Employee Relocation Resource Center

Centralized Household Goods Traffic Management Program (CHAMP)

2015 Rate Filing Documents

Household Goods

Table of Contents

Household Goods Request for Offers Cover Letter	3
Household Goods Request for Offers	11
Household Goods Tender of Service (HTOS)	287

August 26, 2015

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 2015-2016 Filing Cycle Special Instructions for the filing of rate offers in the General Service Administration's (GSA's) Centralized Household Goods Traffic Management Program (CHAMP) specific to the Filing Cycle for the period November 1, 2015 through October 31, 2016. This RFO and Special Instructions are in accordance with the Household Goods Tender of Service (HTOS). 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 and these Special Instructions.

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

Due Date: Rate offers must be submitted in accordance with this RFO and Special Instructions by the Initial Filing due date of 10:00 PM Central Standard Time, October 5, 2015 and/or the Supplemental Filing due date of 10:00 PM Central Standard Time, March 14, 2016. Rate offers received after these dates and/or not submitted in accordance with this RFO and Special Instructions will not be accepted.

Increase to the Rates and Charges in the GSA01: Effective November 1, 2015, a 3% increase will be applied to all of the rates and charges in the GSA01.

Change of Address: Please note that the address for CHAMP's Program Management Office has changed. The new address is: General Services Administration, Relocation Services Branch (QMCCB), 2300 Main Street, Kansas City, MO 64108.

Taxpayer Identification Number (TIN): GSA will no longer be accepting TINs when submitting rate offers. For those TSPs submitting rate offers via the Formatting Instructions provided in Section 6, please insert 9 spaces (space bar) in positions 63-71 as identified in Section 6-2.1. Header Record.

Item 33 – Impracticable Operations and Application of Shuttle Service of the GSA01; Part A: Impracticable Operations identifies those instances which may result in the request by the TSP and the approval of the RTO for Shuttle Service. Part B: Application of Shuttle Service goes on to state " Upon request of the shipper, consignee or owner of the goods, the carrier will use or engage smaller equipment than its normal road haul 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 (normally the carrier's nearest warehouse or storage facitly) to or from the carrier's road haul equipment...."

This serves as clarification that for those shipments where one or more instances of Part A are satisfied, then the TSP may request the use of Shuttle Service. This request must be submitted to the RTO in writing and be approved in writing by the RTO. If approved and performed, the TSP must submit the following documentation when billing for shuttle service performed:

- copy of the request submitted to the RTO as to why shuttle service was requested;
- copy of the written approval from the RTO approving the use of a shuttle; and
- copy of the document containing the signature of the employee specifically identifying that shuttle service was performed.

The above documentation must be submitted in order to meet the documentation requirements of GSA's Audit Division.

If shuttle service is performed for one of those non-alternating standing route orders (SROs) identified in Section 3 of an RFO that has required that all costs associated with shuttle service be included in the submitted line-haul rate offer, then no documentation is necessary as the TSP is not allowed to bill separately for the provision of shuttle service under those SROs with this inclusion.

Certified Weight Scales: This serves as clarification that any reference in the RFO, HTOS or GSA01 to a weight scale for the purpose of weighing a domestic household goods shipment is meant to identify that a certified weight scale must be used. Any weight ticket submitted for support of payment that is not conducted on a certified weight scale will not meet the documentation requirements of GSA's Audit Division. 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.

General Valuation: Effective November 1, 2012, all shipments moved under CHAMP, unless otherwise noted, are released at $6.00 times the net weight of the shipment in pounds applicable to both shipments in transit and storage-in-transit (SIT). While we are in the process of making the necessary updates to the HTOS, the increase in general valuation to $6.00 times the net weight of the shipment in pounds as identified and incorporated in this RFO and Special Instructions will supersede any reference to $5.00 in the HTOS.

Changes to Non-Alternating Standing Route Orders (SROs): Changes have been made to the SROs for the Department of Veterans Affairs (DVADC), the Department of Treasury, Administrative Resource Center (ARCWV) and the Department of State (DOSDC) (which also applies to DOSHW and DOSSA) identified in Section 3. These changes have been highlighted in “red.” And as always, please review Section 3 closely for any other agency specific requirements and changes.

Change to Item 130, Light and Bulky Article Classifications of the GSA01: While we are in the process of making the necessary updates to Item 130 of the GSA01, by identification in

this RFO and Special Instructions, effective May 1, 2015 the second paragraph of Item 130 under the title of "Classification of Articles" is changed to read:

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).

Canadian Province: Effective November 1, 2014, the individual Canadian provinces of Labrador and Newfoundland will be removed and replaced with the province of "Newfoundland and Labrador." "Additional Services Cost Schedule "D"" of the GSA01 will apply to the new province of "Newfoundland and Labrador. TSPs with Labrador and/or Newfoundland in their approved scope of operations will now be able to file for the province of "Newfoundland and Labrador." Please refer to Section 5-2.1. Interstate Identification Codes and 5-2.2. Intrastate Identification Codes for specific filing codes.

Mileage Application: Effective November 1, 2015, Web Based Version **29** of ALK Technologies, Inc. will apply (see 2-7.1.1. for additional details and application).

Hawaiian Transit Times: The current HTOS does not contain transit times between Hawaii and any State, Trust Territory, or Possession of the United States (States). While we are in the process of making the necessary updates to the HTOS, by identification in this RFO and Special Instructions a transit time of 47 days will apply between Hawaii and any State, Trust Territory, or Possession of the United States (States).

Reweighing of Shipments in Excess of 18,000 Pounds: Effective August 1, 2011, a packing allowance of 2,000 pounds was added to account for the weight of packing materials. This packing allowance is only applicable if and when an employee exceeds the 18,000 pound weight entitlement. At the request of the CHAMP Inter-Agency Advisory Group, Section 2-7.15. of this RFO and Special Instructions was updated to reflect 18,000 pounds instead of 20,000 pounds that was in a previous RFO. As a result, prior to the commencement of the unloading of a shipment weighed at origin which exceeds the 18,000 pound weight allowance, the TSP shall reweigh the shipment at destination. This reweigh must take place on a certified weight scale and be conducted by an authorized weigh master. The charges to the Federal agency shall be based on the lower of the two weights and copies of both sets of weight tickets shall be provided to the Federal agency prior to submitting the invoice for payment.

Change to External Crating Charge Specified in HTOS Section 12-11.B. International: While we are in the process of making the necessary updates to Section 12-11.B. of the HTOS, by identification in this RFO and Special Instructions effective November 1, 2012, external crating charges will be based on the provisions below:

HTOS, Section 12-11.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 Government.

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 the HTOS (Section 2-4.8) 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, 2015 through October 31, 2016**, 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. 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.

Domestic Industrial Funding Fee (IFF): The IFF will be 2.50% of the net shipment charges of a household goods surface shipment, to include the line-haul, accessorial, packing charges, fuel surcharges, etc. SIT fees are excluded. The method of collection will remain the same, where TSPs will continue to collect and remit the appropriate IFF to GSA based on 2.50% of the net charges. Please refer to Section 2-7.6 of this RFO for a further explanation and information on how the IFF applies on multiple element shipments.

International Industrial Funding Fee: The IFF will be 1.50% of the net shipment charges of a household goods surface shipment, to include the line-haul, accessorial, packing charges, fuel surcharges, etc. SIT fees are excluded. The method of collection will remain the same, where TSPs will continue to collect and remit the appropriate IFF to GSA based on 1.50% of the net charges. Please refer to Section 2-7.6 of this RFO for a further explanation and information on how the IFF applies on multiple element shipments.

Fuel Surcharge, Effective December 1, 2013: On the first Monday of each calendar month, 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) Energy Information Administration's survey of Retail On-Highway Diesel Prices. If the first Monday of the calendar month is a Federal holiday, the price will be determined based on the stated DOE price available on the next subsequent business day. Information on the current average price of diesel fuel can be obtained at www.eia.doe.gov or (202) 586-6966. The DOE fuel price obtained will apply for shipments loaded beginning on the 15th day of the month and will remain in effect through 14th day of the following month.

The Fuel Surcharge on domestic and international shipments will be calculated based on the shipment's origin and destination, and if applicable, the distance for delivery in or delivery out of SIT, using the billable mileage as currently identified by ALK Technologies.

For international relocations, the TSP can only be compensated for a fuel surcharge on that

portion of the shipment handled under traffic in the conterminous United States to the port or from the port to a point in the conterminous United States. The fuel surcharge shall be calculated in accordance with the fuel surcharge policy that became effective December 1, 2013. 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.

For origins and/or destinations in Canada, Rand-McNally mileage will be used in lieu of ALK Technologies. Rand-McNally will also be used for mileage between the gateways on Alaskan shipments traveling by land through Canada.

When the cost of diesel fuel exceeds **$2.999** as identified by the DOE on the first Monday of the month, with an effective date of the 15th of the same month, the TSP may calculate a fuel surcharge based on the difference between the DOE price and the trigger price of **$3.00**.

To determine the fuel surcharge, the TSP must divide the billable miles **by five (5)** to determine the number of gallons of fuel used. The total gallons will then be multiplied by the cost difference between the DOE price and **$2.999**.

Example

DOE Fuel $4.595 Miles 750

750/5 = 150 gallons $4.595 – 2.999 = 1.59

$1.59 X 150 = $238.50 Fuel surcharge = $238.50

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.

Gallons Consumed

1187 miles 1187/5 = 237.40

1283 miles 1283/5 = 256.60

Fuel Cost

DOE price $4.711 $4.711 - $2.999 = $1.712 $1.71 will be used

DOE price $4.686 $4.686 - $2.999 = $1.687 $1.68 will be used

Calculation

$1.71 X 237.40 = $405.954	$405.95 will be used
$1.68 X 256.60 = $431.088	$431.08 will be used

POV Fuel Surcharge: If the POV is transported on the same truck with the household goods, 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 household goods, 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 household goods trailer, the TSP may calculate a surcharge using the standard fuel surcharge calculation that went into effect December 1, 2013.

Fuel Surcharge for Unaccompanied Air Baggage (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 for Department of State requirements.

Fuel Surcharge on Domestic SIT: Calculation of the fuel surcharge for SIT will take place in the same manner as the fuel surcharge that went into effect December 1, 2013. At billing, the TSP will need to provide documentation of the distance between the SIT facility and the shipment origin (for SIT at origin) or the distance between the SIT facility and the shipment destination (for SIT at destination), using the billable mileage as currently identified by ALK Technologies and the applicable RFO and Special Instructions. The TSP must also provide documentation identifying the date of the pickup to SIT or delivery out of SIT.

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 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 in to issues with this, they are to immediately contact the federal agency's Responsible Transportation Officer.

Submission of Rate Offers: All rate offers in the Transportation Management Services Solutions (TMSS) system automatically expire on October 31, 2015. If a TSP does not want to make any changes to their currently filed rate offers, but wants them to become effective again on November 1, 2015, 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 November 1, 2015. Rate offers effective during the supplemental filing period of May 1, 2016 do not require a change; however, TSPs have the option to modify existing rate offers or add rate offers during the supplemental filing window.

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

1. Utilize the rate filing capabilities in 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 existing rates 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;
- If a TSP accepts the continuance of rate offers, TMSS will display a statement that all rate offers will be copied 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 all current 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 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. For instructions on how to use this spreadsheet, please contact one of the points of contact at the end of this letter.

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

Any questions or comments 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
Relocation Services Branch (QMCCB)
Center for Transportation Management

Robyn Bennett - QMCCB <robyn.bennett@gsa.gov>

Extension of Current CHAMP Rate Offers

1 message

GSA ERRC <gsa@notify.gsa.gov> Wed, Sep 7, 2016 at 10:09 AM
Reply-To: gsa@notify.gsa.gov
To: robyn.bennett@gsa.gov

As provided for under Section 2-11, Extension of Offer by the Government, of the General Services Administration's (GSA's) Centralized Household Goods Traffic Management Program's (CHAMP's) 2015–2016 Request for Offers (RFO) dated August 26, 2015, the Employee Relocation Resource Center (ERRC) is extending the expiration date of all rate offers currently in effect under the 2015–2016 RFO by 45 days. As a result, rate offers that were due to expire on October 31, 2016 will now be extended through December 15, 2016.

The 2016–2017 RFO and GSA's Domestic 500A (GSA500A) Tariff will be distributed during the week of September 12, 2016. Rate offers accepted under that RFO will become effective December 16, 2016 and the GSA500A will also have an effective date of December 16, 2016.

If you have any questions, please contact Robyn Bennett at robyn.bennett@gsa.gov, (816) 823-3644, or Kim Chancellor at kim.chancellor@gsa.gov, (816) 823-3650.

Thank you!

U.S. General Services Administration

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SECTION 1
SPECIAL INSTRUCTIONS

1-1. General.

The following Filing Cycle Special Instructions (SI) of the General Services Administration (GSA's) 2015-2016 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 of the Household Goods Tender of Service.

Except as otherwise provided hereafter, all provisions of the HTOS apply to this rate offer solicitation unless otherwise identified herein.

1-1.3. Effective Period.

Except as otherwise provided herein, rate offers made in response to this RFO will be for the period November 1, 2015 through October 31, 2016.

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). 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 Standard Time, October 5, 2015 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 Standard Time, October 5, 2015 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 Standard Time, March 14, 2016 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 Standard Time, March 14, 2016 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 August 26, 2015 and October 5, 2015 or February 1, 2016 and March 14, 2016 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 pm CST on the rate filing closing date of October 5, 2015 or March 14, 2016. In those instances where corrections are not received by 10:00 pm CST on the rate filing closing date of October 5, 2015 or March 14, 2016, 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 pm CST on the rate filing closing date of October 5, 2015 or March 14, 2016 will be entered into the database in accordance with Section 1-2.

1-1.7.2. Rate Filing Deficiencies.

TSP rate offers received between August 26, 2015 and October 5, 2015 or February 1, 2016 and March 14, 2016 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 pm CST on the rate filing closing date of October 5, 2015 or March 14, 2016. In those instances where corrections are not received by 10:00 pm CST 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 10:00pm CST 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 pm CST on October 5, 2015 or March 14, 2016. A TSP or RFSP which submits a file for the last rate offer(s) validation at 10:00 pm CST on the closing day of October 5, 2015 or March 14, 2016 will <u>not</u> 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 August 26, 2015 and October 5, 2015 or February 1, 2016 and March 14, 2016 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 pm CST on the closing date of October 5, 2015 or March 14, 2016. In those instances where corrections are not received by 10:00 pm CST on the rate filing closing date of October 5, 2015 or March 14, 2016, 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 pm CST on the rate filing closing date of October 5, 2015 or March 14, 2016 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 pm CST on the rate filing closing date of October 5, 2015 or March 14, 2016. In those instances where corrections are not received by 10:00 pm CST on the rate filing closing date of October 5, 2015 or March 14, 2016, 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 pm CST on the rate filing closing date of October 5, 2015 or March 14, 2016 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 August 26, 2015, as well as any supplements, changes, and/or

reissues thereto and the GSA Household Goods Tender of Service (HTOS) dated August 2010, with an effective date of November 1, 2010 , 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.

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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.

	INITIAL FILINGS	NEW FILINGS	LATE FILINGS	SUPPLEMENTAL FILINGS
Date Received By	8-26-15 thru 10-5-15	8-26-15 thru 10-5-15	2-01-16 thru 3-14-16	2-01-16 thru 3-14-16
Computer Entry Date	11-01-2015 or before	11-01-2015 or before	5-01-2016 or before	5-01-2016 or before
Accepted/Effective Date	11-01-2015	11-01-2015	5-01-2016	5-01-2016

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 PMO prior to the acceptance of a TSP's rate offer, but no later than Section 1-2.5, Schedule of Accepted Rates, 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 RFO 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 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 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, 2015 through October 31, 2016, 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 RFO 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 is 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
Relocation Services Branch (QMCCB)
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) is subject to the provisions of the General Services Administration's (GSA's) Household Goods Tender of Service (HTOS), dated August 2010, with an effective date of November 1, 2010, supplements thereto and reissues thereof.

2-2. Federal Agency Authorized to Use.

2-2.1. Application.

This RFO and any resulting rate offer(s) is 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).

2-3. Contracts.

The rates and charges offered and accepted pursuant to this RFO are applicable to shipments routed pursuant to any formal contract providing for MMS 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) of this RFO applies to such shipments.

2-4. Definitions.

2-4.1. Household Goods Tender of Service (HTOS).

The Household Goods Tender of Service (HTOS) dated August 2010, with an effective date of November 1, 2010, is available on GSA's website at www.gsa.gov/transportation.

2-4.2.GSA01 Tariff

This is the term applied to the source document for the filing of rate offers under this RFO. The terms GSA01and GRT may be used interchangeably throughout this RFO.

2-4.3. Domestic Transportation.

This is the term applied to the movement of the household goods (HHG) of relocating Government employees within the conterminous United States, including Alaska and Canada.

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 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 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.

2-4.8. Special Agency Provisions.

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. Responsible Transportation Officer (RTO).

This term applies to the individual within the shipping or receiving Federal agency responsible for personal property traffic management functions.

2-4.10. Government Rate Tender (GRT)

This is the term applied to the GSA Government Rate Tariff GSA01, supplements thereto and reissues thereof.

2-4.11. 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 household goods arrives. The determination of items considered as UAB is at the discretion of each Federal Agency. UAB shipments will be post audited based on the following formula: dimension of container divided by 166 (converts to volume kilogram) x0.4536 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.

2-4.12. 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/location identified in Section 3 and Section 5, issues the Government Bill of Lading (GBL)/Commercial Bill of Lading (CBL).

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 Rate Offers.

TSPs may file alternating, agency specific rate offers as identified in Section 5-1. Alternating rate offers will apply specifically to those Federal agencies/locations identified in Section 5-1 and may alternate with any other accepted rate offer.

2-5.6. Non-Alternating Agency Specific Rate Offers.

TSPs may file non-alternating, agency specific rate offers as identified in Section 3 and Section 5-1. Non-alternating rate offers will apply specifically to those Federal agencies/locations 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 move management services that apply to all Federal agencies. The term *move management services* (*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).

2-6.1. Performance of Services.

The MMS Provider or TSP will provide the MMS outlined in Section 2-6 in conjunction with transportation services. The MMS Provider must comply with service, delivery timeframe, billing, reporting, and liability requirements set out in the HTOS, as applicable, together with all other requirements set out therein, except to the extent waived by the Responsible Transportation Officer (RTO) as defined in the HTOS.

2-6.2. Memorandum of Agreement (MOA).

The MMS Provider and the shipping agency must enter into a written MOA setting out the terms and conditions of the MMS Provider requirements as identified in Section 2-6. In those instances when the shipping agency requests GBL/CBL preparation and maintenance under Section 2-6.6.3, the MOA should contain at a minimum, specific instructions on GBL/CBL preparation and maintenance including instructions to complete each block of the GBL/CBL. If requested by the MMS Provider and/or shipping agency, the GSA PMO identified in Section 1-6 will review the agreed-to MOA.

2-6.3. Performance as TSP.

The MMS Provider may file rate offers within its current approved scope of operations, will be subject to the Customer Satisfaction Index (CSI) rating system, and must comply with the requirements for paying GSA its IFF specified in Section 2-7.6.

2-6.4. Commissions.

An MMS Provider may not charge a commission to a TSP or forwarder to which it tenders a HHG shipment.

2.6.5. Required Services.

2-6.5.1. General.

The MMS Provider must arrange, coordinate, and monitor each relocating employee's HHG move from initial notification of the move by the shipping agency through completion of all move-related transactions required under this Section 2-6.5. A HHG move within the conterminous United States (CONUS) (as defined in Section 5-2) is defined as a basic move consisting of one shipment of HHG and personal effects and, when specifically authorized by the shipping agency, shipment of one or more privately owned vehicles (POV's). A HHG move to/from an international location (as defined in Section 5-3) is defined as a basic move consisting of one surface shipment of HHG and personal effects and, when specifically authorized by the shipping agency, one or more unaccompanied baggage shipments and shipment of one or more POV's. Multiple origins and/or destinations may be involved for both CONUS and international shipments. Following are the services the MMS Provider must provide:

2-6.5.2. TSP Selection.

The employing agency may select the TSP to move the relocating employee's HHG or may delegate this responsibility to the MMS Provider in which case the agency will furnish the MMS Provider with TSP selection criteria. Any TSP selected to move a Federal civilian, non-DOD employee's HHG must be approved in CHAMP. The MMS Provider must be capable of accessing the GSA Transportation Management Services Solution System (TMSS) to obtain query information for use in selecting a TSP to transport a shipment when requested by the employing agency.

2-6.5.3. Shipment Booking.

The MMS Provider must schedule the move with the selected TSP; order a pre-move survey; and identify and obtain written authorization from the Federal agency (RTO) authorizing the move for storage-in-transit (SIT) or any special service (e.g., shuttle service, special crating, third party servicing, elevator charges, long carry, and/or stair carry). The MMS Provider must indicate in writing all services authorized and identify those that will be paid as an entitlement of the employee, those that will be advanced but charged back to the employee, and any service the employee requests that may not be authorized on the GBL/CBL. The Provider must inform the employee prior to service performance of any service that will be advanced but charged back to the employee. The MMS Provider may develop a generic form for the purpose of this item. Any service shown on a generic form that is not applicable to a particular shipment must be "crossed

out" or marked "none" or "not applicable" prior to submitting the form to the RTO for written authorization/approval.

2-6.5.4. Ensuring TSP Performance.

Notwithstanding the provisions of Section 2-6.6, the MMS Provider must ensure that transportation services furnished are in accordance with provisions of the HTOS. The MMS Provider must take any action deemed necessary and appropriate to protect the interests of the shipping agency, ensure proper TSP performance, and protect the real and personal property of the relocating employee. In the event the MMS Provider's failure to direct performance in accordance with this Section causes damage to the shipping agency or relocating employee, other then damage to HHG, the MMS Provider is liable to the shipping agency and/or the relocating employee for such damages.

2-6.5.5 Arranging Storage in Transit (SIT).

If a Federal agency authorizes SIT, the MMS Provider must arrange storage in accordance with the GSA HTOS. The MMS Provider must notify the employee of the authorized SIT duration and location and provide the employee SIT-Provider contact information within five (5) calendar days after delivery into SIT.

2-6.5.5.1. Monitoring Shipments in SIT.

The MMS Provider must monitor shipments in SIT and provide a written request for disposition instructions from the employee or shipping agency destination facility representative at least ten (10) working days before expiration of the authorized SIT period. The written request must inform employees of their personal financial responsibility for any charges incurred for storage in excess of the maximum period authorized. The MMS Provider is responsible for arranging for delivery of shipments from SIT.

2-6.5.5.2. SIT in Excess of 150 or 180 Days.

In accordance with FTR 302-7.9, SIT may not exceed 150 days for CONUS to CONUS shipments or 180 days for shipments which include an OCONUS origin or destination. If storage exceeds the identified 150 or 180 days, the MMS Provider must ascertain the condition of the employee's property at the end of the 150-day or 180-day SIT period to protect the Government's and the relocating employee's right to recover for TSP caused losses or damages. The warehouse automatically is considered the shipment's destination upon expiration of the 150-day or 180-day SIT period and the MMS Provider's responsibility for the shipment ends. The shipment then becomes subject to the warehouse's rules, procedures, and charges, including local delivery out of storage. The employee is responsible for payment of storage charges for any period of storage in excess of 150 or 180 days. In the event of any discrepancy between HTOS provisions and the provisions of this Section for purposes of SIT, the provisions of this Section apply.

2-6.5.6. Completion of GSA Form 3080.

The MMS Provider must initiate an electronic GSA Form 3080, "Household Goods Carrier Evaluation Report" via the Transportation Management Services Solution (TMSS) system. The MMS Provider must also follow-up in an attempt to ensure both the employee and shipping agency complete their respective portions of the electronic 3080 form. If the employee has not completed the electronic 3080 form within 30-days from the date of delivery of the HHG to the new residence, the MMS Provider will so advise the shipping agency.

2-6.5.7. Service Performance Audit.

The MMS Provider must audit transportation billings and complete a certification document certifying by line item whether billed services (including any services specifically requested by the employee) were or were not necessary, properly authorized, and actually performed (this audit is unrelated to an agency's audit of the actual billing charges). The MMS Provider may develop a form for this purpose and must, if requested, have it pre-approved by the shipping agency.

2-6.5.8. Management Information Reports.

The Government will require certain management information reports that may or may not be commercially standard. If the MMS Provider has a commercial report that would meet a stated specific need, it may propose that an agency use that report instead of the one specified as long as it can satisfactorily demonstrate how the proposed substitution would meet the ordering activity's needs. Reports must contain both monthly/quarterly and year-to-date totals, when appropriate. The MMS Provider must provide required reports to the ordering activity within 15 business days following the month/quarter services were performed.

2-6.5.8.1. Ordering Agency Reports.

If requested by the shipping agency, the MMS Provider must furnish the following reports in the manner specified by the agency with regard to format, content, and frequency. Data elements may be revised by the ordering activity.

2-6.5.8.2. Shipment Summary.

A summary of the total number of shipments handled for the specified period further broken down into the following incremental categories: number of shipments by agency activity, number of shipments by TSP, number of interstate shipments, number of intrastate shipments, and number of international location shipments. For each category the Provider must show total line-haul and accessorial charges.

2-6.5.8.3. 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 interstate claims, number of intrastate 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, and average amount claimed and settled on international locations. For each claim not settled within 30 days and/or 60 days when approved by the shipping agency's RTO an explanation for the delay must be supported by the Delay Codes identified in the HTOS Section 9.

2-6.5.8.4. Counseling Contact Summary Report.

A summary report of counseling contacts (when an agency has chosen that optional service) showing employee name, date of initial contact, and current status of the move including date for the pre-move survey, packing date, pickup date, and actual or proposed delivery date into SIT and/or residence.

2-6.5.8.5. On-time Services Summary Report.

A summary report listing employee name, scheduled pickup date, actual pickup date, scheduled delivery dates into SIT and/or residence, actual delivery dates 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 must be provided.

2-6.5.8.6. Specially Requested Reports.

Special one-time reports furnished to the RTO when the shipping agency requests and the GSA PMO identified in Section 1-6 approves.

2-6.5.9. Customer Service.

The MMS Provider shall provide a 24-hour, toll-free telephone number to assist in tracking/tracing shipments; resolving problems that occur during any phase of the move, including quality control problems; and in filing post-delivery claims for agencies that choose that optional service.

2.6.6. Optional Services.

2-6.6.1. General.

If requested by the shipping agency, the MMS Provider must provide the following services.

2-6.6.2. Employee pre-move counseling.

Employee pre-move counseling (as distinguished from a TSP/forwarder-provided pre-move survey) includes information on TSP/forwarder commercial moving practices affecting all aspects of a HHG move. It also includes Government-specific information on Federal HHG entitlements and allowances prescribed in the Federal Travel Regulation (41 CFR chapters 300-304) and the ordering agency's internal regulations, including weight allowances. The counseling includes informing the relocating employee about services he/she is authorized at Government expense as well as any requested services that are not the Government's financial responsibility and which the employing agency will charge back to the employee. Some of these services are: extra pickup/delivery; temporary SIT authorized by the shipping agency; non-temporary (permanent) storage (NTS); unauthorized items; assembly/ disassembly of property; shipment of perishable items; exclusion of firearms and hazardous materials; level of service coverage, options, and costs; reporting concealed damages, employee rights and responsibilities, third-party servicing; packing/unpacking and crating/ uncrating; preparation and filing of claims; name and address of origin/destination storage; and delivery out of storage. The counseling also includes explaining the Government's role concerning Commuted Rate Schedule moves as prescribed in the FTR and limitations of the Government's financial obligations for reimbursements on such moves. Following is an availability listing of publications that contain information important in the employee pre-move counseling process:

- FTR: Available on the Internet at:
  http://www.gsa.gov
- CHAMP: Available on the Internet at:
  http://www.gsa.gov/transportation/hhg

- Agency specific regulations/procedures: (Contact appropriate agency for availability)

2-6.6.3. Preparation of shipment documentation.

If a Federal agency opts to have the MMS Provider prepare a GBL/CBL, the MMS Provider must comply with the terms and conditions set forth in 41 CFR 102-117 and 102-118. The MMS Provider must complete, and distribute copies of, each GBL/CBL following instructions published in the GSA Federal Supply Service Guide, "How to Prepare and Process U.S. Government Bills of Lading" (National Stock Number 7610-00-682-6740) or as instructed by the Federal agency (RTO). The Provider must provide a legible memorandum copy of all GBLs/CBLs prepared and distributed to the RTO prior to shipment pickup dates.

2-6.6.4. Data Communications Capabilities.

The MMS Provider must: (1) provide on-line electronic access to all database information pertaining to task orders and applicable shipment records; (2) provide the RTO or designee and the GSA Program Management Office in Kansas City, Missouri (RFO Section 1-6), on-line access to all database information pertaining to task orders and shipment records for all accounts established under the terms of this RFO and the HTOS; (3) establish sufficient safeguards to prevent unauthorized access to the database information; (4) make the electronic access available through an asynchronous modem with a baud rate of at least 2400; and (5) furnish clear documentation setting out procedures for access to and use of the database.

2-6.6.4.1. Database Elements.

The database must contain, but not necessarily be limited to, the following elements: task order information; shipment information sufficient to generate the reports specified in Section 2-6.5. The database maintained for shipments must be maintained in a separate directory with separate shipment records for each employee move. Shipment files must not be commingled with other data maintained for shipments not applicable to this RFO. Each shipment record must contain all applicable information required for that particular shipment, including any claims filed for the TSP, status of the claim, etc. (continuous computer terminal screen, if necessary). Performance data documenting how the move was handled must be collected independently and also maintained in this file. The Provider must provide facility for the RTO or designee and the GSA PMO (RFO Section 1-6) to extract and consolidate data such as TSP performance in the event specific reports are required.

2-6.6.4.2. Database Maintenance.

The MMS Provider must update the database on a 24-hour basis at a minimum and provide for on-line electronic access to database elements for a period of one year from date of pickup. After one year, hard copy records may be maintained as required by the Examination of Records Clause contained in GSA Form 3504.

2-6.6.5. On-site Quality Control Service. If a shipping agency requests, the MMS Provider must arrange for quality control personnel to provide on-site inspection service at the origin/destination residence at pickup/delivery. 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, and satisfactory performance of unpacking. The actual cost of the service to be performed is negotiable between the MMS Provider and the shipping agency. The agreed upon price must be stated in a written document and retained by both parties. The document will be construed as a one-time only amendment to the MMS Provider's rate offer filing. A copy of the written document must be included in the MMS Provider's voucher for payment. The Provider may engage outside sources to perform these services provided that they are representatives or employees of a HHG TSP, freight forwarder, or agent thereof.

2-6.6.6. Quality Assurance Plan.

If requested by the shipping agency, the MMS Provider must provide the shipping agency with a quality assurance plan to assist in assuring quality service and must also designate quality assurance personnel to execute the plan.

2-6.6.7. Claims Preparation, Filing, and Settlement Assistance.

If the employee or shipping agency requests, the MMS Provider must provide immediate loss/damage claim preparation/filing assistance, including follow-up assistance for any subsequently discovered loss or damage. The Provider must review and negotiate any settlement offer that is inconsistent with the TSP's liability or HTOS provisions, and in the case of an impasse must refer the complete file to the shipping agency. The MMS Provider also must counsel the employee 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.

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 November 1, 2015, the percentage stated in the submitting TSP's offer will be based on mileage provided by ALK Technologies, Inc., Web Based Version **29**. One exception is that GSA has determined that all surface household goods shipments between any point in the conterminous United States and a Canadian province will be based on current the Rand McNally mileage in place November 1, 2015.

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 cube. All TSPs must have written approval from the RTO certifying officer 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. Items which are typically not considered UAB items and are placed in a larger than specified container size on the GBL will not be approved by DOS prepayment auditors.

2-7.2. Rates or Charges

2-7.2.1. DOMESTIC.

2-7.2.1.1. Household Goods

The percentage stated in the submitting TSP's rate offer represents a bottom line discount off the total cost of the move for transportation and all accessorials services based on the rates and charges published in the GRT for a specific domestic move. The bottom line 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.

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.

2-7.2.1.3. Unaccompanied Air Baggage (UAB) - Alaska 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.

Weight Group	Base-Line per Kilogram(KG)
45 to 134 kg	US$1.16
135 to 224 kg	US$1.05
225 to 314 kg	US$1.00
315 to 404 kg	US$0.96
405 and over kg	US$0.91

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 household goods, 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 household goods, 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 household goods 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.

1(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 Transportation Officer.

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 GBL/CBL 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 GBLIO/RTO 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, disinfestation, 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 Federal agency 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 RTO 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 RTO 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 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 2-7.2.2.6.2.2 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 Section 10 of the HTOS.

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 RTO 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.

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

2-7.2.2.6.2.2. Unaccompanied Air Baggage (UAB)

The following base-line rate table is applicable to the shipment of UAB.

	Base-Line per

Weight Group	Kilogram(KG)
45 to 134 kg	US$1.16
135 to 224 kg	US$1.05
230 to 314 kg	US$1.00
315 to 404 kg	US$0.96
405 and over kg	US$0.91

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 conterminous 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 Section 2, Parts E and F, including Section 6 of the applicable GRT, 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 conterminous United States, Service Area 1 through 16, inclusive, and Alaska Service Areas defined in Section 5-2.

2-7.4.2. Intra Alaska.

Transportation charges for shipments moving between two points in the State of Alaska (intrastate Alaska) will be published in Section 7 of GSA01, as revised. For distances in excess of 1,000 miles, the rate offers applicable for each "Add'l 100 miles" as shown in Section 3 of the GSA01, will apply for each 100 miles, or fraction thereof, in excess of 1,000 miles, in addition to the base transportation charge for 1,000 miles in Section 7.

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 released at full 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. Application of Tariff or Bureau Issued GRT.

Item 190 of GRT or any comparable item in an otherwise applicable intrastate tariff, will not apply.

2-7.5.1.4. Cost included in TSP's offer.

The cost of released 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. TSP may not charge a Federal agency for full replacement value.

2-7.5.2. DOMESTIC.

2-7.5.2.1. Transportation.

2-7.5.2.1.1.

All domestic shipments moving pursuant to CHAMP, unless as otherwise noted in this RFO, are released at the base 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 valuation 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 valuation, 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 valuation, 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 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 valuation 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 valuation, 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 valuation, 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) (formerly Shipment Charge)

2-7.6.1. Amount of Charge.

The IFF is due on the total net transportation charges billable to the government excluding fees for SIT (to include first day of storage, each additional day of storage and pickup and delivery (drayage)). For Domestic shipments, the GSA IFF will be 2.50% of the household goods net charges (includes line-haul, accessorial, packing charges, fuel surcharges, etc.), excluding SIT charges, per shipment subject to the following provisions. For International shipments, the GSA IFF will be 1.50% of the household goods net charges (includes line-haul, accessorial, packing charges, fuel surcharges, etc.), excluding SIT charges, per shipment subject to the following provisions. GSA's IFF will be assessed only against the household goods element of the net transportation charge (excluding SIT). An IFF is not assessed against POV and 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 only against the household goods element of the net transportation charge (excluding SIT). An IFF is not accessed against POV and UAB shipments unless an agreement has been developed. If there are multiple HHG shipments, an IFF is assessed on each HHG 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 only against the household goods element of the net transportation charge (excluding SIT). An IFF is not accessed against POV and UAB shipments unless an agreement has been developed. If there are multiple HHG shipments, an IFF is assessed on each HHG 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 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/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 household goods 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. Length of Storage-in-Transit.

Notwithstanding any other provisions of the GRT, the TSP must provide, when required, SIT at destination for shipments handled under the HTOS. SIT is defined as the holding of a shipment or portion thereof at or in the facilities or warehouse used by the TSP for storage, pending further transportation. In accordance with FTR 302-7.9, SIT may not exceed 150 days for CONUS to CONUS shipments or 180 days for shipments which include an OCONUS origin or destination. SIT may not exceed these identified time periods, unless extended by mutual agreement between the RTO and the TSP, after which time, liability as TSP shall terminate, the applicable interstate or international character of the shipment or portion thereof shall cease, the warehouse shall be considered the destination of the property, the warehouseman shall be agent for the shipper, and the property shall then be subject to the rules, regulations, and charges of the warehouseman.

2-7.8. Unpacking and Debris Removal - RESERVED.

2-7.9. Excessive Distance Carry.

Notwithstanding any other provisions of the Item 160 of the GRT, any reference to a distance of less than 100 feet will be construed as 100 feet.

2-7.10. Delivery Out of Storage-in-Transit.

Charges for pickup or delivery out of storage as provided in Item 210 of the GRT, will apply depending upon the location of the warehouse when the point of original pickup or delivery and warehouse are both located within the same municipality or within a distance of 50 miles or less. Any references to a distance of 30 miles will be construed as a distance of 50 miles.

2-7.11. Crating Services.

Regardless of possible use of a third party service for crating, crating services will be quoted, billed and paid as provided in the GRT. In the event that a third party is used to provide crating services and the charges are in excess of those provided in the GRT, the RTO has the authority to waive and negotiate the excess crating charges in whole or in part, based on the circumstances of the use of third party services.

2-7.12. Weight Variance.

Unless otherwise noted in this RFO, in the event the actual shipment weight is greater than 115% of the premove survey weight, the TSP must notify the RTO or its designated representative prior to billing the Federal Agency of the original weighing and be prepared to justify the difference. In the event the TSP fails to notify the RTO or third party representative, the TSP stipulates that the agreed weight of the shipment will be 115% of the premove survey weight. In the event the TSP fails to adequately justify the difference between the actual and premove survey weights, the TSP stipulates that the agreed weight of the shipment will be 115% of the premove survey weight. The agreed weight shall take precedence over the actual weight for the assessment of transportation, accessorial, and storage-in-transit charges when based on weight. The RTO has the authority to waive this provision.

2.7.12.1. Verification of Weight Variance.

In order to apply the weight variance rule, it is recommended that a copy of the premove survey be included with the billing voucher and other documents.

2-7.13. Exceptions to Item 118 of GRT

The provisions of Item 118 of the GRT, Attempted Delivery to Residence from SIT, will not apply:

1) When the delivery is attempted after 5 PM or before 8 AM unless previously agreed to or requested by the shipper; or
2) When the delivery is attempted between the hours of 8 AM and 5 PM but at a time other than that previously requested or agreed to by the shipper; or
3) If delivery is not attempted or shipper is not otherwise contacted, within 90 minutes of the prearranged and agreed to delivery time.

2-7.14. Shipments of Unaccompanied Air Baggage

All unaccompanied air baggage shipments will be packed in Tri-wall containers measuring no more than 15 cube. All TSPs must have written approval from the BL certifying officer 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.

2-7.15. Reweighing of Shipments Which Exceed 18,000 Pounds

Prior to the commencement of the unloading of a shipment weighed at origin which exceeds the 18,000 pound maximum weight allowance (effective August 1, 2011 a 2,000 pound packing allowance was added to account for weight of packing materials), the TSP shall reweigh the shipment at destination. This reweigh must take place at a certified weight scale and be conducted by an authorized weigh master. The charges to the Federal agency shall be based on the lower of the two weights and copies of both sets of weight tickets shall be provided to the Federal agency prior to submitting the invoice for payment.

2-7.16. Non-Temporary Storage

Tender rate offers will apply into the TSP warehouse for non-temporary storage. Rates for monthly non-temporary 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.

2-8. Restrictions on International Transportation of Household Goods.

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 RTO 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. Claim Settlement Penalty.

In the event that the TSP fails to settle a claim within 30 days after receipt due to TSP's failure, the TSP will pay a $30.00 per day penalty to the Federal agency. The total penalty shall not exceed $300.00. The RTO has the authority to waive the penalty in whole or in part based on circumstances of the delay.

2-10. Exception Status.

The following provision applies; accepted rate offers may be placed in an exception status and rate offers will be withdrawn from GSA Cost Comparison data base upon failure to meet HTOS requirements, pending temporary non-use, suspension and/or debarment. In those instances where shipment takes place after effective date of exception status, the TSP's rate offer(s) as indicated on this tender will apply and remain in effect until terminated as provided by RFO.

2-11. 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.

2-12. Rights Reserved.

2-13. Termination.

The following provisions apply in lieu of Item 20e, Optional Form 280.

(a) Accepted rate offers may be terminated and the TSP placed in a temporary non-use status by the Government immediately upon determination that a TSP has failed to satisfactorily respond to a show cause notice;

(b) Accepted rate offers may be terminated by the Government immediately upon the debarment or suspension of the TSP in accordance with 41 CFR 101-40.4;

(c) Except as provided in (a) and (b) above, accepted rate offers may be terminated at any time by either party hereto upon sixty (60) days notice in writing to the other. Termination under this clause shall not affect, or relieve any part of, any obligation or liability that may have accrued prior to such termination; and,

(d) Upon termination of the rate offer under (a), (b), or (c) above, or 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 such termination, 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 terminated; 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.

2-14. TERMINATION FOR CONVENIENCE OF THE GOVERNMENT.

The Government, by written notice, may terminate all or part of the rate offer(s) accepted in accordance with the RFO, in whole or in part, when it is in the Government's best interest. If a rate offer(s) is terminated, the Government shall be liable only for payment for services rendered before the effective date of the termination.

2-15. Item 21, Optional Form 280.

By submission of a rate offer to the GSA in accordance with this RFO, the submitting firm agrees to and/or meets the terms and conditions of the Uniform Tender of Rates and/or Charges for Transportation Services, Optional Form 280, except as provided in RFO Section 2-13. In addition to the provisions of Item 21, Optional Form 280, the following provision applies: (5) on commercial bills of lading endorsed with the following legend, "Transportation under this tender is for the (name of specific agency) and the actual total transportation charges paid to the TSP(s) by the shipper will be reimbursed by the Government. This may be confirmed by contacting the agency at_____.

SECTION 3
NON-ALTERNATING - SPECIAL AGENCY PROVISIONS

3-1. General.

TSPs may file non-alternating, agency specific rate offers as identified below. Non-alternating rate offers will apply specifically to those Federal agencies/locations 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. The rate offer is also subject to the provisions as set out in this RFO and Special Instructions 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 SIT. Except as noted otherwise, the remaining provisions of Item 190-1 will apply. 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 a shipment's released value of $7.00 times the net weight of the shipment in pounds or $126,000.00, whichever is less.

3-2.2.2. 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 Section 2-7.12, 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.

3-3. Department Of Veterans Affairs (VA) – International (DVADC)

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 Section 2-7.12, 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.

3-4. Department Of Interior, Interior Business Center (NBC), Denver, CO – Domestic and International (NBCCO)

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.

NBCCO applies to all domestic and international shipments for which the NBC office located in Denver, CO issues the Government Bill of Lading and/or Commercial Bill of Lading.

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 NBCCO 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 NBCCO 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 NBCCO 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 NBCCO 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 Section 2-7.12, all domestic and international NBCCO shipments shall be subject to a 110% weight variance.

3-4.7. Provider – Domestic and International

NBCCO is requesting rate offers for the provision of Move Management Service (MMS) (M rates) only. Rate offers for General Transportation Services (G rates) will not be accepted.

3-4.8. Volume.

The NBCCO is estimating that the volume of shipments under this RFO is 750 to 1,000 shipments.

3-5. US Geological Survey (USGS), Reston, VA – Domestic and International (GEOVA)

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 and identified as Agency Specific Codes in Section 5-1.

3-5.1. Application.

GEOVA applies to all domestic and international shipments for which the USGS office located in Reston, VA issues the Government Bill of Lading and/or the Commercial Bill of Lading.

3-5.2. Released Valuation - Domestic.

In lieu of the TSP liability at $6.00 as provided for in Section 2-7.5.2, all domestic GEOVA 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 GEOVA for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-5.3. Excess Released Value - Domestic.

3-5.3.1. 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.

3-5.3.2. 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 weight of the shipment in pounds or $117,000.00, whichever is less.

3-5.4. Released Valuation - International.

In lieu of the TSP liability at $6.00 as provided for in Section 2-7.5.3, all international GEOVA 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 GEOVA 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 - International.

3-5.5.1. 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.

3-5.5.2. 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.

3-5.6. Weight Variance – Domestic and International.

In lieu of the weight variance of 115% as provided for in Section 2-7.12 of this RFO, all domestic and international GEOVA shipments shall be subject to a 110% weight variance.

3-5.7. Provider – Domestic and International

GEOVA is requesting rate offers for the provision of Move Management Service (MMS) (M rates) only. Rate offers for General Transportation Services (G rates) will not be accepted.

3-5.8. Volume.

The GEOVA is estimating that the volume of shipments under this RFO is 75 shipments.

3-6. US Forest Service, Albuquerque, NM – Domestic and International (FSVNM)

TSPs submitting rate offers in accordance with Section 3-6, 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.

3-6.1. Application.

FSVNM applies to all domestic and international shipments for which the US Forest Service office located in Albuquerque, NM issues the Government Bill of Lading and/or the Commercial Bill of Lading.

3-6.2. Released Valuation - Domestic.

In lieu of the TSP liability at $6.00 as provided for in Section 2-7.5.2, all domestic FSVNM 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 FSVNM for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-6.3. Excess Released Value - Domestic.

3-6.3.1. 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 net weight of the shipment or $117,000.00 in pounds, whichever is less.

3-6.3.2. 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.

3-6.4. Released Valuation - International.

In lieu of the TSP liability at $6.00 as provided for in Section 2-7.5.3, all international FSVNM 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 FSVNM for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-6.5. Excess Released Value - International.

3-6.5.1. 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 shipments released value of $8.50 times the net weight of the shipment in pounds or $153,000.00, whichever is less.

3-6.5.2. 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.

3-6.6. Weight Variance – Domestic and International.

In lieu of the weight variance of 115% as provided for in Section 2-7.12 of this RFO, all domestic and international FSVNM shipments shall be subject to a 110% weight variance.

3-6.7. Provider – Domestic and International

FSVNM is requesting rate offers for the provision of Move Management Service (MMS) (M rates) only. Rate offers for General Transportation Services (G rates) will not be accepted.

3-6.8. Volume.

The FSVNM is estimating that the volume of shipments under this RFO is 1,000 shipments.

3-7. Department of Treasury, Administrative Resource Center (ARC), Parkersburg, WV – Domestic and International (ARCWV)

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 (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 Shipment 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 Section 2-7.12, all ARCWV shipments shall be subject to a 110% weight variance.

3-7.6. 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
- Shuttle service
- Crating up **to $1,00.00** (any amount above this must have prior approval by the ARC)
- **All** uncrating
- Servicing of appliances, **such as refrigerators and washing machines**, except third party services
- Debris pickup
- **All cost and labor associated with television cartons or boxes (LCD, LED, Plasma television) requirements**

3-7.7. 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

3-7.8. 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.

3-7.9. Volume.

The ARC is estimating that the volume of shipments under this RFO for ARCWV is **700** domestic shipments and 900 international shipments.

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

3-8.1. General.

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 Section 2-7.12, 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. 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

3-8.4. Domestic Volume.

The DEA is estimating that the volume of shipments under this RFO is 500 shipments.

3-8.5. 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 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.

3-8.6. 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.

3-8.7 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.

3-8.8. 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.

3-8.9. 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.

3-8.10. Claims Report.

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.

3-8.11. Staffing Requirement.

All TSPs must use trained personnel qualified in their assigned duties in packing and or handling of personal property. TSPs 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.

3-9. US Postal Service, Washington, DC – Domestic and International (USPDC)

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.

3-9.1. Provider – Domestic and International.

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 (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 Section 2-7.12, 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 remain at $180,000.00. 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. Application of Rate Offers – DOMESTIC SHIPMENTS ONLY.

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 (any amount above this must have prior approval by the US Postal Service)
- 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 cost and labor associated with television cartons or boxes (LCD, LED and Plasma television) requirements

3-9.7. Volume.

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 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. Initiation of GSA Form 3080 (3080).

TSPs submitting rate offers for GSADI must initiate an electronic 3080 for all shipments moved under GSADI. Electronic 3080s must be initiated via the Transportation Management Services Solution (TMSS) system. In a July 11, 2013 email, TSPs were provided with three (3) options for initiating electronic 3080s along with formatting requirements. 3080s for shipments moving under GSADI must be initiated by either Option 1- accessing the 3080 module via TMSS and entering the basic shipment information to include: required employee and Agency Move Coordinator (AMC) contact information, origin/destination of shipment, TSP SCAC, pick-up date, delivery date, Federal Agency Identification Code (FAIC), Bill of Lading number, and type of shipment (HHG, UAB or POV); or Option 2 - uploading the basic shipment information identified in Option 1 into TMSS in accordance with the formatting instructions provided in the July 11, 2013 email. 3080s for shipments moved under GSADI MAY NOT be submitted via Option 3 which allows for the uploading of the basic shipment information along with the employee and/or AMC ratings/responses. 3080s for GSADI will only be accepted when initiated via Option 1 and/or Option 2.

3-10.7. 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.

3-10.8. Volume.

The GSADI is estimating that the volume of shipments under this RFO is 300 shipments.

3-11. Department Of Interior, National Park Service (NPS) Omaha, NE – Domestic and International (NPSNE)

TSPs submitting rate offers in accordance with Section 3-11, 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.

3-11.1. Application.

NPSNE applies to all domestic and international shipments for which the NPS office located in Omaha, NE issues the Government Bill of Lading and/or Commercial Bill of Lading. NPSNE is currently responsible for the relocation requirements for the NPS's Midwest, Southeast and Northeast Regions with the possibility of adding responsibility for additional regions in the future.

3-11.2. Released Valuation - Domestic.

In lieu of the TSP liability at $6.00 as provided for in Section 2-7.5.2, all domestic NPSNE 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 NPSNE for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-11.3. Excess Released Value - Domestic.

3-11.3.1. 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.

3-11.3.2. 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.

3-11.4. Released Valuation - International.

In lieu of the TSP liability at $6.00 as provided for in Section 2-7.5.3, all international NPSNE 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 NPSNE for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-11.5. Excess Released Value - International.

3-11.5.1. 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.

3-11.5.2. 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.

3-11.6. Weight Variance – Domestic and International.

In lieu of the weight variance of 115% as provided for in Section 2-7.12, all domestic and international NPSNE shipments shall be subject to a 110% weight variance.

3-11.7. Provider – Domestic and International

NPSNE is requesting rate offers for the provision of Move Management Service (MMS) (M rates) only. Rate offers for General Transportation Services (G rates) will not be accepted.

3-11.8. Volume.

The NPSNE is estimating that the volume of shipments under this RFO is 200 to 300 shipments.

3-12. Department of State (DOS) – International (DOSDC)

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 respective Originating Agency, Despatch Agency or office. The DOS will periodically provide each TSP a list of e-mail addresses for all embassies and consulates.
2. **Electronic Data Interface** (**EDI**): A copy of EDI reporting requirements has been published and is available under Section 10 and 11. As the DOS continues to improve our transportation software additional fields may be added or changes made to existing fields. TSPs will have the 30 days to adjust and pilot changes to EDI requirements. A supplemental reporting form for new TSPs and to be used in case of EDI failure can be found in exhibit 3 this form shall only be used by new TSPs pending EDI implementation or upon request by the booking office.
3. **Pre-move survey**: A copy of the pre-move survey must be submitted to the booking counselor and ALMArchive@state.gov, The subject line of the email must contain the text "Pre-move Survey", shipment type, last name of the employee and, if it has been issued, the Work Order Bill (Bill of Lading (BOL)) number.
4. **Weights and pieces**: All TSPs offering rate offers will be required to provide weights and pieces within three calendar days for Unaccompanied Air Baggage (UAB) shipments and seven calendar days for surface shipments from the day after the shipment is picked up.
5. **Inventories**: 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".
6. **Routing details**: The TSP shall provide Routing details via EDI within three calendar days for UAB shipments and seven calendar days for surface shipments from the date permission to ship was granted

by post. In cases where permission to ship requires an adjustment of the RDD, the TSP shall report a follow up date on their notice of missed RDD.

7. **Local agents**: For all shipments, the TSP must provide their selected Agent to the booking counselor within 24 hours from the time the initial booking was received.
8. **Permission to Ship**: For US to Post shipments the TSP shall report via EDI requesting permission to ship or a follow up date of the destination GSO office no later than one day after pack end. Permission to ship shall be reported in the EDI file the day after destination GSO office grants it. The email granting permission to ship or the follow up date shall be forwarded to TTMContracts@state.gov and ALMArchive@State.gov. Failure of post to respond to a request to ship shall be reported after three business days to TTMContracts@state.gov and ALMArchive@State.gov.
9. **EDI Field 11, Arrival Date:** EDI field 11 is the ETA prior to delivery and it must remain a future date until the shipment has delivered. Reporting field 11 as a past date for a shipment that has not delivered is a false report and may be penalized.
10. **EDI Field 12, Available Date:** EDI field 12 is the available date, the date the TSP or agent has the shipment in their possession at destination and is prepared to deliver it. The arrival date shall not be reported as a past date without populating the available date field. Failure to report the available date may be grounds for a missed RDD.
11. **Foreign Flags**: The TSP shall report use of either US or Foreign Flag carrier via EDI per the procedures outlined in section 10 of the RFO **(See 3-12.3 Fly America for additional information and requirements).**

3-12.1.2. 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. 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 Section 2-7.12, all international HHE surface shipments shall be subject to a 110% weight variance. 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.

3-12.1.4. Storage in Transit (SIT) charges.

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.

3-12.2. Household Goods (HHG).

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, except third party service.
3. Export and import documentation services involving customs clearances.
4. Removal and placement of each article in the residence/warehouse or other building.
5. Elevator, stair and excessive distance carry, piano/organ carry and/or heavy or bulky item charge.
6. Ferry, tunnel and bridge charges/tolls.
7. All fees for reserving parking on streets or apartment buildings.
8. 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.
9. All rate offers solicited for the DOS 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. Crating up to $250 (any amount above this must be approved by the DOS).
    i. Only the standard charge (HTOS 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.
    j. Cost of special motorcycle container (Clip-Lok).
    k. Bunker, War and Security Surcharges including 10-2 Rule Fees.
    l. All POV Fuel Surcharge regardless whether transported via a separate household goods trailer or car carrier.
    m. All sea and air fuel surcharges.
    n. All cost and labor associated with television carton or box (LCD, LED, and Plasma Televisions) regardless of size.
    o. Demurrage resulting from the packers discretionary consolidation of HHE and POV shipments
    p. All taxes including Value Added Tax (VAT).
    q. For shipments to Brazil and Venezuela only, rate offers must include all demurrage and or port changes charges.
    r. The customer or their designated representative will be allowed a one-time access at the origin warehouse to their effects at no additional charge.
10. 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 Section 12.7 of the HTOS. 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. The language below speaks only to the transport of cargo by the Department of State as the HTOS and RFO do not cover passenger travel.

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, five Open-Skies agreements include provisions that allow foreign carriers to compete to provide 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.

1. Air Transport Agreement Between the Government of the United Sates and the Government of the Kingdom of Saudi Arabia, signed May 2013: Annex I "Passenger and Cargo Preference"
   - Saudi Arabian carriers have the right to compete for transport cargo on <u>flights only between the United States and Saudi Arabia</u>.

2. Air Transport Agreement between the United States andAustralia, signed March 2008: Article 14 "U.S. Government Procured Travel"
   - *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.

3. Air Transport Agreement Between the United States and the Swiss Confederation signed June 2010: Annex II "U.S. Government Procured Transportation"
   - *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 point in the United States and points in Japan, and between Japan and any other point.

5. Air Transport Agreement between the Government of the United States and the European Community Member States signed April 2007: Annex 3 "Concerning U.S. Government Procured Transportation." Iceland and Norway became parties to this agreement pursuant to Protocol applied in June 2011.

Any air carrier that has received its Air Operator's Certificate (AOC) from an EU Member State, Iceland, or Norway is covered by this agreement.

- *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.

3.12.3.3. Other Situations.

U.S. carriers often reach code-share or blocked-space arrangements with foreign carriers. 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. Requests for permission to use a Foreign Flag carrier shall be made to RTO on the form "Request for Approval of Use of a Foreign Flag Carrier" (See Appendix C).

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 (3) days after receipt of freight 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 requiring a waiver is used may result in immediate removal of the TSP.

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

In lieu of the transit times identified in Section 10 of the HTOS, 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 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 of the RFO, 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 to ship.

Shipments that are going to miss the RDD must have a Missed RDD form sent into the GBL Issuing Office and A/LMArchive@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 8.4.1). In cases where 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 Section 10 of the HTOS, 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:

Country	RDD		Country	RDD		Country	RDD
AFGHANISTAN	60		GERMANY	59		NORWAY	55
ALBANIA	66		GHANA	75		OMAN	62
ALGERIA	60		GREECE	60		PAKISTAN	61
ANGOLA	75		GRENADA	56		PALAU	60
ARGENTINA	62		GUATEMALA	58		PANAMA	58
ARMENIA	61		GUINEA	75		PAPUA NEW GUINEA	73
AUSTRALIA	75		GUINEA-BISSAU	75		PARAGUAY	70
AUSTRIA	59		GUYANA	61		PERU	61
AZERBAIJAN	60		HOLY SEE	56		PHILIPPINES	75
AZORES	60		HONDURAS	58		POLAND	59
						PORT AU PRICE	45
BAHAMAS	45		HONG KONG	64		PORTUGAL	60
BAHRAIN	59		HUNGARY	56		QATAR	59
BANGLADESH	75		ICELAND	52		ROMANIA	66
BARBADOS	45		INDIA	74		RUSSIA	59
BELARUS	66		INDONESIA	73		RWANDA	75
						SAMOA	73
BELGIUM	56		IRAN	60		SAUDI ARABIA	55

BELIZE	58		IRAQ	60		SCOTLAND	60
BENIN	75		IRELAND	57		SENEGAL	75
BERMUDA	45		ISRAEL	61		SERBIA	66
BOLIVIA	60		ITALY	56		SIERRA LEONE	75
BOSNIA - HERZEGOVINA	54		JAMAICA	45		SINGAPORE	71
BOTSWANA	75		JAPAN	63		SLOVENIA	59
BRAZIL	75		JORDAN	61		SLOVAK REPUBLIC	60
BRUNEI	75		KAZAKHSTAN	75		SOMALIA	75
BULGARIA	66		KENYA	75		SOUTH AFRICA	75
BURKINA FASO	75		KOREA	67		SOUTH SUDAN	75
			KOSOVO	57		SPAIN	59
BURUNDI	75		KUWAIT	59		SRI LANKA	74
CAMBODIA	73		KYRGYZSTAN	60		SUDAN	75
CAMEROON	75		LAO PEOPLE'S DEMOCRATIC REP	73		SURINAME	61
CAPE VERDE	75		LATVIA	56		SWAZILAND	75
CENTRAL AFRICAN REPUBLIC	75		LEBANON	61		SWEDEN	55
CHAD	75		LESOTHO	75		SWITZERLAND	60
CHILE	62		LIBERIA	75		SYRIAN ARAB REPUBLIC	61
CHINA	75		LIBYA	60		TAIWAN	64
COLOMBIA	61		LITHUANIA	66		TAJIKISTAN	60
CONGO	75		LUXEMBOURG	56		TANZANIA	75
COSTA RICA	56		MACEDONIA	60		THAILAND	70
			REPUBLIC OF MADAGASCAR	75			
COTE D'IVOIRE	75					TOGO	75
CROATIA	56		MALAWI	75		TRINIDAD AND TOBAGO	51
CUBA	45		MALAYSIA	71		TUNISIA	62
CYPRUS	66		MALI	75		TURKEY	70
CZECH REPUBLIC	59		MALTA	46		TURKMENISTAN	75
DEMOCRATIC REPUBLIC OF THE CONGO	75		MARSHALL ISLANDS	60		UGANDA	75
DENMARK	55		MAURITANIA	75		UKRAINE	75
DJIBOUTI	75		MAURITIUS	75		UNITED ARAB EMIRATES	62
DOMINICAN REPUBLIC	45		MEXICO	48		UNITED KINGDOM	57
EQUADOR	63		MICRONESIA	56		URUGUAY	60
EAST TIMOR	75		MOLDOVA, REPUBLIC OF	60		UZBEKISTAN	75
EGYPT	60		MONGOLIA	75		VENEZUELA	61
EL SALVADOR	58		MONTENEGRO	60		VIET NAM	73
EQUATORIAL GUINEA	75		MOROCCO	59		WESTERN SAMOA	60

ERITREA	75		MOZAMBIQUE	75		YEMEN	75
ESTONIA	55		MYANMAR	67		ZAMBIA	75
ETHIOPIA	75		NAMIBIA	75		ZIMBABWE	75
FIJI	73		NEPAL	75			
FINLAND	55		NETHERLANDS	56			
FRANCE	56		NETHERLAND ANTILLES	61			
GABON	75		NEW ZEALAND	74			
GAMBIA	75		NICARAGUA	56			
GEORGIA	60		NIGER	75			
			NIGERIA	75			

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 in to 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. Petersburg 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 the RFO 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.

3-12.9. International Volume.
The DOS is estimating that the volume of shipments under this RFO is 10,100 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 equipments. 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 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:

Internal Cube		L	W	H	Inches
5	CUBE	30	18	16.5	
10	CUBE	37	19	27	
15	CUBE	37	24	30	

The carton dimensions will vary no more than two inches due to the overwrap material and small manufacturing variance in the cardboard, in no case shall dimensions exceed 15 cube without 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 Advisory Section 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. Only glass filament tape shall be used for banding suitcases or other soft containers.

J. All banding of baggage shall be a minimum of three (3) straps to each piece, one (1) 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 1% of the invoice price, which is paid by the TSP.

TSPs NOT currently doing business with the DOS in US Bank Freight Payment MUST contact Ms. Colleen Coyne at CoyneCM@state.gov and the A/LM ARCHIVE at A/LMARCHIVE@STATE.GOV within one week of receipt of this RFO. Ms. Coyne 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 you will be submitting your rate offer under.

Once all required information has been submitted to US Bank Freight Payment, they will provide the TSP with a contract to sign and return to them (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, they must contact US Bank Freight Payment and obtain access.

In order to most efficiently streamline the auditing process and help expedite the payment of TSP vouchers, the supporting documents should be attached to each TSP invoice in US Bank Freight Payment (a function only available in PAYMENT MANAGER).

> *NOTE: The DOS's system will only accept one 1(one) Invoice per Work Order Number. Once an invoice has gone to "Approval Final", "Payment Initiated" or "Payment Settled" 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.

3-12.14. Excess weight charges.

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. If the rate offer is on file with TMSS 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 are you authorized to waive an overweight payment.** The TSP shall report Weights shall be 100% accurately and not modified to fit the employee's entitlement. Once payment has been received, the DOS will notify you that the shipment can be forwarded to destination. This hold time does not count against your 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 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).

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.

3-12.19. Claims Report.

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. Contact the DOS Tender Administrator to receive an electronic copy of this report.

3-12.20. Staffing Requirement - Domestic and International.

All TSPs must use trained personnel qualified in their assigned duties in packing and or handling of personal property. TSPs 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 or DOSDD.

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 international or domestic moves. Only one tender number shall be submitted for domestic and one for International. Submission of multiples 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 accessorial 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 190000105 for the requested Federal Agency ID Code (FAIC). For shipments booked by the DOS offices other than the DC office, please enter 190000105 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. If you have any questions about GSA's electronic 3080, please contact Robyn Bennett at robyn.bennett@gsa.gov. **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 (from 3-4.1.1)
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

3-13. Department of State (DOS) – Domestic (DOSDD)

3-13.1. General.

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.

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. Application of Rate Offers.

Services included in domestic offer
(95% of all domestic shipments are expected to be delivered to the DOS storage facility in Hagerstown, MD for NTS)

All domestic rate offers solicited for the DOS are rated at the Max-pack and must incorporate unpacking and the following accessorial services:

s. ATC Charges
t. All long carry charges at origin
u. All long carry charges at destination
v. All stair carries
w. Elevator charges also referred to as Inside Lift. An elevator or lift is defined as part of the permanent structure of the building.
x. All charges associated with heavy or bulky items, to include piano/organ.
y. All charges for shuttle service.
z. All fees for reserving parking on streets or apartment buildings.
aa. Crating up to $250 (any amount above this must be approved by the DOS)
bb. All uncrating
cc. Only the standard charge (HTOS 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
dd. Cost of special motorcycle container (Clip-Lok)
ee. All Surcharges or Security fees associated with ocean portion of Alaska Moves
ff. All POV Fuel Surcharge regardless whether transported via a separate household goods trailer or car carrier
gg. All cost and labor associated with television carton or box (LCD, LED, and Plasma Televisions) requirements.

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

3-13.5. 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.

3-13.6. Domestic Accessorial Service Rules for Labor Charges.

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 GSA01. Waivers may be considered only under extraordinary circumstances.

3-13.7. Domestic Volume.

The DOS is estimating that the volume of shipments under this RFO is 3,000 shipments.

3-13.8. Domestic Affiliated Van Lines.

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 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.

3-13.9. 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 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 our DOS counselors.

3-13-10. Storage In Transit (SIT).

TSPs are required by the DOS to bill all SIT charges based on the destination listed on the GBL, not the actual SIT location. Any shipment placed in SIT outside the 50-mile radius shall be considered SIT at TSP's convenience (HTOS 5.5.2) unless the issuing office authorized in writing SIT over 50-miles from the destination listed on the GBL.

3-13.11. 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 1% of the invoice price, which is paid by the TSP.

TSPs NOT currently doing business with the DOS in US Bank Freight Payment MUST contact Ms. Colleen Coyne at CoyneCM@state.gov and the A/LM ARCHIVE at A/LMARCHIVE@STATE.GOV within one week of receipt of this RFO. Ms. Coyne 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 you will be submitting your rate offer under.

Once all required information has been submitted to US Bank Freight Payment, they will provide the TSP with a contract to sign and return to them (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, they must contact US Bank Freight Payment and obtain access.

In order to most efficiently streamline the auditing process and help expedite the payment of TSP vouchers, the supporting documents should be attached to each TSP invoice in US Bank Freight Payment (a function only available in PAYMENT MANAGER).

> *NOTE: The DOS's system will only accept one 1(one) Invoice per Work Order Number. Once an invoice has gone to "Approval Final", "Payment Initiated" or "Payment Settled" 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.

3-13.12. Excess weight charges.

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. If the rate offer is on file with TMSS 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 are you authorized to waive an overweight payment.** The TSP shall report Weights shall be 100% accurately and not modified to fit the employee's entitlement. Once payment has been received, the DOS will notify you that the shipment can be forwarded to destination. This hold time does not count against your transit time.

3-13.13. 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.

3-13.14. 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.

3-13.15. Non-acceptance of locked gun cabinets and other similar items.

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).

3-13.16. 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.

3-13.17. Claims Report.

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. Contact the DOS Tender Administrator to receive an electronic copy of this report.

3-13.18. Staffing Requirement.

All TSPs must use trained personnel qualified in their assigned duties in packing and or handling of personal property. TSPs 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 or DOSDD.

3-13.19. 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.

3-13.20. Multiple Tender Numbers.

A TSP shall not submit multiple tender numbers when submitting rate offers for international or domestic moves. Only one tender number shall be submitted for domestic and one for International. Submission of multiples could result in the DOS selecting only one or not selecting any at all.

3-13.21. 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 this RFO and Special Instructions. Excess demurrage caused by consolidation of HHE and POV shipments is not an acceptable accessorial expense.

3-13.22. 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.

3-13.23. Inventories.

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".

3-13.24. Reporting.

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.

3-13.25. 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 190000105 for the requested Federal Agency ID Code (FAIC). For shipments booked by the DOS offices other than the DC office, please enter 190000105 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. If you have any questions about GSA's electronic 3080, please contact Robyn Bennett at robyn.bennett@gsa.gov. **Under no circumstances shall the TSP send the customer a 3080 form soliciting the Traveler's Social Security Number.**

3-13.26. Forms required for the exportation of POV.
Exhibit 1 List of Forms
Exhibit 2 Power of attorney format
Exhibit 3 Supplemental Reporting form (from 3-4.1.1)
Exhibit 4 Reporting locations

3-13.27. 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

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

3-14.1. General.
The DOS maintains a warehouse in Hagerstown, MD. 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 August 1, 2012 and July 31, 2013, there were approximately 246 shipments with an average weight of 3,000 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, any unusual items requiring special attention and if the existing liftvan may be used or if a new liftvan is required. 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 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. All debris generated by the TSP must be removed by the TSP. The TSP may use the ISPM 15 containers the household goods effects are already packed in or 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. 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

3-15.1. General.

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.

3-15.2. Application.

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 count and gross weights for shipments for CY2013 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.

Post	Type	Count	Avg-Gross
Kinshasa	**HHE**	**33**	**2,413.30**

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 2910 must be used; however, rate offers accepted under DOSSA will apply only to the post of Kinshasa and not the entire country of Democratic Republic of the Congo. 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 Kinshasa must be by air.

Exhibit 1

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.

Exhibit 2

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
_____ ____ Vehicle
Identification Number (VIN) Title Number

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

FORM APPROVED OMB NO. 1651-0014 Exp. 01-31-2010

Paperwork Reduction Act Statement: An agency may not conduct or sponsor an information collection and a person is not required to respond to this information unless it displays a current valid OMB control number and an expiration date. The control number for this collection is 1651-2010. The estimated average time to complete this application is 45 minutes. If you have any comments regarding the burden estimate you can write to U.S. Customs and Border Protection, Office of Regulations and Rulings, 799 9th Street, NW., Washington DC 20229.

PART I -- TO BE COMPLETED BY ALL PERSONS SEEKING FREE ENTRY OF ARTICLES (Please consult with the CBP official for additional information or assistance. REMEMBER--All of your statements are subject to verification. 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	
	6. NAME OF ARRIVING VESSEL CARRIER AND FLIGHT/TRAIN	

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

8. THE ARTICLES FOR WHICH FREE ENTRY IS CLAIMED BELONG TO ME AND/OR MY FAMILY AND WERE IMPORTED	A. DATE	B. NAME OF VESSEL/CARRIER	C. FROM (Country)	D. B/L OR AWB OR I.T. NO.
E. NUMBER AND KINDS OF CONTAINERS		F. MARKS AND NUMBERS		

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/OUR ARRIVAL ("X" One)
☐ (1) Returning resident of the U.S. (2) Nonresident: ☐ a. Emigrating to the U.S. ☐ b. Visiting the U.S.

10. STATEMENT(S) OF ELIGIBILITY FOR FREE ENTRY OF ARTICLES
I the undersigned further declare that ("X" all applicable items and submit packing list) :

A. Applicable to RESIDENT and NONRESIDENT

☐ (1) All household effects acquired abroad for which free entry is sought were used abroad for at least one year by me or my family in a household of which I or my family was a resident member during such period of use, and are not intended for any other person or for sale. (9804.00.05, HTSUSA)

☐ (2) All instruments, implements, or tools of trade, occupation or employment, and all professional books for which free entry is sought were taken abroad by me or for my account or I am an emigrant who owned and used them abroad. (9804.00.10,9804.00.15, HTSUSA)

B. Applicable to RESIDENT ONLY

☐ All personal effects for which free entry is sought were taken abroad by me or for my account. (9804.00.45, HTSUSA)

C. Applicable to NONRESIDENT ONLY

☐ (1) All household effects acquired abroad for which free entry is sought were used abroad for at least one year by me or my family in a household of which I or my family was a resident member during such period of use, and are not intended for any other person or for sale. (9804.00.05, HTSUSA)

☐ (2) Any vehicles, trailers, bicycles or other means of conveyance being imported are for the transport of me and my family and such incidental carriage of articles as are appropriate to my personal use of the conveyance. (9804.00.35, HTSUSA)

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 personal possession of the importer, or of a member of the importer's family residing with the importer, while abroad, and that they were imported into the United States because of the termination of assignment to extended duty (as defined in section 148.74(d) of the Customs Regulations) at a post or station outside the United States and 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. Free entry for these effects is claimed under Subheading No. 9805.00.50, Harmonized Tariff Schedule of the United States.

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 (Certain articles may be subject to duty and/or other requirements and must be specifically declared herein. Please check all applicable items and list them separately in item D on the reverse.)

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.

CBP Form 3299 (10/09)

Exhibit 5 Continued

D. LIST OF ARTICLES

(1) ITEM NUMBER CHECKED IN PART IV, A., B., C.	(2) DESCRIPTION OF MERCHANDISE	(3) VALUE OF COST OF REPAIRS	(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.*

PART V -- CARRIER'S CERTIFICATE AND RELEASE ORDER

The undersigned carrier, to whom of upon whose order the articles described in PART I, 8., 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), Tarriff 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) 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)	1. SIGNATURE OF CBP OFFICIAL	2. DATE

CBP Form 3299 (10/09)

Instructions for completing DOT HS-7 Declaration for Motor Vehicles Importation Dated 5-2006 (see Exhibit 6)

A cleaner copy of this form may be obtained from www.nhtsa.gov. As of June 4, 2010 the form is at http://www.nhtsa.gov/cars/rules/import/hs799short.pdf

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.

Exhibit 6

US Department of Transportation
National Highway Traffic Safety Administration

— DECLARATION —

Importation of Motor Vehicles and Motor Vehicle Equipment Subject to Federal Motor Vehicle Safety, Bumper and Theft Prevention Standards

OMB No. 2127-0002
Public Law 100—562, 49 USC Chap. 301

PORT OF ENTRY	CUSTOMS PORT CODE	CUSTOMS ENTRY NO.	ENTRY DATE
MAKE OF VEHICLE	MODEL	YEAR	VEHICLE IDENTIFICATION NUMBER (VIN)
REGISTERED IMPORTER NAME AND NHTSA REGISTRATION NUMBER *(Required when Box 3 is checked)*			VEHICLE ELIGIBILITY NO. *(Box 3)*
DESCRIPTION OF MERCHANDISE IF MOTOR VEHICLE EQUIPMENT			

☐ 1. The vehicle is 25 or more years old or the equipment item was manufactured on a date when no applicable Federal Motor Vehicle Safety Standard or Theft Prevention Standard was in effect.

Date of manufacture: _____ [591.5(i)]

☐ 2A. The vehicle or equipment item conforms to all applicable Federal Motor Vehicle Safety Standards (or the vehicle does not conform solely because readily attachable equipment items that will be attached to it before it is offered for sale to the first purchaser for purposes other than resale are not attached), and Bumper and Theft Prevention Standards, and bears a certification label or tag to that effect permanently affixed by the original manufacturer to the vehicle or affixed by the manufacturer to the equipment item, or to its delivery container, in accordance with applicable National Highway Traffic Safety Administration (NHTSA) regulations [591.5(b)].

☐ 2B. The vehicle was certified by its original manufacturer as conforming to all applicable Canadian motor vehicle safety standards and its original manufacturer confirms that the vehicle conforms to all applicable U.S. Federal Motor Vehicle Safety, Bumper, and Theft Prevention Standards (or that it conforms to all such standards except for the labeling requirements of Standards Nos. 101 and 110 or 120, and/or the specifications of Standard No. 108 relating to daytime running lamps), and is not a salvage motor vehicle, a repaired salvage motor vehicle, or a reconstructed motor vehicle, and I am importing it for personal use. [591.5(g)]

Attachment: Copy of the manufacturer's confirmation letter.

☐ 3. The vehicle does not conform to all applicable Federal Motor Vehicle Safety and Bumper Standards, but does conform to applicable Federal Theft Prevention Standards, but I am eligible to import it because NHTSA has determined that the model and model year of the vehicle to be imported is eligible for importation into the United States; and the vehicle is not a salvage motor vehicle or a reconstructed motor vehicle, and I have furnished a bond, which is attached to this declaration, in an amount equal to 150 percent of the entered value of the vehicle as determined by the Secretary of the Treasury. If the Administrator of NHTSA determines that the vehicle has not been brought into conformity with all such standards within 120 days after importation, then I state that I will deliver such vehicle to the Secretary of Homeland Security for export or abandonment to the United States. [591.8] and that

a. I have registered with NHTSA pursuant to 49 CFR Part 592 and such registration is not suspended and has not been revoked; or

b. I have executed a contract or other agreement, which is attached to this declaration, with an importer who has registered with NHTSA and whose registration is not suspended and has not been revoked. [591.5(f)]

Attachments: Copy of DOT Bond; and
Copy of Contract with A Registered Importer, if applicable.

☐ 4. The vehicle or equipment does not conform to all applicable Federal Motor Vehicle Safety, Bumper and Theft Prevention Standards, but is intended solely for export, and is labeled for export, or the vehicle or equipment item, and the outside of any container of the vehicle or equipment item, bears a label or tag to that effect. [591.5(o)]

☐ 5. The vehicle or equipment does not conform to all applicable Federal Motor Vehicle Safety, Bumper and Theft Prevention Standards, but I am eligible to import it because all of the following conditions exist:

a. I am a nonresident of the United States and the vehicle is registered in a country other than the United States;

b. I am temporarily importing the vehicle or personal use for a period not to exceed 1 year, and will not sell it during that time; and

c. I will export it not later than the end of 1 year after entry, and the declaration contains my passport number and country of issue. [591.5(d)]

d. Passport No. _____ Country of Issue _____

☐ 6. The vehicle does not conform to all applicable Federal Motor Vehicle Safety, Bumper, and Theft Prevention Standards, but I am eligible to import it because all of the following conditions exist:

a. I am a member of a foreign government on assignment in the United States, or a member of the Secretariat of a public international organization so designated under the International Organizations Immunities Act, and within the class of persons for whom free entry of motor vehicles has been authorized by the Department of State

b. I am importing the vehicle on a temporary basis for my personal use and will register it through the Office of Foreign Missions of the Department of State;

c. I will not sell the vehicle to any person in the United States, other than a person eligible to import a vehicle under this paragraph;

d. I will obtain from the Office of Foreign Missions of the State Department, before departing the United States at the conclusion of a tour of duty, an ownership title to the vehicle good for export only, and

e. I have attached a copy of my official orders. [591.5(h)(1)]

Name of Embassy: _____

Attachment: Copy of Official Orders.

☐ 7. The vehicle or equipment does not conform to all applicable Federal Motor Vehicle Safety and Bumper Standards, but is being imported solely for the purpose of research, investigations, demonstrations or training, or competitive racing events, and I state that I will comply with the applicable restrictions on importers of such merchandise as specified in 49 CFR 591.7, and I will provide the Administrator with documentary proof of export or destruction not later than 30 days following the end of the period for which the vehicle has been admitted into the United States. [591.5(k)]

Attachment:
a. Copy of NHTSA permission letter, if the importer is not an original manufacturer of motor vehicles (or a wholly owned subsidiary thereof) that are certified to conform to all applicable Federal Motor Vehicle Safety Standards (FMVSS). Use on the public roads must be authorized specifically [591.8(f)(1) or (2)];
b. Importer's statement describing the use to be made of the vehicle or equipment item, if the importer is an original manufacturer of motor vehicles (or a wholly owned subsidiary thereof) that are certified to conform to all applicable FMVSS. If use on the public roads is an integral part of the purpose for which the vehicle or equipment item is imported, the statement shall describe the purpose that makes such use necessary, state the estimated period of time during which use of the vehicle or equipment item on the public roads is necessary, and state the intended means of the disposition (and disposition date) of the vehicle or equipment item after completion of the purpose for which it is imported. [591.8(f)(3)].

☐ 8. The vehicle was not manufactured primarily for use on the public roads and is not a motor vehicle subject to the Federal Motor Vehicle Safety, Bumper, and Theft Prevention Standards or the equipment item is not a system, part, or component of a motor vehicle and this is not an item of motor vehicle equipment subject to the Federal Motor Vehicle Safety Standards. [591.5(a)]

Attachment: Importer's statement substantiating that the vehicle was not manufactured for use on the public roads, or that the equipment item was not manufactured for use on a motor vehicle or is not an item of motor vehicle equipment. [591.8(a)]

☐ 9. The vehicle or equipment item requires further manufacturing operations to perform its intended function, other than the addition of readily attachable equipment items such as mirrors, wipers, or hub and rim assemblies, or minor finishing operations such as painting, and any part of such vehicle that is required to be marked by the Theft Prevention Standard is marked in accordance with that standard. [591.5(e)]

Attachment: For a vehicle, a copy of the Incomplete Vehicle Document issued by the incomplete vehicle manufacturer, providing guidance on completing the vehicle so that it conforms to all applicable Federal Motor Vehicle Safety Standards (FMVSS). For an equipment item, a statement issued by the manufacturer identifying the applicable FMVSS to which the item does not conform and describing the further manufacturing required for the item to perform its intended function. [591.8(b)]

☐ 10. The vehicle does not conform to all applicable Federal Motor Vehicle Safety and Bumper Standards but is being imported solely for the purpose of display at a State fair. I will comply with all applicable restrictions on importers of such vehicles as specified in 49 CFR 591.7, [591.5(j)].

Attachment: Copy of NHTSA Permission Letter.

☐ 11. The equipment item is subject to the Theft Prevention Standard and is marked in accordance with the requirements of 49 CFR Part 541. [591.5(k)]

☐ 12. The vehicle does not conform to all applicable Federal Motor Vehicle Safety, Bumper, and Theft Prevention Standards, but I am eligible to import it because all of the following conditions exist:
a. I am a member of the armed forces of a foreign country on assignment in the United States;
b. I am importing the vehicle on a temporary basis, and for my personal use;
c. I will not sell the vehicle to any person in the United States other than a person eligible to import a vehicle under this paragraph;
d. I will export the vehicle upon departing the United States at the conclusion of my tour of duty, and
e. I have attached a copy of my official orders. [591.5(h)(2)]

Attachment: Copy of Official Orders.

☐ 13. The vehicle does not conform to all applicable Federal Motor Vehicle Safety and Bumper Standards, but does conform to applicable Federal Theft Prevention Standards, and I am eligible to import it because I am registered with NHTSA pursuant to 49 CFR Part 592 and such registration is not suspended, and has not been revoked. I have informed NHTSA that I intend to petition, or I have petitioned that agency to decide that the vehicle I to be imported is eligible for importation, or I withdrew my petition or I failed to submit a petition covering the vehicle within 180 days from the date of entry. Upon I state that I will deliver such vehicle, unless it is destroyed, to the Secretary of Homeland Security for export, or abandon it to the United States, within 30 days from the date of the denial, dismissal, or withdrawal of my petition, as appropriate, or within 210 days from the date of entry if I fail to submit a petition covering the vehicle. If the Administrator of NHTSA grants my petition, then I state that within 15 days from the date that I am notified of that decision, I will furnish a bond, in an amount equal to 150 percent of the entered value of the vehicle as determined by the Secretary of the Treasury, unless the vehicle is destroyed, to ensure that I will bring the vehicle into conformity with all applicable Federal Motor Vehicle Safety and Bumper standards within 120 days from the date the petition is granted, or will deliver the vehicle to the Secretary of Homeland Security for export, or abandon it to the United States. If the vehicle is destroyed, then I state that I will furnish NHTSA with documentary proof of that destruction within 15 days from the date that it occurs.

Attachment: Copy of NHTSA permission letter.

NAME OF IMPORTER *(Please type)*	IMPORTER'S ADDRESS *(Street, City, State, Zip Code)*	
NAME OF DECLARANT *(Please type)*	DECLARANT'S ADDRESS	
DECLARANT'S CAPACITY	DECLARANT'S SIGNATURE	DATE SIGNED

EPA Requirements: Importers of motor vehicles/engines and nonroad vehicles/engines/equipment must also submit EPA form 3520-1 or 3520-21 to U.S. Customs and Border Protection to identify the basis for importation into the United States and U.S. territories under the laws administered by the United States Environmental Protection Agency. For more information, please see www.epa.gov/otaq/imports/index.htm.

HS-7 (Rev. 05-2006)

OVER
70154-M3Hd

EPA 3520-1 Air Pollution Compliance (POV Only) Rev. 10-10 (see Exhibit 7)

To be completed by The Employee

4. Vehicle Identification Number (VIN) .
5. Manufacture Date
6. Manufacturer (make)
7. Model
10. Owner
12. Signature
13. Date
14. Name, company and phone

To be completed by The Carrier

1.-3.
9. Importer
11. Storage location

Commercial imports, leave blank

8. Applies only to codes A,C,J,Z

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.

Exhibit 7

Form Approved OMB 2060-0095

EPA

United States Environmental Protection Agency
Declaration Form
Importation of Motor Vehicles and Motor Vehicle Engines Subject to Federal Air Pollution Regulations

U.S. E.P.A., Compliance & Innovative Strategies Division, 2000 Traverwood Drive, Ann Arbor, MI 48105 http://www.epa.gov/otaq/imports Phone (734) 214-4100; Fax (734) 214-4676.

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 (18 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 (40 CFR 85.1513), and the U.S. Customs Service may seize the vehicle or engine (19 CFR 162.21).

Description and Declaration of Motor Vehicle or Motor Vehicle Engine (Note: Heavy-duty Engines must use form 3520-21)

1. Port code:	2. Entry date: (mm/dd/yyyy)	3. Customs entry number:	4. Vehicle Identification Number (VIN), or engine serial number:

5. Manufacture date (mm/yyyy):	6. Manufacturer (make):	7. Model:

8. ICI imports only, codes A, C, J, Z - EPA certificate no., model year and expiration date of applicable certificate:

Names, Addresses, and Telephone Numbers of Relevant Parties

Certification: I certify that I have read and understand the purpose of this form, the penalties for falsely declaring information, or for providing misleading information, or for concealing a material fact. The information I have provided is correct, and all required attachments are appended to this form. I authorize EPA Enforcement Officers to conduct inspections or testing permitted by the Clean Air Act. I am the owner, importer, or agent for the owner or importer.

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):	10. Owner:	11. Storage location:	12. Signature: 13. Date: 14. Name, company and phone (type or print):

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. 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 CAFÉ 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 unforseen 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.

EPA Form 3520-1 (Rev. 10-10) Previous editions are obsolete Pg 1 of 2

Exhibit 7 Continued

EPA

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 N -** 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 a year. EPA letter of approval must be attached to this form.

Independent commercial importer (ICI) imports

☐ **code A -** imported by an ICI for modifications 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.nhtsa.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 208). 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; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit 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 burden estimates, 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. Include the OMB control number in any correspondence. Do not send the completed form to this address.

EPA Form 3520-1 (Rev. 10-10) Previous editions are obsolete — Pg 2 of 2

II RC-159 Treasury Department Supplemental Declaration (see Exhibit 8)

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.

Exhibit 8

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

13. NATURE OF BUSINESS

9. REASON FOR MOVING

14. NAME & TELEPHONE OF COMPANY OFFICAL 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 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 2015-2016 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 2015-2016 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 GSA 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 the GSA 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 the GSA 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, 2015.

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.

4-3.1.4. Filing Cycle. Filing Cycle as used in this provision means the period November 1, 2015 through October 31, 2016, unless such period is changed by the PMO in Kansas City, Missouri.

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 then 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. These TSPs will be randomly selected and randomly sorted on each cost comparison requested by a Federal Agency.

SECTION 5
FILING CODES AND ABBREVIATIONS

5-1. Agency Specific Codes.

Listed below are the Federal civilian agencies/locations for which 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 as specified in Section 6.

Federal Agency Name	Location	Code	Application	Type
Federal Bureau of Prisons Relocation Service	Washington, DC	FBPDC	Domestic & International	Alternating
Federal Aviation Agency	Washington, DC	FAAIN	International (**Excluding** off-shore points of Hawaii, Puerto Rico, Guam, & Virgin Islands)	Alternating
Federal Aviation Agency	Oklahoma City, OK	FAADC	Domestic (**Including** off-shore points of Hawaii, Puerto Rico, Guam, & Virgin Islands)	Alternating
Drug Enforcement Agency	Washington, DC	DEADC	International	Alternating
Drug Enforcement Agency - (refer to Section 3-8)	Washington, DC	DEADD	Domestic	Non-Alternating
Department of Veterans Affairs - (refer to Section 3-2)	Washington, DC	DVADC	Domestic	Non-Alternating
Department of Veterans Affairs - (refer to Section 3-3)	Washington, DC	DVADC	International	Non-Alternating
Department of Interior, National Business Center - (refer to Section 3-4)	Denver, CO	NBCCO	Domestic & International	Non-Alternating
US Geological Survey - (refer to Section 3-5)	Reston, VA	GEOVA	Domestic & International	Non-Alternating
US Forest Service - (refer to Section 3-6)	Albuquerque, NM	FSVNM	Domestic & International	Non-Alternating
Dept of Treasury, Admin Resource Center - (refer to Section 3-7)	Parkersburg, WV	ARCWV	Domestic & International	Non-Alternating
U. S. Postal Service - (refer to Section 3-9)	Washington, DC	USPDC	Domestic & International	Non-Alternating
General Services Administration - (refer to Section 3-10)	Washington, DC	GSADI	Domestic & International	Non-Alternating

Federal Agency Name	Location	Code	Application	Type
Department of Interior, National Park Service - (refer to Section 3-11)	Omaha, NE	NPSNE	Domestic & International	Non-Alternating
Department of State - (refer to Section 3-12)	Washington, DC	DOSDC	International	Non-Alternating
Department of State - (refer to Section 3-13)	Washington, DC	DOSDD	Domestic	Non-Alternating
Department of State - (refer to Section 3-14)	Washington, DC	DOSHW	International	Non-Alternating
Department of State - (refer to Section 3-15)	Washington, DC	DOSSA	International	Non-Alternating

5-2. Domestic Service Areas.

The following codes will be used when completing electronic rate transmission record requirements as defined in RFO Section 6.

5-2.1. Interstate Identification Codes.

Service Area Pair Definitions	Service Area
Points in the State of California	0100
Points in the States of Washington and Oregon	0200
Points in the States of Nevada and Utah	0300
Points in the States of Idaho, Montana, North Dakota, South Dakota, and Wyoming	0400
Points in the State of Colorado	0500
Points in the States of Arizona and New Mexico	0600
Points in the States of Oklahoma and Texas	0700
Points in the States of Iowa, Kansas, Missouri, and Nebraska	0800
Points in the States of Michigan, Minnesota, and Wisconsin	0900
Points in the States of Illinois, Indiana, Kentucky, and Ohio	1000
Points in the States of Arkansas, Alabama, Louisiana Mississippi, and Tennessee	1100
Points in the State of Florida	1200
Points in the States of Georgia, North Carolina, and South Carolina	1300
Points in the States of Delaware, District of Columbia, Maryland, Virginia, and West Virginia	1400
Points in the States of Connecticut, Rhode Island, Massachusetts, New Jersey, New York, and Pennsylvania	1500
Points in the States of Maine, New Hampshire, and Vermont.	1600

Points in Alaska:	
- Anchorage, Alaska	2200
- Cordova, Alaska	2201
- Fairbanks, Alaska	2202
- Juneau, Alaska	2203
- Ketchikan, Alaska	2204
- Kodiak, Alaska	2205
- Petersburg, Alaska	2206

- Sitka, Alaska	2207
- Wrangell, Alaska	2208
Points in Canada:	
- Alberta, Canada	2300
- British Columbia, Canada	2301
- Manitoba, Canada	2303
- New Brunswick, Canada	2304
- Nova Scotia, Canada	2306
- Ontario, Canada	2307
- Prince Edward Isle, Canada	2308
- Quebec, Canada	2309
- Saskatchewan, Canada	2310
- Northwest Territory, Canada	2311
- Yukon, Canada	2312
- Newfoundland and Labrador	2313

Note: If submitting a rate offer for an <u>intra Alaska</u> shipment, please use the service area pairs (2200-2208) listed above, in lieu of the intrastate identification codes in Section 5-2.2.

5-2.2. Intrastate Identification Codes.

State	Code
Points in Alaska:	
- Anchorage, Alaska	AN00
- Cordova, Alaska	CV00
- Fairbanks, Alaska	FB00
- Juneau, Alaska	JN00
- Ketchikan, Alaska	KN00
- Kodiak, Alaska	KD00
- Petersburg, Alaska	PB00
- Sitka, Alaska	SA00
- Wrangell, Alaska	WG00
Alabama	AL00
Arizona	AZ00
Arkansas	AR00
California	CA00
Canadian Provinces:	
- Alberta	AB00
- British Columbia	BC00
- Manitoba	MB00
- New Brunswick	NB00
- Newfoundland and Labrador	NL00
- Northwest Territories	NT00
- Nova Scotia	NS00
- Ontario	ON00
- Prince Edward Island	PE00
- Quebec	PQ00
- Saskatchewan	SK00
- Yukon	YT00
Colorado	CO00
Connecticut	CT00
Delaware	DE00
District of Columbia	DC00

Florida	FL00
Georgia	GA00
Idaho	ID00
Illinois	IL00
Indiana	IN00
Iowa	IA00
Kansas	KS00
Kentucky	KY00
Louisiana	LA00
Maine	ME00
Maryland	MD00
Massachusetts	MA00
Michigan	MI00
Minnesota	MN00
Mississippi	MS00
Missouri	MO00
Montana	MT00
Nebraska	NE00
Nevada	NV00
New Hampshire	NH00
New Jersey	NJ00
New Mexico	NM00
New York	NY00
North Carolina	NC00
North Dakota	ND00
Ohio	OH00
Oklahoma	OK00
Oregon	OR00
Pennsylvania	PA00
Rhode Island	RI00
South Carolina	SC00
South Dakota	SD00
Tennessee	TN00
Texas	TX00
Utah	UT00
Vermont	VT00
Virginia	VA00
Washington	WA00
West Virginia	WV00
Wisconsin	WI00
Wyoming	WY00

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.

Country	Code
Afghanistan – All Other Points	111A

- Herat	11HR
- Kabul	11KB
Albania	120A
Algeria	1250
American Samoa	060A
Angola	1410
Antigua	1490
Argentina	150A
Armenia	101A
Aruba	630A
Australia – All other Points	160A
- Adelaide	16AD
- Brisbane	16BB
- Canberra	16CB
- Darwin	16DW
- Melbourne	16MB
- Perth	16PH
- Sydney	16SD
Austria	1650
Azerbaijan	112A
Azores	735A
Bahamas	1800
Bahrain	1810
Bangladesh	1820
Barbados	1840
Belarus	102B
Belgium	1900
Belize	2270
Benin	103B
Bermuda	1950
Bolivia	2050
Bosnia-Herzegovina	104B
Botswana	2100
Brazil – all other points	220A
- Brasilia	22BB
- Recife	22RF
- Rio De Janeiro	22RJ
- Sao Paulo	22SP
Brunei	2320
Bulgaria	2450
Burkina Faso	9270
Burundi	2520
Cambodia	2550
Cameroon	2570
Canary Islands	830C
Cape Verde	113C
Cayman Islands	2680
Central African Republic	2690
Chad	2730
Chile	2750
China (all other points)	2800
- Beijing	28BG

- Chengdu	28CU
- Guangzhou	28GU
- Shanghai	28SI
- Shenyang	28SG
Colombia	2850
The Republic of Congo	105C
Costa Rica	2950
Cote D'ivoire	106C
Croatia	4400
Cuba	3000
Cyprus	3050
Czech Republic	3100
Democratic Republic of the Congo (formerly Zaire)	2910
Denmark	3150
Djibouti	3170
Dominican Republic	3200
East Timor	107D
Ecuador	3250
Egypt	9220
El Salvador	3300
Equatorial Guinea	114E
Eritrea	108E
Estonia	115E
Ethiopia	3350
Fiji	3380
Finland	3400
France	3500
Gabon	3880
Gambia	116G
Georgia	109G
Germany	3940
Ghana	3960
Greece	4000
Grenada	117G
Guadeloupe	4070
Guam	170G
Guatemala	4150
Guinea	4170
Guinea-Bissau	119G
Guyana	4180
Haiti	4200
Hawaiian Islands of Hawaii, Kauai, Maui,. Oahu	210H
Holy See	120H
Honduras	4300
Hong Kong	4350
Hungary	4450
Iceland	4500
India	4550
Indonesia	4580
Iran	110N

*Iraq – All other points	110I
- Baghdad	110B
- Mosul	110M
- Basrah	110S
- Erbil	110E
- Kirkuk	110R
Ireland	4700
Israel	4750
Italy	4800
Jamaica	4870
Japan	490J
Jerusalem (added as a city under Israel)	111J
Jordan	5000
Kazakhstan	5250
Kenya	5050
Korea (South)	5150
Kosovo	110K
Kuwait	5200
Kyrgyzstan	121K
Laos	5300
Latvia	122L
Lebanon	5400
Lesotho	123L
Liberia	124L
Libya	112L
Lithuania	5420
Luxembourg	5700
Macedonia	125M
Madagascar	5750
Malawi	5770
Malaysia	5800
Mali	5850
Malta	5900
Marshall Islands	127M
Mauritania	5920
Mauritius	5930
Mexico – all other points	5950
- Ciudad Juarez, Chihuahua	59CJ
- Guadalajara, Jalisco	59GD
- Hermosillo, Sonora	59HM
- Matamoros, Tamaulipas	59MM
- Merida, Yucatan	59MR
- Mexico City, DF	59MC
- Monterrey, Nuevo Leon	59MT
- Nogales, Sonora	59NG
- Nuevo Laredo, Tamaulipas	59NL
- Tijuana, Baja California	59TJ
Micronesia	0630
Moldova	128M
Monaco	6070
Mongolia	129M

Montenegro	113M
Morocco	6100
Mozambique	6150
Myanmar (formerly Burma)	2500
Namibia	8210
Nepal	6250
Netherlands	6300
Netherlands Antilles	6400
New Zealand	6600
Nicaragua	6650
Niger	130N
Nigeria	6700
Northern Mariana Islands - all other points	0690
- Saipan	069S
Norway	6850
Okinawa	490K
Oman	6160
Pakistan	7000
Palau	131P
Panama	7100
Papua New Guinea	7120
Paraguay	7150
Peru	7200
Philippines	7250
Poland	7300
Portugal	7350
Puerto Rico (main island only)	180P
Qatar	7470
Romania	7550
Russia – all other points	8250
- Moscow	82MC
- St. Petersburg	82SP
- Vladivostock	82VS
Rwanda	132R
Saint Lucia	7700
Sao Tome/Principe	133S
Saudi Arabia	7850
Senegal	7870
Serbia	113S
Sierra Leone	7900
Singapore	7950
Slovak Republic	114S
Slovenia	7890
Somalia	7899
Solomon Islands	789S
South Africa – all other points	8010
- Capetown	80CT
- Durban	80DB
- Johannesburg	80JB
- Pretoria	80PT
South Sudan	8360

Spain	8300
Sri Lanka	2720
Sudan	8350
Suriname	8400
Swaziland	135S
Sweden	8500
Switzerland	8550
Syria	8580
Tahiti	350T
Taiwan	2810
Tajikistan	136T
Tanzania	8650
Thailand	8750
Togo	115T
Trinidad	205T
Tunisia	8900
Turkemenistan	116T
Turkey	9050
Uganda	9100
Ukraine	9280
United Arab Emirate	8880
United Kingdom – all other points	925U
- London	925L
- Edinburgh	925D
- Northern Ireland	925I
Uruguay	9300
Uzbekistan	117U
Venezuela	9400
Vietnam	9450
Virgin Islands of St. Thomas and St. Croix	190V
Virgin Islands of St. John	200V
Western Samoa	9630
Yemen	9650
Zambia	9900
Zimbabwe	8180

*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.

TSPs or RFSPs submitting rate offers in response to this RFO and Special Instructions, MUST submit their rate offers electronically via one of the four methods identified in the Cover Letter of this RFO. TSPs or RFSPs "Uploading" rate offers and not using the 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 Changes in 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. Eecord type 'H2' is an **optional** record and should be filed only by a Rate Filing Service Provider [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. The rate record has two additional fields a) Facsimile Number and b) Email Address. The email field is **mandatory** and all TSPs must file this record. Fax numbers are optional, but preferred. The email address provided in the rate record will be used subsequently by TMSS for booking notification. The 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 should be provided in this record.
5. 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.

Record Field	Maximum Positions	Positions	Contents
Record ID	2	1-2	H1
SCAC	4	3-6	4 Digit Standard Carrier Alpha Code
Separator	1	7-7	\ [backslash]
TSP Name	45	8-52	Name of the carrier
Separator	1	53-53	\ [backslash]
Effective Date--YYYYMMDD	8	54-61	**Initial Filing, New Filings**: must be 20151101 **Late Filings, Supplemental Filings**: 20160501
Separator	1	62-62	\ [backslash]
Reserved	9	63-71	**Please enter 9 spaces (space bar)**
Separator	1	72-72	\ [backslash]
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	\ [backslash]
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	\ [backslash]
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.

Record Field	Maximum Positions	Positions	Contents
Record ID	2	1-2	H2
RFSP Code	4	3-6	4 Digit Code Assigned by GSA
Separator	1	7-7	\ [backslash]
RFSP's Name	45	8-52	Name of RFSP filing on behalf of the TSP
Separator	1	53-53	\ [backslash]
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	\ [backslash]
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	\ [backslash]
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

6-2.3. Example.

H1ABCD\YOUNG MOVING AND STORAGE \20151101\ \12345DUNS\1234\KAnderson
H2HHGB\RATE FILING SERVICES, INC \888-555-1234\888-555-6789\JohnDoe@RFSI.COM

Note: If all positions are not utilized, spaces (use space bar) are required in the header record(s) identified in RFO Sections 6-2.1. and 6-2.2. If an entry is longer that the maximum number of positions, it will be automatically truncated to the maximum number of positions available.

6-3. Rate Record

Record Field	Maximum Positions	Positions	Contents
Tender Identifier	2	1-2	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 & 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 & between off-shore points with FAADC)
Separator	1	3	Use a comma (,)
TSP Tender Number **NOTE**: A separate Tender Number should be assigned to identify each type of Tender Identifier, above.	4	4-7	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).
Separator	1	8	Use a comma (,)
Agency ID	5	9-13	***Domestic***: For Tender Identifier 01,03 - ZERO FILL. For Tender Identifier 02,04 use AGENCY CODE IN SECTION 5.1. ***International***: For Tender Identifier 05,07 – ZERO FILL. For Tender Identifiers 06,08 use AGENCY CODE IN SECTION 5.1.
Separator	1	14	Use a comma (,)
Origin	4	15-18	***Domestic***: *Interstate*-For Tender Identifiers 01, 02,03,04: Use SERVICE AREA CODE IN SECTION 5.2.1; *Intrastate*-For Tender Identifiers 01,02,03,04: Use SERVICE AREA

Record Field	Maximum Positions	Positions	Contents
			CODE IN SECTION 5.2.2 (For intrastate Alaska, use SERVICE AREA CODE IN SECTION 5.2.1) ***International***: For Tender Identifiers 05,06,07,08: Use SERVICE AREA CODE IN SECTION 5-2.2 and 5.3
Separator	1	19	Use a comma (,)
Destination	4	20-23	***Domestic***: *Interstate*-For Tender Identifiers 01,02,03,04: Use SERVICE AREA CODE IN SECTION 5.2.1; *Intrastate*-For Tender Identifiers 01,02,03,04: Use SERVICE AREA CODE IN SECTION 5.2.2 (For intrastate Alaska, use SERVICE AREA CODE IN SECTION 5.2.1) ***International***: For Tender Identifiers 05,06,07,08: Use SERVICE AREA CODE IN SECTION 5-2.2 and 5.3
Separator	1	24	Use a comma (,)
Transportation Percentage	4	25-28	***Domestic including Alaska and Canada*** **:** For Tender Identifiers 01,02,03,04 - Bottom Line Discount: Enter the Bottom-Line Discount being offered; for example: 0045 (45%) ***International*****:** For Tender Identifiers 05,06,07,08- Single-Factor Rate: Enter the Single Factor Rate being offered; for example: 0145 (145%); 0085 (85%).
Separator	1	29	Use a comma (,)
Category 1 Vehicle	6	30-35	***Domestic*** **(except Alaska)**: price per mile; example 000050 ($.50). ***International*** **(including Alaska)**: Flat price per vehicle less than 300 cubic feet; example: 000975 ($975); 003900 ($3900).
Separator	1	36	Use a comma (,)
Category 2 Vehicle	6	37-42	***Domestic*** **(except Alaska)**: price per mile; example 000050 ($.50). ***International*** **(including Alaska)**: Flat price per vehicle between 300–800 cubic feet; example: 000975 ($975); 003900 ($3900).
Separator	1	43	Use a comma (,)
Category 3 Vehicle	6	44-49	***Domestic*** **(except Alaska)**: price per mile; example 000050 ($.50). ***International*** **(including Alaska)**: Flat price per vehicle over 800 cubic feet; example: 000975 ($975); 003900 ($3900)
Separator	1	50	Use a comma (,)
Storage-in-Transit (SIT) Percentage	4	51-54	***Domestic including Alaska and Canada:*** For Tender Identifiers 01,02,03,04 - SIT Discount: Enter the SIT discount being offered; for example: 0045 (45%) ***International:*** For Tender Identifiers 05,06,07,08- SIT Percentage: Enter the SIT percentage being offered; for example: 0145 (145%); 0085 (85%).
Separator	1	55	Use a comma (,)

Record Field	Maximum Positions	Positions	Contents
Accessorial	4	56-59	***Domestic including Alaska and Canada :*** For Tender 01,02,03,04 - Accessorial Discount: ZERO FILL; example: 0000 ***International:*** For Tender Identifiers 05,06,07,08: Enter the Accessorial Services percentage being offered; for example: 0145 (145%); 0085 (85%).
Separator	1	60	Use a comma (,)
Unaccompanied Air Baggage (UAB)	4	61-64	***Domestic***: For Tender Identifiers 01,02,03,04 - **Applies to Alaska shipments only**: Enter the UAB percentage being offered; for example: 0045 (45%). For all points **except Alaska** ZERO FILL; example: 0000 ***International:*** For Tender Identifiers 05,06,07,08: Enter the UAB percentage being offered; for example: 0145 (145%); 0085 (85%).
Separator	1	65-65	Use a comma (,)
Phone Number **NOTE**: When using an "800" number, remember that in some areas the number is not accessible in certain locations.	12	66-77	***General Transportation***: 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. **MMS Provider**: Phone number ***must be*** a toll free number used to book shipments.
Separator	1	78-78	Use a comma (,)
Facsimile Number	12	79-90	Facsimile Number that requesting customer agency may utilize to contact TSP.
Separator	1	91-91	Use a comma (,)
Email Address	45	92-136	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.

6-3.1. Examples.

01,1234,00000,0100,1400,0045,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM
02,1236,DEADC,0700,1400,0045,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM
03,1300,00000,0100,1400,0045,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM
04,1301,FBPDC,1400,0100,0045,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM
05,1237,00000,210H,1410,0145,000975,000975,000975,0145,0145,0145,703-555-1234,703-555-1234,JDOE@XYZ.COM
06,1238,DOSDC,210H,925L,0145,000975,000975,000975,0145,0145,0145,703-555-1234,703-555-1234,JDOE@XYZ.COM
06,1238,FAADC,210H,180P,0145,000975,000975,000975,0145,0145,0145,703-555-1234,703-555-1234,JDOE@XYZ.COM
07,1302,00000,3940,210H,0145,000975,000975,000975,0145,0145,0145,703-555-1234,703-555-1234,JDOE@XYZ.COM
08,1303,FAAIN,210H,5150,0145,000975,000975,000975,0145,0145,0145,703-555-1234,703-555-1234,JDOE@XYZ.COM
08,1303,FAADC,210H,CA00,0145,000975,0000975,000975,0145,0145,0145,703-555-1234,703-555-1234,JDOE@XYZ.COM

TIPS:
1. Rate Edit Criteria: The following is a list of the rate edit criteria that GSA uses during the review and validation of carrier 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 Records Rejected, No Domestic Transportation TPA on File
Type 1,2 Records Rejected, Carrier Not Authorized For General Domestic Transportation
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, Carrier 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 Non-Alaskan Routes
Records that don't contain valid rates for Domestic; Alaskan Routes
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.

3. If you submit a percentage of all zeros, this will be considered a rate related deficiency (Section 1.1.7).

4. If you submit an offer for the household goods shipment, either domestic and/or international, you MUST submit an offer for the UAB, POV, and accessorial. All rate offers for SRO DOSBG, the UAB field must be zero filled(Section 2-7.3):

(a) All vehicle rates must be non-zero
(b) UAB: Domestic, including Canada, is zero (0);International, and Alaska, must be non-zero, except for UAB is zero filled for SRO DOSBG.
(c) All SIT must be non-zero
(d) Accessorial; Domestic, including Alaska and Canada, is zero (0); International must be non-zero

SECTION 7
ELECTRONIC SUBMISSION

7-1. Rate Tender Transmission.

The below information applies only to rate offer submissions when TSPs or RFSPs are not using the 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 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.
Note: The type of software you will be utilizing will determine what must be done to prepare the file for transmission.

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.

FILE NAME	MAXIMUM POSITIONS	POSTIONS	CONTENTS
Prefix	3	1-3	Must be HHG
TSP's SCAC	4	1-4	***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.
Rate File Number	3	5-8	A running serial number starting with 001
Extension			File Extensions will NOT be supported.

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 October 5, 2015 or March 14, 2016.*** Users will need to connect to their directory via the File Download Module, using the instructions referenced in 7-1.4.1 (A) to download the error file(s) if any. TSPs and RFSPs will receive notification of rate filing deficiencies in accordance with RFO Section 1-1.7.

Calendar Year 2014 Domestic Traffic Volume

	Inbound	Outbound	Intra
Alberta, Canada	6	5	-
Alaska	107	125	20
Alabama	82	103	7
Arkansas	77	72	10
Arizona	309	345	46
British Columbia, Canada	7	19	-
California	570	706	216
Colorado	340	278	38
Connecticut	33	52	-
District of Columbia	382	87	-
Delaware	12	15	-
Florida	402	447	66
Georgia	340	286	40
Iowa	56	42	3
Idaho	141	85	19
Illinois	194	229	17
Indiana	72	90	5
Kansas	60	73	10
Kentucky	79	94	13
Louisiana	95	99	4
Massachusetts	101	119	4
Manitoba, Canada	2	2	-
Maryland	886	710	22
Maine	18	27	1
Michigan	93	120	13
Minnesota	99	120	11
Missouri	112	166	8
Mississippi	117	89	6
Montana	131	128	32
New Brunswick	1	-	-
North Carolina	154	180	12
North Dakota	61	42	4
Nebraska	53	58	2
New Hampshire	27	67	-
New Jersey	80	153	2
New Mexico	172	190	32
Nevada	102	119	11
New York	163	287	15
Nova Scotia	1	2	-
Ohio	103	168	12
Oklahoma	77	115	21
Ontario, Canada	39	29	-
Oregon	279	178	69

Pennsylvania	167	228	28
Quebec, Canada	12	13	-
Rhode Island	14	27	1
South Carolina	118	127	4
South Dakota	68	79	7
Tennessee	154	119	12
Texas	496	477	179
Utah	109	142	13
Virginia	980	831	53
Vermont	26	24	-
Washington	269	205	33
Wisconsin	83	92	5
West Virginia	83	104	11
Wyoming	82	94	15

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

Country: Albania

Post: *Tirana* **Bureau:** EUR

Local Agents:

1) AES Cargo/ Move One
Rruga "Brigada e VIII"
P. Teknoprojekt 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

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

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

ITGBL Local Agents

Country: Algeria

Post: *Algiers* **Bureau:** NEA

Local Agents:

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

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

AGS Frasers
POC: Edouard Lamolle, Algeria Branch Manager
Tel: 213 21 771464
Cell: 213 770 943394
Fax: 33 44 2401734
Email: direction-algerie@agsmovers.com

Country: Angola

Post: *Luanda* **Bureau:** AF

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:

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

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

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

Country: Armenia

Post: *Yerevan* **Bureau:** EUR

Local Agents:

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

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

	5)NUSS Relocations Nigel Saunders nigelsaunders@nuss.com.au 02 9425 4600
	1)Grace Removals Rebecca Powell RPowell@grace.com.au 02 6260 1344
	4) Crown Relocations Mike Curtis mcurtis@crownrelo.com 02 8787 0400
	2) Allied Pickfords Richard Carney Richard.Carney@alliedpickfords.com.au 02 6298 8401
	3) Wridgways Jody Sliwka Jody.Sliwka@wridgways.com.au 02 6297 5444

Post: *Melbourne* **Bureau:** EAP

Local Agents:

	1) Grace Removals Group 195/201 Princess Highway, Hallam Victoria, Australia Tel: 613 9796 5155 Fax: 613 9796 5221
	1) Nuss Relocations 148-152 Browns Road Noble Park North, Melbourne, Victoria, 3174 Australia Tel: + 61 (03) 8793 4800 Fax: 61 (03) 8793 4888 Imports: Ike Deres Email: ikederes@nuss.com.au Tel: 03 8793 4800 Exports: Ray Beard Email: raybeard@nuss.com.au Tel: 03 8793 4801 Mob: 0413 833 039
	1) Allied Pickfords 228 Greens Road, Dandenong Victoria, Australia 3134 POC: Ron Gates Tel: 613 9797 1533 Fax: 613 9797 1555 Email: Ron.Gates@alliedpickfords.com.au ** bonded facility **
	1) Crown Worldwide (Aust) Pty Ltd 118 Boundary Road Braeside, VIC 3195 Australia Ph: 613 8586 7600 Email: Melbourne@crownrelo.com Mike Curtis- mcurtis@crownrelo.com Karen Taylor- ktaylor@crownrelo.com Exports- Russell Barber- email: rbarber@crownrelo.com Imports- Sarcha Thorpe- email: sthorpe@crownrelo.com

ITGBL Local Agents

Post: *Perth* **Bureau:** EAP

Local Agents:

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

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

Local Agents:

Nuss Relocations
708b Mowbray Road, Lane Cove
Sydney NSW 2066
Australia
POC: Nigel Saunders
Tel: 61 0 2 9425 4621
Email: nigelsaunders@nuss.com.au
Export POC: Janet Reyes
Tel: +61 2 9425 4613
Fax: +612 9420 2914
Email: janetreyes@nuss.com.au
IMPORT POC: Cindy Ly
Tel: +612 9425 4603
Fax: +612 9420 2914
Email: cindyly@nuss.com.au

Website: www.nuss.com.au
** bonded facility**

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**

Crown Relocations
PO Box 2314 Smithfield NSW
2164, Australia
EXPORT POC: Mike Curtis
Tel: +612 8787 0415
Fax: +612 8787 0466
Email: mcurtis@crownrelo.com
IMPORT POC: Stacey Lohmeyer
Tel: +612 8787 0457
Fax: +612 8787 0466
Email: slohmeyer@crownrelo.com

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

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

Country: Austria

Post: *Vienna* **Bureau:** EUR

Local Agents:

5) Lang Worldwide Moving
Spedition Lang GMBH
Obachgasse 4
A-1220 Vienna
Austria
POC: Ms. Karin Lang, Manager
Tel: 43 1 512-5201/0
Email: K.lang@lang-moving.at
**bonded facility **

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 **

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

2)Santa Fee
Relocation Services
Interdean Internationale Speditionsges.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

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

Country: Azerbaijan

Post: *Baku* **Bureau:** EUR

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: Mir Junaid Ahmed, Branch Manager
e-mail: j.ahmed@globalinkllc.com

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

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

Country: Azores

Post: *Ponta Delgada* **Bureau:** EUR

Local Agents:

Transpac
Canada do Vigario #2
9760-310 Lajes VPV
Terceira. Azores
POC: Alfredo Goulart
Tel: 295517199
Email: Transpac@viaooceanica.com ** bonded facility **

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@agooceanica.com ** bonded facility **

Country: Bahamas

Post: *Nassau* **Bureau:** WHA

Local Agents:

1)Martin's Moving Storage & Customs Brokers Ltd
P.O. N-834
Mackey Street
Nassau, Bahamas
POC: Geoffrey Martin
Tel: 242 393-1173 or 242 393-2688
Fax: 242 393-6925
Email: martinmoving@yahoo.com

2)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:

2) Writer Relocations
P.O. Box 2431, Manama, Kingdom of Bahrain
POC: Mr. Renny James Koppara, Country Manager
Mobile: +973-39958481
Email: renny.james@writercorporation.com
POC: Simmi Joshi, Sales Manager
Mobile: +973-39957123
Email: simmi.joshi@writercorporation.com
www.writercorporation.com
Work timings: SUN-THU: 08.00 hrs – 17.00 hrs.
FRI/SAT is weekend in Bahrain Ms. Adrianne Fernandes – Operations Executive Mob # (+973) 3360-6144;
adrianne.fernandes@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

Country: Bangladesh

Post: *Dhaka* **Bureau:** SCA

Local Agents:

Homebound Packers and Shippers
SW(A) 26, Gulshan Avenue
P.O. Box No. GN 6052
Dhaka-1212, Bangladesh
Tel: 880-2-9887872, 9894645-46, 9894745-50
Fax: 880-2-8823416, 8823519
E-mail: henry.jacob@homeboundbd.com
Web: www.homeboundbd.com

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

Country: Belarus

Post: *Minsk* **Bureau:** EUR

Local Agents:

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

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 6484822
Email: olga.askolkina@cpartner.by

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

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

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:

4) AGS Coussaert
POC:Mr Yves Homerin, Business Development Manager
Tel: + 32 2 331 45 20
Cell: 32 2 331 45 20
Email: direction-brussels@agscoussaert.com

1) Government Logistics NV
Belcrownlaan 23
2100 Deurne
POC: Stephan jr. Geurts
Tel: 00.32.3.360.55.22
Email: StephanJr@govlog.be

3) Putters International
Erasmuslaan 30
B-1804 Cargovil-Zemst
POC: Dany Vandenput
Tel: 00-32-2-255-8091
Email: Dany.vdp@putters.be

2) Interdean
JB Vinkstraat 9
B-3070 Kortenberg
POC: Lynn Appelt
Tel: 00-32-2-758-0444
Emial: lynn.appelt@interdean.com

Country: Belize

Post: *Belmopan* **Bureau:** WHA

Local Agents:

Green Movers
3 Guerrero Street
Belize City, Belize
POC: Mark Green
Tel: 011-501-662-1058
Email: greenmovers1@yahoo.com

Easy Move Packing
1 ½ Miles Northern Highway
Belize City, Belize
POC: Raul Pelayo
Cel: 501-602-3003
Tel: 501-203-0809
Email: easy_move_packing@live.com

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 938 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 Cell. +229 98 81 02 62 +229 95 95 65 13
	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
	GMCI LOGISTICS C/625 AHOUANLEKO 01 BP 2975 Cotonou, Benin Office tel (229) 21 30 30 98, Fax (229) 21 30 65 38 Managing Director: Clement GNANSOUNOU Cell phone (229) 95 42 99 09 E-mail : gmcilog@yahoo.com

ITGBL Local Agents

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
and
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

ITGBL Local Agents

Country: Bolivia

Post: *La Paz* **Bureau:** WHA

Local Agents:

	BOLIVIAN MOVERS POC: Alvaro Orellana Phone: 591 2 222-1509 Cell: 591 670 00433 Email: aorellana@bolivianmovers.com Web: www.bolivianmovers.com
	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
	DO NOT USE Tisur. Only the agents noted above are approved for Bolivia.
	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
	3) Exprinter Liftvans POC: Jackeline Cano Illanes Phone: 591 2 222-7861 Email: jcano@exprinter.com.bo La Paz, Bolivia

Country: Bosnia-Herzegovina

Post: *Banja Luka* **Bureau:** EUR

Local Agents:

See Sarajevo

Post: *Mostar* **Bureau:** EUR

Local Agents:

See Sarajevo

Post: *Sarajevo* **Bureau:** EUR

Local Agents:

1) Move One ***
Ismeta Alajbegovica 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

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

ITGBL Local Agents

Country: Botswana

Post: *Gaborone* **Bureau:** AF

Local Agents:

	MR MOVE WORLDWIDE UNIT H IMAGE PARK PLOT 28900, GABORONE WEST GABORONE TEL: 392 7595 CTC: NIELS HENRIKSEN EMAIL: move@info.bw
	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
	2) AGS FRASERS INTERNATIONAL PLOT 14398, NEW LOBATSE ROAD GABORONE WEST INDUSTRIAL GABORONE TEL: 392 2558 CTC: GERRY NAUDE EMAIL: gerry.naude@agsfrasers.com
	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

Country: Brazil

Post: *Brasilia* **Bureau:** WHA

Local Agents:

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

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
**** following customs clearance, secure warehouse facility ***
Email: finkbsb@terra.com.br
Email: amascarenhas@fink.com.br

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

Local Agents:

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

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

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

Local Agents:

2) Teamwork International Moving
Avenida Brasil, nº. 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
POC: Ms. Marcela Britto (in/out shipments Supervisor)
Tel: 55 21 3410-9715
E-mail: mbritto@Fink.com.br

Post: *Sao Paulo* **Bureau:** WHA

Local Agents:

1) Fink Transportes S.A.
Rua Cardeal Santiago Luiz Copello, 81
CEP: 05308-000 Sao Paolo - 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

Local Agents:

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: 673-279-0563
Email: morley@brunet.bn

Country: Bulgaria

Post: *Sofia* **Bureau:** EUR

Local Agents:

2) Matrix Relocations
Building 12, Business Park Sofia
1766 Sofia, Bulgaria
POC: Dessislava Bosman
POC: Nick Milev, Country Manager
Tel: +359 2 807 6633 / +359 2 807 6631 (direct line Bosman)
Fax: +359 2 807 6639
Cell: +359 88 835 4591 (Bosman) / +359 88 897 2775 (Milev)
Email: dessislava.bosman@matrixrelo.com
Email: nick.milev@matrixrelo.com
Website: www.matrixrelo.com

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

ITGBL Local Agents

Country: Burkina Faso

Post: *Ouagadougou* **Bureau:** AF

Local Agents:

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

3) SDV – Bollore, Africa Logisitcs 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

Country: Burma

Post: *Rangoon* **Bureau:** EAP

Local Agents:

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

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

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

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

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

ITGBL Local Agents

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

ITGBL Local Agents

Country: Cambodia

Post: *Phnom Penh* **Bureau:** EAP

Local Agents:

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 **

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 **

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* **Bureau:** AF

Local Agents:

Post: *Yaounde* **Bureau:** AF

Local Agents:

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 INT'L
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

ITGBL Local Agents

Country: Canada

Post: *Calgary* **Bureau:** WHA

Local Agents:

3) Williams Freight Forwarders
7757 - 8th Street NE
Calgary, Alberta T2E 8A2
POC: Jeff Anderson, Branch Manager
Tel: (403) 295-5525
Fax: (403) 663-8629
Cell: (403) 850-3850
Email: janderson@thewmsgroup.com

1) Tippett Richardson
2905 - 37 Avenue NE
Calgary, Alberta T1Y 5Z9 Canada
POC: Robert Montgomery, International Sales Manager
Tel: (403) 299-9721
Fax: (403) 299-9750
Cell: (403) 560-9262
Email: robm@tippet-richardson.com

2) AMJ Campbell
901 - 57 Avenue, NE
Calgary, Alberta T2E 8X9
POC: Doug Jasper, Branch Manager
Tel: (403) 204-6253
Fax: (403) 248-7479
Email: DJasper@AMJCampbell.com

Post: *Halifax* **Bureau:** WHA

Local Agents:

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

5) Maritime Moving and Storage, Allied Van Lines
51 Thornhill Drive
Burnside Industrial Park
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
POCL 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 Driver
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
POCK: Margaret Gray, Sales Representative
Tel: 902-468-6683
Email: M.gray@halifaxtransfer.ns.ca

Post: *Montreal* **Bureau:** WHA

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, Wuebec, Canada H4S 1A1
POC: Mathieu Valade
Tel: 514-331-3311
Fax: 514-331-0303
Email:
mathieu.valade@martelexpressmontreal.com

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

Local Agents:

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

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

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

Local Agents:

2) Demenagement Rapide, Inc.
1630 Blvd. Talbot
Quebec (Quebec) G2N 0C5
POC: Mr. Jean Claude Marquis
Tel: 1-800-463-5708
Fax: 418-849-2764
Website:
http://www.demenagement.qc.ca/home.html

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

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

Post: *Toronto* **Bureau:** WHA

Local Agents:

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

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

ITGBL Local Agents

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

Local Agents:

1) Salmon's Transfer Ltd.
9500 Van Horne Way, Suite 100
Richmond, B.C. V6X 1W3
POC: Lynne Davies-Brown
Tel: (604) 273-2921
Email: lynne@salmonstransfer.com

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

2) Williams Moving International
2401 United Boulevard
Coquitlam, BC V3K 5Y3
POC: Cynthia Making
Tel:(604) 945-2517
Email: cmaking@williamsinternational.com

4) Crown Worldwide Group
2112 Indian Fort Drive
Surrey, BC V4A 3L8
POC: Oleg Sverdin
Tel: (888) 531-2609
Email: Osverdlin@crownrelo.com

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

3) Bekins World Wide Moving
14251 Burrows Road, Suite 101
Richmond, BC V6V 1K9
POC: Peter Knight
Tel: (604) 214-4444
Email: peter@bekinsworldwide.com

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

Local Agents:

Country: Cape Verde

Post: *Praia* **Bureau:** AF

Local Agents:

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

2) TIBA - Cabo Verde
Rua Andrade Corvo num.17-2º Plateau - Praia - Santiago
POC: Luis Lima Tel: 238 / 2618541
Fax: 238 / 2618542 Cel: 238 / 9702263
Email: llima@tibagroup.com/ capeverdedesk@tibagroup.com

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

Country: Central African Rep.

Post: *Bangui* **Bureau:** AF

Local Agents:

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

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

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

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

Country: Chad

Post: *N'djamena* **Bureau:** AF

Local Agents:

Country: Chengdu

Post: *Chengdu* **Bureau:** EAP

Local Agents:

Unigroup Worldwide UTS- Chengdu
Room 605, Hong Chuan Mansion, New 17#
Consulate Road, Chengdu, PRC 610041
POC: Aimee Zhang
Tel: 86-028-85287058
Fax: 86-028-85287078
Email: aimee_zhang@unigroupworldwide.com

ALLIED PICKFORDS
Sirva International Freight Forwarding (Shanghai)
Co., Ltd Chengdu Branch
Room 1303, Building Century Plaza,
No. 387 Tianren Road, High Tech Zone,
Chengdu, China 910041
POC: Rick Yuan or Nicole Lu
Rick.yuan@siva.com.cn
Nicole.Lu@sirva.com.cn
TEL: 86-28-85126262
Fax: 86-28-85126449

AGS FOUR WINDS International Movers
Room 1808, Building 2-1, Sun Dynasty
International Towers,
No. 27 South Renmin Road, Chengdu, China
610041
POC: Lucy Luo
TEL: 86-28-85293491
FAX: 86-28-85293492
Email: lucy.luo@agsfourwinds.com

JVK-Magellan International Movers Ltd.
No. 26, Unit 1, Block 27, Wu Li Dun
Wai Hua Town, Jinniu District
Chengdu, China
Tel: 86-028-8753-7296
Fax: 86-028-8753-7296
E-mail: chengdu@jvkasia.com
POC: Fay Chen
Tel: 86-028-8535-5360
Fax: 86-028-8535-5370

SINO SANTA FE International Transportation
Services CO., LTD Sichuan Branch
Room 6B, Hongdi Mansion, 153# North Kehua
Road, Chengdu, China 610021
POC: Ben West & Cristina Li
TEL: 86-28-85226788
FAX: 86-28-85226012
Email:Ben.West@santaferelo.com
Cristina.Li@santaferelo.com

Crown Worldwide (China) Co., LTD.
Chengdu Branch Suite 2407, Kehua Tiancheng
Building, No 2 Kehua
Zhong Road Chengdu, Sichuan, China 610041
POC: Mr. Philip Benusa
Tel: 86-028-86080361 x333
Fax: 86-028-85353046
Email: pbenusa@crownrelo.com

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: lsilva@unipack.cl; info@ unipack.cl Address: Avda. Pdte. Eduardo Frei Montalva 6070, Quilicura, Santiago-Chile.

Country: China

Post: *Beijing* **Bureau:** EAP

Local Agents:

Crown Relocations
Crown Worldwide (China) Co. Ltd.
Joshua Rose
General Manager – Central China
No. 16 Xingmao 1st Street, Tong Zhou Logistics
Park Majuqiao Town,
Tong Zhou District,
Beijing, China 101102
Tel : +86 10 5801-8088
Mobile: +86 156 1875 6593
Email: jrose@crownww.com
http://redirect.state.sbu/?url=www.crownrelo.com

Asian Express International Movers
Room 2908, Tower 6, SOHO New Town
88 Jiangouo Road
Beijing, China
POC: Michael Schopp
Tel: 86-10-8580-1471
Fax: 86-10-8580-1475
Cell: 13601304760
Email: mike@aemovers.com.hk

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

JVK Magellan International Movers, Ltd.
Room 26B, Block Two, Bauhinia court
No. 30 Dongsanhuan Beliu 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

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

	Trans Dragon International Co. No. 18 Dong Si Huan Zhong Lu Beijing, China POC: Simon Zhao Tel: 86-10-8777-6092/6093/6094 Fax: 86-10-8777-6095 Cell: 13910713182 Email: service.1@transdragon.com.cn; service.2@transdragon.com.cn ** customs bonded warehouse **	
	Sino Santa Fe International Transportation Services Co., Ltd. No. 2, Street No. 8, Beijing Airport Logistics Zone Beijing 101300 China POC: Chad Forrest, Division Manager Tel: 86-10-6947-0688 Fax: 86-10-6947-0699 Email: cforrest@santafe.com.cn Website: www.santaferelo.com ** customs bonded warehouse **	
	Continental International Moving 26B, BLDG B, BAUHINIA COURT, NO. 30 DONGSANHUAN BEILU, CHAOYANGDISTRICT, BEIJING, CHINA 100026 POC: MR. ZHANG QING TEL: +86 10 8762 5110 FAX: +86 10 8762 5281 Email: info@cimmover.com or zhangqing@cimmover.com ** customs bonded warehouse **	
	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@chinawaygroup.com beijing@chinawaygroup.com Web site: www.chinawaygroup.com	
	Sinotrans Beijing Company Wang Si Ying Chaoyang Beijing 100016 China POC: Wan Ke, Sales Manager Tel: 86-10-8739-9552 Fax: 86-10-8739-9360 Cell: 13911153625 Email: Wanke@sinotransbj.com ** customs bonded warehouse **	

Country: China- All other points

Post: *Wuhan* **Bureau:** EAP

Local Agents:

	3)Santa Fe Relocation service, Wuhan, China POC: Sally Huang Tel: (86 27) 8893 8191/8737 2052 ext. 81 Dir :(86 27) 8893-8337 Mob: (86) 1387-1455-447 Fax: (86 27) 8722 8720, Email:sally.huang@santaferelo.com
	AGS Wuhan Ms. Monica Lee Branch Manager Tel :+86 27 8571 7850 Fax:+86 27 8571 5196 Mobile :+86 139 7140 3013 Address :Room 2508,25/F, Zhongshan Plaza,577 Jiefang Avenue,Wuhan ,Hubei Province,430022 China .
	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-glc.com
	Crown Worldwide (China) Co. Ltd. Crown Building, No. 59, Lane 725-75, Sui De Road Shanghai, China 200331 POC: Mr. Joshua Rose +86 21 6250 8820 (main line) ext. 699 +86 156 1875 6593 (mobile) jrose@crownww.com www.crownrelo.com

Country: Colombia

Post: *Bogota* **Bureau:** WHA

Local Agents:

1) Aviomar S.A.
Avenida El Dorado #96 - 47
Bogota, Colombia
POC: Ximena Tobar
Email: ximena_tobar@aviomar.com.co
Email: ximena.tobar@aviomar.com.co
Cell: 313 294 0462.
Tel: 742 6969
Fax: 415-2261
*** Bonded Facility ***

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

3) Aviatur S.A.
Calle 40 102-24
Bogota, Colombia
POC: Juliana Cruz
Tel: 422100
Fax: 4180584
Email: juliana.cruz@aviaturcarga.com.co

Country: Congo, Republic of

Post: *Brazzaville* **Bureau:** AF

Local Agents:

SDV Congo
Avenue Felix Eboue, PO Box 2345
Brazzaville, Republic of the Congo
POC: Mr. Yvon Vancoppenalle
Tel: 242 6666156
Email: Yvon.vancoppenalle@cg.dti.bollore.com

CODEM
PO Box 1280
Brazzaville, Republic of the Congo
POC: Mr. Matsiona Paul
Tel: 242 816124/ 5518374/ 6664286
Email: congo_codem@yahoo.fr

1) DEMEX
PO Box 15036
Brazzaville, Republic of the Congo
POC: Mr. Wilfride Nzouka
Tel: 242 813417/ 5218388/ 5517091
Email: demex0042000@yahoo.fr
Website: www -congo.com

Country: Costa Rica

Post: *San Jose* **Bureau:** WHA

Local Agents:

Edwin Obando Jr.
WINMOVERS
Ph. (506) 2215-3536
Cel (506) 8381-6511
FX. (506) 2215-3530
San Jose, Costa Rica

Fabián Ortiz
APA Worldwide Movers
Centro Colón Building, Suite 1-14
San José, Costa Rica
e-mail: fortiz@apaworldwidemovers.com or info@apaworldwidemovers.com
Tel : (506) 2233-4785
Cel¨: (506) 8335-6464
Fax: (506) 2233-0517
www.apaworldwide.com

Adriana Morera Díaz
Mudanzas Mundiales S.A.
Ejecutiva Ventas Internacional
Ph (506) 2207-6882
Central (506) 2207-6800
Cel (506) 8388-0802
E-mail amorera@gmm.cr
www.gmm.cr

Country: Cote D'Ivoire

Post: *Abidjan* **Bureau:** AF

Local Agents:

1) E.D.T.C.I
Km 7, Boulevard de Marseille, Biétry
15 BP 269 Abidjan 15
POC: Bley. A. Ernest, Managing Director
Tel: (225) 21257346/21257270
Fax: (225) 21257265
Email: edtci@aviso.ci

AGS FRASERS COTE D'IVOIRE
21 rue de l'industrie – Zone 3
ABIDJAN
Tel +225 21 25 73 73 / 74 74
Email : abidjan@agsmovers.com
POC : Guillaume DEHEM / Director : to manager-cotedivoire@agsmovers.com / Mob +225 59 59 07 67

Country: Croatia

Post: *Zagreb* **Bureau:** EUR

Local Agents:

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

1) Zagreb-Dean d.o.o.
XIV Podbrezje 19
10020 Zagreb, Croatia
POC: Mr. Nenad Leskovar
Tel: 385-1-655-5270
Fax: 385-1-655-5280
Email: Zagreb-dean@zg.htnet.hr

3) Corstjens Zagreb
Savska cesta 141
10000 Zagreb, Croatia
POC: Ms. Gordana Tomic-Vincek
Tel: 385-1-605-5148
Fax: 385-1-605-5940
Email: info.zagreb@corstjens.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

Country: Cuba

Post: *Havana* **Bureau:** WHA

Local Agents:

Country: Cyprus

Post: *Nicosia* **Bureau:** EUR

Local Agents:

1) Orbit Moving and Storage
Member of Orphee Beinoglou Group
22 KARAVOSTASIOU STREET,
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

Country: Czech Republic

Post: *Prague* **Bureau:** EUR

Local Agents:

2)Gosselin Worldwide Moving Group
Jeremiasova 947
155 00 Praha 5, Czech Republic
POC: Klara Jakubickova
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

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1) AGS, International Movers, Prague
Na Jarove 2/2424
130 00 Prague 3, Czech Republic
POC: Mr. Samuel Barrois
Tel: 420 286 882 160
Fax: 420 286 882 162
Mirko Marino Sales
Manager
Email:
mirko.marino@agsmovers.com
jeremie.cohen@agsmovers.com and manager-
prague@agsmovers.com

---

5) HrubyMOVING s.r.o.
sídlo společnosti - Kostelecká 879, 196 00 Praha 9
provozovna / korespondenční adresa -
Logistický areál Northpoint D8 Distribution Park
hala DC05
Ke Zdibsku č.p. 620, 250 67 Klecany
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 **

Voerman UTS Prague s.r.o.
Cestlice 198, 25101 Cestlice
Tel.: +420 323 602 659
Fax: +420 323 631 010
Country manager: Mr. Vadim Hristov
Email: vhristov@voerman.com
Mob.: +420 602 313 231
Website: www.voerman.com

---

4) Move One Relocations, Prague
Vinohradska 25
120 00 Praha 2, Czech Republic
POC: Daniel Urban
Tel: 00 420 233 321 406
Fax: 00 420 233 901 440
Cell: 00 420 603 563 696
Email: daniel.urban@moveonerelo.com

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3)Interdean aka Santa Fe Relocation Services
U silnice 949
161 Praha 6, Czech Republic
POC: Michael Vincenec
Tel: 00 420 233 313 154, 155, 158
Fax: 00 420 233 313 156
Cell: 00 420 602 140 619
Email: michael.vincenec@interdean.com
Email:prague@interdean.com

Country: Denmark

Post: *Copenhagen* **Bureau:** EUR

Local Agents:

2) Mobeltransport Denmark
Islevdalvej 110
2610 Rodovre, Denmark
Tel: 45 70 10 44 00
Fax: 45 44 84 92 22
Email: mobel@mobel.dk

3) Crown Relocations
Jernholmen 54-56
DK-2650 Hvidovre, Denmark
POC: Jacob Herløv 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:

1) ETS. MARILL
8, Rue Marchade, BP 57
Djibouti
POC: Laurent Eme, Transit Marill, Removal Department Manager
Tel 00 253 21 35 49 24
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

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

Country: Dominican Rep.

Post: *Santo Domingo* **Bureau:** WHA

Local Agents:

	2) L&G International Movers POC: Jose Lopez Tel: (809) 530-4494 Email: jlopez@lginternationalmovers.com
	4) Mudanzas del Caribe Winston Churchill Y14C Plaza Las Americas, 3rd Flr. Santo Domingo, Dominican Republic POC: Reynaldo Ruiz Tel: (809) 548-5420 Fax: (809) 548-6385 Email: c.movers@claro.net.do
	3) La Rosa Del Monte Express POC: Maria Arias Tel: (809) 687-6620 Email: domrep@larosadelmonte.com
	1) Teodulo Aquino CXA. POC: Silvia Aquino Tel: (809) 536-4041 Email: Teodulo.Aquino@claronet.do ** customs bonded facility **

Country: DR Congo

Post: *Kinshasa* **Bureau:** AF

Local Agents:

	5)Socodam (forwarding and packing) Avenue Colonel Ebeya Kinshasa Gombe P.O.C: Dambana Jean Paul 243-999916667 243-819916667 Socodam2005@yahoo.fr Socodamcontracting.office@yahoo.fr
	2) Ets Jade Avenue Akula,24 Kinshasa Kingabwa, DRC Tel: 243-819505056 P.O.C: Bijou Van Eycken Email: vaneyckenb@yahoo.fr ; ebutab@yahoo.fr ***Packing/ Shipping/Clearing
	1) AGS Kinshasa Kinshasa/ Limete P.O.C: Julien Porcher Email: manager-kinshasa@agsmovers.com; import-kinshasa@agsmovers.com ***Packing/ Shipping/Clearing
	4)DHL Global forwarding company P.O.C: Jean Baptiste Kanku/ Gaspard Ibumbu Avenue de la Science Kinshasa Gombe 243-817152725 243-8171550305 243-970035000 Gaspard.Ibumbu@dhl.com Jeanbaptiste.kanku@dhl.com Olivier.muamba@dhl.com
	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

ITGBL Local Agents

Country: East Timor

Post: *Dili* **Bureau:** EAP

Local Agents:

1) D&N Movers
POC: Cornelio Pacheco
D&N movers unipessoal lda
rua martires da patria,comoro Dili Timor Leste
phone: + 670 7747 0203, +670 7718 1957 + 670 7725 7352 , + 670 7725 9711
skype: dnmoverstl
Email: pacheco.dnmoverstl@gmail.com; dn.moverstl@gmail.com

3) JVK International Movers Ltd.
Rua Martires De Patria
Beto 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) Toll Global Forwarding
POC: Azizul Annuar
Tel: 3322833 Cell: 670 7711223
Email: azizul.annuar@tollgroup.com

Country: Ecuador

Post: *Guayaquil* **Bureau:** WHA

Local Agents:

1) INSA - International Shipping and Storage
Av. Juan Tanca Marengo Km. 3 1/2
Guayaquil, Ecuador
POC: Ing. Vicente Avalos, General Manager
Tel: (593-4) 265-8032
Email: vavalos@grupoinsa.com

2) Cayser Carga Y Servicios
Av. Juan Tanca Marengo Lm 0.5
Guayaquil, Ecuador
POC: Ing. Fernando Caicedo, General Manager
Tel: (593-4) 229-4110 / 229-5954
Fax: (593-4) 239-4403
Email: fcaicedo@cayser.net

4) Global Transport
Bartolome Sanchez No. 71-69 y E. Guerrero
Panamericana Norte Km. 6 1/5 detras de Nutrexpa
Quito, Ecuador
POC: Pablo Calero, President
Tel: (593-2) 248-0372/ 248-0406
Fax:(593-2)-247-2587
Email: pcalero.global@andinanet.net

Post: *Quito* **Bureau:** WHA

Local Agents:

2) Global Transport
Bartolome Sanchez No. 71-69 y Enrique Guerrero
Panamericana Norte Km. 6 1/2
Quito, Ecuador
POC: Pablo Calero, Manager
Tel: 011-5932 2 480372/ 406
Fax: 011-5932 2 480443
Email: lsalgado.global@andinanet.net;
lsalgado.global@yahoo.com

4) Premium Logistics
Tomas Chariove 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

1) Ecuadorian Transport
Malearte No. 654 entre Av. Legarda y Occidental
Quito, Ecuador
POC: Gustavo Lopez, Manager
Tel: 011-5932 2 592171
Fax: 011-5932 2 592172
Email: gerencia@grupoglg.com

3) International Shipping
Av. Eloy Alfaro S.N y de las Anonas
Quito, Ecuador
POC: Maria E. Avalos, Manager
Tel: 011-5932 2 406065/ 066
Fax: 011-5932 2 406067
Email: grupouio@insa.com.ec

ITGBL Local Agents

Country: Edinburgh

Post: *Edinburgh* **Bureau:** EUR

Local Agents:

See agents for Lndon.

Country: Egypt

Post: *Alexandria* **Bureau:** NEA

Local Agents:

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

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

5) Express Intrernational 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: 817-7043485
E-Mail:- gnazzal@expressintl.com.eg
Web.site: www.expressintl.com.eg

1)AGS FRASERS EGYPT
Section A - piece 54 - block (R)
6th division - building 54 - 9th floor - apt 91
Zahraa el Maadi - Caro, Egypt
Email: manager@agsegypt.com
Tel : 00 20 (0) 122 813 64 65
Fax : 00 20 (0) 106 668 01 63

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) Crown Relocations Company
Rolf Beutel
Country Manager, Egypt
Email: rbeutel@crownrelo.com
Tel: 20 2 2704.2297 / 98
Fax: 20 2 2704.6510
www.crownrelo.com

Local Agents:

	3) Crown Relocations Company Rolf Beutel Country Manager, Egypt Email: rbeutel@crownrelo.com Tel: 20 2 2704.2297 / 98 Fax: 20 2 2704.6510 www.crownrelo.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
	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
	5) 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
	6) 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

Country: El Salvador

Post: *San Salvador* **Bureau:** WHA

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: Ceclia Madrid and Lorena Sanchez
Tel: (503) 2289-3198
Email: projectmanager@mudisa.com.sv Website: www.mudisa.com.sv

Country: Equatorial Guinea

Post: *Malabo* **Bureau:** AF

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

Country: Eritrea

Post: *Asmara* **Bureau:** AF

Local Agents:

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 ****

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

Country: Estonia

Post: *Tallinn* **Bureau:** EUR

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

Country: Ethiopia

Post: *Addis Ababa* **Bureau:** AF

Local Agents:

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

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

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* **Bureau:** EAP

Local Agents:

Movements International Fiji
Worldwide Shipping, Moving,
Storage & Relocation
Head Office: 9 Reservior 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: Jovilisi Ducia
Email: JovilisiD@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:

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

1) Oy Victor Ek Ab
Hyttitie 3
00700 Helsinki, Finland
POC: Mr. Antti Lind
Tel: 358 9 1251 370
Email: antti.lind@victorek.fi

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

Country: France

Post: *Bordeaux* **Bureau:** EUR

Local Agents:

See Paris

Post: *Lille* **Bureau:** EUR

Local Agents:

Post: *Marseille* **Bureau:** EUR

Local Agents:

1) Gosselin Worldwide Moving
Belcrownlann 23
2100 Deurne/Antwerp, Belgium
POC: Werner Albrechts
Tel: (32) 33 605 604
Email: wernerA@gosselin.be

2) Provence Services
94 chemin du Littoral
13015 Marseille, France
POC: Benoit Boulais
Tel: (33) 491 095 030
Fax: (33) 491 095 039
Email: b.boulais@provenceservices.com

Post: *Paris* **Bureau:** EUR

Local Agents:

PRODEMIS
MR. Alain BEREKBAUM, Manager
POC: Mme. Brigitte Pagnoud
42 rue Jean-Jaures - 92800 PUTEAUX
Tel: +(33) 1 41 02 94 41 - FAX: +(33) 1 41 02 94 49
E-mail: Bpagnoud@prodemis.fr

NEER SERVICE FRANCE
Mr. cedric ZIBI, Manager
17 Avenue des Morillons - 95140 Garges les Gonesse, France
Tel: +(33) 1 34 45 50 30 / +(33) 1 34 45 50 00
Fax: +(33) 1 34 45 52 00
E-mail: cedricz@neerservice.fr

CROWN RELOCATIONS
Mr. Jean-Philippe ERNANDES, Manager
7 rue Gustave Eiffel - 78300 Poissy, France
Tel: +(33) 1 30 06 75 37
Fax: +(33) 1 30 06 75 48
E-mail: jernandes@crownrelo.com

GOVERNMENT LOGISTICS NV
Mr. Stephan GEURTS Junior, Manager
Belcrownlaan 23, 2100 DEURNE, BELGIUM
Tel: +(32) 3 360 55 00 - Fax: +(32) 3 360 56 33
E-mail: StephanJr@govlog.be

INTERDEAN
Ms. Céline DELRUE, Manager
6 rue René Razel 91400 Saclay, France
TEL: +(33) 1 80 38 31 00 FAX: + 33 (0) 1 69 35 08 55
E-MAIL: celine.delrue@interdean.com

STERLING CORPORATE RELOCATION
POC: Mme. Catherine BOUSSEY
E-mail: catherine.boussey@sterlingrelocation.com
Sterling Relocation
ZA Pesselière - 7, rue Jacques de Vaucanson - 69780 Moins, France
Tel: ++(33) 4 72 47 25 65
Logistic Paris Office:
116 Avenue Aristide Briand - 93153 Le Blanc-Mesnil cedex, France
Tel: +(33) 1 49 39 47 00 - Fax: +(33) 1 49 39 47 17
E-mail: lyne.neto@sterlingrelocation.com

TEAM Allied
POC: Nathalie Henenbelle
47 Route Principale du Port
92238 Gennevilliers Cedex, France
TEL: +(33) 1 47 92 45 70 FAX: +(33) 1 47 92 50 50
E-MAIL: nathalie.henenbelle@teamrelocations.com

GROSPIRON
Mr. Jean Luc HADDAD, Manager
Z.I. du Coudray, 30/32 Avenue Albert Einstein, 93150 Le Blanc Mesnil, France
Tel: +(33) 1 48 14 41 79 Fax: +(33) 1 48 11 71 70
E-MAIL: jl.haddad@grospiron.com

Post: *Strasbourg* **Bureau:** EUR

Local Agents:

See Paris

Country: Gabon

Post: *Libreville* **Bureau:** AF

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@ags-demenagement.com

Country: Gambia

Post: *Banjul* **Bureau:** AF

Local Agents:

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

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

Country: Georgia

Post: *Tbilisi* **Bureau:** EUR

Local Agents:

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

1. GOSSELIN MOVING Georgia
POC: John Braeckeveldt 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

3. INTERDEAN INTERNATIONAL RELOCATION 21 Griboedov Street, 0108 Georgia
POC: Revaz Chanturia and / or Amina Ahmedova
E-mail: : revaz.chanturia@interdean.com and amina.ahmedova@interdean.com; tbillisi@interdean.com.ge
TEL: +995 322 91-70-88
FAX: +995 322 91-70-88
Address: 5B N. Ramishvili St., Tbilisi-0179, Georgia

Country: Germany

Post: *Berlin* **Bureau:** EUR

Local Agents:

4) Froesch GMBH & Co. KG
Maerkische Allee 45
14979 Grossbeeren, Germany
POC: Boris Germann
Tel: 0049-33701-84509663
Email: info.berlin@froesch.de
** bonded facility **

1) Interdean AG
Hauptstr. 07
14979 Grossbeeren, Germany
POC: Christian Winkler
Tel:49-33701-21413 Email: christian.winkler@interdean.com ** bonded facility **

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

Post: *Bonn* **Bureau:** EUR

Local Agents:

Post: *Dusseldorf* **Bureau:** EUR

Local Agents:

See Berlin

Post: *Frankfurt* **Bureau:** EUR

Local Agents:

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

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

Post: *Hamburg* **Bureau:** EUR

Local Agents:

See Berlin

Post: *Leipzig* **Bureau:** EUR

Local Agents:

See Berlin

Post: *Munich* **Bureau:** EUR

Local Agents:

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

1) Schmid and Kalhlert GmbH & Co. KG
Siemenstrasse 12a
85716 Unterschleissheim/Muenchen
POC: M. Lauer
Tel: 48 49 3190 810
Fax: 49 89 3190 8129
Email:m.lauer@schmid-und-kahlert.de

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

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 Fiifi 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 Fiifi 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

---

2) Carloking Services
P.O.Box Ce 11344
101/103 Vertical Court
Commnity 5, Tema, Ghana
Tell:+233303204554 , + 233303203227
Fax : +233303201395
Email: Info@Carloking.Com

Director: Carlos Ahenkorah
Cell: +233244356192
Direct Line: (+1) 5712551225
Email: Carlos@Carloking.Com

Poc: Benjamin Ohemeng
Email: Benjamin@Carloking.Com
Cell: +233202630672
Or
Aviance Cargo Village
New Agency Block 17
K.I.A Accra
Tell: +233302730776
Fax: +233302730785
Poc: Eugene Ohemeng
Email : Eugene@Carloking.Com
Cell: +233202630671

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3) DAMCO Logistics Ghana Limited
Box 8800, C7, Reg. No. 41683
Obourwe Building Torman Road
Tema, Ghana
or
Aviance Cargo Village
Block 10, KIA Accra
POC: Nana Kakyi Baffoe
Tel: 233 21 765557
Fax: 233 21 764593
Cell: 233 244 332794
Email: nana.Baffoe@damco.com

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5) 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

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4) 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

ITGBL Local Agents

Country: Greece

Post: *Athens* **Bureau:** EUR

Local Agents:

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

4) Matrix Relocations Ltd
26 Skoufa str.,
10673 Athens Greece
Tel : 011 30 210 6104494
Fax : 011 30 210 6104493
POC : Mr. S. Michos
Email : sergios.michos@matrixrelo.com

3) 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

Post: *Thessaloniki* **Bureau:** EUR

Local Agents:

2) Contrust Ltd
9 Shistou Av.,
188 63 Piraeus Greece
POC : Mrs. Sophie Poupalidou
Tel: 011 30 210 4010300
Fax: 011 30 210 4010304
Email: Georgia@contrust.gr

3) 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

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

4) Matrix Relocations Ltd
26 Skoufa str.,
10673 Athens Greece
Tel : 011 30 210 6104494
Fax : 011 30 210 6104493
POC : Mr. S. Michos
Email : sergios.michos@matrixrelo.com

Country: Grenada

Post: *St. George's* **Bureau:** WHA

Local Agents:

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

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

Country: Guangzhou

Post: *Guangzhou* **Bureau:** EAP

Local Agents:

1) Asian Tigers K.C. Dat (China) Ltd. *
Room 1707, New Poly Tower
No. 2 Zhong Shan Liu Lu
Guangzhou 510180, China
POC: Jimmy Lee
Tel: (8620) 8666-2655
Fax: (8620) 8667-8944
Email: Jimmy.Lee@AsianTigers-China.com
* inbound/outbound agent

2) AGS Four Winds Guangzhou *
Room 1712B, Yi An Plaza
No. 33 Guangzhou 510060, CHINA
POC: Steven Quan
Tel: 8620 8363-3735/8363 4629 Cell: 86 139 2417 9112
Fax: 8620 8363-4356
Email: steven.quan@agsfourwinds.com
*inbound/outbound agent

3) Santa Fe Relocation Services *
Room 1307, West Tower
Guangzhou International Commercial Center
Ti Yu Dong Road
Guangzhou 510260, China
POC: Eva Huang
Tel: (8620) 3887-0630
Fax: (8620) 3887-0629
Email: eva@santafe.com.cn
*** inbound and outbound agent

Country: Guatemala

Post: *Guatemala City* **Bureau:** WHA

Local Agents:

3) Intermud
20 Avenue 18-01; Zona 11
Guatamala City, Guatemala
POC: Patrick Heinimann / Patricia Gonzalez
Tel: 502 2415 6815
Fax: 502 2415 6825
Email: intermud@intermud.com
Web-site: www.intermud.com

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

Country: Guinea

Post: *Conakry* **Bureau:** AF

Local Agents:

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

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

Country: Guinea-Bissau

Post: *Bissau* **Bureau:** AF

Local Agents:

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

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

Country: Guyana

Post: *Georgetown* **Bureau:** WHA

Local Agents:

1) Guyana Overseas Traders
1 Victoria Road
Sparendaam
Plaisance, East Coast Demerara
POC: Horace Willison
Tel: 592-222-5552
Fax: 592-222-5553
Email: Guyotrad@networksgy.com

2) D & J Shipping Services
61 Fifth Street
Alberttown, Georgetown
POC: Lucia Desir
Tel: 592-223-6056
Fax: 592-231-7185
Email: djss@guyana.net.gy

Country: Haiti

Post: *Port-au-Prince* **Bureau:** WHA

Local Agents:

2) Concorde Worldwide Movers
12, Rue Garnier - Bourbon
Petion-Ville, Haiti
POC: Mr. Reynald Lally cell: (509)3657-2660; Mr. Julio Plaisil cell: (509) 3406-3615
Tel: (509) 510-7466
Email: concordehaiti@yahoo.com

1) Emballage Adventiste
Diquini 63, Careefour
PO Box 1339
Port-au-Prince, Haiti
POC: Mr. Delide Meme, Assistant Manager; cell: (509) 3404-6866; Ms. Darlyng Cadet cell: (509) 3135-3350
Tel: (509) 2813-1376 / 2813-1377
Fax: (509) 234-0562
Email: emballageadventiste@hotmail.com; adventisteemballage@yahoo.com

Country: Holy See

Post: *Vatican City* **Bureau:** EUR

Local Agents:

See Rome, Italy.

Country: Honduras

Post: *Tegucigalpa* **Bureau:** WHA

Local Agents:

3) Mudanzas International
Edificio Internacional
Boulevard Suyapa (frente la UNAH)
POC: Maritza Rodríguez de Lacayo
Tel: (504) 2239-1901; (504) 2239-1903
E-mail: mudintl@yahoo.com
info@mudanzasinternational.hn

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 **

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

ITGBL Local Agents

Country: Hong Kong

Post: *Hong Kong* **Bureau:** EAP

Local Agents:

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

3)Allied Pickfords Hong Kong
Suites 602-608, 6/F.
248 Queen's Road East
Wan Chai, Hong Kong
POC: Mr. Jeff Offutt
D: +852 2823 2038
M: +852 9656 2655
F: +852 2375 1065
E: jeff.offutt@alliedpickfords.com.h

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

Country: Hungary

Post: *Budapest* **Bureau:** EUR

Local Agents:

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

1) Interdean Hungary KFT
1211 Budapest Szallito u.6, 2nd floor
Budapest, Hungary
POC: Anthony Heszberger
Tel: (361) 888-6750
Fax: (361) 277-2877
Email: Anthony.Heszberger@interdean.com
Email: Andrea.Laskovics@interdean.com
Website: www.interdean.com

3) Corstjens Worldwide Relocation Group Budapest
H-1094 BUDAPEST HUNGARY
LILIOM UTCA 1/B FSZT 3.
Phone + 36 (1) 261 2651
Mobil + 36 (30) 932 4127
Fax + 36 (1) 260 1055
Email info@corstjens.hu
Website: www.corstjens.hu
Member Gosselin Group

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

Country: Iceland

Post: *Reykjavik* **Bureau:** EUR

Local Agents:

1) Propack - Pokkun og Flutningar
Smioshofoi 1
110 Reykjavik, Iceland
POC: Mr. Vioar Petursson
Tel: (354)-587-9700
Fax:(354)-587-9705
Email: propack@propack.is

Country: India

Post: *Chennai* **Bureau:** SCA

Local Agents:

2) Allied Lemuir Pvtr. 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

4) M/s Clintus Network, Mtd.
Khasra No. 332l Chattarpur
New Delhi, India
POC: Mr. Dinesh Joshi, Director
Tel: 91-11-26803874/75/76/77/78/79
Cell: 9810155741

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

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 **

AGS Four Winds India Third Floor, 51 1st Main Road, Gandhi Nagar, Chennai, India Mr. Ivan Jefferson Tel: +91 44 4205 4886
Mobile: +91 99 620 27973
Email address: manager-india-chennai@agsfourwinds.com

ITGBL Local Agents

Post: *Hyderabad* **Bureau:** SCA

Local Agents:

	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
	Star Worldwide Group 7-8-304, Old Airport Road Gautam Nagar, Secunderabad T: +91 040 27952964 | M: +91 9908124561 Dsrikanth@starww.com aulinamithal@starww.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
	1) AGS/Four Winds International Movers Gopal Industries, Plot No. 19 IDA, Balangar, Hyderabad - 5000037 T- Ravindran, Branch Manager Boardline: +9123074593 Contact Person: T- Ravindran Cell No. : + 91 9177830001 t-ravindran@agsfourwinds.com sailaja.jonnalagadda@agsfourwinds.com
	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

Post: *Kolkata* **Bureau:** SCA

Local Agents:

2) P.M. Relocations (Pvt) Ltd
P.M. Relocations Pvt. Ltd. CZ-34,
SCE-B, Metropoliton 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

---

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

ITGBL Local Agents

Post: *Mumbai* **Bureau:** SCA

Local Agents:

	IGL Relocation (A Division of Interport Global Logistics Pvt. Ltd.) Company POC: Purnima Parmeshwaran Email : purnima@iglrelocation.com Contact numbers: Operator: +91 22 6616-6616 Direct : +91 22 6616-6661 Mobile : +91 80808-34820 Fax: +91 2266166642/43 Company address: IGL Relocation 901, Vikas Centre, Dr. C.G. Road Chembur, Mumbai 400074 India www.interportglobal.com www.iglrelocation.com
	Writer Relocations 105, Dr. B Ambedkar Road Mumbai 400 033, India POC: Austin da Gama Tel: 91-22-2372 3688/2008/4058 Cell: 98201 57281 Fax: 91-22-2373 8307 2375 2416 Email: austin@writercorporation.com Website: www.writercorporation.com
	M/s Star Worldwide Movers Pvt. Ltd. Mumbai Unit 16 - a a, Narayan Plaza Off Saki Vihar Road Chandivalia Road, Andheri East Mumbai - 400072 POC: Sahil Mittal & Joaquim Rogrigues Tel: 022-28475114/6501/8776 Email: sahilmithal@starww.com; Joaquim@starww.com starmumbai@starww.com
	M/s Titan Sea and Air Services Private Limited POC: M. Jagannath Rai or M. Shekhar Tel: 91 22 28303818/ 66930060 Fax: 91 22 28303814 Email: mjrai@tsaspl.com or shekhar@tsaspl.com
	AGS Four Winds India Pvt Ltd. CTS No. 69, Mehra Industrial Estate, Near "Jaswanti Landmark", LBS Marg, Vikhroli (West), Mumbai – 400079 INDIA. POC: Blaise Pereira Email: blaise-pereira@agsfourwinds.com Tel.No.(B) : +91 22 61953900 Fax No…..: +91 22 61953999

Local Agents:

	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
	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
	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
	3)Clintus Network - LIMITED Khasra No. 332, Chattarpur New Dehli, India POC: Mr. Dinesh Joshi Tel: 91-11-26803876, 26803879. Cell: 9810155741 FAX: 91-11-26802631, 26802616. Email: clintus@del12.vsnl.net.in

Country: Indonesia

Post: *Jakarta* **Bureau:** EAP

Local Agents:

2) 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

---

6) 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

---

7) 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

---

3)Santa Fe Indonusa, PT (Santa Fe Relocation Services)
Jl. Karanggan Muda Raya No.59
Gunung Putri 16961
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 /
idsales@santaferelo.com
Website: www.SantaFeRelo.com

---

4) Asian Tigers Lane Moving & Storage (PT. Citra Air)
Kawasan Industri Gudang Taman Tekno
Blok 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
bill.lloyd@asiantigers-indonesia.com
website : www.AsianTigersGroup.com

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1) Kotaisan Logistic PT
JL M. Kahfii No. 16
Ciganjur - Jagakarsa, Jakarta 12630, Indonesia
POC: Mr. Johnson Young
Tel: (62) (021) 788-93783
Fax: (62) (021) 788-93786
Email: ktsprima@centrin.net.id
Website: www.kotaisan.co.id

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5) 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
Email: ade.jkt@prima-logistic.com
Website: www.prima-logistic.com

Post: *Medan* **Bureau:** EAP

Local Agents:

Post: *Surabaya* **Bureau:** EAP

Local Agents:

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

Country: Iraq

Post: *Baghdad* **Bureau:** NEA

Local Agents:

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

Paxton International
Al Kindy Hay, Section 215
Street #14, House #29
Baghdad, Iraq
Email: iraq@paxton.com

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:

1) Paxton International
Italian Village, House #591
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 **Bureau:** EUR

Local Agents:

	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
	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

ITGBL Local Agents

Country: Israel

Post: *Jerusalem* **Bureau:** NEA

Local Agents:

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

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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 – Dov Inbar mobile 052-273-0939, dovinbar@Globus-Intr.co.il,
Ella Yankilevich, off. Tel. 08-9324255 mobile 052-6845295, import6@Globus-Intr.co.il

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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 Wilf 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,

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,

Local Agents:

	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
	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 Wilf 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,

ITGBL Local Agents

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

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

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

Post: *Milan* **Bureau:** EUR

Local Agents:

1) Bolliger S.P.A.
Via Palmieri, 46
20141 Milan, Italy
POC: Domenico Cellamare
Tel: 011-39-02-844721
Fax: 011-39-02-89501233

2) Bolliger S.P.A.
Via Palmieri, 46
20141 Milan, Italy
POC: Domenico Cellamare
Tel: 011-39-02-844721
Fax: 011-39-02-89501233

3) North International SRL
Via Alassio, 10
20156 Milann, Italy
PH. +390238202288
Fax: +390238202621
Cell: +3932994441
POC Mita Favalli
Email www.n-intl.com
mita@n-intl.com

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

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

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

Post: *Rome* **Bureau:** EUR

Local Agents:

1) 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

3) De Vellis Moving & Storage
Via Volturno, 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

2) 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

ITGBL Local Agents

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* **Bureau:** EAP

Local Agents:

	Company "Fukuoka Soko Co. Ltd. 19-19 Okihama-Machi, Hakata-ku Fukuoka-Shi 812-0031 Japan POC: Ms. Yuko Ishido, Coordinator ishido2y@fukuokasoko.com Tel: 81-92-281-0077 Fax: 81-92-281-0804 Email: mori@fukuokasoko.com Website: www.fukuoasoko.com"	Moving

Post: *Nagoya* **Bureau:** EAP

Local Agents:

	3) Nippon Express c/o Nihon Kaijikentei Kyokai Bldg., 2F 2 - 4 - 23 Irifune, 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	
	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.fukuoakasoko.com	
	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	

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

Nihon System Service Co., Ltd.
3-6-10 Nihonbashi, 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

Nippon Express Co., Ltd.
Osaka Chuo Bldg., 4F, 1-1-18 Kita-Horie, Nishi-ku
Osaka 550-0014 Japan
POC: Mr. Akio Okada
Tel: 81-6-6538-3530
Fax: 81-6-6838-3538
email:ac-okada@nittsu.co.jp
**bonded facility **

Post: *Sapporo* **Bureau:** EAP

Local Agents:

Nippon Express Co., Ltd.
Tokyo Overseas Removals Branch
5-7-28, Higashi-Shinagawa
Shinagawa-Ku, Tokyo 140-0002
Japan
Phone: 03-6682-2564
POC: Mr. Takeo Takayama (tab-takayama@nittsu.co.jp)
POC: Mr. Shingo Maki (shib-maki@nittsu.co.jp)
Website: http://www.nipponexpress.com/about/corporate/network/index.html
** bonded facility **

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
Email: tokyo.overseas@nss-japan.com
Website: http://www.nss-japan.com/Eng/index.html

Post: *Tokyo* **Bureau:** EAP

Local Agents:

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

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

Post: *Yokohama* **Bureau:** EAP

Local Agents:

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

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

ITGBL Local Agents

Country: Jordan

Post: *Amman* **Bureau:** NEA

Local Agents:

2) 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

1) JIRPAC
International Removals and Packing
P.O. Box 851069
Amman 11185 Jordan
Tel: 00962 6 5824 463 I Fax: 00962 6 5825 317
E-mail : info@jirpac.com I Website:
www.jirpac.com
POC: Mr. Amer Sawalha/General Manger,

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

Country: Kazakhstan

Post: *Almaty* **Bureau:** SCA

Local Agents:

2) Transnomad Removals International - Almaty
222 Baizakov Str, Office 16
Almaty, Kazakhstan
POC: Linda Yeleussizova
Tel: 7 3272 699732
Fax: 7 3272 699212
Email: rrd@transnomad.kz

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

MoveOne Relocations Business center "Pioneer", Dostyk Avenue 136, office # 403
Almaty 050051, Kazakhstan
POC: Arman Matybay
Tel: +7 727 313 07 58
Fax: +7 727 313 07 59
Cell: +7 771 300 70 66
Email: arman.matybay@moveoneinc.com
Group Email: kazakhstan@moveoneinc.com
web: http://www.moveoneinc.com

4)) Interdean Relocation Services 103 Furmanova str., office 836
Almaty 050000, Kazakhstan
POC: Meruyert Mussanon Tel: +7 (727) 272-5251 Cell: +7 775 672 6632
Fax: +7 (727) 266 7594
Email:Meruyert.Mussanova@interdean.com Group Email: Almaty@interdean.com
web: www.interdean.com

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* **Bureau:** SCA

Local Agents:

2) Intermovex LLP
68 Respublika str., off. 304 BC "Marzhan"
010000 Astana, Kazakhstan
Tel: +7 7172 77 05 45
Cell.: +7 701 375 9376
Head of branch office – Mrs. Lidiya Kenchinbayeva
Removals manager – Ms. Anar Zhangazina
Removal supervisor – Mr. Artyom Savchenko

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

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

SDV Transami (K) Ltd
Airport North Road
P.O Box 46586 – Nairobi 00100
POC: Sue West
Tel: (+254 20) 6935000/6421000 Switchboard
Tel: (+254 20) 6421534/6824354, Direct
Cell: (+254) 722 207191
Fax: (+254 20) 6823124/6823128/6823195
Email: sue.west@bollore.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

AGS Frasers
POC: Gil Recizac
+254 20 2107073
+254 77 0513186
manager-kenya@agsmovers.com

Urgent Cargo Handling Ltd.
Dundee House, Uhuru Highway
POB 21210-00505
Nairobi, Kenya
POC: Mr. Arunga
Tel: 254-20-2229567/2215151/2215798
Email: phillip@urgentcargo.com
Website: urgentcargo.com

Schenker
Cargo Villiage, JKIA
POB 46757
00100 Nairobi, Kenya
POC: Jacob Oguoko
Tel: 254 (0) 20 827240/1 2700973/ 2700934
Fax: 254 (0) 20 822018 or 827934 Angela Kuria
Email: angela.kuria@dbschenker.com

Superfreight Ltd.
Kenya Commercial Bank House
Dar es Salaam Road
Industrial Area
P.O. Box 55460
00200 Nairobi, Kenya
POC: Maina Muchiri
Email: superfreight@wananchi.com

ITGBL Local Agents

Country: Korea

Post: *Busan* **Bureau:** EAP

Local Agents:

Post: *Seoul* **Bureau:** EAP

Local Agents:

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.
Namyoung 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

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

Country: Kosovo

Post: *Pristina* **Bureau:** EUR

Local Agents:

3) Matrix Relocation Kosovo
Industrial Zone Veternik PN
10000 Pristina-Kosovo
POC is Mr. Ekrem Qerreti
e-mail: ekrem.qerreti@allied-kosovo.com
Tel: 381 38 548 264
Fax: 381 38 548 265
Cell: 377 44 154 967
Web: www.matrixrelo.com

2) AGS-Pristina
Zona Industriale, Tahir Zajmi PN
10000 Pristina, Kosovo
POC: Arben Sharani
Tel: 377 44 502 579
Email: manager-kosovo@agsmovers.com

4) Interdean International
Matican nn
10000 Pristina Kosovo
POC: Jasminka Trpenoska
Tel: +389 2 3215 340
e-mail: Jasminka.trpenoska@interdean.com

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:

	3) Global Freight Systems, Co. W.L.L. Sultan Ben Essa Complex Dajeej, Farwaniya, Kuwait POB 22389, Safat 13084 Kuwait POC: Venkatesh Sharma Tel: 965 2431 6530 Fax: 965 2431 9177 or 431 6478 Cell: 965 997 36327 Email: venkatesh@globalfreight.net
	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)
	2) Al-Sawan Cargo Co. Al-Ghazali Street Al-Rai Area, PO Box 576 Safat 13006, Kuwait Tel: 965-24711440 X 511/ 1809020 Fax: 965-2471-3226 Cell: 965-9902-6461 (Mukhtar) Email:ops@alsawan.com; lennon@alsawan.com; zahed@alsawan.com
	4) Gulf Agency Company (Kuwait) Kuwait Free Trade Zone, Phase 2 Future Area Plot No. C28/ D1 - D10 Building Number 7 Shuwaikh, Kuwait POC: Mr. Vincent Fernandes Tel : 00965 22264164 Fax: 00965 24836375 Cell : 00965 97205128 Email : Vincent.fernandes@gac.com moving.kuwait@gac.com Website : www.moving.gac.com

Country: Kyrgyzstan

Post: *Bishkek* **Bureau:** SCA

Local Agents:

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**

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

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, Sokpaluang 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

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@jbkasia.com and nok@jvkasia.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

ITGBL Local Agents

Country: Latvia

Post: *Riga* **Bureau:** EUR

Local Agents:

	1) Corstjens Worldwide Movers Riga Jurkalnes iela 15/25, gate 15 Riga, Latvia LV-1046 POC: Olga Petroveca Tel: (371) 67800 800 Fax: (371) 67800 801 Email: olgap@corstjens.com	** 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	
	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 **
	4) FF INTERNATIONAL MOVERS 3, Sarlotes street LV-1001, Riga, LATVIA POC: Aivars Usans Tel: (371) 6784 0592 Fax: (371) 6784 0591 Cell: (371) 2916 0011 e-mail: au@ff-group.lv	

Country: Lebanon

Post: *Beirut* **Bureau:** NEA

Local Agents:

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

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

5) Kamel E. Haddad
D. General Manager
DHL Global Forwarding Lebanon
Charles Helou Avenue
490 Harbor Drive Saifi
Beirut – Lebanon
Phone: +961 1 564789
Fax: +961 565268
Kamel.haddad@dhl.com
www.dhl.com

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 www.bcclogistics.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

Country: Liberia

Post: *Monrovia* **Bureau:** AF

Local Agents:

AGS Frasers
International Removals
Monrovia, Liberia
Email: manager-liberia@agsmovers.com
www.ags-worlwide-movers.com
Tel: 231 077 00 33 77

Express handling Services
58 Broad Street
Monrovia, Liberia
Email ehsmlw@yahoo.com
Tel: 231 06 511 201/231 06 657 235

Sealand shipping
Bushrod Island
Monrovia, Liberia
Email: sealandshipping@yahoo.com
Tel: 231 06 511 687/ 231 06 423 252

Country: Libya

Post: *Tripoli* **Bureau:** NEA

Local Agents:

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 Streeet, Nr. Sa
Lahadien 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

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

2)

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

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

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: servektvilnius@takas.lt

Country: Luxembourg

Post: *Luxembourg* **Bureau:** EUR

Local Agents:

2) Nadin
2, rue de Septfontaines
L-8371 Hobscheid, Luxembourg
POC: Mr. Francis Van Duffel
Tel: 352 39 80 48
Fax: 352 39 56 24
Email: info@nadin.eu

1) Interdean Deiladen SA
Hall 7 - Allee de la Poudrerie
L-1899 Kockelsheuer
POC: Mr. Stephane Compain
Tel: 352 48 44 22
Fax: 352 40 29 79
Email:
Luxembourg@interdean.com

3) Lux-Connex
101, rue des Artisans
L-1141 Luxembourg, Luxembourg
POC: Manny Krier
Tel: 352 40 24 40
Fax: 352 48 48 25
Email: manny.krier@lux-connex.lu

ITGBL Local Agents

Country: Macedonia

Post: *Skopje* **Bureau:** EUR

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: Sandra Dimovska
Tel: 389-2-2550-661
Fax: 389-2-2551-550
Email: Sandra.dimovska@orbit.mk
Email: orbit@orbit.mk
www.beinoglou.gr

4)

5) MakMove doo Skopje (Representative for Corstjans World Wide Movers)
Skupi bb (Agromehanika)
1000 Skopje, Macedonia
Mailing address: Ul. "Gjorce Petrov" 10/2-5
1000 Skopje Republic of Macedonia
Ljupco Gjorgjievski/ Toni Marhusevsk
Mobile Tel: 389 70 380 484, 389 70 233 456
Phone/fax: 389 2 2039 727, 389 2 3096 697
Email: info@makmove.com.mk, corstjens@t-home.mk
Web: www.makmove.com.mk, www.corstjens.com

6) AGS Skopje
POC: Ms. Marija Angelova
Tel: +38923096424
Fax:+38923096423
Mobile: +38970252294
Email: manager-macedonia@agsmovers.com

3) Intermove LTD Interdean International Relocation
Str. 164 No. 46
1000 Skopje, Macedonia
POC: Ms. Jasminka Trpenoska
Tel: 389-2-3215-340
Fax: 389-2-3215-360
Email: skopje@interdean.com Email: Jasminka.Trpenoska@interdean.com Web: www.interdean.com

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: wwmmg@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) Packaging & Relocation Services
Area 28/27 Kanengo
P.O Box 1076
Lilongwe, Malawi
POC: James Jamu (Managing Director)
Tel: 265-1-711-047/48
Cell: 265-8-855-179
Fax: 265-1-711-047
Email: prs@malawi.net

2) Stuttafords International Removals
P.O.Box 2052
Lilongwe
Malawi
POC: Obet Matwanje or Willard Munangati Managers
Tel: 265 1 712 467
Fax: 265 1 710 495
Mobile: 265 8 888 68635 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:

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

2) Ambassador Worldwide Movers (M) Sdn. Bhd.
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

5) Crown Relocations, Crown Worldwide Movers Sdn. Bhd
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

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

1) Crown Line (M) Sdn. Bhd.
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

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:

1) Yogbur Safety Packers
c/o Eyre Cargo Services, Velbro House, Qormi Road
Luqa LQA 9040, Malta
POC: Alfred Xuereb or Jesmond Mifsud
Tel: 356 2124 2327/8 Fax: 356 2124 2320 Email: jesmond@eyrecargoservices.com

2) Express Trailers Ltd.
Velbro House
Luqa Road
Qormi LQA 9040, Malta
POC: David Fleri Soler, Sales Manager
Tel: 356 2124 2311 x300
Fax: 356 7942 1476
Email: dflerisoler@expresstrailers.com
Web-site: www.expresstrailers.com

3) Eyre Cargo Services
Velbro House
Luqa Road
Qormi LQA 9040, Malta
POC: Jesmond Mifsud, Agency Manager
Tel: 356 2124 2327/8
Fax: 356 2124 2320
Email: jesmond@eyrecargoservices.com
Web-site: eyrecargoservices.com

5) 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

4)Transpak Overseas Removals, Ltd.
326/328 Zabbar Road
Paola FGR 1013, Malta
POC: William Vella, Managing Director
Tel: 356 2182 1166
Fax: 356 2180 0350
Cell: 356 9949 2890
Email: infor@transpakmalta.com
Web-site: www.transpakmalta.com

Country: Marshall Islands

Post: *Majuro* **Bureau:** EAP

Local Agents:

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

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

Country: Mauritania

Post: *Nouakchott* **Bureau:** AF

Local Agents:

2) SOGECO Mauritania
Societe General du Consignation et D'entreprises
Maritimes
Consignation, 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

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

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

3) AGS FRASERS INTERNATIONAL MOVERS
ARSENAL
MAURITIUS
MANAGER: ERWAN VERGER
TEL. NO: 230 764 0020
EMAIL: manager-mauritius@agsmovers.com
INTERNET: www.agsfrasers.com

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

Country: Mexico

Post: *Ciudad Juarez* **Bureau:** WHA

Local Agents:

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

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@tis-worldwide.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:

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

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

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@mundazasgou.com
Website: www.mundanzasgou.com

Post: *Matamoros* **Bureau:** WHA

Local Agents:

1) Mudanzas Gou, S. A. de C. V.
POC: Francisco Javier Castillo Pulido
Nueva Escocia # 4344
Fracc. Ind. Abraham Lincoln
Monterrey, N. L. CP. 64310
Tel.- (81) 83 70 63 97
Nextel.- 52*34504*58
f.castillo@mudanzasgou.com

Post: *Merida* **Bureau:** WHA

Local Agents:

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
carmensr@transcontainer-group.com

1) Muebles y Mudanzas MYM, S.A. de C.V.
Calle 65 No. 699 Av. Quetzalcóatl entre 18 y 20
Col. Emilio Portes Gil 97167 Merida, Yucatan, Mex.
Office: 52-999-983-0198
Mobile 52-999-947-1147
mymmeridablanca@hotmail.com
Contact: Ana Julieta Martin

2) Empaques y Mudanzas, S.A. de C.V.
Calle 9 No. 86 por 12 diagonal
Fracc. Mulsay 97246 Merida, Yucatan, Mex.
Office: 52-999-912-5234
Mobile: 52-999-958-0772
empaquesymudanzasint@prodigy.net.mx
Contacts: Ernesto Flores, Nora Leticia Martin

4) Transportes y Mundanzas Mendez, S.A. de C.V.
Calle 97, no.382 por 48-A
Santa Rosa, Merida, Yucatan, Mexico
POC:
Tel: 52-999-929-5745
Email: mundanzasmendez@hotmail.com

3) Mudanzas Continental, S.A. de C.V.
Calle 27 No. 365 por 34
San Vicente Chuburna 97206 Merida, Yucatan, Mex.
Office: 52-999-987-3607
Mobile: 52-999-180-1190
luisf@mudanzascontinental.com.mx
Contact: Luis Felipe Martin

ITGBL Local Agents

Post: *Mexico City DF* **Bureau:** WHA

Local Agents:

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

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
carmensr@transcontainer-group.com

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 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

Post: *Monterrey* **Bureau:** WHA

Local Agents:

2) Trafimar Relocation Service, Monterrey
Ave. de las Industrias No. 124, Fracc Industrial los Nogales
Santa Catarina N.L. C.P. 66367 Entre - Arroyo el Obispo y Antiguo Camino a Minera del Nte.
POC: Brenda Casas
Email: b.casas@trafimarrelo.com.mx Tel: 51 81 8390-0583

3) Mundanzas Gou, S.A. de C.V.
Representante de Ventas
Nueva Escocia No. 4344, Fracc. Ind. Abraham Lincoln
Monterrey, N.L. CP 64310 POC: Alfonso Luna
Tel: 52 81 8040 0000, 8040 0500, & 8676 3025 Email: A.Luna@mudanzasgou.com

4) MYM, Muebles y Mudanzas International
Edgar Allan Poe #235
Col. Polanco Mexico, D.F. 07370
POC: Bernardo Lijtszain
Tel: 52 55 1055 8732
Email: lijtszain@myinternational.com

1)Transcontainer
Via. Dr. Gustavo Baz No. 295-F, col. Viveros de la Loma
Tlalnepantla, EDO Mexico 54080
POC: Vicky Rojas/ Ma. Del Carmen Martinez de Lerdo de Tesada, Dir.
Tel: 55 5361 7603/5398/7884
Email: vickyr@transcontainer-group.com
Email: carmensenior@transcontainer-group.com (Director)

Post: *Nogales* **Bureau:** WHA

Local Agents:

Mudanzas Gou
Allied International
Av. Las Galaxias 31
Col. Parque Industrial
CP 83299 Hermosillo, Sonora, Mexico
Tel: 011 52 662 251 0734/ 0839/ 0876
Fax: 011 52 662 251 0875
Email: rmendoza@mundazasgou.com
Website: www.mundanzasgou.com

Post: *Nuevo Laredo* **Bureau:** WHA

Local Agents:

2) Transcontainer
Via Dr. Gustavo Baz # 295-F
Col. Viveros de la Loma
Tlalnepantla, Estado de Mexico C.P. 54080
Ph. 011-55-5361-7603
POC: Vicky Rojas
E-Mail: cickyr@transcontainer-group.com

1) Mundanzas Gou
POC: Mario Martinez
Tel: 867-717-0517
Email: n.laredo@mundanzasgou.com

Post: *Tijuana* **Bureau:** WHA

Local Agents:

2) TRANSCONTAINER
Via Dr. Gustavo Baz #295-F
Estado de Mexico CP 54080
POC: Arturo Rincon Cordero
Tel: 52 55 5398-2323
Email: arturor@transcontainer-group.com

1)Mudanzas Gou
Avenue de las Galaxias #31
Esquina Satellites
Col. Parque Industrial de Hermosillo
Hermosillo, Sonora CP 83299
POC: Rossy Gomez
Tel: 662 2510734
Email: hermosillo@mudanzasgou.com

3) MYM INTERNATIONAL
Edgar Allan Poe #235
Col. Polanco Mexico CP 11550
POC: Malena Larrambebere
Tel: 52 55 2974 9400
Email: info@myinternational.com

Country: Miami Despatch

Post: *DA_MI* **Bureau:** USA

Local Agents:

Country: Micronesia

Post: *Kolonia* **Bureau:** EAP

Local Agents:

Pohnpei Transfer and Storage
P.O. Box 340
Pohnpei, FM 96941 Micronesia
Tel: (691) 320-2552
Fax: (691) 320-2389

Country: Moldova

Post: *Chisinau* **Bureau:** EUR

Local Agents:

	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
	2) Molinari Srl. 11/36 Aeroport Str. Chisinau, Moldova POC: Petre Balica Tel: 373-22524102; 373-22529341 Web-site: www.molinari.md
	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

ITGBL Local Agents

Country: Mongolia

Post: *Ulaanbaatar* **Bureau:** EAP

Local Agents:

2) Mon Logistics
Peace Avenue
Grand Plaza Complex # 1307
Bayangol duureg Ulaanbaatar 210535
Mr. A. Odgerel
od@mlw.mn
Tel: 976-7011-5454
Fax: 976-7011-1616
Cell: 976- 8800-0956
***We would like to use this company ONLY for in coming ITGBL shipments for HHE/UAB/CNS and POV.

1) Crown Worldwide, Mongolia:
Jamiinguun Street , Sukhbaatar District
Ar Mongol Travel Buidling, #403.
Ms. Enkhy,
Tel: 976-11-32-64-19
Tel: 976-9911-8509.
Email add: eluvsansharav@crownrelo.com
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.

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

Country: Montenegro

Post: *Podgorica* **Bureau:** EUR

Local Agents:

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 ***

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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

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4) INTERLOG
Ul Jovana Tomasevica G-9
85000 Bar, Montenegro
POC: Nikola
Tel: 38285313932
Fax: 38285317238
Cell: 38268006688
Email: interlog@cg.yu
logistics for container shipments in port of Bar

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2) INTERDEAN D.O.O
III NOVA 28
11272 DOBANOVCI - BELGRADE
TEL: + 381 11 35 36 350
FAX: + 381 11 35 36 352
Vesna Dragic, Branch Manager – mobile number
062 259 350
vesna.dragic@interdean.com
Maja Karaulic, Sales Manager – mobile number
062 259 354
maja.karaulic@interdean.com
*** packing and forwarding HHE/UAB/POV ***

Country: Morocco

Post: *Casablanca* **Bureau:** NEA

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 **

4) AGS Warehouse
73 Avenue Tarek Benziad
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

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

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 **

Post: *Rabat* **Bureau:** NEA

Local Agents:

AGS Rabat
1,rue Tayeb Bossiri
Apt 8, Agdal, Rabat
Morocco
POC: Emilie Ducert
Phone: 212 537 68 28 92
Cell: 212 661 10 98 51
Email: sales_rabat@agsmovers.com

bonded facility

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2) Bedel Casablanca
257-259 Boulevard Adelmoumen
Casablanca, Morocco
POC: Mrs. Amina Redouani
Tel: 212 22 86 04 68
Fax: 212 86 01 43
Email: move@bedel.ma
** bonded facility **

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3) Marine Maroc Demenagement
23, Boulevard Moulay Slimane
20300 Casablanca, Morocco
POC: Mrs. Oumelghait Kettami
Tel: 212 22 66 72 18
Fax: 212 22 40 47 22
Email: oumelkettani@marine-maroc.co.ma
** bonded facility **

AGS Casablanca
73, Boulevard Moulay Slimane, Depot No. 17
Ain Sebaa, 20 000 Casablanca, Morocco
Tel : + 212 5 22 66 01 89
Fax : +212 5 22 66 12 71

POC: Jean-Noël BOULNOIS - Manager
manager-maroc@agsmovers.com / +212 6 61 29 31 46

Clément BEAUVAIS – Sales Manager
directeurcommercial-maroc@agsmovers.com / +212 6 61 33 11 26

Mrs. Amina EL KARMOUDI - Import Manager
amina.elkarmoudi@agsmovers.com / +212 6 61 40 75 35

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4) 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

Country: Mozambique

Post: *Maputo* **Bureau:** AF

Local Agents:

AGS Frasers Mozambique
POC: Raphael Baptista, AGS Director
Avenida da Organizaçao da Uniao 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

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

CTZ Logistics Lda
Av Emilia Dausse 1286, R/C
Bairro Central A
Maputo
MOZAMBIQUE
Telfax :00258 21 303016
Tel: 00258823070684
Direct Mobile:
00258826223236/00258842853240/00258823805630
Email: ctzlogistics@inmail.co.mz
Email: sales@ctzlogistics.com &
czembe@ctzlogistics.com
Website: www.ctzlogistics.com
Chandson Zembe
Sales & Marketing Manager

Country: Namibia

Post: *Windhoek* **Bureau:** AF

Local Agents:

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

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 **

ITGBL Local Agents

Country: Nepal

Post: *Kathmandu* **Bureau:** SCA

Local Agents:

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 **

2) Orient Relocations
Tripureswor, Kathmandu
Nepal
POC: Binod Shah
Tel: 977 1 424 0990
Fax: 977 1 424 0455
Email: orientmovers@enet.com.np ** customs bonded facility **

Country: Netherlands

Post: *Amsterdam* **Bureau:** EUR

Local Agents:

3) KHZ Removals
A. van Leewenhoekweg 30
2400 AJ Alphen a/d Rijn
The Netherlands
POC: Sita Ranner
Tel: 31 172 449977
Website: www.khz.nl
** bonded facility **

1) Team Allied
Sevillaweg 20
3047 Al Rotterdam
The Netherlands
POC: Pauline Messing or Jasper Beijer
Tel: 31 10 245 1453 (Messing); 31 10 238 0332 (Beijer)
Fax: 31 10 245 1456 (Messing); 31 10 245 1447 (Beijer)
Email: Pauline.Messing@teamalliedgroup.com
Email: Jasper.Beijer@teamalliedgroup.com

2) De Haan Removals
Edisonweg 18
P.O. Box 259
2950AG Alblasserdam (Rotterdam)
The Netherlands
POC: Mr. Dick Ansink ; Mr. Marcel Boer
Tel: 31-78-692-03-33
Email: d.ansink@dehaan.nl ; marcel@dehaan.nl Website: www.dehaan.nl

Post: *The Hague* **Bureau:** EUR

Local Agents:

3) KHZ Removals
A. van Leewenhoekweg 30
2400 AJ Alphen a/d Rijn
The Netherlands
POC: Sita Ranner
Tel: 31 172 449977
Website: www.khz.nl
** bonded facility **

1) Team Allied
Sevillaweg 20
3047 Al Rotterdam
The Netherlands
POC: Pauline Messing or Jasper Beijer
Tel: 31 10 245 1453 (Messing); 31 10 238 0332 (Beijer)
Fax: 31 10 245 1456 (Messing); 31 10 245 1447 (Beijer)
Email: Pauline.Messing@teamalliedgroup.com
Email: Jasper.Beijer@teamalliedgroup.com

2) De Haan Removals
Edisonweg 18
P.O. Box 259
2950AG Alblasserdam (Rotterdam)
The Netherlands
POC: Mr. Dick Ansink ; Mr. Marcel Boer
Tel: 31-78-692-03-33
Email: d.ansink@dehaan.nl ; marcel@dehaan.nl *** Bonded Facility *** Website: www.dehaan.nl

Country: Netherlands Antilles

Post: *Curacao* **Bureau:** EUR

Local Agents:

	1) Caribbean Moving Services NV Caracasbaaiweg # 328 B Willemstad , Curacao POC: Ms Manuela Carolina Tel: (011-5999) 767-2588 Fax: (011-5999) 747-1155 Mail: manuela@cms.an	(UAB & HHE)
	2) Cusbro NV (POV & Supplies) Kleermakersweg # 18 Wilemstad, Curacao POC: Sylvienne Busby Tel: (011-5999) 511-8405 Fax: (011-5999) 461-0785 Mail: cusbronv@yahoo.com	

ITGBL Local Agents

Country: New Zealand

Post: *Auckland* **Bureau:** EAP

Local Agents:

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@allied pickfords.co.nz

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

The Moving Company (NZ member of UniGroup UTS)
21 Peterkin Street
Lower Hutt
PO Box 38081
Wellington Mail Center 5045
POC: Glenn Miller, Operations Manager
Tel: +64 4 577 8207
Mobile: +64 27 661 4755
Main: +64 4 577 8200
Email: Glenn.miller@themovingcompany.co.nz

Post: *Wellington* **Bureau:** EAP

Local Agents:

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@allied pickfords.co.nz

New Zealand Van lines
19 Barnes Street, Seaview, Wellington
POC: Craig Harris
Craig.Harris@nzvanlines.co.nz

The Moving Company (NZ member of UniGroup UTS)
21 Peterkin Street
Lower Hutt
PO Box 38081
Wellington Mail Center 5045
POC: Glenn Miller, Operations Manager
Tel: +64 4 577 8207
Mobile: +64 27 661 4755
Main: +64 4 577 8200
Email: Glenn.miller@themovingcompany.co.nz

Crown Relocations
44-46 Seaview road, Seaview, Wellington
POC: Debbie Mansell
dmansell@crownrelo.com

Country: Nicaragua

Post: *Managua* **Bureau:** WHA

Local Agents:

2) Transcargo Ltd.
Mudanzas y Transportes Internacionales
Carretera Norte Km. 2.5; frente al Complejo Policial "Ajax Delgado"
PO Box 2082
Managua, Nicaragua
POC: Meyling Montes (trafico@transcargoltd.com) POC: Alberto Sevilla (operations@transcargoltd.com)
Tel: 505-2248-4363
Fax: 505-2248-4914

DO NOT USE ACONIC OR SERVISA FOR BROKERAGE. Any shipments using these brokers will receive no missed RDD exception.

1) Mundanzas Mundiales
Km. 6.5 Carretera Norte,Entrada a Cerveceria
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:

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

4) AGS Frasers Niger
Route de l'aeroport
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

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

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

Country: Nigeria

Post: *Abuja* **Bureau:** AF

Local Agents:

Post: *Lagos* **Bureau:** AF

Local Agents:

Country: Northern Ireland

Post: *Northern Ireland* **Bureau:** EUR

Local Agents:

Country: Norway

Post: *Oslo* **Bureau:** EUR

Local Agents:

NFB INTERNATIONAL RELOCATIONS AS
Nesbruveien 33-A, 1396 Billingstad (Oslo), Norway

POC: Bjørn Carlsen – Managing Director
Cell: +47-478 43 615 | Email:
bjorn.carlsen@nfbir.com

2.) ADAMS EXPRESS AS
Filipstadveien 2
0250 Oslo
Norway

POC: Travis L. Clark
Tel: (47) 23011459
Fax: (47) 23011451
Cell: (47) 92046220
Email: tlc@adamsexpress.no

1.) TEAM RELOCATIONS AS
Ankerveien 209
1359 Eiksmarka
Norway

POC: Kai Roger Finnseter
Tel: (47) 67161616
Fax: (47) 67161617
Cell: (47) 92843043
Email: KaiRoger.Finnseter@teamrelocations.com

ITGBL Local Agents

Country: Oman

Post: *Muscat* **Bureau:** NEA

Local Agents:

1) M/S Inchcape Shipping Services & Co. LLC.
Post Box 36, Postal Code 112
Ruwi, Sultanate of Oman
POC: Jim Robb, General Manager
POC: Manoj Kumar, 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; ajith.george@iss-shipping.com

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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

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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

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3)GGL RELOCATIONS.
P.O. BOX 1038, P.C. 112,
RUWI, SULTANATE OF OMAN.
Niroshana Hettiarachchi.
Manager Relocations.
E-Mail: niroshana@ggloman.com
Mob: +968 9642 3355 or +968 9808 1804
Rimpa Bhowmick.
Move Co-Ordinator.
E-Mail: rimpa@ggloman.com
Mob: +968 9946 2669

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2) Writer relocations Tel: 92411640 or 97881439
Po box 3380
PC 111
Muscat Sultanate of Oman
Tel 0096824619815
Fax 0096924593799
renny.james@writercorporation.com

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5)The Movers
MANOJ SHARMA
Business Unit Head
GSM + 968 98548563 / 96287961
Office Tel: +968 2421-8353
sharma.manoj@themovers.om
sales@themovers.om

ITGBL Local Agents

Country: Pakistan

Post: *Islamabad* **Bureau:** SCA

Local Agents:

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

4.Viking Shipping Services
POC: Mr. Qamar Rashid, Chief Executive
Address: 17, First Floor Muhammadi 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

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.co
lahore@freelinemovers.com
peshawar@freelinemovers.com
Kabul@freelinemovers.com
quetta@freelinemovers.com (For shipments to the concerned cities)
Website: www.flm.com.pk

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

Post: *Karachi* **Bureau:** SCA

Local Agents:

2) FREELINE MOVERS
No. 14&15, 3rd Floor, Kahkashan Mall,
Main Tariq Road 172-1, Block -2, P.E.C.H.S.
Karachi
POC: Athar Hussain / Abdul Hadi
Tel: (92-21) 34530626 - 34310478
Fax: (92-21) 34531747
Email: karachi@freeline.com.pk /
movers@freeline.com.pk
Website: www.freelinemovers.com

1) OCEAN AIR INTERNATIONAL
Office # 804, 8th Floor, Business Plaza, Mumtaz
Hassan Road
OFF: I.I. Chundrigar Road, Karachi
POC: Mr. Kashif Raza, Chief Coordinator
POC:Javaid I. Kanwar
Tel: (92-21) 32460491-92 (Karachi Office)
Fax: (92-21) 32460493
Email: everywhere@cyber.net.pk

3) EXPRESS MOVERS
14-D, Blcok-6
PECHS, Karachi-75400, Pakistan
POC: Imran Aziz Siddiqui / Ashfaq Uddin
Tel: (92-21) 34527270 - 34528077
Fax: (92-21) 34547066
Email:ops@expmovkhi.com

Post: *Lahore* **Bureau:** SCA

Local Agents:

3)) M/S. Express Movers
Packers and Freight Forwarders,
Plot no. 66-67, Khayaban-e-Johar
I-10/3, Islamabad, Pakistan
Tel: +92-51-4100988, 4100989, 4100990
Fax: +92-51-4100987
Email: expressmovers@nayatel.pk,
Web site: www.expressmovers.com.pk
POC: Mr. Ehsan Malik, CEO or Mahtab Khan

2) Ocean Air
House No 40 B Jail Road
Lahore 54600, Pakistan
POC: Rizwan Alam Khan, Manager
Tel: 92-42-7523870
Fax: 92-42-7523871
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)
Email: ashah@freeline.com.pk
Email: flm@apollo.net.pk or
movers@freeline.com.pk
Website: www.flm.com.pk

Post: *Peshawar* **Bureau:** SCA

Local Agents:

3) M/S Express Movers
Plot # 66-67, Khayaban-e-Johar
1-10/3, Islamabad, Pakistan.
POC: Ehsan Malik
Tel No: 051-4100988-90
Fax No: 051-4100987
Email: expressmovers@nayatel.pk

2) M/S Freeline Movers
3rd floor, Yasin Plaza, 74-West
Blue Area, Islamabad, Pakistan
POC: Alamgir Shah
Tel: 00-92-51-2822471/ 2274221
Fax: 00-92-51-2825132 / 2274227
Email: flm@apollo.net.pk or
movers@freeline.com.pk
Website: www.flm.com.pk

1) Ocean Air
No 76, Street 6, I -10/3
Industrial Area, Islamabad
Pakistan.
POC is Asif Raza,
Email: asif@oceanairpls.com
Gen Office Email:
Oceanair@cyber.net.pk
Tel: +92-51-444 7551 - 4
Fax: +92-51-444 3771 & 444 5700

Country: Palau

Post: *Koror* **Bureau:** EAP

Local Agents:

1) CTSI Logistics - Palau
P.O. Box 1713, Waesie Bldg.
Malakal Koror, Palau
POC: Jun Aclan, Operation Manager; Ronnie
Giman, Station Manager
Tel: (680) 488-1085/ 2845/ 6863
Fax: (680) 488-5828
Website: www.ctsi-logistics.com

Country: Panama

Post: *Panama City* **Bureau:** WHA

Local Agents:

2) 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

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

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1) Balboa International, S.A.
Milla 7.5, Transistmica Hwy
San Miguellito, Panama City
Republic of Panama
POC: George O'Masta, General Manager
Tel: 507 231-7244/ 231-7136
Email: babboaop@cwpanama.net

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3) 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

Country: Papua New Guinea

Post: *Port Moresby* **Bureau:** EAP

Local Agents:

1) Hi Lift Company
Kunai Street,
PO Box 830
Port Moresby
Papua New Guinea, South Pacific
E-mail: removals@hilift.com.pg
Tel: ++ 675 3251355 Fax: ++ 675 3251306
POC: Thomas Mote

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 448752010
Fax: +07-5335 1663
Email: paul.sutton@jvkasia.com

2) WridgWays, PNG
Jacksons PDE
Seven (7) Mile
P O Box 1975
BOROKO
National Capital District
Papua New Guinea
South Pacific
POC and Contact Details:
Mr. Allen Murphy Gorogo, Manager
E-mail: allen.gorogo@pngaf.kenmore.com.pg
Sylvester Revui, Sales Manager
Email: Sylvester.revui@pngaf.com.pg
Tel: ++ 675 3255366
Fax: ++ 675 325 8293

Country: Paraguay

Post: *Asuncion* **Bureau:** WHA

Local Agents:

SERVIMEX SACI
2435 Felix Bogado Ave.
Asuncion, Paraguay
POC: Ms. Lourdes Tufari, - incoming shipments –
email: import@servimex.com.py
POC: Ms. Noelia Mora, - outgoing shipments –
email: export@servimex.com.py

Country: Peru

Post: *Lima* **Bureau:** WHA

Local Agents:

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

1) Express Transports, S.A.
Av. Los Gorriones 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

Class International Movers POC Mr. Daniel Laporta - President Tel: 511-206-9955 X 140 mobile: 951292-333 e-mail: dlaporta@classmoving.com.pe Mrs. Claudia Lucio – Head of Sales and Marketing Support Tel: 511-206-9955 X 230 mobile: 994210-480 e-mail: juanacueva@express.com.pe

Country: Philippines

Post: *Manila* **Bureau:** EAP

Local Agents:

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

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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: ajj@pldtdsl.netl; aco@ajjcargomovers.com
Website: www.ajjcargomovers.com
POVs to Manila only

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5) AGS Four Winds International Movers
10 P. Antonio Street, Barrio Ugong
Pasig City, Philippines
POC: Mr. Elliot McMahon; E-mail: elliot.mcmahon@agsfourwinds.com
Tel. No. (632) 671-8000
Fax No. (632) 671-8338

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4) Santa Fe Moving and Relocations Services
: Warehouse 2&3, Southern Luzon Complex, Purok 3, Barangay Batino, Calamba City, Laguna, Philipines
POC: Mr. Vedit Kurangil; E-mail: vedit.kurangil@sanataferelo.com
POC: Ms. Racquel Sapiendante; E-mail: racquel.sapiendante@santaferelo.com
POC: Ms. Simon Shrubsole; E-mail: simon.shrubsole@santaferelo.com

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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

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7) A1 Global Logistics Services
Address: Unit 2A-1 Bldg. 8414, Dr. A. Santos Avenue
Brgy. BF Homes, Sucat, Parañaque 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

		Carepak Moving & Storage Address: 43 Sta. Ana Drive, Sun Valley, Paranaque City, Philippines POC: Austen Chamberlain; E-mail: austenchamberlain@carepakmoving.com Tel. No. (632) 809-5808 Fax No. (632) 807-3041
		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: gvsilvestre@cfsharp.com

Country: Poland

Post: *Krakow* **Bureau:** EUR

Local Agents:

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

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

3) Corstjens Worldwide Movers Group
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

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

4) MK Relocation Sp.z.o.o.
Ul. Ku Wisle 7
00-707 Warsaw, Poland
POC: Krzysztof Olczak
Tel: 48-22-8514005
Tel: 48- 503 188 987
Email:Krzysztof.olczak@mkrelocation.pl

Local Agents:

2) Move One Relocations
ul. Koszykowa 54
00-675 Warsaw, Poland
POC: Piotr Piekarowicz
Tel: 48-22-6308161
Email:Piotr.piekarowicz@moveonerelo.com

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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 **

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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

---

1) Corstjens Worldwide Movers Group
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

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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

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DTS
ul. Swiatowa 22
02-229 Warszawa
POC: Mr. Wojciech Kwiatek
Chief Executive Officer
Tel. +48 221003006
Mobile: +48508003131
Email: kwiatek@moving.pl

ITGBL Local Agents

Country: Portugal

Post: *Lisbon* **Bureau:** EUR

Local Agents:

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 **

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

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: Teresa Aguiam
taguiam@koisasdarte.pt
phone# +351 967 471 175
or
Monica Roldao
T +351 218 982 292 – F +351 218 982 299
Mobile +351 915 093 569

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

UTS-Gauntlett International Transportes, LDA.
Lda. Apartado 76 2766-901
Estoril Codex, Portugal
POC: Peter Eckersley
Tel: 00 351 21 924 2917
email: eckersley@gauntlett.com ** bonded warehouse**

INTERDEAN Centro Empresarial Sintra-Estoril
Estrada de Albarraque - Armazem Q - Linho
2710 - 297 Sintra, Portugal
POC: Antonio Lemos/Isabel Delgado
Tel: 00 351 21 924 5050/ 0179
Email: lisbon@interdean.com **Bonded Warehouse**

Country: Qatar

Post: *Doha* **Bureau:** NEA

Local Agents:

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

Integrated Logistics Trading & Contracting W.L.L
Integrated Customs Clearance Services W.L.L
Post Box No.31217
Doha , State Of Qatar
Manappurath Shanavas
Chairman
Tel : +974 44311122 / 44162300
Fax :+ 974 44311144 / 44162400
Mobile:+974 55881786
Email : shanavas@integratedlog.me
Email : integratedlog111@gmail.com
Web : www.integratedlog.me

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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

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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

Country: Romania

Post: *Bucharest* **Bureau:** EUR

Local Agents:

8) Crown Relocation
POC: Marius Trusca
Email: M.Trusca@crownrelo.com
Tel: +40 724 187 083 / +40 754 766 789

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1) INTERDEAN INTERNATIONAL RELOCATION
***
36-38 Migdalului 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**

Premier Moving & Storage Bucharest
Telefon/Fax: +40 21.252.09.71
Mobile:: +40 732.199.199
e-mail: unavailable
POC Razvan Cretu
Site: unavailable

---

4) ORBIT International Moving and Storage
Member of Orphee Beinoglou Group.
Address: Sos. Bucuresti - Urziceni Km. 18+400, Corp.B, Afumati, Jud. Ilfov.
POC: Teodoru Cristea
Phone: 0040-21-350 1500
Fax:0040 -21-350 1501
Email: tcristea@orbitromania.ro
Cell: 0040 744 431 759
Email: hhgds@orbitromania.ro
www.orbitromania.ro

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3) CDD Relocation
162 Splaiul Unirii
Bucharest, Romania
POC: Dana Dascalu
Tel: 40 21 317 9754
Email: dana.dascalu@relocate.ro

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5) Rilvan Romania
Theodor Popa – e-mail theodor.popa@rilvan.eu
Mobile: 40 729 777397; Phone: 40 21 219547

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7) Move One
POC: Alexandru Ciocodei
Email: Alexandru.Ciocodei@moveoneinc.com
Tel: +40 21 650 0025
Mobile: +40 753 038 138

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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 *****

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6) Corstjens Worldwide Movers
POC: Florin Mitrica
Tel: +40 21 1020698
Mobile +40 728 736488
E-mail: florin@corstjens.com

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9) Top Movers
POC: Vlad Icodin
Email: TopMovers@TopMovers.ro
Tel+ 40 21 6533942
Mobile: +40 722 628923

ITGBL Local Agents

Post: *Cluj-Napoca* **Bureau:** EUR

Local Agents:

Country: Russia

Post: *Moscow* **Bureau:** EUR

Local Agents:

1) Gosselin Group
Moscow Office
48A, Otkrytoye Chausse
107370 Moscow, Russia
POC: Inna Kapshuk and Evgeniy Zveref
Tel: 7 (495) 989-73-00
Fax: 7 495 966 7307
Email: innak@gosselingroup.eu
evgenyz@gosselingroup.eu

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3) Interdean
61 Novocheryomushkinskaya
Street, 3rd floor
Moscow, Russia
POC: Elena Singurova
Tel: 7 495 933 5232
Email:
elena.singurova@interdean.com

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7) 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

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6) Move One
Podsosenskiy Lane, bld. 5A
Moscow, Russia
POC: Alexandra Lenskaya
Tel: (7) (495) +7 499 682 71 21
Fax: (7) (495) 926-0163
Email: alexandra.lenskaya@moveoneinc.com

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4) IWM
Berezhkovskaya Naberezhnaya,
20, Bldg 3
121059 Moscow, Russia
POC: Alexey Bogdanov
Tel: 7 495 937 94 54
Fax: 7 495 937 94 55
Email: a.bogdanov@iwm.ru

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5) AGS FROESCH
Ochakovskoye Shosse 36, Building 2
119530 Moscow / Russia
POC: Ludmila Moskvina (key account manager)
and Detlef Kahlenborn (General Director)
Phone: +7 (495) 989 6664
Fax: +7 (495) 989 6668
Mobile: +7-903-612 3871 (Detlef Kahlenborn)
Email: Ludmila.moskvina@agsfroesch.com and
detlef.kahlenborn@agsfroesch.com

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8)Globalink Logistics
Address: Moscow, 31 Ibragimov Str, corp 50, of. 625
POC: Ms. Natalya Stepanova
E-mail: n.stepanova@globalinkllc.com
Tel: +7 495 651 82 72 (ext. 119)
Fax: +7 495 651 82 73
Mobile: +7 777 733 9958

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2) Team Relocations
127A, Varshavskoye Chausse
Moscow, Russia
POC: Dmitry Degtyarev, General
Manager
Tel: 7 495 796 9325
Email:
Dmitry.Degtyarev@teamrelocations.com

Post: *St. Petersburg* **Bureau:** EUR

Local Agents:

2) OOO Panbaltservice
199106 V.O. Bloshoy pr.103
Tel: 7 812 322 6027
Fax: 7 812 322 6039
Email: avia@pan-baltservice.spb.ru
** customs bonded facility **

3) Corstjens Worldwide Movers Group - Moscow office
Otkritoye Shosse 48A 3d fl
107370 Moscow
Russia
Phone:+7 495 411 9620
Direct :+7 495 989 7305
Fax:+7 499 966 7307
Mobile:+7 985 773 4056
E-mailolegy@corstjens.com
Website: http://www.corstjens.com

1) IWM Moving Company
Brezhkovskaya nab., 20, bld. 3
121059 Moscow, Russia
POC: Sergey Klimov Chief, Export/Import Department
Tel: 7 495 939 94 54
Fax: 7 495 937 94 55
Cell: 7 910 431 1669
Email: klim@iwm.ru
Web-site: www.iwm.ru

Post: *Vladivostok* **Bureau:** EUR

Local Agents:

Links, Ltd.
Ul. Svetlanskaya 89, Suite 35
690078 Vladivostok, Russia
POC: Yuri Melnikov
Tel: 7-4232-220-887
Email: vladivos@links-ltd.com

Post: *Yekaterinburg* **Bureau:** EUR

Local Agents:

5) AGS Froesch
115432 Proektiruemyj Proezd 4062, #6
Moscow, Russia
POC: Ludmila Moskvina
Phone: +7 (495) 989 6664
Fax: +7 (495) 989 6668

Email: Ludmila.Moskvina@agsfroesch.com

1) Corstjens Worldwide Movers Group
Moscow Office
48A, Otkrytoye Chausse
107370 Moscow, Russia
POC: Alisa Kasimova
Account manager
Phone: +7 495 9897300
Fax: +7 499 9667307
E-mail: alisak@corstjens.com

3) Interdean
61 Novocheryomushkinskaya Street, 3rd floor
Moscow, Russia
POC: Ms. Elena Gorodnichina
Tel: 7 495 933 5232
Email:
Elena.Gorodnichina@interdean.com

2) Team Relocations (formerly Allied Pickfords),
Varshskoye Chause 127A, 117545 Moscow, Russia
POC: Dmitry Degtyarev
General Manager
T: +7 495 796 93 25
F: +7 495 796 93 26
M: +7 985 991 62 68
E:Dmitry.Degtyarev@teamrelocations.com

4) Interlog Worldwide Movers (IWM) **
Berezhkovskaya Naberezhnaya, 20, Bldg 3
121059 Moscow, Russia
POC: Maria Tarabanova, account manager
tel.: +7 (495) 937-94-54
e-mail: m.tarabanova@iwm.ru

** incoming shipments

Country: Rwanda

Post: *Kigali* **Bureau:** AF

Local Agents:

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@rwand1.com

3) SDV TRANSAMI
BP 1338
Kigali, Rwanda
Tel: 250 575584 POC:
Rodolphe Kembukuswa (rodolphe@sdv.co.rw)
Email: info@sdv.co.rw,

ITGBL Local Agents

Country: Saudi Arabia

Post: *Dhahran* **Bureau:** NEA

Local Agents:

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 8346647 X 207, 234
Fax: 966 3 8342327

2) Four Winds Saudi Arabia Limited
P.O. Box 5921, Dammam 31432
Kingdom of Saudi Arabia
POC: Jose Pappachan (impdm@fourwinds-ksa.com)
Tel: 966 3 857 4434,
Fax: 966 3 857 4841

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

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

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 Afsar/ Import
Email: Afsar@nammacargo.com
POC: Stanley Menezes/ Freight Manager
E-mail: 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

Local Agents:

2) East & West Express
P.O. BOX 8077, Riyadh 11482
Kingdom of Saudi Arabia
Website: www.atco.com.sa
POC: Mr. Tajuddin Pillai
Removals Manager
Tel: 966-1-476-2241 X 119
Direct: 966-1-472-
0393
Email: Tajuddin@atco.com.sa
POC: Mr. Anwar-Ul-Haq Qadri
Scheduling Officer
Tel: 966-1-472-0393; 476-2241 X153
Fax: 966-1-476-2485; 472-0480
Email: Anwar@atco.com.sa

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: 966-1-454-4080/8215
Fax: 966-1-454-
6656
Email: Rasheed@fourwinds-ksa.com
Gen email: impruh@fourwinds-ksa.com
POC: Mr. Celso M Detalo
Admin. Manager
Tel: 966-1-454-4080/8215
Fax: 966-1-454-6656
Email: celso@fourwinds-ksa.com

3) Move One Relocations
P.O. Box 250670, Riyadh11391
Kingdom of Saudi Arabia
Web: www.moveoneinc.com
POC: Mohamad Hadbaoui - Country Manager
Tel: 966-1-2884175
Cell: 966-557-8577473

Country: Senegal

Post: Dakar **Bureau:** AF

Local Agents:

	KAPIO GROUP Contact: Balla Ndiaye Address: Ouest Foire, Face CICES B.P 4358 Dakar, Senegal Office: +221 33869 36 26 Cel: +221 77 375 68 11 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
	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
	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
	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

ITGBL Local Agents

Country: Serbia

Post: *Belgrade* **Bureau:** EUR

Local Agents:

1) Move One
Autoput Beograd - Novi Sad 294a
11080 Belgrade, Serbia
POC: Maja Pasic, Country Manager;
Tel: +381 63 394 150 / +381 11 777 4243
Fax: 381 11 848 7089/ +381 11 777 42433
Email: maja.pasic@moveoneinc.com
Email:
Website: www.moveoneinc.com
Main company for TMO shipments

3) Corstjens (TMO shipments)
Petra Mrkonjica 6
11000 Belgrade, Serbia
POC: Aleksandra Vuckovic, Branch Manager
Tel: 381 11 64 127 5030
Fax: 381 11 265 1282
Email: info.belgrade@corstjens.com
Website: www.corstjens.com

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

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

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

Country: Shanghai

Post: *Shanghai* **Bureau:** EAP

Local Agents:

4) AGS Four Winds Shanghai
Rm. 217 Jingan Modern Industry Tower
68 Changping Rd.
Shanghai 200041, PR China
POC: Katherine Yang
Tel: 86-21-31262221
Fax: 86-21-62889837
Email: katherine.yang@agsfourwinds.com
no self-owned customs bonded warehouse (2nd 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)

1) Santa Fe Relocation Services
5th floor, Tian Hong Building
80 Xian Xia Rd.
Shanghai 200051, PR China
POC: Leslie Lee/Jessiea Huang (inbound)/Ada Ye (outbound)
Tel: 86-21-62339700
Fax: 86-21-62339005
Email: llee@santafe.com.cn / jhuang@santafe.com.cn / aye@santafe.com.cn
self-owned customs bonded warehouse (1st rate brokerage agent)

3) China Way International Moving & Warehousing Shanghai
Rm. 102, No. 31, Lane 88 Jinyu Rd.
Shanghai 201103, PR China
POC: Steven Zhong
Tel: 86-21-64029765
Fax: 86-21-64029867
Email: steven@chinawaygroup.com
self-owned customs bonded warehouse (1st rate brokerage agent)

Country: Shenyang

Post: *Shenyang* **Bureau:** EAP

Local Agents:

1.Santa Fe
Branch manager Ms. Joanna Zhou
joanna.zhou@santafe.com.cn
Tel: (86 - 411) 82590101 x 210
Website: www.santaferelo.com

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
Eamil: david@eastrise-t.com.cn

2.Sun Movers
Branch manager Ms. Susan Yang
susanyangyang@yeah.net
lucyzhangzn@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

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

Country: Sierra Leone

Post: *Freetown* **Bureau:** AF

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: siltop@maersk.com

1) AGS-FRASERS Sierra Leone Ltd.
148 Wilkinson Road
PO Box 999
Freetown, Sierra Leone
POC : Jerome Siauve
Tel : +232 33 920 120
Gsm: 033 920 120
Email: manager-sierraleone@agsmovers.com

Country: Singapore

Post: *Singapore* **Bureau:** EAP

Local Agents:

3) Unigroup Worldwide UTS Singapore
40 Kian Teck Road
Singapore 628783
Tel: 65-6266-5525
Fax: 65-6264-5525
POC: Yvonne Tay & Sam Chua
Email: Yvonne_tay@unigroupworldwide.com
Email: sam_chua@unigroupworldwide.com

4) AGS Four Winds International Relocation Pte Ltd
6 Kwong Min Road, #03-00
Singapore 628709
Tel: 65-6777-1166
Fax: 65-6777-9409
POC: Yannick Lothou & Jamine Tan
Email: yannick.lothou@agsfourwinds.com
Email: jasmine.tan@agsfourwinds.com

2) Asian Tigers K.C. Dat (S) Pte Ltd
6 Lok Yang Way, Jurong
Singapore 628625
Tel: 65-6261-8116
Fax: 65-6264-4354
POC: Patrick Goh
Email: Patrick.goh@asiantigers-singapore.com

1) The Family Movers(s) Pte Ltd
24 Kian Teck Road
Singapore 628775
Tel: 65-6266-5225
Fax: 65-6266-5335
POC: Robert Bock & Chrishelle Chow
Email: rbock@familymovers.com
Email: cchow@familymovers.com

5) Santa Fe Relocation Services (s) Pte Ltd
54 Pandan Road
Singapore 609292
Tel: 65-6398-8588
Fax: 65-6265-0245
POC: Shireen Kwan & Stephanie Chui
Email: shireen.kwan@santafe.com.sg
Email: stephanie.chui@santafe.com.sg

Country: Slovak Republic

Post: *Bratislava* **Bureau:** EUR

Local Agents:

3)TRIVS.r.o.
Agatova 22 841 03
Bratislava, Slovak
republic Tel:
+421265422387 POC: Mr.Anton
Vojcak Email:
anton.vojcak@triv.sk

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

1) Kuehner A. & Sohn Relocations
Girakstrase 15
A-2100 Korneuburg - Vienna
Austria
POC: Mr. Erich Bauer-Kuehner
Tel: 43 2262 74 544
Email: bauer-kueher@kuehner.co.at ** bonded
facility **

4) AGS Wolrdwide movers
Pristavna 10
821 09 Bratislava, Slovak republic
Tel: +00421 2 5341 2090
POC: Mike Davis Email:
manager-bratislava@agsmovers.com

Country: Slovenia

Post: *Ljubljana* **Bureau:** EUR

Local Agents:

3) Ales Ivanusa
Manager
A.I.&F. d.o.o.
mob.ph.: +386 40 129 999
E-mail: aifmove-lj@siol.net

2) SCHENKER d.d.
Brnciceva 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
si

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 **

ITGBL Local Agents

Country: South Africa

Post: *Cape Town* **Bureau:** AF

Local Agents:

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
***Bonded Facility
***

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

3) Crown Relocations, 31 Nourse Avenue Epping 2 Goodwood, Cape Town Tel: 27-21-534-9822 POC: Werner Engelbrecht Email: wengelbrecht@crownrelo.com

Post: *Durban* **Bureau:** AF

Local Agents:

2) Allied Pickfords
2nd Street cnr Setter Street
Commercia
Glen Austin
Tel 011 847 3300
E mail nicky.cronje@pickfords.co.za
Contact Nicky Cronje
Bonded facility

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

Local Agents:

	2) Crown relocations, No 1 Drakensberg Drive, Longmeadow Business estate, West Modderfontein, Johannesburg, South Africa T el 011 372 1700 POC Ian Petty ipetty@crownrelo.com * HHE shipments
	3) Rohlig Grindrod (Pty) ltd, Pomona Road, Kempton Park, Johannesburg, South Africa tel 011 409 0300 POC Eugene Duvenage E mail eugened@rohlig.co.za **UAB shipments * Bond facility
	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.com * HHE shipments * Bond facility

Post: *Pretoria* **Bureau:** AF

Local Agents:

	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.com * HHE shipments * Bond facility
	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
	3)Rohlig Grindrod (Pty) ltd, Pomona Road, Kempton Park, Johannesburg, South Africa tel 011 409 0300 POC Eugene Duvenage E mail eugened@rohlig.co.za **UAB shipments * Bond facility
	2)Crown relocations, No 1 Drakensberg Drive, Longmeadow Business estate, West Modderfontein, Johannesburg, South Africa T el 011 372 1700 POC Ian Petty ipetty@crownrelo.com * HHE shipments

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 Guendsechadze
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: anabelen.serrano@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) Mudanzas y Guardamuebles
Trallero, S.A.
Pablo Iglesias, 60-70
Pol. Ind. Granvía Sur
08908 L'Hospitalet de Llobregat
Barcelona, Spain
Carolina Trallero
Tel: 93 421 7500
E-mail: ctrallero@trallero.com
Website: www.trallero.com

4) Transportes Fluiters, S.L.
Calle Barquillo, 9
28004 Madrid, Spain
Christian Moericke
Tel: 34 91 5249170
E-mail: comercial@fluiters.es
Website: www.fluiters.es

3) SIT Grupo Empresarial, S.L.
Avda. Fuentemar, 13
22820 Coslada
Madrid, Spain
Inés Tabuenca
Tel: 34 91 671 0608
Email: ines.tabuenca@sitspain.com
Website: www.sitspain.com

1) Interdean S.A.
Vía de las Dos Castillas, 33
Edificio Atica 3, 2nd Floor
28224 Pozuelo de Alarcón
Madrid, Spain
Susana Alonso
Tel: 34 91 7992232
E-mail: susana.alonso@interdean.com
Website: www.interdean.com

ITGBL Local Agents

Country: Sri Lanka

Post: Colombo **Bureau:** SCA

Local Agents:

	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
	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 Links International Pvt Ltd Level 7, Access Tower, 278 Union Place Colombo 2 Poc:Sanjeewana Weerakon – Imports Operations Manager Phone: 0094-11-2302402, cell 0094 777 881 938 Fax –0094-11-2302412 Email:Sanjeewanaweerakon@freightlinks.com
	4) H. Don Carolis & Sons Ltd. 65, Station Passage, Colombo 2, Sri Lanka. POC: Mr. Prashantha Peiris Colombo 2, Republic of Sri Lanka Tel: 0094 11 247 2949 or 0094 11 242 2405 Email: packing@doncarolis.com, Prashantha@doncarolis.com

Country: Sudan

Post: *Juba* **Bureau:** AF

Local Agents:

Post: *Khartoum* **Bureau:** AF

Local Agents:

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

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: cannataintl@hotmail.com or
cannataintl@gmail.com

Country: Suriname

Post: *Paramaribo* **Bureau:** WHA

Local Agents:

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

2) Cambridge International Transport
LAtourweg52-54 Paramaribo Suriname
POC Eartha Cambridge
Managing Director
Tel: 597 485 685
Fax: 597 486 458
caminter@sr.net

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

Country: Sweden

Post: *Stockholm* **Bureau:** EUR

Local Agents:

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

3) Aspire Mobility AB
Contact: Roger Ledin / International Services
Tumstocksvägen 14
SE-187 66 Täby
Sweden
+46 – 8 771-3030
roger.ledin@aspiremobility.com

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

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* **Bureau:** EUR

Local Agents:

2) Keller Swiss Group
Reinacherstrasse 121-127
Postfach
4018 Basel
Switzerland
POC Michel Kader
Email: michelkader@kellerswissgroup.com
phone: 0041 (0)61 337 1023
fax: 0041 (0)61 337 1030

1) Packimpex AG
Brunnmattstrasse 5
3174 Thorishaus, Switzerland
POC:Natacha Roth
Tel: 0041 31 357 72 73
POC Anne Stücklin
Email:Anne.Stuecklin@packimpex.ch. Phone#: 058 356 14 19.

Post: *Geneva* **Bureau:** EUR

Local Agents:

2) Harsch Transports S.A.
10. rue Baylon
1227 Carouge - Geneve, Switzerland
POC: Mr. Spiros Doulis
Tel: 41 22 300-4300
Email: spiros.doulis@harsch.ch

1) Interdean
Chemin Grenet 18
1214 Vernier - Geneve, Switzerland
POC: Ms.Laurence Eyer
Tel: 41 22 939 1021
Email: laurence.Eyer@interdean.com

Country: Syria

Post: *Damascus* **Bureau:** NEA

Local Agents:

	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 2127050 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 **
	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
	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/

Country: Taiwan

Post: *Kaohsiung* **Bureau:** EAP

Local Agents:

2)Santa Fe Relocation Services
Jim Hill
General Manager
13F-4, No. 141, Keelung Rd. Sec. 1,
Taipei, Taiwan
Tel: (886) 22749-4420 ext.102
Fax: (886) 22749-4039, Mob: (886) 92073-3344
E-mail: jim.hill@santaferelo.com.tw

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

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

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

3) Asian Tigers K.C. Dat Ltd. Taiwan Branch
3F, No. 170
Chung Shan N Road, Sec 2
Taipei, Taiwan
POC: Dan Tattersfield
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

Country: Tajikistan

Post: *Dushanbe* **Bureau:** SCA

Local Agents:

3) Gosselin Caucaus & Central Asia
Dushanbe, Tajikistan
POC: Pim Sterck/ Coordinator Central Asia
Umarov Zafar/ Manager at Tajikistan office
Cell: 998 (90) 1866233, 32(0)475716589, 992911119999
Emaail: 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 OConnor, 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
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 Zaynulloyev or Diana Kurenkeeva
Tel: 992 37 221 77 90; 221 77 67
Cell: 992 918 61 66 02 (Zaynulloyev)
Email: B.Zaynulloev@globalinkllc.com
Email: D.Kurenkeeva@globalinkllc.com

ITGBL Local Agents

Country: Tanzania

Post: *Dar Es Salaam* **Bureau:** AF

Local Agents:

	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
	Transpac Logictics (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: tlogistic@gmail.com POC: Mathias Mollel
	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
	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
	Ruru Company LTD| 3rd Flr, GMC Heights|Off Nyerere Rd P. O. Box 80333|Dar es Salaam, Tanzania. T:+255 22 2123205|M:+255 754 995566|+255 715 995566|www.rurutz.com. POC: Lambaji Madai|Managing Associate
	Ruru Company LTD| 3rd Flr, GMC Heights|Off Nyerere Rd P. O. Box 80333|Dar es Salaam, Tanzania. T:+255 22 2123205|M:+255 754 995566|+255 715 995566|www.rurutz.com. POC: Lambaji Madai|Managing Associate
	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

Country: Thailand

Post: *Bangkok* **Bureau:** EAP

Local Agents:

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

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

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

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

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

Country: Togo

Post: *Lome* **Bureau:** AF

Local Agents:

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

2) Kolta Demenagement International
546 Rue N0. 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

Country: Trinidad

Post: *Port of Spain* **Bureau:** WHA

Local Agents:

3) A.J. Mauitzen & 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

1) Henderson Shipping Service
Fernandes Industrial Centre
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: crate@tstt.net.tt

2) Trinidad Removers and Forwarders Limited
Boundary Road
San Juan, Trinidad
POC: Mr. Peter Acham
Tel: 868 674-6444
Cell: 868 685-3226
Email: trfl@tstt.net.tt

ITGBL Local Agents

Country: Tunisia

Post: *Tunis* **Bureau:** NEA

Local Agents:

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
Cell #: 216-58-444-900 & 216-23-242-582
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: 216-71-908-517
E-mail: demjaf@planet.tn
POC: Anis Moumene – Assistant Manager

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

Country: Turkey

Post: *Adana* **Bureau:** EUR

Local Agents:

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 ***

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 ***

3)Istanbul Ekspres Nakliyat ve Ticaret A.S.
Ceyhan Yolu E-5 Karayolu 5 km
Incirlik, Adana, Turkey
POC: Yıldıray Ayseven
Tel: (322) 3460987
Fax: (322) 3460991
Email: adana.muhasebe@istanbulekspres.com.tr

Post: *Ankara* **Bureau:** EUR

Local Agents:

1) Asya Nakliyat
Ataturk Bulvari No. 127 Kat 2
06640 Bakanliklar, Ankara, Turkey
POC: Ilhan Suntay, General Manager
Tel: 90 312 417 4184
Email: engin@asyanakliyat.com
ank@asyanakliyat.com
Website: www.asyanakliyat.com **Bonded Facility**

2) Istanbul Ekspres
1695. Cad(Eski 1.Cad) No.9 06370 Batikent-Yenimahalle, Ankara, Turkey
POC: Engin Turhan, President; Serdar Potaker
Tel: (312)2782997 Fax: (312)2782521
Email: serdar.potaker@istanbulekspres.com.tr
** Bonded Facility**

3) 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**

Post: *Istanbul* **Bureau:** EUR

Local Agents:

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

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

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

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

5) Esen International Transport and Trade Co.
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

Country: Turkmenistan

Post: *Ashgabat* **Bureau:** SCA

Local Agents:

8) GAC LOGISTICS
(Licensed Company)
POC: Leily Dzhepbarova
Central Business Center,
1958 Street, 70,
Ashgabat, Turkmenistan
Tel: +993 12 47 43 90,
Fax: +993 12 47 43 91
E-mail: leily.dzhepbarova@gac.com

2) INTERDEAN GROUP
International Relocations
POC: Victor Salov
A.Niyazov ave., 122 B,
Ashgabat, Turkmenistan
Tel: +993 12 43 18 33/44
Fax: +993 12 43 18 44
Mobile: +993 60 20 81 08
E-mail: victor.salov@interdean.com

TURKMEN AK YOL POC: Ilya Ikonnikov Business Center
“Joshgun”, B.Turkmenistan ave., 108, 4th floor,
Ashgabat, Turkmenistan
Tel: +993 12 21 97 95,
Fax: +993 12 21 97 94
Mobile: +993 60 12 95 83
E-mail: project.department@tay.tm;
info@tay.tm

HJ “BIRLESHEN ULAG ULGAMY POC: Jahan Meredova Ataturk Street, 95,
Ashgabat, Turkmenistan
Office/fax: +993 12 481885/86
Mobile : +993 64 027141
E-mail: j.meredova@tmbuu.com;
info@octaneunionltd.com;
i.nuryev@octaneunionltd.com;
o.strizhenova@tmbuu.com
Web: http://redirect.state.sbu/?url=www.tmbuu.com

5) M&M Militzer and Munch Turkmenistan Ltd.
(Licensed Company)
POC: Serdar Ashirov
Turkmenbashy Street, 54,
Business Center “Yimpash”, office 501 A,
Ashgabat, Turkmenistan
Tel: +993 12 45 60 94, 45 01 07
Fax: +993 12 45 60 91,
Mobile: +993 65 69 25 54
E-mail: serdar.ashirov@mumnet.com
www.mumnet.com; www.mumnet.tm
****Incoming Shipments Only

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
	7) SEKIZ YOL (Local Licensed Company) POC: Murad Kazakov Gurbansoltan Eje Street, 304, Ashgabat, Turkmenistan Mob: +993 65 56 88 08, Mob: +993 68 50 01 01 E-mail: n_orazliev@mail.ru ***Incoming Shipments Only

Country: Uganda

Post: *Kampala* **Bureau:** AF

Local Agents:

	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 jbbaitwa@threewaysshipping.com
	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
	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: arbimussani@globalfreight.co.ke Email: info@globalfreight.co.ke * for all sea freight US-Mombasa port for transit to Kampala

Country: Ukraine

Post: *Kyiv* **Bureau:** EUR

Local Agents:

4)The Compass Worldwide Movers
35 Predslavinska St. Build 21, off. 317
03150 Kyiv Ukraine
POC: Alexei Swischev, 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

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: 380-50-412-2235
E-mail:kimet@merlin.net.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

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 Gusarov, Operations Manager
Tel: 380-44-576-6338, 576-7371, 576-8601
Cell:380-67-323-2369
E-mail:s.gusarov@eurodean.ua

Country: United Arab Emirates

Post: *Abu Dhabi* **Bureau:** NEA

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

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

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

Local Agents:

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

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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

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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

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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 ***

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3) Crown Relocations LLC
PO Box 51773
Dubai, United Arab Emirates
POC: Donna D'Souza
Tel : 971-4-2310546 (Direct)
Tel: 971-4-8955152 (Trunk) ext 546
Fax: 971-4-2896263
Cell: 971-50-554 5002
Email: ddsouza@crownrelo.com
Website: www.crownrelo.com
* inbound/outbound *

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 MR. Albert Lopez-rahul.interem@freightsystems.com MR. ALBERT LOPEZ- albert-home@freightsystems.com

ITGBL Local Agents

Country: United Kingdom

Post: *Croughton* **Bureau:** EUR

Local Agents:

See London

Local Agents:

6)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 **

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

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9) Irish Relocation Services
Jason Crane - Account Manager
12 Westbank Road, Belfast, BT3 9JL
t: +44 (0) 28 9078 1218
f: +44 (0) 28 9078 1728
m: +44 (0) 7501 507181
w: www.irishrelo.com

White & Company Point of contact: Mario Amato
Address: White & Company, International House, Britannia Road, Waltham Cross, Hertfordshire, EN8 7PF
Mobile: +44 (0) 791 7810 764
Email: m.amato@whiteandcompany.co.uk
Web: www.whiteandcompany.co.uk

BTR International
POC: Jay McErlane / Lee Brewin
Email address: Jay@btrinternational.com / Lee@btrinternational.com
Bonded warehouse

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5) BTR International
Breachwood 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

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2)Arrowpak International Movers, Ltd.
Sherwood 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

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7) Arrowdene Moving and Storage
32 Howlett Way
Thetford
Norfolk IP24 1HZ, United Kingdom
POC: Simon Long
Tel: 44 (0) 1842 753411
Fax: 44 (0) 1842 754574
Email: simon@arrowdene.co.uk ** bonded facility **

10) 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

4) Elite Moving Systems Ltd.
Nucleus 2, Central Way
Park Royal, London NW10 7XT
POC: Tom Moore (Operations Manager)
Tel: 44 020 8963 1114
Fax: 44 020 8965 4166
Email: tmoore@ems-move.com
Web: www.elitemovings.com

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

Country: Uruguay

Post: *Montevideo* ***Bureau:*** WHA

Local Agents:

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

1) Autogiro Campos Hnos.
Pozos del Rey 1379
POC: Carlos Campos
Tel: 598 2924 1577
Fax 598 2924 1682
Email: cecampos@autogiro.com.uy

Country: USA

Post: *DA_DC* **Bureau:** USA

Local Agents:

Post: *VPCBA* **Bureau:** USA

Local Agents:

Country: Uzbekistan

Post: *Tashkent* **Bureau:** SCA

Local Agents:

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
Cel: +998-90-998-0877

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.irgasheva@globalinkllc.com

2) Gosselin Caucasus & Central Asia
Yakkasaray District
Bolshaya Mirobadskaya Str., #33
Tashkent, Uzbekistan
POC: Pim Rottiers, Coordinator for Central Aisa
POC: Fayzulin Farid, Assistant to Manager
Tel: 99871 3678329
Email: pimr@uzbekistan.gosselinwwm.com
Email: normad@silkroad.bcc.com.uz

Country: Venezuela

Post: *Caracas* **Bureau:** WHA

Local Agents:

	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
	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
	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 Tif. (0212) 903.12.86 Cel (0424) 258.86.17 www.clovergroup.com

Country: Vietnam

Post: *Hanoi* **Bureau:** EAP

Local Agents:

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

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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

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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@jvkmovers.com
www. Jvkasia.com

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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

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2) Royal International Movers
Suie 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 **

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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

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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

Post: *Ho Chi Minh City* **Bureau:** EAP

Local Agents:

6)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

2)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

4)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

1)Allied Pickfords
Contact: Kevin Hamilton, Country Manager
Satra Dong Khoi, 2nd floor,
58 Dong Khoi Street, District 1
Ho Chi Minh City, Viet Nam
Tel: (848) 3823-3454
Fax: (848) 3823-9201
Cell: (84) 1225-141-848
Email: kevin.hamilton@alliedpickfords.com.vn
Website: www.alliedpickfords.com

3)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

Country: Yemen

Post: *Sanaa* **Bureau:** NEA

Local Agents:

2) GAS Aviation Services
P.O. Box 12519,
Sana'a, Republic Of Yemen.
Telephone: +967 1 412318 (15lines) Fax: +967 1 417067
Email: baz-grp@y.net.ye
General Manager: Mr. Khaled Bazara
Cell phone #: +967 71173-0800

3) Five Star Logistics Co LTD
P.O.Box.19847
Sana'a, Republic Of Yemen.
Telephone: 00967-1-450238 /239 Fax: 00967-1450894
Email: info@fstarlogistics.com
General Manager: Mr. Arshad Ali Bajwa
Mobile: 00967-771717646 / 00967 - 734699777

1) Marib Travel & Tourism (Cargo Division)
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: cargo@marib-tours.com
General Manager: Mr. Waleed Al -Khayat
Cell phone #: +967 73322-2079

Country: Zambia

Post: *Lusaka* **Bureau:** AF

Local Agents:

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

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

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

ITGBL Local Agents

Country: Zimbabwe

Post: *Harare* **Bureau:** AF

Local Agents:

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

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 **

EDI for DOS ITGBL Carriers

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.

Position	Field	Field Type	Field Length	System Constraints	Business Requirement	Definitions
1	SCAC	Character	4	Required for all rows. Validation of the row in the EDI file will be performed against the SCAC and Work Order combination	ALWAYS REQUIRED	
2	Work Order	Character	10	Required for all rows. Validation of the row in the EDI file will be performed against the SCAC and Work Order combination	ALWAYS REQUIRED	
3	Survey Date	Date	8	Required to enter survey information. Must be less than or equal to Pack Begin Date	Within one Calendar day of the completion of work or the issuance of the work order, whichever is later.	
4	Survey Weight	Number	6	Required to enter survey information	Within one Calendar day of the completion of work or the issuance of the work order, whichever is later.	
5	Actual Pieces	Number	7	Required field if Actual Wt is provided	Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the packout end date.	
6	Actual Gross	Number	6	Required with other Actual measurement values	Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the packout end date.	
7	Actual Net	Number	6	Must be less than or equal to Actual Gross. Not required for UAB and POV shipments	Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the packout end date.	
8	Actual Cube	Number	10	Required with other Actual measurement values	Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the packout end date.	

9	Pack Begin Date	Date	8	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.	
10	Pack End Date	Date	8	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.	
11	Arrival Date (Delivery End)	Date	8	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.
12	Available Delivery Date	Date	8	Cannot be prior to pack end or greater than Arrival Date	Within two days of being within the carriers possession at destination	
13	Origin Agent	Character	30		Within 24 hours of the booking completion	
14	Pre Advise Permission Requested Date (origin)	Date	8		When Known	
15	Pre Advise Permission Granted Date (origin)	Date	8	Cannot be prior to Pre Adv Perm Req Date (origin)	When Known	
16	Destin Agent	Character	30		Within 24 hours of the booking completion	

17	Pre Advise Permission Requested Date (destination)	Date	8		No later than one day after the Packout	
18	Pre Advise Permission Granted Date (destination)	Date	8	Cannot be prior to Pre Adv Perm Requested Date (destination)	Within one day of it being granted	
19	Origin SIT Reason	Character	1	Based on code mapping. Options will range 1-5. Please see Appendix A. If no value is provided - , we will default a value.	Within Two business days of delivery into SIT	
20	Origin SIT In Date	Date	8	Required in order to enter SIT Reason	Within Two business days of delivery into SIT	
21	Origin SIT Out Date	Date	8	SIT Reason and In Date are required in order to enter the Out Date. Cannot be before In Date.	Within Two business days of Pickup from SIT	
22	Destin SIT Reason	Character	1	Based on code mapping. Options will range 1-4. Please see Appendix A. If no value is provided, we will default a reason	Within Two business days of delivery into SIT	
23	Destin SIT In Date	Date	8	Required to enter SIT Reason	Within Two business days of delivery into SIT	
24	Destin SIT Out Date	Date	8	SIT Reason and In Date are required in order to enter the Out Date. Cannot be before In Date.	Within Two business days of Pickup from SIT	
25	Other SIT Reason	Character	1	Based on code mapping. Options will range 1-5. Please see Appendix A. If no value is provided, we will default a value.	Within Two business days of delivery into SIT	
26	Other SIT In Date	Date	8	Required in order to enter SIT Reason	Within Two business days of delivery into SIT	

27	Other SIT Out Date	Date	8	SIT Reason and In Date are required in order to enter the Out Date. Cannot be before In Date.	Within Two business days of Pickup from SIT	
28	Booking #	Character	25		When Known	
29	House BOL	Character	25		When Known	
30	Pro #	Character	30		When Known	
31	Subcontractor	Character	50		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)	Name of the company performing the work
32	Airway/Master BOL	Character	25		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)	
33	Terminal Delivery Date	Date	8	Cannot be greater than Depart Date or Vessel Cutoff Date	Within Two Calendar days of happening	
34	Vessel Name	Character	25		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)	
35	Vessel Cutoff Date	Date	8	Cannot be greater than Depart Date	When Known	

36	Voyage #	Character	15		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)	
37	Vessel Code/Tail #	Character	12	If this value cannot be provided for security reasons, please leave this value null	When Known	
38	Flag	Character	3	Value must be set to either USA or FFC	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)	
39	Depart Date	Date	8	This is the depart date for the primary leg – Enroute	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)	
40	Origin Port	Character	25	For airports, provide the 3 letter airport code. For ocean ports, provide the city name.	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)	
41	Origin Port Type	Character	1	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	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)	
42	Origin Terminal/Pier	Character	51		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)	
43	Arrival Date	Date	8	This is the Arrival date of the primary leg. Cannot be less than Depart Date. – Port	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)	

44	Destin Port	Character	25	For airports, provide the 3 letter airport code. For ocean ports, provide the city name.	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)	
45	Destin Port Type	Character	1	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.	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)	
46	Destin Terminal/Pier	Character	51		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)	
47	Container Type	Character	4	Value based on code mapping with options 1-11. Required to enter container information. Please see Appendix B.	When Known	
48	Container #	Character	15	Required to enter container information.	When Known	
49	Pieces	Number	7	Required to enter container information.	When Known	
50	Weight	Number	6	Required to enter container information.	When Known	
51	Cube	Number	6	Required to enter container information.	When Known	
52	Seal Number	Character	15	Optional if container information is provided. Cannot be populated unless required container information is provided.	When Known	
53	Seal Date	Date	8	Optional if container information is provided. Cannot be populated unless required container information is provided.	When Known	

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.

AMENDMENT 1
EFFECTIVE NOVEMBER 1, 2015

This Amendment 1 corrects an error in Section 3, Non-Alternating SROs of the 2015 – 2016 Request for Offers issued on August 26, 2015. Paragraph 3-7.6. Application of Rate Offers – Domestic Shipments Only for the Department of Treasury, Administrative Resource Center's SRO of ARCWV should have identified $1,000 instead of $1,00.00 with regards to crating. Attached is amended Page 3-5 with the correction highlighted in "blue." Please refer to the existing RFO for the remainder of Section 3. The 2015-2016 RFO can be found at www.gsa.gov/transportation. Click on "Household Goods Transportation" and then on "HTOS and RFO Reference Library."

If you have any questions, please contact Robyn Bennett at robyn.bennett@gsa.gov or 816-823-3644.

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 Section 2-7.12, all ARCWV shipments shall be subject to a 110% weight variance.

3-7.6. 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
- Shuttle service
- Crating up **to $1,000.00** (any amount above this must have prior approval by the ARC)
- **All** uncrating
- Servicing of appliances, **such as refrigerators and washing machines**, except third party services
- Debris pickup
- **All cost and labor associated with television cartons or boxes (LCD, LED, Plasma television) requirements**

3-7.7. 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

3-7.8. 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.

3-7.9. Volume.

The ARC is estimating that the volume of shipments under this RFO for ARCWV is **700** domestic shipments and 900 international shipments.

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

3-8.1. General.

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 Section 2-7.12, 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. 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

AMENDMENT 2
EFFECTIVE NOVEMBER 1, 2015

The Department of State has added a new computer software requirement. Attached is amended Page 3-10 (Section 3-12.1.1.) and Page 3-24 (3-13.28.) of the 2015-2016 Request for Offers (RFO) issued on August 26, 2015. The additions are highlighted in "blue." Please refer to the existing RFO for the remainder of Section 3 as well as any other published Amendments that may apply. The 2015-2016 RFO, as well as all previous Amendments, can be found at www.gsa.gov/transportation. Click on "Household Goods Transportation" and then on "HTOS and RFO Reference Library."

If you have any questions, please contact Robyn Bennett at robyn.bennett@gsa.gov or 816-823-3644.

by post. In cases where permission to ship requires an adjustment of the RDD, the TSP shall report a follow up date on their notice of missed RDD.

7. **Local agents**: For all shipments, the TSP must provide their selected Agent to the booking counselor within 24 hours from the time the initial booking was received.
8. **Permission to Ship**: For US to Post shipments the TSP shall report via EDI requesting permission to ship or a follow up date of the destination GSO office no later than one day after pack end. Permission to ship shall be reported in the EDI file the day after destination GSO office grants it. The email granting permission to ship or the follow up date shall be forwarded to TTMContracts@state.gov and ALMArchive@State.gov. Failure of post to respond to a request to ship shall be reported after three business days to TTMContracts@state.gov and ALMArchive@State.gov.
9. **EDI Field 11, Arrival Date:** EDI field 11 is the ETA prior to delivery and it must remain a future date until the shipment has delivered. Reporting field 11 as a past date for a shipment that has not delivered is a false report and may be penalized.
10. **EDI Field 12, Available Date:** EDI field 12 is the available date, the date the TSP or agent has the shipment in their possession at destination <u>and is prepared to deliver it</u>. The arrival date shall not be reported as a past date without populating the available date field. Failure to report the available date may be grounds for a missed RDD.
11. **Foreign Flags**: The TSP shall report use of either US or Foreign Flag carrier via EDI per the procedures outlined in section 10 of the RFO **(See 3-12.3 Fly America for additional information and requirements).**
12. **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.

3-12.1.2. 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. 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 Section 2-7.12, all international HHE surface shipments shall be subject to a 110% weight variance. 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.

3-12.1.4. Storage in Transit (SIT) charges.

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.

3-12.2. Household Goods (HHG).

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

3-13.25. 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 190000105 for the requested Federal Agency ID Code (FAIC). For shipments booked by the DOS offices other than the DC office, please enter 190000105 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. If you have any questions about GSA's electronic 3080, please contact Robyn Bennett at robyn.bennett@gsa.gov. **Under no circumstances shall the TSP send the customer a 3080 form soliciting the Traveler's Social Security Number.**

3-13.26. Forms required for the exportation of POV.
Exhibit 1 List of Forms
Exhibit 2 Power of attorney format
Exhibit 3 Supplemental Reporting form (from 3-4.1.1)
Exhibit 4 Reporting locations

3-13.27. 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

3-13.28. 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.

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

3-14.1. General.
The DOS maintains a warehouse in Hagerstown, MD. 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 August 1, 2012 and July 31, 2013, there were approximately 246 shipments with an average weight of 3,000 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, any unusual items requiring special attention and if the existing liftvan may be used or if a new liftvan is required. TSPs will be provided with existing inventories on all shipments moving under DOSHW.

3-14.6. TSP Responsibilities.

AMENDMENT 3
EFFECTIVE MAY 1, 2016

The US Postal Service has amended their non-alternating, Agency Specific Code USPDC to include an additional accessorial to be incorporated into rate offers for their domestic shipments (Section 3-9.6.) and instructions on how TSPs are to bill for Storage-in-Transit (SIT) and related charges for their domestic shipments (new Section 3-9.7.). Attached is amended Page 3-7a which identifies the changes made to Section 3-9 of the 2015-2016 Request for Offers (RFO) issued on August 26, 2015. The additions are highlighted in "blue." Please refer to the existing RFO for the remainder of Section 3 as well as any other published Amendments that may apply. The 2015-2016 RFO, as well as all previous Amendments, can be found at www.gsa.gov/transportation. Click on "Household Goods Transportation" and then on "HTOS and RFO Reference Library."

If you have any questions, please contact Robyn Bennett at robyn.bennett@gsa.gov or 816-823-3644.

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 Section 2-7.12, 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 remain at $180,000.00. 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. Application of Rate Offers – DOMESTIC SHIPMENTS ONLY.

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 (any amount above this must have prior approval by the US Postal Service)
- 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 cost and labor associated with television cartons or boxes (LCD, LED and Plasma television) requirements
- **All fees for reserving parking on streets or apartment buildings**

3-9.7. Storage-in-Transit (SIT) – DOMESTIC SHIPMENTS ONLY.

TSPs are required to bill all SIT and related charges based on the destination/delivery address identified on the Bill of Lading (BL) and not the actual location of the SIT. And in accordance with HTOS 5.5.2., any shipment placed in SIT in excess of the 50 mile radius will be considered as SIT at the TSP's convenience unless the BL Issuing Office has authorized SIT in excess of 50 miles from the destination/delivery address identified on the BL. Authorization must be received in writing from the BL Issuing Office.

3-9.8. Volume.

The USPDC is estimating that the volume of shipments under this RFO is 1,300 shipments.

AMENDMENT 4
EFFECTIVE MAY 1, 2016

The Department of State has amended their non-alternating, Agency Specific Code DOSDC to add the requirement of installing (adequate) desiccants into all POVs shipped under DOSDC. Attached is amended Page 3-20a which identifies the changes made to Section 3-12 of the 2015-2016 Request for Offers (RFO) issued on August 26, 2015. The additions are highlighted in "blue." Please refer to the existing RFO for the remainder of Section 3 as well as any other published Amendments that may apply. The 2015-2016 RFO, as well as all previous Amendments, can be found at www.gsa.gov/transportation. Click on "Household Goods Transportation" and then on "HTOS and RFO Reference Library."

If you have any questions, please contact Robyn Bennett at robyn.bennett@gsa.gov or 816-823-3644.

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 international or domestic moves. Only one tender number shall be submitted for domestic and one for International. Submission of multiples 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 accessorial 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 190000105 for the requested Federal Agency ID Code (FAIC). For shipments booked by the DOS offices other than the DC office, please enter 190000105 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. If you have any questions about GSA's electronic 3080, please contact Robyn Bennett at robyn.bennett@gsa.gov. **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 (from 3-4.1.1)
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. Installation of POV Desiccants.

TSPs are required to install (adequate) desiccants in the interiors of all POVs to assist in the prevention of the growth of mold and/or mildew. The installation of the desiccants in POVs is a preventative measure only and does not absolve a TSP from any claims proceedings in the event that mold and/or mildew does occur. Any cost associated with the purchase and/or installation of the desiccants must be included in the TSP's rate offers submitted for the shipment of Category 1, 2 and 3 vehicles. Desiccants are to be removed by the employee.

U.S. General Services Administration

Household Goods Tender of Service

(GSA HTOS)

August 2010 Edition

THIS EDITION CANCELS THE PREVIOUS EDITION

Getting Started

The General Services Administration's (GSA) Household Goods Tender of Service (HTOS) provides the baseline rules for performing services as a provider in the Centralized Household Goods Management Program (CHAMP). As a Transportation Service Provider (TSP) qualified to participate in providing domestic or international transportation services, you need to be familiar with the contents of this document.

The HTOS is divided into twelve (12) Sections with five (5) Appendices. It follows a logical sequence from an Overview, to how to apply and qualify as a (TSP), through to the Forms and Reports required. The Table of Contents is searchable and keyed to each section, if you are using the document online. We recommend that the document be used online as much as possible. Online use allows you to click on many links to forms. The HTOS is mostly 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.

TSPs use the HTOS in conjunction with the GSA-01 Tariff and the CHAMP Request for Offers (RFO). The GSA-01 Household Goods Government Rate Tender is published and maintained by GSA. It contains the pricing rules for domestic traffic, linehaul, accessorial services, third party services, Storage-in-Transit (SIT), Unaccompanied Air Baggage (UAB) and Privately Owned Vehicles (POV). The HTOS contains the pricing rules for international accessorial services. The Request for Offers (RFO) is the annual acquisition document available to qualified TSPs. In addition to providing rate filing instructions for CHAMP, it amends and updates the HTOS with specialized requirements by some Agencies. For example, the Veterans Administration and the State Department may desire a higher rate of released value per pound than is the minimum required by the HTOS.

While the HTOS is updated infrequently, the RFO and GSA-01 have changes annually. These three documents, along with Subchapter D of the Federal Management Regulation (41 CFR 102-117 and 102- 118) and the Federal Travel Regulation (41 CFR 300-304) together comprise the rules for CHAMP. If you are new to the job, you will need to read all of these documents and understand how they fit together to make up all the rules and regulations governing CHAMP.

Do not be intimidated by these documents. They all fit together logically. It will take some time and study to understand all of the content in each. You can always contact the Program Office with concerns and questions.

U.S. General Services Administration

Household Goods Tender of Service

(GSA HTOS)

Table of Contents

GETTING STARTED ..... **I**

TABLE OF CONTENTS ..... **II**

1 OVERVIEW **1-1**

1.1 APPLICATION 1-1
1.2 SCOPE OF THE HOUSEHOLD GOODS TENDER OF SERVICE (HTOS) 1-1
1.2.1 Services to be Furnished *1-2*
1.2.2 Classification of Included Items *1-2*
1.2.3 Excluded Items *1-3*
1.3 OTHER GENERAL PROVISIONS 1-3
1.3.1 Use of Term Transportation Service Provider (TSP) *1-3*
1.3.2 Acceptance of the HTOS *1-4*
1.3.3 Bills of Lading *1-4*
1.3.4 Routing of Shipments *1-4*
1.3.5 Mileage Determination *1-4*
1.3.6 Industrial Funding Fee *1-4*
1.4 REVISING THE HTOS 1-5

2 APPLICATION AND PARTICIPATION **2-1**

2.1 OVERVIEW 2-1
2.2 RESTRICTIONS ON APPLICATIONS FOR APPROVAL 2-1
2.3 APPLICATION AND APPROVAL PROCESS 2-1
2.4 NEW APPLICANTS 2-2
2.4.1 Applicant Information *2-2*
2.4.2 Agreement to Abide By the HTOS *2-3*
2.4.3 Authority and Licenses *2-3*
2.4.4 TSP-Agent Agreement *2-4*
2.4.5 Standard Carrier Alpha Code (SCAC) Designation *2-4*
2.4.6 Trading Partner Agreement *2-4*
2.4.7 Cargo Insurance *2-4*
2.4.8 Performance Bond -- International Only *2-5*
2.4.9 Experience *2-5*
2.4.10 Scope of Operation *2-5*
2.4.11 HTOS Questionnaire *2-5*
2.4.12 Quality Control Program *2-6*
2.4.13 Financial Responsibility *2-6*

2.4.14 Agent Facilities ... 2-6
2.5 PREVIOUSLY APPROVED FIRMS ... 2-6
2.6 ADDITIONAL INFORMATION ... 2-6
2.7 FALSE STATEMENTS ... 2-7
2.8 EVALUATION OF APPLICATION ... 2-7
2.9 APPROVAL ... 2-9
2.9.1 New TSPs ... 2-9
2.9.2 Applicants Whose Prior Approval Has Been Terminated ... 2-9
2.9.3 Applicants Who Have Voluntarily Withdrawn ... 2-9
2.9.4 Advertising of TSP Approval ... 2-9
2.10 REJECTION OF APPLICATION TO PARTICIPATE ... 2-10
2.11 CONTINUED PARTICIPATION ... 2-10
2.12 SCOPE OF OPERATION ADJUSTMENTS ... 2-11
2.12.1 Adjustment When the CSI Is Greater Than 105 ... 2-11
2.12.2 Adjustment When the CSI is between 95 and 105 ... 2-11
2.12.3 Adjustment When the CSI Is Less Than 95 ... 2-12
2.12.4 Adjustment When There Is No CSI ... 2-13
2.12.5 Adjustments Based On Factors Other Than the CSI ... 2-13
2.13 RESTRUCTURING OF SCOPE OF OPERATION ... 2-14
2.13.1 Restructuring Due to Bankruptcy ... 2-14
2.13.2 Restructuring Based On Changes in Traffic Patterns ... 2-15
2.13.3 Needs of the Program ... 2-16
2.14 UPDATING APPROVAL INFORMATION ... 2-16
2.15 TSP WITHDRAWAL FROM CHAMP ... 2-16
2.16 CONSTRUCTIVE WITHDRAWAL ... 2-16

3 RESPONSIBILITIES AND AUTHORITIES ... 3-1

3.1 PROGRAM MANAGER RESPONSIBILITIES AND AUTHORITIES ... 3-1
3.2 RESPONSIBLE TRANSPORTATION OFFICER (RTO) RESPONSIBILITIES AND AUTHORITIES ... 3-2
3.3 TRANSPORTATION SERVICE PROVIDER (TSP) TABLE OF RESPONSIBILITIES AND AUTHORITIES ... 3-6
3.4 EMPLOYEE RESPONSIBILITIES AND AUTHORITIES ... 3-9

4 OFFERS OF SERVICE ... 4-1

4.1 OVERVIEW ... 4-1
4.2 GEOGRAPHIC COVERAGE ... 4-1
4.3 ANNUAL RFO PROCESS ... 4-1

5 HOUSEHOLD GOODS SERVICES ... 5-1

5.1 SCOPE OF SERVICE ... 5-1
5.1.1 General Services to be Furnished ... 5-1
5.1.2 Additional Scope of Service for International Shipments ... 5-2
5.2 GENERAL PROVISIONS FOR HHG SHIPMENTS ... 5-2
5.2.1 Pre-Move Survey ... 5-2
5.2.2 Packing ... 5-3
5.2.3 Surface Protection ... 5-7
5.2.4 Appliance Servicing ... 5-7

5.2.5 Items of Unusual Nature ... 5-8
5.2.6 Disassembly and Reassembly for Transportation ... 5-8
5.2.7 Preparation of Shipment Inventory ... 5-9
5.2.8 Pick-up and Delivery Services ... 5-11
5.3 PROVISIONS APPLICABLE TO INTERNATIONAL SHIPMENTS ONLY ... 5-13
5.3.1 Use of US and Foreign Flag Vessels ... 5-13
5.3.2 Overflow and Split Shipments ... 5-13
5.3.3 Containers ... 5-13
5.3.4 Overflow Boxes (Containerized Shipments) ... 5-14
5.3.5 Packing and Stuffing Of Containers ... 5-14
5.3.6 Items Containerized at Warehouse ... 5-14
5.3.7 Container Marking ... 5-15
5.3.8 Container Seals ... 5-15
5.3.9 Position of Containers ... 5-15
5.3.10 Wooden Boxes ... 5-15
5.3.11 Special Items ... 5-15
5.3.12 Preparation of Container Inventory ... 5-16
5.3.13 Preparation of Inventory/Seal Numbers ... 5-16
5.3.14 Pick-up and Delivery ... 5-17
5.3.15 Liftvan Weights ... 5-17
5.3.16 Shipping Containers ... 5-18
5.4 DETERMINATION OF WEIGHT ... 5-18
5.4.1 Weighing Procedure for HHG ... 5-18
5.4.2 Weight Tickets ... 5-20
5.4.3 Weight Variance ... 5-20
5.4.4 Reweighing Of Shipments ... 5-21
5.4.5 Constructive Weight ... 5-21
5.5 STORAGE-IN-TRANSIT (SIT) ... 5-21
5.5.1 Facilities ... 5-22
5.5.2 Location of SIT ... 5-22
5.5.3 Lot Identification ... 5-22
5.5.4 Palletization of Property ... 5-22
5.5.5 Procedures Applicable to Domestic SIT Only ... 5-22
5.5.6 Procedure Applicable to International SIT Only ... 5-23
5.5.7 Partial Withdrawal from SIT ... 5-23
5.6 UNACCOMPANIED AIR BAGGAGE (UAB) ... 5-23
5.7 PRIVATELY OWNED VEHICLES (POV) ... 5-24
5.7.1 Domestic Shipments of POV ... 5-24
5.7.2 International Shipments of POV ... 5-24
5.8 DIVERSION OR RECONSIGNMENT ... 5-24
5.9 DOCUMENTATION REQUIREMENTS ... 5-25
5.9.1 Domestic Shipment Documentation Requirements ... 5-25
5.9.2 International Shipment Documentation Requirements ... 5-26
5.10 TRACING ... 5-26
5.10.1 Shipments ... 5-26

5.10.2 Missing Items 5-27
5.11 IMPRACTICAL OPERATIONS 5-27
5.12 OTHER EXCEPTIONS 5-28
5.12.1 Provision of Smaller Equipment 5-28
5.12.2 Lack of Proper Delivery Address 5-28
5.12.3 Constructive Delivery 5-28
5.12.4 Detention by TSP or Agents Prohibited 5-29
5.12.5 Extended Storage 5-29

6 MOVE MANAGEMENT SERVICES 6-1

6.1 SCOPE OF MOVE MANAGEMENT SERVICES 6-1
6.2 MEMORANDUM OF UNDERSTANDING (MOU) 6-1
6.3 PERFORMANCE AS TSP 6-1
6.4 COMMISSIONS PROHIBITED 6-1
6.5 REQUIRED SERVICES 6-1
6.5.1 Customer Service 6-2
6.5.2 TSP Selection 6-2
6.5.3 Shipment Booking 6-2
6.5.4 Ensuring TSP Performance 6-3
6.5.5 Arranging Storage-in-Transit (SIT) 6-3
6.5.6 Completion of GSA Form 3080 6-4
6.5.7 Service Performance Audit 6-4
6.5.8 Management Information Reports 6-4
6.6 OPTIONAL SERVICES 6-6
6.6.1 Employee pre-move counseling 6-6
6.6.2 Prepayment Audit 6-7
6.6.3 Performance Standards for Service Performance Audit and Prepayment Audit 6-10
6.6.4 Preparation of Shipment Documentation 6-10
6.6.5 Data Communications Capabilities 6-10
6.6.6 On-site Quality Control Service 6-11
6.6.7 Quality Assurance Plan 6-12
6.6.8 Claims Preparation, Filing, and Settlement Assistance 6-12

7 INSPECTION OF SERVICES 7-1

7.1 OVERVIEW 7-1
7.2 INSPECTION BY THE GOVERNMENT 7-1
7.2.1 Inspection of Facilities and Operations 7-1
7.2.2 Reports of Inspection 7-2
7.3 OTHER INSPECTIONS 7-3
7.3.1 Inspection of Sorting For Partial Withdrawal from SIT 7-3
7.3.2 Inspection of Pre-packed Items by the TSP 7-3
7.4 ACCEPTANCE BY THE GOVERNMENT 7-3
7.4.1 Warranty 7-3
7.4.2 Correction and Reperformance 7-4
7.4.3 No Correction and Reperformance 7-4
7.5 HOUSEHOLD GOODS CARRIER EVALUATION REPORT (GSA FORM 3080) 7-4

7.5.1 Overview ... 7-4
7.5.2 Calculating the Customer Satisfaction Index (CSI) ... 7-5
7.5.3 Issuing CSI Score ... 7-5
7.5.4 Appeal Procedures. ... 7-5

8 INVOICING AND PAYMENTS ... 8-1

8.1 INVOICING ... 8-1
8.1.1 Voucher and Supporting Documents ... 8-1
8.1.2 Electronic Payments ... 8-2
8.2 COMPOSITION OF CHARGES ... 8-3
8.2.1 Applicable Rate ... 8-3
8.2.2 Applicable Rate in Absence of Accepted Rate ... 8-3
8.2.3 Applicable Charges on Overweight International Shipments ... 8-3
8.2.4 Applicable Weight When Reweigh Performed ... 8-3
8.3 ADJUSTMENT BASED ON RATE DIFFERENTIALS INVOLVED IN THE USE OF FOREIGN FLAG SHIPPING ... 8-4
8.4 REDUCTIONS IN CHARGES ... 8-4
8.4.1 Late Delivery Reduction ... 8-4
8.4.2 Improper Customs Clearance Reduction ... 8-5
8.5 OTHER CHARGES ... 8-6
8.5.1 Valuation Charges ... 8-6
8.5.2 Delivery/Pick-up at a Mini-Storage Warehouse ... 8-6
8.5.3 Charges for Repacking Pre-packed Items ... 8-6
8.5.4 Charges for Reweigh ... 8-6
8.5.5 Charges for Crating Services ... 8-6
8.5.6 Excessive Distance Carry ... 8-6
8.6 STORAGE-IN-TRANSIT (SIT) CHARGES ... 8-7
8.6.1 Warehouse Handling Charges ... 8-7
8.6.2 Storage Charges ... 8-7
8.6.3 Domestic SIT Pick-up or Delivery Charges ... 8-7
8.6.4 International SIT Pick-up or Delivery Charges ... 8-7
8.6.5 Placement in SIT on Different Dates ... 8-7
8.6.6 Use of a Facility for the TSP's Convenience ... 8-7
8.6.7 Additional International Provisions for SIT Charges ... 8-8
8.6.8 Charges Applicable To Portion ... 8-8
8.6.9 Overflow ... 8-8
8.6.10 Withdrawal of Property ... 8-9
8.6.11 Removal from SIT and Extra Pick-up ... 8-9
8.7 PAYMENT IN THE EVENT OF SHIPMENT TERMINATION ... 8-9
8.7.1 Termination of a Domestic Shipment ... 8-9
8.7.2 Termination of an International Shipment ... 8-9
8.8 CHARGES FOR LOST OR DESTROYED SHIPMENT ... 8-10
8.8.1 Total Loss ... 8-10
8.8.2 Partial Loss ... 8-10
8.8.3 Partial Loss Involving More Than One Transportation Vehicle – International Only ... 8-10
8.9 OTHER PROVISIONS ... 8-10

8.9.1 Application of Prompt Payment Act ... 8-10
8.9.2 Payment of Debt ... 8-11
8.9.3 Excess Costs - International Only ... 8-11
8.10 LIMITATION OF ACTION – CLAIMS FOR CHARGES ... 8-11
8.10.1 Filing of Claims by TSPs ... 8-11
8.10.2 Filing of Claims Against TSPs ... 8-11
8.10.3 Government's Breach of Limitation – International Only ... 8-11
8.11 PAYMENT OF GSA INDUSTRIAL FUNDING FEE (IFF) ... 8-12
8.11.1 Remittance of GSA IFF ... 8-12
8.11.2 Failure to Submit Remittance ... 8-14

9 LIABILITY AND CLAIMS ... 9-1

9.1 TRANSPORTATION SERVICE PROVIDER (TSPS) LIABILITY FOR LOSS OR DAMAGE ... 9-1
9.1.1 Released Value ... 9-1
9.1.2 Exceptions to TSP Liability ... 9-1
9.1.3 Extent of TSP's Liability ... 9-2
9.1.4 Employee Failure to Verify Inventory ... 9-6
9.1.5 Establishment of High Risk Program ... 9-6
9.2 PREPARATION AND FILING OF CLAIMS ... 9-6
9.2.1 Claims for Loss of or Damage to Personal Property ... 9-6
9.2.2 Claims for Damage to Real Property ... 9-6
9.2.3 Inconvenience Claims ... 9-6
9.2.4 Claims for Injury ... 9-7
9.2.5 Claims for Delay ... 9-7
9.2.6 Minimum Filing Requirements ... 9-7
9.2.7 Documents Not Constituting Claims ... 9-7
9.2.8 Supporting Documents ... 9-7
9.2.9 Only Claim ... 9-8
9.2.10 Inventory Correctness ... 9-8
9.3 CLAIMS SETTLEMENT ... 9-8
9.3.1 Settling Property Loss or Damage Claims ... 9-8
9.3.2 Delays in Settlement ... 9-8
9.3.3 Claim Settlement Penalty ... 9-9
9.3.4 TSP Failure to Settle ... 9-9
9.3.5 Setoff ... 9-9
9.4 ADDITIONAL INTERNATIONAL PROVISIONS ... 9-9
9.4.1 Liability for General Average/Salvages ... 9-9
9.4.2 Government Liability ... 9-10
9.5 LIMITATION OF ACTION – CLAIMS FOR PROPERTY LOSS OR DAMAGE ... 9-10

10 TRANSIT TIMES ... 10-1

10.1 OVERVIEW ... 10-1
10.1.1 Measurement of Transit Time ... 10-1
10.2 DOMESTIC TRANSIT TIMES ... 10-1
10.2.1 Interstate and Canada Transit Times ... 10-2
10.2.2 Shipments To and From Alaska ... 10-3

10.2.3 Intrastate and Intra-Canada Transit Times 10-3
10.3 POV Transit Time Exceptions 10-4
10.4 International Transit Times 10-7
10.4.1 Between any State, Trust Territory, or Possession of the United States and Named Countries 10-7
10.4.2 Between International Locations 10-7
10.4.3 POVs 10-7
10.4.4 International Transit Time Table 10-7
10.5 Unaccompanied Air Baggage Transit (UAB) Times 10-9

11 REPORTING PROCEDURES 11-1

11.1 Reports to the Relocating Employee 11-1
Pre Move Survey 11-1
11.2 Reports to the Responsible Transportation Officer (RTO) 11-1
11.2.1 Reports Applicable to All Shipments 11-1
Weight Variance Report 11-1
Unusual Incident Report 11-2
After-Action Report 11-2
Schedule Delays Report 11-3
Notice of Shipment Arrival 11-3
Storage-In-Transit Location Report 11-3
Missed RDD Report 11-4
TSP Error in Shipment 11-4
11.2.2 Reports Applicable to International Shipments Only 11-5
Actual Weight of International Shipment In Excess of Employee's Authorized Allowance 11-5
SIT Pick-up/Delivery Report 11-5
Shipment Pick-up Report 11-6
Shipments on Hand Report 11-6
Commercial Port Level Report 11-6
Ocean Terminal Port Agent Roster 11-7
11.3 Reports to the Program Management Office (PMO) 11-7
11.3.1 Shipment Report 11-7
11.3.2 Claim Settlement Report 11-9
11.3.3 Content and Format Requirements 11-9
11.3.4 Electronic Filing Only 11-9

12 INTERNATIONAL ACCESSORIAL SERVICES RULES, RATES, AND CHARGES 12-1

PART I – OVERVIEW INFORMATION 12-1

12.1 Structure of this Section 12-1
12.2 International Accessorial Services 12-2
12.3 Minimum Weights 12-2
12.4 Conversion Factors 12-2
12.5 Abbreviations 12-3

PART II – ACCESSORIAL SERVICES 12-4

12.6 AUXILIARY SERVICES 12-4
12.7 LABOR CHARGES 12-4
12.8 WAITING TIME 12-5
12.9 OVERTIME LOADING AND UNLOADING 12-5
12.10 REWEIGH - HOUSEHOLD GOODS 12-6
12.11 CRATES/SPECIAL CONTAINERS 12-6
12.12 UNPACKING SERVICE - UAB ONLY 12-8
12.13 EXTRA PICK-UP OR DELIVERY 12-9
12.14 ATTEMPTED DELIVERY TO RESIDENCE FROM SIT 12-10
12.15 ATTEMPTED PICK-UP AND DIRECT DELIVERY CHARGES 12-11
12.16 DELIVERY TO STORAGE IN GOVERNMENT FACILITIES 12-11
12.17 SIT AND WAREHOUSE HANDLING CHARGE HOUSEHOLD GOODS SURFACE SHIPMENT 12-11
12.18 SIT AND WAREHOUSE HANDLING CHARGE HOUSEHOLD GOODS, UAB 12-13
12.19 PICK-UP OR DELIVERY TRANSPORTATION RATES TO APPLY ON SIT SHIPMENT HHG, SURFACE 12-14
12.20 PICK-UP OR DELIVERY TRANSPORTATION RATES TO APPLY ON SIT SHIPMENT UAB 12-18
12.21 TERMINATION OF SHIPMENT – HHG 12-19
12.22 TERMINATION OF SHIPMENT – UAB 12-20
12.23 RESHIPMENTS – HOUSEHOLD GOODS 12-22
12.24 RESHIPMENTS-UNACCOMPANIED AIR BAGGAGE 12-23
12.25 SHIPMENTS DIVERTED AFTER COMMENCEMENT OF TRANSPORTATION SERVICE 12-23
12.26 EXCESSIVE DISTANCE CARRY CHARGES TO AND FROM MINI-WAREHOUSE STORAGE (LONG CARRIES) 12-28
12.27 EXCESS VALUATION CHARGES 12-28

PART III – GEOGRAPHIC APPLICATION OF RATES FOR ACCESSORIAL SERVICES 12-29

PART IV – SURFACE LINEHAUL RATE TABLES 12-39

12.28 SURFACE LINEHAUL RATE TABLE FOR OVERSEAS AREAS NOT OTHERWISE SPECIFIED 12-39
12.29 SURFACE LINEHAUL RATE TABLE FOR BELGIUM, ITALY, AND THE NETHERLANDS 12-41
12.30 SURFACE LINEHAUL RATE TABLE FOR CONUS, CANADA, ALASKA, AND HAWAII 12-44
12.31 SURFACE LINEHAUL RATE TABLE FOR GREECE, SPAIN, AND OTHER EUROPEAN COUNTRIES NOT OTHERWISE SPECIFIED 12-49
12.32 SURFACE LINEHAUL RATE TABLE FOR JAPAN 12-51
12.33 SURFACE LINEHAUL RATE TABLE FOR KOREA, PHILIPPINES, AND OTHER PACIFIC AREAS 12-53
12.34 SURFACE LINEHAUL RATE TABLE FOR THE UNITED KINGDOM 12-54
12.35 UAB LINEHAUL RATE TABLE FOR UNITED KINGDOM 12-56

PART V – SERVICE AREA DESIGNATIONS 12-59

APPENDIX A—DEFINITIONS AND EXPLANATIONS OF TERMS A-1

APPENDIX B—ACRONYMS AND ABBREVIATIONS B-1

APPENDIX C—FORMS C-1

URL LINKED FORMS C-1
HARD COPY FORMS C-1
TRANSPORTATION SERVICE PROVIDER REQUEST TO PARTICIPATE AND AGREEMENT C-2
TRANSPORTATION SERVICE PROVIDER COMMERCIAL PORT LEVEL REPORT C-4
JUSTIFICATION CERTIFICATE FOR USE OF FOREIGN FLAG VESSEL C-7

TSP CERTIFICATION STATEMENT OF ELIGIBILITY C-10
GENERAL SERVICE ADMINISTRATION BASIC TRANSPORTATION TRADING PARTNER AGREEMENT C-13
STANDARD FORM (SF) 25 – PERFORMANCE BOND C-18

APPENDIX D – REPORT FORMATS D-1

1 REPORT FORMAT REQUIREMENTS D-1

1.1 CONSOLIDATED REPORTS PROHIBITED D-1
1.2 ELECTRONIC MEDIA REPORTS D-1

2 SHIPMENT REPORT FORMAT REQUIREMENTS D-1

2.1 CONTENTS OF SHIPMENT REPORT D-1
2.1.1 Shipment Report Header Record D-2
2.1.2 Shipment Detail Record Format D-2
2.1.3 Shipment Report Trailer Record Format D-5
2.2 NEGATIVE SHIPMENT REPORT FORMAT D-7

3 SHIPMENT REPORT FILE NAMING CONVENTION D-7

4 ORIGIN/DESTINATION CODES D-8

4.1 STATE CODES (CONUS) FOR SHIPMENT ORIGIN/DESTINATION D-8
4.2 ORIGIN/DESTINATION CODES FOR POINTS IN ALASKA D-10
4.3 CANADIAN PROVINCIAL CODES FOR SHIPMENT ORIGIN/DESTINATION D-11
4.4 INTERNATIONAL COUNTRY CODES FOR SHIPMENT ORIGIN/DESTINATION D-11

5 CLAIMS REPORT FORMAT REQUIREMENTS. D-19

5.1 CLAIMS REPORT HEADER RECORD D-19
5.2 CLAIM SETTLEMENT DETAIL RECORDS D-21
5.3 CLAIM SETTLEMENT DELAY CODE SPECIFICATIONS D-23

6 CLAIM REPORT FILE NAMING CONVENTION D-26

7 SHIPMENT REPORT AND CLAIMS REPORT SUBMISSION REQUIREMENTS D-27

7.1 ELECTRONIC SUBMISSION REQUIRED D-27
7.2 ELECTRONIC REPORT SUBMISSION INSTRUCTIONS D-27
7.3 FORMAT D-28
7.4 FILE PREPARATION D-28
7.5 ACCESSING THE REPORT UPLOAD MODULE D-28

APPENDIX E –SAMPLE MEMORANDUM OF UNDERSTANDING FOR MOVE MANAGEMENT SERVICES E-1

1 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 the Federal agencies pursuant to the Federal Travel Regulation (FTR).

The HTOS is published and managed by:
General Services Administration
Centralized Household Goods Traffic Management Program Office (QMCCB)
(Hereinafter referred to as PMO)
Building 6
1500 East Bannister Road
Kansas City, Missouri, 64131
Website: GSA Household Goods Transportation

1.1 Application

The terms and conditions of the HTOS:

- Apply to shipments between or within the continental United States and trust territories, or possessions of the U.S., or between or within the Continental United States and foreign countries as defined in the annual Request for Offers (RFO)
- Apply to all firms approved to participate in the Centralized Household Goods Traffic Management Program (CHAMP) -- Domestic and International --and service household goods shipments routed according to the transit times, distance tables and cost comparisons issued by GSA
- Apply to firms participating in CHAMP and servicing household goods shipments routed pursuant to any contract awarded to a participating TSP by GSA or a Federal civilian, non-Department of Defense (DoD), agency
- Supplement or supersede, as the case may be, all service provisions of any applicable tender or 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), accessorial 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 employees of United States Government (USG) Federal agencies of when relocating under permanent change of station orders. It applies to shipments between or within the Continental United States and trust territories, or possessions of the U.S., or between or within the continental United States and foreign countries as defined in the annual RFO.

This HTOS does not apply to DoD Federal civilian employees who are 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 (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, to perform the service
- UAB shipments, i.e., preparation, shipment and delivery of UA B to overseas locations
- Shipment of POV, i.e., preparation, shipment, and delivery of Privately Owned Vehicles.

1.2.2 Classification of Included Items

The HTOS and its primary related documents (the RFO and GSA-01 Tariff) apply to the class of property defined by 49 U.S.C. Section 13102 (10) (A) as amended, (1st Proviso) 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 Transportation Service Provider 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 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 a Federal Civilian 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

Any TSP wishing to be considered for transportation of HHG under this HTOS must accept all of its terms and conditions. If approved for the program, the TSP will be eligible for the Domestic and International traffic for which they are accepted.

1.3.3 Bills of Lading

CHAMP uses Commercial Bills of Lading (CBL) 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 Government's interest and serves as the contract of carriage. A CBL is the document used as a receipt of goods and documentary evidence of title during transportation. When an Agency uses a CBL, the specific terms and conditions of a GBL are included in rate tender under this HTOS and the bill of lading shall make reference to the rate tender.

By accepting this HTOS, a TSP agrees that specific terms and conditions of a GBL are included in their rate tender. Specific terms and conditions that apply to either the GBL or CBL 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 provided by PC*Miler, 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. Rand-McNally will also be used for mileage between the gateways on Alaskan shipments traveling by land through Canada.

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 amount 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 Industrial Funding Fee 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 Industrial Funding Fee 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 though 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 (posting) to the website.

The issuance of versions of the HTOS, changes thereto, or reissues thereof will only be by means of publication on the HTOS and RFO Reference Library 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.

2 Application and Participation

2.1 Overview

Participation in the 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, 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 operations.

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 terminated by GSA or voluntarily withdrawn from the program, may apply for approval subject to the restrictions in the following table:

If:	Then the firm:	When?
The firm was terminated by GSA	May apply for approval.	One calendar year after termination
The firm voluntarily withdrew	May apply for approval.	Immediately

See also Section2.5 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 HHG TSP Approval Requirements under Transportation Service Provider Information. (Household Goods Transportation > Transportation Service Provider Info > Household Goods TSP Info)

- 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 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 Service 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 firm 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 applicable 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 as defined in this HTOS and will provide copies of each authority, permit or business license to the PMO upon demand.

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 applicable 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 Federal 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 agency 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 agency 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 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 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 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 in 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 been terminated 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 agencies that had previously used that firm for household goods 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

A firm 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

HTOS Section and Application Item	Evaluation Factors
2.4.1 Applicant Information	GSA will evaluate the impact of applicant's disclosed relationships and common financial and administrative control on CHAMP
2.4.2 Agreement to Abide By the HTOS	The certification will be reviewed to determine that the applicant has agreed to abide by the Terms and Conditions of the General Services Administration's Centralized Household Goods Traffic Management Program.
2.4.3 Authority and Licenses	GSA will verify that the applicant has appropriate and sufficient authority and licenses to conduct the proposed scope of operations.
2.4.4 TSP-Agent Agreement	GSA will evaluate to ensure they meet the requirements of Section 2.4.4.
2.4.5 SCAC Designation	GSA will verify that the National Motor Freight Association, Washington, DC, has issued the SCAC.
2.4.6 Trading Partner Agreement	Submitted complete.
2.4.7 Cargo Insurance	If requested, applicant will provide documentation from primary underwriter.
2.4.8 Performance Bond -- International	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.

HTOS Section and Application Item	Evaluation Factors
2.4.9 Experience	GSA will evaluate the applicant's responses in terms of whether the applicant has demonstrated actual or potential ability to perform in accordance with HTOS, performance consistent with 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.
2.4.10 Scope of Operation	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.
2.4.11 HTOS Questionnaire	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.
2.4.12 Quality Control Program	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.
2.4.13 Financial Responsibility	GSA will evaluate this information to determine whether the applicant has sufficient financial capacity to provide service.
2.4.14 Agent Facilities	GSA will evaluate applicant’s information to see if sufficient facilities are available to handle proposed scope of operations.

HTOS Section and Application Item	Evaluation Factors
2.5 Previously Approved Firms Statements of Support	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, non-DOD customers.

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 2010 will be considered a new firm until November, 2011. 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 Terminated

A TSP who was previously terminated 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 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.

2.9.4 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 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

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 United States 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
- 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 terminated
- 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 terminated
- 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 terminated.
- 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 Government or pay a claim by the Government after the original bill for services performed under this HTOS, the TSP's approval will be immediately terminated. An exception is the assignment of payment of the TSP's original bills to a bank for collection.

2.12 Scope of Operation Adjustments

Adjustments to a TSP's scope of operations 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* 105

A CSI greater than 105.00 indicates better than average customer satisfaction. A TSP with a CSI greater than 105.00 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.)

Sample Scope of Operations Adjustment When The CSI Is Greater Than 105
Program Average = 100.00
TSP CSI = 109.83 / Current # of SAPs approved = 3
Step 1:
109.83 - 100.00 = 9.83
Step 2:
Move the decimal two places to the left: 9.83 to .0983 to obtain percent increase
Step 3:
3 x .0983 = .29 or an increase of 1 SAP

2.12.2 Adjustment When the CSI is between 95 and 105

A CSI between 95.00 and 105.00 indicates average customer satisfaction. A TSP with a CSI between 95.00 and 105.00 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 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:

Sample Scope of Operations Adjustment When the CSI is Less Than 95
Program Average = 100.00
TSP CSI = 88.23 / Current # of SAPs approved = 115
Step 1: 100.0 - 88.23 = 11.77
Step 2:
Move the decimal two places to the left: 11.77 to .1177 to obtain decrease
Step 3:
115 x .1177 = 13.54 or decrease of 14 SAPs

2.12.3.2 Reduction When the TSP Has a Small Scope of Operations

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 operations (i.e., zero service area pairs), the scope will not be changed for the filing cycle during which the Customer Satisfaction Index 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 Customer Satisfaction Index will be effective
- If the TSP's Customer Satisfaction Index 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 terminated
- In the event the TSP's Customer Satisfaction Index for the subsequent customer satisfaction rating period remains less than 95.00, the TSP's approval will be terminated.

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 Customer Satisfaction Index is greater than 105.00. 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 Customer Satisfaction Index is greater than 105.00. 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 terminated.

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 U.S. Department of Transportation 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 terminated.

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 operations consists of replacing SAPs. The restructuring will not result in an increase in the scope of operations.

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 operations. For example, a TSP approved in calendar year 2006 may request a review of its scope of operation in calendar year 2011 and thereafter in calendar years 2016, 2021, 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 Customer Satisfaction Index 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.

2.15 TSP Withdrawal from CHAMP

A TSP may terminate its participation in the program at any time at its discretion. A TSP withdrawing its approval to participate in CHAMP shall notify the PMO in writing.

2.16 Constructive Withdrawal

A TSP may be withdrawn from participation in the program if it does not file rates in two (2) consecutive years.

3 Responsibilities and Authorities

3.1 Program Manager Responsibilities and Authorities

The following table summarizes the responsibilities and authorities of the GSA Centralized Household Goods Traffic Management Program (CHAMP) Program Manager and the Program Management Office (PMO). In general, the Program Manager is responsible for the overall management and administration of CHAMP. The Program Manager is ultimately responsible for the effective operation of CHAMP and is the final arbitrator in disputes.

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.

Program Manager/Program Management Office(PMO) Responsibilities and Authorities	
Responsibility	**Authority and Actions Required**
Application to Participate in CHAMP	Accept or reject in writing in accordance with Section 2.
Rate Filing	Accept, reject or require correction in accordance with Section 4 and the Request for Offers (RFO).
Refer TSP to Suspension or Disbarment	In accordance with the procedures in the Federal Management Regulations (FMR) Part 102-117 (41 CFR Part 102-117).
Place TSP in Temporary Nonuse Status	Initiated without regard to other TSPs or individual performance.
Appeal of Revocation of Approval, Temporary Nonuse, Suspension, and Disbarment	Handle the appeal of revocation in accordance with Federal Acquisition Regulation (FAR) Subpart 9.407-3 (48 CRF 9.407-3) provided that any reference to temporary nonuse in the Subpart shall be construed to mean revocation of approval.
Appeal of Corrective Action	Handle the appeal of corrective action in accordance with FAR Subpart 9.407-3 (48 CRF 9.407-3) provided that any reference to temporary nonuse in the Subpart shall be construed to mean corrective action.
Appeal of Performance Report	Consider only factual items and provide TSP with written decision within thirty (30) business days of receiving the TSP's submission or presentation in accordance with this section and Section 10
Appeal of RTO Claim Decision	Review all relevant and necessary information to make a final recommendation on the dispute.

Program Manager/Program Management Office(PMO) Responsibilities and Authorities	
Responsibility	**Authority and Actions Required**
Review of Records by PMO or Designee	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 government.
Quarterly Performance Reports	PMO will provide to TSP a quarterly performance report based on GSA Forms 3080.
Annual Performance Report	PMO will publish a performance report annually based on Form 3080 and any other information the PMO deems appropriate.

Program Manager's (PMO) Responsibilities and Authorities International Program Only	
Responsibility	**Authority**
Agent Termination and TSP Nonuse	Ensure new agency agreement established within thirty (30) calendar days or TSP shall be placed in temporary nonuse.

3.2 Responsible Transportation Officer (RTO) Responsibilities and Authorities

The responsibilities and authorities of the Responsible Transportation Officer (RTO) can be performed by either a Contractor or a General Services Officer (GSO). See Appendix. The table below outlines the responsibilities and authorities of the RTO. The RTO is authorized to waive approvals and requirements of this tender based on individual shipment circumstances. Initial decisions by the RTO are final and conclusive to Transportation Service Provider (TSP) unless an appeal is made to the Program Manager/PMO.

All documentation preparation and annotation is the responsibility of the Ordering Officer unless specified elsewhere. The Ordering Officer is responsible for distributing the Bill of Lading 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.

(RTO) Responsibilities and Authorities	
Responsibility	**Authority and Actions Required**
Transportation Service Provider (TSP) Liability	Establish and authorize in writing the level of services and liability on Bill of Lading.
Expedited Service	Approve in writing.
Telephonic Pre-move Surveys	Approve in writing.
Use of Crates	Approve in writing in accordance with Section 5.
Shuttle Service	Approve in writing.
Transit Times	Approve changes in writing.
Inspection of TSP Facilities and Performance	Can perform under guidelines in Section 7.
Defective Performance	Authorized to direct TSP to correct or re-perform in accordance with Section 7.
Constructive Weight	Approve in writing in accordance with Section 5.
Indirect routing	Approve in writing. See details in this section.
Use of alternative TSP	Approve in writing. No alternatives allowed for International. See details in this section.
Diversion and Re-consignment	Approve in writing.
Temporary Nonuse TSP and/or Agent	Place TSP or agent in accordance with procedures in FMR Part 102-117 (41 CFR Part 102-117).
Refer TSP for Suspension or Disbarment	Refer TSP for suspension or disbarment in accordance with procedures in the FMR Part 102-117 (41 CFR Part 102-117).
Termination of Performance	Approve in writing whole or part of service. Termination is based on failure to complete a service, delay a service or refuse a service. Domestic items include: nonpayment 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 items include: 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. Charges incurred by the TSP such as late delivery charges will be charged to the TSP.
Proper Tarping	Place TSP in temporary nonuse when shipments moved in linehaul without proper tarping.

(RTO) Responsibilities and Authorities	
Responsibility	**Authority and Actions Required**
Violation of Tender of Service	Place TSP in temporary nonuse for repeated violation of any item in HTOS or failure to perform in accordance with tariff/rate tender and/or other legal requirements.
Lack of Incomplete Corrective Action	Place TSP in immediate temporary nonuse if TSP corrective action is incomplete.
Inventory Coding	Place TSP in immediate temporary nonuse if TSP consistently uses mass coding or miscoding.
Improper Conduct	Place TSP in immediate temporary nonuse if TSP personnel are reported under influence of alcohol or drugs, use abusive language or improper conduct.
Removal of Property from Disapproved Facilities	Direct TSP to move shipment to Government approved warehouse. Cost paid by TSP. No cost to Government.
Storage–in–Transit (SIT) greater than 50 miles at Destination	Approve in writing. In excess of fifty (50) miles of 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.
SIT at Origin	Approve in writing in accordance with Section 5.
Storage in Non-commercial Facilities	Approve in writing in accordance with Section 5 storage in trailers, vans, public warehouses, self-storage units or any other non-commercial facility.
Partial Withdrawal from SIT	Approve in writing prior to withdrawal and inform TSP with new billing instructions.
Removal or Placement of Property from or to Inaccessible Locations	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.
Filing of Claims incomplete or non-performance of services	File in writing with TSP for shipment adjustment costs.
Filing of Claims – Loss or Damage	File in writing with TSP unless waived by employee.
TSP Request Excusable Delay, Refusal or Failure	Decision by RTO. 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 Ordering Officer. Ordering Office advises RTO. If decision is that delay is inexcusable, RTO shall notify Program Manager.
Scheduling Service on Saturday, Sunday or Holidays	Approve in writing prior to performance.

(RTO) Responsibilities and Authorities	
Responsibility	**Authority and Actions Required**
Completion after 5:00 P.M.	RTO, employee, 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 Government will be incurred for overtime labor or any other additional charge.
Service Beyond Scope of HTOS	Authorize in writing scope and pricing prior to performance.
Packing and Stuffing of Containers	Authorize in writing packing and stuffing prior to performance at a location other than the residence.
Use of Third Parties	Authorize in writing in accordance with Section 5.

RTO Responsibilities and Authorities International Program Only	
Responsibility	**Authorities and Actions Required**
Designation of Agency	Authorized to direct use of destination and origin agents.
Use of Foreign Flag Shipping	Approve in writing in accordance with Section 4 and the RFO.
Diversions and Reconsignment	Anything outside a 50 air mile radius of the US Embassy or Consulate or municipality shown on the Bill of Lading.
Taking Possess of Shipments When TSP put in worldwide nonuse status	Inspect local and port agent facilities for subject TSP. Terminate these shipments and arrange alternative TSP and transportation to final destination.
SIT at Destination	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.
High Risk Item Programs	Establish and authorize in writing the terms and conditions of any program limiting a TSP's liability in accordance with Section 9.
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. 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.

TSP's Responsibilities and Authorities	
Responsibility	**Authority and Action Required**
All Origin and Destination Services	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 this HTOS and TSP is responsible for the actions of its agents and subcontractors.
Selection of Agents	TSP has a choice of agents, subject to Federal 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.
For Acts of Omission	For themselves and the acts of their agents including accessorial or terminal services.
Diligence and Reasonable Care	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.
Direct Routing (Through Shipping)	All shipments tendered are the responsibility of the TSP from origin through destination. Indirect routing or transshipping is not allowed unless waived by RTO.
Errors in shipment	If TSP ships the wrong property or ships to the wrong destination, TSP is responsible for expedited return of the property including air transportation.
Shipment Refusal	TSP shall refuse shipments for which they have no rates on file or are outside their scope of operations.

TSP's Responsibilities and Authorities	
Responsibility	**Authority and Action Required**
Shipment Routings	TSP shall determine optimal shipping routes.
Shipment Tracing	TSP shall trace and annotate documentation and notify RTO within thirty (30) business days. 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.
SIT	Mandatory use of TSP's agent facility within fifty (50) mile radius of origin, destination or installation shown in the "Consignee Block" of the Bill of Lading. Outside the fifty (50) mile radius requires RTO approval.
Complaints and Inquiries	TSP establishes procedures for receiving and responding to complaints and inquiries from the RTO and the employee or their authorized representative. TSP shall, at a minimum, provide a published phone number and written record in the file.
Document Preparation and Annotation	Properly preparing and annotating the shipping, billing and claims settlement documents and any other documentation required by the HTOS.
Document Distribution	See Section 5.
Claims	Provide to employee 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.
Settlement	Provide to employee an item by item analysis of the settlement including denials or compromises.
Appeal Procedures	May exercise for issues involving revocation of approval, temporary nonuse, suspension and disbarment, corrective actions, performance reports and claims.
Claims for Additional Charges	Additional charges for transportation or accessorial charges shall be presented to the shipping Federal agency with full documentation and explanation.
Quality Control Program	All documentation and SOPs 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.
Assignment of Bills	TSP may not subrogate invoices for service rates and charges to third parties except to a bank for collection.
Equipment	Maintain in good operating condition with clean and sufficient pads, covers and protective equipment to ensure safe transit of household

TSP's Responsibilities and Authorities	
Responsibility	**Authority and Action Required**
	goods.
Facilities	Maintain equipment, facilities, operations and personnel adequate for performing services.
Maintenance of Records	Abide by 28 U.S.C. 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.
Employees	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.
Use of Alternate TSPs	Request for alternate made by TSP to RTO in writing. Approval by the Federal Agency BL issuing officer 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.

TSP's Responsibilities and Authorities International Program Only	
Responsibility	**Authority and Action Required**
Open Routing Exception	TSP shall not use busy ports during peak season that could delay shipments.
Personnel IDs	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.
SIT	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.
Ocean Terminal Port Agent Facility Standards	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 according to in accordance with generally accepted warehousing practices.
Property Release to Shipping Federal Agency	TSP shall release shipment if demanded by Federal agency. All property shall be clearly identified on the ocean bills of lading/manifests or other documentation for ease in tracing and action.

TSP's Responsibilities and Authorities International Program Only	
Responsibility	**Authority and Action Required**
Agents	Federal agency may designate which origin and destination agents TSP shall use.
Agent Staffing	Manned during normal working hours with booking and servicing agents. One agent employee may support up to three (3) TSPs. Two agent employees are required for four (4) or more TSPs.
Agent Agreement	Contract, in English as necessary, is required prior to effective date of accepted rates. Terms and conditions of HTOS flow down. Shall include this clause: "By acceptance of this contract/agreement/order/reimbursement schedule, I recognize that property being transported hereunder is United States Government sponsored personal property and, as such, will not be detained by my firm under any circumstances. Further, I guarantee representatives of the US Government free access to any facilities, including those of my agents, during normal working hours for their lawful purpose of inspecting and removing TSP containers in which United States Government sponsored personal property is shipped".
Agent Use	TSP upon request furnish agent list to RTO. Change of agent may be subject to Federal agency inspection and approval of PMO.
Agent Termination	Whether by Government or TSP action, upon termination TSP shall make temporary arrangements for interim destination services with another local agent.
Termination by Agent	In the case of agent's voluntary withdrawal from or termination of its agency agreement with TSP, TSP shall make immediate temporary arrangement for interim destination services.
Dispute	Any party that makes a claim shall enter a sixty (60) calendar day discussion to reach an agreeable settlement without litigation. All parties still have the right to litigation or other administrative remedies.

3.4 Employee Responsibilities and Authorities

The table below summarizes authorities and responsibilities of the employee with respect to the shipment of their Household Goods (HHG). This table is only a summary. At the time of the pre-move survey, the TSP shall provide the employee or their agent a copy of GSA's "Your

Rights and Responsibilities". This is available from the GSA Household Goods Transportation website at Agency Shipping Household Goods > Rights and Responsibilities Pamphlet.

Employee Responsibilities and Authorities	
Responsibility	**Authority and Action**
Limitation of Authority	Employee or designee cannot make any agreement with the TSP which shall diminish the rights or increase the obligations of the United States Government, except for reweigh service requests.
Service Dates	Employee will set specific dates with TSP for pre-move survey, packing, loading, and, if applicable, delivery from storage-in-transit, unless otherwise established by RTO.
Release of Property	Employee will release to the TSP only that property that legally belongs to, and may be shipped by, the employee.
Accessibility of HHG	Employee 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.
Disassembly and Reassembly of Property	Employee 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.
Appliance Servicing	Employee will arrange for the disconnecting or reconnecting of gas and/or electric washers/dryers, and draining of water hoses and draining/filling water beds.
Specialized Servicing	Employee 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.
Excess Valuation	Prior to commencement of services, the employee is authorized to establish a level of service or declared value in excess of that established by the Government.
Adverse Weather Conditions	In cases of bad weather that could be detrimental to employee's personal property, service should be suspended until better weather unless approved in writing by employee and TSP.

Employee Responsibilities and Authorities	
Responsibility	**Authority and Action**
Document Preparation and Annotation	Employee will: • Verify the inventory listing and condition of items at pick-up • Verify the inventory listing and condition of items at delivery • Note loss and/or damage on delivery documents with TSP • Obtain independent third party appraisals of high-valued or antique property and give to TSP • Provide TSP list of extraordinary (unusual) value property prior to packing, loading and pick-up of HHG
Inspection and Acceptance	Employee will inspect services in the absence of authorized GSA representative, the employing agency, or the RTO. The employee's report of inspection (as documented by employee's signature on the BL and a joint inspection at delivery) will be administratively final.
Claims	The employee may file claims with TSP for loss of or damage to property.

4 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 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 expanding or contracting the scope. Offers outside the TSP's approved scope of operations will be rejected during the RFO period.

4.2 Geographic Coverage

The geographic areas included in TSP offers of service are defined in the RFO. Additionally:

- 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
- Offers for service within Alaska or between Alaska and all other points defined as domestic will include only those points identified in the RFO
- 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

Instructions and timing for the filing and acceptance of offers, the RFO, will be issued by the PMO 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 Federal agency
- Provides criteria for the evaluation and acceptance of rate filings

- Provides technical details on the rate filing process.

5 Household Goods Services

5.1 Scope of Service

This section discusses the performance requirements for the shipment and storage of an employee's household goods. The Responsible Transportation Officer (RTO), or the relocating employee, 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 Household Goods (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 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, to perform the service
- UAB shipments, i.e., preparation, shipment and delivery of UAB to overseas locations
- Shipment of POV, i.e., preparation, shipment, and delivery of Privately Owned Vehicles.

These services shall be performed on, before or after the date shown on the Bill of Lading (BL) (Commercial Bill of Lading (CBL) or Government Bill of Lading (GBL) as appropriate). The required delivery date noted on the BL will not be construed by the TSP as a request for expedited service unless specifically authorized by the RTO. 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 International Shipments

Unless directed otherwise by the employing Federal 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 of 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 government for the purposes of shipping, booking, tracing and settling claims shall be in writing unless waived by the RTO 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 RTO may waive this requirement in favor of a telephone survey.

5.2.1.1 Conducting the Survey

Appointments shall be made with the employee 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 employee or their agent a copy of GSA's "Your Rights and Responsibilities". This is available from the GSA Household Goods Transportation website at Agency Shipping Household Goods > Rights and Responsibilities Pamphlet.

Upon completion of the survey, the employee 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 employee or his authorized representative and the TSP shall establish and agree to a pick-up date.
- For international shipments, the RTO 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 TSP's tariff 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 employee'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 employee 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 employee. 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, flat panel televisions and pool table slate, the use of crates must be authorized by the RTO.

5.2.2.2 Packing Materials

TSPs will only use new materials in sufficient quantities and of sufficient quality to protect the employee'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 employee.

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 RTO, 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.

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 unservicing 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.

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 by the RTO. TSP shall not perform these services unless requested and approved by the RTO.

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 employee 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 employee, 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 employee 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 employee 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 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 employee, or the employee'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 RTO and one copy to the employee at the time of delivery.

5.2.7.1.3 Preparation of Inventory for High Risk Items

Unless specifically authorized by the RTO, 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 employee 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 employee 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 employee 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 employee 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 Federal 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 employee by expedited means, at no additional cost to the Government or the employee.

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 RTO provides other instructions. The shipment will be moved according to the transit times in Section 10 unless otherwise modified in the RFO. Expedited service is not permitted unless directed by the RTO.

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 RTO 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 employee'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 employee. 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 employee’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 employee'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 employee
- Unpacking of all boxes, cartons and/or crates
- Placing the contents of the unpacked containers in the room designated by the employee
- 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 employee. This does not include arranging articles in a manner desired by the employee
- 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 employee or the employee'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 employee or the employee'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 employee'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.

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 RTO 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 RTO.

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 the permission of the RTO 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 Practices 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 US 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 by the RTO. 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 Federal Agency employee who authorized the exception.

5.3.6 Items Containerized at Warehouse

If the RTO 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 Federal 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 employee or his/her 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 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 employee, 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 by the RTO.

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 employee'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 employee'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 employee'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 RTO, 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 RTO that a shipment has arrived and is available for delivery. The RTO 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 employee's residence at destination.

- For shipments that arrive prior to the RDD, the TSP shall deliver to the employee or employee’s agent prior to the RDD.
- For shipments that arrive after the RDD, the TSP shall deliver in accordance with the RTO’s instructions or within two (2) business days after notifying the destination RTO 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 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 scale approved by the appropriate regulatory authority for use in determining the weight of HHG shipments except as otherwise provided in this section.

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 either weighing, the vehicle will have installed or loaded all pads, dollies, hand trucks, ramps and other equipment required in the transportation of each shipment. Neither the driver nor any other person shall be on the vehicle at the time of either weighing. 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 RTO), 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

In determining net weight on containerized shipments, TSPs will include in the tare weight all padding material, e.g., paper pads, cloth blankets or any wrapping material used as a substitute for cloth blankets, and blocking and bracing material used for a TSP's convenience to protect and secure a shipment.

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 shipper, the Government or its representative, or any other person responsible for payment of the charges has the right to 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 a shipper of the right to observe any weighing or reweighing is permitted and does not affect any rights of the shipper 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 person performing the weighing and must contain the following minimum 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 employee of the HHG as it appears on the BL
- 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 RTO or its third-party representative prior to billing the Federal 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 RTO 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 RTO 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 shipper or his representative, prior to final delivery of the shipment (and when approved by the RTO for international shipments) shall reweigh the shipment. 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 RTO. 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. The TSP shall provide SIT at destination when required. A shipment may be held in SIT for a period not to exceed 180 calendar days.

SIT may not occur at origin unless authorized by the RTO.

The BL will identify the authorized length of SIT, usually much less than 180 calendar days. The TSP shall advise the employee when the storage period will end and determine from the employee whether the shipment, or any portion thereof, will be delivered to the employee's residence or held in storage.

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 employee
- The property is then subject to the rules, regulations, and charges of the warehouseman
- All future storage charges are the employee'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 RTO, 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 municipality, 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 RTO. 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 employee'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 Procedure 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 employees' 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 employee 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 employee to the RTO 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 RTO 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 RTO.

5.6 Unaccompanied Air Baggage (UAB)

UAB shall be handled in accordance with the instructions of the shipping Federal 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. Unaccompanied baggage shall be unpacked by the TSP unless waived by the employee. Certification that unpacking was performed by the TSP will be by the employee 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 Federal 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
- 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 Federal agency. An agency employee may ship only one POV to a duty post outside CONUS, excluding replacement vehicles. The employing Federal agency 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 BL Issuing Officer. The destination area is the territory recognized as the commercial zone for the destination city or municipality shown on the BL.

Instructions furnished by the employee 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 employees 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

Documentation	Distribution	Timing
• Copy of Pre-move Survey • Original BL • Copy of Descriptive Inventory • Original DD 619 and DD 619-1 (or commercial equivalent) • Original weight tickets • Original reweigh tickets (if required) • Notice of Loss or Damage At Delivery • Notice of Loss or Damage AFTER Delivery	TSP	
• Original Pre-move Survey • Copy of BL • Original Descriptive Inventory • Copies of DD 619 and DD 619-1 (or commercial equivalent) • Copy of reweigh ticket, if requested	Employee or Authorized Agent	NLT ten (10) business days after survey, pick-up or delivery as appropriate.
• 3 copies of Notice of Loss or Damage At Delivery • 3 copies of Notice of Loss or Damage AFTER Delivery	Employee or Authorized Agent	At time of delivery
• Rated copy of BL (Annotated with gross, tare and net weights and charges to date) • Descriptive Inventory and "bingo cards" for overflow containers • Copies of DD 619 and DD 619-1 (or commercial equivalent) • Copy of weight tickets (see Note 1) • Copy of reweigh tickets, if requested	RTO	NLT fourteen (14) business after service
• Notice of Loss or Damage At Delivery (if required by RTO)	RTO	NLT thirty (30) calendar days after delivery

Note: If the shipment is scheduled to be delivered before the submission of documents, the RTO shall be advised of the weight prior to delivery. RTO will establish how this notification is to take place and may waive this requirement.

5.9.2 International Shipment Documentation Requirements

Documentation	Distribution	Timing
• Original BL • Copy of Pre-move Survey • Copy of Descriptive Inventory • Original DD 619 and DD 619-1 (or commercial equivalent) • Original weight tickets • Original reweigh tickets (if required) • Notice of Loss or Damage At Delivery • Notice of Loss or Damage AFTER Delivery	TSP	
• Copy of BL • Copy of Descriptive Inventory • Copies of DD 619 and DD 619-1 (or commercial equivalent) • Copy of reweigh ticket, if requested	Employee or Authorized Agent	NLT seven (7) business days after pick-up or delivery as appropriate.
• 3 copies of Notice of Loss or Damage At Delivery • 3 copies of Notice of Loss or Damage AFTER Delivery	Employee or Authorized Agent	At time of delivery
• Rated copy of BL (Annotated with gross, tare and net weights and charges to date. Show also the number 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	RTO	NLT seven (7) business days after service
• Notice of Loss or Damage At Delivery (if required by RTO)	RTO	NLT thirty (30) calendar days after delivery

Note: If the shipment is scheduled to be delivered before the submission of documents, the RTO shall be advised of the weight prior to delivery. RTO will establish how this notification is to take place and may waive this requirement.

5.10 Tracing

5.10.1 Shipments

When the employee or RTO 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 employee or RTO. 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, insurrection 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 RTO or the origin/destination General Services Officer (GSO) may order such service.

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 employee requests, and the RTO authorizes, such removal or placement as well as the additional labor charges incurred.

5.12 Other Exceptions

5.12.1 Provision of Smaller Equipment

Upon request of the RTO, the TSP shall use or engage smaller equipment than its normal road haul equipment or provide extra labor for the purpose of transferring the shipment between the origin or destination address and the nearest point of approach by the TSP's road equipment.

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 Federal agency, the destination RTO, nor the employee designates another address at which delivery can be made, the TSP shall place the property in SIT when the RTO 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 road 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 road equipment can be made safely accessible.

5.12.3.2 Employee Does Not Accept Constructive Delivery

Under the conditions in Section 5.12.3.1 above, if the employee 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, the TSP may place the shipment or any part thereof not reasonably possible for delivery, in storage at the nearest available warehouse (see exception below for international shipments). The RTO 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 RTO.

5.12.4 Detention by TSP or Agents Prohibited

Personal property shipments moved under this HTOS are sponsored by the Government of the United States of America 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, also referred to as Non-Temporary Storage (NTS), is not provided under the scope of services for CHAMP. However, if requested by the Federal agency ordering a HHG move under CHAMP, the TSP shall be responsible for delivery to the extended storage warehouse directed by the ordering Federal agency.

6 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 Understanding (MOU)

The MMS provider and the Agency shall enter into a written Memorandum of Understanding (MOU) 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 MOU should contain specific instructions on the BL preparation and maintenance, including instructions to complete each portion of the BL.

A sample MOU is provided in Appendix E. This document is only a sample to be used to initiate the MOU drafting process between the Agency and the MMS provider. The Agency and MMS provider must tailor the final MOU 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.

6.3 Performance as TSP

The MMS provider shall be qualified as a Transportation Service Provider (TSP) in the Centralized Household Goods Traffic Management Program (CHAMP), file rates within its current approved scope of operations, 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 employee's HHG move from initial notification of the move by the Agency 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 MOU when performing these services.

A HHG move within the Continental United States (CONUS) 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). 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, one or more Unaccompanied Baggage (UAB) shipments and shipment of one or more POVs. Multiple origins and/or destinations may be involved for both CONUS and international shipments.

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 resolving all problems which might occur
- 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 employee'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 shall 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 (TMSS) system to obtain cost comparison information for use in making the TSP selection when delegated this responsibility by the Agency.

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 for authorizing storage-in-transit (SIT) or any special service. Special services include, but are not limited to: shuttle service, special crating, third party servicing, elevator charges, long carry and stair carries
- Indicate in writing all services authorized and identify those that will be paid as an allowance to the employee

- Identify those services which the employee requests, but for which the employee will not be paid an allowance and which may be advanced and charged back to the employee
- Inform the employee before performing any service that will be advanced and charged back to the employee.

The 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 Responsible Transportation Officer (RTO) 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 employee. When the MMS provider fails to direct performance as required and causes the Agency or employee to incur damages (other than damage to HHG), the MMS provider will be liable to the Agency and the employee, as appropriate, for such damages.

6.5.5 Arranging Storage-in-Transit (SIT)

If an Agency authorizes Storage-in-Transit (SIT), the MMS provider shall arrange the storage under provisions of this HTOS. The MMS provider shall notify the employee of the authorized SIT duration and location and provide the employee's SIT-provider contact information 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 shall provide a written request for disposition instructions from the employee or the Agency's destination facility representative at least ten (10) business days before expiration of the authorized SIT period. The request will inform the employee of their personal financial responsibility for any charges incurred for storage in excess of the maximum authorized 180 calendar day period.

6.5.5.2 SIT in Excess of 180 Calendar Days

If SIT exceeds 180 calendar days, the MMS provider shall determine the condition of the employee's property at the end of this period to protect the Government's and the employee's

right to recover for TSP-caused loss or damage. The warehouse automatically will be considered the shipment's destination upon expiration of the 180 calendar day 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 employee is responsible for payment of storage charges for any period of storage in excess of 180 calendar days. If any discrepancy exists between other HTOS provisions and the provisions of this paragraph for purposes of SIT, the provisions of this paragraph apply.

6.5.6 Completion of GSA Form 3080

The MMS provider shall furnish the employee GSA Form 3080, "Household Goods Carrier Evaluation Report" for completion of the "Relocating Employee's Response" section. (This form is available for downloading and printing the GSA Household Goods Transportation web page.) The MMS provider shall request the employee to return the completed evaluation form to the Agency for completion of the "B/L Issuing Officer's/Agency Move Coordinator's Response" section. The MMS provider shall also follow up to ensure both the employee and the Agency complete their respective portions of the form and return it to the PMO. If the employee has not completed the appropriate section on the form within thirty (30) calendar days from the date of delivery of the HHG to the new residence, the MMS provider shall advise the Agency.

6.5.7 Service Performance Audit

The MMS provider shall conduct an independent service performance line item audit of transportation billings. The MMS provider shall document and certify, by line item, whether billed services (including any services specifically requested by the employee) 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 Agency.

This service performance audit is unrelated to an Agency's prepayment audit of the actual billing charges. (Financial audit is an optional MMS provider service under Section 6.6.2 below). If prepayment audit of transportation bills is performed by the MMS provider under procedures in Section 6.6.2, the MMS provider shall furnish the service performance audit certification along with the transportation billing to the prepayment auditor for audit of the actual billing charges.

6.5.8 Management Information Reports

The 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 when appropriate. 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

The Agency may specify that a claim is delayed if not settled within thirty (30) calendar days or sixty (60) calendar days of its filing. 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 "Employee Pre-Move Counseling" service, the MMS provider shall present a summary report of counseling contacts showing the employee'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:

- Employee(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
- 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 RTO 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 shall provide the optional services specified in Sections 6.6.1 through 6.6.8 below.

6.6.1 Employee pre-move counseling

Employee 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 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 employee about services the employee is authorized at Government expense as well as any requested services that are not the Government's financial responsibility and which the employing Agency will charge back to the employee. 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, employee 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

If, at the Agency's option, prepayment audit services are provided by the MMS provider, the MMS provider will conduct, or arrange to have conducted, a prepayment audit of each transportation billing and supplemental billing for service performed under this HTOS.

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 520-10) desiring to perform prepayment audit services must be certified by the GSA Audit Division (FBA) to do so. Certification may be obtained by contacting:

General Services Administration
Federal Supply Service
Audit Division (FBA)
1800 F Street, NW
Washington, DC 20405

6.6.2.2 Procedures

The Prepayment Audit procedures under this section are subject to provisions of the Federal Management Regulation part 102-118 (41 CFR parts 102-118).

Procedures stated in this section reflect requirements that may be used in addition to any other required procedures published in the FMR in developing the MMS provider/Agency MOU.

The prepayment auditor shall adjust billed charges as appropriate based on the service performance audit as specified in Section 6.5.7 and the prepayment audit before submitting the billing invoice, along with the service performance audit certification, to the Agency for payment.

6.6.2.3 Adjustments

Upon instructions from the Agency, the MMS provider shall advise the TSP and the Agency via a statement of differences submitted either electronically or in writing within seven (7) calendar days of receipt of the bill of any adjustment the auditor makes. The statement of differences shall include the following:

- TSP's Standard Carrier Alpha Code (SCAC)
- TSP's bill number
- Amount billed
- Amount paid
- Agency name
- TSP's Taxpayer Identification Number (TIN)
- Document Reference Number (DRN)
- Payment voucher number
- Complete tender or tariff authority, including the governing item or section number.

The MMS provider shall show the following information on all transportation bills that have been completed:

- TSP's Standard Carrier Alpha Code (SCAC)
- TSP's bill number
- Amount billed
- Amount paid
- Agency name
- TSP's Taxpayer Identification Number (TIN)
- Document Reference Number (DRN)
- Payment voucher number
- Complete tender or tariff authority, with the applicable rate authority, including the governing item or section number
- Copy of any statement of differences sent to the TSP
- The date invoice received from the TSP.

6.6.2.4 Appeal Procedures

The Agency will establish an appeal process that directs TSP appeals to an Agency official or to the MMS provider with responsibility for providing adequate consideration and review of the circumstances of the claim. Review of an appeal must be completed within thirty (30) calendar days.

If the TSP disputes the findings and the Agency, or MMS provider if appropriate, cannot resolve the dispute with the TSP, all relevant documents including a complete billing history and the appropriation or fund charged should be forwarded to GSA for a decision. TSP claims must be submitted within three (3) years beginning the day after the latest of the following dates (except in time of war):

- Accrual of the cause of action
- Payment of charges for the transportation involved
- Subsequent refusal for over payment of those charges
- Deduction made to a TSP claim by the Government under 31 U.S.C. 3726.

6.6.3 Performance Standards for Service Performance Audit and Prepayment Audit

The Government will comply with provisions of the Prompt Payment Act (31U.S.C. 3901(a) (5)). Therefore, within seven (7) calendar days of receiving the TSP's bill, the MMS provider shall:

- Complete the service performance audit as described in Section 6.5.7, and if optioned
- Complete the prepayment audits as described in Section 6.6.2
- Deliver the consolidated transportation/MMS billing, accompanied by the service performance audit certification, to the Agency for payment.

The MOU between the Agency and the MMS provider shall stipulate whether the Agency or the MMS provider is responsible for remitting payment to the TSP. If the MMS provider is to remit payment to the TSP, the Agency must issue and forward the remittance by check or electronic transfer to the MMS provider in time for the Agency to be deemed in compliance with provisions of the Prompt Payment Act. The MMS provider will not be liable for any late payment interest charge the Agency may accrue on a transportation payment that is not in compliance with the Prompt Payment Act requirements.

6.6.4 Preparation of Shipment Documentation

If an Agency exercises its option to have the contractor prepare the BL, the contractor must comply with the terms and conditions set forth in FMR part 102-117 (41 CFR Part 102-117). 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" To get a copy of this handbook, you may write to:

General Services Administration
Transportation Audit Division (QMCA)
Crystal Plaza 4, Room 300
2200 Crystal Drive
Arlington, VA 22202

The provider shall furnish a legible memorandum copy of all BL or a legible copy of all BL prepared and distributed to the RTO before the shipment pick-up date.

6.6.5 Data Communications Capabilities

The MMS provider shall:

- Provide on-line electronic access to all database information pertaining to task orders and applicable shipment records

- Provide the RTO or designee and the GSA PMO in Kansas City, Missouri, on-line access to all database information pertaining to task 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
- Furnish clear documentation setting out procedures for access to and use of the database.

6.6.5.1 Data Elements

The database must contain, but is not limited to, the following elements:

- Task/delivery 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 employee 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 RTOs and the GSA PMO to extract and consolidate data such as TSP performance if specific reports are required.

6.6.5.2 Database Maintenance

The MMS provider shall update the database at least once every 24 hours, and provide for on-line 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, as specified under 28 U.S.C. Section 2415.

6.6.6 On-site Quality Control Service

If a 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 retained by both parties. This document is construed as a one-time only amendment to the 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.

6.6.7 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.

6.6.8 Claims Preparation, Filing, and Settlement Assistance

If either the employee 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 TSP's liability or HTOS provisions, and, in the case of an impasse, shall refer the complete file to the Agency. The MMS provider shall also counsel the employee 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.

7 Inspection of Services

7.1 Overview

This section describes the processes by which the Government will 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 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 employee satisfaction with these services. The Government will use the results of these inspections to correct deficiencies in a TSP's services, to provide "best value" recommendations to Federal agencies and to improve the level of employee satisfaction.

The 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 Responsible Transportation Officer (RTO) and its designated representatives
- Inspection by the employee 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 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 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 authorized representatives may inspect the TSP's facilities and operations at the TSPs main facility, at the residence of the employee, 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 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 Government, legible reproductions of any documents requested and required in the performance of the inspection.

7.2.1.2 Inspection of Operations

Authorized representatives of the RTO 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. Authorized representatives of the RTO will include:

- GSA personnel designated to perform quality assurance
- The employee or their authorized representative
- Personnel of the employee’s Federal agency designated to perform quality assurance.

7.2.1.3 Inspection by the Employee

Most often, the employee will inspect TSP services in the absence of an authorized GSA representative, the employing agency, or the RTO. The employee’s report of inspection (as documented by employee’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 RTO 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 Government or the employee.

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.

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 RTO, the TSP shall first notify the RTO in writing, setting out the basis of the disagreement and requesting the opportunity to resolve it. If the TSP still objects to the RTO'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 employee or any other person responsible for payment of the freight 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 employee has the option to pick up, the property.

7.3.2 Inspection of Pre-packed Items by the TSP

The TSP is responsible for all packing. The TSP is authorized to inspect all pre-packed goods to ascertain the contents and determine that only articles not otherwise prohibited by this HTOS are contained in the shipment.

The TSP is authorized to determine that employee packed goods require repacking. Such repacking will be performed by the TSP in a TSP-provided container. The Government will bear the costs for repacking in this instance, subject to the other terms and conditions of this HTOS

7.4 Acceptance by the Government

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.

7.4.1 Warranty

Notwithstanding inspection and acceptance by the 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 RTO will give written notice of any defect or nonconformance to the TSP within forty-five (45) days from the date of acceptance by the Government. This

notice will state either (1) that the TSP shall correct or reperform any defective or nonconforming services, or (2) that the 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 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 RTO may correct or replace with similar services and charge to the TSP the cost occasioned to the Government thereby, or make an equitable adjustment in the price for services rendered.

7.4.3 No Correction and Reperformance

If the Government does not require correction or reperformance, the RTO 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 Household Goods Carrier Evaluation Report, GSA Form 3080, the procedures for administering the TSP evaluation program and how the GSA Form 3080 response is used to compute the TSP Customer Satisfaction Index (CSI). Section 2, Application and Participation, describes how the CSI is used to adjust the scope of a TSP's operations. The CSI is also used by Federal 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, Household Goods Carrier Evaluation Report, (see Appendix C) is used as a report of inspection and will be provided to the employee and to the RTO. Completed reports assist the PMO in the overall evaluation of customer satisfaction with personal property shipments.

Upon completion of services by the TSP at destination, the employee will complete the RELOCATING EMPLOYEE'S RESPONSE section of GSA Form 3080 and send it to the RTO for completion of B/L ISSUING OFFICER'S/AGENCY MOVE COORDINATOR'S RESPONSE section. After completion by both the employee and the RTO, GSA Form 3080 is returned to the PMO.

The PMO will review each completed form to ensure that all shipments routed under CHAMP received high quality service. After the PMO has reviewed the form, the information contained

on the form will be entered into the Service Performance Index and Evaluation System (SPIES) database.

7.5.2 Calculating the Customer Satisfaction Index (CSI)

The CSI is calculated on an annual basis. Only GSA Form 3080 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 PMO will provide quarterly reports to the TSPs showing the GSA Forms 3080 submitted to date, and the TSP may take action to insure all relevant forms are forwarded to the PMO. However, forms received by the PMO after the last day in February will not be used in the calculation of a TSP's CSI score for the previous calendar year.

7.5.3 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.

7.5.3.1 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 TSPs GSA Form 3080 rate of return was less than 90% of the overall program average rate of return for the calendar year
- The TSP did not submit complete shipment information.

7.5.3.2 Indexed status

A TSP will be issued a CSI if:

- The TSP had between two and fourteen GSA Forms 3080 returned to GSA and the TSP's GSA Form 3080 rate of return was greater than 90% of the overall program average
- The TSP had 15 or more GSA Forms 3080 returned to GSA.

7.5.4 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.

7.5.4.1 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.

7.5.4.2 Disagree with the Rating by the Employee

If the rated TSP disagrees with the employee's evaluation and the employee's evaluation has not been changed by the RTO prior to submission to the PMO, the rated TSP shall first notify the employee in writing, setting out the basis of the disagreement and requesting the opportunity to resolve it.

Note: If the rated TSP disagrees with the employee's evaluation and the employee's evaluation has been changed by the RTO prior to submission to the PMO, the procedures in Section 7.5.4.3 will apply.

7.5.4.2.1 Disagreement is Resolved

If the employee and the rated TSP resolve the disagreement and that resolution changes the employee's rating, the employee and the rated TSP shall jointly advise the RTO by a single memo signed by both. The RTO will then notify the PMO in writing and request that the rating be changed.

7.5.4.2.2 Disagreement is Not Resolved

If the employee and the rated TSP cannot resolve the disagreement, the rated TSP shall notify the RTO 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 letter to the employee and any records that may have been made of conversations, meetings or correspondence with the employee. The RTO will then investigate the disagreement, determine whether any changes should be made in the rating, and, if so, advise the PMO in writing. The RTO's determination is final and not reviewable by the PMO.

7.5.4.3 Disagree with Rating by the RTO

In the event the rated TSP disagrees with the RTO's evaluation, the rated TSP shall first notify the RTO in writing, setting out the basis of the disagreement and requesting the opportunity to resolve it.

7.5.4.3.1 Disagreement is Resolved

If the RTO and the rated TSP resolve the disagreement and that resolution changes the RTO's rating, the RTO and the rated TSP shall jointly advise the PMO in a single memo signed by both.

7.5.4.3.2 Disagreement is Not Resolved

If the RTO and the rated TSP cannot resolve the disagreement, the rated TSP and the RTO must jointly prepare a single memo to the PMO signed 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 letter to the RTO 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 RTO in writing and correct the rating. If the rated TSP and the RTO cannot agree to jointly request review and resolution by the PMO, the original rating will remain in effect.

7.5.4.3.3 Oral Appeals

Oral appeals will be construed as without merit and be rejected.

8 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. TSP's 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 U.S. Government. These forms are available from the GSA Forms Library and URLs are provided in Appendix C.

The SF1113 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.

Invoice and Supporting Documents	
Public Voucher for Transportation Charges (SF 1113/SF 1113A)	The TSP shall include the following items on the SF 1113: • The required transit time for the shipment, as set forth in this HTOS, or the RFO, as applicable • The actual transit time for the shipment • TSP's Taxpayer ID Number • The Late Delivery Reduction assessed as a deduction from total charges in accordance with Section 8.4.1
Bill of Lading (BL)	The original BL is the primary shipping document the TSP uses to bill the 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 Government paying office. 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.

Invoice and Supporting Documents	
Weight Tickets	The TSP shall submit weight tickets determining net weight with proper identification of the shipment thereon for both original weighing and, if applicable, reweighing. If shipment is reweighed the TSP shall include a copy of the written request for reweighing.
Authorization For Diversion Or Reconsignment	Written authorization for diversion or reconsignment, if applicable.
Approvals And Authorization For Waiver	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.
Advanced Charges	Charges advanced by TSP for services of others shall be supported by the TSP with the RTO's authorization, a copy of the invoice setting forth services rendered, charges and basis thereof including reference to any applicable 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.
Miscellaneous Charge	Any cost incurred by the TSP for a service outside the terms of this HTOS, authorized by the RTO, will be billed as a miscellaneous charge. A description of the service, the RTO's authorization, and the basis for the computation of the charge is required.
DD Form 619 Or Comparable Commercial Form	Original “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.
DD Form 619-1 Or Comparable Commercial Form	Original “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.

8.1.2 Electronic Payments

The Federal 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 tariff or tender, and shall be billed to the Federal agency shown in the "Bill Charges to" block on the Bill of Lading. 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. Federal agencies are encouraged to use those TSPs that have approved rates filed in conjunction with the TSP's scope of operations for household goods shipments. 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 operations 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 the lowest rate filed by any TSP on that route.

8.2.3 Applicable Charges on Overweight International Shipments

RTOs 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 employee's authorized allowance. If this should occur, and the TSP fails to notify the RTO of the shipment weight and moves the shipment from origin to destination, TSP shall collect from the Government those transportation and accessorial 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 employee 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 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 tariff 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 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 10 and the RFO. This reduction is subject to the following conditions:

- When the Government 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 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
    - 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
    - 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 Federal 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 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 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 Federal 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 Federal agency is an expense of the owner, the charges will be billed by the TSP to the finance office of the Federal civilian executive agency sponsoring the shipment and identified as a separate item of billing.

8.5.2 Delivery/Pick-up at a Mini-Storage Warehouse

Except as otherwise provided herein, if shipment is delivered to or picked up at a mini-storage warehouse, the rates for transportation include only the unloading or loading at door, platform or other point convenient or accessible to the vehicle.

8.5.3 Charges for Repacking Pre-packed Items

The Government will bear the costs for the TSP repacking employee-packed goods that the TSP has determined require repacking. The charges for such repacking shall be based on the actual size of the carton(s) provided, subject to the Max-pack provisions of the TSPs' bureau issued interstate government rate tender.

8.5.4 Charges for Reweigh

The TSP may bill the 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.

8.5.5 Charges for Crating Services

Crating services will be quoted, billed and paid as provided in the GSA-01 tariff or Section 12 of this HTOS. If a third party is used to provide crating services and the charges are in excess of those provided in the GSA-01 tariff or Section 12, the office that issued the BL or the RTO 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.

8.5.6 Excessive Distance Carry

For domestic shipments refer to Item 160 of the GSA-01 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 applicable tariff and tender for the destination municipality shown on the BL, unless otherwise specifically authorized by the RTO. 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 tariff and tender for the destination municipality shown on the BL, unless otherwise specifically authorized by the RTO. 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 applicable tariff and/or tender for the destination point shown on the BL, unless otherwise specifically authorized by the RTO.

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 Use of a Facility for the TSP's Convenience

8.6.6.1 Nearest Available Facility Rule

Should the TSP use a more distant facility instead of its nearest facility for its own convenience, SIT and related charges will be based on the TSP's nearest available DoD or DOS-approved facility. The nearest available DoD or DOS-approved storage facility is defined as that TSP's facility which has DoD or DOS-approval, has space for the shipment, and is accepting Federal civilian non-DoD traffic from the TSP.

8.6.6.2 Reduction in Charges for TSP's Convenience

In the event the storage occurs at a point other than the TSP's agent's nearest available facility, regardless of the cause and without the approval of the RTO, 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 shall be subject to a reduction equal to the Government paid cost of temporary quarters for the excess transit time.

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 8.5.6 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 8.6.19 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 pick-up to warehouse location will be 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

- 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 employee 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 applicable government tariff. 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 RTO.

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 RTO 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 RTO 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 RTO and the TSP. Upon determination, the RTO’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 shall not collect, nor require a payment of any charges. Nevertheless, the TSP may collect, and the shipper shall be required to pay any specific valuation charge that may be due. However, this provision shall not be applicable to the extent that any such loss or destruction is due to the act or omission of the shipper.

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 shipper shall be required to pay, 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 shipper 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 Federal 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 Federal agency may place the TSP in nonuse or disqualification 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 RTO 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 Government's Breach of Limitation – International Only

Provided, however, that if the limitation of actions set forth in this item is breached by the 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 intitio.

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. 1stqtr10, 3rdqtr11) 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.

Sample Funds Transfer Message Format

[1] PRIORITY CODE			
[2] TREASURY DEPARTMENT CODE	[3] TYPE CODE		
[4] SENDING BANK CODE	[5] CLASS CODE	[6] REFERENCE NUMBER	[7] AMOUNT
[8] SENDING BANK NAME			
[9] TREASURY DEPARTMENT NAME [10} INFORMATION [11] INFORMATION and SCAC [12] INFORMATION			

Explanation of References			
Ref	Name	GSA Required Fill	Explanation
{1}	PRIORITY CODE		Provided by the sending bank. Note: Some Federal Reserve district banks may not require this item.
{2}	TREASURY DEPARTMENT CODE	021030004	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.
{3}	TYPE CODE		The type code will be provided by the bank.
{4}	SENDING BANK CODE		The nine-digit sending bank code will be provided by the sending bank.
{5}	CLASS CODE		The class code may be provided by the sending bank at its option (if permitted by the Federal Reserve district bank).
{6}	REFERENCE NUMBER		The reference number may be inserted by the sending bank to identify the transaction.
{7}	AMOUNT		The amount will include the dollar sign and the appropriate punctuation including cents digits. This item will be provided by the depositor.
{8}	SENDING BANK NAME		The telegraphic abbreviation which corresponds to item {4} will be provided by the sending bank.

Explanation of References			
{9}	TREASURY DEPARTMENT NAME	TREAS NYC/(47000016) GSA	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.
{10}	INFORMATION	GSA SHIPMENT SURCHARGE	This item identifies the purpose of payment.
{11}	INFORMATION plus SCAC	GL474.1 [YZAB]	This item identifies the account in GSA.
{12}	INFORMATION	PAYMENT FOR [SCAC]	This identifies the TSP making the payment. For [SCAC] substitute the TSP's Standard Carrier Alpha Code.

Example of Funds Transfer Message

02			
02103004	10		
011000390		0650	$1,500.00
FIRST BOS			
TREAS NYC/(47000016)GSA 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 nonuse pending revocation of the its approval to participate in the CHAMP.

9 Liability and Claims

9.1 Transportation Service Provider (TSPs) Liability for Loss or Damage

Transportation Service Providers (TSPs) providing domestic 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 Federal agencies may require different base valuation amounts for their employees.

9.1.1.2 Increase in Basic Released Value

Should the employee 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 employee contact the Responsible Transportation Officer (RTO) 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 employee and/or employee'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

  - by any government or sovereign power (de jure or defacto), or 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 United States Government or the employee 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 person 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 employee 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 employee 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 employee 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 employee 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 employee 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 employee within seventy-five (75) calendar days after delivery if the employee 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 employee. 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 employee 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 employee did not give notice.

9.1.3.5.2 Burden Of Proof When Notice Is Not Given

If the employee 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 employee 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 employee and to the Government if the employee 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 RTO, the employee, 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 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 Government reserves the right to file any claim for property loss or damage or for shipment delay with either the terminated TSP or the assigned TSP, and 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 employee 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 employee or the Government, the TSP shall hold the articles at the point of location, notify the RTO, and await

disposition instructions. When articles/items are returned to the employee, any claims which have been paid in favor of the employee shall be readjusted in the TSP's favor.

9.1.4 Employee Failure to Verify Inventory

The TSP shall not deny liability for property loss or damage solely on the basis that the Government, the employee, or the employee'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 RTO and be evidenced by a written agreement setting out the terms and conditions established by the shipping Federal 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 government’s contract of carriage.

9.2 Preparation and Filing of Claims

The TSP shall furnish to the employee 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 employee.

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 Federal agency, provided, however, that with the approval of the shipping Federal agency, the employee or his/her authorized representative may file the claim on behalf of the employee and the Government.

9.2.2 Claims for Damage to Real Property

Claims for damage to real property belonging to the employee at the time of shipment or subsequent thereto must be filed with the TSP by the shipping Federal agency, provided, however, that with the approval of the shipping Federal agency, the employee or his/her authorized representative may file the claim on behalf of the employee and the Government.

9.2.3 Inconvenience Claims

Inconvenience claims may be filed with the TSP by either the employee or the Government. When the claim is filed by the employee, the TSP shall be liable for the reasonable costs incurred by the employee in excess of those reimbursed to the employee by the Government.

When the claim is filed by the Government, the TSP shall be liable for the reimbursement made by the Government to the employee for the temporary quarters obtained by the employee.

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 employee, his/her authorized representative or by the Federal 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 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, amount of depreciation, actual cash value at time of loss or damage) or the full replacement value, in those cases where shipments are released to 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 Government to the employee.

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 settled 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 employee, 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 employee. 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 RTO 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 $25.00 per day penalty to the Ordering Agency. The total penalty shall not exceed $250.00. The RTO 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 employee, the Federal agency paying the costs of the shipment, Ordering Officer and RTO 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 RTO should interview the TSP and the employee or authorized representative and review the TSP's settlement offer (if any) and all supporting schedules and documentation. Upon review, the RTO 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 RTO.

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 RTO or Program Manager 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 Government Liability

The United States Government (DOS or other US 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 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.

10 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 Responsible Transportation Officer (RTO).

Transportation Service Providers (TSPs) should refer to the Request for Offers (RFO) for special transit times required by specific Federal agencies.

10.1.1 Measurement of Transit Time

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. When the last day of the transit time falls on Saturday, Sunday, a local or a Federal holiday, then the next United States 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 employee'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

employee shipped. The RTO 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.

INTERSTATE AND CANADA TRANSIT TIMES					
	Weight				
Mileage	**0 to 999 lbs.**	**1,000 to 1,999 lbs.**	**2,000 to 3,999 lbs.**	**4,000 to 7,999 lbs.**	**8,000 lbs. and over**
1 - 250	8	7	6	5	4
251 - 500	9	9	7	6	5
501 - 750	11	10	9	8	7
751 - 1000	13	11	9	9	8
1001 - 1250	14	12	10	9	9
1251 - 1500	15	13	11	10	9
1501 - 1750	16	14	12	11	10
1751 - 2000	17	15	13	12	11
2001 - 2250	18	16	14	13	12
2251 - 2500	18	17	15	14	13
2501 - 2750	19	18	16	15	14
2751 - 3000	20	18	17	16	15
3001 - 3250	21	19	18	17	16
3251 - 3500	22	20	18	18	17
3501 - 3750	25	23	21	20	19
3751- 4000	26	24	22	21	20
4001 - 4250	27	25	23	22	21
4251 - 4500	28	26	24	23	22
4501 - 4750	29	27	25	24	23
4751 - 5000	30	28	26	25	24
5001 - 5250	31	29	27	26	25
5251 - 5500	32	30	28	27	26
5501 - 5750	33	31	29	28	27
5751 - 6000	34	32	30	29	28

INTERSTATE AND CANADA TRANSIT TIMES					
	Weight				
Mileage	**0 to 999 lbs.**	**1,000 to 1,999 lbs.**	**2,000 to 3,999 lbs.**	**4,000 to 7,999 lbs.**	**8,000 lbs. and over**
6001 - 6250	35	33	31	30	29
6251 - 6500	36	34	32	31	30
6501 - 6750	37	35	33	32	31
6751 - 7000	38	36	34	33	32

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 Adak, Juneau, Ketchikan, 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 Adak, 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 and Intra-Canada 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 and intra-Canada HHG shipments.

INTRASTATE and INTRA-CANADA TRANSIT TIMES					
	Weight				
Mileage	0 to 999 lbs.	1,000 to 1,999 lbs.	2,000 to 3,999 lbs.	4,000 to 7,999 lbs.	8,000 lbs. and over
1 - 250	7	6	5	5	4
251 - 500	9	8	6	5	5
501 - 750	11	10	8	7	6
751 - 1000	12	11	9	8	7
1001 - 1250	13	11	10	9	8
1251 - 1500	14	12	11	10	9
1501 - 1750	15	13	11	11	10
1751 - 2000	16	14	12	11	11
2001 - 2250	17	15	13	12	11
2251 - 2500	17	16	14	13	12
2501 - 2750	18	17	15	14	13
2751 - 3000	19	17	16	15	14
3001 - 3250	20	18	17	16	15
3251 - 3500	21	19	17	17	16

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.

POV TRANSIT TIME EXCEPTIONS						
	BETWEEN					
AND	*Alaskan Points	Guam	Hawaiian Islands	Puerto Rico	The Virgin Islands of St. Thomas and St. Croix	The Virgin Island of St. John
AK	-	30	20	25	25	25
AL	25	33	25	20	20	20
AR	25	33	25	20	20	20
AZ	20	31	20	25	25	25
CA	20	25	20	25	25	25
CO	20	31	20	25	25	25
CT	25	33	25	20	20	20
DC	25	33	25	20	20	20
DE	25	33	25	20	20	20
FL	25	34	25	20	20	20
GA	25	34	25	20	20	20
IA	25	34	25	25	25	25
ID	20	33	20	25	25	25
IL	25	34	25	20	20	20
IN	25	34	25	20	20	20
KS	20	34	20	25	25	25
KY	25	34	25	20	20	20
LA	25	33	25	20	20	20
MA	25	33	25	20	20	20
MD	25	33	25	20	20	20
ME	25	34	25	20	20	20
MI	25	30	25	25	25	25
MN	25	30	25	25	25	25
MO	20	34	20	25	25	25
MS	25	33	25	20	20	20
MT	20	33	20	25	25	25
NC	25	34	25	20	20	20
ND	25	33	25	25	25	25

POV TRANSIT TIME EXCEPTIONS						
	BETWEEN					
AND	*Alaskan Points	Guam	Hawaiian Islands	Puerto Rico	The Virgin Islands of St. Thomas and St. Croix	The Virgin Island of St. John
NE	20	34	20	25	25	25
NH	25	34	25	20	20	20
NJ	25	33	25	20	20	20
NM	20	31	20	25	25	25
NV	20	31	20	25	25	25
NY	25	33	25	20	20	20
OH	25	34	25	20	20	20
OK	25	33	25	25	25	25
OR	20	25	20	25	25	25
PA	25	33	25	20	20	20
RI	25	33	25	20	20	20
SC	25	34	25	20	20	20
SD	25	33	25	25	25	25
TN	25	33	25	20	20	20
TX	20	33	20	20	20	20
UT	20	31	20	25	25	25
VA	25	33	25	20	20	20
VT	25	34	25	20	20	20
WA	20	25	20	25	25	25
WI	25	30	25	25	25	25
WV	25	33	25	20	20	20
WY	20	33	20	25	25	25
Guam	30	-	25	30	35	35
Hawaii	25	25	-	25	25	25
Puerto Rico	25	35	35	-	15	15
Virgin Islands of St. Thomas/St. Croix	30	35	35	15	-	15
Virgin Island of St. John	30	35	35	15	15	-

*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 RTO 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 RTO 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 employee'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 employee shipped. The RTO 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.

INTERNATIONAL TRANSIT TIMES								
Code	**Country**	**Days**	**Code**	**Country**	**Days**	**Code**	**Country**	**Days**
111A	Afghanistan	65	3940	Germany	64	0690	Northern Mariana Islands	82
120A	Albania	71	3960	Ghana	66	6850	Norway	60
1250	Algeria	65	4000	Greece	71	490K	Okinawa	70
060A	American Samoa	55	117G	Grenada	61	6160	Oman	67
1410	Angola	80	4070	Guadeloupe	50	7000	Pakistan	79
1490	Antigua	50	170G	Guam	61	131P	Palau	65
150A	Argentina	67	4150	Guatemala	62	7100	Panama	63
101A	Armenia	66	4170	Guinea	66	7120	Papua New Guinea	78
630A	Aruba	66	119G	Guinea-Bissau	66	7150	Paraguay	67
160A	Australia	75	4180	Guyana	66	7200	Peru	66
1650	Austria	64	4200	Haiti	50	7250	Philippines	80
112A	Azerbaijan	65	120H	Holy See	50	7300	Poland	64
735A	Azores	65	4300	Honduras	63	7350	Portugal	65
1800	Bahamas	50	4350	Hong Kong	69	180P	Puerto Rico	45
1810	Bahrain	64	4450	Hungary	61	7470	Qatar	64
1820	Bangladesh	82	4500	Iceland	57	7550	Romania	71
1840	Barbados	50	4550	India	79	8250	Russia	64
102B	Belarus	71	4580	Indonesia	78	132R	Rwanda	80
1900	Belgium	61	110N	Iran	65	7850	Saudi Arabia	66
2270	Belize	63	110I	Iraq	65	7700	Saint Lucia	50
103B	Benin	66	4700	Ireland	62	133S	Sao Tome/Principe	71
1950	Bermuda	50	4750	Israel	66	925S	Scotland	65
2050	Bolivia	65	4800	Italy	61	7870	Senegal	66
104B	Bosnia-Herzegovina	59	4870	Jamaica	50	113S	Serbia	71
2100	Botswana	66	490J	Japan	58	7900	Sierra Leone	80
220A	Brazil	65	5000	Jordan	66	7950	Singapore	76
2320	Brunei	80	5250	Kazakhstan	80	114S	Slovak Republic	65
2450	Bulgaria	71	5050	Kenya	80	7890	Slovenia	64
9270	Burkina Faso	80	5150	Korea	72	789S	Solomon Islands	78
2500	Burma	72	110K	Kosovo	62	7899	Somalia	70
2520	Burundi	80	5200	Kuwait	64	8010	South Africa	80
2550	Cambodia	77	121K	Kyrgyzstan	65	8300	Spain	64
2570	Cameroon	80	5300	Lao People's Democratic Rep	78	2720	Sri Lanka	79
830C	Canary Islands	64	122L	Latvia	61	8350	Sudan	65
113C	Cape Verde	65	5400	Lebanon	66	8400	Suriname	66
2680	Cayman Islands	50	123L	Lesotho	65	135S	Swaziland	65

INTERNATIONAL TRANSIT TIMES								
Code	Country	Days	Code	Country	Days	Code	Country	Days
2690	Central African Republic	80	124L	Liberia	65	8500	Sweden	60
2730	Chad	80	112L	Libya	65	8550	Switzerland	65
2750	Chile	67	5420	Lithuania	71	8580	Syrian Arab Republic	66
2800	China	80	5700	Luxembourg	61	350T	Tahiti	55
2850	Colombia	66	125M	Macedonia	65	2810	Taiwan	69
105C	Congo	80	5750	Madagascar	80	136T	Tajikistan	65
2950	Costa Rica	61	5770	Malawi	80	8650	Tanzania	80
106C	Cote D'ivoire	65	5800	Malaysia	76	8750	Thailand	78
4400	Croatia	61	5850	Mali	66	115T	Togo	65
3000	Cuba	50	5900	Malta	51	205T	Trinidad And Tobago	56
3050	Cyprus	71	127M	Marshall Islands	65	8900	Tunisia	61
3100	Czech Republic	64	5920	Mauritania	61	9050	Turkey	75
3150	Denmark	60	5930	Mauritius	65	116T	Turkmenistan	80
3170	Djibouti	66	5950	Mexico	53	9100	Uganda	80
3200	Dominican Republic	50	630	Micronesia	61	9280	Ukraine	80
107D	East Timor	65	128M	Moldova	65	8880	United Arab Emirates	67
9220	Egypt	65	6070	Monaco	59	9300	Uruguay	65
3250	Ecuador	56	129M	Mongolia	65	117U	Uzbekistan	80
3300	El Salvador	63	113M	Montenegro	65	9400	Venezuela	66
925E	England	62	6100	Morocco	64	9450	Viet Nam	78
114E	Equatorial Guinea	65	6150	Mozambique	65	200V	Virgin Islands St. John	45
108E	Eritrea	65	8210	Namibia	66	190V	Virgin Islands St. Thomas/St. Croix	45
115E	Estonia	60	6250	Nepal	82	9630	Western Samoa	65
3350	Ethiopia	80	6300	Netherlands	61	9650	Yemen	80
3380	Fiji	78	6400	Netherlands Antilles	66	9700	Yugoslavia	71
3400	Finland	60	6600	New Zealand	79	2910	Zaire	80
3500	France	61	6650	Nicaragua	61	9900	Zambia	80
3880	Gabon	66	130N	Niger	80	8180	Zimbabwe	80
116G	Gambia	65	6700	Nigeria	80			
109G	Georgia	65	925I	Northern Ireland	62			

10.5 Unaccompanied Air Baggage Transit (UAB) Times

Transit time for Unaccompanied Air Baggage (UAB) is eighteen (18) calendar days, unless waived by the RTO in writing.

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: • Include the agreed upon dates for packing and loading the shipment • Indicate the total estimated net weight of the shipment • TSP's point(s) of contact • Signed and dated by the estimator.	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**
• Pre-move survey weight • Actual weight • Justification of difference (if required by RTO)	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**
Notes: 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. 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.		

Unusual Incident Report		
Contents	**Date Due**	**Submission**
1. Type of incident 2. Location of incident 3. Last name, first name, and middle initial of employee 4. BL number and date issued 5. RTO (both origin and destination) 6. Origin 7. Destination 8. Date shipment received by TSP 9. Required delivery date 10. Date and time of incident or discovery thereof 11. Estimated amount of loss and extent of damage 12. Current status of shipment, including new estimated time of arrival (ETA) 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) 14. Name of ship, if appropriate	This report shall be transmitted electronically (e.g., e-mail or facsimile) as soon as possible after the TSP discovers the incident.	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.

After-Action Report		
Contents	**Date Due**	**Submission**
Final assessment of: • The loss or damage incurred • Delays encountered • Final disposition of the HHGs shipment	Submit as soon as possible following resolution of unusual incident	Follows Unusual Incident Report but may be combined with Unusual Incident Report if incident is resolved within 24 hours.

Schedule Delays Report		
Contents	**Date Due**	**Submission**
1. Last name, first name, and middle initial of employee 2. BL number and date issued 3. RTO (both origin and destination) 4. Origin 5. Destination 6. Requested pick-up date or Required Delivery Date (RDD), as appropriate 7. Revised pick-up date or delivery date as appropriate	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.
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.		

Notice of Shipment Arrival		
Contents	**Date Due**	**Submission**
1. Last name, first name, and middle initial of employee 2. BL number and date issued 3. Date arrived at Destination Agent's facility 4. First available delivery date	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**
1. Last name, first name, and middle initial of employee 2. BL number and date issued 3. Name, address, and telephone number of warehouse where shipment has been placed	• Within five (5) calendar days of shipment being delivered to SIT • Within five (5) calendar days if shipment is moved to a different warehouse.	To the RTO in writing or by electronic means (e.g., e-mail or facsimile.)
Note: TSP shall maintain a record of this notification.		

Missed RDD Report		
Contents	**Date Due**	**Submission**
1. Last name, first name, middle initial and SSN of employee 2. BL number and date issued 3. Origin 4. Origin RTO 5. Destination 6. Destination RTO 7. Required delivery date 8. Location of shipment(s), if applicable, including port and pier location and date vessel arrived or warehouse location 9. New ETA	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**
1. Last name, first name, middle initial and SSN of employee 2. BL number and date issued 3. Origin 4. Origin RTO 5. Current (Incorrect) Destination 6. Current Destination RTO 7. Location of property or shipment, as applicable, including port and pier location or warehouse location 8. Corrective actions taken 9. New destination and ETA of property or shipment	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
Notes: 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. 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.		

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**
1. Employee's name 2. BL number 3. Pieces, net weight, gross weight, and cube of shipment 4. Estimated date shipment will be picked up by linehaul equipment for movement to the ocean port 5. Estimated date of sailing and identity of port and vessel 6. Routing of vessel and discharge port 7. Estimated date of arrival at destination.	No more than five (5) calendar days following date of pick-up of an international shipment in either CONUS or overseas	Upon request of the RTO using means requested by RTO.

Shipments on Hand Report		
Contents	**Date Due**	**Submission**
1. Employee's name 2. BL number 3. Pick-up date 4. TSP SCAC 5. RDD	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.	Upon request of the RTO using means requested by RTO. Negative reports are required.

Commercial Port Level Report		
Contents	**Date Due**	**Submission**
Total number of international HHG shipments on hand at commercial ports for the preceding week.	Submitted Mondays during the period May 1 through September 30.	Reports must be submitted to the shipping Federal agency and the US Dispatch Agents by FAX. RTO may waive this requirement.
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.
Notes: 1. Submit copies as follows: • Three (3) copies of the rosters of CONUS ocean terminal port agents to the shipping Federal agency and • Five (5) copies of the rosters of overseas ocean terminal port agents to the shipping Federal 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 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 1st 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.

12 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-01 tariff. These services may be furnished by the Transportation Service Provider (TSP) upon request of the shipper 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.

Symbol	When You Know	Multiply By	To Find	Symbol
		Length		
in	Inches	2.54	centimeters	cm
ft	Feet	30.48	centimeters	cm
ft	Feet	0.3048	meters	m
yd	Yards	0.9144	meters	m
mi	Miles	1.6093	kilometers	km
		Mass		
oz	Ounces	28.35	grams	g
lb	Pounds	0.4536	kilograms	kg
t	short ton (2,000 lb.)	0.9072	metric ton	t
		Volume		
pt	Pints	0.473	liters	L
qt	Quarts	0.946	liters	L
gal	Gallons	3.785	liters	L

12.5 Abbreviations

Abbreviations used in this section are:

Abbreviation	Meaning	Abbreviation	Meaning
ADDL	Additional	P/D	Pick-up Or Delivery
CWT (45KG)	Hundredweight	REG	Regular
EA	Each	SA	Service Area
ELV	Elevator	S/C	Stair Carry
1ST	First	SCH	Schedule
L/C	Long Carry	SIT	Storage-In-Transit
O/T	Overtime	W/H	Warehouse Handling

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 RTO 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 Responsible Transportation Officer (RTO) 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:

SERVICE AREAS	RATES (In dollars and cents)	
	Regular Hour per Man	Overtime Hour per Man
WHEN SERVICE IS PERFORMED AT ALL POINTS OUTSIDE CONUS, CANADA, AND HAWAII, EXCEPT AS PROVIDED BELOW	US$11.90	US$17.85
Germany, Belgium, and The Netherlands	US$17.90	US$26.85
Alaska	US$42.00	US$50.00

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 RTO 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 RTO.

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 RTO or its agent.

The shipper or its agent 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 RTO. The lower of the two net scale weights will be used for determining transportation charges. The TSP may bill the 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$4.55 per cubic foot, (US$152.00 per cubic meter) no minimum charge.

(2) Container becomes property of the 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 employee.

D. TSPs are responsible for notifying the RTO of any property requiring crates/containers prior to performing service. RTO must provide written authorization prior to construction of crates/containers.

E. With the exception of vehicular equipment, such as motorcycles, mopeds, minibikes, the RTO is responsible for determining the necessity of TSP's, as well as employees', 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 employee 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 RTO and verified by the employee.

(1) When a TSP unpacks the external container/crate, and places each article in the residence or other building, a US$.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.

DESCRIPTION	PER	UNPACKING RATE (In US dollars and cents)
CFFT = Cubic Foot (Cubic Meter) or Fraction Thereof.		
BARRELS		
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	Each	US$3.40
BOXES		
Not over 5 cubic feet (0.15 cubic meters)	Each	US$1.90
Over 5 but not over 8 cubic feet (over 0.15 but not over 0.24 cubic meters)	Each	US$3.25
Over 8 cubic feet (0.24 cubic meters)	CFFT	US$.60 (US$20.00 per cubic meter)
CARTONS **Double or Triple-Wall (Federal Specifications PPP-B-1364 or PPP-B-640**		
Not over 4 cubic feet (0.12 cubic meters)	Each	US$3.50
Over 4 but not over 6 cubic feet (0.12 cubic meters)	Each	US$3.85
Over 6 but not over 8 cubic feet (over 0.18 but not over 0.24 cubic meters)	Each	US$4.35
Over 8 cubic feet (0.24 cubic meters)	CFFT	US$0.60 (US$20.00 per cubic meter)
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.		

DESCRIPTION	PER	UNPACKING RATE (In US dollars and cents)
CFFT = Cubic Foot (Cubic Meter) or Fraction Thereof.		
WARDROBE CARTON		
Not less than 10 cubic feet (0.3 cubic meters)	Each	None
CONTAINERS OR CRATES **Specifically designated for mirrors, painting, flat panel televisions, glass or marble tops and similar fragile articles.**		
Gross measurement of specially designed container or crate.	CFFT	US$.60 (US$20.00 per cubic meter)
Minimum charge per specially designed container or crate	Each	US$2.15

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 enroute, 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 RTO.

B. Charges for extra pick-up or delivery of HHG will be computed as follows:

Contiguous United States and Hawaii	Overseas, Excluding Alaska	Alaska
Within A 50 Mile Radius Of The Extra Origin/Destination		
US$57.10 per extra pick-up/delivery	US$57.10 per extra pick-up/delivery	US$38.60 per extra pick-up/delivery
51-150 Miles Of The Origin/Destination Point		
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).	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).	US$77.20 per shipment plus US$0.85 for each 20 miles or fraction thereof.

Contiguous United States and Hawaii	Overseas, Excluding Alaska	Alaska
151 Miles And Over Of The Origin/Destination Point		
US$57.10 per shipment plus US$0.05 net CWT (US$.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.	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.	US$77.20 per shipment plus US$0.85 net CWT (45kg) for each 20 miles or fraction thereof from 51 miles and over.

C. 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.

D. 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 RTO.

(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.

(3) Waiting Time: The provisions of Section 12.8, Waiting Time, will apply if TSP is required to wait at residence.

(4) 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 (30)-day basis for HHG and a fifteen (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 RTO.

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 Government Facilities

Shipments delivered to storage in Government facilities will be considered terminated. The 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 RTO 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 RTO. If additional SIT is authorized, the RTO will notify TSP 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 RTO
- 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 shipper
- The shipment becomes subject to the rules, regulations and charges of the warehouseman.

EXCEPTION: When the employee 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 employee, 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.

Location	Overseas Storage for each Thirty (30) Calendar Days or Fraction Thereof per cwt (45kg)	Warehouse Handling Charge per cwt. (45kg)
AT ANY POINT OTHER THAN THOSE LISTED BELOW	US$2.45	US$2.80
ALASKA	US$4.90	US$3.85
AUSTRALIA (both East and West)	US$2.95	US$3.70
BELGIUM	US$2.60	US$3.30
GERMANY, UNITED KINGDOM AND SCOTLAND, SWITZERLAND	US$1.95	US$1.95
NETHERLANDS, THE	US$3.70	US$4.90
ICELAND	US$3.24	US$3.24
JAPAN (less Okinawa)	US$7.39	US$6.58
OKINAWA	US$4.33	US$4.32
HAWAIIAN ISLANDS	US$8.28	US$3.05

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	SIT For Each Fifteen (15) Calendar Days Or Fraction Thereof		Warehouse Handling Charge	
	Per Gross Cwt (45kg)	Minimum Charge Per Each Fifteen (15) Calendar Days Or Fraction Thereof	Per Gross Cwt (45kg)	Minimum Charge Per Shipment
Any point within CONUS and CANADA	US$1.45	US$7.55	US$1.45	US$7.55
Any overseas point not listed below	US$1.15	US$5.95	US$1.15	US$5.95
Alaska	US$2.35	US$11.85	US$2.35	US$11.85
Hawaii	US$2.10	US$10.70	US$3.00	US$12.90
Puerto Rico	US$2.00	US$10.10	US$2.00	US$10.10

Note 1: Delivery to residence will be made on the date specified by the RTO, provided the RTO has given the TSP three (3) business days notice. The TSP shall deliver the shipment no later than three (3) business days after RTO 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 RTO's request.

Note 2: This section applies when SIT is ordered by the RTO 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 Government facility.

B. Shipments stored within CONUS, Canada or Hawaii:

(1) Pick-up or delivery within fifty (50) miles (80 km) radius of SIT facility, apply the rates in the applicable schedule in this item.

(2) Pick-up or delivery beyond fifty (50) miles (80 km) radius 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 RTO 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.

Pick-up Or Delivery Transportation Rates On Storage-In-Transit (SIT) Shipments									
Weight		Schedules							
From	Thru	A	B	C	D	E	F	G	H
1000	1099	125	139	154	171	190	211	234	260
1100	1199	135	150	166	185	205	227	252	280
1200	1299	145	161	178	198	220	244	271	301
1300	1399	155	172	191	212	235	261	289	321
1400	1499	165	183	203	225	250	277	308	342
1500	1599	175	194	215	239	265	294	326	362
1600	1699	184	205	227	252	280	311	345	383
1700	1799	194	216	239	266	295	327	363	403
1800	1899	204	227	252	279	310	344	382	424
1900	1999	214	238	264	293	325	361	400	445
2000	2199	226	251	279	310	344	382	424	470
2200	2399	241	268	297	330	366	407	451	501
2400	2599	256	284	316	350	389	432	479	532
2600	2799	271	301	334	371	411	457	507	563
2800	2999	286	317	352	391	434	482	535	593
3000	3199	301	334	371	411	456	507	562	624

Pick-up Or Delivery Transportation Rates On Storage-In-Transit (SIT) Shipments									
Weight		Schedules							
From	Thru	A	B	C	D	E	F	G	H
3200	3399	316	350	389	432	479	532	590	655
3400	3599	330	367	407	452	502	557	618	686
3600	3799	345	383	425	472	524	582	646	717
3800	3999	360	400	444	492	547	607	673	748
4000	4199	374	416	461	512	568	631	700	777
4200	4399	388	431	478	531	589	654	726	806
4400	4599	402	446	495	550	610	678	752	835
4600	4799	416	462	513	569	632	701	778	864
4800	4999	430	477	530	588	653	724	804	892
5000	5199	444	493	547	607	674	748	830	921
5200	5399	458	508	564	626	695	771	856	950
5400	5599	471	523	581	645	716	794	882	979
5600	5799	485	539	598	664	737	818	908	1007
5800	5999	499	554	615	683	758	841	934	1036
6000	6199	513	569	632	702	779	864	959	1065
6200	6399	527	585	649	720	800	888	985	1094
6400	6599	541	600	666	739	821	911	1011	1123
6600	6799	555	616	683	758	842	934	1037	1151
6800	6999	568	631	700	777	863	958	1063	1180
7000	7199	582	646	717	796	884	981	1089	1209
7200	7399	596	662	734	815	905	1004	1115	1238
7400	7599	610	677	752	834	926	1028	1141	1266
7600	7799	624	692	769	853	947	1051	1167	1295
7800	7999	638	708	786	872	968	1074	1193	1324
8000	8499	661	733	814	904	1003	1113	1236	1372

Pick-up Or Delivery Transportation Rates On Storage-In-Transit (SIT) Shipments									
Weight		Schedules							
From	Thru	A	B	C	D	E	F	G	H
8500	8999	693	769	854	948	1052	1167	1296	1438
9000	9499	725	805	893	992	1101	1222	1356	1505
9500	9999	757	840	933	1035	1149	1276	1416	1572
10000	10499	789	876	972	1079	1198	1330	1476	1639
10500	10999	821	911	1011	1123	1246	1383	1535	1704
11000	11499	854	948	1052	1167	1296	1438	1597	1772
11500	11999	886	983	1091	1211	1345	1493	1657	1839
12000	12499	917	1018	1129	1254	1392	1545	1715	1903
12500	12999	946	1050	1166	1294	1437	1595	1770	1965
13000	13499	976	1083	1203	1335	1482	1645	1826	2027
13500	13999	1006	1116	1239	1376	1527	1695	1881	2088
14000	14499	1035	1149	1276	1416	1572	1745	1937	2150
14500	14999	1065	1182	1312	1457	1617	1795	1992	2211
15000	15499	1095	1215	1349	1497	1662	1845	2048	2273
15500	15999	1125	1248	1386	1538	1707	1895	2103	2335
16000	16499	1153	1280	1421	1577	1750	1943	2157	2394
16500	16999	1180	1310	1454	1614	1792	1989	2207	2450
17000	17499	1207	1340	1488	1651	1833	2035	2258	2507
17500	17999	1235	1370	1521	1688	1874	2080	2309	2563
18000	18499	1262	1401	1555	1726	1916	2126	2360	2620
18500	18999	1289	1431	1588	1763	1957	2172	2411	2676
19000	19499	1316	1461	1622	1800	1998	2218	2462	2733
19500	19999	1343	1491	1655	1837	2039	2264	2513	2789
20000	20499	1371	1521	1689	1875	2081	2310	2564	2846
20500	20999	1398	1552	1722	1912	2122	2356	2615	2902

Pick-up Or Delivery Transportation Rates On Storage-In-Transit (SIT) Shipments									
Weight		Schedules							
From	Thru	A	B	C	D	E	F	G	H
21000	21499	1425	1582	1756	1949	2163	2401	2666	2959
21500	21999	1452	1612	1789	1986	2205	2447	2716	3015
22000	22499	1480	1642	1823	2023	2246	2493	2767	3072
22500	22999	1507	1672	1856	2061	2287	2539	2818	3128
Add'l Cwt. (45kg)		5	6	7	7	8	9	10	11

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 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) mile (80 km) radius 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 a fifty (50) mile (80 km) radius:

(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 RTO, subject to the TSP's concurrence and additional charges. If this service is provided for the convenience of the TSP with the member'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 RTO or other authorized Government representative.

B. When an order for termination is received, the TSP shall locate the shipment, advise RTO of shipment’s location and take necessary action to secure the shipment and stop onward movement. RTO 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 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 RTO.

(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 RTO 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 RTO or other authorized Government representative.

B. When an order for termination is received, the TSP shall locate the shipment, advise the RTO of shipment's location and take necessary action to secure the shipment and stop onward movement. The RTO 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 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 RTO 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, 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 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 RTO 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 RTO 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, Termination of Performance. 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 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 RTO 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 RTO, 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 RTO 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 RTO and no diversion will occur. In such instances, the SFR will be that applicable to the original destination point. If the RTO 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 RTO, 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:

Shipments Originating In CONUS and CANADA		
Shipment diverted at CONUS AND CANADA ocean port of embarkation (POE)	Diverted to a CONUS AND CANADA destination point	There will be no diversions to a CONUS AND CANADA destination point. Shipment will be terminated at the POE and the international nature of the movement will cease (See Termination of Shipment) Movement to the CONUS AND CANADA destination point will be affected under domestic shipping procedures.
Shipment diverted at CONUS AND CANADA ocean port of embarkation (POE)	Diverted to a different overseas rate area using the same (original) POE where diversion takes place.	Use the TSP's SFR from origin to new overseas rate area (See Note below).
Shipment diverted at CONUS AND CANADA ocean port of embarkation (POE)	Diverted to a different overseas rate area using a different (new) POE.	Use applicable linehaul rate table from the origin to the original POE where diversion takes place. Use the TSP's SFR from the original POE where diversion takes place to the new overseas rate area (See Note below).
Shipment diverted at overseas ocean port of debarkation (POD).	Diverted to a CONUS AND CANADA destination point.	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).
Shipment diverted at overseas ocean port of debarkation (POD).	Diverted to an overseas destination point in the same overseas rate area as the original destination point	Use the TSP's SFR from origin to destination rate area (no change in SFR).
Shipment diverted at overseas ocean port of debarkation (POD).	Diverted to an overseas destination point in another overseas rate area which uses the same (original) POD.	Use the TSP's SFR from origin to new overseas rate area (See Note below).

Shipments Originating In CONUS and CANADA		
Shipment diverted at overseas ocean port of debarkation (POD).	Diverted to an overseas destination point in another overseas rate area which uses a different POD but no further over-water transportation is required.	Use TSP's SFR to the original POD where diversion takes place. Rate will be negotiated with GSA or the RTO.
Shipment diverted at overseas ocean port of debarkation (POD).	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.	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 RTO
Shipment diverted at overseas destination.	There will be no diversion from overseas destination. Shipments will terminate at destination and reshipment will be made as a new shipment.	
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.		

Shipments Originating Overseas.		
Shipment diverted at overseas ocean port of embarkation (POE)	Diverted at the overseas POE enroute to a CONUS OR CANADA destination.	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.
Shipment diverted at overseas ocean port of embarkation (POE)	Diverted at overseas POE to an overseas destination point in the same overseas rate area as the POE where diversion takes place.	There will be no diversion. Shipment will be terminated at the overseas POE Reshipment to new destination will be made as a new shipment.

Shipments Originating Overseas.		
Shipment diverted at overseas ocean port of embarkation (POE)	Diverted at the overseas POE to another overseas destination point in another overseas rate area.	There will be no diversion. Shipment will be terminated at the overseas POE Reshipment to new destination will be made as a new shipment.
Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).	Diverted at CONUS OR CANADA POD to a new destination point in CONUS OR CANADA.	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.
Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).	Diverted at CONUS OR CANADA POD to a destination point overseas.	There will be no diversion. Shipment will be terminated at the POD Reshipment to new destination will be made as a new shipment.
Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).	Diverted at an overseas POD to a destination point in CONUS OR CANADA.	There will be no diversion. Shipment will be terminated at the overseas POD Reshipment to new destination will be made as a new shipment.
Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).	Diverted at overseas POD to a new destination point overseas.	There will be no diversion. Shipment will be terminated at the overseas POD Reshipment to new destination will be made as a new shipment.
Shipment diverted at CONUS OR CANADA destination.	Diverted at CONUS OR CANADA POD to a new destination point in CONUS OR CANADA	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.

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:

Rates in Dollars and Cents per CWT (45KG) Schedules							
A	B	C	D	E	F	G	H
US$0.70	US$0.70	US$0.85	US$0.90	US$1.00	US$1.05	US$1.10	US$1.20

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 employee has the right to increase the value in excess of the base valuation established under the following provisions:

Transportation: If a value greater than the base valuation of $_____ (Fill in amount) times the net weight of the shipment in pounds is expressly declared, a Full Value Protection Service Shipment Charge of $_____ (Fill in amount) will apply on the portion of the valuation declared in excess of shipments released value of $_____ (Fill in amount) times the weight. This excess valuation charge will be in addition to the SFR.

Storage-in-Transit (SIT): If a value greater than $_____ (Fill in amount) times the net weight of the shipment in pounds is expressly declared, a Full Value Protection Service Storage Liability Charge of $_____ (Fill in amount) will apply on that portion of the valuation declared in excess of shipments released at full value of $_____ (Fill in amount) times the weight. This excess valuation charge will apply only once regardless of the length of time that a shipment is in SIT, but may be applied each time the shipment is placed in SIT.

Note: For applicable charges and value amount, refer to the RFO.

PART III – Geographic Application of Rates for Accessorial Services

SA No	Service Area	HTOS Section 12.7 Labor		HTOS Section 12.26	HTOS Section 12.17 Storage-In-Transit (SIT)			HTOS Section 12.19
		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
4	Birmingham AL	27.75	42.00	D	1.90	0.20	4.40	D
8	Dothan AL	19.00	28.25	B	1.15	0.16	2.10	B
12	Huntsville AL	23.25	35.00	C	1.30	0.20	3.35	C
16	Mobile AL	19.00	28.25	B	1.15	0.16	2.10	B
20	Montgomery AL	19.00	28.25	B	1.45	0.20	2.95	B
24	Flagstaff AZ	37.00	55.75	F	1.40	0.17	2.35	F
28	Phoenix AZ	32.50	48.75	E	1.60	0.20	3.35	E
32	Tucson AZ	37.00	55.75	F	1.40	0.17	2.45	F
36	Yuma AZ	32.50	48.75	E	1.15	0.15	2.05	E
40	Ft. Smith/ Fayetteville AR	23.25	35.00	C	1.15	0.16	2.20	C
44	Jonesboro AR	19.00	28.25	B	1.05	0.15	1.90	B
48	Little Rock AR	27.75	42.00	D	1.40	0.17	2.20	D
52	Fresno CA	45.75	68.50	H	1.50	0.20	4.10	H
56	Los Angeles CA	45.75	68.50	H	2.00	0.21	5.25	H
60	Monterey CA	45.75	68.50	H	1.75	0.20	4.60	H
64	Redding CA	37.00	55.75	F	1.40	0.17	1.90	F
68	Sacramento CA	45.75	68.50	H	1.70	0.20	4.65	H
72	San Bernardino CA	41.25	62.00	G	2.00	0.21	5.25	G
76	San Diego CA	45.75	68.50	H	2.00	0.21	5.25	H
80	San Francisco CA	45.75	68.50	H	2.15	0.22	5.25	H
84	Yuba City CA	45.75	68.50	G	1.40	0.17	1.90	G
88	Alberta Prov., CN	50.75	76.00	H	2.25	0.25	5.10	H

SA No	Service Area	HTOS Section 12.7 Labor		HTOS Section 12.26	HTOS Section 12.17 Storage-In-Transit (SIT)			HTOS Section 12.19
		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
92	British Columbia, CN	50.75	76.00	H	2.25	.025	5.40	H
96	Labrador Prov., CN	50.75	76.00	H	2.25	0.25	5.40	H
100	Manitoba Prov., CN	45.75	68.50	G	2.10	0.25	5.05	G
104	New Brunswick, CN	45.75	68.50	G	2.10	0.25	5.05	G
108	Newfoundland, CN	45.75	68.50	G	2.10	0.25	5.05	G
112	Northwest Terr., CN	50.75	76.00	H	2.25	0.25	5.40	H
116	Nova Scotia, CN	45.75	68.50	G	2.10	0.25	5.05	G
120	Ontario Prov., CN	50.75	76.00	H	2.25	0.25	5.40	H
124	Pr. Edward Isl., CN	45.75	68.50	G	2.10	0.25	5.05	G
128	Quebec Prov., CN	50.75	76.00	H	2.25	0.25	5.40	H
132	Saskatchewan, CN	45.75	76.00	G	2.10	0.25	5.05	G
136	Yukon Prov., CN	50.75	76.00	H	2.25	0.25	5.40	H
140	Colorado Springs CO	37.00	55.75	F	1.45	0.20	5.25	F
144	Denver CO	32.50	48.75	E	1.60	0.20	5.50	E
148	Glenwood Springs CO	32.50	48.75	E	1.05	0.15	1.90	E
152	Grand Junction CO	37.00	55.75	F	1.60	0.20	3.80	F
156	Gunnison CO	32.50	48.75	E	1.25	0.17	2.75	E
160	Hartford CT	45.75	68.50	H	1.60	0.20	3.75	H
164	Dover DE	41.25	62.00	G	1.45	0.20	3.80	G
168	Washington DC	32.50	48.75	E	1.75	0.20	3.85	E
172	Ft. Myers FL	32.50	48.75	E	1.45	0.20	2.70	E
176	Jacksonville FL	19.00	28.25	B	1.40	0.17	2.35	B
180	Miami FL	37.00	55.75	F	1.60	0.20	4.85	F
184	Orlando FL	27.75	42.00	D	1.25	0.17	2.95	D

SA No	Service Area	HTOS Section 12.7 Labor		HTOS Section 12.26	HTOS Section 12.17 Storage-In-Transit (SIT)			HTOS Section 12.19
		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
188	Pensacola FL	27.75	42.00	D	1.45	0.20	2.95	D
192	Tallahassee FL	27.75	42.00	D	1.60	0.20	2.95	D
196	Tampa FL	27.75	42.00	D	1.50	0.20	4.05	D
200	Albany GA	27.75	42.00	D	1.15	0.16	2.10	D
204	Atlanta GA	32.50	48.75	E	1.70	0.20	3.10	E
208	Augusta GA	23.25	35.00	C	1.25	0.17	2.35	C
212	Columbus GA	14.25	21.25	A	1.25	0.17	2.05	A
216	Savannah GA	27.75	42.00	D	1.70	0.20	3.10	D
220	Hawaii, HI	25.75	38.75	D	**HTOS 12.17**	**HTOS 12.17**	**HTOS 12.17**	D
224	Honolulu, HI	30.75	46.50	D	**HTOS 12.17**	**HTOS 12.17**	**HTOS 12.17**	D
228	Kauai, HI	25.75	38.75	D	**HTOS 12.17**	**HTOS 12.17**	**HTOS 12.17**	D
232	Maui, HI	25.75	38.75	D	**HTOS 12.17**	**HTOS 12.17**	**HTOS 12.17**	D
236	Boise ID	37.00	55.75	F	1.45	0.20	4.05	F
240	Pocatello ID	37.00	55.75	F	1.40	0.17	2.35	F
244	Twin Falls ID	27.75	42.00	D	1.20	0.16	3.55	D
248	Bloomington IL	37.00	55.75	F	1.60	0.20	4.75	F
252	Chicago IL	45.75	68.50	H	2.25	0.25	5.20	H
256	Mount Vernon IL	45.75	68.50	H	1.45	0.20	3.55	H
260	Peoria IL	32.50	48.75	E	1.50	0.20	4.30	E
264	Springfield IL	37.00	55.75	F	1.45	0.20	4.60	F
268	Elkhart IN	41.25	62.00	G	1.50	0.20	4.10	G
272	Evansville IN	27.75	42.00	D	1.40	0.17	3.05	D

SA No	Service Area	HTOS Section 12.7 Labor		HTOS Section 12.26	HTOS Section 12.17 Storage-In-Transit (SIT)			HTOS Section 12.19
		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
276	Ft. Wayne IN	37.00	55.75	F	1.40	0.17	2.85	F
280	Indianapolis IN	32.50	48.75	E	1.25	0.17	2.45	E
284	Lafayette IN	32.50	48.75	E	1.40	0.17	2.85	E
288	Terre Haute IN	37.00	55.75	F	1.30	0.17	2.80	F
292	Davenport IA	32.50	48.75	E	1.50	0.20	4.10	E
296	Des Moines IA	27.75	42.00	D	1.60	0.20	4.10	D
300	Sioux City IA	37.00	55.75	F	1.40	0.17	3.55	F
304	Waterloo IA	32.50	48.75	E	1.50	0.20	4.10	E
308	Dodge City KS	32.50	48.75	E	1.05	0.15	1.90	E
312	Great Bend KS	32.50	48.75	E	1.05	0.15	1.90	E
316	Topeka KS	27.75	42.00	D	1.40	0.17	3.80	D
320	Wichita KS	32.50	48.75	E	1.25	0.17	3.05	E
324	Bowling Green KY	23.25	35.00	C	1.15	0.16	2.35	C
328	Lexington KY	19.00	28.25	B	1.25	0.17	2.45	B
332	Louisville KY	27.75	42.00	D	1.70	0.21	4.85	D
336	Paducah KY	23.25	35.00	C	1.15	0.15	1.90	C
340	Somerset KY	23.25	35.00	C	1.05	0.15	1.90	C
344	Alexandria LA	32.50	48.75	E	1.25	0.17	2.35	E
348	Lafayette LA	27.75	42.00	D	1.45	0.20	2.75	D
352	Monroe LA	41.25	62.00	G	1.15	0.16	2.35	G
356	New Orleans LA	19.00	28.25	B	1.25	0.17	2.35	B
360	Shreveport LA	19.00	28.25	B	1.25	0.17	2.35	B
364	Augusta ME	32.50	48.75	E	1.25	0.17	2.95	E
368	Bangor ME	32.50	48.75	E	1.25	0.17	3.35	E

SA No	Service Area	HTOS Section 12.7 Labor		HTOS Section 12.26	HTOS Section 12.17 Storage-In-Transit (SIT)			HTOS Section 12.19
		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
372	Portland ME	37.00	55.75	F	1.50	0.20	3.35	F
376	Presque Isle ME	32.50	48.75	E	1.40	0.17	3.35	E
380	Baltimore MD	37.00	55.75	F	1.50	0.20	2.70	F
384	Boston MA	45.75	68.50	H	1.75	0.20	4.20	H
388	Springfield MA	41.25	62.00	G	1.45	0.20	3.10	G
392	Not Applicable			-	-	-	-	-
396	Cadillac MI	41.25	62.00	G	1.40	0.17	3.85	G
400	Detroit MI	45.75	68.50	H	1.75	0.20	5.25	H
404	Grand Rapids MI	45.75	68.50	H	1.45	0.20	2.85	H
408	Marquette MI	41.25	62.00	G	1.40	0.17	2.45	G
412	Duluth MN	45.75	68.50	H	1.50	0.20	4.40	H
416	Minneapolis MN	45.75	68.50	H	2.00	0.21	4.75	H
420	Rochester MN	41.25	62.00	G	1.40	0.20	2.95	G
424	Greenville MS	27.75	42.00	D	1.15	0.16	1.90	D
428	Gulfport MS	27.75	42.00	D	1.40	0.17	2.20	D
432	Jackson MS	37.00	55.75	F	1.20	0.16	2.45	F
436	Meridian MS	19.00	28.25	B	1.05	0.15	1.90	B
440	Tupelo MS	27.75	42.00	D	1.05	0.15	1.90	D
444	Columbia MO	19.00	28.25	B	1.45	0.20	2.85	B
448	Kansas City MO	32.50	48.75	E	1.45	0.20	4.10	E
452	Springfield MO	19.00	28.25	B	1.05	0.15	1.90	B
456	St. Louis MO	37.00	55.75	F	1.40	0.17	3.35	F
460	Billings MT	23.25	35.00	C	1.45	0.20	5.25	C
464	Butte MT	32.50	48.75	E	1.25	0.16	3.55	E

SA No	Service Area	HTOS Section 12.7 Labor		HTOS Section 12.26	HTOS Section 12.17 Storage-In-Transit (SIT)			HTOS Section 12.19
		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
468	Glasgow MT	32.50	48.75	E	1.05	0.15	2.70	E
472	Great Falls MT	41.25	62.00	G	1.45	0.20	5.25	G
476	Missoula MT	37.00	55.75	F	1.40	0.17	3.05	F
480	Grand Island NE	23.25	35.00	C	1.05	0.15	2.35	C
484	North Platte NE	23.25	35.00	C	1.15	0.16	2.25	C
488	Omaha NE	27.75	42.00	D	1.40	0.17	2.80	D
492	Scottsbluff NE	14.25	21.25	A	1.15	0.16	2.10	A
496	Elko NV	45.75	68.50	H	1.05	0.15	1.90	H
500	Las Vegas NV	45.75	68.50	H	1.85	0.21	5.05	H
504	Reno NV	41.25	62.00	G	2.15	0.22	3.80	G
508	Laconia NH	32.50	48.75	E	1.25	0.17	2.65	E
512	Lakewood NJ	37.00	55.75	F	1.75	0.21	4.10	F
516	Albuquerque NM	32.50	48.75	E	1.25	0.17	3.05	E
520	Carlsbad NM	32.50	48.75	E	1.25	0.17	2.00	E
524	Clovis NM	27.75	42.00	D	1.15	0.15	2.25	D
528	Gallup NM	32.50	48.75	E	1.25	0.17	3.05	E
532	Las Cruces NM	27.75	42.00	D	1.05	0.15	2.05	D
536	Albany NY	37.00	55.75	F	1.45	0.20	3.55	F
540	Buffalo NY	45.75	68.50	H	1.60	0.20	4.80	H
544	New York NY	45.75	68.50	H	2.25	0.22	5.20	H
548	Plattsburgh NY	32.50	48.75	E	1.25	0.17	3.10	E
552	Syracuse NY	41.25	62.00	G	1.45	0.20	3.80	G
556	Utica NY	27.75	42.00	D	1.25	0.17	2.25	D
560	Asheville NC	23.25	35.00	C	1.15	0.16	2.35	C

SA No	Service Area	HTOS Section 12.7 Labor		HTOS Section 12.26	HTOS Section 12.17 Storage-In-Transit (SIT)			HTOS Section 12.19
		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
564	Charlotte NC	27.75	42.00	D	1.25	0.17	2.25	D
568	Fayetteville NC	14.25	21.25	A	1.15	0.16	2.35	A
572	Greenville NC	23.25	25.00	C	1.05	0.15	1.90	C
576	Jacksonville NC	19.00	28.25	B	1.15	0.16	2.10	B
580	Raleigh Durham NC	27.75	42.00	D	1.20	0.16	2.25	D
584	Winston Salem NC	27.75	42.00	D	1.15	0.16	2.45	D
588	Bismarck ND	23.25	35.00	C	1.75	0.20	4.40	C
592	Dickinson ND	23.25	35.00	C	1.75	0.20	4.40	C
596	Fargo ND	27.75	42.00	D	1.75	0.20	4.40	D
600	Grand Forks ND	41.25	62.00	G	1.45	0.20	3.15	G
604	Minot ND	23.25	35.00	C	1.75	0.20	4.40	C
608	Cincinnati OH	37.00	55.75	F	1.70	0.20	4.35	F
612	Cleveland OH	45.75	68.50	H	1.75	0.21	4.75	H
616	Columbus OH	27.75	42.00	D	1.25	0.17	3.10	D
620	Dayton OH	37.00	55.75	F	1.85	0.20	2.70	F
624	Marietta OH	27.75	42.00	D	1.50	0.17	4.35	D
628	Toledo OH	32.50	48.75	E	1.75	0.20	4.20	E
632	Enid OK	37.00	55.75	F	1.20	0.16	2.80	F
636	Oklahoma City OK	19.00	28.25	B	1.70	0.20	4.00	B
640	Tulsa OK	32.50	48.75	E	1.70	0.20	3.35	E
644	Bend OR	37.00	55.75	F	1.60	0.20	4.85	F
648	Eugene OR	37.00	55.75	F	2.05	0.21	5.05	F
652	Medford OR	41.25	62.00	G	1.45	0.20	4.20	G
656	Pendleton OR	32.50	48.75	E	1.45	0.20	4.20	E
660	Portland OR	45.75	68.50	H	2.05	0.21	5.05	H

SA No	Service Area	HTOS Section 12.7 Labor		HTOS Section 12.26	HTOS Section 12.17 Storage-In-Transit (SIT)			HTOS Section 12.19
		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
664	Altoona PA	32.50	48.75	E	1.40	0.17	2.45	E
668	Erie PA	37.00	55.75	F	1.25	0.17	3.80	F
672	Philadelphia PA	41.25	62.00	G	1.85	0.20	5.25	G
676	Pittsburgh PA	32.50	55.75	F	2.05	0.21	4.65	F
680	Scranton PA	41.25	62.00	G	1.25	0.17	2.05	G
684	Providence RI	45.75	68.50	H	1.45	0.17	3.15	H
688	Anderson SC	23.25	35.00	C	1.25	0.17	2.25	C
692	Charleston SC	32.50	48.75	E	1.25	0.17	2.25	E
696	Columbia SC	23.25	35.00	C	1.25	0.17	2.35	C
700	Aberdeen SD	27.75	42.00	D	1.20	0.16	2.70	D
704	Pierre SD	27.75	42.00	D	1.20	0.16	2.20	D
708	Rapid City SD	19.00	28.25	B	1.40	0.17	2.45	B
712	Sioux Falls SD	32.50	48.75	E	1.40	0.17	3.05	E
716	Bristol TN	37.00	55.75	F	1.05	0.15	2.35	F
720	Chattanooga TN	23.25	35.00	C	1.25	0.17	2.80	C
724	Knoxville TN	27.75	42.00	D	1.05	0.15	2.65	D
728	Memphis TN	37.00	55.75	F	1.75	0.20	4.95	F
732	Nashville TN	23.25	35.00	C	1.25	0.17	2.35	C
736	Abilene TX	27.75	42.00	D	1.25	0.17	2.10	D
740	Amarillo TX	27.75	42.00	D	1.05	0.15	2.65	D
744	Austin TX	32.50	48.75	E	1.20	0.16	2.45	E
748	Corpus Christi TX	37.00	55.75	F	1.05	0.15	1.90	F
752	Dallas TX	32.50	48.75	E	2.20	0.25	4.75	E
756	Del Rio TX	27.75	42.00	D	1.05	0.15	1.90	D

SA No	Service Area	HTOS Section 12.7 Labor		HTOS Section 12.26	HTOS Section 12.17 Storage-In-Transit (SIT)			HTOS Section 12.19
		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
760	El Paso TX	23.25	35.00	C	1.05	0.15	1.90	C
764	Houston TX	27.75	42.00	D	1.50	0.20	4.00	D
768	Laredo TX	27.75	42.00	D	1.05	0.15	1.90	D
772	Lubbock TX	27.75	42.00	D	1.40	0.17	2.65	D
776	Midland TX	23.25	35.00	C	1.70	0.20	4.35	C
780	San Antonio TX	23.25	35.00	C	1.40	0.17	3.55	C
784	Tyler TX	27.75	42.00	D	1.05	0.15	2.35	D
788	Wichita Falls TX	37.00	55.75	F	1.40	0.17	2.70	F
792	Cedar City UT	27.75	42.00	D	1.25	0.17	3.05	D
796	Provo UT	27.75	42.00	D	1.40	0.17	2.70	D
800	Salt Lake City UT	27.75	42.00	D	1.40	0.17	2.70	D
804	Bennington VT	27.75	42.00	D	1.05	0.20	2.90	D
808	Burlington VT	27.75	42.00	D	1.45	0.20	2.85	D
812	Charlottesville VA	27.75	42.00	D	1.15	0.16	2.35	D
816	Norfolk VA	23.25	35.00	C	1.25	0.17	2.25	C
820	Richmond VA	32.50	48.75	E	1.05	0.16	3.80	E
824	Roanoke VA	27.75	42.00	D	1.05	0.16	3.80	D
828	Winchester VA	32.50	48.75	E	1.05	0.15	1.90	E
832	Bellingham WA	41.25	62.00	G	1.60	0.20	4.40	G
836	Richland WA	41.25	62.00	G	1.40	0.17	3.90	G
840	Seattle WA	41.25	62.00	G	2.10	0.21	5.25	G
844	Spokane WA	41.25	62.00	G	1.40	0.17	3.90	G
848	Yakima WA	37.00	55.75	F	1.50	0.20	3.90	F
852	Charleston WV	32.50	48.75	E	1.50	0.17	4.35	E

SA No	Service Area	HTOS Section 12.7 Labor		HTOS Section 12.26	HTOS Section 12.17 Storage-In-Transit (SIT)			HTOS Section 12.19
		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
856	Clarksburg WV	32.50	48.75	E	1.40	0.17	3.05	E
860	Huntington WV	27.75	42.00	D	1.50	0.20	4.35	D
864	Eau Claire WI	32.50	48.75	E	1.05	0.15	3.05	E
868	Madison WI	37.00	55.75	F	1.40	0.17	3.05	F
872	Milwaukee WI	37.00	55.75	F	1.60	0.20	4.20	F
876	Wausau/Green Bay WI	37.00	55.75	F	1.40	0.17	4.05	F
880	Casper WY	32.50	48.75	E	1.25	0.17	2.35	E
884	Cody WY	27.75	42.00	D	1.25	0.15	2.45	D
888	Rock Springs WY	45.75	68.50	H	1.90	0.22	4.20	H

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 HHGS 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 Overseas Areas Not Otherwise Specified					
MILES	LESS THAN 2,000 LBS. INCL.	BREAK POINT	2,000 TO 3,999 LBS. INCL.	BREAK POINT	4,000 LBS. AND OVER
1 - 50	3.80	1,737	3.30	3,637	3.00
51 - 75	5.40	1,723	4.65	3,613	4.20
76 - 100	6.15	1,724	5.30	3,623	4.80
101 - 150	6.90	1,740	6.00	3,567	5.35
151 - 200	7.65	1,752	6.70	3,583	6.00
201 - 250	8.45	1,740	7.35	3,592	6.60
251 - 300	9.20	1,740	8.00	3,601	7.20
301 - 350	10.00	1,741	8.70	3,587	7.80
351 - 400	10.75	1,740	9.35	3,573	8.35
401 - 450	11.50	1,740	10.00	3,581	8.95
451 - 500	12.30	1,740	10.70	3,589	9.60
501 - 550	13.05	1,740	11.35	3,595	10.20
551 - 600	13.80	1,740	12.00	3,601	10.80
601 - 650	14.55	1,739	12.65	3,605	11.40
651 - 700	15.35	1,740	13.35	3,596	12.00
701 - 750	16.10	1,740	14.00	3,601	12.60
751 - 800	16.90	1,734	14.65	3,605	13.20
801 - 850	17.65	1,740	15.35	3,597	13.80
851 - 900	18.40	1,740	16.00	3,601	14.40
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, The Netherlands, and West Germany 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 Belgium, Italy, and The Netherlands					
MILES	LESS THAN 2,000 LBS. INCL.	BREAK POINT	2,000 TO 3,999 LBS. INCL.	BREAK POINT	4,000 LBS. AND OVER
1 - 50	3.95	1,747	3.45	3,595	3.10
51 - 75	6.35	1,733	5.50	3,637	5.00
76 - 100	7.95	1,736	6.90	3,595	6.20
101 - 150	9.50	1,748	8.30	3,591	7.45
151 - 200	11.10	1,739	9.65	3,607	8.70
201 - 250	12.20	1,746	10.65	3,587	9.55
251 - 300	13.35	1,738	11.60	3,587	10.40
301 - 350	14.45	1,738	12.55	3,602	11.30
351 - 400	15.55	1,737	13.50	3,601	12.15
401 - 450	16.65	1,742	14.50	3,601	13.05
451 - 500	17.80	1,736	15.45	3,599	13.90
501 - 550	18.85	1,741	16.40	3,610	14.80
551 - 600	20.00	1,736	17.35	3,609	15.65
601 - 650	21.10	1,740	18.35	3,597	16.50
651 - 700	22.20	1,739	19.30	3,596	17.35
701 - 750	23.30	1,743	20.30	3,597	18.25
751 - 800	24.45	1,739	21.25	3,596	19.10
801 - 850	25.55	1,738	22.20	3,604	20.00
851 - 900	26.65	1,738	23.15	3,603	20.85
901 - 950	27.75	1,741	24.15	3,562	21.50
951 - 1000	28.85	1,741	25.10	3,602	22.60
1001 - 1100	29.95	1,740	26.05	3,601	23.45
1101 - 1200	33.35	1,737	28.95	3,600	26.05
1201 - 1300	35.50	1,741	30.90	3,599	27.80

Surface Linehaul Rate Table for Belgium, Italy, and The Netherlands					
MILES	LESS THAN 2,000 LBS. INCL.	BREAK POINT	2,000 TO 3,999 LBS. INCL.	BREAK POINT	4,000 LBS. AND OVER
1301 - 1400	37.75	1,738	32.80	3,604	29.55
1401 - 1500	40.00	1,738	34.75	3,603	31.30
1501 - 1600	42.15	1,742	36.70	3,603	33.05
Note: Over 1,600 miles, add US$2.00 for each additional 100 miles or fraction thereof, to 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											
MILES	LESS THAN 1,000 LBS. INCL.	BRK PT.	1,000 TO 1,999 LBS. INCL.	BRK PT.	2,000 TO 3,999 LBS. INCL.	BRK PT.	4,000 TO 7,999 LBS. INCL.	BRK PT.	8,000 TO 11,999 LBS. INCL.	BRK PT.	12,000 LBS. AND OVER
1 - 10	14.95	653	9.75	1,683	8.20	3,464	7.10	6,536	5.80	11,690	5.65
11 - 20	15.50	668	10.35	1,653	8.55	3,369	7.20	6,667	6.00	11,501	5.75
21 - 30	16.30	672	10.95	1,644	9.00	3,356	7.55	6,464	6.10	11,410	5.80
31 - 40	17.20	652	11.20	1,643	9.20	3,348	7.70	6,598	6.35	11,528	6.10
41 - 50	18.05	649	11.70	1,659	9.70	3,382	8.20	6,244	6.40	11,532	6.15
51 - 60	18.80	636	11.95	1,657	9.90	3,374	8.35	6,611	6.90	11,131	6.40
61 - 70	19.60	641	12.55	1,650	10.35	3,305	8.55	6,737	7.20	11,501	6.90
71 - 80	20.30	648	13.15	1,613	10.60	3,378	8.95	6,749	7.55	11,444	7.20
81 - 90	21.30	639	13.60	1,618	11.00	3,346	9.20	6,696	7.70	11,767	7.55
91 - 100	22.10	629	13.90	1,619	11.25	3,432	9.65	6,881	8.30	11,133	7.70
101 - 110	22.90	634	14.50	1,614	11.70	3,317	9.70	6,887	8.35	11,138	7.75
111 - 120	23.60	634	14.95	1,592	11.90	3,278	9.75	6,934	8.45	11,787	8.30
121 - 130	24.30	636	15.45	1,573	12.15	3,260	9.90	6,910	8.55	11,720	8.35
131 - 140	24.90	639	15.90	1,579	12.55	3,251	10.20	6,942	8.85	11,458	8.45
141 - 150	25.60	637	16.30	1,589	12.95	3,182	10.30	6,952	8.95	11,866	8.85
151 - 160	26.15	643	16.80	1,572	13.20	3,197	10.55	6,863	9.05	11,934	9.00
161 - 170	26.80	648	17.35	1,534	13.30	3,294	10.95	7,051	9.65	11,254	9.05
171 - 180	27.40	646	17.70	1,549	13.70	3,241	11.10	7,028	9.75	11,324	9.20
181 - 190	27.95	646	18.05	1,563	14.10	3,192	11.25	7,254	10.20	11,236	9.55
191 - 200	28.65	639	18.30	1,574	14.40	3,251	11.70	7,077	10.35	11,305	9.75
201 - 220	29.45	639	18.80	1,575	14.80	3,230	11.95	7,331	10.95	11,179	10.20
221 - 240	30.25	640	19.35	1,597	15.45	3,211	12.40	7,226	11.20	11,304	10.55
241 - 260	30.85	650	20.05	1,582	15.85	3,168	12.55	7,267	11.40	11,685	11.10
261 - 280	31.70	641	20.30	1,621	16.45	3,210	13.20	7,243	11.95	11,448	11.40
281 - 300	32.35	645	20.85	1,641	17.10	3,182	13.60	7,353	12.50	11,473	11.95
301 - 320	33.20	647	21.45	1,628	17.45	3,187	13.90	7,454	12.95	11,584	12.50
321 - 340	33.85	653	22.10	1,634	18.05	3,214	14.50	7,338	13.30	11,685	12.95
341 - 360	34.45	664	22.85	1,637	18.70	3,198	14.95	7,412	13.85	11,524	13.30

Surface Linehaul Rate Table for CONUS, Canada, Alaska, and Hawaii											
MILES	LESS THAN 1,000 LBS. INCL.	BRK PT.	1,000 TO 1,999 LBS. INCL.	BRK PT.	2,000 TO 3,999 LBS. INCL.	BRK PT.	4,000 TO 7,999 LBS. INCL.	BRK PT.	8,000 TO 11,999 LBS. INCL.	BRK PT.	12,000 LBS. AND OVER
361 - 380	35.10	666	23.35	1,658	19.35	3,205	15.50	7,433	14.40	11,542	13.85
381 - 400	35.75	662	23.65	1,675	19.80	3,213	15.90	7,523	14.95	11,559	14.40
401 - 420	36.35	672	24.40	1,656	20.20	3,258	16.45	7,538	15.50	11,459	14.80
421 - 440	37.15	667	24.75	1,669	20.65	3,274	16.90	7,527	15.90	11,661	15.45
441 - 460	37.95	661	25.05	1,701	21.30	3,259	17.35	7,586	16.45	11,417	15.65
461 - 480	38.60	668	25.75	1,678	21.60	3,278	17.70	7,594	16.80	11,358	15.90
481 - 500	39.35	665	26.15	1,691	22.10	3,267	18.05	7,579	17.10	11,544	16.45
501 - 520	39.95	671	26.80	1,691	22.65	3,232	18.30	7,585	17.35	11,620	16.80
521 - 540	40.55	668	27.05	1,705	23.05	3,263	18.80	7,532	17.70	11,594	17.10
541 - 560	40.95	670	27.40	1,716	23.50	3,252	19.10	7,561	18.05	11,535	17.35
561 - 580	41.60	669	27.80	1,702	23.65	3,290	19.45	7,527	18.30	11,443	17.45
581 - 600	41.90	670	28.05	1,730	24.25	3,242	19.65	7,614	18.70	11,583	18.05
601 - 620	42.50	673	28.60	1,707	24.40	3,287	20.05	7,542	18.90	11,620	18.30
621 - 640	42.95	672	28.85	1,709	24.65	3,278	20.20	7,703	19.45	11,445	18.55
641 - 660	43.35	673	29.15	1,709	24.90	3,318	20.65	7,613	19.65	11,481	18.80
661 - 680	43.65	672	29.30	1,748	25.60	3,266	20.90	7,675	20.05	11,432	19.10
681 - 700	44.20	670	29.60	1,747	25.85	3,296	21.30	7,587	20.20	11,644	19.60
701 - 725	44.55	674	30.00	1,744	26.15	3,282	21.45	7,628	20.45	11,619	19.80
726 - 750	44.95	680	30.55	1,729	26.40	3,281	21.65	7,723	20.90	11,541	20.10
751 - 775	45.45	679	30.85	1,738	26.80	3,284	22.00	7,746	21.30	11,437	20.30
776 - 800	45.80	683	31.25	1,732	27.05	3,350	22.65	7,630	21.60	11,584	20.85
801 - 825	46.25	686	31.70	1,729	27.40	3,365	23.05	7,636	22.00	11,646	21.35
826 - 850	46.40	689	31.95	1,741	27.80	3,353	23.30	7,691	22.40	11,599	21.65
851 - 875	46.55	690	32.10	1,742	27.95	3,364	23.50	7,779	22.85	11,554	22.00
876 - 900	46.95	690	32.35	1,744	28.20	3,355	23.65	7,814	23.10	11,533	22.20
901 - 925	47.15	695	32.75	1,747	28.60	3,399	24.30	7,688	23.35	11,641	22.65
926 - 950	47.60	695	33.05	1,746	28.85	3,418	24.65	7,660	23.60	11,721	23.05
951 - 975	47.75	698	33.30	1,757	29.25	3,426	25.05	7,745	24.25	11,555	23.35

Surface Linehaul Rate Table for CONUS, Canada, Alaska, and Hawaii

MILES	LESS THAN 1,000 LBS. INCL.	BRK PT.	1,000 TO 1,999 LBS. INCL.	BRK PT.	2,000 TO 3,999 LBS. INCL.	BRK PT.	4,000 TO 7,999 LBS. INCL.	BRK PT.	8,000 TO 11,999 LBS. INCL.	BRK PT.	12,000 LBS. AND OVER
976 - 1000	48.95	684	33.45	1,770	29.60	3,473	25.70	7,627	24.50	11,584	23.65
1001 - 1050	50.15	686	34.40	1,768	30.40	3,448	26.20	7,817	25.60	11,602	24.75
1051 - 1100	51.60	684	35.25	1,774	31.25	3,489	27.25	7,692	26.20	11,726	25.60
1101 - 1150	52.90	680	35.95	1,786	32.10	3,477	27.90	7,757	27.05	11,623	26.20
1151 - 1200	54.20	686	37.15	1,780	33.05	3,462	28.60	7,805	27.90	11,635	27.05
1201 - 1250	55.35	685	37.90	1,771	33.55	3,494	29.30	7,809	28.60	11,707	27.90
1251 - 1300	56.60	682	38.60	1,783	34.40	3,489	30.00	7,814	29.30	11,714	28.60
1301 - 1350	57.35	688	39.40	1,787	35.20	3,506	30.85	7,780	30.00	11,701	29.25
1351 - 1400	58.15	694	40.35	1,772	35.75	3,519	31.45	7,784	30.60	11,726	29.90
1401 - 1450	59.00	696	41.05	1,779	36.50	3,507	32.00	7,863	31.45	11,676	30.60
1451 - 1500	59.75	700	41.80	1,780	37.20	3,522	32.75	7,842	32.10	11,683	31.25
1501 - 1550	60.40	704	42.50	1,786	37.95	3,526	33.45	7,845	32.80	11,744	32.10
1551 - 1600	61.20	705	43.10	1,792	38.60	3,539	34.15	7,813	33.35	11,803	32.80
1601 - 1650	61.85	705	43.60	1,801	39.25	3,547	34.80	7,817	34.00	11,771	33.35
1651 - 1700	62.55	707	44.20	1,808	39.95	3,555	35.50	7,809	34.65	11,775	34.00
1701 - 1750	63.25	708	44.75	1,813	40.55	3,547	35.95	7,845	35.25	11,796	34.65
1751 - 1800	63.85	712	45.45	1,820	41.35	3,560	36.80	7,805	35.90	11,783	35.25
1801 - 1850	64.55	717	46.25	1,804	41.70	3,578	37.30	7,840	36.55	11,787	35.90
1851 - 1900	65.05	721	46.85	1,796	42.05	3,620	38.05	7,822	37.20	11,791	36.55
1901 - 1950	65.90	723	47.60	1,803	42.90	3,595	38.55	7,866	37.90	11,763	37.15
1951 - 2000	66.50	725	48.20	1,799	43.35	3,599	39.00	7,857	38.30	11,875	37.90
2001 - 2050	67.25	728	48.95	1,794	43.90	3,618	39.70	7,849	38.95	11,877	38.55
2051 - 2100	67.85	728	49.35	1,806	44.55	3,632	40.45	7,793	39.40	11,879	39.00
2101 - 2150	68.55	732	50.15	1,803	45.20	3,633	41.05	7,815	40.10	11,821	39.50
2151 - 2200	69.20	730	50.50	1,814	45.80	3,642	41.70	7,789	40.60	11,853	40.10
2201 - 2250	69.75	733	51.10	1,817	46.40	3,634	42.15	7,849	41.35	11,783	40.60
2251 - 2300	70.25	737	51.75	1,815	46.95	3,647	42.80	7,814	41.80	11,785	41.05
2301 - 2350	70.75	736	52.05	1,826	47.50	3,634	43.15	7,815	42.15	11,872	41.70
2351 - 2400	71.30	741	52.80	1,809	47.75	3,657	43.65	7,863	42.90	11,791	42.15

Surface Linehaul Rate Table for CONUS, Canada, Alaska, and Hawaii											
MILES	LESS THAN 1,000 LBS. INCL.	BRK PT.	1,000 TO 1,999 LBS. INCL.	BRK PT.	2,000 TO 3,999 LBS. INCL.	BRK PT.	4,000 TO 7,999 LBS. INCL.	BRK PT.	8,000 TO 11,999 LBS. INCL.	BRK PT.	12,000 LBS. AND OVER
2401 - 2450	72.00	741	53.30	1,809	48.20	3,677	44.30	7,793	43.15	11,931	42.90
2451 - 2500	72.45	744	53.90	1,813	48.85	3,665	44.75	7,804	43.65	11,918	43.35
2501 - 2550	72.65	747	54.20	1,812	49.10	3,662	44.95	7,885	44.30	11,824	43.65
2551 - 2600	72.85	747	54.40	1,822	49.55	3,670	45.45	7,877	44.75	11,866	44.25
2601 - 2650	73.50	746	54.80	1,831	50.15	3,654	45.80	7,878	45.10	11,828	44.45
2651 - 2700	73.65	751	55.25	1,827	50.45	3,671	46.30	7,888	45.65	11,764	44.75
2701 - 2750	73.95	750	55.45	1,827	50.65	3,669	46.45	7,906	45.90	11,791	45.10
2751 - 2800	74.10	755	55.90	1,829	51.10	3,676	46.95	7,907	46.40	11,807	45.65
2801 - 2850	74.75	752	56.20	1,828	51.35	3,701	47.50	7,891	46.85	11,757	45.90
2851 - 2900	74.95	756	56.65	1,828	51.75	3,691	47.75	7,892	47.10	11,822	46.40
2901 - 2950	75.15	756	56.80	1,831	52.00	3,708	48.20	7,884	47.50	11,836	46.85
2951 - 3000	75.50	760	57.35	1,828	52.40	3,699	48.45	7,885	47.75	11,850	47.15
3001 - 3050	76.00	761	57.80	1,831	52.90	3,702	48.95	7,878	48.20	11,864	47.65
3051 - 3100	76.25	761	58.00	1,837	53.25	3,689	49.10	7,943	48.75	11,767	47.80
3101 - 3150	76.40	762	58.20	1,842	53.60	3,698	49.55	7,904	48.95	11,829	48.25
3151 - 3200	76.90	765	58.80	1,837	54.00	3,719	50.20	7,841	49.20	11,891	48.75
3201 - 3250	77.05	766	59.00	1,838	54.20	3,724	50.45	7,874	49.65	11,831	48.95
3251 - 3300	77.50	768	59.45	1,844	54.80	3,698	50.65	7,929	50.20	11,738	49.10
3301 - 3350	77.55	768	59.55	1,848	55.00	3,713	51.05	7,899	50.40	11,751	49.35
3351 - 3400	77.80	767	59.65	1,855	55.30	3,715	51.35	7,891	50.65	11,847	50.00
3401 - 3450	78.15	765	59.75	1,857	55.45	3,734	51.75	7,892	51.05	11,801	50.20
3451 - 3500	78.20	770	60.15	1,846	55.50	3,734	51.80	7,892	51.10	11,848	50.45
3501 - 3550	78.40	770	60.30	1,858	56.00	3,715	52.00	7,901	51.35	11,837	50.65
3551 - 3600	78.60	772	60.65	1,854	56.20	3,730	52.40	7,901	51.75	11,838	51.05
3601 - 3650	78.90	773	60.95	1,858	56.60	3,718	52.60	7,902	51.95	11,816	51.15
3651 - 3700	79.15	774	61.20	1,853	56.70	3,732	52.90	7,872	52.05	11,897	51.60
3701 - 3750	79.60	773	61.50	1,849	56.85	3,747	53.25	7,880	52.45	11,852	51.80
3751 - 3800	79.75	775	61.75	1,858	57.35	3,732	53.50	7,896	52.80	11,819	52.00

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.

Surface Linehaul Rate Table for Greece, Spain, and Other European Countries Not Otherwise Specified					
MILES	LESS THAN 2,000 LBS. INCL.	BREAK POINT	2,000 TO 3,999 LBS. INCL.	BREAK POINT	4,000 LBS. AND OVER
1 - 50	4.80	1,751	4.20	3,572	3.75
51 - 75	6.75	1,734	5.85	3,624	5.30
76 - 100	7.70	1,728	6.65	3,640	6.05
101 - 150	8.65	1,735	7.50	3,627	6.80
151 - 200	9.60	1,740	8.35	3,593	7.50
201 - 250	10.55	1,745	9.20	3,587	8.25
251 - 300	11.55	1,741	10.05	3,602	9.05
301 - 350	12.50	1,737	10.85	3,613	9.80
351 - 400	13.45	1,740	11.70	3,590	10.50
401 - 450	14.40	1,744	12.55	3,602	11.30
451 - 500	15.40	1,734	13.35	3,611	12.05
501 - 550	16.30	1,743	14.20	3,606	12.80
551 - 600	17.30	1,740	15.05	3,589	13.50
601 - 650	18.25	1,737	15.85	3,609	14.30
651 - 700	19.20	1,740	16.70	3,605	15.05
701 - 750	20.15	1,742	17.55	3,602	15.80
751 - 800	21.15	1,740	18.40	3,598	16.55
801 - 850	22.10	1,738	19.20	3,605	17.30
851 - 900	23.05	1,740	20.05	3,601	18.05
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.

Surface Linehaul Rate Table for Japan					
MILES	LESS THAN 2,000 LBS. INCL.	BREAK POINT	2,000 TO 3,999 LBS. INCL.	BREAK POINT	4,000 LBS. AND OVER
1 - 50	2.55	1,765	2.25	3,556	2.00
51 - 75	5.20	1,731	4.50	3,601	4.05
76 - 100	7.50	1,681	6.30	3,620	5.70
101 - 150	9.35	1,744	8.15	3,583	7.30
151 - 200	10.40	1,741	9.05	3,603	8.15
201 - 250	11.45	1,730	9.90	3,617	8.95
251 - 300	12.45	1,743	10.85	3,503	9.50
301 - 350	13.50	1,741	11.75	3,592	10.55
351 - 400	14.55	1,739	12.65	3,589	11.35
401 - 450	15.55	1,743	13.55	3,602	12.20
451 - 500	16.60	1,741	14.45	3,599	13.00
501 - 550	17.65	1,740	15.35	3,597	13.80
551 - 600	18.70	1,738	16.25	3,594	14.60
601 - 650	19.70	1,742	17.15	3,604	15.45
651 - 700	20.75	1,740	18.05	3,602	16.25
701 - 750	21.80	1,739	18.95	3,599	17.05
751 - 800	22.85	1,738	19.85	3,597	17.85
801 - 850	23.90	1,737	20.75	3,605	18.70
851 - 900	24.90	1,739	21.65	3,603	19.50
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.

MILES	LESS THAN 2,000 LBS. INCL.	BREAK POINT	2,000 TO 3,999 LBS. INCL.	BREAK POINT	4,000 LBS. AND OVER
1 - 50	3.20	1,751	2.80	3,572	2.50
51 - 75	6.45	1,737	5.60	3,608	5.05
76 - 100	9.00	1,745	7.85	3,593	7.05
101 - 150	11.60	1,742	10.10	3,585	9.05
151 - 200	12.90	1,729	11.15	3,624	10.10
201 - 250	14.15	1,739	12.30	3,610	11.10
251 - 300	15.45	1,742	13.45	3,599	12.10
301 - 350	16.75	1,738	14.55	3,602	13.10
351 - 400	18.05	1,740	15.70	3,593	14.10
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.

Surface Linehaul Rate Table for the United Kingdom					
MILES	LESS THAN 2,000 LBS. INCL.	BREAK POINT	2,000 TO 3,999 LBS. INCLUDE.	BREAK POINT	4,000 LBS. AND OVER
1 - 50	4.60	1,740	4.00	3,651	3.65
51 - 75	6.55	1,726	5.65	3,611	5.10
76 - 100	7.45	1,732	6.45	3,597	5.80
101 - 150	8.40	1,727	7.25	3,587	6.50
151 - 200	9.30	1,742	8.10	3,605	7.30
201 - 250	10.25	1,737	8.90	3,596	8.00
251 - 300	11.15	1,740	9.70	3,609	8.75
301 - 350	12.10	1,736	10.50	3,601	9.45
351 - 400	13.05	1,740	11.35	3,595	10.20
401 - 450	13.95	1,742	12.15	3,573	10.85
451 - 500	14.90	1,739	12.95	3,599	11.65
501 - 550	15.80	1,741	13.75	3,608	12.40
551 - 600	16.75	1,738	14.55	3,602	13.10
601 - 650	17.65	1,740	15.35	3,610	13.85
651 - 700	18.60	1,742	16.20	3,593	14.55
701 - 750	19.55	1,740	17.00	3,601	15.30
751 - 800	20.50	1,737	17.80	3,607	16.05
801 - 850	21.40	1,739	18.60	3,603	16.75
851 - 900	22.35	1,737	19.40	3,598	17.45

Surface Linehaul Rate Table for the United Kingdom					
MILES	LESS THAN 2,000 LBS. INCL.	BREAK POINT	2,000 TO 3,999 LBS. INCLUDE.	BREAK POINT	4,000 LBS. AND OVER
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 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.

UAB Linehaul Rate Table for United Kingdom					
MILES	LESS THAN 2,000 LBS. INCL.	BREAK POINT	2,000 TO 3,999 LBS. INCL.	BREAK POINT	4,000 LBS. AND OVER
1 - 50	4.15	1,747	3.62	3,595	3.26
51 - 75	6.67	1,733	5.78	3,637	5.25
76 - 100	8.35	1,736	7.25	3,595	6.51
101 - 150	9.98	1,748	8.72	3,591	7.82
151 - 200	11.66	1,739	10.13	3,607	9.14
201 - 250	12.81	1,746	11.18	3,587	10.03
251 - 300	14.02	1,738	12.18	3,587	10.92
301 - 350	15.17	1,738	13.18	3,602	11.87
351 - 400	16.33	1,737	14.18	3,601	12.76
401 - 450	17.48	1,742	15.23	3,601	13.70
451 - 500	18.69	1,736	16.22	3,599	14.60
501 - 550	19.79	1,741	17.22	3,610	15.54
551 - 600	21.00	1,736	18.22	3,609	16.43
601 - 650	22.16	1,740	19.27	3,597	17.33
651 - 700	23.31	1,739	20.27	3,596	18.22
701 - 750	24.47	1,743	21.32	3,597	19.16
751 - 800	25.67	1,739	22.31	3,596	20.06
801 - 850	26.83	1,738	23.31	3,604	21.00
851 - 900	27.98	1,738	24.31	3,603	21.89
901 - 950	29.14	1,741	25.36	3,562	22.58
951 - 1000	30.29	1,741	26.36	3,602	23.73
1001 - 1100	31.45	1,740	27.35	3,601	24.62
1101 - 1200	35.02	1,737	30.40	3,600	27.35
1201 - 1300	37.28	1,741	32.45	3,599	29.19

UAB Linehaul Rate Table for United Kingdom					
MILES	LESS THAN 2,000 LBS. INCL.	BREAK POINT	2,000 TO 3,999 LBS. INCL.	BREAK POINT	4,000 LBS. AND OVER
1301 - 1400	39.64	1,738	34.44	3,604	31.03
1401 - 1500	42.00	1,738	36.49	3,603	32.87
1501 - 1600	44.26	1,742	38.54	3,603	34.70
Note: Over 1,600 miles, add US$2.10 for each additional 100 miles or fraction thereof, to 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.

ALABAMA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Autauga	20	46	Dale	8	92	Marengo	16
4	Baldwin	16	48	Dallas	20	94	Marion	4
6	Barbour	212	50	De Kalb	12	96	Marshall	12
8	Bibb	4	52	Elmore	20	98	Mobile	16
10	Blount	4	54	Escambia	188	100	Monroe	16
12	Bullock	20	56	Etowah	4	102	Montgomery	20
14	Butler	20	58	Fayette	4	104	Morgan	12
16	Calhoun	4	60	Franklin	12	106	Perry	20
18	Chambers	212	62	Geneva	8	108	Pickens	436
20	Cherokee	4	64	Greene	4	110	Pike	20
22	Chilton	20	66	Hale	4	112	Randolph	4
24	Choctaw	436	68	Henry	8	114	Russell	212
26	Clarke	16	70	Houston	8	116	Saint Clair	4
28	Clay	4	72	Jackson	12	118	Shelby	4
30	Cleburne	4	74	Jefferson	4	120	Sumter	436
32	Coffee	8	76	Lamar	4	122	Talladega	4
34	Colbert	12	78	Lauderdale	12	124	Tallapoosa	20
36	Conecuh	16	80	Lawrence	12	126	Tuscaloosa	4
38	Coosa	20	82	Lee	212	128	Walker	4
40	Covington	188	84	Limestone	12	130	Washington	16
42	Crenshaw	20	86	Lowndes	20	132	Wilcox	16
44	Cullman	4	88	Macon	20	134	Winston	4
			90	Madison	12			

ARIZONA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Apache	528						
4	Cochise	32	12	Greenlee	32	22	Pima	32
6	Coconino	24	14	La Paz	36	24	Pinal	28
8	Gila	28	16	Maricopa	28	26	Santa Cruz	32
10	Graham	32	18	Mohave	500	28	Yavapai	24
			20	Navajo	24	30	Yuma	36

ARKANSAS SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Arkansas	48	52	Garland	48	102	Newton	40
4	Ashley	352	54	Grant	48	104	Ouachita	360
6	Baxter	48	56	Greene	44	106	Perry	48
8	Benton	40	58	Hempstead	360	108	Phillips	44
10	Boone	40	60	Hot Spring	48	110	Pike	360
12	Bradley	352	62	Howard	360	112	Poinsett	44
14	Calhoun	360	64	Independence	48	114	Polk	40
16	Carroll	40	66	Izard	48	116	Pope	48
18	Chicot	424	68	Jackson	44	118	Prairie	48
20	Clark	48	70	Jefferson	48	120	Pulaski	48
22	Clay	44	72	Johnson	40	122	Randolph	44
24	Cleburne	48	74	Lafayette	360	124	Saline	48
26	Cleveland	48	76	Lawrence	44	126	Scott	40
28	Columbia	360	78	Lee	44	128	Searcy	48
30	Conway	48	80	Lincoln	424	130	Sebastian	40
32	Craighead	44	82	Little River	360	132	Sevier	360
34	Crawford	40	84	Logan	40	134	Sharp	48
36	Crittenden	728	86	Lonoke	48	136	St. Francis	44
38	Cross	44	88	Madison	40	138	Stone	48
40	Dallas	48	90	Marion	48	140	Union	352
42	Desha	424	92	Miller	784	142	Van Buren	48
44	Drew	424	94	Mississippi	44	144	Washington	40

ARKANSAS SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
46	Faulkner	48	96	Monroe	44	146	White	48
48	Franklin	40	98	Montgomery	40	148	Woodruff	44
50	Fulton	48	100	Nevada	360	150	Yell	40

CALIFORNIA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Alameda	80	40	Madera	52	80	San Luis Obispo	56
4	Alpine	68	42	Marin	80	82	San Mateo	80
6	Amador	68	44	Mariposa	60	84	Santa Barbara	56
8	Butte	84	46	Mendocino	84	86	Santa Clara	80
10	Calaveras	68	48	Merced	60	88	Santa Cruz	60
12	Colusa	84	50	Modoc	64	90	Shasta	64
14	Contra Costa	80	52	Mono	68	92	Sierra	504
16	Del Norte	64	54	Monterey	60	94	Siskiyou	64
18	El Dorado	68	56	Napa	80	96	Solano	68
20	Fresno	52	58	Nevada	504	98	Sonoma	80
22	Glenn	84	60	Orange	56	100	Stanislaus	68
24	Humboldt	64	62	Placer	68	102	Sutter	84
26	Imperial	76	64	Plumas	84	104	Tehama	64
28	Inyo	52	66	Riverside	72	106	Trinity	64
30	Kern	56	68	Sacramento	68	108	Tulare	52
32	Kings	52	70	San Benito	60	110	Tuolumne	68
34	Lake	84	72	San Bernardino	72	112	Ventura	56
36	Lassen	64	74	San Diego	76	114	Yolo	68
38	Los Angeles	56	76	San Francisco	80	116	Yuba	84
			78	San Joaquin	68			

CANADA SERVICE AREAS								
----------Province------		SA	----------Province----------		SA	----------Province----------		SA
2	Alberta	88	10	New Brunswick	104	20	Quebec	128
4	British Columbia	92	12	Newfoundland	108	22	Saskatchewan	132
6	Labrador	96	14	Nova Scotia	116	24	Northwest Territory	112
8	Manitoba	100	16	Ontario	120	26	Yukon	136
			18	Prince Edward Isle	124			

COLORADO SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Adams	144	44	Fremont	140	86	Montrose	152
4	Alamosa	140	46	Garfield	148	88	Morgan	144
6	Arapahoe	144	48	Gilpin	144	90	Otero	140
8	Archuleta	156	50	Grand	148	92	Ouray	152
10	Baca	140	52	Gunnison	156	94	Park	140
12	Bent	140	54	Hinsdale	156	96	Phillips	144
14	Boulder	144	56	Huerfano	140	98	Pitkin	156
16	Chaffee	156	58	Jackson	148	100	Prowers	140
18	Cheyenne	140	60	Jefferson	144	102	Pueblo	140
20	Clear Creek	144	62	Kiowa	140	104	Rio Blanco	148
22	Conejos	156	64	Kit Carson	140	106	Rio Grande	156
24	Costilla	156	66	La Plata	152	108	Routt	148
26	Crowley	140	68	Lake	156	110	Saguache	140
28	Custer	140	70	Larimer	144	112	San Juan	152
30	Delta	152	72	Las Animas	140	114	San Miguel	152
32	Denver	144	74	Lincoln	140	116	Sedgwick	144
34	Dolores	152	76	Logan	144	118	Summit	144
36	Douglas	144	78	Mesa	152	120	Teller	140
38	Eagle	148	80	Mineral	156	122	Washington	144
40	El Paso	140	82	Moffat	148	124	Weld	144
42	Elbert	144	84	Montezuma	152	126	Yuma	144

CONNECTICUT SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Fairfield	544	8	Middlesex	160	14	Tolland	160
4	Hartford	160	10	New Haven	160	16	Windham	160
6	Litchfield	160	12	New London	160			

DELAWARE SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Kent	164	4	New Castle	164	6	Sussex	164

DISTRICT OF COLUMBIA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
899	Any Point	168						

FLORIDA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Alachua	176	46	Gulf	188	92	Okaloosa	188
4	Baker	176	48	Hamilton	192	94	Okeechobee	180
6	Bay	188	50	Hardee	196	96	Orange	184
8	Bradford	176	52	Hendry	172	98	Osceola	184
10	Brevard	184	54	Hernando	196	100	Palm Beach	180
12	Broward	180	56	Highlands	196	102	Pasco	196
14	Calhoun	188	58	Hillsborough	196	104	Pinellas	196
16	Charlotte	172	60	Holmes	188	106	Polk	196
18	Citrus	196	62	Indian River	184	108	Putnam	176
20	Clay	176	64	Jackson	8	110	Santa Rosa	188
22	Collier	172	66	Jefferson	192	112	Sarasota	196
24	Columbia	176	68	Lafayette	192	114	Seminole	184
26	Dade	180	70	Lake	184	116	St. Johns	176
28	De Soto	196	72	Lee	172	118	St. Lucie	180

FLORIDA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
30	Dixie	192	74	Leon	192	120	Sumter	196
32	Duval	176	76	Levy	176	122	Suwannee	192
34	Escambia	188	78	Liberty	192	124	Taylor	192
36	Flagler	184	80	Madison	192	126	Union	176
38	Franklin	192	82	Manatee	196	128	Volusia	184
40	Gadsden	192	84	Marion	176	130	Wakulla	192
42	Gilchrist	176	86	Martin	180	132	Walton	188
44	Glades	172	88	Monroe	180	134	Washington	188
			90	Nassau	176			

GEORGIA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Appling	200	108	Evans	216	214	Newton	204
4	Atkinson	200	110	Fannin	720	216	Oconee	204
6	Bacon	200	112	Fayette	204	218	Oglethorpe	204
8	Baker	200	114	Floyd	720	220	Paulding	204
10	Baldwin	212	116	Forsyth	204	222	Peach	212
12	Banks	204	118	Franklin	204	224	Pickens	204
14	Barrow	204	120	Fulton	204	226	Pierce	200
16	Bartow	204	122	Gilmer	720	228	Pike	212
18	Ben Hill	200	124	Glascock	208	230	Polk	204
20	Berrien	200	126	Glynn	176	232	Pulaski	200
22	Bibb	212	128	Gordon	720	234	Putnam	204
24	Bleckley	200	130	Grady	192	236	Quitman	212
26	Brantley	176	132	Greene	204	238	Rabun	204
28	Brooks	192	134	Gwinnett	204	240	Randolph	200
30	Bryan	216	136	Habersham	204	242	Richmond	208
32	Bulloch	216	138	Hall	204	244	Rockdale	204
34	Burke	208	140	Hancock	204	246	Schley	212
36	Butts	204	142	Haralson	204	248	Screven	216
38	Calhoun	200	144	Harris	212	250	Seminole	8

GEORGIA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
40	Camden	176	146	Hart	204	252	Spalding	204
42	Candler	216	148	Heard	204	254	Stephens	204
44	Carroll	204	150	Henry	204	256	Stewart	212
46	Catoosa	720	152	Houston	212	258	Sumter	200
48	Charlton	176	154	Irwin	200	260	Talbot	212
50	Chatham	216	156	Jackson	204	262	Taliaferro	208
52	Chattahoochee	212	158	Jasper	204	264	Tattnall	216
54	Chattooga	720	160	Jeff Davis	200	266	Taylor	212
56	Cherokee	204	162	Jefferson	208	268	Telfair	200
58	Clarke	204	164	Jenkins	208	270	Terrell	200
60	Clay	8	166	Johnson	208	272	Thomas	192
62	Clayton	204	168	Jones	212	274	Tift	200
64	Clinch	200	170	Lamar	212	276	Toombs	200
66	Cobb	204	172	Lanier	200	278	Towns	204
68	Coffee	200	174	Laurens	200	280	Treutlen	200
70	Colquitt	200	176	Lee	200	282	Troup	212
72	Columbia	208	178	Liberty	216	284	Turner	200
74	Cook	200	180	Lincoln	208	286	Twiggs	212
76	Coweta	204	182	Long	216	288	Union	204
78	Crawford	212	184	Lowndes	192	290	Upson	212
80	Crisp	200	186	Lumpkin	204	292	Walker	720
82	Dade	720	188	Macon	212	294	Walton	204
84	Dawson	204	190	Madison	204	296	Ware	200
86	De Kalb	204	192	Marion	212	298	Warren	208
88	Decatur	192	194	McDuffie	208	300	Washington	208
90	Dodge	200	196	McIntosh	216	302	Wayne	216
92	Dooly	200	198	Meriwether	212	304	Webster	212
94	Dougherty	200	200	Miller	8	306	Wheeler	200
96	Douglas	204	202	Mitchell	200	308	White	204
98	Early	8	204	Monroe	212	310	Whitfield	720
100	Echols	192	206	Montgomery	200	312	Wilcox	200

GEORGIA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
102	Effingham	216	208	Morgan	204	314	Wilkes	208
104	Elbert	204	210	Murray	720	316	Wilkinson	212
106	Emanuel	208	212	Muscogee	212	318	Worth	200

HAWAII SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Hawaii	220	4	Honolulu	224	8	Maui	232
			6	Kauai	228			

IDAHO SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Ada	236	32	Cassia	244	62	Lewis	836
4	Adams	236	34	Clark	240	64	Lincoln	244
6	Bannock	240	36	Clearwater	836	66	Madison	240
8	Bear Lake	240	38	Custer	244	68	Minidoka	244
10	Benewah	844	40	Elmore	236	70	Nez Perce	836
12	Bingham	240	42	Franklin	240	72	Oneida	240
14	Blaine	244	44	Fremont	240	74	Owyhee	236
16	Boise	236	46	Gem	236	76	Payette	236
18	Bonner	844	48	Gooding	244	78	Power	240
20	Bonneville	240	50	Idaho	836	80	Shoshone	844
22	Boundary	844	52	Jefferson	240	82	Teton	240
24	Butte	240	54	Jerome	244	84	Twin Falls	244
26	Camas	244	56	Kootenai	844	86	Valley	236
28	Canyon	236	58	Latah	844	88	Washington	236
30	Caribou	240	60	Lemhi	464			

ILLINOIS SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Adams	264	70	Hardin	336	138	Morgan	264
4	Alexander	336	72	Henderson	260	140	Moultrie	264
6	Bond	256	74	Henry	260	142	Ogle	252
8	Boone	252	76	Iroquois	248	144	Peoria	260
10	Brown	264	78	Jackson	336	146	Perry	256
12	Bureau	260	80	Jasper	256	148	Piatt	248
14	Calhoun	456	82	Jefferson	256	150	Pike	264
16	Carroll	260	84	Jersey	456	152	Pope	336
18	Cass	264	86	Jo Daviess	252	154	Pulaski	336
20	Champaign	248	88	Johnson	336	156	Putnam	260
22	Christian	264	90	Kane	252	158	Randolph	256
24	Clark	288	92	Kankakee	252	160	Richland	256
26	Clay	256	94	Kendall	252	162	Rock Island	260
28	Clinton	456	96	Knox	260	164	Saline	336
30	Coles	288	98	La Salle	252	166	Sangamon	264
32	Cook	252	100	Lake	252	168	Schuyler	264
34	Crawford	288	102	Lawrence	288	170	Scott	264
36	Cumberland	288	104	Lee	260	172	Shelby	264
38	De Kalb	252	106	Livingston	248	174	St. Clair	456
40	De Witt	264	108	Logan	264	176	Stark	260
42	Douglas	288	110	Macon	264	178	Stephenson	252
44	Du Page	252	112	Macoupin	264	180	Tazewell	260
46	Edgar	288	114	Madison	456	182	Union	336
48	Edwards	256	116	Marion	256	184	Vermilion	248
50	Effingham	256	118	Marshall	260	186	Wabash	256
52	Fayette	256	120	Mason	260	188	Warren	260
54	Ford	248	122	Massac	336	190	Washington	256
56	Franklin	256	124	McDonough	260	192	Wayne	256
58	Fulton	260	126	McHenry	252	194	White	256
60	Gallatin	336	128	McLean	248	196	Whiteside	260
62	Greene	264	130	Menard	264	198	Will	252

ILLINOIS SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
64	Grundy	252	132	Mercer	260	200	Williamson	336
66	Hamilton	256	134	Monroe	456	202	Winnebago	252
68	Hancock	260	136	Montgomery	264	204	Woodford	260

INDIANA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Adams	276	64	Hendricks	280	126	Pike	272
4	Allen	276	66	Henry	280	128	Porter	252
6	Bartholomew	280	68	Howard	284	130	Posey	272
8	Benton	284	70	Huntington	276	132	Pulaski	284
10	Blackford	276	72	Jackson	280	134	Putnam	288
12	Boone	284	74	Jasper	252	136	Randolph	280
14	Brown	280	76	Jay	276	138	Ripley	608
16	Carroll	284	78	Jefferson	608	140	Rush	280
18	Cass	284	80	Jennings	280	142	Scott	608
20	Clark	332	82	Johnson	280	144	Shelby	280
22	Clay	288	84	Knox	288	146	Spencer	272
24	Clinton	284	86	Kosciusko	268	148	St. Joseph	268
26	Crawford	272	88	Lagrange	276	150	Starke	268
28	Daviess	288	90	Lake	252	152	Steuben	276
30	Dearborn	608	92	La Porte	268	154	Sullivan	288
32	Decatur	280	94	Lawrence	288	156	Switzerland	608
34	De Kalb	276	96	Madison	280	158	Tippecanoe	284
36	Delaware	280	98	Marion	280	160	Tipton	280
38	Dubois	272	100	Marshall	268	162	Union	280
40	Elkhart	268	102	Martin	288	164	Vanderburgh	272
42	Fayette	280	104	Miami	284	166	Vermillion	288
44	Floyd	332	106	Monroe	288	168	Vigo	288
46	Fountain	284	108	Montgomery	284	170	Wabash	276
48	Franklin	608	110	Morgan	280	172	Warren	284
50	Fulton	284	112	Newton	252	174	Warrick	272

INDIANA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
52	Gibson	272	114	Noble	276	176	Washington	272
54	Grant	280	116	Ohio	608	178	Wayne	280
56	Greene	288	118	Orange	272	180	Wells	276
58	Hamilton	280	120	Owen	288	182	White	284
60	Hancock	280	122	Parke	288	184	Whitley	276
62	Harrison	332	124	Perry	272			

IOWA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Adair	296	68	Floyd	304	134	Monona	300
4	Adams	488	70	Franklin	304	136	Monroe	296
6	Allamakee	304	72	Fremont	488	138	Montgomery	488
8	Appanoose	296	74	Greene	296	140	Muscatine	292
10	Audubon	488	76	Grundy	304	142	O' Brien	300
12	Benton	292	78	Guthrie	296	144	Osceola	300
14	Black Hawk	304	80	Hamilton	304	146	Page	488
16	Boone	296	82	Hancock	304	148	Palo Alto	300
18	Bremer	304	84	Hardin	304	150	Plymouth	300
20	Buchanan	304	86	Harrison	488	152	Pocahontas	300
22	Buena Vista	300	88	Henry	292	154	Polk	296
24	Butler	304	90	Howard	304	156	Pottawattamie	488
26	Calhoun	300	92	Humboldt	304	158	Poweshiek	296
28	Carroll	300	94	Ida	300	160	Ringgold	296
30	Cass	488	96	Iowa	292	162	Sac	300
32	Cedar	292	98	Jackson	292	164	Scott	292
34	Cerro Gordo	304	100	Jasper	296	166	Shelby	488
36	Cherokee	300	102	Jefferson	296	168	Sioux	712
38	Chickasaw	304	104	Johnson	292	170	Story	296
40	Clarke	296	106	Jones	292	172	Tama	296
42	Clay	300	108	Keokuk	296	174	Taylor	488
44	Clayton	304	110	Kossuth	304	176	Union	296

IOWA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
46	Clinton	292	112	Lee	292	178	Van Buren	296
48	Crawford	300	114	Linn	292	180	Wapello	296
50	Dallas	296	116	Louisa	292	182	Warren	296
52	Davis	296	118	Lucas	296	184	Washington	292
54	Decatur	296	120	Lyon	712	186	Wayne	296
56	Delaware	304	122	Madison	296	188	Webster	304
58	Des Moines	292	124	Mahaska	296	190	Winnebago	304
60	Dickinson	300	126	Marion	296	192	Winneshiek	304
62	Dubuque	304	128	Marshall	296	194	Woodbury	300
64	Emmet	300	130	Mills	488	196	Worth	304
66	Fayette	304	132	Mitchell	304	198	Wright	304

KANSAS SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Allen	320	72	Greeley	312	142	Osborne	312
4	Anderson	316	74	Greenwood	320	144	Ottawa	320
6	Atchison	316	76	Hamilton	308	146	Pawnee	308
8	Barber	632	78	Harper	320	148	Phillips	312
10	Barton	312	80	Harvey	320	150	Pottawatomie	316
12	Bourbon	320	82	Haskell	308	152	Pratt	308
14	Brown	316	84	Hodgeman	308	154	Rawlins	312
16	Butler	320	86	Jackson	316	156	Reno	320
18	Chase	320	88	Jefferson	448	158	Republic	316
20	Chautauqua	320	90	Jewell	312	160	Rice	312
22	Cherokee	320	92	Johnson	448	162	Riley	316
24	Cheyenne	312	94	Kearny	308	164	Rooks	312
26	Clark	308	96	Kingman	320	166	Rush	312
28	Clay	316	98	Kiowa	308	168	Russell	312
30	Cloud	316	100	Labette	320	170	Saline	320
32	Coffey	316	102	Lane	312	172	Scott	312
34	Comanche	308	104	Leavenworth	448	174	Sedgwick	320

KANSAS SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
36	Cowley	320	106	Lincoln	312	176	Seward	308
38	Crawford	320	108	Linn	316	178	Shawnee	316
40	Decatur	312	110	Logan	312	180	Sheridan	312
42	Dickinson	320	112	Lyon	316	182	Sherman	312
44	Doniphan	316	114	Marion	320	184	Smith	312
46	Douglas	448	116	Marshall	316	186	Stafford	308
48	Edwards	308	118	McPherson	320	188	Stanton	308
50	Elk	320	120	Meade	308	190	Stevens	308
52	Ellis	312	122	Miami	448	192	Sumner	320
54	Ellsworth	312	124	Mitchell	312	194	Thomas	312
56	Finney	308	126	Montgomery	320	196	Trego	312
58	Ford	308	128	Morris	316	198	Wabaunsee	316
60	Franklin	448	130	Morton	308	200	Wallace	312
62	Geary	316	132	Nemaha	316	202	Washington	316
64	Gove	312	134	Neosho	320	204	Wichita	312
66	Graham	312	136	Ness	312	206	Wilson	320
68	Grant	308	138	Norton	312	208	Woodson	320
70	Gray	308	140	Osage	316	210	Wyandotte	448

KENTUCKY SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Adair	324	82	Grant	608	162	McLean	324
4	Allen	324	84	Graves	336	164	Meade	332
6	Anderson	332	86	Grayson	324	166	Menifee	860
8	Ballard	336	88	Green	324	168	Mercer	328
10	Barren	324	90	Greenup	860	170	Metcalfe	324
12	Bath	328	92	Hancock	272	172	Monroe	324
14	Bell	340	94	Hardin	332	174	Montgomery	328
16	Boone	608	96	Harlan	340	176	Morgan	860
18	Bourbon	328	98	Harrison	328	178	Muhlenberg	324
20	Boyd	860	100	Hart	324	180	Nelson	332

KENTUCKY SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
22	Boyle	328	102	Henderson	272	182	Nicholas	328
24	Bracken	608	104	Henry	332	184	Ohio	324
26	Breathitt	860	106	Hickman	336	186	Oldham	332
28	Breckinridge	332	108	Hopkins	324	188	Owen	608
30	Bullitt	332	110	Jackson	340	190	Owsley	340
32	Butler	324	112	Jefferson	332	192	Pendleton	608
34	Caldwell	324	114	Jessamine	328	194	Perry	340
36	Calloway	336	116	Johnson	860	196	Pike	860
38	Campbell	608	118	Kenton	608	198	Powell	860
40	Carlisle	336	120	Knott	860	200	Pulaski	340
42	Carroll	608	122	Knox	340	202	Robertson	328
44	Carter	860	124	Larue	332	204	Rockcastle	340
46	Casey	340	126	Laurel	340	206	Rowan	860
48	Christian	324	128	Lawrence	860	208	Russell	340
50	Clark	328	130	Lee	860	210	Scott	328
52	Clay	340	132	Leslie	340	212	Shelby	332
54	Clinton	340	134	Letcher	860	214	Simpson	324
56	Crittenden	324	136	Lewis	860	216	Spencer	332
58	Cumberland	324	138	Lincoln	340	218	Taylor	324
60	Daviess	272	140	Livingston	336	220	Todd	324
62	Edmonson	324	142	Logan	324	222	Trigg	324
64	Elliott	860	144	Lyon	324	224	Trimble	608
66	Estill	860	146	Madison	328	226	Union	272
68	Fayette	328	148	Magoffin	860	228	Warren	324
70	Fleming	328	150	Marion	332	230	Washington	332
72	Floyd	860	152	Marshall	336	232	Wayne	340
74	Franklin	332	154	Martin	860	234	Webster	324
76	Fulton	336	156	Mason	608	236	Whitley	340
78	Gallatin	608	158	McCracken	336	238	Wolfe	860
80	Garrard	328	160	McCreary	340	240	Woodford	328

LOUISIANA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Acadia	348	44	Grant	344	88	St. Bernard	356
4	Allen	348	46	Iberia	348	90	St. Charles	356
6	Ascension	356	48	Iberville	356	92	St. Helena	356
8	Assumption	356	50	Jackson	352	94	St. James	356
10	Avoyelles	344	52	Jefferson	356	96	St. John The Baptist	356
12	Beauregard	348	54	Jefferson Davis	348	98	St. Landry	348
14	Bienville	352	56	La Salle	344	100	St. Martin	348
16	Bossier	360	58	Lafayette	348	102	St. Mary	348
18	Caddo	360	60	Lafourche	356	104	St. Tammany	356
20	Calcasieu	764	62	Lincoln	352	106	Tangipahoa	356
22	Caldwell	352	64	Livingston	356	108	Tensas	352
24	Cameron	764	66	Madison	352	110	Terrebonne	356
26	Catahoula	344	68	Morehouse	352	112	Union	352
28	Claiborne	352	70	Natchitoches	344	114	Vermilion	348
30	Concordia	344	72	Orleans	356	116	Vernon	344
32	De Soto	360	74	Ouachita	352	118	Washington	356
34	East Baton Rouge	356	76	Plaquemines	356	120	Webster	360
36	East Carroll	352	78	Pointe Coupee	356	122	West Baton Rouge	356
38	East Feliciana	356	80	Rapides	344	124	West Carroll	352
40	Evangeline	348	82	Red River	360	126	West Feliciana	356
42	Franklin	352	84	Richland	352	128	Winn	344
			86	Sabine	344			

MAINE SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Androscoggin	364	12	Kennebec	364	24	Sagadahoc	364
4	Aroostook	376	14	Knox	364	26	Somerset	368
6	Cumberland	372	16	Lincoln	364	28	Waldo	364
8	Franklin	364	18	Oxford	364	30	Washington	368
10	Hancock	368	20	Penobscot	368	32	York	372
			22	Piscataquis	368			

MARYLAND SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Allegany	828	18	Dorchester	164	34	Queen Annes	164
4	Anne Arundel	380	20	Frederick	380	36	Somerset	164
6	Baltimore	380	22	Garrett	828	38	St. Marys	168
8	Calvert	168	24	Harford	380	40	Talbot	164
10	Caroline	164	26	Howard	380	42	Washington	828
12	Carroll	380	28	Kent	164	44	Wicomico	164
14	Cecil	380	30	Montgomery	168	46	Worcester	164
16	Charles	168	32	Prince Georges	168	610	Baltimore	380

MASSACHUSETTS SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Barnstable	684	12	Franklin	388	22	Norfolk	384
4	Berkshire	388	14	Hampden	388	24	Plymouth	384
6	Bristol	684	16	Hampshire	388	26	Suffolk	384
8	Dukes	684	18	Middlesex	384	28	Worcester	384
10	Essex	384	20	Nantucket	684			

MICHIGAN SERVICE AREAS								
----------County-------		SA	----------County----------		SA	----------County----------		SA
2	Alcona	396	58	Gratiot	404	114	Missaukee	396
4	Alger	408	60	Hillsdale	400	116	Monroe	400
6	Allegan	404	62	Houghton	408	118	Montcalm	404
8	Alpena	396	64	Huron	400	120	Montmorency	396
10	Antrim	396	66	Ingham	400	122	Muskegon	404
12	Arenac	396	68	Ionia	404	124	Newaygo	404
14	Baraga	408	70	Iosco	396	126	Oakland	400
16	Barry	404	72	Iron	408	128	Oceana	404
18	Bay	400	74	Isabella	404	130	Ogemaw	396
20	Benzie	396	76	Jackson	400	132	Ontonagon	412
22	Berrien	268	78	Kalamazoo	404	134	Osceola	396
24	Branch	404	80	Kalkaska	396	136	Oscoda	396
26	Calhoun	404	82	Kent	404	138	Otsego	396
28	Cass	268	84	Keweenaw	408	140	Ottawa	404
30	Charlevoix	396	86	Lake	396	142	Presque Isle	396
32	Cheboygan	396	88	Lapeer	400	144	Roscommon	396
34	Chippewa	408	90	Leelanau	396	146	Saginaw	400
36	Clare	396	92	Lenawee	400	148	Sanilac	400
38	Clinton	404	94	Livingston	400	150	Schoolcraft	408
40	Crawford	396	96	Luce	408	152	Shiawassee	400
42	Delta	408	98	Mackinac	408	154	St. Clair	400
44	Dickinson	408	100	Macomb	400	156	St. Joseph	404
46	Eaton	404	102	Manistee	396	158	Tuscola	400
48	Emmet	396	104	Marquette	408	160	Van Buren	404
50	Genesee	400	106	Mason	396	162	Washtenaw	400
52	Gladwin	396	108	Mecosta	404	164	Wayne	400
54	Gogebic	412	110	Menominee	408	166	Wexford	396
56	Grand Traverse	396	112	Midland	400			

MINNESOTA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Aitkin	412	60	Isanti	416	118	Pipestone	712
4	Anoka	416	62	Itasca	412	120	Polk	600
6	Becker	596	64	Jackson	712	122	Pope	712
8	Beltrami	412	66	Kanabec	416	124	Ramsey	416
10	Benton	416	68	Kandiyohi	712	126	Red Lake	600
12	Big Stone	712	70	Kittson	600	128	Redwood	712
14	Blue Earth	420	72	Koochiching	412	130	Renville	712
16	Brown	420	74	Lac Qui Parle	712	132	Rice	420
18	Carlton	412	76	Lake	412	134	Rock	712
20	Carver	416	78	Lake Of The Woods	412	136	Roseau	600
22	Cass	412	80	Le Sueur	420	138	Scott	416
24	Chippewa	712	82	Lincoln	712	140	Sherburne	416
26	Chisago	416	84	Lyon	712	142	Sibley	416
28	Clay	596	86	Mahnomen	600	144	St. Louis	412
30	Clearwater	412	88	Marshall	600	146	Stearns	416
32	Cook	412	90	Martin	420	148	Steele	420
34	Cottonwood	712	92	McLeod	416	150	Stevens	712
36	Crow Wing	412	94	Meeker	416	152	Swift	712
38	Dakota	416	96	Mille Lacs	416	154	Todd	412
40	Dodge	420	98	Morrison	416	156	Traverse	712
42	Douglas	596	100	Mower	420	158	Wabasha	420
44	Faribault	420	102	Murray	712	160	Wadena	412
46	Fillmore	420	104	Nicollet	420	162	Waseca	420
48	Freeborn	420	106	Nobles	712	164	Washington	416
50	Goodhue	420	108	Norman	596	166	Watonwan	420
52	Grant	596	110	Olmsted	420	168	Wilkin	596
54	Hennepin	416	112	Otter Tail	596	170	Winona	420
56	Houston	420	114	Pennington	600	172	Wright	416
58	Hubbard	412	116	Pine	416	174	Yellow Medicine	712

MISSISSIPPI SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Adams	344	56	Issaquena	432	112	Perry	428
4	Alcorn	440	58	Itawamba	440	114	Pike	432
6	Amite	432	60	Jackson	428	116	Pontotoc	440
8	Attala	432	62	Jasper	436	118	Prentiss	440
10	Benton	440	64	Jefferson	432	120	Quitman	440
12	Bolivar	424	66	Jefferson Davis	432	122	Rankin	432
14	Calhoun	440	68	Jones	436	124	Scott	432
16	Carroll	424	70	Kemper	436	126	Sharkey	432
18	Chickasaw	440	72	Lafayette	440	128	Simpson	432
20	Choctaw	440	74	Lamar	428	130	Smith	432
22	Claiborne	432	76	Lauderdale	436	132	Stone	428
24	Clarke	436	78	Lawrence	432	134	Sunflower	424
26	Clay	440	80	Leake	432	136	Tallahatchie	424
28	Coahoma	440	82	Lee	440	138	Tate	440
30	Copiah	432	84	Leflore	424	140	Tippah	440
32	Covington	432	86	Lincoln	432	142	Tishomingo	440
34	De Soto	728	88	Lowndes	436	144	Tunica	440
36	Forrest	428	90	Madison	432	146	Union	440
38	Franklin	432	92	Marion	432	148	Walthall	432
40	George	428	94	Marshall	440	150	Warren	432
42	Greene	428	96	Monroe	440	152	Washington	424
44	Grenada	424	98	Montgomery	424	154	Wayne	436
46	Hancock	428	100	Neshoba	436	156	Webster	440
48	Harrison	428	102	Newton	436	158	Wilkinson	344
50	Hinds	432	104	Noxubee	436	160	Winston	436
52	Holmes	432	106	Oktibbeha	440	162	Yalobusha	424
54	Humphreys	424	108	Panola	440	164	Yazoo	432
			110	Pearl River	428			

MISSOURI SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Adair	444	78	Greene	452	156	Pemiscot	728
4	Andrew	448	80	Grundy	448	158	Perry	456
6	Atchison	448	82	Harrison	448	160	Pettis	448
8	Audrain	444	84	Henry	448	162	Phelps	444
10	Barry	452	86	Hickory	452	164	Pike	456
12	Barton	452	88	Holt	448	166	Platte	448
14	Bates	448	90	Howard	444	168	Polk	452
16	Benton	448	92	Howell	452	170	Pulaski	444
18	Bollinger	456	94	Iron	456	172	Putnam	448
20	Boone	444	96	Jackson	448	174	Ralls	444
22	Buchanan	448	98	Jasper	452	176	Randolph	444
24	Butler	456	100	Jefferson	456	178	Ray	448
26	Caldwell	448	102	Johnson	448	180	Reynolds	456
28	Callaway	444	104	Knox	444	182	Ripley	456
30	Camden	452	106	Laclede	452	184	Saline	448
32	Cape Girardeau	456	108	Lafayette	448	186	Schuyler	444
34	Carroll	448	110	Lawrence	452	188	Scotland	444
36	Carter	456	112	Lewis	444	190	Scott	456
38	Cass	448	114	Lincoln	456	192	Shannon	456
40	Cedar	452	116	Linn	448	194	Shelby	444
42	Chariton	448	118	Livingston	448	196	St. Charles	456
44	Christian	452	120	Macon	444	198	St. Clair	452
46	Clark	444	122	Madison	456	200	St. Francois	456
48	Clay	448	124	Maries	444	202	St. Louis	456
50	Clinton	448	126	Marion	444	204	Ste. Genevieve	456
52	Cole	444	128	McDonald	452	206	Stoddard	456
54	Cooper	444	130	Mercer	448	208	Stone	452
56	Crawford	456	132	Miller	444	210	Sullivan	448
58	Dade	452	134	Mississippi	336	212	Taney	452
60	Dallas	452	136	Moniteau	444	214	Texas	452
62	Daviess	448	138	Monroe	444	216	Vernon	452

MISSOURI SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
64	De Kalb	448	140	Montgomery	456	218	Warren	456
66	Dent	456	142	Morgan	448	220	Washington	456
68	Douglas	452	144	New Madrid	336	222	Wayne	456
70	Dunklin	728	146	Newton	452	224	Webster	452
72	Franklin	456	148	Nodaway	448	226	Worth	448
74	Gasconade	456	150	Oregon	456	228	Wright	452
76	Gentry	448	152	Osage	444	610	St. Louis	456
			154	Ozark	452			

MONTANA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Beaverhead	464	40	Granite	476	78	Powell	472
4	Big Horn	460	42	Hill	472	80	Prairie	468
6	Blaine	468	44	Jefferson	464	82	Ravalli	476
8	Broadwater	464	46	Judith Basin	472	84	Richland	468
10	Carbon	460	48	Lake	476	86	Roosevelt	468
12	Carter	460	50	Lewis And Clark	472	88	Rosebud	460
14	Cascade	472	52	Liberty	472	90	Sanders	476
16	Chouteau	472	54	Lincoln	476	92	Sheridan	468
18	Custer	460	56	Madison	464	94	Silver Bow	464
20	Daniels	468	58	McCone	468	96	Stillwater	460
22	Dawson	468	60	Meagher	472	98	Sweet Grass	460
24	Deer Lodge	464	62	Mineral	476	100	Teton	472
26	Fallon	460	64	Missoula	476	102	Toole	472
28	Fergus	472	66	Musselshell	460	104	Treasure	460
30	Flathead	476	68	Park	464	106	Valley	468
32	Gallatin	464	70	Petroleum	468	108	Wheatland	472
34	Garfield	468	72	Phillips	468	110	Wibaux	468
36	Glacier	472	74	Pondera	472	112	Yellowstone	460
38	Golden Valley	460	76	Powder River	460			

NEBRASKA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Adams	480	64	Frontier	484	126	Nance	480
4	Antelope	480	66	Furnas	484	128	Nemaha	488
6	Arthur	484	68	Gage	488	130	Nuckolls	480
8	Banner	492	70	Garden	492	132	Otoe	488
10	Blaine	484	72	Garfield	480	134	Pawnee	488
12	Boone	480	74	Gosper	484	136	Perkins	484
14	Box Butte	492	76	Grant	484	138	Phelps	480
16	Boyd	480	78	Greeley	480	140	Pierce	480
18	Brown	484	80	Hall	480	142	Platte	480
20	Buffalo	480	82	Hamilton	480	144	Polk	480
22	Burt	488	84	Harlan	480	146	Red Willow	484
24	Butler	488	86	Hayes	484	148	Richardson	488
26	Cass	488	88	Hitchcock	484	150	Rock	484
28	Cedar	300	90	Holt	480	152	Saline	488
30	Chase	484	92	Hooker	484	154	Sarpy	488
32	Cherry	484	94	Howard	480	156	Saunders	488
34	Cheyenne	492	96	Jefferson	488	158	Scotts Bluff	492
36	Clay	480	98	Johnson	488	160	Seward	488
38	Colfax	488	100	Kearney	480	162	Sheridan	492
40	Cuming	488	102	Keith	484	164	Sherman	480
42	Custer	484	104	Keya Paha	484	166	Sioux	492
44	Dakota	300	106	Kimball	492	168	Stanton	488
46	Dawes	492	108	Knox	480	170	Thayer	480
48	Dawson	484	110	Lancaster	488	172	Thomas	484
50	Deuel	492	112	Lincoln	484	174	Thurston	300
52	Dixon	300	114	Logan	484	176	Valley	480
54	Dodge	488	116	Loup	484	178	Washington	488
56	Douglas	488	118	Madison	480	180	Wayne	300
58	Dundy	484	120	McPherson	484	182	Webster	480
60	Fillmore	480	122	Merrick	480	184	Wheeler	480
62	Franklin	480	124	Morrill	492	186	York	480

NEVADA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Carson City	504	14	Eureka	496	26	Nye	496
4	Churchill	504	16	Humboldt	496	30	Pershing	496
6	Clark	500	18	Lander	496	32	Storey	504
8	Douglas	504	20	Lincoln	500	34	Washoe	504
10	Elko	496	22	Lyon	504	36	White Pine	496
12	Esmeralda	496	24	Mineral	504			

NEW HAMPSHIRE SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Belknap	508	8	Coos	508	16	Rockingham	384
4	Carroll	508	10	Grafton	508	18	Strafford	372
6	Cheshire	372	12	Hillsboro	384	20	Sullivan	372
			14	Merrimack	372			

NEW JERSEY SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Atlantic	512	16	Gloucester	672	30	Ocean	512
4	Bergen	544	18	Hudson	544	32	Passaic	544
6	Burlington	672	20	Hunterdon	544	34	Salem	672
8	Camden	672	22	Mercer	672	36	Somerset	544
10	Cape May	512	24	Middlesex	544	38	Sussex	544
12	Cumberland	512	26	Monmouth	544	40	Union	544
14	Essex	544	28	Morris	544	42	Warren	672

NEW MEXICO SERVICE AREA								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Bernalillo	516	24	Harding	740	46	Roosevelt	524
4	Catron	528	26	Hidalgo	532	48	San Juan	528
6	Chaves	520	28	Lea	520	50	San Miguel	516
8	Cibola	528	30	Lincoln	520	52	Sandoval	516
10	Colfax	516	32	Los Alamos	516	54	Santa Fe	516
12	Curry	524	34	Luna	532	56	Sierra	532
14	De Baca	524	36	McKinley	528	58	Socorro	516
16	Dona Ana	532	38	Mora	516	60	Taos	516
18	Eddy	520	40	Otero	532	62	Torrance	516
20	Grant	532	42	Quay	740	64	Union	740
22	Guadalupe	524	44	Rio Arriba	516	66	Valencia	516

NEW YORK SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Albany	536	44	Herkimer	556	86	Richmond	544
4	Allegany	540	46	Jefferson	556	88	Rockland	544
6	Bronx	544	48	Kings	544	90	Saratoga	556
8	Broome	680	50	Lewis	556	92	Schenectady	536
10	Cattaraugus	540	52	Livingston	540	94	Schoharie	536
12	Cayuga	552	54	Madison	552	96	Schuyler	552
14	Chautauqua	668	56	Monroe	540	98	Seneca	552
16	Chemung	680	58	Montgomery	536	100	St. Lawrence	548
18	Chenango	552	60	Nassau	544	102	Steuben	540
20	Clinton	548	62	New York	544	104	Suffolk	544
22	Columbia	536	64	Niagara	540	106	Sullivan	536
24	Cortland	552	66	Oneida	556	108	Tioga	680
26	Delaware	536	68	Onondaga	552	110	Tompkins	552
28	Dutchess	544	70	Ontario	540	112	Ulster	544
30	Erie	540	72	Orange	544	114	Warren	556
32	Essex	548	74	Orleans	540	116	Washington	556
34	Franklin	548	76	Oswego	556	118	Wayne	540

NEW YORK SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
36	Fulton	556	78	Otsego	536	120	Westchester	544
38	Genesee	540	80	Putnam	544	122	Wyoming	540
40	Greene	536	82	Queens	544	124	Yates	552
42	Hamilton	556	84	Rensselaer	536			

NORTH CAROLINA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Alamance	584	68	Forsyth	584	136	Orange	580
4	Alexander	564	70	Franklin	580	138	Pamlico	576
6	Alleghany	584	72	Gaston	564	140	Pasquotank	816
8	Anson	564	74	Gates	816	142	Pender	576
10	Ashe	584	76	Graham	560	144	Perquimans	816
12	Avery	584	78	Granville	580	146	Person	580
14	Beaufort	572	80	Greene	572	148	Pitt	572
16	Bertie	572	82	Guilford	584	150	Polk	560
18	Bladen	568	84	Halifax	572	152	Randolph	584
20	Brunswick	576	86	Harnett	568	154	Richmond	564
22	Buncombe	560	88	Haywood	560	156	Robeson	568
24	Burke	564	90	Henderson	560	158	Rockingham	584
26	Cabarrus	564	92	Hertford	572	160	Rowan	564
28	Caldwell	584	94	Hoke	568	162	Rutherford	560
30	Camden	816	96	Hyde	572	164	Sampson	568
32	Carteret	576	98	Iredell	564	166	Scotland	568
34	Caswell	580	100	Jackson	560	168	Stanly	564
36	Catawba	564	102	Johnston	580	170	Stokes	584
38	Chatham	580	104	Jones	576	172	Surry	584
40	Cherokee	720	106	Lee	568	174	Swain	560
42	Chowan	816	108	Lenoir	572	176	Transylvania	560
44	Clay	560	110	Lincoln	564	178	Tyrrell	572
46	Cleveland	564	112	Macon	560	180	Union	564
48	Columbus	568	114	Madison	560	182	Vance	580

NORTH CAROLINA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
50	Craven	576	116	Martin	572	184	Wake	580
52	Cumberland	568	118	McDowell	560	186	Warren	580
54	Currituck	816	120	Mecklenburg	564	188	Washington	572
56	Dare	572	122	Mitchell	560	190	Watauga	584
58	Davidson	584	124	Montgomery	564	192	Wayne	572
60	Davie	584	126	Moore	568	194	Wilkes	584
62	Duplin	576	128	Nash	572	196	Wilson	572
64	Durham	580	130	New Hanover	576	198	Yadkin	584
66	Edgecombe	572	132	Northampton	572	200	Yancey	560
			134	Onslow	576			

NORTH DAKOTA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Adams	592	38	Grant	588	74	Ransom	596
4	Barnes	596	40	Griggs	596	76	Renville	604
6	Benson	600	42	Hettinger	592	78	Richland	596
8	Billings	592	44	Kidder	588	80	Rolette	604
10	Bottineau	604	46	La Moure	596	82	Sargent	596
12	Bowman	592	48	Logan	588	84	Sheridan	588
14	Burke	604	50	McHenry	604	86	Sioux	588
16	Burleigh	588	52	McIntosh	588	88	Slope	592
18	Cass	596	54	McKenzie	592	90	Stark	592
20	Cavalier	600	56	McLean	588	92	Steele	596
22	Dickey	596	58	Mercer	588	94	Stutsman	596
24	Divide	604	60	Morton	588	96	Towner	600
26	Dunn	592	62	Mountrail	604	98	Traill	596
28	Eddy	600	64	Nelson	600	100	Walsh	600
30	Emmons	588	66	Oliver	588	102	Ward	604
32	Foster	596	68	Pembina	600	104	Wells	588
34	Golden Valley	592	70	Pierce	604	106	Williams	604
36	Grand Forks	600	72	Ramsey	600			

OHIO SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Adams	608	60	Guernsey	624	120	Muskingum	616
4	Allen	628	62	Hamilton	608	122	Noble	624
6	Ashland	612	64	Hancock	628	124	Ottawa	628
8	Ashtabula	668	66	Hardin	628	126	Paulding	628
10	Athens	624	68	Harrison	676	128	Perry	616
12	Auglaize	628	70	Henry	628	130	Pickaway	616
14	Belmont	676	72	Highland	608	132	Pike	624
16	Brown	608	74	Hocking	624	134	Portage	612
18	Butler	608	76	Holmes	612	136	Preble	620
20	Carroll	676	78	Huron	612	138	Putnam	628
22	Champaign	620	80	Jackson	860	140	Richland	612
24	Clark	620	82	Jefferson	676	142	Ross	624
26	Clermont	608	84	Knox	616	144	Sandusky	628
28	Clinton	608	86	Lake	612	146	Scioto	860
30	Columbiana	676	88	Lawrence	860	148	Seneca	628
32	Coshocton	616	90	Licking	616	150	Shelby	628
34	Crawford	628	92	Logan	628	152	Stark	612
36	Cuyahoga	612	94	Lorain	612	154	Summit	612
38	Darke	620	96	Lucas	628	156	Trumbull	612
40	Defiance	628	98	Madison	616	158	Tuscarawas	612
42	Delaware	616	100	Mahoning	612	160	Union	616
44	Erie	612	102	Marion	616	162	Van Wert	628
46	Fairfield	616	104	Medina	612	164	Vinton	624
48	Fayette	616	106	Meigs	624	166	Warren	608
50	Franklin	616	108	Mercer	628	168	Washington	624
52	Fulton	628	110	Miami	620	170	Wayne	612
54	Gallia	860	112	Monroe	624	172	Williams	628
56	Geauga	612	114	Montgomery	620	174	Wood	628
58	Greene	620	116	Morgan	624	176	Wyandot	628
			118	Morrow	616			

OKLAHOMA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Adair	640	54	Grant	632	106	Nowata	640
4	Alfalfa	632	56	Greer	788	108	Okfuskee	636
6	Atoka	636	58	Harmon	788	110	Oklahoma	636
8	Beaver	308	60	Harper	632	112	Okmulgee	640
10	Beckham	636	62	Haskell	40	114	Osage	640
12	Blaine	632	64	Hughes	636	116	Ottawa	452
14	Bryan	636	66	Jackson	788	118	Pawnee	640
16	Caddo	636	68	Jefferson	636	120	Payne	636
18	Canadian	636	70	Johnston	636	122	Pittsburg	40
20	Carter	636	72	Kay	632	124	Pontotoc	636
22	Cherokee	640	74	Kingfisher	632	126	Pottawatomie	636
24	Choctaw	360	76	Kiowa	636	128	Pushmataha	360
26	Cimarron	308	78	Latimer	40	130	Roger Mills	632
28	Cleveland	636	80	Le Flore	40	132	Rogers	640
30	Coal	636	82	Lincoln	636	134	Seminole	636
32	Comanche	636	84	Logan	636	136	Sequoyah	640
34	Cotton	636	86	Love	636	138	Stephens	636
36	Craig	640	88	Major	632	140	Texas	308
38	Creek	640	90	Marshall	636	142	Tillman	788
40	Custer	632	92	Mayes	640	144	Tulsa	640
42	Delaware	640	94	McClain	636	146	Wagoner	640
44	Dewey	632	96	McCurtain	360	148	Washington	640
46	Ellis	632	98	McIntosh	40	150	Washita	636
48	Garfield	632	100	Murray	636	152	Woods	632
50	Garvin	636	102	Muskogee	640	154	Woodward	632
52	Grady	636	104	Noble	632			

OREGON SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Baker	656	26	Harney	644	50	Morrow	656
4	Benton	648	28	Hood River	660	52	Multnomah	660
6	Clackamas	660	30	Jackson	652	54	Polk	660
8	Clatsop	660	32	Jefferson	644	56	Sherman	660
10	Columbia	660	34	Josephine	652	58	Tillamook	660
12	Coos	652	36	Klamath	652	60	Umatilla	656
14	Crook	644	38	Lake	644	62	Union	656
16	Curry	652	40	Lane	648	64	Wallowa	656
18	Deschutes	644	42	Lincoln	648	66	Wasco	660
20	Douglas	652	44	Linn	648	68	Washington	660
22	Gilliam	660	46	Malheur	236	70	Wheeler	644
24	Grant	644	48	Marion	660	72	Yamhill	660

PENNSYLVANIA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Adams	672	46	Delaware	672	92	Montgomery	672
4	Allegheny	676	48	Elk	668	94	Montour	680
6	Armstrong	676	50	Erie	668	96	Northampton	672
8	Beaver	676	52	Fayette	676	98	Northumberland	680
10	Bedford	664	54	Forest	668	100	Perry	672
12	Berks	672	56	Franklin	664	102	Philadelphia	672
14	Blair	664	58	Fulton	664	104	Pike	680
16	Bradford	680	60	Greene	676	106	Potter	664
18	Bucks	672	62	Huntingdon	664	108	Schuylkill	680
20	Butler	676	64	Indiana	676	110	Snyder	664
22	Cambria	664	66	Jefferson	668	112	Somerset	676
24	Cameron	668	68	Juniata	664	114	Sullivan	680
26	Carbon	680	70	Lackawanna	680	116	Susquehanna	680
28	Centre	664	72	Lancaster	672	118	Tioga	680
30	Chester	672	74	Lawrence	676	120	Union	664
32	Clarion	668	76	Lebanon	672	122	Venango	668

PENNSYLVANIA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
34	Clearfield	664	78	Lehigh	672	124	Warren	668
36	Clinton	664	80	Luzerne	680	126	Washington	676
38	Columbia	680	82	Lycoming	680	128	Wayne	680
40	Crawford	668	84	McKean	668	130	Westmoreland	676
42	Cumberland	672	86	Mercer	668	132	Wyoming	680
44	Dauphin	672	88	Mifflin	664	134	York	672
			90	Monroe	680			

RHODE ISLAND SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Bristol	684	6	Newport	684	10	Washington	684
4	Kent	684	8	Providence	684			

SOUTH CAROLINA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Abbeville	688	32	Darlington	696	64	Lexington	696
4	Aiken	208	34	Dillon	696	66	Marion	696
6	Allendale	692	36	Dorchester	692	68	Marlboro	564
8	Anderson	688	38	Edgefield	208	70	McCormick	208
10	Bamberg	692	40	Fairfield	696	72	Newberry	688
12	Barnwell	692	42	Florence	696	74	Oconee	688
14	Beaufort	692	44	Georgetown	696	76	Orangeburg	696
16	Berkeley	692	46	Greenville	688	78	Pickens	688
18	Calhoun	696	48	Greenwood	688	80	Richland	696
20	Charleston	692	50	Hampton	692	82	Saluda	688
22	Cherokee	688	52	Horry	696	84	Spartanburg	688
24	Chester	564	54	Jasper	692	86	Sumter	696
26	Chesterfield	564	56	Kershaw	696	88	Union	688
28	Clarendon	696	58	Lancaster	564	90	Williamsburg	696
30	Colleton	692	60	Laurens	688	92	York	564

SOUTH CAROLINA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
			62	Lee	696			

SOUTH DAKOTA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Aurora	704	46	Fall River	708	90	McPherson	700
4	Beadle	712	48	Faulk	700	92	Meade	708
6	Bennett	704	50	Grant	700	94	Mellette	704
8	Bon Homme	712	52	Gregory	704	96	Miner	712
10	Brookings	712	54	Haakon	704	98	Minnehaha	712
12	Brown	700	56	Hamlin	700	100	Moody	712
14	Brule	704	58	Hand	704	102	Pennington	708
16	Buffalo	704	60	Hanson	712	104	Perkins	708
18	Butte	708	62	Harding	708	106	Potter	700
20	Campbell	700	64	Hughes	704	108	Roberts	700
22	Charles Mix	704	66	Hutchinson	712	110	Sanborn	712
24	Clark	700	68	Hyde	704	112	Shannon	708
26	Clay	712	70	Jackson	704	114	Spink	700
28	Codington	700	72	Jerauld	704	116	Stanley	704
30	Corson	708	74	Jones	704	118	Sully	704
32	Custer	708	76	Kingsbury	712	120	Todd	704
34	Davison	712	78	Lake	712	122	Tripp	704
36	Day	700	80	Lawrence	708	124	Turner	712
38	Deuel	712	82	Lincoln	712	126	Union	712
40	Dewey	708	84	Lyman	704	128	Walworth	700
42	Douglas	704	86	Marshall	700	132	Yankton	712
44	Edmunds	700	88	McCook	712	134	Ziebach	708

TENNESSEE SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Anderson	724	66	Hamilton	720	130	Morgan	724
4	Bedford	732	68	Hancock	716	132	Obion	728
6	Benton	728	70	Hardeman	728	134	Overton	732
8	Bledsoe	720	72	Hardin	728	136	Perry	732
10	Blount	724	74	Hawkins	716	138	Pickett	724
12	Bradley	720	76	Haywood	728	140	Polk	720
14	Campbell	724	78	Henderson	728	142	Putnam	732
16	Cannon	732	80	Henry	728	144	Rhea	720
18	Carroll	728	82	Hickman	732	146	Roane	724
20	Carter	716	84	Houston	732	148	Robertson	732
22	Cheatham	732	86	Humphreys	732	150	Rutherford	732
24	Chester	728	88	Jackson	732	152	Scott	724
26	Claiborne	724	90	Jefferson	724	154	Sequatchie	720
28	Clay	732	92	Johnson	716	156	Sevier	724
30	Cocke	724	94	Knox	724	158	Shelby	728
32	Coffee	12	96	Lake	728	160	Smith	732
34	Crockett	728	98	Lauderdale	728	162	Stewart	732
36	Cumberland	724	100	Lawrence	732	164	Sullivan	716
38	Davidson	732	102	Lewis	732	166	Sumner	732
40	De Kalb	732	104	Lincoln	12	168	Tipton	728
42	Decatur	732	106	Loudon	724	170	Trousdale	732
44	Dickson	732	108	Macon	732	172	Unicoi	716
46	Dyer	728	110	Madison	728	174	Union	724
48	Fayette	728	112	Marion	720	176	Van Buren	720
50	Fentress	724	114	Marshall	732	178	Warren	732
52	Franklin	12	116	Maury	732	180	Washington	716
54	Gibson	728	118	McMinn	720	182	Wayne	732
56	Giles	732	120	McNairy	728	184	Weakley	728
58	Grainger	724	122	Meigs	720	186	White	732
60	Greene	716	124	Monroe	720	188	Williamson	732
62	Grundy	720	126	Montgomery	732	190	Wilson	732

TENNESSEE SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
64	Hamblen	724	128	Moore	12			

TEXAS SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Anderson	784	172	Gillespie	744	342	Moore	740
4	Andrews	776	174	Glasscock	776	344	Morris	784
6	Angelina	764	176	Goliad	748	346	Motley	772
8	Aransas	748	178	Gonzales	780	348	Nacogdoches	784
10	Archer	788	180	Gray	740	350	Navarro	752
12	Armstrong	740	182	Grayson	752	352	Newton	764
14	Atascosa	780	184	Gregg	784	354	Nolan	776
16	Austin	744	186	Grimes	764	356	Nueces	748
18	Bailey	772	188	Guadalupe	780	358	Ochiltree	740
20	Bandera	780	190	Hale	772	360	Oldham	740
22	Bastrop	744	192	Hall	772	362	Orange	764
24	Baylor	788	194	Hamilton	736	364	Palo Pinto	736
26	Bee	748	196	Hansford	740	366	Panola	784
28	Bell	744	198	Hardeman	788	368	Parker	752
30	Bexar	780	200	Hardin	764	370	Parmer	772
32	Blanco	744	202	Harris	764	372	Pecos	756
34	Borden	776	204	Harrison	784	374	Polk	764
36	Bosque	752	206	Hartley	740	376	Potter	740
38	Bowie	784	208	Haskell	788	378	Presidio	760
40	Brazoria	764	210	Hays	744	380	Rains	784
42	Brazos	744	212	Hemphill	740	382	Randall	740
44	Brewster	760	214	Henderson	784	384	Reagan	776
46	Briscoe	772	216	Hidalgo	748	386	Real	756
48	Brooks	748	218	Hill	752	388	Red River	784
50	Brown	736	220	Hockley	772	390	Reeves	760
52	Burleson	744	222	Hood	752	392	Refugio	748
54	Burnet	744	224	Hopkins	784	394	Roberts	740

TEXAS SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
56	Caldwell	744	226	Houston	764	396	Robertson	744
58	Calhoun	748	228	Howard	776	398	Rockwall	752
60	Callahan	736	230	Hudspeth	760	400	Runnels	736
62	Cameron	748	232	Hunt	752	402	Rusk	784
64	Camp	784	234	Hutchinson	740	404	Sabine	784
66	Carson	740	236	Irion	776	406	San Augustine	784
68	Cass	784	238	Jack	788	408	San Jacinto	764
70	Castro	772	240	Jackson	764	410	San Patricio	748
72	Chambers	764	242	Jasper	764	412	San Saba	736
74	Cherokee	784	244	Jeff Davis	760	414	Schleicher	756
76	Childress	772	246	Jefferson	764	416	Scurry	776
78	Clay	788	248	Jim Hogg	768	418	Shackelford	736
80	Cochran	772	250	Jim Wells	748	420	Shelby	784
82	Coke	776	252	Johnson	752	422	Sherman	740
84	Coleman	736	254	Jones	736	424	Smith	784
86	Collin	752	256	Karnes	780	426	Somervell	752
88	Collingsworth	740	258	Kaufman	752	428	Starr	768
90	Colorado	744	260	Kendall	780	430	Stephens	736
92	Comal	780	262	Kenedy	748	432	Sterling	776
94	Comanche	736	264	Kent	772	434	Stonewall	772
96	Concho	736	266	Kerr	780	436	Sutton	756
98	Cooke	752	268	Kimble	736	438	Swisher	772
100	Coryell	744	270	King	772	440	Tarrant	752
102	Cottle	772	272	Kinney	756	442	Taylor	736
104	Crane	776	274	Kleberg	748	444	Terrell	756
106	Crockett	756	276	Knox	788	446	Terry	772
108	Crosby	772	278	La Salle	768	448	Throckmorton	788
110	Culberson	760	280	Lamar	784	450	Titus	784
112	Dallam	740	282	Lamb	772	452	Tom Green	776
114	Dallas	752	284	Lampasas	744	454	Travis	744
116	Dawson	776	286	Lavaca	780	456	Trinity	764

TEXAS SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
118	De Witt	780	288	Lee	744	458	Tyler	764
120	Deaf Smith	740	290	Leon	764	460	Upshur	784
122	Delta	784	292	Liberty	764	462	Upton	776
124	Denton	752	294	Limestone	752	464	Uvalde	756
126	Dickens	772	296	Lipscomb	740	466	Val Verde	756
128	Dimmit	768	298	Live Oak	748	468	Van Zandt	784
130	Donley	740	300	Llano	744	470	Victoria	748
132	Duval	768	302	Loving	760	472	Walker	764
134	Eastland	736	304	Lubbock	772	474	Waller	764
136	Ector	776	306	Lynn	772	476	Ward	776
138	Edwards	756	308	Madison	764	478	Washington	744
140	El Paso	760	310	Marion	784	480	Webb	768
142	Ellis	752	312	Martin	776	482	Wharton	764
144	Erath	736	314	Mason	736	484	Wheeler	740
146	Falls	744	316	Matagorda	764	486	Wichita	788
148	Fannin	752	318	Maverick	768	488	Wilbarger	788
150	Fayette	744	320	McCulloch	736	490	Willacy	748
152	Fisher	776	322	McLennan	744	492	Williamson	744
154	Floyd	772	324	McMullen	768	494	Wilson	780
156	Foard	788	326	Medina	780	496	Winkler	776
158	Fort Bend	764	328	Menard	736	498	Wise	752
160	Franklin	784	330	Midland	776	500	Wood	784
162	Freestone	752	332	Milam	744	502	Yoakum	772
164	Frio	780	334	Mills	736	504	Young	788
166	Gaines	776	336	Mitchell	776	506	Zapata	768
168	Galveston	764	338	Montague	752	508	Zavala	768
170	Garza	772	340	Montgomery	764			

UTAH SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Beaver	792	22	Iron	792	42	Sevier	792
4	Box Elder	800	24	Juab	796	44	Summit	800
6	Cache	800	26	Kane	792	46	Tooele	800
8	Carbon	796	28	Millard	792	48	Uintah	796
10	Daggett	888	30	Morgan	800	50	Utah	796
12	Davis	800	32	Piute	792	52	Wasatch	796
14	Duchesne	796	34	Rich	800	54	Washington	792
16	Emery	796	36	Salt Lake	800	56	Wayne	792
18	Garfield	792	38	San Juan	792	58	Weber	800
20	Grand	152	40	Sanpete	796			

VERMONT SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Addison	808	12	Franklin	808	22	Rutland	804
4	Bennington	804	14	Grand Isle	808	24	Washington	808
6	Caledonia	804	16	Lamoille	808	26	Windham	804
8	Chittenden	808	18	Orange	804	28	Windsor	804
10	Essex	804	20	Orleans	804			

VIRGINIA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Accomack	164	92	Isle Of Wight	816	184	Westmoreland	820
4	Albemarle	812	94	James City	820	186	Wise	716
6	Alleghany	812	96	King And Queen	820	188	Wythe	824
8	Amelia	820	98	King George	168	190	York	816
10	Amherst	812	100	King William	820	610	Alexandria	168
12	Appomattox	812	102	Lancaster	820	612	Bedford	824
14	Arlington	168	104	Lee	716	614	Bristol	716
16	Augusta	812	106	Loudoun	168	616	Buena Vista	812
18	Bath	812	108	Louisa	812	618	Charlottesville	812

VIRGINIA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
20	Bedford	824	110	Lunenburg	820	620	Chesapeake	816
22	Bland	824	112	Madison	168	622	Clifton Forge	812
24	Botetourt	824	114	Mathews	820	630	Colonial Heights	820
26	Brunswick	820	116	Mecklenburg	820	632	Covington	812
28	Buchanan	716	118	Middlesex	820	635	Danville	824
30	Buckingham	820	120	Montgomery	824	638	Emporia	816
32	Campbell	824	122	Nelson	812	640	Fairfax	168
34	Caroline	168	124	New Kent	820	650	Falls Church	168
36	Carroll	584	126	Northampton	164	660	Franklin	816
38	Charles City	820	128	Northumberland	820	670	Fredericksburg	168
40	Charlotte	820	130	Nottoway	820	674	Galax	824
42	Chesterfield	820	132	Orange	168	680	Hampton	816
44	Clarke	828	134	Page	168	682	Harrisonburg	168
46	Craig	824	136	Patrick	584	690	Hopewell	820
48	Culpeper	168	138	Pittsylvania	824	692	Lexington	812
50	Cumberland	820	140	Powhatan	820	695	Lynchburg	824
52	Dickenson	716	142	Prince Edward	820	700	Manassas	168
54	Dinwiddie	820	144	Prince George	820	710	Manassas Park	168
56	Essex	820	146	Prince William	168	715	Martinsville	824
58	Fairfax	168	148	Pulaski	824	720	Newport News	816
60	Fauquier	168	150	Rappahannock	168	730	Norfolk	816
62	Floyd	824	152	Richmond	820	735	Norton	716
64	Fluvanna	812	154	Roanoke	824	740	Petersburg	820
66	Franklin	824	156	Rockbridge	812	750	Poquoson	816
68	Frederick	828	158	Rockingham	168	760	Portsmouth	816
70	Giles	824	160	Russell	716	765	Radford	824
72	Gloucester	820	162	Scott	716	770	Richmond	820
74	Goochland	820	164	Shenandoah	828	780	Roanoke	824
76	Grayson	584	166	Smyth	824	790	Salem	824
78	Greene	812	168	Southampton	816	795	South Boston	820
80	Greensville	816	170	Spotsylvania	168	797	Staunton	812

VIRGINIA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
82	Halifax	820	172	Stafford	168	800	Suffolk	816
84	Hanover	820	174	Surry	816	820	Virginia Beach	816
86	Henrico	820	176	Sussex	816	825	Waynesboro	812
88	Henry	824	178	Tazewell	824	830	Williamsburg	820
90	Highland	812	180	Warren	828	840	Winchester	828
			182	Washington	716			

WASHINGTON SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Adams	844	28	Grays Harbor	840	54	Pierce	840
4	Asotin	836	30	Island	840	56	San Juan	832
6	Benton	836	32	Jefferson	840	58	Skagit	832
8	Chelan	848	34	King	840	60	Skamania	660
10	Clallam	840	36	Kitsap	840	62	Snohomish	840
12	Clark	660	38	Kittitas	848	64	Spokane	844
14	Columbia	836	40	Klickitat	660	66	Stevens	844
16	Cowlitz	660	42	Lewis	840	68	Thurston	840
18	Douglas	848	44	Lincoln	844	70	Wahkiakum	660
20	Ferry	844	46	Mason	840	72	Walla Walla	836
22	Franklin	836	48	Okanogan	832	74	Whatcom	832
24	Garfield	836	50	Pacific	840	76	Whitman	844
26	Grant	848	52	Pend Oreille	844	78	Yakima	848

WEST VIRGINIA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Barbour	856	38	Jefferson	828	76	Pocahontas	852
4	Berkeley	828	40	Kanawha	852	78	Preston	856
6	Boone	852	42	Lewis	856	80	Putnam	852
8	Braxton	852	44	Lincoln	860	82	Raleigh	852
10	Brooke	676	46	Logan	860	84	Randolph	856

WEST VIRGINIA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
12	Cabell	860	48	Marion	856	86	Ritchie	624
14	Calhoun	852	50	Marshall	676	88	Roane	852
16	Clay	852	52	Mason	860	90	Summers	852
18	Doddridge	856	54	McDowell	824	92	Taylor	856
20	Fayette	852	56	Mercer	824	94	Tucker	856
22	Gilmer	856	58	Mineral	828	96	Tyler	624
24	Grant	828	60	Mingo	860	98	Upshur	856
26	Greenbrier	852	62	Monongalia	856	100	Wayne	860
28	Hampshire	828	64	Monroe	852	102	Webster	852
30	Hancock	676	66	Morgan	828	104	Wetzel	856
32	Hardy	828	68	Nicholas	852	106	Wirt	624
34	Harrison	856	70	Ohio	676	108	Wood	624
36	Jackson	624	72	Pendleton	828	110	Wyoming	852
			74	Pleasants	624			

WISCONSIN SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Adams	868	50	Iowa	868	98	Polk	864
4	Ashland	412	52	Iron	412	100	Portage	876
6	Barron	864	54	Jackson	864	102	Price	876
8	Bayfield	412	56	Jefferson	868	104	Racine	872
10	Brown	876	58	Juneau	868	106	Richland	868
12	Buffalo	864	60	Kenosha	872	108	Rock	868
14	Burnett	412	62	Kewaunee	876	110	Rusk	864
16	Calumet	868	64	La Crosse	868	112	Sauk	868
18	Chippewa	864	66	Lafayette	868	114	Sawyer	412
20	Clark	864	68	Langlade	876	116	Shawano	876
22	Columbia	868	70	Lincoln	876	118	Sheboygan	872
24	Crawford	868	72	Manitowoc	868	120	St. Croix	416
26	Dane	868	74	Marathon	876	122	Taylor	876
28	Dodge	872	76	Marinette	876	124	Trempealeau	864

WISCONSIN SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
30	Door	876	78	Marquette	868	126	Vernon	868
32	Douglas	412	80	Menominee	876	128	Vilas	876
34	Dunn	864	82	Milwaukee	872	130	Walworth	872
36	Eau Claire	864	84	Monroe	868	132	Washburn	412
38	Florence	876	86	Oconto	876	134	Washington	872
40	Fond Du Lac	872	88	Oneida	876	136	Waukesha	872
42	Forest	876	90	Outagamie	876	138	Waupaca	876
44	Grant	868	92	Ozaukee	872	140	Waushara	868
46	Green	868	94	Pepin	864	142	Winnebago	868
48	Green Lake	868	96	Pierce	864	144	Wood	876

WYOMING SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
2	Albany	880	18	Hot Springs	884	34	Sheridan	884
4	Big Horn	884	20	Johnson	884	36	Sublette	888
6	Campbell	708	22	Laramie	880	38	Sweetwater	888
8	Carbon	880	24	Lincoln	888	40	Teton	884
10	Converse	880	26	Natrona	880	42	Uinta	888
12	Crook	708	28	Niobrara	880	44	Washakie	884
14	Fremont	888	30	Park	884	46	Weston	708
16	Goshen	880	32	Platte	880			

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/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 (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.

APPENDIX B—Acronyms and Abbreviations

BL	Bill of Lading
CBL	Commercial Bill of Lading
CFAC	Common Financial & Administration Control
CFR	Code of Federal Regulations
CHAMP	Centralized Household Goods Traffic Management Program
CONUS	Conterminous United States
CSI	Customer Satisfaction Index
DA	Despatch Agent
DoD	Department of Defense
DOS	Department of State
DOT	Department of Transportation
DP3	Defense Personal Property Program
DPM	Direct Procurement Method
DRN	Document Reference Number
EC	Electronic Commerce
FAR	Federal Acquisition Regulations
FMC	Federal Maritime Commission
FMR	Federal Management Regulations
FTP	File Transfer Protocol
FTR	Federal Travel Regulation
GBL	Government Bill of Lading
GRT	Government Rate Tender
GSA	General Services Administration
GSO	General Services Officer
HHE	Household Effects

HHG	Household Goods
HTOS	Household Goods Tender of Service
IFF	Industrial Funding Fee
ITGBL	International Government Bill of Lading
MMS	Move Management Services
MOU	Memorandum of Understanding
NADA	National Automobile Dealers Association
NTS	Non-Temporary Storage
OCONUS	Outside The Conterminous United States
OT	Overtime
OTO	One Time Only
P/D	Pick-up/Delivery
PBP&E	Professional Books, Papers & Equipment
PMO	Program Management Office
POC	Principal Operating Company Or Point Of Contact
POD	Point Of Debarkation
POE	Point Of Embarkation
POF	Privately Owned Firearms
POV	Privately Owned Vehicles
RDD	Required Delivery Date
RFO	Request For Offers
RTO	Responsible Transportation Officer
SA	Service Area
SAP	Service Area Pairs
SCAC	Standard Carrier Alpha Code
SDDC	Surface Deployment And Distribution Command
SFR	Single Factor Rate
SIT	Storage-in-Transit

SPIES	Service Performance Index & Evaluation System
TIN	Taxpayer Identification Number
TMSS	Transportation Management Services Solution
TPA	Trading Partner Agreement
TSP	Transportation Services Provider
UAB	Unaccompanied Air Baggage
USC	United States Code
USG	United States Government
W/H	Warehouse Handling

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. It also contains links to these and other forms required by CHAMP TSPs.

URL Linked Forms	
Form	**Link**
Household Goods Carrier Evaluation Report	GSA Form 3080
Statement of Accessorial Services Performed	DD Form 619
Statement of Accessorial Services Performed - SIT Delivery and Reweigh	DD Form 619-1
Government Bill of Lading	SF 1103
Government Bill of Lading Correction Notice	SF 1200
Public Voucher for Transportation Charges, SF 1113	SF 1113
Memorandum Copy Public Voucher for Transportation Charges, SF 1113A	SF 1113A
Performance Bond, SF 25	SF 25

Hard Copy Forms		
Form	**Alternate Title (if any)**	**Page**
Carrier 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)	Transportation Service Provider Request to Participate and Agreement	C-3
Transportation Service Provider Commercial Port Level Report		C-5
Justification Certificate for Use of Foreign Flag Vessel		C-8
“Transportation Service Provider Certification Statement of Eligibility for the Award of Contracts for Transportation”	TSP Certification Statement of Eligibility	C-11
General Service Administration Basic Transportation Trading Partner Agreement		C-14

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.

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 and Title of Authorized Official Date

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 RTO required, 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:

Relocation Employee's Name	Bill of Lading Number	Final Destination

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: _____

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.

GENERAL SERVICES ADMINISTRATION CENTRALIZED HOUSEHOLD GOODS TRAFFIC MANAGEMENT PROGRAM

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 _____

Enroute 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

Title V, GAO Manual - RESPONSIBILITY OF CERTIFYING OFFICER. 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.

Agency: _____

Authorizing Official: _____

Title: _____

Date: _____

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 Service 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:

☐ Freight Common Carrier (All paragraphs, except Paragraph 4, of this agreement will apply and are binding.)

☐ Household Goods Common Carrier (All paragraphs, except Paragraphs 3 and 5G, of this agreement will apply and are binding.)

☐ Freight Forwarder (All paragraphs, except Paragraph 4, 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.)

☐ Freight Broker (All paragraphs, except Paragraphs 4 and 5G, of this agreement will apply and are binding.)

☐ Freight Shipper Agent/Intermodal Marketing Company (All paragraphs, except Paragraphs 4 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.)

3. Freight Reference.

This agreement, in addition to the terms and conditions stated in Paragraph 5, is subject to the terms and conditions of the following documents:

- *GSA Freight Traffic Management Program Standard Tender of Service.*
- *Optional Form 280*
- *GSA Freight Traffic Management Program Request for Offers*

4. Household Goods Reference.

This agreement, in addition to the terms and conditions stated in Paragraph 5, is subject to the terms and conditions of the following documents:

- *GSA Centralized Household Goods Traffic Management Program Tender of Service.*
- *Optional Form 280*
- *GSA Centralized Household Goods Traffic Management Program Request for Offers*

5. Terms and Conditions.

A) GSA will place electronic documents in a publicly accessible website (www.KC.GSA.GOV/FSST) and when warranted 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 I-FTP. *Receipt by the trading partner is considered to occur when the document is placed in either the public directory or the trading partner's directory, as the case may be.*

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 using the File Transfer Protocol (FTP) of the Internet network (I-FTP) 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.

G) If a participant uses a broker, 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 broker, 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.

6. 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.

B) GSA will bear the costs of maintaining the GSA FTP server and the costs of placing documents issued by GSA in the appropriate directory on the GSA FTP server, and the costs of managing documents put on the GSA FTP server by its trading partners. The agency's trading partners are responsible for all costs associated with getting documents from or putting documents on the GSA FTP server.

C) When the transmissions are submission or fate tenders, 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 FTP server directory. GSA will not be responsible for errors occurring in documents put on the GSA FTP server, nor will GSA be responsible for errors occurring in documents gotten from the GSA FTP server.

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 FTP server.

F) Any document placed in a directory maintained on the GSA FTP 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 GSA FTP server will be considered a valid and authentic document backed by the same guarantees of legitimacy as are found in a paper transaction.

8. 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 are necessary, and the trading partner may request review of the agreement at any time.

9. Termination.

A) If GSA terminates a participant's participation in the GSA Freight Traffic Management Program and/or 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 termination.

B) If a participant terminated its participation in the GSA Freight Traffic Management Program and/or the GSA Centralized Household Goods Traffic Management Program, this agreement will be considered terminated as of the date notice of such termination is received by the GSA.

7. Effective Date.

The effective date of this agreement will be the latest of the date(s) shown on the signature page of this document.

C) Except as provided above, this agreement may be terminated by either GSA or its trading partner, effective 30 days after receipt of written notice by either party. Termination will have no effect on transactions occurring before the effective date of termination.

10. 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) not 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.

Representing the Carrier	**Representing the General Services Administration**
Name and Signature	Name and Signature
Title	Title Manager, Centralized Household Goods Traffic Management Program (CHAMP)
Firm	Firm: Federal Supply Service
Street Address	Street Address Bldg 6, 1500 East Bannister Road,
City, State, Zip	City, State, Zip Kansas City, MO 64131
Telephone	Telephone 816-823-3646
Fax	Fax 816-823-3656
Internet E-mail	Internet E-mail
Electronic Commerce Contact	Electronic Commerce Contact 816-823-3646
Telephone	Telephone 816-823-3656
Fax	Fax
Internet E-mail	Internet E-mail
Date	Date

TRADING PARTNER AGREEMENT NUMBER	

(To Be Completed by GSA)

Standard Form (SF) 25 – Performance Bond

PERFORMANCE BOND *(See instructions on reverse)*	DATE BOND EXECUTED *(Must be same or later than date of contract)*	OMB No.: **9000-0045**

Public reporting burden for this collection of information is estimated to average 25 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the FAR Secretariat (MVR), Federal Acquisition Policy Division, GSA, Washington, DC 20405

PRINCIPAL *(Legal name and business address)*	TYPE OF ORGANIZATION *("X" one)* ☐ INDIVIDUAL ☐ PARTNERSHIP ☐ JOINT VENTURE ☐ CORPORATION STATE OF INCORPORATION
SURETY(IES) *(Name(s) and business address(es)*	PENAL SUM OF BOND MILLION(S) / THOUSAND(S) / HUNDRED(S) / CENTS CONTRACT DATE / CONTRACT NO.

OBLIGATION:

We, the Principal and Surety(ies), are firmly bound to the United States of America (hereinafter called the Government) in the above penal sum. For payment of the penal sum, we bind ourselves, our heirs, executors, administrators, and successors, jointly and severally. However, where the Sureties are corporations acting as co-sureties, we, the Sureties, bind ourselves in such sum "jointly and severally" as well as "severally" only for the purpose of allowing a joint action or actions against any or all of us. For all other purposes, each Surety binds itself, jointly and severally with the Principal, for the payment of the sum shown opposite the name of the Surety. If no limit of liability is indicated, the limit of liability is the full amount of the penal sum.

CONDITIONS:

The Principal has entered into the contract identified above.

THEREFORE:

The above obligation is void if the Principal -

(a)(1) Performs and fulfills all the undertakings, covenants, terms, conditions, and agreements of the contract during the original term of the contract and any extensions thereof that are granted by the Government, with or without notice to the Surety(ies), and during the life of any guaranty required under the contract, and (2) performs and fulfills all the undertakings, covenants, terms conditions, and agreements of any and all duly authorized modifications of the contract that hereafter are made. Notice of those modifications to the Surety(ies) are waived.

(b) Pays to the Government the full amount of the taxes imposed by the Government, if the said contract is subject to the Miller Act, (40 U.S.C. 270a-270e), which are collected, deducted, or withheld from wages paid by the Principal in carrying out the construction contract with respect to which this bond is furnished.

WITNESS:

The Principal and Surety(ies) executed this performance bond and affixed their seals on the above date.

PRINCIPAL

SIGNATURE(S)	1. (Seal)	2. (Seal)	3. (Seal)	Corporate Seal
NAME(S) & TITLE(S) *(Typed)*	1.	2.	3.	

INDIVIDUAL SURETY(IES)

SIGNATURE(S)	1. (Seal)	2. (Seal)
NAME(S) *(Typed)*	1.	2.

CORPORATE SURETY(IES)

SURETY A	NAME & ADDRESS		STATE OF INC.	LIABILITY LIMIT $	Corporate Seal
	SIGNATURE(S)	1.	2.		
	NAME(S) & TITLE(S) *(Typed)*	1.	2.		

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STANDARD FORM 25 (REV. 5-96)
Prescribed by GSA-FAR (48 CFR) 53.228(b)

CORPORATE SURETY(IES) ***(Continued)***

SURETY B	NAME & ADDRESS		STATE OF INC.	LIABILITY LIMIT $	Corporate Seal
	SIGNATURE(S)	1.	2.		
	NAME(S) & TITLE(S) *(Typed)*	1.	2.		
SURETY C	NAME & ADDRESS		STATE OF INC.	LIABILITY LIMIT $	Corporate Seal
	SIGNATURE(S)	1.	2.		
	NAME(S) & TITLE(S) *(Typed)*	1.	2.		
SURETY D	NAME & ADDRESS		STATE OF INC.	LIABILITY LIMIT $	Corporate Seal
	SIGNATURE(S)	1.	2.		
	NAME(S) & TITLE(S) *(Typed)*	1.	2.		
SURETY E	NAME & ADDRESS		STATE OF INC.	LIABILITY LIMIT $	Corporate Seal
	SIGNATURE(S)	1.	2.		
	NAME(S) & TITLE(S) *(Typed)*	1.	2.		
SURETY F	NAME & ADDRESS		STATE OF INC.	LIABILITY LIMIT $	Corporate Seal
	SIGNATURE(S)	1.	2.		
	NAME(S) & TITLE(S) *(Typed)*	1.	2.		
SURETY G	NAME & ADDRESS		STATE OF INC.	LIABILITY LIMIT $	Corporate Seal
	SIGNATURE(S)	1.	2.		
	NAME(S) & TITLE(S) *(Typed)*	1.	2.		

BOND PREMIUM	RATE PER THOUSAND ($)	TOTAL ($)

INSTRUCTIONS

1. This form is authorized for use in connection with Government contracts. Any deviation from this form will require the written approval of the Administrator of General Services.

2. Insert the full legal name and business address of the Principal in the space designated "Principal" on the face of the form. An authorized person shall sign the bond. Any person signing in a representative capacity (e.g., an attorney-in-fact) must furnish evidence of authority if that representative is not a member of the firm, partnership, or joint venture, or an officer of the corporation involved.

3. (a) Corporations executing the bond as sureties must appear on the Department of the Treasury's list of approved sureties and must act within the limitation listed therein. Where more than one corporate surety is involved, their names and addresses shall appear in the spaces (Surety A, Surety B, etc.) headed "CORPORATE SURETY(IES)." In the space designated "SURETY(IES)" on the face of the form, insert only the letter identification of the sureties.

(b) Where individual sureties are involved, a completed Affidavit of Individual Surety (Standard Form 28) for each individual surety, shall accompany the bond. The Government may require the surety to furnish additional substantiating information concerning their financial capability.

4. Corporations executing the bond shall affix their corporate seals. Individuals shall execute the bond opposite the word "Corporate Seal", and shall affix an adhesive seal if executed in Maine, New Hampshire, or any other jurisdiction requiring adhesive seals.

5. Type the name and title of each person signing this bond in the space provided.

STANDARD FORM 25 (REV. 5-96) **BACK**

APPENDIX D – Report Formats

1 Report Format Requirements

The shipment and claims settlement reports specified in Section 10 shall meet the requirements set out in this Appendix.

1.1 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). International TSPs shall submit two 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.

1.2 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:

Quarter	Months	Submission Period
1st	Jan - March	April 1 thru May 31
2nd	April - June	July 1 thru August 31
3rd	July - Sept	Oct 1 thru Nov 30
4th	Oct - Dec	Jan 1 thru Feb 28 (29)

2 Shipment Report Format Requirements

Format requirements, as set out below, shall 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.

2.1 Contents of Shipment Report

The Shipment Report consists of a Report Header record and a Shipment Detail Record for each reportable shipment.

2.1.1 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.

Shipment Report Header			
Field	**Required Positions**	**Record Position(s)**	**Contents**
Header ID	1	1	Should always be H for Shipment files.
Field Delimiter	1	2	Comma.
SCAC	4	3-6	Four (4) character Standard Carrier Alpha Code. Identify the SCAC for the TSP the GBL/CBL was issued to.
Field Delimiter	1	7	Comma.
Type of Transportation	2	8-9	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.
Field Delimiter	1	10	Comma.
Identifying Year and Quarter	1	11-15	Four digit year and one digit quarter.

Examples:

- General Domestic Shipments for January-March, 2010: H,GSAA,GD,20101
- General International Shipments for April-June, 2011: H,GSAA,GI,20112

2.1.2 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 fine naming conventions.

Shipment Detail Records			
Field	**Required Positions**	**Record Position(s)**	**Contents**
Record ID	1	1	Should always be D for detail.
Field Delimiter	1	2	Comma.
SCAC	4	3-6	Four (4) character Standard TSP Alpha Code (SCAC) identifying the TSP the GBL/BL was issued to.
Field Delimiter	1	7	Comma.
Type of Transportation	2	8-9	Enter GD for General Domestic, GI for General International, DM for Domestic Move Management, IM for International Move Management.
Field Delimiter	1	10	Comma.
Type of Move	3	11-13	If the GBL/BL was used for household goods, put in HHG; for Automobile, put in POV; for Unaccompanied Air Baggage, put in UAB. **If multiple elements were moved using one GBL/BL, each element shall have an individual shipment record.
Field Delimiter	1	14	Comma.
Federal Agency Identification Code	9	15-23	The Federal Agency Identification Code (FAIC) is a 9 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.
Field Delimiter	1	24	Comma.
TSP Reference Number	15	25-39	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.
Field Delimiter	1	40	Comma.
Billing Date	8	41-48	Date of Agency Billing (YYYYMMDD) (Example: 20110215 = February 15, 2011).
Field Delimiter	1	49	Comma.
BL Number	8	50-57	Bill of Lading Number. Use GBL/BL number associated with shipment. If GBL/BL number is less than 8 characters, fill with trailing spaces. If GBL/BL number is more than 8 characters, report the LAST 8 characters. Records with this field blank or zero filled will not be accepted.
Field Delimiter	1	58	Comma.
Type of GBL/CBL	1	59	Input V if Virtual GBL/BL was used. Input G if standard GBL/BL was used.
Field Delimiter	1	60	Comma.
Pick-up Date	8	61-68	YYYYMMDD (see Billing Date).
Field Delimiter	1	69	Comma.

Shipment Detail Records			
Field	**Required Positions**	**Record Position(s)**	**Contents**
Delivery Date	8	70-77	YYYYMMDD (see Billing date).
Field Delimiter	1	78	Comma.
Transit Time	3	79-81	Actual Transit Times in days Example: 007 = 7 days.
Field Delimiter	1	82	Comma.
Origin State or Country Code	4	83-86	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. Records with this field blank, X, or zero filled will not be accepted.
Field Delimiter	1	87	Comma.
Origin Zip Code	5	88-92	5-digit zip (for international origins fill with blanks).
Field Delimiter	1	93	Comma.
Destination State or Country Code	4	94-97	See Origin State above. Records with this field blank X, or zero filled will not be accepted.
Field Delimiter	1	98	Comma.
Destination Zip Code	5	99-103	5-digit zip (for international destinations fill with blanks).
Field Delimiter	1	104	Comma.
Actual Weight Shipped	6	105-110	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.
Field Delimiter	1	111	Comma.
Mileage	4	112-115	Whole miles only. Example: 0750 = 750 miles**.** This field should be zero filled for International moves.
Field Delimiter	1	116	Comma.
Discount Offered	3	117-119	Domestic: Discount off the current GSA-01 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%.

Shipment Detail Records			
Field	**Required Positions**	**Record Position(s)**	**Contents**
Field Delimiter	1	120	Comma.
Gross Charges	8	121-128	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.
Field Delimiter	1	129	Comma.
Net Charges	8	130-137	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.
Field Delimiter	1	138	Comma.
Employee's Last Name	15	139-153	Last name of the employee listed on the GBL/BL in all CAPS. If the employee's name does not consist of 15 letters, fill with trailing spaces.

Examples:

D,GSAA,GD,HHG,201700016,443609 ,20110903,N07996 ,
G,20110811,20110818,008,OH00,45208,MA00,45208,004320,0836,057,00888700,00400300,
DUNN

D,GSAA,GD,HHG,190000011,G9S000053 ,20110730,31939911,
G,20110624,20110709,016,MT00,59405,MD00,20748,004920,2080,054,01025100,00471500,
FAIRHURST

2.1.3 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			
Field	**Required Positions**	**Record Position(s)**	**Contents**
Trailer ID	1	1	Should always be T for Shipment files.
Field Delimiter	1	2	Comma.
SCAC	4	3-6	Four (4) character Standard TSP Alpha Code. Identify the SCAC for the TSP the GBL/CBL was issued to.
Field Delimiter	1	7	Comma.
Type of Transportation	2	8-9	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.
Field Delimiter	1	10	Comma.
Identifying Year and Quarter	5	11-15	Four digit year and one digit quarter.
Field Delimiter	1	16	Comma.
Number of Detail Records	4	17-20	Number of detail (shipment records) contained in file.
Field Delimiter	1	21	Comma.
Sum of Gross	10	22-31	Sum of individual detail record gross amounts, including dollars and cents with an implied decimal point. Example: 0015200750 = $152,007.50.
Field Delimiter	1	32	Comma.
Sum of Net Charges	10	33-42	Sum of individual detail record net amounts, including dollars and cents with an implied decimal point. Example: 0013500550 = $135,005.50.

Example:

- 50 General Domestic Shipments for January-March, 2011:

  T,GSAA,GD,20111,0050,0015200750,0013500550

2.2 Negative Shipment Report Format

The examples following show negative shipment report formats. Note that a header (H) and a trailer (T) record shall be included for each negative report.

- 2010 2nd quarter negative report for General Domestic shipments:

  H,GSAA,GD,20102

  T,GSAA,GD,20102,0000,0000000000,0000000000

- 2010 1st quarter negative report for International MMS shipments:

  H,GSAA,IM,20101

  T,GSAA,IM,20101,0000,0000000000,0000000000

3 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).

Shipment Report File Naming Convention			
Field	**Required Positions**	**Record Position(s)**	**Contents**
File Name ID	1	1	Shall be HHG for Shipment files
SCAC	4	2-5	Four (4) character Standard TSP Alpha Code. Identify the SCAC for the TSP the GBL/CBL was issued to.
Type of Transportation	2	6-7	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.

Shipment Report File Naming Convention			
Field	**Required Positions**	**Record Position(s)**	**Contents**
Calendar Year	4	8-11	YYYY - Calendar Year of Report.
Identifying Quarter	1	12	1 – 4 Identifies the calendar quarter the report represents.
Report Submission Number	2	13-14	Starts at 01, increments by 1.
Error Indicator	1	15	Blank from TSP, "E" for error file from TMSS.

Examples:

- General Domestic Shipments for January-March, 2010: HHGGSAAGD2010101.SHP
  - Returned error file from GSA: HHGGSAAGD2010101E.SHP
  - Returned error file from TSP HHGGSAAGD2010102.SHP
- General International Shipments for April-June, 2010: HHGGSAAGI2010201.SHP
  - Returned error file from GSA: HHGGSAAGI2010201E.SHP
  - Returned error file from TSP HHGGSAAGI2010202.SHP

4 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.

4.1 State Codes (CONUS) for Shipment Origin/Destination

State	Code
Alabama	AL00
Alaska	See Section 4.2.
Arizona	AZ00
Arkansas	AR00
California	CA00

State	Code
Colorado	CO00
Connecticut	CT00
Delaware	DE00
District Of Columbia	DC00
Florida	FL00
Georgia	GA00
Idaho	ID00
Illinois	IL00
Indiana	IN00
Iowa	IA00
Kansas	KS00
Kentucky	KY00
Louisiana	LA00
Maine	ME00
Maryland	MD00
Massachusetts	MA00
Michigan	MI00
Minnesota	MN00
Mississippi	MS00
Missouri	MO00
Montana	MT00
Nebraska	NE00
Nevada	NV00
New Hampshire	NH00
New Jersey	NJ00
New Mexico	NM00
New York	NY00
North Carolina	NC00
North Dakota	ND00
Ohio	OH00
Oklahoma	OK00

State	Code
Oregon	OR00
Pennsylvania	PA00
Rhode Island	RI00
South Carolina	SC00
South Dakota	SD00
Tennessee	TN00
Texas	TX00
Utah	UT00
Vermont	VT00
Virginia	VA00
Washington	WA00
West Virginia	WV00
Wisconsin	WI00
Wyoming	WY00

4.2 Origin/Destination Codes for Points in Alaska

Origin/Destination Point	Code
Anchorage	AN00
Cordova	CV00
Fairbanks	FB00
Juneau	JN00
Ketchikan	KN00
Kodiak	KD00
Petersburg	PB00
Sitka	SA00
Wrangell	WG00

Note: See the International Table for the code for the Hawaiian Islands, Puerto Rico, Guam and Virgin Islands.

4.3 Canadian Provincial Codes for Shipment Origin/Destination

Province	Code
Alberta	AB00
British Columbia	BC00
Labrador	LB00
Manitoba	MB00
New Brunswick	NB00
Newfoundland	NF00
Northwest Territories	NT00
Nova Scotia	NS00
Ontario	ON00
Prince Edward Island	PE00
Quebec	PQ00
Saskatchewan	SK00
Yukon	YT00

4.4 International Country Codes for Shipment Origin/Destination

Country/Designated Point	Code
Afghanistan	111A
Albania	120A
Algeria	1250
American Samoa	060A
Angola	1410
Antigua	1490
Argentina	150A
Armenia	101A
Aruba	630A
Australia – All Other Points	160A

Country/Designated Point	Code
- Adelaide	16AD
- Brisbane	16BB
- Canberra	16CB
- Darwin	16DW
- Melbourne	16MB
- Perth	16PH
- Sydney	16SD
Austria	1650
Azerbaijan	112A
Azores	735A
Bahamas	1800
Bahrain	1810
Bangladesh	1820
Barbados	1840
Belarus	102B
Belgium	1900
Belize	2270
Benin	103B
Bermuda	1950
Bolivia	2050
Bosnia-Herzegovina	104B
Botswana	2100
Brazil – All Other Points	220A
- Brasilia	22BB
- Recife	22RF
- Rio De Janeiro	22RJ
- Sao Paulo	22SP
Brunei	2320
Bulgaria	2450
Burkina Faso	9270
Burma	2500

Country/Designated Point	Code
Burundi	2520
Cambodia	2550
Cameroon	2570
Canary Islands	830C
Cape Verde	113C
Cayman Islands	2680
Central African Republic	2690
Chad	2730
Chile	2750
China – All Other Points	2800
- Beijing	28BG
- Chengdu	28CU
- Guangzhou	28GU
- Shanghai	28SI
- Shenyang	28SG
Colombia	2850
Congo	105C
Costa Rica	2950
Cote D'ivoire	106C
Croatia	4400
Cuba	3000
Cyprus	3050
Czech Republic	3100
Denmark	3150
Djibouti	3170
Dominican Republic	3200
East Timor	107D
Egypt	9220
Ecuador	3250
El Salvador	3300
England	925E

Country/Designated Point	Code
Equatorial Guinea	114E
Eritrea	108E
Estonia	115E
Ethiopia	3350
Fiji	3380
Finland	3400
France	3500
Gabon	3880
Gambia	116G
Georgia	109G
Germany	3940
Ghana	3960
Greece	4000
Grenada	117G
Guadeloupe	4070
Guam	170G
Guatemala	4150
Guinea	4170
Guinea-Bissau	119G
Guyana	4180
Haiti	4200
Hawaiian Islands of Hawaii, Kauai, Maui, Oahu	210H
Holy See	120H
Honduras	4300
Hong Kong	4350
Hungary	4450
Iceland	4500
India	4550
Indonesia	4580
Iran	110N
Iraq	110I

Country/Designated Point	Code
Ireland	4700
Israel	4750
Italy	4800
Jamaica	4870
Japan	490J
Jerusalem (added as a city under Israel)	111J
Jordan	5000
Kazakhstan	5250
Kenya	5050
Korea (South)	5150
Kosovo	110K
Kuwait	5200
Kyrgyzstan	121K
Lao People's Democratic Rep	5300
Latvia	122L
Lebanon	5400
Lesotho	123L
Liberia	124L
Libya	112L
Lithuania	5420
Luxembourg	5700
Macedonia	125M
Madagascar	5750
Malawi	5770
Malaysia	5800
Mali	5850
Malta	5900
Marshall Islands	127M
Mauritania	5920
Mauritius	5930
Mexico – All Other Points	5950

Country/Designated Point	Code
- Ciudad Juarez, Chihuahua	59CJ
- Guadalajara, Jalisco	59GD
- Hermosillo, Sonora	59HM
- Matamoros, Tamaulipas	59MM
- Merida, Yucatan	59MR
- Mexico City, DF	59MC
- Monterrey, Nuevo Leon	59MT
- Nogales, Sonora	59NG
- Nuevo Laredo, Tamaulipas	59NL
- Tijuana, Baja California	59TJ
Micronesia	630
Moldova	128M
Monaco	6070
Mongolia	129M
Montenegro	113M
Morocco	6100
Mozambique	6150
Namibia	8210
Nepal	6250
Netherlands	6300
Netherlands Antilles	6400
New Zealand	6600
Nicaragua	6650
Niger	130N
Nigeria	6700
Northern Ireland	925I
Northern Mariana Islands – All Other Points	0690
- Saipan	069S
Norway	6850
Okinawa	490K
Oman	6160

Country/Designated Point	Code
Pakistan	7000
Palau	131P
Panama	7100
Papua New Guinea	7120
Paraguay	7150
Peru	7200
Philippines	7250
Poland	7300
Portugal	7350
Puerto Rico (Main Island Only)	180P
Qatar	7470
Romania	7550
Russia – All Other Points	8250
- Moscow	82MC
- St. Petersburg	82SP
- Vladivostok	82VS
Rwanda	132R
Saudi Arabia	7850
Saint Lucia	7700
Sao Tome/Principe	133S
Scotland	925S
Senegal	7870
Serbia	113S
Sierra Leone	7900
Singapore	7950
Slovak Republic	114S
Slovenia	7890
Solomon Islands	789S
Somalia	7899
South Africa – All Other Points	8010
- Cape town	80CT

Country/Designated Point	Code
- Durban	80DB
- Johannesburg	80JB
- Pretoria	80PT
Spain	8300
Sri Lanka	2720
Sudan	8350
Suriname	8400
Swaziland	135S
Sweden	8500
Switzerland	8550
Syrian Arab Republic	8580
Tahiti	350T
Taiwan	2810
Tajikistan	136T
Tanzania	8650
Thailand	8750
Togo	115T
Trinidad And Tobago	205T
Tunisia	8900
Turkey	9050
Turkmenistan	116T
Uganda	9100
Ukraine	9280
United Arab Emirates	8880
Uruguay	9300
Uzbekistan	117U
Venezuela	9400
Viet Nam	9450
Virgin Islands St. John	200V
Virgin Islands St. Thomas/St. Croix	190V
Western Samoa	9630

Country/Designated Point	Code
Yemen	9650
Yugoslavia	9700
Zaire	2910
Zambia	9900
Zimbabwe	8180

5 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 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.

5.1 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).

Claims Report Header Record			
Field	**Required Positions**	**Record Position(s)**	**Contents**
Header ID	1	1	Shall be C for Claim files.
Field Delimiter	1	2	Comma.
SCAC	4	3-6	Four (4) character Standard TSP Alpha Code. Identify the SCAC for the TSP the GBL/CBL was issued to.
Field Delimiter	1	7	Comma.
Type of Transportation	2	8-9	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. **Please note that if you provide multiple services within CHAMP, you shall create separate reports (files) for each type of service provided.
Field Delimiter	1	10	Comma.
Number of Records	4	11-14	Number of records transmitted. This identifies the number of lines submitted in the shipment report. Example: 0321= 321 records. **If this is a Negative report, use all zeros.
Field Delimiter	1	15	Comma.
Identifying Quarter	5	16-20	YYYYQ - Complete year with the calendar quarter number, where Q = calendar quarter as referenced in file naming above. Example: 19993 = third quarter of 1999.

Examples:

- 20 General International Claims for April-June, 2011:

  C,GSAA,GI,0020,20112

- 87 MMS Domestic Claims for October-December, 2011

  C,GSAA,DD,0087,20114

- Negative General Domestic Claim Report for April-June 2011:

  C,GSAA,GD,0000,20112

5.2 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.

Claim Settlement Detail Records			
Field	**Required Positions**	**Record Position(s)**	**Contents**
Record ID	1	1	Shall be C.
Field Delimiter	1	2	Comma.
SCAC	4	3-6	Four (4) character Standard TSP Alpha Code. Identify the SCAC for the TSP the GBL/CBL was issued to.
Field Delimiter	1	7	Comma.
Type of Transportation	2	8-9	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.
Field Delimiter	1	10	Comma.
Type of Move	3	11-13	If multiple elements were moved using one GBL/CBL, each element shall have an individual shipment record; if the GBL/CBL 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/CBL, each element shall have an individual shipment record.
Field Delimiter	1	14	Comma.
Federal Agency Identification Code	9	15-23	Agency's 9 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.
Field Delimiter	1	24	Comma.

Claim Settlement Detail Records			
Field	**Required Positions**	**Record Position(s)**	**Contents**
TSP Reference Number	15	25-39	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 135895XXXXXXXXX. Records with this field blank, X or zero filled will not be accepted.
Field Delimiter	1	40	Comma.
BL Number	8	41-48	Bill of Lading Number. Use GBL/CBL number that was used to handle the shipment. If CBL 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.
Field Delimiter	1	49	Comma.
Type of GBL/CBL	1	50	Input V if Virtual GBL/CBL was used. Input G if standard GBL/CBL was used.
Field Delimiter	1	51	Comma.
Date Claim Received	8	52-59	YYYYMMDD (20110315 = March 15, 2011).
Field Delimiter	1	60	Comma.
Date Claim Settled	8	61-68	YYYYMMDD (see claim received date).
Field Delimiter	1	69	Comma.
Days to settle	3	70-72	Number of days, excluding day of receipt, but including the settlement date. Example: 010 = 10 Days
Field Delimiter	1	73	Comma.
Amount Claimed	6	74-79	Whole dollars only Example: 000500 = $500.00.
Field Delimiter	1	80	Comma.
Amount Settled	6	81-86	Whole dollars only. Example: 000250 = $250.00.
Field Delimiter	1	87	Comma.

Claim Settlement Detail Records			
Field	**Required Positions**	**Record Position(s)**	**Contents**
Settlement Delay Codes	30	88-117	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: C99C11C12XXXXXXXXXXXXXXXXXXXXXX If no codes are used X fill the 30 positions.
Field Delimiter	1	118	Comma.
Employee's Last Name	15	119-133	Last name of the employee listed on the GBL/CBL in all CAPS. If the employee'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 JONESXXXXXXXXXX. Records with this field blank, X or zero filled will not be accepted.
Field Delimiter	1	134	Comma.
TSPs Tax ID Number	9	135-143	TSP TIN.

Example:

Columns

A	*B*	*C*	*D*	*E*	*F*	*G*	*H*	*I*	*J*	*K*	*L*
C	GSAA	GI	POV	RXPG8TY43	*Q794-P912666XXX*	*PP123456*	*G*	*20110601*	*20110622*	*021*	*002300*

M	*N*	*O*	*P*
001600	*Z99C12P13XXXXXXXXXXXXXXXXXXXXXX*	*O'TOOLEXXXXXXXX*	*123456722*

5.3 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 employee’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.

Claim Settlement Delay Code Specifications	
TSP Reason Codes	
Delay Code	**Meaning**
C99	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).
C11	TSP Failure: Indicates that the TSP through administrative error failed to make a settlement offer within sixty (60) calendar days.
C12	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 employee, use Delay Code P12.
C13	Repair Estimates: Indicates that the TSP failed to obtain estimates of repair in sufficient time to make a settlement offer within sixty (60) calendar days (see DTOS Paragraph 10-2 for the requirement that the TSP obtain repair estimates). If the failure to obtain timely repair estimates was based on the inability of the repair TSP to meet with the employee, use Delay Code P13.
C14	RESERVED
C15	RESERVED

Claim Settlement Delay Code Specifications	
Employee Reason Codes	
Delay Code	**Meaning**
P 99	Indicates that because of a combination of employee failures, as indicated by the following employee 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., P99P12P14. Do not use for an 'other' or 'unknown' indication. Do not use by itself or with only one other code (Example: P99 or P99P12).
P11	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).
P12	Adjuster Failure: Indicates that the employee 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.
P13	Repair Estimates: Indicates that the employee 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 employee 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.
P14	Appraisals: Indicates that despite a timely request from the TSP, the employee 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.
P15	RESERVED

Claim Settlement Delay Code Specifications	
Combination Code	
Delay Code	**Meaning**
Z99	Indicates that because of a combination of TSP and employee failures, 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., Z99C12P14. Do not use for an 'other' or 'unknown' indication. Do not use by itself or with codes for only one other type (Example: Z99 or Z99C12).

6 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			
Field	**Required Positions**	**Record Position(s)**	**Contents**
TSP Code	4	1-4	Four (4) digit Standard TSP Alpha Code
Year	1	5	Last digit of calendar year (2011 would be 1)
Quarter	1	6	Calendar quarter, e.g., 1=Jan-Mar, 2=Apr-Jun, 3=Jul-Sep, 4=Oct-Dec
File Type	1	7	Designates the type of transportation the file contains. General Domestic = A, General International = B, Direct Move Management Domestic = C, Direct Move Management International = D, Broker Move Management Domestic = E, Broker Move Management International = F.
Report Type	1	8	Report Submission Number (i.e. first submission of original quarterly report =1; corrected error report submission=2).
File Extension	3	9-11	Original submission shall be .CLM; the correction report submitted requires an .ERC extension.

Example: Original Claim Report Submission

GSAA13A1.clm	
GSAA	TSP Code
9	Last Digit of Calendar Year
3	Calendar Quarter
A	File Type
1	Report Type
.CLM	File Extension

Example: Corrected Claim Report Submission

GSAA13A2.clm	
GSAA	TSP Code
9	Last Digit of Calendar Year
3	Calendar Quarter
A	File Type
2	Report Type
.ERC	File Extension

If you have several files to transmit at one time, each file name shall be unique (i.e., GSAA13A1.CLM, GSAA13A2.ERC, etc.).

7 Shipment Report and Claims Report Submission Requirements

7.1 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 filing services not conforming to the report submission specifications will be rejected.

7.2 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 your

TSP has never submitted reports electronically to the General Service Administration (GSA) and intends to directly transmit the required reports via TMSS using the Report Upload module instead of using a Service Provider, your TSP shall 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.

7.3 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 services not conforming to the record requirements will be unacceptable and not incorporated in the database.

7.4 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 you do not currently have Java, you 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.

7.5 Accessing the Report Upload Module

In order to access the new “Report Upload” module, your TSP’s administrator shall first designate who will have access to this module and grant them access via TMSS. Your 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 your TSP’s User Name and Password is not known, please contact GSA.

7.5.1.1 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 your 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.

7.5.1.2 Verification of file transfer

Once the reports have been uploaded, the user 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 you should be able to see your TSP's file identified in your assigned directory. If the file doesn't appear, you will need to "Upload" the file again. The steps identified above will assist you only in verifying that your TSP's claim and/or shipment report(s) file was transferred successfully. Following these steps WILL NOT verify that the contents of your TSP's reports have been formatted correctly--only that GSA has received a file.

Appendix E –Sample Memorandum of Understanding for Move Management Services

This Appendix contains the sample Memorandum of Understanding (MOU) between an Agency and a Move Management Services firm referenced in Section 6 of the Household Goods Tender of Service (HTOS). Note that this is only a sample; other services, such as personally procured moves or extended storage, might be included depending on an Agency's needs. The MOU may also be expanded to include more operational procedures and Transportation Service Provider (TSP) selection criteria depending on the Agency's needs.

It is the Agency's responsibility to draft, negotiate, and finalize an MOU with its Move Management Services firm prior to the beginning of services. The Centralized Household Goods Traffic Management Program (CHAMP) Program Management Office (PMO) will also review your drafted MOU prior to signature if requested.

MEMORANDUM OF UNDERSTANDING

for

The Performance of

Move Management Services

for

Household Goods Shipments

Between

_____ (Insert Agency Designation) _____

And

_____ (Insert Move Management Company) _____

Effective Date: _____

1.0 General

The AGENCY, and the MOVE MANAGEMENT FIRM, agree that the MOVE MANAGEMENT FIRM will provide move management services and commercial relocation services according to the specifications and requirements as set forth in the current GSA Domestic and International Household Goods Tender of Service (HTOS). All Household Goods (HHG) shipments shall be conducted under the GSA Centralized Household Goods Traffic Management Program (CHAMP) program with CHAMP approved Transportation Service Providers (TSPs). Other government agencies may join this household goods agreement upon agreeing to reimburse the AGENCY a per-move fee for its program management services. In that case, the other government agencies will substitute their agency name wherever "the AGENCY" is used when reading this agreement, but the AGENCY shall be the ultimate program manager of this agreement.

2.0 Scope

This MOU applies to the shipment and storage of all domestic and international household goods moves as defined by the HTOS and authorized for the benefit of the Government and funded by the AGENCY. The discounts offered through this agreement shall be equal to or less than a comparable move performed under the undiscounted Tariff GSA-01.

3.0 Definitions

3.1 Household Goods Moves

All services related to the packing, loading, transportation, storage and delivery of household goods are included as defined in the CHAMP HTOS. All move management services, including receiving service requests, conducting employee counseling, creating a cost comparison of program rates with the GSA-01 Tariff, making TSP selections, preparing bills of lading, preparing shipment invoices, conducting TSP performance evaluations, auditing TSP services and costs, preparing claims documentation, assigning selected shipments to storage-in-transit (SIT), preparing and submitting service requests to TSPs, maintaining the MOVE MANAGEMENT FIRM's web application with the most current programming and shipment information, and preparing and submitting management reports to the AGENCY and participating TSPs. For technical reasons, to comply with CHAMP provisions, the TSP shown on household goods bills of lading will be the MOVE MANAGEMENT FIRM (insert MOVE MANAGEMENT FIRM SCAC) regardless of the underlying TSP actually performing the services. Where the MOVE MANAGEMENT FIRM does not have GSA approved scope of operations, a one-time-only (OTO) rate quote will be used. For CONUS shipments, the bottom line discount for out-of-scope OTO rates shall be (__fill in__) percent for transportation and (__fill in__) percent for storage.

3.2 Transportation Services Provider (TSP)

This is motor common carrier for domestic and off-shore moves or freight forwarder for international moves. It is not a broker. TSPs for these moves shall be qualified under the provision of the CHAMP HTOS and other procedures.

3.3 Bills Of Lading

CHAMP uses Commercial Bills of Lading (CBL) 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 Government's interest and serves as the contract of carriage. A CBL is the document used as a receipt of goods and documentary evidence of title during transportation. When an Agency uses a CBL, the specific terms and conditions of a GBL are included in rate tender under CHAMP and the bill of lading shall make reference to the rate tender.

By accepting this MOU, a TSP agrees that specific terms and conditions of a GBL are included in their rate tender. Specific terms and conditions that apply to either the GBL or CBL are included in 41 CFR 102-117.65, the "U.S. Government Freight Transportation Handbook", 41 CFR 102-118.135 and 140.

3.4 CHAMP Program Manager

The HTOS is published and CHAMP managed by the General Services Administration Centralized Household Goods Traffic Management Program Office (QMCCB), Building 6, 1500 East Bannister Road, Kansas City, Missouri, 64131 (hereinafter referred to as PMO).

3.5 Agency Point of Contact and Program Manager

(Insert the AGENCY point of contact information)

This representative has the authority to initiate a HHG move in all of its parts and to obligate the AGENCY and other government agencies (OGA) party to this MOU to expend funds to support a course of action necessary to continue the progress of a household goods shipment to its completion. The HHG PM or designee is the primary agency person for initiating a move management service request under this agreement. The HHG PM or designee can and shall appoint other AGENCY personnel as responsible for initiating and managing moves. The number and type of personnel involved will vary depending on the size of the AGENCY and the extent to which operations are centralized.

3.6 Move Management Services

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, and other related services for employee household goods shipments.

3.7 Peak Season

For AGENCY shipments, the peak HHG moving season shall start May 1st and end September 30th. The remainder of the year is the industry's non-peak season.

3.8 Self-authorization for Accessorial Services

Whenever an accessorial service is required and an AGENCY/OGA authorization cannot be granted in a timely manner, the MOVE MANAGEMENT FIRM may initiate the necessary service to maintain the progress of a move that would be otherwise delayed. A written authorization must follow before payment. A TSP may not self-authorize accessorial services.

3.9 Self-Pack and Load

TSPs selected and managed by the MOVE MANAGEMENT FIRM in the AGENCY program shall 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.

3.10 Short Notice Move

Any requested move that has five (5) business days or less from the day of the MOVE MANAGEMENT FIRM's notification to the required pick-up date is a short notice move. The MOVE MANAGEMENT FIRM shall not be penalized for a failure to meet the requested pick-up schedule. Telephone pre-move surveys are allowed without AGENCY approval.

3.11 Storage-in-transit (SIT)

The necessary warehousing of HHG pending delivery to the permanent residence is not to exceed 180 calendar days or the agency-approved storage period, whichever is less. Storage generally occurs at destination but may occur at origin upon presentation of a satisfactory justification by the TSP to the AGENCY or the MOVE MANAGEMENT FIRM.

4.0 Statement of Work

4.1 Initiation of Service and Authorizations – Household Goods

HHG PM or designee will notify the MOVE MANAGEMENT FIRM of employee moves by entering the request on the MOVE MANAGEMENT FIRM web site. HHG PM or designee may temporarily also use telephone, fax, or other electronically agreed upon method for notification. A legible copy of the (insert appropriate final travel/transportation authorization) must follow but the minimum information necessary for the MOVE MANAGEMENT FIRM to initiate a move is:

- Employee's name
- Employee's phone numbers at work and home
- Copy of the current (insert the appropriate interim travel authority if any).

The HHG PM or designee will provide the MOVE MANAGEMENT FIRM with a telephone number to contact the employee for counseling purposes. The MOVE MANAGEMENT FIRM will attempt to contact the employee within twenty-four (24) hours after receiving the initial request for move management services. If the MOVE MANAGEMENT FIRM is unsuccessful in contacting the employee within forty-eight (48) hours, the MOVE MANAGEMENT FIRM will advise the HHGFR and ask for assistance.

4.2 Prior Authorization of Accessorial Services

4.2.1 Under normal conditions prior authorizations are required before the performance of any accessorial services. All charges must be supported with approved HHG PM or designee authorizations prior to payment.

4.2.2 The MOVE MANAGEMENT FIRM's self-authorizations for accessorial services are intended to maintain the progress of a move that would be otherwise delayed. The MOVE MANAGEMENT FIRM may self-authorize multiple accessorial services listed in the adopted tariff GSA-01 for a cumulative amount up to $ (_insert amount_) for other than crating and shuttle service when it is necessary to maintain the momentum of the move. If essential additional services exceed this limit, the MOVE MANAGEMENT FIRM shall contact the HHG PM or designee to obtain a written authorization (fax, e-mail) before such services may be ordered. All the MOVE MANAGEMENT FIRM self-authorized services shall be subject to review by the HHG PM or designee. When the charges for accessorial services, other than crating and shuttle service, exceed the cumulative $ (insert amount) self-approval threshold, prior approval from the HHGFR must be received. Each crating and shuttle service may each incur up to $ (insert

amount) in charges independently of other accessorial services before a HHG PM or designee's prior approval will be required.

4.2.3 In the event the MOVE MANAGEMENT FIRM fails to obtain the written approval/authorization for additional accessorial services, the MOVE MANAGEMENT FIRM will be personally and financially liable to the TSP for those charges.

4.3 Counseling

The MOVE MANAGEMENT FIRM will contact the employee and provide information, guidance and/or instructions derived from the Federal Travel Regulation (FTR) and the AGENCY implementing policies regarding all aspects of their move including, when requested, alternatives for a government move which would include a personally procured move. These topics include, but are not limited to, the following list.

- Allowances under the Federal Travel Regulation (FTR) and the AGENCY policy
- On-site pre-move survey responsibilities
- Released shipment valuation and excess shipment valuation
- Disassembly and reassembly of household furniture
- Shipment and storage services that are paid by the Government
- Authorized storage-in-transit (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) & Equipment (PBP&E) documentation and the AGENCY approval requirements
- Packed by owner (PBO) packaging and inspection of contents and repacking
- Do-it-yourself move instructions with reference to SIT, allowable costs and liability issues, if an AGENCY chooses to include personally procured moves in its program
- Transportation of Privately Owned Vehicles (POV) and alternative methods of transporting them
- Claims filing procedures and general assistance and guidance.

4.4 Additional Stops or Services for the Benefit of the Employee

The MOVE MANAGEMENT FIRM will instruct all AGENCY employees that additional pick-ups or drop-offs occurring within a direct route from the origin to destination are normally allowable, however, additional charges are payable by the employee. The MOVE MANAGEMENT FIRM, the Agency Program Manager or designee, and the employee must review the costs for an out-of-route exception. The HHG RM or designee will advise the MOVE MANAGEMENT FIRM of the employee's decision to request the additional stop or not. Charges for additional pick-ups or drop-offs must be shown on the bill of lading with any other charges payable by the employee. The MOVE MANAGEMENT FIRM shall prepare a Bill of Collection (BOC) summarizing charges payable by the employee. The AGENCY is responsible for validating the BOC.

4.5 On-site Inspections

The HHG PM or designee may request on-site service inspections at either the shipment origin or destination point for an additional charge of $ (_insert amount_) per inspection. Optional origin or destination inspection services must be requested in writing and by calling the MOVE MANAGEMENT FIRM at least 24 hours in advance to allow scheduling.

4.6 TSP Selection Criteria – Household Goods

The AGENCY HHG Program Manager or designee may provide a list of TSPs to the MOVE MANAGEMENT FIRM that will be used for AGENCY shipments. (Insert instructions, if any that agency wishes to use such as rotating basis.) The AGENCY may delegate selection of TSPS to the MOVE MANAGEMENT FIRM.

4.7 TSP Performance Criteria

The AGENCY HHG Program Manager or designee and the MOVE MANAGEMENT FIRM will establish a TSP's performance. Performance criteria may include:

- Professionalism and courtesy of TSP personnel
- Accuracy of the pre-move survey
- Containment of the pack, load, delivery and storage by the participating TSP
- Overall quality of TSP service and responsiveness to requests
- Frequency, processing, handling, and settlement of claims and other problems
- Scores of the GSA Form 3080 evaluations
- Administrative excellence of move coordination, documentation, and billing.

4.8 Preparation of Bills of Lading (BL)

The MOVE MANAGEMENT FIRM will prepare and distribute BL for shipments of HHG, UAB, and domestic and international POVs.

Domestic household goods shipments and POV shipments use the CBL. Use of the CBL bills of lading incorporates the terms and conditions of a government shipment, as specified in 41 CFR 102-117.65, the "U.S. Government Freight Transportation Handbook", 41 CFR 102-118.135 and 140and this agreement.

The MOVE MANAGEMENT FIRM will maintain accountability of records and physical security of the BL numbers supplied, and will manage their distribution to comply with the terms of the GSA HTOS and this agreement. All BL must be accounted for.

The MOVE MANAGEMENT FIRM may issue a separate BL for each international shipment of household goods, UAB, PBP&E and POVs, when required.

The MOVE MANAGEMENT FIRM will prepare BL prior to shipment pick-up and forward the BL to the TSP in a timely manner.

Upon request, the HHG program manager or designee will provide the MOVE MANAGEMENT FIRM with BL preparation instructions and a sample BL that will identify all pertinent BL data elements and information.

4.9 Valuation Charges

The MOVE MANAGEMENT FIRM is authorized to order valuation of $ (_establish AGENCY level not less than $5.00 per pound_) times the shipment weight [up to $ (_establish AGENCY level not less than $54,000_) whichever is less)][1], on domestic, international, and OCONUS shipments of household goods at no cost to the AGENCY or to the employee. The BL will reflect Full Value Replacement. TSP invoices shall not list standard shipment valuation charges. Shipment valuations in excess of $ (_the established AGENCY limit per pound_) times the shipment weight or $ (the established AGENCY level), whichever is less, shall be charged to the employee at $ (agreed upon rate) per $100 of excess valuation during transit and $ (agreed upon rate per $100 while in storage.

Excess shipment valuations requested by an employee must be in writing from the employee. The MOVE MANAGEMENT FIRM will inform the employee that they will be financially

[1] The minimum requirement here is to specify the basic valuation level which may be no less than $5.00 per pound. The agency may establish a top limit of FRV coverage consistent with its authority from the FTR.

responsible for the cost of excess valuation. Excess valuation must be shown on the bill of lading.

In the event the MOVE MANAGEMENT FIRM fails to obtain a written excess valuation request prior to the shipment pick-up from the employee, the MOVE MANAGEMENT FIRM will be held financially responsible for payment of any excess valuation charges to the TSP and storage facility.

4.9 Service Auditing

The MOVE MANAGEMENT FIRM will require all TSP billings to be sent directly to the MOVE MANAGEMENT FIRM to be pre-audited. Within five (5) calendar days after receipt of the TSP's billings, the MOVE MANAGEMENT FIRM will certify on the invoice that the verified accessorial services billed by the TSP were necessary, properly authorized, actually performed, and documented in writing.

The MOVE MANAGEMENT FIRM will "flag" any HHG invoices that contain excess valuation charges and/or additional pick up/drop-off charges in order for the AGENCY (financial service activity) to initiate collection letters for these charges.

At the request of the HHG program manager or designee, the MOVE MANAGEMENT FIRM will be required to schedule onsite origin or destination HHG service inspections. An additional fee of $ (establish amount) shall be assessed for completed inspections. Consideration must be given to the practicality of performing an on-site inspection to prevent a delay of the move. When the situation strongly suggests an on-site inspection is necessary, a reasonable delay of the move is acceptable.

4.10 Management Reporting

The MOVE MANAGEMENT FIRM will, at a minimum, maintain the following continuously available web site HHG reports:

- Order Summary and Contact Report
- Shipment Summary Report for HHG, POV, UAB, & PBP&E
- Claims Summary Report
- TSP Utilization Report
- Bill of Lading Log Sheets
- Raw Shipment Data in a downloadable format

- Individual GSA Form 3080 Report and Period Specific GSA 3080 Summary Report
- Shipment Billing Report with Charge-backs to Employees
- Shipment Distance and Weight Summary Report
- Business Summary and Socio-Economic Spend.

The MOVE MANAGEMENT FIRM will prepare and submit a report to the HHG program manager or designee on all authorized additional move management services, such as on-site inspections and HHG program cost avoidances revealed during auditing.

The MOVE MANAGEMENT FIRM will use its best efforts to insure all GSA Forms 3080 are completed and returned. The goal for the return rate of GSA Form 3080 is ninety (90) percent or higher.

(*Note: The next paragraph of this provision is optional. If the agency elects to have the Move Management Firm collect GSA Form 3080 data, the agency must establish verification and validation procedures to insure the accuracy of the data collected and submitted. This should be done in conjunction with the CHAMP PMO.)*

The MOVE MANAGEMENT FIRM will telephonically obtain employee responses for the GSA Form 3080, Household Goods TSP Evaluation, within three (3) weeks after completion of delivery of the employee's household goods to the permanent residence. The GSA Form 3080 evaluation forms will be provided by the MOVE MANAGEMENT FIRM and be available for viewing on their web site.

The MOVE MANAGEMENT FIRM will conduct semi-annual performance reviews with the HHG program manager or designee. This may occur in conjunction with an "All TSP" meeting.

4.11 Accessorial and Third Party Services:

The list of chargeable accessorial services that could arise during the movement of an employee's household goods is included in the GSA-01 Tariff (for domestic shipments) and Section 12 of the GSA HTOS (for international shipments). The MOVE MANAGEMENT FIRM will identify those services required for a particular move and obtain the necessary HHG program manager's written authorizations. the MOVE MANAGEMENT FIRM may self authorize, in writing, all required accessorial services to maintain the progress of a move when the cumulative charges for all accessorial services (except crating and shuttle service) are $(_establish level_) or less. Crating and shuttle service have separate self-approval maximums of $(_establish level_) each. The MOVE MANAGEMENT FIRM may proceed without a written authorization if the shipment would be unduly delayed. However, all accessorial services must

be documented, in writing, by the MOVE MANAGEMENT FIRM prior to payment. The HHG program manager shall arbitrate the MOVE MANAGEMENT FIRM's self-approved services disputes between the TSP and the MOVE MANAGEMENT FIRM when unresolved disagreements occur. His/her decision shall be binding upon both parties.

4.12 Billing Information

The selected TSP shall submit a bill to the MOVE MANAGEMENT FIRM who will then submit an invoice to the AGENCY (insert appropriate financial activity) and receive payment from the (insert appropriate financial activity). Upon verification that accessorial services properly approved were necessary and were actually performed, the MOVE MANAGEMENT FIRM shall provide the written authorizations and include a request for payment of the accessorial charges in their billing. The MOVE MANAGEMENT FIRM shall retain all shipment billing documentation for a minimum of six (6) years from the payment date.

4. 13 Storage-in-Transit (SIT)

SIT, when required, is generally authorized for an initial storage period not to exceed ninety (90) calendar days. The initial period may be extended in thirty (30) calendar day increments or in one ninety (90) calendar day increment with the total storage days not to exceed 180 calendar days. The employee will be counseled as to the period of authorized storage and their liability if storage exceeds the AGENCY-approved limit. Storage costs identified on billing documents shall be separated between the AGENCY's obligation and the employee's obligation when any charges are payable by the employee. Charges for excess shipment weight placed into storage will be payable by the employee.

The MOVE MANAGEMENT FIRM will require the TSP to obtain authorization from the MOVE MANAGEMENT FIRM before the placement of the shipment into SIT at origin. Storage at the destination is standard. Storage shall not be permitted when the cost of the driver's waiting time and reduced handling re suitable alternatives. The MOVE MANAGEMENT FIRM will notify the employee of the actual location for the SIT within five (5) calendar days after delivery into SIT. This notification will be provided in writing or be available from the web application and will clearly state the date of expiration of the initial authorized storage period. The MOVE MANAGEMENT FIRM will notify the employee of the expiration of storage at least ten (10) business days prior to the expiration of authorized storage. The MOVE MANAGEMENT FIRM will counsel the employee of their liability for additional charges, changes of liability coverage from TSP to warehouseman's care, and the risks to the employee if authorized storage expires and the HHG remain in storage.

The MOVE MANAGEMENT FIRM will instruct all the AGENCY employees to submit a written request to the (_appropriate AGENCY activity_) for any requested extension of SIT beyond the initial authorized period. The (_appropriate AGENCY activity_) will notify the MOVE MANAGEMENT FIRM of additional authorized SIT. If additional SIT storage is desired by the employee but not approved, the employee will be advised of their responsibility for the storage charges. The employee's failure to have their property deliver-out from storage on or before the last agency-approved storage day, will initiate storage charges to the employee provided the employee was given at least ten (10) calendar days notice of the requirement from the MOVE MANAGEMENT FIRM to remove the property from storage by a certain date.

5.0 Further Agreements

The MOVE MANAGEMENT FIRM will obtain written pre-authorizations from the HHG program manager or designee to conduct a telephone pre-move shipment survey (other than for a short-notice move) or to perform a shipment pick-up or delivery on a Saturday, Sunday or Holiday. Additional charges for services performed on a weekend or holiday shall be payable by the employee, unless the services are for the TSP's convenience.

Whenever the actual weight of the household goods shipment varies from the estimated weight on the pre-move survey by plus or minus ten (10) percent or more, the MOVE MANAGEMENT FIRM will notify the HHGFR. When a shipment exceeds the maximum authorized regulatory shipment weight, a reweigh shall be conducted. An actual shipment weight in excess of 110 percent of the pre-move survey weight must be acceptably justified to the HHG program manager or the MOVE MANAGEMENT FIRM before payment for the additional weight may be approved. The MOVE MANAGEMENT FIRM and the HHG program manager shall evaluate the reasonableness of a TSP's explanation. Their determination shall be final. The employee must be notified of their potential indebtedness resulting from any weight in excess of the regulated weight limit.

The MOVE MANAGEMENT FIRM will maintain a 24-hour, 7 days per week, telephone and web site accessibility for the AGENCY employees and the AGENCY program officials.

The MOVE MANAGEMENT FIRM will provide the employee an electronic or pocket-sized pamphlet listing procedures and relevant information for use by the employee.

All amendments or changes to this agreement must be in writing and signed by a responsible officer of the MOVE MANAGEMENT FIRM and the AGENCY HHG program manager.

This MOU is effective from the date of signature and will remain in effect until terminated by either party but not longer than five (5) years. Termination prior to natural expiration shall be

effective upon the receipt of ninety (90) calendar days notification or some other mutually agreeable notification period and a *Letter of Intent to Terminate* specifying a date by which the agreement shall be terminated.

In no instance will this MOU exceed the terms of the GSA HTOS or permit the participation of licensed brokers.

All shipment records created during this agreement, all records submitted for uploading into the web application prior to this agreement to establish a historic database resource, and all records completed after this agreement has been terminated and during the agreement closeout period, are the property of the AGENCY and shall be provided to the AGENCY in a downloadable format suitable for maintaining data integrity and viability compatible with effective data management protocols. The AGENCY may request record updates for incomplete records for up to three (3) years after the MOU termination date.

The MOVE MANAGEMENT FIRM will secure personally identifiable information of all employees from unauthorized disclosure and secure all other data from unauthorized release. Social Security Numbers may not be requested from employees and may not be saved in any database or other record.

6.0 Contact Information

The MOVE MANAGEMENT FIRM is authorized to receive all service requests related to this agreement. The MOVE MANAGEMENT FIRM may be reached at (Insert MOVE MANAGEMENT FIRM contacts)

For: The AGENCY:	For: The MOVE MANAGEMENT FIRM:
Signature and Date Signature Element	Signature and Date Signature Element