

APPENDIX A—Definitions and Explanations of Terms

A

Acceptance – Acceptance, as used in this HTOS, means the act of an authorized representative of the Government by which the Government assumes for itself or approves specific services, as partial or complete performance of the requirements of the HTOS.

Advanced Charges - A charge advanced by the TSP for services of others engaged at the request of the RTO, or required by Federal, State or local law.

Agency - The Federal shipping or receiving office responsible for shipping a relocating employee's HHG. 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.

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.

Alternate Transportation Service Provider -- 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 a employee's residence. The TSP is authorized compensation for labor services and/or vehicle use in accordance with the applicable tariff and/or tender for the origin municipality shown on the bill of lading.

Attempted Delivery - When a TSP fails to perform delivery services, through no fault of its own, at an employee'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 applicable tariff and/or tender for the destination municipality shown on the bill of lading.

Auxiliary Services - RTO 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.

B

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. (See Federal Management Regulation Part 117 (41 CFR Part 102-117) for GBL terms and conditions for all Government shipments moving under this HTOS.)

BLIO - Bill of Lading Issuing Officer.

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.

C

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 Government, and any corrected services shall be subject to this provision of the HTOS. If the TSP refuses to correct the defect, the RTO may correct or replace with similar services and charge the cost incurred by the Government to the TSP, or make an equitable adjustment in the price for defective services rendered.

Contractor As Responsible Transportation Officer (CRTO) - In those instances where a shipment is managed by a third party relocation contractor, pursuant to a contract awarded by GSA or a Federal civilian, non-DOD, agency, the contractor shall have the responsibilities and authorities, set out in this HTOS for the RTO and the GBL Issuing Office to the extent not limited or modified by the contract.

D

Destination Point - That city or post shown in Block #5 (destination) on the Government Bill of Lading (International) or the appropriate destination block on the commercial bill of lading (Domestic).

Diversion - A change in the original destination of an en route HHG shipment to a new destination more than a thirty (30) mile radius from the original domestic destination point, or a fifty (50) mile radius from the original international destination. Shipments requiring further over-ocean transportation will be terminated and reshipped.

Domestic Transportation - The movement of a relocated Government employee's HHG within the coterminous United States (CONUS), including Alaska and Canada.

E

Employee - Any reference to "employee" in this HTOS will be understood to mean relocating employee or relocating employee's authorized representative.

Extended Storage - Service for long-term storage, other than storage-in-transit, or personal property at the relocation employee's or Government's expense. Also known as non-temporary storage (NTS).

F

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 employee 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. The basic valuation level may be no less than \$5.00 per pound. Refer to annual RFO for required levels that may apply to other agency shipments.

G

GBLIO - Government Bill of Lading Issuing Officer.

General Services Administration (GSA) - The Agency responsible for the administration of the Household Goods Tender of Service (HTOS) and the Centralized Household Goods Traffic Management Program (CHAMP). The office is located at 1500 East Bannister Road, Kansas City, MO 64131-3088.

General Services Officer (GSO) As Responsible Transportation Officer (RTO) - For the purposes of this HTOS and where reference is made to the RTO for the authorization of services at foreign origins/destinations, the GSO shall be construed to have the same authority as the RTO.

General Transportation Services - The transportation and accessorial 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 1203) 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. For GBL terms and conditions, see Federal Management Regulation Part 102 (41 CFR Part 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. It is found in Block 33b of the GBL.

Government Rate Tender (GRT) -The source document for the filing of rate offers under this RFO. Specifically this term refers to both the GSA-01 tariff and Section 12 of the HTOS. The terms GRT, GSA-01 and Section 12 may be used interchangeably.

Government Storage Warehouse - Government-owned or leased facility used for storing household effects shipments.

Gross Weight - The aggregate weight of all articles plus necessary packing materials and shipping containers.

H

Household Goods (HHG) - The personal effects of Government employees' and their dependants. (Please note that GSA does not consider boats to be Household Goods).

Household Goods Tender of Service (HTOS) - The Household Goods Tender of Service (HTOS) is the document governing the requirements of the GSA Centralized Household Goods Traffic Management Program (GSA CHAMP).

I

International Transportation – The door-to-door container movement of HHG in liftvans between the coterminous United States (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.

K

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.

M

Memorandum of Understanding (MOU) – A memorandum of understanding 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 stronger and more formal than a verbal agreement.

Miscellaneous Charge - Any cost incurred by the TSP performing a service authorized by the RTO 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 employee'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 operations. No brokering of shipments will be allowed.

N

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.

O

One-Time-Only (OTO) Rates – Rates solicited by GSA from individual TSPs for the one time movement of personal property.

P

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/Debarcation (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 (JTR) for complete details.

Principal Transportation Service Provider -- Principal TSP as used in this HTOS for purposes of domestic shipments means the motor common carrier or freight forwarder, broker 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 accordance with 49 CFR 1056.14(a) (1) 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 Federal departments and 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.

Property Owner - Any reference made to “property owner” or “property owner’s representative” in this HTOS will be understood to mean “relocating employee” or “relocating employee’s authorized representative”.

R

Rate Cycle - A period of time during which rates filed by TSPs are effective.

Rate Solicitation Cycle - The designation assigned to the bill of lading 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.

Relocating Employee - An employee of an agency relocating to a different duty station. The term “relocating employee” includes a relocating employee’s authorized representative.

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 employee or employee'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.

Responsible Transportation Officer (RTO) - The individual or his/her designee or representative or office within the shipping or receiving agency responsible for HHG traffic management functions.

S

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 RTO into which individual articles and/or packing cartons are placed.

Solicitation Period - The period of time specified in the rate solicitation during which the rates will be in effect.

Storage-in-Transit (SIT) - Temporary storage, other than extended storage of a HHG shipment incident to final delivery.

T

Tare Weight - The weight of an empty vehicle or liftvan before loading and after unloading.

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) - Any participating carrier or forwarder that is approved in the Centralized Household Goods Traffic Management Program (CHAMP), domestic and international, to provide General Transportation Services or MMS. As used in this HTOS the term TSP refers to the firm approved to file rates in CHAMP and all of the agents and carriers it employs to perform the required services.

U

Unaccompanied Air Baggage (UAB). - The necessary personal items that are taken to a employee's new duty station before their shipment of household goods arrives. The determination of items considered as UAB is at the discretion of each Federal agency. Where gross weight of a UAB shipment exceeds its volume weight, the TSP must charge for gross weight.