clearance  
   in port of Bar and Podgorica customs terminal ***

4) **INTERLOG**  
   Ul Jovana Tomasevica G-9  
   85000 Bar, Montenegro  
   POC: Nikola  
   Tel: 38285313932  
   Fax: 38285317238  
   Cell: 3826806688  
   Email: interlog@cg.yu  
   ***logistics for container shipments in port of Bar***
Country: Morocco
Post: Casablanca

**Local Agents:**

3) Marine Maroc Demenagement
23, Boulevard Moulay Slimane
20300 Casablanca, Morocco
POC: Mrs. Chatelouze
Tel: 022-66-72-18/14
Fax: 022-40-47-22
Email: oumelkettani@marine-maroc.co.ma
** bonded facility **

1) Bedel Casablanca
257-259 Boulevard Adelmoumen
Casablanca, Morocco
POC: Mr., Kamal
Tel: 022-86-04-69; 022-86-01-43
Tel: 022-86-00-33 or 022-04-69 (Bouayad)
Fax: 022-86-01-43
Email: move@bedel.ma ** bonded facility **

2) AGS Casablanca
73, Boulevard Moulay Slimane, Depot No. 16
Ain Sebaa, 20100 Casablanca, Morocco
POC: Mrs. Amina El Karmoudi or Christian Pottier (manager)
Tel: 212-22-66-01-89/93
Fax: 212-22-66-12-71
Tel: 212-22-35-81-14 (Amina)
Email: dir2-agsmaroc@wanadoopro.ma (Amina)
Email: manager-agsmaroc@wanadoopro.ma (Amina) ** bonded facility **

Moumene International Moving Company
# 37, rue Idriss Al Akbar Hassan, Rabat/Morocco
Poc: Mr. Moumene Mohamed, Dir/Manager
Tel: 212-537-26-20-46;
212-537-26-31-57
Fax: 212-537-26-23-94
Email: moumene.mimc@gmail.com;
mimc@iam.net.ma; mimc@menara.ma
Cell: 212-661-35-20-46

4) AGS Warehouse
73 Avenue Tarek Bennia
Massira 2, Temara (Rabat)
POC: Mrs. Chantal Robert, Manager
Tel: 212 37 60 20 42
Fax: 212 237 60 19 38
Cell: 212 61 10 98 51
### Local Agents:

<table>
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<tbody>
<tr>
<td><strong>AGS Rabat</strong></td>
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</tr>
<tr>
<td>1, rue Tayeb Bossiri</td>
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<tr>
<td>Apt 8, Agdal, Rabat</td>
<td></td>
</tr>
<tr>
<td>Morocco</td>
<td></td>
</tr>
<tr>
<td>POC: Joele LUACES</td>
<td></td>
</tr>
<tr>
<td>Phone: 212 537 68 28 92</td>
<td></td>
</tr>
<tr>
<td>Cell: 212 661 10 98 51</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:sales-rabat@agsmovers.com">sales-rabat@agsmovers.com</a></td>
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<td><strong>AGS Casablanca</strong></td>
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<tr>
<td>73, Boulevard Moulay Slimane, Depot No.17</td>
<td></td>
</tr>
<tr>
<td>Ain Sebaa, 20100 Casablanca, Morocco</td>
<td></td>
</tr>
<tr>
<td>POC: Mr. LOUIS THIERCELIN (manager)</td>
<td></td>
</tr>
<tr>
<td>Tel: 212-522-66-01-89/93</td>
<td></td>
</tr>
<tr>
<td>Fax: 212-522-66-12-71</td>
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<td>Apt 8</td>
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<tr>
<td>AGDAL, Rabat</td>
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</tr>
<tr>
<td>POC: Mrs. LUACES Joele (deputy Manager)</td>
<td></td>
</tr>
<tr>
<td>Tel: 212 537 68 28 92</td>
<td></td>
</tr>
<tr>
<td>Cell: 212 61 10 98 51</td>
<td></td>
</tr>
<tr>
<td>4) Moumene International Moving Company</td>
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</tr>
<tr>
<td># 37, rue Idriss Al Akbar Hassan, Rabat/Morocco</td>
<td></td>
</tr>
<tr>
<td>Poc: Mr. Moumene Mohamed, Dir/Manager</td>
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</tr>
<tr>
<td>Tel: 212-537-26-20-46; 212-537-26-31-57</td>
<td></td>
</tr>
<tr>
<td>Fax: 212-537-26-23-94</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:moumene.mimc@gmail.com">moumene.mimc@gmail.com</a>; <a href="mailto:mimc@iam.net.ma">mimc@iam.net.ma</a>; <a href="mailto:mimc@menara.ma">mimc@menara.ma</a></td>
<td></td>
</tr>
<tr>
<td>Cell: 212-661-35-20-46</td>
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</tr>
<tr>
<td>3) Marine Maroc Demenagement</td>
<td></td>
</tr>
<tr>
<td>23, Boulevard Moulay Slimane</td>
<td></td>
</tr>
<tr>
<td>20300 Casablanca, Morocco</td>
<td></td>
</tr>
<tr>
<td>POC: Mrs. Oumelghait Kettami</td>
<td></td>
</tr>
<tr>
<td>Tel: 212 22 46 72 18</td>
<td></td>
</tr>
<tr>
<td>Fax: 212 22 40 47 22</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:oumelkettani@marine-maroc.co.ma">oumelkettani@marine-maroc.co.ma</a></td>
<td></td>
</tr>
<tr>
<td><strong>bonded facility</strong></td>
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</tr>
<tr>
<td>2) Bedel Casablanca</td>
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</tr>
<tr>
<td>257-259 Boulevard Adelmoumen</td>
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</tr>
<tr>
<td>Casablanca, Morocco</td>
<td></td>
</tr>
<tr>
<td>POC: Mrs. Amina Redouani</td>
<td></td>
</tr>
<tr>
<td>Tel: 212 22 86 04 68</td>
<td></td>
</tr>
<tr>
<td>Fax: 212 86 01 43</td>
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<tr>
<td>Email: <a href="mailto:move@bedel.ma">move@bedel.ma</a></td>
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<td><strong>bonded facility</strong></td>
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ITGBL Local Agents

Country: Mozambique
Post: Maputo
Bureau: AF

Local Agents:
AGS Frasers Mozambique
POC: Raphael Baptista, AGS Director
Avenida da Organizaca o da Uni o Africana, 486
Maputo, Mozambique
Tel: +258-21-406410 ;
Cell: +258-82-3010720
Fax: +258-21-016168
Email: manager-mozambique@agsmovers.com
deputy-mozambique@agsmovers.com
perations-mozambique@agsmovers.com
Website: www.agsfrasers.com

CTZ Logistics Lda
Av Emilia Dausse 1286, R/C
Bairro Central A
Maputo
MOZAMBIQUE
Telfax:00258 21 303016
Tel: 00258823070684
Direct Mobile: 00258826223236/00258842853240/002588238056
30
Email: ctzlogistics@inmail.co.mz
Email: sales@ctzlogistics.com &
czembe@ctzlogistics.com
Website: www.ctzlogistics.com
Chandson Zembe
Sales & Marketing Manager

INGAR MOZAMBIQUE LDA
Rue da Soveste
PO Box 2330
Maputo, Mozambique
Tel: 258-21 4625001
Fax: 258-21 462502
Email: ingar@teledata.mz
Website: www.ingarinternational.com

Country: Namibia
Post: Windhoek
Bureau: AF

Local Agents:
2) Stuttaford Van Lines
Danzig Street #7, Lafrenz
P.O. Box 22902
Windhoek, Namibia
POC: Ms Bettina Priilaid
Tel: 264-61-224-691
Fax: 264-61-225-302
Email: dean.bruwer@stuttafordvanlines.com
zirk.swanepoel@stuttafordvanlines.com
**bonded facility **

1) Namtrans
Copper Street #37, Prosperita
P.O. Box 30988
Windhoek, Namibia
POC: Mr. Philip Mans or Ms. Caroline Jooste
Tel: 264-61-236-270
Fax: 264-61-236-304
Email: namtrans@namtrans.com.na and
carolinej@namtrans.com.na
Country: Nepal  
Post: Kathmandu  
Bureau: SCA

Local Agents:

2 ) Orient International Relocations and Mobility Services  
Tripureswor, Kathmandu  
Nepal  
POC : Vinod Shah and Sudeep Shah  
Ph (9771)4240990/4227668  
Mobiles (977)9851020423/9802020000  
Emails : moving@orientfreightgroup.com & support@orientfreightgroup.com  

1 ) Atlas Packers and Movers  
Tinkune, Airport Road  
Kathmandu, Nepal  
POC: P. W. Lama  
Tel: 977 1 448 0797  
Fax: 977 1 448 1174  
Email: atlas@atlas.com.np  
** customs bonded facility **
## ITGBL Local Agents

**Country:** Netherlands  
**Post:** Amsterdam  
**Bureau:** EUR

### Local Agents:

<table>
<thead>
<tr>
<th>Local Agents</th>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>2) Voerman</td>
<td>Wolga 12, 2491 BL The Hague, The Netherlands</td>
<td>+31-70-3011301</td>
<td><a href="mailto:Sdroog@voerman.com">Sdroog@voerman.com</a></td>
<td><a href="http://www.voerman.com">www.voerman.com</a></td>
</tr>
<tr>
<td><strong>Bonded Facility</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1) De Haan Removals</td>
<td>Edisonweg 18, P.O. Box 259, 2950AG Alblasserdam (Rotterdam), The Netherlands</td>
<td>31-78-692-03-33</td>
<td><a href="mailto:d.ansink@dehaan.nl">d.ansink@dehaan.nl</a>, <a href="mailto:marcel@dehaan.nl">marcel@dehaan.nl</a></td>
<td><a href="http://www.dehaan.nl">www.dehaan.nl</a></td>
</tr>
<tr>
<td><strong>Bonded Facility</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2) KHZ Removals</td>
<td>A. van Leewenhoekweg 30, 2400 AJ Alphen a/d Rijn, The Netherlands</td>
<td>31 172 449977</td>
<td></td>
<td><a href="http://www.khz.nl">www.khz.nl</a></td>
</tr>
</tbody>
</table>

---

### Post: The Hague, Bureau: EUR

### Local Agents:

<table>
<thead>
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<th>Local Agents</th>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>3) Voerman</td>
<td>Wolga 12, 2491 BL The Hague, The Netherlands</td>
<td>+31-70-3011301</td>
<td><a href="mailto:Sdroog@voerman.com">Sdroog@voerman.com</a></td>
<td><a href="http://www.voerman.com">www.voerman.com</a></td>
</tr>
<tr>
<td><strong>Bonded Facility</strong></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>2) KHZ Removals</td>
<td>A. van Leewenhoekweg 30, 2400 AJ Alphen a/d Rijn, The Netherlands</td>
<td>31 172 449977</td>
<td></td>
<td><a href="http://www.khz.nl">www.khz.nl</a></td>
</tr>
<tr>
<td><strong>bonded facility</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>1) De Haan Removals</td>
<td>Edisonweg 18, P.O. Box 259, 2950AG Alblasserdam (Rotterdam), The Netherlands</td>
<td>31-78-692-03-33</td>
<td><a href="mailto:d.ansink@dehaan.nl">d.ansink@dehaan.nl</a>, <a href="mailto:marcel@dehaan.nl">marcel@dehaan.nl</a></td>
<td><a href="http://www.dehaan.nl">www.dehaan.nl</a></td>
</tr>
<tr>
<td><strong>Bonded Facility</strong></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

---
**Local Agents:**

3) CPost International (POV and Supplies LCL)
Ocean Miami – Curacao under 1000LBS shipment)
Schottegatweg Noord 32,
Willemstad, Curaçao
POC: Ms. Danielle De Vruegd
Tel: (5999) 767-2588
Cell: (5999) 527-1313
Fax: (5999) 747-1155
Mail: dvreugd@cpostint.com

1) Caribbean Moving Services NV (UAB & HHE)
Caracasbaaiweg # 328 B
Willemstad, Curacao
POC: Ms Manuela Carolina
Tel: (011-5999) 767-2588
Fax: (011-5999) 747-1155
Mail: manuela@cms.an

2) Meyer Moving (HHE-UAB)
P.O Box 3055 Cas Coraweg 69
Willemstad, Curacao
POC: Mr. Bert Spierenburg
Tel. (599-9) 843-4766
Cell: (599-9) 670-0995
Mail:b.spierenburg@meyermoving.com
www.meyermoving.com
ITGBL Local Agents

**Country:** New Zealand

**Post:** Auckland

**Bureau:** EAP

**Local Agents:**

The Moving Company (NZ member of UniGroup UTS)
21 Peterkin Street
Lower Hutt
PO Box 38081
Wellington Mail Center 5045
POC: Nozer Damania
Email: nozer.damania@themovingcompany.co.nz
Phone: +64 9 255 6811

New Zealand Van lines
19 Barnes Street, Seaview, Wellington
POC: Craig Harris
Craig.Harris@nzvanlines.co.nz

Crown Relocations
44-46 Seaview road, Seaview, Wellington
POC: Debbie Mansell
dmansell@crownrelo.com

Allied Pickfords
8-14 MCCormack Place, Ngauranga
P.O. Box 162
Wellington, New Zealand
POC: Ray Loader, National Manager/
Tel: 64-4-472-1134
Fax: 64-4-371-2175
Email: Ray.Loader@alliedpickfords.co.nz

**Post:** Wellington

**Bureau:** EAP

**Local Agents:**

Allied Pickfords
8-14 MCCormack Place, Ngauranga
P.O. Box 162
Wellington, New Zealand
POC: Andrea Smith, International Administrator
PH: +64 4 931-7036, FAX: +64 4 471-2175, E-Mail: Andrea.Smith@alliedpickfords.com

The Moving Company (NZ member of UniGroup UTS)
21 Peterkin Street
Lower Hutt
PO Box 38081
Wellington Mail Center 5045
Name: Nozer Damania
Email: nozer.damania@themovingcompany.co.nz
Phone: +64 9 255 6811

New Zealand Van lines
19 Barnes Street, Seaview, Wellington
POC: Craig Harris
Craig.Harris@nzvanlines.co.nz

Crown Relocations
44-46 Seaview road, Seaview, Wellington
POC: Debbie Mansell
dmansell@crownww.com
**ITGBL Local Agents**

**Country:** Nicaragua  
**Post:** Managua  
**Bureau:** WHA

**Local Agents:**

DO NOT USE ACONIC OR SERVISA FOR BROKERAGE. Any shipments using these brokers will receive no missed RDD exception.

2) Transcargo Ltd.  
Mudanzas y Transportes Internacionales  
Carretera Norte Km. 2.5; frente al Complejo Policial “Ajax Delgado”  
PÓ Box 2082  
Managua, Nicaragua  
POC: Meyling Montes  
(trafico@transcargoltd.com)  
POC: Alberto Sevilla (operations@transcargoltd.com)  
Tel: 505-2248-4363  
Fax: 505-2248-4914

1) Mundanzas Mundiales  
Km. 6.5 Carretera Norte,Entrada a Cervecería  
Managua, Nicaragua  
POC: Marjorie Freer (traffic@gmm.co.ni)/ Margarita Darce (amdarce@gmm.co.ni)  
Tel: 011-505-252-2828

**Country:** Niger  
**Post:** Niamey  
**Bureau:** AF

**Local Agents:**

1) C.A.T. Niger S.A.  
BP 10951  
Niamey, Niger  
POC: Mr. Ali Djimba, Director  
Tel: 227 20 74 09 65  
Fax: 227 20 74 34 29  
Cell: 227 94 95 26 00  
Email: catniger@intnet.ne

3) DHL Global Forwarding  
DHL Niger International  
1822, Blvd. de la Liberte  
BP 10926  
Niamey, Niger  
Tel: 227 20 73 33 59  
Cell: 227 94 85 22 85  
Fax: 227 20 73 81 06  
Email: simbala.sylla@dhl.com

2) MAERSK Niger S.A.  
BP 12051  
Niamey, Niger  
POC: Mr. Sani Halilou, Director  
Tel: 227 20 73 44 80  
Fax: 227 20 73 44 80  
Cell: 227 96 96 28 09

4) AGS Frasers Niger  
Route de l’aéroport  
BP 13612  
Niamey, Niger  
POC: Gerard Machetel  
Tel: 227 20 74 28 80 / 227 20 74 27 96  
Cell: 227 96 96 37 31  
Fax: 227 20 74 19 40  
Email address for US agent contact: ITGBL-Africa@agsmovers.com
<table>
<thead>
<tr>
<th>Country</th>
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</tr>
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<td></td>
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</tr>
<tr>
<td></td>
<td>Irish Relocation Services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Jason Crane - Account Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12 Westbank Road, Belfast, BT3 9JL</td>
<td></td>
</tr>
<tr>
<td></td>
<td>T:+44- (0) 28 9078 1278</td>
<td></td>
</tr>
<tr>
<td></td>
<td>F: +44- (0) 28 9078 1728</td>
<td></td>
</tr>
<tr>
<td></td>
<td>M: +44 (0) 7501 507181</td>
<td></td>
</tr>
<tr>
<td></td>
<td>W: <a href="http://www.irishrelo.com">www.irishrelo.com</a></td>
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<tr>
<td>Norway</td>
<td>Oslo</td>
<td>EUR</td>
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<td>2.) ADAMS EXPRESS AS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Filipstadveien 2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>0250 Oslo</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Norway</td>
<td></td>
</tr>
<tr>
<td></td>
<td>POC: Travis L. Clark</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tel: (47) 23011459</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax: (47) 23011451</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cell: (47) 92046220</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:tlc@adamsexpress.no">tlc@adamsexpress.no</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>NFB INTERNATIONAL RELOCATIONS AS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Nesbruveien 33-A, 1396 Billingstad (Oslo), Norway</td>
<td></td>
</tr>
<tr>
<td></td>
<td>POC: Bjørn Carlsen – Managing Director</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cell: +47-478 43 615</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:bjorn.carlsen@nfbir.com">bjorn.carlsen@nfbir.com</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.) TEAM RELOCATIONS AS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ankerveien 209</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1359 Eiksmarka</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Norway</td>
<td></td>
</tr>
<tr>
<td></td>
<td>POC: Kai Roger Finnseter</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tel: (47) 67161616</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax: (47) 67161617</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cell: (47) 92843043</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:KaiRoger.Finnseter@teamrelocations.com">KaiRoger.Finnseter@teamrelocations.com</a></td>
<td></td>
</tr>
</tbody>
</table>
Country: Oman
Post: Muscat

Local Agents:

5) The Movers
MANOJ SHARMA
Business Unit Head
GSM: +968 98548563 / 96287961
Office Tel: +968 2421-8353
sharma.manoj@themovers.om
sales@themovers.om

6) International Moving
Rajesh Nair | Manager – Gulf Agency Company (Oman) LLC | P.O.Box 740, 112 Ruwi, Sultanate of Oman | Direct: +968 24477857 | Fax: +968 24477891 | Mobile: +968 95215700 Rajesh K. Nair
rajesh.knair@gac.com
www.@moving.gac.com

1) M/S Inchcape Shipping Services & Co. LLC.
Post Box 36, Postal Code 112 Ruwi, Sultanate of Oman
POC: Ajith George, General Manager
POC: Sunny Cheeran, Manager, International Removals
POC: Ajith George, Manager, Cargo Services
Tel: (968) 24567010/ 24567050/ 24567744
Fax: (968) 24567101
Cell: 99942779 (Robb); 99493784 (Kumar); 99317411 (George)
Email: jim.robb@iss-shipping.com
Email: manoj.kumar@iss-shipping.com;
jith.george@iss-shipping.com

2) Writer relocations
Tel: 92411640 or 97881439
Po box 3380
PC 111
Muscat Sultanate of Oman
Tel 0096824619815
Fax 0096924593799
renny.james@writercorporation.com

4) Falcon Air Services & Transport Co LLC (UPS)
P.O Box : 889, P.C. 100, Muscat, Sultanate of Oman
Antony Navis.B
Tel : + 968 24 68 3 960 / 1 / 2 / 3 / 4 /5
Dir : + 968 24 68 3 959
Gsm : + 968 9282 9020
Fax : + 968 24 68 3 958
Email : antony@fastcooman.com
Web : www.fastcooman.com
ITGBL Local Agents

Country: Pakistan  
Post: Islamabad  
Bureau: SCA

Local Agents:

4. Viking Shipping Services  
POC: Mr. Qamar Rashid, Chief Executive  
Address: 17, First Floor Muhammad Plaza, Blue Area, Jinnah Avenue, Islamabad – Pakistan.  
Tel. No. 92-51-2810026-27, 2875807-08, Fax: 2875809  
Email: Viking@isb.comsats.net.pk  
Website: www.viking.pk.com

2) Ocean Air  
Industrial Area, Sector 1-10/3, Street 6, Plot 76 Islamabad, Pakistan  
POC: Khushi Mohammad Raza, Asif Raza, Kashif Raza  
Tel: 92-51-444-7551  
Fax: 92-51-444-3771  
Email: oceanair@cyber.net.pk

1) M/S Freeline Movers  
3rd floor, Yasin Plaza, 74-West Blue Area Islamabad, Pakistan  
POC: Alamgir Shah or M. Beaty  
Tel: 00-92-51-2878029 - 2822471  
Fax: 00-92-51-2274227 - 2825132  
Cell: 92 300 8500379 (Shah)  
Cell: 92 302 8556906 (Beaty)  
Freeline Movers Head office general email moving@freelinemovers.com (to be cc’d in all correspondence)  
Freeline Movers MD’s email:  
ashah@freelinemovers.com (Alamgir Shah)  
(ITGBL requests to be sent to)  
Freeline Movers ITGBL Handler email:  
hammad.shah@freelinemovers.com (ITGBL requests to be sent to)  
Freeline Movers city emails  
karachi@freelinemovers.com  
lahore@freelinemovers.com  
peshawar@freelinemovers.com  
Kabul@freelinemovers.com  
quetta@freelinemovers.com (For shipments to the concerned cities)  
Website: www.flm.com.pk

3. Express Movers:  
POC: Ehsan-ul-Haq, CEO  
Address: Plot No. 66-76, Khayaban-e-Johar, Sector I-10/3, Islamabad – Pakistan.  
Tel No. 92-51-4100988-90, Fax: 92-51-4100987  
Email: mail@expressmovers.com.pk
### ITGBL Local Agents

<table>
<thead>
<tr>
<th>Post: Karachi</th>
<th>Bureau: SCA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Local Agents:</strong></td>
<td></td>
</tr>
<tr>
<td>3) EXPRESS MOVERS</td>
<td></td>
</tr>
<tr>
<td>14-D, Block-6</td>
<td></td>
</tr>
<tr>
<td>PECHS, Karachi-75400, Pakistan</td>
<td></td>
</tr>
<tr>
<td>POC: Imran Aziz Siddiqui / Ashfaq Uddin</td>
<td></td>
</tr>
<tr>
<td>Tel: (92-21) 34527270 - 34528077</td>
<td></td>
</tr>
<tr>
<td>Fax: (92-21) 34547086</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:ops@expmovkhi.com">ops@expmovkhi.com</a></td>
<td></td>
</tr>
<tr>
<td>1) OCEAN AIR INTERNATIONAL</td>
<td></td>
</tr>
<tr>
<td>Office # 804, 8th Floor, Business Plaza, Mumtaz Hasan Road</td>
<td></td>
</tr>
<tr>
<td>OFF: I.I. Chundrigar Road, Karachi</td>
<td></td>
</tr>
<tr>
<td>POC: Mr. Kashif Raza, Chief Coordinator</td>
<td></td>
</tr>
<tr>
<td>POC: Javaid I. Kanwar</td>
<td></td>
</tr>
<tr>
<td>Tel: (92-21) 32460491-92 (Karachi Office)</td>
<td></td>
</tr>
<tr>
<td>Fax: (92-21) 32460493</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:everywhere@cyber.net.pk">everywhere@cyber.net.pk</a></td>
<td></td>
</tr>
<tr>
<td>2) FREELINE MOVERS</td>
<td></td>
</tr>
<tr>
<td>No. 14&amp;15, 3rd Floor, Kahkashan Mall, Main Tariq Road 172-1, Block -2, P.E.C.H.S. Karachi</td>
<td></td>
</tr>
<tr>
<td>POC: Anwar Fateh/ Amir Shahzad</td>
<td></td>
</tr>
<tr>
<td>Tel: (92-21) 34530626 - 34310478</td>
<td></td>
</tr>
<tr>
<td>Fax: (92-21) 34531747</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:karachi@freeline.com.pk">karachi@freeline.com.pk</a> / <a href="mailto:movers@freeline.com.pk">movers@freeline.com.pk</a></td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.freelinemovers.com">www.freelinemovers.com</a></td>
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<table>
<thead>
<tr>
<th>Post: Lahore</th>
<th>Bureau: SCA</th>
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<tbody>
<tr>
<td><strong>Local Agents:</strong></td>
<td></td>
</tr>
<tr>
<td>2) Ocean Air</td>
<td></td>
</tr>
<tr>
<td>House No 40 B Jail Road</td>
<td></td>
</tr>
<tr>
<td>Lahore 54600, Pakistan</td>
<td></td>
</tr>
<tr>
<td>POC: Rizwan Alam Khan, Manager</td>
<td></td>
</tr>
<tr>
<td>Tel: 92-42-7523870</td>
<td></td>
</tr>
<tr>
<td>Fax: 92-42-7523871</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:oceanair@cyber.net.pk">oceanair@cyber.net.pk</a></td>
<td></td>
</tr>
<tr>
<td>3) M/S. Express Movers</td>
<td></td>
</tr>
<tr>
<td>Packers and Freight Forwarders, Plot no. 66-67, Khayaban-e-Johar I-10/3, Islamabad, Pakistan</td>
<td></td>
</tr>
<tr>
<td>Tel: +92-51-4100988, 4100989, 4100990</td>
<td></td>
</tr>
<tr>
<td>Fax: +92-51-4100987</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:expressmovers@nayatel.pk">expressmovers@nayatel.pk</a>, Web site: <a href="http://www.expressmovers.com.pk">www.expressmovers.com.pk</a></td>
<td></td>
</tr>
<tr>
<td>POC: Mr. Ehsan Malik, CEO or Mahtab Khan</td>
<td></td>
</tr>
<tr>
<td>1) M/S Freeline Movers</td>
<td></td>
</tr>
<tr>
<td>3rd floor, Yasin Plaza, 74-West Blue Area Islamabad, Pakistan</td>
<td></td>
</tr>
<tr>
<td>POC: Alamgir Shah or M. Beaty</td>
<td></td>
</tr>
<tr>
<td>Tel: 00-92-51-2878029 - 2822471</td>
<td></td>
</tr>
<tr>
<td>Fax: 00-92-51-2274227 - 2825132</td>
<td></td>
</tr>
<tr>
<td>Cell: 92 300 8500379 (Shah)</td>
<td></td>
</tr>
<tr>
<td>Cell: 92 302 8556906 (Beaty)</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:ashah@freeline.com.pk">ashah@freeline.com.pk</a></td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:flm@apollo.net.pk">flm@apollo.net.pk</a> or <a href="mailto:movers@freeline.com.pk">movers@freeline.com.pk</a></td>
<td></td>
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<tr>
<td>Website: <a href="http://www.flm.com.pk">www.flm.com.pk</a></td>
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# ITGBL Local Agents

## Local Agents:

### Peshawar, Pakistan

<table>
<thead>
<tr>
<th>Number</th>
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<th>Contact Person</th>
<th>Phone Numbers</th>
<th>Email Address</th>
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<tbody>
<tr>
<td>2)</td>
<td>M/S Freeline Movers</td>
<td>3rd floor, Yasin Plaza, 74-West Blue Area, Islamabad, Pakistan</td>
<td>Alamgir Shah</td>
<td>+92-51-2822471 / 2274221</td>
<td><a href="mailto:flm@apollo.net.pk">flm@apollo.net.pk</a> or <a href="mailto:movers@freeline.com.pk">movers@freeline.com.pk</a></td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td>Website: <a href="http://www.flm.com.pk">www.flm.com.pk</a></td>
</tr>
<tr>
<td>1)</td>
<td>Ocean Air</td>
<td>No 76, Street 6, I-10/3 Industrial Area, Islamabad, Pakistan</td>
<td>Asif Raza</td>
<td>+92-51-444 7551 - 4</td>
<td><a href="mailto:asif@oceanairpls.com">asif@oceanairpls.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
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<td>Gen Office Email: <a href="mailto:Oceanair@cyber.net.pk">Oceanair@cyber.net.pk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>+92-51-444 3771 &amp; 444 5700</td>
<td></td>
</tr>
<tr>
<td>3)</td>
<td>M/S Express Movers</td>
<td>Plot # 66-67, Khayaban-e-Johar 1-10/3, Islamabad, Pakistan</td>
<td>Ehsan Malik</td>
<td>051-4100988-90</td>
<td><a href="mailto:expressmovers@nayatel.pk">expressmovers@nayatel.pk</a></td>
</tr>
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## Palau

### Koror, Palau

<table>
<thead>
<tr>
<th>Number</th>
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<th>Address</th>
<th>Contact Person</th>
<th>Phone Numbers</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1)</td>
<td>CTSI Logistics - Palau</td>
<td>P.O. Box 1713, Waesie Bldg. Malakal Koror, Palau</td>
<td>Jun Aclan, Operation Manager; Ronnie Giman, Station Manager</td>
<td>(680) 488-1085/ 2845/ 6863</td>
<td>(680) 488-5828</td>
</tr>
<tr>
<td></td>
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<td>Website: <a href="http://www.ctsi-logistics.com">www.ctsi-logistics.com</a></td>
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---

**Country:** Palau  

**Post:** Koror  

**Bureau:** EAP
ITGBL Local Agents

Country: Panama
Post: Panama City

Bureau: WHA

Local Agents:

1) PANAMA PACKING AND STORAGE
Urb. La Esperanza No.9-T
Ricardo J. Alfaro Avenue
San Miguelito
Panama City
General Manager: Fernando Alegre E.
Sales Director: Lina Alegre M.
Phones: (507) 230-1422/230-1147
Fax (507) 230-1609
E-Mail: mail@panamapacking.com

2) Canal Movers
Building 1067, Curundu Road Curundu
Panama City, Republic of Panama
POC: Walter Lafitte, General Manager
Tel: 507 232-5189/ 232-1394
Email: rates@canalmovers.com

3) Panama Intermoving Relocation, Inc. (PIR)
PH Agata, First Floor, Local No.2
Street No. 50 and 68
San Francisco,
Panama, Rep. of Panama
juan.bernal@panamapir.com
www.panamapir.com
(507)322-0747
(507)322-0745
Contacts: Mr. Juan B. Bernal - Director Mr. Mauricio Escalante – Commercial Director

4) Balboa Movers INC.
Milla 7.7, Transistmica Hwy
San Miguelito, Panama City
Republic of Panama
POC: George O'Masta – General Manager
Phone (507) 388-6967
E-Mail: balboaop2@gmail.com

Country: Papua New Guinea
Post: Port Moresby

Bureau: EAP

Local Agents:

3) JVK International Movers
Address: Unit 1, 7 First Avenue
Address2: Maroochydore, Queensland 4558, Australia
POC: Paul Sutton
Title: Managing Director
Tel: +07-5309 6890
Mob: +61 448752910
Fax: +07-5335 1663
Email: paul.sutton@jvkasia.com
Country: Paraguay
Post: Asuncion

Local Agents:
SERVIMEX SACI
2435 Felix Bogado Ave.
Asuncion, Paraguay
POC: VIVIANA NUÑEZ – Email: Import@servimex.com.py
POC: LOURDES TUFARI - outgoing shipments – email: export@servimex.com.py

Country: Peru
Post: Lima

Local Agents:
Class International Movers
POC: Mr. Daniel Laporta - President
Tel: 511-206-9955 X 140
e-mail: dlaporta@classmoving.com.pe
Mrs. Claudia Lucio – Head of Sales and Marketing
Tel: 511-206-9955 X 230
E-mail: juanacueva@express.com.pe

1) Express Transports, S.A.
Av. Los Gorrones 130
Lima 09, Peru
POC: Dieter Krumdiek, General Manager
Tel: 511-251-4040
Fax: 511-251-3070
Email: krumdiek@express.com.pe
Web-site: www.express.com.pe

2) Security International Moving, SAC
Av. Los Castillos 309
Ate - Lima 3, Peru
POC: Mario Martinez, President
Tel: 511-436-4000
Fax: 511-436-4000
Email: MMartinez@simoving.com.pe
Web-site: www.simoving.com.pe
ITGBL Local Agents

Country:  Philippines
Post:  Manila
Bureau:  EAP

Local Agents:

6) POVs to Manila only
AJ&J Cargo Movers, Inc.
POC: Mr. Alfonso C. Obsum
Address: 1949 San Marcelino St., Malate, Manila, Philippines
Tel. No. (632) 525-3419, (632) 524-3829
Fax No. (632) 522-3381
E-mail: aj@pldtdsl.net; aco@ajjcargomovers.com
Website: www.ajjcargomovers.com

7) A1 Global Logistics Services
Address: Unit 2A-1 Bldg. 8414, Dr. A. Santos Avenue
Brgy. BF Homes, Sucat, Paranaque City 1700
Philippines
POC: Olivia S. Alarcon/President and CEO
Email: Olivia.alarcon@a1global-logistics.com
Direct: +632 785 1570
Mobile: +63920 9517523 or +63917 8126548
Website: www.a1global-logistics.com
Facebook: www.facebook.com/a1global.logistics
Skype: a1global-logistics
Twitter: A1_logistics

1) Commercial Freight Services, Inc.
Address: Joseph Sitt St., 3rd Avenue,
Bagumbayan, Taguig City, Philippines
Tel. Nos. (632) 823-6545; (632) 823-6355; (632) 823-6294
Fax No: (632) 820-3092
POC1: Jaime A. Fernandez
Email: comfrtbusdev@cfsharp.com
POC2: Grace Silvestre
Email: gysilvestre@cfsharp.com

2) Crown Worldwide Movers, INC.
Bldg. 2 Panorama Compound Km 18
West Service Road, Sucat
Paranaque City 1700, Philippines
POC: Maria Cristina Songco
Email: msongco@crownrelo.com
Tel: (632) 822-1123
Fax: (632) 823-52-63
Web-site: www.crownrelo.com

3) Asian Tigers Lane Moving and Storage, Inc.
N4 JY Sons Compound, Veteran Complex
1631 Taguig, Manila, Philippines
POC: Richard Dyas
Email: Richard.dyas@asiantigers-philippines.com
POC: Tata B. Pintac
Email: tata.pintac@asiantigers-philippines.com
POC: Mel Santos
Email: mel.santos@asiantigers-philippines.com
Tel: (632) 837-09-32
Fax: (632) 838-48-35

4) Santa Fe Moving and Relocations Services
Warehouse 2&3, Southern Luzon Complex, Purok 3,
Barangay Batino, Calamba City, Laguna,
Philippines
POC: Mr. Vedit Kurangil; E-mail: vedit.kurangil@santafeferlo.com
POC: Ms. Racquel Sapiendante; E-mail: racquel.sapiendante@santafeferlo.com
POC: Ms. Simon Shrubsole; E-mail: simon.shrubsole@santafeferlo.com
### ITGBL Local Agents

<table>
<thead>
<tr>
<th>No.</th>
<th>Agent Name</th>
<th>Address</th>
<th>POC</th>
<th>Email</th>
<th>Tel. No.</th>
<th>Fax No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>5)</td>
<td>AGS Four Winds International Movers</td>
<td>10 P. Antonio Street, Barrio Ugong Pasig City, Philippines</td>
<td>Mr. Elliot McMahon</td>
<td><a href="mailto:elliot.mcmahon@agsfourwinds.com">elliot.mcmahon@agsfourwinds.com</a></td>
<td>(632) 671-8000</td>
<td>(632) 671-8338</td>
</tr>
<tr>
<td></td>
<td>Carepak Moving &amp; Storage</td>
<td>Address: 43 Sta. Ana Drive, Sun Valley, Paranaque City, Philippines</td>
<td>Austen Chamberlain</td>
<td><a href="mailto:austenchamberlain@carepakmoving.com">austenchamberlain@carepakmoving.com</a></td>
<td>(632) 809-5808</td>
<td>(632) 807-3041</td>
</tr>
</tbody>
</table>
ITGBL Local Agents

Country: Poland
Post: Krakow
Bureau: EUR

Local Agents:

1) Universal Express
ul. Syszkowa 35/37
02-285 Warsaw, Poland
POC: Kinga Motyka
Tel: 48-22-8783500
Email: kinga.motyka@uer.pl
Email: renata.bozek@uer.pl

DTS
ul. Swiatowa 22
02-229 Warszawa
POC: Mr. Wojciech Kwiatek
Chief Executive Officer
Tel. +48 221003006
Mobile: +48508003131
Email: kwiatek@moving.pl

5) AGS Warsaw S.P. ZO.O
ul. Julianowska 37
05-500 Piaseczno
Poland
POC: Antonie Duquesnay
Tel: 0048 22 702 1072
Cell: 0048 602 258 055
Fax: 0048 22 702 1077
Email: manager-warsaw@agsmovers.com or operations-warsaw@agsmovers.com

2) Move One Relocations sp.z.o.o.
ul. Koszykowa 54
00-675 Warsaw, Poland
POC: Piotr Piekarowicz
Tel: 48-22-6308161
Tel: 48-509761217
Email:Piotr.piekarowicz@moveoneinc.com

3) Gosselin Poland
ul. Nowa 23, Stara Iwiczna
05-500 Piaseczno, Warsaw, Poland
POC: Piotr Dmowski or Justyna Bak
Tel: 48-22-7377200
Email: Piotr@corstjens.pl
E-mail justyna@corstjens.pl
Local Agents:

ARKPOL Poland
Mr. Krzysztof Smolenski
Email: ksmolenski@arkpol.com
Tel. +48 22 853 3043
Address:
Ul. Słowikowskiego 27
05-090 Raszyn

5) INTERDEAN
ul. Geodetow 172
05-500 Piaseczno
Warsaw, Poland
POC: Michal Piszczorowicz, Branch Manager
POC: Bartlomiej Wiaczek
Tel: 48-22-7017171
Fax: 48-22-7017177
Cell: 48602306232 (Wiaczek)
Email warsaw@interdean.com
Email: Bartek.wiaczek@interdean.com

4) Universal Express
ul. Syszkowa 35/37
02-285 Warsaw, Poland
POC: Ms. Kinga Motyka
Email: kinga.motyka@uer.pl
POC: Ms. Aneta Golba
Email: aneta.golba@uer.pl
Tel: 48-22-8783546
** bonded warehouse at airport **

3) AGS Warsaw S.P. ZO.O
Ul. Julianowska 37
05-500 Piaseczno
Poland
POC: Antonie Duquesnay
POC: Piotr Zelwak
Tel: 0048 22 702 1072
Cell: 0048 602 258 055
Fax: 0048 22 702 1077
Email: managerwarsaw@agsmovers.com or operationswarsaw@agsmovers.com

2) Move One Relocations
ul. Koszykowa 54
00-675 Warsaw, Poland
POC: Piotr Piekarowicz
Tel: 48-22-6308161
Email:Piotr.piekarowicz@moveonerelo.com

1) Gosselin Poland
ul. Nowa 23, Stara Iwiczna
05-500 Piaseczno, nr Warsaw,
Poland
POC: Piotr Dmowski or Justyna Bak
Tel: 48-22-7377200
Email: Piotr@corstjens.pl
Email: justyna@corstjens.pl

DTS
ul. Światowata 22
02-229 Warszawa
POC: Mr. Wojciech Kwiatek
Chief Executive Officer
Tel. +48 221003006
Mobile: +48508031318
Email: kwiatek@moving.pl
**ITGBL Local Agents**

**Country:** Portugal  
**Post:** Lisbon  
**Bureau:** EUR

### Local Agents:

5) STRONG MOVING INTERNATIONAL  
Tel: +351 218 435 607/8  
Mov: +351 935 793 790  
Av. Pedro Alvares Cabral, 169  
Centro Empresarial Sintra/Estoril V - Armazém B16  
2710-090 Sintra - Portugal  
www.strongmovint.com  
DOD Approved Agent  
Poc: Antonio Lemos  
antonio.lemos@strongmovint.com  
and  
geral@strongmovint.com

1) Empressa de Transportes Galamas  
Av. Salgueiro Maia  
No. 840 Aboboda  
2776-902 Carcavelos, Portugal  
Tel: 351-21-444-3021  
POC: Mr. Jose Esteves  
Email: lisbon@galamas.pt  
** bonded warehouse **

6) Gauntlett International Transportes, LDA.  
Apartado 76 2766-901  
Estoril Codex, Portugal  
POC: Kenneth Laidlaw; Raquel Machado  
Tel: 00 351 21 924 2917  
email: kennethlaidlaw@gauntlett.com ; raquelmachado@gauntlett.com  
bonded warehouse

7) City Mover  
Parque Oriente, Armazem B17  
2695-167 Bobadela  
Loures  
Tel: 00 351 21 478 9400  
POC: Goncalo Sousa; Pedro Silva  
Email: gsousa@citymover.pt; psilva@citymover.pt  
bonded warehouse

3) MARMEDSA/UNIVERSAL GLOBAL LOGISTICS  
Address: Av. D. João II – Lt 1.18.01, Edificio Art's  
Bloco B – Sala 2B, Parque das Nações  
1990-084 Lisboa (Portugal)  
http://redirect.state.sbu/?url=www.universalgloballogistics.com  
POC: Bruno Alves, email: balves@ugl.marmedsa.com

4) NAVECOR Transitarios, Lda.  
R Rosa Araujo, No. 30 7 - esq  
1250-195 Lisboa, Portugal  
POC: Ilda Pereira  
Tel: 00 351 21 350 4250  
Email: movers@navecortransitarios.com

2) GLOBAL INTERNATIONAL RELOCATION  
Address: Estrada Principal 8, Campo Raso  
2710-138 Sintra, Portugal  
Tel: 00 351 219 236 550  
POC: Luis Duarte  
Email: info@global.pt
Country: Qatar

Post: Doha

Bureau: NEA

Local Agents:

1) GAC Qatar W.L.L.,
P.O. Box 6534,
Doha – Qatar
Tel: +974-44205600
Fax: +974-44205601
POC: Jarmo Kihlstrom
E-Mail: jarmo.kihlstrom@gac.com
Moving.qatar@gac.com

2) Swift Freight Services
P.O. Box 22303
Doha, Qatar
POC: Dave Dsouza
Tel: 974 4460 4815
Fax: 974 4460 4534
Email: swiftintl@qatar.net.qa

3) Writer Relocations
PO Box 37846, Doha, State of Qatar
Tel: +974-4468 4046/ 4468 1661
Fax: +974 44684746
Mobile: +974 55861881
POC: Anoop Edward Bosco, Country Manager
Email: anoop.bosco@writercorporation.com
Website: www.writercorporation.com
ITGBL Local Agents

Country: Romania
Post: Bucharest
Bureau: EUR

Local Agents:

4) ORBIT International Moving and Storage
   Member of Orphee Beinogiou Group.
   Address: Sos. Bucuresti - Urziceni Km. 18+400,
   POC: Teodoru Cristea
   Phone: 0040-21-350 1500
   Fax: 0040 -21-350 1501
   Email: tcristea@orbitromania.ro
   Cell: 0040 744 431 759
   Email: hhgd@orbitromania.ro
   www.orbitromania.ro

   Global Relocation Services
   Bucharest, Romania
   Mr. Cor de Groot – Country Manager
   Ph +40 21 311 6425
   Fax +40 21 317 2563
   Office@globalrelo.ro
   cordegroot@globalrelo.ro

   Premier Moving & Storage Bucharest
   Telefon/Fax: +40 21.252.09.71
   Mobile:: +40 732.199.199
   e-mail: unavailable
   POC Razvan Cretu
   Site: unavailable

6) Corstjens Worldwide Movers
   POC: Florin Mitrca
   Tel: +40 21 1020698
   Mobile +40 728 736488
   E-mail: florin@corstjens.com

9) Top Movers
   POC: Vlad Icodin
   Email: TopMovers@TopMovers.ro
   Tel+ 40 21 6533942
   Mobile: +40 722 628923

8) Crown Relocation
   POC: Marius Trusca
   Email: M.Trusca@crownrelo.com
   Tel: +40 724 187 083 / +40 754 766 789

7) Move One
   POC: Alexandru Ciocodei
   Email: Alexandru.Ciodei@moveoneinc.com
   Tel: +40 21 650 0025
   Mobile: +40 753 038 138

5) Rilvan Romania
   Theodor Popa – e-mail theodor.popa@rilvan.eu
   Mobile: 40 729 777397; Phone: 40 21 219547

3) CDD Relocation
   162 Splaiul Unirii
   Bucharest, Romania
   POC: Dana Dascalu
   Tel: 40 21 317 9754
   Email: dana.dascalu@relocate.ro

2) AGS International Moving and Storage
   256 Basarabia Blvd, District 3
   Bucharest, Romania
   POC: Gratiela Lascu or Valentina Costache
   Tel: 40 21 345 0666        Fax: 40 21 345 0062
   Email: manager-
bucharest@agsmovers.com

Bonded Facility *****
### ITGBL Local Agents

1) INTERDEAN INTERNATIONAL RELOCATION

36-38 Mgdalului Street
Bucharest, Romania
POC: Cristian Borcos

cell phone: 40 722 629252 Tel: 40-21-221.23.25
Email: Cristian.Borcos@interdean.com **Facility is secure but not bonded**

<table>
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<th>Post</th>
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**Local Agents:**
ITGBL Local Agents

Country: Russia

Post: Moscow

Bureau: EUR

Local Agents:

2) Santa Fe Relocation Services
61 Novocheryomushkinskaya
Moscow, Russia
POC: Elena Singurova
Tel: 7 495 933 5232
Email: elena.singurova@santaferelo.com

3) PARUSTRANS International Movers
Address: Ul. Ryabinovaya 37, str.1 121471
Moscow RUSSIA
POC: Ms. Tatiana Loboda
E-mail: Tloboda@parustrans.ru
www.parustrans.ru
Tel./fax: +7 495 440 2162
Mobile: +7 916 522 9142

5) AGS FROESCH
Ochakovskoye Shosse 36, Building 2
119530 Moscow / Russia
POC: Ludmila Moskvina
Phone: +7 (495) 989 6664
Fax: +7 (495) 989 6668
Mobile: +7 963 712 3280
Email: Ludmila.moskvina@agsfroesch.com

7) M&TM Freight LLC
Moscow 125363
Skhodnenskaya 56, off. 601
POC: Reinier Reints
Sales Development Director CIS & Russia
Direct: +7-495-268-02-11 (ext. 164)
Mobile: +7 (916)-812-43-61
E-mail: reinier.reints@mtm-net.ru

6) Gosselin Group
Moscow Office
48A, Otkrytoye Chausse
107370 Moscow, Russia
POC: Inna Kapshuk
Tel: 7 (495) 989 73-00
Fax: 7 495 966 7307
Email: DOSMOS@gosselingroup.eu

1) Team Relocations
127A, Varshavskoye Chausse
Moscow, Russia
POC: Dmitry Degtyarev, General Manager
Tel: 7 495 796 9325
Email: Dmitry.Degtyarev@teamrelocations.com

4) Globalink Logistics
Address: Moscow, 31 Ibragimov Str, corp 50, of. 625
POC: Artur Dzharabayev
E-mail: a.dzharabayev@globalinkllc.com
Mobile: +7 968 534 29 32
Tel: +7 495 651 82 72
Fax: +7 495 651 82 73
### ITGBL Local Agents

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<tr>
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<tr>
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<td>AAA Logistics</td>
</tr>
<tr>
<td></td>
<td></td>
<td>192236, Russian Federation, Saint-Petersburg, Soflyskaya street, 6, liter S, pomeshenie 1-N</td>
</tr>
<tr>
<td></td>
<td></td>
<td>POC Norbert Gooren</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel. (mobile): +7-921-412-02-51</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel. (office): +7-812-431-99-19</td>
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<td>Fax: +7-812-431-99-20</td>
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<td>E-mail: <a href="mailto:ngo@aaa-russia.com">ngo@aaa-russia.com</a></td>
</tr>
<tr>
<td></td>
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<td>Elena Shokorova Tel. (mobile): +7-921-370-92-93</td>
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<td>Tel. (office): +7-812-431-99-19</td>
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<td></td>
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<td>E-mail: <a href="mailto:operations-2@aaa-russia.com">operations-2@aaa-russia.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3) Corstjens Worldwide Movers Group - Moscow office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Oktiroye Shosse 48A 3d fl</td>
</tr>
<tr>
<td></td>
<td></td>
<td>107370 Moscow Russia</td>
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<tr>
<td></td>
<td></td>
<td>Phone: +7 495 411 9620</td>
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<tr>
<td></td>
<td></td>
<td>Direct: +7 495 989 7305</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: +7 499 966 7307</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mobile: +7 985 773 4056</td>
</tr>
<tr>
<td></td>
<td></td>
<td>E-mail: <a href="mailto:olegy@corstjens.com">olegy@corstjens.com</a></td>
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<td>Website: <a href="http://www.corstjens.com">http://www.corstjens.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2) OOO Panbaltservice</td>
</tr>
<tr>
<td></td>
<td></td>
<td>199106 V.O. Bloshoy pr.103</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 7 812 322 6027</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: 7 812 322 6039</td>
</tr>
<tr>
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<td>Email: <a href="mailto:avia@pan-baltservice.spb.ru">avia@pan-baltservice.spb.ru</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>** customs bonded facility **</td>
</tr>
<tr>
<td>Vladivostok</td>
<td>EUR</td>
<td>OOO &quot;UNIVERSAL EXPRESS&quot;, International Moves and Relocations. 690014 Narodniy Prospect 11B, room#314</td>
</tr>
<tr>
<td></td>
<td></td>
<td>POC: Elena Tikushina. Tel:+7 914 650 90 51 8 423 260 94 40.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email:<a href="mailto:vladivostok@universalexpress.ru">vladivostok@universalexpress.ru</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Links, Ltd. Ul. Svetlanskaya 89, Suite 35 690078 Vladivostok, Russia</td>
</tr>
<tr>
<td></td>
<td></td>
<td>POC: Yuri Melnikov Tel: 7-4232-220-887</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:vladivos@links-ltd.com">vladivos@links-ltd.com</a></td>
</tr>
</tbody>
</table>
Local Agents:

5) AGS Froesch
115432 Proektiruemyy Proezd 4062, #6
Moscow, Russia
POC: Ludmila Moskvina
Phone: +7 (495) 989 6664
Fax: +7 (495) 989 6668
Email: Ludmila.Moskvina@agsfroesch.com

Move One
Podsosenskiy Lane, bld. 5A
Moscow, Russia
POC: Alexandra Lenskaya
Tel: (7) (495) 926-0163
Fax: (7) (495) 926-0163
Email: alexandra.lenskaya@moveoneinc.com

Gosselin Group
Moscow Office
48A, Otkrytoye Chausse
107370 Moscow, Russia
POC: Inna Kapshuk
Tel: 7 (495) 989-73-00
Fax: 7 495 966 7307
Email: DOSMOS@gosselingroup.eu

2) Team Relocations (formerly Allied Pickfords),
Varshskoye Chausse 127A, 117545 Moscow, Russia
POC: Dmitry Degtyarev
General Manager
T: +7 495 796 93 25
F: +7 495 796 93 25
M: +7 985 991 62 68
E:Dmitry.Degtyarev@teamrelocations.com

M&TM Freight LLC
Director Sales Development Russia & CIS
Direct: +7-495-268-02-11 (ext. 164)
Mobile: +7 (916)-812-43-61
E-mail: reinier.reints@mtm-net.ru
www.mtm-moving.ru
125362, str. Vishnevaya, 9, Building 1, office №
504, 5 floor BC -«IMPERIAL PARK»
Moscow, Russia
Country: Rwanda  
Post: Kigali  
Bureau: AF

Local Agents:

3) SDV TRANSAMI  
BP 1338  
Kigali, Rwanda  
Tel: 250 575584  
POC: Rodolphe Kembukuswa (rodolphe@sdv.co.rw)  
Email: info@sdv.co.rw

1) AGSO  
BP 292  
POC Pascal Romain  
Phone: +250 252576573 / 788300906  
e-mail: rwanda@agsmovers.com

2) COIMEX  
BP 2573  
Kigali, Rwanda  
Tel: 250 575584  
Email: coimex@wand1.com
ITGBL Local Agents

Country: Saudi Arabia
Post: Dhahran
Bureau: NEA

Local Agents:

2) Four Winds Saudi Arabia Limited
P.O. Box 5921, Dammam 31432
Kingdom of Saudi Arabia
POC: Jose Pappachan (mpdm@fourwinds-ksa.com)
Tel: 966 3 857 4434,
Fax: 966 3 857 4841

1) East & West Express
P.O. Box 718, Dammam 31421
Kingdom of Saudi Arabia
POC: Mr. Mohd Yousufuddin
(myousuf@atco.com.sa)
POC: Mr. Joy C.K. (joy@atco.com.sa)
Tel: 966 3 8348647 X 207, 234
Fax: 966 3 8342327
Local Agents:

4) Orient Transport Company, Ltd.
P.O. Box 6983, Jeddah 21452
Palestine Street, 1st floor, Al-Ajlan Building
Kingdom of Saudi Arabia
POC: Omar Ismail, Import Customs
Email: omar.ismail@kuehnenagel.com
Tel: 966-2-644-6655
Fax: 966-2-660-0223

3) Namma Cargo Services Co LTD
P.O. Box 6867, Jeddah 21452
Kingdom of Saudi Arabia
POC: Abdullah S. Al-Hejilan/ Deputy Regional Manager
Email: a_hejilan@nammacargo.com
POC: Mohamed Alsar/ Import
Email: Alsar@nammacargo.com
POC: Stanley Menezes/ Freight Manager
Email: Stanley.m@nammacargo.com
Tel: 966-2-672-2645/ 672-2560/ 675-7950
Fax: 966-2-674-2799
Website: www.nammacargo.com

2) Four Winds Saudi Arabia LTD
P.O. Box 4223, Jeddah 21491
Kingdom of Saudi Arabia
Tel: +966 2 654 7111
Fax: +966 2 6547222
Anis Al- Shanti, Branch Manager
Email: anis@fourwinds-ksa.com
Raoul R. Katigbak (Import rates inquiry and quote – Personal Effects)
Email: impjed@fourwinds-ksa.com
Munadel Hudali (Import/ Export – Official shipment)
Email: sfjed@fourwinds-ksa.com
Dharn Murali (Export rates inquiry and quote – Personal/official)
Email: expjed@fourwinds-ksa.com
Website: www.fourwinds-ksa.com

1) East and West Express
P.O. Box 1298, Jeddah 21431
Kingdom of Saudi Arabia
POC: Jameel Ahmed, Branch Manager
Email: Jameelahmed@atco.com.sa
POC: P. Moidu/ Sr. Sales Executive
E-mail: EWEJEDSales@atco.com.sa
E-mail: moido@atco.com.sa
POC: Syed Hussain Khan/ Sea freight – import & export
E-mail: sayed@atco.com.sa
POC: Mohammed Ameeruddin/ Air freight – import & export
E-mail: Ameeruddin@atco.com.sa
POC: N. Skreekant/ Operations Manager
Email: sreekant@atco.com.sa
Tel: 966-2-691-2204
Fax: 966-2-691-3922
Website: www.atco.com.sa
Local Agents:

1) Four Winds, Saudi Arabia LTD
P.O. Box 8654, Riyadh 11492
Kingdom of Saudi Arabia
Website: www.fourwinds-ksa.com
POC: Mr. Rasheed Ali
Regional Manager
Tel: 966-11-454-4080/8215
Fax: 966-11-454-6656
Email: Rasheed@fourwindsksa.com
Gen email: impruh@fourwindsksa.com
POC: Mr. Celso M Detalo
Admin. Manager
Tel: 966-11-454-4080/8215
Fax: 966-11-454-6656
Email: celso@fourwinds-ksa.com

2) East & West Express
P.O. BOX 8077, Riyadh 11482
Kingdom of Saudi Arabia
Website: www.atco.com.sa
POC: Mr. Faisal Alamoudy
Regional Manager
Tel: 966-11-810-0760 X 100
Email: Faisal.alamoudy@atco.com.sa
POC: Mr. Anwar-Ul-Haq Qadri
Scheduling Office
Tel: 966-11-810-0760X115
Fax: 966-11-214-0757;
Email: Anwar@atco.com.sa

3) Move One Relocations
P.O. Box 250670, Riyadh11391
Kingdom of Saudi Arabia
Web: www.moveoneinc.com
POC: Lamis Omar
Scheduling Office
Tel: 966-11-2884175
Cell: 966-548-082317
Country: Senegal
Post: Dakar

Local Agents:

4) Transports Demenagement Internationaux (TDI)
Address: Allée Papa Guèye Fall X Marsat DAKAR SENEGAL
Contact: Patrice Calasans
Cel: +221 77 503 69 43
Office: +221 33 822 61 20
E-mail: patricecalasans@tdi.sn
Capable of handling all shipment types, including POVs and GOVs

KAPIIO GROUP
Contact: Balla Ndiaye
Address: Ouest Foire, Face CICES B.P 4358 Dakar, Senegal
Office: +221 33 869 36
Cel: +221 77 375 68
Email 1: kapio@orange.sn
Email 2: exploitation@kapio.sn
Capable of handling all shipment types, including POVs and GOVs

2) Transit Fret (Transfret):
SIEGE SOCIAL SENEGAL
Contact: Maguette Dabo
Boulevard Fahd Abdoul Aziz
Angle Autoroute Echangeur Hann
Tel: +221 33 859 1212
FAX: +221 33 864 3535
EMAIL: Maguette.dabo@transfret.sn Capable of handling all shipment types, including POVs and GOVs

Worldwide Movers Senegal SARL
Contact: Adja Issa Ngone Bop
Address: CITE YOFF PALENE RESIDENCE No.7 Dakar, Senegal
Tel: +221-33-860 6000 Mob +221-77-541-1495
Mail: office.senegal@wwmaf.co
Capable of handling all shipment types, including POVs and GOVs

1) AGS Frasers Senegal
Av. Malick Sy
BP: 2704 - Dakar, Senegal
POC: Manager: Didier BERTAY
Cell Phone: 00 221 777401282
email: manager-senegal@agsfrasers.com
*** Bonded Facility ***
Capable of handling all shipment types, including POVs and GOVs
Local Agents:

2) AGS Belgrade
Visnjicka 91
11060 Belgrade, Serbia
POC1: Vladan Jankovic, Branch manager
POC2: Bojan Stojadinovic, Operation Manager
Tel: +381 11 2085 917
Fax: +381 11 2085 918
Email 1: manager-belgrade@agsmovers.com
Email 2: operations-belgrade@agsmovers.com
Website: www.agsmovers.com

1) Move One
Bulevar Milutina Milankovic 23
11070 Belgrade, Serbia
POC: Maja Pasic, Country Manager
Tel: +381 63 394 150 / +381 11- 777 4243
Fax: 381 11 848 7089/ +381 11-777 4243
Email: maja.pasic@moveoneinc.com
Website: www.moveoneinc.com

***Main company for TMO shipments***

4) Interdean
III Nova 28
Belgrade – Dobanovci
Serbia
POC: Misa Matic
Email 1: misa.matic@interdean.com
Email 2: belgrade@interdean.com
Tel: +381 11 35 36 350
Fax: +381 11 35 36 352
Website: www.interdean.com

Matrix
Jovica Grujic - Head of Operations
Allied Pickfords (Serbia, Montenegro and Bosnia and Herzegovina)
+381 11 848 11 55 (d)
+381 11 848 68 68 (f)
+381 65 332 8341 (m)
jovica.grujic@allied.rs
www.allied.rs
Zarka Obreskog 23
11273 Belgrade - Serbia
**Local Agents:**

3) China Way International
Moving & Warehousing Shanghai
Rm. 102, No. 31, Lane 88 Jinyu Rd.
Shanghai 201103, PR China
POC: Collins Gao
Tel: 86-21-64029765
Fax: 86-21-64029867
Email: collins@chinawaygroup.com
**self-owned customs bonded warehouse** (1st rate brokerage agent)

2) Asian Tigers K.D. Dat (China) Ltd. Shanghai
8F, Asionics Technology Bldg.
6, Lane 1279, Zhong Shan (W) Rd.
Shanghai 200051, PR China
POC: Jenny Xu
Tel: 86-21-32095561
Fax: 86-21-32095560
Email: jenny.xu@asiantigers-china.com
**self-owned customs bonded warehouse** (1st rate brokerage agent)

4) AGS Four Winds Shanghai
Rm. 217 Jingan Modern Industry Tower
68 Changping Rd.
Shanghai 200041, PR China
POC: Katherine Yang
Tel: 86-21-62362221
Fax: 86-21-62889837
Email: katherine.yang@agsfourwinds.com
**no self-owned customs bonded warehouse** (2nd rate brokerage agent)

1) Santa Fe Relocation Services
5th floor, Tian Hong Building
80 Xian Xia Rd.
Shanghai 200051, PR China
POC: Leslie Lee (branch manager) / Jessica Huang (inbound) / Stephanie Shi (outbound)
Tel: 86-21-62339700
Fax: 86-21-62339005
Email: llee@santaferelo.com / jessica.huang@santaferelo.com / stephanie.shi@santaferelo.com
**self-owned customs bonded warehouse** (1st rate brokerage agent)
### ITGBL Local Agents

**Country:** Shenyang  
**Post:** Shenyang  
**Bureau:** EAP

#### Local Agents:

<table>
<thead>
<tr>
<th>Local Agents</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| Allied Pickfords               | POC : Michael Hughes  
|                               | Email: Michael.Hughes@alliedpickfords.com  
|                               | Office phone: +86.21.6332.0088 ext. 214  
|                               | Fax: +86.21.6332.1767                                                             |

4. Eastrise Transport Co., LTD  
Company Address:  
Unit 2517, A Tower  
No.20 Gangwan Road,  
Zhongshan District,  
Dalian, China 116001  
+0086 411 82766669 Direct line  
+0086 411 82766758 Fax  
Point of contact: David  
Email: david@eastrise-t.com.cn

2. Sun Movers  
Branch manager Ms. Susan Yang  
susanyangyang@yeah.net  
lucy_zhangzn@yeah.net  
Tel: (86 411) 6290 3946  
Fax: (86 411) 8688 6346  
21st Floor, World Trade Centre, No. 25 TongXing Street,  
Zhongshan District, Dalian, 116001, China

1. Santa Fe  
Branch manager Ms. Joanna Zhou  
joanna_zhou@santafe.com.cn  
Tel: (86 - 411) 82590101 x 210  
Website: www.santafe-relo.com

3. Unigroup  
Manager Sophia Cheng  
sophia_cheng@unigroupworldwide.com  
Branch manager Antonio Chen  
Antonio_ chen@unigroupworldwide.com  
Office: +86 10 6561 0688  
Fax: +86 10 6581 6980  
http://www.unigrouprelocation.com  
Address: Room 7A16 Level 7 East Wing, Han Wei Plaza  
No. 7 Guanghua Road, Beijing 100004 China
Local Agents:

3) SEA AND LAND SERVICES LTD.
SLSA Building, Cline Town
Freetown, Sierra Leone
POC: Mrs. Elma Johnson, Managing Director
Tel: 232 76 800 048
Email: elma.johnson@bollore.com

2) MAERSK Sierra Leone
7 Bathurst Street
Freetown, Sierra Leone
POC: James. M. Heyburn, Managing Director
Tel: 232 22 228 725
Email: Max.Kanu@maersk.com
Moses.Bangura@maersk.com
Thomas.Matturi@maersk.com

1) AGS-FRASERS Sierra Leone Ltd.
17 Sir Samuel Lewis Road
Freetown – SIERRA LEONE
PO BOX 999
Cell: +232 78 920120
ATT: JEAN-MARC BOISGARD
### Local Agents:

1. **The Family Movers(s) Pte Ltd**  
   24 Kian Teck Road  
   Singapore 628775  
   Tel: 65-6266-5225  
   POC: Robert Bock & Chrishelle Chow  
   Email: rbock@familymovers.com  
   Email: cchow@familymovers.com

2. **Santa Fe Relocation Services (s) Pte Ltd**  
   2 Bukit Merah Central, #04-07  
   Singapore 159835  
   Tel: 65-6398-8588  
   POC: Josh Sim / josh.sims@santaferelo.com

3. **Asian Tigers K.C. Dat (S) Pte Ltd**  
   6 Lok Yang Way, Jurong  
   Singapore 628625  
   Tel: 65-6261-8116  
   POC: Patrick Goh & Charmaine Chua  
   Email: Patrick.Goh@asiantigers-singapore.com  
   Email: Charmaine.Chua@asiantigers-singapore.com

4. **Unigroup Worldwide – Singapore Pte Ltd**  
   6 Clementi Loop, Level 1M  
   Singapore 129814  
   Tel: 65-6266-5525  
   POC: Germaine Woo & Jalina Rasool  
   Email: germaine_woo@unigroup.com  
   Email: jalina_rasool@unigroup.com

5. **Helu-Trans (S) Pte Ltd**  
   39 Keppel Road, #02-04  
   Tanjong Pagar Distripark  
   Singapore 089065  
   Tel: 65-6225-5448  
   POC: Ronnie Heng & Randy Chiu  
   Email: ronnieheng@helutrans.com  
   Email: randychiu@helutrans.com

6. **AGS Four Winds International Relocation Pte Ltd**  
   6 Kwong Min Road, #03-00  
   Singapore 628709  
   Tel: 65-6777-1166  
   POC: Yannick Lothou & Jasmine Tan  
   Email: yannick.lothou@agsfourwinds.com  
   Email: jasmine.tan@agsfourwinds.com
ITGBL Local Agents

Country: Slovak Republic
Post: Bratislava

Local Agents:

1) Kuehner A. & Sohn Relocations
Girakstrasse 15
A-2100 Korneuburg - Vienna
Austria
POC: Mr. Erich Bauer-Kuehner
Tel: 43 2262 74 544
Email: bauer-kuehner@kuehner.co.at   ** bonded facility **

4) AGS Worldwide movers
Pristavna 10
821 09 Bratislava, Slovak republic
Tel: +00421 2 5341 2090
POC: Mike Davis Email: manager-bratislava@agsmovers.com

2) Interdean SRO
Agatova 22
841 03 Bratislava, Slovak republic
Tel: +421252632447
POC: Anthony Heszberger and/or Mark Muss
Email: Anthony.Heszberger@interdean.com
Email: Mark.Muss@interdean.com

3) TRIVS.r.o.
Agatova 22
841 03 Bratislava, Slovak republic
Tel: +421265422387
POC: Mr. Anton Vojcak
Email: anton.vojcak@triv.sk

Country: Slovenia
Post: Ljubljana

Local Agents:

1) VATOVEC Relocation
Cufarjeva 5
1000 Ljubljana
Slovenia
T: +386 1 430 1340
F: +386 1 430 1344
E: vlado@vatovec.si
www.vatovec.si
Member of FIDI - IAM – FEDEMAC
** bonded facility **

2) SCHENKER d.d.
Brniceva 51, 1231 Ljubljana
Phone: +386 1 5885 717
Fax: +386 1 5885 797
Mobile: 386 31 357 920
Email: jure.kuzman@schenker.si
Web: http://www.schenker.si

Page 152 of 184
ITGBL Local Agents

**Country:** South Africa  
**Post:** Cape Town  
**Bureau:** AF

### Local Agents:

3) Crown Relocations,  
Nourse Avenue  
2  
Town  
Tel: 27-21-534-9822  
POC: Werner  
Engelbrecht  
Email: wengelbrecht@crownrelo.com

1) Stuttaford Van Lines ***  
65 Bofors Circle  
Epping Industria  
Cape Town, South Africa  
PO Box 301, Eppindust 7475  
Cape Town, South Africa  
POC: Gordon Dempster  
Tel: 27 21 534 3423  
Fax: 27 21 534 8846  
Email: gordon.dempster@stuttafordvanlines.com

2) Allied Pickfords,  
14 Goddenough Ave,  
Epping Industria 7460  
Cape Town, South Africa  
Tel: 27-21-534-2241  
POC: Francois Marais  
Email: francois.marais@pickfords.co.za;  
Jeanne De Jager  
Email: jeanne.dejagger@pickfords.co.za  
Bonded Facility

---

**Post:** Durban  
**Bureau:** AF

### Local Agents:

3) Crown Relo  
No. 1 Drakenberger Drive  
Longmeadow Business Estate, West  
Modderfontein  
Johannesburg, South Africa  
POC: Margie Clark or Anita Wright  
Tel: 27 11 372 1700  
Fax: 27 11 372 1701  
Email: mclark@crownrelo.com;  
awright@crownrelo.com  
Website: www.crownrelo.com

1) Stuttaford Van Lines  
8 Ernest Clockie Road  
Prospecton, 4110 Isipingo Beach Durban KZN,  
South Africa  
POC: Morgan Moodley  
Tel: 27 31 902 3566  
Fax: 27 31 902 8227  
Email: morgan.moodley@stuttafordvanlines.com

2) Allied Pickfords  
2nd Street cnr Setter Street  
Commercia  
Glen Austin  
Tel 011 847 3300  
Email nicky.cronje@pickfords.co.za  
Contact Nicky Cronje  
Bonded facility
Local Agents:

1) Pickford Removals
   cnr second & Setter streets,
   Midrand Industrial Park, Glen Austin, Midrand.
   Tel 011 847 3300;
   POC Nicky Cronje
   E mail nickycronje@pickfords.co.za
   * HHE shipments * Bond facility

4) Stuttaford Van Lines,
   23 Axle Drive, Clayville,
   Midrand Johannesburg
   South Africa. P O Box 987
   Halfway house 1685,
   Johannesburg, South Africa
   POC Laura Wagner
   Tel 27 11 2061500 fax 27 11 3880409
   E mail : LauraWagner@stuttafordvanlines
   LauraWagner@stuttafordvanlines.com
   * HHE shipments * Bond facility

Elliott Mobility
2 travertine Ave, N1 Business park
Centurion
Pretoria South Africa
POC Mr D Hibbert
Telephone Number 011 256 3000
E mail : daveh@elliottmobility.com

Megafreight Services (Pty) Ltd
Johannesburg Head Office, South Africa
Email  : patrick@megafreight.co.za
Switchboard : +27 11 9711000
Direct : +27 11 9711052
Fax: 086 407 1894
Cell : 076 501 3700
Website : www.megafreight.co.za
****Airfreight shipments only****

Local Agents:

2) Megafreight Services (Pty) Ltd    Patrick Myer
   Johannesburg Head Office, South Africa( UAB-airflight only)
   Email : patrick@megafreight.co.za
   Switchboard : +27 11 9711000
   Direct : +27 11 9711052
   Fax: 086 407 1894
   Cell : 076 501 3700
   Website : Embassyusa@megafreight.co.za

3) Elliott Mobility
   N1 Business Park
   2 Travertines Avenue
   Centurion
   27-0-12379-5570
   POC: Lieette Van Lyl.

1) Stuttaford Van Lines,
   23 Axle Drive, Clayville,
   Midrand Johannesburg
   South Africa. P O Box 987
   Halfway house 1685,
   Johannesburg, South Africa
   POC Laura Wagner
   Tel 27 11 2061500 fax 27 11 3880409
   E mail : LauraWagner@stuttafordvanlines.com
   For UAB/ HHE shipments
ITGBL Local Agents

Country: South Sudan

Post: Juba

Bureau: AF

Local Agents:

MEBS:

Keri Julius Mathew
Operations Manager
MEBS Global Reach
Tong Ping, Airport Road
South Sudan, Juba
Cell-phone: +211 957 152 819
+211 920 477 704
+211 912 526 615
Email: kjerius@mebs-intl.com
juliuskerix@yahoo.com

BLUE WATER LOGISTICS LTD:

Joseph T. Morris
Blue Water Logistics Ltd
Kololo Avenue Tong Ping
Cell-phone: +211 928 634 141
+211 955 242 228
+211 912 533 651
Email: bluewaterlogistics@hotmail.com
josephkongolo961@gmail.com
Juba, South Sudan

PAXTON:

Julie Kyokisa
Paxton Van Lines Inc.
Plot 1, In front of IOM, Near Ezentus Caterpillar
Munuki Area, Bilpam Road
Juba, South Sudan
Cell-phone: +211 955 918 320
+211 977 483 417
Work Phone: (703) 334 7720
Email: julieK@paxton.com
## ITGBL Local Agents

**Country:** Spain  
**Post:** Barcelona  
**Bureau:** EUR

### Local Agents:

**TRALLERO INTERNATIONAL**  
Calle Pablo Iglesias, 60-70  
Pol. Ind. Granvia Sur  
08908 L'Hospitalet de Llobregat – Spain  
POC: Daniela Guenschechadze  
Tel. +34 93421 7500  
E-mail: daniela@trallero.com; mercedes@trallero.com

**SIT Transportes Internacionales**  
Calle osca s/n, nave 5  
Pol. Indal. Las Salines  
08830 Sant Boi de Llobregat, Spain  
POC: Ana Belen Serrano  
Tel: 34 93 630 5555  
Fax: 34 93 630 5720  
Email: anabelenserrano@sit-spain.com

**Interdean**  
Tierra de Barros, 4  
Pol. Indal Coslada  
28820 Coslada, Spain  
POC: Susana Alonso  
Tel: 34 91 799-2232  
Fax: 34 91 799-0179  
Email: susanaalonso@interdean.com

### Post: Madrid  
**Bureau:** EUR

### Local Agents:

- **2) Santa Fe Relocation Services, S.A.**  
  Vía de las Dos Castillas, 33  
  Edificio Atica 3, 2nd Floor  
  28224 Pozuelo de Alarcón  
  Madrid, Spain  
  Susana Alonso  
  Tel: 34 68 583 0916  
  E-mail: susana.alonso@santaferelo.com  
  Website: www.santaferelo.com

- **1) Hasenkamp Relocation Services Spain, S.L.**  
  Avda. del Sistema Solar, 21  
  Nave 4  
  28830 San Fernando de Henares  
  Madrid, Spain  
  Alberto Galasso  
  Tel: 34 91 669 4125  
  E-mail: a.galasso@hasenkamp.com  
  Website: www.hasenkamp.com/en/

- **3) SIT Grupo Empresarial, S.L.**  
  Avda. Fuentemar, 13  
  22820 Coslada  
  Madrid, Spain  
  Inès Tabuenca  
  Tel: 34 91 671 0608  
  Email: ines.tabuenca@sitspain.com  
  Website: www.sitspain.com

- **4) Transportes Fluiters, S.L.**  
  Calle Barquillo, 9  
  28004 Madrid, Spain  
  Christian Moericke  
  Tel: 34 91 524 9170  
  E-mail: comercial@fluiters.es  
  Website: www.fluiters.es
ITGBL Local Agents

Country:  Sri Lanka
Post:  Colombo
Bureau:  SCA

Local Agents:

4) H. Don Carolis & Sons Ltd.
   65, Station Passage, Colombo 2, Sri Lanka.
Poc: Mr. Prashantha Peiris/ Packing & Shipping Manager
   Tel: 0094-11-247 2949 or 0094-11-242 2405
   Email: packing@doncarolis.com or Prashantha@doncarolis.com

1) Horizon Relocations Pvt Ltd.,
   # 99, Madampitiya Road Colombo 15, Sri Lanka
   Poc: Mr. Clement De Silva/Managing Director
   Phone: 94-11- 2546394 or 94-11-2546986
   Cell#: 94-7712738917
   E-mail: global@horizonrelocations.lk or imports@horizonrelocations.lk

3) Freight Lanka International Pvt Ltd
   Level 7, Access Tower, 278 Union Place, Colombo
   2, Sri Lanka
   Poc: Sanjeewana Weerakon/ Imports Operations Manager
   Phone: 0094-11-2302402
   Cell: 0094-777-881 938
   Fax : 0094-11-2302412
   Email: Sanjeewanaweerakon@freightlinks.com

2 )E.B Creasy Logistics Pvt Ltd.,
   98, Sri Sangaraja Mawatha, Colombo 10, Sri Lanka.
   Poc: Mr. M.A.M. Nawfel/Manager - Inward
   Phone: 4766008 or 2478780/9
   Cell#: 94-773501824
   E-mail: nawfel@creasy.lk or logistics@creasy.lk

Country:  Sudan
Post:  Khartoum
Bureau:  AF

Local Agents:

1) Cannata International Compnay
   New Extension Amarat Street
   P.O. Box 8173
   Khartoum, Sudan
   POC: Paolo Salvatore, General Manager
   Tel: 249183462097
   Fax: 249183472920
   Cell: 249912304680
   Email: logistics@cannata.co
   paolo@cannata.co

2) K.S. Ganbert & Sons (Sudan) Ltd.
   Gamhuria Avenue
   PO Box  615
   Khartoum, Sudan
   POC: Kastaki Ganbert
   Tel: 249 183 771312
   Fax: +249 183 784381
   Mobile: +249 9  12302294
   Email: move@ganbert.com
   Email: Kastaki@ganbert.co.uk
   Website: www.ganbert.com
ITGBL Local Agents

Country: Suriname
Post: Paramaribo
Bureau: WHA

Local Agents:

2) Cambridge International Transport
LAtourweg52-54 Paramaribo Suriname
POC Eartha Cambridge
Managing Director
Tel: 597 485 685
Fax: 597 486 458
caminter@sr.net

1) Paramaribo Custom Broker
Nassylaan # 38-40
Paramaribo, Suriname
POC: Mr. Clyde Cambridge
Tel: (597) 40 25 84/ (597) 47 00 37
Cell: (597) 850-1579
Email: pcb@pcb.sr / pcb@surimail.com

Country: Swaziland
Post: Mbabane
Bureau: AF

Local Agents:

Stuttafords Van Lines
Unit 4, Matsapha Industrial Park
Matsapha, Swaziland
POC: Gavin Dollman, Branch Manager
Tel: 268 - 5185707
Fax: 268 - 5185706
Email: operations@stuttafordvanlines.co.sz

Elliott International
Plot 178, Simunye Street
Matsapha Industrial Site
Matsapha
Postal address: P. O. Box 1628
Matsapha
Swaziland
POC: Kate Ansley
Email: kate.a@elliottmobility.com Fax +268 2518 4242
kate.a@elliottmobility.com
Mobile + 268 7602 4330
www.elliottmobility.com
Switchboard +268 2518 4270
Country: Sweden  
Post: Stockholm  
Bureau: EUR

Local Agents:

2) NovaTrans AB  
Johan Soderberg  
Tel: 46 8 446 34 40 Fax: 46 8 755 19 19  
Email: info@novatrans.se  
Address: PO Box 7322  
187 14 Taby,  
Sweden

3) Aspire Mobility AB  
Contact: Roger Ledin / International Services  
Tumstocksvägen 14  
SE-187 66 Täby  
Sweden  
+46 – 8 771-3030  
roger.ledin@aspremobility.com

Global Freight Solutions  
Contact: Tina Federspiel  
International Removals  
Klarabergsgatan 29  
SE-111 21 Stockholm  
Sweden  
+46-8 210 450  
Tina.Federspiel@g solutions.se alt.  
removals@g solutions.se

Stadsbudskontoret AB  
Lyftkransvägen 16  
142 50 Skogås  
Phone: +46 8 6450440  
Org. no.: 556267-9745  
POC: Jens Östergaard  
jens@sbkmoving.com  
Phone, work: +46 8 12 13 13 55  
Mobile: +46 70 24 00 135

1) Alfa Quality Moving AB  
POC: Stefan Exerman, Sales  
Phone: +46 8 534 701 47  
Mobile: +46 72 500 88 15  
Fax: +46 8 646 26 30  
Email: stefan.exerman@alfamoving.se  
Address: Kumla Gårdsväg 22, SE-145 63  
Norsborg/Stockholm, Sweden
ITGBL Local Agents

Country: Switzerland
Post: Bern

Local Agents:

2. Kehrli & Oeler AG            Weyermannsstr. 10, 3008 Bern, Switzerland.
   Phone: 41 31 388 81 12
   POC: Mevlüt Güngör, M.Guengoer@Kehrloeler.ch

1. Packimpex Ltd
   Brunnmattstrasse 5
   3174 Thörishaus, Switzerland
   POC: Cristian Rio
   Mail: Cristian.rio@packimpex.ch
   Tel.0041 (0) 58 356 14 19

Post: Geneva

Local Agents:

2) Harsch Transports S.A.
   10. rue Baylon
   1227 Carouge - Geneve, Switzerland
   POC: Manuela Stock /email:
   manuela.stock@harsch.ch / tel: 41 .22.389.48.16

1) Santa-Fe Relocation Services
   18, Chemin Grenet
   1214 Vernier - Geneve, Switzerland
   POC: Mr. Didier Launay
   Tel:+41.22.939.1006
   Email: didier.launay@Santafero.com
ITGBL Local Agents

Country: Syria
Post: Damascus

Local Agents:

3) Nazha Travel, Tourism and Freight (DHL Global Agent)
Victoria Bridge, Sabbagh Building,
PO Box 2170
Damascus, Syria
POC: Mr. Majid Nazha,
Commercial Director
Email: majid.nazha@nazhaco.com
Tel: 963 11 222 18 57/ 245 02 35
Cell: 963 933 232 414 (Mobile)
--Mr. Alaa Al Fares,
Vice Commercial Director
Tel: 963 11 222 18 57/245 02 35
Fax: 963 11 224 39 33
Cell: 963 933 814 822

2) Housami International Transport and Clearance
Abou Shaer Building, PO Box 11523
Damascus - Free Zone, Syria
POC:--Mr. Wassim Housami, Owner
Email: wassim@housami.net.
Tel: 963 11 212 7050
Fax: 963 11 212 7084
--Mr. Francisco Maddi
Commerical Manager
Tel: 963 11 2127050
Fax: 963 11 212 7084
f.maddi@housami.net
** bonded facility **

1) Nazha and Darwish Ltd.
Free Zone - Inana Building - 1st floor
P.O. Box 2484
Damascus, Syria
POC: Mr. Samer Darwish,
General Manager
Email: samer@nazhagroup.com
Tel: 96311 211 1870 x102
--Mrs. Sueli Montilha,
Services Manager
Darwish; x138 Montilha; x108
Email: smontilha@nazhagroup.com/
ITGBL Local Agents

Country: Taiwan

Post: Kaohsiung

Bureau: EAP

Local Agents:

1) President Van Lines, Ltd.
Robert Ho
General Manager
7F-2, No. 100
Lin Shen N. Rd,
Taipei, Taiwan
Tel: 886-2-2541-2163
Fax: 886-2-2511-6479
E-mail: info@pvl.com.tw

2) Santa Fe Relocation Services
Jim Hill
General Manager
13F-4, No. 141, Keelung Rd. Sec. 1,
Taipei, Taiwan
Tel: (866) 22749-4420 ext.102
Fax: (866) 22749-4039, Mob: (866) 92073-3344
E-mail: jim.hill@santaferelo.com.tw

3) Tiger Sun
Assistant Manager
Crown Van Lines, Ltd.
4F-4, No. 165,
Min Sheng E. Rd, Sec. 5,
Taipei, Taiwan
Tel: 886-2-2762-2500, X: 248
Fax: 886-2-2761-2378
E-mail: mover@crownvan.com

Post: Taipei

Bureau: EAP

Local Agents:

2) Crown Van Lines, Ltd.
4F-4, No. 165
Min Sheng East Road, Section 5
Taipei, Taiwan 105
POC: Tiger Sun, Assistant Manager
Tel: 886-2-2762-2500 x248  Fax: 886-2-2761-2378
Email: mover@crownvan.com

3) Asian Tigers K.C. Dat Ltd. Taiwan Branch
3F, No. 170
Chung Shan N Road, Sec 2
Taipei, Taiwan
POC: Zeny Huang
Tel: 886-2-2592-3899
Cell: 886-937-187-067
Fax: 886-2-2592-3155
Email: dan.tattersfield@asiantigers-taiwan.com
inbound@asiantigers-taiwan.com
outbound@asiantigers-taiwan.com
sales@asiantigers-taiwan.com
Website: www.asiantigersgroup.com

1) President Van Lines, Ltd.
7F-2, No. 100
Lin Shen North Road
Taipei, Taiwan 104
POC: Robert Ho, President
Tel: 886-2-2541-2163
Fax: 886-2-2511-6479
Email: info@pvl.com.tw
ITGBL Local Agents

Country: Tajikistan
Post: Dushanbe
Bureau: SCA

Local Agents:

3) Gosselin Caucas & Central Asia
Dushanbe, Tajikistan
POC: Pim Sterck/ Coordinator Central Asia
Umarov Zafar/ Manager at Tajikistan office
Cell: 998 (90) 1866233, 32(0)475716589, 992911119999
Email: Pims@uzbekistan.gosselingroup.eu, Zafar.Umarov@gmail.com
Web: www.Gosselingroup.eu

1) AES Cargo/Move One Relocations
6, Ismoili Somoni Avenue, Apt 69
Dushanbe, Tajikistan
POC: David O'Connor, Regional Manager, Sean Kosa, Operations Manager, Nurova Tahmina, Country Manager
Tel: (992) 37 224 0067
Cell: (992) 9186113 66 (Tahmina) Cell: (992) 918267656 (David)
(992) 918 412298
Email: tajikistan@moveonerelo.com
Email: david.oconnor@moveonerelo.com
Email: tahmina.nurova@moveone.info
Email: sean.kosa@moveonerelo.com
Website: www.aescargo.com;
www.moveonerelo.com

2) Globalink Logistics Group Ltd.
First Residential Road of Lokhuti Str, house 18/1
Dushanbe, Tajikistan
POC: Behruz Zaynulloev or Diana Kurenkeeva
Tel: 992 37 221 77 90; 221 77 67
Cell: 992 918 61 66 02 (Zaynulloev)
Email: B.Zaynulloev@globalinkllc.com
Email: D.Kurenkeeva@globalinkllc.com
ITGBL Local Agents

Country: Tanzania
Post: Dar Es Salaam
Bureau: AF

Local Agents:

Ruru Company LTD
3rd Flr, GMC Heights|Off Nyerere Rd
P. O. Box 80333|Dar es Salaam, Tanzania.
POC: Lambaji Madai|Managing Associate

Worldwide Movers (T) Ltd.
P.O.Box 2486
Dar Es Salaam, Tanzania
Tel. 255-22-277-2631
Fax. 255-22-2775948
wwmtz@wwm.co.tz
www.worldwidemoversafrica.com
POC: Bill Beautin
POC: Damas Bayanga
Cell 0784 222 100
Email: damas.bayanga@wwm.co.tz

Teddy Junior Ltd
6th Floor NSSF Nyerere Tower
Bibi Titi & Morogoro Rd
P.O.Box 77063
Dar es Salaam, Tanzania
POC: Elijoni Dube
Cell# 774 004 000
Email: operations@teddyjnr.com

Ruru Company LTD
3rd Flr, GMC Heights|Off Nyerere Rd
P. O. Box 80333|Dar es Salaam, Tanzania.
POC: Lambaji Madai|Managing Associate

AGS Frasers International Tanzania
Tel: +255 (0)22 278 01 05
Cel: +255 (0) 754 781 467
E-mail : manager-tanzania@agsmovers.com
Skype: ags.tanzanie.manager
Google Map
Philippe DUCLOS
Managing Director
www.agsmovers.com

Lumen Freight and Logistics Ltd
Samora Avenue, Plot No. 2291/120
P.O.Box 80296
Dar es Salaam, Tanzania
Mobile: + 255 0767 004 402
Fax: + 255 22245 1449
Email: lumlogistics@gmail.com
POC: Filbert Hyera

Transpac Logistics (T) Limited
Bandari Street Plot 5,
(Premer Agencies bld) Kurasini,
P.O. Box 70448 Dar es Salaam, Tanzania.
TEL. +255 22 2133923
CELL:+255 784 461118
FAX. +255 22 2133924
EMAIL: ilogistic@gmail.com
POC: Mathias Mollie
**Country:** Thailand  

**Post:** Bangkok  

**Bureau:** EAP

### Local Agents:

4) Santa Fe (Thailand) Co., Ltd.  
207 Soi Saeng Uthai, Sukhumvit 50 Road  
Prakanong, Klongtoey  
Bangkok 10110 Thailand  
POC: Mr. Thomas Donatelli or Mr. Vibool Puntumkhul  
Tel: 662 742 9890-2, 4  
Fax: 662 741 4089  
Email: Thomas.donatelli@santafe.co.th; vibool@santafe.co.th

1) Asian Tigers Transpo International, Ltd.  
3388/74-77 Rama IV Road  
Klongton, Klongtoey  
Bangkok 10110 Thailand  
POC: Mr. K. Ruampot Phokaeo  
Tel: (662) 687 7891  
Email: info@asiantigers-thailand.com or ruampot.p@asiantigers-thailand.com  

2) JVK International Movers Ltd.  
222 Krungthep Kreetha Road  
Bangkok 10240  
Thailand  
Tel: 662-379-4646  
Fax: 662-379-5050  
E-mail: thailand@jvkmovers.com  
POC: Ms. Orawan Voranij  
Tel: (662) 379-4646  
email: orawan@jvkmovers.com

3) AGS Four Winds International Moving Ltd.  
55 Bio House Building, 5th Floor  
Sol Prompong, Sukhumvit Soi 39  
Klongton-nua, Wattana, Bangkok 10110  
POC: Nick Chomonter, Country Director  
POC: Irin Songpreeda, Operations Manager  
Tel: 02 662 7880  
Fax: 02 662 7559  
Email: enquiries-thailand@agsfourwinds.com  
Website: www.agsfourwinds.com  

---

### Post: Chiang Mai  

**Bureau:** EAP

### Local Agents:

1) Omega Logistics Company, Ltd.  
116/80 Nonsee Road, Chong-Nonsee  
Yanawa, Bangkok 10120 Thailand  
POC: Ms. Chayanee Sookakotu  
Tel: (662) 295-2801  
Email: service@asiaaccess.net.th

2) Asian Tigers Transpo International, Ltd.  
3388/74-77 Rama IV Road  
Klongton, Klongtoey  
Bangkok 10110 Thailand  
POC: Preeya Cha-onpoj  
Tel: (662) 687-7888  
Email: info@asiantigers-thailand.com

3) JVK International Movers Ltd.  
222 Krungthep Kreetha Road  
Huamark, Bankapi  
Bangkok 10240 Thailand  
POC: Ms. Orawan Voranij  
Tel: (662) 379-4646  
email: orawan@jbkmovers.com
Country: Togo

Post: Lome

Bureau: AF

Local Agents:

2) Kolta Demenagement International
546 Rue N° 12, Tokoin Wuiti
BP 31183
Lome, Togo
POC: Jean Tsogbe
Tel: 228 22 26 12 81
Email: contact.kolta@yahoo.fr

1) AGS FRASERS Togo
89 Blvd du Mono
B.P. 12403
Lome, Togo
Tel: 228 22 211197
POC: Joele Luaces
Email: manager-togo@agsmovers.com

3) DHL INTERNATIONAL TOGO
1578 Blvd du 13 Janvier
BP 4202
Lome, Togo
POC: Kponton Carole
Azomedon Komi; Judith Agbodji
Tel: 228 22 21 67 25 / 22 23 28 04
Email: caroleKponton@dhl.com

Country: Trinidad

Post: Port of Spain

Bureau: WHA

Local Agents:

1) Henderson Shipping Service
76 Eastern Main Road
Laventille, Trinidad, West indies
POC: Mr. Rolf Nathaniel
Tel: 868 625-6331 or 868 623-4167
Cell: 868 678-7225
Email: info@hendersonshipping.com

2) Trinidad Removers and Forwarders Limited
Boundary Road
San Juan, Trinidad
POC: Mr. Peter Acham
Tel: 868 674-6444
Cell: 868 685-3226
Email: trinidadremovers@gmail.com

3) A.J. Mauritzen & Co. Ltd.
90 Queen Street
Port of Spain, Trinidad
POC: Ms. Tricia Mitchell
Tel: 868 625-3732
Cell: 868 354-3226
Email: ajmauritzen@trinidad.net
Country: Tunisia
Post: Tunis

Local Agents:

Olympic Tunisia Import & Export
Address: 27 Bis –Rue Alfrazdak – Cite Alferdaws
L'Aouina 2045 – Tunis, Tunisia
Phone: +216-20-696-021; +216-70-727-510
Fax: +216-70-726-192
E-mail: olympictunisia@ymail.com
POC: Najoua SELMI – General Manager
E-mail: selmin@olympictunisia.com

IPSEN Logistics
Mr. Ghaleb EL GOULLI
Managing Director
Immeuble Misk , Bloc B
Rue Abou Hamed El Ghazali
Tunis, Monplaisir 1073
Tel #: 216-71-900-901
Fax#: 216-71-900-902
E-mail: eg.ghaleb@ipsenlogistics.com
www.ipsenlogistics.com

Déménagements JAF
Address : 4, Rue de la Nouvelle Delhi
1002 Tunis, Tunisia
Phone: 216-71-906-446; 216-20-25-24-25,
Fax: 216-71-906-517
E-mail: demjaf@planet.tn
POC: Anis Moumene – Assistant Manager
ITGBL Local Agents

Country: Turkey
Post: Adana

Local Agents:

1) Asya Nakliyat International
   Movers
   Ceyhan Yolu 12, KM. 01310
   Incirlik, Adana, Turkey
   POC: Kanat Buyuknisan
   Tel: (322) 332 7302
   Fax: (322) 332 9865
   Email: and@asyanakliyat.com
   bonded facility ***

2) ESEN NAKLIYAT
   Address: Ceyhan Yolu 12 km No: 400
   Incirlik, Adana - Turkey
   POC: Kubilay Sahin
   Tel: (322) 332 7633
   Fax: (322) 332 7692
   e-mail: adana@esenmoving.com.tr ***
   *** bonded facility ***

3) Istanbul Ekspres Nakliyat ve Ticaret A.S.
   Ceyhan Yolu E-5 Karayolu 5 km
   Incirlik, Adana, Turkey
   POC: Yildiray Ayseven
   Tel: (322) 3460987
   Fax: (322) 3460991
   Email: adana.muhasebe@istanbulekspres.com.tr

Post: Ankara

Local Agents:

2) Esen Nakliyat
   Cetin Emec Bul. 8 Cad. No. 10/18
   06450 A. Ovecler, Ankara, Turkey
   POC: Saadettin Kayabasi, President
   Tel: 90 312 472 2090
   Email: esen@esenmoving.com.tr
   Website: www.esenmoving.com.tr **Bonded Facility**

1) Asya Nakliyat
   Ataturk Bulvari No. 127 Kat 2
   06640 Bakanliklar, Ankara, Turkey
   POC: Ilhan Sunay, General Manager
   Tel: 90 312 417 4184
   Email: engin@asyanakliyat.com
   ank@asyanakliyat.com
   Website: www.asyanakliyat.com **Bonded Facility**
Local Agents:

2) SunExpress INTERNATIONAL MOVERS
Icerenkoy Mah Ispirli Canip Sk
No : 23 / A Elif Ap ATASEHIR
ISTANBUL / TURKEY
POC: Arif Yildirim
Phone: 90 216 469 9663
Cell: 90 532 357 8900
www.sunexpressmovers.com
arif@sunexpressmovers.com

1) Asya Nakliyat
Inonu Cad., Mithat Pasa Apt. 92-94, Kat 1 D 1
Gumussuyu 34427, Istanbul, Turkey
POC: Ebru Demirel
Tel: 90 212 243 65 10
Email: ebru@asyanakliyat.com.tr

4) Bergen International Movers
Kore Sehitleri Cad. Kaya Aldigan Sok. 3/6
Zincirlikuyu, Istanbul, Turkey
POC: Jan Lichtenberg or Gerrit Lichtenberg
Tel: 90 212 275 1531
Fax: 90 212 243 2574
Email: Bergen@superonline.com

Inonu Cad. Dumen Sok. Mutlu Apt. No:7/5 Taksim/Istanbul
POC: Ercan Kayabasi and Suleyman Ozcan
Tel: 90 212 293 29 37
Fax: 90 212 293 29 31
istanbul@esenmoving.com.tr
www.esenmoving.com.tr

3) Istanbul Express
POC: Ersin Turhan
ISTANBUL EKSPRES International Movers TURKEY
e-mail: ersin.turhan@istanbulekspres.com.tr
T. 90-212-217 49 68
F. 90-212-217 49 67
<table>
<thead>
<tr>
<th>Local Agents:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>7) SEKIZ YOL</td>
<td>(Local Licensed Company)</td>
</tr>
<tr>
<td>POC: Murad Kazakov</td>
<td></td>
</tr>
<tr>
<td>Gurbansoltan Eje Street, 304, Ashgabat, Turkmenistan</td>
<td></td>
</tr>
<tr>
<td>Mob: +993 65 56 88 08, Mob: +993 68 50 01 01</td>
<td></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:n_orazliev@mail.ru">n_orazliev@mail.ru</a></td>
<td></td>
</tr>
<tr>
<td><strong>Incoming Shipments Only</strong></td>
<td></td>
</tr>
<tr>
<td>8) GAC LOGISTICS</td>
<td>(Licensed Company)</td>
</tr>
<tr>
<td>POC: Leily Dzhepbarova</td>
<td></td>
</tr>
<tr>
<td>Central Business Center, 1958 Street, 70, Ashgabat, Turkmenistan</td>
<td></td>
</tr>
<tr>
<td>Tel: +993 12 47 43 90, Fax: +993 12 47 43 91</td>
<td></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:leily.dzhepbarova@gac.com">leily.dzhepbarova@gac.com</a></td>
<td></td>
</tr>
<tr>
<td>BIR DUNYA</td>
<td>Multimodal Transportation Services &amp; Logistics Company</td>
</tr>
<tr>
<td>POC: Ahmetjan Mavlyanov</td>
<td></td>
</tr>
<tr>
<td>2127/1 Street, 2, Ashgabat, Turkmenistan</td>
<td></td>
</tr>
<tr>
<td>Mob: +993 60 20 11 99, +993 66 30 86 11, +993 65 80 27 45</td>
<td></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:customs.gb@gmail.com">customs.gb@gmail.com</a></td>
<td></td>
</tr>
<tr>
<td>5) M&amp;M Militzer and Munch Turkmenistan Ltd.</td>
<td>(Licensed Company)</td>
</tr>
<tr>
<td>POC: Serdar Ashirov</td>
<td></td>
</tr>
<tr>
<td>Turkmenbashy Street, 54, Business Center “Ympash”, office 501 A, Ashgabat, Turkmenistan</td>
<td></td>
</tr>
<tr>
<td>Tel: +993 12 45 60 94, 45 01 07</td>
<td></td>
</tr>
<tr>
<td>Fax: +993 12 45 60 91, Mobile: +993 65 69 25 54</td>
<td></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:serdar.ashirov@mumnet.com">serdar.ashirov@mumnet.com</a></td>
<td></td>
</tr>
<tr>
<td>Web: <a href="http://redirect.state.sbu/?url=www.tmbuu.com">http://redirect.state.sbu/?url=www.tmbuu.com</a></td>
<td></td>
</tr>
<tr>
<td>HJ “BIRLESHEN ULAG ULGAMY</td>
<td>POC: Jahan Meredova</td>
</tr>
<tr>
<td>Atatürk Street, 95, Ashgabat, Turkmenistan</td>
<td></td>
</tr>
<tr>
<td>Office/fax: +993 12 481885/86</td>
<td></td>
</tr>
<tr>
<td>Mobile: +993 64 027141</td>
<td></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:j.meredova@tmbuu.com">j.meredova@tmbuu.com</a>;</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:info@octaneunionltd.com">info@octaneunionltd.com</a>;</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:i.nuryev@octaneunionltd.com">i.nuryev@octaneunionltd.com</a>;</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:o.strizhenova@tmbuu.com">o.strizhenova@tmbuu.com</a></td>
<td></td>
</tr>
<tr>
<td>Web: <a href="http://redirect.state.sbu/?url=www.tmbuu.com">http://redirect.state.sbu/?url=www.tmbuu.com</a></td>
<td></td>
</tr>
<tr>
<td>TURKMEN AK YOL</td>
<td>POC: Ilya Ilkonnikov</td>
</tr>
<tr>
<td>Business Center “Josghun”, B.Turkmenistan ave., 108, 4th floor, Ashgabat, Turkmenistan</td>
<td></td>
</tr>
<tr>
<td>Tel: +993 12 21 97 95, Fax: +993 12 21 97 94</td>
<td></td>
</tr>
<tr>
<td>Mobile: +993 60 12 95 83</td>
<td></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:project.department@tay.tm">project.department@tay.tm</a>; <a href="mailto:info@tay.tm">info@tay.tm</a></td>
<td></td>
</tr>
<tr>
<td>2) INTERDEAN GROUP</td>
<td>International Relocations</td>
</tr>
<tr>
<td>POC: Victor Salov</td>
<td></td>
</tr>
<tr>
<td>A.Niyazov ave., 122 B, Ashgabat, Turkmenistan</td>
<td></td>
</tr>
<tr>
<td>Tel: +993 12 43 18 33/44</td>
<td></td>
</tr>
<tr>
<td>Fax: +993 12 43 18 44</td>
<td></td>
</tr>
<tr>
<td>Mobile: +993 60 20 81 08</td>
<td></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:victor.salov@interdean.com">victor.salov@interdean.com</a></td>
<td></td>
</tr>
</tbody>
</table>
1) GLOBALINK
Transportation & Logistics Worldwide Company
(Licensed Company)
POC: Jahan Meredova
International Business Center,
2nd Floor, Ashgabat, Turkmenistan
Tel/Fax: +993 12 46 14 26/27
Mobile: +993 65 02 71 41
E-mail: j.meredova@globalinkllc.com

6) GUNESHLI BAHAR
(Local Licensed Company)
POC: Meylis Nuryyev
2127/1 Street, 2,
Ashgabat, Turkmenistan
Mob: +993 60 20 11 99, +993 66 30 86 11, +993 65
80 27 45
E-mail: customs.gb@gmail.com
***Incoming Shipments Only

3) GOSSELIN GROUP
POC: Elena Ter-Semyonova
Turkmenbashy ave., 2,15B,
Ashgabat, Turkmenistan
Tel/Fax: +993 12 39 41 89
Mobile: +993 65 81 49 83
E-mail: elenets@turkmenistan.gosselingroup.eu
**Country:** Uganda  
**Post:** Kampala  
**Bureau:** AF

### Local Agents:

1) Global Freight Logistics, Ltd. *  
Markfirst House  
Jomo Kenyatta International Airport  
POB 45787; GPO 00100  
Nairobi, Kenya  
POC: Mr. Arbi Musanni, Managing Director  
Tel: 254 20 8277777 or 822238/723  
Fax: 254 20 822722/170  
Email: arbmussani@globalfreight.co.ke  
Email: info@globalfreight.co.ke  
* for all sea freight US-Mombasa port for transit to Kampala

2) AGS Frasers International Removals Uganda Ltd. *  
Plot 59b, 7th St. Industrial Area  
POB 7792  
Kampala, Uganda  
POC: Mr. Jean Francois Philippon-Bue, Managing Director  
Tel: 256 414 348337 or 254 712 782349  
Fax: 256 414 348338  
Email: info@ags-frasers-uganda.co.ug  
Email: direction-uganda@agsmovers.com  
* for all air freight to Entebbe

3) SDV Transami Uganda, Plot No: M611, Ntinda Road,  
P.O. Box 5501, Kampala, Uganda. Telephone: +256 414 336000  
POC: Mr. Nicolas Rigal, Manager, Air and Sea freight.  
Telephone: +256 752 722114.  
Email: nicolas.rigal@bollore.com

4) Threeways Shipping Services (group) ltd, Plot 87 Jinja Road,  
P.O. Box 12028, Kampala, Uganda. Telephone: +256 414 258780/7  
POC: Ronald Kanyerezi, Manager-Projects, quality and Strategy or Jeff D. Baitwa, Group Managing director  
Email: rkanyerezi@threewaysshipping.com or jdbaitwa@threewaysshipping.com
ITGBL Local Agents

Country: Ukraine
Post: Kyiv
Bureau: EUR

Local Agents:

1) THE EURODEAN INTL MOVERS
   37 Dovbusha St.
   02092 Kyiv Ukraine
   POC: Oleksiy Kotsyurba, Manager General
   Tel: 380-44-576-6338, 576-7371, 576-8601
   Cell: 380-67-465-5493
   E-mail: O.Kotsyurba@eurodean.ua
   POC2: Sergey Gurasov, Operations Manager
   Tel: 380-44-576-6338, 576-7371, 576-8601
   Cell: 380-67-323-2369
   E-mail: s.gurasov@eurodean.ua

2) THE INTERDEAN-UKRAINE
   8 Raisy Okipnoyi St.
   02002 Kiev, Ukraine
   POC: Marina Chornokozha, General Manager
   Tel: 380-44-576-7370
   Cell: 380-67-658-1012
   E-mail: Marina.Chornokozha@interdean.com
   POC2: Marina Kazachinska, Operations Manager
   Tel: 380-44-576-7370, 569-0652
   Cell: 380-67-224-4972
   Email: Marina.Kazachinskaya@interdean.com
   Website: www.interdean.com

3) The Kimet Plus Ltd.
   10 Starokyivska Street
   04116 Kyiv, Ukraine
   POC: Alexander Pakharenko, General Manager
   Tel: 380-44-236-6177, 483-2420; 483-2461
   Cell: 380-50-386-4346
   POC2: George Pakharenko, Operations Manager
   Tel: 380-44-236-6177, 483-2420; 483-2461
   Cell: 380-50-412-2236
   E-mail: kimet@merlin.net.ua

4) The Compass Worldwide Movers
   35 Predslavinska St. Build 21, off. 317
   03150 Kyiv Ukraine
   POC: Alexei Svischev, General Manager
   E-mail: Alexei@compasswm.kiev.ua
   Tel: 380-44-501-6182
   Cell: 380-67-466-3095
   POC2: Helen Polyanska
   Tel: 380-44-501-6182
   Cell: 380-66-280-4905
   E-mail: Elena@compasswm.kiev.ua, mover@compasswm.kiev.ua
Local Agents:

3) Crown Relocations LLC  
PO Box 44669  
Abu Dhabi, United Arab Emirates  
POC: Paul Retchless  
Tel: 971-2-6733-076  
Fax: 971-2-6733-108  
Email: pretchless@crownrelo.com

1) National Shipping Gulf Agency Co. (Abu Dhabi) Ltd. L.L.C.  
P.O. Box 377  
Abu Dhabi  
United Arab Emirates  
POC: Frederic Julien  
Manager, International Moving  
Tel: 971 2 673 05 00  
Fax: 971 2 673 13 28  
Email: frederic.julien@gac.com; moving.abudhabi@gac.com Website: www.gac.com

2) Inchcape Shipping Services  
2-3 Floor, Ahmed Al Hameli Bldg.  
Muroor Road, P.O. Box 247  
Abu Dhabi, United Arab Emirates  
POC: Ms. Kristine Canicosa  
Tel: 971-2-4081-580  
Fax: 971-2-4467-107  
Email: Kristine.Canicosa@iss-shipping.com
ISSWorldwideMoversAbuDhabi@iss-shipping.com
### ITGBL Local Agents

#### Post: Dubai

#### Bureau: NEA

**Local Agents:**

Interem Relocations  
PLOT M-00539, STREET 732, NEAR LIPTON  
ROUND ABOUT 13, P.O. BOX 61243, JEBEL ALI,  
DUBAI - UAE  
Telephone : +971-4-8070584, Fax : +971-4-8070580  
General E-mail :  
albert@freightsystems.com  
Lopez-rahul.interem@freightsystems.com  
ALBERT LOPEZ- albert-home@freightsystems.com

---

3) DASA GOING BEYOND  
Office Court Building 307/308  
P. O. Box 60883  
Dubai, United Arab Emirates  
POC: Simone Percy  
Marketing Manager/Global Accounts  
Tel: +971 4 3344545  
Fax: +971 4 3344546  
Cell: +971 50 3564140  
E-mail: simone@dasa.ae  
Web site: www.dasadxb.com

---

2) National Shipping Gulf Agency Co. (Abu Dhabi) Ltd. LLC. ***  
P.O. Box 377  
Plot 211, Mina Zayed Freeport Area  
Abu Dhabi, U.A.E.  
POC: Fredric Julien  
Tel: 971-2-6730-500  
Cell: 97150 2201418  
Fax: 971-2-6731-328  
Email: fredric.julien@gac.com  
Web-site: www.gac.com  
*** outbound only ***

---

1) AGS Worldwide Movers  
PO Box 27049  
Dubai, United Arab Emirates  
POC: Mr. Zia Husain, Managing Director  
Tel: +971-4-4541 531  
Fax: +971-4-4541 532  
Mobile: +971-55-2029 112  
Email: Zia.husain@agsmovers.com  
Web-site: www.agsmovers.com

---

5) ISS Worldwide Movers  
A Division of Inchcape Shipping Services  
P.O. Box 33166  
Dubai, U.A.E.  
POC: Amos Miller  
Business Development Manager  
Tel: +971 4 303 8645 - Direct  
Fax: +971 4 334 4853  
Mob: +971 50 4557251  
Email: Amos.Miller@iss-shipping.com  
Website: www.iss-shipping.com

---

4) Gulf Agency Company (Dubai) LLC  
PO Box 17041, Jebel Ali Free Zone  
Dubai, United Arab Emirates  
POC: Nigel Lowe  
Manager - International Moving  
Tel: 971 4 881 8090  
Fax: 971 4 805 9342  
Dir : 971 4 805 9343  
Email: nigel.lowe@gac.com  
Website: www.gac.com
Country: United Kingdom

Post: Croughton

Bureau: EUR

Local Agents:

See London
Local Agents:

8) Arrowdene Moving and Storage
38 Howlett Way
Thetford
Norfolk
IP24 1HZ
POC: Simon Long
Email: simon@arrowdene.co.uk
Tel 00 44 1842 753411
Fax 00 44 1842 754574

5) AGS 360 Solutions
Unit 1
Trade City Business Park
Cowley Hill Road
Uxbridge, UB8 2DB
POC: Paul Hope
Tel: 0044 1895 201 595
Email: paul.hope@ags360.com
Fax: 01895-201581
** bonded facility **

3) UniGroup Worldwide UTS Bournes
UTS Bournes
Harbour Road
Rye, East Sussex TN31 7TE
Wesley Bourne
Phone: 01797 228000
Email: wesleybourne@uts-bournes.co.uk

7) P+F Safepac Co Ltd.
Safepac House
Field Road
Mildenhall
Bury St.
Edmunds
IP28 7AP
United Kingdom
POC: Nick Pearson
Email: nick@safepac.co.uk
Tel: +44 1638 713323
**Bonded Warehouse**

1) Interdean Group, Ltd.
Central Way, Park Royal
London NW107XW
POC: Anne Tully
Tel: 44 0 209 963 2540
Fax: 44 0 208 961 9583
Email: Ann.tully@interdean.com
Website: www.interdean.com

2) Arrowpak International Movers, Ltd.
Shenwood House
Norwood Road
Brandon, Suffolk IP27 0PB
POC: Terry Cobbin
Tel: 01842 816316
Fax: 01842 816328
Email: sales@arrowpak.co.uk
Website: www.arrowpak.co.uk

4) BTR International
Brechwood House
Camford Way
Luton
Bedfordshire LU3 3AN
POC: Samantha Clift
Tel: 44 (0) 1582 495495
Fax: 44 (0) 1582 495496
Email: Samantha@breachwoodremovals.co.uk
ITGBL Local Agents

6) BTR International
POC: Jay McErlane / Lee Brewin
Email address: Jay@btrinternational.com / Lee@btrinternational.com
Bonded warehouse

Country: Uruguay
Post: Montevideo
Local Agents:

1) Autogiro Campos Hnos.
Pozos del Rey 1379
POC: Carlos Campos
Tel: 598 2924 1577
Fax 598 2924 1682
Email: cecampos@autogiro.com.uy and mecampos@autogiro.com.uy

3) URUVAN
Marsella 2769
POC: Maria Jose Albarracin
Tel: 598 2208 2627
Email: mariajosealbarracin@uruvan.com.uy

2) IMB MUDANZAS INTERMOVE
ADDRESS: FELIX OLMEDO 3568
POC MARTIN BARRANDEGUY
PHONE: 598 2309-7877
EMAIL: martin@imb.com.uy

Country: USA
Post: DA_DC
Local Agents:

Post: VPCBA
Local Agents:
## Uzbekistan

<table>
<thead>
<tr>
<th>Local Agents</th>
<th>Bureau</th>
</tr>
</thead>
</table>
| **2) Gosselin Caucasus & Central Asia**  
Yakkasary District  
Bolshaya Mirobadskaya Str., #33  
Tashkent, Uzbekistan  
POC: Pim Rottiers, Coordinator for Central Asia  
POC: Fayzulin Farid, Assistant to Manager  
Tel: 99871 3678329  
Email: pimr@uzbekistan.gosselinwwm.com  
Email: normad@silkroad.bcc.com.uz | SCA |

| **1) Globalink Caspian**  
47, 6-Proezd  
Abdulla Kahhara Str.  
Tashkent, 700025 Uzbekistan  
POC: Olga Vinogradova or Elizaveta Irgasheva  
Tel: 99871 3614084/85/86; 3613865  
Email: O.Vinagradova@globalinkllc.com  
Email: e.igasheva@globalinkllc.com | |

| **3) Move One Logistics, LLC**  
46B, 4th Driveway, Halqobod  
Yunusabod District  
Tashkent 100084  
POC: Atabek Alimdjanov, Manager  
Email: atabek.alimdjanov@moveoneinc.com  
Tel: +998-71-235-1843  
Cell: +998-90-998-0877 | |

## Venezuela

<table>
<thead>
<tr>
<th>Local Agents</th>
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</table>
| **1) Mudanzas Internacionales Global**  
Calle Las Tinajas, Edif. Global  
El Llanito 1050  
P.O. Box 51554  
Caracas, Venezuela  
POC: Juerg Degenmann  
Tel: 58-212-2571923 / 257-0050  
Fax: 58-212-256-0052  
Email: management@miglobal.com | WHA |

| **2) Equixpress, CA**  
Calle 3-B Esquina con calle 1-1 Edif. Danni-Rossi, Mezzanina  
Zona Industrial La Urbina Sur.  
Caracas, Venezuela  
POC: Elena I. Mari  
Tel: 58-212-2425580  
Fax: 58-212-2425641  
Cell: 58-416-6228169  
Email: emari@equixpress.com | |

| **3) Clover Internacional, C.A.**  
Av. Luis de Camoens, Edif. Centro Clover Piso 3,  
Zona Industrial La Trinidad, Caracas  
Contact: Tania Tomadin  
Email: mariberth.alvarez@clovergroup.com.ve  
Tlf. (0212) 903.12.86  
Cel (0424) 258.86.17  
www.clovergroup.com | |
Country: Vietnam
Post: Hanoi

Local Agents:

5) Crown Relocations Hanoi
75 Trang Thi
Hoan Kiem district
Hanoi, Vietnam
POC: Dan Slaughter
Tel: 84 4 3936 6741/42/43
Fax: 84 4 3936 6740
POC: Nicolas Perez, Branch Manager Email: nperez@crownrelo.com
www.crownrelo.com

1) JVK Indochina Movers (Vietnam) Ltd.
6 To Ngoc Van
Quang An Ward, Tay Ho District
Hanoi, Vietnam
Tel: 844-3826-0334
Fax: 844-3715-0650
E-mail: hanoi.vietnam@jvkasia.com
POC: Andre A-Pan Hurel, Branch Manager
Tel: 84-4-8260334
Fax: 84-4-7150650
Email: andre.hurel@jvkasia.com
Email: hanoi.vietnam@jvk movers.com
www. jvkasia.com

6) Trans Pacific Logistics Co., Ltd
No 23 lane 61/2 Lac Trung street, Hai Ba Trung dist.
Hanoi, Vietnam
Tel: 84 4 38210909 / 38210910
Fax: 84 4 36364174
Email add. : Transcosea@fpt.vn
Website : www.tplvn.com
PIC : Vi Thi Khoa - Managing Director
Mobile 84 90344 1269

7) Santa Fe Relocations Service
(Transpacific)
40 Cat Linh, Dong Da
Hanoi, Vietnam
POC: Stephanie Ralainarivo, GMS
Hanoi branch manager
Tel: 84-4-7366843
Email: stephanie.ralainarivo@santaferelo.com.vn

2) Royal International Movers
Suite 1106, 11th floor, ICC BLDG.
71 Nguyen Chi Thanh Street
Hanoi, Vietman
POC: Mr. Tran Ngoc Minh
Tel: 84-4-39425999, 0903412513 cell
Fax: 84-4-39426000
Email: Info@rim-vietnam.com or Rim@fpt.vn
** bonded facility **

3) Asian Tigers Transpo International (Vietnam) Ltd.
Inland Custom Depot Area (ICD)
Pham Hung Road, My Dinh, Tu Liem District
Hanoi, Vietnam
POC: Mr. Pascal Jore, Director
Tel: (844) 3768 5882
Fax: (844) 3768 5884
Cell: (844) 904 903 989
Email: pascal.jore@asiantigers-vietnam.com
Email: info.hanoi@asiantigers-vietnam.com
Website: www.AsianTigersGroup.com
4) Allied Pickfords Movers
8 Cat Linh Street
Dong Da District
Hanoi, Vietnam
POC: David Whitehead, Branch Manager
Tel: 84-4- 62752824, cell 84976750644
Fax: 84-4-62752825
Email: david.whitehead@alliedpickfords.com.vn
Website: http://vn.alliedpickfords.com
**Local Agents:**

**AGS Four Winds Vietnam**
Contact: Kevin Hamilton, General Manager
Office Add.: Lafayette De Saigon, 5th Floor
8A Phung Khac Khoan, District 1
Ho Chi Minh City, Viet Nam
Tel: [84] (08) 3521-0071
Cellphone: 01264499885
Email: kevin.hamilton@agsfourwinds.com

**JVK Indochina Movers (Vietnam), Ltd.**
Contact: Gabriele Fanni, Country Manager
Office Add.: Saigon Port Building, 6th Floor
3 Nguyen Tat Thanh Street, District 4
Ho Chi Minh City, Viet Nam
Tel: [84] (08) 3826-7655
Cellphone: 0908041230
Email: gabriele.fanni@jvkasia.com

**Vinatrans Int'l Freight Forwarders ***
Contact: Ms. Luong Thi Ngo - Deputy Manager
406 Nguyen Tat Thanh Street, District 4
Ho Chi Minh city, Vietnam
Tel: (848) 3941-4919
Fax: (848) 3940-4770
Email: logistics-gh@vinatrans.com.vn or luong-nt@vinatrans.com.vn
Website: www.vinatrans.com
***: preferred to handle inbound shipment of office supplies only

**Saigon Van International Relocations**
Contact: Kim Ngoc, Director
No. 2 Street, Dong An Industrial Park, Thuan An District
Binh Duong Province, Vietnam
Tel: (84-0650) 376-6861
Fax: (84-0650) 376-6863
Cell: (84) 903-944-119
Email: kim@saigonvan.com or sales@saigonvan.com
Website: www.saigonvan.com

**Crown Relocations**
Contact: Jamie Rossall, Country Manager
48A Huynh Man Dat Street
Ward 19, Binh Thanh District
Ho Chi Minh City, Viet Nam
Tel: (848) 3840-4237
Fax: (848) 3840-4157
Cell: (84) 903-450-901
Email: jrossall@crownrelo.com
Website: www.crownrelo.com

**Asian Tigers Transpo International (Vietnam)**
9th Floor, Unit 9.3, REE Tower
9 Doan Van Bo Street
Ward 12, District 4
Ho Chi Minh City, Vietnam
Tel: +84 8 3826 7799
Fax: +84 8 3826 4041
Contact: Matt King, Director
Cell: (84) 903-339-092
Email: matt.king@asiantigers-vietnam.com
Website: www.asiantigersgroup.com
## ITGBL Local Agents

<table>
<thead>
<tr>
<th>Local Agents</th>
<th>Post</th>
<th>Country</th>
<th>Bureau</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Allied Pickfords</td>
<td>Sanaa</td>
<td>Yemen</td>
<td>NEA</td>
</tr>
<tr>
<td>Contact: Kevin Hamilton, Country Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Satra Dong Khoi, 2nd floor, 58 Dong Khoi Street, District 1 Ho Chi Minh City, Viet Nam</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tel: (848) 3823-3454 Fax: (848) 3823-9201 Cell: (84) 1225-141-848 Email: <a href="mailto:kevin.hamilton@alliedpickfords.com.vn">kevin.hamilton@alliedpickfords.com.vn</a> Website: <a href="http://www.alliedpickfords.com">www.alliedpickfords.com</a></td>
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<th>Local Agents</th>
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<th>Country</th>
<th>Bureau</th>
</tr>
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<tbody>
<tr>
<td>2) GAS Aviation Services</td>
<td>Sanaa</td>
<td>Yemen</td>
<td>NEA</td>
</tr>
<tr>
<td>P.O. Box 12519, Sana'a, Republic Of Yemen. Telephone: +967 1 412318 (15lines) Fax: +967 1 417067 Email: <a href="mailto:baz-grp@y.net.ye">baz-grp@y.net.ye</a> General Manager: Mr. Khaled Bazara Cell phone #: +967 71173-0800</td>
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<th>Country</th>
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<tr>
<td>3) Five Star Logistics Co LTD</td>
<td>Sanaa</td>
<td>Yemen</td>
<td>NEA</td>
</tr>
<tr>
<td>P.O.Box.19847 Sana'a, Republic Of Yemen. Telephone: 00967-1-450238 /239 Fax: 00967-1450894 Email: <a href="mailto:info@fstarlogistics.com">info@fstarlogistics.com</a> General Manager: Mr. Arshad Ali Bajwa Mobile: 00967-771717646 / 00967 - 734699777</td>
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<th>Local Agents</th>
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<th>Country</th>
<th>Bureau</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Marib Travel &amp; Tourism (Cargo Division)</td>
<td>Sanaa</td>
<td>Yemen</td>
<td>NEA</td>
</tr>
<tr>
<td>P.O. Box 161 Sana'a, Republic Of Yemen. Telephone: 00-967-1-441 109 or 00-967-441-126 Fax: 00-967-440-733 Email: <a href="mailto:cargo@marib-tours.com">cargo@marib-tours.com</a> General Manager: Mr. Waleed Al -Khayat Cell phone #: +967 73322-2079</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
**ITGBL Local Agents**

**Country:** Zambia  
**Post:** Lusaka  
**Bureau:** AF

### Local Agents:

1) AGS Frasers International Removals Zambia  
Plot 7242 Mukatasha Road  
P.O. Box 37921  
Lusaka, Zambia  
POC: Mr. Kim Leneveu  
Tel: 260 211 286666 / 905  
Fax: 260 211 286656  
Cell: 260 977 866 866  
Email: manager@agsfrasers.com.zm

2) Stuttafords Zambia Limited  
Stand No. 3505, Chaka Road off Lumumba Road,  
Buseko Area  
POBox 30336  
Lusaka, Zambia  
POC: Mr. Godfrey M. Mufaya, Country Manager  
Tel: 260 211 240 412 / 413  
Fax: 260 211 240 410  
Cell: 260 955 772 044  
Email: admin@stuttafords.co.zm

3) Worldwide Movers Zambia  
P.O. Box 30972  
Plot 7205 Kachidza Road  
Light Industrial Area  
Lusaka, Zambia  
Tel/Fax: 287419 / 288005  
Cell: 0977 854345  
Contact Person: Aggie Chanda or Deborah Watson  
wwmzm@iconnect.zm

---

**Country:** Zimbabwe  
**Post:** Harare  
**Bureau:** AF

### Local Agents:

1) Glens Removals and Storage  
27 Watts Road  
New Ardbennie  
Harare, Zimbabwe  
POC: Josphat Murape  
Tel: 263 4 620 711-1  
Email: jmurape@glens.co.zw **bonded facility **

World Wide Movers  
2 Conald Road  
Graniteside  
Harare  
Zimbabwe  
Tel: 00 263 4 755 020 – 3  
Email: dmellor@worldwidemovers.co.zw

2) KEYLOGISTICS  
8 Telford Road  
Graniteside  
Harare  
Zimbabwe  
Tel: 263 4 751 753 / 752 656  
Elizabeth Hayter- evhayter@gmail.com  
Aubrey Canary -aubreyc@keylogistics.co.zw
Current Tender Requirements

See RFO Section 3 reporting requirements.
Terms

- **System Constraints:** This defines what is possible given our current system. Carriers shall work within system constraints to meet reporting requirements.

- **Business Requirement:** Reporting requirement as defined here in the RFO. Carriers shall meet the terms of section 10 for participation in the DOSDC and DOSDD Tenders of Service.
<table>
<thead>
<tr>
<th>Position</th>
<th>Field</th>
<th>Field Type</th>
<th>Field Length</th>
<th>System Constraints</th>
<th>Business Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SCAC</td>
<td>Character</td>
<td>4</td>
<td>Required for all rows. Validation of the row in the EDI file will be performed against the SCAC and Work Order combination</td>
<td>ALWAYS REQUIRED</td>
</tr>
<tr>
<td>2</td>
<td>Work Order</td>
<td>Character</td>
<td>10</td>
<td>Required for all rows. Validation of the row in the EDI file will be performed against the SCAC and Work Order combination</td>
<td>ALWAYS REQUIRED</td>
</tr>
<tr>
<td>3</td>
<td>Survey Date</td>
<td>Date</td>
<td>8</td>
<td>Required to enter survey information. Must be less than or equal to Pack Begin Date</td>
<td>Within one Calendar day of the completion of work or the issuance of the work order, whichever is later.</td>
</tr>
<tr>
<td>4</td>
<td>Survey Weight</td>
<td>Number</td>
<td>6</td>
<td>Required to enter survey information</td>
<td>Within one Calendar day of the completion of work or the issuance of the work order, whichever is later.</td>
</tr>
<tr>
<td>5</td>
<td>Actual Pieces</td>
<td>Number</td>
<td>7</td>
<td>Required field if Actual Wt is provided</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the packout end date.</td>
</tr>
<tr>
<td>6</td>
<td>Actual Gross</td>
<td>Number</td>
<td>6</td>
<td>Required with other Actual measurement values</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the packout end date.</td>
</tr>
<tr>
<td>7</td>
<td>Actual Net</td>
<td>Number</td>
<td>6</td>
<td>Must be less than or equal to Actual Gross. Not required for UAB and POV shipments</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the packout end date.</td>
</tr>
<tr>
<td>8</td>
<td>Actual Cube</td>
<td>Number</td>
<td>10</td>
<td>Required with other Actual measurement values</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the packout end date.</td>
</tr>
<tr>
<td>Field</td>
<td>Type</td>
<td>Length</td>
<td>Required</td>
<td>Notes</td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>------------</td>
<td>--------</td>
<td>----------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>9 Pack Begin Date</td>
<td>Date</td>
<td>8</td>
<td></td>
<td>This field will be required to enter Actual measurement information for the shipment (Fields 5-8). Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the packout end date.</td>
<td></td>
</tr>
<tr>
<td>10 Pack End Date</td>
<td>Date</td>
<td>8</td>
<td></td>
<td>This field will be required to enter Actual measurement information for the shipment (Fields 5-8). Must be after Pack Begin Date. Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the packout end date.</td>
<td></td>
</tr>
<tr>
<td>11 Arrival Date (Delivery End)</td>
<td>Date</td>
<td>8</td>
<td></td>
<td>Must be greater than pack begin and end dates. This is the final delivery of the shipment to the destination. 1. must be reported within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or pack-out end date, (whichever is greater) 2. Within Two days after final delivery at residence or Post This is the ETA date before delivery, when the current date is greater than field 11 it becomes the received date. The carrier shall report this as a future date until the shipment has actually been delivered.</td>
<td></td>
</tr>
<tr>
<td>12 Available Delivery Date</td>
<td>Date</td>
<td>8</td>
<td></td>
<td>Cannot be prior to pack end or greater than Arrival Date. Within two days of being within the carriers possession at destination</td>
<td></td>
</tr>
<tr>
<td>13 Origin Agent</td>
<td>Character</td>
<td>30</td>
<td></td>
<td>Within 24 hours of the booking completion</td>
<td></td>
</tr>
<tr>
<td>14 Pre Advise Permission Requested Date (origin)</td>
<td>Date</td>
<td>8</td>
<td></td>
<td>When Known</td>
<td></td>
</tr>
<tr>
<td>15 Pre Advise Permission Granted Date (origin)</td>
<td>Date</td>
<td>8</td>
<td></td>
<td>Cannot be prior to Pre Adv Perm Req Date (origin) When Known</td>
<td></td>
</tr>
<tr>
<td>16 Destin Agent</td>
<td>Character</td>
<td>30</td>
<td></td>
<td>Within 24 hours of the booking completion</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Description</td>
<td>Type</td>
<td>Length</td>
<td>Note</td>
<td>Timeframe</td>
</tr>
<tr>
<td>---</td>
<td>-----------------------------------------------------------------------------</td>
<td>--------</td>
<td>--------</td>
<td>----------------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>17</td>
<td>Pre Advise Permission Requested Date (destination)</td>
<td>Date</td>
<td>8</td>
<td></td>
<td>No later than one day after the Packout</td>
</tr>
<tr>
<td>18</td>
<td>Pre Advise Permission Granted Date (destination)</td>
<td>Date</td>
<td>8</td>
<td>Cannot be prior to Pre Adv Perm Requested Date (destination)</td>
<td>Within one day of it being granted</td>
</tr>
<tr>
<td>19</td>
<td>Origin SIT Reason</td>
<td>Character</td>
<td>1</td>
<td>Based on code mapping. Options will range 1-5. Please see Appendix A. If no value is provided, we will default a value.</td>
<td>Within Two business days of delivery into SIT</td>
</tr>
<tr>
<td>20</td>
<td>Origin SIT In Date</td>
<td>Date</td>
<td>8</td>
<td>Required in order to enter SIT Reason</td>
<td>Within Two business days of delivery into SIT</td>
</tr>
<tr>
<td>21</td>
<td>Origin SIT Out Date</td>
<td>Date</td>
<td>8</td>
<td>SIT Reason and In Date are required in order to enter the Out Date. Cannot be before In Date.</td>
<td>Within Two business days of Pickup from SIT</td>
</tr>
<tr>
<td>22</td>
<td>Destin SIT Reason</td>
<td>Character</td>
<td>1</td>
<td>Based on code mapping. Options will range 1-4. Please see Appendix A. If no value is provided, we will default a reason</td>
<td>Within Two business days of delivery into SIT</td>
</tr>
<tr>
<td>23</td>
<td>Destin SIT In Date</td>
<td>Date</td>
<td>8</td>
<td>Required to enter SIT Reason</td>
<td>Within Two business days of delivery into SIT</td>
</tr>
<tr>
<td>24</td>
<td>Destin SIT Out Date</td>
<td>Date</td>
<td>8</td>
<td>SIT Reason and In Date are required in order to enter the Out Date. Cannot be before In Date.</td>
<td>Within Two business days of Pickup from SIT</td>
</tr>
<tr>
<td>25</td>
<td>Other SIT Reason</td>
<td>Character</td>
<td>1</td>
<td>Based on code mapping. Options will range 1-5. Please see Appendix A. If no value is provided, we will default a value.</td>
<td>Within Two business days of delivery into SIT</td>
</tr>
<tr>
<td>26</td>
<td>Other SIT In Date</td>
<td>Date</td>
<td>8</td>
<td>Required in order to enter SIT Reason</td>
<td>Within Two business days of delivery into SIT</td>
</tr>
<tr>
<td></td>
<td>Other SIT Out Date</td>
<td>Date</td>
<td>8</td>
<td>SIT Reason and In Date are required in order to enter the Out Date. Cannot be before In Date.</td>
<td>Within Two business days of Pickup from SIT</td>
</tr>
<tr>
<td>---</td>
<td>------------------</td>
<td>--------</td>
<td>---</td>
<td>------------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------</td>
</tr>
<tr>
<td>28</td>
<td>Booking #</td>
<td>Character</td>
<td>25</td>
<td></td>
<td>When Known</td>
</tr>
<tr>
<td>29</td>
<td>House BOL</td>
<td>Character</td>
<td>25</td>
<td></td>
<td>When Known</td>
</tr>
<tr>
<td>30</td>
<td>Pro #</td>
<td>Character</td>
<td>30</td>
<td></td>
<td>When Known</td>
</tr>
<tr>
<td>31</td>
<td>Subcontractor</td>
<td>Character</td>
<td>50</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater)</td>
<td>Name of the company performing the work</td>
</tr>
<tr>
<td>32</td>
<td>Airway/Master BOL</td>
<td>Character</td>
<td>25</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater)</td>
<td></td>
</tr>
<tr>
<td>33</td>
<td>Terminal Delivery Date</td>
<td>Date</td>
<td>8</td>
<td>Cannot be greater than Depart Date or Vessel Cutoff Date</td>
<td>Within Two Calendar days of happening</td>
</tr>
<tr>
<td>34</td>
<td>Vessel Name</td>
<td>Character</td>
<td>25</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater)</td>
<td></td>
</tr>
<tr>
<td>35</td>
<td>Vessel Cutoff Date</td>
<td>Date</td>
<td>8</td>
<td>Cannot be greater than Depart Date</td>
<td>When Known</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>Voyage #</td>
<td>Character</td>
<td>15</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater)</td>
<td></td>
</tr>
<tr>
<td>37</td>
<td>Vessel Code/Tail #</td>
<td>Character</td>
<td>12</td>
<td>If this value cannot be provided for security reasons, please leave this value null</td>
<td></td>
</tr>
<tr>
<td>38</td>
<td>Flag</td>
<td>Character</td>
<td>3</td>
<td>Value must be set to either USA or FFC</td>
<td></td>
</tr>
<tr>
<td>39</td>
<td>Depart Date</td>
<td>Date</td>
<td>8</td>
<td>This is the depart date for the primary leg – Enroute</td>
<td></td>
</tr>
<tr>
<td>40</td>
<td>Origin Port</td>
<td>Character</td>
<td>25</td>
<td>For airports, provide the 3 letter airport code. For ocean ports, provide the city name.</td>
<td></td>
</tr>
<tr>
<td>41</td>
<td>Origin Port Type</td>
<td>Character</td>
<td>1</td>
<td>Will use code to distinguish between air and ocean ports. Code for ocean port = 1. Code for airport = 2. This field is required to enter an Origin Port. – Required</td>
<td></td>
</tr>
<tr>
<td>42</td>
<td>Origin Terminal/Pier</td>
<td>Character</td>
<td>51</td>
<td></td>
<td></td>
</tr>
<tr>
<td>43</td>
<td>Arrival Date</td>
<td>Date</td>
<td>8</td>
<td>This is the Arrival date of the primary leg. Cannot be less than Depart Date. – Port</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
<td></td>
</tr>
<tr>
<td>44</td>
<td>Destin Port</td>
<td>Character</td>
<td>25</td>
<td>For airports, provide the 3 letter airport code. For ocean ports, provide the city name.</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater)</td>
</tr>
<tr>
<td>45</td>
<td>Destin Port Type</td>
<td>Character</td>
<td>1</td>
<td>Will use code to distinguish between air and ocean ports. Code for ocean port = 1. Code for airport = 2. This field is required to enter a Destin Port.</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater)</td>
</tr>
<tr>
<td>46</td>
<td>Destin Terminal/Pier</td>
<td>Character</td>
<td>51</td>
<td></td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater)</td>
</tr>
<tr>
<td>47</td>
<td>Container Type</td>
<td>Character</td>
<td>4</td>
<td>Value based on code mapping with options 1-11. Required to enter container information. Please see Appendix B.</td>
<td>When Known</td>
</tr>
<tr>
<td>48</td>
<td>Container #</td>
<td>Character</td>
<td>15</td>
<td>Required to enter container information.</td>
<td>When Known</td>
</tr>
<tr>
<td>49</td>
<td>Pieces</td>
<td>Number</td>
<td>7</td>
<td>Required to enter container information.</td>
<td>When Known</td>
</tr>
<tr>
<td>50</td>
<td>Weight</td>
<td>Number</td>
<td>6</td>
<td>Required to enter container information.</td>
<td>When Known</td>
</tr>
<tr>
<td>51</td>
<td>Cube</td>
<td>Number</td>
<td>6</td>
<td>Required to enter container information.</td>
<td>When Known</td>
</tr>
<tr>
<td>52</td>
<td>Seal Number</td>
<td>Character</td>
<td>15</td>
<td>Optional if container information is provided. Cannot be populated unless required container information is provided.</td>
<td>When Known</td>
</tr>
<tr>
<td>53</td>
<td>Seal Date</td>
<td>Date</td>
<td>8</td>
<td>Optional if container information is provided. Cannot be populated unless required container information is provided.</td>
<td>When Known</td>
</tr>
</tbody>
</table>
Documents sent outside of EDI

- This is a partial listing, requirements of Section 3 and exhibits apply.
- Survey Email - A copy of the pre-move survey must be submitted via email to the booking counselor, the A/LM archive and to the employee within two (2) days from the date of the pre-move survey.
- Missed RDD Justification -
- Foreign Flag Wavier -
- Accessorial Approvals -
- Comments about the shipments– Send an Email to the A/LM Archive in the subject line please put a “Smart Subject Line: Shipment Number, subject of email”
- Over Weight Notification to the counselors – If the shipment is overweight the carrier shall inform the Counselor per RFO 3-5.9.
Section 11, Appendices A & B to Section 10, EDI DOS
2017 – 2018 CHAMP Request for Offers
Appendix A

SIT Reason Code Mapping

Origin SIT Reasons:

<table>
<thead>
<tr>
<th>Carrier Provided Value</th>
<th>ILMS Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Arrival</td>
</tr>
<tr>
<td>2</td>
<td>Credential</td>
</tr>
<tr>
<td>3</td>
<td>Entitlement</td>
</tr>
<tr>
<td>4</td>
<td>Housing</td>
</tr>
<tr>
<td>5</td>
<td>Post</td>
</tr>
<tr>
<td>6</td>
<td>Customs</td>
</tr>
</tbody>
</table>

Destin SIT Reasons:

<table>
<thead>
<tr>
<th>Carrier Provided Value</th>
<th>ILMS Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Arrival</td>
</tr>
<tr>
<td>2</td>
<td>Credential</td>
</tr>
<tr>
<td>3</td>
<td>Housing</td>
</tr>
<tr>
<td>4</td>
<td>Post</td>
</tr>
<tr>
<td>5</td>
<td>Customs</td>
</tr>
</tbody>
</table>

Other SIT Reasons:

<table>
<thead>
<tr>
<th>Carrier Provided Value</th>
<th>ILMS Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Arrival</td>
</tr>
<tr>
<td>2</td>
<td>Credential</td>
</tr>
<tr>
<td>3</td>
<td>Employee</td>
</tr>
<tr>
<td>4</td>
<td>Housing</td>
</tr>
<tr>
<td>5</td>
<td>Post</td>
</tr>
<tr>
<td>6</td>
<td>Customs</td>
</tr>
</tbody>
</table>
Appendix B

Container Type Mapping:

<table>
<thead>
<tr>
<th>Carrier Provided Value</th>
<th>ILMS Container Type Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>20 FT</td>
</tr>
<tr>
<td>2</td>
<td>20 RC</td>
</tr>
<tr>
<td>3</td>
<td>40 FT</td>
</tr>
<tr>
<td>4</td>
<td>40 HI</td>
</tr>
<tr>
<td>5</td>
<td>40 RC</td>
</tr>
<tr>
<td>6</td>
<td>45 FT</td>
</tr>
<tr>
<td>7</td>
<td>45 HI</td>
</tr>
<tr>
<td>8</td>
<td>FLAT</td>
</tr>
<tr>
<td>9</td>
<td>HICU</td>
</tr>
<tr>
<td>10</td>
<td>OPEN</td>
</tr>
<tr>
<td>11</td>
<td>OTHR</td>
</tr>
</tbody>
</table>
### Limitations

#### MAY BE APPROVED FOR CRATING

- Fine art work (to include vases, pictures, paintings and sculptures) with a documented value over $2100 per item or per set
- Glass / marble / slate table tops, minimum size of 36x36 inches with a replacement value of $500 or greater, and which will not fit in a normal storage vault or liftvan
- Crystal chandelier with appraised value over $2100
- Baby grand pianos

#### WILL NOT BE APPROVED FOR CRATING

- Any wood furniture, overstuffed chairs or sofas, wall dividers, wall units, china hutches or cabinets
- Taxidermied or stuffed animal trophies
- Any electronic equipment
- Any playground equipment
- Any athletic / exercise equipment
- Upright / electric piano
- Surfboards
- Ladders, tools or yard maintenance equipment
- Ship / airplane or other large models
- Mattresses
- Fish tanks
- Bicycles
- Clocks
- Musical instruments
- Artwork with appraised value under $2100 per item
- Hat / coat rack
- Any items going into storage
- Chandelier with appraised value under $2100
- Doll house

---

**EXHIBIT to be used for DOSDC and DOSDD**
<table>
<thead>
<tr>
<th>SCAC</th>
<th>Shipment #</th>
<th>Destination</th>
<th>Destination Agent</th>
<th>Shipment Type</th>
<th>Mode</th>
<th>Last Name</th>
<th>First Name</th>
<th>Date Notified</th>
<th>Amount Requested</th>
<th>Final Date Settled</th>
<th>Amount Paid</th>
<th>DOD Shipment (Yes or No)?</th>
<th>Comments</th>
</tr>
</thead>
</table>

Section 13, Department of State Claims Report
U.S. General Services Administration

Household Goods Tender of Service

(GSA HTOS)

Publish Date: September 26, 2017

Effective Date: January 1, 2018

THIS EDITION CANCELS THE PREVIOUS EDITION
Getting Started

The General Services Administration’s (GSA) Household Goods Tender of Service (HTOS) provides the rules and requirements for performing services as a provider in the Centralized Household Goods Traffic Management Program (CHAMP). As a Transportation Service Provider (TSP) qualified to participate in providing domestic and/or international transportation services, you must fully understand and comply with the requirements defined in the HTOS.

The HTOS is divided into twelve (12) Sections with five (5) Appendices. The Table of Contents is linked to each section when using the document online. The HTOS is primarily written in plain language. In some cases, however, more complex language is required due to law and regulation. Wherever possible, examples have been included to help define a subject.

The HTOS is used in conjunction with the GSA500A Tariff and the CHAMP Request for Offers (RFO). The tariff contains the pricing rules for domestic shipments between points in the United States (including the District of Columbia and Alaska but excluding Hawaii) and between points in the United States (including the District of Columbia and Alaska but excluding Hawaii) and Canada. The HTOS contains the pricing rules for international shipments and accessorial services. The Request for Offers (RFO) is the annual solicitation providing the requirements for TSPs to file rates. Amendments to the HTOS may be included in an RFO.

Contact GSA’s Employee Relocation Resource Center with any questions regarding this document.
U.S. General Services Administration
Household Goods Tender of Service
(GSA HTOS)

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Overview

This Household Goods Tender of Service (HTOS) is used to publish the performance requirements and processes for domestic and international shipments and storage of the Household Goods (HHG) for employees of Federal agencies pursuant to the Federal Travel Regulation (FTR) or appropriate travel regulation.

The HTOS is published and managed by:
General Services Administration
Employee Relocation Resource Center (Hereinafter referred to as PMO)
2300 Main Street, 7th Floor NE
Kansas City, MO 64108
Website: GSA Household Goods Transportation

1.1 Application

The terms and conditions of the HTOS:

- Apply to all firms approved to participate in the Centralized Household Goods Traffic Management Program (CHAMP) -- Domestic and International -- to service HHG shipments routed in accordance with the terms and conditions of CHAMP.

- Apply to CHAMP shipments moved between or within the Continental United States (CONUS) and trust territories, or possessions of the United States (U.S.), or between or within CONUS and foreign countries and foreign to foreign locations as defined in the annual Request for Offers (RFO).

- Apply to Transportation Service Providers (TSPs) participating in CHAMP and servicing HHG shipments routed pursuant to any contract awarded to a participating TSP by GSA or a Federal civilian agency.

- Supplement or supersede, as the case may be, all service provisions of any applicable tender or the GSA tariff under which a shipment may be routed, except where these conditions may be in conflict with applicable Federal, State, and local laws and regulations including international shipments.

1.2 Scope of the Household Goods Tender of Service (HTOS)

The scope of services to be provided includes, but is not limited to, transportation services (linehaul and over-ocean), accessorrial services, Storage-in-Transit (SIT), third party services, shipments of Unaccompanied Air Baggage (UAB), and shipments of Privately Owned Vehicles (POV). It applies to all civilian executive branch employees of Federal Government agencies.
when relocating under permanent change of station orders. It applies to shipments between or within the CONUS and trust territories, or possessions of the U.S., or between or within the continental U.S. and foreign countries, and foreign to foreign locations as defined in the annual RFO.

This HTOS does not apply to active duty uniform military moved under the Surface Deployment and Distribution Command (SDDC) Defense Personal Property Program (DP3).

1.2.1 **Services to be Furnished**

Services to be furnished include:

- On-site pre-move surveys (virtual or telephonic in limited approved cases)
- Packing at origin residence using proper materials, e.g. cartons, containers, padding
- Inventorying, loading and debris removal at origin
- Shipment or transportation of property from origin to destination
- SIT when required
- Delivery to residence
- Unpacking and debris removal at destination
- Removal and placement of each article in the residence warehouse, or other building
- Disassembly and reassembly of appliances and other approved property, including hiring a third party if required and approved, to perform the service
- UAB shipments, i.e., preparation, shipment and delivery of UAB
- Shipment of Privately Owned Vehicle (POV), i.e., preparation, shipment, and delivery of POV.

1.2.2 **Classification of Included Items**

The HTOS and its primary related documents (the RFO and GSA tariff) apply to the class of property defined by 49 USC 13102(10)(A)-(B), in effect at the time of publication. The term “household goods” as used in connection with transportation means the personal effects and property used or to be used in a dwelling, when part of the equipment or supply of such dwelling, and similar property if the transportation of such effects or property is:

- Arranged and paid for by the householder, except such term does not include property moving from a factory or store, other than property that the householder
has purchased with the intent to use in his or her dwelling and is transported at the request of, and the transportation charges are paid to the TSP by, the household; or,

- Arranged and paid for by another party.

### 1.2.3 Excluded Items

Shipments specifically excluded from the scope of this HTOS are:

- Shipments that can be more advantageously or economically moved via parcel post or small package carrier
- Shipments of unusual value
- Explosives and other dangerous articles
- Commodities in bulk
- Commodities injurious or contaminating to other freight or property
- Property which by its inherent nature is liable to impregnate, contaminate or otherwise cause damage to other property or equipment
- Shipments that the Federal Government may elect to move in Government vehicles.

Also excluded are airplanes, mobile homes, birds, pets, livestock, cordwood, building materials, and items which cannot be taken from or delivered to the premises without damage to the items or the premises. Also excluded are packing and crating services performed under a Direct Procurement Method (DPM) contract awarded by an agency.

### 1.3 Other General Provisions

#### 1.3.1 Use of Term Transportation Service Provider (TSP)

The term Transportation Service Provider (TSP) is used throughout this HTOS when referring to federally approved carriers and forwarders accepted by GSA to participate in CHAMP. Shipments of HHG are tendered to the TSP. The TSP is responsible for the actions of its agents performing services associated with a HHG shipment. In the event that the terms “carrier” or “agent” appear within this HTOS, they shall be understood to mean TSP unless it is clear from the context that the term carrier or agent is appropriate to the shipment.

#### 1.3.2 Acceptance of the HTOS

The HTOS, with all of its terms and conditions, must be accepted by TSPs approved for either domestic or international traffic or both. The PMO reserves the right to place in temporary non-use or revoke any TSP’s participation in CHAMP, to include all or some accepted rate offers, if
found to have filed a rate offer(s) in a location in which they do not possess the appropriate authority.

1.3.3 Bills of Lading

CHAMP uses Bills of Lading (BL) for domestic shipments. International shipments are moved on a Government Bill of Lading (GBL). The GBL is a controlled document that conveys specific terms and conditions to protect the Federal Government’s interest and serves as the contract of carriage. A BL is the document used as a receipt of goods and documentary evidence of title during transportation. When an agency uses a BL, the specific terms and conditions of a BL are included in the CHAMP rate offer under this HTOS and the BL shall make reference to the TSP’s applicable rate offer/tender number accepted by GSA. The BL must also include the name of the CHAMP TSP responsible for the shipment.

By accepting this HTOS, a TSP agrees that specific terms and conditions of a GBL are included in their rate offer/tender. Specific terms and conditions that apply to either the GBL or BL are included in 41 CFR 102-117.65, the “U.S. Government Freight Transportation Handbook”, 41 CFR 102-118.135 and 140.

1.3.4 Routing of Shipments

Both domestic and international shipments must be routed using GSA cost comparisons.

1.3.5 Mileage Determination

For distances between domestic points, apply the mileages issued by ALK Technologies, Inc. See the annual RFO for the version of PC*MILER to apply.

For origins and/or destinations in Canada, Rand-McNally mileage will be used in lieu of ALK Technologies. For distances between international points, apply the applicable mileage guide, book, or other method used in each particular country to determine mileages.

1.3.6 Industrial Funding Fee

The TSP shall submit the Industrial Funding Fee (IFF) due on all eligible CHAMP shipments. The IFF shall be submitted within sixty (60) calendar days of the end of each calendar quarter. The amount of the IFF must equal the sum of all shipment net charges reported to GSA, multiplied by the applicable IFF percentage. Further guidelines on how to calculate the CHAMP IFF, will be found in the annual RFO.
1.3.6.1 IFF Deficiencies

In the event deficiencies are found in the IFF amounts submitted to GSA, the PMO will notify the TSP in writing of the existing deficiency. The TSP will be given an opportunity to correct the noted deficiency.

1.3.6.2 Correction of Deficiencies in IFF

Failure to acknowledge or correct deficiencies after notification by the PMO will result in the PMO placing the TSP in a temporary non-use status, in accordance with procedures in Federal Management Regulation (FMR) Part 102-117. The PMO is authorized to refer a TSP for suspension or debarment.

1.3.6.3 Failure to Submit IFF

Failure to submit the IFF due GSA for HHG shipments handled by the TSP will result in immediate placement of the TSP in temporary non-use status pending revocation of the TSP’s approval to participate in CHAMP.

1.4 Revising the HTOS

The HTOS is revised and reissued by the PMO as necessary. This is done through the publication of change pages or reissuing of the document on the HTOS page from the GSA Household Goods Transportation website. Unless otherwise specified in the Web document, the effective date will be the date of publication.

The issuance of versions of the HTOS, changes thereto, or reissues thereof will only be by means of publication on the HTOS and RFO page on the GSA website.

Unless specifically endorsed by the PMO in writing as part of the publication, versions of the HTOS issued by parties other than the PMO, including reprints of the pages, electronic copies, or any other form of publication, are null and void.
Application and Participation

2.1 Overview

Participation in the General Services Administration (GSA) Centralized Household Goods Traffic Management Program (CHAMP), for both domestic and international Household Goods (HHG) shipments, is open to any household goods carrier or freight forwarder holding appropriate authority (e.g., certificates, licenses, or permits) from the U.S. Department of Transportation (DOT), Federal Maritime Commission, or State regulatory authority.

This section describes how an eligible firm may apply for acceptance as a Transportation Service Provider (TSP) for CHAMP. It also describes the conditions for continuing in CHAMP, including restructuring of the approved scope of operation and renewal.

A firm may apply to participate in CHAMP at any time, subject to the restrictions set out in Section 2.2, below.

2.2 Restrictions on Applications for Approval

Previous CHAMP TSPs, whether its approval by GSA was revoked or it voluntarily withdrew from the program, may apply for approval subject to the restrictions in the following table:

<table>
<thead>
<tr>
<th>If:</th>
<th>Then the firm:</th>
<th>When?</th>
</tr>
</thead>
<tbody>
<tr>
<td>The firm's approval was revoked by GSA</td>
<td>May apply for approval.</td>
<td>One calendar year after revocation.</td>
</tr>
<tr>
<td>The firm voluntarily withdrew</td>
<td>May apply for approval.</td>
<td>Immediately</td>
</tr>
</tbody>
</table>

See also Section 2.5 below for further information on the approval process for previously approved TSPs.

2.3 Application and Approval Process

TSPs who apply to participate in CHAMP are stringently evaluated and assessed. TSPs qualify on financial stability, business experience, quality assurance, and knowledge of the Household Goods Tender of Service (HTOS). TSPs shall submit a complete approval application package.

This approval package is reviewed by the Program Management Office (PMO). If accepted, the TSP will then be approved to participate in CHAMP.

To become an approved CHAMP TSP, go to the GSA Household Goods Transportation website. Find the “For Transportation Service Providers” page under Transportation Service Provider Information.
• Download the Household Goods Application Instructions
• Download the Domestic Application, if applicable
• Download the International Application, if applicable.

Note that a TSP may apply for domestic approval only, international approval only or both. If a TSP seeks both domestic and international approval both applications shall be submitted. Refer to the downloaded Household Goods Application Instructions for complete details.

To complete an application, the following items shall be provided to the PMO:

• E-mail/attachment containing Domestic and/or International Application(s)
• Completed Carrier Request to Participate and Agreement (see Appendix C – Forms)
• Completed Trading Partner Agreement (see Appendix C Forms)
• Standard Carrier Alpha Code (SCAC) Certification Letter.

Complete and submit the application and documentation as required in the instruction document and this section. An application is not complete until all of the listed items are submitted and any questions from the PMO are satisfactorily answered. Failure to respond to PMO requests for additional information by the suspense date established in the request will delay consideration and may result in termination of the application without action.

GSA will notify applicants of their approval or rejection within sixty (60) calendar days of receipt by GSA of their completed package.

2.4 New Applicants

This section includes additional information about the terms and conditions governing an application for participation in CHAMP. They amplify and extend the information in the Household Goods Application Instructions.

Unless otherwise provided, the term applicant shall mean the applicant firm.

2.4.1 Applicant Information

Information concerning the applicant includes name, postal address, electronic mail address, telephone and facsimile numbers, corporate office, operating authorities, and other forwarders with which the applicant does business. The applicant shall indicate whether or not it is under the financial or administrative control of any other household goods carrier or forwarder, and state the name of the carrier or forwarder controlling the applicant. The applicant will provide a list of HHG carriers and forwarders which are under its common financial or administrative control.
2.4.2 Agreement to Abide By the HTOS

The applicant shall submit an original signed copy of the “Request to Participate and Agreement to Abide by the Terms and Conditions of the General Services Administration’s Centralized Household Goods Traffic Management Program” (see Appendix C – Forms). By this, the applicant agrees that it and its agents shall abide by the terms and conditions of the CHAMP HTOS. If the applicant is applying for both Domestic and International Programs, only one signed original document is required.

2.4.3 Authority and Licenses

2.4.3.1 Applicant

The applicant shall submit any applicable ownership requirement established by law for the type of services in which it engages.

The applicant shall hold all necessary operating authorities, permits and business licenses issued in its name, from appropriate regulatory bodies, for the transportation of personal property, and will provide copies of each authority, permit or business license to the PMO upon demand.

If the applicant is exempt from such regulatory certification by operation of law or order of an appropriate regulatory body, it shall so state and be bound by the applicable tender or the GSA tariff and legal requirements and the provisions of this HTOS.

2.4.3.2 Applicant’s Agents

The applicant shall ensure that its agents also meet any applicable ownership requirements established by law for the type of services in which it engages.

The applicant shall certify that each agent it will use holds all necessary operating authorities, permits, business licenses issued in its name, from appropriate regulatory bodies, for the provision of agent services and will provide copies of each authority, permit or business license to the PMO upon demand; “agent” is defined in Appendix A of this HTOS.

If an agent is exempt from such regulatory certification by operation of law or order of an appropriate regulatory body, it shall so state and be bound by the applicable tender or the GSA tariff and legal requirements and the provisions of this HTOS.

Note: Each agency using CHAMP has the right to establish its own agent approval process in addition to the CHAMP application and approval process. Each agency requiring agent approval is responsible for establishing its own application submission requirements, approval standards, approval processing and issuance.
2.4.4 **TSP-Agent Agreement**

The applicant shall certify that each agent it will use to provide agent services is party to a valid written agent agreement between itself and the applicant. This agreement shall be in effect at the time of application or will be at the time of use, if approved. The agent agreement shall, at a minimum, contain the language set out in Section 3, setting out the terms and conditions of the agent’s representation of the TSP, the services to be provided, the terms and method of payment for services rendered, the quality control standards expected by the firm and the method of quality measurement, and the terms under which the agreement may be terminated.

2.4.5 **Standard Carrier Alpha Code (SCAC) Designation**

An applicant shall have a valid SCAC as issued by the National Motor Freight Traffic Association, Washington, DC. An applicant’s request will not be processed without the SCAC.

2.4.6 **Trading Partner Agreement**

The applicant shall complete and sign the Trading Partner Agreement (TPA) form (see Appendix C - Forms) and send the hard copy back with all other required documentation. If applying for both the Domestic and International Programs, only one TPA needs to be submitted. An applicant’s request will not be processed without the TPA.

2.4.7 **Cargo Insurance**

The applicant shall maintain cargo liability insurance during the term of this agreement. At a minimum, this insurance will be in the amount of $65,000 for any one shipment per (transporting) vehicle and $150,000 for any one disaster causing loss or damage to the contents of two or more shipments per (transporting) vehicle or property otherwise located. The insurance policy shall not contain any provision excluding liability for loss and/or damage for which the firm is responsible under the terms of this HTOS.

The cargo liability insurance certificate shall provide that notice of termination or cancellation be furnished to the PMO thirty (30) calendar days prior to such termination or cancellation.

2.4.8 **Performance Bond -- International Only**

If the applicant is applying for approval to handle international shipments, the firm shall maintain a performance bond during the term of this agreement. The amount of the bond shall be for the greater of $75,000 or 2.5% of the firm's (principal) gross annual revenue derived from CHAMP GBL shipments the preceding calendar year. The bond shall be executed by a surety company appearing on the list contained in the Department of the Treasury Circular 570, “Surety Companies Acceptable on Federal Bonds.”
The bond is continuous until canceled by the TSP or surety company. In the event a bond is canceled, it shall be replaced by the close of business on the date of cancellation in order to maintain approval.

Use Standard Form (SF) 25 for this purpose (See Appendix C – Forms). The performance bond must be delivered to the PMO no later than the due date for the filing of rates in the Filing Cycle following applicant’s approval. The performance bond shall be renewed annually in conjunction with rate filing as directed in the Request for Offers (RFO).

2.4.9 Experience

The applicant shall conduct and maintain operations consistent with standard industry practices and this HTOS so that an acceptable level of service shall continue to be provided.

The applicant shall certify that each agent it will use conducts and maintains operations consistent with standard industry practices and this HTOS so that an acceptable level of service shall continue to be provided.

2.4.10 Scope of Operation

The applicant shall submit information about their current and proposed scope of operation. For its current scope of operation, the applicant shall provide the actual number of shipments handled between each serviced service-area pair during the past five (5) years.

2.4.11 HTOS Questionnaire

The applicant shall complete the HTOS questionnaire which is designed to familiarize the applicant with the requirements of the HTOS and is contained within the application package on the web (See Section 2.3). GSA reserves the right to require that the HTOS Questionnaire be resubmitted when the applicant has failed to complete a substantial number of the questions correctly.

2.4.12 Quality Control Program

The applicant will furnish information regarding its published internal quality control program covering the functions of traffic management (routing, tracing, and billing), packing, packaging, containerization, employee training, supervision, and, if appropriate, agent supervision. This will include quality goals and objectives with measurable performance standards, measurement techniques, and actions based on those standards.

The applicant will furnish information on how its quality control program is applied to its agents and how it is monitored. In addition, the applicant will describe how its program relates to, and reinforces the quality control program of, its agents.
Valid certification under ISO 9000 or ISO 9001 may be submitted as evidence of an acceptable Quality Control Program in both the applicant’s and its agents’ organizations.

2.4.13 Financial Responsibility

The applicant shall demonstrate its financial responsibility, working capital, and other financial, technical, and management resources.

2.4.14 Agent Facilities

The applicant’s agents shall have the following:

- 2,000 cubic feet of storage space available for the use of the applicant
- Two vehicles, one of which shall be a weather-tight van of at least 1,000 cubic feet capacity and one open bed vehicle with a minimum length of 16 feet each
- One mobile lifting device (e.g., forklift) with a minimum lifting capacity of 4,000 pounds.

2.5 Previously Approved Firms

If the applicant has previously had its approval revoked or has voluntarily withdrawn from CHAMP participation, reapplication is governed by the rules in Section 2.2. The application shall be supported by statements from all Federal Government agencies that had previously used that firm for HHG transportation services. The statements of support shall be in the form and format specified by GSA.

2.6 Additional Information

GSA reserves the right to request additional or supplemental information when the information contained in the application is insufficient for a proper evaluation. Unless requested by GSA, additional or supplemental information will not be accepted.

2.7 False Statements

An applicant shall submit an application in its own name for approval as a TSP. A firm that on its own behalf or on behalf of an agent (a) falsifies, conceals, or covers up by any trick, scheme, or device a material fact; (b) makes any false, fictitious or fraudulent statement or representation; or (c) makes or uses any false writing or document knowing the same to contain any false, fictitious or fraudulent statement or entry on any part of the application or on any document furnished pursuant to this HTOS is punishable by fines, imprisonment, or both (U.S. Code, Title 18, Section 1001).
2.8 Evaluation of Application

The request for approval will be evaluated in accordance with the criteria set forth below

<table>
<thead>
<tr>
<th>HTOS Section and Application Item</th>
<th>Evaluation Factors</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.4.1 Applicant Information</td>
<td>GSA will evaluate the impact of applicant’s disclosed relationships and common financial and administrative control on CHAMP</td>
</tr>
<tr>
<td>2.4.2 Agreement to Abide By the HTOS</td>
<td>The certification will be reviewed to determine that the applicant has agreed to abide by the Terms and Conditions of the GSA CHAMP</td>
</tr>
<tr>
<td>2.4.3 Authority and Licenses</td>
<td>GSA will verify that the applicant has appropriate and sufficient authority and licenses to conduct the proposed scope of operation</td>
</tr>
<tr>
<td>2.4.4 TSP-Agent Agreement</td>
<td>The applicant shall certify that each agent it will use to provide agent services is party to a valid written agent agreement between itself and the applicant.</td>
</tr>
<tr>
<td>2.4.5 SCAC Designation</td>
<td>GSA will verify that the National Motor Freight Traffic Association, Washington, DC, has issued the SCAC</td>
</tr>
<tr>
<td>2.4.6 Trading Partner Agreement</td>
<td>Submitted complete</td>
</tr>
<tr>
<td>2.4.7 Cargo Insurance</td>
<td>If requested, applicant will provide documentation from primary underwriter</td>
</tr>
<tr>
<td>2.4.8 Performance Bond -- International</td>
<td>If approved for the international program, the performance bond must be delivered to the PMO no later than the due date for the filing of rates in the Filing Cycle following applicant’s approval. The performance bond shall be renewed annually in conjunction with rate filing as directed in the RFO</td>
</tr>
<tr>
<td>2.4.9 Experience</td>
<td>GSA will evaluate the applicant’s responses in terms of whether the applicant has demonstrated actual or potential ability to perform in accordance with the HTOS, performance consistent with standard industry practices and that of firms or agents, as appropriate, already participating in the program and performance that will meet the levels of quality expected of approved program TSPs. GSA will determine how well the applicant has managed and handled its corporate account businesses.</td>
</tr>
<tr>
<td>2.4.10 Scope of Operation</td>
<td>GSA will evaluate the applicant’s responses in terms of whether the applicant has demonstrated actual and potential ability to perform in accordance with the HTOS, performance consistent with that of applicant’s already participating in the program, and performance that will meet the levels of quality expected of approved TSPs</td>
</tr>
<tr>
<td>HTOS Section and Application Item</td>
<td>Evaluation Factors</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td><strong>2.4.11 HTOS Questionnaire</strong></td>
<td>GSA will evaluate the responses to the questionnaire in terms of whether the applicant has an understanding of the HTOS sufficient to performance that will meet the levels of quality expected of approved program TSPs</td>
</tr>
<tr>
<td><strong>2.4.12 Quality Control Program</strong></td>
<td>GSA will determine whether the applicant’s internal quality control program has been formally published, contains quality goals and objectives with measurable performance standards, measurement techniques and actions based on those standards, and is sufficient to ensure that the applicant's operations, employees, and agents, if appropriate, are familiar with and will be held accountable for the achievement of the program's goals and objectives. GSA will also determine that the interface of quality control programs between the applicant and each of its designated agents is such that the quality goals and objectives and the performance standards are relatively consistent and will result in a unified approach to the quality of service delivery. If ISO 9000/ISO 9001 certification is submitted, each submitted certification will be reviewed to determine its legitimacy and applicability, and that the required periodic audits have been performed</td>
</tr>
<tr>
<td><strong>2.4.13 Financial Responsibility</strong></td>
<td>GSA will evaluate this information to determine whether the applicant has sufficient financial capacity to provide service</td>
</tr>
<tr>
<td><strong>2.4.14 Agent Facilities</strong></td>
<td>GSA will evaluate applicant’s information to see if sufficient facilities are available to handle proposed scope of operation</td>
</tr>
<tr>
<td><strong>2.5 Previously Approved Firms Statement of Support</strong></td>
<td>GSA will evaluate the federal support for the applicant to determine whether the applicant’s recommencement of operations or its initiation of operations is supported by at least 75% of its former federal civilian customers</td>
</tr>
</tbody>
</table>

### 2.9 Approval

A firm will be approved when the PMO’s evaluation determines that the applicant possesses sufficient qualifications, experience, facilities, quality control processes, and financial capacity to participate in CHAMP. The approval of a firm shall include a limitation on the scope of that firm's operations within the program. The limitation shall be determined in accordance with the following criteria.
2.9.1 New TSPs

New TSPs are those applicants approved as CHAMP TSPs who have never been approved before. The designation “new” will apply until November of the calendar year following the year in which approval was granted. For example, an applicant approved in 2016 will be considered a new firm until November 2017. GSA will limit the new TSP’s scope of operation to that consistent with the applicant’s experience, resources, quality control processes and financial responsibility.

2.9.2 Applicants Whose Prior Approval Has Been Revoked

A TSP whose approval was previously revoked by GSA and has subsequently successfully reapplied shall be granted a scope of operation not exceeding that previously approved. GSA may determine that a lesser scope is consistent with the applicant’s experience, resources, quality control processes, financial responsibility and prior performance in the program.

2.9.3 Applicants Who Have Voluntarily Withdrawn

A TSP who voluntarily withdrew from CHAMP and has subsequently successfully reapplied shall be granted a scope of operation based upon the data contained in the application and financial review.

2.9.4 Advertising of TSP Approval

Except in those instances where the TSP uses information or data publicly available, the TSP shall not refer to GSA approval to participate in the program or participation in the program in commercial advertising in such a manner as to state or imply that the services provided are endorsed or preferred by the Federal Government or are considered by the Federal Government to be superior to other services.

2.10 Rejection of Application to Participate

An applicant may be rejected for the following reasons:

- An applicant’s failure to file information by due dates established by the PMO
- An applicant not meeting the financial qualification standards
- An applicant not meeting the business and operational responsibility standards such that a scope of operation cannot be established.

2.11 Continued Participation and Renewal

Once an applicant has been approved to participate, continued participation depends upon:
• The TSP showing a willingness and ability to meet the transportation requirements of the Federal Government and the HTOS.

• The TSP's maintenance of financial responsibility, working capital, and other financial, technical, quality control processes, and management resources necessary to continue to perform. In concurrence with this requirement, GSA may request a TSP to submit current financial data to support its stability while participating in CHAMP.

• The TSP’s Continuation of Insurance. If at any time the TSP’s certification statement of cargo liability insurance is not provided to the PMO in accordance with the RFO, the TSP’s participation in the program will be immediately revoked.

• The TSP’s continuation of Performance Bond. If at any time the TSP’s performance bond for the International Program is canceled and not replaced with an acceptable new bond, the TSP’s participation in the program will be immediately revoked.

• The TSP’s continuation of ISO 9000/9001 Certification. In the event that a TSP's approval is predicated in part on ISO 9000/9001 certification and that certification lapses or is terminated by the certification registrar, the TSP's approval will become conditional until it has completed all parts of the application that were waived because of the ISO 9000/9001 certification. However, should the TSP not meet the evaluation standards approval will be revoked.

• The TSP is prohibited from any assignment of rights. In the event a TSP exercises any right under a currently existing agreement or enters into agreements with parties not subject to its control which in any way infringe, controvert, or otherwise subordinate or prevent the TSP from deciding unilaterally whether it will or will not submit a claim or file suit against the Federal Government or pay a claim by the Federal Government after the original bill for services performed under this HTOS, the TSP’s approval will be immediately revoked. An exception is the assignment of payment of the TSP's original bills to a bank for collection.

• To ensure CHAMP TSPs are aware of updates to policies and regulations, the PMO will perform a renewal of its approved applicants. The TSP must satisfy this renewal requirement. The renewal process will contain information subject to how a TSP is handling shipments under CHAMP and will require each TSP to complete a multiple choice / true-false questionnaire on provisions that affect transportation of HHG shipments under CHAMP and/or of the employee. A score of 100% is required to pass, and TSPs will be provided opportunities to re-take the “open book”
questionnaire. If a TSP does not submit the required documentation to the PMO, it may be placed in temporary non-use, with rates in Transportation Management Services Solution (TMSS) being removed indefinitely and potential removal from CHAMP. The PMO has the discretion of when to require the submission of renewal documents and the allowable amount of time for submission of the questionnaire.

2.12 Scope of Operation Adjustments

Adjustments to a TSP’s scope of operation are made based on the TSP’s Customer Satisfaction Index (CSI) derived from The Household Goods Carrier Evaluation Report, GSA Form 3080. This is described in Section 7.

2.12.1 Adjustment When the CSI Is Greater Than 100

A CSI greater than 100.00 indicates better than average customer satisfaction. A TSP with a CSI greater than 100.00 may increase its scope of operation by an amount equal to the difference between its CSI and 100.00. For example, a CSI of 109.83 would permit a 9.83% increase in the number of service area pairs (SAP) in the approved scope of operation. See the following computations example.

Note: In these computations all percentages relating to the number of SAPs are rounded up to the next greater whole number (e.g., 0.29 is rounded up to 1.)

<table>
<thead>
<tr>
<th>Sample Scope of Operation Adjustment When The CSI Is Greater Than 100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Average = 100.00</td>
</tr>
<tr>
<td>TSP CSI = 109.83 / Current # of SAPs approved = 3</td>
</tr>
<tr>
<td>Step 1:</td>
</tr>
<tr>
<td>109.83 - 100.00 = 9.83</td>
</tr>
<tr>
<td>Step 2:</td>
</tr>
<tr>
<td>Move the decimal two places to the left: 9.83 to .0983 to obtain percent increase Step 3:</td>
</tr>
<tr>
<td>3 x .0983 = .29 or an increase of 1 SAP</td>
</tr>
</tbody>
</table>

2.12.2 Adjustment When the CSI is between 95 and 100

A CSI between 95.00 and 100.00 indicates average customer satisfaction. A TSP with a CSI between 95.00 and 100.00 may not change its scope of operation.

2.12.3 Adjustment When the CSI Is Less Than 95

A CSI less than 95 indicates below average customer satisfaction. A TSP with a CSI less than 95.00 will have its scope of operation decreased by an amount equal to the difference between its CSI and 100.00.
2.12.3.1 Reduction of A Multi-Service Area Pair Scope

When a TSP has a multi-service area pair scope, the TSP will be required to reduce its scope of operation by an amount equal to the difference between its CSI and 100.00. For example, a CSI of 88.23 would require an 11.77% decrease in the number of service area pairs (SAP) in the approved scope of operation. See the following computations:

<table>
<thead>
<tr>
<th>Sample Scope of Operation Adjustment When the CSI is Less Than 95</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Average = 100.00</td>
</tr>
<tr>
<td>TSP CSI = 88.23 / Current # of SAPs approved = 115</td>
</tr>
<tr>
<td>Step 1: 100.0 - 88.23 = 11.77</td>
</tr>
<tr>
<td>Step 2: Move the decimal two places to the left: 11.77 to .1177 to obtain decrease</td>
</tr>
<tr>
<td>Step 3: 115 x .1177 = 13.54 or decrease of 14 SAPs</td>
</tr>
</tbody>
</table>

2.12.3.2 Reduction When the TSP Has a Small Scope of Operation

When a TSP's CSI is less than 95.00 and the scope of operation adjustment would result in a complete elimination of the TSP's scope of operation (i.e., zero service area pairs), the scope will not be changed for the filing cycle during which the CSI will be effective. This is subject to the following provisions:

- The TSP's approval will be changed to conditional for the filing cycle during which the CSI will be effective
- If the TSP's CSI for the subsequent customer satisfaction rating period is 95.00 or greater or the TSP is unindexed for the subsequent customer satisfaction rating period, the conditional approval will be revoked
- In the event the TSP's CSI for the subsequent customer satisfaction rating period remains less than 95.00, the TSP's approval will be revoked.

2.12.4 Adjustment When There Is No CSI

The lack of a CSI indicates that GSA has been unable to establish the quality of the TSP's performance. An unindexed TSP may not change its scope of operation.

2.12.5 Adjustments Based On Factors Other Than the CSI

For TSPs that have filed rates since their approval, the approved scope of operation below may be adjusted upon written request by the TSP. This excludes new TSPs. Any approved
adjustment will be effective as determined by the PMO. The following sections describe the other factors that may be considered.

2.12.5.1 Adjustment Based On an Increase in Operating Authority
If a TSP’s operating authority increases, no adjustment in the assigned scope of operation will be made unless the TSP’s current published CSI is greater than 100.00.

However, GSA reserves the right to require the TSP to submit current information in accordance with the requirements set out in Section 2.5, and to increase, decrease, or not change the TSP’s scope of operation based on the evaluation of that information.

2.12.5.2 Adjustment Due To Mergers and Acquisitions
If a TSP’s operating authority increases because of a merger or acquisition, no adjustment in the assigned scope of operation will be made unless the TSP’s current published CSI is greater than 100.00. However, GSA reserves the right to require the TSP to submit current information in accordance with the requirements set out in Section 2.5, and to increase, decrease, or not change the TSP’s scope of operation based on the evaluation of that information.

2.12.5.3 Adjustments Based On Reorganization Plans
When a TSP files a petition for reorganization under the laws of the United States or a foreign country, the TSP shall notify the PMO immediately. TSP’s approval to participate in the program will be reviewed. If a TSP's plan for reorganization is approved under the laws of the United States, GSA will require the submission of current information in accordance with the requirements set out in Section 2.5, and increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

If the TSP fails to notify the PMO of its filing for reorganization its approval to participate in CHAMP will be revoked.

2.12.5.4 Adjustment Based On Financial Capacity
GSA reserves the right to require a TSP to submit current financial information and increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

2.12.5.5 Adjustment Based On Redesignation of Principal Operating Company
A TSP's scope of operation will not be adjusted due to the redesignation of the principal operating company by the parent company.
2.12.5.6 Adjustment Based On TSP Name Change
An approved TSP may change its name upon submission of a copy of its approval by the DOT or appropriate regulatory authority to the PMO. Such documentation shall clearly demonstrate a change of name. No adjustments in the assigned scope of operation will be made. However, GSA reserves the right to require the TSP to submit current information in accordance with the requirements set out in Section 2.5 above, and to increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

2.12.5.7 Adjustment When More than One of the Factors Applies
When more than one of the factors cited in Sections 2.12.5.1 through 2.12.5.6 applies (e.g., an approved reorganization coupled with a name change), GSA reserves the right to determine the factor under the terms of which any adjustment action will be taken.

2.13 Restructuring of Scope of Operation

2.13.1 Restructuring Due to Bankruptcy
A TSP filing a petition for bankruptcy under the laws of the United States or a foreign country shall notify the PMO immediately. When a TSP files a petition for bankruptcy, the TSP's approval to participate will be immediately suspended pending outcome of the bankruptcy proceedings. In the event the TSP fails to notify the PMO of its filing its approval to participate in CHAMP will be revoked.

Upon approval of a reorganization plan by the responsible Bankruptcy Court of the United States, a TSP is required to submit a plan for restructuring of its scope of operation and the information required in Section 2.5.

2.13.2 Restructuring Based On Changes in Traffic Patterns
Over a period of time and for various reasons, a TSP's predominant and long-term traffic patterns may change. Such changes may result in the CHAMP approved scope of operation no longer matching the traffic patterns of the TSP.

Accordingly and notwithstanding any of the provisions set out in Section 2.5, a TSP may request in writing a restructuring of its scope of operation. Restructuring the scope of operation consists of replacing SAPs. The restructuring will not result in an increase in the scope of operation.

2.13.2.1 Timing of Request
No earlier than five (5) years after the year in which the TSP was approved to participate in the program and in five (5) year increments thereafter, a TSP may request a review of its scope of operation.
operation. For example, a TSP approved in calendar year 2017 may request a review of its scope of operation in calendar years 2022, 2027 and so on.

2.13.2.2 Procedure
When a TSP has determined that it wants to exercise its right to request a restructuring, the TSP shall notify the PMO in writing of its intent to file a request for restructuring under the terms of this HTOS. Upon receipt of such notice, the PMO will transmit to the TSP the instructions for the submission of its requests. The TSP shall then file the formal request in the anniversary year. A formal request to restructure, as opposed to the notice of intent to request restructuring, received in other than the anniversary year will be rejected.

2.13.2.3 General Content of Instructions
Generally, the TSP shall be required to submit the information identified in Section 2.5 together with sufficient traffic flow statistics and such other information as may be needed to support a conclusion that a substantial, long-term change in traffic patterns different from the approved scope of operation has occurred.

2.13.2.4 Action on the Request
GSA reserves the right to restructure, decrease, or not change the TSP's scope of operation based on the evaluation of the information submitted with the request to restructure.

2.13.3 Needs of the Program
GSA reserves the right to increase or restructure a TSP's scope of operation without regard to the TSP's CSI when the needs of the program require such increase or restructuring.

2.14 Updating Approval Information
Whenever an approved TSP makes substantive changes in its organization or operation as described in its approval application, the TSP shall advise the PMO in writing of such changes. TSP's that have a change in ownership must notify the PMO in writing within 30 calendar days from the date such ownership occurred. Upon such time, the PMO has the discretion to require the new ownership to present updated financial data, business statistics data, or other documentation relevant to the change in ownership. No change to a TSP's scope of operation will be affected unless the PMO determines the financial stability is significantly off-set from the previous TSP owner.
2.15 TSP Withdrawal from CHAMP

A TSP may withdraw its participation in the program at any time at its discretion. A TSP withdrawing its participation in CHAMP shall notify the PMO in writing and any notification shall be effective thirty (30) days from the date of notice.

2.16 Constructive Withdrawal

A TSP may be deemed withdrawn from participation in the program if it does not file rates in two (2) consecutive years.

2.17 Termination of Performance Procedures

This section, in conjunction with Section 3.2, details the applicable procedures for terminating performance of a TSP. BLIOs should use termination of performance to address those shipments needing to be retendered due to the fault of the TSP. Reasons for initiating termination of performance procedures include, but are not limited to:

- Nonperformance, delay or refusal of services;
- Anticipatory repudiation;
- Breach of the terms of tender, including but not limited to:
  - Failure to complete movement;
  - Non-payment of agent’s fees and/or unreasonable TSP charges to agent;
  - Failure to submit shipment reports;
  - Failure to submit IFF;
  - Failure to settle loss/damage claims;
  - Failure to release/unlawful detainment of shipments;
  - Failure to notify the PMO of assignment and change of control;
  - Missing documentation;
- Inability to perform service(s) in a timely manner;
- Financial and operational failures;
- And/or any condition(s) endangering performance resulting in disruption to Federal agency customers.
Upon reasonable belief that the TSP has engaged in behavior giving rise to a cause for termination of performance, the BLIO will place the offending TSP in immediate temporary non-use status and notify the PMO whereupon the PMO will remove the TSP’s rate offers from the TMSS database. Within a reasonable time thereafter, the BLIO shall notify the TSP, in the form of a written cure notice, that the BLIO has taken the aforementioned actions and clearly identify the nature and extent of the performance failure(s). The cure notice shall request that the TSP remedy the condition(s) endangering its participation under CHAMP and shall state that a proper cure notice will take the form of the TSP’s unqualified written assurance of its ability and intent to cure within 10 calendar days or the TSP will be terminated for performance. In the event that the TSP has clearly expressed by words or conduct, its intent not to render the promised performance by the time fixed on the BL, this behavior constitutes anticipatory breach/repudiation. In the event of anticipatory breach/repudiation on the part of the TSP, the BLIO is not required to issue a 10-day cure notice and may proceed with termination on the grounds of anticipatory breach.

If the TSP responds to the cure notice within the 10-day period, the BLIO shall (1) determine whether such response constitutes a proper cure of the deficiencies outlined in the notice and upon determination that a proper cure was received (2) notify the TSP of its determination by (a) removing the TSP from temporary non-use status and (b) notifying the PMO to reinstate the TSP’s rates in TMSS.

### 2.18 TSP Approval Revocation

This section, in conjunction with Section 3.2, details the applicable procedures for the PMO to revoke a TSP’s approval to participate in CHAMP. Reasons for initiating revocation of the approval include but are not limited to:

- Termination(s) of performance by the BLIO(s);
- Nonperformance, delay or refusal of services;
- Anticipatory repudiation;
- Inability to perform service(s) in a timely manner;
- Financial and operational failures;
- And/or any condition(s) endangering performance resulting in disruption to Federal agency customers.

In cases of termination of performance by the BLIO, if the BLIO determines that the TSP has not properly cured deficiencies outlined in a cure notice within the 10-day period to the satisfaction of the BLIO, the BLIO shall notify the PMO. At that point in time, the PMO will inform the TSP
that its approval to participate in CHAMP is hereby revoked and the TSP’s rate offers on file with CHAMP are removed permanently from the TMSS database.

Any revocation of a TSP’s approval to participate in CHAMP is appealable to the PMO. Letters to the TSPs notifying the TSP that the PMO has revoked its approval in CHAMP shall include notification to the TSP of its right to appeal its revocation to the PMO and outline relevant procedures for submitting an appeal. A revocation of approval only removes the TSP from the CHAMP; it does not prevent the TSP from seeking opportunities outside of CHAMP. Moreover, the TSP will not be listed as an excluded party in the System for Award Management (SAM).
Responsibilities and Authorities

3.1 Program Management Office Responsibilities and Authorities

The following table summarizes the responsibilities and authorities of the GSA Centralized Household Goods Traffic Management Program (CHAMP) and the Program Management Office (PMO). In general, the PMO is responsible for the overall management and administration of CHAMP. The PMO is ultimately responsible for the effective operation of CHAMP and is the final arbiter in matters related to CHAMP unless otherwise noted in a specific section.

Unless otherwise specified in the table below, all provisions are applicable to domestic and international moves. Specific provisions for international are grouped at the bottom of the table.

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Actions Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application to Participate in CHAMP</td>
<td>Accept or reject in writing in accordance with Section 2</td>
</tr>
<tr>
<td>Rate Filing</td>
<td>Accept, reject or require correction in accordance with Section 4 and the Request for Offers (RFO)</td>
</tr>
<tr>
<td>Refer TSP for Suspension or Debarment</td>
<td>In accordance with the procedures in the Federal Management Regulation (FMR) Part 102-117 (41 CFR 102-117)</td>
</tr>
<tr>
<td>Place TSP in Temporary Non-use Status</td>
<td>Place TSP or agent in temporary non-use in accordance with procedures in FMR Part 102-117 (41 CFR 102-117)</td>
</tr>
</tbody>
</table>
| Revoke TSP’s Approval to Participate in CHAMP | Revocation of a TSP’s approval may occur under the following circumstances:  
  • Termination(s) of performance by the BLIO(s);  
  • Nonperformance, delay or refusal of services;  
  • Anticipatory repudiation;  
  • Inability to perform service(s) in a timely manner;  
  • Financial and operational failures;  
  • And/or any condition(s) endangering performance resulting in disruption to Federal agency customers. |
| Appeal of Revocation of Approval, Temporary Non-use, Suspension, and Debarment | Handle the appeal of revocation in accordance with Section 2.18  
Refer to the Federal Acquisition Regulation (48 CFR Part 9, Subpart 9.4) for policies and procedures governing suspension and debarment of a TSP  
Review all relevant and necessary information to make a final determination on the TSP’s temporary non-use status. |
| Appeal of Corrective Action | Review all relevant and necessary information to make a final determination on the merits of a corrective action imposed by the BLIO |
### Program Management Office (PMO) Responsibilities and Authorities

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Actions Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review of Records by PMO or Designee</td>
<td>Within three (3) years or time period defined in FAR Subpart 4.7 (48 CFR 4.7) whichever expires earlier. Examination includes access to books, documents, papers and records of the TSP involving transactions related to this Household Goods Tender of Service (HTOS) or compliance with any clauses thereunder. TSP shall furnish copies of such records at no cost to the Federal Government. This process is at the discretion of the PMO.</td>
</tr>
<tr>
<td>Annual Performance Report</td>
<td>PMO will publish a performance report annually based on GSA Form 3080 and any other information the PMO deems appropriate</td>
</tr>
</tbody>
</table>

### Program Management Office (PMO) Responsibilities and Authorities

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent Termination and TSP Non-use</td>
<td>Ensure new agency agreement established within thirty (30) calendar days or TSP shall be placed in temporary non-use.</td>
</tr>
</tbody>
</table>

### 3.2 Bill of Lading Issuing Officer (BLIO) Responsibilities and Authorities

The Bill of Lading Issuing Officer (BLIO) is responsible for the management of the transportation of household goods in his/her agency. The responsibilities and authorities of the BLIO can be performed by either a Contractor or a General Services Officer (GSO) if designated in writing by the BLIO. The table below outlines the responsibilities and authorities of the BLIO. The BLIO is authorized to waive approvals and requirements as noted in the HTOS based on individual shipment circumstances. Initial decisions by the BLIO are final and conclusive to the TSP unless an appeal is made to the PMO.

All documentation preparation and annotation is the responsibility of the BLIO unless specified elsewhere. The BLIO is responsible for distributing the BL or GBL.
Unless otherwise specified in the table below, all provisions are applicable to domestic and international moves. Specific provisions for international are grouped at the bottom of the table.

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Actions Required</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TSP Liability</strong></td>
<td>Establish and authorize in writing the level of services and liability on the BL</td>
</tr>
<tr>
<td><strong>Expedited Service</strong></td>
<td>Approve in writing</td>
</tr>
<tr>
<td><strong>Telephonic/Virtual Pre-move Surveys</strong></td>
<td>Approve in writing</td>
</tr>
<tr>
<td><strong>High Risk Item Programs</strong></td>
<td>Establish and authorize in writing the terms and conditions of any program limiting a TSP’s liability in accordance with Section 9</td>
</tr>
<tr>
<td><strong>Use of Crates</strong></td>
<td>Approve in writing in accordance with Section 5</td>
</tr>
<tr>
<td><strong>Shuttle Service</strong></td>
<td>Approve in writing</td>
</tr>
<tr>
<td><strong>Other Accessorial Services</strong></td>
<td>Approve in writing</td>
</tr>
<tr>
<td><strong>Transit Times</strong></td>
<td>Approve changes in writing</td>
</tr>
<tr>
<td><strong>Inspection of TSP Facilities and Performance</strong></td>
<td>Can perform under guidelines in Section 7</td>
</tr>
<tr>
<td><strong>Defective Performance</strong></td>
<td>Authorized to direct TSP to correct or re-perform in accordance with Section 7</td>
</tr>
<tr>
<td><strong>Constructive Weight</strong></td>
<td>Approve in writing in accordance with Section 5</td>
</tr>
<tr>
<td><strong>Indirect routing</strong></td>
<td>Approve in writing. See details in this section</td>
</tr>
<tr>
<td><strong>Use of alternative TSP</strong></td>
<td>Approve in writing. No alternatives allowed for International. See details in this section</td>
</tr>
<tr>
<td><strong>Diversion and Re-consignment</strong></td>
<td>Approve in writing</td>
</tr>
<tr>
<td><strong>Temporary Non-use TSP and/or Agent</strong></td>
<td>Place TSP or agent in temporary non-use in accordance with procedures in FMR Part 102-117 (41 CFR 102-117)</td>
</tr>
<tr>
<td><strong>Refer TSP for Suspension or Debarment</strong></td>
<td>Refer TSP for suspension or debarment in accordance with procedures in the FMR Part 102-117 (41 CFR 102-117)</td>
</tr>
</tbody>
</table>
### BLIO Responsibilities and Authorities

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Actions Required</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Termination of Performance under the HTOS</strong></td>
<td>Approve in writing termination of all or part of service. Termination is based on a breach of the terms of tender, failure to complete a service, delay a service or refuse a service, failure to perform in accordance with the GSA tariff/Request for Offers (RFO) and/or other legal requirements. Domestic terms include but are not limited to: non-payment of agent’s fees and/or unreasonable TSP charges to agent, detention of a shipment due to dispute, missing documentation and inability to perform service in a timely manner. International terms include but are not limited to: non-payment of charges by TSP to agents or other service providers, e.g. port agents causing shipment to be detained or delayed and missing documentation. See Section 2.17 Termination of Performance Procedures for further details</td>
</tr>
<tr>
<td><strong>Proper Tarping</strong></td>
<td>Place TSP in temporary non-use when shipments moved in linehaul without proper tarping</td>
</tr>
<tr>
<td><strong>Violation of HTOS or BL</strong></td>
<td>Place TSP in temporary non-use, evaluate cure notice, and terminate the BL for violation of the HTOS and/or BL’s terms</td>
</tr>
<tr>
<td><strong>Lack of Incomplete Corrective Action</strong></td>
<td>Place TSP in immediate temporary non-use if TSP corrective action is incomplete</td>
</tr>
<tr>
<td><strong>Inventory Coding</strong></td>
<td>Place TSP in immediate temporary non-use if TSP consistently uses mass coding or miscoding</td>
</tr>
<tr>
<td><strong>Improper Conduct</strong></td>
<td>Place TSP in immediate temporary non-use if TSP personnel are reported under influence of alcohol or drugs, use abusive language or engage in improper conduct</td>
</tr>
<tr>
<td><strong>Removal of Property from Disapproved Facilities</strong></td>
<td>Direct TSP to move shipment to Federal Government approved warehouse. Cost paid by TSP. No cost to Federal Government</td>
</tr>
<tr>
<td><strong>Storage—In—Transit (SIT) greater than 50 miles at Origin or Destination</strong></td>
<td>Approve in writing. In excess of fifty (50) miles of origin or destination charges for storage include: charges for storage at other TSP warehouse, and charges involving use of trailers, vans, public warehouses and self-storage units</td>
</tr>
<tr>
<td><strong>Additional SIT</strong></td>
<td>Prior to the expiration of the initially authorized SIT days, provide to the TSP, in writing, the number of additional days authorized for SIT</td>
</tr>
<tr>
<td><strong>SIT at Origin</strong></td>
<td>Approve in writing in accordance with Section 5</td>
</tr>
<tr>
<td><strong>Storage in Non-commercial Facilities</strong></td>
<td>Approve in writing in accordance with Section 5 storage in trailers, vans, public warehouses, self-storage units or any other non-commercial facility</td>
</tr>
<tr>
<td><strong>Partial Withdrawal from SIT</strong></td>
<td>Approve in writing prior to withdrawal and inform TSP of new billing instructions</td>
</tr>
</tbody>
</table>
## BLIO Responsibilities and Authorities

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Actions Required</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Removal or Placement of Property from or to Inaccessible Locations</strong></td>
<td>Approve in writing prior to performance. Inaccessible is defined as: Not accessible by a permanent stairway; not adequately lighted; does not have a flat continuous floor; or does not allow a person to stand erect.</td>
</tr>
<tr>
<td><strong>Filing of Claims incomplete or non-performance of services</strong></td>
<td>File in writing with TSP for shipment adjustment costs.</td>
</tr>
<tr>
<td><strong>Filing of Claims – Loss or Damage</strong></td>
<td>File in writing with TSP unless waived by owner.</td>
</tr>
<tr>
<td><strong>TSP Request Excusable Delay, Refusal or Failure</strong></td>
<td>Decision by BLIO. Situations beyond control of TSP include but are not limited to: Acts of God or the public enemy, strikes, freight embargos, and unusually severe weather. TSP shall notify BLIO. Ordering Office advises BLIO. If decision is that delay is inexcusable, BLIO shall notify PMO.</td>
</tr>
<tr>
<td><strong>Scheduling Service on Saturday, Sunday or Holidays</strong></td>
<td>Approve in writing prior to performance.</td>
</tr>
<tr>
<td><strong>Completion after 5:00 P.M.</strong></td>
<td>BLIO, owner, or their authorized representative, approve in writing the start of any service that cannot be completed by 5:00 p.m. on regular business days. No liability on the part of the Federal Government will be incurred for overtime labor or any other additional charge.</td>
</tr>
<tr>
<td><strong>Service Beyond Scope of HTOS</strong></td>
<td>Authorize in writing scope and pricing prior to performance.</td>
</tr>
<tr>
<td><strong>Packing and Stuffing of Containers</strong></td>
<td>Authorize in writing packing and stuffing prior to performance at a location other than the residence.</td>
</tr>
<tr>
<td><strong>Use of Third Parties</strong></td>
<td>Authorize in writing in accordance with Section 5.</td>
</tr>
<tr>
<td><strong>Extension of Storage</strong></td>
<td>Negotiate storage in excess of 150 calendar days in accordance with Section 5.</td>
</tr>
</tbody>
</table>

### BLIO Responsibilities and Authorities International Program Only

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authorities and Actions Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designation of Agents</td>
<td>Authorized to direct use of destination and origin agents.</td>
</tr>
<tr>
<td>Use of Foreign Flag Shipping</td>
<td>Approve in writing in accordance with Section 5 and the RFO.</td>
</tr>
<tr>
<td>Diversions and Reconsignment</td>
<td>Anything outside a 50 air mile radius of the address, US Embassy, Consulate or municipality shown on the Bill of Lading.</td>
</tr>
<tr>
<td>Taking Possession of Shipments When TSP placed in worldwide non-use status</td>
<td>Inspect local and port agent facilities for subject TSP. Terminate these shipments and arrange alternative TSP and transportation to final destination.</td>
</tr>
</tbody>
</table>
SIT at a Foreign Location | Authorize and approve in writing in accordance with Section 5. TSP shall use closest Department of Defense/Department of State approved storage facility. Excess charges for TSP convenience will not be allowed
---|---
Reweigh of Shipment | Authorize in writing in accordance with Section 5
Payment of Release Fees and Setoff | Pay any charges necessary to release a shipment and initiate setoff procedures against the TSP for any overage
Extension of Storage | Negotiate storage in excess of 180 calendar days in accordance with Section 5

### 3.3 Transportation Service Provider (TSP) Table of Responsibilities and Authorities

The table below summarizes authorities and responsibilities of the Transportation Service Provider (TSP). This table is only a summary. Specific TSP responsibilities and authorities are defined throughout the HTOS, especially in Section 5, Household Goods Services, and Section 11, Reporting Procedures. The TSP and its agents share in the execution of these responsibilities. Although agents perform a vital role in this regard, the principal responsibility for these requirements is on the TSP. The TSP is always responsible for the actions of its agents.

A TSP can request a waiver of a requirement or approval for a special service. All verbal requests shall be followed up in writing.

Unless otherwise specified in the table below, all provisions are applicable to domestic and international moves. Specific provisions for international are grouped at the bottom of the table.

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Origin and Destination Services</td>
<td>Responsible for performing or arranging for origin, linehaul and destination services from the point of origin to final destination, as well as satisfactorily settling any and all claims. TSP is responsible for following the rules of CHAMP as identified in this HTOS, the GSA tariff, the RFO, and TSP is responsible for the actions of its agents and subcontractors</td>
</tr>
<tr>
<td>Selection of Agents</td>
<td>TSP has a choice of agents, subject to agency control. (Refer to the current RFO for restrictions). TSP shall have a resident agent in each state, offshore location, country, and trust territory or US possession for which TSP submits rates. General agents can be used</td>
</tr>
<tr>
<td>For Acts of Omission</td>
<td>For themselves and the acts of their agents including accessorial or terminal services</td>
</tr>
<tr>
<td><strong>Diligence and Reasonable Care</strong></td>
<td>For themselves and their choice of agents who shall be sufficiently knowledgeable, fit, willing and able to provide services under the provisions of the HTOS</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Direct Routing (Through Shipping)</strong></td>
<td>All shipments tendered are the responsibility of the TSP from origin through destination. Indirect routing or transshipping is not allowed unless waived by BLIO</td>
</tr>
<tr>
<td><strong>Errors in shipment</strong></td>
<td>If TSP ships the wrong property or ships to the wrong destination, TSP is responsible for expedited return of the property including air transportation</td>
</tr>
<tr>
<td><strong>Shipment Refusal</strong></td>
<td>TSP shall refuse shipments for which they have no rates on file or are outside their scope of operation</td>
</tr>
<tr>
<td><strong>Shipment Routings</strong></td>
<td>TSP shall determine optimal shipping routes</td>
</tr>
<tr>
<td>Responsibility</td>
<td>Authority and Action Required</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Shipment Tracing</td>
<td>TSP shall trace and annotate documentation and notify BLIO within the required time noted in HTOS Section 5.10.1. TSP shall keep records in accordance with Sections 5 and 10 including the date of the requests, time received, name of the requestor, and the date and time status provided</td>
</tr>
<tr>
<td>SIT</td>
<td>Mandatory use of TSP’s agent facility within fifty (50) miles of origin, destination or installation shown in the “Consignee Block” of the Bill of Lading. Outside the fifty (50) miles requires BLIO approval</td>
</tr>
<tr>
<td>GSA Form 3080</td>
<td>TSPs are required to initiate an electronic GSA Form 3080 in the Transportation Management Services Solution (TMSS) system for every CHAMP shipment</td>
</tr>
<tr>
<td>Complaints and Inquiries</td>
<td>TSP establishes procedures for receiving and responding to complaints and inquiries from the BLIO and the owner or their authorized representative. TSP shall, at a minimum, provide a published phone number and written record in the file</td>
</tr>
<tr>
<td>Document Preparation and Annotation</td>
<td>Properly preparing and annotating the shipping, billing and claims settlement documents and any other documentation required by the HTOS</td>
</tr>
<tr>
<td>Document Distribution</td>
<td>See Section 5</td>
</tr>
<tr>
<td>Claims</td>
<td>Provide to owner all reasonable and necessary assistance in preparation and filing of claims, including the forms, assistance in filling in forms, inspection of damaged property and obtaining estimates</td>
</tr>
<tr>
<td>Settlement</td>
<td>Provide to owner an item by item analysis of the settlement including denials or compromises</td>
</tr>
<tr>
<td>Appeal Procedures</td>
<td>May exercise for issues involving revocation of approval, temporary non-use, suspension and debarment, corrective actions, performance reports and claims</td>
</tr>
<tr>
<td>Claims for Additional Charges</td>
<td>Additional charges for transportation or accessorial charges shall be presented to the shipping agency with full documentation and explanation</td>
</tr>
<tr>
<td>Quality Control Program</td>
<td>All documentation and operating procedures available upon request for review and inspection in sufficient detail of every facet of the traffic management system. For example, routing, tracing, billing, packaging, employee training and supervision and agent supervision. Standards shall be equal to or greater than those of the HTOS</td>
</tr>
</tbody>
</table>
### TSP’s Responsibilities and Authorities

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignment of Bills</td>
<td>TSP may not subrogate invoices for service rates and charges to third parties except to a bank for collection</td>
</tr>
<tr>
<td>Equipment</td>
<td>Maintain in good operating condition with clean and sufficient pads, covers and protective equipment to ensure safe transit of household goods</td>
</tr>
<tr>
<td>Facilities</td>
<td>Maintain equipment, facilities, operations and personnel adequate for performing services</td>
</tr>
<tr>
<td>Maintenance of Records</td>
<td>Abide by 28 USC 2415 and 41 CFR 102-118 with regard to retention of transportation shipping documents. Electronic and physical data imaging systems (e.g., scanning or microfilm) may be used for most business purposes as long as hard copies are maintained and provided when requested. TSP is responsible for quality, indexing and retrieval of these records</td>
</tr>
<tr>
<td>Employees</td>
<td>Hire and train qualified personnel. Neat appearance, in uniform, with valid company IDs. IDs shall have photo, employee name and signature. No parolees, convicts, or prison labor permitted. Remove any employee under influence of drugs or alcohol or who is abusive</td>
</tr>
<tr>
<td>Use of Alternate TSPs</td>
<td>Request for alternate made by TSP to BLIO in writing. Approval by the BLIO required. Alternate shall be an approved CHAMP TSP. The TSP shall perform services to the same standards as the TSP and is bound by the requirements of the HTOS</td>
</tr>
</tbody>
</table>

### TSP’s Responsibilities and Authorities International Program Only

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open Routing Exception</td>
<td>TSP shall not use busy ports during peak season that could delay shipments</td>
</tr>
<tr>
<td>Personnel IDs</td>
<td>Photo ID with company name and logo, employee name, company address, company unique employee ID number, employment date and employee signature. Expired documentation will not be accepted</td>
</tr>
<tr>
<td>SIT at Foreign Locations</td>
<td>TSP is required to use agent’s facility nearest the origin, destination city or installation shown on the “Consignee Block” of the GBL regardless of fifty (50) mile radius</td>
</tr>
<tr>
<td>Ocean Terminal Port Agent Facility Standards</td>
<td>Meet national/host country standards and codes with respect to the fire safety, prevention and protection requirements and storage of combustible materials. Facilities are maintained and used in accordance with generally accepted warehousing practices</td>
</tr>
<tr>
<td>Property Release to Shipping Agency</td>
<td>TSP shall release shipment if demanded by agency. All property shall be clearly identified on the ocean bills of lading/manifests or other documentation for ease in tracing and action</td>
</tr>
<tr>
<td>Responsibility</td>
<td>Authority and Action Required</td>
</tr>
<tr>
<td>---------------------</td>
<td>-----------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Agents</td>
<td>Agency may designate which origin and destination agents TSP shall use</td>
</tr>
<tr>
<td>Agent Staffing</td>
<td>Manned during normal working hours with booking and servicing agents. One agent employee may</td>
</tr>
<tr>
<td></td>
<td>support up to three (3) TSPs. Two agent employees are required for four (4) or more TSPs.</td>
</tr>
<tr>
<td>Agent Agreement</td>
<td>Contract, in English as necessary, is required prior to effective date of accepted rates.</td>
</tr>
<tr>
<td></td>
<td>Terms and conditions of HTOS flow down. Shall include this clause:</td>
</tr>
<tr>
<td></td>
<td>“By acceptance of this contract/agreement/order/reimbursement schedule, I recognize that</td>
</tr>
<tr>
<td></td>
<td>property being transported hereunder is Federal Government sponsored personal property and,</td>
</tr>
<tr>
<td></td>
<td>as such, will not be detained by my firm under any circumstances. Further, I guarantee</td>
</tr>
<tr>
<td></td>
<td>representatives of the Federal Government free access to any facilities, including those of</td>
</tr>
<tr>
<td></td>
<td>my agents, during normal working hours for their lawful purpose of inspecting and removing</td>
</tr>
<tr>
<td></td>
<td>TSP containers in which Federal Government sponsored personal property is shipped.”</td>
</tr>
<tr>
<td>Agent Use</td>
<td>TSP upon request furnish agent list to BLIO.</td>
</tr>
<tr>
<td></td>
<td>Change of agent may be subject to agency inspection and approval of PMO</td>
</tr>
<tr>
<td>Agent Termination</td>
<td>Whether by Federal Government or TSP action, upon termination TSP shall make temporary</td>
</tr>
<tr>
<td></td>
<td>arrangements for interim destination services with another local agent</td>
</tr>
<tr>
<td>Termination by Agent</td>
<td>In the case of agent’s voluntary withdrawal from or termination of its agency agreement with</td>
</tr>
<tr>
<td></td>
<td>TSP, TSP shall make immediate temporary arrangement for interim destination services</td>
</tr>
<tr>
<td>Dispute</td>
<td>Any party that makes a claim shall enter a sixty (60) calendar day discussion to reach an</td>
</tr>
<tr>
<td></td>
<td>agreeable settlement without litigation. All parties still have the right to litigation or</td>
</tr>
<tr>
<td></td>
<td>other administrative remedies</td>
</tr>
</tbody>
</table>

### 3.4 Owner Responsibilities and Authorities

The table below summarizes authorities and responsibilities of the owner with respect to the shipment of their HHG. This table is only a summary. At the time of the pre-move survey, the TSP shall provide the owner a copy of GSA’s “Your Rights and Responsibilities”. This is available from the GSA [Household Goods Transportation](#) website.
## Owner Responsibilities and Authorities

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limitation of Authority</td>
<td>Owner cannot make any agreement with the TSP which shall diminish the rights or increase the obligations of the Federal Government, except for reweigh service requests</td>
</tr>
<tr>
<td>Service Dates</td>
<td>Owner will set specific dates with TSP for pre-move survey, packing, loading, delivery and, if applicable, delivery from storage-in-transit, unless otherwise established by BLIO</td>
</tr>
<tr>
<td>Release of Property</td>
<td>Owner will release to the TSP only that property that legally belongs to, and may be shipped by, the owner</td>
</tr>
<tr>
<td>Accessibility of HHG</td>
<td>Owner will make sure all property to be shipped or placed at destination shall be in accessible areas with permanent stairways, adequate lighting, a flat continuous floor, and is of sufficient height for a person to stand erect</td>
</tr>
<tr>
<td>Disassembly and Reassembly of Property</td>
<td>Owner will be responsible for disassembly and reassembly of ice makers, swing sets, outdoor playground equipment, television and radio antennas, satellite dishes, storage sheds, and other similar items.</td>
</tr>
<tr>
<td>Appliance Servicing</td>
<td>Owner will arrange for the disconnecting or reconnecting of gas and/or electric washers/dryers, and draining of water hoses and draining/filling water beds.</td>
</tr>
<tr>
<td>Specialized Servicing</td>
<td>Owner will arrange for the disassembling, reassembling, or servicing of articles that require special servicing or services of a technician or craftsman such as a grandfather clock, audio, home entertainment or other electronic equipment, gas dryers, wall units/room electric/pipe organs, hot tubs, pool tables. (Refer to HTOS 5.2.5 which provides discretion to the BLIO to approve such services in writing.)</td>
</tr>
<tr>
<td>Excess Valuation</td>
<td>Prior to commencement of services, the owner is authorized to establish a level of service or declared value in excess of that established by the Federal Government.</td>
</tr>
<tr>
<td>Adverse Weather Conditions</td>
<td>In cases of bad weather that could be detrimental to the owner’s personal property, service should be suspended until better weather unless approved in writing by the owner and TSP.</td>
</tr>
<tr>
<td>Snow Removal</td>
<td>Unless it is for TSP convenience, snow removal is the responsibility of the owner. If a TSP runs into issues with this, they are to immediately contact the agency’s BLIO.</td>
</tr>
<tr>
<td>Responsibility</td>
<td>Authority and Action</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Document Preparation and Annotation</td>
<td>Owner will:</td>
</tr>
<tr>
<td></td>
<td>• Verify the inventory listing and condition of items at pick-up</td>
</tr>
<tr>
<td></td>
<td>• Verify the inventory listing and condition of items at delivery</td>
</tr>
<tr>
<td></td>
<td>• Note loss and/or damage on delivery documents with TSP</td>
</tr>
<tr>
<td></td>
<td>• Prior to shipment packing, obtain independent third party appraisals of high-valued or antique property and give to TSP</td>
</tr>
<tr>
<td></td>
<td>• Provide TSP a list of extraordinary (unusual) value property prior to packing, loading and pick-up of HHG</td>
</tr>
<tr>
<td>Inspection and Acceptance</td>
<td>Owner will inspect services in the absence of authorized GSA representative, the employing agency, or the BLIO. The owner’s report of inspection (as documented by owner’s signature on the BL (GBL if international) and a joint inspection at delivery) will be administratively final</td>
</tr>
<tr>
<td>Claims</td>
<td>The owner may file claims with TSP for loss of or damage to property</td>
</tr>
</tbody>
</table>
Offers of Service

4.1 Overview

GSA will issue a Request for Offer (RFO) annually to all Transportation Service Providers (TSPs) approved to participate in the Centralized Household Goods Traffic Management Program (CHAMP). During the RFO process, TSPs may submit offers to provide the Household Goods (HHG) transportation services covered by this Household Goods Tender of Service (HTOS). The filing of rate offers is restricted to an approved TSP’s scope of operation. The scope of operation is determined during the application process described in Section 2 of this HTOS which also details the process for increasing or reducing the scope. Rate offers outside the TSP’s approved scope of operation will be rejected during the RFO period.

4.2 Geographic Coverage

The geographic areas included in a TSP’s scope of operation are defined in the RFO. Additionally:

- Rate offers for domestic service (with the exception of Alaska) shall be for all points within the defined service areas for interstate and for the full state for intrastate offers.

- For intrastate shipments regulated by “State authority” within the meaning of 49 USC 14710(d), GSA’s domestic tariff applies to the extent that GSA’s rates are lower than the rates under the regulated state’s tariff. In the event that GSA’s rates are higher than the rates under the regulated state’s tariff, the state’s tariff will govern and a copy of the pricing pages from the regulated state’s tariff shall be submitted to the agency’s prepayment auditing division.

- Rate offers for service within Alaska or between Alaska and all other points defined as domestic will include only those points identified in the RFO.

- Rate offers for all international service may be between international areas or between international and domestic areas. In either case, offers for international service shall be for all points within the defined service areas and/or countries.

4.3 Annual RFO Process

The RFO provides instructions and timing for the filing and acceptance of offers and will be issued by the Program Management Office on an annual basis, unless changes in the program or other factors require the issuance of different instructions. Except as provided below, all terms, conditions, and instructions are contained in the RFO. In general, the RFO:
- Provides special instructions that amplify the information in the HTOS
- Solicits rates for domestic and international HHG services
- Provides details on the computation of the GSA Industrial Funding Fee (IFF)
- Provides special agency provisions that apply to the HHG shipments of a specific agency
- Provides criteria for the evaluation and acceptance of rate filings
- Provides technical details on the rate filing process.

4.4 One-Time-Only (OTO) Shipments

An OTO shipment is a particular shipment, route, or requirement with unique specifications that requires solicitation by an agency of a special type of rate offer from current CHAMP TSPs. This provision applies to both domestic and international services under this HTOS. An OTO shipment shall include the mandatory terms and conditions in writing that govern the use of GBLs and BLs (41 CFR 102-118.140) and must also state that the provisions of CHAMP and any agency-specific terms, conditions and/or specialized requirements apply. For OTO rates used in conjunction with CHAMP shipments, specifically Items 1, 2 and 3 below, OTO rates shall be all inclusive and include all charges for the transportation, accessorial (to include fuel), GSA’s IFF and full replacement valuation, plus other services needed to support the unique nature of the OTO shipment. When an agency solicits OTO rates, it should solicit a minimum of 3 or more rate offers to make a best value determination, however, the agency may consider the rate offers if less than 3 are received. An agency may consider such factors as pricing, timeliness of pickup/delivery and/or the TSP’s CSI score to determine best value.

OTO rates under CHAMP can be used for:

1. A single shipment with a unique delivery timeline, shipment characteristic, or origin/destination combination (all-inclusive pricing)
2. A group of shipments with the same or similar requirements (all-inclusive pricing)
3. Any and all modes of shipment (HHG, containerized, UAB, POV, etc.) when there are no rates or very limited rates (fewer than three) on file (all-inclusive pricing)
4. A shipment outside of a CHAMP TSP’s authorized scope of operation if the agency and TSP have a Memorandum of Agreement (MOA) for Move Management Services (MMS) and there is no pricing structure identified in the MOA for OTO shipments. If an agency and MMS Provider have instituted an MOA for transportation services and a pricing structure for OTO shipments is identified within the language of the MOA, the MMS Provider may use the agreed upon pricing.
5. A shipment outside of a CHAMP TSP’s authorized scope of operation when a TSP has obtained approval from the ordering agency in advance. The TSP must include the agency approval as documentation supporting the invoice.

For 1, 2, and 3 above, OTO rates shall be solicited in the following ways:

- Solicit rate offers directly from CHAMP TSPs. An agency should communicate its requirements in writing to TSPs directly via email or fax.
- An agency that handles household goods (HHG) shipments for another agency may solicit an OTO on the other’s behalf. Either agency may require the use of an existing list of CHAMP TSPs with whom it already does business.

Agencies are encouraged to use CHAMP TSPs with approved rate offers inside the TSP’s scope of operation for its respective OTO shipments. For 4 and 5 above, the acceptance and movement of a shipment by the TSP outside of its approved scope of operation shall constitute an agreement by that TSP to perform the required services (linehaul, accessorials, SIT and/or UAB), equal to or below the average of the 3 lowest rate offers (percentages) on file for the required lane (excluding the lowest in the given lane). For POV shipments, the average of the 3 lowest charges shown in TMSS for the required lane (excluding the lowest in the given lane) is the agreed upon not-to-exceed (NTE) charge. If the agency is unable to secure a TSP within those pricing parameters then the agency may solicit rates as described for 1, 2, and 3 above. If a TSP is approved for a traffic lane and did not file rates for that lane, that TSP may not provide an OTO rate offer. To present an OTO rate offer under CHAMP, a TSP must be approved for the applicable program, i.e., domestic or international.
Example of NTE charge:

| Discard the lowest | Select the next lowest three and average. Round up or down as appropriate. |

### DOMESTIC EXAMPLE

<table>
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<tr>
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<th>Low in Lane</th>
<th>AAAA</th>
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<th>EEEE</th>
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### INT'L EXAMPLE

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### UAB

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### POV

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<th>XXXX</th>
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<tr>
<td>Cat 1 POV</td>
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<td></td>
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<td>$11,689.00</td>
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<tr>
<td>Flat Fee</td>
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<td>$4,198.00</td>
<td>$3,825.00</td>
<td>$11,689.00</td>
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</tbody>
</table>

All OTO shipments handled by a CHAMP TSP must be reported to the PMO via quarterly shipment reports. An IFF is owed on each shipment. OTOs have the same transportation documentation and legal compliance requirements as any shipment under CHAMP. OTOs must meet all the requirements for pre- and post-payment transportation audits (FMR 102-117 & 102-118).

If a TSP provides OTO services to an agency in conjunction with its regularly filed rate offer, the rate offer and OTO portion must be supported by paid receipts, weight tickets, etc. as identified in HTOS Section 8.1.1., to satisfy both pre and post-payment audit requirements.
Household Goods Services

5.1 Scope of Service

This section discusses the performance requirements for the shipment and storage of an owner’s Household Goods (HHG). The Bill of Lading Issuing Officer (BLIO), or the owner, or a properly authorized representative, shall establish firm service dates in conjunction with the Transportation Service Providers (TSPs) accepting shipments offered under this Household Goods Tender of Service (HTOS). Dates establish the timeline for the prompt performance of all necessary origin and destination services for domestic and/or international shipments including HHG, Unaccompanied Air Baggage (UAB), Privately Owned Vehicle (POV) and Storage-in-Transit (SIT).

5.1.1 General Services to be Furnished

Services to be furnished for all CHAMP shipments include:

- On-site pre-move surveys (telephonic or virtual in limited approved cases)
- Packing at origin residence using proper materials, e.g. cartons, containers, padding
- Inventoring, loading and debris removal at origin
- Shipment or transportation of property from origin to destination
- SIT when required
- Delivery to residence
- Unpacking and debris removal at destination
- Removal and placement of each article in the residence warehouse, or other building
- Disassembly and reassembly of appliances and other approved property, including hiring a third party if required and approved, to perform the service
- UAB shipments, i.e., preparation, shipment and delivery of UAB.
- Shipment of POV, i.e., preparation, shipment, and delivery of POV

These services shall be performed on, before or after the date shown on the Bill of Lading (BL) or Government Bill of Lading (GBL) as appropriate. The required delivery date noted on the BL or GBL will not be construed by the TSP as a request for expedited service unless specifically authorized by the BLIO. The physical transfer of individual shipments from one linehaul vehicle to another will be held to a minimum. TSPs shall maintain continuous control of shipments and shall be responsible for monitoring and tracing to ensure prompt completion of all services.
In those instances when a TSP has the capability, it may make available (at no cost to Federal agencies) electronic communications for such purposes as shipment booking, tracing and claims settlement information.

5.1.2 Additional Scope of Service for Domestic Shipments

Domestic shipments may be moved via a container at either the specific request of the agency or for TSP convenience. If a domestic shipment is moved by container for TSP convenience, the TSP must notify the agency of its intent to containerize the shipment (see RFO for application of rate offers to apply). All provisions applying to a regular shipment moved in a moving van will also apply to containerized shipments. Upon moving a shipment via a container (either at the TSPs discretion or when specifically requested by an agency), the TSP agrees to use best commercial practices in selecting containers to safeguard movement of personal property. All containers must meet Federal Government/Military specifications when required. Any TSP owned or leased commercially designed shipping containers are authorized provided they meet or exceed Military Specification PPP-B-601.

Any shipments moving via containerized methods must contain security seals. All exterior household containers/cartons must be sealed with accountable seals at the owner’s residence, unless containerization at the warehouse is approved by the BLIO, in writing. Applicable seal control numbers must be entered on the inventory and cross referenced to each container used. The owner must initial the inventory attesting to the correct seal numbers listed on the inventory. Wooden containers must have a minimum of four seals per containers and seals must secure the access overlap door and side panels. Commercially designed shipping containers of permanent structure must be locked and sealed using a commercially approved tamper-evident device. All containers used for shipments of household goods must be TSP packed and cannot be left unsecured or outdoors.

5.1.3 Additional Scope of Service for International Shipments

Unless directed otherwise by the employing agency, for international shipments, the TSP shall be required to:

- Place HHG in Type II containers at origin
- Provide surface transportation to the ocean carrier’s terminal
- Transfer goods to sea shipping container, if necessary
- Provide transportation of shipping containers to port of debarkation
- Transfer goods loaded in Type II containers from sea containers to motor TSP, if necessary
• Deliver HHG into storage or to destination residence or place Type II containers in sea containers at origin residence and transport to destination residence or storage facility. These services supplement the general services to be provided to all CHAMP shipments. See also those provisions applicable to international shipments only below.

5.2 General Provisions for HHG Shipments

This section discusses the general provisions for the transportation of HHG. They apply to all domestic shipments. They also apply to all international shipments subject to the supplementary procedures in Section 5.3 below.

All communication with the Federal Government for the purposes of shipping, booking, tracing and settling claims shall be in writing unless waived by the BLIO or Program Management Office (PMO). Electronic communications are preferred, if available.

5.2.1 Pre-Move Survey

The TSP shall perform a pre-move survey of the HHG to be transported. All surveys are to be conducted onsite at the primary pick-up location. Upon request of the TSP, in extraordinary circumstances, the BLIO may waive this requirement in favor of a virtual or telephone survey.

5.2.1.1 Conducting the Survey

Appointments shall be made with the owner or their authorized agent, and, if changes need to be made, timely communication is required. The survey will determine items to be shipped, approximate weight, and materials needed to pack and move the shipment. All major items of furniture, appliances and equipment should be noted. Special packing materials needed for fragile items, flat screen televisions, front load washers and dryers or other special materials shall be noted. The scheduled dates for packing and pick-up will be determined at this time. At the time of the survey, the TSP shall provide the owner or their agent a copy of GSA’s “Your Rights and Responsibilities”. This is available from the GSA Household Goods Transportation website. Upon completion of the survey, the owner or their agent will be provided a signed copy of the pre-move survey including the TSP’s estimated weight and other documentation.

5.2.1.2 Establishing Pick-up Date

TSPs will be provided at least five (5) business days advance notice when tendered shipments. Under unusual circumstances, TSPs may agree, but are not obligated, to accept pick-ups on less than five (5) business days’ notice. When shipments are accepted with less notice, the TSP is obligated to the agreed pick-up date.
• For domestic shipments, the owner or his authorized representative and the TSP shall establish and agree to a pick-up date.

• For international shipments, the BLIO and the TSP shall establish and agree to a pick-up date.

5.2.2 Packing

The TSP is responsible for packing HHG shipments in a professional manner. All items will be packed so as to prevent damage or loss of personal property. The packing will be done in such a manner as to minimize weight. The TSP shall pack efficiently and effectively using the smallest cubic measurement producing packages that will withstand normal movement without damage to the transporting vehicle, liftvan/container, or contents.

The TSP has the responsibility to inspect all pre-packed goods to ascertain the contents, and their condition, and that only articles not otherwise prohibited by the provisions of CHAMP and this HTOS are contained in the shipment. Furthermore, when it is determined by the TSP that pre-packed goods require repacking, such packing will be performed by the TSP.

5.2.2.1 Container Requirements

The number and weight of containers will not be greater than necessary to accomplish efficient transport.

5.2.2.1.1 Original Containers

At the owner's request, articles such as electronic equipment and computer equipment and peripheral devices (e.g., printers, modems, external drives, etc.) will be packed in original containers by the TSP when furnished by the owner and if the containers are in good condition for shipping purposes. When original cartons are utilized, the provisions of Section 5.2.2.1.2 below do not apply.

When the original containers are not available and, when necessary to protect electrical equipment for safe transportation or during SIT, such equipment will be completely wrapped in paper or unicellular polypropylene foam and packed in a carton with enough padding to provide insulation necessary to prevent contact of one article with another and to eliminate movement of any article in the liftvan/container. When packing in a carton is not necessary, the items will be properly wrapped and padded for protection.

5.2.2.1.2 Cartons

Cartons of solid or corrugated fiberboard will be used for packing linens, books, bedding, lampshades, draperies or other similar articles. After packing, cartons shall be sealed by taping lengthwise at the joint on top and bottom. The inside dimensions of the carton
(length, width, and depth totaled) will not exceed seventy-five (75) inches with a weight limitation of sixty-five (65) pounds. All corrugated cartons shall be stamped with a manufacturer’s certificate indicating name of manufacturer, minimum combined weight of facings, size limit, gross weight limit and information indicating type of carton. Cartons lacking such certification are not authorized for use. Egg crates, fruit or vegetable crates, tea crates and similar type boxes will not be used, even when packed by the property owner. Overflow boxes will not be of triwall or corrugated cardboard construction.

5.2.2.1.3 Barrels, Fiber Drums, and Cartons

Wood barrels, fiber drums or cartons with a capacity of not less than five (5) cubic feet are to be used for packing glassware, chinaware, bric-a-brac, table lamp bases and other fragile articles. When packing fragile items has been completed and space is left in a dish pack, such space may be used for packing other lightweight items. These containers will not contain more than 120 pounds. Corrugated containers may be used instead of barrel or drum-type containers. No more than 120 pounds of material will be packed therein. The sum of the interior horizontal and vertical girths will be not less than 157 inches for wooden barrels, fiber drums or other drum-type containers. The cube of corrugated containers will be determined by actual measurements. All barrels or fiber drums will be securely headed and marked “This End Up.”

5.2.2.1.4 Crates

Except for the packing of grandfather clocks, glass and marble tabletops, projection televisions and pool table slate, the use of crates must be authorized by the BLIO. See the GSA tariff Item 105 for domestic crating of flat panel televisions exceeding 60 inches and HTOS Section 12 for international crating requirements.

5.2.2.2 Packing Materials

TSPs will only use new materials in sufficient quantities and of sufficient quality to protect the owner’s property during packing, shipping, storage and unpacking. The use of damp, wet or unclean packing is prohibited.

5.2.2.2.1 Wrapping

Wrapping paper or unicellular polypropylene foam will be new, clean and appropriate for the purposes intended. Each item of silverware, silver ornamentation or brass that is not coated to prevent tarnishing will be completely wrapped in unicellular polypropylene foam or non-tarnish tissue paper.

5.2.2.2.2 Paper, Waxed or Treated
All waxed paper used will be manila wax or equivalent. Treated paper may be used if it is butcher type paper.

5.2.2.2.3 **Unicellular Polypropylene Foam**

All unicellular polypropylene foam wrapping material will be new, clean and will conform to Federal Specification PPP-C-1797A.

5.2.2.2.4 **Padding**

New and good quality used-wood excelsior pads, unicellular polypropylene foam, shredded paper pads or other equally suitable material will be used when required.

5.2.2.2.5 **Filler Material**

Good quality wood excelsior pads, wood wool excelsior pads, shredded paper pads, cellulosic (bubble pack, etc.) cushioning material, fiberboard, corrugated fiberboard, unicellular polypropylene foam, unprinted newsprint, and/or kraft paper will be used as a filler.

5.2.2.3 **Marking Requirements**

All packed or wrapped items shall be marked on the exterior in general terms as to the nature of the contents. Each carton or other piece of the shipment shall be identified with an inventory number that will be recorded on the inventory form.

If a shipment will be going into SIT, each carton or piece of the shipment shall also be identified with a lot number and last name of the owner.

5.2.2.4 **Books**

Books will be placed in cartons. All books of similar size will be packed together in rows. Pads of solid or corrugated fiberboard will be inserted between rows and packed tightly, wedged with pads or paper, if necessary, to fill out the carton and prevent chafing. Books normally will not be packed more than two (2) rows high in a book carton.

5.2.2.5 **Fragile items**

Use of clean bubble type or other modern method of packing is required for the packing of glassware, chinaware, bric-a-brac, table lamp bases and other fragile articles. Packing of fragile items shall be such as to keep the articles safe from the normal hazards of transportation. Use of excelsior or shredded paper is not acceptable.

5.2.2.6 **Kitchenware**

All kitchenware will be padded and packed into cartons. Kitchenware shall not be packed with other items.
5.2.2.7 Linens, Clothing, and Draperies

Linen, clothing, draperies and similar items may remain in drawers, chests, dressers, trunks, etc., when considered safe for carriage. If considered unsafe for carriage, these items will be packed carefully into new cartons which will be properly sealed at residence.

This provision applies to domestic shipments only.

5.2.2.8 Use of Wardrobes

On domestic door-to-door shipments, clothing normally on hangers will be hung in wardrobes.

This provision applies to domestic shipments only. See Section 5.3.11.3 below for the use of wardrobes for international shipments.

5.2.2.9 Mirrors, Pictures, Stone Table Tops

Subject to the restriction contained in Section 5.2.2.1.4 above, mirrors, pictures and paintings, both glass-faced and non-glass-faced, glass, or stone table tops and similar fragile articles will be wrapped and packed in a crate, if authorized by the BLIO, or suitable fiberboard carton. When more than one article is packed in any one crate or carton, a divider will be provided. No more than four (4) articles will be packed in any one crate or fiberboard carton. Stone or marble tabletops will be packed separately. Small pictures, paintings, mirrors and similar articles will be carefully packed into cartons and properly sealed at residence.

5.2.2.10 Lampshades, Ornaments

Lampshades, ornaments, small toys and other small items easily crushed will be wrapped and placed in cartons and will be insulated from the carton walls and from other items. Lampshades will be wrapped individually with new paper or new unicellular polypropylene foam, placed in cartons and cushioned to prevent shifting or damage.

5.2.2.11 Mattresses

Mattresses will be placed in new mattress cartons or plastic bags at the residence and sealed with tape. Plastic bags, if used, shall have a minimum thickness of 3 mils, and may only be used when a direct delivery address has been designated on the BL. Memory foam, Tempur-Pedic or comparable mattresses will be shipped utilizing best commercial practices and in accordance with manufacturers’ instructions. Crating is not authorized for shipping mattresses unless approved in writing by the BLIO.

5.2.2.12 Rugs and Pads

All rugs and rug pads will be properly rolled and not folded. Rugs will not be folded or bent to an extent that may cause damage to the rug.
5.2.3 Surface Protection

All articles having surfaces liable to damage by scratching, marring, soiling or chafing will be wrapped at time of loading at residence in textile or paper furniture pads, covers (other than burlap) or other acceptable wrapping materials. When storage of these articles is necessary, they will be afforded the same protection against damage.

5.2.4 Appliance Servicing

Appliance servicing includes the servicing and re-servicing of household appliances and other articles which have free moving parts, mechanisms, attachments or accessories which, if not properly serviced, might be damaged or rendered inoperative during transit. Each appliance serviced will be appropriately labeled to indicate that it must be serviced at destination before use (reversing the process performed at origin).

Appliance servicing will not include disconnecting or reconnecting appliances (including personal computers and related peripheral devices), repairing articles, removal or installation of radio/television antennas or air conditioners, wiring, gas connections, plumbing service, preparing audio equipment for transport, or dismounting and remounting home entertainment systems. This includes any special service or labor (plumbing, electrical, carpentry, gas or ventilation connection, etc.) required to DISCONNECT or RECONNECT such appliances and other household articles from or to the premises; and/or any preparation of article(s) by a third party in order to permit the safe transportation of the article(s) which IF NOT PROPERLY SERVICED prior to loading, could be damaged in or incident to transit. At the request in writing of the BLIO, the TSP will provide such special services or labor subject to the TSP’s ability to furnish qualified personnel.

5.2.4.1 Washers

Washers requiring servicing will be secured with washer kits, washer packs, washer locks or special plastic inserts. The use of sheet fiberboard/cardboard is prohibited.

5.2.4.2 Appliances and Electrical Equipment

Appliances and electrical equipment requiring other servicing will be serviced in accordance with the best prevailing industry shipping practices.

5.2.5 Items of Unusual Nature

Items of unusual nature include, but are not limited to, German shranks, grandfather clocks, waterbeds with attached wall units, steel shelving, pool tables, elongated work tables and counters. These items may require special service by a third party to be prepared for safe transportation. This third party service, including disassembly and reassembly, must be
approved in advance and in writing by the BLIO. TSP shall not perform these services unless requested and approved and in writing by the BLIO.

5.2.6 Disassembly and Reassembly for Transportation

Except as provided in Section 5.2.5 above, the disassembly and reassembly of property such as beds, waterbeds and sectional bookcases for shipment shall be performed by the TSP. The owner is responsible for draining waterbeds and for detaching and reattaching appliances to water and gas lines.

The TSP shall disassemble at point of origin all items of personal property which, in the judgment of the TSP, requires disassembly to ensure safe delivery at destination. Disassembly will be noted on the inventory form at origin.

The TSP is not responsible for removing any outdoor article embedded in the ground or secured to a building, nor the disassembly or assembly of any outdoor articles such as steel utility cabinets, swing sets, slides, sky rides, jungle gyms, television and radio antennas or other outdoor articles of similar nature. If items are disassembled by the owner, it will be indicated on the inventory form.

5.2.6.1 Hardware

All nuts, bolts, screws, small hardware and other fasteners removed from articles by the TSP in the preparation for shipment will be placed in a cloth bag or similar durable container and securely attached to the article from which they were removed and will be so noted on the inventory. In the event that hardware that was removed during disassembly is missing during reassembly, the TSP shall be required to furnish replacements.

5.2.6.2 Items Removed From Furniture

Legs and other articles removed from furniture will be properly wrapped, bundled together and identified, e.g., “Dining room table legs, six each”, and listed as a separate item on the inventory.

5.2.7 Preparation of Shipment Inventory

Inventory forms will be of multiple copy design, shall specify the name and address of the TSP, and contain an explanation of the exception symbols used to describe the condition of the goods. In addition, there shall be space for indicating the name of the owner and the date of shipment. The same inventory prepared at origin will be used to verify condition and count upon delivery of the shipment.
5.2.7.1 Preparation of Origin Inventory

The TSP shall, in conjunction with the owner or their authorized agent, prepare an inventory listing all articles received for shipment and their condition at origin. The inventory should list clearly and legibly each article of HHG to the extent necessary to properly identify it. Words such as “household goods” or other overly general descriptive terms will not be used.

An automated inventory may be used if completed at the place of pick-up when the appropriate descriptive information is recorded and copies are provided as required.

Each copy of the inventory of the shipment will bear the signature of the owner, or the owner's agent, together with the signature of the TSP's representative certifying its accuracy and completeness.

5.2.7.1.1 Listing of cartons and contents

All cartons shall be marked to clearly identify the size of the carton and its contents. The same general identification of contents must also be shown on the inventory. Nothing herein shall be construed as prohibiting the TSP from preparing a detailed or itemized list of carton contents. Each article shall be identified with an inventory number and such numbers shall be recorded on the inventory form.

5.2.7.1.2 Preparation of Inventory for Overflow Items

A separate inventory will be prepared for overflow items, one copy dispatched immediately to the BLIO and one copy to the owner at the time of delivery.

5.2.7.1.3 Preparation of Inventory for High Risk Items

Unless specifically authorized by the BLIO, the inventory prepared in accordance with this section will not contain a listing of high risk items.

5.2.7.1.4 Listing of Firearms

For all firearms bearing a serial number being shipped pursuant to this HTOS and packed in the original container or a TSP-packed container, the TSP shall place the serial number on the corresponding line in the “condition at origin” column on the descriptive inventory.

5.2.7.1.5 Annotation of Inventory upon Change in Custody

The TSP shall annotate the inventory to show any overage, shortage, and damage found, including visible damage to external shipping containers, every time custody of the property changes from a TSP to a warehouseman or from one TSP to another.

5.2.7.1.6 Exceptions to the Condition of Goods
Exceptions to the condition of the goods shall be recorded specifically for each article and brought to the attention of the owner before the goods are removed from the residence. General terms, such as marred, scratched, dented, worn, torn, gouged, etc., shall not be used without supplemental description as to the degree and location of the exception. If the owner disagrees with the TSP’s description of the condition of an item, the disagreement will be noted on each copy of the inventory.

5.2.7.1.7 Omission of an exception symbol
Special care shall be exercised to ensure that the inventory list reflects the true condition of the property. Omission of an exception symbol will indicate the article is in good condition except for normal wear.

5.2.7.2 Preparation of Destination Inventory
When unloading and unpacking articles at the destination residence, the TSP shall use the same inventory prepared at origin to:

- Verify delivery at destination
- Inspect each article for damage
- Check the inventory against possible loss of or damage to the HHG.

This inspection will be done in conjunction with the owner or their authorized representative. A record will be made of any difference in count or condition from that shown on the inventory list prepared at origin and such record will be jointly signed by the TSP and the owner or their authorized representative. The record of count and condition will be indicated on the inventory form, other delivery document, or the form prescribed by the shipping agency. Discrepancies will be noted on the last page of the inventory. If articles are missing, every effort will be made to locate these items and forward them to the owner by expedited means, at no additional cost to the Federal Government or the owner.

5.2.7.3 Receipt of Firearms
TSPs who deliver firearms in interstate or foreign commerce shall obtain a written acknowledgment of receipt from the recipient of any package containing a firearm.

5.2.8 Pick-up and Delivery Services
When a shipment is accepted at origin, the TSP agrees to meet the required pick-up and delivery dates on the BL unless the BLIO provides other instructions. The shipment will be moved according to the transit times in HTOS Section 10 unless otherwise modified in the RFO. Expedited service is not permitted unless directed in writing by the BLIO.
Pick-up may be performed by the TSP's local agent with transfer to a linehaul agent at the origin terminal facility.

Pick-up and delivery will be performed on weekdays during normal business hours (8 am - 5 pm local time). Weekend and holiday services are not authorized. If a required delivery date falls on a holiday or weekend, the service will be performed on the next available workday. Only the BLIO can authorize services after 5 pm local time or on weekends/holidays.

When packing, loading, unloading or unpacking during adverse weather conditions could create a potential hazard to the owner's household goods or personal effects, such services will be suspended until more favorable weather conditions exist unless otherwise mutually agreed to in writing by the TSP and the owner. TSPs shall, if requested, produce a copy of this in writing to the PMO.

5.2.8.1 Protection of Residence Floors & Protection for Buildings
A substantial cover for flooring and carpeting in the owner's residence will be provided during packing, loading and delivery to prevent scratching, gouging, marring or soiling the floor or carpet of the residence. The TSP shall furnish padding or other protective material for the interior of the buildings, including elevators, for the duration of the move under this HTOS.

5.2.8.2 Unloading, Unpacking and Placement
The TSP or its local agent shall unload the HHG shipment at the owner's residence, unpack the shipment, and place items as specified below.

Unloading at destination includes:

- One-time laying of rugs
- One-time placing of furniture and like items in the appropriate room of the dwelling or a room designated by the owner
- Unpacking of all boxes, cartons and/or crates
- Placing the contents of the unpacked containers in the room designated by the owner
- Placing items in cabinets, cupboards, or on shelving in the kitchen shall be done when convenient and consistent with the safety of the items and proximity of the area desired by the owner. This does not include arranging articles in a manner desired by the owner
- Re-hanging of all clothes from wardrobes.
5.2.8.3 Recording Loss and Damage

The TSP shall record loss and damage revealed while unloading and unpacking. When unloading and/or unpacking articles at the destination residence, the TSP shall, in coordination with the owner or the owner’s authorized agent, inspect each article for damage and check the inventory against possible loss of or damage to articles. A record will be made of any difference in count and condition from that shown on the inventory prepared at origin, and such record will be jointly signed by the TSP’s representative and the owner or the owner’s authorized agent. Such record or count and condition will be indicated on the Notification of Loss or Damage at Delivery or Notification of Loss or Damage AFTER Delivery documents, as applicable.

5.2.8.4 Removal of Debris

Packing and loading at origin and unloading and unpacking at destination includes removing from the owner’s residence, including driveway and curbside, all empty TSP-provided containers, packing materials, cartons and other debris such as nails accumulated incident to packing and loading. Additionally, any debris which may have accumulated on the street or adjacent property or in parking spaces will be removed.

Debris removal charges will apply when the BLIO requests in writing that the TSP perform debris removal of cartons unpacked by the owner subsequent to the date of delivery and the service is performed. Removal of debris charges WILL NOT APPLY for the cartons unpacked by the TSP at the time of delivery. Debris removal service performed after delivery must be performed within thirty (30) calendar days of delivery date.

5.3 Provisions Applicable to International Shipments Only

The following provisions are applicable only to international shipments. These supplement the general provisions above.

5.3.1 Use of US and Foreign Flag Vessels

The TSP shall use vessels of United States registry for the ocean portion of overseas shipments and book shipments for container or below deck stowage. However, when it is determined that the use of a vessel of United States registry will not provide the required service, the TSP shall request permission to use a Foreign Flag vessel prior to start of shipment.

Requests for permission to use a Foreign Flag vessel shall be made to the BLIO on the form “Request for Approval of Use of a Foreign Flag Vessel” (see Appendix C). Approval will be granted only when the TSP certifies in writing that US flag shipping is not available or the use of foreign flag shipping is necessary to meet delivery requirements.
5.3.2 Overflow and Split Shipments

5.3.2.1 Ocean Shipments
Shipments may be split between ocean containers but not between ocean voyages. The TSP shall book all items of a single shipment together on the same vessel and the same voyage or departure. In the event that a portion of any shipment should be shut out by the ocean carrier, the TSP shall notify the BLIO.

5.3.2.2 Non-Ocean Shipments
If it is necessary to split a shipment for the non-ocean linehaul movement, the established Required Delivery Date (RDD) is applicable to all parts of the shipment.

5.3.2.3 Use of Agents in Unnamed Localities
An agent furnishing services in a locality not named in the RFO or HTOS may provide agent services to a requesting TSP provided, however, that the TSP has obtained prior approval in writing from the BLIO to use that agent prior to commencement of performance.

5.3.3 Containers
All HHG containers, i.e., liftvans, used by the TSP shall be constructed to the specifications of the containers tested in accordance with ASTM D4169, "Standard Practice for Performance Testing of Shipping Containers and Systems."

The primary liftvan for surface shipments under this HTOS is the 206 cubic foot (exterior) box which conforms to the approved material and structure requirements for Surface Deployment and Distribution Command (SDDC) container number 186-A (as modified by SDDC Approval Code 186-1) and SDDC container number 152-A-1 (Mod) as specified in SDDC Pamphlet 55-12.

All containers are to be new, clean and swept. Liftvans will be free from holes or other conditions such as dry rot which could permit the entry of water. Sides and doors, when closed, must fit tightly and securely. Liftvans are to be constructed so as to require a sealant/caulking material to be applied to the joints and door(s) to ensure water tightness. Before each shipment, they will be appropriately caulked, sealed and banded with a material that, when subjected to varying climatic temperatures will not stain or otherwise damage the contents of the shipment. The interior of all containers shall be lined with either a kraft-asphalt-kraft barrier paper of the reinforced type or polyethylene sheeting with a minimum thickness of 4 mils on all sides and the top. New liftvans will be used for each shipment regardless of origin. Liftvans will not become the property of the Federal Government.
5.3.4 Overflow Boxes (Containerized Shipments)
Overflow containers shall, at the time of use, be new wooden boxes and shall be limited to use for oversized items that cannot be packed into HHG shipment containers (liftvans) prescribed above. The overflow container normally is of a lesser size than those described in ASTM D4169 or SDDC Pamphlet 55-12. Overflow boxes will be constructed in accordance with ASTM D6251, “Standard Specification for Wood-Cleated Panelboard Shipping Boxes” and will be caulked and lined with plastic during assembly.

5.3.5 Packing and Stuffing Of Containers
When used in door-to-door service, all HHG will be packed and stuffed at origin residence unless specific exception is authorized in writing by the BLIO. For the authorized exceptions, such items will be listed on the inventory and it will be noted that those items will be packed at the warehouse. A notation will also be made of the name of the agency owner who authorized the exception.

5.3.6 Items Containerized at Warehouse
If the BLIO permits the TSP to partially containerize a shipment at the warehouse, each item removed from the residence will be annotated on the inventory with code “CW” to indicate that they were containerized at warehouse.

5.3.7 Container Marking
Unless the shipping agency directs otherwise, containers and shipments will be marked according to SDDC Pamphlet 55-12.

5.3.8 Container Seals
The external shipping containers (liftvans) for all containerized HHG will be sealed at the origin pick-up point with accountable seals. Six serial numbered metal seals are required for each household goods liftvan. These seals will secure both ends by overlapping one seal on each side to the ends or door panels and one from the top panel to the ends or doors of the liftvan. Seal numbers will be recorded on the inventory, either beside the container number or annotated by individual container number on the last page of the inventory. The owner or designated representative will initial on the last page of the inventory attesting to the correct seal numbers listed on the inventory.

5.3.9 Position of Containers
When a shipment is moved via flatbed type vehicle, the containers, i.e., liftvans, will be loaded in an upright position and will not protrude beyond the rear edge of the vehicle bed surface.
more than twelve (12) inches (no protrusion is permitted on the sides or in front). In all cases of rear overhang, the container must be resting on the weight-bearing surface of the skid.

5.3.10 Wooden Boxes

When using wooden boxes for the packing of property and when such boxes will be stored in an exterior shipping container, such wooden boxes will be new; i.e., used for the first time. The boxes used will be wood cleated plywood or nailed wood. Boxes will be made of new lumber and new plywood and will be well manufactured and free from imperfections which may affect their utility. Size and spacing of nails will be in accordance with the best commercial practice.

The use of wood cannibalized from used boxes, re-coopered, or rebuilt wooden boxes is prohibited.

5.3.11 Special Items

5.3.11.1 Bicycles for Overseas Shipment

When shipped as a separate item and not included within a container, bicycles shall be prepared and packed in the following manner: the handle bar shall be loosened, lowered, turned at a right angle from its usual position, swung downward and retightened when necessary. Wheels or mechanisms shall not be removed or disassembled from the frame. When necessary, pedals shall be removed and secured on edge forward of the seat post or above the back fender. Before placement into the carton, the bicycle will be wrapped with protective wrapping and padding. Empty areas in the container will be filled to prevent shifting or movement during transit. The container shall be constructed or fabricated in a manner which will accept the bicycle without removal of the front or rear wheel assemblies and meet the requirement of Section 5.2.2.1.3, above.

5.3.11.2 Use of Regular Cartons

Small, lightweight, unbreakable items, to include clothing and linens, will be packed into new (regular) cartons which will be properly sealed at origin residence.

5.3.11.3 Use of Wardrobes

Clothing on hangers in closets and draperies will be packed in flat wardrobes. Hangers will be removed from clothing, and drapery hooks will be removed from draperies. If requested by the owner, the TSP may use hanging wardrobes for clothing normally on hangers.
5.3.11.4 Rugs and Carpets

For international shipments, rugs and pads will be moth flaked, wrapped in kraft paper and placed in rug boxes/cartons for shipment. A wooden crate may also be used, if authorized in writing by the BLIO.

5.3.11.5 Firearms

All Privately Owned Firearms (POF) shall be placed in the Number 1 external shipping container. For international shipments, containers shall be positioned so that they are readily accessible for examination by customs officials when required. This shipping container will be closed and sealed at the owner's residence. Under no circumstances will the TSP be permitted to remove the POF to the warehouse or other facility for placement in shipping containers.

5.3.12 Preparation of Container Inventory

“Bingo cards” or a comparable inventory form will be used to record and identify by inventory line item number those items placed in each liftvan or overflow container. This, in effect, will be an individual liftvan inventory which can be cross referenced with the owner's original descriptive inventory.

5.3.13 Preparation of Inventory/Seal Numbers

Each liftvan shall be sealed with a serially numbered seal. The seal number of each liftvan shall be annotated on the original inventory form. At destination, the seal serial numbers for each liftvan will be verified against the numbers as applied at origin residence, as noted on the inventory.

5.3.14 Pick-up and Delivery

5.3.14.1 Pick-up

The TSP shall provide for the physical removal of the property from the owner's residence and placement into liftvans. Liftvans will not be loaded onto the tailgates of motor vans or on extensions to flat bed trailers or equipment. When authorized by the BLIO, the TSP may use moving vans to transport loose property between the residence and the TSP's facility at origin.

5.3.14.2 Delivery Notifications

The TSP shall advise the BLIO that a shipment has arrived and is available for delivery. The BLIO will have 24 hours in which to confirm delivery arrangements. If delivery arrangements cannot be confirmed by the expiration of the 24 hour period, storage will be authorized and effective as of the date on which the 24 hour period expired.
5.3.14.3 Delivery of Shipments Not Involving SIT
The TSP shall provide for the physical unloading of the contents of the liftvans into the owner's residence at destination.

- For shipments that arrive prior to the RDD, the TSP shall deliver to the owner or owner’s agent prior to the RDD.
- For shipments that arrive after the RDD, the TSP shall deliver in accordance with the BLIO’s instructions or within two (2) business days after notifying the destination BLIO of the shipment's arrival.

5.3.14.4 Delivery of Shipments Involving SIT
The TSP shall provide for the physical unloading of the property from the liftvans into a warehouse for SIT.

5.3.15 Liftvan Weights
The net weight of shipments transported in liftvans will be the difference between the tare weight of the empty liftvan and the gross weight of the packed liftvan.

5.3.16 Shipping Containers

5.3.16.1 Protection of Containers
All HHG shipping containers, i.e., liftvans, moving in linehaul service by flatbed equipment, will be covered with a waterproof tarpaulin or other material providing equal protection. Such material will cover the cargo on the top and sides down to the vehicle bed and all surfaces of the overhang.

Note: Shipments moving to port agent facilities in Baltimore are considered as moving in linehaul service even though they may be moving within the named localities of Washington, DC, or Baltimore, MD.

5.3.16.2 Shipments Held at Terminal Facilities
Shipments not loaded in sea vans, but under the TSP’s control and held at terminal facilities awaiting transportation shall be placed in a secured, fenced and covered area which will provide complete protection from the elements. In any case, all shipments held at terminal facilities shall be placed within a secured, fenced and covered area.
5.4 Determination of Weight

TSPs will determine the weight of each domestic and international shipment transported prior to assessing any charges dependent on the shipment weight. The weight shall be obtained on a certified scale defined in accordance with 49 CFR 375.103. Any weight ticket submitted for support of payment that is not conducted on a certified weight scale will not meet the documentation requirements. For household goods shipments weighed at an international location, a certified weight scale must also be used, if available. If a certified weight scale is not available, the TSP must document on the weight ticket submitted for payment that a certified weight scale was not available.

All weight tickets must be signed by the Weigh Master performing the weighing and must include the following information as identified in 49 CFR 375.519:

1. The complete name and location of the scale;
2. The date each shipment was weighed;
3. Identification of the weight entries (tare, gross, and/or net weights);
4. Company or TSP identification of the vehicle;
5. Owner’s last name as it appears on the BL; and
6. The TSP’s shipment registration or BL number.

TSPs may substitute manufacturer’s weight for automobiles, trucks, vans, motorcycles, campers and boats in lieu of obtaining separate weight tickets on these articles whenever such articles are included within a shipment. Manufacturer’s weight will be obtained from either the Branham Automobile Reference Book, the National Automobile Dealers Association (N.A.D.A.) Official Used Car Guide (the “Guide”), or from other appropriate reference sources of manufacturer’s weight or the Owner may provide the TSP with copies of manufacturer’s documents evidencing the weight of the article included in the shipment, unless otherwise weighed as part of the gross weight of the shipment.

5.4.1 Weighing Procedure for HHG

Except as otherwise provided in this section, the weight of each shipment will be obtained by determining the difference between:

- The tare weight of the vehicle on which the shipment is to be loaded prior to the loading and the gross weight of the same vehicle after the shipment is loaded, or
- The gross weight of the vehicle with the shipment loaded and the tare weight of the same vehicle after the shipment is unloaded.
Shipments may be weighed on a certified platform or warehouse scale prior to loading for transportation or after unloading.

TSPs may use platform scales to obtain tare and gross weight of containerized shipments.

5.4.1.1 Items Included in Weight
At the time of both weighings, the vehicle shall have installed or loaded all pads, dollies, hand trucks, ramps and other equipment required in the transportation of such shipments. Neither the driver nor any other person shall be on the vehicle at the time of either weighing unless the scale facility where the weighing occurs requires that the driver remain on the vehicle. In those instances, the driver must remain on the vehicle during all weighings of the shipment. TSPs will bill for the net weight of a HHG shipment described on the BL. The net weight will consist of actual goods plus special wooden crates (when approved by the BLIO), cartons, barrels, fiber drum and wardrobes used to pack linens, books, bedding, mattresses, lampshades, draperies, glassware, chinaware, bric-a-brac, table lamp bases, kitchenware and other fragile articles and the necessary wrapping, packing and filler material incident thereto. The net weight will include a separate weight for designated Professional Books, Papers and Equipment (PBP&E) and for authorized POV. Nothing else will be included in the net weight.

5.4.1.2 Net Weight of Containerized Shipments
Containerized shipments or shipments weighing 1,000 pounds or less, may be weighed on a certified platform or warehouse scale prior to loading for transportation or subsequent to unloading. The net weight of shipments transported in containers shall be the difference between the tare weight of the container, including all pads, blocking and bracing used or to be used in the transportation of the shipment and the gross weight of the container with the shipments loaded therein (49 CFR 375.509(d)).

5.4.1.3 Fuel Tanks on TSP’s Vehicle
The fuel tanks on the TSP’s vehicle will be full at the time of each weighing. If the tare weighing is the first weighing performed, no fuel may be added to the vehicle’s tank(s) until after the gross weight is obtained.

5.4.1.4 Detaching Equipment
The trailer of a tractor-trailer vehicle combination may be detached from the tractor and the trailer weighed separately at each weighing, providing the length of the scale platform is adequate to accommodate and support the entire trailer at one time.
5.4.1.5 Right to Observe Weighing

The owner, the Federal Government or its representative, or any other person responsible for payment of the charges has the right to observe each and every weighing of the shipment. The TSP shall advise the shipper, or any other person entitled to observe a weighing, of the time and specific location where each weighing will be performed and shall give that person a reasonable opportunity to be present to observe the weighing. Waiver by an owner of the right to observe any weighing or reweighing is permitted and does not affect any rights of the owner under these regulations or otherwise.

5.4.2 Weight Tickets

The TSP shall obtain a separate weight ticket for each weighing required under this item except one weight ticket may be used to record both weights when both weights are obtained on the same scale. Every weight ticket shall be signed by the Weigh master performing the weighing and must contain the following information:

- The complete name and location of the scale;
- The date of each weighing;
- Identification of the weight entries thereon as being the tare, gross or net weight;
- The company or TSP identification of the vehicle;
- The name of the owner of the HHG as it appears on the BL; and
- The TSP shipment registration or BL number.

The original weight ticket or tickets relating to the determination of the weight of a shipment shall be retained by the TSP as part of the file on the shipment. All invoices presented to collect any shipment charges dependent on the weight transported shall be accompanied by true copies of all weight tickets obtained in the determination of the shipment weight.

5.4.3 Weight Variance

In the event the actual shipment weight is greater than 115% of the pre-move survey weight, the TSP shall notify the BLIO or its third-party representative prior to billing the agency. This notification will include the actual weight and pre-move survey weights. The TSP shall be prepared to justify the difference.

In the event the TSP fails to notify the BLIO or third-party representative, the TSP stipulates that the constructive weight of the shipment shall be 115% of the pre-move survey weight. In the event the TSP fails to adequately justify the difference between the actual and pre-move survey weights, the TSP stipulates that the constructive weight of the shipment shall be 115% of the
pre-move survey weight. The agreed constructive weight shall take precedence over the actual weight for the assessment of transportation, accessorial and storage-in-transit (SIT) charges when based on weight. The BLIO has the authority to waive this provision.

A copy of the pre-move survey shall accompany the billing voucher and associated documents when the weight variance rule is applied.

5.4.4 Reweighing Of Shipments

The TSP, upon request of the owner or representative, prior to final delivery of the shipment (and when approved by the BLIO for international shipments) shall reweigh the shipment. Also, when the initial weighing of a shipment results in a weight which exceeds 18,000 pounds, the TSP MUST reweigh the shipment prior to the actual commencement of unloading the shipment for delivery to residence or into storage. If a reweigh is not performed, the TSP MAY NOT invoice for more than 18,000 pounds. Reweighing of the shipment shall be performed on a scale different from the one on which the original weighing occurred. If a reweighing is required, the shipment shall be reweighed at the time of final delivery.

5.4.5 Constructive Weight

The application of constructive weight will occur only upon written approval of the BLIO. If approved, constructive weight will be applied based on seven (7) pounds per cubic foot. When PBP&E or a POV is included as part of the shipment, the weight of such articles will be annotated separately on the BL.

5.5 Storage-In-Transit (SIT)

SIT is the holding of a shipment, or portion thereof, at a facility or warehouse the TSP uses for storage pending further transportation. TSPs must provide SIT at destination unless SIT at origin is specified on the BL and authorized in writing by the BLIO. A shipment may be held in SIT for a period not to exceed 150 calendar days for domestic shipments and 180 calendar days for international shipments. SIT may not occur at origin unless authorized by the BLIO.

The BL will identify the authorized length of SIT, usually much less than the maximum 150 calendar days for domestic or 180 maximum calendar days for international. Prior to expiration of the initial authorized period of SIT, a request for extension must be made by the employee to the agency official designated to approve such requests. The extension must be approved in writing by the agency official and shall identify the additional days of SIT authorized. A copy of the written authorization from the agency must be provided to the TSP. The TSP shall
advise the owner when the storage period will end and determine from the owner whether the shipment, or any portion thereof, will be delivered to the owner’s residence or held in storage.

The TSP rendering SIT shall, no less than 10 business days prior to the expiration of either the specified period of time during which the goods are to be held in such SIT or the maximum period of time authorized, notify the owner in writing of:

a. The date of conversion to extended storage;
b. The existence of a 9-month period subsequent to the date of conversion to extended storage during which the owner may file claims against the TSP for loss and/or damage which occurred to the goods in transit or during the SIT period; and
c. The fact that at midnight on the date of conversion the liability of the TSP shall terminate and the property shall be subject to the rules, regulations and charges of the warehouseman.

The required notification shall be made by facsimile transmission; email; overnight courier; or certified mail, return receipt requested. TSPs holding goods for SIT for a period of time less than 10 business days shall, no less than 1 business day prior to the expiration of the specified time during which the goods are to be held in such storage, give notification to the owner of the information specified above and maintain a record thereof as part of its record of the shipment. Failure or refusal of a TSP to notify the owner in accordance with the foregoing shall automatically effect a continuance of the TSP liability pursuant to the applicable GSA tender/tariff provisions with respect to SIT until the end of the day following the date upon which notice is given.

When converted to extended storage, it must be done so in the name of the owner and the owner must be provided with the contact information of the extended storage location to include the telephone number, mailing address and/or email address. Once converted to extended storage, the agency may not revive the TSP’s liability under the original BL or reinstate the original BL. If the agency wishes to continue the funding of the shipment and pay for continued storage and/or for delivery of the shipment, it must enter into a new contract with the warehouseman and/or the delivering entity.

After the authorized period of SIT ends:

- The TSP’s liability terminates;
- The applicable interstate, intrastate or international character of the shipment or portion thereof ceases;
- The warehouse is considered the destination of the property;
• The warehouseman becomes the agent for the owner;
• The property is then subject to the rules, regulations, and charges of the warehouseman; and
• All future storage charges are the owner’s responsibility.

5.5.1 Facilities
The facilities or warehouses used by the TSP for SIT shall be commercial facilities or
warehouses used by the TSP or its agent in the normal course of business for receipt and
storage of household goods awaiting further transportation and furnishing the services set
out in Sections 5.5.2 through 5.5.7 below. Unless approved by the BLIO, the use of trailers,
vans, public warehouses, and self-storage units is prohibited.

5.5.2 Location of SIT
SIT will be performed only when shown on the BL. Shipments shall not be placed in SIT at a
location in excess of fifty (50) miles from the origin or destination address on the BL, and
shall be at the TSP’s nearest available SIT facility at destination shown in the “Consignee
Block” unless specified on the BL or authorized by the BLIO. Placing a shipment in SIT does
not constitute a delivery or completion of service. Delivery of the shipment to the final
destination and completion of destination services shall be performed after the goods are
removed from SIT as part of the through service.

5.5.3 Lot Identification
All lots shall be properly identified by the owner's name, order number, warehouse lot number
and BL number. Such identification shall be in plain view on each lot.

5.5.4 Palletization of Property
Personal property shall be stored on skids, pallet bases, elevated platforms or similar storage
aids maintaining a minimum of at least two (2) inches clearance from the floor to the lowest
part of the HHG. In addition, property shall not be stored in contact with exterior walls. Trash
cans, extension ladders, lawn mowers, television antennas, swing sets, and other like items are
excluded from this requirement.

5.5.5 Procedures Applicable to Domestic SIT Only

5.5.5.1 Rugs and pads
Rugs, carpets and padding shall be stored on racks in a horizontal position without folding any
portion of the rug, carpet or padding.
5.5.5.2 Overstuffed Furniture

Upholstered or overstuffed furniture shall be placed in a normal upright position and covered for protection against dust. No boxes, cartons or other pieces of furniture shall be placed upon this type of furniture. When placed in individual room storage or when containers are employed for warehouse storage, upholstered or overstuffed furniture shall have protection, padding, blocking and bracing to preclude damage from any pressure against the upholstery, including pressure from its own weight as well as from conditions external to the container.

5.5.6 Procedures Applicable to International SIT Only

5.5.6.1 Removal from Shipping Containers Prohibited

The contents of containerized international shipments shall not be removed from the containers when placed in SIT.

5.5.6.2 Marking of SIT Containers

All containerized shipments of HHG shall be marked with the owner's name and the GBL number.

5.5.7 Partial Withdrawal from SIT

5.5.7.1 Identification of Items to be Withdrawn

Items for withdrawal from SIT should be indicated by the owner or their authorized agent at the time of packing whenever possible. When the shipment has already been packed, inventory item numbers will be furnished by the owner to the BLIO who shall provide the information to the TSP.

5.5.7.2 Items That May be Withdrawn

Only complete cartons or item numbers on the inventory may be withdrawn. Individual cartons shall not be opened.

5.5.7.3 Ordering Partial Withdrawal

Partial withdrawal shall only be ordered by the BLIO who shall certify this order on the DD Form 619-1 or other commercial form.

5.5.7.4 Weight of Partial Withdrawal

TSP is responsible for obtaining the weight of the portion withdrawn.
5.5.7.5 Billing for Partial Withdrawal

TSP shall bill for the partial withdrawal of property as directed by the BLIO.

5.6 Unaccompanied Air Baggage (UAB)

UAB shall be handled in accordance with the instructions of the shipping agency. TSP shall be required to provide the movement of UAB, including packing and crating of goods at origin, surface transportation to origin airport, air transportation to destination airport and surface transportation to destination residence. UAB shall be unpacked by the TSP unless waived by the owner. Certification that unpacking was performed by the TSP will be by the owner on a DD Form 619, or comparable commercial document.

5.7 Privately Owned Vehicles (POV)

5.7.1 Domestic Shipments of POV

When authorized, the transportation of POV within CONUS shall be handled in accordance with the instructions of the shipping agency. The TSP shall:

- Prepare the vehicle for shipment;
- Pick the vehicle up at origin;
- Transport the vehicle from origin to destination;
- Deliver the vehicle to final destination; and
- Provide Full Replacement Value (FRV) protection based on the current valuation of the vehicle.

5.7.2 International Shipments of POV

When authorized, POV shall be handled in accordance with the instructions of the shipping agency. An owner may ship only one POV to a duty post outside CONUS, excluding replacement vehicles. The owner reserves the option of Door-to-Door or Port-to-Port services.

The TSP shall provide all transportation services for the POV as listed above. In addition, the TSP shall provide delivery service to the port of exit and delivery to destination residence from the port of entry. Whenever possible, movement of the POV to the port of exit and from the port of entry should be by truck-away service. However, if the distance between origin residence/destination residence and port of exit/port of entry is thirty (30) miles or less, the vehicle may be driven.
5.8 Diversion or Reconsignment

Diversion or reconsignment of a shipment to a destination other than that specified on the BL can only be authorized by written order or oral notice followed by written order of the BLIO. The destination area is the territory recognized as the commercial zone (30 miles for domestic, 50 miles for international) of the destination address, city or municipality shown on the BL. Instructions furnished by the owner or his/her authorized representative to the TSP to perform local drayage to any point within the commercial zone shall not constitute an order for diversion or reconsignment.

5.9 Documentation Requirements

The TSP shall prepare and distribute the following documents. All documents shall be legible in their entirety. Weight tickets shall be certified. Under no circumstances shall owners or their authorized representative be asked to sign a blank or incomplete form, with the exception of the “Unit Price” and “Charge” columns of DD Form 619 or DD Form 619-1 which may be incomplete at time of signing.

5.9.1 Domestic Shipment Documentation Requirements

<table>
<thead>
<tr>
<th>Documentation</th>
<th>Distribution</th>
<th>Timing</th>
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</thead>
<tbody>
<tr>
<td>• Copy of Pre-move Survey</td>
<td>TSP</td>
<td>NLT ten (10) business days after survey, pick-up or delivery as appropriate.</td>
</tr>
<tr>
<td>• Original BL</td>
<td>Owner or Authorized Agent</td>
<td>At time of delivery</td>
</tr>
<tr>
<td>• Copy of Descriptive Inventory</td>
<td>Owner or Authorized Agent</td>
<td>At time of delivery</td>
</tr>
<tr>
<td>• Original DD 619 and DD 619-1 (or commercial equivalent)</td>
<td>Owner or Authorized Agent</td>
<td>At time of delivery</td>
</tr>
<tr>
<td>• Original weight tickets</td>
<td>Owner or Authorized Agent</td>
<td>At time of delivery</td>
</tr>
<tr>
<td>• Original reweigh tickets (if required)</td>
<td>Owner or Authorized Agent</td>
<td>At time of delivery</td>
</tr>
<tr>
<td>• Notice of Loss or Damage At Delivery</td>
<td>Owner or Authorized Agent</td>
<td>At time of delivery</td>
</tr>
<tr>
<td>• Notice of Loss or Damage AFTER Delivery</td>
<td>Owner or Authorized Agent</td>
<td>At time of delivery</td>
</tr>
<tr>
<td>• Original Pre-move Survey</td>
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</tr>
<tr>
<td>• Copy of reweigh ticket, if requested</td>
<td>Owner or Authorized Agent</td>
<td>At time of delivery</td>
</tr>
<tr>
<td>• 3 copies of Notice of Loss or Damage At Delivery</td>
<td>Owner or Authorized Agent</td>
<td>At time of delivery</td>
</tr>
<tr>
<td>• 3 copies of Notice of Loss or Damage AFTER Delivery</td>
<td>Owner or Authorized Agent</td>
<td>At time of delivery</td>
</tr>
</tbody>
</table>
## 5.9.2 International Shipment Documentation Requirements

<table>
<thead>
<tr>
<th>Documentation</th>
<th>Distribution</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Original GBL</td>
<td>TSP</td>
<td>NLT seven (7) business days after</td>
</tr>
<tr>
<td>• Copy of Pre-move Survey</td>
<td></td>
<td>pick-up or delivery as appropriate.</td>
</tr>
<tr>
<td>• Copy of Descriptive Inventory</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Original DD 619 and DD 619-1 (or commercial equivalent)</td>
<td>Owner or</td>
<td></td>
</tr>
<tr>
<td>• Original weight tickets</td>
<td>Authorized</td>
<td></td>
</tr>
<tr>
<td>• Original reweigh tickets (if required)</td>
<td>Agent</td>
<td></td>
</tr>
<tr>
<td>• Notice of Loss or Damage After Delivery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 3 copies of Notice of Loss or Damage AT Delivery</td>
<td>Owner or</td>
<td>At time of delivery</td>
</tr>
<tr>
<td>• 3 copies of Notice of Loss or Damage AFTER Delivery</td>
<td>Authorized</td>
<td></td>
</tr>
</tbody>
</table>

Note: If the shipment is scheduled to be delivered before the submission of documents, the BLIO shall be advised of the weight prior to delivery. BLIO will establish how this notification is to take place and may waive this requirement.
### Documentation

- Rated copy of GBL (Annotated with gross, tare and net weights and charges to date. Show also the number of containers and gross cube of shipment)
- Descriptive Inventory and “bingo cards” for each liftvan and overflow container (see Note)
- Copies of DD 619 and DD 619-1 (or commercial equivalent)
- Copy of reweigh tickets, if requested

<table>
<thead>
<tr>
<th>Documentation</th>
<th>Distribution</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Notice of Loss or Damage At Delivery (if required by BLIO)</td>
<td>BLIO</td>
<td>NLT thirty (30) calendar days after delivery</td>
</tr>
</tbody>
</table>

### Timing

- BLIO NLT seven (7) business days after service
- BLIO NLT thirty (30) calendar days after delivery

**Note:** If the shipment is scheduled to be delivered before the submission of documents, the BLIO shall be advised of the weight prior to delivery. BLIO will establish how this notification is to take place and may waive this requirement.

### 5.10 Tracing

#### 5.10.1 Shipments

When the owner or BLIO requests information concerning shipments in transit, TSPs shall promptly determine the location of the shipment and make a prompt report back to the requestor by electronic means. TSPs shall complete this action within 72 hours for an international shipment, and 24 hours for a domestic shipment.

#### 5.10.2 Missing Items

The TSP shall trace any missing property tendered to the TSP upon request from the owner or BLIO. The TSP shall trace:

- Missing cartons, containers or loose HHG discovered at delivery to residence
- Missing shipments and shipments that fail to meet their RDD
- Missing liftvan(s)/container(s) when a containerized shipment is placed into SIT and the liftvan(s)/container(s) are found to be missing with no annotation of the BL or inventory to explain the shortage.

The TSP shall promptly report to the requesters the current or last known location of the missing HHG.
5.11 Impractical Operations

Nothing in this section requires the TSP to perform any linehaul service or any pick-up or delivery service or any other service from, to, or at any point or location where, through no fault or neglect of the TSP, the furnishing of such services is impractical because:

- The conditions of roads, streets, driveways, alleys or approaches thereto would subject the TSP’s operations to unreasonable risk of loss or damage to life or property
- Loading or unloading facilities are inadequate
- Any force majeure, war, insurrections, riot, civil disturbance, strike, picketing or other labor disturbance would (1) subject operations to unreasonable risk of loss or damage to life or property or (2) unreasonably jeopardize the ability of the TSP to render linehaul or pick-up or delivery or any other service from, to, or at other points or locations
- TSP's hauling contractors, TSP's employees or TSP's agents are precluded, for reasons beyond TSP's control, from entering premises where pick-up or delivery is to be made
- Local, state or federal restrictions, regulations or laws prohibit performance of such services by linehaul equipment
- When service is impractical for reasons stated in this rule, and service can be completed through the employment of services of third parties, the BLIO may order such service in writing.

Additionally, when the location of property and goods to be shipped or delivered:

- Is not accessible by a permanent stairway (does not include ladders of any type)
- Is not adequately lighted
- Does not have a flat continuous floor
- Does not allow a person to stand erect

The TSP is not responsible for the removal or placement of such property or goods unless the owner requests, and the BLIO authorizes, such removal or placement as well as the additional labor charges incurred.
5.12 Other Exceptions

5.12.1 Provision of Shuttle Service

This HTOS provision applies when it is physically impossible for the TSP to perform pickup of the shipment at the origin address named on the BL or to complete the delivery of the shipment at the destination address as named on the BL with normally assigned linehaul vehicle/equipment. Service for shuttles and/or the use of smaller equipment requires preapproval in writing by the BLIO and must contain the supporting documentation as identified below.

Shuttle Service: Shuttle service is defined as a truck to truck transfer. Except as otherwise provided, shuttle service charges apply at the point where the service is performed and include the cost of the shuttle vehicle and labor required to perform the shuttle service. Other additional services may apply depending on the circumstances and conditions at the pickup or delivery locations. These include, but are not limited to, Waiting Time and Stopoffs and Diversions.

If the conditions of Impractical Operation (HTOS 5.11 above) occur and, in the opinion of the TSP, constitute the need for shuttle service, the TSP must submit a request in writing to the BLIO identifying the reason(s) why shuttle service is needed. The request must then be approved in writing by the BLIO prior to the performance of shuttle service. Once approved in writing by the BLIO, the TSP will use or engage smaller equipment than its normal linehaul equipment or provide extra labor for the purpose, if possible, of transferring the shipment between the origin or destination address and the point of transfer (which may be the TSP’s nearest warehouse or storage facility) TO OR FROM the TSP’s linehaul equipment.

If shuttle service is approved and performed in accordance with this provision, the TSP must submit the following documentation when billing for shuttle service:

1. Copy of the request submitted to the BLIO as to why shuttle service was requested;
2. Copy of the written approval from the BLIO approving the use of a shuttle;
3. Copy of the document containing the signature of the Owner specifically identifying that shuttle service was performed; and
4. Additional documentation verifying that the shuttle did occur (an additional loading/unloading took place), which could include:
   a. Equipment rental receipts, if appropriate; or
   b. Dispatch logs identifying the equipment and driver that were used to perform the transfer to or from the TSP’s linehaul equipment, with dates; or
   c. Weight tickets from a larger vehicle and not the smaller vehicle; or
d. Reweigh ticket if one was requested.

**Smaller Equipment Only:** Documentation Requirements:

- Copy of the request submitted to the BLIO as to why smaller equipment was requested and that a shuttle (truck to truck transfer) will not be provided;
- Copy of the written approval from the BLIO approving the use of smaller equipment; and
- Copy of the document containing the signature of the owner specifically identifying that smaller equipment was used.

There may be circumstances in which smaller equipment used for the duration of the shipment will best meet the needs of the agency. In these rare occasions, there are two options available.

1. The TSP maintains the equipment through their own firm or one of their agents. In this scenario, the TSP must adhere to the documentation requirements for the use of smaller equipment only as identified within this HTOS provision, and must specifically state in the request to the BLIO for the use of smaller equipment only that the smaller equipment will be used for the duration of the shipment and that no additional fee for the use of smaller equipment only will be assessed. Upon billing, the TSP may bill a line-haul charge (and short haul if applicable), under the accepted discount provided in TMSS. Items 135 A and B and origin/destination line haul factors are also applicable charges unless the agency has a standing route order specifically excluding these costs. TSPs may not bill for a shuttle charge.

2. The TSP does not have availability of equipment and uses a third-party rental company. In this scenario, the TSP must adhere to the documentation requirements for the use of smaller equipment only as identified within this HTOS provision, and must specifically state in the request to the BLIO for the use of smaller equipment only that the smaller equipment will be used for the duration of the shipment and that the agency will be responsible for the cost of the rental of the needed smaller equipment. Upon billing, the TSP may bill a line-haul charge (and short haul if applicable), under the accepted discount provided in TMSS. Items 135 A and B and origin/destination line haul factors are also applicable charges unless the agency has a standing route order specifically excluding these costs. The rental receipt for the smaller equipment used for the shipment shall be provided to the agency as a pass through charge. One receipt per shipment will be allowed. TSPs may not bill for a shuttle charge.

### 5.12.2 Lack of Proper Delivery Address

If the BL sets out a specific residential delivery address and delivery cannot be made at the address specified on the BL through no fault of the TSP, and neither the shipping agency, the
destination BLIO, nor the owner designates another address at which delivery can be made, the TSP shall place the property in SIT when the BLIO authorizes the storage.

5.12.3 Constructive Delivery

5.12.3.1 Tender at Nearest Point of Approach

When it is physically impossible for TSP to perform pick-up of shipment at origin address or to complete delivery of the shipment at the destination address with normally assigned linehaul vehicle/equipment due to the structure of the building, its inaccessibility by highway, inadequate or unsafe public or private road, overhead obstructions, narrow gates, sharp turns, trees, shrubbery, the deterioration of roadway due to rain, flood, snow or nature of an article or articles included in the shipment, the TSP shall hold itself available at point of pick-up or tender delivery at destination at the nearest point of approach to the desired location where the linehaul vehicle/equipment can be made safely accessible (which may be the TSP’s nearest warehouse or storage facility).

5.12.3.2 Owner Does Not Accept Constructive Delivery

Under the conditions in Section 5.12.3.1 above, if the owner does not accept the constructive delivery of the HHG shipment at nearest point of safe approach by TSP’s road equipment to the destination address and if shuttle service or small equipment only is not approved, the TSP may place the shipment or any part thereof not reasonably possible for delivery, in storage at the nearest commercial facility or warehouse used by the TSP or its agent in the normal course of business for receipt and storage of household goods awaiting further transportation (see exception below for international shipments). The BLIO shall be informed of and approve such action prior to placement in warehouse. The liability on the part of the TSP shall cease when the shipment is unloaded into the warehouse and the shipment is considered as having been delivered.

However, for international shipments, the TSP shall place shipments in SIT at the nearest available SIT facility of the TSP’s agent at destination shown in the “Consignee Block” unless specified on the GBL or authorized by the BLIO.

5.12.4 Detention by TSP or Agents Prohibited

Personal property shipments moved under this HTOS are sponsored by the Federal Government and, as such, will not, under any condition or for any reason, be detained by TSPs or agents.
5.12.5 Extended Storage

Extended Storage when authorized in writing, also referred to as Non-Temporary Storage (NTS) or Permanent Storage, is provided under the scope of services for CHAMP as detailed in the Extended Storage Tender of Service (XTOS).
Move Management Services

6.1 Scope of Move Management Services

The Move Management Services (MMS) provider shall provide all household goods (HHG) transportation services as described in the Household Goods Tender of Service (HTOS) and all move management services as described in this section. The MMS provider shall comply with all requirements of this HTOS including the service, delivery timeframe, billing, reporting, and liability requirements.

6.2 Memorandum of Agreement (MOA)

The MMS provider and the agency shall enter into a written Memorandum of Agreement (MOA) setting out the terms and conditions of the MMS provider’s responsibilities. In instances when the agency requests Bill of Lading (BL) preparation and maintenance under Section 6.6.4, the MOA should contain specific instructions on the BL preparation and maintenance, including instructions to complete each portion of the BL.

A sample MOA is provided in Appendix E. This document is only a sample to be used to initiate the MOA drafting process between the agency and the MMS provider. The agency and MMS provider must tailor the final MOA to meet the agency’s specific needs. If requested by the MMS provider and/or the agency, the GSA Program Management Office (PMO) will review the agreement before implementation.

When an agency delegates authority in writing to the MMS provider to approve additional services, the MMS provider is responsible for providing (in writing) an estimated cost for that service, prior to the service being performed. The MMS provider may not invoice the agency any more than 115% of the original estimated cost.

6.3 Performance as TSP

The MMS provider shall be approved as a Transportation Service Provider (TSP) in the Centralized Household Goods Traffic Management Program (CHAMP), file rates within its current approved scope of operation, be subject to the Customer Satisfaction Index (CSI) rating system and comply with the requirement to collect and remit to GSA the Industrial Funding Fee (IFF) as specified in the annual Request for Offers (RFO).

6.4 Commissions Prohibited

The payment of a commission from the TSP to a MMS provider is prohibited under CHAMP.
6.5 Required Services

The MMS provider shall arrange, coordinate and monitor each owner’s HHG move from initial notification of the move by the BLIO through completion of all move-related transactions required under Sections 6.5.1 through 6.5.7. The MMS provider shall comply with the terms of the MOA when performing these services.

A HHG move within the Continental United States (CONUS) and Canada is defined as a basic move consisting of one shipment of HHG and, when specifically authorized by the agency, shipment of one or more Privately Owned Vehicles (POVs) and Unaccompanied Air Baggage (UAB) shipments (as defined in the RFO). A HHG move to or from an international location is defined as a basic move consisting of one surface shipment of HHG and when specifically authorized by the agency, UAB shipments and shipment of one or more POVs. Multiple origins and/or destinations may be involved for both CONUS and international shipments. A move consisting of any shipment for other than household goods (49 USC 13102(10)(A)-(B)) is not covered under the terms of this HTOS.

6.5.1 Customer Service

The MMS provider shall:

- Provide a 24-hour, toll-free telephone number to assist in tracking/tracing shipments;
- Resolve problems that occur during the move;
- Provide an approved quality control program addressing all problems which might occur; and
- Assist in filing post-delivery claims for agencies that choose that optional service.

6.5.2 TSP Selection

An agency may select the TSP to transport the owner's HHG or may delegate this responsibility to the MMS provider. If the agency delegates TSP selection to the MMS provider, the agency will furnish the MMS provider criteria to use in selecting the TSP. The selected TSP must be currently approved to participate in CHAMP and shall have approved rates on file with GSA. The MMS provider shall be capable of accessing the GSA Transportation Management Services Solution (TMSSS) system to obtain performance/best value information for use in making the TSP selection when delegated this responsibility by the agency and document the reason why the selected TSP was chosen by the MMS provider. Selection criteria shall be submitted to the agency at their discretion.
6.5.3 Shipment Booking

The MMS provider shall perform the following when booking a shipment:

- Schedule the move with the selected TSP
- Order a pre-move survey
- Identify any special services including, but not limited to: shuttle service, smaller equipment only service, special crating and third-party servicing.

Counsel the owner about services the owner is authorized at the agency’s expense as well as any requested services that are not the agency’s financial responsibility and which the employing agency will charge back to the owner.

The MMS provider may develop a generic form for this purpose. Any service shown on a generic form that is not applicable to a particular shipment shall be struck through or marked as “None” or “Not Applicable” before the form is submitted to the Bill of Lading Issuing Officer (BLIO) for written approval.

6.5.4 Ensuring TSP Performance

The MMS provider shall ensure that transportation services are performed according to the provisions of this HTOS, notwithstanding the Origin and Destination On-Site Quality Control procedures specified in Section 6.6.7 below. The MMS provider shall also take any action deemed necessary and appropriate to protect the interests of the agency to ensure proper TSP performance, and to protect both the real and personal property of the owner. When the MMS provider fails to direct performance as required and causes the agency or owner to incur damages the MMS provider will be liable to the agency and the owner, as appropriate, for such damages.

6.5.5 Arranging Storage-in-Transit (SIT)

If a BLIO authorizes Storage-in-Transit (SIT), the MMS provider shall arrange the storage under provisions of this HTOS. The MMS provider shall notify the owner of the authorized SIT duration and location and provide the owner’s SIT-provider contact information to the agency within five (5) calendar days after delivery into SIT.

6.5.5.1 Monitoring Shipments in SIT

The MMS provider shall monitor shipments in SIT and is responsible for arranging delivery of shipments from SIT. The MMS provider shall send a written request for disposition instructions to the owner or the BLIO at least ten (10) business days before expiration of the authorized SIT
period. The request will inform the owner of their personal financial responsibility for any charges incurred for storage in excess of the maximum authorized period.

6.5.5.2 SIT in Excess of 150 Calendar Days for Domestic and 180 Calendar Days for International.

If SIT exceeds 150 calendar days for domestic shipments or 180 calendar days for international shipments, the MMS provider shall determine the condition of the owner’s property at the end of this period to protect the Federal Government’s and the owner’s right to recover for TSP-caused loss or damage. The warehouse automatically will be considered the shipment’s destination and the warehouseman the agent of the owner’s property upon expiration of the authorized SIT period, at which time the MMS provider’s responsibility for the shipment ends. The shipment then becomes subject to warehouse rules, procedures and charges, to include local drayage charges for delivery out of storage. The owner is responsible for payment of storage charges for any period of storage in excess of the authorized period.

6.5.6 Completion of GSA Form 3080

The GSA Form 3080, Household Goods Carrier Evaluation Report, is the customer satisfaction survey to be completed by the owner (see HTOS Section 7.5). It is prohibited for the MMS Provider to complete any portion of the GSA Form 3080. The MMS provider is subject to disciplinary action from the PMO if a MMS provider completes the electronic 3080. The MMS provider shall also follow up with the owner to ensure the form is completed. If the owner has not completed the appropriate section on the form within thirty (30) calendar days from the date of delivery of the HHG to the destination residence, the MMS provider shall advise the BLIO.

6.5.7 Service Performance Audit

The MMS provider shall conduct an independent service performance line item audit of transportation billings. This service performance audit is unrelated to an agency’s prepayment audit of the actual billing charges. The MMS provider shall document and certify, by line item, whether billed services (including any services specifically requested by the owner) were necessary, were properly authorized and were actually performed. The provider may develop a form for this purpose and, if requested, have it preapproved by the BLIO.

6.5.8 Management Information Reports

The Federal Government requires certain management information reports that may or may not be commercially standard. If the MMS provider has a commercial report that would meet an agency’s stated specific need, it may propose that the agency use that report instead of the one specified, as long as it can satisfactorily demonstrate how the proposed substitution would
meet the agency’s needs. Reports must contain monthly, quarterly and year-to-date totals of specific information required by the agency, when requested. The MMS provider shall provide required reports to the agency within fifteen (15) business days following the month/quarter services were performed.

If requested by the agency, the MMS provider shall furnish the following reports with the form, content and frequency specified by the agency, data elements may be revised by the agency.

6.5.8.1 Shipment Summary
A summary of the total number of shipments handled for the specified period further broken down into the following categories:

- Number of shipments by agency activity
- Number of shipments by TSP
- Number of interstate shipments
- Number of intrastate shipments
- Number of shipments to/from an international location

For each category the MMS provider shall show total linehaul and accessorial charges.

6.5.8.2 Claims Summary
A summary of the total number of loss/damage claims handled for the specified period further broken down into the following incremental categories:

- Number of claims by agency activity
- Number of claims by TSP
- Number of intrastate claims
- Number of interstate claims
- Number of international location claims
- Average number of days between the date of claim filing and date of issue of initial settlement offer
- Average number of days between the date of receipt of the initial settlement offer and the date of final settlement
- Average amount claimed and settled interstate
- Average amount claimed and settled intrastate
• Average amount claimed and settled on shipments to/from an international location

For any claim not settled within the specified thirty (30) or sixty (60) calendar day limit, the MMS provider shall include an explanation for the delay, using the appropriate Delay Codes identified in Appendix D Report Formats.

6.5.8.3 Counseling Contact Summary Report

When an agency has chosen the optional “Owner Pre-Move Counseling” service, the MMS provider shall present a summary report of counseling contacts showing the owner’s name, date of initial contact and current status of the move including date(s) for the pre-move survey, packing, pick-up and actual or proposed delivery into SIT and/or residence.

6.5.8.4 On-time Services Summary Report

A summary report listing:

• Owner(s) name;
• Scheduled pick-up date;
• Actual pick-up date;
• Scheduled delivery date(s) into SIT and/or residence;
• Actual delivery date(s) into SIT and/or residence;
• Scheduled date for delivery out of SIT; and
• Actual date for delivery out of SIT.

When scheduled and actual dates are different, an explanation shall be provided.

6.5.8.5 Specially Requested Reports

Special one-time reports may be furnished to the BLIO when the agency requests and the PMO approves. Content of these reports will be specified at the time of the agency request and PMO approval.

6.6 Optional Services

If specifically requested by the agency, the MMS provider may provide the optional services as described in Sections 6.6.1 through 6.6.7 below.

6.6.1 Owner Pre-move Counseling

Owner pre-move counseling (as distinguished from a TSP provided pre-move survey) shall include information on the TSP’s commercial moving practices affecting all aspects of the HHG
move. It also may include Federal Government-specific information on HHG allowances prescribed in the Federal Travel Regulation (41 CFR Chapters 300-304) as well as information on any agency internal implementing regulations including weight allowance information. Additionally, the provider shall counsel the owner about services the owner is authorized at Federal Government expense as well as any requested services that are not the Federal Government's financial responsibility and which the employing agency will charge back to the owner. Some of these services are:

- Extra pick-up/delivery
- Temporary SIT authorized by the agency
- Extended (Non-temporary (NTS) or “permanent”) storage
- Unauthorized items
- Assembly/disassembly of property
- Shipment of perishable items
- Firearms and hazardous material exclusions
- Level of service coverage, options and costs
- Reporting concealed damages, owner rights and responsibilities, third-party servicing
- Packing/unpacking and crating/uncrating
- Preparation and filing of claims
- Name and address of origin/destination storage provider
- Local drayage out of storage

6.6.2 Prepayment Audit FMR 102-118

Prepayment audits are the responsibility of the agency. Prepayment audit plans are established by the agency and approved by the GSA Transportation Audits Division. Services must meet all requirements set forth in the Federal Management Regulation (FMR) Part 102-118 and satisfy the requirements of the agency's prepayment audit plan and reporting requirements. It is incumbent upon the agency to ensure its prepayment audit plan is free of any conflicts of interest.

6.6.2.1 Certification

Any auditor (other than a GSA Prepayment Audit Schedule contractor performing under Financial and Business Solutions (FABS) Schedule 520, Special Item Number (SIN) 520-10
desiring to perform prepayment audit services must be certified by the GSA Transportation Audit Division (QMCA) to do so. Certification may be obtained by contacting:

General Services Administration
Transportation Audit Division (QMCA)
1800 F Street, NW Washington, DC 20405
Email: audit.policy@gsa.gov

6.6.3 Preparation of Shipment Documentation

If an agency exercises its option to have the MMS provider prepare the BL, the MMS provider must comply with the terms and conditions set forth in FMR Parts 102-117 and 102-118. On international shipments, the MMS provider shall complete and distribute copies of each GBL following instructions published in the “U.S. Government Freight Transportation—Handbook” from the Transportation Audit Division (QMCA).

The MMS provider shall furnish a legible memorandum copy of all BL or a legible copy of all BL prepared and distributed to the BLIO before the shipment pick-up date.

6.6.4 Data Communications Capabilities

The MMS provider shall:

- Provide on-line electronic access to all database information pertaining to orders and applicable shipment records
- Provide the BLIO or designee and the GSA PMO in Kansas City, Missouri, on-line access to all database information pertaining to orders and shipment records for all accounts established under the terms of this HTOS;
- Establish sufficient safeguards to prevent unauthorized access to the database information and make real-time electronic access available; and
- Furnish clear documentation setting out procedures for access to and use of the database.

6.6.4.1 Data Elements

The database must contain, but is not limited to, the following elements:

- Order information
- Shipment information sufficient to generate the management information reports specified in Section 6.5.8.
The shipment database must be maintained in a separate directory with a separate shipment record for each move. Shipment files must not be commingled with data maintained for shipments not subject to this HTOS. Each shipment record must contain all information required for that particular shipment including any claims filed by the TSP, status of the claim, etc. using a continuous computer terminal screen, if necessary. Performance data documenting how the move was handled must be collected independently and maintained in this record.

The MMS provider shall provide the capability for the BLIOs and the GSA PMO to extract and consolidate data such as TSP performance if specific reports are required.

6.6.4.2 Database Maintenance

The MMS provider shall update the database at least once every 24 hours, and provide for online electronic access to database elements for a period of one (1) year from date of pick-up. After one year, only a hard copy of the records is required to be maintained for six (6) years after the date of action.

6.6.5 On-site Quality Control Service

If an agency requests, the MMS provider shall arrange for quality control personnel to provide on-site inspection services at the origin and destination residences. Inspection services include, but are not limited to:

- Verification of correct inventory coding
- Use of proper packing materials
- Appropriate article servicing
- Equipment and personnel suitability
- Satisfactory performance of unpacking.

The actual cost of any on-site quality control service requested is negotiable between the MMS provider and the agency. The price agreed upon shall be stated in a written document and signed and retained by both parties. This document is construed as a one-time only amendment to the MMS provider’s rate filing. A copy of the written document shall be included with the MMS provider’s voucher. The MMS provider may engage a third party to perform these services provided they are representatives or employees of a TSP or an agent thereof.

6.6.6 Quality Assurance Plan

If requested by the agency, the MMS provider shall provide the agency a quality assurance plan to ensure quality service and shall designate quality assurance personnel to execute the plan.
6.6.7 Claims Preparation, Filing, and Settlement Assistance

If either the owner or agency requests, the MMS provider shall provide timely loss and damage claim preparation and filing assistance, including follow-up assistance for any subsequently discovered loss or damage. The MMS provider shall review and negotiate any settlement offer that is inconsistent with the MMS provider’s liability or HTOS provisions, and, in the case of an impasse between owner and MMS provider, shall refer the complete file to the agency. The MMS provider shall also counsel the owner about potential consequences of signing any full and unconditional release on any offer of settlement before all claims resulting from a particular move have been resolved.
# Inspection of Services

## 7.1 Overview

This section describes the processes by which the Federal Government may inspect the facilities and services provided by Transportation Service Providers (TSPs) for Household Goods (HHG) shipments moving under the Centralized Household Goods Traffic Management Program (CHAMP). In general, the Federal Government reserves the right to inspect these facilities and services and deems it necessary to insure not only compliance with the provisions of this Household Goods Tender of Service (HTOS) but also to determine owner satisfaction with these services. The Federal Government will use the results of these inspections to correct deficiencies in a TSP’s services, to provide “best value” recommendations to agencies and to improve the level of satisfaction.

The Federal Government may use any and all of the following to inspect and evaluate TSP service levels:

- Inspection by the Program Management Office (PMO) and its designated representative
- Inspection by the Bill of Lading Issuing Officer (BLIO) and its designated representatives
- Inspection by the owner or his/her authorized representative
- Collection and analysis of GSA Form 3080, Household Goods Carrier Evaluation Reports. (See also Section 2 on how this information is used to adjust a TSP’s scope of operation.)

The following sections provide additional detail on these procedures. All references to the TSP refer to the TSP and its agents.

## 7.2 Inspection by the Federal Government

### 7.2.1 Inspection of Facilities and Operations

The PMO or its designee will have the right to review and inspect the facilities and operations of any CHAMP TSP. The inspections will determine if the equipment, facilities, operations and personnel are adequate and capable of performing the services required by the Federal Government.

The inspections will validate that TSP operations have been performed in accordance with the provisions of this HTOS and the requirements of the Federal ordering office.
The PMO or designated representative(s) may inspect the TSP’s facilities and operations at the TSP’s main facility, at the residence of the owner, or at the warehouse or any other facility of the TSP during regular office hours and at any time that work is in progress.

Published corporate TSP quality control programs shall be presented and explained to authorized inspectors when the TSP’s facilities are inspected.

7.2.1.1 Inspection of Facilities
The TSP shall furnish PMO or designated representatives with free and reasonable access to its facilities and provide assistance to successfully accomplish the review. The TSP shall provide, without cost to the Federal Government, legible reproductions of any documents requested and required in the performance of the inspection.

7.2.1.2 Inspection of Operations
Authorized representatives will have the right to inspect the packing, loading, weighing, pick-up, delivery, unpacking, warehousing and any other services performed or being performed by the TSP. PMO authorized representatives will include:

- GSA personnel designated to perform quality assurance
- The owner or their authorized representative
- Personnel of the owner’s agency designated to perform quality assurance.

7.2.1.3 Inspection by the owner
Most often, the owner will inspect TSP services in the absence of an authorized GSA representative, the employing agency, or the BLIO. The owner’s report of inspection (as documented by owner’s signature on the Bill of Lading (BL), or a joint inspection conducted at delivery or other report are all acceptable reports of inspection and will be considered administratively final.

7.2.1.4 Immediate Corrective Actions
When authorized representatives of the BLIO find that packing, loading, unpacking or any other work being performed or already completed does not comply with the terms, conditions or specifications set out in this HTOS, the authorized representative will advise the TSP of the situation. The TSP shall promptly correct the deficiency by taking whatever action is necessary at no additional cost to the Federal Government or the owner.
7.2.2 Reports of Inspection

Reports of inspection will be furnished to the PMO. Upon receipt of an on-site review, the PMO will furnish the TSP a report within ninety (90) calendar days of completion of the on-site review. The report will show the findings of the review and corrective actions, if any, which must be taken by the TSP to bring its operation into compliance with requirements as set forth in this HTOS.

A TSP receiving a report showing corrective actions which need to be taken shall have its approval changed to conditional, and shall have thirty (30) calendar days from date of receipt to institute those corrective actions identified as requiring immediate action and to notify the PMO of completion of those corrective actions. Corrective actions not performed in thirty (30) calendar days could result in the TSP’s placement in temporary non-use status.

Reports of inspection by the PMO will be considered as final and conclusive of the performance of the services inspected. If the TSP objects to the rating or required corrective actions imposed by the BLIO, the TSP shall first notify the BLIO in writing, setting out the basis of the disagreement and requesting the opportunity to resolve it. If the TSP still objects to the BLIO’s report, it may appeal to the PMO in accordance with the provisions of Section 3.

7.3 Other Inspections

7.3.1 Inspection of Sorting For Partial Withdrawal from SIT

The owner or any other person responsible for payment of the transportation charges will have the right to be present at the TSP’s facility during the sorting of the property for a partial withdrawal from Storage-in-Transit (SIT). The TSP shall deliver, or the owner has the option to pick up, the property.

7.3.2 Inspection and Re-packing of Pre-packed Items by the TSP

The TSP is responsible for all packing. The TSP is authorized to inspect all packed by owner (PBO) goods to ascertain the contents and determine that only articles not otherwise prohibited by this HTOS are contained in the shipment. For domestic shipments, to ensure safe transportation, if the TSP determines it is necessary to unpack and repack cartons and/or containers that have been packed by the Owner, no additional labor, unpacking and/or additional re-packing charges will apply.

Please note: Labor charges apply for international shipments, see Section 12.7.
7.4 Acceptance by the Federal Government

Acceptance, as used in this HTOS, means the act of an authorized representative of the Federal Government by which the Federal Government assumes for itself or approves specific services, as partial or complete performance of the requirements of the HTOS.

7.4.1 Warranty

Notwithstanding inspection and acceptance by the Federal Government or any provision concerning the conclusiveness thereof, the TSP warrants that all services performed under this HTOS will, at the time of acceptance, be free from defects in workmanship and conform to the requirements of this HTOS. The BLIO will give written notice of any defect or nonconformance to the TSP within forty-five (45) business days from the date of acceptance by the Federal Government. This notice will state either (1) that the TSP shall correct or reperform any defective or nonconforming services, or (2) that the Federal Government does not require correction or reperformance.

7.4.2 Correction and Reperformance

Correction, as used in this section, means the elimination of a defect. If the TSP is required to correct or reperform, it shall be at no cost to the Federal Government, and any services corrected or reperformed by the TSP shall be subject to this clause or if the TSP refuses to correct or reperform, the BLIO may correct or replace with similar services and charge to the TSP the cost occasioned to the Federal Government thereby, or make an equitable adjustment in the price for services rendered.

7.4.3 No Correction and Reperformance

If the Federal Government does not require correction or reperformance, the BLIO will make an equitable adjustment in the price for services rendered.

7.5 Household Goods Carrier Evaluation Report (GSA Form 3080)

This section describes the GSA Form 3080, Household Goods Carrier Evaluation Report, the procedures for administering the TSP evaluation program and how the GSA Form 3080 Responses are used to compute the TSP Customer Satisfaction Indices (CSI). Section 2, Application and Participation, describes how the CSI is used to adjust the scope of a TSP’s operation. The CSI is also used by agencies in TSP selection and shipment distribution to meet their agency’s service requirements at the lowest cost consistent with those requirements.
7.5.1 Overview

The GSA Form 3080 Carrier Evaluation Report is a customer satisfaction survey. Upon completion of services by the TSP at destination, the TSP must initiate an electronic GSA Form 3080 survey to every owner for each shipment type (HHG, UAB, POV) within the GSA’s Transportation Management Services Solution (TMSS) 3080 Module. The TSP is required to complete all requested shipment information. The TSP may monitor the responses through the survey reporting tool. It is prohibited for the TSP to complete any portion of the GSA Form 3080. The TSP is subject to disciplinary action from the PMO if the TSP completes the electronic 3080 or fails to initiate a 3080. The GSA PMO will initiate the agency survey on a quarterly basis. The agency will provide survey results for each TSP or move manager that has handled shipments for that agency in the reporting quarter.

Electronic GSA Form 3080s must be initiated in the TMSS system via one of the following options:

Option 1: Enter the shipment specifics for each completed shipment in to the GSA Form 3080 module – owner information, AMC information, TSP contact information and shipment details (origin, destination, BL number, type, etc). When entering the required Federal Agency Identification Code (FAIC), ensure that it is associated with the AMC name entered. FAICs can be located in the FAIC List within TMSS or the PMO may be contacted for assistance in identifying the correct FAIC. Once entered, TMSS will send the GSA Form 3080 to the owner via the e-mail address entered by the TSP. After completion by the owner, TMSS will notify the AMC via the email provided.

Option 2: Similar to rate filing and shipment reports; upload a batch of shipment specifics in one file. Use the “Report Upload” function on the TMSS main menu, and follow the formatting requirements for Option 2 in Appendix D of this HTOS. All GSA Form 3080 fields should be included as detailed in Option 1. When entering the required Federal Agency Identification Code (FAIC), ensure that it is associated with the AMC name entered. FAICs can be located in the FAIC List within TMSS or the PMO may be contacted for assistance in identifying the correct FAIC. TMSS will validate the uploaded information. Once all information is received in the correct format, TMSS will generate the GSA Form 3080 request to the identified owner via the e-mail provided by the TSP. The remainder of the process will be initiated by TMSS as described above in Option 1.

The CSI is calculated on an annual basis. Only GSA Form 3080s for shipments with indicated delivery dates between January 1 and December 31 of the calendar year for which the CSI is calculated will be used. The TMSS GSA Form 3080 report module provides TSPs with access to their responses. TSPs can use the report module to monitor outstanding GSA Form 3080s and
review the owner’s scores. GSA Form 3080s not completed in TMSS by the last day in February will not be used in the calculation of a TSP’s CSI score for the previous calendar year. The AMC portion of the GSA Form 3080 survey must be completed at least once by at least one agency for that TSP to receive a CSI score.

7.5.2 Issuing CSI Score

Based on the number of shipment scores reported to the PMO on GSA Form 3080, a TSP will be issued a CSI or be in “unindexed” status. The following criteria will be used when issuing CSI scores.

7.5.2.1 Unindexed Status

A TSP will not be issued a CSI if:

- The TSP had less than two shipments reported.
- The TSP had less than two GSA Forms 3080 returned to GSA.
- The TSP’s GSA Form 3080 rate of return was less than 80% of the overall program average rate of return for the calendar year.
- The TSP did not submit complete shipment information.
- The AMC did not fill out at least one GSA Form 3080 for that TSP.
- The TSP is not up to date with IFF payments.

7.5.2.2 Indexed status

A TSP will be issued a CSI if:

- The TSP had between two and fourteen GSA Form 3080s returned to GSA and the TSP’s GSA Form 3080 rate of return was greater than 80% of the overall program average.
- The TSP had 15 or more GSA Form 3080s returned to GSA.
- The AMC had filled out at least one 3080 AMC portion for that TSP.
- The TSP is up to date with all IFF payments.

7.5.3 Appeal Procedures

In the event that the rated TSP disagrees with the evaluation contained on the GSA Form 3080, the TSP has the right to appeal such evaluation as specified below. The objective of these appeal procedures is to resolve the disagreement as close to the point of service as possible.
Except as provided below, an appeal received by the PMO directly from a rated TSP will be rejected.

7.5.3.1 Shipment Not Tendered
If the rated TSP determines that a shipment was not tendered to its company, the TSP shall advise the PMO in writing requesting review and correction.

7.5.3.2 Disagree with the Rating by the Owner
If the rated TSP disagrees with the owner’s evaluation and the owner’s evaluation has not been changed by the BLIO prior to submission to the PMO, the rated TSP shall first notify the owner in writing, setting out the basis of the disagreement and requesting the opportunity to resolve it. The BLIO may submit a written request via email to the PMO to change an owner’s rating.

Note: If the rated TSP disagrees with the owner’s evaluation and the owner’s evaluation has been changed by the BLIO, prior to submission to the PMO, the procedures in Section 7.5.3.3.2 will apply.

7.5.3.2.1 Disagreement is Resolved
If the owner and the rated TSP resolve the disagreement and that resolution changes the owner’s rating, the owner and the rated TSP shall jointly advise the BLIO by a single memo or email. The BLIO will then notify the PMO in writing by letter or email and request that the rating be changed.

7.5.3.2.2 Disagreement is Not Resolved
If the owner and the rated TSP cannot resolve the disagreement, the rated TSP shall notify the BLIO in writing requesting review and resolution. The request will set out the basis of the disagreement, actions taken to resolve the disagreement, and include a copy of the communication to the owner and any records that may have been made of conversations, meetings or correspondence with the owner. The BLIO will then investigate the disagreement, determine whether any changes should be made in the rating, and, if so, advise the PMO in writing. The BLIO’s determination is final and not reviewable by the PMO.

7.5.3.3 Disagree with Rating by the BLIO
In the event the rated TSP disagrees with the BLIO’s evaluation, the rated TSP shall first notify the BLIO in writing, setting out the basis of the disagreement and requesting the opportunity to resolve it.

7.5.3.3.1 Disagreement is Resolved
If the BLIO and the rated TSP resolve the disagreement and that resolution changes the BLIO’s rating, the BLIO and the rated TSP shall jointly advise the PMO in a single memo or email signed.

7.5.3.3.2 Disagreement is Not Resolved

If the BLIO and the rated TSP cannot resolve the disagreement, the rated TSP and the BLIO must jointly prepare a single memo or email to the PMO approved by both that they request resolution of the disagreement by the PMO and agree to accept the findings of the PMO without further appeal.

The request will set out the basis of the disagreement, actions taken to resolve the disagreement, and include a copy of the communication to the BLIO and any records that may have been made of conversations, meetings or correspondence by either party. The PMO will then investigate the disagreement, determine whether any changes should be made to the rating, and, if so, advise the rated TSP and the BLIO in writing and correct the rating. If the rated TSP and the BLIO cannot agree to jointly request review and resolution by the PMO, the original rating will remain in effect.

7.5.3.3.3 Oral Appeals

Oral appeals will be construed as without merit and be rejected.
Invoicing and Payments

This section describes the process for invoicing Household Goods (HHG) services (including the movement of Unaccompanied Air Baggage (UAB) and Privately Owned Vehicles (POVs) and how to remit payment for the GSA Industrial Funding Fee (IFF). Each portion of a shipment shall be rated at the rate in effect on the date of initial pick-up of the shipment, based on the applicable weight of the entire shipment. Transportation Service Providers (TSPs) shall refer to the annual RFO for complete details on rates and charges.

8.1 Invoicing

8.1.1 Voucher and Supporting Documents

GSA has prescribed the Public Voucher for Transportation Charges, SF 1113, and Memorandum Copy, SF 1113-A, for use by TSPs in billing charges for authorized HHG services furnished to the Federal Government. These forms are available from the GSA Forms Library and URLs are provided in Appendix C.

The SF 1113 and one SF 1113-A shall be submitted to the billing office specified on the BL. The SF 1113 shall be supported by the BL and other documents required in the table below.

<table>
<thead>
<tr>
<th>Invoice and Supporting Documents</th>
<th>The TSP shall include the following items on the SF 1113:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Voucher for Transportation Charges (SF 1113/SF 1113A)</td>
<td>• The required transit time for the shipment, as set forth in this HTOS, or the RFO, as applicable &lt;br&gt;• The actual transit time for the shipment &lt;br&gt;• TSP’s Taxpayer ID Number &lt;br&gt;• The Late Delivery Reduction assessed as a deduction from total charges in accordance with Section 8.4.1</td>
</tr>
<tr>
<td>Bill of Lading (BL)</td>
<td>The original BL is the primary shipping document the TSP uses to bill the Federal Government for transportation services rendered. However, if after delivery, the original BL cannot be located by the billing TSP, and it is evident that the original BL has been lost or destroyed, the TSP must use the Freight Waybill-Original properly certified by the TSP as a substitute document, when submitting public vouchers to the appropriate Federal Government paying office. &lt;br&gt; &lt;br&gt; If both the original BL and the freight waybill are lost, the TSP shall request, and be provided, a certified true copy of the issuing office's Memorandum Copy for use as a substitute billing document</td>
</tr>
<tr>
<td>Invoice and Supporting Documents</td>
<td></td>
</tr>
<tr>
<td>----------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Weight Tickets</strong></td>
<td></td>
</tr>
<tr>
<td>The TSP shall submit weight tickets determining net weight with proper identification of the shipment thereon for both original weighing and, if applicable, reweighing. The lower of the two net scale weights shall be used for determining the applicable charges. If shipment is reweighed the TSP shall include a copy of the written request for reweighing and both sets of weight tickets. TSPs may substitute manufacturer’s weight for automobiles, trucks, vans, motorcycles, campers and boats in lieu of obtaining separate weight tickets on these articles whenever such articles are included within a shipment. Manufacturer’s weight will be obtained from either the Branham Automobile Reference Book, the National Automobile Dealers Association (N.A.D.A.) Official Used Car Guide (the “Guide”), or from other appropriate reference sources of manufacturer’s weight or the owner may provide the TSP with copies of manufacturer’s documents evidencing the weight of the article included in the shipment, unless otherwise weighed as part of the gross weight of the shipment.</td>
<td></td>
</tr>
<tr>
<td><strong>Authorization For Diversion Or Reconsignment</strong></td>
<td></td>
</tr>
<tr>
<td>Written authorization for diversion or reconsignment, if applicable</td>
<td></td>
</tr>
<tr>
<td><strong>Approvals And Authorization For Waiver</strong></td>
<td></td>
</tr>
<tr>
<td>Written authorization is required for a waiver of any requirements stated herein and when assessing additional charges as a result of a waiver or approval. This includes approvals and extensions of SIT above the original authorization.</td>
<td></td>
</tr>
<tr>
<td><strong>Advanced Charges/Third Party Charges</strong></td>
<td></td>
</tr>
<tr>
<td>Charges advanced by TSP for services of others shall be supported by the TSP with the Bill of Lading Issuing Officer’s (BLIO’s) authorization, a copy of the invoice setting forth services rendered, charges and basis thereof including reference to the GSA tariff, price list, rate schedule, or similar statement of rates and charges. The charges so advanced are in addition to, and shall be paid with, all other lawful rates and charges</td>
<td></td>
</tr>
<tr>
<td><strong>Miscellaneous Charge</strong></td>
<td></td>
</tr>
<tr>
<td>Any cost incurred by the TSP for a service outside the terms of this HTOS, authorized in writing by the BLIO, will be billed as a miscellaneous charge. A description of the service, the BLIO’s authorization, and the basis for the computation of the charge is required</td>
<td></td>
</tr>
<tr>
<td><strong>DD Form 619 Or Comparable Commercial Form</strong></td>
<td></td>
</tr>
<tr>
<td>“Statement of Accessorial Services Performed” (DD Form 619) or comparable commercial form when charges are assessed for accessorial services, not including SIT. Each household appliance serviced will be identified to show the manufacturer’s name, brand, and model</td>
<td></td>
</tr>
<tr>
<td><strong>DD Form 619-1 Or Comparable Commercial Form</strong></td>
<td></td>
</tr>
<tr>
<td>“Statement of Accessorial Services Performed - SIT Delivery and Reweigh” (DD Form 619-1) or comparable commercial form, when charges are assessed for SIT delivery. Net or gross weight, whichever is applicable, will be noted on the DD Form 619-1</td>
<td></td>
</tr>
</tbody>
</table>
8.1.2 Electronic Payments

The agencies ordering HHG services will establish their own procedures for the submission of TSP invoices. This may include requiring the use of electronic commerce systems that include fees paid by the TSP. The TSP shall be responsible for complying with the agencies’ payment procedures.

8.2 Composition of Charges

8.2.1 Applicable Rate

All charges for transportation and related services for shipments handled shall be in accordance with the lowest applicable GSA tariff or tender, and shall be billed to the agency shown in the “Bill Charges to” block on the BL. The TSP’s public voucher for charges shall be supported by the documents specified in Section 8.1. Failure to submit any of the documents shall result in rejection of the associated charges.

8.2.2 Applicable Rate in Absence of Accepted Rate

At the time of approval, GSA establishes a TSP’s approved scope of operation. Agencies are encouraged to use those TSPs that have approved rates filed in conjunction with the TSP’s approved scope of operation. If the selection of TSPs for a specific route is limited, the acceptance and movement of a shipment by the TSP outside of its approved scope of operation over routes for which the TSP has no accepted rates or whose rates have been canceled shall constitute an agreement by that TSP to perform the transportation services at a One-Time-Only (OTO) rate. See Section 4.4 for OTO requirements.

8.2.3 Applicable Charges on Overweight International Shipments

BLIOs may require TSPs to report the actual weight of international shipments prior to movement (See Section 11.2). This is to determine if the actual weight is in excess of the owner’s authorized allowance. If this should occur, and the TSP fails to notify the BLIO of the shipment weight and moves the shipment from origin to destination, TSP shall collect from the Federal Government those transportation and accessorail service charges, including terminal services charges, in an amount equal to the charges accruing to the authorized shipment weight, not the actual shipment weight. The TSP shall have no recourse to the owner for the additional charges.

8.2.4 Applicable Weight When Reweigh Performed

When a shipment is reweighed in accordance with Section 5.4.4, charges will be based on the lower of the two net scale weights. In the event the reweigh information is not available at the time of the TSP’s initial submission of its invoice, the TSP may either present a supplemental billing adjusting the transportation charges or adjust supplemental billings to reflect the reweigh weight.
8.3 Adjustment Based On Rate Differentials Involved In the Use of Foreign Flag Shipping

Adjustments in rates will be permitted when rate differentials are involved due to the use of Foreign Flag Shipping. A Justification Certificate (see Appendix C) is required for the use of a Foreign Flag vessel. When increases or decreases occur in rates due to the use of Foreign Flag Shipping, billing and documentation submitted in connection with the GBL shipment will have differences between the Foreign Flag vessel rate and the rate used in computing the accepted transportation single factor rate (SFR). The ocean freight bill which must be submitted to support each GBL and the rate will be adjusted in favor of the TSP or the Federal Government on the basis of this bill. An example of the adjustment required in the event of an ocean rate increase would be:

International GBL Shipment Adjustment Example

SHIPMENT: 3,000 lb, 450 cu ft., Single Factor Rate = $32.00 per cwt

- STEP 1. Original Charges Due: 3,000 lb x $32.00 per cwt = $960.00
- STEP 2. Ocean rate used in constructing the effective GBL rate:
  - 81 cents per cu ft
- STEP 3. Paid to Foreign Flag Ocean TSP as stated on the ocean freight bill and computed in accordance with the measurement rule stated in pricing agreement governing the rate:
  - 90 cents per cu ft (9 cents per cu ft difference)
- STEP 4. Supplemental charge for ocean freight
  - 450 cu ft at 9 cents per cubic foot = $40.50.
- STEP 5. Total charges due TSP: $960.00 + $40.50 = $1,000.50.

8.4 Reductions in Charges

8.4.1 Late Delivery Reduction

A late delivery reduction of $100.00 per day will be payable to the agency paying the transportation charges for each calendar day, or fraction thereof, when the actual transit time for direct delivery shipments exceeds the transit time as defined in Section 10 and the RFO. This reduction is subject to the following conditions:

- When the BLIO and the TSP mutually agree to a transit time longer than the transit time as shown in Section 10 or the RFO, the penalty will begin on the day after the agreed date.
• When the Federal Government and the TSP mutually agree to a transit time chart other than the chart in Section 10 or the RFO, the penalty will begin on the day after the agreed date

• When a shipment consigned to Storage-in-Transit (SIT) at destination is en route and the destination is changed to a direct delivery, the transit time is negotiable and no penalty occurs for late delivery

• This reduction will apply only for shipments which
  o Weigh or are rated at 3,500 pounds or more that are picked up during the period from October 1 through May 14 of each subsequent year or
  o Weigh or are rated at 5,000 pounds or more that are picked up during the period from May 15 through September 30 of each year

• This reduction will apply when reconsignment or diversion is made on a shipment, based on the applicable mileage and weight of the shipment from point of diversion to the new destination

• This reduction will not apply if delay is caused by reasons beyond the TSP's control, described as “Impractical Operation” in Section 5

• This reduction will not apply to a shipment, or portion thereof, which is lost or destroyed in transit and cannot be delivered due to such loss or destruction

• This reduction will not apply to an overflow portion of the shipment when the overflow weight represents less than twenty (20) percent of the total shipment weight and contains nonessential items (possessions not needed to maintain day-to-day housekeeping during the period of time between delivery of the main portion of the shipment and delivery of the overflow)

The total reimbursement to the agency will not exceed

• An amount equal to the linehaul transportation charges for the shipment on a domestic shipment

• An amount equal to total charges for an international shipment, excluding SIT

This payment satisfies the Federal Government's right to equitable adjustment for failure to perform, but does not waive, mitigate, or satisfy any other right or remedy available to the Federal Government on account of late delivery by the TSP.
8.4.2    Improper Customs Clearance Reduction

In the event that a TSP improperly clears a shipment through customs (for example, a Department of State (DOS) shipment is cleared as a Department of Defense (DoD) shipment, rather than a DOS shipment) and warehouse handling, storage, or delivery costs accrue exceeding those applicable to the properly cleared shipment, the excess warehouse handling, storage, or delivery costs will not be reimbursable by the agency paying the transportation charges.

8.5    Other Charges

8.5.1    Valuation Charges

Although the liability in excess of that declared by the shipping agency is an expense of the owner, the charges will be billed by the TSP to the finance office of the agency sponsoring the shipment and identified as a separate item of billing.

8.5.2    Delivery/Pick-up at a Third Party and Self-Storage Warehouse

Except as otherwise provided herein, when TSP picks up or delivers a shipment to/from a third party warehouse (including self-storage/mini-warehouse locations), a charge will apply when the TSP is requested by the BLIO to enter the warehouse for the purpose of removing items stored from, or placing items into, the warehouse space rented/controlled by the owner or the agency. This service must be approved in writing by the BLIO prior to performance of the service. Charges apply at the point where the service is performed, based on the weight of the shipment, or portion thereof, that is placed into or removed from the warehouse, subject to a minimum weight of 1,000 pounds.

8.5.3    Charges for Repacking Pre-packed Items

When the TSP is required to repack cartons and/or containers that have been packed by the Owner, no additional repacking or carton/containers charges will apply on domestic shipments due to the Full Service Packing charges for the shipment. Please note: Labor charges apply for international shipments, see Section 12.7.

8.5.4    Charges for Reweigh

Crating services will be quoted, billed and paid as provided in the GSA tariff for domestic shipments or Section 12 of this HTOS for international shipments. If the use of a third party is authorized in writing by the BLIO to provide crating services and the charges are in excess of those provided in the GSA tariff or Section 12, the office that issued the BL or the BLIO has the authority to waive or negotiate the excess crating charges, in whole or in part, based on the circumstances of the use of third party services.
8.5.5 Excessive Distance Carry

For domestic shipments, refer to GSA tariff. For international shipments refer to Section 12.26 of the HTOS.

8.6 Storage-In-Transit (SIT) Charges

8.6.1 Warehouse Handling Charges

Warehouse handling charges for shipments placed in Storage-in-Transit (SIT) will be in accordance with the GSA tariff and tender for the destination address or municipality shown on the BL, unless otherwise specifically authorized by the BLIO. In the event the TSP is authorized to use trailers, vans, public warehouses and self-storage units, one-half the applicable warehouse handling rate will be paid.

8.6.2 Storage Charges

Storage charges for shipments placed in SIT will be in accordance with the applicable GSA tariff and tender for the destination address shown on the BL, unless otherwise specifically authorized in writing by the BLIO or on the BL. In the event the TSP is authorized to use trailers, vans, public warehouses and self-storage units, one-half the applicable storage rate will be paid.

8.6.3 Domestic SIT Pick-up or Delivery Charges

Pick-up or delivery charges for shipments placed in SIT will be in accordance with the GSA tariff for the destination address shown on the BL, unless otherwise specifically authorized in writing by the BLIO.

8.6.4 International SIT Pick-up or Delivery Charges

On shipments delivered from SIT, the applicable transportation charges will be the delivery transportation rate from the nearest available TSP agent’s DoD or DOS-approved SIT facility at destination shown in the “Consignee Block” to final destination.

8.6.5 Placement in SIT on Different Dates

When property is placed in SIT in segments on different dates, the transportation rates and additional service charges in effect on the date of the pick-up of the initial shipment will apply to each property segment placed in SIT.

8.6.6 Nearest Available Facility Rule

If SIT facilities (TSP or foreign warehouse) are not available within the required 50 miles of the destination address as identified on the BL (or the origin address as identified on the BL if SIT at
origin was specified on the BL or authorized in writing by the BLIO), the BLIO will be advised and SIT will be placed at:

a. The nearest available facility (TSP or foreign warehouse), or

b. The BLIO and TSP agreed upon facility. In which case, charges will be assessed based on either the destination address as identified on the BL (or the origin address as identified on the BL if SIT at origin was specified on the BL or authorized in writing by the BLIO) or the actual location.

The BLIO can waive, in writing, the 50 mile distance and pricing requirement at his/her discretion. When a waiver is granted, the billing must be supported by a copy of the waiver indicating the BLIO waived the 50 mile distance requirement and that charges are based on the location where the SIT was performed.

In the event the storage occurs at a point other than the TSP's agent's nearest available facility, and in the event that the transit time for delivery from the actual point of storage to the final destination exceeds the transit time between the TSP’s agent’s nearest available facility and the final destination, the total charges may be subject to a reduction equal to the Federal Government paid cost of temporary quarters for the excess transit time. This may apply if the agency approves an alternate location for the TSP’s convenience.

8.6.7 Additional International Provisions for SIT Charges

8.6.7.1 Storage Charges at Destination

When SIT is at destination, charges (including charges for additional services, advances and other properly authorized charges) will be billed after SIT is completed.

8.6.7.2 Agent Refusal of International SIT Shipment

If the agent refuses to accept a shipment (e.g., because of the TSP's refusal to provide a waiver or due to the TSP's poor payment history) the agent's facility will be considered “available” for the purpose of determining charges under the provisions of Section 8.6.6 without regard to which destination warehouse the TSP uses.

8.6.8 Charges Applicable To Portion

The transportation charges to apply on a portion of a SIT shipment delivered from warehouse location to destination will be the applicable transportation rate based on the weight of such portion, subject to the provisions of Section 8.6.10 on withdrawals.
8.6.9 Overflow

On property consigned to SIT where an overflow of property requires that a split shipment be delivered to the warehouse on different dates, the charges for such property will be as follows:

- Transportation charges from initial point of pickup to delivery address as identified on the BL based on the combined weight of the property stored in transit and computation of transportation charges will be as provided in Section 8.6.5.
- Storage charges in effect on date of initial pick-up will apply and be assessed separately on each portion of shipment stored in transit, except the 1,000 pound minimum weight will apply to the combined weight of property stored in transit. Storage will be rated separately on each portion added.
- All subsequent charges will be based on the combined weight of the property stored in transit.
- Warehouse handling charges will be based on the combined weight of the property placed in SIT and will apply only once.
- All subsequent charges will be based on the combined weight of the SIT property.

8.6.10 Withdrawal of Property

During SIT, the owner may withdraw a portion of the property. When the selection of items requires unstacking/restacking all or a portion of the shipment, charges for such handling will be assessed in accordance with labor charge provisions in the GSA tariff or tender. Charges for transportation furnished, if any, for the portion selected for delivery will be assessed on the same basis as an individual shipment. The following will be applicable to the portion remaining in storage:

- Storage charges will continue to apply on the weight of remainder of the property.
- Charges for transportation furnished, if any, for the delivery of the remainder of the property will be assessed on the same basis as an individual shipment.

Billing of charges incident to partial withdrawal of property will be in accordance with the instructions of the BLIO.

8.6.11 Removal from SIT and Extra Pick-up

When property is removed from SIT and extra pick-ups are ordered, the transportation rates and additional service charges in effect on the date of the pick-up of the initial shipment will apply based on the weight of the property removed from SIT or constituting the extra pick-up.
8.7  Payment In The Event Of Shipment Termination

8.7.1  Termination of a Domestic Shipment
In the event a TSP’s right to provide services is terminated by the BLIO as provided in Section 3, the TSP will be paid up to the point of termination for services actually performed. Payment to the terminated TSP will be based on the actual services performed, less the difference between the terminated TSP's billing and the billing of the replacement TSP.

8.7.2  Termination of an International Shipment
In the event a TSP’s right to provide services is terminated by the BLIO as provided in Section 3, the TSP will be paid up to the point of termination on a prorated basis for the services actually performed. The basis of proration shall be negotiated between the BLIO and the TSP. Upon determination, the BLIO’s decision shall be final and conclusive.

8.8  Charges for Lost or Destroyed Shipment

8.8.1  Total Loss
When the shipment is totally lost or destroyed in transit, the TSP can collect, or require the agency to pay, any applicable transportation charges (including charges for additional services) when a shipment is totally lost or destroyed in transit, only if in accordance with the terms and conditions of GSA’s CHAMP, the TSP has paid to the Owner Full Replacement Value for the lost or destroyed items.

8.8.2  Partial Loss
In the event that any portion of a shipment of HHG is lost or destroyed in transit, the TSP shall refund that portion of its charges (including any charges for accessorial or terminal services) corresponding to that portion of the shipment which is lost or destroyed in transit. TSPs shall determine, at their own expense, the portion of the shipment not lost or destroyed in transit.

In order to calculate the charges applicable to the shipment as delivered, the TSP shall multiply the percentage corresponding to the portion of the shipment delivered by the total charges applicable to the shipment as tendered by the shipper. If the charges so computed exceed the charges otherwise applicable to the shipment as delivered, the lesser of those charges shall apply.

Nevertheless, the TSP may collect, and the owner shall be required to pay, that proportion of any accessorial or terminal services rendered which corresponds to the proportion of the shipment not lost or destroyed in transit and any specific valuation charge that may be due. The provisions
section shall not be applicable to the extent that any such loss or destruction is due to the act or omission of the owner or Acts of God.

8.8.3 Partial Loss Involving More Than One Transportation Vehicle – International Only

In the event of the loss or destruction of any part of a shipment being transported on more than one vehicle, the TSP shall collect charges as provided in Section 8.8.2.

8.9 Other Provisions

8.9.1 Application of Prompt Payment Act

The Prompt Payment Act, 31 USC 3901, et seq., applies to shipments transported under this HTOS.

8.9.2 Payment of Debt

Should any agency be advised that a TSP filing rates under the terms of this HTOS has failed to comply with the terms of an arrangement entered into between the TSP and an agency of the Federal Claims Collection Act of 1966 relating to transportation services, that agency may place the TSP in temporary non-use status until such time as the TSP has complied with the terms of the arrangement.

8.9.3 Excess Costs - International Only

To enable the Government to collect excess costs incurred due to TSPs defaulting on shipments in transit, TSPs assuming the onward movement will maintain records of all excess costs including demurrage, storage, etc., over and above those normally associated with a shipment. These records will be provided to the BLIO or PMO on request.

8.10 Limitation of Action – Claims for Charges

8.10.1 Filing of Claims by TSPs

All claims and actions at law by TSPs for recovery of their charges on shipments subject to the provisions of this HTOS will be filed within three (3) years (not including any time of war) from the date of any one of the following, whichever is later:

- Final delivery of the property
- Payment of the transportation charges thereon
- Subsequent refund of excess charges
- Deduction of such excess charges from TSP's account.
8.10.2 **Filing of Claims Against TSPs**

All claims and actions at law against TSPs for recovery of excess charges on shipments subject to the provisions of this HTOS will be filed within three (3) years (not including any time of war) from the date of payment of the charges thereon.

8.10.3 **Federal Government’s Breach of Limitation – International Only**

Provided, however, that if the limitation of actions set forth in this item is breached by the Federal Government by the filing of a claim or action at law (other than by mistake or inadvertence) at a time other than stated in this section, this section will be of no force and effect and will be void ab initio.

8.11 **Payment of GSA Industrial Funding Fee (IFF)**

8.11.1 **Remittance of GSA IFF**

The GSA Industrial Funding Fee (IFF) will be remitted to GSA on the basis of shipments billed as reported, in the PMO Shipment Report (Section 11 and Appendix D) and in accordance with the provisions of the annual RFO. The remittance may be transmitted either by check or by electronic funds transfer.

8.11.1.1 **Remittance by Check**

Checks shall be made payable to “GSA-GL474.1*SCAC Code+”; e.g., “GSA-GL474.1*YZAB+”. The check register/memo line must identify the quarter (i.e. 1stqtr17, 3rdqtr16) and the GBL/BL number or include with the IFF submission a copy of the shipment report containing such information.

Checks must be mailed to:

General Services Administration  
Miscellaneous Receipts for Non-Federal Claims  
P.O. Box 979009  
St. Louis, MO 63197-9009

Express delivery (i.e. FedEx, UPS, Airborne, etc.) should be sent to:

US Bank  
Attention: Government Lockbox 979009  
Mail Code #SL-MOC1GL,  
1005 Convention Plaza  
St. Louis, MO 63101-9009
8.11.1.2 Remittance by Electronic Funds Transfer

Payments submitted by electronic funds transfer should be submitted in accordance with the following format.

<table>
<thead>
<tr>
<th>Ref</th>
<th>Name</th>
<th>GSA Required Fill</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PRIORITY CODE</td>
<td>Provided</td>
<td>Provided by the sending bank. Note: Some Federal Reserve district banks may not require this item</td>
</tr>
<tr>
<td>2</td>
<td>TREASURY DEPARTMENT CODE</td>
<td>021030004</td>
<td>The nine-digit identifier is the routing symbol of the United States Treasury. This item is a constant and is required for all funds transfer messages to the United States Treasury</td>
</tr>
<tr>
<td>3</td>
<td>TYPE CODE</td>
<td>The type code will be provided by the bank</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>SENDING BANK CODE</td>
<td>The nine-digit sending bank code will be provided by the sending bank</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>CLASS CODE</td>
<td>The class code may be provided by the sending bank at its option (if permitted by the Federal Reserve district bank)</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>REFERENCE NUMBER</td>
<td>The reference number may be inserted by the sending bank to identify the transaction</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>AMOUNT</td>
<td>The amount will include the dollar sign and the appropriate punctuation including cents digits. This item will be provided by the depositor</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sending Bank Name</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>------------------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>{8}</td>
<td>SENDING BANK NAME</td>
<td>The telegraphic abbreviation which corresponds to item {4} will be provided by the sending bank</td>
<td></td>
</tr>
<tr>
<td>{9}</td>
<td>TREASURY DEPARTMENT NAME</td>
<td>This item is of critical importance. It must appear on the funds transfer message in the precise manner as stated to allow for the automated processing and classification of the funds transfer message to the agency location code of the appropriate agency. This item is comprised of a rigidly formatted, non-variable sequence of 15 characters as shown</td>
<td></td>
</tr>
<tr>
<td>{10}</td>
<td>INFORMATION</td>
<td>GSA SHIPMENT SURCHARGE</td>
<td></td>
</tr>
<tr>
<td>{11}</td>
<td>INFORMATION plus SCAC</td>
<td>GL474.1 [YZAB] This item identifies the account in GSA</td>
<td></td>
</tr>
<tr>
<td>{12}</td>
<td>INFORMATION</td>
<td>PAYMENT FOR [SCAC] This identifies the TSP making the payment. For [SCAC] substitute the TSP’s Standard Carrier Alpha Code</td>
<td></td>
</tr>
</tbody>
</table>

**Example of Funds Transfer Message**

02  
02103004  10  
011000390  0650  $1,500.00  
FIRST BOS  
TREAS NYC/(47000016) GSA INDUSTRIAL FUNDING FEE GL474.1 YZAB  
PAYMENT FOR YZAB

**8.11.2 Failure to Submit Remittance**

The failure to submit the remittance as required by this section and in accordance with the time frames established in Section 1.3.6 will result in the TSPs immediate placement in temporary non-use pending revocation of its approval to participate in the CHAMP.
Liability and Claims

9.1 Transportation Service Provider (TSPs) Liability for Loss or Damage

Transportation Service Providers (TSPs) providing domestic and/or international transportation services, pursuant to the provisions of this Household Goods Tender of Service (HTOS), shall offer full replacement value protection for each shipment. This includes all transportation services (including accessorial and terminal services) furnished by a TSP for which the TSP assumes liability for loss and damage. This will not exceed the full replacement value of the items transported.

9.1.1 Released Value

All surface and Unaccompanied Air Baggage (UAB) shipments (domestic and international) are released at full value.

All Privately Owned Vehicle (POV) shipments (domestic and international) are released at the current value of the vehicle based on the National Automobile Dealers Association (NADA) value for the vehicle. See Section 9.1.3.2 for more details.

9.1.1.1 Base Valuation

The TSP shall refer to the current Request for Offers (RFO) for the base valuation for various shipments. Note that different agencies may require different base valuation amounts for their owners.

9.1.1.2 Increase in Basic Released Value

Should the owner elect to specify a released value different from that specified on the Bill of Lading (BL), after the BL has been issued but prior to the date of pick-up, the TSP should have the owner contact the Bill of Lading Issuing Officer (BLIO) and request an amendment to the original BL indicating the desired valuation.

9.1.2 Exceptions to TSP Liability

9.1.2.1 Overall Exceptions

The TSP is not responsible for loss or damage caused by:

- Acts of God, public authority or negligence of the owner and/or owner 's agent
- Hostile or warlike action in the time of peace or war, including action in hindering, combating or defending against an actual, impending or expected attack, including
o by any government or sovereign power (de jure or de facto), or
o by an authority maintaining forces by an agent of any such government, power, authority or forces

- Any weapon of war employing atomic fission or radioactive force whether in time of peace or war, including contamination attributable to effects of radioactive or fissionable materials
- Insurrection, rebellion, revolution, civil war, usurped power or action taken by governmental authority in hindering, combating, or defending against such occurrence, 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
- Strikes, lockouts, labor disturbances, riots, civil commotion, acts of person or persons taking part in such occurrence or disorder
- Inherent vice of the article or infestations by mollusks, arachnids, crustaceans, parasites or other types of pests, fumigation or decontamination when not the fault of the TSP

The burden of proof shall be on the TSP to show that the immediate cause of the loss or damage was one or more of the exceptions listed above which relieved it of liability.

9.1.2.2 Government Custody

Except as provided below with respect to concealed loss or damage, the TSP shall not be liable for loss or damage when the TSP can reasonably establish that such loss or damage occurred while the shipment was in the effective custody and control of the Government.

9.1.3 Extent of TSP’s Liability

9.1.3.1 Liability for Non-Vehicular Personal Property

Except when loss or damage arises out of causes beyond the control and without the fault or negligence of the TSP, the TSP shall be liable to the Federal Government or the owner for the loss of or damage to any article in an amount not to exceed the released value of any article over which the TSP has control or custody. Custody on the part of the TSP shall be considered to begin at the time performance of service commences and shall continue until services are completed. This includes, but is not limited to, all times while the property is being:

- Packed
- Picked up
- Loaded
- Transported
- Delivered
- Unloaded
- Unpacked
- Stored in transit
- Serviced by a third party hired by the TSP to perform the servicing

9.1.3.1.1 Non-Vehicular Property Delivered To a Foreign Post - International Shipments
Subject to the general provisions stated above, and in the event non-vehicular personal property is lost or damaged, the measure of damages for a shipment delivered to a foreign post shall be repair or replacement not to exceed the replacement value of the item at the foreign post. The foreign post value must be within ten percent (+/-10%) of the Continental United States (CONUS) replacement value at the point of origin at the time of arrival at the port of debarkation. In the event the foreign post value is not within ten percent (+/-10%), the measure of damages will be the CONUS replacement value of the item at the point of origin at the time of arrival at the port of debarkation plus the cost of transportation and delivery of the property, including customs clearance, to the owner at the post. Replacement value must be based on replacement of the property with property of comparable kind and quality.

9.1.3.1.2 Non-Vehicular Property Delivered Within CONUS
Subject to the general provisions stated above and in the event personal non-vehicular property is lost or damaged, the measure of damages for a shipment to be delivered within the CONUS shall be repair or replacement not to exceed the replacement value of the property at the point of destination in the United States, including the cost of transportation and delivery of the property, including customs clearance if applicable, to the owner at the destination residence. Replacement value must be based on replacement of the property with property of comparable kind and quality.

9.1.3.2 Liability for Vehicular Property

9.1.3.2.1 International Shipment
In the event of loss or damage to vehicular property during the course of an international shipment, the measure of damages will be the cost of repair or replacement not to exceed the current value of the vehicle based on the NADA value for the vehicle (in the month of landing converted to local currency) plus the cost of rental of a comparable vehicle for the period of
time during which the vehicle is unavailable for owner use. However, the liability for the cost of rental shall not exceed the current value of the vehicle. The quality of repair or replacement must equal or exceed the standards applied in the CONUS.

### 9.1.3.2.2 Domestic Shipment

In the event of loss or damage to vehicular property during the course of a domestic shipment, the measure of damages will be the cost of repair or replacement not to exceed the current value of the vehicle based on the NADA value for the vehicle, plus the cost of rental of a comparable vehicle for the period of time during which the vehicle is unavailable for owner use. However, the liability of the cost of rental shall not exceed the current value of the vehicle. The quality of repair or replacement must equal or exceed the standards applied in the CONUS.

### 9.1.3.3 Liability for Real Property Damage

The TSP shall be liable for any damage sustained to the premises or property of the owner caused by the TSP, its agents or employees.

### 9.1.3.4 Liability for High Risk Items

The TSP's legal liability for loss or damage to high risk items shall be the same as for any other property lost or damaged. Unless covered by a high risk program established in accordance with Section 9.1.5 below, a TSP's liability for high risk items shall in no way be limited to a value less than that established under the terms of the level of service stated on the BL.

### 9.1.3.5 Liability for Concealed Loss/Damage

The TSP shall be liable for concealed loss or damage discovered by the owner within seventy-five (75) calendar days after delivery if the owner notifies the TSP, in writing, of the loss and/or damage within seventy-five (75) calendar days from the date of delivery. The notification requirement cited here does not mean that a claim cannot be filed after seventy-five (75) calendar days by the owner. Lack of notification shall not be used as the sole basis for denying a claim.

#### 9.1.3.5.1 Burden Of Proof When Notice Is Given

If the owner provides written notification of the discovered loss or damage within seventy-five (75) calendar days after delivery, the TSP shall bear the burden of proving that it did not cause the loss or damage. If a claim for concealed loss or damage is filed more than seventy-five (75) calendar days after delivery and the TSP received notice of all or some of the loss or damage within that period, the TSP shall bear the burden of proving that it did not cause the loss or
damage for which it received notice and on the property for which the owner did not give notice.

9.1.3.5.2 Burden Of Proof When Notice Is Not Given

If the owner files a claim for concealed loss or damage and the TSP did not receive notice of any of the loss or damage within the seventy-five (75) calendar day period, the owner will bear the burden of proving that the TSP caused the loss or damage.

9.1.3.6 Liability for Delay

The TSP shall be liable for the inconvenience and extra expense caused to the owner and to the Federal Government if the owner is required to obtain temporary quarters due to the TSP's failure to pick-up or deliver the household goods shipment in accordance with the instructions provided by the BLIO, the owner, or his authorized representative. Equipment failure, actions by other TSPs or agents, and illness or error by persons in its employ or in the employ of its agents, among others, are considered within the control of the TSP and may not be used as a basis for denying a claim for damages due to delay.

9.1.3.7 Liability for Terminated Shipments

In the event a shipment is terminated by the Federal Government and is assigned to another TSP for completion of service, both the terminated and the assigned TSPs shall be jointly liable for any loss or damage to the shipment and for any delay. The Federal Government reserves the right to file a claim for reprocurement costs in excess of the terminated TSP’s rates on file; property loss or damage; and/or for shipment delay with either the terminated TSP or the assigned TSP. The TSP against which the claim is filed shall be responsible for settling the claim in full without waiting for any acknowledgment of liability or reimbursement from the other TSP.

9.1.3.8 Liability for Prohibited Items

When a TSP undertakes the shipment of items prohibited by law or regulatory bodies which are injurious or contaminating to the shipment, the TSP shall be liable for loss or damage resulting from its failure to decline such items.

9.1.3.9 Liability for Missing Articles

If the missing articles are not found within thirty (30) calendar days from the date of shipment delivery, they shall be presumed lost by the TSP and payment to the owner will be made upon the filing of a claim without dispute.

In the event the missing articles are located subsequent to claims action by the owner or the Federal Government, the TSP shall hold the articles at the point of location, notify the BLIO, and
await disposition instructions. When articles/items are returned to the owner, any claims which have been paid in favor of the owner shall be readjusted in the TSP's favor.

9.1.4 Owner Failure to Verify Inventory

The TSP shall not deny liability for property loss or damage solely on the basis that the Federal Government, the owner, or the owner's authorized representative failed to verify the origin or destination inventories.

9.1.5 Establishment of High Risk Program

A high risk program limiting a TSP’s liability for loss of or damage to high risk items may only be established with the approval of the BLIO and be evidenced by a written agreement setting out the terms and conditions established by the shipping agency. The mere issuance of a BL to a TSP with a pre-existing high risk program is not sufficient to incorporate the terms of such high risk program into the Federal Government’s contract of carriage.

9.2 Preparation and Filing of Claims

The TSP shall furnish to the owner all reasonable and necessary assistance in the preparation and filing of claims. Included in such assistance are inspections of the damaged property, if requested, completion of claim forms, and obtaining estimated repair costs at no cost to the owner.

9.2.1 Claims for Loss of or Damage to Personal Property

Claims for loss of or damage to personal property shipped pursuant to this HTOS must be filed with the TSP by the shipping agency, provided, however, that with the approval of the shipping agency, the owner or his/her authorized representative may file the claim on behalf of the owner and the Federal Government.

9.2.2 Claims for Damage to Real Property

Claims for damage to real property belonging to the owner at the time of shipment or subsequent thereto must be filed with the TSP by the shipping agency, provided, however, that with the approval of the shipping agency, the owner or designated representative(s) may file the claim on behalf of the owner and the Federal Government.

9.2.3 Inconvenience Claims

Inconvenience claims may be filed with the TSP by either the owner or the Federal Government. When the claim is filed by the owner, the TSP shall be liable for the reasonable costs incurred by the owner in excess of those reimbursed to the owner by the Federal Government.
When the claim is filed by the Federal Government, the TSP shall be liable for the reimbursement made by the Federal Government to the owner for the temporary quarters obtained by the owner.

9.2.4 Claims for Injury

Claims for injury shall be filed with the TSP by the injured party.

9.2.5 Claims for Delay

Claims for delay may be filed by the owner, his/her authorized representative or by the agency paying the cost of the services provided pursuant to this HTOS.

9.2.6 Minimum Filing Requirements

The minimum requirement to file a claim is written communication from a claimant filed with the Federal Government or the TSP and must include:

- Sufficient facts to identify the shipment (or shipments) of property involved
- An assertion of liability for alleged loss, damage, injury, or delay
- A demand for the payment of a specified or determinable amount of money.

This written communication will be considered in compliance with the provisions for filing claims on the BL or other contract of carriage.

9.2.7 Documents Not Constituting Claims

Bad order reports, appraisal reports of damage, notations of shortage or damage on freight bills, delivery receipts or other documents, notifications of loss or damage at or after delivery, or inspection reports issued by the TSP or their inspection agencies, whether the extent of the loss or damage is indicated in dollars and cents or not, standing alone, will not be considered sufficient to comply with the minimum claim filing requirements specified above.

9.2.8 Supporting Documents

9.2.8.1 Minimum Requirements

When necessary to an investigation, each claim for each article must be supported by a statement of the nature and extent of such damage, the basis for the amount claimed (i.e., date article purchased, original cost, actual cash value at time of loss or damage) or the full replacement value.
9.2.8.2 Inconvenience Claims

Inconvenience claims shall be supported with an itemized listing of costs incurred and payments made by the Federal Government to the owner.

9.2.9 Only Claim

When a claim asserted for loss of an entire package or an entire shipment cannot otherwise be authenticated upon investigation, the TSP shall obtain from the claimant a certified statement, in writing, that the property for which the claim is filed has not been received from any other source.

9.2.10 Inventory Correctness

When a claim is asserted for loss of an article, either contained in a carton or as a stand-alone item, and it is not specified on the inventory, the item shall be construed as present and the TSP shall not contest a claim for the missing item, unless the TSP can establish that the inventory was a complete listing of all items in the shipment and that the article was not received by the TSP.

9.3 Claims Settlement

The TSP shall acknowledge a claim in writing within ten (10) calendar days and shall settle the claim within thirty (30) calendar days of receipt.

9.3.1 Settling Property Loss or Damage Claims

The TSP shall satisfy a claim by repairing or replacing the property lost or damaged to the extent of TSP liability with materials of like kind, quality, and condition at time of acceptance by the TSP. Repair or replacement will also be construed to include payment in cash.

In the event that estimates of repair costs are obtained by the owner, either on his/her own or at the request of the TSP, the estimator's cost to furnish such estimates shall be reimbursable to the owner. However, if the terms of the estimate provide that the cost of the estimate will be deducted from the cost of repairs when repairs are completed, the TSP's liability will not exceed the cost of repairs.

9.3.2 Delays in Settlement

If the claim cannot be processed and disposed of within thirty (30) calendar days after receipt thereof, an additional thirty (30) calendar day period will be available for settlement of the claim. The TSP shall, at that time, advise the claimant and the BLIO in writing or electronically of the status of the claim and the reason for the delay in making final disposition. The TSP shall retain a copy of such advice to the claimant in its claim file.
9.3.3 Claim Settlement Penalty

If the TSP does not settle the claim within thirty (30) calendar days after receipt, the TSP shall pay a $30.00 per day penalty to the ordering agency. The total penalty shall not exceed $300.00. The BLIO can waive the penalty in whole or part depending on the circumstances.

9.3.4 TSP Failure to Settle

Failure to make settlement within the initial thirty (30) calendar day period (or the maximum sixty (60) calendar day period if proper notice is given) shall be construed as a refusal by the TSP to settle the claim. If a TSP fails to settle a claim in the time allowed or to its legal liability as determined and to the satisfaction of the owner, the agency paying the costs of the shipment and BLIO are authorized to make a determination of TSP liability for:

- Equitable adjustment for incomplete or non-performance of services
- Loss of or damage to real and personal property.

In making these decisions, the BLIO should interview the TSP and the owner or authorized representative and review the TSP’s settlement offer (if any) and all supporting schedules and documentation. Upon review, the BLIO will determine the propriety of the settlement or, when appropriate, direct the TSP to resettle in the amount or amounts determined to be proper by the BLIO.

9.3.5 Setoff

Failure to make settlement within the initial thirty (30) calendar day period, or the maximum sixty (60) calendar day period shall be construed as a refusal by the TSP to settle the claim and as an admission of its liability to the full extent of the law and this HTOS.

If the TSP refuses to settle a claim, the BLIO can initiate action to collect the money due from the amount owed the TSP.

9.4 Additional International Provisions

The following provisions apply to TSPs performing international HHG shipments.

9.4.1 Liability for General Average/Salvages

On ocean shipments, in addition to the TSP’s liability as otherwise provided in this HTOS, the TSP assumes full liability for and shall pay all contributions in general average or salvage assessed against personal property and shall provide bonds or make arrangements for the prompt release of the shipments from any maritime lien arising there from.
9.4.2  Federal Government Liability

The Federal Government (DOS or other Federal Government agencies assuming effective custody) will be liable to the TSP for damage to or loss or destruction of liftvans due to negligence of the Federal Government, reasonable wear and tear excepted.

9.5  Limitation of Action – Claims for Property Loss or Damage

The time frame for the filing of claims for property loss and damage shall be in accordance with the laws of the United States of America and the terms and conditions of the applicable Bill of Lading.
Transit Times

10.1 Overview

This section provides transit times for both domestic and international Household Goods (HHG) shipments moved in accordance with the provisions of this Household Goods Tender of Service (HTOS). This includes shipments delivered directly to a residence or delivered to storage at destination.

The transit times in this section are the maximum number of transit days allowed. Transit times may be waived in writing by the Bill of Lading Issuing Officer (BLIO). Transportation Service Providers (TSPs) should refer to the Request for Offers (RFO) for special transit times required by specific agencies.

10.1.1 Measurement of Transit Time

A transit time penalty charge of $100 per day will apply when the actual transit time for direct delivery shipments exceeds the transit time defined in HTOS Section 10, Transit Times of GSA’s applicable HTOS and shall be payable to the agency paying the charges for each calendar day, or fraction thereof. Transit time will be measured in calendar days from the date loading is completed to the date on which the shipment is offered for delivery at the residence or delivered to storage at destination. When the last day of the transit time falls on Saturday, Sunday, a local or a Federal holiday, then the next Federal Government business day will be considered the last day of transit. In the event storage-in-transit (SIT) occurs at origin, transit time will be measured based on the transportation from the point of SIT to the delivery residence.

The transit times are based on the assumption that a TSP shall be given a minimum of five (5) business days’ notice before the pick-up date of shipment. If less than five (5) business days’ notice is given the TSP, the transit times will be increased by one (1) business day for each day under the five (5) business day notice period.

10.2 Domestic Transit Times

Section 10.2.1 defines the allowable transit times for HHG shipments moving between Continental United States (CONUS) locations, and between CONUS and Canada locations.

The transit time for a Privately Owned Vehicle (POV) is the same as that for other HHG shipments, except for the locations shown in Section 10.3.

A transit time penalty applies if the TSP fails to meet the POV transit time specified in this section or Section 10.3. The TSP shall notify the applicable department or agency within 24
hours of any expected delay. Also, the TSP shall arrange for the owner’s use of a rental car at
the TSP’s expense. The rental must be the same, or comparable, size/model as the POV the
owner shipped. The BLIO may waive this penalty in whole or in part based on the circumstances
of the delay.

10.2.1 Interstate and Canada Transit Times

Entries in the following table are the allowable number of calendar days of transit time based
on the weight and distance to be moved from origin to destination.

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<th>Weight</th>
<th>0 to 999 lbs.</th>
<th>1,000 to 1,999 lbs.</th>
<th>2,000 to 3,999 lbs.</th>
<th>4,000 to 7,999 lbs.</th>
<th>8,000 lbs. and over</th>
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10.2.2 Shipments To and From Alaska

For HHG shipments to and from the applicable cities in Alaska, the table in Section 10.2.1 shall be used in accordance with the provisions below. Applicable Alaskan cities within CHAMP include Anchorage, Cordova, Fairbanks, Juneau, Ketchikan, Kodiak, Petersburg, Sitka, and Wrangell. Shipments to other Alaskan cities shall be considered one-time-only (OTO) shipments.

10.2.2.1 Ten Day Additive

For HHG shipments to and from the cities of Anchorage, Fairbanks, and all other Alaskan points (except for the cities of Juneau, Ketchikan, Kodiak, Sitka, and others located in the vicinity of these cities), add an additional ten (10) calendar days for time in port to the applicable days shown above.

10.2.2.2 Twenty Day Additive

For shipments to and from the cities of Kodiak, Juneau, Ketchikan, Sitka, and others located within the vicinity of these cities, add an additional twenty (20) calendar days for time in port to the applicable calendar days shown above.

10.2.3 Intrastate Transit Times

Entries in the following table are the allowable number of days of transit time based on the weight and distance to be moved from origin to destination for intrastate HHG shipments.
10.3 POV Transit Time Exceptions

The transit times in this section are an exception to Section 10.2. Entries in the following table are the allowable number of days of transit time for POV shipments:

- Between CONUS locations and locations in Alaska, Guam, Hawaiian Islands, Puerto Rico and the Virgin Islands and
- Between locations in Alaska, Guam, the Hawaiian Islands, Puerto Rico and the Virgin Islands.

The TSP shall notify the applicable Federal department or agency in writing of the port(s) it intends to use to meet the transit time required.

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*Alaskan points include the following cities: Anchorage, Cordova, Fairbanks, Juneau, Ketchikan, Kodiak, Petersburg, Sitka, and Wrangell.

### 10.4 International Transit Times

#### 10.4.1 Between any State, Trust Territory, or Possession of the United States and Named Countries

The transit times in this Section 10.4.4 apply to HHG shipments picked up and delivered between any State, Trust Territory, or Possession of the United States and the named countries. These are the maximum transit times in calendar days applying to international shipments unless waived by the BLIO in writing.

#### 10.4.2 Between International Locations

The transit time for HHG shipments going between international locations is limited to sixty (60) calendar days. The BLIO may adjust this time in writing.

#### 10.4.3 POVs

The transit time for a POV is the same as that for other HHG shipments.

A transit time penalty applies if the TSP fails to meet the POV transit time specified in this section or Section 10.3. The TSP shall notify the applicable department or agency within 24 hours of any expected delay. Also, the TSP shall arrange for the owner’s use of a rental car at the TSP’s expense. The rental must be the same, or comparable, size/model as the POV the owner shipped. The BLIO may waive this penalty in whole or in part based on the circumstances of the delay.
# 10.4.4 International Transit Time Table

Entries in the following table are the allowable number of calendar days of transit time for HHG shipments between any State, Trust Territory, or Possession of the United States and the named countries. This table includes the GSA reporting codes (see Appendix D) for cross reference purposes.

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10.5 Unaccompanied Air Baggage Transit (UAB) Times

Transit time for Unaccompanied Air Baggage (UAB) is eighteen (18) calendar days, unless waived by the BLIO in writing.
Reporting Procedures

This section defines the reports that Transportation Service Providers (TSPs) shall submit during the performance of Household Goods (HHG) shipment services under the provisions of this Household Goods Tender of Service (HTOS). It also describes how these reports are used to control HHGs shipment process.

11.1 Reports to the Owner

Reports required to be furnished to the relocating owner are listed here. Some additional information on owner reports is contained in Reports to the Bill of Lading Issuing Officer (BLIO), Section 11.2.

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<td>A “table of weights and measures” survey of the HHG to be shipped:</td>
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<td>• Include the agreed upon dates for packing and loading the shipment</td>
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<td>• Indicate the total estimated net weight of the shipment</td>
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<td>• TSP’s point(s) of contact</td>
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<td>• Signed and dated by the estimator.</td>
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11.2 Reports to the Bill of Lading Issuing Officer (BLIO)

11.2.1 Reports Applicable to All Shipments

The TSP shall provide the following reports to the BLIO on all HHG shipments. When indicated, a copy of the report shall be provided to the owner or their authorized representative.

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Notes: Failure to Notify BLIO of Weight Variance -- If the TSP fails to notify the BLIO, the TSP agrees that the constructive weight of the shipment will be no more than 115% of the estimated weight recorded on the pre-move survey.

Failure to Justify Weight Variance -- If the TSP fails to satisfactorily justify the difference between the actual and pre-move survey weights, the TSP agrees that the constructive weight of the shipment will be 115% of the pre-move survey weight. The constructive weight shall take precedence over the actual weight for the assessment of transportation, accessorial, and SIT charges when based on weight. The BLIO has the authority to waive this provision.

### Unusual Incident Report

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<td>This report shall be submitted in the event of incidents (e.g., strikes, embargos, fires, pilferage, vandalism, etc.) which produce substantial loss, damage, or delay to a HHG shipment. The TSP shall submit an After-Action Report to the BLIO on each shipment involved.</td>
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<td>3. Last name, first name, and middle initial of owner</td>
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<td>4. GBL number and date issued</td>
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<td></td>
</tr>
<tr>
<td>5. BLIO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Origin</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Destination</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Date shipment received by TSP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Required delivery date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Date and time of incident or discovery thereof</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Estimated amount of loss and extent of damage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Current status of shipment, including new estimated time of arrival (ETA)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Location of shipment(s), if applicable, including port and pier location and date vessel arrived or warehouse location, plus the serial number and name of the owner of the sea container (s)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Name of ship, if appropriate</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### After-Action Report

<table>
<thead>
<tr>
<th>Contents</th>
<th>Date Due</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Final assessment of:</td>
<td></td>
<td>Follows Unusual Incident Report but may be combined with Unusual Incident Report if incident is resolved within 24 hours.</td>
</tr>
<tr>
<td>• The loss or damage incurred</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Delays encountered</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Final disposition of the HHGs shipment</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Schedule Delays Report

<table>
<thead>
<tr>
<th>Contents</th>
<th>Date Due</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Last name, first name, and middle initial of owner</td>
<td>As soon as possible after discovering that it is impossible to meet the</td>
<td>Submit to the BLIO, and if practicable, the owner or their</td>
</tr>
<tr>
<td>2. GBL number and date issued</td>
<td>scheduled pick-up date or the scheduled delivery date established for a HHG</td>
<td>authorized agent.</td>
</tr>
<tr>
<td>3. BLIO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Origin</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Destination</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Requested pick-up date or Required Delivery Date (RDD), as appropriate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Revised pick-up date or delivery date as appropriate</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Neither the Federal Government nor the relocating owner will be responsible for additional charges assessed on any shipment a TSP or its agent holds for any reason unless specific written approval has been obtained from the BLIO.

### Notice of Shipment Arrival

<table>
<thead>
<tr>
<th>Contents</th>
<th>Date Due</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Last name, first name, and middle initial of owner</td>
<td>Within one business day of shipment’s arrival</td>
<td>To the BLIO in writing or by electronic means (e.g., e-mail or facsimile.)</td>
</tr>
<tr>
<td>2. GBL number and date issued</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Date arrived at Destination Agent’s facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. First available delivery date</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Storage-In-Transit Location Report

<table>
<thead>
<tr>
<th>Contents</th>
<th>Date Due</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Last name, first name, and middle initial of owner</td>
<td>• Within five (5) calendar days of shipment being delivered to SIT</td>
<td>To the BLIO in writing or by electronic means (e.g., e-mail or facsimile.)</td>
</tr>
<tr>
<td>2. GBL number and date issued</td>
<td>• Within five (5) calendar days if shipment is moved to a different</td>
<td></td>
</tr>
<tr>
<td>3. Name, address, and telephone number of warehouse where shipment has</td>
<td>warehouse.</td>
<td></td>
</tr>
<tr>
<td>been placed</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: TSP shall maintain a record of this notification.
<table>
<thead>
<tr>
<th>Missed RDD Report</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contents</strong></td>
</tr>
<tr>
<td>1. Last name, first name, middle initial of owner</td>
</tr>
<tr>
<td>2. GBL number and date issued</td>
</tr>
<tr>
<td>3. Origin</td>
</tr>
<tr>
<td>4. BLIO</td>
</tr>
<tr>
<td>5. Destination</td>
</tr>
<tr>
<td>6. Required delivery date</td>
</tr>
<tr>
<td>7. Location of shipment(s), if applicable, including port and pier location and date vessel arrived or warehouse location</td>
</tr>
<tr>
<td>8. New ETA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TSP Error in Shipment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contents</strong></td>
</tr>
<tr>
<td>1. Last name, first name, middle initial of owner</td>
</tr>
<tr>
<td>2. GBL number and date issued</td>
</tr>
<tr>
<td>3. Origin</td>
</tr>
<tr>
<td>4. BLIO</td>
</tr>
<tr>
<td>5. Current (Incorrect) Destination</td>
</tr>
<tr>
<td>6. Location of property or shipment, as applicable, including port and pier location or warehouse location</td>
</tr>
<tr>
<td>7. Corrective actions taken</td>
</tr>
<tr>
<td>8. New destination and ETA of property or shipment</td>
</tr>
</tbody>
</table>

### 11.2.2 Reports Applicable to International Shipments Only

The TSP shall provide the following reports to the BLIO on international HHG shipments only. When indicated, a copy of the report shall be provided to the owner or their authorized representative.

<table>
<thead>
<tr>
<th>Actual Weight of International Shipment In Excess of Owner’s Authorized Allowance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contents</strong></td>
</tr>
<tr>
<td>1. Last name, first name, and middle initial of owner</td>
</tr>
<tr>
<td>2. GBL number and date issued</td>
</tr>
<tr>
<td>3. Actual weight of the international shipment</td>
</tr>
</tbody>
</table>
Notes:
1. If the shipment weighs in excess of the owner’s authorized allowance, the BLIO will notify the TSP when it may move the shipment. This time will not be counted against the allowable transit time, and payment will be authorized for any SIT at origin.
2. If, when requested, the TSP fails to notify the BLIO of the actual weight of an international shipment and moves the shipment from origin to destination, the TSP shall collect from the Federal Government an amount equal to the allowable charges due for the owner’s authorized shipment weight. In this situation, the TSP is prohibited from collecting anything from the relocating owner for the excess weight.

### SIT Pick-up/Delivery Report

<table>
<thead>
<tr>
<th>Contents</th>
<th>Date Due</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advise whether the pick-up or delivery of an international SIT shipment will be performed in the morning (0800 to 1200) or in the afternoon (1200 to 1700) of the following day.</td>
<td>On the afternoon preceding the scheduled pick-up or delivery.</td>
<td>Upon request of the BLIO using means requested by BLIO.</td>
</tr>
</tbody>
</table>

### Shipment Pick-up Report

<table>
<thead>
<tr>
<th>Contents</th>
<th>Date Due</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Owner’s name</td>
<td>No more than five (5) calendar days following date of pick-up of an international shipment in either CONUS or overseas.</td>
<td>Upon request of the BLIO using means requested by BLIO.</td>
</tr>
<tr>
<td>2. GBL number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Pieces, net weight, gross weight, and cube of shipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Estimated date shipment will be picked up by linehaul equipment for movement to the ocean port</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Estimated date of sailing and identity of port and vessel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Routing of vessel and discharge port</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Estimated date of arrival at destination.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Shipments on Hand Report

<table>
<thead>
<tr>
<th>Contents</th>
<th>Date Due</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Owner’s name</td>
<td>Weekly on Monday (or first business day after), provide a report of all of its international shipments (except shipments in Storage-in-Transit) on hand which were picked up from an owner’s residence as well as from its agent’s facilities before the previous Wednesday.</td>
<td>Upon request of the BLIO using means requested by BLIO. Negative reports are required.</td>
</tr>
<tr>
<td>2. GBL number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Pick-up date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. TSP SCAC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. RDD</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Commercial Port Level Report

<table>
<thead>
<tr>
<th>Contents</th>
<th>Date Due</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of international HHG shipments on hand at commercial ports for the preceding week.</td>
<td>Submitted Mondays during the period May 1 through September 30.</td>
<td>Reports must be submitted to the shipping agency and the US Dispatch Agents by FAX. BLIO may waive this requirement.</td>
</tr>
</tbody>
</table>

Note: Refer to Appendix C for detailed report format

### Ocean Terminal Port Agent Roster

<table>
<thead>
<tr>
<th>Contents</th>
<th>Date Due</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Port Agent Name</td>
<td>Upon initial request. TSP shall update the ocean terminal port agent rosters at least annually. See Notes</td>
<td>If required by a Federal shipping agency. See Notes.</td>
</tr>
<tr>
<td>Location</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone number</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Notes:
1. Submit copies as follows:
   - Three (3) copies of the rosters of CONUS ocean terminal port agents to the shipping agency and
   - Five (5) copies of the rosters of overseas ocean terminal port agents to the shipping agency.
2. Changes shall be submitted as they occur during the year.

### 11.3 Reports to the Program Management Office (PMO)

#### 11.3.1 Shipment Report

The TSP shall furnish to the PMO a quarterly report of shipments billed to the agencies during the previous quarter on shipments handled under the HTOS provisions.

- The report should contain a listing of all Centralized Household Goods Traffic Management Program (CHAMP) shipments including household goods, Unaccompanied Air Baggage (UAB), and Privately Owned Vehicles (POVs). For purposes of this report, use the date of submission of the Public Voucher for Transportation Charges, SF 1113, as the billing date for including shipments in this report.

- The Shipment Report shall be submitted within sixty (60) calendar days after the end of each calendar quarter. GSA’s Industrial Funding Fee (IFF) will only be collected on HHG; however, the report should contain a listing of all shipment elements, including HHG, POV, and UAB. See Section 1.3.6 and the annual Request for Offers (RFO) for information on the GSA IFF.
• The PMO will notify the TSP or its Rate Filing Service Provider (RFSP) via e-mail of any errors. If a report needs to be corrected, the error file name will have the letter “E” appended to the submitted file name per Section 3 of Appendix D (shipment error reports only), and will be placed in the TSP’s directory, or directory of a RFSP.

• The error report will contain a list of the identified errors found within the report. To resubmit, the TSP or RFSP shall correct the errors and upload the entire shipment file back to GSA.

11.3.1.1 Failure to Submit Reports or Correct Deficiencies

Failure to submit shipment reports or to correct identified deficiencies in submitted shipment reports in two consecutive quarters and/or three of four quarters will result in the placement of a TSP in temporary non-use status in CHAMP, withdrawal of a TSP's rates in the Transportation Management Services Solution (TMSS) database and possible subsequent revocation of its approval to participate in CHAMP.

Failure to submit a shipment report or to correct deficiencies in a submitted shipment report in one of the four quarters will result in an incomplete report submission status and will affect a TSP's Customer Satisfaction Index (CSI) score.

11.3.1.2 Correcting Deficiencies in Shipment Reports

An automated e-mail will notify each TSP of its report status if errors have been found in a submitted shipment report. Upon notification, the TSP shall have ten (10) calendar days to submit the identified shipment report or to correct the identified errors. If the report is not submitted or the errors are not corrected and resubmitted within the ten (10) calendar days, another automated e-mail will be sent to the TSP. If the TSP fails to submit the shipment report or to correct the identified errors in a submitted shipment report in two consecutive quarters or three of four quarters, GSA will send a notification to the TSP identifying the deficiencies and will give the TSP thirty (30) calendar days to correct the deficiencies. If the TSP fails to correct the deficiencies within the thirty (30) calendar days, the TSP shall be placed in a temporary non-use status in CHAMP and its rate offers will be removed from the TMSS database. GSA will then issue a second notification informing the TSP of its temporary non-use status in CHAMP, the removal of its rate offers from TMSS and the TSP shall be given a final thirty (30) calendar days to correct the deficiencies. If GSA does not receive the required shipment reports or acceptably corrected shipment reports within the thirty (30) calendar days, the TSP's approval to participate in CHAMP will be revoked.
11.3.1.3 Negative Reports Required

TSPs are required to submit a negative report even if a shipment was not billed during the quarter. The TSP shall be considered non-responsive if it fails to file a shipment report.

11.3.2 Claim Settlement Report

TSPs may furnish to the PMO a quarterly report of claims settled during the calendar quarter on shipments under the HTOS provisions.

11.3.2.1 Content

For the purpose of this reporting requirement, the reportable claim settlement date is the first offer of full payment, partial payment or full denial made by the TSP.

11.3.2.2 Date Due if Submitted

If the TSP chooses to submit the Claims Settlement Report, it will be submitted within sixty (60) calendar days after the end of each calendar quarter. The submission of a claim settlement report is optional. The absence of this report will not affect a TSP’s status in CHAMP.

11.3.3 Content and Format Requirements

The Shipment Report and Claims Settlement Report shall meet the content and format requirements set out in Appendix D.

11.3.4 Electronic Filing Only

Required reports shall be submitted using electronic media. Hard copy (i.e., paper) shipment and claim reports will not be accepted. In those instances where hard copy reports are submitted to the PMO, it will be considered the same as a failure to submit reports.
International Accessorial Services Rules, Rates, and Charges

Part I – Overview Information

12.1 Structure of this Section

This section contains rules as well as specific rates and charges permissible under the GSA Centralized Household Goods Traffic Management Program (CHAMP) International Program for Accessorial Services. It consists of five (5) parts:

Part I, Overview Information, introduces this section.

Part II, Accessorial Services, contains the rules for accessorial service and defines the rules, rates and charges for those services when provided to CHAMP international Household Goods (HHG) shipments.

Part III, Geographic Application of Rates for Accessorial Services, defines the rates for those services that vary by geographic service area. It is used in conjunction with Part II to develop the charges for accessorial services. These services are:

- Labor Charges (described in Section 12.7) that apply to HHG and Unaccompanied Air Baggage (UAB) shipments when service is performed at points within the Continental United States (CONUS), Canada, and Hawaii. Part III provides the regular and overtime hourly labor rate that applies for the listed service areas.
- Long Carries (described in Section 12.26). Part III lists the appropriate schedule to apply from Section 12.26 when determining the long carry charge.
- Storage-in-Transit (SIT) and Warehouse Handling (described in Section 12.17). Part III provides the charges that apply for SIT and related warehouse handling services for the listed service areas.
- Pick-up and Delivery (P/D) (described in Section 12.19). Part III lists the appropriate schedule to apply from Section 12.19 when determining the Pick-up and Delivery charge.

Part IV, Surface Linehaul Rate Tables, defines the rates for linehaul service. It is also used in conjunction with Part II to develop the charges for accessorial services.

Part V, Service Area Designations, defines service area numbers corresponding to the states, counties, and provinces. These service areas are used to establish the applicable rates and
charges for certain services described in Part II and performed at the service areas listed in Part III.

12.2 International Accessorial Services

The accessorial services in this section are additional services which may be required to successfully complete an international HHG shipment. This Section addresses international services only. Domestic accessorial rules are contained in the GSA tariff. These services may be furnished by the Transportation Service Provider (TSP) upon request of the BLIO at the rates or charges specified in Parts II, III, and IV in this section. The rates in this section apply to accessorial services performed by the TSP and are in addition to the single factor rate (SFR) for surface transportation from point of origin to point of destination or destination warehouse.

12.3 Minimum Weights

Except as otherwise provided, the minimum weight for surface HHG shipments shall be 1,000 pounds (450kg); and the minimum weight of UAB shipments shall be 45 kilograms (100 lbs).

12.4 Conversion Factors

To convert U.S. customary units to metric units, multiply by the conversion factor. To convert metric to U.S. customary units, divide by the conversion factor.

<table>
<thead>
<tr>
<th>Symbol</th>
<th>When You Know</th>
<th>Multiply By</th>
<th>To Find</th>
<th>Symbol</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>in</td>
<td>Inches</td>
<td>2.54</td>
<td>centimeters</td>
<td>cm</td>
</tr>
<tr>
<td>ft</td>
<td>Feet</td>
<td>30.48</td>
<td>centimeters</td>
<td>cm</td>
</tr>
<tr>
<td>yd</td>
<td>Yards</td>
<td>0.9144</td>
<td>meters</td>
<td>m</td>
</tr>
<tr>
<td>mi</td>
<td>Miles</td>
<td>1.6093</td>
<td>kilometers</td>
<td>km</td>
</tr>
<tr>
<td>Mass</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>oz</td>
<td>Ounces</td>
<td>28.35</td>
<td>grams</td>
<td>g</td>
</tr>
<tr>
<td>lb</td>
<td>Pounds</td>
<td>0.4536</td>
<td>kilograms</td>
<td>kg</td>
</tr>
<tr>
<td>t</td>
<td>short ton</td>
<td>0.9072</td>
<td>metric ton</td>
<td>t</td>
</tr>
<tr>
<td></td>
<td>(2,000 lb.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volume</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>pt</td>
<td>Pints</td>
<td>0.473</td>
<td>liters</td>
<td>L</td>
</tr>
<tr>
<td>Symbol</td>
<td>When You Know</td>
<td>Multiply By</td>
<td>To Find</td>
<td>Symbol</td>
</tr>
<tr>
<td>--------</td>
<td>---------------</td>
<td>-------------</td>
<td>---------</td>
<td>--------</td>
</tr>
<tr>
<td>qt</td>
<td>Quarts</td>
<td>0.946</td>
<td>liters</td>
<td>L</td>
</tr>
<tr>
<td>gal</td>
<td>Gallons</td>
<td>3.785</td>
<td>liters</td>
<td>L</td>
</tr>
</tbody>
</table>

### 12.5 Abbreviations

Abbreviations used in this section are:

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Meaning</th>
<th>Abbreviation</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDL</td>
<td>Additional</td>
<td>P/D</td>
<td>Pick-up Or Delivery</td>
</tr>
<tr>
<td>CWT (45KG)</td>
<td>Hundredweight</td>
<td>REG</td>
<td>Regular</td>
</tr>
<tr>
<td>EA</td>
<td>Each</td>
<td>SA</td>
<td>Service Area</td>
</tr>
<tr>
<td>ELV</td>
<td>Elevator</td>
<td>S/C</td>
<td>Stair Carry</td>
</tr>
<tr>
<td>1ST</td>
<td>First</td>
<td>SCH</td>
<td>Schedule</td>
</tr>
<tr>
<td>L/C</td>
<td>Long Carry</td>
<td>SIT</td>
<td>Storage-In-Transit</td>
</tr>
<tr>
<td>O/T</td>
<td>Overtime</td>
<td>W/H</td>
<td>Warehouse Handling</td>
</tr>
</tbody>
</table>
Part II – Accessorial Services

12.6 Auxiliary Services

Auxiliary Services covers all services for which no charges are otherwise provided in the Household Goods Tender of Service (HTOS) or Request for Offers (RFO), when such services are authorized and confirmed in writing by the Bill of Lading Issuing Officer (BLIO) on a DD Form 619 (Statement of Accessorial Services Performed) or comparable commercial form.

Charges for auxiliary service:

1. Per additional vehicle: US$29.45 per hour
2. Labor: Apply labor rates contained in Section 12.7

12.7 Labor Charges

A. Labor Charges cover all services for which no charges are otherwise provided in the HTOS or RFO when such services are authorized and confirmed in writing by the (BLIO) on a DD Form 619 (Statement of Accessorial Services Performed) or comparable commercial form.

B. Charges based on time are computed by multiplying the hourly rate by the time involved. When fractions of an hour are used, charges will be as follows: 15 minutes or less, one-quarter of an hour; 16 to 30 minutes, one-half hour; 31 to 45 minutes, three-quarters of an hour; and in excess of 45 minutes, 1 hour.

C. See Part III, Geographical Application of Rates and Schedules, for Labor Rates to apply to HHG and UAB shipments when service is performed at points within CONUS, Canada, and Hawaii.

D. Applicable Labor Charge when service is performed at points other than those within CONUS, Canada and Hawaii is at the rates shown below:

<table>
<thead>
<tr>
<th>SERVICE AREAS</th>
<th>RATES (In dollars and cents)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Regular Hour per Person</td>
</tr>
<tr>
<td>WHEN SERVICE IS PERFORMED AT ALL POINTS OUTSIDE CONUS, CANADA, AND HAWAII, EXCEPT AS PROVIDED BELOW</td>
<td>US$11.90</td>
</tr>
<tr>
<td>Germany, Belgium, and The Netherlands</td>
<td>US$17.90</td>
</tr>
<tr>
<td>Alaska</td>
<td>US$42.00</td>
</tr>
</tbody>
</table>
12.8 Waiting Time

A. This section will not apply when waiting time is the fault of the TSP.

B. Loading and unloading or pick-up and delivery will be performed during regular working hours. (See definition in Section 5.2.8). Waiting time charges will be applicable only between these hours at rate of US$29.45 per hour per vehicle, less free waiting time.

C. Free waiting time is allowed as follows:
   - For direct deliveries, three (3) hours
   - For deliveries from storage-in-transit, one (1) hour
   - For attempted pick-up of HHG only, one (1) hour.

D. Additional waiting time, after expiration of the free waiting time, requires BLIO prior approval and is subject to the TSP’s convenience.

E. Charges based on time are computed by multiplying the hourly rate by the time involved. When fractions of an hour are used, the charges will be as follows:
   - 15 minutes or less, one-quarter of an hour
   - 16 to 30 minutes, one-half hour
   - 31 to 45 minutes, three-quarters of an hour
   - In excess of 45 minutes, one hour.

F. Labor charges for the vehicle driver and helper(s) will be at the hourly labor rate in Section 12.7, Labor Charges

12.9 Overtime Loading and Unloading

A. Except as otherwise provided for and subject to applicable notes below, an additional charge of US$2.35 per net hundredweight (45kg) will apply for each overtime loading or unloading when this service is performed outside of regular working hours and when authorized and confirmed, in writing, by the BLIO.

B. Overtime loading and unloading charges apply when:
   - The service is performed outside of regular working hours
   - The service is made necessary by landlord requirements or is required by prevailing laws or ordinances
   - The service is rendered at the specific written request of BLIO or its agent.

The BLIO shall be notified of the additional charge specified in this section for this service before the loading or unloading begins. See following notes:
Note 1: Overtime loading and unloading charges will be based on the net hundredweight (45 kg) of the shipments subject to a minimum of 500 pounds (227 kg).

Note 2: Overtime loading and unloading charges will not apply when service is performed for the TSP's convenience or when shipments are delivered to a warehouse at destination.

Note 3: Overtime loading and unloading services will be rendered only at the option of the TSP. Service involving loading or unloading at a warehouse must be agreed to by the warehouseman.

Note 4: Outside of regular working hours is defined as follows:

- Between 5 p.m. and 8 a.m., except Saturdays, Sundays, and holidays
- During any hour on Saturday
- During any hour on Sunday
- During any hour on officially declared Foreign National, U.S. National or State holidays, except such charges shall apply on State holidays only when service is rendered within that State on that holiday.

12.10 Reweigh - Household Goods

A. The TSP shall reweigh the shipment prior to delivery when requested to do so by the BLIO. The lower of the two net scale weights will be used for determining transportation charges. The TSP may bill the Federal Government for the cost of the reweigh scale charge but an original copy of the scale charge invoice shall be included with the billing. No reweigh service charge will apply.

B. Reweigh provisions are not applicable when constructive weight is used in accordance with Section 5.4.5.

12.11 Crates/Special Containers

A. Compensation to the TSP is authorized for construction of crates/containers necessary for safe transit of motorcycles, mopeds, minibikes and items of unusual nature such as, but not limited to, hang gliders, sail boards, hot tubs, slate pool tables, marble/glass table tops and certain grandfather clocks (e.g., those with protruding glass faces), and other similar articles requiring special protection.

B. External shipping containers are authorized for items that will not fit into standard HHG shipping containers.
1. Compensation: US$7.00 per cubic foot, (US$233.85 per cubic meter) no minimum charge.

2. Container becomes property of the Federal Government.

C. Internal crates are authorized for items that will fit standard HHG shipping containers but require additional protection for safe transit.

   1. Compensation: US$14.45 per crate or US$3.35 per cubic foot (US$112.00 per cubic meter) whichever is greater.

   2. Crates remain the property of the owner.

D. TSPs are responsible for notifying the BLIO of any property requiring crates/containers prior to performing service. BLIO must provide written authorization prior to construction of crates/containers.

E. With the exception of vehicular equipment, such as motorcycles, mopeds, minibikes, the BLIO is responsible for determining the necessity of TSP’s, as well as owners, requests for crating. Vehicular items are not automatically approved for crating. See Section 5.2.2.1.4.

Note: Some countries require that motorcycles be crated separately. It is the responsibility of the TSP to determine which destinations have this requirement.

F. If a TSP utilizes crates retained by the owner from a previous move, compensation for service performed will be made under labor costs.

G. Flat Panel televisions include Plasma and Liquid Crystal Display (LCD) types, which are, by design, four (4) inches or less in depth and are incapable of standing alone without a form of support. Flat panel televisions must always be handled in an upright position. Flat panel televisions must be packed in the original manufacturer’s shipping container, if available and serviceable. If original packing materials are not available, flat panel televisions in excess of 60 inches (diagonal screen size) may be wrapped and crated for maximum protection. For televisions that are 60 inches or less (diagonal screen size), TSPs are authorized to use corrugated cartons which are specially designed to ship flat panel televisions. Crating charges apply only for televisions in excess of 60 inches (diagonal screen size) and are subject to the provisions of Sections 5.2.2.1.4 and 8.5.5 above. There will be no additional compensation for labor costs when using the original container or the corrugated cartons.

12.12 Unpacking Service - UAB Only

A. Additional charges apply when unpacking service for UAB is requested by the BLIO and verified by the owner.
1. When a TSP unpacks the external container/crate, and places each article in the residence or other building, a US$0.60 per cubic foot (US$20.00 per cubic meter) charge will apply.

2. When a TSP unpacks the internal cartons and places each article in the residence or other building, the TSP has the option of billing a per cubic foot (cubic meters) charge as outlined in (1) above, or a per carton charge, whichever is greater. TSP shall not bill for both.

3. Charges shall be in accordance with the following table.

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>PER</th>
<th>UNPACKING RATE (In US dollars and cents)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td><strong>CFFT =</strong> Cubic Foot (Cubic Meter) or Fraction Thereof.</td>
</tr>
<tr>
<td><strong>BARRELS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Barrel, dish-pack, drum or specially designed containers for use in lieu of barrel, dish-pack or drum of not less than 5 cubic feet (0.15 cubic meters) capacity</td>
<td>Each</td>
<td>US$3.40</td>
</tr>
<tr>
<td><strong>BOXES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not over 5 cubic feet (0.15 cubic meters)</td>
<td>Each</td>
<td>US$1.90</td>
</tr>
<tr>
<td>Over 5 but not over 8 cubic feet (over 0.15 but not over 0.24 cubic meters)</td>
<td>Each</td>
<td>US$3.25</td>
</tr>
<tr>
<td>Over 8 cubic feet (0.24 cubic meters)</td>
<td>CFFT</td>
<td>US$0.60 (US$20.00 per cubic meter)</td>
</tr>
<tr>
<td><strong>CARTONS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Double or Triple-Wall (Federal Specifications PPP-B-1364 or PPP-B-640)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not over 4 cubic feet (0.12 cubic meters)</td>
<td>Each</td>
<td>US$3.50</td>
</tr>
<tr>
<td>Over 4 but not over 6 cubic feet (0.12 cubic meters)</td>
<td>Each</td>
<td>US$3.85</td>
</tr>
<tr>
<td>Over 6 but not over 8 cubic feet (over 0.18 but not over 0.24 cubic meters)</td>
<td>Each</td>
<td>US$4.35</td>
</tr>
<tr>
<td>Over 8 cubic feet (0.24 cubic meters)</td>
<td>CFFT</td>
<td>US$0.60 (US$20.00 per cubic meter)</td>
</tr>
<tr>
<td>When cartons of more than 1-1/2 cubic feet (0.045 cubic meters) are used and no rate is shown for the size carton used, charges will be based on the rate for the next lower size carton shown. Cubic content must be shown on all cartons.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>WARDROBE CARTON</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not less than 10 cubic feet (0.3 cubic meters)</td>
<td>Each</td>
<td>None</td>
</tr>
<tr>
<td><strong>CONTAINERS OR CRATES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specifically designated for mirrors, painting, flat panel TVs, glass or marble tops and similar fragile articles.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross measurement of specially designed container or crate.</td>
<td>CFFT</td>
<td>US$0.60 (US$20.00 per cubic meter)</td>
</tr>
<tr>
<td>Minimum charge per specially designed container or crate</td>
<td>Each</td>
<td>US$2.15</td>
</tr>
</tbody>
</table>
12.13 Extra Pick-up or Delivery

A. Portions of a shipment may be picked up or delivered at one or more place of origin, destination or en route, provided all portions of the shipment are made available to the TSP at the same time. Service under this section will be authorized by proper entry on the BL or by ordering of the service and certification on DD Form 619 or a comparable commercial form by the BLIO.

B. Charges for extra pick-up or delivery of HHG will be computed as follows:

<table>
<thead>
<tr>
<th>Within A 50 Mile Radius Of The Extra Origin/Destination</th>
<th>Overseas, Excluding Alaska</th>
<th>Alaska</th>
</tr>
</thead>
<tbody>
<tr>
<td>US$57.10 per extra pick-up/delivery</td>
<td>US$57.10 per extra pick-up/delivery</td>
<td>US$38.60 per extra pick-up/delivery</td>
</tr>
<tr>
<td>51-150 Miles Of The Origin/Destination Point</td>
<td></td>
<td></td>
</tr>
<tr>
<td>US$57.10 per shipment plus US$0.05 net per CWT (45kg) per highway mile from 51 miles to 150 miles inclusive (subject to a 50 mile minimum).</td>
<td>US$57.10 per shipment plus US$0.03 net per CWT (45kg) per highway mile from 51 miles to 150 miles inclusive (subject to a 50 mile minimum).</td>
<td>US$77.20 per shipment plus US$0.85 for each 20 miles or fraction thereof.</td>
</tr>
<tr>
<td>151 Miles And Over Of The Origin/Destination Point</td>
<td></td>
<td></td>
</tr>
<tr>
<td>US$57.10 per shipment plus US$0.05 net CWT (US$0.05) (45kg) per highway mile from 51 miles to 150 miles inclusive plus US$0.01 net CWT (45kg) per highway mile from 151 miles and over.</td>
<td>US$57.10 per shipment plus US$0.03 net CWT (45kg) per highway mile from 51 miles to 150 miles inclusive plus US$0.01 net CWT (45kg) per highway mile from 151 miles and over.</td>
<td>US$77.20 per shipment plus US$0.85 net CWT (45kg) for each 20 miles or fraction thereof from 51 miles and over.</td>
</tr>
</tbody>
</table>

A. Land transportation rates, when applicable, will be calculated on the weight of the additional pick-up or delivery. When the TSP is required to unstuff and restuff containers to affect the extra pick-up/delivery, the labor rates in Section 12.7 will apply.

B. Charges for Extra Pick-up or Delivery of UAB will be as follows:

1. Portions of a shipment may be picked up or delivered at one or more places at origin or destination, provided that all portions of the shipment are made available to the TSP at the same time. Services performed under this section will be ordered on a DD Form 619 or comparable commercial form and certified by the BLIO.

2. An additional charge of US$12.85 per extra pick-up or delivery per shipment will apply.
12.14  Attempted Delivery to Residence from SIT

A. Compensation to a TSP for attempted delivery to residence from Storage-In-Transit (SIT), when the failure to deliver is not the fault of the TSP, will be as follows:
   1. Round trip mileage from the warehouse to residence and return:
      a. If total mileage is fifty (50) miles (80 km) or less, Pick-up or Delivery Transportation Rate on SIT shipments will apply. See Section 12.19 and Part III for rate to apply.
      b. If total mileage is greater than fifty (50) miles, (80 km) applicable provisions of the linehaul tables in Sections 12.28 to 12.35 of Part IV will apply.
   2. Warehouse Handling: A second warehouse handling charge will apply if the shipment is again placed into SIT.

Note: If the shipment remains on the same vehicle until delivered, this additional warehouse handling charge will not apply.

   1. Waiting Time: The provisions of Section 12.8, Waiting Time, will apply if TSP is required to wait at residence.
   2. SIT: If property is again placed into SIT, the same SIT control number will apply. Storage charges in CONUS and Canada will continue at the additional daily rate. Storage charges overseas will continue on a thirty calendar (30)-day basis for HHG and a fifteen calendar (15)-day basis for UAB.

12.15  Attempted Pick-up and Direct Delivery Charges

A. Whenever an attempted pick-up or direct delivery occurs, under conditions stated in the definition of the term in Appendix A, the service will be supported by DD Form 619 or comparable commercial form certified by the BLIO.

B. Charges for this service will be computed as follows:
   1. Per vehicle: US$29.45 per hour.
   2. Labor: Apply labor rates contained in Section 12.7.
   3. Waiting Time: One hour free time in accordance with Section 12.8 (HHG only).

12.16  Delivery to Storage in Federal Government Facilities

Shipments delivered to storage in Federal Government facilities will be considered terminated. The Federal Government facility will be considered the final delivery point for the shipment.
12.17 SIT and Warehouse Handling Charge Household Goods Surface Shipment

A. SIT and warehouse handling charges are in dollars and cents per net hundredweight (45kg) and apply based on the location of warehouse where SIT service is provided. Charges for these services will be based on the actual weight of goods stored, subject to a 1000 pound (454 kg) minimum. Rates in effect on the date of initial pick-up at origin will apply.

B. This section applies when SIT is ordered by the BLIO and performed by a TSP or its agent.
   1. CONUS and Canada locations: Storage charges apply for each day of storage and apply for the exact time SIT service is rendered. Storage days will include the day goods are placed in storage, and the day goods are removed from storage. If the goods are removed from storage on the same day they are placed in storage, one (1) day of storage will apply.
   2. Overseas locations: Storage charges apply for thirty (30) calendar days of storage or fraction thereof, and each time SIT service is rendered. Storage days will include the day goods are placed in storage, but not the day removed from storage. If the goods are removed from storage on the same day they are placed in storage, one (1) thirty (30) day storage period will apply.

C. The warehouse handling charge applies once each time a shipment is placed into SIT.

D. Except as provided below, a shipment or portion thereof may be placed in SIT one or more times for an aggregate period not to exceed 180 calendar days unless additional storage is authorized by the BLIO. If additional SIT is authorized, the BLIO will notify TSP in writing of the projected termination date. When not removed from SIT at the expiration of the time limit specified in this section:
   - The liability of the TSP will terminate at midnight on the 180th day or at the end of the extended SIT period authorized by the BLIO
   - The through GBL character of the shipment will cease
   - The warehouse will be considered the destination of the shipment
   - The warehouseman will become the agent for the owner
   - The shipment becomes subject to the rules, regulations and charges of the warehouseman.

EXCEPTION: When the owner has requested final delivery of their property at least five (5) business days before the expiration of storage, and when the TSP, through no fault of the owner, does not deliver the property prior to the end of the 180 day period (or any extension thereof) then SIT charges will not apply after the 180 calendar days or at the end of the
extended SIT period. All other provisions under the original tender will continue in effect until property is delivered to final residence.

E. Delivery to residence will be made on the date requested. If prior commitments prevent the TSP from delivering on that date, then delivery will be made as soon as possible thereafter. In any event, storage charges will cease on whichever of the following dates is earlier:
   1. Requested delivery date, or five (5) business days following the date of notification to deliver, whichever is later; or
   2. Date of actual delivery for CONUS and Canada locations, or the date immediately prior to the date of actual delivery for overseas locations.

F. See Part III for the SIT and warehouse handling rate to apply when service is performed at points within CONUS and Canada.

OVERSEAS APPLICATION: Rates apply as shown below based on the location of the warehouse where Storage-in-Transit service is provided. Also see Section 5.8.

<table>
<thead>
<tr>
<th>Location</th>
<th>Overseas Storage for each Thirty (30) Calendar Days or Fraction Thereof per cwt (45kg)</th>
<th>Warehouse Handling Charge per cwt. (45kg)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AT ANY POINT OTHER THAN THOSE LISTED BELOW</td>
<td>US$2.45</td>
<td>US$2.80</td>
</tr>
<tr>
<td>ALASKA</td>
<td>US$4.90</td>
<td>US$3.85</td>
</tr>
<tr>
<td>AUSTRALIA (both East and West)</td>
<td>US$2.95</td>
<td>US$3.70</td>
</tr>
<tr>
<td>BELGIUM</td>
<td>US$2.60</td>
<td>US$3.30</td>
</tr>
<tr>
<td>GERMANY, UNITED KINGDOM AND SCOTLAND, SWITZERLAND</td>
<td>US$1.95</td>
<td>US$1.95</td>
</tr>
<tr>
<td>NETHERLANDS, THE</td>
<td>US$3.70</td>
<td>US$4.90</td>
</tr>
<tr>
<td>ICELAND</td>
<td>US$3.24</td>
<td>US$3.24</td>
</tr>
<tr>
<td>JAPAN (less Okinawa)</td>
<td>US$7.39</td>
<td>US$6.58</td>
</tr>
<tr>
<td>OKINAWA</td>
<td>US$4.33</td>
<td>US$4.32</td>
</tr>
<tr>
<td>HAWAIIAN ISLANDS</td>
<td>US$8.28</td>
<td>US$3.05</td>
</tr>
</tbody>
</table>

**12.18 SIT and Warehouse Handling Charge Household Goods, UAB**

Rates are in dollars and cents per gross hundredweight (45kg) and apply in the territories or areas shown below, based on location of warehouse where SIT service for UAB is provided:
### When Warehouse Is Located At

<table>
<thead>
<tr>
<th>When Warehouse Is Located At</th>
<th>SIT For Each Fifteen (15) Calendar Days Or Fraction Thereof</th>
<th>Warehouse Handling Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Per Gross Cwt (45kg)</td>
<td>Minimum Charge Per Each Fifteen (15) Calendar Days Or Fraction Thereof</td>
</tr>
<tr>
<td>Any point within CONUS and CANADA</td>
<td>US$1.45</td>
<td>US$7.55</td>
</tr>
<tr>
<td>Any overseas point not listed below</td>
<td>US$1.15</td>
<td>US$5.95</td>
</tr>
<tr>
<td>Hawaii</td>
<td>US$2.10</td>
<td>US$10.70</td>
</tr>
<tr>
<td>Puerto Rico</td>
<td>US$2.00</td>
<td>US$10.10</td>
</tr>
</tbody>
</table>

Note 1: Delivery to residence will be made on the date specified by the BLIO, provided the BLIO has given the TSP three (3) business days' notice. The TSP shall deliver the shipment no later than three (3) business days after BLIO notification. If notification is given before noon of a business day, that day will be considered day one. If notification is given after noon of a business day, the following day will be considered day one. Storage charges will cease:

a. After Day 3, when the shipment is delivered beyond the third working day at the convenience of the TSP.

b. The day after the shipment is removed from storage when the shipment is delivered beyond the third working day at the BLIO's request.

Note 2: This section applies when SIT is ordered by the BLIO and performed by a TSP or its agent. Storage days will include the day goods are placed in storage and the day goods are removed from storage. If the goods are removed from storage on the same day they are placed in storage, one (1) fifteen (15) calendar day storage period will apply.

Note 3: Warehouse Handling Charges apply once each time shipment is placed in SIT.

### 12.19 Pick-up or Delivery Transportation Rates to Apply on SIT Shipment HHG, Surface

A. Rates in this section apply to the drayage of SIT shipments as follows:

1. From residence to a SIT facility at origin.
2. From destination SIT facility to final residence.
Note: This charge applies to shipments stored at either a commercial or Federal Government facility.

B. Shipments stored within CONUS, Canada or Hawaii:
   1. Pick-up or delivery within fifty (50) miles (80 km) of SIT facility, apply the rates in the applicable schedule in this item.
   2. Pick-up or delivery beyond fifty (50) miles (80 km) of SIT facility, apply the schedules in this item, plus the rate for additional mileage beyond fifty (50) miles. Refer to the linehaul tables in Sections 12.28 to 12.35 in Part IV.

C. For Shipments stored overseas, refer to the linehaul tables in Sections 12.28 to 12.35 in Part IV.

D. The BLIO may order, subject to TSP’s concurrence, the services provided by this section outside of regular working hours. The rates specified below plus overtime loading or unloading charges will apply. These additional charges will not apply when service is performed outside of regular working hours for the convenience of the TSP. When such service is ordered, it must be confirmed in writing. Rates in effect on date of initial pick-up at origin will apply.

E. See Part III, for the Pick-up or Delivery Transportation Schedules to apply when service is performed at points within CONUS and Canada.

Note 1: Rates are expressed in terms of dollars per shipment and in terms of dollars per hundredweight (45kg) for each 100 pounds (45 kg) or fraction thereof, in excess of 22,999 pounds (10,432 kg). The “Add’l CWT. (45kg)” rate applies for each additional 100 pounds (45 kg), or fraction thereof, in excess of 22,999 pounds (10,432 kg), plus the base rate per shipment.

Note 2: For rates applicable for Hawaii, apply Schedule D; for Alaska apply Schedule H.

<table>
<thead>
<tr>
<th>Weight From</th>
<th>Thru</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000</td>
<td>1099</td>
<td>125</td>
<td>139</td>
<td>154</td>
<td>171</td>
<td>190</td>
<td>211</td>
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<td>260</td>
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<td>1100</td>
<td>1199</td>
<td>135</td>
<td>150</td>
<td>166</td>
<td>185</td>
<td>205</td>
<td>227</td>
<td>252</td>
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<tr>
<td>1200</td>
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<td>145</td>
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<tr>
<td>1500</td>
<td>1599</td>
<td>175</td>
<td>194</td>
<td>215</td>
<td>239</td>
<td>265</td>
<td>294</td>
<td>326</td>
<td>362</td>
</tr>
</tbody>
</table>
## Pick-up Or Delivery Transportation Rates On Storage-In-Transit (SIT) Shipments

<table>
<thead>
<tr>
<th>Weight</th>
<th>Schedules</th>
</tr>
</thead>
<tbody>
<tr>
<td>From</td>
<td>Thru</td>
</tr>
<tr>
<td>1600</td>
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### Pick-up Or Delivery Transportation Rates On Storage-In-Transit (SIT) Shipments

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<th>Weight Range</th>
<th>A</th>
<th>B</th>
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<td>7</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
</tr>
</tbody>
</table>

### 12.20 Pick-up or Delivery Transportation Rates to Apply On SIT Shipment UAB

A. Rates apply for pick-up of shipments at residence and transportation to origin agent’s warehouse for SIT or for delivery from SIT at destination agent’s warehouse to residence or other final delivery point.

Note: This section applies when either a commercial or Federal Government storage facility is used.

B. Rates apply in the territory or areas shown below based on the location of the warehouse where SIT service is provided. Charges are subject to a US$32.55 minimum per shipment.

C. The following rates apply within fifty (50) miles (80 km) of warehouse:
Applicable Rates When Warehouse Is Located At | Rates Per Gross Cwt (45kg)
---|---
Any point within CONUS and CANADA | US$8.85
Any overseas point not listed below | US$4.40
Alaska | US$12.55
Germany | US$7.80
Hawaii | US$11.15

D. For distances over fifty (50) miles (80 km):
1. Within CONUS, Canada and the Island of Oahu, Hawaii, apply the rates in the applicable linehaul rate tables or the rates above, whichever is greater, subject to a US$37.00 minimum charge per shipment.
2. Overseas (except Germany, Alaska, and the Island of Oahu, Hawaii), apply the rates in the applicable linehaul rate tables or the rates above, whichever is greater, subject to a US$30.65 minimum charge per shipment.
3. Within Alaska, apply the rates in the applicable linehaul rate tables or the rates above, whichever is greater, subject to a US$37.00 minimum charge per shipment.
4. Germany (either origin and/or destination) apply rates in the applicable linehaul rate tables or the rate above, whichever is greater, subject to a US$30.65 minimum charge per shipment.
5. An administrative fee of US$15.00 per shipment will apply.

E. For delivery or pick-up of shipments from or to SIT in the Hawaiian Islands other than Oahu, the rate of US$8.20 per gross hundredweight (45kg) in addition to the rate above will apply.

F. Pick-ups and/or deliveries may be made after regular hours on non-business days at the written request of the BLIO, subject to the TSP’s concurrence and additional charges. If this service is provided for the convenience of the TSP with the owner’s concurrence, additional charges will not apply.

G. Charges noted above are in addition to the SFR.

**12.21 Termination of Shipment – HHG**

A. A shipment will be terminated when appropriate and ordered by the BLIO or other authorized Federal Government representative.

B. When an order for termination is received, the TSP shall locate the shipment, advise BLIO of shipment’s location and take necessary action to secure the shipment and stop onward.
movement. BLIO will issue a Government Bill of Lading (GBL) Correction Notice to reflect the termination point.

C. The following will apply to shipments terminated for the convenience of the Federal Government:

1. For shipments terminated prior to departure from the origin area (CONUS, Canada and overseas), applicable payments are authorized as follows:
   a. A charge of US$54.00 per net hundredweight (45kg) including the use of packing materials and stuffing into HHG containers.
   b. SIT Charges, warehouse handling charges and delivery to SIT when required and authorized.
   c. When SIT is not ordered, apply appropriate linehaul rate table to cover local drayage charges.

2. For shipments terminated after movement from origin but before commencement of ocean or air transportation, applicable payments are authorized as follows:
   a. A charge of US$54.00 per net hundredweight (45kg) including the use of packing materials and stuffing into HHG containers.
   b. See the linehaul tables in Part IV for rates to cover local drayage from residence to warehouse.
   c. See the linehaul tables in Part IV for rates from origin warehouse to point of termination.
   d. SIT and warehouse handling charges apply when required and authorized by the BLIO.

3. For shipments terminated during or after completion of over-water transportation, the applicable payments are authorized as follows:
   a. TSP’s SFR to rate area of the termination point or TSP’s SFR to the rate area of the original destination point whichever is less, minus US$3.00 per hundredweight (45kg) for non-performance of the unpacking services. The GBL Correction Notice will reflect this reduction.
   b. If the shipment is to be delivered to a residence or warehouse also within the rate area of the termination point, the TSP’s SFR as specified above plus appropriate charges for additional services as ordered by the BLIO on a DD Form 619 or comparable commercial form will apply.

4. A termination charge of US$40.00 per shipment will apply in addition to other charges authorized in this section. The termination charge will be supported by the GBL Correction Notice.
D. When shipments are terminated through the fault of the TSP, the provisions for termination of performance in Section 3.2 apply.

Note: Any charges for services performed after the termination of the shipment will be in accordance with applicable rules and rates specified in this section.

12.22 Termination of Shipment – UAB

A. A UAB shipment will be terminated when appropriate and ordered by a BLIO or other authorized Federal Government representative.

B. When an order for termination is received, the TSP shall locate the shipment, advise the BLIO of shipment's location and take necessary action to secure the shipment and stop onward movement. The BLIO will issue a GBL Correction Notice to reflect the termination point.

C. The following will apply to UAB shipments terminated for the convenience of the Federal Government:

1. For shipments terminated prior to departure from the origin area (CONUS, Canada and overseas), applicable payments are authorized as follows:
   a. A charge of US$5.00 per gross hundredweight (45kg) for packing, including the use of packing materials and stuffing into containers, if used.
   b. SIT charges, warehouse handling charges, and delivery to or from SIT, when required and authorized.
   c. Unpacking charges, if applicable.
   d. When SIT is not ordered, apply the appropriate linehaul rate table from Part IV to cover local drayage charges.

2. For shipments terminated after movement from origin but before commencement of ocean or air transportation, applicable payments are authorized as follows:
   a. A charge of US$5.00 per gross hundredweight (45kg) for packing, including the use of packing materials and stuffing into containers.
   b. Applicable linehaul rates from Part IV for mileage from origin to point of termination.
   c. SIT and warehouse handling charges, when required and authorized.
   d. Unpacking charges, if applicable.

3. For shipments terminated during or after completion of over-water transportation, applicable payments are authorized as follows:
   a. TSP's SFR to rate area of the termination point or TSP's SFR to the rate area of the original destination point, whichever is less.
b. If the shipment is to be delivered to a residence also within the rate area of the termination point, the TSP’s SFR rate as specified above, plus appropriate charges for additional services as ordered by the BLIO on a DD Form 619 or comparable commercial form, will apply.

4. A termination charge of US$10.00 per shipment will apply in addition to other charges authorized in this section. The termination charge will be supported by the GBL Correction Notice.

D. When shipments are terminated through the fault of the TSP, the provisions for Termination of Performance in Section 3.2 and Section 2.17, apply. The termination charge of US$10.00 will not apply.

12.23 Reshipments – Household Goods

A. This section applies to shipments which are terminated for the convenience of the Federal Government and which require over-ocean transportation either by air or water. A reshipment normally will be handled by the TSP who originally tendered the shipment, if that TSP has a cost effective GSA-approved rate on file.

B. The point of termination will be considered the final destination of the original shipment and the GBL will be adjusted accordingly.

C. Onward movement of property will be treated as a new shipment under a new GBL. The following procedures will be followed in determining applicable rates for the new GBL.

1. If the TSP originally handling the shipment has a cost effective GSA-approved rate on file to the new destination, that SFR, less US$54.00 per net hundredweight (45kg) will apply. The reduction will be supported by BLIO annotation on the original GBL.

2. If the TSP originally handling the shipment does not have a cost effective rate on file to the new destination, an acceptable rate will be negotiated with BLIO or the shipment will be tendered to another TSP.

3. If the shipment is tendered to another TSP with a cost effective GSA-approved rate on file, the SFR will be reduced by US$49.00 per net hundredweight (45kg) for non-performance of packing services. The shipment will be taken out of the containers and stuffed into other containers and original containers returned to owner.

D. The above procedures are not applicable to those shipments terminated and retendered due to the fault of the TSP, such as TSP bankruptcy or failure to complete movement as defined in Section 3.2 and Section 2.17, Termination of Performance Procedures. In these instances, due to the need to expedite onward movement, shipments will remain in the original TSP’s containers. These containers will be made available to the original TSP by the new TSP at destination.
E. Old and new GBLs will be cross-referenced.

12.24 Reshipments-Unaccompanied Air Baggage

A. This section applies to UAB shipments which are terminated for convenience of the Federal Government and which require over-ocean transportation either by air or water. A reshipment normally will be handled by the TSP originally tendered the shipment if that TSP has a cost effective, GSA-approved rate on file or negotiates an acceptable one-time-only (OTO) rate with GSA.

B. The point of termination will be considered the final destination and the original GBL will be terminated at that point.

C. Onward movement of property will be treated as a new shipment under a new GBL. The following procedures will be followed in determining applicable rates for the new GBL:
   1. If the TSP originally handling the shipment has a cost effective, GSA-approved rate on file to the new destination, that SFR, less US$5.00 per gross hundredweight (45kg) for nonperformance of packing will apply. The reduction will be supported by a BLIO annotation on the original GBL.
   2. If the TSP originally handling the shipment does not have a cost effective, GSA-approved rate on file to the new destination, an acceptable OTO SFR will be negotiated or the shipment will be tendered to another TSP.
   3. If the shipment is tendered to another TSP, this SFR will be reduced by US$5.00 per gross hundredweight (45kg) for nonperformance of packing services.

D. Old and new GBLs will be cross-referenced.

12.25 Shipments Diverted After Commencement of Transportation Service

A. Upon instructions made and confirmed in writing by BLIO, shipments will be diverted subject to the provisions and charges shown below. However, when charges are assessed in accordance with the provisions of this item, the charges associated with delivery from SIT in this section will not apply.

B. The term “diverted” or “diversion” as used here means a change to a new destination point more than fifty (50) miles (80 km) from the original destination point. A diversion will be made only at an ocean port of embarkation, an ocean port of debarkation, or at destination point. If the BLIO directs the movement of the shipment to a place which is less than fifty (50) (80 km) miles from the original destination point of the shipment, the shipment will be terminated at the point designated by the BLIO and no diversion will occur. In such instances, the SFR will be that applicable to the original destination point. If the BLIO directs
the movement of the shipment to a place which is more than fifty (50) (80 km) miles from
the original destination point, the transportation charges as stated below in this section will
apply.

EXCEPTION: The provisions of this section will not apply if instructions are received to
change the destination of a shipment that is in SIT at destination. In such instances,
transportation charges to the new destination point from the SIT warehouse will be
computed under the provisions of Pick-up/Delivery Transportation Rate to apply on SIT
shipments (Section 12.20).

C. When an order for diversion is received by the TSP, diligent effort shall be made by the TSP
to locate the shipment at the ocean port of embarkation or debarkation or destination and
complete the diversion ordered. The TSP will not be responsible for failure to complete the
diversion ordered, unless such failure is due to error or negligence of the TSP or its
employees.

D. Upon receipt of a diversion certificate from the BLIO, and when properly affixed to TSP’s
invoice to support billing for diversion charges, a US$40.00 per shipment charge will apply
and, when applicable, the following additional provisions, and associated rates and charges
will apply:

<table>
<thead>
<tr>
<th>Shipments Originating In CONUS and CANADA</th>
</tr>
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<tbody>
<tr>
<td>Shipment diverted at CONUS AND CANADA ocean port of embarkation (POE)</td>
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<tr>
<td>Shipment diverted at CONUS AND CANADA ocean port of embarkation (POE)</td>
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</table>
### Shipments Originating In CONUS and CANADA

<table>
<thead>
<tr>
<th>Description</th>
<th>Diversion Details</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipment diverted at overseas ocean port of debarkation (POD).</td>
<td>Diverted to a CONUS AND CANADA destination point.</td>
<td>There will be no diversion to a CONUS AND CANADA destination point. The shipment will be terminated at the POD and reshipped to CONUS AND CANADA. (See Reshipments and Termination of Shipment).</td>
</tr>
<tr>
<td>Shipment diverted at overseas ocean port of debarkation (POD).</td>
<td>Diverted to an overseas destination point in the same overseas rate area as the original destination point</td>
<td>Use the TSP’s SFR from origin to destination rate area (no change in SFR).</td>
</tr>
<tr>
<td>Shipment diverted at overseas ocean port of debarkation (POD).</td>
<td>Diverted to an overseas destination point in another overseas rate area which uses the same (original) POD.</td>
<td>Use the TSP’s SFR from origin to new overseas rate area (See Note below).</td>
</tr>
<tr>
<td>Shipment diverted at overseas ocean port of debarkation (POD).</td>
<td>Diverted to an overseas destination point in another overseas rate area which uses a different POD but no further over-water transportation is required.</td>
<td>Use TSP’s SFR to the original POD where diversion takes place. Rate will be negotiated with GSA or the BLIO.</td>
</tr>
<tr>
<td>Shipment diverted at overseas ocean port of debarkation (POD).</td>
<td>Diverted to an overseas destination point in another overseas rate area which uses a different (new) POD and where further over-water transportation is required.</td>
<td>There will be no diversion to a new overseas rate area requiring further over-water transportation. Shipment will be terminated at the POD in accordance with Termination of Shipment procedures. Rate will be negotiated with GSA or BLIO</td>
</tr>
<tr>
<td>Shipment diverted at overseas destination.</td>
<td>There will be no diversion from overseas destination. Shipments will terminate at destination and reshipment will be made as a new shipment.</td>
<td></td>
</tr>
</tbody>
</table>

Note: If the TSP does not have a SFR on file from the POE or POD when diversion takes place to the new destination, the TSP shall contact GSA or appropriate GSO for further guidance.

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155
<table>
<thead>
<tr>
<th>Description</th>
<th>Destination Description</th>
<th>Action Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipment diverted at overseas ocean port of embarkation (POE)</td>
<td>Diverted at the overseas POE en route to a CONUS OR CANADA destination.</td>
<td>There will be no diversion. The shipment will be terminated at the overseas POE Reshipment to new destination will be made as a new shipment.</td>
</tr>
<tr>
<td>Shipment diverted at overseas ocean port of embarkation (POE)</td>
<td>Diverted at overseas POE to an overseas destination point in the same overseas rate area as the POE where diversion takes place.</td>
<td>There will be no diversion. Shipment will be terminated at the overseas POE Reshipment to new destination will be made as a new shipment.</td>
</tr>
<tr>
<td>Shipment diverted at overseas ocean port of embarkation (POE)</td>
<td>Diverted at the overseas POE to another overseas destination point in another overseas rate area.</td>
<td>There will be no diversion. Shipment will be terminated at the overseas POE Reshipment to new destination will be made as a new shipment.</td>
</tr>
<tr>
<td>Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).</td>
<td>Diverted at CONUS OR CANADA POD to a new destination point in CONUS OR CANADA.</td>
<td>There will be no diversion. Shipment will be terminated at the CONUS OR CANADA POD Reshipment to new destination will be made as a new shipment.</td>
</tr>
<tr>
<td>Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).</td>
<td>Diverted at CONUS OR CANADA POD to a destination point overseas.</td>
<td>There will be no diversion. Shipment will be terminated at the POD Reshipment to new destination will be made as a new shipment.</td>
</tr>
<tr>
<td>Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).</td>
<td>Diverted at an overseas POD to a destination point in CONUS OR CANADA.</td>
<td>There will be no diversion. Shipment will be terminated at the overseas POD Reshipment to new destination will be made as a new shipment.</td>
</tr>
<tr>
<td>Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).</td>
<td>Diverted at overseas POD to a new destination point overseas.</td>
<td>There will be no diversion. Shipment will be terminated at the overseas POD Reshipment to new destination will be made as a new shipment.</td>
</tr>
<tr>
<td>Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).</td>
<td>Diverted at CONUS OR CANADA POD to a new destination point in CONUS OR CANADA</td>
<td>There will be no diversion of shipment at CONUS OR CANADA destination. Shipment will be terminated at CONUS OR CANADA destination. Reshipment to new destination will be made under domestic procedures as a new shipment.</td>
</tr>
<tr>
<td>Shipment diverted at CONUS OR CANADA destination.</td>
<td>Diverted at CONUS OR CANADA POD to a new destination point in CONUS OR CANADA</td>
<td>There will be no diversion of shipment at CONUS OR CANADA destination. Shipment will be terminated at CONUS OR CANADA destination. Reshipment to new destination will be made under domestic procedures as a new shipment.</td>
</tr>
</tbody>
</table>
12.26  Excessive Distance Carry Charges To and From Mini-Warehouse Storage (Long Carries)

On a shipment picked up at or delivered to a mini-warehouse which involves a carry in excess of seventy-five (75) feet (23 meters) between the TSP’s vehicle and the outside entrance door of the actual storage area, an additional long carry charge will apply as follows:

<table>
<thead>
<tr>
<th>Rates in Dollars and Cents per CWT (45KG)</th>
<th>Schedules</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
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<td>US$0.70</td>
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<td>E</td>
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<td>F</td>
<td>G</td>
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<tr>
<td>US$1.20</td>
<td>H</td>
</tr>
</tbody>
</table>

Note 1: Refer to Part III for CONUS geographic application of rate schedules in this item.

Note 2: Apply Schedule H at all overseas points.

12.27  Excess Valuation Charges

The relocating owner has the right to increase the value in excess of the base valuation.

For applicable charges and value amount, refer to the RFO.
Part III – Geographic Application of Rates for Accessorial Services

<table>
<thead>
<tr>
<th>SA No</th>
<th>Service Area</th>
<th>HTOS Section 12.7 Labor</th>
<th>HTOS Section 12.26</th>
<th>HTOS Section 12.17 Storage-In-Transit (SIT)</th>
<th>HTOS Section 12.19 P/D From SIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Birmingham AL</td>
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Part IV – Surface Linehaul Rate Tables

12.28 Surface Linehaul Rate Table for Overseas Areas Not Otherwise Specified

The following table will be used for all overseas areas not otherwise specified for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

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Note: Over 900 miles, add US$1.35 for each additional 100 miles or fraction thereof, to 900-mile rate shown above.
12.29 Surface Linehaul Rate Table for Belgium, Italy, and The Netherlands

The following table will be used for Belgium, Italy, and The Netherlands for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

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## Surface Linehaul Rate Table for Belgium, Italy, and The Netherlands

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Note: Over 1,600 miles, add US$2.00 for each additional 100 miles or fraction thereof, to 1,600-mile rate shown above.

### 12.30 Surface Linehaul Rate Table for CONUS, Canada, Alaska, and Hawaii

The following table will be used for CONUS, Canada, Alaska, and Hawaii for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.
## Surface Linehaul Rate Table for CONUS, Canada, Alaska, and Hawaii

### September 2017

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<td>7,891</td>
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<td>11,757</td>
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<td>56.65</td>
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<td>3,691</td>
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<td>7,929</td>
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<td>3,715</td>
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<td>11,847</td>
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<td>55.45</td>
<td>3,734</td>
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<td>7,892</td>
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<td>11,801</td>
<td>50.20</td>
</tr>
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<td>1,846</td>
<td>55.50</td>
<td>3,734</td>
<td>51.80</td>
<td>7,892</td>
<td>51.10</td>
<td>11,848</td>
<td>50.45</td>
</tr>
<tr>
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<td>770</td>
<td>60.30</td>
<td>1,858</td>
<td>56.00</td>
<td>3,715</td>
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<tr>
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<td>3,730</td>
<td>52.40</td>
<td>7,901</td>
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<td>1,858</td>
<td>57.35</td>
<td>3,732</td>
<td>53.50</td>
<td>7,896</td>
<td>52.80</td>
<td>11,819</td>
<td>52.00</td>
</tr>
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</table>

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
September 2017

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12.31 Surface Linehaul Rate Table for Greece, Spain, and Other European Countries Not Otherwise Specified

The following table will be used for Greece, Spain, and other European Countries not otherwise specified for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

<table>
<thead>
<tr>
<th>MILES</th>
<th>LESS THAN 2,000 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>2,000 TO 3,999 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>4,000 LBS. AND OVER</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 50</td>
<td>4.80</td>
<td>1,751</td>
<td>4.20</td>
<td>3,572</td>
<td>3.75</td>
</tr>
<tr>
<td>51 - 75</td>
<td>6.75</td>
<td>1,734</td>
<td>5.85</td>
<td>3,624</td>
<td>5.30</td>
</tr>
<tr>
<td>76 - 100</td>
<td>7.70</td>
<td>1,728</td>
<td>6.65</td>
<td>3,640</td>
<td>6.05</td>
</tr>
<tr>
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<td>8.65</td>
<td>1,735</td>
<td>7.50</td>
<td>3,627</td>
<td>6.80</td>
</tr>
<tr>
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<td>9.60</td>
<td>1,740</td>
<td>8.35</td>
<td>3,593</td>
<td>7.50</td>
</tr>
<tr>
<td>201 - 250</td>
<td>10.55</td>
<td>1,745</td>
<td>9.20</td>
<td>3,587</td>
<td>8.25</td>
</tr>
<tr>
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<td>3,602</td>
<td>9.05</td>
</tr>
<tr>
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<td>1,737</td>
<td>10.85</td>
<td>3,613</td>
<td>9.80</td>
</tr>
<tr>
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<td>11.70</td>
<td>3,590</td>
<td>10.50</td>
</tr>
<tr>
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<td>1,744</td>
<td>12.55</td>
<td>3,602</td>
<td>11.30</td>
</tr>
<tr>
<td>451 - 500</td>
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<td>13.35</td>
<td>3,611</td>
<td>12.05</td>
</tr>
<tr>
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<td>1,743</td>
<td>14.20</td>
<td>3,606</td>
<td>12.80</td>
</tr>
<tr>
<td>551 - 600</td>
<td>17.30</td>
<td>1,740</td>
<td>15.05</td>
<td>3,589</td>
<td>13.50</td>
</tr>
<tr>
<td>601 - 650</td>
<td>18.25</td>
<td>1,737</td>
<td>15.85</td>
<td>3,609</td>
<td>14.30</td>
</tr>
<tr>
<td>651 - 700</td>
<td>19.20</td>
<td>1,740</td>
<td>16.70</td>
<td>3,605</td>
<td>15.05</td>
</tr>
<tr>
<td>701 - 750</td>
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<td>1,742</td>
<td>17.55</td>
<td>3,602</td>
<td>15.80</td>
</tr>
<tr>
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<td>18.40</td>
<td>3,598</td>
<td>16.55</td>
</tr>
<tr>
<td>801 - 850</td>
<td>22.10</td>
<td>1,738</td>
<td>19.20</td>
<td>3,605</td>
<td>17.30</td>
</tr>
<tr>
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<td>23.05</td>
<td>1,740</td>
<td>20.05</td>
<td>3,601</td>
<td>18.05</td>
</tr>
</tbody>
</table>

Note: Over 900 miles, add US$1.70 for each additional 100 miles or fraction thereof, to 900-mile rate shown above.
12.32 Surface Linehaul Rate Table for Japan

The following table will be used for Japan for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

<table>
<thead>
<tr>
<th>MILES</th>
<th>LESS THAN 2,000 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>2,000 TO 3,999 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>4,000 LBS. AND OVER</th>
</tr>
</thead>
<tbody>
<tr>
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<td>2.55</td>
<td>1,765</td>
<td>2.25</td>
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</tr>
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<td>4.05</td>
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<td>8.15</td>
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</tr>
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<td>8.15</td>
</tr>
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<td>8.95</td>
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<td>1,743</td>
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<td>3,503</td>
<td>9.50</td>
</tr>
<tr>
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<td>10.55</td>
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<td>15.35</td>
<td>3,597</td>
<td>13.80</td>
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<tr>
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<td>16.25</td>
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</tr>
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<td>19.85</td>
<td>3,597</td>
<td>17.85</td>
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<tr>
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<td>18.70</td>
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</table>

Note: Over 900 miles, add US$1.80 for each additional 100 miles or fraction thereof, to 900-mile rate shown above.
12.33 Surface Linehaul Rate Table for Korea, Philippines, and Other Pacific Areas

The following table will be used for Korea, Philippines, and other Pacific areas for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

<table>
<thead>
<tr>
<th>MILES</th>
<th>LESS THAN 2,000 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>2,000 TO 3,999 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>4,000 LBS. AND OVER</th>
</tr>
</thead>
<tbody>
<tr>
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<td>1,751</td>
<td>2.80</td>
<td>3,572</td>
<td>2.50</td>
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<td>3,608</td>
<td>5.05</td>
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<tr>
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<td>7.05</td>
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<tr>
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<td>13.10</td>
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<td>351 - 400</td>
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<td>3,593</td>
<td>14.10</td>
</tr>
</tbody>
</table>

Note: Over 400 miles, add US$2.25 for each additional 100 miles or fraction thereof, to 400-mile rate shown above
### 12.34 Surface Linehaul Rate Table for the United Kingdom

The following table will be used for the United Kingdom for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

<table>
<thead>
<tr>
<th>MILES</th>
<th>LESS THAN 2,000 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>2,000 TO 3,999 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>4,000 LBS. AND OVER</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 50</td>
<td>4.60</td>
<td>1,740</td>
<td>4.00</td>
<td>3,651</td>
<td>3.65</td>
</tr>
<tr>
<td>51 - 75</td>
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<td>5.65</td>
<td>3,611</td>
<td>5.10</td>
</tr>
<tr>
<td>76 - 100</td>
<td>7.45</td>
<td>1,732</td>
<td>6.45</td>
<td>3,597</td>
<td>5.80</td>
</tr>
<tr>
<td>101 - 150</td>
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<td>7.25</td>
<td>3,587</td>
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<tr>
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<td>8.10</td>
<td>3,605</td>
<td>7.30</td>
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<tr>
<td>201 - 250</td>
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<td>8.90</td>
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Note: Over 900 miles, add US$1.60 for each additional 100 miles or fraction thereof, to 900-mile rate shown above
12.35 **UAB Linehaul Rate Table for the United Kingdom**

The following table will be used for the United Kingdom for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving UAB shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

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Note: Over 1,600 miles, add US$2.10 for each additional 100 miles or fraction thereof, to 1,600 - mile rate shown above.
Part V – Service Area Designations

The following tables define the service area (SA) numbers, corresponding to the states, counties, countries, and provinces, used in Part III to determine the applicable rates and charges for services performed at CONUS, Canada, and Hawaii locations for services described in Part II.

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### ARKANSAS SERVICE AREAS

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APPENDIX A—Definitions and Explanations of Terms

Acceptance – Acceptance, as used in this HTOS, means the act of an authorized representative of the Federal Government by which the Federal Government assumes for itself or approves specific services, as partial or complete performance of the requirements of the HTOS.

Accessorial charges – Services such as packing, appliance servicing, unpacking, or piano stair carries that you request to be performed (or that are necessary because of landlord requirements or other special circumstances). Charges for these services may be in addition to the line haul charges.

Advanced Charges – A charge advanced by the TSP for services of others engaged at the request of the BLIO, or required by Federal, State or local law.

Agency – A department, agency, and independent establishment in the executive branch of the Government as defined in 5 USC 101 et seq., and a wholly-owned Government corporation as defined in 31 USC 9101(3). Includes organizations authorized by GSA pursuant to statute or regulation to use GSA as a source of supply. See GSA Order 4800.2I. The party responsible for the payment of the Bill of Lading or Government Bill of Lading, usually the employer of the owner. Any reference in this HTOS made to “agency” will be understood to mean Federal shipping agency, Federal ordering agency, Federal civilian agency or Federal agency.

Agency Move Coordinator (AMC) – An individual within each Government agency designated as the primary liaison between that ordering agency and the Contractor. The Coordinator shall act within the scope of the contract and may not amend or modify the contract. The Coordinator shall be the contact point in settling disputes between the employee and the Contractor

Agent – A business firm, corporation, or individual acting for or on behalf of a TSP. A bona fide agent of a personal property TSP, as distinguished from a broker, is a person who, or business enterprise which, represents and acts for a TSP and performs its duties under the direction of the TSP pursuant to a pre-existing agreement with the TSP providing for a continuing relationship between the two.

All-Inclusive – All transportation related services are included as part of the rate. Exceptions are pass-through charges which must be approved by the agency.

Alternate TSP – Alternate TSP as used in this HTOS for purposes of domestic shipments means a person acting individually or as an established business furnishing origin, linehaul, or destination services for a specific shipment other than the principal TSP. It includes TSPs operating in conjunction with the principal TSP on the basis of interline or trip lease arrangements.
Article – See Item.

Attempted Pick-up – When a TSP fails to perform pick-up services, through no fault of its own, at an owner’s residence. The TSP is authorized compensation for labor services and/or vehicle use in accordance with the GSA tariff and/or tender for the origin address or municipality shown on the BL.

Attempted Delivery – When a TSP fails to perform delivery services, through no fault of its own, at an owner's residence. The TSP is authorized compensation on direct delivery and from SIT shipments for labor services and/or vehicle use in accordance with the GSA tariff and/or tender for the destination address or municipality shown on the BL.

Auxiliary Services – BLIO approved labor services and/or non-standard linehaul or delivery vehicles used by the TSP to pick up or deliver shipments when the origin or destination is inaccessible by virtue of building design or roadway nonexistence, design, condition, construction, or obstacles.

Bill of Lading (BL) – An accountable shipping document used for the acquisition of authorized transportation and related services from commercial TSPs for the movement of GSA sponsored HHG shipments. Sometimes referred to as a commercial bill of lading, but includes a Government bill of lading (GBL), means the document used as a receipt of goods, a contract of carriage, and documentary evidence of title. See Federal Management Regulation (41 CFR 102-117) for GBL terms and conditions for all Federal Government shipments moving under this HTOS.

Bill of Lading Issuing Officer (BLIO) – The individual or his/her designated representative within the shipping or receiving agency responsible for household goods traffic management functions.

Bonded Warehouse – A storage facility authorized by the Customs authority where imported goods are stored prior to customs duties and taxes being paid.

Broker – As used in this HTOS, a broker arranges for the truck transportation of household goods belonging to others, for compensation, utilizing for-hire carriers to provide the actual truck transportation. A broker is responsible only for arranging the transportation. It does not own the truck or other vehicle used to transport the shipment and is required to find an authorized mover to provide the transportation.

Business Day – A day of the week, Monday through Friday from 8 am to 5 pm, excluding Federal, state, and overseas, locally observed holidays.

Calendar Days – Consecutive days of the week, Sunday through Saturday, without regard to Federal, state, and overseas, locally observed holidays.
Carrier – As used in this HTOS, this term refers to a household goods carrier and means a firm engaged in the transportation, for compensation or hire, of used household goods by means of motor vehicles being used in the transportation. Carriers possess the appropriate Federal and State operating authorities for the routes they serve.

Correction – As used in this HTOS means the elimination of a defect. If the TSP is required to correct (or reperform) it shall be at no cost to the Federal Government, and any corrected services shall be subject to this provision of the HTOS. If the TSP refuses to correct the defect, the BLIO may correct or replace with similar services and charge the cost incurred by the Federal Government to the TSP, or make an equitable adjustment in the price for defective services rendered.

Contractor As Bill of Lading Issuing Officer (CBLIO) – In those instances where a shipment is managed by a third party relocation contractor, pursuant to a contract awarded by GSA or an agency, the contractor shall have the responsibilities and authorities as set out in this HTOS for the BLIO, to the extent not limited or modified by the contract.

Code “C”: Domestic Household Goods – Movement of Household Goods in a Container from origin residence to destination residence. When specifically requested by the agency, the movement of a domestic household goods shipment in a Container (supplied by the TSP) from origin to destination. Use of commercial best practice containers is authorized. Shipments must always be containerized, will never be Owner packed and cannot be left unsecured or outdoors. Containerization must be completed at the Owner’s residence unless the BLIO authorizes, in writing, containerization at TSP/Agent warehouse. As with all shipments moved under CHAMP and GSA tariff, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.

Code “D”: Domestic Household Goods – Movement of Household Goods in a Motor Van or Container from origin residence to destination residence. The actual mode of service is at the discretion of the TSP. TSPs must advise the BLIO of their intent to containerize a shipment. When the TSP elects to containerize the shipment at their discretion, it will be at no additional cost to the agency. As with all shipments moved under CHAMP and the GSA tariff, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.

CONUS – Continental United States —The 48 contiguous States and the District of Columbia.

Cube – A measure of the volume of an item.

Designated Representative – A person(s) authorized by the Owner to act on his/her behalf or a person(s) authorized by the BLIO to act on his/her behalf.
Destination Point – A city or post shown on the GBL (International) or the BL (Domestic).

Diversion – A change in the original destination of an en route HHG shipment to a new destination more than thirty (30) miles from the original domestic destination point, or fifty (50) miles from the original international destination. Shipments requiring further over-ocean transportation will be terminated and reshipped.

Domestic Transportation – The movement of a relocated Federal Government owner’s HHG within the United States and Canada including the District of Columbia and Alaska, but excluding Hawaii.

Extended Storage – Service for long-term storage, other than storage-in-transit, or personal property at the owner’s or Federal Government’s expense. Also known as non-temporary storage (NTS).

Federal Government – See definition under agency.

Filing Criteria – The terms and conditions for the filing of rates established in the GSA issued Request for Offers.

Filing Dates – Designated dates announced by GSA during which CHAMP rates and other data must be filed.

Final Delivery Point – Place at which TSP surrenders possession of property to the owner and no further transportation or services are required under the BL.

Forwarder – As used in this HTOS, also Freight Forwarder and Household Goods Freight Forwarder, a company that arranges for transportation of cargo belonging to others, utilizing for-hire carriers to provide the actual transportation. A forwarder assumes responsibility for the cargo from origin to destination and usually takes possession of the cargo at some point during the transportation. Freight forwarders typically assemble and consolidate less-than-truckload (LTL) and less than container (LCL) load shipments into truckload (TL) and container load (CL) shipments at origin, and separate and deliver shipments at destination.

Full Replacement Value (FRV) – The level of released value used for CHAMP shipments. Refer to annual RFO for required levels.

General Services Administration (GSA) – The agency responsible for the administration of the HTOS and the CHAMP. The office is located at 2300 Main Street, 7th Floor NE, Kansas City, MO 64108.
General Services Officer (GSO) As Bill of Lading Issuing Officer (BLIO) – For the purposes of this HTOS and where reference is made to the BLIO for the authorization of services at foreign origins/destinations, the GSO shall be construed to have the same authority as the BLIO.

General Transportation Services – The transportation and accessorrial services normally associated with a HHG move, as set out in the HTOS and interstate and intrastate tariffs.

Government Bill of Lading (GBL) – An accountable shipping document (SF 1103) used for the acquisition of authorized international transportation (including offshore Alaska, Hawaii, Guam, Virgin Islands and Puerto Rico), and related services from commercial TSPs for the movement of GSA sponsored HHG shipments. GBL means the document used as the receipt of goods, a contract of carriage and documentary evidence of title. (See Federal Management Regulation (41 CFR 102-117). The GBL was retired for domestic use (in all forms) March 31, 2002. For domestic shipments, where reference is made in this HTOS to a GBL, it shall be construed as a BL.

Government Bill of Lading Office Code (GBLOC) – A designated code consisting of four (4) alpha characters unique to GSA and each overseas post participating in the ITGBL Program.

Government Storage Warehouse – Government-owned or leased facility used for storing household goods shipments.

Gross Weight – The aggregate weight of all articles plus necessary packing materials and shipping containers.

GSA tariff – The GSA tariff serves as the principal domestic tariff that governs the transportation of household goods (HHG), personal effects, property and other similarly defined articles between points in the United States (U.S.) (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including District of Columbia and Alaska but excluding Hawaii) and points in Canada in accordance with the terms and conditions of GSA’s Centralized Household Goods Traffic Management Program (CHAMP). This tariff is published and maintained by GSA.

Household Goods – The term “household goods” as used in connection with transportation, means personal effects and property used or to be used in a dwelling, when a part of the equipment or supply of such dwelling, and similar property if the transportation of such effects or property is: (A) Arranged and paid for by the household, except such term does not include property moving from a factory or store other than property that the householder has purchased with the intent to use in his or her dwelling and is transported at the request of and the transportation charges are paid to the carrier by the household, or (B) Arranged and paid for by another party.
Household Goods Tender of Service (HTOS) – The HTOS is the document governing the requirements of the GSA CHAMP.

Hundredweight (cwt) – A pricing unit used in transportation equal to 100 pounds.

In Bond – Goods on which a duty is due are “in bond” when placed in the custody of a government or bonded warehouse or are moving by a bonded carrier. Bonding guarantees that the duty will be paid.

International Transportation – The door-to-door container movement of HHG in liftvans between CONUS (including Alaska and Canada) and an international country or off-shore location, or between two international countries or off-shore locations in liftvans. A TSP provides complete through service from origin residence to destination residence by surface or ocean means.

Item (Or Article) – The terms "item" and "article" used in this HTOS shall be interchangeable. Each shipping piece or package and the contents thereof shall constitute one item. Any item taken apart or knocked down for handling or loading shall constitute one item.

Kilogram – One kilogram is equal to 2.2046 pounds. To convert kilograms into pounds, multiply kilograms by a 2.2046 factor. To convert pounds into kilograms, multiply pounds by a 0.453 factor.

Kilometer – One kilometer is equal to 3,280.8 feet or 0.62137 mile. To convert kilometers into miles, multiply the number of kilometers by a 0.62137 factor. To convert miles into kilometers, multiply the number of miles by a 1.609 factor.

Linehaul – The charges associated with the loading, transporting and unloading of a HHG shipment between cities.

Memorandum of Agreement (MOA) – A memorandum of Agreement is a documented agreement between two parties. It expresses the terms of the agreement between the parties, indicating an intended set of common actions. It is not fully binding in the way that a contract is, but it is more binding and more formal than a verbal agreement.

Miscellaneous Charge – Any cost incurred by the TSP performing a service authorized by the BLIO that is outside the terms of this HTOS.

Mistake in Rate Filing (MIRF) – An error acknowledged by the TSP after rate submissions. TSPs may obtain relief for mistakes in rate filing upon review and approval by GSA.

Move Management Services (MMS) – This term applies to a MMS provider’s arrangement, coordination, and monitoring of each owner’s HHG move, from initial notification of shipment
booking through delivery at destination. Services identified in Sections 5 and 6 of the HTOS will be provided within a MMS provider’s approved scope of operation. No brokering of shipments will be allowed.

Net Weight – The net weight of shipments transported in containers shall be the difference between the tare weight of the empty container and the gross weight of the packed container.

Non-Temporary Storage (NTS) – See Extended Storage.

One-Time-Only (OTO) Rates – Rate offers solicited by agencies from individual TSPs for the one time movement of personal property. OTO rates are all inclusive of charges for the specific shipment(s).

Owner – Shall include the person whose property is being shipped and whose name the property is stored under, the person who is entitled to a shipment at agency expense, even if that person does not have formal legal title to all of the goods that are shipped, the Owner’s designated representative, or, in the case of a deceased Owner, the survivors or estate of the Owner. Owner is the employee who is being relocated by the agency.

Packing Carton – The carton used for packing articles requiring additional protection prior to placing them inside a shipping container.

Pick-up Point – The specific location where the TSP takes possession of HHG for shipment.

Point of Diversion – The location of the shipment when orders are given to change destination point.

Port of Embarkation/Debarkation (POE/POD) – Includes dock, wharf, pier, berth at which cargo is loaded aboard ship or is discharged from ship, including the TSP’s port terminal facility or warehouse serving the port.

Privately Owned Vehicles (POV) – An automobile operated by an individual that is not owned or leased by a Government agency and is the owner or owner’s dependent for the primary purpose of providing personal transportation. See FTR for complete detail.

Principal Transportation Service Provider – Principal TSP as used in this HTOS for purposes of domestic shipments means the motor common carrier or freight forwarder named on the Bill of Lading, including its employees and contract (other than trip lease) drivers, if applicable, and those holding primary agency agreements in the course of which and in the normal course of their business, hold themselves out as representing the principal TSP.
Program Management Office (PMO) – The PMO is responsible for providing transportation management services to agencies throughout the world including CHAMP TSP approval, price negotiation and TSP performance measurement. PMO contact information is in Section 1 Overview. Any reference to PMO in this HTOS will be understood to mean PMO and or its designees or representatives.

Rate Cycle – A period of time during which rates filed by TSPs are effective.

Rate Solicitation Cycle – The designation assigned to the BL electronic rates filed with GSA which is effective for a specific rate cycle.

Regular Working Hours – Regular working hours include the days Monday through Friday, between the hours of 8 a.m. and 5 p.m. local time, and exclude all other hours of the day, days of the week, and officially declared foreign national, U.S. National or State holidays.

Reperformance – see Correction.

Required Delivery Date (RDD) – A specified calendar date on or before which the TSP agrees to offer the entire shipment of personal property for delivery to the owner or owner’s agent at destination. If the RDD falls on a Saturday, Sunday, Foreign National, U.S. National, or State holiday, the RDD will be the following business day.

Revocation of Approval – the Program Management Office’s exercise of its right to revoke a TSP’s approval to participate under CHAMP based on performance failures and/or its inability to comply with the terms of the HTOS.

Shipment – As used in this HTOS, a single load of household goods, Unaccompanied Air Baggage or a Privately Owned Vehicle consigned to a TSP for movement from origin to destination on a single set of shipment documents.

Shipper - The agency responsible for the payment of the BL, usually the employer of the relocating personnel.

Shipping Container – External container, liftvan, crate, tri-wall, bi-wall as specified by the BLIO into which individual articles and/or packing cartons are placed.

Solicitation Period – The period of time specified in the rate solicitation during which the rate offers will be in effect.

Storage-in-Transit (SIT) – Temporary storage of a HHG shipment placed in a warehouse facility, other than extended storage of a HHG shipment incident to final delivery.

Tare Weight – The weight of an empty vehicle or liftvan before loading and after unloading.
Tender – This term refers to Section 12 of the HTOS which defines the international provisions of CHAMP.

Termination for Convenience of the Government – the exercise of the Government’s right to completely or partially terminate performance of work under the BL when it is in the Government’s interest.

Termination of Performance – the exercise of the Government’s right to completely or partially terminate a BL because of the TSP’s actual or anticipated failure to perform its obligations under the HTOS.

Transportation Services – For domestic and international household goods shipments, as appropriate, transportation services include, but are not limited to, providing origin agents for the performance of pre-move surveys, packing, the stuffing of containers and liftvans, linehaul transportation from origin to port of debarkation, providing debarkation port agent and broker services, providing ocean transportation, providing embarkation port agent and broker services, customs clearance, inland transportation to destination, and providing destination agents for the performance of storage-in-transit, delivery, unpacking, placement of property, and removal of debris, containers, and liftvans.

Transportation Service Provider (TSP) – This term refers to a household goods carrier or forwarder and means a firm engaged in the transportation, for compensation or hire, of used household goods by means of motor vehicles being used in the transportation. TSPs possess the appropriate Federal and State operating authorities for the routes they serve. This term includes all of the TSP’s agents and carriers it employs to perform the required services. TSPs must be approved in CHAMP and refers to the firm approved to file rates.

Unaccompanied Air Baggage (UAB) – The necessary personal items that are taken to an owner’s new duty station before his/her shipment of household goods arrives. The determination of items considered as UAB is at the discretion of each agency. Where gross weight of a UAB shipment exceeds its volume weight, the TSP must charge for gross weight.
**APPENDIX B—Acronyms and Abbreviations**

<table>
<thead>
<tr>
<th>AMC</th>
<th>Agency Move Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>BL</td>
<td>Bill of Lading</td>
</tr>
<tr>
<td>BLIO</td>
<td>Bill of Lading Issuing Officer</td>
</tr>
<tr>
<td>CBL</td>
<td>Commercial Bill of Lading</td>
</tr>
<tr>
<td>CFAC</td>
<td>Common Financial &amp; Administration Control</td>
</tr>
<tr>
<td>CFR</td>
<td>Code of Federal Regulations</td>
</tr>
<tr>
<td>CHAMP</td>
<td>Centralized Household Goods Traffic Management Program</td>
</tr>
<tr>
<td>CONUS</td>
<td>Continental United States</td>
</tr>
<tr>
<td>CSI</td>
<td>Customer Satisfaction Index</td>
</tr>
<tr>
<td>DA</td>
<td>Dispatch (Despatch) Agent</td>
</tr>
<tr>
<td>DoD</td>
<td>Department of Defense</td>
</tr>
<tr>
<td>DOS</td>
<td>Department of State</td>
</tr>
<tr>
<td>DOT</td>
<td>Department of Transportation</td>
</tr>
<tr>
<td>DP3</td>
<td>Defense Personal Property Program</td>
</tr>
<tr>
<td>DPM</td>
<td>Direct Procurement Method</td>
</tr>
<tr>
<td>EC</td>
<td>Electronic Commerce</td>
</tr>
<tr>
<td>FAR</td>
<td>Federal Acquisition Regulation</td>
</tr>
<tr>
<td>FMC</td>
<td>Federal Maritime Commission</td>
</tr>
<tr>
<td>FMR</td>
<td>Federal Management Regulation</td>
</tr>
<tr>
<td>FTR</td>
<td>Federal Travel Regulation</td>
</tr>
<tr>
<td>GBL</td>
<td>Government Bill of Lading</td>
</tr>
<tr>
<td>GSA</td>
<td>General Services Administration</td>
</tr>
<tr>
<td>HHG</td>
<td>Household Goods</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>HTOS</td>
<td>Household Goods Tender of Service</td>
</tr>
<tr>
<td>IFF</td>
<td>Industrial Funding Fee</td>
</tr>
<tr>
<td>MMS</td>
<td>Move Management Services</td>
</tr>
<tr>
<td>MOA</td>
<td>Memorandum of Agreement</td>
</tr>
<tr>
<td>NADA</td>
<td>National Automobile Dealers Association</td>
</tr>
<tr>
<td>NTS</td>
<td>Non-Temporary Storage</td>
</tr>
<tr>
<td>OCONUS</td>
<td>Outside the Continental United States</td>
</tr>
<tr>
<td>O/T</td>
<td>Overtime</td>
</tr>
<tr>
<td>OTO</td>
<td>One-Time-Only</td>
</tr>
<tr>
<td>P/D</td>
<td>Pick-up/Delivery</td>
</tr>
<tr>
<td>PBO</td>
<td>Packed By Owner</td>
</tr>
<tr>
<td>PBP&amp;E</td>
<td>Professional Books, Papers &amp; Equipment</td>
</tr>
<tr>
<td>PMO</td>
<td>Program Management Office</td>
</tr>
<tr>
<td>POC</td>
<td>Principal Operating Company Or Point Of Contact</td>
</tr>
<tr>
<td>POD</td>
<td>Point Of Debarkation</td>
</tr>
<tr>
<td>POE</td>
<td>Point Of Embarkation</td>
</tr>
<tr>
<td>POF</td>
<td>Privately Owned Firearms</td>
</tr>
<tr>
<td>POV</td>
<td>Privately Owned Vehicles</td>
</tr>
<tr>
<td>RDD</td>
<td>Required Delivery Date</td>
</tr>
<tr>
<td>RFO</td>
<td>Request for Offers</td>
</tr>
<tr>
<td>RFSP</td>
<td>Rate Filing Service Provider</td>
</tr>
<tr>
<td>SA</td>
<td>Service Area</td>
</tr>
<tr>
<td>SAM</td>
<td>System for Award Management</td>
</tr>
<tr>
<td>SAP</td>
<td>Service Area Pairs</td>
</tr>
</tbody>
</table>

231
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCAC</td>
<td>Standard Carrier Alpha Code</td>
</tr>
<tr>
<td>SDDC</td>
<td>Surface Deployment and Distribution Command</td>
</tr>
<tr>
<td>SFR</td>
<td>Single Factor Rate</td>
</tr>
<tr>
<td>SIN</td>
<td>Special Item Number</td>
</tr>
<tr>
<td>SIT</td>
<td>Storage-in-Transit</td>
</tr>
<tr>
<td>TIN</td>
<td>Taxpayer Identification Number</td>
</tr>
<tr>
<td>TMSS</td>
<td>Transportation Management Services Solution</td>
</tr>
<tr>
<td>TPA</td>
<td>Trading Partner Agreement</td>
</tr>
<tr>
<td>TSP</td>
<td>Transportation Service Provider</td>
</tr>
<tr>
<td>UAB</td>
<td>Unaccompanied Air Baggage</td>
</tr>
<tr>
<td>USC</td>
<td>United States Code</td>
</tr>
<tr>
<td>W/H</td>
<td>Warehouse Handling</td>
</tr>
</tbody>
</table>
APPENDIX C—Forms

This Appendix contains the forms prescribed for use by CHAMP TSPs and the suggested forms used for operating under the terms and conditions of CHAMP.  [GSA Forms Library]

**Electronic Forms**

<table>
<thead>
<tr>
<th>Form Description</th>
<th>Form Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household Goods Carrier Evaluation Report</td>
<td>GSA Form 3080</td>
</tr>
<tr>
<td>Statement of Accessorial Services Performed - SIT Delivery and Reweigh</td>
<td>DD Form 619-1 (DoD site)</td>
</tr>
<tr>
<td>Government Bill of Lading SF 1103</td>
<td>GSA Forms Library</td>
</tr>
<tr>
<td>Government Bill of Lading Correction Notice SF 1200</td>
<td>GSA Forms Library</td>
</tr>
<tr>
<td>Public Voucher for Transportation Charges, SF 1113</td>
<td>GSA Forms Library</td>
</tr>
<tr>
<td>Memorandum Copy Public Voucher for Transportation Charges, SF 1113A</td>
<td>GSA Forms Library</td>
</tr>
<tr>
<td>Performance Bond, SF 25</td>
<td>GSA Forms Library</td>
</tr>
</tbody>
</table>

**Hard Copy Forms (see below)**

- Transportation Service Provider Request to Participate and Agreement
- Transportation Service Provider Commercial Port Level Report
- Justification Certificate for Use of Foreign Flag Vessel
- TSP Certification Statement of Eligibility
- General Services Administration Basic Transportation Trading Partner Agreement
Transportation Service Provider Request to Participate and Agreement

The following form entitled “Transportation Service Provider Request to Participate and Agreement to Abide by the Terms and Conditions of the General Services Administration’s Centralized Household Goods Traffic Management Program (CHAMP)” shall be submitted with the application process.
Transportation Service Provider Request to Participate and Agreement to Abide by the Terms and Conditions of the General Services Administration’s Centralized Household Goods Traffic Management Program (CHAMP)

This requests approval to participate in the General Services Administration’s (GSA) Centralized Household Goods Traffic Management Program (CHAMP). I agree to abide by the terms and conditions set forth in the GSA Household Goods Tender of Service (HTOS), dated [insert date], revisions and supplements thereto or reissues thereof.

I understand that participation in GSA’s CHAMP is contingent upon our performance or service as stated in the GSA HTOS. I certify that the information presented herein is completed and correct to the best of my knowledge, understanding that willful submission of false information in my application or on any document furnished pursuant to this HTOS is punishable by fines, imprisonment, or both (US Code, Title 18, Section 1001). I further understand that GSA may terminate my participation in the program upon notice to me of such intent, based upon evidence of my non-compliance with the terms and conditions of the GSA HTOS and/or any performance failures.

I certify and acknowledge receipt of the HTOS, dated [INSERT DATE] consisting of Sections 1 through 12 and Appendices A through E.

Company Name: __________________________________________________________
Signature of Authorized Official: ______________________________________________
Title of Authorized Official: __________________________________________________

Transportation Service Provider Contact Information

Name: ___________________________________________________________________
Title: ___________________________________________________________________
Address City/State: ___________________________________________________________________
Telephone Number: ___________________________________________________________________
Fax Number: ___________________________________________________________________
E-Mail Address: ___________________________________________________________________
Transportation Service Provider Commercial Port Level Report

If the BLIO requires, TSPs shall submit this report in accordance with the requirements of Section 11 HTOS.
COMMERCIAL PORT LEVEL REPORT

Port of: ______________________  Port Agent: ______________________

Period Ending: ______________________  Date of Report: ______________________

PART 1. - SHIPMENTS ON HAND

A. Number of import shipments that have not been picked up for linehaul movement _____________

B. Number of import shipments that are past the RDD. _____________

C. Number of export shipments on hand: _____________

D. Number of export shipments on hand that are past the RDD. _____________

PART 2. - NARRATIVE COMMENTS

Provide comments regarding the following:

Processing Problems______________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

Availability and Responsiveness of Truckers________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

Customs Problems_______________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

Responsiveness of Vessel Operators_______________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

Other Issues_______________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

PART 3. - MISSED REQUIRED DELIVERY DATE

Provide the following information for all on-hand shipments that have missed the RDD:
<table>
<thead>
<tr>
<th>Relocation Employee’s Name</th>
<th>Bill of Lading Number</th>
<th>Final Destination</th>
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</thead>
<tbody>
<tr>
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</tbody>
</table>

### PART 4. - MISCELLANEOUS

Report any specific problems anticipated or encountered in moving personal property to the applicable port.

_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

I certify this to be a true and accurate report

Company Name: ______________________________________________________________
____________________________________________________________________________
Signature and Title of Authorized Official                      Date

**Transportation Service Provider Contact Information**

Name: ______________________________________________________
Title: ______________________________________________________
Address: ____________________________________________________
City/State: _________________________________________________
Telephone No.: _____________________________________________
Fax Number: ______________________ E-Mail Address: ______________

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Justification Certificate for Use of Foreign Flag Vessel

If use of a foreign flag vessel is required to meet agency shipping requirement for a HHG shipment, the TSP shall submit this report as required by the HTOS.
JUSTIFICATION CERTIFICATE FOR USE OF FOREIGN FLAG VESSEL

Date: ________________________________

TSP: ______________________________________________________________

I certify that it (is)(was) necessary to transport the household goods of ____________________________

GBL# ____________________________

between ____________________________ and ____________________________

En route from ____________________________ to ____________________________ via the ____________________________, a foreign flag vessel for the following reasons.

Explanation (A full explanation is required):

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

Required Delivery Date: ____________________________ Departure Date: ____________________________
| **Arrival Date:** |  | **Cubic Feet:** |  |
|------------------|------------------|

| **Gross Weight:** |  | **Net Weight:** |  |
|------------------|------------------|

| **Freight Charges:** |  | **Per:** |  |
|----------------------|------------------|

The Thru/GBL rate on file with the General Services Administration will be protected under the terms and conditions of the General Services Administration Household Goods Tender of Service.

---

Signature of Authorized Participant Representative

Date

Certifying officers have the responsibility in the first instance of determining the acceptability of the foregoing certificate which must be attached to bills involving movements by foreign flag vessels prior to the certification of such bills.

<table>
<thead>
<tr>
<th><strong>Agency:</strong></th>
<th></th>
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</table>

<table>
<thead>
<tr>
<th><strong>Authorizing Official:</strong></th>
<th></th>
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</table>

<table>
<thead>
<tr>
<th><strong>Title:</strong></th>
<th></th>
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</table>

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<thead>
<tr>
<th><strong>Date:</strong></th>
<th></th>
</tr>
</thead>
</table>
TSP Certification Statement of Eligibility
TRANSPORTATION SERVICE PROVIDER CERTIFICATION STATEMENT OF ELIGIBILITY FOR THE AWARD OF CONTRACTS FOR TRANSPORTATION

A. By submitting this rate tender, the Transportation Service Provider (TSP) certifies that:

(1) Neither the TSP, nor any of its subsidiaries, officers, directors, principal owners, or principal employees is currently suspended, debarred, or in receipt of a notice of proposed debarment from any agency as a result of a civil judgment or criminal conviction or for any cause from GSA, nor has been placed in temporary non-use status by GSA for the routes covered by this tender as of the date that this rate tender is offered.

(2) The TSP is not a corporation, partnership, sole proprietorship or any other business entity which has been formed or organized following the suspension or debarment of, a subsidiary, officer, director, principal owner, or principal employee thereof (or from such an entity formed after receipt of a notice of proposed debarment).

B. The following definitions are applicable to this certification:

(1) A subsidiary is a business entity whose management decisions are influenced by the TSP through legal or equitable ownership of a controlling interest in the firm's stock, assets, or otherwise.

(2) A principal owner is an individual or company which owns a controlling interest in the TSP’s stock, or an individual who can control, or substantially influence, the TSP’s management, through the ownership interest of family members or close associates.

(3) A principal employee is a person(s) acting in a managerial or supervisory capacity (including consultants and business advisors) who is able to direct, or substantially influence, the TSP’s performance of its obligations under its contracts for transportation with the Federal Government.

C. Knowledge required.

The knowledge of the person who executes this certification is not required to exceed the knowledge which that person can reasonably be expected to possess, following inquiry, regarding the suspended or debarred status of the parties defined in (B), above.

D. Obligation to inform.

The TSP has a continuing obligation to inform the GSA office to which this rate tender is submitted of any change in circumstances which results in its ineligibility for the receipt of contracts for transportation.

E. Erroneous certification.

An erroneous certification of eligibility or failure to notify the GSA transportation zone office receiving this tender of a change in eligibility, may result in a recommendation for administrative action against the TSP. Additionally, false statements to an agency of the Federal Government are subject to criminal prosecution pursuant to 18 USC 1001, as well as possible civil penalties.

_________________________________________________________
COMPANY NAME
_________________________________________________________
SIGNATURE AND TITLE OF AUTHORIZED OFFICIAL         DATE
TSP CONTACT

NAME: ________________________________

TITLE: ________________________________

ADDRESS: ____________________________

CITY/STATE: __________________________

TELEPHONE NO: (____) _______________

E-MAIL ADDRESS: _____________________
General Services Administration Basic Transportation Trading Partner Agreement

TSPs applying for approval in CHAMP shall complete this form as directed by the Program Management Office and Section 2 of the HTOS.

Note: The term “participant” as used in this document shall refer to the Transportation Service Provider (TSP).
General Services Administration

Basic Transportation Trading Partner Agreement

Applicability: Check the box below which represents the activity of your firm under this Trading Partner Agreement:

- [ ] Household Goods Common Carrier (All paragraphs, except Paragraphs 3 and 5G, of this agreement will apply and are binding.)
- [ ] Household Goods Freight Forwarder (All paragraphs, except Paragraphs 3 and 5G, of this agreement will apply and are binding.)
- [ ] Rate Filing Service Provider (All paragraphs, except Paragraph 5G, of this agreement will apply and are binding.)

1. Introduction.
This agreement prescribes the general procedures and policies to be followed when Electronic Commerce (EC) is used for transmitting and receiving requests for offers, rate tenders, or other business information in lieu of creating one or more paper documents normally associated with conducting business with the General Services Administration.

The General Services Administration (GSA or the agency) will transmit and receive via the Transportation Management Services Solution (TMSS) system using the HHG Rate Filing Upload module such transaction sets (documents) as it chooses and as established by the governing tender of service or the request for offers. These transaction sets will be transmitted to those firms, organizations, agencies, or other entities (trading partners) recognized by GSA that agree to accept such documents and to be bound by the terms and conditions contained in those documents, this agreement, and any applicable tender of service.

2. Purpose.
This agreement is to ensure that all EC obligations are legally binding on all trading partners. Further, the use of any electronic equivalent of a standard business document referenced in Paragraphs 3 and 4 will be deemed an acceptable business practice and that no trading partner will challenge the admissibility of the electronic information in evidence, except in circumstances in which an analogous paper document could be challenged. Where participant is used in this agreement it will mean carrier/forwarder as applicable.

This agreement, in addition to the terms and conditions stated in Paragraph 5, is subject to the terms and conditions of the following documents:
4. Terms and Conditions.

A. GSA will place electronic documents in the secure TMSS website (www.moveit.gsa.gov) and in the directory of a confirmed trading partner (trading partner/<SCAC>), hereinafter referred to as directory. It will receive documents from confirmed trading partners in each confirmed trading partner’s directory via electronic commerce established within TMSS. Receipt by the trading partner is considered to occur when the document is placed in either the TSP’s directory or the trading partner’s directory, as the case may be.

B. GSA will bear the costs of maintaining the TMSS server and the costs of placing documents issued by GSA in the appropriate directory, and the costs of managing documents placed within the directory in TMSS by its trading partners. The agency’s trading partners are responsible for all costs associated with getting documents from or putting documents in the GSA TMSS system.

C. When the transmissions are submission of rate offers, the submitting firm must have first met all applicable approval requirements set out in the applicable, governing Tender of Service.

D. GSA will be responsible for the accuracy of documents issued by it and placed in the GSA directory. GSA will not be responsible for errors occurring in documents placed in the GSA TMSS directory, nor will GSA be responsible for errors occurring in documents uploaded from the GSA directory.

E. GSA will not be responsible for any damages incurred by a trading partner as a result of missing or delayed transmissions when the problem is not with or caused by GSA or the agency’s server.

F. Any document placed in a directory maintained on the TMSS server is to be considered a valid and authentic document backed by the same guarantees of legitimacy as are found in a paper transaction. Likewise, any document from a trading partner put into a directory on the TMSS server will be considered a valid and authentic document backed by the same guarantees of legitimacy as are found in a paper transaction.

G. If a participant uses a shipper agent/Intermodal Marketing Company, or filing service to file its rates with GSA, documents submitted on behalf of the participant will be accepted as though submitted by the participant and GSA. The use of a shipper agent/Intermodal Marketing Company, or filing service does not relieve the participant of any of its rights or obligations under the terms of this agreement, including the maintenance of a valid trading partner agreement with GSA.
5. Force Majeure.
None of the parties in this agreement will be liable for failure to properly conduct EC in the event of war, accident, riot, fire, flood, epidemic, power outage, labor dispute, act of God, act of public enemy, malfunction or inappropriate design of hardware or software, or any other cause beyond such party’s control. If standard business cannot be conducted by EC, GSA will, at its discretion, return to a paper based system.

6. Effective Date.
The effective date of this agreement will be the latest of the date(s) shown on the signature page of this document.

7. Agreement Review.
The agreement will be effective on a continuing basis, except as provided in Paragraph 9, below; provided, however, that GSA may from time to time make such changes to the agreement as necessary, and the trading partner may request review of the agreement at any time.

8. Termination.
If GSA revokes a participant’s participation in the GSA Centralized Household Goods Traffic Management Program, this agreement will be considered terminated as of the date notice is given to a firm of its participation revocation.

If the Program Management Office revokes a participant’s participation in the GSA Centralized Household Goods Traffic Management Program, this agreement will be considered terminated as of the date notice of such revocation is issued by the GSA.

Except as provided above, this agreement may be terminated by either GSA or its trading partner, effective 30 calendar days after receipt of written notice by either party. Termination will have no effect on transactions occurring before the effective date of termination.

9. Whole Agreement.
This agreement and all addenda constitute the entire agreement between the parties. No changes in terms and conditions of this agreement will be effective unless approved and signed by both parties. At the inception of this agreement, Addendum/Addenda (is) (are) applicable. As the parties develop and implement additional EC capabilities, addenda may be incorporated into this agreement. Each addendum will be signed and dated by both parties. The latest date contained on the signature page will be the effective date of the addenda. The addendum will be appended to this agreement.
<table>
<thead>
<tr>
<th>Representing the Carrier</th>
<th>Representing the General Services Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name and Signature</td>
<td>Name and Signature</td>
</tr>
<tr>
<td>Title</td>
<td>Title</td>
</tr>
<tr>
<td></td>
<td>Manager, Centralized Household Goods Traffic</td>
</tr>
<tr>
<td></td>
<td>Management Program (CHAMP)</td>
</tr>
<tr>
<td>Firm</td>
<td>Firm:</td>
</tr>
<tr>
<td></td>
<td>Federal Acquisition Service</td>
</tr>
<tr>
<td>Street Address</td>
<td>Street Address</td>
</tr>
<tr>
<td></td>
<td>2300 Main Street, 7th Floor NE</td>
</tr>
<tr>
<td>City, State, Zip</td>
<td>City, State, Zip</td>
</tr>
<tr>
<td></td>
<td>Kansas City, MO 64108</td>
</tr>
<tr>
<td>Telephone</td>
<td>Telephone</td>
</tr>
<tr>
<td></td>
<td>816-823-3644/3650</td>
</tr>
<tr>
<td>Fax</td>
<td>Fax</td>
</tr>
<tr>
<td>Internet E-mail</td>
<td>Internet E-mail</td>
</tr>
<tr>
<td>Electronic Commerce Contact</td>
<td>Electronic Commerce Contact 816-823-3644/3650</td>
</tr>
<tr>
<td>Telephone</td>
<td>Telephone</td>
</tr>
<tr>
<td>Fax</td>
<td>Fax</td>
</tr>
<tr>
<td>Internet E-mail</td>
<td>Internet E-mail</td>
</tr>
<tr>
<td>Date</td>
<td>Date</td>
</tr>
</tbody>
</table>

**TRADING PARTNER AGREEMENT NUMBER**

(To Be Completed by GSA)
APPENDIX D—Report Formats

Report Format Requirements

The shipment and claims settlement reports specified in Section 10 shall meet the requirements set out in this Appendix.

Consolidated Reports Prohibited

In no instance shall any combination of shipment reports (domestic or international) and/or claim reports (domestic or international) be consolidated. Each report shall be separate, with a separate header and filename. For shipment report submissions, domestic Transportation Service Providers (TSPs) shall submit two (2) quarterly reports; one for general domestic transportation (GD) and one for domestic move management services (DM). Domestic shipments reported must include any containerized method of shipping. International TSPs shall submit two (2) quarterly reports; one for general international transportation (GI) and one for international move management services (IM). TSPs approved in both the domestic and international programs shall submit four (4) quarterly reports.

Electronic Media Reports

Electronic media reports shall be submitted in accordance with the following requirements. Electronic media reports shall be transmitted between the dates indicated below of each calendar year:

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Months</th>
<th>Submission Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>Jan - March</td>
<td>April 1 thru May 31</td>
</tr>
<tr>
<td>2nd</td>
<td>April - June</td>
<td>July 1 thru August 31</td>
</tr>
<tr>
<td>3rd</td>
<td>July - Sept</td>
<td>Oct 1 thru Nov 30</td>
</tr>
<tr>
<td>4th</td>
<td>Oct - Dec</td>
<td>Jan 1 thru Feb 28 (29)</td>
</tr>
</tbody>
</table>

Shipment Report Format Requirements

Format requirements, as set out below, must be adhered to. Submissions received from TSPs or Service Providers not conforming to the record and report formatting requirements will be unacceptable and will be rejected and the information not accepted by the database.
Contents of Shipment Report

The Shipment Report consists of a Report Header record and a Shipment Detail Record for each reportable shipment.

Shipment Report Header Record

This line is the Header Record providing information about the TSP report. The Header Record is position sensitive. The Header Record should be posted on line 1 of the report. Positions marked with an asterisk (*) are numeric.

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Position(s)</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Header ID</td>
<td>1</td>
<td>1</td>
<td>Should always be H for Shipment files</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>2</td>
<td>Comma</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>3-6</td>
<td>Four (4) character Standard Carrier Alpha Code. Identify the SCAC for the TSP the GBL/BL was issued to</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>7</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Transportation</td>
<td>2</td>
<td>8-9</td>
<td>Enter GD for General Domestic, GI for General International, DM for Domestic Move Management, IM for International Move Management **Please note that if you provide multiple services within CHAMP, you shall create separate reports (files) for each type of service provided</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>10</td>
<td>Comma</td>
</tr>
<tr>
<td>Identifying Year and Quarter</td>
<td>5</td>
<td>11-15</td>
<td>Four digit year and one digit quarter</td>
</tr>
</tbody>
</table>

Examples:

- General Domestic Shipments for January-March, 2018: H,GSAA,GD,20181
- General International Shipments for April-June, 2018: H,GSAA,GI,20182

Shipment Detail Record Format

The second record (“Line 2”) and each record following the headed record shall identify individual shipment details. Entry format is text entry (i.e. left aligned). Fields marked with an asterisk (*) are numeric and shall, if necessary, be zero filled from the left (i.e., 00250 for 250) depending on the field size. Save the file as a comma-separated file (.CSV) then rename as a shipment report (.SHP). See below for complete file naming conventions.
<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Position(s)</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record ID</td>
<td>1</td>
<td>1</td>
<td>Should always be D for detail</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>2</td>
<td>Comma</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>3-6</td>
<td>Four (4) character Standard TSP Alpha Code (SCAC) identifying the TSP the GBL/BL was issued to</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>7</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Transportation</td>
<td>2</td>
<td>8-9</td>
<td>Enter GD for General Domestic, GI for General International, DM for Domestic Move Management, IM for International Move Management</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>10</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Move</td>
<td>3</td>
<td>11-13</td>
<td>If the GBL/BL was used for household goods, put in HHG; for Automobile, put in POV; for Unaccompanied Air Baggage, put in UAB; for One-Time-Only shipment, put in OTO. **If multiple elements were moved using one GBL/BL, each element shall have an individual shipment record</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>14</td>
<td>Comma</td>
</tr>
<tr>
<td>Federal Agency Identification Code</td>
<td>10</td>
<td>15-24</td>
<td>The Federal Agency Identification Code (FAIC) is a 10 digit code assigned by the Transportation Management Services Solution (TMSS) system. The FAIC can be obtained directly from TMSS. If unable to obtain the proper FAIC, please contact the PMO. Records with this field blank will not be accepted</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>25</td>
<td>Comma</td>
</tr>
<tr>
<td>TSP Reference Number</td>
<td>15</td>
<td>26-40</td>
<td>TSP reference number used when the shipment was booked by the TSP. Start the reference number with position 25. If reference number does not consist of 15 numbers, fill with trailing spaces. Records with this field blank, X, or zero filled will not be accepted</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>41</td>
<td>Comma</td>
</tr>
<tr>
<td>Billing Date</td>
<td>8</td>
<td>42-49</td>
<td>Date of Agency Billing (YYYYMMDD) (Example: 20180215 = February 15, 2018)</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>50</td>
<td>Comma</td>
</tr>
<tr>
<td>BL Number</td>
<td>18</td>
<td>51-68</td>
<td>Bill of Lading Number. Use GBL/BL number associated with shipment. If GBL/BL number is less than 18 characters, fill with trailing spaces. If GBL/BL number is more than 18 characters, report the LAST 18 characters. Records with this field blank or zero filled will not be accepted</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>69</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of GBL/BL</td>
<td>1</td>
<td>70</td>
<td>Input V if Virtual GBL/BL was used. Input G if standard GBL/BL was used</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>71</td>
<td>Comma</td>
</tr>
<tr>
<td>Pick-up Date</td>
<td>8</td>
<td>72-79</td>
<td>YYYYMMDD (see Billing Date)</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>80</td>
<td>Comma</td>
</tr>
</tbody>
</table>
### Shipment Detail Records

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Position(s)</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery Date</td>
<td>8</td>
<td>81-88</td>
<td>YYYYMMDD (see Billing date)</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>89</td>
<td>Comma</td>
</tr>
<tr>
<td>Transit Time</td>
<td>3</td>
<td>90-92</td>
<td>Actual Transit Times in days Example: 007 = 7 days</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>93</td>
<td>Comma</td>
</tr>
<tr>
<td>Origin State or Country Code</td>
<td>4</td>
<td>94-97</td>
<td>Four digit state or country identifier. State is the two digit state identifier, all CAPS, plus two (2) zeros (0). Example: FL00. Country code is the four-digit country code as listed in the most current Request for Offers. Example: Germany = 3940. If shipment contained an area not approved in CHAMP, input OTOO. Records with this field blank, X, or zero filled will not be accepted</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>98</td>
<td>Comma</td>
</tr>
<tr>
<td>Origin Zip Code</td>
<td>5</td>
<td>99-103</td>
<td>5-digit zip (for international origins fill with blanks)</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>104</td>
<td>Comma</td>
</tr>
<tr>
<td>Destination State or Country Code</td>
<td>4</td>
<td>105-108</td>
<td>See Origin State above. If shipment contained an area not approved in CHAMP, input OTOD. Records with this field blank, X, or zero filled will not be accepted</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>109</td>
<td>Comma</td>
</tr>
<tr>
<td>Destination Zip Code</td>
<td>5</td>
<td>110-114</td>
<td>5-digit zip (for international destinations fill with blanks)</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>115</td>
<td>Comma</td>
</tr>
<tr>
<td>Actual Weight Shipped</td>
<td>6</td>
<td>116-121</td>
<td>In pounds for HHG or UAB. Example: 009800 = 9800 pounds. If the record is for POV, place six (6) zeros, 000000. **If field is zero filled for POV, positions 11-13 shall state POV</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>122</td>
<td>Comma</td>
</tr>
<tr>
<td>Mileage</td>
<td>4</td>
<td>123-126</td>
<td>Whole miles only. Example: 0750 = 750 miles. This field should be zero filled for International moves</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>127</td>
<td>Comma</td>
</tr>
<tr>
<td>Discount Offered</td>
<td>3</td>
<td>128-130</td>
<td>Domestic: Discount off the current GSA tariff; International: Percentage of the base line rate tables contained in the Request for Offers. If applicable discount/percentage is more than 3 positions, enter 999. Example: 045 = 45%</td>
</tr>
</tbody>
</table>
### Shipment Detail Records

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Position(s)</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>131</td>
<td>Comma</td>
</tr>
<tr>
<td>Gross Charges</td>
<td>8</td>
<td>132-139</td>
<td>Inclusive of linehaul, accessorial, fuel and packing, but exclusive of SIT, including dollars and cents with an implied decimal point. Example: 01520075 = $15,200.75</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>140</td>
<td>Comma</td>
</tr>
<tr>
<td>Net Charges</td>
<td>8</td>
<td>141-148</td>
<td>Inclusive of linehaul, accessorial, fuel and packing, but exclusive of SIT, including dollars and cents with an implied decimal point. Example: 01020050 = $10,200.50</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>149</td>
<td>Comma</td>
</tr>
<tr>
<td>Owner’s Last Name</td>
<td>15</td>
<td>150-164</td>
<td>Last name of the owner listed on the GBL/BL in all CAPS. If the owner’s name does not consist of 15 letters, fill with trailing spaces</td>
</tr>
</tbody>
</table>

**Examples:**

D,GSAA,GD,HHG,0250000011,G9S000075,20170730,01931939911,0250000011,G9S000075,20170630,20170715,016,MT00,59405,MD00,20748,004920,2080,054,01025100,00471500,SMITH

D,GSAA,GI,HHG,0190000011,443609,20170903,N07996784326015,0190000011,443609,20170811,20170818,048,OH00,45208,3940,004320,0000,157,00888700,00400300,DUNN

D,GSAA,GD,OTO,0730000023,N4S011032,20170930,01560869221,0730000023,N4S011032,20171030,20171130,030,OTO0,99721,WA00,98371,014540,2685,055,01148700,00835500,CLOVER

**Shipment Report Trailer Record Format**

The last line of each report will identify a summary of the shipments reported within the Shipment Detail Record. Fields marked with an asterisk (*) are numeric and shall, if necessary, be zero filled from the left (i.e., 00250 for 250) depending on the field size.
## Shipment Report Trailer Record Format

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Position(s)</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trailer ID</td>
<td>1</td>
<td>1</td>
<td>Should always be T for Shipment files</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>2</td>
<td>Comma</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>3-6</td>
<td>Four (4) character Standard TSP Alpha Code. Identify the SCAC for the TSP the GBL/BL was issued to</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>7</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Transportation</td>
<td>2</td>
<td>8-9</td>
<td>Enter GD for General Domestic, GI for General International, DM for Domestic Move Management, IM for International Move Management **Please note that if you provide multiple services within CHAMP, you shall create separate reports (files) for each type of service provided</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>10</td>
<td>Comma</td>
</tr>
<tr>
<td>Identifying Year and Quarter</td>
<td>5</td>
<td>11-15</td>
<td>Four digit year and one digit quarter</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>16</td>
<td>Comma</td>
</tr>
<tr>
<td>Number of Detail Records</td>
<td>4</td>
<td>17-20</td>
<td>Number of detail (shipment records) contained in file</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>21</td>
<td>Comma</td>
</tr>
<tr>
<td>Sum of Gross</td>
<td>10</td>
<td>22-31</td>
<td>Sum of individual detail record gross amounts, including dollars and cents with an implied decimal point. Example: 0015200750 = $152,007.50</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>32</td>
<td>Comma</td>
</tr>
<tr>
<td>Sum of Net Charges</td>
<td>10</td>
<td>33-42</td>
<td>Sum of individual detail record net amounts, including dollars and cents with an implied decimal point. Example: 0013500550 = $135,005.50</td>
</tr>
</tbody>
</table>

Example:

- 50 General Domestic Shipments for January-March, 2018:
  
  T,GSAA,GD,20181,0050,0015200750,0013500550

## Negative Shipment Report Format

Negative shipment reports are filed in TMSS via the Negative Shipment Reporting link.
## Shipment Report File Naming Convention

This line is the File Naming convention for the Shipment Report. The File Name Record is position sensitive. Positions marked with an asterisk (*) are numeric and shall, if necessary, be zero filled from the left (i.e., 00250). Save the file as a comma-separated file (.CSV) then rename as a shipment report file (.SHP).

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Position(s)</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>File Name ID</td>
<td>3</td>
<td>1-3</td>
<td>Shall be HHG for Shipment files</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>4-7</td>
<td>Four (4) characters Standard TSP Alpha Code. Identify the SCAC for the TSP the GBL/BL was issued to</td>
</tr>
<tr>
<td>Type of Transportation</td>
<td>2</td>
<td>8-9</td>
<td>Enter GD for General Domestic, GI for General International, DM for Domestic Move Management, IM for International Move Management <strong>Please note that if you provide multiple services within CHAMP, you shall create separate reports (files) for each type of service provided</strong></td>
</tr>
<tr>
<td>Calendar Year</td>
<td>4</td>
<td>10-13</td>
<td>YYYY - Calendar Year of Report</td>
</tr>
<tr>
<td>Identifying Quarter</td>
<td>1</td>
<td>14</td>
<td>1 – 4 Identifies the calendar quarter the report represents</td>
</tr>
<tr>
<td>Report Submission Number</td>
<td>2</td>
<td>15-16</td>
<td>Starts at 01, increments by 1</td>
</tr>
<tr>
<td>Error Indicator</td>
<td>1</td>
<td>17</td>
<td>Blank from TSP, “E” for error file from TMSS</td>
</tr>
</tbody>
</table>

### Examples:
- General Domestic Shipments for January-March, 2018: HHGGSAAGD2018101.SHP
  - Returned error file from GSA: HHGGSAAGD2018101E.SHP
  - Returned error file from TSP HHGGSAAGD2018102.SHP
- General International Shipments for April-June, 2017: HHGGSAAGI2017201.SHP
  - Returned error file from GSA: HHGGSAAGI2017201E.SHP
  - Returned error file from TSP HHGGSAAGI2017202.SHP

### Origin/Destination Codes

The following tables define the codes to be used to indicate the origin and destination of the shipments reported in the Shipment Report.
State Codes (CONUS) for Shipment Origin/Destination

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### Origin/Destination Codes for Points in Alaska

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Note: See the International Table for the code for the Hawaiian Islands, Puerto Rico, Guam and Virgin Islands.

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<td>Nigeria</td>
<td>6700</td>
</tr>
<tr>
<td>Northern Mariana Islands – All Other Points</td>
<td>0690</td>
</tr>
<tr>
<td>Country/Designated Point</td>
<td>Code</td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>Saipan</td>
<td>069S</td>
</tr>
<tr>
<td>Norway</td>
<td>6850</td>
</tr>
<tr>
<td>Okinawa</td>
<td>490K</td>
</tr>
<tr>
<td>Oman</td>
<td>6160</td>
</tr>
<tr>
<td>Pakistan</td>
<td>7000</td>
</tr>
<tr>
<td>Palau</td>
<td>131P</td>
</tr>
<tr>
<td>Panama</td>
<td>7100</td>
</tr>
<tr>
<td>Papua New Guinea</td>
<td>7120</td>
</tr>
<tr>
<td>Paraguay</td>
<td>7150</td>
</tr>
<tr>
<td>Peru</td>
<td>7200</td>
</tr>
<tr>
<td>Philippines</td>
<td>7250</td>
</tr>
<tr>
<td>Poland</td>
<td>7300</td>
</tr>
<tr>
<td>Portugal</td>
<td>7350</td>
</tr>
<tr>
<td>Puerto Rico (Main Island Only)</td>
<td>180P</td>
</tr>
<tr>
<td>Qatar</td>
<td>7470</td>
</tr>
<tr>
<td>Romania</td>
<td>7550</td>
</tr>
<tr>
<td>Russia – All Other Points</td>
<td>8250</td>
</tr>
<tr>
<td>- Moscow</td>
<td>82MC</td>
</tr>
<tr>
<td>- St. Petersburg</td>
<td>82SP</td>
</tr>
<tr>
<td>- Vladivostok</td>
<td>82VS</td>
</tr>
<tr>
<td>Rwanda</td>
<td>132R</td>
</tr>
<tr>
<td>Saudi Arabia</td>
<td>7850</td>
</tr>
<tr>
<td>Saint Lucia</td>
<td>7700</td>
</tr>
<tr>
<td>Sao Tome/Principe</td>
<td>133S</td>
</tr>
<tr>
<td>Senegal</td>
<td>7870</td>
</tr>
<tr>
<td>Serbia</td>
<td>113S</td>
</tr>
<tr>
<td>Sierra Leone</td>
<td>7900</td>
</tr>
<tr>
<td>Singapore</td>
<td>7950</td>
</tr>
<tr>
<td>Slovak Republic</td>
<td>114S</td>
</tr>
<tr>
<td>Slovenia</td>
<td>7890</td>
</tr>
<tr>
<td>Solomon Islands</td>
<td>789S</td>
</tr>
<tr>
<td>Country/Designated Point</td>
<td>Code</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Somalia</td>
<td>7899</td>
</tr>
<tr>
<td>South Africa – All Other Points</td>
<td>8010</td>
</tr>
<tr>
<td>- Cape town</td>
<td>80CT</td>
</tr>
<tr>
<td>- Durban</td>
<td>80DB</td>
</tr>
<tr>
<td>- Johannesburg</td>
<td>80JB</td>
</tr>
<tr>
<td>- Pretoria</td>
<td>80PT</td>
</tr>
<tr>
<td>South Sudan</td>
<td>8360</td>
</tr>
<tr>
<td>Spain</td>
<td>8300</td>
</tr>
<tr>
<td>Sri Lanka</td>
<td>2720</td>
</tr>
<tr>
<td>Sudan</td>
<td>8350</td>
</tr>
<tr>
<td>Suriname</td>
<td>8400</td>
</tr>
<tr>
<td>Swaziland</td>
<td>135S</td>
</tr>
<tr>
<td>Sweden</td>
<td>8500</td>
</tr>
<tr>
<td>Switzerland</td>
<td>8550</td>
</tr>
<tr>
<td>Syria</td>
<td>8580</td>
</tr>
<tr>
<td>Tahiti</td>
<td>350T</td>
</tr>
<tr>
<td>Taiwan</td>
<td>2810</td>
</tr>
<tr>
<td>Tajikistan</td>
<td>136T</td>
</tr>
<tr>
<td>Tanzania</td>
<td>8650</td>
</tr>
<tr>
<td>Thailand</td>
<td>8750</td>
</tr>
<tr>
<td>Togo</td>
<td>115T</td>
</tr>
<tr>
<td>Trinidad</td>
<td>205T</td>
</tr>
<tr>
<td>Tunisia</td>
<td>8900</td>
</tr>
<tr>
<td>Turkey</td>
<td>9050</td>
</tr>
<tr>
<td>Turkmenistan</td>
<td>116T</td>
</tr>
<tr>
<td>Uganda</td>
<td>9100</td>
</tr>
<tr>
<td>Ukraine</td>
<td>9280</td>
</tr>
<tr>
<td>United Arab Emirates</td>
<td>8880</td>
</tr>
<tr>
<td>United Kingdom – All Other Points</td>
<td>925U</td>
</tr>
<tr>
<td>London</td>
<td>925L</td>
</tr>
<tr>
<td>Edinburgh</td>
<td>925D</td>
</tr>
</tbody>
</table>
### Claims Report Format Requirements

If a claims report is furnished, format requirements, as set out below, shall be adhered to. Submissions received from TSPs or Rate Filing Service Provider (RFSP) not conforming to the record and report formatting requirements will be unacceptable and will be rejected and the information not accepted by the database.

**Claims Report Header Record**

The first line of the Claims Report is the Header Record providing information about the TSP’s report. The Header Record is position sensitive. Positions marked with an asterisk (*) are numeric and shall, if necessary, be zero filled from the left (i.e., 00250).

<table>
<thead>
<tr>
<th>Country/Designated Point</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern Ireland</td>
<td>925I</td>
</tr>
<tr>
<td>Uruguay</td>
<td>9300</td>
</tr>
<tr>
<td>Uzbekistan</td>
<td>117U</td>
</tr>
<tr>
<td>Venezuela</td>
<td>9400</td>
</tr>
<tr>
<td>Viet Nam</td>
<td>9450</td>
</tr>
<tr>
<td>Virgin Islands St. John</td>
<td>200V</td>
</tr>
<tr>
<td>Virgin Islands St. Thomas/St. Croix</td>
<td>190V</td>
</tr>
<tr>
<td>Western Samoa</td>
<td>9630</td>
</tr>
<tr>
<td>Yemen</td>
<td>9650</td>
</tr>
<tr>
<td>Zambia</td>
<td>9900</td>
</tr>
<tr>
<td>Zimbabwe</td>
<td>8180</td>
</tr>
</tbody>
</table>
# Claims Report Header Record

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Position(s)</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Header ID</td>
<td>1</td>
<td>1</td>
<td>Shall be C for Claim files</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>2</td>
<td>Comma</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>3-6</td>
<td>Four (4) character Standard TSP Alpha Code. Identify the SCAC for the TSP the GBL/BL was issued to</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>7</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Transportation</td>
<td>2</td>
<td>8-9</td>
<td>Enter GD for General Domestic, GI for General International, DD for Direct Domestic Move Management, DI for Direct International, BD for Broker Domestic Move Management, or BI for Broker International. <strong>Please note that if you provide multiple services within CHAMP, you shall create separate reports (files) for each type of service provided</strong></td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>10</td>
<td>Comma</td>
</tr>
<tr>
<td>Number of Records</td>
<td>4</td>
<td>11-14</td>
<td>Number of records transmitted. This identifies the number of lines submitted in the shipment report. Example: 0321=321 records. <strong>If this is a Negative report, use all zeros</strong></td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>15</td>
<td>Comma</td>
</tr>
<tr>
<td>Identifying Quarter</td>
<td>5</td>
<td>16-20</td>
<td>YYYYQ - Complete year with the calendar quarter number, where Q = calendar quarter as referenced in file naming above. Example: 19993 = third quarter of 1999</td>
</tr>
</tbody>
</table>

**Examples:**

- 20 General International Claims for April-June, 2017:
  C,GSAA,GI,0020,20172

- 87 MMS Domestic Claims for October-December, 2017
  C,GSAA,DD,0087,20174

- Negative General Domestic Claim Report for April-June 2017:
  C,GSAA,DD,0000,20172
## Claim Settlement Detail Records

Entry format is text entry (i.e. left aligned). Fields marked with an asterisk (*) are numeric and shall, if necessary, be zero filled from the left (i.e., 00250 for 250) depending on the field size. Line 2 and each line thereafter will identify individual claim records.

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Position(s)</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record ID</td>
<td>1</td>
<td>1</td>
<td>Shall be C</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>2</td>
<td>Comma</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>3-6</td>
<td>Four (4) character Standard TSP Alpha Code. Identify the SCAC for the TSP the GBL/CBL was issued to</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>7</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Transportation</td>
<td>2</td>
<td>8-9</td>
<td>Enter GD for General Domestic, GI for General International, DD for Direct Domestic Move Management, DI for Direct International, BD for Broker Domestic Move Management, or BI for Broker International</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>10</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Move</td>
<td>3</td>
<td>11-13</td>
<td>If multiple elements were moved using one GBL/BL, each element shall have an individual shipment record; if the GBL/BL was used for household goods, put in HHG; for Automobile, enter POV; and for Unaccompanied Air Baggage, enter UAB. **If multiple elements were moved using one GBL/BL, each element shall have an individual shipment record</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>14</td>
<td>Comma</td>
</tr>
<tr>
<td>Federal Agency Identification Code</td>
<td>10</td>
<td>15-23</td>
<td>Agency’s 10 digit User ID code used to access TMSS. This User ID can be obtained directly from the using agency or from the TMSS system itself. If unable to obtain the proper User ID, please contact the PMO. Records with this field blank, X or zero-filled will not be accepted</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>24</td>
<td>Comma</td>
</tr>
<tr>
<td>TSP Reference Number</td>
<td>15</td>
<td>25-39</td>
<td>TSP reference number used when the shipment was booked by the TSP. Start the reference number with position 25. If reference number does not consist of 15 numbers, place X’s after number to fill out the 15 positions. Example: Reference number 135895 would appear as 135895XXXXXXXXXX. Records with this field blank, X or zero filled will not be accepted</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>40</td>
<td>Comma</td>
</tr>
</tbody>
</table>
## Claim Settlement Detail Records

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Position(s)</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>BL Number</td>
<td>8</td>
<td>41-48</td>
<td>Bill of Lading Number. Use GBL/BL number that was used to handle the shipment. If BL number is less than 8 characters, place X's after the number to fill in field. Records with this field blank or zero filled will not be accepted</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>49</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of GBL/CBL</td>
<td>1</td>
<td>50</td>
<td>Input V if Virtual GBL/BL was used. Input G if standard GBL/BL was used</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>51</td>
<td>Comma</td>
</tr>
<tr>
<td>Date Claim Received</td>
<td>8</td>
<td>52-59</td>
<td>YYYYMMDD (20170315 = March 15, 2017)</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>60</td>
<td>Comma</td>
</tr>
<tr>
<td>Date Claim Settled</td>
<td>8</td>
<td>61-68</td>
<td>YYYYMMDD (see claim received date)</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>69</td>
<td>Comma</td>
</tr>
<tr>
<td>Days to settle</td>
<td>3</td>
<td>70-72</td>
<td>Number of days, excluding day of receipt, but including the settlement date. Example: 010 = 10 Days</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>73</td>
<td>Comma</td>
</tr>
<tr>
<td>Amount Claimed</td>
<td>6</td>
<td>74-79</td>
<td>Whole dollars only Example: 000500 = $500.00</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>80</td>
<td>Comma</td>
</tr>
<tr>
<td>Amount Settled</td>
<td>6</td>
<td>81-86</td>
<td>Whole dollars only. Example: 000250 = $250.00</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>87</td>
<td>Comma</td>
</tr>
<tr>
<td>Settlement Delay Codes</td>
<td>30</td>
<td>88-117</td>
<td>If days to settle exceeds 60, use the codes specified below in the Delay Code Specification. If codes are used, place them starting in position 81. Once all codes are loaded, place X's to fill out the 30 positions. Example: C99C11C12XXXXXXXXXXXXXXXXXXXXX If no codes are used X fill the 30 positions</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>118</td>
<td>Comma</td>
</tr>
<tr>
<td>Owner’s Last Name</td>
<td>15</td>
<td>119-133</td>
<td>Last name of the owner listed on the GBL/BL in all CAPS. If the owner’s name does not consist of 15 letters, place X's after the name to fill out the 15 positions. Example: The name of Jones would appear as JONESXXXXXXXXXXX. Records with this field blank, X or zero filled will not be accepted</td>
</tr>
</tbody>
</table>

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Claim Settlement Delay Code Specifications

Codes beginning with a “C” apply specifically to reasons for a late settlement because of a TSP's act or omission; codes beginning with a “P” apply specifically to reasons for a late settlement because of an owner’s act or omission. Codes “C99,” “P99,” and “Z99” are used to indicate a group of reasons for a late settlement; see below for additional information. Except as otherwise specified, the Delay Codes shall begin in position 81.

<table>
<thead>
<tr>
<th>Delay Code</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>C99</td>
<td>Indicates that because of a combination of TSP failures, as indicated by the following TSP codes, settlement was delayed past sixty (60) calendar days. If this code is used, it shall begin in position 81 with the specific codes following it, e.g., C99C12C13. Do not use for an ‘other’ or ‘unknown’ indication. Do not use by itself or with only one other code (Example: C99 or C99C12)</td>
</tr>
<tr>
<td>C11</td>
<td>TSP Failure: Indicates that the TSP through administrative error failed to make a settlement offer within sixty (60) calendar days</td>
</tr>
<tr>
<td>C12</td>
<td>Adjuster Failure: Indicates that the adjuster hired by the TSP failed to complete review and settlement action within sixty (60) calendar days or to provide the TSP with its report so that the TSP could complete settlement within sixty (60) calendar days. If the adjuster’s failure was based on inability to meet with the owner, use Delay Code P12</td>
</tr>
<tr>
<td>Delay Code</td>
<td>TSP Reason Codes</td>
</tr>
<tr>
<td>-----------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>C13</td>
<td>Repair Estimates:</td>
</tr>
<tr>
<td>C14</td>
<td>RESERVED</td>
</tr>
<tr>
<td>C15</td>
<td>RESERVED</td>
</tr>
<tr>
<td>P 99</td>
<td>Indicates that</td>
</tr>
<tr>
<td>P11</td>
<td>Insufficient information:</td>
</tr>
<tr>
<td>P12</td>
<td>Adjuster Failure:</td>
</tr>
<tr>
<td>P13</td>
<td>Repair Estimates:</td>
</tr>
<tr>
<td>P14</td>
<td>Appraisals:</td>
</tr>
<tr>
<td>P15</td>
<td>RESERVED</td>
</tr>
<tr>
<td>P 99</td>
<td>Indicates that</td>
</tr>
</tbody>
</table>
# Claim Settlement Delay Code Specifications

<table>
<thead>
<tr>
<th>TSP Reason Codes</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Delay Code</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>P11</td>
<td>Insufficient information: Indicates that the information on or submitted with the claim was insufficient for the TSP to make a settlement and that despite the TSP’s timely request for such information, the information was not returned to the TSP in sufficient time for allow for settlement within sixty (60) calendar days. Such information includes additional descriptions of the property or copies of purchase receipts; it does not include estimates of repair (see Delay Codes C13 and P13), high value article appraisals (see Delay Code P14)</td>
</tr>
<tr>
<td>P12</td>
<td>Adjuster Failure: Indicates that the owner was unable to meet with the TSP’s adjuster in sufficient time for the adjuster to complete review and settlement action within sixty (60) calendar days or to provide the TSP with its report so that the TSP could complete settlement within sixty (60) calendar days</td>
</tr>
<tr>
<td>P13</td>
<td>Repair Estimates: Indicates that the owner was unable to meet with the TSP’s repair TSP in sufficient time for the TSP to complete review and settlement action within sixty (60) calendar days or to provide the TSP with its report so that the TSP could complete settlement within sixty (60) calendar days. This code may also be used to indicate that the owner declined use of the TSP’s repair TSP, but failed to provide the TSP with repair estimates in sufficient time for the TSP to complete settlement within sixty (60) calendar days</td>
</tr>
<tr>
<td>P14</td>
<td>Appraisals: Indicates that despite a timely request from the TSP, the owner failed to provide the TSP high value article appraisals when such appraisals are warranted by the nature of the property (such as antiques or art objects) in sufficient time for the TSP to complete settlement within sixty (60) calendar days</td>
</tr>
<tr>
<td>P15</td>
<td>RESERVED</td>
</tr>
</tbody>
</table>

## Claim Report File Naming Convention

This line is the File Naming convention for the Claim Report. The File Name Record is position sensitive. Positions marked with an asterisk (*) are numeric and shall, if necessary, be zero filled from the left (i.e., 00250). Save the file as a comma-separated file (.CSV) then rename as necessary (.CLM). The File Naming Convention identified below shall be adhered to. File names shall be eight (8) characters, and the file extension will reflect the record type.
# Claim Report File Naming Convention

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Position(s)</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSP Code</td>
<td>4</td>
<td>1-4</td>
<td>Four (4) digit Standard TSP Alpha Code</td>
</tr>
<tr>
<td>Year</td>
<td>1</td>
<td>5</td>
<td>Last digit of calendar year (2011 would be 1)</td>
</tr>
<tr>
<td>Quarter</td>
<td>1</td>
<td>6</td>
<td>Calendar quarter, e.g., 1=Jan-Mar, 2=Apr-Jun, 3=Jul-Sep, 4=Oct-Dec</td>
</tr>
<tr>
<td>File Type</td>
<td>1</td>
<td>7</td>
<td>Designates the type of transportation the file contains. General Domestic = A, General International = B, Move Management Domestic = C, Move Management International = D</td>
</tr>
<tr>
<td>Report Type</td>
<td>1</td>
<td>8</td>
<td>Report Submission Number (i.e. first submission of original quarterly report =1; corrected error report submission=2)</td>
</tr>
<tr>
<td>File Extension</td>
<td>3</td>
<td>9-11</td>
<td>Original submission shall be .CLM; the correction report submitted requires an .ERC extension</td>
</tr>
</tbody>
</table>

**Example: Original Claim Report Submission**

<table>
<thead>
<tr>
<th>GSAA13A1.clm</th>
<th>TSP Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>GSAA</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Last Digit of Calendar Year</td>
</tr>
<tr>
<td>3</td>
<td>Calendar Quarter</td>
</tr>
<tr>
<td>A</td>
<td>File Type</td>
</tr>
<tr>
<td>1</td>
<td>Report Type</td>
</tr>
<tr>
<td>.CLM</td>
<td>File Extension</td>
</tr>
</tbody>
</table>

**Example: Corrected Claim Report Submission**

<table>
<thead>
<tr>
<th>GSAA13A2.clm</th>
<th>TSP Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>GSAA</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Last Digit of Calendar Year</td>
</tr>
<tr>
<td>3</td>
<td>Calendar Quarter</td>
</tr>
<tr>
<td>A</td>
<td>File Type</td>
</tr>
<tr>
<td>2</td>
<td>Report Type</td>
</tr>
<tr>
<td>.ERC</td>
<td>File Extension</td>
</tr>
</tbody>
</table>

If you have several files to transmit at one time, each file name shall be unique (i.e., GSAA13A1.CLM, GSAA13A2.ERC, etc.).
Shipment Report and Claims Report Submission Requirements

Electronic Submission Required

Reports shall be submitted electronically via the Transportation Management Services Solution (TMSS) system using the Report Upload module. Hard copy (paper) reports will not be accepted. Submissions received from TSPs or RFSP not conforming to the report submission specifications will be rejected.

Electronic Report Submission Instructions

The Shipment Report and Claims Report (if furnished) shall be submitted via TMSS using the Report Upload module and shall meet the transmission requirements defined below. If a TSP has never submitted reports electronically to the General Services Administration (GSA) and intends to directly transmit the required reports via TMSS using the Report Upload module instead of using a RFSP, the TSP will need to contact the Program Management Office (PMO) in writing on company letterhead to receive a user ID and password. A facsimile or e-mail request is acceptable.

Format

Format requirements as set out in this section shall be adhered to and shall be uploaded via TMSS using the Report Upload module. Submissions received from TSPs or RFSPs not conforming to the record requirements will be unacceptable and not incorporated in the database.

File Preparation

In order to transfer the file(s) via TMSS using the Report Upload module, the file shall be uploaded as unformatted (TEXT ONLY) flat file, (i.e., no tab characters, etc.). The file shall not have a top/ bottom/or left margin, page feeds, or embedded blank records.

Note: The use of Java software is a requirement to upload reports. If a TSP does not currently have Java, the TSP can receive a free download from the TMSS web site. GSA suggests using "File > Save As > Text Document" to prevent saving any formatting along with the text. Be sure to change the .TXT file extension to the required one after saving the text file, .SHP or .CLM.

Accessing the Report Upload Module

In order to access the new “Report Upload” module, a TSP’s administrator shall first designate who will have access to this module and grant them access via TMSS. A TSP’s administrator can do this by logging on to TMSS, selecting “Account Info,” then “User List,” and then selecting the applicable user and checking “Allow Upload.” TSPs may also contact GSA to receive access.
When shipment and claim reports are ready for submission, the user can select the “Report Upload” link located in the left margin of the main TMSS page. At that point, the module will load and bring the user to a login screen. Please note that the user’s system shall have Java installed to allow for proper loading of the module. If Java is not currently installed on the system, the user will be given a link that will take them to a site for a free download. At the login screen, the user will be asked to input a User Name and Password. The User Name and Password is the same as is used for annual rate submissions. If a TSP’s User Name and Password is not known, please contact GSA.

Directory Access

Once the user has logged on, the Browse button will become activated. To upload reports, select the Browse button. A pop-up window will appear identifying folders on the TSP’s computer’s hard drive. Go to the directory location of the reports and select the file(s). Next, select OK. The files will appear to transfer and will be displayed in the current window. Help Files are also available to assist with the upload process which is very similar to attaching a document to an e-mail. Please note that the system will only accept files with a .shp or .clm extension, which falls in line with the file naming conventions identified above. No files containing any other extension will be accepted.

Verification of file transfer

Once the reports have been uploaded, the TSP can verify their existence and/or download files back off of TMSS via the “File Download” module that is located in the left margin of the main TMSS page. When “File Download” is selected, a login window will appear. The user will need to use the same User Name and Password that is used to login to “Report Upload.” Once that is complete, the user will be taken to a screen similar to that of Windows Explorer. The user will need to click on the “HHG” directory and will then be taken to a list of folders designated by the Standard TSP Alpha Codes (SCAC). The user will need to scroll down to find their TSP’s folder and then will be able to verify all files that have been uploaded into their TSP’s directory. To download a file, the user will just need to click on the file to be given the option to save it. At this point the user should be able to see the TSP’s file identified in its assigned directory. If the file doesn’t appear, the user will need to “Upload” the file again. The steps identified above will assist the user only in verifying that the TSP’s claim and/or shipment report(s) file was transferred successfully. Following these steps WILL NOT verify that the contents of the TSP’s reports have been formatted correctly—only that GSA has received a file.
GSA Form 3080 Batch Filing Instructions (Option 2):

- To initiate TSP must be registered in TMSS and must have valid login credentials.
- TSP must login to TMSS and use the ‘Report Upload’ functionality on the TMSS main menu to upload the initiation and/or Complete Survey file.
- File Naming convention initiation is - CE<SCAC><Creation Date><seq. no.>.SUR
  - E.g. CEAERM20170425001.SUR
- File should be a text file with extension ‘.SUR’
- All fields must be entered to process the file.
- TMSS validates the uploaded file(s) and sends processing status information to the TSP. Processing status includes the following details.
  - Total number of records received/checked
  - Total number of detailed records received/checked
  - Total number of header records Accepted
  - Total number of header records rejected
  - Total number of Detailed records Accepted
  - Total number of Detailed records rejected
  - Name of the error file (contains the rejected records and the rejection reason)
- TSP can download the error file(s) from TMSS by using the ‘File Download’ option on the TMSS main menu.
- Rejected records can be corrected and resubmitted with a different sequence number on the same day or next day.
- Surveys will be initiated and send notifications to the appropriate employees.
Option 2

**Batch file layout to initiate a GSA Form 3080 electronic form:**

Header Layout: Total length = 135 chars maximum / 49 chars minimum.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Position</th>
<th>Max Length</th>
<th>Example</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Header Id</td>
<td>1</td>
<td>2</td>
<td>HI</td>
<td>To initiate a GSA Form 3080 Survey the header ID should be 'HI'</td>
</tr>
<tr>
<td>Field Separator</td>
<td>3</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>4</td>
<td>ABCD</td>
<td>Must be registered in TMSS</td>
</tr>
<tr>
<td>Field Separator</td>
<td>8</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transaction Type</td>
<td>9</td>
<td>2</td>
<td>CE</td>
<td>The value should be always CE; stands for Carrier Evaluation</td>
</tr>
<tr>
<td>Field Separator</td>
<td>11</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Creation Date</td>
<td>12</td>
<td>8</td>
<td>20170425</td>
<td>The date should be in 'yyyyMMdd' format</td>
</tr>
<tr>
<td>Field Separator</td>
<td>20</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Detail Record Count</td>
<td>21</td>
<td>6</td>
<td>000015</td>
<td>Total number of detail records has to be entered with leading zeroes if the length is less than 6.</td>
</tr>
<tr>
<td>Field Separator</td>
<td>27</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TSP First Name</td>
<td>28</td>
<td>25</td>
<td>Steve</td>
<td>TSP contact’s first name; Must have at least 1 letter</td>
</tr>
<tr>
<td>Field Separator</td>
<td>n/a</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TSP Last Name</td>
<td>n/a</td>
<td>25</td>
<td>Smith</td>
<td>TSP contact’s last name; Must have at least 1 letter</td>
</tr>
<tr>
<td>Field Separator</td>
<td>n/a</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TSP Phone</td>
<td>n/a</td>
<td>10</td>
<td>1234567890</td>
<td>TSP contact’s phone no.; Must be numeric and min/max 10 nos.</td>
</tr>
<tr>
<td>Field Separator</td>
<td>n/a</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TSP Email Id</td>
<td>n/a</td>
<td>45</td>
<td><a href="mailto:abc@abc.com">abc@abc.com</a></td>
<td>TSP contact’s email ID</td>
</tr>
</tbody>
</table>
Detail Record Layout: Total Length = 423 chars

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Type</th>
<th>Max Length</th>
<th>Min Length</th>
<th>Example</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipment Type</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td>I or D</td>
<td>I - International</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCAC</td>
<td>Alpha</td>
<td>4</td>
<td>4</td>
<td>ABCD</td>
<td>Must be registered in TMSS</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BOL Number</td>
<td>Alpha</td>
<td>18</td>
<td>1</td>
<td>R123456789</td>
<td>Enter the BOL number</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BOL Type</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td>H or U or P</td>
<td>H - HHG</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Federal Agency ID</td>
<td>Alpha</td>
<td>10</td>
<td>10</td>
<td>470912345</td>
<td>Federal agency ID - &lt;agy&gt;&lt;bur&gt;&lt;account code&gt;</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pick Up Date</td>
<td>Numeric</td>
<td>8</td>
<td>8</td>
<td>20170101</td>
<td>In 'yyyymmdd' format</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery Date</td>
<td>Number</td>
<td>8</td>
<td>8</td>
<td>20170202</td>
<td>In 'yyyymmdd' format</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Old Duty Zip</td>
<td>Numeric</td>
<td>5</td>
<td></td>
<td>22222</td>
<td>Enter the 5 digit numeric zip code if the Old Duty Country is 'United States'; is not required if the Old Duty Country is other than 'United States'</td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Max Length</td>
<td>Min Length</td>
<td>Example</td>
<td>Comments</td>
</tr>
<tr>
<td>------------------</td>
<td>---------</td>
<td>------------</td>
<td>------------</td>
<td>---------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Old Duty City</td>
<td>Alpha</td>
<td>28</td>
<td>0 - if Country is not USA 1 – if Country is USA</td>
<td>Chicago</td>
<td>Enter the City Name if the Old Duty Country is ‘United States’; is not required if the Old Duty Country is other than ‘United States’</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Old Duty Country</td>
<td>Alpha</td>
<td>30</td>
<td>1</td>
<td>United States</td>
<td>Enter the Old Duty Country</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Duty Zip</td>
<td>Numeric</td>
<td>5</td>
<td>0 - if Country is not USA 5 – if Country is USA</td>
<td>22222</td>
<td>Enter the 5 digit numeric zip code if the New Duty Country is ‘United States’; is not required if the New Duty Country is other than ‘United States’</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Duty City</td>
<td>Alpha</td>
<td>28</td>
<td>0 - if Country is not USA 1 – if Country is USA</td>
<td>Chicago</td>
<td>Enter the City Name if the New Duty Country is ‘United States’; is not required if the New Duty Country is other than ‘United States’</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Duty Country</td>
<td>Alpha</td>
<td>30</td>
<td>1</td>
<td>United States</td>
<td>Enter the New Duty Country</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Max Length</td>
<td>Min Length</td>
<td>Example</td>
<td>Comments</td>
</tr>
<tr>
<td>--------------------</td>
<td>---------</td>
<td>------------</td>
<td>------------</td>
<td>---------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>Owner’s First Name</td>
<td>Alpha</td>
<td>25</td>
<td>1</td>
<td>Steve</td>
<td>Enter Owner’s first name</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Owner’s Middle Initial</td>
<td>Alpha</td>
<td>1</td>
<td>0</td>
<td>K</td>
<td>Middle initial if available</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Owner’s Last Name</td>
<td>Alpha</td>
<td>25</td>
<td>1</td>
<td>Smith</td>
<td>Owner’s last name</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Owner’s Phone</td>
<td>Numeric</td>
<td>10</td>
<td>10</td>
<td>1234567890</td>
<td>Owner’s phone number</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Owner’s Phone Ext</td>
<td>Alpha</td>
<td>6</td>
<td>0</td>
<td>123456</td>
<td>Telephone extension if available</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Owner’s Email Id</td>
<td>Alpha</td>
<td>45</td>
<td>1</td>
<td><a href="mailto:abcd@abc.com">abcd@abc.com</a></td>
<td>Owner’s email ID</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AMC. First Name</td>
<td>Alpha</td>
<td>25</td>
<td>1</td>
<td>John</td>
<td>Move Coordinator’s first name</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AMC. Middle Initial</td>
<td>Alpha</td>
<td>1</td>
<td>0</td>
<td>M</td>
<td>Middle initial if available</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AMC. Last Name</td>
<td>Alpha</td>
<td>25</td>
<td>1</td>
<td>Doe</td>
<td>Move Coordinator’s last name</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AMC. Phone</td>
<td>Numeric</td>
<td>10</td>
<td>10</td>
<td>1234567890</td>
<td>Move Coordinator’s phone number</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Max Length</td>
<td>Min Length</td>
<td>Example</td>
<td>Comments</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------</td>
<td>------------</td>
<td>------------</td>
<td>-------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>AMC. Phone Ext</td>
<td>Alpha</td>
<td>6</td>
<td>0</td>
<td>123456</td>
<td>Phone ext. if available</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AMC. Email Id</td>
<td>Alpha</td>
<td>45</td>
<td>1</td>
<td><a href="mailto:abcd.abcd@gsa.gov">abcd.abcd@gsa.gov</a></td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX E—Sample Move Management Agreement for Household Goods Move Management Services

MOVE MANAGEMENT AGREEMENT FOR HOUSEHOLD GOODS

MOVE MANAGEMENT SERVICES

Between

[Agency]
[City/State]

And

[Move Management Services Provider/SCAC]
[City/State]
1. General

The [agency name] located at [agency address], herein identified as [Agency] and [Move Management Services Provider], herein identified as [Provider], located at [MMS Provider address], herein agree that the Provider will provide Move Management Services (MMS) according to the specifications and requirements as set forth in the GSA Household Goods Tender of Service (HTOS), the Extended Storage Tender of Service (XTOS), all applicable Request for Offers (RFO), the terms and conditions of the non-alternating standing route order (SRO), [Agency Specific Code] (if applicable), all other relevant regulations and policies and this Memorandum of Agreement (MOA). All shipments moved in accordance with this MOA must be conducted under the General Services Administration’s (GSA’s) Centralized Household Goods Traffic Management Program (CHAMP) with CHAMP approved Transportation Service Providers (TSPs). Services to be provided in accordance with this MOA are for the coordination and transportation of household goods shipments for federal employees/owners when paid for by the Agency.

2. Scope

This MOA applies to the shipment and storage of all domestic and international household goods moves as defined by the HTOS and the XTOS and authorized for the benefit of the Government and funded by the Agency.

3. Definitions

Transportation Service Provider (TSP) – TSP is used when referring to federally approved carriers and forwarders accepted by GSA to participate in CHAMP.

Move Management Services (MMS) – All services necessary for coordinating the packing, loading, movement, storage, unpacking, placement, assembly, disassembly, counseling, advising, estimating, performing cost comparisons, cost projections and site surveys, data collection and retention, reporting, billing the Government, receiving Government payments and disbursing payments to subcontractors (if applicable), and all other related services for employee/owner household goods shipments.

Bill of Lading Issuing Officer (BLIO) – After a Travel Authorization has been issued, the BLIO has the authority to further obligate the Agency to expend funds to support a course of action necessary to continue the progress of a household goods shipment to its completion. The BLIO is the primary contact for initiating a MMS request under this MOA on behalf of the Agency. The BLIO may appoint other personnel from the Agency as his/her designee. This designee(s) will also be responsible for initiating and managing shipments.
Household Goods Shipments – All services related to the packing, loading, transportation, storage and delivery of household goods are included as defined in CHAMP, the HTOS, the XTOS, all applicable RFOs, the terms and conditions of [Agency Specific Code] (if applicable), and all other relevant regulations and policies and this MOA.

Move Management Services include, but are not limited to:

- receiving service requests;
- conducting owner counseling;
- making TSP selections;
- preparing bills of lading;
- preparing shipment invoices;
- conducting TSP performance evaluations;
- conducting service performance audits;
- preparing and assisting with claims documentation;
- assigning selected shipments to storage-in-transit (SIT), both temporary and extended, if authorized;
- preparing and submitting service requests to TSPs;
- initiating the GSA Form 3080 electronically via the Transportation Management Services Solution (TMSS) system via either Option 1 and/or Option 2 as identified in Section 7.5.1. of the HTOS;
- maintaining MMS Provider’s web application with the most current programming and shipment information; and
- preparing and submitting management reports.

- prepayment and postpayment audit [Note: this is optional and only listed if it is included in the agency SRO where the TSP’s factor the cost into the filed rates]:
  - arranging for the prepayment audit of all invoices in accordance with 41 CFR 102-118 and the U.S. Government Freight Transportation Handbook by an independent, non-affiliated auditor that is either approved under GSA’s Financial and Business Solutions (FABS) Schedule 520, Special Item Number (SIN) 520-10 or has been certified by GSA’s Transportation Audit Division (QMCA) to perform prepayment audit services;
  - preparing and submitting to GSA’s Transportation Audit Division all required documentation to satisfy the postpayment audit requirements identified in 41 CFR 102-118, the Government Freight Transportation Handbook and GSADI(SRO code).
**Bills of Lading** – CHAMP uses Commercial Bills of Lading (CBLs) and/or Bills of Lading (BLs) for domestic shipments and international shipments are moved on Government Bills of Lading (GBLs). The GBL is a controlled document that conveys specific terms and conditions to protect the Government’s interest and serves as the contract of carriage. A CBL/BL is the document used as a receipt of goods and documentary evidence of title during transportation. When the Agency uses a CBL/BL, the specific terms and conditions of a GBL are included in the rate tenders/offers under CHAMP and the CBL/BL must make reference to the rate tender/offer number.

By accepting this MOA, the Provider agrees that the specific terms and conditions of a GBL are included in their rate tenders/offers. Specific terms and conditions that apply to GBLs and CBLs/BLs are included in 41 CFR 102-117, the “U.S. Government Freight Transportation Handbook”, and 41 CFR 102-118.

To comply with CHAMP provisions, the name and SCAC shown on any GBL and/or CBL/BL for a shipment moved under this MOA will be name and SCAC of the Provider, regardless of the underlying TSP that may actually be performing the transportation related services. In addition, for all shipments moved under this MOA, the Provider must utilize the current [SCAC] MMS rate offers (M rate offers) accepted in TMSS.

Where the Provider does not have GSA approved scope of operation and/or an accepted rate offer on file for a given traffic lane, a one-time-only (OTO) rate quote will be used based upon the requirements defined in the HTOS Section 4.4.

**Self-Pack and Load** – TSPs selected and managed by the Provider to perform services under this MOA must contain a move in its entirety within their own transport systems or networks of drivers and equipment and facilities to the maximum extent possible. Transferring a shipment to another agent or TSP is prohibited when the originating TSP has equipment, facilities, and personnel to handle the move in its entirety.

**4. Services to be Provided**

At a minimum, the services identified herein are required to be provided in accordance with this MOA.

**Initiation of Service and Authorizations – Household Goods**

The BLIO or his/her designee will notify the Provider of employee/owner moves in writing, by telephone, by fax or by entering the request into the Provider web-based system. The minimum information necessary for the Provider to initiate a move is:

- Owner’s name;
- Owner’s email;
- Owner’s phone numbers at work and home;
• Travel Authorization number and obligation amount;
• Accounting information; and
• Any excess valuation requested above the standard valuation

The BLIO or his/her designee will provide the Provider with a telephone number to contact the employee for counseling purposes. The Provider will attempt to contact the owner within 24 hours after receiving the initial request for MMS. If the Provider is unsuccessful in contacting the owner within 48 hours, the Provider will advise the BLIO or his/her designee and ask for assistance.

**Prior Authorization of Accessorial Services**
Under normal conditions, prior authorizations are required before the performance of any accessorial services. All charges must be supported with an approved BLIO or his/her designee written authorization prior to payment.

If, however, accessorial services have been identified on the Travel Authorization and/or the BLIO or his/her designee has provided the Provider with a listing of accessorial services that have been preapproved by the Agency, then the Provider is authorized to order those accessorial services without further approval.

For any accessorial service request not identified on the Travel Authorization and/or identified on a list of pre-approved accessorial services by the Agency, the Provider must obtain approval for those accessorial services in writing from the BLIO or his/her designee. In the event the Provider fails to obtain a written authorization for these accessorial services from the BLIO or his/her designee, the Provider will be held financially responsible for payment of any charges to the TSP or other third party provider.

**Owner Counseling**
The Provider will contact the owner and provide information, guidance and/or instructions regarding all aspects of the move. Counseling topics include, but are not limited to, the following list:

• Allowances under the FTR and other policies applicable to the Agency;
• On-site or virtual pre-move survey responsibilities;
• Level of service (released shipment valuation) and excess shipment valuation;
• Disassembly and reassembly of household furniture;
• Disconnecting and reconnecting items, such as ice makers;
• Shipment and storage services that are paid by the Government;
• Authorized SIT and extra pick-ups and drop-offs;
• Name and address of the SIT warehouse and SIT delivery out procedures;
• Appliance servicing;
• Professional Books, Materials (papers) and Equipment (PBP&E) documentation and the Agency’s applicable approval requirements;
- Packed by owner (PBO) packaging and inspection of contents and repacking;
- Transportation of privately owned vehicles (POVs) and Unaccompanied Air Baggage (UAB) and alternative methods of transporting them; and
- Claims filing procedures and general assistance and guidance.

On-Site Inspections
The BLIO or his/her designee may request on-site service inspections at either the shipment origin or destination point for an additional agreed upon charge determined at time of service and approved by the Agency. Optional origin or destination inspection services must be requested in writing and by calling the Provider at least **24 hours** in advance to allow scheduling.

TSP Selection Criteria
The BLIO or his/her designee may provide a list of TSPs to the Provider that will be used for shipments under this MOA. The BLIO or his/her designee may also delegate responsibility of selecting TSPs to the Provider. TSP rotation requirements may also be provided by the BLIO or his/her designee. Any selected TSP must be currently approved to participate in CHAMP.

TSP Performance Criteria
The BLIO or his/her designee and the Provider will establish TSP performance. Performance criteria may include:
- Professionalism and courtesy of TSP personnel;
- Accuracy and performance of the pre-move survey;
- Containment of the pack, load, delivery and storage by the TSP;
- Overall quality of TSP service and responsiveness to requests;
- Frequency, processing, handling, and settlement of claims and other problems; and
- Move coordination and documentation.

Valuation Charges
The valuation coverage shall be consistent with the terms and conditions defined in CHAMP and any applicable SRO. The GBL or CBL/BL will reflect Full Value Replacement. Invoices must not list standard shipment valuation charges.

Requests for excess shipment valuation must be from the owner and be in writing. Excess shipment valuations must be charged based upon the terms and conditions defined in CHAMP and any applicable SRO. The Provider will inform the owner that he/she will be responsible for the excess valuation cost and advise the BLIO or his/her designee of the excess valuation. Any excess valuation must also be shown on the GBL or CBL/BL.
In the event the Provider fails to obtain a written excess valuation request prior to the shipment pick-up from the owner, the Provider will be held financially responsible for payment of any excess valuation charges to the TSP and storage facility.

**Preparation of GBLs and CBLs/BLs**
The Provider will order the preparation and distribution of GBLs and CBLs/BLs for shipments of HHG, POVs and UAB.

The BLIO or his/her designee may provide the Provider with a GBL number at the initial creation of request. The Provider will maintain accountability of records and physical security of the GBL numbers supplied, and will comply with the terms of the GSA HTOS/XTOS and this agreement. All GBLs and CBLs/BLs must be accounted for.

The Provider will prepare the GBL or CBLs/BLs prior to shipment pick-up and forward the GBL or CBL/BL to the TSP in a timely manner.

**Storage-in-Transit (SIT)**
Authorized SIT will be identified on the Travel Authorization. The Provider will make arrangements for SIT as cited on the Travel Authorization. When SIT is requested and is not identified on the Travel Authorization, the Provider will request approval in writing from the BLIO or his/her designee.

For domestic shipments, normally the initial SIT period does not exceed 60 calendar days. The initial period may be extended in 30 calendar day increments or in one 90 calendar day increment with the total length of SIT **not to exceed 150 calendar days**. For international shipments, normally the initial SIT period does not exceed 90 calendar days. The initial period may be extended in 30 calendar day increments or in one 90 calendar day increment with the total length of SIT **not to exceed 180 calendar days**. All requests for the extension of SIT beyond that identified on the Travel Authorization must be authorized in writing by the BLIO or his/her designee. The owner will be counseled by the Provider as to the period of authorized SIT and the owner’s liability if SIT exceeds what has been authorized by the BLIO or his/her designee.

The Provider will be required to obtain written authorization from the BLIO or his/her designee prior to the placement of a shipment into SIT at origin.

The Provider will notify the owner of the actual location (physical address) for the SIT within **5 calendar days** after delivery into SIT. This notification will be provided in writing and will clearly state the date of the expiration of the authorized SIT. The Provider will counsel the owner of their liability for additional charges, changes of liability coverage from the the Provider’s to warehouseman’s care and the risks to the owner if the authorized SIT expires and the shipment remains in SIT.

The Provider must instruct all owners to submit a written request to their Agency’s BLIO or his/her designee for any extension of SIT beyond the initial authorized period. The BLIO or his/her designee
will notify the Provider of additional authorized SIT. If additional SIT is desired by the owner but not approved, the owner will be advised by the Provider of his/her responsibility for storage charges. The Provider will also determine and provide in writing to the owner (with a copy to the BLIO or his/her designee) the condition of the owner’s property in SIT at the end of authorized SIT days to protect the Government’s and the owner’s right to recover for the Provider/TSP-caused losses or damages. The Provider must also provide in writing the new contact (if the contact changes) for the owner to make storage payments and to release the shipment and explain any shipment valuation changes due to the shipment changing from Government storage responsibility to owner storage responsibility.

**Extended Storage**

If extended storage is authorized on the Travel Authorization, the Provider will coordinate for the extended storage. If the Provider has an acceptable rate offer on file under GSA’s XTOS RFO in TMSS, then the coordination will be provided under the terms of the GSA XTOS and the RFO and the accepted rate offers in TMSS will apply. If the Provider does not have an accepted rate offer for the extended storage requirement under the XTOS RFO, then the Provider will work with the BLIO or his/her designee and the employee to convert the shipment to non-extended storage to protect the interest of the Government and owner. Authorized non-temporary/extended storage will be paid for by the Government in accordance and as identified on the Travel Authorization.

**Service Performance Auditing**

The Provider must conduct an independent service performance line item audit of all transportation billings. The Provider must document and certify, by line item, whether billed services (including any services specifically requested by the owner) were necessary, were properly authorized and were actually performed. The Provider may develop a form for this purpose and, if requested, have it preapproved by the BLIO or his/her designee.

This service performance audit is unrelated to a prepayment audit of the actual billing charges. MMS Provider must furnish the service performance audit certification along with the transportation billing to the prepayment auditor for audit of the actual billing charges.

**Prepayment Auditing** – [Note: this is optional and only listed if it is included in the agency SRO where the TSP’s factor the cost into the filed rates]:

The Provider must have all transportation billings and supplemental billings for services performed under this MOA prepayment audited by [Name of Prepayment Auditor] under their 520-10 GSA contract and in accordance with the prepayment audit requirements as identified in 41 CFR 102-118 and the U.S. Government Freight Transportation Handbook. If the Provider intends to utilize any prepayment auditor other than [Name of Prepayment Auditor] under its 520-10 GSA contract, the Provider must notify the Agency Program Manager as identified in the MOA. Provider must receive prior approval before a new prepayment auditor is used under this MOA.
**Billing Information**

After completion of the service performance audit and prepayment audit, the Provider will submit an invoice to the Agency based on applicable [SCAC]-M accepted rate offers or accepted One-Time-Only (OTO) rate offer and receive reimbursement from the Agency. The Provider must retain all shipment billing documentation for a minimum of 6 years from the payment date.

**Postpayment Auditing** - [Note: this is optional and only listed if it is included in the agency SRO where the TSP’s factor the cost into the filed rates]:

For all shipments moved under this MOA, MMS Provider must prepare and submit to the GSA Audits Division all required documentation to satisfy the postpayment audit requirements identified in 41 CFR 102-118 and the U. S. Government Freight Transportation Handbook. Documentation must be submitted either electronically or via Compact Disk (CD). MMS Provider may contact GSA Audits Division with any questions regarding the postpayment audit submission requirements.

**Management Reporting**

The Provider will, at a minimum, maintain the following HHG reports continuously on the Provider’s website:

- Order Summary and Contact Report
- Shipment Summary Report for HHG, POV, UAB, & PBP&E Claims Summary Report
- TSP Utilization Report
- Raw Shipment Data in a downloadable format
- Shipment Billing Report with Charge-backs to Owners
- Shipment Distance and Weight Summary Report
- Business Summary and Socio-Economic Spend.

The Provider will prepare and submit a report to the Agency BLIO or designee on all authorized additional MMS, such as on-site inspections and household goods program cost avoidances revealed during auditing.

At the request of BLIO or his/her designee, the Provider will conduct semi-annual performance reviews with the BLIO or his/her designee.

MMS Provider will initiate electronic GSA Form 3080s for all shipments moved under this MOA using their SCAC. Electronic 3080s must be initiated via TMSS. After electronic initiation, the Provider will ensure all GSA Form 3080s are completed.

**5. Further Agreements**

**Pre-Authorizations**
The Provider will obtain pre-authorizations in writing from the BLIO or his/her designee to conduct a telephone or virtual pre-move shipment survey or to perform a shipment pick-up or delivery on a Saturday, Sunday or Holiday. The Provider will notify owners that the Agency normally will not authorize Saturday, Sunday or Holiday pick-ups or deliveries if the Agency will incur additional costs.

### Weight Variation

The Provider will ensure that TSPs notify the Provider in the event the actual shipment weight is greater than 115% of the pre-move survey weight. If it is, prior to billing the Agency, the Provider must notify the BLIO or his/her designee in writing of the actual weight and the pre-move survey weight. This notification must also provide the justification of the difference. In the event the Provider fails to notify the BLIO or his/her designee prior to billing or fails to adequately justify the difference between the actual weight and the pre-move survey weight, the provisions of HTOS 5.4.3 will apply.

### Accessibility

The Provider will maintain a web-based system and toll-free telephone number, both available 24 hours a day/7 days a week, for the Agency and the owners to monitor shipment(s) and request assistance.

### Cost Estimates

The Provider will provide to the BLIO or his/her designee cost estimates upon a request via the Provider’s electronic mailbox at [email address].

### Information

The Provider will ensure the owner is fully informed of the Provider’s web-based system to include access to information, points of contact, and toll-free number.

### Amendments

All amendments and/or changes to this MOA must be in writing and signed by the Provider and the Agency.

### Effective Dates

This MOA is effective from [Month Date, Year] or the date the last party signs this MOA, whichever occurs later, through [Month Date, Year]. This MOA has two (2), one (1) year option periods. The Agency may or may not exercise these options.

### Cancellation

Either the Agency or the Provider may cancel this MOA by providing at least a thirty (30) calendar day written notice of the intent to terminate the MOA.

### 6. Agency and Provider Contact Information
Agency
[BLIO] [Name] [Email] [Phone #]
[Primary Designee] [Name] [Email] [Phone #]
[Program Manager/Secondary Designee] [Name] [Email] [Phone #]

Provider
[POC] [Name] [Email] [Phone #]
[POC] [Name] [Email] [Phone #]

Shipment Booking Information
Phone: [phone number]
Fax: [fax number]
Email: [email address]

7. Signatures

[Agency] [MMS Provider]
[Name] [Name]
[Title] [Title]

_______________________________  ______________________________
Signature           Signature

_______________________________  ______________________________
Date           Date
Names rates and charges on shipments of household goods transported under the General Services Administration’s (GSA’s) Centralized Household Goods Traffic Management Program (CHAMP)

Applicable between points in the United States (including the District of Columbia and Alaska but excluding Hawaii) and between points in the United States (including the District of Columbia and Alaska but excluding Hawaii) and Canada

Issued by:
General Services Administration
Employee Relocation Resource Center
1800 F Street NW
Washington, DC  20405

Issued: September 27, 2017          Effective: January 1, 2018
## Supplements Issued

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## Revisions Made in New Issuances of the GSA500A

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**Appendix A – How to Use this Tariff**

**Appendix B – Baseline Rate Tariff Files (Refer to the Microsoft Excel Workbook at [http://www.gsa.gov/portal/content/103864](http://www.gsa.gov/portal/content/103864))** 78
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<td>Bill of Lading</td>
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<td>Base Linehaul Charge</td>
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<td>BLIO</td>
<td>Bill of Lading Issuing Officer</td>
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<td>CHAMP</td>
<td>Centralized Household Goods Traffic Management Program</td>
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<td>Cu. Ft.</td>
<td>Cubic Feet</td>
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<td>CWT</td>
<td>Hundredweight</td>
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<td>Destination Linehaul Factor</td>
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<td>DOE</td>
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<td>Employee Relocation Resource Center</td>
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<td>Origin Service Charge</td>
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<td>PBP&amp;E</td>
<td>Professional Books, Papers &amp; Equipment</td>
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<td>Point Of Debarkation</td>
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<td>POE</td>
<td>Point Of Embarkation</td>
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<td>Privately Owned Vehicles</td>
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<td>Request For Offers</td>
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<td>USPS</td>
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Definitions

A

Advanced Charges (Third Party Charges) – A charge advanced by the TSP for services of others (companies not owned by the TSP or its Agent or their personnel, drivers or crew) engaged at the request of the Bill of Lading Issuing Officer, or required by Federal, State or local law.

Agency – The party responsible for the payment of the Bill of Lading, usually the employer of the Owner. Any reference in this Tariff made to “Agency” will be understood to mean Federal shipping agency, Federal ordering agency, Federal civilian agency or Federal agency.

Agent – A business firm, corporation, or individual acting for or on behalf of a TSP. A bona fide agent of a personal property TSP, as distinguished from a broker, is a person who, or business enterprise which, represents and acts for a TSP and performs its duties under the direction of the TSP pursuant to a pre-existing agreement with the TSP providing for a continuing relationship between the two.

Article – See Item.

B

Base Linehaul Charge (BLH) – The charge element for the transportation of a shipment is based on the total weight of the shipment from origin address as identified on the Bill of Lading to the destination address as identified on the Bill of Lading, through any stops along the way (refer to Item 28).

Bill of Lading (BL) – An accountable shipping document used for the acquisition of authorized transportation and related services from commercial TSPs for the movement of HHG shipments under this Tariff. (Refer to Federal Management Regulation (FMR) Part 117 (41 CFR Part 102-117) for GBL terms and conditions for all Government shipments moving under this Tariff.)

Bill of Lading Issuing Officer (BLIO) – The individual or his/her designated representative within the shipping or receiving Agency responsible for household goods traffic management functions.

Bonded Warehouse – A storage facility authorized by the Customs authority where imported goods are stored prior to customs duties and taxes being paid.

C

Calendar Days – Consecutive days of the week, Sunday through Saturday, without regard to Federal, state, and overseas, locally observed holidays.
Certified Scale – Means any scale inspected and certified by an authorized scale inspection and licensing authority, and designed for weighing motor vehicles, including trailers or semi-trailers not attached to a tractor, or designed as a platform or warehouse type scale.

Code C: Domestic Household Goods – Movement of Household Goods in a Container from origin residence to destination residence. When specifically requested by the Agency, the movement of a domestic household goods shipment in a Container (supplied by the TSP) from origin to destination. Use of commercial best practice containers is authorized. Shipments must always be containerized, will never be Owner packed and cannot be left unsecured or outdoors. Containerization must be completed at the Owner's residence unless the BLIO authorizes, in writing, containerization at TSP/Agent warehouse. As with all shipments moved under CHAMP and this Tariff, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.

Code D: Domestic Household Goods – Movement of Household Goods in a Motor Van or Container from origin residence to destination residence. The actual mode of service is at the discretion of the TSP. TSPs must advise the BLIO of their intent to containerize a shipment. When the TSP elects to containerize the shipment at their discretion, it will be at no additional cost to the Agency. As with all shipments moved under CHAMP and this Tariff, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.

Cube – A measure of the volume of an item.

D

Designated Representative – A person(s) authorized by the Owner to act on his/her behalf or a person(s) authorized by the BLIO to act on his/her behalf.

Destination Linehaul Factor (DLF) – An additional linehaul component that accounts for varying transportation costs associated with each destination Service Area as based on the destination address as identified on the Bill of Lading.

Destination Service Charge (DSC) – Includes elevator service, stair and excess distance carries, and the additional transportation charge (ATC). Applies on a hundredweight basis for each destination Service Area based on the destination address as identified on the Bill of Lading to compensate the TSP for handling and servicing the shipment at each location.

Domestic Transportation – The movement of a relocated Government employee’s HHG between points in the United States (U.S.) (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and points in Canada.
E
Extended Storage – Service for long-term storage, other than storage-in-transit, of personal property at the Owner’s or Government’s expense. Also known as permanent storage or non-temporary storage.

G
General Services Administration (GSA) – The Agency responsible for the administration of this Tariff and the Centralized Household Goods Traffic Management Program (CHAMP).

H
Household Goods (HHG) – The personal effects of Government employees’ and their dependants (Refer to Item 100).
Household Goods Tender of Service (HTOS) – The HTOS is the document governing the requirements of the GSA’s CHAMP.
Hundredweight (cwt) – A pricing unit used in transportation equal to 100 pounds.

I
In Bond – Goods on which a duty is due are “in bond” when placed in the custody of a government or bonded warehouse or are moving by a bonded carrier. Bonding guarantees that the duty will be paid.
Item (Or Article) – The terms "item" and "article" used in this Tariff shall be interchangeable. Each shipping piece or package and the contents thereof shall constitute one item. Any item taken apart or knocked down for handling or loading shall constitute one item.

L
Linehaul Charges (LH) – The charges associated with the loading, transporting, and unloading of a shipment.
Linehaul/Transportation Discount Factor (LDF) – The inverse of the percentage filed by the TSP for linehaul/transportation used to calculate linehaul associated charges (1.00 – filed % = LDF).
Origin Linehaul Factor (OLF) – An additional linehaul component that accounts for varying transportation costs associated with each origin Service Area as based on the origin address identified on the Bill of Lading.

Origin Service Charge (OSC) – Includes elevator service, stair and excess distance carries, and the additional transportation charge (ATC). Applies on a hundredweight basis for each Origin Service Area as based on the origin address as identified on the Bill of Lading to compensate the TSP for handling and servicing the shipment at each location.

Owner – Shall include the person whose property is being shipped and whose name the property is stored under, the person who is entitled to a shipment at Agency expense, even if that person does not have formal legal title to all of the goods that are shipped, the Owner’s designated representative, or, in the case of a deceased Owner, the survivors or estate of the Owner.

Port of Embarkation/Debarkation (POE/POD) – Includes dock, wharf, pier, berth at which cargo is loaded aboard ship or is discharged from ship, including the TSP’s port terminal facility or warehouse serving the port.

Privately Owned Vehicles (POV) – Any motor vehicle owned by, or on a long-term lease (twelve (12) or more months) to, an employee or that employee’s dependent for the primary purpose of providing personal transportation. (Refer to the Federal Travel Regulation (FTR) (41 CFR Part 302) for complete details.)

Shipment – A single load of household goods, Unaccompanied Air Baggage or a Privately Owned Vehicle consigned to a TSP for movement from origin to destination on a single set of shipment documents.

Shorthaul Factor (SH) – An additional linehaul component for shipments moving 800 miles or less (via all modes combined).

Storage-in-Transit (SIT) – Temporary storage of a HHG shipment placed in a warehouse facility, other than extended storage, incidental to final delivery.

SIT Discount Factor (SDF) – The inverse of the percentage filed by the TSP for SIT used to calculate SIT associated charges (1.00 – filed % = SDF).
T

Transportation Service Provider (TSP) – This term refers to a household goods carrier or forwarder and means a firm engaged in the transportation, for compensation or hire, of used household goods by means of motor vehicles being used in the transportation. TSPs possess the appropriate Federal and State operating authorities for the routes they serve. This term includes all of the TSP’s agents and carriers it employs to perform the required services. TSPs must be approved in CHAMP.

U

Unaccompanied Air Baggage (UAB) – The necessary personal items that are taken to an Owner’s new duty station before his/her shipment of household goods arrives. The determination of items considered as UAB is at the discretion of each Agency. Where gross weight of a UAB shipment exceeds its volume weight, the TSP must charge for gross weight.

W

Waterhaul (WH) – An additional weight based transportation component that takes into account the varying transportation costs associated with shipments to/from Alaska via motor-water-motor mode (does not apply to Intra-State Alaska).
Introduction

The General Services Administration’s Domestic 500A (GSA500A) Tariff (Tariff) serves as the principal domestic Tariff that governs the transportation of household goods (HHG), personal effects, property and other similarly defined articles between points in the United States (U.S.) (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including District of Columbia and Alaska but excluding Hawaii) and points in Canada for the account of the U.S. Government – GSA – in accordance with the terms and conditions of GSA’s Centralized Household Goods Traffic Management Program (CHAMP). This Tariff is published and maintained by GSA. It contains two components: 1) the Tariff rules, regulations and governing provisions as published in this electronic document, and 2) a Microsoft Excel Workbook shown in the Baseline Rate Tariff Files (Appendix B), listing the applicable baseline rates and charges applicable for transportation and accessorial (additional) services. References to this Tariff include both components.

GSA does not endorse any 3rd party software or products that utilize information or data found in either this Tariff and/or Appendix B to compute shipment costs. GSA is not responsible for any discrepancies between such 3rd party software or products and those contained in this Tariff and/or Appendix B. Only the rates, charges and provisions provided by GSA will be the final authority for payment.

Distance-based rates and charges between points in the U.S. are determined by PC*Miler issued by ALK Technologies, Inc. based on the applicable 5-digit postal zip codes obtained from the National 5-Digit Zip Code and Post Office Directory issued by the United States Postal Service (USPS). However, for shipments with an origin and/or destination within Canada, mileage distances will be determined by the Rand McNally Mileage Guide 19, in lieu of ALK Technologies, Inc.

To simplify the application of charges, this Tariff incorporates many of the commonly applied individual Additional Services charges into a single Origin/Destination Service Charge that applies in addition to the transportation charges. The Service Areas and their associated Services Cost Schedules and other non-mileage based rates and charges for services performed at points in the U.S. are determined based on the applicable 3-digit postal zip code issued by the USPS. Services performed at points in Canada are based on a single cost schedule for all points in Canada.

The shipment charges are based on the shipment weight, the distance the shipment is transported and the additional services provided at each location. To determine the distance, first, use the 5-digit postal zip code applicable at the points of origin and destination to determine the mileage between the two points. Second, use the 3-digit postal zip code to determine the appropriate origin and destination Service Areas and their associated Services Cost Schedules to determine the rates and charges applicable for additional services performed at each location.
Transportation Charges
(Refer to Section 2 for Application of Transportation Charges)

The transportation charges in this Tariff include one shipment loading at the point of origin, vehicle transportation to the point of destination and shipment unloading at destination. Transportation charges do not include the additional services listed in Section 1 and 2 of this Tariff.

Transportation charges named apply for the transportation of HHGs:

1. Between points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii); and
2. Between points in the U.S. (including District of Columbia and Alaska but excluding Hawaii) and points in Canada.

Unless otherwise specifically provided in this Tariff, all rules, rates and charges in effect on the date the shipment is picked up shall apply. In addition, any transportation and storage discounts that apply are based on the date the shipment is picked up, unless otherwise specifically provided in this Tariff.

Additional Services
(Refer to Section 2 for Application of Additional Services)

Additional Services rates and charges apply for services that are requested by the Bill of Lading Issuing Officer (BLIO) as necessary to complete the shipment. Appendix B of this Tariff names the applicable Additional Services rates and charges.

Limitation of Action

All claims and actions at law by the issuing Transportation Service Provider for recovery of its charges on shipments subject to the provisions of this Tariff will be filed in accordance with 49 U.S.C. Sec. 14705.
Section 1: Rules and Regulations
**Item 1**

**Application of Tariff**

1. This Tariff applies for the transportation of household goods (HHG) shipments between all points in the United States (U.S.) (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including District of Columbia and Alaska but excluding Hawaii) and points in Canada transported under the General Services Administration’s (GSA’s) Centralized Household Goods Traffic Management Program (CHAMP). **This Tariff has no application for shipments that are not transported under GSA’s CHAMP program.**

This Tariff is published and made available to all users. It contains two components: 1) the Tariff rules, regulations and governing provisions as published in this electronic document, and 2) a Microsoft Excel Workbook shown in the Baseline Rate Tariff Files, Appendix B (Appendix B), listing the applicable baseline rates and charges applicable for transportation and accessorial (additional) services. References to this Tariff include both components.

2. In submitting a rate offer(s), the Transportation Service Provider (TSP) represents to the Federal Government that services shall be performed in accordance with the rules and regulations of this Tariff, the applicable GSA Household Goods Tender of Service (HTOS) and applicable GSA Request for Offers (RFO), each as amended or superseded. By submitting a rate offer, the TSP also affirms that it possesses the required Operating Authority to transport HHG shipments from, to or between places set forth in the TSPs individual rate offer(s). The GSA’s Employee Relocation Resource Center (ERRC) reserves the right to place in temporary non-use or to revoke any TSP’s participation in CHAMP, to include all or some accepted rate offers, if found to have filed a rate offer(s) in a location in which they do not possess the appropriate authority.

**Item 2**

**Available for Future Use**

**Item 3**

**Prior Rates**

For rates in effect prior to the effective date of the implementation of this Tariff, please refer to the GSA Government Rate Tender Number GSA01, supplements and reissues thereto. Items not brought forward, revised or renumbered are hereby cancelled and designated as Available for Future Use.
Item 4
Weighing and Weights

1. TSPs transporting shipments shall determine the weight of each shipment transported prior to the assessment of any charges depending on the shipment weight. Except as otherwise provided in this Item, the weight shall be obtained on a scale meeting the definition of a certified scale as provided in 49 CFR 375.103.

2. Weighing Procedure
   a. Except as otherwise provided in this Item, the weight of each shipment shall be obtained by determining the net weight – the difference between the tare weight of the vehicle on which the shipment is to be loaded prior to the loading and the gross weight of this same vehicle after the shipment is loaded; or, the difference between the gross weight of the vehicle with the shipment loaded and the tare weight of the same vehicle after the shipment is unloaded.

   b. At the time of both weighings the vehicle shall have installed or loaded all pads, dollies, hand trucks, ramps and other equipment required in the transportation of such shipments. Neither the driver nor any other persons shall be on the vehicle at the time of either weighing unless the scale facility where the weighing occurs requires that the driver remain on the vehicle. In those instances, the driver must remain on the vehicle during all weighings of the shipment.

   c. The fuel tanks on the vehicle shall be full at the time of each weighing or, in the alternative, no fuel may be added between the two weighings when the tare weighing is the first weighing performed.

   d. The trailer of a tractor-trailer vehicle combination may be detached from the tractor and the trailer weighed separately at each weighing providing the length of the scale platform is adequate to accommodate and support the entire trailer at one time.

   e. Containerized shipments or shipments weighing 1,000 pounds or less, may be weighed on a certified platform or warehouse scale prior to loading for transportation or subsequent to unloading. The net weight of shipments transported in containers shall be the difference between the tare weight of the container, including all pads, blocking and bracing used or to be used in the transportation of the shipment and the gross weight of the container with the shipments loaded therein (49 CFR 375.509(d)).

   f. The Owner (or his/her designated representative) or the Bill of Lading Issuing Officer (BLIO) (or his/her designated representative) shall have the right to observe all weighings of the shipment. If requested by the Owner or the BLIO, the TSP must advise said party of the time and specific location where each weighing will be performed and must give that party a reasonable opportunity to be present to observe the weighing or reweighing. Waiver of the opportunity to observe any weighing or reweighing does not affect any right of the Owner or the Agency under applicable regulations or otherwise.
g. TSPs may substitute manufacturer’s weight for automobiles, trucks, vans, motorcycles, campers and boats in lieu of obtaining separate weight tickets on these articles whenever such articles are included within a shipment. Manufacturer’s weight will be obtained from either the Branham Automobile Reference Book, the National Automobile Dealers Association (N.A.D.A.) Official Used Car Guide (the “Guide”), or from other appropriate reference sources of manufacturer’s weight or the Owner may provide the TSP with copies of manufacturer’s documents evidencing the weight of the article included in the shipment, unless otherwise weighed as part of the gross weight of the shipment.

h. Professional Books, Papers and Equipment (PBP&E) shall be weighed separately on a platform or other type scales. Where an adequate scale is unavailable, a constructive weight of 7 pounds per cubic foot will apply for approved PBP&E.

3. Weight Tickets

a. TSP shall obtain a separate weight ticket for each weighing required under this Item except when both weighings are performed on the same scale, one weight ticket may be used to record both weighings. Every weight ticket must be signed by the weigh master performing the weighing and must contain the following information:

1) The complete name and location of the scale;
2) The date each shipment was weighed;
3) Identification of the weight entries (tare, gross, and/or net weights);
4) Company or TSP identification of the vehicle;
5) Owner’s last name as it appears on the Bill of Lading; and
6) The TSP’s shipment registration or Bill of Lading number.

b. The original weight ticket or tickets relating to the determination of the weight of a shipment must be retained by the TSP as part of the file on the shipment. All invoices presented to collect any shipment charges dependent on the weight transported must be accompanied by true copies of all weight tickets obtained in the determination of the shipment weight. This also applies to weight tickets to support reweighs as identified in Paragraph 4 of this Item.

4. Reweighing of Shipments

a. TSPs, upon request of the Owner or the BLIO, must accomplish requested reweighs prior to the actual commencement of unloading the shipment for delivery or into storage. TSP must inform the Owner and BLIO of the reweigh and allow either party the opportunity to witness the reweigh. Waiver of the opportunity to observe any weighing or reweighing does not affect any right of the Owner or Agency under these regulations or otherwise. Reweighing of the shipment shall be performed on a scale different from the one on which the original weighing occurred.

b. When the initial weighing of a shipment results in a weight which exceeds 18,000 pounds, the TSP MUST reweigh the shipment prior to the actual commencement of unloading the shipment for delivery to residence or into storage. If a reweigh is not performed, the TSP MAY NOT invoice for more than 18,000 pounds.
c. When a shipment is reweighed in accordance with Paragraph 4.a. or b. of this Item, the lower of the two net scale weights shall be used for determining the applicable charges and copies of both sets of weight tickets must be submitted to the Agency responsible for the payment of the charges prior to invoicing for charges.

d. The TSP may bill the Agency for the cost of the reweigh scale charge but no reweigh service charge will apply.

Item 5
Expeditied Service, Exclusive Use of Vehicle or Space Reservation for a Portion of Vehicle

When the BLIO or Agency orders a specific vehicle service, i.e., Expedited Service, Exclusive Use of Vehicle or Space Reservation for a Portion of Vehicle, the TSP will provide the service in accordance with the provisions below:

1. Expedited Service:
   
   a. Expedited Service as used herein means tendering delivery of a shipment of less than 5,000 pounds on or before a specified date.

   b. Expedited Service is subject to the availability of equipment for a particular service desired. An Agency may obtain expedited service on a shipment of less than 5,000 pounds and transportation charges shall be computed on the basis of 5,000 pounds and Tariff rates applicable to 5,000 pounds. The TSP shall not be required to provide Exclusive Use of Vehicle under this Paragraph. For exclusive use of vehicle, refer to Paragraph 2 of this Item.

   Bill of Lading to be marked or stamped:

   ( ) EXPEDITED SERVICE ORDERED BY AGENCY
   DELIVER ON OR BEFORE ________________________________

   c. Except in case of the fault of the Owner, BLIO or Agency, in the event the shipment is not tendered for delivery on or before the delivery date, this Item shall not apply. In such case, the charges for the shipment shall be subject to all other applicable rules and provisions of this Tariff.

2. Exclusive Use of a Vehicle:

   a. Subject to the availability of equipment, the BLIO or Agency may order Exclusive Use of a Vehicle of specific cubic capacity, for transportation of a shipment. Transportation charges shall be based on actual weight subject to minimum charges as
follows:

1) If the capacity of vehicle ordered is 1,400 cu.ft. or less, the minimum charge shall be based on 9,800 pounds.
2) If the capacity of vehicle ordered is in excess of 1,400 cu. ft., the minimum charge shall be based on 7 pounds per cubic foot of total vehicle space ordered.

b. If at time of loading such shipment, the TSP does not have available a vehicle of capacity ordered, the TSP may substitute a vehicle or vehicles of an equivalent or greater capacity. Transportation charges and minimum therefore shall be the same as would apply had the TSP furnished a vehicle of the capacity ordered.

Bill of Lading to be marked or stamped:

( ) EXCLUSIVE USE OF A ________________ CU.FT. VEHICLE ORDERED

3. **Space Reservation for Portion of Vehicle:**

Subject to availability of equipment, the BLIO or Agency may reserve a portion of the capacity of a vehicle by ordering a specific quantity of space and accepting transportation charges based on the actual weight of the shipment subject to the minimum weights as follows:

- 300 cu.ft. or less  2,100 Pounds
- More than 300 cu. ft.  700 Pounds per each 100 cu. ft. or fraction thereof ordered

Bill of Lading to be marked or stamped:

( ) SPACE RESERVATION ________________ CU.FT. ORDERED

**Item 6**

**Consolidation of Shipments**

The term “shipment” means property tendered by one Agency, and accepted by the TSP for loading the same day or consecutive days, at one place or origin (except as otherwise provided in Item 28), for one Owner, at one destination (except as otherwise provided in Item 28), and covered by one Bill of Lading. The name of only one Agency and one Owner shall appear on the Bill of Lading, but the Bill of Lading may also specify the name of a party (or more than one party when Item 28 is applicable) to notify of the arrival of the shipment at destination(s). (Refer to Item 17 for computation of charges on a portion of a shipment stored in transit.)
Item 7
GSA Approved Transportation Service Providers (TSPs)

TSPs participating in this Tariff must be approved to participate in GSA’s CHAMP. Refer to Approval Requirements for additional information.

Items 8 – 11
Available for Future Use

Item 12
Cancellation of Tariff Pages, Items or Portions Thereof

Normally, this Tariff will be updated and revised on an annual basis by the reissue of the publication. If it becomes necessary in the opinion of GSA to issue interim updates or revisions, the updates and revisions will be accomplished by issuing a Supplement(s) to the Tariff. The provisions of any Supplement(s) issued, which amend or cancel portions of the Tariff, will be incorporated into the next subsequent annual reissue of the Tariff.

Item 13
Available for Future Use

Item 14
Inspection of Articles

1. When the TSP or its agent believes it necessary that the contents of packages be inspected, they shall make such inspection, cause it to be made, or require other sufficient evidence to determine the condition and contents of the property.

2. TSP will not accept the following:

   a. Property which by its inherent nature is liable to impregnate, contaminate or otherwise cause damage to other property or equipment.

   b. Articles which cannot be taken from or delivered to the premises without damage to the articles or the premises.

Item 15
Available for Future Use
Item 16
Fuel Policy

1. Except as specified below, the amount of the Fuel Surcharge to apply will be calculated (as provided herein) based on the distance between the origin address as identified on the Bill of Lading and the destination address as identified on the Bill of Lading, and if applicable, the distance between the Storage-in-Transit (SIT) facility and the shipment origin as identified on the Bill of Lading (when SIT is performed at origin) or the distance between the SIT facility and the shipment destination address as identified on the Bill of Lading (when SIT is performed at destination) as determined by using the governing distance guide(s) identified in Item 18.

   a. The provisions of this Item shall apply on any applicable transportation segment transported by truck between points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U. S. (including the District of Columbia and Alaska but excluding Hawaii) and Canada (excluding mileage traversed through Canada on shipments traveling between Alaska and the Lower 48 states via all-motor service) (refer to NOTE 1).

   b. The amount of the Fuel Surcharge will be based on the mileage specified by ALK Technologies, Inc. However, for shipments originating from or destined to points in Canada, the amount of the Fuel Surcharge will be based on the mileage specified by Rand McNally (refer to Item 18).

   c. For shipments originating in or destined to other international points, the amount of the Fuel Surcharge will be calculated as provided in Paragraph 1 of this Item based on the distance between the port of embarkation or debarkation and the origin or destination of the shipment within the U.S.

2. The “national U.S. average” price per gallon of diesel fuel will be determined based on the price stated by the U. S. Department of Energy (DOE), U. S. Energy Information Administration’s (EIA’s) survey of “Retail On-Highway Diesel Prices on the first Monday of each calendar month.” This price will be obtained by calling the DOE Fuel Hot Line at 202-586-6966 or via the DOE website at:

   http://www.eia.gov/petroleum/gasdiesel/

3. If the first Monday of the calendar month is a Federal holiday, the price will be determined based on the stated DOE price that is available on the next subsequent business day.

4. The applicable Fuel Surcharge will be subject to the adjustment each month as provided in Paragraphs 2 and 3 of this Item and the applicable diesel fuel price obtained from the DOE will apply on the fifteenth (15th) day of the same month. The Fuel Surcharge will apply for shipments loaded beginning on the 15th day of the month and
remain in effect through the 14th day of the following month.

For example, if the reported price of self-service diesel fuel determined on Monday, June 4th is $3.499 per gallon, the Fuel Surcharge based on that price would apply for shipments loaded as of June 15th through July 14th. Then, if the reported price of diesel fuel on Monday, July 2nd increased to $3.699 per gallon, the Fuel Surcharge based on the new amount would apply for shipments loaded as of July 15th through August 14th.

5. The amount of the Fuel Surcharge to apply will be calculated based on the per gallon price of diesel fuel, determined as provided herein, that exceeds $2.999 per gallon multiplied by the billable distance (miles) and factored by the miles-per-gallon amount under the following formula:

\[
\text{Total Billable Miles DIVIDED by 5.0 Miles-Per-Gallon MULTIPLIED BY An amount equal to the DOE National U.S. Average Diesel Fuel Price LESS $2.999 EQUALS the amount of the Fuel Surcharge to apply.}
\]

Example:

Miles: 750

\[
750/5 = 150 \text{ gallons}
\]

DOE Fuel: $4.595

\[
4.595 - 2.999 = 1.59
\]

Fuel Surcharge: 150 x $1.59 = $238.50

6. To eliminate rounding issues, calculations will be truncated at 2 decimals for the gallons consumed, the difference in the cost of fuel, and the calculation of the charge. No rounding up or down will take place in determining the calculation.

Example:

Gallons Consumed

1194 miles

\[
1194/5 = 238.80
\]

238.80 will be used

Fuel Cost

DOE price $4.711

\[
4.711 - 2.999 = 1.712
\]

$1.71 will be used

Calculation

\[
$1.71 \times 238.80 = $408.348
\]

$408.34 will be used

7. Notwithstanding any other provisions of this Tariff, the Fuel Surcharge as identified in this Item WILL APPLY on SIT shipments when such shipments are delivered to or removed from the SIT location during the period that a Fuel Surcharge was in effect. At the time of billing, the TSP must provide documentation of the distance between the SIT facility and the shipment origin as identified on the Bill of Lading (for SIT at origin) or the distance between the SIT facility and the shipment destination as identified on
the Bill of Lading (for SIT at destination), using the billable mileage as identified in the appropriate distance/mileage guide as identified in Item 18. The TSP must also provide documentation identifying the date of the pickup to SIT or the date of the delivery out of SIT.

**NOTE 1:** Shipments to/from Alaska are only authorized a Fuel Surcharge for the portion driven in Alaska if they are picked up/delivered over 50 miles from the named Alaskan points. Shipments from/to Fairbanks, Alaska are not authorized additional transportation charges between Anchorage, Alaska and Fairbanks, Alaska and TSPs are not authorized a Fuel Surcharge when the shipment is picked up/delivered 50 miles or less from Fairbanks, Alaska. For these shipments, the waterhaul charge includes transportation between Tacoma, Washington and Fairbanks, Alaska. Shipments that are picked up/delivered over 50 miles from the nearest named Alaskan point are authorized a Fuel Surcharge if applicable.

**NOTE 2:** If a Privately Owned Vehicle (POV) is transported on the same truck with the household goods, the TSP will not be entitled to charge a separate Fuel Surcharge for the POV. If the POV is not going to be transported with the household goods, then prior to the commencement of loading, the TSP must notify the Agency responsible for payment of the charges that a separate Fuel Surcharge may be required and written approval from the Agency must be obtained. If the POV is transported via a car hauler and the car hauler charges a Fuel Surcharge, that Fuel Surcharge can be passed through to the Agency as a separate line item. The TSP must provide a copy of the original bill to the Agency for reimbursement. If the POV is transported via a separate household goods truck/trailer, the TSP may calculate a Fuel Surcharge using the standard procedures identified in this Item.

**NOTE 3:** In the event the shipment is transported from origin to port or port to destination on an ocean line through Bill of Lading, the TSP is not entitled to a Fuel Surcharge in accordance with this Item and can only pass through any fuel surcharge amount that may be generated from the ocean line. The TSP must provide a copy of the original bill to the Agency for reimbursement.

### Item 17

**Storage-in-Transit (SIT)**

1. Storage-In-Transit (SIT) of property covered by this Tariff is the holding of the shipment or portion thereof in the facilities or warehouse used for storage by the TSP or its agent pending further transportation and will be effected only at specific request of the BLIO and as shown on the Bill of Lading or under the conditions specified in Paragraph 15 of this Item. The facilities or warehouses used by the TSP or its agent for SIT shall be commercial facilities or warehouses used by the TSP or its agent in the normal course of business for receipt and storage of household goods awaiting further transportation. Unless approved by the BLIO in writing, the use of trailers, vans, public warehouses and self-storage units is prohibited.
2. The TSP must provide SIT at destination unless SIT at origin is specified on the Bill of Lading or authorized in writing by the BLIO. Shipments shall not be placed in SIT at a location in excess of fifty (50) miles from the destination address as identified on the Bill of Lading (or origin address as identified on the Bill of Lading if SIT at origin is specified on the Bill of Lading or approved in writing by the BLIO) and shall be at the TSPs’ or agent’s nearest available SIT facility or warehouse to the destination address as identified on the Bill of Lading unless otherwise specified on the Bill of Lading or authorized by the BLIO in writing. Placing a shipment in SIT does not constitute a delivery or completion of service. Delivery of the shipment to the final destination and completion of destination services shall be performed after the goods are removed from SIT as part of the through service.

3. All SIT and related charges shall be based on the destination address as identified on the Bill of Lading (or origin address as identified on the Bill of Lading if SIT at origin is specified on the Bill of Lading or approved in writing by the BLIO) without regard to the actual storage location.

4. A shipment or portion thereof may be placed in SIT one or more times for an aggregate period not to exceed 150 days. When not removed from SIT at midnight of the 150th day, liability of the TSP shall terminate after such time, the interstate or intrastate character of the shipment or portion thereof shall cease, the warehouse location shall be considered the destination of the property, the warehouseman shall become the agent for the Owner, the property shall then be subject to the rules, regulations and charges of the warehouseman and the Owner shall be responsible for all future storage charges (refer to Item 17-2).

5. When SIT is at origin (as either specified on the Bill of Lading or with written approval of the BLIO), charges may be billed after SIT is effected as follows:

   a. Transportation charges between the origin address as identified on the Bill of Lading and warehouse location where SIT is effected (refer to Item 210).

   b. Storage charges due at time of billing.

   c. Charges for additional services, third party charges and other lawful charges.

6. When SIT is at other than origin, charges must be billed at the time SIT is effected, as follows:

   a. Transportation charges between the origin address as identified on the Bill of Lading and the destination as identified on the Bill of Lading, regardless of where the shipment is actually stored.

   b. At the time of billing under this Paragraph, storage charges due the TSP may be billed. Storage charges for subsequent days of storage that property remains in SIT may be billed as they become due.

   c. Charges for additional services, third party charges and other lawful charges.
7. Delivery of shipments to residence from SIT at origin, en route or at destination will be made on the date requested, if possible. If the TSP is unable to perform delivery on that date, every effort will be made to deliver as soon as possible subject to the following:

   a. If shipment is not removed from storage by the 5\textsuperscript{th} working day (excluding Saturday, Sunday and Holidays) after the requested delivery date(s), storage charges will cease to accrue after such date.

   b. If shipment is removed from storage prior to the 5\textsuperscript{th} working day after the requested delivery date(s), storage charges will cease to accrue the day the shipment is removed.

8. The transportation charges to apply on a shipment when only a portion of a shipment is stored in transit en route to destination will be the applicable transportation rate based on the total weight of the entire shipment, for total distance between pickup and delivery as identified by the origin and destination addresses specified on the Bill of Lading, plus additional service charges applicable to each portion of the shipment, as applicable. The total charges for any picked-up and/or delivered portions shall apply from the point of origin to destination address as identified on the Bill of Lading regardless of the storage locations.

9. The transportation charges to apply on a portion of a SIT shipment delivered from storage location to destination will be the applicable transportation rate based on the actual weight of such portion, subject to the minimum weights provided in this Tariff and Paragraph 13.

10. On property consigned to SIT where an overflow of property requires a split shipment delivered to the storage location on different dates, the charges for such property shall be as follows:

   a. Transportation charges from initial point of pickup to delivery address as identified on the Bill of Lading based on the combined weight of the property stored in transit and computation of transportation charges will be as provided herein.

   b. Storage charges in effect on the date of initial pickup will be assessed separately on each portion of shipment stored in transit, except the 1,000 minimum weight will apply to the combined weight of property stored in transit. Storage will be rated separately for each portion added, subject to the provisions of this Item and Item 185.

   c. All subsequent charges will be based on the combined weight of the property stored in transit.

11. When the BLIO provides notice to the TSP that the destination has changed from the original Bill of Lading, such change must be recorded on the Bill of Lading (Correction Notice) and a copy provided to the TSP. When the interstate character of the shipment is terminated at the storage location before expiration of the time limit specified in Paragraph 4 of this Item, transportation and other lawful charges shall apply per Paragraph 5 or 6 of this Item, whichever is applicable.
12. When household goods have been placed into SIT at the TSP’s or agent’s storage location, both the TSP and the warehouseman must have in their possession records showing the following:

   a. An itemized list of the property with the Bill of Lading number noted thereon.

   b. The shipment’s point of origin and destination.

   c. The condition of each article when received at and forwarded from the storage location.

   d. The dates when all charges, advances or payments were made or received.

   e. Dates property was delivered to and forwarded from the storage location.

13. During the SIT period, the Owner may withdraw a portion of the property. When the selection of items requires un-stacking and/or re-stacking of the shipment or a portion of the shipment, charges for such handling shall be assessed in accordance with Item 120. Charges for transportation furnished, if any, for the portion selected for delivery shall be assessed on same basis as would apply to that portion as an individual shipment. With reference to the portion of the shipment, which remains at the storage location, the BLIO may elect in writing to terminate the SIT service and place the remaining property in storage with the warehouseman in possession, in which event the storage location will be considered the destination of the property. If the Owner elects to have the remaining portion remain in SIT, the following shall be applicable:

   a. Storage charges shall continue to apply on the weight of remainder of the property.

   b. Charges for transportation furnished, if any, for the delivery of the remainder of the property shall be assessed on the same basis as would apply to that portion as an individual shipment.

14. During the SIT period, the Owner, if approved in writing by the BLIO, may add property to that already in SIT. Charges for such property added shall be as follows:

   a. Transportation charges on the addition apply from the initial point of pickup and warehouse location.

   b. Storage charges as provided in Item 185 will apply on the addition, subject to a 1,000 pound minimum charge.

   c. All subsequent charges including SIT will be based on the total weight of the combined property.

15. If delivery cannot be made at the address specified on the Bill of Lading because of impractical operation as defined in Item 33, or for any reason other than the fault of the TSP, and neither the Owner or BLIO designates another address at which delivery can be made, TSP will place the property in SIT pursuant to the provisions of this Item and the BLIO must be promptly notified accordingly.
16. When property is placed in SIT, the TSPs limitations on liability also apply to the party in possession of the property.

Refer to Item 210 for the Application of SIT Pickup and Delivery Transportation Charges

NOTE 1: When property is placed in SIT in segments on different dates, the transportation rates and additional service charges in effect on the date of the pick-up of the initial shipment will apply to each property segment placed in SIT.

NOTE 2: When property is removed from SIT and extra pick-ups are ordered, the transportation rates and additional service charges in effect on the date of the pick-up of the initial shipment will apply based on the weight of the property removed from SIT or constituting the extra pick-up.

NOTE 3: Each portion of the shipment will be rated at the applicable rate in effect on the date of the pickup of the initial shipment, based on the total weight of the entire shipment.

NOTE 4: Refer to Item 17-2 for provisions governing Notification by TSP When Status of a SIT Shipment Changes.

Item 17-1

Attempted Delivery to Residence from SIT

(17-1A) – Attempted Delivery – 50 Miles or Less
(17-1B) – Attempted Delivery – Over 50 Miles
(17-1C) – Attempted Delivery – 1st Day
(17-1D) – Attempted Delivery – 50 Miles or Less – Overtime
(17-1E) – Attempted Delivery – Over 50 Miles – Alaska

TSP compensation for attempted delivery to residence from SIT when failure to deliver is not the fault of the TSP will be as follows:

1. Round Trip distance from the storage facility to residence and return:
   a. If total mileage is 50 miles or less, Item 210, Pickup or Delivery Transportation Charges on SIT Shipments will apply.
   b. If total mileage is greater than 50 miles, the transportation rate in the applicable linehaul rate section will apply.

2. SIT: A second first day storage charge will apply when the shipment is returned to SIT at the warehouse location and the same SIT control number will apply. Storage
charges will continue to apply at the additional daily rate until shipment is removed or delivered from storage, except as provided in Item 17, Paragraph 7.

3. **Waiting Time:** The provisions of Item 120 WILL APPLY if TSP is required to wait at residence.

**NOTE 1:** If the shipment remains on the same vehicle until delivered the second first day storage charge as identified in Paragraph 2 of this Item will not apply.

**NOTE 2:** The provisions of this Item will not apply;

   a. When the delivery is attempted after 5:00 p.m. or before 8:00 a.m. unless prior approval is received in writing from the BLIO; or

   b. When the delivery is attempted between the hours of 8:00 a.m. and 5:00 p.m. but at a time other than that previously requested or agreed to by the Owner; or

   c. If delivery is not attempted or Owner is not otherwise contacted, within 90 minutes of the prearranged and agreed to delivery time.

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### Item 17-2

**Notification by TSP When Status of a SIT Shipment Changes**

1. The TSP rendering SIT shall, no less than 10 days prior to the expiration of either the specified period of time during which the goods are to be held in such SIT or the maximum period of time provided in Item 17 for SIT, notify the Owner in writing of:

   a. The date of conversion to extended storage.

   b. The existence of a 9-month period subsequent to the date of conversion to extended storage during which the Owner may file claims against the TSP for loss and/or damage which occurred to the goods in transit or during the SIT period.

   c. The fact that at midnight on the date of conversion the liability of the TSP shall terminate and the property shall be subject to the rules, regulations and charges of the warehouseman.

2. The required notification shall be made by facsimile transmission; email; overnight courier; or certified mail, return receipt requested. TSPs holding goods for SIT for a period of time less than 10 days shall, no less than 1 day prior to the expiration of the specified time during which the goods are to be held in such storage, give notification to the Owner of the information specified in Paragraph 1.a., b. and c. of this Item and maintain a record thereof as part of its record of the shipment. Failure or refusal of a TSP to notify the Owner in accordance with the foregoing shall automatically effect a continuance of the TSP liability pursuant to the applicable Tariff provisions with respect to SIT until the end of the day following the date upon which notice is given.
3. When converted to extended storage, it must be done so in the name of the Owner and the Owner must be provided with the contact information of the extended storage location to include the telephone number, mailing address and/or email address. Once converted to extended storage, the Agency may not revive the TSP’s liability under the original Bill of Lading or reinstate the original Bill of Lading. If the Agency wishes to continue the funding of the shipment and pay for continued storage and/or for delivery of the shipment, it must enter into a new contract with the warehouseman and/or the delivering entity.

4. For shipments converted to Owner’s expense, the TSP will refund any prepayments due to the nonperformance of the service (i.e. Item 105A (Unpacking), 135B, etc…).

5. The provisions of this Item will apply and take precedence over corresponding provisions of Item 17.

**Item 18**

**Governing Publications**

This Tariff is governed by the following publications:

<table>
<thead>
<tr>
<th>Title of Publication</th>
<th>Issuing Agency or Entity</th>
</tr>
</thead>
<tbody>
<tr>
<td>GSA Approved TSPs and their Respective Approved Scopes of Operations</td>
<td>GSA</td>
</tr>
<tr>
<td>All GSA Governing Publications (i.e. HTOS, RFO, etc.)</td>
<td>GSA</td>
</tr>
<tr>
<td>National 5-Digit Zip Code and Post Office Directory</td>
<td>United States Postal Service (USPS)</td>
</tr>
<tr>
<td>PC*Miler issued by ALK Technologies, Inc. – for Distances between Domestic Points (refer to NOTES)</td>
<td>ALK Technologies, Inc.</td>
</tr>
<tr>
<td>Mileage Guide Number 19 – for Distances between Points in the United States and Canada (refer to NOTES)</td>
<td>Rand McNally</td>
</tr>
</tbody>
</table>

The application of this Tariff is governed by the postal zip code of each area or place within the U.S. as assigned by the U.S. Postal Service (USPS) in the National 5-Digit Zip Code and Post Office Directory. The first three (3) digits of the applicable postal zip code define the applicable geographic service areas for rate application purposes and the determination of non-mileage related charges (refer to Appendix B). For Canada,
the Province is used to determine the applicable geographic service areas for
determination of non-mileage related charges (refer to Appendix B).

**NOTE 1:** This Tariff uses mileage distances specified by PC*Miler issued by ALK
Technologies, Inc. to rate shipments between points in the U.S. All mileage
determinations are based on the applicable 5-digit zip code as obtained from the
National 5-Digit Zip Code and Post Office Directory issued by the USPS.

**NOTE 2:** For shipments with an origin and/or destination within Canada, mileage
distances specified in Mileage Guide Number 19 issued by Rand McNally will be used
in lieu of ALK Technologies, Inc.

**NOTE 3:** If the USPS changes a 3-digit code area of a postal zip code after the
effective date of this Tariff, the old 3-digit code area shall continue to apply for shipment
rating purposes until a new corresponding 3-digit code area is incorporated into a
revised edition or supplement to this Tariff.

**NOTE 4:** References to specific publications also refers to the subsequent reissues
and/or amendment of/to these publications.

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**Item 19**

Available for Future Use

**Item 20**

Late Payments and Interest Penalties

1. The Agency shall pay TSP applicable Tariff rates and charges due for transportation
   services rendered 30 days after receipt of a TSP's proper transportation bill (invoice).

2. The interest penalty payment will be computed based on the percentage interest
   rate determined by the Secretary of the Treasury for interest payments pursuant to the
   Contract Disputes Act of 1978 (41 U.S.C. § 7109(b)).

3. Interest penalty amounts which remain unpaid at the end of any 30 day period shall
   be added to the initial applicable transportation bill and, thereafter, additional applicable
   interest penalties shall apply to an amount equal to the transportation bill plus remaining
   unpaid penalties.

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**Item 21**

Available for Future Use
Item 22
Hourly Rates

Charges based on time shall be computed by multiplying the hourly rate by the time involved. Unless otherwise provided, fractions of an hour will be disposed of as follows:

1. When the time involved is 15 minutes or less, the charge shall be for one quarter of an hour.

2. When in excess of 15 minutes but not more than 30 minutes, the charge shall be for one half hour.

3. When in excess of 30 minutes but not more than 45 minutes, the charge shall be for three quarters of an hour.

4. When in excess of 45 minutes, the charge shall be for one hour.

Items 23 – 24
Available for Future Use

Item 25
Minimum Charge

Except as otherwise specifically provided for in this Tariff, or as amended, shipments transported under the provisions of this Tariff weighing less than 1,000 pounds shall be accepted only at a weight of 1,000 pounds and applicable rates and charges based on weight shall be subject to a 1,000 pound minimum.

NOTE: All shipments subject to weighing provisions as provided in Item 4.

Item 26
Available for Future Use

Item 27
Warehouse Pickup and Delivery Service

1. When a shipment is delivered to or picked up from a warehouse (including third party warehouse and self-storage/mini-warehouse locations), the charges for transportation include only the unloading or loading at door, platform, or other point convenient or accessible to the vehicle.
2. Refer to Item 225 for application of charges to apply when the TSP enters the warehouse (including third party warehouse and self-storage/mini-warehouse locations) at the BLIO’s request, for the purpose of removing items stored from or placing items into the warehouse (including third party warehouse and self-storage/mini-warehouse locations) (refer to Item 17 for application of SIT charges).

### Item 28

**Stopoffs (Extra Pickups and Extra Deliveries) and Diversions**

**(28A) – Stopoff - Extra Pickup**

**(28B) – Stopoff - Extra Delivery**

**(28C) – Diversion Charges**

1. Self-storage/mini-warehouse locations. Extra pickup charges will not apply when the only pickup/delivery is from a self-storage or mini-warehouse.

2. **Stopoffs and Diversions.** This Item contains the provisions that apply when a shipment is diverted or when additional stops are made to perform extra pickups or deliveries.

3. **Stopoffs.** At the request of the BLIO, in writing and/or on the Bill of Lading, extra stops or calls will be made at locations necessary to accomplish the extra pickup or extra delivery of portions of the shipment.

   a. Extra stops or calls are additional pickups made after the first pickup or additional deliveries made prior to the final delivery of the shipment. Each such extra stop or call shall constitute an extra pickup or delivery. An extra stopoff fee will apply for each extra pickup or delivery that is performed, in addition to the transportation and additional service charges provided in Paragraph 3. b. and c. of this Item.

   b. Transportation charges on shipments with extra pickups or extra deliveries are determined based on the weight of the total shipment, including any additional weight picked-up or delivered at any stopoff(s), and will be rated based on the mileage from the origin address identified on the Bill of Lading to the destination address identified on the Bill of Lading VIA any stopoff point(s).

   c. The rates for additional services performed in conjunction with any extra pickup(s) will be based on the additional service rates applicable at the shipment origin address as identified on the Bill of Lading. The rates for additional services performed in conjunction with any extra delivery(s) will be based on the additional service rates applicable at the shipment destination address as identified on the Bill of Lading.

4. **Diversions.** Upon instructions made and confirmed in writing by the BLIO, a
shipment will be diverted subject to the following terms and conditions:

a. The term “diversion” as used herein means either:

1) A change in the destination (while en route) to a destination outside of a 30 mile radius of the original destination address as identified on the Bill of Lading; or
2) A change in the route at the request of the BLIO.

b. When the TSP receives an order for diversion, diligent effort will be made to locate the shipment and effect the change desired, but the TSP is not responsible for failure to effect the change ordered unless such failure is due to error or negligence on the part of the TSP.

c. The transportation charges on shipments diverted to a new destination, while the vehicle is en route to or upon arriving at the original destination as identified on the Bill of Lading will be based on the total transportation charge from the shipment origin as identified on the Bill of Lading to the point where the shipment was diverted, plus the transportation charge from the point where the shipment was diverted to the final destination.

d. On shipments diverted to a warehouse for SIT at a location other than the original destination as identified on the Bill of Lading, the warehouse will be considered the destination point and transportation charges to the warehouse will be assessed under the provisions of Paragraph 4. c. of this Item. Charges for storage and further transportation will apply based on the rates and charges named in this Tariff.

e. These provisions are not applicable if diversion instructions are received prior to the movement of the shipment or if the shipment is in SIT at destination. For delivery out of destination SIT, shipments will be rated according to charges for further transportation in Item 210 and subject to the discounts in effect on the Bill of Lading that brought the shipment into SIT.

Refer to Appendix B for Stopoff and Diversion Charges

Items 29 – 31
Available for Future Use

Item 32
Prohibited and Restricted Articles

1. TSP will not accept for shipment property liable to contaminate or otherwise damage equipment or other property, nor will TSP accept for shipment articles which cannot be taken from the premises without damage to the article or the premises. TSP will not
accept perishable articles including frozen foods, articles requiring refrigeration or perishable plants except as provided in Paragraphs 2, 3 or 4 of this Item.

2. Frozen food will be accepted for transportation provided;
   a. The food is contained in a freezer, which at time of loading is at normal deep freeze temperature;
   b. The shipment is to be transported not more than 150 miles and/or delivery accomplished within twenty-four hours from time of loading;
   c. No storage of shipment is required; and
   d. No preliminary or en route servicing by use of dry ice, electricity or other preservative methods is required of the TSP.

3. Perishable plants will be accepted for transportation provided:
   a. The shipment is to be transported not more than 150 miles and/or delivery accomplished within twenty-four hours from time of loading;
   b. No storage is required; and
   c. No preliminary or en route servicing or watering or other preservative methods are required of the TSP.

4. TSP will not be responsible for any perishable article included in a shipment without the TSP’s knowledge.

5. TSP WILL NOT ACCEPT for shipment under any circumstances tanks or bottles designed to contain butane or propane, including tanks and containers for gas barbecue grills, torches, tools or appliances. This prohibition also includes tanks or bottles that have been certified as empty.

Item 33
Impractical Operations and Application of Shuttle Service

1. **Impractical Operations.** Nothing in this Tariff shall require the TSP to perform any service at any point or location where, through no fault or neglect of the TSP, the furnishing of such services is impractical because:
   a. Conditions of roads, streets, driveways, alleys or approaches thereto would subject operations to unreasonable risk of loss or damage to life or property;
   b. Loading or unloading facilities are inadequate;
   c. Any force majeure, war, insurrections, riot, civil disturbance, strike, picketing or
other labor disturbance would:

1) Subject operations to unreasonable risk of loss or damage to life or property, or

2) Jeopardize the ability of the TSP to render linehaul or pickup or delivery or any other service from, to or at other points or locations;

d. TSP’s hauling contractors, TSP’s employees or TSP’s agents are precluded, for reasons beyond TSP’s control, from entering premises where pickup or delivery is to be made; or

e. Local, state or Federal restrictions, regulation or laws prohibit performance of such services by linehaul equipment.

When service is impractical for reasons stated in this rule and service can be completed through the employment of services of a third party, refer to Item 35.

2. Application of Shuttle Service.

a. Refer to Section 5.12.1, Provision of Shuttle Service of GSA’s applicable HTOS for the application of shuttle service.

b. Refer to Item 125, when applicable, for details on shuttle service charges which shall be in addition to all other transportation or accessorial charges.

Item 34
Available for Future Use

Item 35
Third Party Charges

(35A) – Third Party Service

(35B) – Service Charge – Florida Keys and Points in Canada

1. This Item applies, unless otherwise specified herein, when prior approval has been provided in writing by the BLIO for the TSP to obtain services of others (companies not owned by the TSP or its Agent or their personnel, drivers or crew) for the completion of the move or as may be required by Federal, State or Local law. These services include, but are not limited to third party service charges, parking permits, agricultural inspections and any other services not otherwise identified in this Tariff but requested and approved in writing by the BLIO as necessary for the completion of the move. All such Third Party Charges must be supported by paid receipts and will apply in addition
to all other applicable Tariff charges provided that prior approval for services has been authorized in writing by the BLIO.

2. Exception: Prior approval is NOT REQUIRED for the payment of toll (bridge and ferry) charges advanced by the TSP for expenses incurred by the TSP as a result of transiting bridges or ferries that are subject to officially assessed Federal, state, county or local use fees (refer to NOTE 1). All such charges must be supported by paid receipts and will apply in addition to all other applicable Tariff charges.

**Refer to Appendix B for Service Charges**

**NOTE 1:** Except as otherwise specifically provided herein, tolls are restricted to bridges or ferries that are subject to officially assessed Federal, state, county or local use fees. Third Party Charges will not apply for highway, turnpike or other related service charges. The charges for these costs must be included in a TSP’s transportation charge. Shipments, however, transported from or to Plantation Key, FL or Islamorada, FL and points south and west in the Florida Keys and the Canadian points identified in Appendix B, will be subject to a transportation service charge. This charge shall apply in addition to any applicable bridge and ferry charges, based on the weight at which the linehaul transportation charges are computed. Tolls should be based on the weight of the shipment, subject to the applicable minimum weights.

**NOTE 2:** When only a portion of a shipment is transported over a bridge or ferry, the charge will be based on the weight of such portion, subject to applicable minimum weights.

**NOTE 3:** When the origin or destination of the shipment, or a portion thereof, is located at a point accessible only by the use of a ferry, the following provisions apply:

   a. The actual ferry charges will be billed by the TSP to the Agency as Third Party Charges as provided herein.

   b. When TSP’s normal linehaul vehicle/equipment cannot be accommodated by the ferry system, shuttle service will be provided, subject to the charges and provisions named in Item 33, Paragraph 2 and Item 125.

   c. Waiting time charges as provided in Item 120 will apply commencing with the arrival of the TSP’s vehicle/equipment at the ferry point of embarkation, during the vehicle/equipment crossing and terminating when the vehicle/equipment disembarks from the ferry. The allowable free waiting time provisions provided in Item 120 will not apply during the ferry waiting and transportation period described herein.

**NOTE 4:** Fuel surcharge is not authorized and shall not be billed or paid on Third Party Services.

**NOTE 5:** Third Party Charges do not apply to servicing washers and other household articles that require bracing/stabilization (and debracing/destabilization) of moveable parts IN or ON such appliances. The cost of this service is considered to be part of the
TSP’s transportation charge. Refer to Item 120, Paragraph 6 for an exception to front load washing machines and associated pedestals.

**NOTE 6:** Crating is not authorized as a Third Party charge (refer to Item 105, Part 3 for exceptions). When crating is accomplished in combination with a Third Party Service (i.e. pool table disassembly), the TSP will be reimbursed for the cost of the crate, not to exceed the authorized cost for same size crate utilizing Item 105. The TSP must provide documentation identifying the crate dimension and separate costing for the crate. TSPs will only be paid according to the charges in Item 105. Crating DOES NOT APPLY to flat screen televisions with screen sizes 60 diagonal inches and below (refer to Item 105).

**Items 36 – 39**

**Available for Future Use**

**Item 40**

**Annual General Price Adjustment**

1. This Item provides for the mechanism by which GSA may choose to apply a General Price Adjustment (GPA) to the rates and charges contained in this Tariff.

2. Unless otherwise provided, effective November 1st of each calendar year, the rates and charges in this Tariff shall, upon taking other factors into consideration, as appropriate, be subject to a GPA as determined by the specified U. S. Department of Labor indices for a preceding 12 month annual basing period, April to April. GSA will provide notification to TSPs on changes, if any, to the rates and charges contained in Appendix B in conjunction with such adjustment.

3. Applicable U.S. Department of Labor indices are as reported on the Bureau of Labor Statistics (www.bls.gov) website as follows:

   a. **CPI Index** information is based on the Consumer Price Index, for All Urban Consumers (CPI-U). Not seasonally adjusted, U.S. City Average, for All Items (less Food and Energy), Series ID cuur0000SA0L1E.

   b. **CEU Index** information is based on the average hourly earnings of production workers in the National Employment Index for Hours and Earnings, Not seasonally adjusted, for Transportation and Warehousing, specialized freight trucking, under NAICS Code 4842, Series ID ceu4348420008.

4. The GPA will be based on the increase in the CEU times .41 (representing the labor portion of TSP’s expenses) plus the increase in the CPI times .59 (representing the reciprocal of .41) as specified in Paragraph 3 of this Item.
5. To determine the GPA to apply, if any:

   a. First, determine the unadjusted indexes for each index (CPI and CEU) applicable at the beginning and at the end of the specified 12 month basing period (April to April).

   b. Second, to determine the percentage increase in the CEU, subtract the ending CEU from the beginning CEU and divide that answer by the beginning CEU and then multiply that answer times .41.

   c. Third, to determine the percentage increase in the CPI, subtract the ending CPI from the beginning CPI and divide that answer by the beginning CPI and then multiply that answer times .59.

   d. Finally, add the two weighted subtotals together to determine the GPA percentage increase/decrease that may apply. The GPA and background calculations will be rounded to the 9th decimal place. All final costs will be rounded to the second decimal place (i.e. background data is $1.245343423, will round to $1.25).

   For example (X = index number to be determined as provided herein):

   
<table>
<thead>
<tr>
<th>CPI Index</th>
<th>April to April</th>
<th>% Change</th>
<th>times Factor</th>
<th>= GPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>(X)</td>
<td>X</td>
<td>X</td>
<td>.59</td>
<td>X</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CEU Index</th>
<th></th>
<th>X</th>
<th>.41</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>(X)</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. The GPA, if applicable, will apply for all shipments loading beginning November 1st through the following October 31st, based on the April-to-April annual basing period; for example, the April 2017 to April 2018 basing period will be applied on November 1, 2018.

7. Notwithstanding any other provisions of this Tariff, the GPA WILL NOT APPLY to the charges advanced for the performance of Third Party Services, Item 35 or Full Value Protection Service, Item 190.

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Items 41 – 43
Available for Future Use

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Item 44
Definition of Holidays

1. Except as otherwise specifically provided in this Tariff, reference to the term “holiday” shall be the date such Canadian, U. S. Federal or officially declared State holidays are observed.

2. When a holiday falls on a Saturday, the holiday will be observed on the preceding Friday. When a holiday falls on a Sunday, the holiday will be observed on the following Monday.
3. Charges for holidays in this Tariff shall apply only when service is rendered on an observed holiday. Any service performed on a weekend or holiday where the TSP is seeking additional compensation must be pre-approved by the BLIO.

4. For reference only – U. S. Federal Holidays are:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year’s Day</td>
<td>January 1st</td>
</tr>
<tr>
<td>Martin Luther King, Jr. Day</td>
<td>The 3rd Monday in January</td>
</tr>
<tr>
<td>Washington – Lincoln Day</td>
<td>The 3rd Monday in February</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>The last Monday in May</td>
</tr>
<tr>
<td>Independence Day</td>
<td>July 4th</td>
</tr>
<tr>
<td>Labor Day</td>
<td>The 1st Monday in September</td>
</tr>
<tr>
<td>Columbus Day</td>
<td>The 2nd Monday in October</td>
</tr>
<tr>
<td>Veterans Day</td>
<td>November 11th</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>The 4th Thursday in November</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>December 25th</td>
</tr>
<tr>
<td>January 20th of each fourth year after 1965 - Inauguration Day at any point in the District of Columbia, Montgomery and Prince Georges Counties in Maryland, Arlington and Fairfax Counties in Virginia, and the cities of Alexandria and Falls Church in Virginia.</td>
<td></td>
</tr>
</tbody>
</table>

5. For reference only – Canadian Holidays are:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year’s Day</td>
<td>January 1st</td>
</tr>
<tr>
<td>Good Friday</td>
<td>The Friday before Easter</td>
</tr>
<tr>
<td>Victoria Day</td>
<td>The Monday before May 24th</td>
</tr>
<tr>
<td>St. Jean Baptiste Day</td>
<td>June 24th (Quebec Only)</td>
</tr>
<tr>
<td>Dominion Day</td>
<td>July 1st</td>
</tr>
<tr>
<td>Civic Day</td>
<td>The 1st Monday in August</td>
</tr>
<tr>
<td>Labor Day</td>
<td>The 1st Monday in September</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>The 2nd Monday in October</td>
</tr>
<tr>
<td>Armistice Day</td>
<td>November 11th</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>December 25th</td>
</tr>
<tr>
<td>Boxing Day</td>
<td>December 26th</td>
</tr>
</tbody>
</table>

**Item 45**

**Transit Time Penalty**

A transit time penalty charge of $100 per day will apply when the actual transit time for direct delivery shipments exceeds the transit time defined in Section 10, Transit Times of GSA’s applicable HTOS and shall be payable to the Agency paying the charges for each calendar day, or fraction thereof. Transit time will be measured in calendar days from the date loading is completed to the date on which the shipment is offered for delivery at the residence, except when the last day of the transit time falls on a
Saturday, Sunday or Federal Holiday, then the next Government working day will be considered the last day of transit, subject to Section 8.4.1., Late Delivery Reduction of GSA's applicable HTOS.

**Item 46**

**Collection of Transportation Charges on Household Goods Shipments Involving Loss or Destruction-in-Transit**

TSP can collect, or require the Agency to pay, any applicable transportation charges (including charges for additional services) when a shipment is totally lost or destroyed in transit, only if in accordance with the terms and conditions of GSA’s CHAMP, the TSP has paid to the Owner Full Replacement Value for the lost or destroyed items.

**Items 47 – 49**

**Available for Future Use**

**Item 50**

**Effective Date Governing Application of Rules, Rates and Charges of this Tariff**

1. Except as otherwise specifically provided in this Tariff, all rules, rates and charges in effect on the date shipment is picked up shall apply.

2. Refer to specific provisions in Item 17 for effective dates governing the application of these provisions.

**Items 51 – 55**

**Available for Future Use**

**Item 56**

**Rates Based on Minimum Weight or Minimum Volume**

1. Except as otherwise specifically provided for in this Tariff, transportation charges for shipments of individual Owners as described in Item 100 are based on minimum weights or volume. TSP must indicate on the Bill of Lading the minimum weight or volume – base rate and the minimum charges applicable to the shipment.

2. If the TSP fails to comply with the provisions of Paragraph 1 of this Item the minimum weight or volume provisions will not apply, and in lieu thereof, the actual
weight or actual volume of the shipment will be used to determine the applicable transportation charges.

Item 57
Available for Future Use

Item 58
Removal or Placement of Property from or to Inaccessible Locations

It is the responsibility of the Owner to make property available to the TSP and to remove and place property from or to attics, basements and other locations where the location of property and goods to be shipped or delivered is 1) not accessible by a permanent stairway (does not include ladders of any type), 2) is not adequately lighted, 3) does not have a flat continuous floor, or 4) does not allow a person to stand erect. If the BLIO requests and TSP agrees to the removal or placement of property from or to such areas not readily accessible, Item 120, Extra Labor charges, will apply for this service. Approval in writing by the BLIO is required prior to the performance of service.

Item 59
Travel Time-Extra Driver

(59A) Extra Driver – Per Hour

(59B) Extra Driver, Return – 500 Miles or Less

(59C) Extra Driver, Return - 501 to 1,000 Miles

(59D) Extra Driver, Return – 1,001 to 1,500 Miles

(59E) Extra Driver, Return – 1,501 Miles and Over

1. Linehaul transportation rates in this Tariff do not include the services of more than one driver. Upon request of the BLIO in writing, TSP will furnish an extra driver if operational considerations permit.

2. Charges for the extra driver, if furnished, will be as follows, and shall be in addition to all other applicable Tariff charges:

   a. Rate applies per hour for the extra driver’s service based on the time vehicle departs from the point of the loading until the time vehicle arrives at point of unloading.

   b. In addition to the charge identified in Paragraph 2.a. of this Item, mileage
charges will apply for transportation for the return of extra driver to point of loading.

Refer to Appendix B for Travel Time-Extra Driver Charges

NOTE: This Item WILL NOT APPLY when TSP, for its own convenience, utilizes an extra driver.

Items 60 – 99
Available for Future Use

Item 100
Classification of Articles (Commodity Description)

1. The description of property to which rates, charges, rules and regulations apply is that class of property defined by 49 U.S.C. Section 13102 (10) (A) and (B), as amended.

2. Household Goods. The term "household goods" as used in connection with transportation, means PERSONAL EFFECTS AND PROPERTY USED OR TO BE USED IN A DWELLING, when a part of the equipment or supply of such dwelling, and similar property if the transportation of such effects or property is:

   a. Arranged and paid for by the householder, except such term does not include property moving from a factory or store, other than property that the householder has purchased with the intent to use in his or her dwelling and is transported at the request of, and the transportation charges are paid to the carrier, by the householder; or

   b. Arranged and paid for by another party.
SECTION 2: TRANSPORTATION CHARGES AND ADDITIONAL SERVICES

Application of Transportation Charges

Transportation charges in this Tariff include the loading of the shipment at the point of origin, vehicle transportation to the point of destination and the unloading of the shipment at destination but do not include the Additional Services identified in Sections 1 and 2 of this Tariff.

The Transportation Charges are shown in three (3) separate Sections contained in the Baseline Rate Tariff Files, Appendix B (Appendix B):

1) Section 3 contains the Linehaul transportation charges applicable between all points in the United States (U.S.) (including the District of Columbia but excluding Alaska and Hawaii) and between all points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and Canada.

2) Sections 4 and 5 are Reserved and Available for Future Use.

3) Section 6 contains Waterhaul (Ocean) transportation charges applicable between the Port of Tacoma, Washington and any point within a 50 mile radius of the TSP’s Port Facility at the named point(s) in Alaska.

4) Section 7 contains additional transportation mileage charges applicable between the named points in Alaska identified in Section 6 and points in Alaska that are more than a 50 mile radius of the TSP’s Port Facility at the named point(s) in Alaska identified in Section 6 and are on the Alaskan Road system and either the origin or destination of the shipment is in the U.S. (including the District of Columbia but excluding Hawaii).

Transportation charges apply for shipments of household goods (HHG) consisting entirely of articles embraced in Item 100 and apply based on the actual weight of the shipment plus the weight additives named in Item 130, when applicable, subject to the minimum weights provided in the rules of the Tariff.

Distance-based rates and charges between points in the U.S. are determined by PC*Miler issued by ALK Technologies, Inc. based on the applicable 5-digit postal zip codes obtained from the National 5-Digit Zip Code and Post Office Directory issued by the U.S. Postal Service (USPS).

Exception: For shipments with an origin and/or destination within Canada, mileage distances will be determined by the Rand McNally Mileage Guide 19, in lieu of ALK Technologies, Inc.

Unless otherwise specifically provided in this Tariff, all rules, rates and charges in effect on the date the shipment is picked up shall apply. In addition, any transportation and
storage discounts that apply are based on the date the shipment is picked up, unless otherwise specifically provided in this Tariff.

**NOTE 1:** Compensation methodology for all shipments between the U.S. (including the District of Columbia but excluding Hawaii) and Alaska will be based on the Linehaul transportation charges identified in Section 3 to/from the Port of Tacoma, Washington plus the Ocean Waterhaul table charges identified in Section 6 to/from the named points in Alaska identified in Section 6.

**NOTE 2:** TSPs electing to use the Alcan Highway will be compensated based on compensation methodology identified in NOTE 1, above.

**NOTE 3:** Refer to Item 227 for additional information on Alaska shipments.

**Application of Additional Services**

Additional Services rates and charges apply for services that are requested by the Agency and/or the Bill of Lading Issuing Officer (BLIO) or are necessary to complete the shipment. Appendix B of this Tariff names the applicable Additional Services rates and charges.

Except as may otherwise be specifically provided for, the Additional Services rates and charges provided for in this Section 2 apply throughout the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and Canada and are in addition to all other rates and charges in this Tariff.

All shipments moving pursuant to GSA’s CHAMP under the provisions of this Tariff are deemed to be released at an amount equal to $6.00 times the weight of the shipment (in pounds) or the declared lump sum value, whichever is greater (refer to Item 190 for provisions to apply).

To simplify the application of charges, this Tariff incorporates many of the commonly applied individual Additional Services charges into a single Origin/Destination Service Charge that applies in addition to the transportation charges. The Service Areas and their associated Services Cost Schedules and other non-mileage based rates and charges for services performed at points in the U.S. are determined based on the applicable **3-digit postal zip code** issued by the USPS. Services performed at points in Canada are based on a single cost schedule for all points in Canada.

If the USPS changes a 3-digit code area of a postal zip code after the effective date of this Tariff, the old 3-digit code area shall be used for rating purposes until a new corresponding 3-digit code area is incorporated into a revised edition or a supplement to this Tariff, including Appendix B.
Items 101-104
Available for Future Use

Item 105
Packing and Unpacking Services

(105A) – Full Packing and Unpacking Service

(105B) – Pack Regular Crate

(105D) – Debris Removal Within 30 Days

(105E) – Unpack Regular Crate

(105J) – Storage Inspection Fee (in lieu of Full Packing Service ONLY)

Packing

1. This Item applies when the TSP furnishes the cartons and performs the packing of some or all of the articles in the shipment. This Item applies on a hundredweight basis for complete (full-pack jobs) shipments. Overtime labor rates will only apply after the TSP has the pre-approval in writing from the BLIO. Regular time and overtime rates apply, based on the time of the day and day of the week that the service is performed. The rates contained in Appendix B include the containers, cartons and packing materials.

2. The Agency will pay for Full Packing and Unpacking Service only when packing is performed and the TSP has provided the applicable service at origin and destination. TSP’s rates/discounts off the Tariff will apply to the total of full pack/unpack service.

3. For shipments that are terminated after packing has begun but before shipment departs the origin pickup address:

   a. In order to be paid for services rendered, the TSP is required to submit a legible inventory, signed by the Owner or his/her designated representative and approved by the BLIO, of all items packed, disassembled, or prepared for movement. TSP will be compensated for packing/unpacking charges based on all items packed, disassembled or prepared for movement and listed on the inventory by cubic foot of the Items. The cubic feet will be converted to a weight basis using 7 pounds per cubic foot.

   b. Unpacking charges (if applicable) will apply based on the destination address as identified on the Bill of Lading.

Refer to Appendix B for the Applicable Charges Defined in Parts 1, 2, and 3 of this Item

Except as otherwise provided, the charges for the services provided in this Item apply based on the location where the service is provided as identified by the origin or
destination address shown on the Bill of Lading and the TSP performs packing, unpacking, debris removal, crating or uncrating service described herein for the shipment.

Part 1: Full Packing and Unpacking Service

Full Packing and Unpacking Service includes all of the cartons, containers and packing service required and provided by the TSP to pack the shipment for transportation (refer to NOTE 7 of this Item).

Full Packing and Unpacking Service rates apply based on the net weight of the shipment and include all cartons and containers (refer to NOTE 9 of this Item) furnished by the TSP. Full Packing and Unpacking Service consists of packing and unpacking of all such cartons and containers and debris removal on the day of delivery. Owner is authorized to retain all cartons and containers, but may elect to surrender all or a portion of cartons and containers to the TSP at delivery for removal. Debris removal of such cartons and containers for up to 30 days after delivery will only be performed when authorized by the BLIO and must be pre-approved in writing (refer to Part 2 of this Item).

Full Packing and Unpacking Service charges do not include crating service (refer to Part 3 of this Item) and will not apply on shipments that the TSP does not pack (e.g. shipments released from extended storage, shipments from SIT where the Bill of Lading has been terminated). In lieu of Full Packing Service, an inspection fee per actual net cwt will apply for shipments that pickup from storage warehouse and are already packed (refer to Appendix B, Item 105J for the charge to apply).

The charges in this Part 1 apply based on the net shipment weight. The weight of motor passenger vehicles (automobiles, pick-up trucks, vans, sport utility vehicles and dune buggies) and any weight additives applicable in Item 130 will be deducted from the shipment weight prior to determining the Full Packing and Unpacking Service charges contained in this Part.

Part 2: Debris Removal Service

a. Debris Removal Charges apply when BLIO requests in writing that the TSP perform debris removal of cartons unpacked by the Owner subsequent to the date of delivery and the service is performed.

b. Debris Removal Service applies in conjunction with Owner-unpacked cartons; a debris removal charge WILL NOT APPLY for the cartons unpacked by the TSP at the time of delivery.

c. Debris removal service performed after delivery must be performed within thirty (30) days of delivery date and be preapproved in writing by the BLIO.

Part 3: Crating Service

a. Crating Service charges apply when the TSP is requested in writing by the BLIO to provide crates (specially constructed for mirrors, paintings, glass or marble tops and
similar fragile articles) based on the gross measurement of the crate (subject to a minimum charge based on four (4) cubic feet). The packing service charge for crates applies per cubic foot and includes the construction and packing of such crates, which remain the property of the Owner. Separate charges apply for the unpacking of crates.

b. When the Owner furnishes crate(s) for TSP to pack items, TSP may only charge labor for the sealing of crate and for uncrating.

c. In the event the TSP does not possess qualified personnel to construct such crates (specially constructed for mirrors, paintings, glass or marble tops and other similar fragile articles), TSP may request written preapproval from the BLIO to obtain Third Party Services to perform the construction of such crates; the request to the BLIO must include an estimate of the anticipated crating charge. If written preapproval from the BLIO is received, TSP may engage a Third Party for the construction of such crate(s) and the charges of the Third Party Provider, as supported by the paid receipt, will apply in lieu of the charges provided in Appendix B. However, the BLIO has the right to negotiate the crating charges, in whole or in part, based on the circumstances of the use of Third Party Services.

NOTE 1: When Item 105J (Reinspection Fee) applies in lieu of Full Packing Service of Item 105A (Full Pack), the appropriate full unpack amount due will be based on the applicable rate named for unpacking service in Appendix B.

NOTE 2: Unless prior written authorization is obtained from the BLIO, all crating shall be done at the origin residence as identified on the Bill of Lading. All uncrating shall be done at destination residence as identified on the Bill of Lading.

NOTE 3: Extra Stops. On shipments picked up or delivered at more than one location, the requested pickup address as identified on the Bill of Lading and the requested delivery address as identified on the Bill of Lading shall be the basis for determination of rates and charges under this Item.

NOTE 4: Overtime Hours. The TSP must have prior, written approval from the BLIO for overtime hours. Container Service charges for packing, unpacking, debris removal and crating/uncrating apply when service is performed during regular service hours, which, for purposes of this Item, are defined between 8:00 a.m. and 5:00 p.m. Monday through Friday (excluding holidays). When service is performed on Saturdays, Sundays or holidays, or between the hours of 5:00 p.m. and 8:00 a.m. Mondays through Fridays, charges for overtime service will apply subject to written preapproval by the BLIO. When performed for the TSP’s convenience, overtime shall not apply. Overtime for debris removal or crating service, if applicable, will be paid in accordance with overtime labor rates in Item 120D. Overtime for Full Pack/Unpack Service will be paid under the labor rates in Item 175.

NOTE 5: Determining Weights. TSPs may substitute the manufacturer’s weight for automobiles, pick-up trucks, vans, motorcycles, sport utility vehicles, dune buggies and specialty motor vehicles in lieu of obtaining separate weight tickets on these articles
whenever such articles are included within a shipment. Manufacturer’s weight will be obtained from either the Branham Automobile Reference Book, the N.A.D.A.’s Official Used Car Guide, or from other appropriate reference sources of manufacturer’s weight, or the Owner may provide the TSP with copies of manufacturer’s documents evidencing the weight of the article included in a shipment.

NOTE 6: Cartons Furnished by Owner. Container Service rates in this Item apply ONLY for cartons and containers that are furnished by the TSP.

NOTE 7: Rates Not Applicable for Cartons or Containers ONLY. The rates provided DO NOT APPLY for any containers that are supplied but not packed by the TSP.

NOTE 8: Repacking Shipper Cartons and/or Containers Under Full Packing Service. When the TSP, to ensure safe transportation, determines it necessary to unpack and repack cartons and/or containers that have been packed by the Owner, no additional labor, unpacking and/or additional re-packing charges will apply beyond the applicable Full Packing Service rates.

NOTE 9: No additional compensation will be provided for Flat screen television cartons and/or containers. Subject to written authorization by the BLIO, crating charges may apply only to flat screen televisions in excess of a 60 inch diagonal screen size. TSPs may utilize the Owner’s previously used shipping container, if available and serviceable, at no cost to the Agency. The Owner shall be responsible for the servicing of such televisions at origin and destination, including all associated connection and disconnection and mounting and unmounting costs. (Flat screen televisions include Plasma, LED, Liquid Crystal Display (LCD) and other types of televisions which are four inches or less in depth and incapable of standing alone without a form of support.)

NOTE 10: Memory Foam, Tempur-Pedic or comparable mattresses, will be shipped utilizing best commercial practices and in accordance with the Manufacturer’s instructions. Crating is not authorized for shipping mattresses unless prior written authorization is obtained from the BLIO.

NOTE 11: When awarded a Code C shipment, unless authorized and preapproved in writing by the BLIO, any crating performed is at the discretion of the TSP and at no additional cost to the Agency.

Items 106 – 119
Available for Future Use
Item 120
Extra Labor, Special Services and Waiting Time

(120A) – Extra Labor Regular
(120B) – Special Services
(120C) – Waiting Time Labor Regular
(120D) – Extra Labor Regular – Overtime
(120E) – Special Services – Overtime
(120F) – Waiting Time Labor – Overtime
(120G) – Servicing of Front Load Washing Machines and Associated Pedestals

1. **Extra Labor, Special Services and Waiting Time.** This Item applies when the TSP provides extra labor, special services (such as disassembling or assembling unusual articles) or waiting time, when prior approval, in writing, is obtained from the BLIO. Refer to Appendix B for applicable charges.

2. The hourly rates named in Appendix B will apply for services performed by the TSP, except as otherwise specified herein. Rates apply based on the location where the service is performed, pursuant to the Stopoff provisions of Item 28.

3. **Extra Labor.** Extra Labor charges apply when the TSP performs any services that are required by the BLIO that are not included in the transportation charge and for which there are no other applicable charges in this Tariff.
   
   a. Extra labor charges apply per worker per hour on both a regular time and an overtime basis.
   
   b. Regular time rates apply when service is provided between 8:00 a.m. and 5:00 p.m. Monday through Friday, excluding holidays (refer to Item 44 for definition of holidays).
   
   c. Extra Labor Overtime (Item 120D) is a part of the total Extra Labor service and is not accounted for under the Item 175, Overtime Loading and Unloading Service. Extra Labor Overtime hours apply when extra labor service is performed:
      
      1) Between 5:00 p.m. and 8:00 a.m. Monday through Friday, excluding Holidays;
      2) During any hour on Saturdays, Sundays or Holidays; or

4. **Removing and/or Disassembling and Reassembling.** The transportation charges
in this Tariff do not include any special services or labor required to:

a. Remove any article(s) embedded in the ground OR secured to a building (i.e., floor, ceiling, roof or wall); or

b. Disassemble or reassemble any article(s), including, but not limited to, steel utility cabinets, swing sets, sky rides, jungle gyms, German schranks, steel shelving, pool tables, elongated work tables, counters or other articles of unusual nature, in order to ensure their transportation.

c. Subject to written preapproval by the BLIO, TSP will provide such services at the applicable rates identified in Appendix B. If the TSP is unable to furnish or secure the necessary equipment or qualified personnel, the TSP will, upon written preapproval of the BLIO, arrange for such service as provided for in Item 35, Third Party Charges. Charges advanced by the TSP pursuant to Item 35 will apply in lieu of the charges named in this Item. (If the TSP bills for the service under this Item, then Item 35, Third Party Charges will not apply.)

5. Appliance and Other Household Articles – Service and Re-Service.

The transportation charges in this Tariff include ONLY service performed by the TSP to accomplish the bracing/stabilizing (and de-bracing/destabilizing) of moveable parts IN or ON appliances and other household articles (including, but not limited to, refrigerators, deep freeze cabinets, cooking ranges, dishwashers, washing machines, clothes dryers, stereo systems, radios, record players, television sets and air conditioners), which if not properly serviced prior to loading could be damaged in or incident to transit. Third Party Servicing DOES NOT APPLY to household goods appliances or articles that require bracing/stabilization (and de-bracing/destabilization) of moveable parts IN or ON such appliances. The cost of this service is considered to be part of the TSP’s transportation charge.

It is important to note that the servicing and re-servicing of appliances and other household articles DOES NOT include:

a. Any special service or labor (plumbing, electrical, carpentry, gas or ventilation connection, etc.) required to DISCONNECT or RECONNECT such appliances and other household articles from or to the premises; and/or

b. Any preparation of article(s) by a third party in order to permit the safe transportation of the article(s) which IF NOT PROPERLY SERVICED prior to loading, could be damaged in or incident to transit.

c. Subject to written preapproval by the BLIO, TSP will provide such special services or labor described in a. and b. above at the applicable rates identified in Appendix B, subject to the TSP’s ability to furnish qualified personnel. If the TSP is unable to furnish or secure qualified personnel, the TSP will, upon written preapproval of the BLIO, arrange for such service as provided for in Item 35, Third Party Charges. Charges advanced by the TSP pursuant to Item 35 will apply in lieu of the charges named in this Item. (If the TSP bills for the service under this Item, then Item 35, Third Party Charges will not apply.)
6. **Servicing of Front Load Washing Machines and Associated Pedestals.**

   a. TSPs may charge a not-to-exceed flat fee for servicing front load washing machines. This flat fee includes the cost of the washer pack (unless provided by the Owner) and all labor associated with the installation and removal of the pack. The term *washer pack* refers to any device especially designed for the safe transport of front load washers.

   b. For washing machines and/or dryers with a pedestal, the TSP may charge a not-to-exceed flat fee for servicing the pedestal associated with a washing machine and/or dryer. This flat fee is to cover additional labor associated with servicing pedestal-varietype machines.

   c. A combination washer/dryer will be considered as one (1) article.

   d. Refer to Item 120G of Appendix B for applicable charges.

7. **Rigging, Hoisting and Lowering Service.** If, in the judgment of the TSP, it is necessary to use rigging, hoisting or lowering services in order to accomplish the pickup or delivery of the shipment, or any portion thereof, the TSP will perform such services at the rates identified in Appendix B, subject to prior, written approval by the BLIO and the TSP’s ability to furnish the necessary equipment and qualified personnel to perform the service. If the TSP is unable to furnish or secure the necessary equipment or qualified personnel, the TSP will, upon written preapproval of the BLIO, arrange for such service as provided for in Item 35, Third Party Charges. Charges advanced by the TSP pursuant to Item 35 will apply in lieu of the charges named in this Item. (If the TSP bills for the service under this Item, then Item 35, Third Party Charges will not apply.)

8. **Waiting Time.** Charges for waiting time apply on an hourly basis for each hour that the TSP provides waiting time service.

   a. Waiting time is a service that is subject to the availability of the TSP to perform such service and is only applicable if requested and preapproved in writing by the BLIO and performed beyond the free waiting times indicated in this Item.

   b. Charges for waiting time, when not the fault of the TSP and when requested and preapproved in writing by the BLIO, apply between the hours of 8:00 a.m. and 5:00 p.m. ONLY (refer to Paragraph 8.e. of this Item), subject to an allowance of two hours of free waiting time at destination. After the expiration of the two hours of free waiting time, additional waiting time will be provided at the charges named herein, subject to the TSP’s convenience. If the TSP is unable to provide additional waiting time, the shipment may be placed into SIT, pursuant to Item 17, and the BLIO must be promptly notified accordingly.

   c. The TSP is responsible for coordinating the pickup with the Owner and one hour free waiting time shall be allowed at origin.
d. When the shipment is delivered from SIT under the provisions of Item 210 of this Tariff and delivery was scheduled and confirmed by the BLIO and/or the Owner the allowable free waiting time is one hour (also, refer to Item 17-1).

e. Charges will apply per hour for each vehicle, each driver and each helper furnished by the TSP, providing that waiting time will only apply for helpers after delivery has been scheduled and attempted and then only for the balance of that same day. If the BLIO requests waiting time before it is necessary to obtain helper(s), the labor charges for helpers will not apply. Helpers are defined to include co-drivers and permanent helpers.

f. Charges do not apply on Sundays or on Holidays, except when a Sunday or holiday pickup or delivery is specifically requested by the BLIO (refer to Item 44 for definition of Holidays).

g. When the origin or destination of the shipment, or a portion thereof, is located at a point accessible only by the use of ferry, the following provisions apply:

1) The actual ferry charges will be paid by the TSP and billed to the Agency as an additional charge when supported by a paid receipt;

2) When TSP’s normal linehaul equipment cannot be accommodated by the ferry system, shuttle service will be provided, subject to the charge and provisions named in Item 33, Part 2 Application of Shuttle Service, and Item 125 Shuttle Service; and

3) Waiting time charges as provided herein will apply commencing with the arrival of the TSP’s vehicle at the ferry point of embarkation, during the vehicle crossing, and terminating when the vehicle disembarks from the ferry. The allowable free waiting time provisions will not apply during the ferry waiting and transportation period described herein.

Refer to Appendix B for Extra Labor, Special Services and Waiting Time Charges

NOTE: When applying charges for fractions of an hour for all services provided for in this Item, refer to Item 22 Hourly Rates.

Items 121 – 124
Available for Future Use
Item 125
Shuttle Service

(125A) – Shuttle Service – 25 Miles or Less

(125B) – Shuttle Service – Over 25 Miles (Additional Distance Charge)

(125C) – Shuttle Service – 25 Miles or Less – Overtime

(125D) – Shuttle Service – Over 25 Miles – Overtime

1. **Shuttle Service** *(refer to Section 5.12.1, Provision of Shuttle Service of GSA’s applicable HTOS for the application of shuttle service).* This Item applies when it is physically impossible for the TSP to perform pickup of the shipment at the origin address named on the Bill of Lading or to complete the delivery of the shipment at the destination address as named on the Bill of Lading with normally assigned linehaul vehicle/equipment. This Item requires preapproval in writing by the BLIO and must contain the supporting documentation as identified in Section 5.12.1, Provision of Shuttle Service of GSA’s applicable HTOS.

2. Applicable rates and charges named in Appendix B shall apply for all shuttle pickup or delivery requested and approved in writing by the BLIO and subject to the provisions of Item 33 and Section 5.12.1, Provision of Shuttle Service of GSA’s applicable HTOS.

3. Except as otherwise provided, Shuttle Service charges apply at the point where the service is performed, pursuant to the Stopoff provisions of Item 28. The rates and charges shown include the cost of the shuttle vehicle and labor required to perform the Shuttle Service. Other additional services may apply depending on the circumstances and conditions at the pickup or delivery locations. These include, but are not limited to, Waiting Time (Item 120) and Stopoffs and Diversions (Item 28).

4. **Shuttle Service Charges.** The charges provided are applicable when Shuttle Service is performed at job sites (residence or storage locations) that are within 25 miles of the location (storage facility or rental facility) from where the shuttle vehicle is provided or obtained.

   a. When Overtime Shuttle Service is requested in writing by the BLIO, overtime charges apply when service is performed between 5:00 p.m. and 8:00 a.m., Monday through Friday, or at any time on Saturdays, Sundays and holidays. Overtime charges will not apply when service is performed for TSP’s convenience. The Overtime Shuttle Service charges provided for herein are applicable ONLY for shuttle service operation; refer to Item 175 for additional overtime charges that may also be applicable.

   b. Charges apply based on the weight of the shipment, or portion thereof (plus weight additives of Item 130, when applicable) that is transferred to/from linehaul equipment to/from a smaller truck, subject to a minimum weight of 1,000 pounds. When an automobile(s), truck(s) or other vehicle(s) is included in the shipment, the weight of such vehicle(s), unless physically shuttled on the auxiliary vehicle, shall be
deducted from the weight of the shipment when determining the applicable charges under this Item.

5. **Additional Distance Charge (over 25 miles).** If the distance between the job site (residence or storage locations) and the location (storage facility or rental facility) from where the shuttle vehicle is provided or obtained is over 25 miles, an additional charge applies for each 25 miles or fraction thereof. This charge is in addition to the shuttle charge otherwise provided for in the Item. If the distance between the job site (residence or storage locations) and the location (storage facility or rental facility) from where the shuttle vehicle is provided or obtained is 25 miles or less, the Additional Distance Charge does not apply.

Refer to Appendix B for Shuttle Service Charges

**Items 126 – 129**

**Available for Future Use**

**Item 130**

**Light and Bulky Article Classifications and Weight Additives**

1. **Light and Bulky Articles.** When a shipment includes light or bulky articles as listed below, an additional loading and unloading charge shall apply, subject to preapproval in writing from the BLIO.

The rates named herein include BOTH the complete loading/unloading service and the handling and blocking of the articles named herein; the rate applies once per shipment when a complete loading/unloading service is required; the rate applies a second time if the shipment requires SIT which requires a complete loading/unloading service (except when SIT is performed for TSP convenience).

**Exception:** Bulky item charges do not apply on shuttles when the TSP transfers from one vehicle to another.

**130A** – AUTOMOBILES, sedan, coupe, convertible, roadster, hatchback, lift-back, station wagons; TRUCKS, pickup, any size, without mounted campers or camper shells; DUNE BUGGIES and SPECIALTY MOTOR VEHICLES (not otherwise provided for herein) (except go-carts and three or four-wheel all terrain cycles).

**130B** – MOTORCYCLES; MOTORBIKES; GO-CARTS; THREE OR FOUR-WHEEL ALL TERRAIN CYCLES; RIDING MOWERS; or TRACTORS (less than 25 horsepower); SNOW MOBILES; MOTORIZED GOLF CARTS; JET SKIS; WINDSURFERS; TRAILERS, INCLUDING UTILITY AND POP-UP TRAILERS less than
14 feet in length; and CANOES, SKIFFS, ROWBOATS, DINGHIES, SCULLS AND KAYAKS less than 14 feet in length (mounted or un-mounted on trailers) (excluding toys and articles capable of being transported in standard cartons as defined in Item 105).

BOATS, CANOES, SKIFFS, ROWBOATS, KAYAKS, SAILBOATS AND BOAT TRAILERS (See above and also refer to Weight Additives in this Item).

(130C) – FARM EQUIPMENT; FARM IMPLEMENTS; FARM TRAILERS or TRACTORS (25 horsepower and over); STRETCH LIMOUSINES (Auto); TRUCKS, pickup any size, with campers or camper shells mounted thereon; VANS, any size and SPORT UTILITY VEHICLES.

(130D) – TRAILERS, INCLUDING UTILITY and POP-UP TRAILERS 14 feet or over in length (except boat trailers, travel camper trailers/mini-mobile homes, see Weight Additives in this Item).

CAMPERS or CAMPER SHELLS MOUNTED on pickup trucks, apply above classification for trucks, pickup with campers or camper shells mounted thereon (except travel camper trailers/mini-mobile homes, see Weight Additives in this Item).

CAMPERS or CAMPER SHELLS, NOT MOUNTED on pickup trucks (See Weight Additives in this Item).

(130E) – BATH TUBS; HOT TUBS; SPAS; WHIRLPOOL BATHS AND JACUZZIS (measuring less than 65 cubic feet in dimension) (transported set-up, not dismantled).

(130F) – PLAYHOUSES, TOOL SHEDS, UTILITY SHEDS; ANIMAL HOUSES/KENNELS; DOLL HOUSES (transported set-up, not dismantled) (excluding toys and articles capable of being transported in standard cartons as defined in Item 105).

(130G) – PIPE ORGANS, GRAND PIANOS, HARPSCICODS and all other types of PIANOS and ORGANS (any size); GUN SAFES, GUN CABINETS and GUN LOCKERS (excluding toys and articles capable of being transported in standard cartons as defined in Item 105).

(130H) – LARGE-SCREEN TELEVISIONS, 40 INCHES AND OVER (EXCLUDES FLAT SCREEN TELEVISIONS (refer to NOTE 7)), SATELLITE TELEVISION/RADIO RECEIVING DISCS/DISHES, INCLUDING MOUNTS, STANDS AND ACCESSORIAL EQUIPMENT (excluding toys and articles capable of being transported in standard cartons as defined in Item 105).

(130I) – GRANDFATHER CLOCKS OR GRANDMOTHER CLOCKS (transported set-up, not dismantled).

Refer to Appendix B for Light and Bulky Article Charges

2. Weight Additives. When a shipment includes any of the following items(s), the transportation charges will be based on the net scale weight of the shipment, plus a
weight additive calculated in accordance with the below:

(130W-a) - AIRPLANES, GLIDERS (except hang gliders) or ULTRALIGHTS: 120 pounds per linear foot of total length of the fuselage.

(130W-b) - CAMPER SHELLS, any size, not mounted on trucks; BOATS and SAILBOATS less than 14 feet in length (mounted or un-mounted on trailers); and CANOES, SKIFFS, ROWBOATS, DINGHIES, SCULLS and KAYAKS 14 feet and over in length (mounted or un-mounted on trailers): 700 pounds.

(130W-c) - BOATS and SAILBOATS 14 feet and over in length: 2500 pounds.

(130W-d) - BOAT TRAILERS any length: 1600 pounds.

(130W-e) - TRAVEL CAMPER TRAILERS/MINI-MOBILE HOMES (other than utility and pop-up trailers); CAMPERS (excluding camper shells) NOT MOUNTED ON TRUCKS; or HORSE TRAILERS: 7000 pounds.

(130W-f) - BATH TUBS, HOT TUBS, SPAS and WHIRLPOOL BATHS and JACUZZIS (measuring 65 cubic feet and over in dimension) (transported set-up, not dismantled: 700 pounds (refer to NOTE: 3).

NOTE 1: Classification/Weight Additive provisions are applicable on boats, sailboats, canoes, skiffs, rowboats, dinghies, sculls, and kayaks without regard to whether such articles are mounted or un-mounted on trailers. The Weight Additive named above for boat trailers any length applies in addition to these provisions.

NOTE 2: When shipment contains two or more articles subject to the weight additive, the total weight additive for that shipment will be the sum of the individual additives for each bulky article calculated separately.

NOTE 3: Except as otherwise provided, in determining lengths for the purpose of this Item, all fractions of a foot will be disregarded.

For Bath Tubs, Hot Tubs, Spas, Whirlpool Baths and Jacuzzis, the determination of dimension will be arrived at by measuring the outside of the Item and multiplying the Item’s width times the length times the height (in inches) and dividing the result by 1728 (the number of cubic inches in a cubic foot); round the total up to the next whole number to determine the total number of cubic feet.

For example, 74 inches wide times 84.5 inches long times 33 inches high equals 206349 inches divided by 1728 equals 119.41 cubic feet, which rounds up to 120 cubic feet.

NOTE 4: The length of boats, canoes, skiffs, rowboats, kayaks, sailboats or jet skis shall be determined by the straight center line distance between the top center point of the transom and a point perpendicular with the foremost part of the bow. Manufacturer’s “length overall” or “center line length” shall apply as the correct length for the purposes of this Item in lieu of physical measurement by TSP.
NOTE 5: On shipments having movement via water, a loading or unloading from TSP’s vehicle may be required at the Alaskan port of transportation by the ocean vessel, and a further loading or unloading of TSP’s vehicle at Tacoma, WA.

NOTE 6: Unless otherwise specifically provided, the Bulky Article Charge or Weight additive WILL APPLY for any of the articles contained in this Item either whole or in a disassembled or partially disassembled condition. Weight Additives will be based on the longest applicable disassembled part (refer to NOTE 4 herein for proper measurement of specified articles).

NOTE 7: Bulky Article charges are not authorized for flat screen televisions (refer to Item 105, NOTE 9).

EXCEPTION 1: Unless waived in writing by the BLIO, the provisions of this Item WILL NOT apply when Items are crated by the TSP; the crating charges will apply in lieu of the charges in this Item.

EXCEPTION 2: This Item WILL NOT apply when BLIO orders Exclusive Use of Vehicle under Item 5, Paragraph 2.

Items 131 – 134
Available for Future Use

Item 135
Origin and Destination Service Charge

(135A) – Origin Service Charge

(135B) – Destination Service Charge

1. Application. The Origin and Destination Service Charge includes elevator service, stair and excess distance carries, and the additional transportation charge (ATC). This Item applies on a hundredweight basis at the origin address as identified on the Bill of Lading and/or the destination address as identified on the Bill of Lading to compensate the TSP for handling and servicing the shipment at each location.

2. All shipments shall be subject to an Origin and Destination Service Charge, which shall apply once at origin and once at destination based on the net weight of the shipment (refer to NOTES 2 and 4 of this Item), on a per hundredweight basis. The Origin and Destination Service Charges apply for the handling and servicing of the shipment at the origin address as identified on the Bill of Lading and/or the requested destination address as identified on the Bill of Lading and/or third party storage or other facility, whether inside or outside a building, providing such places are safe and accessible to TSP’s personnel. This includes the cost for bracing/stabilization (and de-bracing/destabilization) of moveable parts IN or ON household appliances (refer to Items 35 and 120).
3. If additional services (such as, but not limited to Extra Labor, Waiting Time, Shuttle Service, Light and Bulky Articles, Overtime Pickup and Delivery or Pickup and Delivery Service Applicable at Third Party and Self-Storage Warehouses) are requested or necessary to complete the handling and servicing of a shipment and are approved in writing by the BLIO, they will be performed subject to the conditions, rates and charges named in Sections 1 and 2 of this Tariff and shall apply in addition to the charges named herein.

Refer to Appendix B for Origin and Destination Service Charges

NOTE 1: Origin and Destination Service Charges apply on a per hundred weight (cwt) basis, based on the weight at which the transportation charge is based, the origin address as identified on the Bill of Lading and the destination address as identified on the Bill of Lading.

NOTE 2: On shipments picked up or delivered at more than one place, the initial point of origin identified on the Bill of Lading shall be the basis for the determination of charges at points of extra pickup, the destination address as identified on the Bill of Lading shall be the basis for the determination of charges at points of extra delivery, and the total (combined) net weight of the shipment shall be the basis for the determination of charges under this Item.

NOTE 3: On diverted shipments, the origin address as identified on the Bill of Lading and/or the final destination address (not the point of diversion) shall be applicable points for the determination of charges under this Item. On shipments that are diverted back to origin, the Origin Service Charge will apply twice.

NOTE 4: On SIT shipments, the determination of the charges under this Item is based on the origin address as identified on the Bill of Lading and/or the destination address as identified on the Bill of Lading. If the shipment terminates at the SIT facility, then the storage site shall be considered the final point of delivery. For shipments converted to Owner’s expense, refer to Item 17-2.

Items 136 – 144
Available for Future Use

Item 145
Export and Import of Canadian Shipments

(145A) - Export and Import

(145B) - Bonded Storage Service

On all shipments moving to or from Canada, an additional charge based on the weight
at which the transportation rate is assessed will be applicable.

Refer to Appendix B for Canadian Export and Import Charges

NOTE 1: This charge includes the TSP’s services for clearance but DOES NOT include SIT, brokerage fees or the cost of any other services required to be performed by third persons. If customs clearance requires that any cargo be unloaded from the vehicle and reloaded on the vehicle, such service will be provided by the TSP at the Extra Labor rates published in Item 120. When shipments move in bond, the charge for Waiting Time, Item 120, will apply while holding shipment pending arrival of Customs Officials for clearance prior to delivery. Shipment may be placed in SIT at the option of the TSP. Bonded Storage Service will be provided at the request of the BLIO at the rate shown in Appendix B and is in addition to the charges provided in Item 185.

NOTE 2: Transportation charges on shipments requiring U.S. Customs clearance at a point other than final destination will be assessed on the mileage from origin to final destination via the required U.S. Custom Clearance Office.

Items 146 – 174
Available for Future Use

Item 175
Overtime Loading and Unloading Service

(175A) – Overtime Loading/Unloading

1. Pickup or Delivery Service on Saturday, Sundays or Holidays. This Item applies when TSP performs pickup or delivery service on weekends, holidays or after hours at the specific request, in writing, of the BLIO or if required by landlord requirements or local laws or ordinances. This Item is not applicable when done for TSP convenience.

2. Except as otherwise provided for and subject to applicable NOTES below, an additional charge for each overtime loading or each overtime unloading shall apply at point where such service is performed, pursuant to Stopoff provisions of Item 28.

3. Overtime loading and unloading charges apply on all shipments when service is provided on Saturdays, Sundays or holidays or between the hours of 5:00 p.m. and 8:00 a.m. Monday through Friday when this service is made necessary by:

   a. Specific request, in writing, of the BLIO;
   b. Landlord requirements; or
   c. Prevailing laws and/or ordinances.

Refer to Appendix B for Overtime Loading and Unloading Charges
NOTE 1: Overtime loading and unloading charges will be based on actual weight subject to a minimum of 1,000 pounds.

NOTE 2: Overtime loading or unloading charges will not apply when service is performed for TSP’s convenience.

NOTE 3: Overtime loading or unloading services will be rendered only at the option of the TSP.

NOTE 4: Overtime unloading charges will not apply at destination when shipments are delivered to a SIT facility.

NOTE 5: Overtime loading and unloading charges also apply on Good Friday when service is rendered on that day in the New York City area (Zip Codes 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 124, 125, 126 and 127).

NOTE 6: The provisions of this Item DO NOT APPLY when the overtime provisions of Items 120 or 210 are applicable.

Items 176 – 184
Available for Future Use

Item 185
Storage-in-Transit (SIT)

(185A) – SIT First Day

(185B) – SIT Additional Days

1. This Item applies when SIT is performed.

2. SIT charges are in dollars and cents per cwt and apply based on the origin address or destination address as identified on the Bill of Lading. Charges for this service shall be based on actual weight of goods stored in transit, subject to a 1,000 pound minimum.

3. SIT charges apply for each day of storage and apply each time SIT service is rendered. Storage days will include the day goods are placed in SIT and the day goods are removed from SIT (except as otherwise provided in Item 17, Paragraph 7). If the goods are removed from SIT on the same day they are placed in SIT, one day SIT will apply.

Refer to Appendix B for SIT Charges

NOTE 1: TSP must provide SIT at destination unless SIT at origin is specified on the Bill of Lading or authorized in writing by the BLIO. TSP must provide SIT service within 50 miles of the destination address as identified on the Bill of Lading (or the origin
address as identified on the Bill of Lading if SIT at origin was specified on the Bill of Lading or approved in writing by the BLIO).

**NOTE 2:** If SIT facilities (TSP or foreign warehouse) are not available within the required 50 miles of the destination address as identified on the Bill of Lading (or the origin address as identified on the Bill of Lading if SIT at origin was specified on the Bill of Lading or authorized in writing by the BLIO), the BLIO will be advised and SIT will be effected at: a) the nearest available facility (TSP or foreign warehouse), or b) an otherwise agreed facility. In which case, charges will be assessed based on the destination address as identified on the Bill of Lading (or the origin address as identified on the Bill of Lading if SIT at origin was specified on the Bill of Lading or authorized in writing by the BLIO).

**NOTE 3:** The BLIO can waive, in writing, the 50 mile distance and pricing requirement at his/her discretion. When a waiver is granted, the billing must be supported by a copy of the waiver indicating that the BLIO waived the 50 mile distance requirement and that charges are based on the location where the SIT was performed.

**Items 186 – 189**
Available for Future Use

**Item 190**
Full Value Protection Service
(Applicable on All Shipments Moved in Accordance with this Tariff)

1. All shipments moving pursuant to GSA’s CHAMP Program under the provisions of this Tariff are deemed to be released at an amount equal to $6.00 times the weight of the shipment (in pounds) or the declared lump sum value, whichever is greater.

2. In the event that a greater value (than $6.00 for each pound of weight in the shipment) is declared, a Full Value Charge ($0.85 per $100 or fraction thereof) will apply on that portion of the valuation declared in excess of the $6.00 per pound amount. A SIT Full Valuation Protection Storage Liability Charge equal to $0.18 per $100 or fraction thereof will also apply on that portion of the valuation declared in excess of the $6.00 per pound amount on shipments placed into SIT.

3. The TSP will guarantee either replacement of articles lost or destroyed while in the TSP’s custody, reimbursement for the full replacement cost (as determined by current retail price for the same or similar Items of like kind, quality and functionality), or repairs, or the cost of repairs to the damaged item(s) to the extent necessary to restore the Item(s) to the same condition as when received by the TSP from the Owner. Actual replacement articles, if any, shall consist of articles of like kind and quality without deduction for depreciation.
4. TSP’s maximum liability shall not exceed the released or declared value on the shipment or the full cost of repair to the damaged property, whichever is less. TSP shall have the option of repair or replacement of damaged articles or providing reimbursement equal to the cost of the repair or the cost of the replacement.

5. All items which are replaced or for which the full current market value has been paid become the property of the TSP.

6. Provisions of this Item are contractual limits of liability as provided for in Section 14706 of the ICC Termination Act of 1995 and are not to be construed as “insurance.”

**Items 191 – 199**
Available for Future Use

**Item 200**
**Transportation-Related Move Management Services**

1. TSP’s may elect to provide Move Management Service (MMS) for shipments pursuant to GSA’s CHAMP on behalf of requesting Agency participants in CHAMP.

2. A Memorandum of Agreement (MOA) is to be executed by the TSP and the Agency detailing the individual Agency move management requirements.

3. Refer to the CHAMP HTOS and RFO for additional information on move management requirements and services included.

**Items 201 – 209**
Available for Future Use

**Item 210**
**Pickup and Delivery Transportation Charges on SIT Shipments**

(210A) – SIT Pickup/Delivery 50 Miles or Less

(210B) – SIT Pickup/Delivery Over 50 Miles

(210C) – SIT Pickup/Delivery 50 Miles or Less – Overtime

(210D) – SIT Pickup/Delivery Over 50 Miles – Alaska

1. **Pickup and Delivery Transportation Charges on SIT Shipments.** This Item applies on SIT shipments when the TSP provides pickup or delivery service between
the SIT location and the residence. TSP must provide SIT at destination unless SIT at origin is specified on the Bill of Lading or authorized in writing by the BLIO. TSP must provide SIT service within 50 miles of the destination address as identified on the Bill of Lading (or origin address as identified on the Bill of Lading if SIT at origin was specified on the Bill of Lading or approved in writing by the BLIO). SIT charges will be based on the destination address as identified on the Bill of Lading (or origin address as identified on the Bill of Lading if SIT at origin was specified on the Bill of Lading or approved in writing by the BLIO).

<table>
<thead>
<tr>
<th>When the Distance Between the Origin/Destination Address as Identified on the Bill of Lading and the Storage Facility is:</th>
<th>The Applicable Charges Are:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 50 Miles</td>
<td>Pickup and Delivery Transportation Charges (Apply 210A – Regular Time or 210C – Overtime)</td>
</tr>
<tr>
<td>Over 50 Miles</td>
<td>Transportation Charges (210B) Apply the Linehaul charges in Section 3 of Appendix B.</td>
</tr>
<tr>
<td>Over 50 Miles (Alaska only)</td>
<td>Transportation Charges (210D) Apply the Intra-Alaska Charges in Section 7 of Appendix B</td>
</tr>
</tbody>
</table>

a. When the BLIO preapproves in writing Overtime Pickup or Delivery Service, overtime charges apply when service is performed between 5:00 p.m. and 8:00 a.m. Monday through Friday or at any time on Saturdays, Sundays and holidays.

b. The Overtime SIT Pickup or Delivery Service charges provided herein DO NOT APPLY when the distance between the storage location and the residence is over 50 miles; refer to Item 175 for overtime charges that apply. Overtime charges will not apply when service is performed for TSP convenience.

c. SIT Pickup and Delivery charges apply based on the net weight of the shipment, plus weight additives in Item 130, when applicable, subject to the minimum weights as provided for in the Tariff, including pickup or delivery of portions of a shipment which are placed into or removed from SIT, which are subject to a minimum weight of 1000 pounds.

d. SIT Pickup and Delivery charges include the loading and unloading of the shipment and the transportation of the shipment from or to the SIT facility, but do not
include any other Additional Services named in this Tariff.

e. The provisions of this Item apply, subject to the valuation provisions in Item 190.

Refer to Appendix B for SIT Pickup and Delivery Charges

Items 211 – 218
Available for Future Use

Item 219
TSP Supervisory Personnel

(219A) – TSP Supervisory Personnel, Regular Hours or Days

(219B) – TSP Supervisory Personnel, Overtime Hours or Days

Except as otherwise provided for in this Tariff, when requested and authorized in writing by the BLIO, TSP will provide supervisory personnel at origin and/or destination.

Refer to Appendix B for Supervisory Personnel Charges

NOTE 1: Regular hours or days shall be between the hours of 8:00 a.m. to 5:00 p.m. Mondays through Fridays (except holidays).

NOTE 2: Overtime hours or days shall be between the hours of 5:00 p.m. and 8:00 a.m. Mondays through Fridays and any time on Saturdays, Sundays or holidays.

Items 220 – 224
Available for Future Use

Item 225
Pickup and Delivery Service Applicable to Third Party and Self-Storage Warehouses

(225A) – Pickup/Delivery Self/Mini Storage

(225B) – Pickup/Delivery Self/Mini Storage – Overtime

1. Except as otherwise provided herein, when TSP picks up or delivers a shipment to/from a third party warehouse (including self-storage/mini-warehouse locations), a charge will apply when the TSP is requested by the BLIO to enter the warehouse for the purpose of removing items stored from, or placing items into, the warehouse space rented/controlled by the Owner or the Agency. This service must be approved in
writing by the BLIO prior to performance of the service. The Overtime Warehouse Pickup or Delivery Charges provided for herein are applicable ONLY for the portion of the pickup or delivery service that is performed inside the warehouse space (refer to Item 175) for additional overtime charges that may apply.

2. Charges apply at the point where the service is performed, pursuant to the Stopoff provisions of Item 28, based on the weight of the shipment, or portion thereof, that is placed into or removed from the warehouse, subject to a minimum weight of 1,000 pounds.

3. When Overtime Pickup or Delivery Service is requested and approved in writing by the BLIO, overtime charges will apply when service is performed between 5:00 p.m. and 8:00 a.m. Monday through Friday, or at any time on Saturdays, Sundays and holidays. Overtime charges will not apply when service is performed for TSP’s convenience.

Refer to Appendix B for Third Party and Self-Storage Pickup and Delivery Charges

NOTE 1: Extra pickup (Item 28) charges will not apply when the only pickup/delivery is from or to a self-storage or mini-warehouse.

Item 226
Available for Future Use

Item 227
Alaska Shipments

This Item applies to the transportation of HHG shipments BETWEEN all points in the U.S. (including the District of Columbia but excluding Hawaii) AND the named Alaskan points identified in Section 6 to include intra-state moves within Alaska.

1. The applicable Transportation Charges and related Sections are identified below and are contained in Appendix B:

   1) Section 6 contains Waterhaul (Ocean) transportation charges applicable between the Port of Tacoma, Washington and any point within a 50 mile radius of the TSP’s Port Facility at the named point(s) in Alaska.

   2) Section 7 contains additional transportation mileage charges applicable between the named points in Alaska identified in Section 6 and points in Alaska that are more than a 50 mile radius of the TSP’s Port Facility at the named point(s) in Alaska identified in Section 6 and are on the Alaskan Road system and either the origin or destination of the shipment is in the U. S. (including the District of Columbia but excluding Hawaii).
2. Compensation methodology for all shipments between the U.S. (including the District of Columbia but excluding Hawaii) and Alaska will be based on the Linehaul transportation charges identified in Section 3 to/from the Port of Tacoma, Washington plus the Ocean Waterhaul table charges identified in Section 6 to/from the named points in Alaska identified in Section 6.

3. TSPs electing to use the Alcan Highway will be compensated based on compensation methodology identified in Paragraph 2 of this Item.

4. Shipments to/from Alaska must utilize the point in Section 6 that is nearest to the requested pickup address and/or the requested delivery address as identified on the Bill of Lading.

5. Shipments traveling intra-state Alaska (when both the origin is within a 50 mile radius of the TSP’s Port Facility at the named point(s) in Alaska identified in Section 6 and is on the Alaskan Road system and the destination is within a 50 mile radius of the TSP’s Port Facility at the named point(s) in Alaska identified in Section 6 and is on the Alaskan Road system) will be based on transportation mileage compensation (Section 7) and will not be compensated based on the Ocean Waterhaul tables identified in Section 6.

6. A TSP may charge as a separate line item a fuel surcharge for bunker charges on shipments moving from/to Alaska. The TSP must provide a copy of the original bill to the Agency for reimbursement.

**Item 228**

**Shorthaul Factor**

1. A shorthaul factor will apply for shipments moving 800 miles or less (via all modes combined).

2. Shorthaul distance is computed by determining the mileage between the origin address as identified on the Bill of Lading and destination address as identified on the Bill of Lading and is measured as hundred weight-miles (CWT-M).

3. CWT-M is determined by multiplying total shipment MILES times CWT.

Refer to Appendix B for Shorthaul Charges

**NOTE 1:** Exclusions apply such as changes prior to pickup and diversions.

**NOTE 2:** In order to determine if a shorthaul factor is applicable, TSP must factor in all transportation segment miles. If a shorthaul factor is paid and a shipment moves greater than 800 miles, the TSP MUST reimburse the Government the total shorthaul amount paid.

**NOTE 3:** Excludes all Alaska Interstate shipments.
Appendix A: How to use this Tariff
Appendix A
How to Use this Tariff

This Appendix A of the General Services Administration’s (GSA’s) Domestic 500A (GSA500A) Tariff (Tariff) provides instructions and examples for rating shipments transported under GSA’s Centralized Household Goods Traffic Management Program (CHAMP) utilizing this Tariff.

The Baseline Rate Tariff Files, Appendix B (Appendix B), of this Tariff names the baseline Linehaul/Transportation and the Additional Services rates and charges which are then subject, as appropriate, to the accepted linehaul/transportation and Storage-in-Transit (SIT) percentage discounts in effect for each Transportation Service Provider (TSP). These discounts can be found in GSA’s Transportation Management Services Solution System (TMSS) and are based on the date a shipment was picked up.

NOTE 1: TSPs file discounts as a percentage off of the Tariff; however, when displayed in TMSS they are shown as a percentage of the Tariff. When applying the linehaul/transportation discount and/or the SIT discount, use the percentage of the Tariff. To determine this, take 1.00 minus the filed discount where the discount is expressed as a fraction (for example a 55% discount is 0.55). So if a 55% linehaul/transportation discount was filed by a TSP, you would multiply the charges by 45% (1.00 - .055 = .45) to determine the discounted charges. In this Appendix A, the percentage to apply to calculate discounted charges (45% in our example) will be referred to a TSP’s Linehaul/Transportation Discount Factor (LDF) or a TSP’s SIT Discount Factor (SDF).

NOTE 2: For terms, conditions and application of rates and charges when shipping Privately Owned Vehicles (POVs) and/or Unaccompanied Air Baggage (UAB) (Alaska and Canada only), please refer to the applicable CHAMP Request for Offers (RFO). Refer to TMSS for accepted rate offers and discounts.
Determining Linehaul/Transportation (LH) Charges

The LH charges are the charges associated with loading, transporting and unloading a shipment. The LH charges are distance-based and are applicable between points in the United States (U.S.) (including the District of Columbia and excluding Hawaii) as determined by PC*Miler issued by ALK Technologies, Inc. Mileage determination are based on the applicable 5-digit postal zip codes obtained from the National 5-Digit Zip Code and Post Office Directory issued by the U.S. Postal Service (USPS).

Exception: For shipments with an origin and/or destination within Canada, mileage distances will be determined by the Rand McNally Mileage Guide 19, in lieu of ALK Technologies, Inc.

**Formula:** \[ LH = (BLH + OLF + DLF + SH) \times LDF \]

**NOTE:** Shorthaul (SH) may or may not apply. Refer to the Tariff for additional information.

<table>
<thead>
<tr>
<th>Example Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Origin Zip</strong></td>
</tr>
<tr>
<td>(Davenport, IA)</td>
</tr>
<tr>
<td><strong>Origin Service Area No.</strong></td>
</tr>
<tr>
<td><strong>Origin Services Cost Schedule</strong></td>
</tr>
<tr>
<td><strong>Estimated Weight</strong></td>
</tr>
<tr>
<td><strong>Shipment Hundredweight (cwt)</strong></td>
</tr>
<tr>
<td><strong>Miles</strong></td>
</tr>
</tbody>
</table>

1) Determine the **Base Linehaul (BLH)** charge by going to the “Linehaul” tab of Appendix B to view Section 3 – Linehaul. Using the applicable mileage (based on the origin and destination addresses as identified on the Bill of Lading) and the weight of the shipment, locate the BLH.

In our example, BLH = $9,362.00
2) Determine the **Origin Linehaul Factor (OLF)** and **Destination Linehaul Factor (DLF)** by going to the “City Reference” tab of Appendix B. Using the first three digits of the origin zip (528 in our example) and the destination zip (731 in our example), find the applicable Service Areas (292 for the origin and 636 for the destination in our example).

Next go to the “Geographic Schedule” tab in Appendix B and find the row for the Origin Service Area to identify the applicable OLF ($1.68 per cwt in our example) and then find the row for the Destination Service Area to identify the applicable DLF ($0.22 per cwt in our example). Multiply each factor by the shipment cwt.

In our example:
- The OLF would be $1.68 times 85 = $142.80
- The DLF would be $0.22 times 85 = $18.70

3) In accordance with the Tariff, determine if a **Shorthaul (SH)** factor applies to the shipment. If it does, the SH factor is determined by multiplying the shipment cwt times the miles (CWT-M or 85 x 682 = 57,970 in our example). Go to the “Additional Rates” tab of Appendix B and find Item 228. Then find the row that corresponds with the CWT-M.

In our example, **SH = $245.71**

4) Determine the **LH** by adding together the BLH, the OLF, the DLF, and the SH (if applicable) and then multiplying by the TSP’s LDF.

In our example, it would be:

\[(\$9,362.00 + \$142.80 + \$18.70 + \$245.71) \times .45 = \$4,396.14\]
Determining Linehaul/Transportation (LH) Charges for Shipments From and To Alaska

The LH charges are the charges associated with loading, transporting and unloading a shipment. The LH charges are distance-based and are applicable between points in the United States (U.S.) (including the District of Columbia and excluding Hawaii) as determined by PC*Miler issued by ALK Technologies, Inc. Mileage determinations are based on the applicable 5-digit postal zip codes obtained from the National 5-Digit Zip Code and Post Office Directory issued by the U.S. Postal Service (USPS).

Exception: For shipments with an origin and/or destination within Canada, mileage distances will be determined by the Rand McNally Mileage Guide 19, in lieu of ALK Technologies, Inc.

The Linehaul charges for shipments from and to Alaska are determined from three separate rate tables contained in Appendix B:

   a) Linehaul/Transportation charges applicable between all points in the U.S (including the District of Columbia but excluding Alaska and Hawaii) and the Port of Tacoma, Washington (refer to Section 3);
   b) Waterhaul (ocean) transportation charges applicable between the Port of Tacoma, Washington and any named point within a 50 mile radius of the TSP’s Port Facility at the named point(s) in Alaska (refer to Section 6); and
   c) Linehaul/Transportation charges applicable between the named points in Alaska identified in Section 6 and points in Alaska that are more than a 50 mile radius of the TSP’s Port Facility at the named point(s) in Alaska (refer to Section 7).

Formula: \[ LH = (BLH + WH + OLF + DLF + SH) \times LDF \]

**NOTE:** SH may or may not apply. Refer to the Tariff for additional information.

### Example Information

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Origin Zip</strong></td>
<td>82601</td>
<td><strong>Destination Zip</strong></td>
<td>99705</td>
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<tr>
<td>(Casper, WY)</td>
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<td>(Fairbanks, AK)</td>
<td></td>
</tr>
<tr>
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<td><strong>Destination Service Area No.</strong></td>
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</tr>
<tr>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>Origin Services Cost Schedule</strong></td>
<td>2</td>
<td><strong>Destination Services Cost Schedule</strong></td>
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<td><strong>Estimated Weight</strong></td>
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<td><strong>Linehaul/Transportation Discount</strong></td>
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<tr>
<td><strong>Shipment Hundredweight (cwt)</strong></td>
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<td><strong>Linehaul/Transportation Discount Factor (LDF)</strong></td>
<td>45% (1.00 - .55)</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td><strong>Miles (from origin/destination to Port of Tacoma, Washington)</strong></td>
<td>1,086</td>
<td><strong>Pickup Date</strong></td>
<td>01/22/18</td>
</tr>
</tbody>
</table>

GSA500A       GSA, ERRC, relocation.programs@gsa.gov           Issued 09/27/2017         Effective 01/01/2018        Page 71 of 78
1) Determine the **Base Linehaul (BLH)** charge by going to the “Linehaul” tab of Appendix B to view Section 3 – Linehaul. Using the applicable mileage (based on the origin or destination address as identified on the Bill of Lading and the Port of Tacoma, Washington) and the weight of the shipment, locate the BLH Charge.

In our example, BLH = $13,006.00

2) Determine the **Waterhaul (WH)** charge by going to the “Accessorials” tab of the Appendix B to view Section 6 – AK Waterhaul. Using the applicable named point in Alaska and the weight of the shipment, locate the WH charge.

In our example, WH = $17,073.00

3) Determine the **Origin Linehaul Factor (OLF) and Destination Linehaul Factor (DLF)** by going to the “City Reference” tab of Appendix B. Using the first three digits of the origin zip (826 in our example) and the destination zip (997 in our example), find the applicable Service Areas (880 for the origin and 22 for the destination in our example).

Next go to the “Geographic Schedule” tab in Appendix B and find the row for the Origin Service Area to identify the applicable OLF ($1.02 per cwt in our example) and then find the row for the Destination Service Area to identify the applicable DLF ($5.23 per cwt in our example). Multiply each factor by the shipment cwt.

In our example:
- The OLF would be $1.02 times 100 = $102.00
- The DLF would be $5.23 times 100 = $523.00

4) In accordance with the Tariff, determine if a **Shorthaul (SH)** factor applies to the shipment. In our example, it does not.

5) Determine the **LH** by adding together the BLH, the WH, the OLF, the DLF, and the SH (if applicable) and then multiplying by the TSP’s LDF.

In our example, it would be:

\[ ($13,006.00 + $17,073.00 + $102.00 + $523.00) \times 0.45 = $13,816.80 \]
Determining Non-Linehaul Rate/Additional Services Rates and Charges

The Service Areas and their associated Services Cost Schedules and other non-mileage based rates and charges for services performed at points in the U.S. (including the District of Columbia and excluding Hawaii) are determined based on the applicable 3-digit postal zip code (the first 3-digits of the 5-digit Zip Code) issued by the USPS. Use the 3-digit postal zip code to determine the appropriate origin and destination Service Areas and their associated Services Cost Schedules for the rates and charges applicable for the Additional Services performed. Additional Services performed at points in Canada are based on a single cost schedule for all points in Canada.

<table>
<thead>
<tr>
<th>Example Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Origin Zip (Davenport, IA)</td>
</tr>
<tr>
<td>Origin Service Area No.</td>
</tr>
<tr>
<td>Origin Services Cost Schedule</td>
</tr>
<tr>
<td>Origin SIT P/D Schedule</td>
</tr>
<tr>
<td>Estimated Weight</td>
</tr>
<tr>
<td>Shipment Hundredweight (cwt)</td>
</tr>
<tr>
<td>Miles</td>
</tr>
<tr>
<td>Crate</td>
</tr>
<tr>
<td>Pickup Date</td>
</tr>
</tbody>
</table>

1) Determine Origin Service Charge (OSC) and Destination Service Charge (DSC)

a) Determine OSC (135A)

**Formula:**  
\[ 135A = (135A \text{ rate } \times \text{shipment cwt}) \times \text{TSP’s LDF} \]

i. Determine the OSC by first referring to the “City Reference” tab of Appendix B. Using the first three digits of the origin zip as identified on the Bill of Lading (528 in our example), find the applicable Origin Service Area (292 in our example).
ii. Next go to the “Geographic Schedule” tab in Appendix B and find the row for the Origin Service Area to identify the applicable OSC ($5.02 per cwt in our example).

iii. Using this number, compute the charge by using the 135A rate x the shipment cwt and then multiply that by the TSP’s LDF.

In our example, the OSC would be ($5.02 x 85) x .45 = $192.02

b) Determine DSC (135B)

Formula: \( 135B = (135B \text{ rate} \times \text{shipment cwt}) \times \text{TSP's LDF} \)

i. Determine the DSC by first referring to the City Reference tab of Appendix B. Using the first three digits of the destination zip as identified on the Bill of Lading (731 in our example), find the applicable Destination Service Area (636 in our example).

ii. Next go to the “Geographic Schedule” tab in Appendix B and find the row for the Destination Service Area to identify the applicable DSC ($5.01 per cwt in our example).

iii. Using this number, compute the charge by using the 135B rate x the shipment cwt and then multiply that by the TSP’s LDF.

In our example, the DSC would be ($5.01 x 85) x .45 = $191.63.

2) Determine Full Packing and Unpacking Service (105A)

Formula: \( 105A = ((\text{Full Packing rate} \times \text{shipment cwt}) + (\text{Full Unpacking rate} \times \text{shipment cwt})) \times \text{TSP’s LDF} \)

NOTE: Before determining Full Packing and Unpacking Service charges, use the Origin Service Area (292 in our example) and go to the “Geographic Schedule” tab of Appendix B to identify the appropriate Origin Services Cost Schedule (2 in our example). Then use the Destination Service Area (636 in our example) to identify the appropriate Destination Services Cost Schedule (3 in our example). Then refer to the "Additional Rates" tab of Appendix B.

a) Determine Full Packing (105A)

i. Look up the Full Packing rate for the Origin Services Cost Schedule (2 in our example) and the weight bracket (16,000 lbs and under in our example). (Note - there are 4 service areas so make sure to use the one that applies to the appropriate Origin Services Cost Schedule). In our example, the rate would be $58.98 per cwt.
ii. Multiply the rate by the shipment cwt

In our example, Full Packing would be $58.98 \times 85 = $5,013.30.

b) **Determine Full Unpacking (105A)**

i. Look up the Full Unpacking rate for the Destination Services Cost Schedule (3 in our example) and the weight bracket (Note - there are 4 service areas so make sure to use the one that applies to the appropriate Destination Services Cost Schedule. And there is only one Unpacking rate per Destination Services Cost Schedule regardless of the weight). In our example, the rate would be $6.78 per cwt.

ii. Multiply the rate by the shipment cwt

In our example, Full Unpacking would be $6.78 \times 85 = $576.30.

c) **Determine Full Packing and Unpacking Service Charge (105A)**

Add the Full Packing charge and the Full Unpacking Charge together and then multiply the total by the TSP’s LDF.

In our example, the Full Packing and Unpacking Service Charge would be ($5,013.30 + 576.30) \times .45 = $2,515.32

3) **Determine Crating/Uncrating Regular Crate Rates (105B and 105E)**

**Formula:**

\[
\text{Crating} = (\text{Crating rate (per schedule)} \times \text{cubic foot}) \times \text{TSP’s LDF}
\]

\[
\text{Uncrating} = (\text{Uncrating rate (per schedule)} \times \text{cubic foot}) \times \text{TSP’s LDF}
\]

**NOTE:** Crating and uncrating is charged by cubic foot and is subject to four cubic feet minimum. Crating is based on the rate per cubic foot at the Origin Services Cost Schedule and uncrating is based on the Destination Services Cost Schedule.

a) **Determine Crating (Regular Crate) (105B)**

i. In the "Additional Rates" tab of Appendix B, look up the rate for Item Code 105B for the Origin Service Cost Schedule (2 in our example). (Note - there are 4 service areas so make sure to use the one that applies to the appropriate Origin Services Cost Schedule). In our example, the rate would be $28.29 per cubic foot.

ii. Multiply the rate by the cubic feet of the crate (4.30 in our example) and then multiply that by the TSP's LDF.

In our example, Crating would be ($28.29 \times 4.30) \times .45 = $54.74.
b) **Determine Uncrating (Regular Crate) (105E)**

i. In the "Additional Rates" tab of Appendix B, look up the rate for Item Code 105E for the Destination Services Cost Schedule (3 in our example). (Note - there are 4 service areas so make sure you use the one that applies to the appropriate Destination Services Cost Schedule). In our example, the rate would be is $7.17 per cubic foot.

ii. Multiply the rate by the cubic feet of the crate (4.30 in our example) and then multiply that by the TSP's LDF.

In our example, Uncrating would be ($7.17 X 4.30) X .45 = $13.87.

4) **Determine SIT CHARGES (185A and 185B)**

**Formula:**

185A = (1st Day SIT Charge x shipment cwt) x TSP’s SDF  
185B = (Addl SIT Charge x shipment cwt x Days) x TSP’s SDF

**NOTE:** SIT rates are based on the origin or destination address as identified on the Bill of Lading and are NOT determined by the address of the SIT facility.

To calculate SIT charges, refer to the "Geographical Schedule" tab of Appendix B and apply the SIT rates shown based on the Origin or Destination Service Area of the shipment.

a) **Determine SIT First Day & Warehouse Charges (185A)**

i. In the “Geographic Schedule” Tab of Appendix B, look up the “185A SIT First Day and WHouse (per cwt)” rate applicable to the Origin Service Area (if SIT is at origin) or Destination Service Area (if SIT is at destination) of the shipment (in our example, SIT is at destination so the rate is $15.80 per cwt)

ii. Multiply the rate by the shipment cwt and then multiply that by the TSP’s SDF.

In our example, SIT would be ($15.80 x 85) x .53 = $711.79

b) **Determine SIT Additional Days (185B)**

i. In the “Geographic Schedule” Tab of Appendix B, look up the “185B SIT Addl Days (per cwt)” rate applicable to the Origin Service Area (if SIT is at origin) or Destination Service Area (if SIT is at destination) of the shipment (in our example, SIT is at destination so the rate is $0.67 per cwt)

ii. Multiply the rate by the shipment cwt to get the additional day SIT rate ($0.67 x 85 = 56.95).
iii. Take the additional day SIT rate and multiply it by the number of additional days and then multiply that by the TSP’s SDF.

In our example, SIT Additional Days would be \( (56.95 \times 29) \times .53 = 875.32 \)

5) Determine P/D SIT - 50 Miles or Less (210A)

**Formula:** \( 210A = 210A \text{ table charge} \times \text{TSP’s SDF} \)

**NOTE:** SIT rates are based on the origin or destination address as identified on the Bill of Lading and are NOT determined by the address of the SIT facility.

To calculate SIT charges, refer to the "Geographical Schedule" tab of Appendix B and apply the SIT rates shown based on the Origin or Destination Service Area of the shipment.

**Determine P/D SIT - 50 Miles or Less (210A)**

i. In the "Geographical Schedule" of Appendix B, identify the "SIT P/D Schedule" based on the Origin Service Area (if SIT is at origin) or the Destination Service Area (if SIT is at destination) (in our example, SIT is at destination and the SIT P/D Schedule is 3).

ii. In the "Accessories" tab of Appendix B, look up "Item 210A P/D SIT – 50 Miles or Less" and identify the applicable Services Cost Schedule (3 in our example) and the weight being delivered to locate the rate ($3,579 in our example).

iii. Multiply that rate by the TSP’s SDF.

In our example, P/D SIT–50 Miles or Less would be $3,579 \times .53 = 1,896.87
Appendix B: Baseline Rate Tariff Files
(Refer to the Excel Workbook at:
http://www.gsa.gov/portal/content/103864)