

## 11 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 described how these reports are used to control HHGs shipment process.

### 11.1 Reports to the Relocating Employee

Reports required to be furnished to the relocating employee are listed here. Some additional information on employee reports is contained in Reports to the Responsible Transportation Officer (RTO), Section 11.2.

Pre Move Survey		
Contents	Date Due	Submission
A "table of weights and measures" survey of the HHG to be shipped: <ul style="list-style-type: none"> <li>• Include the agreed upon dates for packing and loading the shipment</li> <li>• Indicate the total estimated net weight of the shipment</li> <li>• TSP's point(s) of contact</li> <li>• Signed and dated by the estimator.</li> </ul>	Upon completion of survey.  If RTO permits telephone survey, performed by telephone, transmit within one (1) business day.	To employee or authorized representative. Hard copy or scan of pre-move survey.

### 11.2 Reports to the Responsible Transportation Officer (RTO)

#### 11.2.1 Reports Applicable to All Shipments

The TSP shall provide the following reports to the RTO on all HHG shipments. When indicated, a copy of the report shall be provided to the employee or their authorized representative.

Weight Variance Report		
Contents	Date Due	Submission
<ul style="list-style-type: none"> <li>• Pre-move survey weight</li> <li>• Actual weight</li> <li>• Justification of difference (if required by RTO)</li> </ul>	Prior to invoicing the Federal Agency.	In the event the actual shipment weight is greater than 115% of the pre-move survey weight, the TSP shall notify the RTO or its third party representative of the estimated and actual weights, and justify difference if requested

Weight Variance Report		
Contents	Date Due	Submission
<p>Notes:</p> <p>1. Failure to Notify RTO of Weight Variance -- If the TSP fails to notify the RTO or its third party representative of the weight variance, 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.</p> <p>2. Failure to Justify Weight Variance -- If, when requested, 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 RTO has the authority to waive this provision.</p>		

Unusual Incident Report		
Contents	Date Due	Submission
<ol style="list-style-type: none"> <li>1. Type of incident</li> <li>2. Location of incident</li> <li>3. Last name, first name, and middle initial of employee</li> <li>4. BL number and date issued</li> <li>5. RTO (both origin and destination)</li> <li>6. Origin</li> <li>7. Destination</li> <li>8. Date shipment received by TSP</li> <li>9. Required delivery date</li> <li>10. Date and time of incident or discovery thereof</li> <li>11. Estimated amount of loss and extent of damage</li> <li>12. Current status of shipment, including new estimated time of arrival (ETA)</li> <li>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)</li> <li>14. Name of ship, if appropriate</li> </ol>	<p>This report shall be transmitted electronically (e.g., e-mail or facsimile) as soon as possible after the TSP discovers the incident.</p>	<p>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 RTO on each shipment involved.</p>

After-Action Report		
Contents	Date Due	Submission
<p>Final assessment of:</p> <ul style="list-style-type: none"> <li>• The loss or damage incurred</li> <li>• Delays encountered</li> <li>• Final disposition of the HHGs shipment</li> </ul>	<p>Submit as soon as possible following resolution of unusual incident</p>	<p>Follows Unusual Incident Report but may be combined with Unusual Incident Report if incident is resolved within 24 hours.</p>

Schedule Delays Report		
Contents	Date Due	Submission
<ol style="list-style-type: none"> <li>1. Last name, first name, and middle initial of employee</li> <li>2. BL number and date issued</li> <li>3. RTO (both origin and destination)</li> <li>4. Origin</li> <li>5. Destination</li> <li>6. Requested pick-up date or Required Delivery Date (RDD), as appropriate</li> <li>7. Revised pick-up date or delivery date as appropriate</li> </ol>	As soon as possible after discovering that is impossible to meet the scheduled pick-up date or the scheduled delivery date established for a HHG shipment.	Submit to the RTO, and if practicable, the employee or their authorized agent.
<p>Note: Neither the Government nor the relocating employee 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 RTO.</p>		

Notice of Shipment Arrival		
Contents	Date Due	Submission
<ol style="list-style-type: none"> <li>1. Last name, first name, and middle initial of employee</li> <li>2. BL number and date issued</li> <li>3. Date arrived at Destination Agent's facility</li> <li>4. First available delivery date</li> </ol>	Within one business day of shipment's arrival	To the RTO in writing or by electronic means (e.g., e-mail or facsimile.)

Storage-In-Transit Location Report		
Contents	Date Due	Submission
<ol style="list-style-type: none"> <li>1. Last name, first name, and middle initial of employee</li> <li>2. BL number and date issued</li> <li>3. Name, address, and telephone number of warehouse where shipment has been placed</li> </ol>	<ul style="list-style-type: none"> <li>• Within five (5) calendar days of shipment being delivered to SIT</li> <li>• Within five (5) calendar days if shipment is moved to a different warehouse.</li> </ul>	To the RTO in writing or by electronic means (e.g., e-mail or facsimile.)
<p>Note: TSP shall maintain a record of this notification.</p>		

Missed RDD Report		
Contents	Date Due	Submission
<ol style="list-style-type: none"> <li>1. Last name, first name, middle initial and SSN of employee</li> <li>2. BL number and date issued</li> <li>3. Origin</li> <li>4. Origin RTO</li> <li>5. Destination</li> <li>6. Destination RTO</li> <li>7. Required delivery date</li> <li>8. Location of shipment(s), if applicable, including port and pier location and date vessel arrived or warehouse location</li> <li>9. New ETA</li> </ol>	As soon as possible after discovering that it will be impossible for the shipment to arrive at destination on or before the RDD.	Electronic communication or facsimile will be utilized to notify the RTO. The notification shall reach the RTO before expiration of the RDD.

TSP Error in Shipment		
Contents	Date Due	Submission
<ol style="list-style-type: none"> <li>1. Last name, first name, middle initial and SSN of employee</li> <li>2. BL number and date issued</li> <li>3. Origin</li> <li>4. Origin RTO</li> <li>5. Current (Incorrect) Destination</li> <li>6. Current Destination RTO</li> <li>7. Location of property or shipment, as applicable, including port and pier location or warehouse location</li> <li>8. Corrective actions taken</li> <li>9. New destination and ETA of property or shipment</li> </ol>	As soon as possible after discovery of error.	TSP shall report to the RTO any instances in which the TSP ships all or a portion of the wrong property or in which all or a portion of a shipment is sent to the wrong destination.

## 11.2.2 Reports Applicable to International Shipments Only

The TSP shall provide the following reports to the RTO on international HHG shipments only. When indicated, a copy of the report shall be provided to the employee or their authorized representative.

Actual Weight of International Shipment In Excess of Employee's Authorized Allowance		
Contents	Date Due	Submission
1. Last name, first name, and middle initial of employee 2. BL number and date issued 3. Actual weight of the international shipment	Prior to moving the shipment from the origin warehouse	If required by the RTO
<p>Notes:</p> <p>1. If the shipment weighs in excess of the employee's authorized allowance, the RTO 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.</p> <p>2. If, when requested, the TSP fails to notify the RTO of the actual weight of an international shipment and moves the shipment from origin to destination, the TSP shall collect from the Government an amount equal to the allowable charges due for the employee's authorized shipment weight. In this situation, the TSP is prohibited from collecting anything from the relocating employee for the excess weight.</p>		

SIT Pick-up/Delivery Report		
Contents	Date Due	Submission
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.	On the afternoon preceding the scheduled pick-up or delivery.	Upon request of the RTO using means requested by RTO.

Shipment Pick-up Report		
Contents	Date Due	Submission
<ol style="list-style-type: none"> <li>1. Employee's name</li> <li>2. BL number</li> <li>3. Pieces, net weight, gross weight, and cube of shipment</li> <li>4. Estimated date shipment will be picked up by linehaul equipment for movement to the ocean port</li> <li>5. Estimated date of sailing and identity of port and vessel</li> <li>6. Routing of vessel and discharge port</li> <li>7. Estimated date of arrival at destination.</li> </ol>	<p>No more than five (5) calendar days following date of pick-up of an international shipment in either CONUS or overseas</p>	<p>Upon request of the RTO using means requested by RTO.</p>

Shipments on Hand Report		
Contents	Date Due	Submission
<ol style="list-style-type: none"> <li>1. Employee's name</li> <li>2. BL number</li> <li>3. Pick-up date</li> <li>4. TSP SCAC</li> <li>5. RDD</li> </ol>	<p>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 employee's residence as well as from its agent's facilities before the previous Wednesday.</p>	<p>Upon request of the RTO using means requested by RTO. Negative reports are required.</p>

Commercial Port Level Report		
Contents	Date Due	Submission
<p>Total number of international HHG shipments on hand at commercial ports for the preceding week.</p>	<p>Submitted Mondays during the period May 1 through September 30.</p>	<p>Reports must be submitted to the shipping Federal agency and the US Dispatch Agents by FAX.</p> <p>RTO may waive this requirement.</p>

Note: Refer to Appendix C for detailed report format

Ocean Terminal Port Agent Roster		
Contents	Date Due	Submission
1. Port Agent Name 2. Location 3. Telephone number	Upon initial request. TSP shall update the ocean terminal port agent rosters at least annually. See Notes	If required by a Federal shipping agency. See Notes.
<b>Notes:</b> 1. Submit copies as follows: <ul style="list-style-type: none"> <li>• Three (3) copies of the rosters of CONUS ocean terminal port agents to the shipping Federal agency and</li> <li>• Five (5) copies of the rosters of overseas ocean terminal port agents to the shipping Federal agency.</li> </ul> 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 Program Management Office (PMO) a quarterly report of shipments billed to the Federal 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 1<sup>st</sup> Proviso 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 household goods shipments; however, the report should contain a listing of all shipment elements, including household goods, 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 Service Provider 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 Service Provider

- The error report will contain a list of the identified errors found within the report. To resubmit, the TSP or Service Provider 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 it fails to submit a required report or 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 certified letter 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 nonuse status in CHAMP and its rate offers will be removed from the TMSS database. GSA will then issue a second certified letter notifying the TSP of its temporary nonuse 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.